



**CONSUMER SATISFACTION SERVICES**

**1<sup>st</sup> QUARTER REPORT**

**October 1<sup>st</sup> 2004 – December 31 2004**

**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.**



## **Consumer Satisfaction Services**

February, 2005

Dear Colleagues:

We are pleased to present this report of our findings covering the period October 1 – December 31, 2004.

This report has been written and prepared with extensive participation from people who are consumers, family members and persons in recovery. It would not have been possible to produce such a report without the willingness of these people to give their time, knowledge and expertise.

We would like to thank our C/FST members, listed on Page 2, who braved the elements, societal pitfalls, and their own personal issues to participate and validate the concepts and findings that we present to you.

We would also like to extend to Scott Suhring, CEO of the Capital Area Behavioral Health Collaborative (CABHC) and its Board and staff, for their ongoing cooperation and support of our efforts.

A special “thank you” is extended to Dr. Jerry Finn for his continuing efforts and passion in evaluating our process and working with staff to amend our procedures and reporting process. Dr. Finn’s dedication and vision were always in the forefront as he facilitated dialogues, documented the dialogue content, and provided us with ongoing advice as we continue to affect ongoing changes in our methods.

Finally, we would like to thank the Department of Public Welfare/Office of Mental Health and Substance Abuse Services (DPW/OMHSAS) for recognizing and supporting the value of not only our efforts but of CSTs throughout the Commonwealth.

Sincerely,

Wendy Wood  
Chair, Board of Directors

Lewis E Silverman  
Executive Director

## Summary Findings

**It should be noted that throughout this report, the total % may not add up to 100% since the balance responding may be recorded as neutral.**

**Adult or Child  
County where consumer lives.**

	County where you live						Total
	Cumberland	Dauphin	Lancaster	Lebanon	Perry	Other	
Adult	11	43	22	14	21	6	117
%	9.4%	36.8%	18.8%	12.0%	17.9%	5.1%	100.0%
Child	18	67	12	15	9	1	122
%	14.8%	54.9%	9.8%	12.3%	7.4%	.8%	100.0%
Adult & Child	29	110	34	29	30	7	239
%	12.1%	46.0%	14.2%	12.1%	12.6%	2.9%	100.0%

\*\*\* 10 (Ten) Consumers declined to answer this question

**Adult or Child  
County where services are received.**

	County where you receive services					Total
	Cumberland	Dauphin	Lancaster	Lebanon	Perry	
Adult	23	49	11	1	15	99
%	23.2%	49.5%	11.1%	1.0%	15.2%	100.0%
Child	18	58	11	14	0	101
%	17.8%	57.4%	10.9%	13.9%	.0%	100.0%
Adult & Child	41	107	22	15	15	200
%	20.5%	53.5%	11.0%	7.5%	7.5%	100.0%

\*\*\* 49 (Forty Nine) Consumers declined to answer this question

### I. Demographic and Survey Information

The survey represents 249 respondents. These included:

\* Below, percents are based on actual percent not including missing data.

- **Gender:** 111 (44.6%) females and 133 (53.4%) males.
  - Independent sample t-test found no difference by Gender in Total Satisfaction
- **Race:** 172 (69.1%) reported "White/Caucasian"; 15 (6.0%) person was "Latino/a"; 13 (5.2%) was multiracial; 4 (1.6%) was Native American; 2 (.8%) described themselves as "other"; and 1 (.4%) was "Asian/Pacific Islander".
  - All minority consumers were grouped to compare Total Satisfaction of Minority and Majority consumers. Independent sample t-test found no difference in Total Satisfaction

- Age: ranged from 3 to 70 years with a median age of 17 years. 125 (52.1%) were under 18 years of age. A correlation found no relationship between Age and Total Satisfaction

- Counties of Residence: In alphabetical order:

	<u>N</u>	<u>% of total</u>	<u>% Receiving services in county of residence</u>
○ Cumberland -	29	(12.1%)	( 93.1%)
○ Dauphin –	110	(46.0%)	( 99.0%)
○ Lancaster –	34	(14.2%)	( 80.0%)
○ Lebanon –	29	(12.1%)	(100%)
○ Perry -	30	(12.6%)	( 68.2%)
○ Other -	7	( 2.8%)	

- Analysis of Variance (ANOVA) shows no significant differences in Total Satisfaction by County of Residence or County Where Services are Received.
- Special Needs: 17 (6.8%) reported Visual Impairment; 10 (4.0%) had Physical Impairment; 7 (2.8%) had Difficulty with English; and 1 (.4%) reported Hearing Impairment.
  - All consumers with Special Needs were grouped to compare Total Satisfaction of those with Special Needs and those without Special Needs. Independent sample t-test found no difference in Total Satisfaction
- Adult / Children’s Services: 127 (51%) of interviews were for Children’s Services and 122 (49%) were for Adult Services. Independent Sample t-tests found no difference in the overall satisfaction (TSS) between Adult and Children service consumers
- Type of Services: 188 (76.7%) received Mental Health Services; 30 (12.2%) received Drug/Alcohol services; 26 (10.6%) received both Mental Health and Drug/Alcohol services and 1 (.4%) reported “Other”.

Independent Sample t-tests found significant difference in the Total Satisfaction (TSS) between Drug/Alcohol(D/A) Services and Mental Health service consumers. The table below shows that the mean satisfaction for both groups is relatively high, although D/A consumer Total Satisfaction score is significantly higher. The reason for satisfaction differences is not known.

	Type of Services	N	Mean	Std. Deviation
Total Satisfaction	Mental Health	188	109.03	13.49
	Drug/Alcohol	30	115.59	14.94

- Where Interviewed: 186 (77.8%) were interviewed in their home; 51 (21.3%) reported "Other" (includes XXX) and 2 (.8%) were interviewed in a neutral place, such as a coffee shop.
- Adult or Child receiving services: 122 surveys (49%) were of an adult; 127 (51%) were regarding a child (<14 years old).
  - Of the children's surveys, 115 (94.3%) were completed by adults and 7 (5.7%) were completed by a youth. Independent sample t test found there was no difference in Total Satisfaction (TSS) based on who was interviewed (parent or child).
- How Surveyed: 174 (70% of the interviews were done by phone; 75 (30%) in person.
  - Independent sample t-test found significant differences based on method of survey. As can be seen in the table below, those surveyed in person had higher satisfaction than those surveyed by phone.

*Comment: The reason for this difference is unknown. It may be that those interviewed in person have a more positive relationship with the interviewer and this effects the results. It is also possible that in person interviews are more subject to social desirability bias, that is, consumers are more likely to say "nice things" in person. Or, it may just be a function of this particular sample. These differences should be monitored in the future.*

	Method of Interview	N	Mean	Std. Deviation
Total Satisfaction	In Person	75	114.03	13.9
	Phone	174	108.63	13.7

- Previously Interviewed: 13 (5.3%) people had been previously interviewed during the past year and 42 (17.1%) were not sure.
- Heterosexism: Only 7 (5.3%) consumers answered that they were homosexual, bisexual or "Other". It should be noted that 117 consumers, almost half (47%), did not answer this question.
  - Five non-heterosexual consumers (71.4%) "Agree or Strongly Agree (4 or 5) that "Overall, I am satisfied with the services I receive", and 2 (28.6%) are not satisfied (1 or 2).

*Comment: The number of respondents is too small to do appropriate statistical analysis of differences between heterosexual and non-heterosexual consumers. These differences will be addressed in further reports when larger numbers of surveys are available.*

## **II. Satisfaction**

Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Scale (TSS). The scale contained 28 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 28 – 140. The scale has two subscales: The first 17 items assess service Implementation and Process issues. The last 11 items assess program Outcomes.

- The overall mean on the scale was 109.7, standard deviation 13.79. The scale ranged from 57 to 138.

Table 1 shows the percent that agree (4 or 5) and disagree (1 or 2) for each of the Implementation items as well as the mean scores and standard deviations. Table 2 shows the same results for Outcomes items.

- 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. 81 (32.9%) respondents 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 3.7 with standard deviation of 1.44. Overall, 69.1% rated emergency services as Satisfied or Very Satisfied (4 or 5) and 27.2% were Not at all or Somewhat Satisfied (1 or 2).
  - *While the majority of consumers are satisfied with emergency services, a substantial minority, 1 in 4 consumers, is not satisfied.*

## Total Satisfaction – Implementation

N=249	% 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 services	91.5	6.5	4.24	.89
2. I was given information on how to get other services that I needed	62.0	26.5	3.49	1.22
3. I have a choice in selecting or changing my service provider	82.7	12.0	3.89	1.02
4. I know whom to call if I have a complaint or grievance	69.4	25.4	3.57	1.20
5. I am satisfied with the scheduling of appointments	84.4	13.2	3.97	1.05
6. Lack of reliable transportation has kept me from keeping my appointments.	20.5	75.7	2.26	1.18
7. My service provider spends enough time with me	80.4	15.4	3.88	1.07
8. My personal information is not shared with others without my permission	93.0	4.5	4.30	.83
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery	94.0	4.3	4.30	.80
10. I trust my service provider	89.2	7.1	4.16	.93
11. My service provider offered me the opportunity to involve family, sig. others or friends into treatment	77.7	16.2	3.87	1.07
12. I feel that I am an equal partner in the treatment process.	88.5	7.0	4.12	.88
13. My service provider explained the advantages and disadvantages of my therapy or treatment	81.7	12.3	3.93	1.00
14. My treatment promotes recovery	85.4	8.3	4.13	1.01
15. Overall, I am satisfied with the services	88.2	8.9	4.13	.99
16. I feel that my service provider and I work together as a team	87.6	9.5	4.13	.97
17. My service provider focuses on my strengths	84.4	11.6	4.02	1.00

*Comments: Overall consumers are quite satisfied with their services. This is reflected in overall satisfaction of 88.2%. Relationship with service providers is especially strong as seen in questions 10, 12, and 16. Consumers are also very satisfied with their perceived level of confidentiality (Question 8) and respect for*

*ethnic, religious and cultural differences (Question 9). Further exploration is warranted regarding a few items:*

- *While the vast majority of consumers (91.5%) are satisfied that they know who to call when they have service questions, 1 in 4 (25.4%) consumers indicate that they do not know whom to call if they have a complaint or grievance.*
- *Only 62% indicated that they were given information about how to get other services that they needed. 1 in 4 (26.5%) were dissatisfied in this area.*
- *Approximately 1 in 5 (20.5%) consumers indicate that lack of reliable transportation has kept them from keeping appointments.*
- *A sizeable minority of consumers (16.1%) is not satisfied with the opportunity to include family members or others in the treatment process.*

**Total Satisfaction: Outcomes.**

N=74	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation
18. Dealing with daily problems	73.6	5.0	3.95	.87
19. Feeling in control of my life	80.7	7.8	3.82	.94
20. Dealing with personal crisis	62.3	11.5	3.75	1.03
21. How I feel about myself	71.1	7.5	3.89	.94
22. Feeling good (hopeful) about the future	69.5	8.6	3.87	1.02
23. Enjoying my free time	64.4	9.7	3.78	.99
24. Strengthening my social support network	60.3	6.4	3.74	.93
25. Being involved in community activities	54.9	6.0	3.58	.94
26. Dealing with school or work	72.0	7.1	3.91	.94
27. Dealing with people in social situations	64.8	6.7	3.78	.87
28. Dealing with specific problems or issue that led me to seek services	69.9	7.9	3.85	.92

*Comments: The majority of consumers perceive that services have made their lives better in handling personal and social issues. Very few consumers believe they are worse as a result of services.*

- *The lowest scores are given to question 25 (Being involved in community activities). Only 54.9% of respondents believe that this has improved. Similarly, only 64.4% believe that services have strengthened social networks. 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 62.3% responding that things are better in this area, and 1 in 10 consumers believes 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 lower than other aspects of services.*

**State Required Items**

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

		Frequency	Percent	Valid Percent
Valid	Much Worse	2	.8	.8
	A Little Worse	8	3.2	3.3
	About the Same	41	16.5	16.7
	A Little Better	90	36.1	36.7
	Much Better	104	41.8	42.4
	Total	245	98.4	100.0
	Missing	Not Applicable	3	1.2
Missing		1	.4	
Total		4	1.6	
Total		249	100.0	

*Comment: 79.1% of consumers believe the quality of their lives has improved as a result of treatment and only 4.1% believe it has become worse. These results are consistent with the CSS Outcomes subscale. ANOVA finds no significant differences by County.*

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

		Frequency	Percent	Valid Percent
Valid	Yes	188	75.5	76.1
	No	19	7.6	7.7
	Sometimes	40	16.1	16.2
	Total	247	99.2	100.0
Missing	9	2	.8	
Total		249	100.0	

*Comment: 75.5% of consumers responded that they were given a chance to make treatment decisions; and 16.1% answered “Sometimes”. Only 7.6% answered “No”. These results are consistent with CSS Implementation items. Chi-square finds no significant differences by County.*

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

		Frequency	Percent	Valid Percent
Valid	Yes	124	49.8	50.6
	No	93	37.3	38.0
	Sometimes	28	11.2	11.4
	Total	245	98.4	100.0
Missing	9	4	1.6	
Total		249	100.0	

*This item is of concern. More than 1 in 3 consumers answered that they were not able to get the help they needed during the past 12 months and only half of consumers answered “YES” to his question. Further research is needed to assess the sources of potential gaps in services.*

*For purposes of analysis, “No” and “Sometimes” were combined. Chi-square found significant differences by County in ability to get the help that is needed. Residents in Dauphin and Lebanon Counties were much more likely to answer “No” or “Sometimes” than residents of other counties. See table below.*

**Ability to get services in the last 12 months  
County where you live**

			In the last 12 months		Total
			Yes	No	
County where you live	Cumberland	Count	16	13	29
		% within County where you live	55.2%	44.8%	100.0%
	Dauphin	Count	44	64	108
		% within County where you live	40.7%	59.3%	100.0%
	Lancaster	Count	22	11	33
		% within County where you live	66.7%	33.3%	100.0%
	Lebanon	Count	11	18	29
		% within County where you live	37.9%	62.1%	100.0%
	Perry	Count	21	9	30
		% within County where you live	70.0%	30.0%	100.0%
Total		Count	114	115	229
		% within County where you live	49.8%	50.2%	100.0%

Are there any services you need but are not getting?

