



CONSUMER SATISFACTION SERVICES

Annual Report

October 1, 2004 – September 30, 2005

PREPARED FOR:

CAPITAL AREA BEHAVIORAL HEALTH COLLABORATIVE

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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 (SEK, Co.), is available for inspection at our office during normal business hours.

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Consumer Satisfaction Services

January, 2006

Dear Colleagues:

We are pleased to present this, our fourth Annual Report, to you.

Consumer Satisfaction Services is a non-profit organization founded in April, 2002 that grew out of implementation of HealthChoices in the Lehigh/Capitol region. We are consumer directed and fully staffed by consumers, family members and persons in recovery. Our goal is improve the quality of behavioral health care (mental health and substance abuse services) through consumer involvement in research and planning. To accomplish this goal, we conduct confidential interviews with consumers of these services, analyze the results, and make the information available to providers and policymakers. We also work to strengthen the role of consumers on advisory councils.

Our principle product is a cost-effective research and evaluation process offered to managed care organizations, behavioral health service providers, state and county agencies, peer-run organizations and advocacy groups. These research efforts are directed to several purposes:

- Quality Improvement
- Systems Planning
- Process Evaluation
- Outcomes Evaluation

A primary activity of CSS is to collect information by interviewing consumers and family members about the services they receive, about their needs, and/or about their progress. CSS develops survey instruments that include both closed-ended and open ended questions. Both quantitative and qualitative analyses are used to assess trends. The analyzed data is compiled into detailed reports that include observations, conclusions and recommendations for improvements in systems planning and service provision. These reports are made available to our various stakeholders including consumers, family members, and persons in recovery, providers and policymakers.

CSS has also been called upon on several occasions to provide technical assistance and support to advocacy organizations, service providers, as well as consumer run clubhouses and drop-in centers.

Our Annual Report encompasses our cumulative findings for those surveyed as part of the HealthChoices Program in the Capital Region (Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties). Over the past year, we have switched to a Provider Specific method of reporting; that is, in addition to our systematic quarterly reporting, we also begun to issue satisfaction reports based on results from individual providers.

Consumers are selected for surveys through a random process. For those receiving mental health services, we have been provided with such pertinent information as their names, addresses and telephone numbers. Those who have been selected are then sent a letter advising them of who we are, the purpose and need of reaching out to them, and an indication that we will be contacting them shortly to offer an opportunity to share their experiences with us.

On the substance abuse side, facilities who have filed unduplicated claims for services on behalf of consumers are identified and contacted. CSS will then arrange for an on-site visit to seek participation from HealthChoices clients. In both the mental health and substance abuse process, participation is completely voluntary. Consumers are advised that regardless of whether they participate or not it will not impact any services that they might be receiving now or need in the future. Consumers are further advised that their identity will be kept strictly confidential; any responses, be it simply responding to the question as given or providing additional comment, can in no way be traced back to the individual consumer.

The survey itself was written by a committee consisting of consumers, family members and individuals in recovery as well as representatives of the staff of CABHC and other professionals in the community. While it may not be perfect in every sense of the word, we believe that at this time it is providing the information necessary to make and support our concluding recommendations.

CSS is unique in its ability to gain high-quality consumer input on behavioral health care. The interviews are conducted by people who have had experience with behavioral health services as consumers, family members or persons in recovery. This helps in developing rapport between the interviewer and interviewee. Interviewees are encouraged to think critically and creatively about the quality of their care, how the program has helped them, and suggestions for improvements. Because all information is kept confidential, respondents feel freer to give their opinions.

There is no better way to gain a clear-cut perspective on whether services provided are meeting the needs of people with mental illness than to ask them. For too long, consumers were told what was good for them. The survey process we follow, and its resulting reports, gives the most important stakeholders in the equation, consumers and family members, the opportunity to tell state and county officials, service providers and policymakers what is needed, what works and where the gap exists. It is a win for all concerned!

Thank you.

The Board and Staff of Consumer Satisfaction Services

Annual Report

Demographic and Survey Information – 2005 Findings

The survey represents 1411 (n = 1,411) respondents from the Capital Region, consisting of 721 Adults (51.2%) and 688 Children/Adolescents (48.8%). **Please Note: Although N=1,411 some Charts may display results with slightly lower total numbers; this is reflective of some consumers electing not to answer all questions put to them during the survey process.** Of the child/adolescents consumers, the children themselves responded to the survey in 9.3% (63 of 674), while the parents/guardians responded in 611 of 674 cases (90.7%).

- Data was collected by 21 interviewers from 13 Treatments Facilities in the Capital Region.
- 81% of surveys (1115 of 1411) were conducted at the respondent’s home, 6% (79) were conducted in a neutral place and the remaining 13% (175) were conducted outside the home.
- 25% of the interviews (339) were conducted in person and 75% (1038) were conducted on the phone. One respondent reported that the interview method as ‘Other’; this individual was interviewed at a local fast food restaurant.
- Approximately 9% of the respondents (123) reported they had been previously interviewed in the last year.

Previously interviewed in last year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	123	8.7	8.9	8.9
	No	1100	78.0	79.9	88.8
	Not sure	154	10.9	11.2	100.0
	Total	1377	97.6	100.0	
Missing		34	2.4		
Total		1411	100.0		

- Gender: Sample is 53.6% male (734) and 46.4% female (636). 41 individuals did not respond to this question. Gender was not related to respondents satisfaction with services
- Age: Age of respondents ranged from 0 – 70 years, with a mean age of 24.44 and median age of 18. We found no relationship between age and Total Satisfaction

Counties of Residence

County where you live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cumberland	182	12.9	13.1	13.1
	Dauphin	430	30.5	31.0	44.1
	Lancaster	445	31.5	32.1	76.2
	Lebanon	235	16.7	16.9	93.1
	Perry	81	5.7	5.8	98.9
	Other	15	1.1	1.1	100.0
	Total	1388	98.4	100.0	
Missing		23	1.6		
Total		1411	100.0		

Some of the residents live in one county and receive services in another county. The vast majority of consumers receive services in the county in which they live. The percent of consumers both living in the county and receiving services in that same county is

County of Residence	Frequency receiving services in their own county	Percent receiving services in their own county
Cumberland	166 of 180	92.2%
Dauphin	401 of 417	96.2%
Lancaster	401 of 431	93.0%
Lebanon	211 of 219	96.3%
Other	0 of 15	0.0%
Total	1221 of 1335	91.5%

Our analysis indicated significant differences in Total Satisfaction by County where services are received. Consumers who receive their services in Dauphin and Lancaster counties report significantly higher levels of Total Satisfaction than the other counties. Consumers who received their services in Perry County reported significantly lower levels of Total Satisfaction than the other counties. With a 5 point scale and 29 questions, anything over total Satisfaction = 87 indicates satisfaction on some level. All mean satisfaction scores are over 98. The reason for satisfaction differences is not known. It may be a function of differences in the quality of services. However, it may also be due to differences in rating styles, expectations, or other confounding variables. If the differences between the satisfaction ratings in Perry County and the other counties continue over time, a closer look into the services in this county should be conducted to better understand the reasons for the differential ratings. Items with a mean satisfaction rating of less than 3.0 should be closely monitored.

Total Satisfaction by County

County of Residence	N	Mean	Standard Deviation	Standard Error
Cumberland	210	101.0	13.0	0.9
Dauphin	451	104.5	12.9	0.6
Lancaster	415	105.4	13.6	0.7
Lebanon	222	100.9	12.5	0.8
Perry	43	98.0	10.7	1.6
Total	1341	103.4	13.2	0.4

- Race: 934 of 1393 respondents (67.0%) reported their race as White/Caucasian, 241 (17.3%) as African American, 132 (9.5%) as Latino/a Hispanic, 58 (4.2%) as Multi-racial, 7 (0.5%) Asian/Pacific Islander, 12 (0.9%) Native American/American Indian and 9 (0.6%) as Other. Eighteen respondents (1.3%) chose not to answer this question.

Our analysis indicated no significant differences in Total Satisfaction with respect to race. This was something that we suggested we monitor earlier this year as we found racial differences in 2nd quarter 2005 numbers with the African American respondents reporting significantly lower levels of satisfaction. That does not seem to be the case now.

Total Satisfaction by Race

	N	Mean	Std. Deviation	Std. Error
African American	241	102.4	14.1	0.9
Asian/Pacific Islander	7	100.6	20.6	7.8
Latino/a	132	103.2	13.6	1.2
Native American/Am Indian	12	109.2	14.0	4.1
White / Caucasian	934	103.7	12.9	0.4
Multiracial	58	106.2	13.2	1.7
Other	9	103.8	8.1	2.7
Total	1393	103.6	13.3	0.4

- Treatment Facility: Beginning in the 4th Quarter, the Treatment Facility where services were offered was recorded. During the 4th Quarter, data was collected from 13 Treatment Facilities in the Capital Region. The distribution of respondents is presented below.

Name of Treatment Facility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Philhaven Hospital	37	22.6	27.8	27.8
	Lancaster General Hospital	12	7.3	9.0	36.8
	Lancaster Regional Medical Center	17	10.4	12.8	49.6
	Milton S Hershey Medical Center	7	4.3	5.3	54.9
	The Meadows Psychiatric Center	6	3.7	4.5	59.4
	Pinnacle Health Hospitals	19	11.6	14.3	73.7
	Holy Spirit Hospital	1	.6	.8	74.4
	Horsham Clinic	1	.6	.8	75.2
	Keystone Service Systems	16	9.8	12.0	87.2
	Edgewater Psychiatric Center	4	2.4	3.0	90.2
	Capital Area Partial Program/CAIU #15	10	6.1	7.5	97.7
	Eagleville Hospital	1	.6	.8	98.5
	Valley Forge Hospital	2	1.2	1.5	100.0
	Total	133	81.1	100.0	
	Missing	31	18.9		
Total	164	100.0			

Our analysis indicated no significant differences in Total Satisfaction with respect to treatment facility. We would interpret this data with caution as there are three facilities which have a single respondent.

Descriptives

Total Satisfaction Score

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
					Philhaven Hospital	37		
Lancaster General Hospital	12	103.7500	22.52322	6.50189	89.4394	118.0606	55.00	132.00
Lancaster Regional Medical Center	17	105.9412	15.97056	3.87343	97.7299	114.1525	73.00	134.00
Milton S Hershey Medical Center	7	99.7143	19.38826	7.32807	81.7831	117.6454	72.00	120.00
The Meadows Psychiatric Center	6	104.8333	16.78591	6.85282	87.2176	122.4491	77.00	124.00
Pinnacle Health Hospitals	19	104.3684	12.70263	2.91418	98.2460	110.4909	76.00	124.00
Holy Spirit Hospital	1	122.0000	122.00	122.00
Horsham Clinic	1	108.0000	108.00	108.00
Keystone Service Systems	16	104.8125	17.01849	4.25462	95.7440	113.8810	73.00	127.00
Edgewater Psychiatric Center	4	108.5000	17.00000	8.50000	81.4492	135.5508	96.00	132.00
Capital Area Partial Program/CAIU #15	10	112.7000	8.93246	2.82469	106.3101	119.0899	96.00	131.00
Eagleville Hospital	1	129.0000	129.00	129.00
Valley Forge Hopital	2	122.5000	2.12132	1.50000	103.4407	141.5593	121.00	124.00
Total	133	105.4511	16.29299	1.41278	102.6565	108.2457	55.00	134.00

- **Type of Treatment:** Beginning in the 4th Quarter, the Type of Treatment was recorded for each consumer. During the 4th quarter, respondents were involved in three types of mental health treatment. 54 respondents (32.9%) reported they received In-Patient Mental Health Services, 76 respondents (46.3%) received Partial Hospitalization Mental Health Services, and 3 respondents (1.8%) received Inpatient D&A (Detox & Rehab). Data was missing from 31 respondents as this was the first quarter this information was collected and these respondents were interviewed before this information was available.

Type of Mental Health Treatment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	In-Patient Mental Health	54	32.9	40.6	40.6
	Partial Hospitalization Mental Health	76	46.3	57.1	97.7
	Inpatient D&A (Detox & Rehab)	3	1.8	2.3	100.0
	Total	133	81.1	100.0	
Missing	99	31	18.9		
Total		164	100.0		

Our analysis indicated there was a significant trend for respondents involved with Inpatient D&A Services to report higher levels of Total Satisfaction than those involved in Partial Hospitalization or Inpatient Mental Health Services. We would interpret this data with caution as there are many missing cases.

