



CONSUMER SATISFACTION SERVICES

2nd Quarter

January – March, 2006

PREPARED FOR:

CAPITAL AREA BEHAVIORAL HEALTH COLLABORATIVE

PREPARED BY:

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Table of Contents

4.	Introduction
5.	Executive Summary
8.	Section I: 2 nd Quarter Findings
	Demographics
16.	Satisfaction
	Implementation
19.	Outcomes
21.	State Mandated Questions
25.	CBHNP
33.	Survey Tables Questions by County
49.	Section II: Comparison 1 st vs. 2 nd Quarter
	Demographics
51.	Satisfaction
54.	Implementation
57.	State Mandated Questions
60.	CBHNP
65.	Section III: Year-to-Date Summary Findings
	Demographics
72.	Satisfaction
	Implementation
75.	Outcomes
77.	State
80.	CBHNP
88.	Year-to-Date Survey Tables
103.	Comments by Consumers

Introduction

This report, covering the period January 1st through March 31st 2006, coincides with the founding of Consumer Satisfaction Services which occurred late March 2002. In that time we have seen advances made in the public mental health strategic planning process, the articulation of strategic priorities and the continuing commitment by our original funding source, Capital Area Behavioral Health Collaborative (CABHC) to address these priorities.

Our goal from Day One has been to elevate our findings to the extent that it would have an impact on the structure and processes which fuel our mental health and substance abuse systems, promote accountability, improve performance management, transform provider operations through structural and service enhancements and improve efficiency and ease of navigating the system by consumers through the advocacy of technology.

When we view the very first report that we issued in June, 2002 we are very proud of the enhanced clarity and multiple refinements that we have made to our product in the interim period since its release. With strong encouragement and support from multiple sources, we continue to seek to produce a product that will become a model for all Consumer Satisfaction Teams throughout Pennsylvania and the United States.

We will be the first to admit that we have a long way to go to reach that lofty goal, but it is one that we are truly committed to. To that end, our Board of Directors has given its tentative approval to a new Mission Statement, to be given final approval at our upcoming June meeting, which lends strength and direction to that promise:

“Consumer Satisfaction Services is a consumer-driven organization that provides consumers a greater voice and an integral role in evaluating the effectiveness of their behavioral health care through fair and balanced research into consumer needs and perception of quality.”

As we move forward, we will continue to look at and report on issues which support the improvement of Behavioral Health Services throughout Pennsylvania as well as support the principles that we truly believe in:

- ***Person-centered recovery goals for children, families and adults***
- ***Wellness and resiliency for individuals and communities***
- ***Cultural and linguistic competence as an integral part of all behavioral health services***
- ***Community integration and acceptance through reduction of stigma***

We view the future as hopeful and exciting as we strive to focus on new directions, to have mission, vision and values become the heart of our strategy, and to make a difference in the lives of all of whom we touch in the Capital Region and throughout the Commonwealth of Pennsylvania.

Working together, we are confident we can continue toward transformation to a system of care that places individuals and families at its core, that fosters resilience and recovery, and, through culturally and linguistically effective treatment and supports, enables individuals with mental illness and substance abuse issues to live, work, learn and participate fully in their communities.

Executive Summary

This document is actually three reports in one. The first document, for which this Executive Summary applies, covers our findings in our second quarter of the fiscal year which runs October through September. The second is a comparison between the two quarters while the third report is an analysis of our data year-to-date.

The first report, covering the period January 1st through March 31st 2006 continues to build on the findings from the previously issued first quarter report. It provides the results of 220 completed surveys from both the mental health and substance abuse sides of the behavioral health system under HealthChoices in the Capital Region.

There are a number of positive things to report that we would like to share with you.

- ***Consumers were extremely satisfied with communication with their service providers in that they feel comfortable asking questions regarding their treatment (Question 6) and feel informed about their rights and responsibilities regarding treatment (Question 4). 86% of respondents reported that their treatment plan promoted recovery (Question 15). Consumers are also very satisfied with their perceived level of confidentiality (Question 8) and respect for ethnic, religious and cultural differences (Question 9).***
- **The majority of consumers perceive that services have made their lives better in handling personal and social issues.**
- **79.1% of consumers believe the quality of their lives has improved as a result of treatment and only 2.7% believe it has become worse.**
- **84% of respondents (170 of 203) report they are aware of their right to file a complaint or grievance.**

While we are certainly happy with the results in those findings there are issues that we have uncovered that warrant follow-up:

- ***While the vast majority of consumers (84.6%) are satisfied that they know whom to call if they have service questions, approximately 1 in 8 (12.3%) consumers indicate that they do not know whom to call if they have a complaint or grievance. This is an increase over 1st Qtr 2006 when it was 1 in 11 (9%).***
- ***Only 57.3% indicated that they were given information about how to get other services that they needed. Approximately 1 in 4 (28.2%) were dissatisfied in this area.***
- ***Approximately 1 in 7 consumers (15.0%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.***
- ***Approximately 1 in 6 consumers (17.7%) do not believe that their service provider spends enough time with them.***
- ***Approximately 1 in 9 consumers (10.9%) report they do not have a choice in selecting or changing their service provider.***

- ***A sizeable minority of consumers (30 of 220 or 13.6%) remain unsatisfied with the opportunity to include family members or others in the treatment process.***

We have chosen not to make specific recommendations for change based on our findings in this report. Our reason for that is one final, but certainly not the least of, positive developments which transpired in this past quarter.

Consumer Satisfaction Services, in partnership with Capital Area Behavioral Health Collaborative (CABHC) and Community Behavioral Healthcare Network of PA (CBHNP) have come together to foster the development of the *Capital Region System Improvement Committee* composed of Providers, Consumers, Family Members, Persons In Recovery and other clearly defined stakeholders whose purpose would be to further enhance and, in certain cases, act upon the findings in our report as well as to make recommendations to appropriate State and local agencies for policies and services that promote the well being of its citizens. This committee has already met twice with 4 sub-committees having also met at least once each.

We are happy and excited about the prospect of the results this committee can bring about but, like other committee structures we have witnessed over the past four years, we will keep our eyes on its progress and use our influence to keep it focused on its mission.

We believe the report speaks for itself and hope that all who receive it will take the time to read the results of our findings.

Section I: 2nd Quarter Findings

Section I: 2nd Quarter Findings

This section presents our findings for the period January – March 2006.

Percent based on actual percent not including missing data unless otherwise noted.

I. Demographic and Survey Information

- The survey represents 220 respondents (n=220) from the Capital Region, consisting of 119 Adults (54.1%) and 101 Children/Adolescents (45.9%). Of the child consumers, the children themselves responded to the survey in 4% (4 of 101), while the parents/guardians responded in 97 of cases (96%)
- Data was collected by 9 interviewers from 29 Treatments Facilities in the Capital Region between January 1st and March 31st, 2006. Contact information of consumers of mental health services who had claims filed on their behalf by facilities during that time period was provided to Consumer Satisfaction Services by Capital Area Behavioral Health Collaborative (CABHC). Names were selected at random from all unduplicated claims and the process of contacting those selected was undertaken by paid C/FST Survey Team members.
- Information regarding Substance Abuse facilities within the Capital Region was provided but limited to only the name and contact information of those facilities that filed claims on behalf of consumers during the same time period. Arrangements were made for us to meet consumers at the facilities and ascertain their willingness to participate in the survey process. At no time was the confidentiality of either the consumer or the facility compromised.
- 112 of the interviews (50.9%) were conducted at the respondent's home, 1 (0.5%) in a neutral place and the remaining 107 (48.6%) were conducted in locations outside the home.
- 109 (49.5%) of the interviews were conducted in person and 111 (50.5%) were conducted on the phone.
- Approximately 8% of the respondents (17 of 220) reported they had been previously interviewed in the last year.

Previously interviewed in last year

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	17	7.7	9.2	9.2
No	136	61.8	73.9	83.2
Not sure	31	14.1	16.8	100.0
Total	184	83.6	100.0	
No Response	36	16.4		
Total	220	100.0		

- Gender: Sample is 51.8% male (114) and 44.5% female (98). 8 individuals (3.6%) did not respond to this question. Females reported significantly higher satisfaction with services.

Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	Female	98	114.4016	13.59110	1.37291
	Male	114	110.0099	16.34608	1.53095

- Age: Age of respondents ranged from 2 – 61 years, with a mean age of 22.8 and median age of 19.
- Counties of Residence: In alphabetical Order

County where you live

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Cumberland	20	9.1	9.6	9.6
Dauphin	76	34.5	36.4	45.9
Lancaster	79	35.9	37.8	83.7
Lebanon	22	10.0	10.5	94.3
Perry	3	1.4	1.4	95.7
Other	9	4.1	4.3	100.0
Total	209	95.0	100.0	
No Response	11	5.0		
Total	220	100.0		

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

County of Residence	Frequency receiving services in their own county	Percent receiving services in their own county
Cumberland	14 of 20	70%
Dauphin	67 of 76	88.1%
Lancaster	67 of 79	84.8%
Lebanon	17 of 22	77.3%
Perry	2 of 3	67%
Other	1 of 9	.1%
No Response	0 of 11	0%
Total	168 of 220	76.4%

Our analysis indicated no significant differences in Total Satisfaction by County where services are received.

Total Satisfaction by County

County of Residence	N	Mean	Standard Deviation	Standard Error
Cumberland	15	114.8	12.1	3.1
Dauphin	84	109.9	16.6	1.8
Lancaster	80	113.5	13.3	1.5
Lebanon	21	113.9	19.5	4.3
Perry	2	110.1	6.9	4.9
Other	11	107.4	14.8	4.5
Total	213	111.8	15.3	1.1

- Race: 149 of 208 respondents (67.7%) reported their race as White/Caucasian, 36 (16.4%) as African American, 13 (5.9%) as Latino/a Hispanic, 9 (4.1%) as Multi-racial, and 1 (0.5%) as Other. 12 respondents (5.5%) chose not to answer this question.

Our analysis indicated no significant differences in Total Satisfaction with respect to race.

Total Satisfaction by Race

	N	Mean	Std. Deviation	Std. Error
African American	36	116.4	12.9	2.2
Asian/Pacific Islander	-	-	-	-
Latino/a	13	118.6	13.5	13.5
Native American/Am Indian	-	-	-	-
White / Caucasian	149	111.1	15.9	1.3
Multiracial	9	106.6	12.0	4.0
Other	1	98.0	-	-
Total	208	112.2	15.3	1.1

Treatment Facility: Data was collected from 29 Treatment Facilities in the Capital Region. The distribution of respondents is presented below.

Name of Treatment Facility		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Philhaven Hospital	26	11.8	11.8	11.8
	Holy Spirit Hospital	3	1.4	1.4	13.2
	Keystone Service Systems	10	4.5	4.5	17.7
	Community Services Group	2	.9	.9	18.6
	Edgewater Psychiatric Center	4	1.8	1.8	20.5
	Northwest Human Services of PA	2	.9	.9	21.4
	PA Counseling & Psych Services	25	11.4	11.4	32.7
	TW Ponessa & Associates	8	3.6	3.6	36.4
	Catholic Charities	4	1.8	1.8	38.2
	Youth Advocate Program	21	9.5	9.5	47.7
	HSA Counseling	4	1.8	1.8	49.5
	Advanced Treatment Systems	13	5.9	5.9	55.5
	Discovery House (Ctr for Beh Health)	23	10.5	10.5	65.9
	Mazzitti & Sullivan Counseling Services	4	1.8	1.8	67.7
	Gaudenzia	16	7.3	7.3	75.0
	Lancaster Freedom Center	3	1.4	1.4	76.4
	White Deer Run	9	4.1	4.1	80.5
	Hoffman Homes for Youth	10	4.5	4.5	85.0
	The Bradley Center	1	.5	.5	85.5
	Adelphoi Village	1	.5	.5	85.9
	The Devereux Foundation	1	.5	.5	86.4
	Kidspeace National Centers	3	1.4	1.4	87.7
	Adams-Hanover Counseling	9	4.1	4.1	91.8
	Naaman Center	1	.5	.5	92.3
	Family Service	2	.9	.9	93.2
	Gate House for Women	5	2.3	2.3	95.5
	Lancaster Clinical Counseling	1	.5	.5	95.9
	Daystar	8	3.6	3.6	99.5
	Tressler	1	.5	.5	100.0
	Total	220	100.0	100.0	

Our analysis indicated significant differences in Total Satisfaction with respect to treatment facility. ***However, we would interpret this data with caution as several of the facilities had only a single respondent.***

The Total Satisfaction Score Means by Facility appears on the next page of this report.

Descriptives

Total Satisfaction Score

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
					Philhaven Hospital	26		
Holy Spirit Hospital	3	126.1253	11.74285	6.77974	96.9545	155.2962	115.59	138.79
Keystone Service Systems	10	112.3169	13.99348	4.42513	102.3066	122.3273	88.51	133.43
Community Services Group	2	114.7857	4.24264	3.00000	76.6671	152.9043	111.79	117.79
Edgewater Psychiatric Center	4	100.8678	9.06224	4.53112	86.4477	115.2878	90.30	112.34
Northwest Human Services of PA	2	101.5980	10.95058	7.74323	3.2109	199.9850	93.85	109.34
PA Counseling & Psychological Services	25	102.9757	17.87662	3.57532	95.5966	110.3548	48.00	132.32
TW Ponessa & Associates	8	121.0422	9.20392	3.25408	113.3476	128.7369	107.65	133.59
Catholic Charities	4	117.2028	8.01121	4.00560	104.4552	129.9504	112.80	129.20
Youth Advocate Program	21	109.6828	13.15352	2.87033	103.6954	115.6702	71.55	126.55
HSA Counseling	4	120.6867	4.20465	2.10232	113.9962	127.3772	116.52	124.77
Advanced Treatment Systems	13	113.7960	12.45244	3.45368	106.2710	121.3209	94.79	138.79
Discovery House (Center for Behavioral Health)	23	112.6482	18.14189	3.78285	104.8031	120.4934	59.78	138.79
Mazzitti & Sullivan Counseling Services	4	119.6429	19.56317	9.78159	88.5135	150.7722	98.00	140.00
Gaudenzia	16	105.8998	17.08603	4.27151	96.7953	115.0043	72.09	136.80
Lancaster Freedom Center	3	122.9914	17.79084	10.27155	78.7965	167.1863	102.97	137.00
White Deer Run	9	121.4764	16.47538	5.49179	108.8123	134.1405	91.83	137.00
Hoffman Homes for Youth	10	105.8124	16.48845	5.21411	94.0173	117.6075	81.42	130.79
The Bradley Center	1	98.1028	98.10	98.10
Adelphoi Village	1	70.6024	70.60	70.60
The Devereux Foundation	1	108.6862	108.69	108.69
Kidspace National Centers	3	120.8571	13.14810	7.59106	88.1955	153.5188	111.00	135.79
Adams-Hanover Counseling	9	106.6200	12.09328	4.03109	97.3243	115.9157	82.16	124.82
Naaman Center	1	135.0000	135.00	135.00
Family Service	2	120.9443	7.81722	5.52761	50.7093	191.1792	115.42	126.47
Gate House for Women	5	115.4455	7.38662	3.30340	106.2738	124.6172	105.00	123.00
Lancaster Clinical Counseling	1	135.0000	135.00	135.00
Daystar	8	120.5088	11.10579	3.92649	111.2241	129.7934	100.09	134.85
Tressler	1	119.4719	119.47	119.47
Total	220	111.8345	15.28503	1.03052	109.8035	113.8655	48.00	140.00

Type of Treatment: Respondents were involved in four types of treatment. 91 respondents (41.4%) reported they received Outpatient & Partial Hospital D&A Services, 20 respondents (9.1%) received treatment in a Residential Treatment Facility (RTF), 92 respondents (41.2%) received treatment in BHRS/EPSTDT, and the other 17 respondents (7.7%) received Non-Hospitalization D&A (Detox & Rehab).

