



CONSUMER SATISFACTION SERVICES

4th QUARTER REPORT

July 1 – September 30, 2005

PREPARED FOR:

CAPITAL AREA BEHAVIORAL HEALTH COLLABORATIVE

PREPARED BY:

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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

December, 2005

Dear Colleagues:

We are pleased to present our findings for the fourth quarter of our Fiscal Year ending September 30, 2005.

The format we use here will look familiar to all of you. However, please be aware that our reporting methods are in the process of change.

Effective October 1, 2005 we will be issuing individual Provider reports based on our findings the different treatment services that each facility offers. For example, during the course of the year, we may visit one facility on three or four occasions in order to measure the satisfaction levels of Outpatient, Inpatient, Partial, or Substance Abuse programs within that facility.

We will continue to issue our quarterly reports which will present the overall measure of satisfaction of the five counties. However, by issuing individual Provider reports, we believe this to be a more effective reporting tool that will allow each facility to see exactly what issues may lie within their programs, staff and services while at the same time providing an opportunity to compare their facility against the overall levels of other facilities within our region. If you wish to receive copies of any individual Provider report, please contact us.

In addition, the Quarterly Reports will provide the results of measured responses to questions gauging the satisfaction levels of consumers with their interaction with CBHNP. We believe that this too is an important step in our still evolving process of providing comprehensive analysis to all stakeholders within the five-county HealthChoices region.

The Board of Directors of Consumer Satisfaction Services would like to thank the Capital Area Behavioral Health Collaborative staff and its Chief Executive Officer, Scott Suhring, and the MH/MR and Substance Abuse Administrators of Cumberland, Dauphin, Lancaster, Lebanon and Perry counties for their ongoing support and encouragement of this project.

Sincerely,

**Lewis E. Silverman
Executive Director**

Consumer Satisfaction Services 4th Quarter 2005

This report represents our findings for the 4th quarter of our fiscal year covering the period July 1, 2005 thru September 30, 2005.

I. Demographic and Survey Information – 4th Quarter 2005 Findings

- The survey represents 164 respondents from the Capital Region, consisting of 104 Adults (63.4%) and 60 Children (36.6%). **Please Note: Although N=164 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 consumers, the children themselves responded to the survey in 16.1% (9 of 56), while the parents/guardians responded in 47 of 56 cases (83.9. %).
- Data was collected from 13 Treatment Facilities in the Capital Region.
- It should be noted that for this reporting period Perry County did not have any members included in the survey therefore that is why Perry County does not show up on the table. This may be as a result of shifting from a System-Wide focus to a Provider Specific focus in our reporting. In the future, we will include Perry County in our tables regardless of whether there are any numbers to report.
- 79% of surveys (128 of 163) were conducted at the respondent's home and the remaining 21% (35) were conducted outside the home.
- Thirty-seven (22.8%) of the interviews were conducted in person and 125 (77.2%) were conducted on the phone.
- Approximately 12% of the respondents (18 of 152) reported they had been previously interviewed in the last year.

Previously interviewed in last year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	11.0	11.8	11.8
	No	110	67.1	72.4	84.2
	Not sure	24	14.6	15.8	100.0
	Total	152	92.7	100.0	
Missing		12	7.3		
Total		164	100.0		

- Gender: Sample is 46.5% male (73) and 53.5% female (84). Seven individuals (4.3%) did not respond to this question. Gender was not related to respondents' satisfaction with services.

- Age: Age of respondents ranged from 6 – 60 years, with a mean age of 27.8 and median age of 24. Pearson correlation found no relationship between Age and Total Satisfaction.
- Counties of Residence: In alphabetical Order

County where you live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cumberland	12	7.3	7.6	7.6
	Dauphin	64	39.0	40.8	48.4
	Lancaster	63	38.4	40.1	88.5
	Lebanon	12	7.3	7.6	96.2
	Other	6	3.7	3.8	100.0
	Total	157	95.7	100.0	
Missing		7	4.3		
Total		164	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	5 of 12	41.7%
Dauphin	58 of 63	92.1%
Lancaster	60 of 63	95.2%
Lebanon	10 of 12	83.3%
Other	0 of 6	0.0%
Total	133 of 156	85.3%

Total Satisfaction by County ***

County of Residence	N	Mean ***	Standard Deviation	Standard Error
Cumberland	10	104.8	17.1	5.4
Dauphin	71	106.8	15.1	1.8
Lancaster	64	106.2	18.7	2.3
Lebanon	12	110.0	11.4	3.3
Total	157	106.7	16.5	1.3

- Race: One hundred and two of 164 respondents (62.2%) reported their race as White/Caucasian, 29 (17.7%) as African American, 10 (6.1%) as Latino/a Hispanic, 7 (4.3%) as Multi-racial, 2 (1.2%) Asian/Pacific Islander, 4 (2.4%) Native American/American Indian and 3 (1.8%) as Other. Seven respondents (4.3%) chose not to answer this question.

We found no significant differences¹ in Total Satisfaction with respect to race. This was something that we suggested we monitor in an earlier report as we found racial differences

¹ *** Please refer to Page 12 for explanation of mean

with the African American respondents reporting significantly lower levels of satisfaction. That does not seem to be the case with this 4th Quarter 2005 data.

Total Satisfaction by Race

	N	Mean	Std. Deviation	Std. Error
African American	29	109.1	19.0	3.5
Asian/Pacific Islander	2	84.5	16.3	11.5
Latino/a	10	104.8	16.8	5.3
Native American/Am Indian	4	108.0	9.1	4.5
White / Caucasian	102	106.2	16.3	1.6
Multiracial	7	112.7	9.2	3.5
Other	3	103.7	4.5	2.6
Total	157	106.6	16.4	1.3

- Treatment Facility: 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		

We found 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:** Respondents were involved in three types of mental health treatment. Fifty-four respondents (32.9%) received Inpatient Mental Health Services, seventy-six respondents (46.3%) received Partial Hospitalization Mental Health Services, and three 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		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. However, we would interpret this data with caution as there are so many missing cases.

Total Satisfaction by Type of Mental Health Treatment

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

Type of Services: One hundred and three of the respondents (65.2%) reported they received Mental Health Services Only, 21 (13.3%) received only Drug/Alcohol Services, 33 (20.9%) received both Mental Health and Drug/Alcohol services, and one individual (0.6%) reported they received “Other services.” Our analysis indicates there were no significant differences in Total Satisfaction as a function of Type of Service. However, this analysis is strongly affected by the respondent who indicated their type of service as ‘Other’. When this individual is not included in the analysis, there is a significant trend for respondents who received both Mental Health and Drug/Alcohol Services to report significantly higher levels of Total Satisfaction. The reason for the trend in 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.