Total Satisfaction by Type of Mental Health Treatment

	N	Mean	Std. Deviation	Std. Error
In-Patient Mental Health	54	103.5	18.5	2.5
Partial Hospitalization	76	106.1	14.4	1.7
In-Patient D&A	3	124.7	4.0	2.3
Total	133	105.5	16.3	1.4

Type of Services: 75% of the respondents (1048) reported they received Mental Health Services Only, 124 (8.9%) received only Drug/Alcohol Services, 213 (15.3%) received both Mental Health and Drug/Alcohol services, and 7 individuals (0.5%) reported they received “Other services.” Our analysis indicated that respondents who received Only Drug/Alcohol Services reported significantly higher levels of Total Satisfaction than those who received only Mental Health Services and those who received Both Mental Health and Drug/Alcohol Services. The reason for the differences in satisfaction is not known. It may be a function of differences in the quality of services. However, it may also be due to differences in rating styles, expectations, or other confounding variables.

Total Satisfaction by Type of Service

	N	Mean	Std. Deviation	Std. Error
Mental Health	1048	102.6	12.6	0.4
Drug/Alcohol	124	109.6	15.2	1.4
Both	213	104.9	14.5	1.0
Other	9	103.7	10.2	3.4
Total	1394	103.6	13.3	0.4

- Where Interviewed: Respondents who were interviewed outside the home reported significantly higher levels of Total Satisfaction than those who were interviewed in the home or in a neutral place.

	N	Mean	Std. Deviation	Std. Error
Home	1115	102.0	12.5	0.4
Neutral Place	79	104.7	13.0	1.5
Other	175	111.2	16.2	1.3
Total	1369	103.3	13.4	0.4

- Adult or Child receiving services: Respondents receiving Adult Services reported significantly higher levels of Total Satisfaction than those receiving Child Services.

Group Statistics

Adult or Child	N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score Adult	721	104.4133	13.74070	.51173
Child	688	102.5000	12.75671	.48634

- How Surveyed: Those respondents who were interviewed in person reported significantly higher Total Satisfaction than those who were interviewed on the phone.

Group Statistics

Method of Interview		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	In Person	339	105.6578	14.94470	.81168
	Phone	1038	102.8314	12.63078	.39204

- Previously Interviewed: There were no significant differences in Total Satisfaction based on if the respondent was previously interviewed.
- Special Needs: Approximately one fifth (21.6% or 305 of 1411 respondents) reported special needs. 99 (7.0%) of the respondents reported visual impairment, 24 (1.7%) reported hearing impairment, 58 (4.1%) reported physical impairment, 23 (1.6%) reported English Difficulty and 101 (7.2%) reported other special needs. 324 consumers (23.0%) did not respond to this question. All consumers with special needs were grouped to compare Total Satisfaction of those who reported special needs and those who did not report special needs. There was no difference in reported level of satisfaction with respect to special needs.

Special Needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Visual Impairment	99	7.0	9.1	9.1
	Hearing Impairment	24	1.7	2.2	11.3
	Physical Impairment	58	4.1	5.3	16.7
	English difficulty	23	1.6	2.1	18.8
	Other	101	7.2	9.3	28.1
	None	782	55.4	71.9	100.0
	Total	1087	77.0	100.0	
Missing		324	23.0		
Total		1411	100.0		

- Heterosexism: The table below describes responses to the sexual orientation demographic question. As can be seen, 64.5% (910 of 1411) of consumers describe themselves as “heterosexual.”

Sexual preference

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Heterosexual	910	64.5	91.4	91.4
	Gay Male	15	1.1	1.5	92.9
	Lesbian	25	1.8	2.5	95.4
	Bisexual	24	1.7	2.4	97.8
	Other	6	.4	.6	98.4
	Questioning	16	1.1	1.6	100.0
	Total	996	70.6	100.0	
Missing		415	29.4		
Total		1411	100.0		

It is interesting to note that 415 of the 1411 respondents (29.4 %) did not answer this question. We ran a comparison using only those respondents who answered this question.

Group Statistics

		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	sexual orientation				
	heterosexual	910	103.5473	13.53720	.44875
	non-heterosexual	86	101.0581	12.90358	1.39143

There was a significant trend for those who reported their sexual preference as heterosexual to report higher satisfaction scores.

- Validity Questions: In order to test the validity of consumer's responses, Question 12 and question 16 ask about overall satisfaction in opposite ways. Question 12 asks for ratings on, "Overall, I am **not** satisfied with the services I am receiving." Question 16 states the opposite, "Overall, I am satisfied with the services I am receiving." It is expected that these answers should yield opposite results if consumers are answering in a valid manner. As expected, our analysis indicated a moderate negative relationship between these questions. Cross-tabulation was used to find the percent of consumers who did respond to the questions in the expected opposite direction. 69 (5.0%) consumers did not answer the questions in the expected direction, that is, they either disagreed with both statements or agreed with both statements, creating a contradiction in answers.

These results indicate that 95% of consumers appear to understand the questions and are responding appropriately.

- Distribution of Services by County:

Number of Consumers by Type of Services in Each County 4 th Quarter YTD 2005					
County	n	Mental Health		PIR	Both MH/PIR
		Adult	Child		
Cumberland	208	64	80	17	47
Dauphin	443	90	254	35	64
Lancaster	410	115	172	54	69
Lebanon	221	81	101	14	25
Perry	43	35	5	1	2
Other	0	0	0	0	0
TOTAL	1325	385	612	121	207

II. 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.

- The overall mean for TSS was 103.5 with a standard deviation 13.3, median 103. The TSS scores ranged from 53 – 138. The distribution of Total Satisfaction Scores can be considered normally distributed. To put it in perspective 50% of cases fell between 95 - 112 (Inter-Quartile Range - Median) and 68% of cases fell between 90.2 and 16.8. 96% of all scores fall between 76.9 and 130.1. With a 5 point scale and 29 questions, anything over Total Satisfaction = 87 indicates satisfaction on some level.

Statistics

Total Satisfaction Score		
N	Valid	1411
	Missing	0
Mean		103.4805
Median		103.0000
Std. Deviation		13.29038
Skewness		-.218
Std. Error of Skewness		.065
Kurtosis		.338
Std. Error of Kurtosis		.130
Percentiles	25	95.0000
	50	103.0000
	75	112.0000

Implementation

Overall the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 71.4% as well as consumer's responses to Question#16 *I am satisfied with the services* with 81.2% agreement. Even the validity question #12 *I am unhappy with the services* with 78.3% disagreement is consistent with a high level of satisfaction.

Relationship with service providers is especially strong as seen in questions 10, 13, and 17. Consumers are also very satisfied with their perceived level of confidentiality (Question 8) and respect for ethnic, religious and cultural differences (Question 9).

While satisfaction is generally high, further exploration is warranted regarding a few items:

- While the vast majority of consumers (84.6%) are satisfied that they know whom to call if they have service questions, approximately 1 in 9 (11.1%) consumers indicate that they do not know whom to call if they have a complaint or grievance.
- Only 60.6% indicated that they were given information about how to get other services that they needed. Approximately 1 in 4 (26.7%) were dissatisfied in this area.
- Approximately 1 in 5 consumers (18.6%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.
- Approximately 1 in 5 consumers (18.9%) do not believe that their service provider spends enough time with them.
- Approximately 1 in 4 (22.6%) consumers indicate that lack of reliable transportation has kept them from keeping appointments.
- A sizeable minority of consumer (205 of 1411 or 14.6%) is not satisfied with the opportunity to include family members or others in the treatment process. There were no differences in the level of satisfaction with respect to race.

Table 1 – Total Satisfaction – Implementation

N=1411	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation
1. I know whom to call if I have questions about my mental health or substance abuse services.	84.6	11.1	3.97	1.01
2. I was given information on how to get other services that I needed.	60.6	26.7	3.40	1.21
3. I have a choice in selecting or changing my service provider.	74.2	15.0	3.75	1.08
4. I know whom to call if I have a complaint or grievance about my services.	69.8	24.2	3.57	1.19
5. I am satisfied with the scheduling of my appointments.	80.7	12.4	3.89	1.00
6. Lack of reliable transportation has kept me from keeping my appointments.	22.6	62.3	2.40	1.23
7. My service provider spends enough time with me.	73.2	18.9	3.71	1.15
8. My personal information is not shared with others without my permission. It is kept confidential.	88.4	6.1	4.14	0.86
9. Program staff respects the role of my ethnic cultural and religious background in my recovery.	87.0	5.4	4.12	0.83
10. I trust my service provider.	85.1	7.8	4.05	0.91
11. My service provider offered me the opportunity to involve my family, significant others or friends-of-choice into my treatment process.	74.1	14.5	3.80	1.03
12. Overall, I am unhappy with the services I am receiving.	14.8	78.3	2.00	1.17
13. I feel that I am an equal partner in the treatment process.	82.7	10.7	3.96	0.96
14. My services provider explained the advantages and disadvantages associated with my therapy or treatment.	70.0	18.6	3.66	1.11
15. My treatment promotes recovery.	75.7	12.9	3.86	1.05
16. Overall, I am satisfied with the services I am receiving.	81.2	12.2	3.97	1.07
17. I feel that my service provider and I work well together as a team.	79.6	12.1	3.90	1.01
18. My service provider focuses on my strengths.	77.0	13.3	3.82	1.03
19. If you needed emergency mental health, how satisfied are you with the help you received.	23.7	10.0	3.21	0.90

Emergency Treatment: CSS consumers identified emergency services as an area that warranted investigation in this survey. The question was conceived as an “extra” question that would be investigated for a one-year period. Approximately 32% of respondents (446 of 1411) indicated that they needed emergency mental health services. Satisfaction was rated on a five-point scale from 1 (Not at all) to 5 (Very Satisfied). The mean rating was 3.21 with standard deviation of 0.9. Overall, 23.7% rated emergency services as Satisfied or Very Satisfied (4 or 5) and 141 consumers (10.0%) were Not at all or Somewhat Satisfied (1 or 2). While the majority of consumers are satisfied with emergency services, a substantial minority, 10% of consumers, are not. However, while only one third of respondents needed emergency medical care this year, almost everyone had an opinion on this (Only 1.7% missing data, n=24 cases).

Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall 44% to 65% of consumers believe services have improved their lives in each outcome area while 26% to 46% of consumers believe that no change has resulted from their services. Only 8% to 12% believes that things are worse as a result of services.

- Highest ratings were given to questions that are recovery-related questions rather than symptom-related, with approximately 63% of consumers reporting improvement. These include questions related to self-worth, feeling in control of one’s life, dealing with daily problems, enjoying free time, and feeling hopeful about the future.
- The lowest scores are given to questions 28 (Dealing with School or Work), 22 (Dealing with personal crisis) and 27 (Being involved in community activities). Only approximately 46% of respondents believe these areas have improved. Further research should investigate the reasons that these areas show relatively low improvement. It should be noted that the vast majority of consumers do not believe things have gotten worse in these areas.
- Dealing with personal crisis was also ranked relatively low with only 45.6% responding that things are better in this area, and approximately 1 in 9 consumers believe that things are worse. Given the relatively low satisfaction rating related to emergency services, further research is necessary to assess the reasons that consumers rated emergency and crisis service issues relatively lower than many other aspects of services.

Table 2 – Total Satisfaction - Outcome Questions

N=471	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation
20. Dealing with daily problems.	65.3	8.9	3.78	0.97
21. Feeling in control of my life.	60.8	10.7	3.66	0.98
22. Dealing with personal crisis.	45.6	10.8	3.47	0.95
23. How I feel about myself.	61.4	10.1	3.72	1.00
24. Feeling good (hopeful) about the future.	59.8	9.6	3.70	0.99
25. Enjoying my free time.	64.0	9.1	3.79	0.98
26. Strengthening my social support network.	57.7	9.4	3.65	0.98
27. Being involved in community activities.	44.0	10.0	3.45	0.97
28. Dealing with school or work.	48.0	12.3	3.51	1.02
29. Dealing with people in social situations.	54.4	10.6	3.59	0.97
30. Dealing with specific problems or issue.	53.2	7.9	3.63	0.95

DPW/OMHSAS Questions

What effect has the treatment you received had on the quality of your life?

Q31 What effect has the treatment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much Worse	36	2.6	2.6	2.6
	A Little Worse	91	6.4	6.6	9.2
	About the Same	286	20.3	20.8	30.0
	A Little Better	524	37.1	38.0	68.0
	Much Better	441	31.3	32.0	100.0
	Total	1378	97.7	100.0	
Missing	Not Applicable	15	1.1		
		18	1.3		
	Total	33	2.3		
Total		1411	100.0		

68.4% of consumers believe the quality of their lives has improved as a result of treatment and only 9.0% believe it has become worse. Although all counties all reported positive effects of treatment on quality of life , consumers in Cumberland and Perry counties reported significantly lower positive treatment effects on the consumer's quality of life.

What effect has the treatment had on the quality of life?

	N	Mean	Standard Deviation	Standard Error
Cumberland	207	3.72	1.03	0.07
Dauphin	444	4.02	0.99	0.05
Lancaster	405	3.96	0.99	0.05
Lebanon	219	3.81	0.95	0.06
Perry	43	3.47	1.20	0.18
Total	1318	3.90	1.01	0.03

Were you and your child given the chance to make treatment decisions?