Our analysis indicated respondents involved with Non-Hospitalization D&A Services and Outpatient & Partial Hospital D&A reported significantly higher levels of Total Satisfaction than those involved in RTF or BHRS/EPSTDT.

Total Satisfaction by Type of Treatment

	N	Mean	Std. Deviation	Std. Error
Outpatient & Partial Hsp D&A	91	114.3	17.1	1.8
Residential Treatment Facility	20	107.4	16.4	3.7
BHRS/EPSTDT	92	108.6	12.8	1.3
Non-Hospitalization D&A	17	121.0	9.7	2.4
Total	220	111.8	15.3	1.0

- Type of Services: 105 of the respondents (47.7%) reported they received Behavioral Health Services only, 55 (25.0%) received only Drug/Alcohol Services, 50 (22.7%) received both Behavioral Health and Drug/Alcohol services, and 3 individuals (1.4%) reported they received “Other services.” Our analysis indicated the individuals receiving Drug/Alcohol Services reported significantly higher levels of satisfaction than respondents who received Behavioral Health Services. ***The lowest levels of satisfaction were reported by the 3 individuals who received ‘Other’ Services.***

Total Satisfaction by Type of Service

	N	Mean	Std. Deviation	Std. Error
Behavioral Health	105	108.6	13.6	1.3
Drug/Alcohol	55	118.7	14.2	1.9
Both	50	112.9	17.6	2.5
Other	3	106.1	5.6	3.2
Total	213	112.2	15.2	1.0

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

	N	Mean	Std. Deviation	Std. Error
Home	112	108.4	13.5	1.3
Neutral	1	115.6	-	-
Other	107	115.4	16.3	1.6
Total	220	111.8	15.3	1.0

- Adult or Child receiving services: Adults receiving services reported significantly higher levels of satisfaction with their services than Children who received services.

Group Statistics

		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	Adult	119	114.7080	16.12817	1.47847
	Child	101	108.4488	13.53931	1.34721

- How Surveyed: Respondents who were interviewed in person reported significantly higher levels of Total Satisfaction than those interviewed by phone.

Group Statistics

		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	In Person	109	115.2415	16.26937	1.55832
	Phone	111	108.4888	13.50790	1.28211

- Previously Interviewed: There were no significant differences in Total Satisfaction based on if the respondent was previously interviewed.

- Special Needs: Approximately one-quarter (27.3% or 60 of 220 respondents) reported special needs. 21 (9.5%) of the respondents reported visual impairment, 5 (2.3%) reported hearing impairment, 8 (3.6%) reported physical impairment, 3 (1.4%) reported English Difficulty and 37 (16.8%) reported other special needs. All consumers with special needs were grouped to compare Total Satisfaction of those with special needs and those without special needs. There was no difference in reported level of satisfaction with respect to special needs.

Special Needs	Frequency	Percent	Valid Percent
Visual Impairment	21	9.5	10.2
Hearing Impairment	5	2.3	2.4
Physical Impairment	8	3.6	3.9
English difficulty	3	1.4	1.5
Other	37	16.8	18.0
None	146	66.4	70.9
Missing	14	6.4	
Total	220	100.0	

- Distribution of Services by County:

Number of Consumers by Type of Services in Each County 2 nd Quarter Only 2006						
County		Behavioral Health		PIR	Both BH/PIR	Other
		Adult	Child			
Cumberland	15	1	8	2	4	0
Dauphin	79	3	32	22	20	2
Lancaster	80	5	29	23	22	1
Lebanon	21	0	11	7	3	0
Perry	2	0	2	0	0	0
Other	11	0	11	0	0	0
TOTAL	208	9	93	54	49	3

II. Satisfaction – 2nd Quarter 2006

Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (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 overall mean for TSS was 111.8 with a standard deviation 15.3, median 113.5. The TSS scores ranged from 48 – 140. The distribution of Total Satisfaction Scores can be considered normally distributed. To put it in perspective 50% of cases fell between 103 - 122 (Inter-Quartile Range - Median) and 68% of cases fell between 96.5 – 127.1. 96% of all scores fall between 81.2 – 142.4. With a 5 point scale and 28 questions, anything over Total Satisfaction = 84 (28*3) indicates satisfaction on some level.

Statistics

Total Satisfaction Score		
N	Valid	220
	Missing	0
Mean		111.8345
Median		113.4559
Std. Deviation		15.28503
Minimum		48.00
Maximum		140.00
Percentiles	25	102.8470
	50	113.4559
	75	121.7857

Implementation

Overall the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 79.9% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question#16 *"I am satisfied with the services..."* with 83.2% agreement.

Consumers were extremely satisfied with communication with their service providers in that they feel comfortable asking questions regarding their treatment (Question 6) and feel informed about their rights and responsibilities regarding treatment (Question 4). 86% of respondents reported that their treatment plan promoted recovery (Question 15). Consumers are also very satisfied with their perceived level of confidentiality (Question 8) and respect for ethnic, religious and cultural differences (Question 9).

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

- While the vast majority of consumers (84.6%) are satisfied that they know whom to call if they have service questions, approximately 1 in 8 (12.3%) consumers indicate that they do not know whom to call if they have a complaint or grievance. *This is an increase over 1st Qtr 2006 when it was 1 in 11 (9%).*

- Only 57.3% indicated that they were given information about how to get other services that they needed. Approximately 1 in 4 (28.2%) were dissatisfied in this area.
- Approximately 1 in 7 consumers (15.0%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.
- Approximately 1 in 6 consumers (17.7%) do not believe that their service provider spends enough time with them.
- Approximately 1 in 9 consumers (10.9%) report they do not have a choice in selecting or changing their service provider.
- A sizeable minority of consumers (30 of 220 or 13.6%) remain unsatisfied with the opportunity to include family members or others in the treatment process. We took a look at this factoring in race and there were no differences in the level of satisfaction with respect to race.

Table 1 – Total Satisfaction – **Implementation**

N=220	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation
1. I know whom to call if I have questions about my mental health or substance abuse services.	84.6	12.3	4.0	1.1
2. I was given information on how to get other services that I needed.	57.3	28.2	3.4	1.3
3. I have a choice in selecting or changing my service provider.	77.2	10.9	3.9	1.0
4. I was informed about my rights and responsibilities regarding my treatment.	88.2	4.6	4.2	0.8
5. I was given a chance to make treatment decisions.	82.7	10.4	4.0	1.0
6. I feel comfortable in asking questions regarding my treatment.	90.0	5.4	4.3	0.9
7. My service provider spends enough time with me.	74.5	17.7	3.9	1.1
8. My personal information is not shared with others without my permission.	86.9	6.3	4.2	0.9
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	89.1	4.6	4.3	0.8
10. I trust my service provider.	84.1	9.5	4.1	1.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	76.3	13.6	3.9	1.1
12. I am included in all meetings regarding my treatment plan and goals for recovery.	80.0	11.4	4.0	1.0
13. I feel that I am an equal partner in the treatment process..	80.0	12.3	4.0	1.1
14. My service provider explained the advantages and disadvantages of my therapy or treatment.	74.1	15.0	3.9	1.1
15. My treatment plan promotes recovery.	85.5	4.6	4.2	0.8
16. Overall, I am satisfied with the services I am receiving.	83.2	11.4	4.1	1.0
17. If you needed emergency mental health, how satisfied are you with the help you received. *n.b. percentages based on n= 86 for this question included only those respondents who needed emergency mental health	75.6	20.9	3.8	1.3

Emergency Treatment: CSS consumers identified emergency services as an area that warranted investigation in this survey. Approximately 37% of respondents (82 of 220) 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 3.79 with standard deviation of 1.3. Overall, 75.6% rated emergency services as *Satisfied or Very Satisfied* (4 or 5) and 1 of 5 consumers 20.9% (18 of 86), were *Not at All* or *Somewhat Satisfied* (1 or 2). **While the majority of consumers are satisfied with emergency services, a substantial minority, approximately 1 in 5 (20.9%) of consumers are not satisfied.**

Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 49% to 70% of consumers believe services have improved their lives in each outcome area. Approximately 15% to 29% of consumers believe that no change has resulted from their services. Only 3% to 8% believes that things are worse as a result of services.