		Frequency	Percent	Valid Percent
Valid	Yes	59	23.7	24.5
	No	182	73.1	75.5
	Total	241	96.8	100.0
Missing	9	8	3.2	
Total		249	100.0	

*Comment: Three-fourths of consumers indicate there are no services they need but are not getting. 1 in 4 consumers (24.5%), however, answered, "Yes" to this question. The data reinforces the previous question, and 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.*

	Are there any services you need but are not getting	N	Mean	Std. Deviation
Total Satisfaction	Yes	59	101.17	14.56
	No	182	112.58	12.37

*Chi-square analysis found that Men are more likely to have unmet service needs than Women. 30.8% of men reported not getting services they need compared with only 16% of women. The reason for these differences is unknown. It may be that men are actually less likely to get the services they need or it is possible that men are more likely to be assertive about reporting service needs, or many other possible reasons. Gender differences warrant further investigation.*

*No differences in having unmet needs was found by Age, Race, Special Needs, County of Residence, Mental Health versus D/A Services, or whether services are for an Adult or Child.*

### County where you live vs. County where you receive services

Perry	Count	2	5	0	0	15	22
	% within County where you live	9.1%	22.7%	.0%	.0%	68.2%	100.0%
Other	Count	5	1	1	0	0	7
	% within County where you live	71.4%	14.3%	14.3%	.0%	.0%	100.0%
Total	Count	39	106	21	15	15	196
	% within County where you live	19.9%	54.1%	10.7%	7.7%	7.7%	100.0%
Lancaster	Count	4	1	20	0	0	25
	% within County where you live	16.0%	4.0%	80.0%	.0%	.0%	100.0%
Lebanon	Count	0	0	0	14	0	14
	% within County where you live	.0%	.0%	.0%	100.0%	.0%	100.0%

### Implementation Questions by County

Total Satisfaction	Cumberland		Dauphin		Lancaster		Lebanon		Perry	
	Mean / StDev.		Mean / StDev.		Mean /StDev.		Mean.StDev.		Mean / StDev.	
I know whom to call if I have questions	<b>109.2</b>	14.2	<b>109.9</b>	12.4	<b>112.5</b>	12.9	<b>108.7</b>	18.5	<b>105.9</b>	14.2
I was given information	<b>4.26</b>	.99	<b>4.26</b>	.83	<b>4.40</b>	.503	<b>4.07</b>	.96	<b>4.00</b>	1.3
I have a choice in selecting	<b>3.20</b>	1.18	<b>3.41</b>	1.24	<b>4.07</b>	.799	<b>3.27</b>	1.22	<b>3.71</b>	.91
I know whom to call	<b>3.72</b>	1.35	<b>3.84</b>	1.04	<b>4.05</b>	.780	<b>4.07</b>	.70	<b>4.00</b>	1.0
I am satisfied with the scheduling	<b>3.37</b>	1.39	<b>3.74</b>	1.06	<b>3.75</b>	.910	<b>3.67</b>	1.17	<b>2.53</b>	1.3
Lack of reliable transportation	<b>3.82</b>	1.26	<b>3.99</b>	1.03	<b>3.70</b>	1.261	<b>4.07</b>	.73	<b>4.07</b>	1.1
My service provider spends enough time	<b>2.28</b>	1.02	<b>2.20</b>	1.09	<b>2.50</b>	1.829	<b>1.93</b>	.96	<b>2.47</b>	1.0
My personal information is not shared	<b>3.85</b>	1.30	<b>3.82</b>	1.06	<b>3.95</b>	.999	<b>4.00</b>	.92	<b>4.07</b>	.96
Program staff respects the role of my ethnic	<b>4.52</b>	.75	<b>4.24</b>	.83	<b>4.55</b>	.605	<b>4.20</b>	.86	<b>4.07</b>	1.0
I trust my service provider	<b>4.39</b>	.95	<b>4.26</b>	.76	<b>4.60</b>	.503	<b>4.13</b>	.74	<b>4.13</b>	.91
My service provider offered me the opportunity	<b>4.22</b>	1.10	<b>4.22</b>	.78	<b>4.35</b>	.587	<b>4.07</b>	1.03	<b>4.13</b>	.83
I feel that I am an equal partner	<b>4.10</b>	1.01	<b>3.67</b>	1.12	<b>4.39</b>	.698	<b>3.93</b>	.96	<b>4.07</b>	.99
My services provider explained the advantages	<b>4.09</b>	1.08	<b>4.13</b>	.78	<b>4.21</b>	.787	<b>4.13</b>	.74	<b>4.07</b>	.88
My treatment promotes recovery	<b>3.97</b>	1.03	<b>3.84</b>	1.04	<b>4.20</b>	.834	<b>4.00</b>	.93	<b>4.00</b>	.90
Overall, I am satisfied with the services	<b>4.38</b>	.87	<b>4.06</b>	1.10	<b>4.37</b>	.597	<b>4.07</b>	.80	<b>4.07</b>	.88
I feel that my service provider and I work well	<b>4.12</b>	1.06	<b>4.21</b>	.91	<b>4.10</b>	.912	<b>4.20</b>	.77	<b>4.00</b>	1.13
My service provider focuses on my strengths	<b>4.18</b>	.92	<b>4.14</b>	.96	<b>4.30</b>	.657	<b>4.13</b>	.9	<b>4.13</b>	.90

## Outcomes Questions by County

Total Satisfaction	Cumberland		Dauphin		Lancaster		Lebanon		Perry	
	Mean / StDev.		Mean / StDev.		Mean /StDev.		Mean.StDev.		Mean / StDev.	
Dealing with daily problems	<b>3.75</b>	1.08	<b>4.05</b>	.80	<b>3.95</b>	1.00	<b>3.73</b>	.96	<b>3.93</b>	.80
Feeling in control of my life	<b>3.77</b>	.77	<b>3.85</b>	.89	<b>3.95</b>	.97	<b>3.73</b>	1.10	<b>3.73</b>	.70
Dealing with personal crisis	<b>3.66</b>	.90	<b>3.87</b>	1.08	<b>3.84</b>	1.01	<b>3.62</b>	1.04	<b>3.36</b>	.63
How I feel about myself	<b>3.97</b>	.87	<b>3.92</b>	.91	<b>3.80</b>	.77	<b>3.60</b>	.98	<b>4.00</b>	.87
Feeling good (hopeful) about the future	<b>3.93</b>	.87	<b>3.94</b>	.99	<b>3.95</b>	.94	<b>3.71</b>	.91	<b>3.40</b>	1.18
Enjoying my free time	<b>3.50</b>	.86	<b>3.78</b>	1.00	<b>4.05</b>	1.03	<b>3.67</b>	.90	<b>3.43</b>	.94
Strengthening my social support network	<b>3.75</b>	.95	<b>3.72</b>	.85	<b>3.75</b>	.97	<b>3.69</b>	.85	<b>3.29</b>	.91
Being involved in community activities	<b>3.56</b>	.97	<b>3.58</b>	.91	<b>3.55</b>	.95	<b>3.55</b>	1.03	<b>3.15</b>	.90
Dealing with school or work	<b>3.93</b>	1.12	<b>4.00</b>	.8	<b>3.79</b>	1.12	<b>3.85</b>	.90	<b>3.80</b>	.83
Dealing with people in social situations	<b>3.77</b>	.72	<b>3.74</b>	.85	<b>3.89</b>	.87	<b>3.50</b>	.90	<b>3.40</b>	.98
Dealing with specific problems or issue	<b>3.81</b>	.78	<b>3.90</b>	.82	<b>3.85</b>	1.04	<b>3.77</b>	.92	<b>3.67</b>	1.04
Dealing with daily problems	<b>3.75</b>	1.08	<b>4.05</b>	.80	<b>3.95</b>	.99	<b>3.73</b>	.96	<b>3.93</b>	.80
Feeling in control of my life	<b>3.77</b>	.77	<b>3.85</b>	.89	<b>3.95</b>	.97	<b>3.73</b>	1.10	<b>3.73</b>	.70
Dealing with personal crisis	<b>3.66</b>	.90	<b>3.87</b>	1.08	<b>3.84</b>	1.02	<b>3.62</b>	1.04	<b>3.36</b>	.63

## **Introduction**

This survey covers the period October 1<sup>st</sup> through December 31<sup>st</sup> 2004. During that time, teams of trained C/FST team members were assigned names of consumers who had been identified as having claims filed on their behalf for mental health services within the geographical region of Cumberland, Dauphin, Lancaster, Lebanon and Perry counties.

In addition, coordinated efforts were made that resulted in 12 site visits to drug and alcohol facilities which enabled us to collect data compiled from 49 completed surveys.

## **Sampling**

During this reporting period, CSS selected 1,800 names at random from Mental Health consumers who received services; we took great pains to assure that no consumer was contacted twice within the reporting period. However, 10 consumers were in fact contacted twice (at least two months apart).

A letter was then sent to each name selected introducing them to CSS as well as information regarding the survey process. We further advised consumers that we would be contacting them shortly and that they had the right to decline to participate without penalty to any services they were receiving now or may need in the future.

The names and contact information were then forwarded to our C/FST team members in the field. This procedure was repeated monthly with team members instructed to complete the current cycle of surveying within a three-week window. All information including completed surveys and contact information for the consumers, were then returned to the CSS office for processing.

Out of the 1,800 names selected we were able to successfully reach and complete surveys on 200 mental health consumers – an 11% completion rate. Combined with the previously mentioned 49 completed surveys with substance abuse consumers, we completed a total of 249 surveys this reporting period.

The following chart represents a breakdown, by County, of consumers' surveyed currently receiving treatment in substance abuse facilities/treatment centers:

**Substance Abuse Consumers/Dual Diagnosed Consumers  
County where services are received.**

County				Drug/Alcohol	MH & D/A
Cumberland	Adult or Child	Adult	Count	8	8
			% within Adult or Child	34.8%	34.8%
	Child	Count	1	0	
			% within Adult or Child	5.6%	.0%
Dauphin	Adult or Child	Adult	Count	15	11
			% within Adult or Child	29.6%	22.4%
	Child	Count	0	0	
			% within Adult or Child	.0%	.0%
Lancaster	Adult or Child	Adult	Count	4	1
			% within Adult or Child	36.4%	9.1%
	Child	Count	0	0	
			% within Adult or Child	.0%	.0%
Lebanon	Adult or Child	Adult	Count		
			% within Adult or Child		
	Child	Count			
			% within Adult or Child		
Perry	Adult or Child	Adult	Count	1	
			% within Adult or Child	6.7%	

Out of the 249 surveys completed this reporting cycle, 51% (127) were adults, 49% (122) child/adolescents (although many of those responding were parents).

In addition, 174 (70%) were completed by telephone and 75 (30%) were conducted face to face.

## Findings

**Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Scale (TSS). The scale contained 28 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 28 – 140. The scale has two subscales: The first 17 items assess service Implementation and Process issues. The last 11 items assess program Outcomes.

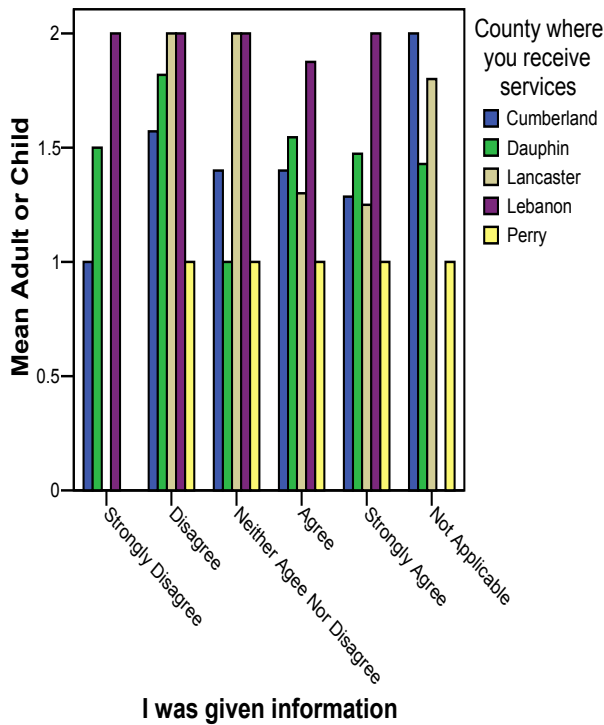
- The overall mean on the scale was 109.7, standard deviation 13.79. The scale ranged from 57 to 138.