	Frequency	Percent	Valid Percent
Yes (Always)	952	67.5	68.6
No (Never)	221	15.7	15.9
Sometimes	215	15.2	15.5
Total	1388	98.4	100.0
Missing	23	1.6	
Total	1411	100.0	

69% of consumers responded that they were given a chance to make treatment decisions; and 15.5% answered “Sometimes”. Approximately 1 in 6 consumers, however, 15.9% answered “No”. If these results are confirmed in later quarterly evaluations, the extent to which consumers are given a chance to make treatment decisions regarding their child should be further investigated.

County where you receive services * Q32 Were you and your child given the chance Crosstabulation

			Q32 Were you and your child given the chance			Total
			Yes	No	Sometimes	
County where you receive services	Cumberland	Count	133	56	21	210
		% within County where you receive services	63.3%	26.7%	10.0%	100.0%
	Dauphin	Count	317	48	80	445
		% within County where you receive services	71.2%	10.8%	18.0%	100.0%
	Lancaster	Count	278	54	76	408
		% within County where you receive services	68.1%	13.2%	18.6%	100.0%
	Lebanon	Count	152	47	22	221
		% within County where you receive services	68.8%	21.3%	10.0%	100.0%
	Perry	Count	29	10	4	43
		% within County where you receive services	67.4%	23.3%	9.3%	100.0%
Total		Count	909	215	203	1327
		% within County where you receive services	68.5%	16.2%	15.3%	100.0%

It can be seen in the previous table that Cumberland (26.7%), Perry (23.3%) and Lebanon (21.3%) counties are the least likely to give consumers the chance to make treatment decisions. To keep things in perspective, the counties are similar in terms of the proportion always saying yes to treatment involvement. The differences emerge among the counties when the proportion of respondent who were never allowed to make treatment decisions. These differences are significant. Wording could be influencing response here. Reasons for perceived differences in the chance to make treatment decisions should be monitored in

further surveys and, if replicated, a plan should be put into place to increase participation in consumer decision making.

In the last 12 months, were you able to get the help you needed?

Q33 In the last 12 months, were you able to get help

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	841	59.6	60.7	60.7
	No	380	26.9	27.4	88.1
	Sometimes	165	11.7	11.9	100.0
	Total	1386	98.2	100.0	
Missing		25	1.8		
Total		1411	100.0		

Approximately 61% of consumers answered that they were able to get the help they needed during the past 12 months and 27% answered “No”. The results indicate that approximately 12% of consumers were not able to get the services they needed at some point. For purposes of analysis, “No” and “Sometimes” were combined. Respondents in Cumberland, Lebanon and Perry counties reported they were significantly more likely to get the help they needed over the last 12 months.

County where you receive services * Ability to Get Help Crosstabulation

			Ability to Get Help		Total
			Yes	No/ Sometimes	
County where you receive services	Cumberland	Count	151	58	209
		% within County where you receive services	72.2%	27.8%	100.0%
	Dauphin	Count	246	197	443
		% within County where you receive services	55.5%	44.5%	100.0%
	Lancaster	Count	236	173	409
	% within County where you receive services	57.7%	42.3%	100.0%	
	Lebanon	Count	148	74	222
	% within County where you receive services	66.7%	33.3%	100.0%	
	Perry	Count	31	12	43
	% within County where you receive services	72.1%	27.9%	100.0%	
Total		Count	812	514	1326
		% within County where you receive services	61.2%	38.8%	100.0%

The consumer’s ability to get the help they needed was examined with respect to some of the demographic variables.

- Significantly more women reported the ability to get help over the last 12 months.

Gender * Ability to Get Help Crosstabulation

			Ability to Get Help		Total
			Yes	No/ Sometimes	
Gender	Female	Count	414	213	627
		% within Gender	66.0%	34.0%	100.0%
	Male	Count	405	323	728
		% within Gender	55.6%	44.4%	100.0%
Total		Count	819	536	1355
		% within Gender	60.4%	39.6%	100.0%

- Race was not related to the level of unmet needs.
- The presence/absence of special needs was not related to the ability to have their needs met.
- The consumers who reported the ability to get the help they needed were significantly older.

Group Statistics

Ability to Get Help		N	Mean	Std. Deviation	Std. Error Mean
Age	Yes	821	28.28	16.355	.571
	No/Sometimes	540	18.28	13.578	.584

Adult or Child * Ability to Get Help Crosstabulation

			Ability to Get Help		Total
			Yes	No/ Sometimes	
Adult or Child	Adult	Count	550	156	706
		% within Adult or Child	77.9%	22.1%	100.0%
	Child	Count	289	389	678
		% within Adult or Child	42.6%	57.4%	100.0%
Total		Count	839	545	1384
		% within Adult or Child	60.6%	39.4%	100.0%

- A significantly lower number of consumers who received only Mental Health Services reported the ability to get the help they needed over the past 12 months.

Crosstab

			Ability to Get Help		Total
			Yes	No/ Sometimes	
Type of Services	Mental Health	Count	574	465	1039
		% within Type of Services	55.2%	44.8%	100.0%
	Drug/Alcohol	Count	100	21	121
		% within Type of Services	82.6%	17.4%	100.0%
	Both	Count	157	54	211
		% within Type of Services	74.4%	25.6%	100.0%
	Other	Count	3	5	8
		% within Type of Services	37.5%	62.5%	100.0%
Total	Count	834	545	1379	
	% within Type of Services	60.5%	39.5%	100.0%	

For the fourth Quarter Only, the type of Treatment Facility (Inpatient MH, Partial MH, Inpatient D/A) was not related to reported ability to get help or the Treatment Facility where the services were received. This data was collected only for the 4th Quarter; however, we wanted to include it for future reference. These last analyses with the treatment facilities should be interpreted with caution as the sample size is small for a cross-tabulation table of this size.

Crosstab

			Ability to Get Help		Total
			Yes	No/ Sometimes	
Name of Treatment Facility	Philhaven Hospital	Count	22	12	34
		% within Name of Treatment Facility	64.7%	35.3%	100.0%
	Lancaster General Hospital	Count	9	2	11
		% within Name of Treatment Facility	81.8%	18.2%	100.0%
	Lancaster Regional Medical Center	Count	13	3	16
		% within Name of Treatment Facility	81.3%	18.8%	100.0%
	Milton S Hershey Medical Center	Count	2	5	7
		% within Name of Treatment Facility	28.6%	71.4%	100.0%
	The Meadows Psychiatric Center	Count	3	3	6
		% within Name of Treatment Facility	50.0%	50.0%	100.0%
	Pinnacle Health Hospitals	Count	13	6	19
		% within Name of Treatment Facility	68.4%	31.6%	100.0%
	Holy Spirit Hospital	Count	1	0	1
		% within Name of Treatment Facility	100.0%	.0%	100.0%
	Horsham Clinic	Count	0	1	1
		% within Name of Treatment Facility	.0%	100.0%	100.0%
	Keystone Service Systems	Count	10	5	15
		% within Name of Treatment Facility	66.7%	33.3%	100.0%
	Edgewater Psychiatric Center	Count	3	1	4
		% within Name of Treatment Facility	75.0%	25.0%	100.0%
	Capital Area Partial Program/CAIU #15	Count	8	1	9
		% within Name of Treatment Facility	88.9%	11.1%	100.0%
	Eagleville Hospital	Count	1	0	1
		% within Name of Treatment Facility	100.0%	.0%	100.0%
	Valley Forge Hopital	Count	2	0	2
		% within Name of Treatment Facility	100.0%	.0%	100.0%
Total		Count	87	39	126
		% within Name of Treatment Facility	69.0%	31.0%	100.0%

Are there any services you need but are not getting?

Q34 Are there any services you need but are not getting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	363	25.7	26.6	26.6
	No	1002	71.0	73.4	100.0
	Total	1365	96.7	100.0	
Missing		46	3.3		
Total		1411	100.0		

26% (363 of 1411) of consumers reported that there were services they needed, but were not receiving. 73% reported that they are getting all the services they need. Further research is needed to assess the sources of potential gaps in services. The data indicates that consumers perceive gaps and/or lack of availability in the service system. Further research is needed to identify the consumer concerns in this area.

It should be noted that those who believe there are services they need but are not getting have significantly lower overall satisfaction scores. Dealing with service need issues may result in higher overall consumer satisfaction.

Group Statistics

Q34 Are there any services you need		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	Yes	363	98.2893	13.39710	.70317
	No	1002	105.6277	12.48488	.39441

CSS 2005 YTD Survey Tables

Q 1: I know whom to call if I have questions about my mental health or substance abuse services.

Crosstab

			Q1 I know whom to call if I have questions					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
County where you receive services	Cumberland	Count	12	14	11	117	55	1	210
		% within County where you receive services	5.7%	6.7%	5.2%	55.7%	26.2%	.5%	100.0%
	Dauphin	Count	13	26	13	267	128	4	451
		% within County where you receive services	2.9%	5.8%	2.9%	59.2%	28.4%	.9%	100.0%
	Lancaster	Count	26	18	7	226	133	2	412
		% within County where you receive services	6.3%	4.4%	1.7%	54.9%	32.3%	.5%	100.0%
	Lebanon	Count	10	19	9	128	54	2	222
		% within County where you receive services	4.5%	8.6%	4.1%	57.7%	24.3%	.9%	100.0%
	Perry	Count	4	7	5	17	10	0	43
		% within County where you receive services	9.3%	16.3%	11.6%	39.5%	23.3%	.0%	100.0%
Total	Count	65	84	45	755	380	9	1338	
	% within County where you receive services	4.9%	6.3%	3.4%	56.4%	28.4%	.7%	100.0%	

Q 2: I was given information on how to get other services that I needed. (Ex: Transportation, etc)

Crosstab

			Q2 I was given information					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
County where you receive services	Cumberland	Count	23	24	22	107	23	11	210
		% within County where you receive services	11.0%	11.4%	10.5%	51.0%	11.0%	5.2%	100.0%
	Dauphin	Count	26	105	27	206	66	20	450
		% within County where you receive services	5.8%	23.3%	6.0%	45.8%	14.7%	4.4%	100.0%
	Lancaster	Count	60	55	28	169	84	16	412
		% within County where you receive services	14.6%	13.3%	6.8%	41.0%	20.4%	3.9%	100.0%
	Lebanon	Count	15	40	24	105	26	11	221
		% within County where you receive services	6.8%	18.1%	10.9%	47.5%	11.8%	5.0%	100.0%
	Perry	Count	5	6	3	21	7	1	43
		% within County where you receive services	11.6%	14.0%	7.0%	48.8%	16.3%	2.3%	100.0%
Total	Count	129	230	104	608	206	59	1336	
	% within County where you receive services	9.7%	17.2%	7.8%	45.5%	15.4%	4.4%	100.0%	

Q 3: I have a choice in selecting or changing my service provider.

Crosstab

			Q3 I have a choice in selecting					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
County where you receive services	Cumberland	Count	22	21	23	99	36	9	210
		% within County where you receive services	10.5%	10.0%	11.0%	47.1%	17.1%	4.3%	100.0%
	Dauphin	Count	15	42	23	268	98	5	451
		% within County where you receive services	3.3%	9.3%	5.1%	59.4%	21.7%	1.1%	100.0%
	Lancaster	Count	24	33	36	204	102	11	410
		% within County where you receive services	5.9%	8.0%	8.8%	49.8%	24.9%	2.7%	100.0%
	Lebanon	Count	14	19	23	114	43	9	222
		% within County where you receive services	6.3%	8.6%	10.4%	51.4%	19.4%	4.1%	100.0%
	Perry	Count	8	5	3	20	7	0	43
		% within County where you receive services	18.6%	11.6%	7.0%	46.5%	16.3%	.0%	100.0%
Total		Count	83	120	108	705	286	34	1336
		% within County where you receive services	6.2%	9.0%	8.1%	52.8%	21.4%	2.5%	100.0%

Q 4: I know whom to call if I have a complaint or grievance about my services.

Crosstab

			Q4 I know whom to call					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
County where you receive services	Cumberland	Count	15	29	14	110	41	0	209
		% within County where you receive services	7.2%	13.9%	6.7%	52.6%	19.6%	.0%	100.0%
	Dauphin	Count	21	92	24	227	84	2	450
		% within County where you receive services	4.7%	20.4%	5.3%	50.4%	18.7%	.4%	100.0%
	Lancaster	Count	43	56	19	206	83	3	410
		% within County where you receive services	10.5%	13.7%	4.6%	50.2%	20.2%	.7%	100.0%
	Lebanon	Count	16	33	10	125	36	1	221
		% within County where you receive services	7.2%	14.9%	4.5%	56.6%	16.3%	.5%	100.0%
	Perry	Count	6	10	1	21	5	0	43
		% within County where you receive services	14.0%	23.3%	2.3%	48.8%	11.6%	.0%	100.0%
Total		Count	101	220	68	689	249	6	1333
		% within County where you receive services	7.6%	16.5%	5.1%	51.7%	18.7%	.5%	100.0%

Q 5: I am satisfied with the scheduling of my appointments.