- Highest ratings were given to questions that are recovery-related questions rather than symptom-related, with approximately 67% of consumers reporting improvement. These include questions related to self-worth, feeling in control of one's life, dealing with daily problems, dealing with people in social situations, enjoying free time, and feeling hopeful about the future.
- The lowest scores are given to questions #26 (Dealing with School or Work), #20 (Dealing with personal crisis) and #25 (Being involved in community activities). Only approximately 39% of respondents believe these areas have improved. **Further research should investigate the reasons that these areas show relatively low improvement.** It should be noted that the vast majority of consumers do not believe things have gotten worse in these areas.
- Dealing with personal crisis was also ranked relatively low with only 48.6% responding that things are better in this area, and approximately 1 in 15 consumers believe that things are worse. **Given the relatively low satisfaction rating related to emergency services, further research is necessary to assess the reasons that consumers rated emergency and crisis service issues relatively lower than many other aspects of services.**

Table 2 – Total Satisfaction - Outcome Questions

N=220	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation
18. Dealing with daily problems.	77.7	4.1	4.1	0.9
19. Feeling in control of my life.	65.4	5.5	3.9	0.9
20. Dealing with personal crisis.	48.6	6.4	3.8	1.0
21. How I feel about myself.	65.4	5.4	4.0	0.9
22. Feeling good (hopeful) about the future.	69.1	3.6	4.1	0.9
23. Enjoying my free time.	66.8	5.0	4.1	0.9
24. Strengthening my social support network.	63.6	5.4	4.0	1.0
25. Being involved in community activities.	49.1	5.1	3.8	0.9
26. Dealing with school or work.	54.1	7.7	3.9	1.1
27. Dealing with people in social situations.	70.0	4.6	4.0	0.9
28. Dealing with specific problems or issue.	62.6	4.5	4.1	0.9

State Mandated Questions

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

Q29 What effect has treatment you received had on the quality of your life

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Much Worse	4	1.8	1.9	1.9
A Little Worse	2	.9	.9	2.8
About the Same	28	12.7	13.2	16.0
A Little Better	71	32.3	33.5	49.5
Much Better	103	46.8	48.6	98.1
Not Applicable	4	1.8	1.9	100.0
Total	212	96.4	100.0	
No Response	8	3.6		
Total	220	100.0		

Mean = 4.28 Standard Deviation = 0.87

79.1% of consumers believe the quality of their lives has improved as a result of treatment and only 2.7% believe it has become worse. These results are consistent with the CSS Outcomes subscale.

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

Q30 Were you given the chance to make treatment decisions?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	159	72.3	74.3	74.3
No	12	5.5	5.6	79.9
Sometimes	43	19.5	20.1	100.0
Total	214	97.3	100.0	
No Response	6	2.7		
Total	220	100.0		

72% of consumers responded that they were given a chance to make treatment decisions; and 19.5% answered "Sometimes". Approximately 1 in 20 consumers, however, 5.5 % answered "No". **If these results are confirmed in later quarterly evaluations, the extent to which consumers are given a chance to make treatment decisions regarding their child should be investigated.**

Q 30: Were you given the chance to make treatment decisions?

			Q30 Were you given the chance to make treatment decisions?			Total
			Yes	No	Sometimes	
County where you receive services	Cumberland	Count	11	0	3	14
		% within County where you receive services	78.6%	.0%	21.4%	100.0%
	Dauphin	Count	57	7	18	82
		% within County where you receive services	69.5%	8.5%	22.0%	100.0%
	Lancaster	Count	57	4	18	79
		% within County where you receive services	72.2%	5.1%	22.8%	100.0%
	Lebanon	Count	17	1	3	21
% within County where you receive services		81.0%	4.8%	14.3%	100.0%	
Perry	Count	2	0	0	2	
	% within County where you receive services	100.0%	.0%	.0%	100.0%	
Other	Count	10	0	1	11	
	% within County where you receive services	90.9%	.0%	9.1%	100.0%	
Total	Count	154	12	43	209	
	% within County where you receive services	73.7%	5.7%	20.6%	100.0%	

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

Q 31: In the last 12 months, were you able to get help you needed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	166	75.5	77.9	77.9
	No	17	7.7	8.0	85.9
	Sometimes	30	13.6	14.1	100.0
	Total	213	96.8	100.0	
No Response		7	3.2		
Total		220	100.0		

Approximately three-fourths of consumers, 75.5% answered that they were able to get the help they needed during the past 12 months, 13.6% answered Sometimes, and 7.7% answered “No”. The results indicate that approximately 21% of consumers were not able to get the services they needed at some point.

For purposes of analysis, “No” and “Sometimes” were combined. The counties did not differ with respect to the ability to get the help they needed.

County where you receive services * Ability to get help Crosstabulation

			Ability to get help		Total
			Yes	No/ Sometimes	
County where you receive services	Cumberland	Count	13	1	14
		% within County where you receive services	92.9%	7.1%	100.0%
	Dauphin	Count	59	23	82
		% within County where you receive services	72.0%	28.0%	100.0%
	Lancaster	Count	60	19	79
		% within County where you receive services	75.9%	24.1%	100.0%
	Lebanon	Count	18	2	20
% within County where you receive services		90.0%	10.0%	100.0%	
Perry	Count	2	0	2	
	% within County where you receive services	100.0%	.0%	100.0%	
Other	Count	10	1	11	
	% within County where you receive services	90.9%	9.1%	100.0%	
Total	Count	162	46	208	
	% within County where you receive services	77.9%	22.1%	100.0%	

The chart which follows is a breakdown of ability to get help by provider.

Name of Treatment Facility * Q31 In the last 12 months, were you able to get help you needed? Crosstabulation

			Q31 In the last 12 months, were you able to get help you needed?			Total
			Yes	No	Sometimes	
Name of Treatment Facility	Philhaven Hospital	Count	22	1	1	24
		% within Name of Treatment Facility	91.7%	4.2%	4.2%	100.0%
	Holy Spirit Hospital	Count	3	0	0	3
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Keystone Service Systems	Count	8	2	0	10
		% within Name of Treatment Facility	80.0%	20.0%	.0%	100.0%
	Community Services Group	Count	1	0	1	2
		% within Name of Treatment Facility	50.0%	.0%	50.0%	100.0%
	Edgewater Psychiatric Center	Count	3	0	0	3
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Northwest Human Services of PA	Count	1	1	0	2
		% within Name of Treatment Facility	50.0%	50.0%	.0%	100.0%
	PA Counseling & Psych Services	Count	18	4	2	24
		% within Name of Treatment Facility	75.0%	16.7%	8.3%	100.0%
	TW Ponesse & Associates	Count	6	0	1	7
		% within Name of Treatment Facility	85.7%	.0%	14.3%	100.0%
	Catholic Charities	Count	3	0	1	4
		% within Name of Treatment Facility	75.0%	.0%	25.0%	100.0%
	Youth Advocate Program	Count	16	1	4	21
		% within Name of Treatment Facility	76.2%	4.8%	19.0%	100.0%
	HSA Counseling	Count	3	0	1	4
		% within Name of Treatment Facility	75.0%	.0%	25.0%	100.0%
	Advanced Treatment Systems	Count	10	0	2	12
		% within Name of Treatment Facility	83.3%	.0%	16.7%	100.0%
	Discovery House (Ctr for Beh Health)	Count	21	0	2	23
		% within Name of Treatment Facility	91.3%	.0%	8.7%	100.0%
	Mazzitti & Sullivan Counseling Services	Count	2	0	2	4
		% within Name of Treatment Facility	50.0%	.0%	50.0%	100.0%
	Gaudenzia	Count	7	2	7	16
		% within Name of Treatment Facility	43.8%	12.5%	43.8%	100.0%
	Lancaster Freedom Center	Count	3	0	0	3
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	White Deer Run	Count	6	2	1	9
		% within Name of Treatment Facility	66.7%	22.2%	11.1%	100.0%
	Hoffman Homes for Youth	Count	8	0	1	9
		% within Name of Treatment Facility	88.9%	.0%	11.1%	100.0%
	The Bradley Center	Count	1	0	0	1
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Adelphoi Village	Count	0	1	0	1
		% within Name of Treatment Facility	.0%	100.0%	.0%	100.0%
	The Devereux Foundation	Count	1	0	0	1
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Kidspace National Centers	Count	3	0	0	3
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Adams-Hanover Counseling	Count	6	1	2	9
		% within Name of Treatment Facility	66.7%	11.1%	22.2%	100.0%
	Naaman Center	Count	1	0	0	1
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Family Service	Count	1	0	1	2
		% within Name of Treatment Facility	50.0%	.0%	50.0%	100.0%
	Gate House for Women	Count	5	0	0	5
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Lancaster Clinical Counseling	Count	1	0	0	1
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Daystar	Count	5	2	1	8
		% within Name of Treatment Facility	62.5%	25.0%	12.5%	100.0%
	Tressler	Count	1	0	0	1
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
Total		Count	166	17	30	213
		% within Name of Treatment Facility	77.9%	8.0%	14.1%	100.0%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- Approximately 58% of respondents (116 of 201) reported that they had received a copy of the CBHNP member handbook. There were no significant differences with distribution of the CBHNP member handbook as a function of County.