The responses to two questions raised concerns.

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

While 62% of all respondents agreed with this statement, 26.5% did not. One comment that was made (Lebanon County – Child/Adolescent respondent) supported the negative response rate:

*"We were left to find services on our own. No one told us about how to get other services."*



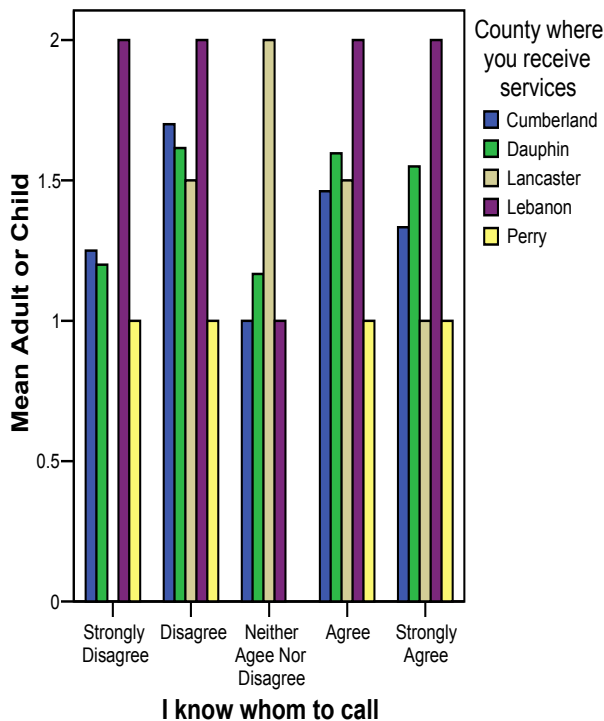
Recommendation: The 26.5% negative response makes it apparent that offering and reinforcing this information needs to become ubiquitous among professional caregivers, e.g., doctors, therapists, case managers, who deal with consumers on a daily/weekly/monthly basis. Brochures, or even Xeroxed handouts, are relatively inexpensive to produce and disseminate. It should list the availability of services, contact information, and basic eligibility requirements.

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

This is an issue that has been a consistent problem since Consumer Satisfaction Services began operations. In the 4<sup>th</sup> quarter of our last reporting period (July – Sept 2004) we found 17.4% took issue; overall, during the previous fiscal year (Oct 2003 – Sept 2004) 22.7% disagreed. We are saddened and concerned to see that the number of those who disagree and could conceivably know how to properly file a complaint or grievance should the need arise increase to 25.4%.

A Lebanon County respondent stated, *"I was told MH/MR makes all the decisions."*

While we realize that CBHNP has taken steps to address this issue, obviously it needs to be re-examined and reinforced.



Recommendation: We have suggested in the past that a laminated wallet size card be created that would contain, among other items, this information. CBHNP has, in fact, created a tear-out wallet sized card that is distributed via the Members Handbook that contains such information. However, we believe that the laminated card holds more purpose and would follow-up on this suggestion.

We also urge a gathering of all stakeholders to discuss the findings of not only this issue but the entire report. Such a gathering might provide insight into corrections and suggestions that have either not be pinpointed in our findings or somehow overlooked.

# **Comments by County**

## **Cumberland County**

### **Children and Adolescents:**

Q 2: I was not given any information.

Q 3: I've never been given the opportunity to change providers.

Q 5: No, they cut him off from services.

No staff available to come here.

Q 7: Not available for services when we need them.

Hours that are supposed to be provided are not.

Q 10: I have filed numerous grievances and complaints and all have been denied. I think CBHNP cares more about the Provider than the consumer. I hope they read this. They're rude and irresponsible.

Q 12: Staff can't provide needed services.

Q 13: No, didn't consult me before breaking him off from services.

I have no options due to school having only one choice; there is no accountability.

Q 14: Said this is what he should have been on and gave him a prescription.

Q 15: My child has a lifelong disability.

Q 16: Some good people but Doctor issue is bad.

There's too much paper shuffling.

Q 31: Doesn't explode as much in social situations.

Some improvement, more aware.

He doesn't feel like killing himself anymore. Has Aspergers Syndrome.

It would be much better if he were receiving the services he should be receiving.

She's learning to talk about the differences in our household.

He's more willing to develop friendships.

Q 32: We were involved in discussions, process and added comments to the treatment plan.

Q 33: Switched providers, TSS not always there.

Took a while to get TSS; very high turnover. It was worth the wait to get the Provider we wanted.

The health insurance, Gateway, has helped make it free for us.

CBHNP caused major problems for us; denied services for 3 of our 4 kids.

Q 34: Said he didn't need mobile therapy anymore and they cut him off.

We requested a behavioral specialist because it wasn't included in the first evaluation.

More TSS in classroom.

Respite is not provided because running out of funds. Not receiving full TSS hours due to lack of employees.

Q 35: Handle prescriptions differently; automatic refills for narcotics.

Have TSS in home once a week to touch base and discuss treatment plan.

More decision making with parent.

Would like to see Autism treated differently than behavioral issues.

More funding and support from the County government.

Communication between the State and Providers needs improvement.

CBHNP didn't like how therapist wrote treatment plan and threatened to cut us off. They consistently threatened to cut all of our services. I don't have the time or energy to keep fighting with them. It's very stressful and burdening. CBHNP tried to stop services 4 times since August. CBHNP never offers solutions. I'd rather spend time and energy on treatment process but I find myself fighting with CBHNP all the time.

Q 36: Doctors office said he no longer takes children and cut him off completely. Couldn't have school assistant anymore – he became very upset. He has trouble dealing with change. Cornell Abraxas cut him off 4 months from being finished with Wraparound without further assistance.

Messages not returned at Edgewater.

TSS fell asleep during session.

Wrote a letter to CBHNP to complain about a provider and CBHNP helped resolve the problem.

**Adult:**

Q 5: The timing doesn't work. I always have to take time off from work. It hurts because I don't want anyone at work, especially my boss, know what is going on.

Q 7: He doesn't want to answer my questions.

Q 11: They have never brought it up. I told them but they never did it.

Q 15: The medicine is not working.

Q 19: In 3-4 weeks I lost my job, apartment, and child. My first counselor was not at all helpful or professional.

Q 31: Treatment is much better due to my suicidal tendencies.

At times, when I am out and about I feel better. It would be worse without it.

I used to say I'm not getting any better. It's different now.

Being able to say what I mean without holding back.

Q 32: First 18 months didn't make decisions but now I am.

No, and I'm not sure why I've never been given the chance.

I was able to schedule appointments either closer or further apart.

I take whatever my Doctor tells me to take. I've learned not to question him. He doesn't like that.

Q 33: I'm learning to trust whereas before I couldn't trust at all.

My family made sure that I always went for my med checks and counseling.

The place where I live helped me out with things that I need.

Q 34: They placed my children in foster care. I've been discriminated against

by caseworkers – they never listen to me.

My father would like me to go to a group home to learn how to pay bills.

Help for people like me who are blind. They make no allowances for it.

Q 35: More time with the doctor.

Counselors to meet me at home and see me with my family.

Q 36: First Psychiatrist was awful; had to fight with CBHNP to get a new one.

I'm not dumb, I am intelligent. They should listen to me and not ignore what I have to say.

Why aren't my meds covered by Cumberland County? They're very expensive.

**Substance Abuse:**

Q 31: See things more clearly now.

Q 33: Getting our initial appointment is too long.

Q 34: Medical. I have Crohns Disease and anxiety which I'm not being treated for properly.

I need to go to a halfway house and the County won't find one for me.

Q 35: Visitations at mental health services could be more direct and thorough.

The program here is good but I think we should be able to have some TV time.

A little more room for staff on what they can do or say.

More quality one on one.

Some of the more inexperienced counselors should be supervised by senior counselors in group to keep the level of education high.

Funding for the people that need it, not the people who abuse it.

More counselors, core group too big, not enough one on one.

More counselors so our core groups are smaller.

A say in how long your stay is.

Q 36: Why aren't we allowed to spend our Rec-time in our rooms.

I want to commend Kerry Lance as (in my opinion) the strongest asset to Roxbury at this time. He has inspired a great deal of us to live life the right way for the right reasons.

The counselors tell me and others more what you want to hear instead of just telling you the truth.

Overall, a very rewarding and productive experience. I will always be grateful!

## **DAUPHIN COUNTY**

### **Children and Adolescents:**

Q 1: I have loads of paper work.

I have drawers full of papers on services.

We just changed providers a few months ago.

Q 2: I never needed those services.

I don't need these services.

Transportation is a problem but we're working on it.

No, but I know who to call if I need any information.

I have a choice but I don't want to change my child's provider.

All I would have to do is call the case worker and they would help.

Q 4: I don't know but I don't have any complaints.

Q 5: Sometimes it's hard to get there, but I always do.

He needs to leave school early because of his appointments.

Sometimes they're convenient but most of the time they're not.

Q 6: A few times but not often.

My child's case worker picks us up if we don't have a ride.

Q 7: I guess they spend as much time as they can but I wish it were longer.

They spend as much time as they can but is it the best that they can do?

They spend time at school but they're no help at all out of school.

Not as much as I'd like them to spend.

I would like my child to get more time but the people just don't have it.

They spend as much time as they can.

My child's doctor does but the other people have lack of follow-up.

I think they try to do the best they can.

They work very well with my little one.

Q 8: They explained all of that to me.

Q 9: They are very respectful.

It's never come up but I'm sure they do.

Q 10: They change people so often it's hard to say.

They won't work with my child to the best of her ability.

Q 11: My husband and I are the only family my child has.

I don't remember them telling me about that.

We don't have any other family.

They told me but I never did it.

They told me about it but I've never felt the need to do it.

Q 12: I'm very happy with my services.

No, I am very happy with them.

I'm real happy with my child's care.

My child has had three people for his TSS program and they were no help at all.

I'm not unhappy with the services he's receiving it just isn't enough.

No, I'm very happy with the help my child is getting.

My only problem is they don't spend enough time with him in school.

Q 13: Yes, I feel included in a lot of things.

They include me in everything.

Q 14: I think the service plan is good but they don't follow through.

The explained the advantages but not the disadvantages.

Q 15: My child has made a great deal of progress since he's been in treatment.

I hope so but we aren't there yet.

It's amazing the progress my child made in the last year.

We aren't near recovery yet.

My child is only six years old. It's too soon to know that.

My child is making progress but you never recover from a mental illness.

My child is no better now than when he started treatment.

My child is very young; I feel it's too soon to tell.

I'm feeling good about my child but it's too soon to tell.

My child has autism. She will never fully recover but she is making progress.

My child has not recovered but he has made a lot of progress.

My child is making progress but he's far from recovery.

I can only hope but my kid is doing better.

I've seen a lot of improvement in my child.

My child has made wonderful progress since he's been in treatment.

My child has come a long way.

My child's illness is lifelong; there is no recovery.

It's too soon to tell yet.

Recovery is a way off, but my child is doing much better in the last few months.

My child is showing much improvement.

My child has improved greatly.

Q 17: My child seems to feel comfortable with them.

Q 18: They try to.

Q 19: He had to go to Hershey and they kept him and they were great.

Q 34: We need respite care to give us some rest.

No, since April 2004 he's getting excellent services.

Transportation to and from school.

When my child's is running low on his medication I keep calling the doctor's office and they never get back to me.

My child's care givers keep changing constantly. He just gets used to one and he gets another one.

I'm very satisfied with her services.

I feel my child needs speech therapy but he isn't getting it.

I just wish they would have more time to spend with my child.

My child has a service provider in school, but other than that he gets no help.

The TSS services have been reduced because of a lack of funding and they were very helpful for my child.

I'm very happy with the progress my child is making.

I feel my child is getting good care but I feel he needs speech and physical therapy and his insurance won't cover it.

I feel she's getting all the help she needs.

I have things under control at home because I quit my job to be home with him but I wish they could spend more time with him in school.

I feel my child needs short term hospitalization and I've been trying for months to get him in, but nothing works.

Housing services.

The school requested my child to have a counselor to attend after school activities but it was refused.

I need my child's care givers to spend more time with me and my child.

My child used to see her therapist twice a week; now, he only see's her once a month after she sees her doctor.

My child needs a psych evaluation, he's out of his meds and he's been on a waiting list for over a month.

Nothing more than transportation.

We have been trying to get services such as TSS & BSC and we're not getting them.

Q 35: The people who are working with my child are giving her all the help she needs.

I feel like I'm getting all the help I need for now.

Workers (TSS, Mobile Therapists); the old ones left without notice.

I'd like to see these case workers pay more attention to what we're telling them.

My child is getting very good services. I wouldn't want to change anything.

I'm good with my child's services as they are.

More people working in the mental health field.

My child's doctor is wonderful, but the lack of follow-up with the TSS team is frustrating.

I'm very happy with the services my child is getting. They are doing all they can to help him, and he is really making progress.

Nothing now. We're getting all the help we need.  
I'm fine with things the way they are right now.

We're doing good with the services we're receiving.

Longer office hours; more evening appointments.

I feel my child should be receiving TSS.

More available doctors.

More people and more time.

My only complaint is my daughter was on a waiting list for over a month before she was put in a hospital. She got in trouble in school and a lot of other trouble before they put her in the hospital.