Crosstab

			Q5 I am satisfied with the scheduling						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	
County where you receive services	Cumberland	Count	15	25	16	105	46	3	210
		% within County where you receive services	7.1%	11.9%	7.6%	50.0%	21.9%	1.4%	100.0%
	Dauphin	Count	16	40	20	250	117	4	447
		% within County where you receive services	3.6%	8.9%	4.5%	55.9%	26.2%	.9%	100.0%
	Lancaster	Count	9	26	17	248	105	5	410
		% within County where you receive services	2.2%	6.3%	4.1%	60.5%	25.6%	1.2%	100.0%
	Lebanon	Count	9	20	13	124	53	2	221
		% within County where you receive services	4.1%	9.0%	5.9%	56.1%	24.0%	.9%	100.0%
	Perry	Count	4	5	4	18	12	0	43
		% within County where you receive services	9.3%	11.6%	9.3%	41.9%	27.9%	.0%	100.0%
Total	Count	53	116	70	745	333	14	1331	
	% within County where you receive services	4.0%	8.7%	5.3%	56.0%	25.0%	1.1%	100.0%	

Q 6: Lack of reliable transportation has kept me from keeping my appointments.

Crosstab

			Q6 Lack of reliable transportation						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	
County where you receive services	Cumberland	Count	71	54	15	41	8	21	210
		% within County where you receive services	33.8%	25.7%	7.1%	19.5%	3.8%	10.0%	100.0%
	Dauphin	Count	102	201	16	73	32	24	448
		% within County where you receive services	22.8%	44.9%	3.6%	16.3%	7.1%	5.4%	100.0%
	Lancaster	Count	138	115	11	47	32	65	408
		% within County where you receive services	33.8%	28.2%	2.7%	11.5%	7.8%	15.9%	100.0%
	Lebanon	Count	53	82	11	41	12	23	222
		% within County where you receive services	23.9%	36.9%	5.0%	18.5%	5.4%	10.4%	100.0%
	Perry	Count	5	16	3	11	8	0	43
		% within County where you receive services	11.6%	37.2%	7.0%	25.6%	18.6%	.0%	100.0%
Total	Count	369	468	56	213	92	133	1331	
	% within County where you receive services	27.7%	35.2%	4.2%	16.0%	6.9%	10.0%	100.0%	

Q 7: My service provider spends enough time with me.

Crosstab

			Q7 My service provider spends enough time					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
County where you receive services	Cumberland	Count	25	21	13	104	43	4	210
		% within County where you receive services	11.9%	10.0%	6.2%	49.5%	20.5%	1.9%	100.0%
	Dauphin	Count	19	67	19	243	94	4	446
		% within County where you receive services	4.3%	15.0%	4.3%	54.5%	21.1%	.9%	100.0%
	Lancaster	Count	20	40	23	202	114	9	408
	% within County where you receive services	4.9%	9.8%	5.6%	49.5%	27.9%	2.2%	100.0%	
	Lebanon	Count	21	31	18	104	48	0	222
		% within County where you receive services	9.5%	14.0%	8.1%	46.8%	21.6%	.0%	100.0%
	Perry	Count	4	10	4	16	9	0	43
		% within County where you receive services	9.3%	23.3%	9.3%	37.2%	20.9%	.0%	100.0%
Total		Count	89	169	77	669	308	17	1329
		% within County where you receive services	6.7%	12.7%	5.8%	50.3%	23.2%	1.3%	100.0%

Q 8: My personal information is not shared with others without my permission. It is kept strictly confidential.

Crosstab

			Q8 My personal information is not shared					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
County where you receive services	Cumberland	Count	7	6	13	109	72	2	209
		% within County where you receive services	3.3%	2.9%	6.2%	52.2%	34.4%	1.0%	100.0%
	Dauphin	Count	7	17	12	259	151	5	451
		% within County where you receive services	1.6%	3.8%	2.7%	57.4%	33.5%	1.1%	100.0%
	Lancaster	Count	10	12	13	217	157	1	410
	% within County where you receive services	2.4%	2.9%	3.2%	52.9%	38.3%	.2%	100.0%	
	Lebanon	Count	7	15	20	115	64	1	222
		% within County where you receive services	3.2%	6.8%	9.0%	51.8%	28.8%	.5%	100.0%
	Perry	Count	0	4	1	24	14	0	43
		% within County where you receive services	.0%	9.3%	2.3%	55.8%	32.6%	.0%	100.0%
Total		Count	31	54	59	724	458	9	1335
		% within County where you receive services	2.3%	4.0%	4.4%	54.2%	34.3%	.7%	100.0%

Q 9: Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.

Crosstab

			Q9 Program staff respects the role of my ethnic						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	
County where you receive services	Cumberland	Count	7	15	11	99	68	10	210
		% within County where you receive services	3.3%	7.1%	5.2%	47.1%	32.4%	4.8%	100.0%
	Dauphin	Count	5	12	9	280	132	13	451
		% within County where you receive services	1.1%	2.7%	2.0%	62.1%	29.3%	2.9%	100.0%
	Lancaster	Count	5	12	16	214	159	3	409
	% within County where you receive services	1.2%	2.9%	3.9%	52.3%	38.9%	.7%	100.0%	
	Lebanon	Count	6	6	17	122	59	12	222
		% within County where you receive services	2.7%	2.7%	7.7%	55.0%	26.6%	5.4%	100.0%
	Perry	Count	0	5	3	19	16	0	43
		% within County where you receive services	.0%	11.6%	7.0%	44.2%	37.2%	.0%	100.0%
Total		Count	23	50	56	734	434	38	1335
		% within County where you receive services	1.7%	3.7%	4.2%	55.0%	32.5%	2.8%	100.0%

Q 10: I trust my service provider.

Crosstab

			Q10 I trust my service provider						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	
County where you receive services	Cumberland	Count	14	8	13	120	51	4	210
		% within County where you receive services	6.7%	3.8%	6.2%	57.1%	24.3%	1.9%	100.0%
	Dauphin	Count	8	25	21	251	141	3	449
		% within County where you receive services	1.8%	5.6%	4.7%	55.9%	31.4%	.7%	100.0%
	Lancaster	Count	5	13	26	228	141	0	413
	% within County where you receive services	1.2%	3.1%	6.3%	55.2%	34.1%	.0%	100.0%	
	Lebanon	Count	9	16	20	115	61	0	221
		% within County where you receive services	4.1%	7.2%	9.0%	52.0%	27.6%	.0%	100.0%
	Perry	Count	0	3	2	27	11	0	43
		% within County where you receive services	.0%	7.0%	4.7%	62.8%	25.6%	.0%	100.0%
Total		Count	36	65	82	741	405	7	1336
		% within County where you receive services	2.7%	4.9%	6.1%	55.5%	30.3%	.5%	100.0%

Q 11: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.

Crosstab

			Q11 My service provider offered me the opportunity						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	
County where you receive services	Cumberland	Count	9	17	15	112	48	9	210
		% within County where you receive services	4.3%	8.1%	7.1%	53.3%	22.9%	4.3%	100.0%
	Dauphin	Count	11	66	24	242	92	15	450
		% within County where you receive services	2.4%	14.7%	5.3%	53.8%	20.4%	3.3%	100.0%
	Lancaster	Count	15	37	32	193	120	16	413
	% within County where you receive services	3.6%	9.0%	7.7%	46.7%	29.1%	3.9%	100.0%	
	Lebanon	Count	10	23	18	111	47	12	221
		% within County where you receive services	4.5%	10.4%	8.1%	50.2%	21.3%	5.4%	100.0%
	Perry	Count	3	5	2	19	11	3	43
		% within County where you receive services	7.0%	11.6%	4.7%	44.2%	25.6%	7.0%	100.0%
Total		Count	48	148	91	677	318	55	1337
		% within County where you receive services	3.6%	11.1%	6.8%	50.6%	23.8%	4.1%	100.0%

Q 12: Overall, I am unhappy with the services I am receiving.

Crosstab

			Q12 Overall, I am unhappy with the services						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	
County where you receive services	Cumberland	Count	85	75	14	28	7	1	210
		% within County where you receive services	40.5%	35.7%	6.7%	13.3%	3.3%	.5%	100.0%
	Dauphin	Count	184	179	21	36	26	3	449
		% within County where you receive services	41.0%	39.9%	4.7%	8.0%	5.8%	.7%	100.0%
	Lancaster	Count	200	134	16	27	29	3	409
	% within County where you receive services	48.9%	32.8%	3.9%	6.6%	7.1%	.7%	100.0%	
	Lebanon	Count	85	81	18	26	11	1	222
		% within County where you receive services	38.3%	36.5%	8.1%	11.7%	5.0%	.5%	100.0%
	Perry	Count	16	18	3	3	3	0	43
		% within County where you receive services	37.2%	41.9%	7.0%	7.0%	7.0%	.0%	100.0%
Total		Count	570	487	72	120	76	8	1333
		% within County where you receive services	42.8%	36.5%	5.4%	9.0%	5.7%	.6%	100.0%

Q 13: I feel that I am an equal partner in the treatment process.

Crosstab

			Q13 I feel that I am an equal partner						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	
County where you receive services	Cumberland	Count	8	19	17	104	62	0	210
		% within County where you receive services	3.8%	9.0%	8.1%	49.5%	29.5%	.0%	100.0%
	Dauphin	Count	11	34	14	269	116	2	446
		% within County where you receive services	2.5%	7.6%	3.1%	60.3%	26.0%	.4%	100.0%
	Lancaster	Count	9	24	22	231	119	2	407
		% within County where you receive services	2.2%	5.9%	5.4%	56.8%	29.2%	.5%	100.0%
	Lebanon	Count	10	22	7	126	55	2	222
		% within County where you receive services	4.5%	9.9%	3.2%	56.8%	24.8%	.9%	100.0%
	Perry	Count	2	6	5	22	8	0	43
		% within County where you receive services	4.7%	14.0%	11.6%	51.2%	18.6%	.0%	100.0%
Total	Count	40	105	65	752	360	6	1328	
	% within County where you receive services	3.0%	7.9%	4.9%	56.6%	27.1%	.5%	100.0%	

Q 14: My service provider explained the advantages and disadvantages of my therapy or treatment.

Crosstab

			Q14 My services provider explained the advantages						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	
County where you receive services	Cumberland	Count	21	22	26	90	46	5	210
		% within County where you receive services	10.0%	10.5%	12.4%	42.9%	21.9%	2.4%	100.0%
	Dauphin	Count	16	74	35	223	87	10	445
		% within County where you receive services	3.6%	16.6%	7.9%	50.1%	19.6%	2.2%	100.0%
	Lancaster	Count	18	37	36	224	94	4	413
		% within County where you receive services	4.4%	9.0%	8.7%	54.2%	22.8%	1.0%	100.0%
	Lebanon	Count	17	33	20	107	40	4	221
		% within County where you receive services	7.7%	14.9%	9.0%	48.4%	18.1%	1.8%	100.0%
	Perry	Count	5	11	3	18	6	0	43
		% within County where you receive services	11.6%	25.6%	7.0%	41.9%	14.0%	.0%	100.0%
Total	Count	77	177	120	662	273	23	1332	
	% within County where you receive services	5.8%	13.3%	9.0%	49.7%	20.5%	1.7%	100.0%	

Q 15: My treatment promotes recovery.

Crosstab

			Q15 My treatment promotes recovery					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
County where you receive services	Cumberland	Count % within County where you receive services	12 5.7%	25 12.0%	32 15.3%	85 40.7%	51 24.4%	4 1.9%	209 100.0%
	Dauphin	Count % within County where you receive services	17 3.8%	39 8.7%	33 7.4%	223 49.9%	132 29.5%	3 .7%	447 100.0%
	Lancaster	Count % within County where you receive services	9 2.2%	22 5.4%	31 7.6%	208 51.1%	128 31.4%	9 2.2%	407 100.0%
	Lebanon	Count % within County where you receive services	16 7.2%	26 11.8%	17 7.7%	116 52.5%	44 19.9%	2 .9%	221 100.0%
	Perry	Count % within County where you receive services	3 7.0%	5 11.6%	9 20.9%	18 41.9%	8 18.6%	0 .0%	43 100.0%
Total	Count % within County where you receive services	57 4.3%	117 8.8%	122 9.2%	650 49.0%	363 27.4%	18 1.4%	1327 100.0%	

Q 16: Overall, I am satisfied with the services I am receiving.