Crosstab

			Q32 I have received a copy of the CBHNP member handbook			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	7	6	1	14
		% within County where you receive services	50.0%	42.9%	7.1%	100.0%
	Dauphin	Count	40	38	4	82
		% within County where you receive services	48.8%	46.3%	4.9%	100.0%
	Lancaster	Count	45	25	2	72
		% within County where you receive services	62.5%	34.7%	2.8%	100.0%
	Lebanon	Count	13	6	1	20
		% within County where you receive services	65.0%	30.0%	5.0%	100.0%
	Perry	Count	1	1	0	2
		% within County where you receive services	50.0%	50.0%	.0%	100.0%
	Other	Count	10	1	0	11
		% within County where you receive services	90.9%	9.1%	.0%	100.0%
Total		Count	116	77	8	201
		% within County where you receive services	57.7%	38.3%	4.0%	100.0%

In the last 12 months, did you call Member Services at CBHNP to get information or help for counseling, treatment or other services?

- 67 respondents (32.8%) reported they had called Member Services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months.

Crosstab

			Q33 In the last 12 months, did you call Member Services at CBHNP to get information			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	7	5	2	14
		% within County where you receive services	50.0%	35.7%	14.3%	100.0%
	Dauphin	Count	27	54	1	82
		% within County where you receive services	32.9%	65.9%	1.2%	100.0%
	Lancaster	Count	27	45	2	74
		% within County where you receive services	36.5%	60.8%	2.7%	100.0%
	Lebanon	Count	5	15	1	21
% within County where you receive services		23.8%	71.4%	4.8%	100.0%	
Perry	Count	0	2	0	2	
	% within County where you receive services	.0%	100.0%	.0%	100.0%	
Other	Count	1	10	0	11	
	% within County where you receive services	9.1%	90.9%	.0%	100.0%	
Total	Count	67	131	6	204	
	% within County where you receive services	32.8%	64.2%	2.9%	100.0%	

I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays

- 43% of those that responded to this question (85 of 198) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays.

Q 33: I was able to obtain information on treatment and/or services from CBHNP.

			Q33A I was able to obtain information on treatment and/or services from CBHNP			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	7	0	5	12
		% within County where you receive services	58.3%	.0%	41.7%	100.0%
	Dauphin	Count	33	22	26	81
		% within County where you receive services	40.7%	27.2%	32.1%	100.0%
	Lancaster	Count	38	10	25	73
		% within County where you receive services	52.1%	13.7%	34.2%	100.0%
	Lebanon	Count	6	1	13	20
		% within County where you receive services	30.0%	5.0%	65.0%	100.0%
	Perry	Count	0	0	1	1
		% within County where you receive services	.0%	.0%	100.0%	100.0%
	Other	Count	1	0	10	11
		% within County where you receive services	9.1%	.0%	90.9%	100.0%
Total		Count	85	33	80	198
		% within County where you receive services	42.9%	16.7%	40.4%	100.0%

I am aware of my right to file a complaint or grievance.

- 84% of respondents (170 of 203) report they are aware of their right to file a complaint or grievance.

Crosstab

			Q34 I was aware of my right to file a complaint or grievance			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	10	2	2	14
		% within County where you receive services	71.4%	14.3%	14.3%	100.0%
	Dauphin	Count	66	13	2	81
		% within County where you receive services	81.5%	16.0%	2.5%	100.0%
	Lancaster	Count	63	12	0	75
		% within County where you receive services	84.0%	16.0%	.0%	100.0%
	Lebanon	Count	19	1	1	21
% within County where you receive services		90.5%	4.8%	4.8%	100.0%	
Perry	Count	1	0	0	1	
	% within County where you receive services	100.0%	.0%	.0%	100.0%	
Other	Count	11	0	0	11	
	% within County where you receive services	100.0%	.0%	.0%	100.0%	
Total	Count	170	28	5	203	
	% within County where you receive services	83.7%	13.8%	2.5%	100.0%	

I know whom to call to file a complaint or grievance.

- 58% of respondents (118 of 204) report they know who to call to file a complaint or grievance. **38.7% (79 of 204) reported that they did not know how to file a complaint or grievance. This number remains unacceptably high.**

Crosstab

			Q35 I know whom to call to file a complaint or grievance			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	7	4	3	14
		% within County where you receive services	50.0%	28.6%	21.4%	100.0%
	Dauphin	Count	40	40	3	83
		% within County where you receive services	48.2%	48.2%	3.6%	100.0%
	Lancaster	Count	50	24	0	74
		% within County where you receive services	67.6%	32.4%	.0%	100.0%
	Lebanon	Count	15	5	1	21
	% within County where you receive services	71.4%	23.8%	4.8%	100.0%	
	Perry	Count	1	0	0	1
		% within County where you receive services	100.0%	.0%	.0%	100.0%
	Other	Count	5	6	0	11
		% within County where you receive services	45.5%	54.5%	.0%	100.0%
Total		Count	118	79	7	204
		% within County where you receive services	57.8%	38.7%	3.4%	100.0%

I was given the choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.

- 65% of respondents (131 of 202) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking.

Crosstab

			Q36 I was given a choice of at least 2 Providers from CBHNP regarding the type of service			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	7	5	2	14
		% within County where you receive services	50.0%	35.7%	14.3%	100.0%
	Dauphin	Count	48	24	10	82
		% within County where you receive services	58.5%	29.3%	12.2%	100.0%
	Lancaster	Count	51	21	2	74
		% within County where you receive services	68.9%	28.4%	2.7%	100.0%
	Lebanon	Count	14	4	2	20
	% within County where you receive services	70.0%	20.0%	10.0%	100.0%	
	Perry	Count	1	0	0	1
		% within County where you receive services	100.0%	.0%	.0%	100.0%
	Other	Count	10	0	1	11
		% within County where you receive services	90.9%	.0%	9.1%	100.0%
Total		Count	131	54	17	202
		% within County where you receive services	64.9%	26.7%	8.4%	100.0%

When I call CBHNP staff treats me courteously and with respect.

- 18 respondents (8.9%) report that when they called CBHNP they were not treated with courtesy and respect. 77% of respondents (155 of 202) felt they were treated with courtesy and respect when they called CBHNP.