Total Satisfaction by Type of Service

	N	Mean	Std. Deviation	Std. Error
Mental Health	103	105.0	16.4	1.6
Drug/Alcohol	21	105.9	19.5	4.3
Both	33	112.3	13.4	2.3
Other	1	119.0	-	-
Total	158	106.7	16.4	1.3

- Where Interviewed: Respondents who were interviewed in the home reported significantly lower levels of Total Satisfaction than those who were interviewed outside the home.

	N	Mean	Std. Deviation	Std. Error
Home	128	104.9	16.2	1.4
Other	35	111.8	16.9	2.9
Total	163	106.3	16.5	1.3

- 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	104	108.7115	15.80750	1.55005
	Child	60	102.1000	16.91424	2.18362

- How Surveyed: There were no significant differences in Total Satisfaction as a function of Method of Interview, e.g., in person vs. phone.
- Previously Interviewed: There were no significant differences in Total Satisfaction based on if the respondent was previously interviewed.
- Special Needs: Approximately one third (29% or 43 of 148 respondents) reported special needs. Seventeen (11.5%) of the respondents reported visual impairment, five (3.4%) reported hearing impairment, six (4.1%) reported physical impairment, one (0.7%) reported English Difficulty and 14 (9.5%) reported other special needs. All consumers with special needs were grouped to compare Total Satisfaction of those with special needs and those without special needs. There was no difference in reported level of satisfaction with respect to special needs.

Special Needs	Frequency	Percent	Valid Percent
Visual Impairment	17	10.4	11.5
Hearing Impairment	5	3.0	3.4
Physical Impairment	6	3.7	4.1
English difficulty	1	.6	.7
Other	14	8.5	9.5
None	105	64.0	70.9
Missing	16	9.8	--
Total	164	100.0	100.0

- Heterosexism: The table below describes responses to the sexual orientation demographic question. As can be seen, 52.4% (86 of 164) of consumers describe themselves as “heterosexual.” Moving forward, this question will be eliminated from our study. Over the past year, we found no significant differences in Total Satisfaction among those who identified themselves as Heterosexual vs. all others.

Sexual preference

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Heterosexual	86	52.4	93.5	93.5
	Gay Male	2	1.2	2.2	95.7
	Bisexual	2	1.2	2.2	97.8
	Other	2	1.2	2.2	100.0
	Total	92	56.1	100.0	
Missing	72	43.9			
Total	164	100.0			

It is interesting to note that 72 of the 164 respondents (43.9%) did not answer this question.

- Validity Questions: In order to test the validity of consumer’s responses, Questions 12 and 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 answer the questions in the expected opposite direction. Sixteen (10.1%) 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 89.9% of consumers appear to understand the questions and are responding appropriately. However, this quarter the proportion of respondents who answered these questions in the same direction is higher than previous quarters. We suspect the 6 who responded ‘strongly agree’ to both questions were demonstrating an acquiescence response bias, i.e. tendency to respond in the positive independent of content. We believe that in the near future, a decision should be made as to whether “invalid” interviews should be counted or removed from the data.

- Distribution of Services by County:

Number of Consumers by Type of Services in Each County 4 th Quarter Only 2005					
County		Mental Health		PIR	Both MH/PIR
		Adult	Child		
Cumberland	10	2	4	4	0
Dauphin	68	24	27	3	14
Lancaster	64	25	11	11	17
Lebanon	12	3	4	3	2
Perry	0	0	0	0	0
Other	0	0	0	0	0
TOTAL	154	54	46	21	33

II. Satisfaction – 4th Quarter 2005 Findings

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 106.3 with a standard deviation 16.5, median 110. The TSS scores ranged from 55 – 134. The distribution of Total Satisfaction Scores can be considered normally distributed. To put it in perspective 50% of cases fell between 98 - 118 (Inter-Quartile Range - Median) and 68% of cases fell between 89.8 – 122.8. Ninety-six percent of all scores fall between 73.3 – 139.3. With a 5 point scale and 29 questions, anything over total Satisfaction = 87 (29.3) indicates satisfaction on some level.

Statistics

Total Satisfaction Score		
N	Valid	164
	Missing	0
Mean		106.2927
Median		110.0000
Std. Deviation		16.48199
Skewness		-.924
Std. Error of Skewness		.190
Kurtosis		.451
Std. Error of Kurtosis		.377
Minimum		55.00
Maximum		134.00
Percentiles	25	98.0000
	50	110.0000
	75	118.0000

Implementation

Overall the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 73.3% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question 16 "I am satisfied with the services..." with 78.7% agreement. Even the validity question #12 "I am unhappy with the services..." with 76.2% 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 (83.5%) are satisfied that they know whom to call if they have service questions, approximately 1 in 7 (14.6%) consumers indicate that they do not know whom to call if they have a complaint or grievance.
- Only 62.8% indicated that they were given information about how to get other services that they needed. Approximately 1 in 3 (32.9%) were dissatisfied in this area.
- Approximately 1 in 7 consumers (14.6%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.
- Approximately 1 in 6 consumers (15.9%) do not believe that their service provider spends enough time with them.
- Approximately 1 in 4 (28.1%) consumers indicate that lack of reliable transportation has kept them from keeping appointments.
- A sizeable minority of consumers (17 of 164 or 10.4%) are not satisfied with the opportunity to include family members or others in the treatment process.

Table 1 – Total Satisfaction – Implementation

N=164	% 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.	83.5	14.6	3.95	1.10
2. I was given information on how to get other services that I needed.	62.8	32.9	3.36	1.34
3. I have a choice in selecting or changing my service provider.	73.1	18.3	3.78	1.12
4. I know whom to call if I have a complaint or grievance about my services.	59.1	37.2	3.29	1.39
5. I am satisfied with the scheduling of my appointments.	85.4	7.9	4.02	0.94
6. Lack of reliable transportation has kept me from keeping my appointments.	28.1	60.4	2.47	1.36
7. My service provider spends enough time with me.	81.1	15.9	3.93	1.16
8. My personal information is not shared with others without my permission. It is kept confidential.	90.8	6.7	4.26	0.91
9. Program staff respects the role of my ethnic cultural and religious background in my recovery.	92.7	3.7	4.24	0.81
10. I trust my service provider.	87.8	8.5	4.13	0.98
11. My service provider offered me the opportunity to involve my family, significant others or friends-of-choice into my treatment process.	81.7	10.4	4.02	0.96
12. Overall, I am unhappy with the services I am receiving.	17.7	76.2	2.14	1.30
13. I feel that I am an equal partner in the treatment process.	83.5	11.6	4.00	0.99
14. My services provider explained the advantages and disadvantages associated with my therapy or treatment.	75.6	14.6	3.82	1.09
15. My treatment promotes recovery.	81.7	12.8	4.01	1.10
16. Overall, I am satisfied with the services I am receiving.	78.7	14.0	3.94	1.20
17. I feel that my service provider and I work well together as a team.	82.9	12.2	3.99	1.06
18. My service provider focuses on my strengths.	81.7	9.8	3.96	0.93
19. If you needed emergency mental health, how satisfied are you with the help you received.	41.5	16.5	3.38	1.18

Emergency Treatment: CSS 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 59% of respondents (96 of 164) 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 3.38 with standard deviation of 1.2. Overall, 41.5% rated emergency services as Satisfied or Very Satisfied (4 or 5) and one of six, consumers 16.5% (27 of 164), were Not at all or Somewhat Satisfied (1 or 2). While the majority of consumers are satisfied with emergency services, a substantial minority, approximately 1 in 6 (16.5%) of consumers, is not satisfied.

Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 46% to 72% of consumers believe services have improved their lives in each outcome area. Approximately 12% to 31% 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 67% 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 48% 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 51.3% responding that things are better in this area, and approximately 1 in 12 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=164	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation
20. Dealing with daily problems.	72.0	11.3	3.93	1.11
21. Feeling in control of my life.	64.6	12.4	3.81	1.07
22. Dealing with personal crisis.	51.3	8.1	3.60	1.04
23. How I feel about myself.	68.3	7.5	3.96	1.02
24. Feeling good (hopeful) about the future.	67.1	9.4	3.91	1.11
25. Enjoying my free time.	66.5	10.1	3.88	1.08
26. Strengthening my social support network.	60.3	8.9	3.75	1.04
27. Being involved in community activities.	47.5	8.4	3.63	1.07
28. Dealing with school or work.	46.4	12.1	3.55	1.07
29. Dealing with people in social situations.	55.5	10.1	3.70	1.04
30. Dealing with specific problems or issue.	60.4	7.6	3.83	1.00

State Mandated Questions

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

		Frequency	Percent	Valid Percent
Valid	Much Worse	6	3.7	3.8
	A Little Worse	8	4.9	5.0
	About the Same	25	15.2	15.7
	A Little Better	50	30.5	31.4
	Much Better	69	42.1	43.4
	Not Applicable	1	0.6	0.6
	Total	159	97.0	100.0
Missing		5	3.0	
Total		164	100.0	

74.8% of consumers believe the quality of their lives has improved as a result of treatment and only 8.8% believe it has become worse. These results are consistent with the CSS Outcomes subscale. The counties do not differ with respect to reported treatment effects on the consumer's quality of life. The counties all reported positive effects of treatment on quality of life.

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

	N	Mean	Standard Deviation	Standard Error
Cumberland	10	4.40	0.84	0.27
Dauphin	70	4.04	1.08	0.13
Lancaster	62	4.00	1.13	0.14
Lebanon	12	4.25	0.87	0.25
Total	154	4.06	1.07	0.09

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

	Frequency	Percent	Valid Percent
Yes (Always)	103	62.8	66.0
No (Never)	18	11.0	11.5
Sometimes	35	21.3	22.4
Total	156	95.1	100.0
Missing	8	4.9	
Total	164	100.0	

66% of consumers responded that they were given a chance to make treatment decisions; and 22.4% answered “Sometimes”. Approximately 1 in 9 consumers, however, 11.5 % 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 investigated.

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

			Q32 Were you and your child given the chance			Total
			Yes	No	Sometimes	
County where you receive services	Cumberland	Count	8	1	1	10
		% within County where you receive services	80.0%	10.0%	10.0%	100.0%
	Dauphin	Count	49	5	15	69
		% within County where you receive services	71.0%	7.2%	21.7%	100.0%
	Lancaster	Count	35	11	16	62
		% within County where you receive services	56.5%	17.7%	25.8%	100.0%
	Lebanon	Count	8	1	2	11
		% within County where you receive services	72.7%	9.1%	18.2%	100.0%
Total		Count	100	18	34	152
		% within County where you receive services	65.8%	11.8%	22.4%	100.0%

It can be seen in the previous table that Cumberland (80.0%), Lebanon (72.7%) and Dauphin (71.0%) Counties are the most likely to give consumers the chance to make treatment decisions. Lancaster County (56.5%) reported the lowest level of consumers who were always given the chance to make treatment decisions. To keep things in perspective, these differences are not significant probably because of the small sample size. Lancaster County has the highest percentage of consumers who report that they are never given the chance to participate in their treatment decisions (27.5%). 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 consumer decision making.

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

	Frequency	Percent	Valid Percent
Yes (Always)	109	66.5	69.4
No (Never)	28	17.1	17.8
Sometimes	20	12.2	12.7
Total	157	95.7	100.0
Missing	7	4.3	
Total	164	100.0	

Approximately two-thirds of consumers, 69.4% answered that they were able to get the help they needed during the past 12 months and 17.8% answered “No”. The results indicate that approximately 30% of consumers were not able to get the services they needed at some point. For purposes of analysis, “No” and “Sometimes” were combined. There were no significant differences between the counties with respect to the ability to get help needed.

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

			get help		Total
			Yes	No/ Sometimes	
County where you receive services	Cumberland	Count	7	2	9
		% within County where you receive services	77.8%	22.2%	100.0%
	Dauphin	Count	46	24	70
		% within County where you receive services	65.7%	34.3%	100.0%
	Lancaster	Count	44	18	62
		% within County where you receive services	71.0%	29.0%	100.0%
	Lebanon	Count	10	2	12
		% within County where you receive services	83.3%	16.7%	100.0%
Total	Count	107	46	153	
	% within County where you receive services	69.9%	30.1%	100.0%	

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

- Gender was not related to the ability to get help.
- Race was not related to the level of unmet needs.
- Those with no special needs were significantly more likely to have their needs met.

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

			Ability to Get Help		Total
			Yes	No/ Sometimes	
Special Need Group	No Special Needs	Count	78	24	102
		% within Special Need Group	76.5%	23.5%	100.0%
	Special Needs	Count	25	18	43
		% within Special Need Group	58.1%	41.9%	100.0%
Total		Count	103	42	145
		% within Special Need Group	71.0%	29.0%	100.0%

- Age of consumer was not related to their ability to get the help they needed.
- Consumers' ability to get help was not influenced by the Type of Services they received, the Type of Treatment Facility (Inpatient MH, Partial MH, Inpatient) or the Treatment Facility where the services were received.