Initial evaluation sooner. More availability.

More doctors accepting new patients.

Q 36: Be more professional about services. More and better communications.

**Adults:**

Q 1: I would call Crisis Intervention.

No one takes time to tell you anything.

Q 2: Not really, but I never asked.

Yes, they talked to me about these things.

Yes, they told me about these things.

I drive and I don't have children.

Q 3: I didn't know that.

Nobody ever told me that.

Q 4: I guess my caseworker.

Q 5: Yes, I am.

Yes, my appointments are easy for me.

Q 6: I take the bus.

It did but we worked it out.

We worked things out.

I can walk to my appointments.

No, I drive.

I am glad that I have a car because otherwise I wouldn't be able to make any of my appointments.

Sometimes I just don't go.

Q 7: I never see anyone.

My psychiatrist does but my case worker doesn't.

No, they do not.

Sometimes but not always.

I think they do.

Sometimes they do but sometimes they're too busy. It needs to be the same amount of time every time I go.

I wasn't trying to get the help I needed but now I am.

They try, but they have a lot of other people to see.

Q 8: I have no idea.

Q 9: Not all of them but some of them aren't very nice.

The subject never came up.

I don't have any religion, and I have no problems with my culture.

Q 10: It's been pretty disruptive with changes in staff.

Q 11: I don't know who my service provider is.

My girlfriend went with me and they were very helpful.

I don't have any family except my children and they don't want to get involved.

They never mentioned it.

They did but I never took anybody with me.

My boyfriend went with me and my doctor got nasty.

They never said anything about that.

Q 13: I can't be an equal partner.

Q 14: We must figure that out for ourselves.

Q 15: I'm feeling real good about myself now.

I feel like I'm getting a little better.

My life seems to be getting better.

Some days I feel like I'm getting better and some days I don't.

I still get very depressed sometimes and I don't go out much.

Q 16: Most of the time I feel the services are good.

Yes I am. They are really trying to help me.

I think they're doing all they can to help me.

No, I am not nasty.

Q 17: Had lots of problems but have been working on them.

Sometimes we do but not always.

No, we don't. They never want to listen to what I have to say.

Q 19: Holy Spirit Hospital (Inpatient) never changed my meds. I was very dissatisfied they would not allow me to comment on my issues regarding my meds.

Q 31: I'm feeling somewhat better but I've got a long way to go.

Recovery takes time.

Q 34: I need to get Social Security benefits.

Child care.

I'd like to find another doctor, this one is just a pill pusher.

I need more time with the therapist.

Q 35: I would like my doctor and caseworker to spend more time with me.

I'm okay with the treatment I'm getting.

Nothing really; I feel like I'm getting good treatment.

On the whole I'm pleased with the services. I have my ups and downs but that comes with the illness.

Like I said, I'm doing good now, I just hope I can stay off of drugs but you never know.

My caseworker isn't mean but she never makes me feel like I'm important.

I would like them to be more organized in treatment. Psychologist has changes quite a few times. Counselor changed several times and I felt like I kept having to start all over again because they never let the new person know what I had already told them.

I really don't know. It's been going on for so long you just go with it.

I believe that the people who work with me are trying to help me and sometimes I do feel better, but I always have my ups and downs.

Q 36: My current provider is leaving the facility and I don't know what the new provider will be like.

I have been off of drugs for years, but I still go to the meetings and I think they help keep me straight.

I like that you're doing surveys to try to improve the services.

Caseworker is very prompt!

### **Substance Abuse:**

Q 1: Tom Murphy.

Q 34: Tom is the man!

Parenting skills training.

Affordable housing.

I have a mental problem that I want and need help for. No one wants to listen to me. My counselor tells me it's all in my head. Of course it's in my head; that's what makes it a mental issue. Jesus, get me out of here to someplace where I can get help for my mental issues.

Q 35: More time with the therapist.

Communication, collaboration, and being able to inject more input.

Just me getting better.

Getting psychiatric appointments less than a month apart.

Q 36: I'm powerless. I signed my life over to C-90. It works.

More local support around my house.

Why am I being treated like a child? Why am I being punished for the wrong doings of others?

## **Lancaster**

### **Children and Adolescents:**

Q 7: Only 30 minutes once a month.

Q 15: Six months out of the year are wasted.

Q 16: I do not have transportation.

Q 19: Because of her age they are allowed to deny her help.

I'm having money problems with Gateway.

Q 33: I had trouble getting Wraparound services.

Q 34: I want Wraparound Program or transportation.

Case worker tells me she is on my side yet never follows through on anything she promises nor never returns my phone calls.

Step down program.

Wraparound needs more qualified people who are open minded.

Q 35: Either transportation or have therapist come to my house.

14 year old law should be changed.

Much better communications.

Honoring the doctor's assessment of my child.

### **Adult:**

Q 35: Easier to make appointments. Times offered are inconvenient. I must take off from work which gets me into trouble.

### **Substance Abuse:**

Q 5: The girls are wonderful and courteous.

Q 6: I don't have a ride and no money. It's starting to get cold outside.

Q 7: We discuss important information and go through all of it even if the time is up.

Carlos is very patient.

It is way too long a wait for Psychiatrist and in my case it cause me to get emergency treatment. It shouldn't be this way.

Q 8: It's very confidential; I feel safe to talk.

Q 9: No race issues here.

Too much prayer and "Gods will not mine." I am not of that faith and I feel pressured into praying if I don't want people to hate me. There has to be another choice in how to recover.

Q 10: I have no reason not to; she's the best counselor I've ever been to!

I am feeling very comfortable and safe.

Q 19: I received good treatment.

I was unsatisfied that WDR did not call me for a bed. I had to be a pest to get one. But when I went in the facility and program was excellent.

Q 17: It is a good match. I needed someone calm and a good listener.

Q 31: It made me wake up to a reality check.

Q 32: Depending upon how thought out my decisions are.

Q 33: Yes, I was clean for over one year. The most I was clean since I was 14 was the time I spent in jail.

Q 35: I don't want to change a thing! TW Ponessa is a wonderful place to be.

Everything is okay the way it is. No need to make any changes.

More transportation options. I would like my service provider to be more understanding.

Q 36: I need faster and easier to make dental appointments.

I think the service providers are the greatest and the staff is just as nice.

## **Lebanon County**

### **Children and Adolescents:**

Q 2: We were left to find services on our own. No one told us about how to get other services.

Q 5: Scheduling is always a problem. It's never convenient for me. We're talking about children. Children have school. Some of us work part-time. Get the picture?

Q 7: I see my therapist once every other month for 10 minutes. Why even bother?

Q 10: I trust my service provider; it's the nature of my illness.

Q 15: It's too soon to be sure but I sure hope so.

Treatment plan is focused on medication and be done with it.

Q 19: Was let go way too quickly. More could have been accomplished. Insurance problem.

Q 31: It's helping somewhat but still have many unresolved issues.

He was very confused and depressed prior to treatment and now he is feeling much better.

Q 32: The doctor explained the medication and he gave me written information.

Guardian doesn't have much input. He has had three different therapists and treatment plans.

Q 33: I was denied services for my daughter several times. I had to threaten to go to the newspaper before I got any help. They should be ashamed of what they put me through. More importantly, however, is that they should be ashamed of what they made my daughter endure. How do you sleep at night?

When second therapist left there was a 5-6 week lag before he was assigned to a third therapist. He had no treatment at all during that period. It wasn't his fault the therapist left. Why should he be made to wait that long for a new one and not receive any help in the meantime?

Q 34: I finally got TSS but I need more hours.

Transportation to religious services or cultural activities.

They should offer alternatives from drug therapies.

They should offer more choices for treatment. I am very unhappy with what I was given.

Outpatient treatment therapy.

MH/MR should offer more services. Very limited choices as it now stand.

I need TSS.

Q 35: Everything is going okay right now.

Inappropriate length of treatment. I was released from hospital way too early.

Look at each case on an individual basis and not part of some big group dynamic.

More scheduling options for appointments.  
Need more doctors approved through HMO.

Not enough time. Sees mobile therapist and TSS more than psychiatrist. Psychiatrist depends upon paperwork and others – needs to get to know my child personally. He should be as involved as mobile therapist and TSS is in child's life.

Consistency with treatment staff. Too many changes. They should encourage and welcome more family input.

Q 36: Too much red tape. If she shows signs of improvement they immediately cut back which ultimately puts her into relapse. They should stay with her until her improvement is significant.

CSG is the absolute worse. We cannot rely on getting straight answers from the case managers. Simple not to be trusted. If they've done their paperwork they feel they've done their job. Not friendly – they discourage questions and hate to provide any answers. They like to keep consumers and their families in the dark. CSG mandated that our son use their tax preparer for income tax and to pay them their fee. They told us if we went outside we would be immediately discharged from the program and would find it impossible to get in anywhere else.

Someone should offer him a big brother to guide him and talk to him. He receives family focused services but only for 15 minutes a week. That's not enough time to talk about anything.

Couldn't manage meds in non-secure environment. Need better length of treatment. I don't want to be locked up but I don't want to be out in a couple of days either.

**Adults:**

Q 2: Received a number but no follow-up. Couldn't get transportation to my appointments.

Q 3: Requested thru Lebanon County MH/MR to change Psychiatrist and they refused to do it for six months. When finally approved medications were discontinued. Dr. \_\_\_\_\_ over medicated me and he didn't even care.

Q 4: Even though I filed a complaint nothing gets done. No one takes responsibility or corrects the problem.

I was told MH/MR makes all the decisions.

Q 5: Appointments are not compatible with my schedule.

Q 6: I have to walk a long distance to get to my appointments. Could use a ride.

Q 7: Only my Psychiatrist spends enough time with me.

My sister and mother have intervened on my behalf.

Q 10: I only trust my Psychiatrist.

MH/MR doesn't serve my well being. Keeps me in the system with lots of medications.

Q 11: I have not been offered anything yet.

Case manger goes with me to family doctor appointments.

Q 12: I trust my provider. He will listen to me concerning my medications. I can call him anytime.

Community Services Group \_\_\_\_\_ was dressed inappropriately.

The only good thing is that my medications are free.

Q 15: Life on drugs is only alternative. Service Providers do not consider holistic alternatives.

Q 17: Third provider in four months and she's too young to understand my feelings.

Q 18: There's a lack of educational goals in the treatment plan.

Q 19: Yes, but I had problems with one of the doctors.

Discharged too soon. D&A counseling difficult to get.

Needed help but once put into the system you can not get out.

Q 31: I'm still having depression and anxiety attacks but have not had any emergency.

Current treatment is fine: reduction in medication would be great.

Q 32: I made the choice with my provider which medications to take.

Q 34: A Primary Care Physician who is local.

Only see a pill-popping doctor once a month.

D&A counseling and transportation.

Not getting the services I need from Lebanon County MH/MR. They say they don't have the money.

Q 35: More people need a better understanding of the Recovery Model.

I would like to see the Medical Assistance Program change to be more conducive to the needs of the patient.

D&A counseling out of control; need transportation to meetings.

Need someone to listen to my side. Sometimes I take seven different pills and am still an insomniac.

Less dependence on drugs to treat problems.

More choices in intensive case workers.

Q 36: Managed care MedPlus refers you to doctors who do not accept the insurance or will not take new patients.

Sometimes caseworker can not be reached when needed. Does not return messages. Can be difficult to call crisis and speak with a stranger.

I would like to see more therapy in my treatment. Medication sometimes is waste of money as it is not effective.

## **Substance Abuse**

No surveys completed this period.

## **Perry County**

### **Children and Adolescents:**

Q 1: I can call 911.

Q 6: I don't have reliable transportation.

Q 7: I think I'm being rushed by my service provider.

I don't think my doctor is helping.

My provider always falls asleep during our session.

Q 8: I don't think so.

Q 9: Father molested my child; I don't think the doctor is helping very much.

Q 12: No, but they can be better.

Yes, I am unhappy. Therapy is not helping my child.

Q 14: They do what they want.

Q 17: I was molested by my father when I was young so I know what my child is feeling because his father molested him. Doctor has absolutely no clue. You can't solve everything by reading a book. You need compassion.

Q 19: Yes, but not to my expectations.

### **Adults:**

Q 2: Vocational training hasn't happened in over two years.

Can't pay car insurance. Using public transportation.

Q 5: I'm going to dump them. They're only available one day a week and it's always while I'm working.

Q 7: I need more time. I always feel I'm being rushed.

Q 12: Getting nothing out of it. Makes me feel worse. Criticizes me all the time about money.

Q 13: My treatment experience has been only negative.

Q 15: Illness isn't treatable. Has mental capacity of 12 year old. Quality of life is difficult.

Q 18: Always criticizing me. Never gives me any positive reinforcement.

Q 34: I got fired from my job. I had no way of getting a new job. MH dropped the ball. They cut off my services at the knees.

Psychiatrist decided not to see me; he missed four appointments. My daughter got sick; she was told no one would see her either.

Q 35: They should use a live person answering the phone and not some stupid system where all you do is push one button after another until you're totally confused.

Q 36: I was never informed of an appeals process.

**Substance Abuse:**

Q 34: I need a doctor appointment for my knee.

Q 35: Change from a boot camp atmosphere. More one on one therapy. More contact with outside support groups.

Q 36: No physical recreation. I'm getting very fat.