Crosstab

			Q37 When I call CBHNP staff treats me courteously and with respect			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	10	0	3	13
		% within County where you receive services	76.9%	.0%	23.1%	100.0%
	Dauphin	Count	58	12	13	83
		% within County where you receive services	69.9%	14.5%	15.7%	100.0%
	Lancaster	Count	59	6	8	73
		% within County where you receive services	80.8%	8.2%	11.0%	100.0%
	Lebanon	Count	17	0	4	21
		% within County where you receive services	81.0%	.0%	19.0%	100.0%
	Perry	Count	1	0	0	1
		% within County where you receive services	100.0%	.0%	.0%	100.0%
	Other	Count	10	0	1	11
		% within County where you receive services	90.9%	.0%	9.1%	100.0%
Total		Count	155	18	29	202
		% within County where you receive services	76.7%	8.9%	14.4%	100.0%

Overall, I am satisfied with the interactions I have had with CBHNP.

- Approximately 80% (160 of 201) report they are satisfied with their interactions with CBHNP. 23 respondents (11.4%) report they are not satisfied with their interactions with CBHNP.

Crosstab

			Q38 Overall, I am satisfied with the interactions I have had with CBHNP			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	10	1	2	13
		% within County where you receive services	76.9%	7.7%	15.4%	100.0%
	Dauphin	Count	58	15	10	83
		% within County where you receive services	69.9%	18.1%	12.0%	100.0%
	Lancaster	Count	63	7	2	72
		% within County where you receive services	87.5%	9.7%	2.8%	100.0%
	Lebanon	Count	18	0	3	21
	% within County where you receive services	85.7%	.0%	14.3%	100.0%	
	Perry	Count	1	0	0	1
		% within County where you receive services	100.0%	.0%	.0%	100.0%
	Other	Count	10	0	1	11
		% within County where you receive services	90.9%	.0%	9.1%	100.0%
Total		Count	160	23	18	201
		% within County where you receive services	79.6%	11.4%	9.0%	100.0%

Survey Tables Questions by County

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	2	0	7	6	15
		% within County where you receive services	.0%	13.3%	.0%	46.7%	40.0%	100.0%
	Dauphin	Count	6	8	4	40	25	83
		% within County where you receive services	7.2%	9.6%	4.8%	48.2%	30.1%	100.0%
	Lancaster	Count	3	5	2	40	30	80
		% within County where you receive services	3.8%	6.3%	2.5%	50.0%	37.5%	100.0%
	Lebanon	Count	1	0	0	13	7	21
	% within County where you receive services	4.8%	.0%	.0%	61.9%	33.3%	100.0%	
Perry	Count	0	0	0	2	0	2	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Other	Count	0	1	0	8	2	11	
	% within County where you receive services	.0%	9.1%	.0%	72.7%	18.2%	100.0%	
Total	Count	10	16	6	110	70	212	
	% within County where you receive services	4.7%	7.5%	2.8%	51.9%	33.0%	100.0%	

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	1	2	3	7	2	15
		% within County where you receive services	6.7%	13.3%	20.0%	46.7%	13.3%	100.0%
	Dauphin	Count	12	16	7	27	17	79
		% within County where you receive services	15.2%	20.3%	8.9%	34.2%	21.5%	100.0%
	Lancaster	Count	5	16	9	34	13	77
		% within County where you receive services	6.5%	20.8%	11.7%	44.2%	16.9%	100.0%
	Lebanon	Count	2	3	2	7	6	20
	% within County where you receive services	10.0%	15.0%	10.0%	35.0%	30.0%	100.0%	
Perry	Count	0	1	1	0	0	2	
	% within County where you receive services	.0%	50.0%	50.0%	.0%	.0%	100.0%	
Other	Count	1	2	0	6	1	10	
	% within County where you receive services	10.0%	20.0%	.0%	60.0%	10.0%	100.0%	
Total	Count	21	40	22	81	39	203	
	% within County where you receive services	10.3%	19.7%	10.8%	39.9%	19.2%	100.0%	

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	2	1	8	3	14
		% within County where you receive services	.0%	14.3%	7.1%	57.1%	21.4%	100.0%
	Dauphin	Count	6	6	5	41	23	81
		% within County where you receive services	7.4%	7.4%	6.2%	50.6%	28.4%	100.0%
	Lancaster	Count	2	4	13	42	18	79
		% within County where you receive services	2.5%	5.1%	16.5%	53.2%	22.8%	100.0%
	Lebanon	Count	1	0	1	13	6	21
% within County where you receive services		4.8%	.0%	4.8%	61.9%	28.6%	100.0%	
Perry	Count	0	0	1	1	0	2	
	% within County where you receive services	.0%	.0%	50.0%	50.0%	.0%	100.0%	
Other	Count	1	1	0	8	1	11	
	% within County where you receive services	9.1%	9.1%	.0%	72.7%	9.1%	100.0%	
Total	Count	10	13	21	113	51	208	
	% within County where you receive services	4.8%	6.3%	10.1%	54.3%	24.5%	100.0%	

Q 4: I was informed about my rights and responsibilities regarding the treatment I have received.

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	1	0	7	6	14
		% within County where you receive services	.0%	7.1%	.0%	50.0%	42.9%	100.0%
	Dauphin	Count	1	5	5	44	28	83
		% within County where you receive services	1.2%	6.0%	6.0%	53.0%	33.7%	100.0%
	Lancaster	Count	1	1	5	40	33	80
		% within County where you receive services	1.3%	1.3%	6.3%	50.0%	41.3%	100.0%
	Lebanon	Count	1	0	3	8	9	21
% within County where you receive services		4.8%	.0%	14.3%	38.1%	42.9%	100.0%	
Perry	Count	0	0	0	2	0	2	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Other	Count	0	0	0	9	2	11	
	% within County where you receive services	.0%	.0%	.0%	81.8%	18.2%	100.0%	
Total	Count	3	7	13	110	78	211	
	% within County where you receive services	1.4%	3.3%	6.2%	52.1%	37.0%	100.0%	

Q 5: I was given a chance to make treatment decisions.

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	0	0	7	7	14
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Dauphin	Count	3	9	4	45	23	84
		% within County where you receive services	3.6%	10.7%	4.8%	53.6%	27.4%	100.0%
	Lancaster	Count	4	3	9	34	29	79
		% within County where you receive services	5.1%	3.8%	11.4%	43.0%	36.7%	100.0%
	Lebanon	Count	1	2	0	11	7	21
% within County where you receive services		4.8%	9.5%	.0%	52.4%	33.3%	100.0%	
Perry	Count	0	0	0	2	0	2	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Other	Count	0	0	0	9	2	11	
	% within County where you receive services	.0%	.0%	.0%	81.8%	18.2%	100.0%	
Total	Count	8	14	13	108	68	211	
	% within County where you receive services	3.8%	6.6%	6.2%	51.2%	32.2%	100.0%	

Q 6: I feel comfortable in asking questions regarding my treatment.

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	0	0	7	8	15
		% within County where you receive services	.0%	.0%	.0%	46.7%	53.3%	100.0%
	Dauphin	Count	2	4	5	32	39	82
		% within County where you receive services	2.4%	4.9%	6.1%	39.0%	47.6%	100.0%
	Lancaster	Count	1	2	3	35	39	80
		% within County where you receive services	1.3%	2.5%	3.8%	43.8%	48.8%	100.0%
	Lebanon	Count	1	0	0	11	9	21
% within County where you receive services		4.8%	.0%	.0%	52.4%	42.9%	100.0%	
Perry	Count	0	0	0	1	1	2	
	% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	1	0	0	8	2	11	
	% within County where you receive services	9.1%	.0%	.0%	72.7%	18.2%	100.0%	
Total	Count	5	6	8	94	98	211	
	% within County where you receive services	2.4%	2.8%	3.8%	44.5%	46.4%	100.0%	

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

								Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	0	2	1	6	6	15
		% within County where you receive services	.0%	13.3%	6.7%	40.0%	40.0%	100.0%
	Dauphin	Count	4	17	2	33	25	81
		% within County where you receive services	4.9%	21.0%	2.5%	40.7%	30.9%	100.0%
	Lancaster	Count	2	9	2	34	32	79
		% within County where you receive services	2.5%	11.4%	2.5%	43.0%	40.5%	100.0%
	Lebanon	Count	1	2	4	8	6	21
% within County where you receive services		4.8%	9.5%	19.0%	38.1%	28.6%	100.0%	
Perry	Count	0	1	0	1	0	2	
	% within County where you receive services	.0%	50.0%	.0%	50.0%	.0%	100.0%	
Other	Count	1	0	0	7	2	10	
	% within County where you receive services	10.0%	.0%	.0%	70.0%	20.0%	100.0%	
Total	Count	8	31	9	89	71	208	
	% within County where you receive services	3.8%	14.9%	4.3%	42.8%	34.1%	100.0%	