Crosstab

			Q16 Overall, I am satisfied with the services					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
County where you receive services	Cumberland	Count % within County where you receive services	12 5.8%	17 8.2%	20 9.6%	89 42.8%	70 33.7%	0 .0%	208 100.0%
	Dauphin	Count % within County where you receive services	15 3.4%	35 7.8%	15 3.4%	227 50.8%	153 34.2%	2 .4%	447 100.0%
	Lancaster	Count % within County where you receive services	26 6.3%	15 3.7%	19 4.6%	209 51.0%	141 34.4%	0 .0%	410 100.0%
	Lebanon	Count % within County where you receive services	12 5.4%	24 10.9%	14 6.3%	110 49.8%	60 27.1%	1 .5%	221 100.0%
	Perry	Count % within County where you receive services	2 4.7%	5 11.6%	3 7.0%	16 37.2%	17 39.5%	0 .0%	43 100.0%
Total	Count % within County where you receive services	67 5.0%	96 7.2%	71 5.3%	651 49.0%	441 33.2%	3 .2%	1329 100.0%	

Q 17: I feel that my service provider and I work well together as a team.

Crosstab

			Q17 I feel that my service provider and I work well					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
County where you receive services	Cumberland	Count	9	24	26	100	50	1	210
		% within County where you receive services	4.3%	11.4%	12.4%	47.6%	23.8%	.5%	100.0%
	Dauphin	Count	13	39	16	251	126	1	446
		% within County where you receive services	2.9%	8.7%	3.6%	56.3%	28.3%	.2%	100.0%
	Lancaster	Count	14	24	26	233	113	3	413
% within County where you receive services		3.4%	5.8%	6.3%	56.4%	27.4%	.7%	100.0%	
Lebanon	Count	10	21	21	113	54	1	220	
	% within County where you receive services	4.5%	9.5%	9.5%	51.4%	24.5%	.5%	100.0%	
Perry	Count	4	3	7	19	10	0	43	
	% within County where you receive services	9.3%	7.0%	16.3%	44.2%	23.3%	.0%	100.0%	
Total		Count	50	111	96	716	353	6	1332
		% within County where you receive services	3.8%	8.3%	7.2%	53.8%	26.5%	.5%	100.0%

Q 18: My service provider focuses on my strengths.

Crosstab

			Q18 My service provider focuses on my strengths					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Not Applicable
County where you receive services	Cumberland	Count	26	24	21	90	44	3	208
		% within County where you receive services	12.5%	11.5%	10.1%	43.3%	21.2%	1.4%	100.0%
	Dauphin	Count	8	40	24	262	108	7	449
		% within County where you receive services	1.8%	8.9%	5.3%	58.4%	24.1%	1.6%	100.0%
	Lancaster	Count	15	24	27	235	105	6	412
% within County where you receive services		3.6%	5.8%	6.6%	57.0%	25.5%	1.5%	100.0%	
Lebanon	Count	11	22	24	122	39	3	221	
	% within County where you receive services	5.0%	10.0%	10.9%	55.2%	17.6%	1.4%	100.0%	
Perry	Count	5	1	7	21	9	0	43	
	% within County where you receive services	11.6%	2.3%	16.3%	48.8%	20.9%	.0%	100.0%	
Total		Count	65	111	103	730	305	19	1333
		% within County where you receive services	4.9%	8.3%	7.7%	54.8%	22.9%	1.4%	100.0%

Q 19: Did you need emergency mental health or substance abuse services during the past year?

Crosstab

			Q19 Did you need emergency mental health services		Total
			Yes	No	
County where you receive services	Cumberland	Count	50	159	209
		% within County where you receive services	23.9%	76.1%	100.0%
	Dauphin	Count	147	299	446
		% within County where you receive services	33.0%	67.0%	100.0%
	Lancaster	Count	167	238	405
% within County where you receive services		41.2%	58.8%	100.0%	
Lebanon	Count	55	164	219	
	% within County where you receive services	25.1%	74.9%	100.0%	
Perry	Count	9	34	43	
	% within County where you receive services	20.9%	79.1%	100.0%	
Total		Count	428	894	1322
		% within County where you receive services	32.4%	67.6%	100.0%

Q 19A: If yes, how satisfied are you with the help you received.

Crosstab

			Q19A If yes, how satisfied are you with the help received					Total	
			Not at all	Somewhat	Neither	Satisfied	Very Satisfied		Not Applicable
County where you receive services	Cumberland	Count	4	10	2	19	16	159	210
		% within County where you receive services	1.9%	4.8%	1.0%	9.0%	7.6%	75.7%	100.0%
	Dauphin	Count	18	25	5	38	62	301	449
		% within County where you receive services	4.0%	5.6%	1.1%	8.5%	13.8%	67.0%	100.0%
	Lancaster	Count	36	18	13	77	64	200	408
% within County where you receive services		8.8%	4.4%	3.2%	18.9%	15.7%	49.0%	100.0%	
Lebanon	Count	11	12	3	18	19	159	222	
	% within County where you receive services	5.0%	5.4%	1.4%	8.1%	8.6%	71.6%	100.0%	
Perry	Count	2	2	0	5	1	33	43	
	% within County where you receive services	4.7%	4.7%	.0%	11.6%	2.3%	76.7%	100.0%	
Total		Count	71	67	23	157	162	852	1332
		% within County where you receive services	5.3%	5.0%	1.7%	11.8%	12.2%	64.0%	100.0%

Q 20: Dealing with daily problems.

Crosstab

			Q20 Dealing with daily problems					Total	
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		Not Applicable
County where you receive services	Cumberland	Count	6	20	50	92	36	6	210
		% within County where you receive services	2.9%	9.5%	23.8%	43.8%	17.1%	2.9%	100.0%
	Dauphin	Count	7	26	91	182	128	9	443
		% within County where you receive services	1.6%	5.9%	20.5%	41.1%	28.9%	2.0%	100.0%
	Lancaster	Count	10	18	83	171	121	7	410
		% within County where you receive services	2.4%	4.4%	20.2%	41.7%	29.5%	1.7%	100.0%
	Lebanon	Count	10	17	69	80	40	5	221
		% within County where you receive services	4.5%	7.7%	31.2%	36.2%	18.1%	2.3%	100.0%
	Perry	Count	2	4	9	18	10	0	43
		% within County where you receive services	4.7%	9.3%	20.9%	41.9%	23.3%	.0%	100.0%
Total	Count	35	85	302	543	335	27	1327	
	% within County where you receive services	2.6%	6.4%	22.8%	40.9%	25.2%	2.0%	100.0%	

Q 21: Feeling in control of my life.

Crosstab

			Q21 Feeling in control of my life					Total	
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		Not Applicable
County where you receive services	Cumberland	Count	9	14	49	94	37	7	210
		% within County where you receive services	4.3%	6.7%	23.3%	44.8%	17.6%	3.3%	100.0%
	Dauphin	Count	9	31	104	191	94	14	443
		% within County where you receive services	2.0%	7.0%	23.5%	43.1%	21.2%	3.2%	100.0%
	Lancaster	Count	14	33	86	168	85	25	411
		% within County where you receive services	3.4%	8.0%	20.9%	40.9%	20.7%	6.1%	100.0%
	Lebanon	Count	9	16	64	91	33	8	221
		% within County where you receive services	4.1%	7.2%	29.0%	41.2%	14.9%	3.6%	100.0%
	Perry	Count	4	3	12	20	4	0	43
		% within County where you receive services	9.3%	7.0%	27.9%	46.5%	9.3%	.0%	100.0%
Total	Count	45	97	315	564	253	54	1328	
	% within County where you receive services	3.4%	7.3%	23.7%	42.5%	19.1%	4.1%	100.0%	

Q 22: Dealing with personal crisis.

Crosstab

			Q22 Dealing with personal crisis					Total	
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		Not Applicable
County where you receive services	Cumberland	Count	11	25	58	71	23	22	210
		% within County where you receive services	5.2%	11.9%	27.6%	33.8%	11.0%	10.5%	100.0%
	Dauphin	Count	11	25	80	119	70	135	440
		% within County where you receive services	2.5%	5.7%	18.2%	27.0%	15.9%	30.7%	100.0%
	Lancaster	Count	13	24	79	137	76	78	407
		% within County where you receive services	3.2%	5.9%	19.4%	33.7%	18.7%	19.2%	100.0%
	Lebanon	Count	6	20	65	72	29	29	221
		% within County where you receive services	2.7%	9.0%	29.4%	32.6%	13.1%	13.1%	100.0%
	Perry	Count	2	5	15	14	6	1	43
		% within County where you receive services	4.7%	11.6%	34.9%	32.6%	14.0%	2.3%	100.0%
Total	Count	43	99	297	413	204	265	1321	
	% within County where you receive services	3.3%	7.5%	22.5%	31.3%	15.4%	20.1%	100.0%	

Q 23: How I feel about myself.

Crosstab

			Q23 How I feel about myself					Total	
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		Not Applicable
County where you receive services	Cumberland	Count	11	16	51	77	48	7	210
		% within County where you receive services	5.2%	7.6%	24.3%	36.7%	22.9%	3.3%	100.0%
	Dauphin	Count	8	25	117	172	110	8	440
		% within County where you receive services	1.8%	5.7%	26.6%	39.1%	25.0%	1.8%	100.0%
	Lancaster	Count	11	31	88	169	102	10	411
		% within County where you receive services	2.7%	7.5%	21.4%	41.1%	24.8%	2.4%	100.0%
	Lebanon	Count	9	20	64	79	44	4	220
		% within County where you receive services	4.1%	9.1%	29.1%	35.9%	20.0%	1.8%	100.0%
	Perry	Count	2	3	14	14	9	0	42
		% within County where you receive services	4.8%	7.1%	33.3%	33.3%	21.4%	.0%	100.0%
Total	Count	41	95	334	511	313	29	1323	
	% within County where you receive services	3.1%	7.2%	25.2%	38.6%	23.7%	2.2%	100.0%	

Q 24: Feeling good (hopeful) about the future.

Crosstab

			Q24 Feeling good (hopeful) about the future					Total	
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		Not Applicable
County where you receive services	Cumberland	Count	8	17	61	70	40	10	206
		% within County where you receive services	3.9%	8.3%	29.6%	34.0%	19.4%	4.9%	100.0%
	Dauphin	Count	11	25	86	161	104	53	440
		% within County where you receive services	2.5%	5.7%	19.5%	36.6%	23.6%	12.0%	100.0%
	Lancaster	Count	10	28	70	162	113	25	408
% within County where you receive services		2.5%	6.9%	17.2%	39.7%	27.7%	6.1%	100.0%	
Lebanon	Count	4	16	61	93	38	7	219	
	% within County where you receive services	1.8%	7.3%	27.9%	42.5%	17.4%	3.2%	100.0%	
Perry	Count	3	6	13	14	7	0	43	
	% within County where you receive services	7.0%	14.0%	30.2%	32.6%	16.3%	.0%	100.0%	
Total	Count	36	92	291	500	302	95	1316	
	% within County where you receive services	2.7%	7.0%	22.1%	38.0%	22.9%	7.2%	100.0%	

Q 25: Enjoying my free time.

Crosstab

			Q25 Enjoying my free time					Total	
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		Not Applicable
County where you receive services	Cumberland	Count	6	14	59	82	41	6	208
		% within County where you receive services	2.9%	6.7%	28.4%	39.4%	19.7%	2.9%	100.0%
	Dauphin	Count	9	35	80	168	139	9	440
		% within County where you receive services	2.0%	8.0%	18.2%	38.2%	31.6%	2.0%	100.0%
	Lancaster	Count	11	25	90	144	117	17	404
% within County where you receive services		2.7%	6.2%	22.3%	35.6%	29.0%	4.2%	100.0%	
Lebanon	Count	4	12	58	97	46	4	221	
	% within County where you receive services	1.8%	5.4%	26.2%	43.9%	20.8%	1.8%	100.0%	
Perry	Count	1	6	10	19	6	1	43	
	% within County where you receive services	2.3%	14.0%	23.3%	44.2%	14.0%	2.3%	100.0%	
Total	Count	31	92	297	510	349	37	1316	
	% within County where you receive services	2.4%	7.0%	22.6%	38.8%	26.5%	2.8%	100.0%	

Q 26: Strengthening my social support network.

Crosstab

			Q26 Strengthening my social support network						Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	
County where you receive services	Cumberland	Count	12	12	48	96	36	4	208
		% within County where you receive services	5.8%	5.8%	23.1%	46.2%	17.3%	1.9%	100.0%
	Dauphin	Count	6	25	126	157	91	34	439
		% within County where you receive services	1.4%	5.7%	28.7%	35.8%	20.7%	7.7%	100.0%
	Lancaster	Count	15	22	94	151	100	17	399
	% within County where you receive services	3.8%	5.5%	23.6%	37.8%	25.1%	4.3%	100.0%	
	Lebanon	Count	7	18	53	91	43	9	221
		% within County where you receive services	3.2%	8.1%	24.0%	41.2%	19.5%	4.1%	100.0%
	Perry	Count	7	2	19	12	2	1	43
		% within County where you receive services	16.3%	4.7%	44.2%	27.9%	4.7%	2.3%	100.0%
Total		Count	47	79	340	507	272	65	1310
		% within County where you receive services	3.6%	6.0%	26.0%	38.7%	20.8%	5.0%	100.0%

Q 27: Being involved in community activities or organizations outside of mental health or substance abuse activities.