**CSS 4th Quarter 2005
Survey Tables**

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

		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	2	1	0	6	1	0	10
	% within County where you receive services	20.0%	10.0%	.0%	60.0%	10.0%	.0%	100.0%
	Dauphin Count	2	6	1	44	17	1	71
	% within County where you receive services	2.8%	8.5%	1.4%	62.0%	23.9%	1.4%	100.0%
	Lancaster Count	5	6	0	24	29	0	64
	% within County where you receive services	7.8%	9.4%	.0%	37.5%	45.3%	.0%	100.0%
	Lebanon Count	0	1	1	7	3	0	12
	% within County where you receive services	.0%	8.3%	8.3%	58.3%	25.0%	.0%	100.0%
Total	Count	9	14	2	81	50	1	157
	% within County where you receive services	5.7%	8.9%	1.3%	51.6%	31.8%	.6%	100.0%

Q 2: I was given information on how to get other services that I needed.

			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	2	2	0	5	0	1	10
		% within County where you receive services	20.0%	20.0%	.0%	50.0%	.0%	10.0%	100.0%
	Dauphin	Count	6	17	1	30	16	1	71
		% within County where you receive services	8.5%	23.9%	1.4%	42.3%	22.5%	1.4%	100.0%
Lancaster	Count	13	8	3	27	13	0	64	
	% within County where you receive services	20.3%	12.5%	4.7%	42.2%	20.3%	.0%	100.0%	
Lebanon	Count	0	5	1	6	0	0	12	
	% within County where you receive services	.0%	41.7%	8.3%	50.0%	.0%	.0%	100.0%	
Total	Count	21	32	5	68	29	2	157	
	% within County where you receive services	13.4%	20.4%	3.2%	43.3%	18.5%	1.3%	100.0%	

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

			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	2	0	1	5	1	1	10
		% within County where you receive services	20.0%	.0%	10.0%	50.0%	10.0%	10.0%	100.0%
	Dauphin	Count	1	11	3	37	17	2	71
		% within County where you receive services	1.4%	15.5%	4.2%	52.1%	23.9%	2.8%	100.0%
Lancaster	Count	4	9	3	22	25	0	63	
	% within County where you receive services	6.3%	14.3%	4.8%	34.9%	39.7%	.0%	100.0%	
Lebanon	Count	0	2	2	6	1	1	12	
	% within County where you receive services	.0%	16.7%	16.7%	50.0%	8.3%	8.3%	100.0%	
Total	Count	7	22	9	70	44	4	156	
	% within County where you receive services	4.5%	14.1%	5.8%	44.9%	28.2%	2.6%	100.0%	

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

			Q4 I know whom to call					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count % within County where you receive services	2 20.0%	0 .0%	0 .0%	7 70.0%	1 10.0%	10 100.0%
	Dauphin	Count % within County where you receive services	3 4.2%	22 31.0%	3 4.2%	30 42.3%	13 18.3%	71 100.0%
	Lancaster	Count % within County where you receive services	15 23.8%	10 15.9%	2 3.2%	18 28.6%	18 28.6%	63 100.0%
	Lebanon	Count % within County where you receive services	2 16.7%	4 33.3%	0 .0%	5 41.7%	1 8.3%	12 100.0%
Total		Count % within County where you receive services	22 14.1%	36 23.1%	5 3.2%	60 38.5%	33 21.2%	156 100.0%

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

			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 % within County where you receive services	2 20.0%	0 .0%	0 .0%	6 60.0%	2 20.0%	0 .0%	10 100.0%
	Dauphin	Count % within County where you receive services	1 1.4%	3 4.3%	2 2.9%	42 60.0%	21 30.0%	1 1.4%	70 100.0%
	Lancaster	Count % within County where you receive services	3 4.8%	3 4.8%	2 3.2%	34 54.8%	19 30.6%	1 1.6%	62 100.0%
	Lebanon	Count % within County where you receive services	0 .0%	0 .0%	1 8.3%	7 58.3%	3 25.0%	1 8.3%	12 100.0%
Total		Count % within County where you receive services	6 3.9%	6 3.9%	5 3.2%	89 57.8%	45 29.2%	3 1.9%	154 100.0%

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

			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	3	4	1	0	0	2	10
		% within County where you receive services	30.0%	40.0%	10.0%	.0%	.0%	20.0%	100.0%
	Dauphin	Count	16	25	2	14	8	5	70
		% within County where you receive services	22.9%	35.7%	2.9%	20.0%	11.4%	7.1%	100.0%
	Lancaster	Count	26	11	0	11	9	6	63
		% within County where you receive services	41.3%	17.5%	.0%	17.5%	14.3%	9.5%	100.0%
	Lebanon	Count	6	3	0	3	0	0	12
		% within County where you receive services	50.0%	25.0%	.0%	25.0%	.0%	.0%	100.0%
Total		Count	51	43	3	28	17	13	155
		% within County where you receive services	32.9%	27.7%	1.9%	18.1%	11.0%	8.4%	100.0%

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

			Q7 My service provider spends enough time					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	1	0	1	4	4	10
		% within County where you receive services	10.0%	.0%	10.0%	40.0%	40.0%	100.0%
	Dauphin	Count	4	9	1	38	19	71
		% within County where you receive services	5.6%	12.7%	1.4%	53.5%	26.8%	100.0%
	Lancaster	Count	6	5	2	26	24	63
		% within County where you receive services	9.5%	7.9%	3.2%	41.3%	38.1%	100.0%
	Lebanon	Count	0	1	0	6	5	12
		% within County where you receive services	.0%	8.3%	.0%	50.0%	41.7%	100.0%
Total		Count	11	15	4	74	52	156
		% within County where you receive services	7.1%	9.6%	2.6%	47.4%	33.3%	100.0%

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

			Q8 My personal information is not shared					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	0	0	0	5	5	10
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Dauphin	Count	2	3	0	37	29	71
		% within County where you receive services	2.8%	4.2%	.0%	52.1%	40.8%	100.0%
	Lancaster	Count	3	2	4	24	31	64
		% within County where you receive services	4.7%	3.1%	6.3%	37.5%	48.4%	100.0%
	Lebanon	Count	0	1	0	7	4	12
		% within County where you receive services	.0%	8.3%	.0%	58.3%	33.3%	100.0%
Total		Count	5	6	4	73	69	157
		% within County where you receive services	3.2%	3.8%	2.5%	46.5%	43.9%	100.0%

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

			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	0	0	0	4	6	0	10
		% within County where you receive services	.0%	.0%	.0%	40.0%	60.0%	.0%	100.0%
	Dauphin	Count	1	1	0	48	20	1	71
		% within County where you receive services	1.4%	1.4%	.0%	67.6%	28.2%	1.4%	100.0%
	Lancaster	Count	4	0	1	26	30	1	62
		% within County where you receive services	6.5%	.0%	1.6%	41.9%	48.4%	1.6%	100.0%
	Lebanon	Count	0	0	0	7	5	0	12
		% within County where you receive services	.0%	.0%	.0%	58.3%	41.7%	.0%	100.0%
Total		Count	5	1	1	85	61	2	155
		% within County where you receive services	3.2%	.6%	.6%	54.8%	39.4%	1.3%	100.0%

Q 10: I trust my service provider.