## Stakeholder Debriefing Notes

In January, 2005 CSS brought together its team to review the new survey instrument and address any issues or concerns relating to either the instrument itself or any other issues. This session was facilitated by Dr. Jerry Finn.

The minutes of the meeting follows.

### **Consumer Satisfaction Services, Inc.**

#### **Debriefing & Analysis Meeting Summary Capital Area C/FST Team Friday, January 7, 2005**

Present: Wendy Wood, Chuck Hoffman, Mary Jane DeLong, Denise Wright, Deb Jackson, Janice Poladian, Scott Suhring, Sarabeth Orlowski, David Cortes, Cindy Reigle, Jay Cowden, Lynn Novakoski, Lew Silverman, Jerry Finn and Krista Bogertman

Reminder: this meeting will take place every three months to gauge issues that develop in the field. The next meeting will be held in April, 2005

Announcement: Lew Silverman will be calling on the survey team to conduct research related to the Harrisburg State Hospital closing.

#### **Problems/Concerns related to the Wording of the Survey**

- Sexual Preference Demographic #7
  - *Suggestion:* add a third box labeled, "questioning," for those people who cannot choose either "heterosexual" or "gay."
  - Some people were very offended by the question ("What do you need to know that for? It's none of your business."), and others were not. People were more receptive to the question when its purpose was explained in detail.
  - Jerry suggested that if the survey finds there is no bias, this question can be removed.
  - This question did result in two complaints which were addressed and solved.
  - The sexual preference demographic will be added back onto the child/adolescent surveys, but it *should only be asked if the adolescent is 14 years of age or older.*
  - Regardless of the child/adolescent's age, the surveyor will go through the parent first. If the child/adolescent is age 14, the parent, adolescent or both can complete the survey.
- Special Needs Demographic #6

- *Suggestion*: add a fifth box labeled, "other."
- "Service Provider" #3- Consumers did not understand which of their providers the survey was referring to. (Jerry reminded the group that the consumer must choose the PRIMARY service provider that offers the most treatment or has a significant positive or negative impact on their services.)
- "Equal Partner in Treatment" #13- What does "treatment" mean in this question? Does treatment mean medication or the person administering treatment? (Both medication and service providers are connected because one is administering the other. Further, "equal partner" means that the consumer feels he/she is contributing to the therapy or treatment.)
- "Recovery" #15- Consumers get confused with the definition of "recovery" as provided in the parenthesis. *Suggestion*- Remove statement in parenthesis and add a follow-up question, "What does 'recovery' mean for you?"
- Spanish people are excluded from responding to the survey because only one version of the survey exists in English and most surveyors do not speak Spanish. *Suggestions*- The survey needs to be translated into Spanish (David Cortes and OMHSAS rep), Spanish-only speaking consumers could be referred to David Cortes, and Scott Suhring can provide CSS with a list of consumers who speak only Spanish.
- *Suggestion*: add "Has anything been added or discontinued in your treatment that's made a significant impact on you?" under the open-ended questions section.

### **Survey as a Whole**

- Length of survey- approximately 15-20 minutes and 20+ minutes if the consumers were talkative.
- When consumers answered that they strongly disagreed or disagreed, surveyors did ask for comments. Consumers would answer "no" they did not have additional comments, or they would give their comments without being prompted.

### **Themes**

- Times of appointments- consumers need additional evening appointments because they work during the day or their children attend school during the day. They also want longer appointments with their service providers for themselves or their children.
- Transportation- consumers lack transportation to get to appointments.
- #2- Consumers were not given information on these types of support services.

- #14- Service providers do not always explain both advantages AND disadvantages. Suggestion: rephrase question to include that fact that advantages and disadvantages should be explained "up-front" and "through-out the process" of treatment/therapy.
- #33- Several consumers complained of having to wait 6-8 months or more for services to begin, even after being assigned a case-worker.

# **INDIVIDUAL QUESTIONS**

**QUESTIONS 1 – 33**

**COUNTY RESULTS**

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

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	0	2	10	10		23
			% within Adult or Child	4.3%	.0%	8.7%	43.5%	43.5%		100.0%
	Child	Count	0	2	0	6	10		18	
			% within Adult or Child	.0%	11.1%	.0%	33.3%	55.6%		100.0%
Dauphin	Adult or Child	Adult	Count	3	1	1	20	23	1	49
			% within Adult or Child	6.1%	2.0%	2.0%	40.8%	46.9%	2.0%	100.0%
	Child	Count	0	1	1	35	21	0	58	
			% within Adult or Child	2.8%	1.9%	1.9%	51.4%	41.1%	.9%	100.0%
Lancaster	Adult or Child	Adult	Count				6	5		11
			% within Adult or Child				54.5%	45.5%		100.0%
	Child	Count				7	4		11	
			% within Adult or Child				63.6%	36.4%		100.0%
Lebanon	Adult or Child	Adult	Count		0		0	1		1
			% within Adult or Child		.0%		.0%	100.0%		100.0%
	Child	Count		2		8	4		14	
			% within Adult or Child		14.3%		57.1%	28.6%		100.0%
Perry	Adult or Child	Adult	Count	1	2		5	7		15
			% within Adult or Child	6.7%	13.3%		33.3%	46.7%		100.0%

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

**County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	3	3	6	6	5	0	23
			% within Adult or Child	13.0%	13.0%	26.1%	26.1%	21.7%	.0%	100.0%
	Child	Count	0	4	4	4	2	4	18	
		% within Adult or Child	.0%	22.2%	22.2%	22.2%	11.1%	22.2%	100.0%	
Dauphin	Adult or Child	Adult	Count	4	4	6	20	10	4	48
			% within Adult or Child	8.3%	8.3%	12.5%	41.7%	20.8%	8.3%	100.0%
	Child	Count	4	18	0	24	9	3	58	
		% within Adult or Child	6.9%	31.0%	.0%	41.4%	15.5%	5.2%	100.0%	
Lancaster	Adult or Child	Adult	Count		0	0	7	3	1	11
			% within Adult or Child		.0%	.0%	63.6%	27.3%	9.1%	100.0%
	Child	Count		2	1	3	1	4	11	
		% within Adult or Child		18.2%	9.1%	27.3%	9.1%	36.4%	100.0%	
Lebanon	Adult or Child	Adult	Count	0	0	0	1	0		1
			% within Adult or Child	.0%	.0%	.0%	100.0%	.0%		100.0%
	Child	Count	2	2	2	7	1		14	
		% within Adult or Child	14.3%	14.3%	14.3%	50.0%	7.1%		100.0%	
Perry	Adult or Child	Adult	Count		2	2	8	2	1	15
			% within Adult or Child		13.3%	13.3%	53.3%	13.3%	6.7%	100.0%

**Q 3: I have a choice in selecting or changing my service provider.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	2	2	6	8	4	23
			% within Adult or Child	4.3%	8.7%	8.7%	26.1%	34.8%	17.4%	100.0%
	Child	Count	2	3	2	5	6	0	18	
			% within Adult or Child	11.1%	16.7%	11.1%	27.8%	33.3%	.0%	100.0%
Dauphin	Adult or Child	Adult	Count	6	2	3	30	8		49
			% within Adult or Child	12.2%	4.1%	6.1%	61.2%	16.3%		100.0%
	Child	Count	2	3	0	39	14		58	
			% within Adult or Child	3.4%	5.2%	.0%	67.2%	24.1%		100.0%
Lancaster	Adult or Child	Adult	Count		1	1	6	1	2	11
			% within Adult or Child		9.1%	9.1%	54.5%	9.1%	18.2%	100.0%
	Child	Count		0	1	6	4	0	11	
			% within Adult or Child		.0%	9.1%	54.5%	36.4%	.0%	100.0%
Lebanon	Adult or Child	Adult	Count		0		1	0		1
			% within Adult or Child		.0%		100.0%	.0%		100.0%
	Child	Count		1		10	3		14	
			% within Adult or Child		7.1%		71.4%	21.4%		100.0%
Perry	Adult or Child	Adult	Count	1		1	9	4		15
			% within Adult or Child	6.7%		6.7%	60.0%	26.7%		100.0%

**Q 4: I know whom to call if I have a complaint or grievance about my services.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	3	3	1		7		22
			% within Adult or Child	13.6%	13.6%	4.5%		31.8%		100.0%
	Child	Count	1	7	0		6		18	
			% within Adult or Child	5.6%	38.9%	.0%		33.3%		100.0%
Dauphin	Adult or Child	Adult	Count	4	5	5		25		48
			% within Adult or Child	8.3%	10.4%	10.4%		52.1%		100.0%
	Child	Count	1	8	1		37		58	
			% within Adult or Child	1.7%	13.8%	1.7%		63.8%		100.0%
Lancaster	Adult or Child	Adult	Count		2	0		6		11
			% within Adult or Child		18.2%	.0%		54.5%		100.0%
	Child	Count		2	3		6		11	
			% within Adult or Child		18.2%	27.3%		54.5%		100.0%
Lebanon	Adult or Child	Adult	Count	0	0	1		0		1
			% within Adult or Child	.0%	.0%	100.0%		.0%		100.0%
	Child	Count	1	2	0		8		14	
			% within Adult or Child	7.1%	14.3%	.0%		57.1%		100.0%
Perry	Adult or Child	Adult	Count	3	7			4		15
			% within Adult or Child	20.0%	46.7%			26.7%		100.0%

**Q 5: I am satisfied with the scheduling of my appointments.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	0	3	1	10	8	1	23
			% within Adult or Child	.0%	13.0%	4.3%	43.5%	34.8%	4.3%	100.0%
	Child	Count	2	2	1	6	7	0	18	
		% within Adult or Child	11.1%	11.1%	5.6%	33.3%	38.9%	.0%	100.0%	
Dauphin	Adult or Child	Adult	Count	4	1	0	24	19	1	49
			% within Adult or Child	8.2%	2.0%	.0%	49.0%	38.8%	2.0%	100.0%
	Child	Count	2	5	1	37	12	0	57	
		% within Adult or Child	3.5%	8.8%	1.8%	64.9%	21.1%	.0%	100.0%	
Lancaster	Adult or Child	Adult	Count	1	2	0	5	2	1	11
			% within Adult or Child	9.1%	18.2%	.0%	45.5%	18.2%	9.1%	100.0%
	Child	Count	0	2	1	4	4	0	11	
		% within Adult or Child	.0%	18.2%	9.1%	36.4%	36.4%	.0%	100.0%	
Lebanon	Adult or Child	Adult	Count		0		0	1	0	1
			% within Adult or Child		.0%		.0%	100.0%	.0%	100.0%
	Child	Count		1		10	2	1	14	
		% within Adult or Child		7.1%		71.4%	14.3%	7.1%	100.0%	
Perry	Adult or Child	Adult	Count	1	1		7	6		15
			% within Adult or Child	6.7%	6.7%		46.7%	40.0%		100.0%

**Q 6: Lack of reliable transportation has kept me from keeping my appointments.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	3	4	4	4	2	6	23
			% within Adult or Child	13.0%	17.4%	17.4%	17.4%	8.7%	26.1%	100.0%
	Child	Count	4	7	1	1	0	5	18	
		% within Adult or Child	22.2%	38.9%	5.6%	5.6%	.0%	27.8%	100.0%	
Dauphin	Adult or Child	Adult	Count	15	17		8	3	5	48
			% within Adult or Child	31.3%	35.4%		16.7%	6.3%	10.4%	100.0%
	Child	Count	10	38		7	1	2	58	
		% within Adult or Child	17.2%	65.5%		12.1%	1.7%	3.4%	100.0%	
Lancaster	Adult or Child	Adult	Count	4	2		0	2	3	11
			% within Adult or Child	36.4%	18.2%		.0%	18.2%	27.3%	100.0%
	Child	Count	3	0		1	2	5	11	
		% within Adult or Child	27.3%	.0%		9.1%	18.2%	45.5%	100.0%	
Lebanon	Adult or Child	Adult	Count	0	0			1		1
			% within Adult or Child	.0%	.0%			100.0%		100.0%
	Child	Count	4	10			0		14	
		% within Adult or Child	26.7%	66.7%			6.7%		100.0%	
Perry	Adult or Child	Adult	Count	1	10	1	2	1		15
		% within Adult or Child	6.7%	66.7%	6.7%	13.3%	6.7%		100.0%	

**Q 7: My service provider spends enough time with me.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	0	4	2	6	8	3	23
			% within Adult or Child	.0%	17.4%	8.7%	26.1%	34.8%	13.0%	100.0%
	Child	Count	2	1	2	5	8	0	18	
			% within Adult or Child	11.1%	5.6%	11.1%	27.8%	44.4%	.0%	100.0%
Dauphin	Adult or Child	Adult	Count	2	5	5	20	15	2	49
			% within Adult or Child	4.1%	10.2%	10.2%	40.8%	30.6%	4.1%	100.0%
	Child	Count	3	6	0	40	9	0	58	
			% within Adult or Child	5.2%	10.3%	.0%	69.0%	15.5%	.0%	100.0%
Lancaster	Adult or Child	Adult	Count	0	0	0	8	3		11
			% within Adult or Child	.0%	.0%	.0%	72.7%	27.3%		100.0%
	Child	Count	1	2	1	4	3		11	
			% within Adult or Child	9.1%	18.2%	9.1%	36.4%	27.3%		100.0%
Lebanon	Adult or Child	Adult	Count		1		0	0		1
			% within Adult or Child		100.0%		.0%	.0%		100.0%
	Child	Count		1		9	4		14	
			% within Adult or Child		7.1%		64.3%	28.6%		100.0%
Perry	Adult or Child	Adult	Count		2		8	5		15
			% within Adult or Child		13.3%		53.3%	33.3%		100.0%