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

								Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	0	1	1	7	6	15
		% within County where you receive services	.0%	6.7%	6.7%	46.7%	40.0%	100.0%
	Dauphin	Count	2	4	5	38	34	83
		% within County where you receive services	2.4%	4.8%	6.0%	45.8%	41.0%	100.0%
	Lancaster	Count	1	4	2	33	38	78
		% within County where you receive services	1.3%	5.1%	2.6%	42.3%	48.7%	100.0%
	Lebanon	Count	1	1	2	8	7	19
% within County where you receive services		5.3%	5.3%	10.5%	42.1%	36.8%	100.0%	
Perry	Count	0	0	0	2	0	2	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Other	Count	0	0	0	8	3	11	
	% within County where you receive services	.0%	.0%	.0%	72.7%	27.3%	100.0%	
Total	Count	4	10	10	96	88	208	
	% within County where you receive services	1.9%	4.8%	4.8%	46.2%	42.3%	100.0%	

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	0	2	6	7	15
		% within County where you receive services	.0%	.0%	13.3%	40.0%	46.7%	100.0%
	Dauphin	Count	2	3	3	39	35	82
		% within County where you receive services	2.4%	3.7%	3.7%	47.6%	42.7%	100.0%
	Lancaster	Count	1	1	2	36	38	78
		% within County where you receive services	1.3%	1.3%	2.6%	46.2%	48.7%	100.0%
	Lebanon	Count	1	1	2	8	9	21
% within County where you receive services		4.8%	4.8%	9.5%	38.1%	42.9%	100.0%	
Perry	Count	0	0	0	2	0	2	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Other	Count	0	0	0	8	2	10	
	% within County where you receive services	.0%	.0%	.0%	80.0%	20.0%	100.0%	
Total	Count	4	5	9	99	91	208	
	% within County where you receive services	1.9%	2.4%	4.3%	47.6%	43.8%	100.0%	

Q 10: I trust my service provider.

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	1	0	7	7	15
		% within County where you receive services	.0%	6.7%	.0%	46.7%	46.7%	100.0%
	Dauphin	Count	5	6	7	36	29	83
		% within County where you receive services	6.0%	7.2%	8.4%	43.4%	34.9%	100.0%
	Lancaster	Count	1	5	4	37	33	80
		% within County where you receive services	1.3%	6.3%	5.0%	46.3%	41.3%	100.0%
	Lebanon	Count	1	1	0	9	10	21
% within County where you receive services		4.8%	4.8%	.0%	42.9%	47.6%	100.0%	
Perry	Count	0	0	0	1	1	2	
	% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	1	0	0	9	1	11	
	% within County where you receive services	9.1%	.0%	.0%	81.8%	9.1%	100.0%	
Total	Count	8	13	11	99	81	212	
	% within County where you receive services	3.8%	6.1%	5.2%	46.7%	38.2%	100.0%	

Q 11: My service provider offered me the opportunity to involve my family...

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	2	0	9	4	15
		% within County where you receive services	.0%	13.3%	.0%	60.0%	26.7%	100.0%
	Dauphin	Count	5	11	6	39	20	81
		% within County where you receive services	6.2%	13.6%	7.4%	48.1%	24.7%	100.0%
	Lancaster	Count	3	7	6	30	30	76
		% within County where you receive services	3.9%	9.2%	7.9%	39.5%	39.5%	100.0%
	Lebanon	Count	1	1	2	7	10	21
	% within County where you receive services	4.8%	4.8%	9.5%	33.3%	47.6%	100.0%	
Perry	Count	0	0	0	2	0	2	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Other	Count	0	0	0	8	3	11	
	% within County where you receive services	.0%	.0%	.0%	72.7%	27.3%	100.0%	
Total	Count	9	21	14	95	67	206	
	% within County where you receive services	4.4%	10.2%	6.8%	46.1%	32.5%	100.0%	

Q 12: I am included in all meetings regarding my treatment plan and goals for recovery.

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	1	1	9	3	14
		% within County where you receive services	.0%	7.1%	7.1%	64.3%	21.4%	100.0%
	Dauphin	Count	3	10	7	34	27	81
		% within County where you receive services	3.7%	12.3%	8.6%	42.0%	33.3%	100.0%
	Lancaster	Count	2	7	4	33	33	79
		% within County where you receive services	2.5%	8.9%	5.1%	41.8%	41.8%	100.0%
	Lebanon	Count	1	0	1	10	9	21
	% within County where you receive services	4.8%	.0%	4.8%	47.6%	42.9%	100.0%	
Perry	Count	0	0	0	2	0	2	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Other	Count	0	0	0	8	3	11	
	% within County where you receive services	.0%	.0%	.0%	72.7%	27.3%	100.0%	
Total	Count	6	18	13	96	75	208	
	% within County where you receive services	2.9%	8.7%	6.3%	46.2%	36.1%	100.0%	

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	1	1	8	5	15
		% within County where you receive services	.0%	6.7%	6.7%	53.3%	33.3%	100.0%
	Dauphin	Count	6	6	6	36	27	81
		% within County where you receive services	7.4%	7.4%	7.4%	44.4%	33.3%	100.0%
	Lancaster	Count	4	7	2	33	34	80
		% within County where you receive services	5.0%	8.8%	2.5%	41.3%	42.5%	100.0%
	Lebanon	Count	1	1	2	7	10	21
% within County where you receive services		4.8%	4.8%	9.5%	33.3%	47.6%	100.0%	
Perry	Count	0	0	0	2	0	2	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Other	Count	0	1	0	8	2	11	
	% within County where you receive services	.0%	9.1%	.0%	72.7%	18.2%	100.0%	
Total	Count	11	16	11	94	78	210	
	% within County where you receive services	5.2%	7.6%	5.2%	44.8%	37.1%	100.0%	

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	1	1	9	3	14
		% within County where you receive services	.0%	7.1%	7.1%	64.3%	21.4%	100.0%
	Dauphin	Count	4	8	6	44	19	81
		% within County where you receive services	4.9%	9.9%	7.4%	54.3%	23.5%	100.0%
	Lancaster	Count	3	11	5	33	27	79
		% within County where you receive services	3.8%	13.9%	6.3%	41.8%	34.2%	100.0%
	Lebanon	Count	1	3	3	8	6	21
% within County where you receive services		4.8%	14.3%	14.3%	38.1%	28.6%	100.0%	
Perry	Count	0	0	1	1	0	2	
	% within County where you receive services	.0%	.0%	50.0%	50.0%	.0%	100.0%	
Other	Count	0	1	1	8	1	11	
	% within County where you receive services	.0%	9.1%	9.1%	72.7%	9.1%	100.0%	
Total	Count	8	24	17	103	56	208	
	% within County where you receive services	3.8%	11.5%	8.2%	49.5%	26.9%	100.0%	

Q 15: My treatment plan promotes recovery.