Crosstab

			Q27 Being involved in community activities						Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	
County where you receive services	Cumberland	Count	6	9	65	85	25	18	208
		% within County where you receive services	2.9%	4.3%	31.3%	40.9%	12.0%	8.7%	100.0%
	Dauphin	Count	7	22	116	108	76	105	434
		% within County where you receive services	1.6%	5.1%	26.7%	24.9%	17.5%	24.2%	100.0%
	Lancaster	Count	20	28	106	113	71	56	394
	% within County where you receive services	5.1%	7.1%	26.9%	28.7%	18.0%	14.2%	100.0%	
	Lebanon	Count	17	14	50	70	34	35	220
		% within County where you receive services	7.7%	6.4%	22.7%	31.8%	15.5%	15.9%	100.0%
	Perry	Count	7	6	12	10	5	3	43
		% within County where you receive services	16.3%	14.0%	27.9%	23.3%	11.6%	7.0%	100.0%
Total		Count	57	79	349	386	211	217	1299
		% within County where you receive services	4.4%	6.1%	26.9%	29.7%	16.2%	16.7%	100.0%

Q 28: Dealing with school or social work.

Crosstab

			Q28 Dealing with school or work					Not Applicable	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you receive services	Cumberland	Count	12	23	42	78	34	21	210
		% within County where you receive services	5.7%	11.0%	20.0%	37.1%	16.2%	10.0%	100.0%
	Dauphin	Count	9	32	83	127	93	90	434
		% within County where you receive services	2.1%	7.4%	19.1%	29.3%	21.4%	20.7%	100.0%
	Lancaster	Count	16	35	74	114	83	82	404
		% within County where you receive services	4.0%	8.7%	18.3%	28.2%	20.5%	20.3%	100.0%
	Lebanon	Count	16	20	51	65	36	32	220
		% within County where you receive services	7.3%	9.1%	23.2%	29.5%	16.4%	14.5%	100.0%
	Perry	Count	2	3	9	9	8	12	43
		% within County where you receive services	4.7%	7.0%	20.9%	20.9%	18.6%	27.9%	100.0%
Total	Count	55	113	259	393	254	237	1311	
	% within County where you receive services	4.2%	8.6%	19.8%	30.0%	19.4%	18.1%	100.0%	

Q 29: Dealing with people in social situations.

Crosstab

			Q29 Dealing with people in social situations					Not Applicable	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you receive services	Cumberland	Count	7	18	62	85	35	3	210
		% within County where you receive services	3.3%	8.6%	29.5%	40.5%	16.7%	1.4%	100.0%
	Dauphin	Count	6	33	139	156	86	14	434
		% within County where you receive services	1.4%	7.6%	32.0%	35.9%	19.8%	3.2%	100.0%
	Lancaster	Count	14	21	113	159	79	19	405
		% within County where you receive services	3.5%	5.2%	27.9%	39.3%	19.5%	4.7%	100.0%
	Lebanon	Count	16	19	68	74	31	13	221
		% within County where you receive services	7.2%	8.6%	30.8%	33.5%	14.0%	5.9%	100.0%
	Perry	Count	4	6	11	14	8	0	43
		% within County where you receive services	9.3%	14.0%	25.6%	32.6%	18.6%	.0%	100.0%
Total	Count	47	97	393	488	239	49	1313	
	% within County where you receive services	3.6%	7.4%	29.9%	37.2%	18.2%	3.7%	100.0%	

Q 30: Dealing with specific problems or issues that led me to seek services.

Crosstab

			Q30 Dealing with specific problems or issue					Total	
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		Not Applicable
County where you receive services	Cumberland	Count	7	11	46	97	41	6	208
		% within County where you receive services	3.4%	5.3%	22.1%	46.6%	19.7%	2.9%	100.0%
	Dauphin	Count	3	18	60	108	83	154	426
		% within County where you receive services	.7%	4.2%	14.1%	25.4%	19.5%	36.2%	100.0%
	Lancaster	Count	13	22	75	145	108	44	407
	% within County where you receive services	3.2%	5.4%	18.4%	35.6%	26.5%	10.8%	100.0%	
	Lebanon	Count	7	18	64	76	37	19	221
		% within County where you receive services	3.2%	8.1%	29.0%	34.4%	16.7%	8.6%	100.0%
	Perry	Count	3	4	13	16	7	0	43
		% within County where you receive services	7.0%	9.3%	30.2%	37.2%	16.3%	.0%	100.0%
Total		Count	33	73	258	442	276	223	1305
		% within County where you receive services	2.5%	5.6%	19.8%	33.9%	21.1%	17.1%	100.0%

Q 31: What effect has the treatment you received had on the quality of your life?

Crosstab

			Q31 What effect has the treatment				Total	
			Much Worse	A Little Worse	About the Same	A Little Better		Much Better
County where you receive services	Cumberland	Count	5	19	60	68	55	207
		% within County where you receive services	2.4%	9.2%	29.0%	32.9%	26.6%	100.0%
	Dauphin	Count	14	16	81	171	162	444
		% within County where you receive services	3.2%	3.6%	18.2%	38.5%	36.5%	100.0%
	Lancaster	Count	7	32	69	159	138	405
	% within County where you receive services	1.7%	7.9%	17.0%	39.3%	34.1%	100.0%	
	Lebanon	Count	5	15	49	98	52	219
		% within County where you receive services	2.3%	6.8%	22.4%	44.7%	23.7%	100.0%
	Perry	Count	3	6	12	12	10	43
		% within County where you receive services	7.0%	14.0%	27.9%	27.9%	23.3%	100.0%
Total		Count	34	88	271	508	417	1318
		% within County where you receive services	2.6%	6.7%	20.6%	38.5%	31.6%	100.0%

Q 32: Were you given the chance to make treatment decisions?

Crosstab

			Q32 Were you and your child given the chance			Total
			Yes	No	Sometimes	
County where you receive services	Cumberland	Count	133	56	21	210
		% within County where you receive services	63.3%	26.7%	10.0%	100.0%
	Dauphin	Count	317	48	80	445
		% within County where you receive services	71.2%	10.8%	18.0%	100.0%
	Lancaster	Count	278	54	76	408
% within County where you receive services		68.1%	13.2%	18.6%	100.0%	
Lebanon	Count	152	47	22	221	
	% within County where you receive services	68.8%	21.3%	10.0%	100.0%	
Perry	Count	29	10	4	43	
	% within County where you receive services	67.4%	23.3%	9.3%	100.0%	
Total		Count	909	215	203	1327
		% within County where you receive services	68.5%	16.2%	15.3%	100.0%

Q 33: In the last 12 months were you able to get the help you needed?

Crosstab

			Q33 In the last 12 months, were you able to get help			Total
			Yes	No	Sometimes	
County where you receive services	Cumberland	Count	151	43	15	209
		% within County where you receive services	72.2%	20.6%	7.2%	100.0%
	Dauphin	Count	246	124	73	443
		% within County where you receive services	55.5%	28.0%	16.5%	100.0%
	Lancaster	Count	236	115	58	409
% within County where you receive services		57.7%	28.1%	14.2%	100.0%	
Lebanon	Count	148	62	12	222	
	% within County where you receive services	66.7%	27.9%	5.4%	100.0%	
Perry	Count	31	10	2	43	
	% within County where you receive services	72.1%	23.3%	4.7%	100.0%	
Total		Count	812	354	160	1326
		% within County where you receive services	61.2%	26.7%	12.1%	100.0%

Q 34: Are there any services you need but are not getting?

Crosstab

			Q34 Are there any services you need but are not getting		Total
			Yes	No	
County where you receive services	Cumberland	Count	58	149	207
		% within County where you receive services	28.0%	72.0%	100.0%
	Dauphin	Count	122	318	440
		% within County where you receive services	27.7%	72.3%	100.0%
	Lancaster	Count	100	303	403
		% within County where you receive services	24.8%	75.2%	100.0%
	Lebanon	Count	56	159	215
		% within County where you receive services	26.0%	74.0%	100.0%
	Perry	Count	14	28	42
		% within County where you receive services	33.3%	66.7%	100.0%
Total	Count	350	957	1307	
	% within County where you receive services	26.8%	73.2%	100.0%	

Comparison Quarters 1 & 2 vs. Quarters 3 & 4

I. Demographic and Survey Information

The section reports the compares first half 2004 - 2005 (Quarters 1&2) to the second half 2004 – 2005 (Quarters 3&4). It represents a total of 1411 respondents with 776 (55.0%) from the first half and 635 (45.0%) from the second half.

Gender: Approximately 46% of respondents are female and 54% are male.

Crosstab

			Gender		Total
			Female	Male	
Half year 2005	First Half	Count	352	405	757
		% within Half year 2005	46.5%	53.5%	100.0%
	Second Half	Count	284	329	613
		% within Half year 2005	46.3%	53.7%	100.0%
Total		Count	636	734	1370
		% within Half year 2005	46.4%	53.6%	100.0%

Race: Approximately 66% of consumers are White, 17.3% African American, 9.5% Latino/a, 4.1% Multiracial, .9% Native American, .6% Other, and .5% Asian/Pacific.

Crosstab

			Race / Ethnicity							Total
			African American	Asian/Pacific Islander	Latino/ Hispanic	Native American / American Indian	White / Caucasian	Multiracial	Other	
Half year 2005	First Half	Count	136	2	75	6	518	35	2	774
		% within Half year 2005	17.6%	.3%	9.7%	.8%	66.9%	4.5%	.3%	100.0%
	Second Half	Count	105	5	57	6	416	23	7	619
		% within Half year 2005	17.0%	.8%	9.2%	1.0%	67.2%	3.7%	1.1%	100.0%
Total		Count	241	7	132	12	934	58	9	1393
		% within Half year 2005	17.3%	.5%	9.5%	.9%	67.0%	4.2%	.6%	100.0%

Age: ranged from 0 to 70 years with a median age of 18 years and a mean of 24.4 years.

Counties of Residence: The table below shows the counties of residence by half. Our analysis found significant differences in sample composition by half. There were significantly more respondents from Lancaster Counties and significantly less respondents from Cumberland and Perry Counties in the second half of 2005 when compared to the sample from the first half 2005.

Half year 2005 * County where you live Crosstabulation

			County where you live						Total
			Cumberland	Dauphin	Lancaster	Lebanon	Perry	Other	
Half year 2005	First Half	Count	134	220	192	132	81	7	766
		% within Half year 2005	17.5%	28.7%	25.1%	17.2%	10.6%	.9%	100.0%
	Second Half	Count	48	210	253	103	0	8	622
		% within Half year 2005	7.7%	33.8%	40.7%	16.6%	.0%	1.3%	100.0%
Total		Count	182	430	445	235	81	15	1388
		% within Half year 2005	13.1%	31.0%	32.1%	16.9%	5.8%	1.1%	100.0%

Some residents live in one county and receive services in another county. With the exception of Perry County, the vast majority of consumers receive services in the county in which they live.

The percent of consumers both living in the county and receiving services in the county is presented by halves:

County of Residence	Percent receiving services in their own county	
	First Half	Second Half
Cumberland	97.8%	76.1%
Dauphin	98.1%	94.2%
Lancaster	92.3%	93.5%
Lebanon	97.4%	95.1%
Perry	57.5%	0.0%

During the second half of the year, significantly more respondents received services in Lancaster County and significantly fewer respondents received services in Cumberland County.

Half year 2005 * County where you receive services Crosstabulation

			County where you receive services					Total
			Cumberland	Dauphin	Lancaster	Lebanon	Perry	
Half year 2005	First Half	Count	165	227	173	120	42	727
		% within Half year 2005	22.7%	31.2%	23.8%	16.5%	5.8%	100.0%
	Second Half	Count	45	224	242	102	1	614
		% within Half year 2005	7.3%	36.5%	39.4%	16.6%	.2%	100.0%
Total		Count	210	451	415	222	43	1341
		% within Half year 2005	15.7%	33.6%	30.9%	16.6%	3.2%	100.0%

Total Satisfaction Scores by Half: Total Satisfaction from the second half of 2004 - 2005 were significantly higher than those reported during the first half of the year.