**Q 8: My personal information is not shared with others without my permission. It is kept strictly confidential.**  
**County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	1	0	6	15	0	23
			% within Adult or Child	4.3%	4.3%	.0%	26.1%	65.2%	.0%	100.0%
	Child	Count	0	0	2	5	10	1	18	
		% within Adult or Child	.0%	.0%	11.1%	27.8%	55.6%	5.6%	100.0%	
Dauphin	Adult or Child	Adult	Count	2		1	16	28	2	49
			% within Adult or Child	4.1%		2.0%	32.7%	57.1%	4.1%	100.0%
	Child	Count	2		1	43	11	1	58	
		% within Adult or Child	3.4%		1.7%	74.1%	19.0%	1.7%	100.0%	
Lancaster	Adult or Child	Adult	Count			1	6	4		11
			% within Adult or Child			9.1%	54.5%	36.4%		100.0%
	Child	Count			0	1	10		11	
		% within Adult or Child			.0%	9.1%	90.9%		100.0%	
Lebanon	Adult or Child	Adult	Count		0	0	0	1		1
			% within Adult or Child		.0%	.0%	.0%	100.0%		100.0%
	Child	Count			1	1	7	5		14
		% within Adult or Child			7.1%	7.1%	50.0%	35.7%		100.0%
Perry	Adult or Child	Adult	Count		3		5	7		15
		% within Adult or Child			20.0%		33.3%	46.7%		100.0%

**Q 9: Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.**  
**County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	1	0	7	14	0	23
			% within Adult or Child	4.3%	4.3%	.0%	30.4%	60.9%	.0%	100.0%
	Child	Count	0	0	1	5	9	3	18	
			% within Adult or Child	.0%	.0%	5.6%	27.8%	50.0%	16.7%	100.0%
Dauphin	Adult or Child	Adult	Count	2	2		15	24	6	49
			% within Adult or Child	4.1%	4.1%		30.6%	49.0%	12.2%	100.0%
	Child	Count	0	0		43	12	3	58	
			% within Adult or Child	.0%	.0%		74.1%	20.7%	5.2%	100.0%
Lancaster	Adult or Child	Adult	Count				6	5		11
			% within Adult or Child				54.5%	45.5%		100.0%
	Child	Count				2	9			11
			% within Adult or Child				18.2%	81.8%		100.0%
Lebanon	Adult or Child	Adult	Count		0		0	1		1
			% within Adult or Child		.0%		.0%	100.0%		100.0%
	Child	Count		1		10	3			14
			% within Adult or Child		7.1%		71.4%	21.4%		100.0%
Perry	Adult or Child	Adult	Count		1	2	6	6		15
			% within Adult or Child		6.7%	13.3%	40.0%	40.0%		100.0%

**Q 10: I trust my service provider.**  
**County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	0	0	1	9	10	3	23
			% within Adult or Child	.0%	.0%	4.3%	39.1%	43.5%	13.0%	100.0%
	Child	Count	2	1	0	5	10	0	18	
		% within Adult or Child	11.1%	5.6%	.0%	27.8%	55.6%	.0%	100.0%	
Dauphin	Adult or Child	Adult	Count	1	2	2	17	25	2	49
			% within Adult or Child	2.0%	4.1%	4.1%	34.7%	51.0%	4.1%	100.0%
	Child	Count	1	0	2	42	13	0	58	
		% within Adult or Child	1.7%	.0%	3.4%	72.4%	22.4%	.0%	100.0%	
Lancaster	Adult or Child	Adult	Count			1	7	3		11
			% within Adult or Child			9.1%	63.6%	27.3%		100.0%
	Child	Count			0	4	7		11	
		% within Adult or Child			.0%	36.4%	63.6%		100.0%	
Lebanon	Adult or Child	Adult	Count		0	0	0	1		1
			% within Adult or Child		.0%	.0%	.0%	100.0%		100.0%
	Child	Count			2	1	6	5		14
		% within Adult or Child			14.3%	7.1%	42.9%	35.7%		100.0%
Perry	Adult or Child	Adult	Count		1	1	8	5		15
			% within Adult or Child		6.7%	6.7%	53.3%	33.3%		100.0%

**Q 11: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.**  
**County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	2	1	5	11	3	23
			% within Adult or Child	4.3%	8.7%	4.3%	21.7%	47.8%	13.0%	100.0%
	Child	Count	0	2	1	8	6	1	18	
			% within Adult or Child	.0%	11.1%	5.6%	44.4%	33.3%	5.6%	100.0%
Dauphin	Adult or Child	Adult	Count	4	6	3	20	13	3	49
			% within Adult or Child	8.2%	12.2%	6.1%	40.8%	26.5%	6.1%	100.0%
	Child	Count	1	11	4	32	9	1	58	
			% within Adult or Child	1.7%	19.0%	6.9%	55.2%	15.5%	1.7%	100.0%
Lancaster	Adult or Child	Adult	Count			1	6	2	2	11
			% within Adult or Child			9.1%	54.5%	18.2%	18.2%	100.0%
	Child	Count			1	1	9	0	11	
			% within Adult or Child			9.1%	9.1%	81.8%	.0%	100.0%
Lebanon	Adult or Child	Adult	Count		0	1	0	0		1
			% within Adult or Child		.0%	100.0%	.0%	.0%		100.0%
	Child	Count			2	0	8	4		14
			% within Adult or Child			14.3%	.0%	57.1%	28.6%	
Perry	Adult or Child	Adult	Count		2		7	5	1	15
			% within Adult or Child		13.3%		46.7%	33.3%	6.7%	100.0%

**Q 12: Overall, I am unhappy with the services I am receiving.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	9	11	1	1	1	0	23
			% within Adult or Child	39.1%	47.8%	4.3%	4.3%	4.3%	.0%	100.0%
	Child	Count	6	7	1	2	1	1	1	18
			% within Adult or Child	33.3%	38.9%	5.6%	11.1%	5.6%	5.6%	100.0%
Dauphin	Adult or Child	Adult	Count	23	16	2	3	3	1	48
			% within Adult or Child	47.9%	33.3%	4.2%	6.3%	6.3%	2.1%	100.0%
	Child	Count	22	29	0	4	2	0	0	57
			% within Adult or Child	38.6%	50.9%	.0%	7.0%	3.5%	.0%	100.0%
Lancaster	Adult or Child	Adult	Count	2	8		0	1		11
			% within Adult or Child	18.2%	72.7%		.0%	9.1%		100.0%
	Child	Count	9	1		1	0			11
			% within Adult or Child	81.8%	9.1%		9.1%	.0%		100.0%
Lebanon	Adult or Child	Adult	Count	0	1	0		0		1
			% within Adult or Child	.0%	100.0%	.0%		.0%		100.0%
	Child	Count	5	7	1		1			14
			% within Adult or Child	35.7%	50.0%	7.1%		7.1%		100.0%
Perry	Adult or Child	Adult	Count	4	9		1	1		15
			% within Adult or Child	26.7%	60.0%		6.7%	6.7%		100.0%

**Q 13: I feel that I am an equal partner in the treatment process.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	1	2	9	10		23
			% within Adult or Child	4.3%	4.3%	8.7%	39.1%	43.5%		100.0%
	Child	Count	1	0	1	8	8			18
		% within Adult or Child	5.6%	.0%	5.6%	44.4%	44.4%			100.0%
Dauphin	Adult or Child	Adult	Count	1	3	3	25	16	0	48
			% within Adult or Child	2.1%	6.3%	6.3%	52.1%	33.3%	.0%	100.0%
	Child	Count	1	0	1	41	14	1		58
		% within Adult or Child	1.7%	.0%	1.7%	70.7%	24.1%	1.7%		100.0%
Lancaster	Adult or Child	Adult	Count		0	0	7	3		10
			% within Adult or Child		.0%	.0%	70.0%	30.0%		100.0%
	Child	Count		1	1	3	6			11
		% within Adult or Child		9.1%	9.1%	27.3%	54.5%			100.0%
Lebanon	Adult or Child	Adult	Count		0		1	0		1
			% within Adult or Child		.0%		100.0%	.0%		100.0%
	Child	Count		1		9	4			14
		% within Adult or Child		7.1%		64.3%	28.6%			100.0%
Perry	Adult or Child	Adult	Count		1	2	7	5		15
			% within Adult or Child		6.7%	13.3%	46.7%	33.3%		100.0%

**Q 14: My service provider explained the advantages and disadvantages of my therapy or treatment.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	0	2	1	9	9	2	23
			% within Adult or Child	.0%	8.7%	4.3%	39.1%	39.1%	8.7%	100.0%
	Child	Count	1	0	3	7	4	3	18	
			% within Adult or Child	5.6%	.0%	16.7%	38.9%	22.2%	16.7%	100.0%
Dauphin	Adult or Child	Adult	Count	3	5	3	17	17	4	49
			% within Adult or Child	6.1%	10.2%	6.1%	34.7%	34.7%	8.2%	100.0%
	Child	Count	1	6	2	40	6	1	56	
			% within Adult or Child	1.8%	10.7%	3.6%	71.4%	10.7%	1.8%	100.0%
Lancaster	Adult or Child	Adult	Count		0	1	7	3		11
			% within Adult or Child		.0%	9.1%	63.6%	27.3%		100.0%
	Child	Count		1	1	2	7			11
			% within Adult or Child		9.1%	9.1%	18.2%	63.6%		100.0%
Lebanon	Adult or Child	Adult	Count		0		1	0		1
			% within Adult or Child		.0%		100.0%	.0%		100.0%
	Child	Count		2		8	4			14
			% within Adult or Child		14.3%		57.1%	28.6%		100.0%
Perry	Adult or Child	Adult	Count		2		9	4		15
			% within Adult or Child		13.3%		60.0%	26.7%		100.0%

**Q 15: My treatment promotes recovery.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	0		1	7	15	0	23
			% within Adult or Child	.0%		4.3%	30.4%	65.2%	.0%	100.0%
	Child	Count	1		2	7	6	1	17	
			% within Adult or Child	5.9%		11.8%	41.2%	35.3%	5.9%	100.0%
Dauphin	Adult or Child	Adult	Count	2	3	2	19	21	2	49
			% within Adult or Child	4.1%	6.1%	4.1%	38.8%	42.9%	4.1%	100.0%
	Child	Count	4	2	5	25	20	0	56	
			% within Adult or Child	7.1%	3.6%	8.9%	44.6%	35.7%	.0%	100.0%
Lancaster	Adult or Child	Adult	Count			0	7	4		11
			% within Adult or Child			.0%	63.6%	36.4%		100.0%
	Child	Count			1	3	6		10	
			% within Adult or Child			10.0%	30.0%	60.0%		100.0%
Lebanon	Adult or Child	Adult	Count		0	0	1	0		1
			% within Adult or Child		.0%	.0%	100.0%	.0%		100.0%
	Child	Count		1	1	8	4		14	
			% within Adult or Child		7.1%	7.1%	57.1%	28.6%		100.0%
Perry	Adult or Child	Adult	Count		1	2	7	5		15
			% within Adult or Child		6.7%	13.3%	46.7%	33.3%		100.0%

**Q 16: Overall, I am satisfied with the services I am receiving.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	0	1	1	8	13		23
			% within Adult or Child	.0%	4.3%	4.3%	34.8%	56.5%		100.0%
	Child	Count	2	0	1	8	7		18	
		% within Adult or Child	11.1%	.0%	5.6%	44.4%	38.9%		100.0%	
Dauphin	Adult or Child	Adult	Count	1	1	1	21	24	1	49
			% within Adult or Child	2.0%	2.0%	2.0%	42.9%	49.0%	2.0%	100.0%
	Child	Count	2	4	0	33	18	0	57	
		% within Adult or Child	3.5%	7.0%	.0%	57.9%	31.6%	.0%	100.0%	
Lancaster	Adult or Child	Adult	Count	0		0	7	4		11
			% within Adult or Child	.0%		.0%	63.6%	36.4%		100.0%
	Child	Count	1		1	6	3		11	
		% within Adult or Child	9.1%		9.1%	54.5%	27.3%		100.0%	
Lebanon	Adult or Child	Adult	Count		0		1	0		1
			% within Adult or Child		.0%		100.0%	.0%		100.0%
	Child	Count		1		8	5		14	
		% within Adult or Child		7.1%		57.1%	35.7%		100.0%	
Perry	Adult or Child	Adult	Count	1	1		8	5		15
		% within Adult or Child	6.7%	6.7%		53.3%	33.3%		100.0%	