			Q10 I trust my service provider					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count % within County where you receive services	1 10.0%	0 .0%	0 .0%	6 60.0%	3 30.0%	10 100.0%
	Dauphin	Count % within County where you receive services	2 2.8%	4 5.6%	2 2.8%	41 57.7%	22 31.0%	71 100.0%
	Lancaster	Count % within County where you receive services	3 4.7%	3 4.7%	3 4.7%	26 40.6%	29 45.3%	64 100.0%
	Lebanon	Count % within County where you receive services	1 8.3%	0 .0%	0 .0%	6 50.0%	5 41.7%	12 100.0%
Total		Count % within County where you receive services	7 4.5%	7 4.5%	5 3.2%	79 50.3%	59 37.6%	157 100.0%

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

			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 % within County where you receive services	0 .0%	1 10.0%	0 .0%	6 60.0%	3 30.0%	0 .0%	10 100.0%
	Dauphin	Count % within County where you receive services	2 2.8%	7 9.9%	1 1.4%	41 57.7%	18 25.4%	2 2.8%	71 100.0%
	Lancaster	Count % within County where you receive services	1 1.6%	5 7.9%	5 7.9%	25 39.7%	26 41.3%	1 1.6%	63 100.0%
	Lebanon	Count % within County where you receive services	0 .0%	0 .0%	1 8.3%	6 50.0%	5 41.7%	0 .0%	12 100.0%
Total		Count % within County where you receive services	3 1.9%	13 8.3%	7 4.5%	78 50.0%	52 33.3%	3 1.9%	156 100.0%

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

			Q12 Overall, I am unhappy with the services					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	5	4	0	1	0	10
		% within County where you receive services	50.0%	40.0%	.0%	10.0%	.0%	100.0%
	Dauphin	Count	25	34	3	4	5	71
		% within County where you receive services	35.2%	47.9%	4.2%	5.6%	7.0%	100.0%
	Lancaster	Count	27	18	2	4	11	62
		% within County where you receive services	43.5%	29.0%	3.2%	6.5%	17.7%	100.0%
	Lebanon	Count	5	4	1	1	1	12
		% within County where you receive services	41.7%	33.3%	8.3%	8.3%	8.3%	100.0%
Total		Count	62	60	6	10	17	155
		% within County where you receive services	40.0%	38.7%	3.9%	6.5%	11.0%	100.0%

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

			Q13 I feel that I am an equal partner					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	1	0	1	5	3	10
		% within County where you receive services	10.0%	.0%	10.0%	50.0%	30.0%	100.0%
	Dauphin	Count	3	5	2	39	19	68
		% within County where you receive services	4.4%	7.4%	2.9%	57.4%	27.9%	100.0%
	Lancaster	Count	1	9	0	30	23	63
		% within County where you receive services	1.6%	14.3%	.0%	47.6%	36.5%	100.0%
	Lebanon	Count	0	0	0	8	4	12
		% within County where you receive services	.0%	.0%	.0%	66.7%	33.3%	100.0%
Total		Count	5	14	3	82	49	153
		% within County where you receive services	3.3%	9.2%	2.0%	53.6%	32.0%	100.0%

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

			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	1	0	1	7	1	0	10
		% within County where you receive services	10.0%	.0%	10.0%	70.0%	10.0%	.0%	100.0%
	Dauphin	Count	3	12	7	31	15	2	70
		% within County where you receive services	4.3%	17.1%	10.0%	44.3%	21.4%	2.9%	100.0%
	Lancaster	Count	5	2	3	32	21	0	63
		% within County where you receive services	7.9%	3.2%	4.8%	50.8%	33.3%	.0%	100.0%
	Lebanon	Count	0	1	0	7	4	0	12
		% within County where you receive services	.0%	8.3%	.0%	58.3%	33.3%	.0%	100.0%
Total		Count	9	15	11	77	41	2	155
		% within County where you receive services	5.8%	9.7%	7.1%	49.7%	26.5%	1.3%	100.0%

Q 15: My treatment promotes recovery.

			Q15 My treatment promotes recovery					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	0	0	0	7	3	10
		% within County where you receive services	.0%	.0%	.0%	70.0%	30.0%	100.0%
	Dauphin	Count	5	4	2	39	20	70
		% within County where you receive services	7.1%	5.7%	2.9%	55.7%	28.6%	100.0%
	Lancaster	Count	3	6	3	18	33	63
		% within County where you receive services	4.8%	9.5%	4.8%	28.6%	52.4%	100.0%
	Lebanon	Count	0	2	1	5	4	12
		% within County where you receive services	.0%	16.7%	8.3%	41.7%	33.3%	100.0%
Total		Count	8	12	6	69	60	155
		% within County where you receive services	5.2%	7.7%	3.9%	44.5%	38.7%	100.0%

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

			Q16 Overall, I am satisfied with the services					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	1	0	0	5	4	10
		% within County where you receive services	10.0%	.0%	.0%	50.0%	40.0%	100.0%
	Dauphin	Count	5	6	3	34	22	70
		% within County where you receive services	7.1%	8.6%	4.3%	48.6%	31.4%	100.0%
	Lancaster	Count	7	2	3	20	30	62
		% within County where you receive services	11.3%	3.2%	4.8%	32.3%	48.4%	100.0%
	Lebanon	Count	0	1	1	6	4	12
		% within County where you receive services	.0%	8.3%	8.3%	50.0%	33.3%	100.0%
Total		Count	13	9	7	65	60	154
		% within County where you receive services	8.4%	5.8%	4.5%	42.2%	39.0%	100.0%

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

			Q17 I feel that my service provider and I work well					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	1	0	0	6	3	10
		% within County where you receive services	10.0%	.0%	.0%	60.0%	30.0%	100.0%
	Dauphin	Count	2	5	3	41	20	71
		% within County where you receive services	2.8%	7.0%	4.2%	57.7%	28.2%	100.0%
	Lancaster	Count	5	6	0	27	25	63
		% within County where you receive services	7.9%	9.5%	.0%	42.9%	39.7%	100.0%
	Lebanon	Count	0	1	3	4	4	12
		% within County where you receive services	.0%	8.3%	25.0%	33.3%	33.3%	100.0%
Total		Count	8	12	6	78	52	156
		% within County where you receive services	5.1%	7.7%	3.8%	50.0%	33.3%	100.0%

Q18: My service provider focuses on my strengths.