Group Statistics

		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	Half year 2005				
	First Half	776	101.7964	12.39333	.44489
	Second Half	635	105.5386	14.04858	.55750

Total Satisfaction Scores by County by Half 2004 - 2005

Descriptive Statistics

Dependent Variable: Total Satisfaction Score

Half year 2005	County where you	Mean	Std. Deviation	N
First Half	Cumberland	99.7636	11.27532	165
	Dauphin	102.7445	12.15956	227
	Lancaster	104.0231	12.37212	173
	Lebanon	99.7500	13.14640	120
	Perry	98.1667	10.76108	42
	Total		101.6135	12.23521
Second Half	Cumberland	105.6444	17.32858	45
	Dauphin	106.2277	13.39490	224
	Lancaster	106.4587	14.31885	242
	Lebanon	102.2647	11.65929	102
	Perry	91.0000	.	1
	Total		105.5928	13.87313
Total	Cumberland	101.0238	12.99335	210
	Dauphin	104.4745	12.89224	451
	Lancaster	105.4434	13.57911	415
	Lebanon	100.9054	12.52057	222
	Perry	98.0000	10.68822	43
	Total		103.4355	13.15617

- As reported earlier, our analysis shows significant differences in Total Satisfaction by County Where Services are Received. It can be seen that the Total Satisfaction is highest in Lancaster and Dauphin Counties. Total Satisfaction Scores were lowest in Perry County
- Differences in total satisfaction are difficult to interpret. First, it should be noted that approximately half of Perry County residents receive services in another county, thus the data is based on relatively few consumers. In fact, the second half of the data contains only one respondent from Perry County. In addition, the meaning of the results is open to interpretation. One possibility is that services are, in fact, less effective in Perry County. However, another interpretation is that consumers in Perry County are simple "hard graders", giving lower ratings to services that are essentially similar. It is also possible that expectations may be higher in Perry County, thus, ratings are lower because services do not meet the high expectations of residents (or satisfaction is higher in Lebanon and Cumberland counties because services meet relatively low expectations of the consumers in that county). Nevertheless, if these results continue over time, an in-depth study of services in Cumberland, Lebanon, and Perry counties should be conducted to better understand the reasons for the differential ratings.

- Type of Services: There was no significant difference in the distribution of the types of services between the two halves.

Crosstab

			Type of Services				Total
			Mental Health	Drug/Alcohol	Both	Other	
Half year 2005	First Half	Count	575	73	118	7	773
		% within Half year 2005	74.4%	9.4%	15.3%	.9%	100.0%
	Second Half	Count	473	51	95	2	621
		% within Half year 2005	76.2%	8.2%	15.3%	.3%	100.0%
Total	Count	1048	124	213	9	1394	
	% within Half year 2005	75.2%	8.9%	15.3%	.6%	100.0%	

Changes in service delivery should continue to be monitored to see if other differences are related to actual changes in service utilization or are a function of sampling differences.

In terms of Total Satisfaction, there was a significant interaction between the Type of Services received and the different halves. In general, in the second half of the 2004 – 2005 reporting year, we found Total Satisfaction Scores. The picture is complicated by those 9 individuals who reported they received other services. In the first half respondents who received only Drug/Alcohol Services reported the highest levels of Total Satisfaction. In the second half, the highest levels of Total Satisfaction were reported by folks who received ‘Other’ services followed by those who received both MH & Drug/Alcohol Services.

Descriptive Statistics

Dependent Variable: Total Satisfaction Score

Half year 2005	Type of Services	Mean	Std. Deviation	N
First Half	Mental Health	101.2139	11.98538	575
	Drug/Alcohol	110.4932	13.65052	73
	Both	99.4153	11.74176	118
	Other	101.0000	9.48683	7
	Total	101.8137	12.41193	773
Second Half	Mental Health	104.2812	13.07164	473
	Drug/Alcohol	108.4118	17.24433	51
	Both	111.6105	14.79383	95
	Other	113.0000	8.48528	2
	Total	105.7697	13.96494	621
Total	Mental Health	102.5983	12.57436	1048
	Drug/Alcohol	109.6371	15.19913	124
	Both	104.8545	14.49308	213
	Other	103.6667	10.22252	9
	Total	103.5760	13.26824	1394

- Where Interviewed: In each group, the majority of interviews took place in the home, First Half = 81.1%; Second Half = 81.8%. In first half significantly more interviews were conducted in a neutral place.

Half year 2005 * Location of Interview Crosstabulation

			Location of Interview			Total
			Home	Neutral Place	Other	
Half year 2005	First Half	Count	598	79	60	737
		% within Half year 2005	81.1%	10.7%	8.1%	100.0%
	Second Half	Count	517	0	115	632
		% within Half year 2005	81.8%	.0%	18.2%	100.0%
Total	Count	1115	79	175	1369	
	% within Half year 2005	81.4%	5.8%	12.8%	100.0%	

- Adult or Child receiving services: There were no differences by Quarter regarding whether an Adult or Child was receiving services. Approximately 50% of interviews were in each category.

Half year 2005 * Adult or Child Crosstabulation

			Adult or Child		Total
			Adult	Child	
Half year 2005	First Half	Count	392	382	774
		% within Half year 2005	50.6%	49.4%	100.0%
	Second Half	Count	329	306	635
		% within Half year 2005	51.8%	48.2%	100.0%
Total	Count	721	688	1409	
	% within Half year 2005	51.2%	48.8%	100.0%	

- Of the children's surveys, the vast majority were completed by an adult in behalf of the child in each half.

Half year 2005 * If Child, who was interviewed Crosstabulation

			If Child, who was interviewed			Total
			Parent/ Guardian	Child	NA	
Half year 2005	First Half	Count	334	39	393	766
		% within Half year 2005	43.6%	5.1%	51.3%	100.0%
	Second Half	Count	277	24	327	628
		% within Half year 2005	44.1%	3.8%	52.1%	100.0%
Total	Count	611	63	720	1394	
	% within Half year 2005	43.8%	4.5%	51.6%	100.0%	

Second half respondents reported significantly higher levels of satisfaction than those in first half. In both groups there was a significant effect for Adults receiving services to report higher levels of satisfaction.

Descriptive Statistics

Dependent Variable: Total Satisfaction Score

Half year 2005	Adult or Child	Mean	Std. Deviation	N
First Half	Adult	102.5714	12.64871	392
	Child	100.9869	12.11872	382
	Total	101.7894	12.40731	774
Second Half	Adult	106.6079	14.65772	329
	Child	104.3889	13.29079	306
	Total	105.5386	14.04858	635
Total	Adult	104.4133	13.74070	721
	Child	102.5000	12.75671	688
	Total	103.4791	13.29911	1409

- **How Surveyed:** Significantly more interviews were conducted by phone in second half than in the first half.

Half year 2005 * Method of Interview Crosstabulation

			Method of Interview		Total
			In Person	Phone	
Half year 2005	First Half	Count	211	535	746
		% within Half year 2005	28.3%	71.7%	100.0%
	Second Half	Count	128	503	631
		% within Half year 2005	20.3%	79.7%	100.0%
Total	Count	339	1038	1377	
	% within Half year 2005	24.6%	75.4%	100.0%	

- **Special Needs:** Approximately 30% of consumers in each quarter reported “special need”. There were significantly more respondents who reported physical needs and English difficulty in the first half and significantly more respondents who identified ‘Other’ needs in the second half. Below is the distribution of reported needs for both groups.

Half year 2005 * Special Needs Crosstabulation

			Special Needs					Total	
			Visual Impairment	Hearing Impairment	Physical Impairment	English difficulty	Other		None
Half year 2005	First Half	Count	56	12	39	15	43	401	566
		% within Half year 2005	9.9%	2.1%	6.9%	2.7%	7.6%	70.8%	100.0%
	Second Half	Count	43	12	19	8	58	381	521
		% within Half year 2005	8.3%	2.3%	3.6%	1.5%	11.1%	73.1%	100.0%
Total	Count	99	24	58	23	101	782	1087	
	% within Half year 2005	9.1%	2.2%	5.3%	2.1%	9.3%	71.9%	100.0%	

Heterosexism: We looked at only the respondents who indicated a sexual preference (no missing cases were included) There were a high proportion of respondents who chose not to answer this question (29%). Of those who expressed a preference, there were a higher proportion of respondents who reported a heterosexual orientation in the second half.

Half year 2005 * sexual orientation Crosstabulation

			sexual orientation		Total
			heterosexual	non-heterosexual	
Half year 2005	First Half	Count	509	64	573
		% within Half year 2005	88.8%	11.2%	100.0%
	Second Half	Count	401	22	423
		% within Half year 2005	94.8%	5.2%	100.0%
Total	Count	910	86	996	
	% within Half year 2005	91.4%	8.6%	100.0%	

Though respondents in the second half reported higher levels of satisfaction there was no difference in satisfaction based on sexual orientation.

Descriptive Statistics

Dependent Variable: Total Satisfaction Score

Half year 2005	sexual orientation	Mean	Std. Deviation	N
First Half	heterosexual	101.2515	12.14121	509
	non-heterosexual	98.3281	12.50911	64
	Total	100.9250	12.20654	573
Second Half	heterosexual	106.4613	14.62939	401
	non-heterosexual	109.0000	10.75706	22
	Total	106.5934	14.45471	423
Total	heterosexual	103.5473	13.53720	910
	non-heterosexual	101.0581	12.90358	86
	Total	103.3323	13.49554	996

II. Satisfaction

Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Scale (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.

As can be seen in the table below, the mean Total Satisfaction for each half is high overall; however, Total Satisfaction from the second half of 2005 were significantly higher than those reported during the first half of the year.

Group Statistics

Half year 2005		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	First Half	776	101.7964	12.39333	.44489
	Second Half	635	105.5386	14.04858	.55750

Differences in satisfaction may be a function of actual changes in services, but may also be due to sample differences or other unrelated differences such as time of year (for example, ratings may be lower in the winter when some consumers may suffer from

Seasonal Affective Syndrome). CSS will continue to monitor differences by Quarter to establish norms for quarterly variation.

Specific Items: Table I shows the mean scores and standard deviations for each half for the Implementation items and Table II shows the same results for Outcomes items.

As can be seen in Table I, the mean for Implementation in each item is relatively high, generally between 3.5 and 4.25 on a 5-point scale. Second Half 2004 - 2005, however, has significantly higher mean scores on 14 items. Only three items do not show significant differences.

Table 1 – Total Satisfaction – Implementation Items

Group Statistics

	Half year 2005	N	Mean	Std. Deviation	Std. Error Mean
Q1 I know whom to call if I have questions	First Half	776	3.9613	1.01780	.03654
	Second Half	635	3.9874	.99992	.03968
Q2 I was given information	First Half	776	3.4111	1.17822	.04230
	Second Half	635	3.3969	1.25715	.04989
Q3 I have a choice in selecting	First Half	776	3.6546	1.11381	.03998
	Second Half	635	3.8583	1.02126	.04053
Q4 I know whom to call	First Half	776	3.5992	1.15639	.04151
	Second Half	635	3.5260	1.22560	.04864
Q5 I am satisfied with the scheduling	First Half	776	3.8028	1.05270	.03779
	Second Half	635	4.0063	.92458	.03669
Q6 Lack of reliable transportation	First Half	776	2.3686	1.21528	.04363
	Second Half	635	2.4346	1.24710	.04949
Q7 My service provider spends enough time	First Half	776	3.6005	1.19037	.04273
	Second Half	635	3.8457	1.07369	.04261
Q8 My personal information is not shared	First Half	776	4.0863	.90818	.03260
	Second Half	635	4.2173	.78633	.03120
Q9 Program staff respects the role of my	First Half	776	4.0593	.88520	.03178
	Second Half	635	4.2047	.75290	.02988
Q10 I trust my service provider	First Half	776	4.0000	.93946	.03372
	Second Half	635	4.1024	.87224	.03461
Q11 My service provider offered me the opportunity	First Half	776	3.7332	1.04714	.03759
	Second Half	635	3.8756	1.00877	.04003
Q13 I feel that I am an equal partner	First Half	776	3.8802	1.01209	.03633
	Second Half	635	4.0646	.87405	.03469
Q14 My services provider explained the advantages	First Half	776	3.5477	1.18171	.04242
	Second Half	635	3.8031	1.00031	.03970
Q15 My treatment promotes recovery	First Half	776	3.7474	1.11442	.04001
	Second Half	635	3.9921	.95064	.03773
Q16 Overall, I am satisfied with the services	First Half	776	3.8686	1.13740	.04083
	Second Half	635	4.0898	.96130	.03815
Q17 I feel that my service provider and I work well	First Half	776	3.8157	1.06356	.03818
	Second Half	635	4.0079	.92542	.03672
Q18 My service provider focuses on my strengths	First Half	776	3.7062	1.12049	.04022
	Second Half	635	3.9591	.89947	.03569
Q19A If yes, how satisfied are you with the help	First Half	776	3.1508	.80110	.02876
	Second Half	635	3.2756	1.01002	.04008

Outcomes: As can be seen in Table II, the mean for outcomes in each item is relatively high, generally between 3.4 and 3.8 on a 5-point scale. There are significant differences, however, by half with Second Half 2004 - 2005 reporting higher levels of satisfaction on the Outcome Questions.