**Q 17: I feel that my service provider and I work well together as a team.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	0	0	2	7	13	1	23
			% within Adult or Child	.0%	.0%	8.7%	30.4%	56.5%	4.3%	100.0%
	Child	Count	1	1	0	10	6	0	18	
			% within Adult or Child	5.6%	5.6%	.0%	55.6%	33.3%	.0%	100.0%
Dauphin	Adult or Child	Adult	Count	1	3	1	19	24		48
			% within Adult or Child	2.1%	6.3%	2.1%	39.6%	50.0%		100.0%
	Child	Count	1	6	0	34	15		56	
			% within Adult or Child	1.8%	10.7%	.0%	60.7%	26.8%		100.0%
Lancaster	Adult or Child	Adult	Count			0	7	4		11
			% within Adult or Child			.0%	63.6%	36.4%		100.0%
	Child	Count			2	4	5		11	
			% within Adult or Child			18.2%	36.4%	45.5%		100.0%
Lebanon	Adult or Child	Adult	Count	0			1	0		1
			% within Adult or Child	.0%			100.0%	.0%		100.0%
	Child	Count	1			8	5		14	
			% within Adult or Child	7.1%			57.1%	35.7%		100.0%
Perry	Adult or Child	Adult	Count		1	2	6	6		15
			% within Adult or Child		6.7%	13.3%	40.0%	40.0%		100.0%

**Q 18: My service provider focuses on my strengths.  
County where services are received.**

County				Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count		2	1	8	9	2	22
			% within Adult or Child		9.1%	4.5%	36.4%	40.9%	9.1%	100.0%
	Child	Count		1	1	9	5	1	17	
			% within Adult or Child		5.9%	5.9%	52.9%	29.4%	5.9%	100.0%
Dauphin	Adult or Child	Adult	Count	2	5	1	17	23	1	49
			% within Adult or Child	4.1%	10.2%	2.0%	34.7%	46.9%	2.0%	100.0%
	Child	Count		1	4	1	39	12	0	57
			% within Adult or Child	1.8%	7.0%	1.8%	68.4%	21.1%	.0%	100.0%
Lancaster	Adult or Child	Adult	Count		1	1	6	3		11
			% within Adult or Child		9.1%	9.1%	54.5%	27.3%		100.0%
	Child	Count		0	2	4	5		11	
			% within Adult or Child		.0%	18.2%	36.4%	45.5%		100.0%
Lebanon	Adult or Child	Adult	Count	0		0	1	0		1
			% within Adult or Child	.0%		.0%	100.0%	.0%		100.0%
	Child	Count		1		1	7	5		14
			% within Adult or Child	7.1%		7.1%	50.0%	35.7%		100.0%
Perry	Adult or Child	Adult	Count	1		1	9	4		15
			% within Adult or Child	6.7%		6.7%	60.0%	26.7%		100.0%

**Q 19: Did you need emergency mental health or substance abuse services during the past year?  
County where services are received.**

County				Yes	No	Total
Cumberland	Adult or Child	Adult	Count	9	13	22
			% within Adult or Child	40.9%	59.1%	100.0%
	Child	Count	4	14	18	
		% within Adult or Child	22.2%	77.8%	100.0%	
Dauphin	Adult or Child	Adult	Count	24	24	48
			% within Adult or Child	50.0%	50.0%	100.0%
	Child	Count	13	44	57	
		% within Adult or Child	22.8%	77.2%	100.0%	
Lancaster	Adult or Child	Adult	Count	4	7	11
			% within Adult or Child	36.4%	63.6%	100.0%
	Child	Count	5	6	11	
		% within Adult or Child	45.5%	54.5%	100.0%	
Lebanon	Adult or Child	Adult	Count	0	1	1
			% within Adult or Child	.0%	100.0%	100.0%
	Child	Count	5	9	14	
		% within Adult or Child	35.7%	64.3%	100.0%	
Perry	Adult or Child	Adult	Count	4	11	15
			% within Adult or Child	26.7%	73.3%	100.0%

**Q 19a: If yes, how satisfied are you with the help received ?  
County where services are received.**

County				Not at all	Somewhat	Neither	Satisfied	Very Satisfied	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	1		3	5	13	23
			% within Adult or Child	4.3%	4.3%		13.0%	21.7%	56.5%	100.0%
	Child	Count	0	0		3	0	15	18	
			% within Adult or Child	.0%	.0%		16.7%	.0%	83.3%	100.0%
Dauphin	Adult or Child	Adult	Count	3	4	1	4	12	25	49
			% within Adult or Child	6.1%	8.2%	2.0%	8.2%	24.5%	51.0%	100.0%
	Child	Count	2	3	0	5	2	45	57	
			% within Adult or Child	3.5%	5.3%	.0%	8.8%	3.5%	78.9%	100.0%
Lancaster	Adult or Child	Adult	Count	0	1		1	2	7	11
			% within Adult or Child	.0%	9.1%		9.1%	18.2%	63.6%	100.0%
	Child	Count	1	1		1	2	6	11	
			% within Adult or Child	9.1%	9.1%		9.1%	18.2%	54.5%	100.0%
Lebanon	Adult or Child	Adult	Count	0	0			0	1	1
			% within Adult or Child	.0%	.0%			.0%	100.0%	100.0%
	Child	Count	2	1			2	9	14	
			% within Adult or Child	14.3%	7.1%			14.3%	64.3%	100.0%
Perry	Adult or Child	Adult	Count				3	1	11	15
			% within Adult or Child				20.0%	6.7%	73.3%	100.0%

As a result of your services, please rate changes made in questions 20 – 30 by the response that comes closest to your experience.

**20: Dealing with daily problems.**  
**County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	0	1	6	9	7	0	23
			% within Adult or Child	.0%	4.3%	26.1%	39.1%	30.4%	.0%	100.0%
	Child	Child	Count	1	3	0	9	3	2	18
			% within Adult or Child	5.6%	16.7%	.0%	50.0%	16.7%	11.1%	100.0%
Dauphin	Adult or Child	Adult	Count		0	8	25	16		49
			% within Adult or Child		.0%	16.3%	51.0%	32.7%		100.0%
	Child	Child	Count		2	16	20	17		55
			% within Adult or Child		3.6%	29.1%	36.4%	30.9%		100.0%
Lancaster	Adult or Child	Adult	Count	0	0	0	7	4		11
			% within Adult or Child	.0%	.0%	.0%	63.6%	36.4%		100.0%
	Child	Child	Count	1	1	1	5	3		11
			% within Adult or Child	9.1%	9.1%	9.1%	45.5%	27.3%		100.0%
Lebanon	Adult or Child	Adult	Count		0	1	0	0		1
			% within Adult or Child		.0%	100.0%	.0%	.0%		100.0%
	Child	Child	Count		1	5	4	4		14
			% within Adult or Child		7.1%	35.7%	28.6%	28.6%		100.0%
Perry	Adult or Child	Adult	Count			5	6	4		15
			% within Adult or Child			33.3%	40.0%	26.7%		100.0%

**Q 21: Feeling in control of my life.**  
**County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	0	3	13	6	0	23
			% within Adult or Child	4.3%	.0%	13.0%	56.5%	26.1%	.0%	100.0%
	Child	Count	0	1	7	5	1	4	18	
			% within Adult or Child	.0%	5.6%	38.9%	27.8%	5.6%	22.2%	100.0%
Dauphin	Adult or Child	Adult	Count	2	3	10	22	12	0	49
			% within Adult or Child	4.1%	6.1%	20.4%	44.9%	24.5%	.0%	100.0%
	Child	Count	0	2	10	29	9	5	55	
			% within Adult or Child	.0%	3.6%	18.2%	52.7%	16.4%	9.1%	100.0%
Lancaster	Adult or Child	Adult	Count	0		1	6	4	0	11
			% within Adult or Child	.0%		9.1%	54.5%	36.4%	.0%	100.0%
	Child	Count	1		2	5	2	1	11	
			% within Adult or Child	9.1%		18.2%	45.5%	18.2%	9.1%	100.0%
Lebanon	Adult or Child	Adult	Count	0		1	0	0		1
			% within Adult or Child	.0%		100.0%	.0%	.0%		100.0%
	Child	Count	1		4	5	4		14	
			% within Adult or Child	7.1%		28.6%	35.7%	28.6%		100.0%
Perry	Adult or Child	Adult	Count			6	7	2		15
			% within Adult or Child			40.0%	46.7%	13.3%		100.0%

**Q 22: Dealing with personal crisis.  
County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count		3	6	8	6	0	23
			% within Adult or Child		13.0%	26.1%	34.8%	26.1%	.0%	100.0%
	Child	Count		2	3	7	1	5	18	
			% within Adult or Child		11.1%	16.7%	38.9%	5.6%	27.8%	100.0%
Dauphin	Adult or Child	Adult	Count	2	3	11	18	13	1	48
			% within Adult or Child	4.2%	6.3%	22.9%	37.5%	27.1%	2.1%	100.0%
	Child	Count		1	1	6	6	12	29	55
			% within Adult or Child	1.8%	1.8%	10.9%	10.9%	21.8%	52.7%	100.0%
Lancaster	Adult or Child	Adult	Count	0		2	4	4	1	11
			% within Adult or Child	.0%		18.2%	36.4%	36.4%	9.1%	100.0%
	Child	Count		1		3	5	2	0	11
			% within Adult or Child	9.1%		27.3%	45.5%	18.2%	.0%	100.0%
Lebanon	Adult or Child	Adult	Count		0	1	0	0	0	1
			% within Adult or Child		.0%	100.0%	.0%	.0%	.0%	100.0%
	Child	Count		1	6	1	4	2	14	
			% within Adult or Child		7.1%	42.9%	7.1%	28.6%	14.3%	100.0%
Perry	Adult or Child	Adult	Count		1	7	6		1	15
			% within Adult or Child		6.7%	46.7%	40.0%		6.7%	100.0%

**Q 23: How I feel about myself.**  
**County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	1	2	9	10	0	23
			% within Adult or Child	4.3%	4.3%	8.7%	39.1%	43.5%	.0%	100.0%
	Child	Count	0	1	4	8	2	3	18	
			% within Adult or Child	.0%	5.6%	22.2%	44.4%	11.1%	16.7%	100.0%
Dauphin	Adult or Child	Adult	Count	1	3	11	15	19		49
			% within Adult or Child	2.0%	6.1%	22.4%	30.6%	38.8%		100.0%
	Child	Count	0	3	12	30	10		55	
			% within Adult or Child	1.0%	5.8%	22.1%	43.3%	27.9%		100.0%
Lancaster	Adult or Child	Adult	Count		0	4	3	4		11
			% within Adult or Child		.0%	36.4%	27.3%	36.4%		100.0%
	Child	Count		1	1	9	0		11	
			% within Adult or Child		9.1%	9.1%	81.8%	.0%		100.0%
Lebanon	Adult or Child	Adult	Count	0		1	0	0		1
			% within Adult or Child	.0%		100.0%	.0%	.0%		100.0%
	Child	Count	1		4	7	2		14	
			% within Adult or Child	7.1%		28.6%	50.0%	14.3%		100.0%
Perry	Adult or Child	Adult	Count			5	4	5		14
			% within Adult or Child			35.7%	28.6%	35.7%		100.0%

**Q 24: Feeling good (hopeful) about the future.  
County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count		1	4	8	9	0	22
			% within Adult or Child		4.5%	18.2%	36.4%	40.9%	.0%	100.0%
	Child	Count		1	6	6	1	3	17	
			% within Adult or Child		5.9%	35.3%	35.3%	5.9%	17.6%	100.0%
Dauphin	Adult or Child	Adult	Count	1	4	9	17	18	0	49
			% within Adult or Child	2.0%	8.2%	18.4%	34.7%	36.7%	.0%	100.0%
	Child	Count		1	1	8	19	10	16	55
			% within Adult or Child	1.8%	1.8%	14.5%	34.5%	18.2%	29.1%	100.0%
Lancaster	Adult or Child	Adult	Count	0		2	4	5		11
			% within Adult or Child	.0%		18.2%	36.4%	45.5%		100.0%
	Child	Count		1		1	7	2		11
			% within Adult or Child	9.1%		9.1%	63.6%	18.2%		100.0%
Lebanon	Adult or Child	Adult	Count		0	1	0	0	0	1
			% within Adult or Child		.0%	100.0%	.0%	.0%	.0%	100.0%
	Child	Count		1	4	5	3	1	14	
			% within Adult or Child		7.1%	28.6%	35.7%	21.4%	7.1%	100.0%
Perry	Adult or Child	Adult	Count	1	2	5	4	3		15
			% within Adult or Child	6.7%	13.3%	33.3%	26.7%	20.0%		100.0%

**Q 25: Enjoying my free time.**  
**County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	1	8	7	5	0	22
			% within Adult or Child	4.5%	4.5%	36.4%	31.8%	22.7%	.0%	100.0%
	Child	Count	0	2	7	5	1	3	18	
			% within Adult or Child	.0%	11.1%	38.9%	27.8%	5.6%	16.7%	100.0%
Dauphin	Adult or Child	Adult	Count	2	6	17	13	11		49
			% within Adult or Child	4.1%	12.2%	34.7%	26.5%	22.4%		100.0%
	Child	Count	0	4	5	31	15		55	
			% within Adult or Child	.0%	7.3%	9.1%	56.4%	27.3%		100.0%
Lancaster	Adult or Child	Adult	Count	0		2	4	5		11
			% within Adult or Child	.0%		18.2%	36.4%	45.5%		100.0%
	Child	Count	1		2	4	3		10	
			% within Adult or Child	10.0%		20.0%	40.0%	30.0%		100.0%
Lebanon	Adult or Child	Adult	Count		0	1	0	0		1
			% within Adult or Child		.0%	100.0%	.0%	.0%		100.0%
	Child	Count		1	5	5	3		14	
			% within Adult or Child		7.1%	35.7%	35.7%	21.4%		100.0%
Perry	Adult or Child	Adult	Count		2	6	4	2	1	15
			% within Adult or Child		13.3%	40.0%	26.7%	13.3%	6.7%	100.0%