			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	1	0	1	5	3	0	10
		% within County where you receive services	10.0%	.0%	10.0%	50.0%	30.0%	.0%	100.0%
	Dauphin	Count	0	8	3	41	18	1	71
		% within County where you receive services	.0%	11.3%	4.2%	57.7%	25.4%	1.4%	100.0%
	Lancaster	Count	3	3	4	34	18	1	63
		% within County where you receive services	4.8%	4.8%	6.3%	54.0%	28.6%	1.6%	100.0%
	Lebanon	Count	0	1	1	6	3	0	11
		% within County where you receive services	.0%	9.1%	9.1%	54.5%	27.3%	.0%	100.0%
Total		Count	4	12	9	86	42	2	155
		% within County where you receive services	2.6%	7.7%	5.8%	55.5%	27.1%	1.3%	100.0%

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

			Q19 Did you need emergency mental health services		Total
			Yes	No	
County where you receive services	Cumberland	Count	1	9	10
		% within County where you receive services	10.0%	90.0%	100.0%
	Dauphin	Count	34	37	71
		% within County where you receive services	47.9%	52.1%	100.0%
	Lancaster	Count	51	12	63
		% within County where you receive services	81.0%	19.0%	100.0%
	Lebanon	Count	9	3	12
		% within County where you receive services	75.0%	25.0%	100.0%
Total		Count	95	61	156
		% within County where you receive services	60.9%	39.1%	100.0%

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

			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	0	0	0	0	1	9	10
		% within County where you receive services	.0%	.0%	.0%	.0%	10.0%	90.0%	100.0%
	Dauphin	Count	5	6	0	7	15	38	71
		% within County where you receive services	7.0%	8.5%	.0%	9.9%	21.1%	53.5%	100.0%
Lancaster	Count	10	5	2	21	16	9	63	
	% within County where you receive services	15.9%	7.9%	3.2%	33.3%	25.4%	14.3%	100.0%	
Lebanon	Count	0	1	1	2	5	3	12	
	% within County where you receive services	.0%	8.3%	8.3%	16.7%	41.7%	25.0%	100.0%	
Total		Count	15	12	3	30	37	59	156
		% within County where you receive services	9.6%	7.7%	1.9%	19.2%	23.7%	37.8%	100.0%

Q 20: Dealing with daily problems.

			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	0	0	3	3	3	1	10
		% within County where you receive services	.0%	.0%	30.0%	30.0%	30.0%	10.0%	100.0%
	Dauphin	Count	3	4	7	32	25	0	71
		% within County where you receive services	4.2%	5.6%	9.9%	45.1%	35.2%	.0%	100.0%
Lancaster	Count	3	6	8	18	26	1	62	
	% within County where you receive services	4.8%	9.7%	12.9%	29.0%	41.9%	1.6%	100.0%	
Lebanon	Count	0	0	3	4	5	0	12	
	% within County where you receive services	.0%	.0%	25.0%	33.3%	41.7%	.0%	100.0%	
Total		Count	6	10	21	57	59	2	155
		% within County where you receive services	3.9%	6.5%	13.5%	36.8%	38.1%	1.3%	100.0%

Q 21: Feeling in control of my life.

			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	0	0	3	2	5	0	10
		% within County where you receive services	.0%	.0%	30.0%	20.0%	50.0%	.0%	100.0%
	Dauphin	Count	3	4	15	26	23	0	71
		% within County where you receive services	4.2%	5.6%	21.1%	36.6%	32.4%	.0%	100.0%
	Lancaster	Count	1	10	12	21	17	2	63
		% within County where you receive services	1.6%	15.9%	19.0%	33.3%	27.0%	3.2%	100.0%
	Lebanon	Count	0	0	2	5	5	0	12
		% within County where you receive services	.0%	.0%	16.7%	41.7%	41.7%	.0%	100.0%
Total		Count	4	14	32	54	50	2	156
		% within County where you receive services	2.6%	9.0%	20.5%	34.6%	32.1%	1.3%	100.0%

Q 22: Dealing with personal crisis.

			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	0	0	1	4	1	4	10
		% within County where you receive services	.0%	.0%	10.0%	40.0%	10.0%	40.0%	100.0%
	Dauphin	Count	2	0	16	19	15	19	71
		% within County where you receive services	2.8%	.0%	22.5%	26.8%	21.1%	26.8%	100.0%
	Lancaster	Count	5	4	12	20	16	6	63
		% within County where you receive services	7.9%	6.3%	19.0%	31.7%	25.4%	9.5%	100.0%
	Lebanon	Count	0	0	3	4	5	0	12
		% within County where you receive services	.0%	.0%	25.0%	33.3%	41.7%	.0%	100.0%
Total		Count	7	4	32	47	37	29	156
		% within County where you receive services	4.5%	2.6%	20.5%	30.1%	23.7%	18.6%	100.0%

Q 23: How I feel about myself.

			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	0	0	2	5	3	0	10
		% within County where you receive services	.0%	.0%	20.0%	50.0%	30.0%	.0%	100.0%
	Dauphin	Count	3	2	18	21	26	0	70
		% within County where you receive services	4.3%	2.9%	25.7%	30.0%	37.1%	.0%	100.0%
	Lancaster	Count	1	4	8	22	25	3	63
		% within County where you receive services	1.6%	6.3%	12.7%	34.9%	39.7%	4.8%	100.0%
	Lebanon	Count	0	1	2	2	7	0	12
		% within County where you receive services	.0%	8.3%	16.7%	16.7%	58.3%	.0%	100.0%
Total		Count	4	7	30	50	61	3	155
		% within County where you receive services	2.6%	4.5%	19.4%	32.3%	39.4%	1.9%	100.0%

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

			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	0	1	2	4	2	1	10
		% within County where you receive services	.0%	10.0%	20.0%	40.0%	20.0%	10.0%	100.0%
	Dauphin	Count	3	1	13	21	26	6	70
		% within County where you receive services	4.3%	1.4%	18.6%	30.0%	37.1%	8.6%	100.0%
	Lancaster	Count	4	3	9	19	28	0	63
		% within County where you receive services	6.3%	4.8%	14.3%	30.2%	44.4%	.0%	100.0%
	Lebanon	Count	0	1	1	2	7	0	11
		% within County where you receive services	.0%	9.1%	9.1%	18.2%	63.6%	.0%	100.0%
Total		Count	7	6	25	46	63	7	154
		% within County where you receive services	4.5%	3.9%	16.2%	29.9%	40.9%	4.5%	100.0%

Q 25: Enjoying my free time.