Table 2 – Total Satisfaction – Outcome Questions

Group Statistics					
	Half year 2005	N	Mean	Std. Deviation	Std. Error Mean
Q20 Dealing with daily problems	First Half	776	3.7410	.96047	.03448
	Second Half	635	3.8331	.98595	.03913
Q21 Feeling in control of my life	First Half	776	3.5954	.97778	.03510
	Second Half	635	3.7323	.97321	.03862
Q22 Dealing with personal crisis	First Half	776	3.4459	.98225	.03526
	Second Half	635	3.4945	.91494	.03631
Q23 How I feel about myself	First Half	776	3.6469	1.02060	.03664
	Second Half	635	3.8047	.96613	.03834
Q24 Feeling good (hopeful) about the future	First Half	776	3.6134	1.01347	.03638
	Second Half	635	3.8063	.94082	.03734
Q25 Enjoying my free time	First Half	776	3.7268	.99553	.03574
	Second Half	635	3.8598	.96674	.03836
Q26 Strengthening my social support network	First Half	776	3.6186	.98707	.03543
	Second Half	635	3.6961	.97794	.03881
Q27 Being involved in community activities	First Half	776	3.4098	.97563	.03502
	Second Half	635	3.5087	.95043	.03772
Q28 Dealing with school or work	First Half	776	3.4845	1.02599	.03683
	Second Half	635	3.5402	1.01077	.04011
Q29 Dealing with people in social situations	First Half	776	3.5348	.98443	.03534
	Second Half	635	3.6472	.95892	.03805
Q30 Dealing with specific problems or issue	First Half	776	3.5812	.96979	.03481
	Second Half	635	3.7008	.92046	.03653

As noted earlier, the reason for higher means in second half are not clear. There are several possibilities:

- Consumers are, in fact, more satisfied in second half. This may be due to an increase in the quality of services or to extraneous events such as seasonal differences or media events.
- Surveyors have changed the way they ask questions, thus eliciting more positive responses.
- Changes in the survey have elicited differing responses. While there have been minor changes in a few questions, it would not explain the consistent differences found.
- Random error (chance) in sampling has produced two samples with different characteristics.
- Positive actions in improving customer relations by CBHNP.

The extent of fluctuation in consumer responses is not known. It may be that a certain amount of fluctuation in scores is to be expected. Norms have not been developed with this new survey. Ongoing monitoring and analysis of quarterly data is needed.

Emergency Treatment: Consumers identified emergency services as an area that warranted investigation in this survey. The question was conceived as an “extra” question that would be investigated for a one-year period. More than 1 in 4 consumers needed emergency treatment

during these quarters. Significantly more consumers reported needing emergency services in the second half of the year.

Half year 2005 * Q19 Did you need emergency mental health services Crosstabulation

			Q19 Did you need emergency mental health services		Total
			Yes	No	
Half year 2005	First Half	Count	206	559	765
		% within Half year 2005	26.9%	73.1%	100.0%
	Second Half	Count	240	382	622
		% within Half year 2005	38.6%	61.4%	100.0%
Total		Count	446	941	1387
		% within Half year 2005	32.2%	67.8%	100.0%

Trends in emergency treatment will be monitored in future reports.

DPW/OMHSAS Questions

Quality of Life: As can be seen below, both halves show improvement in reported quality of life. Significantly more consumers in the second half moved away from the neutral position to a positive position. These results are consistent with the Outcomes subscale.

What effect has the treatment you received had on the quality of your life?

Half year 2005 * Q31 What effect has the treatment Crosstabulation

			Q31 What effect has the treatment					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Half year 2005	First Half	Count	23	52	178	287	224	764
		% within Half year 2005	3.0%	6.8%	23.3%	37.6%	29.3%	100.0%
	Second Half	Count	13	39	108	237	217	614
		% within Half year 2005	2.1%	6.4%	17.6%	38.6%	35.3%	100.0%
Total		Count	36	91	286	524	441	1378
		% within Half year 2005	2.6%	6.6%	20.8%	38.0%	32.0%	100.0%

Treatment Decisions: The large majority of consumers reported that they were given a chance to make treatment decisions. There were significantly more respondents in the second half who reported that they were always able to make treatment decisions.

Were you and your child given the chance to make treatment decisions?

Half year 2005 * Q32 Were you and your child given the chance Crosstabulation

			Q32 Were you and your child given the chance			Total
			Yes	No	Sometimes	
Half year 2005	First Half	Count	520	143	109	772
		% within Half year 2005	67.4%	18.5%	14.1%	100.0%
	Second Half	Count	432	78	106	616
		% within Half year 2005	70.1%	12.7%	17.2%	100.0%
Total	Count	952	221	215	1388	
	% within Half year 2005	68.6%	15.9%	15.5%	100.0%	

In both halves, consumers who reported that they were always able to make treatment decisions also reported higher satisfaction scores. In the second half Total Satisfaction ratings were significantly lower for respondents who were not given the chance to make treatment decisions.

Descriptive Statistics

Dependent Variable: Total Satisfaction Score

Half year 2005	Q32 Were you and your	Mean	Std. Deviation	N
First Half	Yes	103.6769	12.19619	520
	No	95.8741	9.50231	143
	Sometimes	100.8349	13.95397	109
	Total	101.8303	12.37151	772
Second Half	Yes	108.9769	11.70478	432
	No	92.7436	14.72381	78
	Sometimes	102.9340	14.69322	106
	Total	105.8815	13.78890	616
Total	Yes	106.0819	12.25713	952
	No	94.7692	11.67928	221
	Sometimes	101.8698	14.32832	215
	Total	103.6282	13.16963	1388

These sample differences are similar to other data that show more positive outcomes in the second half of 2004 - 2005. Reasons for these differences warrant further examination.

Ability to get help needed: Respondents in the second half reported that they were significantly less likely to get the help they needed in the last 12 months.

In the last twelve months were you able to get the help you needed?

Half year 2005 * Q33 In the last 12 months, were you able to get help Crosstabulation

			Q33 In the last 12 months, were you able to get help			Total
			Yes	No	Sometimes	
Half year 2005	First Half	Count	496	182	90	768
		% within Half year 2005	64.6%	23.7%	11.7%	100.0%
	Second Half	Count	345	198	75	618
		% within Half year 2005	55.8%	32.0%	12.1%	100.0%
Total		Count	841	380	165	1386
		% within Half year 2005	60.7%	27.4%	11.9%	100.0%

The majority of consumers, approximately 60.7%, answered that they were able to get the help they needed during the past 12 months and 27.4% answered “No”. The results indicate that approximately 40% of consumers were not able to get the services they needed at some point. Further research is needed to assess the sources of potential gaps in services.

Consumers differed in whether they were able to get the help they needed with 64.6% answering, “Yes” in the first half and 55.8% responding affirmatively in the second half 2005. These results are surprising since satisfaction and outcomes has generally been higher in second half than in the first half. Variation in the answer to this question will be monitored in future reports.



Consumer Satisfaction Services

Thank you for your participation in our survey. Your voice can make a difference! Consumer Satisfaction Services, Inc. (CSS) gauges the impact of behavioral health (mental health and/or substance abuse) which you receive under HealthChoices and your healthcare provider. The information we gather is used to evaluate the delivery of these services. **Your participation is voluntary; any information you choose to share is kept strictly confidential. You have the option of refusing to answer any question as well as ending the survey at any point. Your choosing or declining to participate will not effect any services you are receiving now or may need in the future.**

Do not write your name or any personal information which could identify you anywhere on this survey form. All information which you choose to provide is kept strictly confidential.

Please read each of the following statements below and respond by using a scale of 1 – 6 as follows:

1 = Strongly Disagree 2 = Disagree 3 = Neither 4 = Agree 5 = Strongly Agree 6 = Not Applicable

Please indicate your response by placing a check mark or an x in the box which best identifies how you feel for that question.

We also invite you to comment on or explain any of your answers in the space that has been provided.

Note: The term “Service Provider” means the person you see for treatment, such as your psychiatrist, psychologist, social worker or case manager.

1 = Strongly Disagree 2 = Disagree 3 = Neither 4 = Agree 5 = Strongly Agree 6 = Not Applicable

I. Services

		1	2	3	4	5	6
1	I know whom to call if I have questions about my mental health or substance abuse services. Comments:						
2	I was given information on how to get other services that I needed (example: transportation, child care, employment training). Comments:						
3	I have a choice in selecting or changing my service provider. Comments:						

4	I know whom to call if I have a complaint or grievance about my services. Comments:						
5	I am satisfied with the scheduling of my appointments. Comments:						
6	Lack of reliable transportation has kept me from keeping my appointments. Comments:						
7	My service provider spends enough time with me. Comments:						
8	My personal information is not shared with others without my permission. It is kept strictly confidential. Comments:						
9	Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment. Comments:						
10	I trust my service provider. Comments:						
11	My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. Comments:						
12	Overall, I am unhappy with the services I am receiving. Comments:						
13	I feel that I am an equal partner in the treatment process. Comments:						
14	My service provider explained the advantages and disadvantages of my therapy or treatment. Comments:						
15	My treatment plan promotes recovery. Comments:						
16	Overall, I am satisfied with the services I am receiving. Comments:						

17	I feel that my service provider and I work well together as a team. Comments:						
18	My service provider focuses on my strengths. Comments:						

For the following question please check the box that comes closest to your experience using one of the following choices:

1 = Not at All 2 = Somewhat 3 = Neither 4 = Satisfied 5 = Very Satisfied 6 = Not Applicable

		1	2	3	4	5	6
19	Did you need emergency mental health or substance abuse services during the past year? Yes [] No [] If yes, how satisfied are you with the help you received? Comments:						

II. Outcomes

As a result of your services, please rate changes made in the following by the response that comes closest to your experience.

1 = Much Worse 2 = A Little Worse 3 = About the Same 4 = A Little Better 5 = Much Better 6 = Not Applicable

		1	2	3	4	5	6
20	Dealing with daily problems.						
21	Feeling in control of my life.						
22	Dealing with personal crisis (example: serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)						
23	How I feel about myself.						
24	Feeling good (hopeful) about the future.						
25	Enjoying my free time.						
26	Strengthening my social support network.						
27	Being involved in community activities or organizations outside of mental health or substance abuse activities.						
28	Dealing with school or work.						
29	Dealing with people in social situations.						
30	Dealing with specific problems or issues that led me to seek services.						

The Department of Public Welfare / Office of Mental Health and Substance Abuse Services has asked us to obtain your responses to the following three questions.

1 = Much Worse 2 = A Little Worse 3 = About the Same 4 = A Little Better 5 = Much Better 6 = Not Applicable

		1	2	3	4	5	6
31	What effect has the treatment you received had on the quality of your life? Comment:						

32	Were you given the chance to make treatment decisions? Comment:	<input type="checkbox"/> Yes	<input type="checkbox"/> Sometimes
		<input type="checkbox"/> No	
33	In the last 12 months were you able to get the help you needed? Comment:	<input type="checkbox"/> Yes	<input type="checkbox"/> Sometimes
		<input type="checkbox"/> No	

34. Are there any services you need but are not getting? Yes No
If yes, please explain.

35. What would you like to see changed or improved about your mental health or substance abuse services?

36. What other comments or questions do you have about your services?

37. What does recovery mean to you?

38. Has anything been added or discontinued in your treatment that's made a significant impact on you?

Demographic Information

<p>1) Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male</p> <p>2) Age _____</p> <p>3a) City where you live: _____</p> <p>3b) City where you receive services: _____ (NOTE: enter County).</p>	<p>5) Type of services: <input type="checkbox"/> Mental Health <input type="checkbox"/> Drug / Alcohol <input type="checkbox"/> Both Mental Health and Drug/Alcohol <input type="checkbox"/> Other _____</p>	<p>7) Sexual Preference <input type="checkbox"/> Heterosexual / "Straight" <input type="checkbox"/> Gay Male <input type="checkbox"/> Lesbian <input type="checkbox"/> Bi-Sexual <input type="checkbox"/> Transgender <input type="checkbox"/> Other <input type="checkbox"/> Questioning</p>
<p>4) Race: <input type="checkbox"/> African American <input type="checkbox"/> Asian / Pacific Islander <input type="checkbox"/> Hispanic / Latino <input type="checkbox"/> Native American / American Indian <input type="checkbox"/> White / Caucasian <input type="checkbox"/> Multi-racial <input type="checkbox"/> Other: _____</p>	<p>6) Special Needs: <input type="checkbox"/> Visual Impairment <input type="checkbox"/> Hearing Impairment <input type="checkbox"/> Physical Impairment (e.g. needs wheel chair or other help with movement) <input type="checkbox"/> Difficulty understanding or speaking English <input type="checkbox"/> Other <input type="checkbox"/> None</p>	

Have you been interviewed previously during the last year? Yes No Not Sure

Interview Information

Name of interviewer(s) _____ #: _____	Date of interview: _____ CODE
Location of interview: <input type="checkbox"/> Home <input type="checkbox"/> Neutral place <input type="checkbox"/> Other: _____	
Is the interview for an: <input type="checkbox"/> Adult or <input type="checkbox"/> Child? If a child, who was interviewed? <input type="checkbox"/> Parent/Guardian or <input type="checkbox"/> Child? <input type="checkbox"/> Not Applicable	
Method of interview: <input type="checkbox"/> In-person <input type="checkbox"/> Phone <input type="checkbox"/> Other _____	