**Q 26: Strengthening my social support network.  
County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	2	6	8	6	0	23
			% within Adult or Child	4.3%	8.7%	26.1%	34.8%	26.1%	.0%	100.0%
	Child	Count	0	1	6	6	3	2	18	
			% within Adult or Child	.0%	5.6%	33.3%	33.3%	16.7%	11.1%	100.0%
Dauphin	Adult or Child	Adult	Count	1	1	21	15	10	0	48
			% within Adult or Child	2.1%	2.1%	43.8%	31.3%	20.8%	.0%	100.0%
	Child	Count	0	2	12	20	7	13	54	
			% within Adult or Child	.0%	3.7%	22.2%	37.0%	13.0%	24.1%	100.0%
Lancaster	Adult or Child	Adult	Count	0		3	5	3		11
			% within Adult or Child	.0%		27.3%	45.5%	27.3%		100.0%
	Child	Count	1		3	5	2		11	
			% within Adult or Child	9.1%		27.3%	45.5%	18.2%		100.0%
Lebanon	Adult or Child	Adult	Count		0	1	0	0	0	1
			% within Adult or Child		.0%	100.0%	.0%	.0%	.0%	100.0%
	Child	Count		1	3	6	2	2	14	
			% within Adult or Child		7.1%	21.4%	42.9%	14.3%	14.3%	100.0%
Perry	Adult or Child	Adult	Count	1		8	4	1	1	15
			% within Adult or Child	6.7%		53.3%	26.7%	6.7%	6.7%	100.0%

**Q 27: Being involved in community activities.  
County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	1	2	3	7	6	4	23
			% within Adult or Child	4.3%	8.7%	13.0%	30.4%	26.1%	17.4%	100.0%
	Child	Count	0	1	7	6	0	4	18	
			% within Adult or Child	.0%	5.6%	38.9%	33.3%	.0%	22.2%	100.0%
Dauphin	Adult or Child	Adult	Count	1	5	16	15	3	6	46
			% within Adult or Child	2.2%	10.9%	34.8%	32.6%	6.5%	13.0%	100.0%
	Child	Count	0	1	7	13	7	27	55	
			% within Adult or Child	.0%	1.8%	12.7%	23.6%	12.7%	49.1%	100.0%
Lancaster	Adult or Child	Adult	Count	0		4	4	3		11
			% within Adult or Child	.0%		36.4%	36.4%	27.3%		100.0%
	Child	Count	1		5	5	0			11
			% within Adult or Child	9.1%		45.5%	45.5%	.0%		100.0%
Lebanon	Adult or Child	Adult	Count	0		0	0	0	1	1
			% within Adult or Child	.0%		.0%	.0%	.0%	100.0%	100.0%
	Child	Count	1		3	6	1	3		14
			% within Adult or Child	7.1%		21.4%	42.9%	7.1%	21.4%	100.0%
Perry	Adult or Child	Adult	Count	1		9	2	1	2	15
			% within Adult or Child	6.7%		60.0%	13.3%	6.7%	13.3%	100.0%

**Q 28: Dealing with school or work.**  
**County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	0	0	2	7	6	8	23
			% within Adult or Child	.0%	.0%	8.7%	30.4%	26.1%	34.8%	100.0%
	Child	Count	1	3	1	6	5	2	18	
			% within Adult or Child	5.6%	16.7%	5.6%	33.3%	27.8%	11.1%	100.0%
Dauphin	Adult or Child	Adult	Count		1	5	15	5	21	47
			% within Adult or Child		2.1%	10.6%	31.9%	10.6%	44.7%	100.0%
	Child	Count		1	14	20	18	2	55	
			% within Adult or Child		1.8%	25.5%	36.4%	32.7%	3.6%	100.0%
Lancaster	Adult or Child	Adult	Count	0	0	1	4	1	5	11
			% within Adult or Child	.0%	.0%	9.1%	36.4%	9.1%	45.5%	100.0%
	Child	Count	1	1	0	6	2	1	11	
			% within Adult or Child	9.1%	9.1%	.0%	54.5%	18.2%	9.1%	100.0%
Lebanon	Adult or Child	Adult	Count	0			0	0	1	1
			% within Adult or Child	.0%			.0%	.0%	100.0%	100.0%
	Child	Count	1			11	1	1	14	
			% within Adult or Child	7.1%			78.6%	7.1%	7.1%	100.0%
Perry	Adult or Child	Adult	Count			2	2	1	10	15
			% within Adult or Child			13.3%	13.3%	6.7%	66.7%	100.0%

**Q 29: Dealing with people in social situations.  
County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count		2	6	10	5	0	23
			% within Adult or Child		8.7%	26.1%	43.5%	21.7%	.0%	100.0%
	Child	Count		0	4	9	2	3	18	
			% within Adult or Child		.0%	22.2%	50.0%	11.1%	16.7%	100.0%
Dauphin	Adult or Child	Adult	Count		4	17	18	8	2	49
			% within Adult or Child		8.2%	34.7%	36.7%	16.3%	4.1%	100.0%
	Child	Count		2	15	22	11	2	52	
			% within Adult or Child		3.8%	28.8%	42.3%	21.2%	3.8%	100.0%
Lancaster	Adult or Child	Adult	Count	0		1	7	2	1	11
			% within Adult or Child	.0%		9.1%	63.6%	18.2%	9.1%	100.0%
	Child	Count		1		1	8	1	0	11
			% within Adult or Child	9.1%		9.1%	72.7%	9.1%	.0%	100.0%
Lebanon	Adult or Child	Adult	Count		0	0	0	0	1	1
			% within Adult or Child		.0%	.0%	.0%	.0%	100.0%	100.0%
	Child	Count		1	6	3	2	2	14	
			% within Adult or Child		7.1%	42.9%	21.4%	14.3%	14.3%	100.0%
Perry	Adult or Child	Adult	Count	1		8	4	2		15
			% within Adult or Child	6.7%		53.3%	26.7%	13.3%		100.0%

**Q 30: Dealing with specific problems or issues that led me to seek services.  
County where services are received.**

County				Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count		3	5	8	7	0	23
			% within Adult or Child		13.0%	21.7%	34.8%	30.4%	.0%	100.0%
		Child	Count		0	5	9	2	2	18
			% within Adult or Child		.0%	27.8%	50.0%	11.1%	11.1%	100.0%
Dauphin	Adult or Child	Adult	Count		3	12	24	10	0	49
			% within Adult or Child		6.1%	24.5%	49.0%	20.4%	.0%	100.0%
		Child	Count		0	3	7	5	37	52
			% within Adult or Child		.0%	5.8%	13.5%	9.6%	71.2%	100.0%
Lancaster	Adult or Child	Adult	Count	0	0	1	5	5		11
			% within Adult or Child	.0%	.0%	9.1%	45.5%	45.5%		100.0%
		Child	Count	1	1	2	5	2		11
			% within Adult or Child	9.1%	9.1%	18.2%	45.5%	18.2%		100.0%
Lebanon	Adult or Child	Adult	Count		0	1	0	0	0	1
			% within Adult or Child		.0%	100.0%	.0%	.0%	.0%	100.0%
		Child	Count		1	3	5	3	2	14
			% within Adult or Child		7.1%	21.4%	35.7%	21.4%	14.3%	100.0%
Perry	Adult or Child	Adult	Count	1		5	6	3		15
			% within Adult or Child	6.7%		33.3%	40.0%	20.0%		100.0%

The Department of Public Welfare (DPW) Office of Mental Health and Substances Abuse Services have asked us to obtain your responses to the following three questions.

**Q 31: What effect has the treatment you (or you and your child) received had on the quality of your life?  
County where services are received.**

County				A Little Worse	About the Same	A Little Better	Much Better	Not Applicable	Total
Cumberland	Adult or Child	Adult	Count	0	1	10	12	0	23
			% within Adult or Child	.0%	4.3%	43.5%	52.2%	.0%	100.0%
	Child	Count	1	2	5	9	1	18	
			% within Adult or Child	5.6%	11.1%	27.8%	50.0%	5.6%	100.0%
Dauphin	Adult or Child	Adult	Count	0	5	28	15	1	49
			% within Adult or Child	.0%	10.2%	57.1%	30.6%	2.0%	100.0%
	Child	Count	3	8	15	31	0	57	
			% within Adult or Child	5.3%	14.0%	26.3%	54.4%	.0%	100.0%
Lancaster	Adult or Child	Adult	Count		2	4	5		11
			% within Adult or Child		18.2%	36.4%	45.5%		100.0%
	Child	Count		3	3	5		11	
			% within Adult or Child		27.3%	27.3%	45.5%		100.0%
Lebanon	Adult or Child	Adult	Count	0	1	0	0		1
			% within Adult or Child	.0%	100.0%	.0%	.0%		100.0%
	Child	Count	1	3	5	5		14	
			% within Adult or Child	7.1%	21.4%	35.7%	35.7%		100.0%
Perry	Adult or Child	Adult	Count		3	6	6		15
			% within Adult or Child		20.0%	40.0%	40.0%		100.0%

**Q 32: Were you (and your child ) given the chance to make treatment decisions?  
County where services are received.**

County				Yes	No	Sometimes	Total
Cumberland	Adult or Child	Adult	Count	14	5	4	23
			% within Adult or Child	60.9%	21.7%	17.4%	100.0%
	Child	Count	14	0	4	18	
		% within Adult or Child	77.8%	.0%	22.2%	100.0%	
Dauphin	Adult or Child	Adult	Count	35	4	9	48
			% within Adult or Child	72.9%	8.3%	18.8%	100.0%
	Child	Count	48	1	8	57	
		% within Adult or Child	84.2%	1.8%	14.0%	100.0%	
Lancaster	Adult or Child	Adult	Count	9		2	11
			% within Adult or Child	81.8%		18.2%	100.0%
	Child	Count	8		3	11	
		% within Adult or Child	72.7%		27.3%	100.0%	
Lebanon	Adult or Child	Adult	Count	0	1	0	1
			% within Adult or Child	.0%	100.0%	.0%	100.0%
	Child	Count	13	0	1	14	
		% within Adult or Child	92.9%	.0%	7.1%	100.0%	
Perry	Adult or Child	Adult	Count	13	2		15
			% within Adult or Child	86.7%	13.3%		100.0%

**Q 33: In the last 12 months, were you (and your child) able to get the help you needed?  
County where services are received.**

County				Yes	No	Sometimes	Total
Cumberland	Adult or Child	Adult	Count	18	3	2	23
			% within Adult or Child	78.3%	13.0%	8.7%	100.0%
	Child	Count	7	11	0	18	
		% within Adult or Child	38.9%	61.1%	.0%	100.0%	
Dauphin	Adult or Child	Adult	Count	38	2	7	47
			% within Adult or Child	80.9%	4.3%	14.9%	100.0%
	Child	Count	8	37	12	57	
		% within Adult or Child	14.0%	64.9%	21.1%	100.0%	
Lancaster	Adult or Child	Adult	Count	9	0	2	11
			% within Adult or Child	81.8%	.0%	18.2%	100.0%
	Child	Count	3	8	0	11	
		% within Adult or Child	27.3%	72.7%	.0%	100.0%	
Lebanon	Adult or Child	Adult	Count	1	0	0	1
			% within Adult or Child	100.0%	.0%	.0%	100.0%
	Child	Count	2	11	1	14	
		% within Adult or Child	14.3%	78.6%	7.1%	100.0%	
Perry	Adult or Child	Adult	Count	15			15
			% within Adult or Child	100.0%			100.0%



## 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**

		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
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). Comment:						
3	I have a choice in selecting or changing my service provider. Comment:						
4	I know whom to call if I have a complaint or grievance about my services. Comment:						
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. Comment:						

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

		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
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.						
16	Overall, I am satisfied with the services I am receiving. Comment:						
17	I feel that my service provider and I work well together as a team. Comment:						
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 did 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><b>1) Gender:</b> <input type="checkbox"/> Female <input type="checkbox"/> Male</p> <p>2) Age _____</p> <p><b>3) City where you live:</b> _____ <b>City where you receive services:</b> _____ (NOTE: enter <b>County</b>).</p>	<p><b>5) Type of services:</b> <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>_____</p> <p>_____</p>	<p><b>7) Sexual Preference</b> <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>
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<p><b>4) Race:</b></p> <p><input type="checkbox"/> African American</p> <p><input type="checkbox"/> Asian / Pacific Islander</p> <p><input type="checkbox"/> Hispanic / Latino</p> <p><input type="checkbox"/> Native American / American Indian</p> <p><input type="checkbox"/> White / Caucasian</p> <p><input type="checkbox"/> Multi-racial</p> <p><input type="checkbox"/> Other: _____</p>	<p><b>6) Special Needs:</b></p> <p><input type="checkbox"/> Visual Impairment</p> <p><input type="checkbox"/> Hearing Impairment</p> <p><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</p> <p><input type="checkbox"/> Other</p>
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**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 _____		
Have you been interviewed previously during the last year? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sure		