			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	1	0	2	3	4	0	10
		% within County where you receive services	10.0%	.0%	20.0%	30.0%	40.0%	.0%	100.0%
	Dauphin	Count	1	4	11	26	28	0	70
		% within County where you receive services	1.4%	5.7%	15.7%	37.1%	40.0%	.0%	100.0%
	Lancaster	Count	2	6	12	16	22	4	62
		% within County where you receive services	3.2%	9.7%	19.4%	25.8%	35.5%	6.5%	100.0%
	Lebanon	Count	0	0	5	3	4	0	12
		% within County where you receive services	.0%	.0%	41.7%	25.0%	33.3%	.0%	100.0%
Total		Count	4	10	30	48	58	4	154
		% within County where you receive services	2.6%	6.5%	19.5%	31.2%	37.7%	2.6%	100.0%

Q 26: Strengthening my social support network.

			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	0	0	4	6	0	0	10
		% within County where you receive services	.0%	.0%	40.0%	60.0%	.0%	.0%	100.0%
	Dauphin	Count	1	1	18	25	24	1	70
		% within County where you receive services	1.4%	1.4%	25.7%	35.7%	34.3%	1.4%	100.0%
	Lancaster	Count	4	5	17	16	17	1	60
		% within County where you receive services	6.7%	8.3%	28.3%	26.7%	28.3%	1.7%	100.0%
	Lebanon	Count	0	0	2	5	4	1	12
		% within County where you receive services	.0%	.0%	16.7%	41.7%	33.3%	8.3%	100.0%
Total		Count	5	6	41	52	45	3	152
		% within County where you receive services	3.3%	3.9%	27.0%	34.2%	29.6%	2.0%	100.0%

Q 27: Being involved in community activities

			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	0	0	3	2	2	2	9
		% within County where you receive services	.0%	.0%	33.3%	22.2%	22.2%	22.2%	100.0%
	Dauphin	Count	0	3	21	12	24	9	69
		% within County where you receive services	.0%	4.3%	30.4%	17.4%	34.8%	13.0%	100.0%
	Lancaster	Count	6	2	14	15	15	8	60
		% within County where you receive services	10.0%	3.3%	23.3%	25.0%	25.0%	13.3%	100.0%
	Lebanon	Count	0	0	3	3	5	1	12
		% within County where you receive services	.0%	.0%	25.0%	25.0%	41.7%	8.3%	100.0%
Total		Count	6	5	41	32	46	20	150
		% within County where you receive services	4.0%	3.3%	27.3%	21.3%	30.7%	13.3%	100.0%

Q 28: Dealing with school or work.

			Q28 Dealing with school or work					Total	
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		Not Applicable
County where you receive services	Cumberland	Count	1	0	0	4	4	1	10
		% within County where you receive services	10.0%	.0%	.0%	40.0%	40.0%	10.0%	100.0%
	Dauphin	Count	2	6	11	16	18	16	69
		% within County where you receive services	2.9%	8.7%	15.9%	23.2%	26.1%	23.2%	100.0%
	Lancaster	Count	4	6	10	12	14	17	63
		% within County where you receive services	6.3%	9.5%	15.9%	19.0%	22.2%	27.0%	100.0%
	Lebanon	Count	0	0	4	3	3	2	12
		% within County where you receive services	.0%	.0%	33.3%	25.0%	25.0%	16.7%	100.0%
Total		Count	7	12	25	35	39	36	154
		% within County where you receive services	4.5%	7.8%	16.2%	22.7%	25.3%	23.4%	100.0%

Q 29: Dealing with people in social situations.

			Q29 Dealing with people in social situations					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	0	1	2	4	3	10
		% within County where you receive services	.0%	10.0%	20.0%	40.0%	30.0%	100.0%
	Dauphin	Count	1	5	25	18	20	69
		% within County where you receive services	1.4%	7.2%	36.2%	26.1%	29.0%	100.0%
	Lancaster	Count	4	4	19	20	16	63
		% within County where you receive services	6.3%	6.3%	30.2%	31.7%	25.4%	100.0%
	Lebanon	Count	0	1	3	3	5	12
		% within County where you receive services	.0%	8.3%	25.0%	25.0%	41.7%	100.0%
Total		Count	5	11	49	45	44	154
		% within County where you receive services	3.2%	7.1%	31.8%	29.2%	28.6%	100.0%

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

			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	0	0	4	2	2	2	10
		% within County where you receive services	.0%	.0%	40.0%	20.0%	20.0%	20.0%	100.0%
	Dauphin	Count	0	1	7	21	21	19	69
		% within County where you receive services	.0%	1.4%	10.1%	30.4%	30.4%	27.5%	100.0%
	Lancaster	Count	3	6	7	21	23	3	63
		% within County where you receive services	4.8%	9.5%	11.1%	33.3%	36.5%	4.8%	100.0%
	Lebanon	Count	0	1	2	3	6	0	12
		% within County where you receive services	.0%	8.3%	16.7%	25.0%	50.0%	.0%	100.0%
Total		Count	3	8	20	47	52	24	154
		% within County where you receive services	1.9%	5.2%	13.0%	30.5%	33.8%	15.6%	100.0%

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

			Q34 Are there any services you need but are not getting		Total
			Yes	No	
County where you receive services	Cumberland	Count	0	10	10
		% within County where you receive services	.0%	100.0%	100.0%
	Dauphin	Count	20	47	67
		% within County where you receive services	29.9%	70.1%	100.0%
	Lancaster	Count	21	41	62
		% within County where you receive services	33.9%	66.1%	100.0%
	Lebanon	Count	3	7	10
		% within County where you receive services	30.0%	70.0%	100.0%
Total		Count	44	105	149
		% within County where you receive services	29.5%	70.5%	100.0%

Summary / Recommendations

Overall the majority of consumers are satisfied with their services. While satisfaction is generally high, further exploration is warranted regarding a few items:

1. While the vast majority of consumers (83.5%) are satisfied that they know whom to call if they have service questions, approximately 1 in 7 (14.6%) consumers indicate that they do not know whom to call if they have a complaint or grievance. This is an ongoing issue which has consistently shown up in our reporting since this project's inception.
2. Only 62.8% indicated that they were given information about how to get other services that they needed. Approximately 1 in 3 (32.9%) were dissatisfied in this area. Now that we are transitioning to a Provider-Specific reporting format, this is an issue that we hope to clearly identify in terms of exactly where the problem exists.
3. Approximately 1 in 7 consumers (14.6%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment. This is an issue that will be addressed as we transition to Provider-Specific reporting.
4. Approximately 1 in 6 consumers (15.9%) do not believe that their service provider spends enough time with them. We heard from some consumers that they can spend up to 3-5 hours getting to and from an appointment which lasts only 15-minutes. They feel that Providers are not giving them an opportunity to receive counseling/therapy and that these appointments amount to nothing more than a med-check. They're frustrated and they want to know why.
5. Approximately 1 in 4 (28.1%) consumers indicate that lack of reliable transportation has kept them from keeping appointments. Those consumers who must rely on public transportation agree that CAT Share-A-Ride needs to revamp its system of responding to the needs of its commuting public. Often times the rides are either egregiously late or do not show up at all. A consumer who may have been waiting two months for an appointment is thus forced to miss an opportunity for assistance and thus forced to wait another 30-60 days. CSS has attempted in the past to arrange a meeting with CAT officials without success. We believe CAT representatives need to be brought into any reviews/discussions regarding the results of this and any future findings in order for there to be any hope of ever solving this problem.
7. A sizeable minority of consumers (17 of 164 or 10.4%) are not satisfied with the opportunity to include family members or others in the treatment process. Again, this is an issue that will need to be addressed when we fully transition into Provider-Specific reporting.

CONSUMER COMMENTS RELATED TO SATISFACTION LEVEL OF CBHNP

In the coming months there will be a new section related to consumer opinion on their interaction with CBHNP. For this quarter we have pulled all comments related to CBHNP that were made in the Provider Specific Reports and have compiled them in this section. **We caution you in that there is no analytical data to validate true consumer attitudes. The comments should be taken at face value only.**

Children & Adolescents

- Q 3: I'm pleased with CAPP but not CBHNP. No shows at team meetings, refused authorization of residential treatment. I attended 3 fair hearings.
- Q 15. The actual plan was good- the lack of approval through CBHNP is the problem
- Q 27: We wanted a TSS to improve his social skills but CBHNP denied service. They approved basic mobile Psychotherapist only.
- Q 34: Wraparound after school hours were requested but CBHNP denied a TSS; CBHNP wanted to send my child to camp for the summer. Previous problems are trigger at camp so when I declined the course of Treatment, approved for 3 hours of MJ, which is not enough.
- Q 35: CBHNP needs to be aware that they are not approving needed services and authorizing an inappropriate course of treatment to save money.

Someone else other than CBNHP to manage cases to help the children rather than save a dollar.

CBHNP informed grandmother 3 days before school that he was no longer in CAPP program and gave us CAIU #15 phone number for help. Dr. Walker assures us that my child will be enrolled in school and what CBHNP doesn't pay, the school will cover. The CAIU #15 will transition child back into regular classroom.

CBHNP needs to comply with prescribed treatment plans from the professional treatment team; make decisions without meeting our child. Reviewed child's information and made a decision not to approve services in 10 minutes, against the treatment teams' recommendations.

CBHNP stinks!!! Nasty people, rude, inconsiderate. Shame on you, CBHNP, shame on you!!!

I would like to see people follow up on the things they say they are going to do. I still don't have a diagnosis for my child. My child is in a wraparound program. I want to know what's wrong. Her counselor wants to send her away to a school for a year so she can be monitored 24/7. She must have a neurological exam and another Psych exam. We've been waiting for months and making calls to CBHNP and nothing is happening

- Q 36. CBHNP needs to pay more attention to the consumers' unique, individual needs.

Wanted family based therapy continued; I had a fair hearing with CBHNP and was approved for an extension as an alternative to residential treatment. We are satisfied with that decision.

CBHNP created a panic for grandmother (guardian).

Why CBHNP would not continue to pay for son's inpatient treatment when everyone was in agreement that he needed to stay is beyond my understanding. If he hurts himself or others I will make sure everyone in the world points their finger at CBHNP.

Q 37. CBHNP claimed it was more cost effective to place him in outpatient treatment.

Q 38. CBHNP denied my son to continue inpatient treatment at Philhaven. Now he's in jail for poisoning mother and father. Everyone agreed he needed to stay at Philhaven but CBHNP denied coverage.

Adults

Q 33. Because CBHNP wouldn't pay for services



Consumer Satisfaction Services
4775 Linglestown Road
Harrisburg, PA 17112
(717) 651-1070
www.css-pa.org

Thank you for your participation in our survey. Your voice can make a difference! Consumer Satisfaction Services, Inc. (CSS) gauges and reports on the impact of behavioral health (mental health and/or substance abuse) which you received under HealthChoices and your healthcare provider _____ during the contract year of 2005.

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.

I. SERVICES

The following questions are intended to judge your overall satisfaction with the level of treatment and/or services you have received. Remember to answer each question using the scale below. We also urge you to add any additional comments or concerns for each question asked.

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

		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 was informed about my rights and responsibilities regarding the treatment I have received. Comments:						
5	I was given a chance to make treatment decisions. Comments:						
6	I feel comfortable in asking questions regarding my treatment. 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	I am included in all meetings regarding my treatment plan and goals for recovery. 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:						

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
17	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
18	Dealing with daily problems.						
19	Feeling in control of my life.						
20	Dealing with personal crisis (example: serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)						
21	How I feel about myself.						

22	Feeling good (hopeful) about the future.						
23	Enjoying my free time.						
24	Strengthening my social support network.						
25	Being involved in community activities or organizations outside of mental health or substance abuse activities.						
26	Dealing with school or work.						
27	Dealing with people in social situations.						
28	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 have 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
29	What effect has the treatment you received had on the quality of your life? Comment:						

30	Were you given the chance to make treatment decisions? Comment:	<input type="checkbox"/> Yes	<input type="checkbox"/> Sometimes
		<input type="checkbox"/> No	
31	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	

The following questions are intended to judge your overall satisfaction with your managed care organization (MCO) Community Behavioral Healthcare Network of Pennsylvania (CBHNP).

		Yes	No
32	I have received a copy of the Member Handbook from CBHNP.		
33	In the last twelve months, did you call customer service at CBHNP to get information or help for counseling, treatment or other services? (If NO, go to question 34).		
33a	I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
34	I am aware of my right to file a complaint or grievance.		
35	I know whom to call to file a complaint or grievance.		
36	I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.		
37	When I call CBHNP staff treats me courteously and with respect.		
38	Overall, I am satisfied with the interactions I have had with CBHNP		

The following questions are designed to allow you to make any final comments or raise any concerns that may have been overlooked in our questions.

Are there any services you need but are not getting?

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

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

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>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>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>Comments on Demographics:</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)</p> <p><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 _____		

Interviewer Comments (Use this Page to verbalize any concerns you may have witnessed regarding the consumers situation, e.g., physical abuse, which warrants immediate follow-up by CSS staff).