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	0	0	7	6	13
		% within County where you receive services	.0%	.0%	.0%	53.8%	46.2%	100.0%
	Dauphin	Count	3	3	4	46	22	78
		% within County where you receive services	3.8%	3.8%	5.1%	59.0%	28.2%	100.0%
	Lancaster	Count	1	1	2	36	38	78
		% within County where you receive services	1.3%	1.3%	2.6%	46.2%	48.7%	100.0%
	Lebanon	Count	1	0	1	8	10	20
% within County where you receive services		5.0%	.0%	5.0%	40.0%	50.0%	100.0%	
Perry	Count	0	0	0	2	0	2	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Other	Count	0	1	1	7	2	11	
	% within County where you receive services	.0%	9.1%	9.1%	63.6%	18.2%	100.0%	
Total	Count	5	5	8	106	78	202	
	% within County where you receive services	2.5%	2.5%	4.0%	52.5%	38.6%	100.0%	

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	1	0	8	5	14
		% within County where you receive services	.0%	7.1%	.0%	57.1%	35.7%	100.0%
	Dauphin	Count	5	10	2	42	24	83
		% within County where you receive services	6.0%	12.0%	2.4%	50.6%	28.9%	100.0%
	Lancaster	Count	2	4	4	33	36	79
		% within County where you receive services	2.5%	5.1%	5.1%	41.8%	45.6%	100.0%
	Lebanon	Count	1	1	0	9	10	21
% within County where you receive services		4.8%	4.8%	.0%	42.9%	47.6%	100.0%	
Perry	Count	0	0	0	1	1	2	
	% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	1	0	1	5	4	11	
	% within County where you receive services	9.1%	.0%	9.1%	45.5%	36.4%	100.0%	
Total	Count	9	16	7	98	80	210	
	% within County where you receive services	4.3%	7.6%	3.3%	46.7%	38.1%	100.0%	

Q 17: Did you need emergency mental health or substance abuse services during the past year

			Q17 Did you need emergency MH and SA services during the past year		Total
			Yes	No	
County where you receive services	Cumberland	Count	1	12	13
		% within County where you receive services	7.7%	92.3%	100.0%
	Dauphin	Count	35	49	84
		% within County where you receive services	41.7%	58.3%	100.0%
	Lancaster	Count	33	46	79
		% within County where you receive services	41.8%	58.2%	100.0%
Lebanon	Count	8	12	20	
	% within County where you receive services	40.0%	60.0%	100.0%	
Perry	Count	0	2	2	
	% within County where you receive services	.0%	100.0%	100.0%	
Other	Count	4	7	11	
	% within County where you receive services	36.4%	63.6%	100.0%	
Total		Count	81	128	209
		% within County where you receive services	38.8%	61.2%	100.0%

Q 17A: If yes, how satisfied are you with the help you received?

			Q17A: If yes, how satisfied are you with the help you received?					Total
			Not at all	Somewhat	Neither	Satisfied	Very Satisfied	
County where you receive services	Cumberland	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Dauphin	Count	4	5	2	14	8	33
		% within County where you receive services	12.1%	15.2%	6.1%	42.4%	24.2%	100.0%
	Lancaster	Count	2	3	1	14	16	36
		% within County where you receive services	5.6%	8.3%	2.8%	38.9%	44.4%	100.0%
Lebanon	Count	2	0	0	3	5	10	
	% within County where you receive services	20.0%	.0%	.0%	30.0%	50.0%	100.0%	
Other	Count	1	0	0	2	0	3	
	% within County where you receive services	33.3%	.0%	.0%	66.7%	.0%	100.0%	
Total		Count	9	8	3	34	30	84
		% within County where you receive services	10.7%	9.5%	3.6%	40.5%	35.7%	100.0%

Q 18: Dealing with daily problems

								Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	0	0	1	7	5	13
		% within County where you receive services	.0%	.0%	7.7%	53.8%	38.5%	100.0%
	Dauphin	Count	2	2	11	38	30	83
		% within County where you receive services	2.4%	2.4%	13.3%	45.8%	36.1%	100.0%
	Lancaster	Count	0	3	14	30	31	78
		% within County where you receive services	.0%	3.8%	17.9%	38.5%	39.7%	100.0%
	Lebanon	Count	0	0	2	8	11	21
% within County where you receive services		.0%	.0%	9.5%	38.1%	52.4%	100.0%	
Perry	Count	0	0	1	1	0	2	
	% within County where you receive services	.0%	.0%	50.0%	50.0%	.0%	100.0%	
Other	Count	1	1	2	3	4	11	
	% within County where you receive services	9.1%	9.1%	18.2%	27.3%	36.4%	100.0%	
Total	Count	3	6	31	87	81	208	
	% within County where you receive services	1.4%	2.9%	14.9%	41.8%	38.9%	100.0%	

Q 19: Feeling in control of my life

								Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	0	0	1	7	5	13
		% within County where you receive services	.0%	.0%	7.7%	53.8%	38.5%	100.0%
	Dauphin	Count	2	6	18	34	20	80
		% within County where you receive services	2.5%	7.5%	22.5%	42.5%	25.0%	100.0%
	Lancaster	Count	0	1	24	30	22	77
		% within County where you receive services	.0%	1.3%	31.2%	39.0%	28.6%	100.0%
	Lebanon	Count	0	0	7	6	8	21
% within County where you receive services		.0%	.0%	33.3%	28.6%	38.1%	100.0%	
Perry	Count	0	0	0	1	1	2	
	% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	1	2	1	5	2	11	
	% within County where you receive services	9.1%	18.2%	9.1%	45.5%	18.2%	100.0%	
Total	Count	3	9	51	83	58	204	
	% within County where you receive services	1.5%	4.4%	25.0%	40.7%	28.4%	100.0%	

Q 20: Dealing with personal crisis

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	0	2	2	2	3	9
		% within County where you receive services	.0%	22.2%	22.2%	22.2%	33.3%	100.0%
	Dauphin	Count	0	5	13	24	20	62
		% within County where you receive services	.0%	8.1%	21.0%	38.7%	32.3%	100.0%
	Lancaster	Count	3	3	20	22	19	67
		% within County where you receive services	4.5%	4.5%	29.9%	32.8%	28.4%	100.0%
Lebanon	Count	0	0	9	6	3	18	
	% within County where you receive services	.0%	.0%	50.0%	33.3%	16.7%	100.0%	
Other	Count	0	1	1	2	1	5	
	% within County where you receive services	.0%	20.0%	20.0%	40.0%	20.0%	100.0%	
Total	Count	3	11	45	56	46	161	
	% within County where you receive services	1.9%	6.8%	28.0%	34.8%	28.6%	100.0%	

Q 21: How I feel about myself

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	0	0	3	3	7	13
		% within County where you receive services	.0%	.0%	23.1%	23.1%	53.8%	100.0%
	Dauphin	Count	1	5	12	32	27	77
		% within County where you receive services	1.3%	6.5%	15.6%	41.6%	35.1%	100.0%
	Lancaster	Count	1	2	21	23	29	76
		% within County where you receive services	1.3%	2.6%	27.6%	30.3%	38.2%	100.0%
	Lebanon	Count	0	2	6	7	6	21
% within County where you receive services		.0%	9.5%	28.6%	33.3%	28.6%	100.0%	
Perry	Count	0	0	0	0	2	2	
	% within County where you receive services	.0%	.0%	.0%	.0%	100.0%	100.0%	
Other	Count	0	1	3	4	2	10	
	% within County where you receive services	.0%	10.0%	30.0%	40.0%	20.0%	100.0%	
Total	Count	2	10	45	69	73	199	
	% within County where you receive services	1.0%	5.0%	22.6%	34.7%	36.7%	100.0%	

Q 22: Feeling good (hopeful) about the future

								Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	0	1	2	3	7	13
		% within County where you receive services	.0%	7.7%	15.4%	23.1%	53.8%	100.0%
	Dauphin	Count	2	3	8	33	26	72
		% within County where you receive services	2.8%	4.2%	11.1%	45.8%	36.1%	100.0%
	Lancaster	Count	0	0	14	27	30	71
		% within County where you receive services	.0%	.0%	19.7%	38.0%	42.3%	100.0%
	Lebanon	Count	0	1	4	10	6	21
	% within County where you receive services	.0%	4.8%	19.0%	47.6%	28.6%	100.0%	
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Other	Count	0	1	4	4	2	11
		% within County where you receive services	.0%	9.1%	36.4%	36.4%	18.2%	100.0%
Total		Count	2	6	32	78	72	190
		% within County where you receive services	1.1%	3.2%	16.8%	41.1%	37.9%	100.0%

Q 23: Enjoying my free time

								Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	0	0	3	4	6	13
		% within County where you receive services	.0%	.0%	23.1%	30.8%	46.2%	100.0%
	Dauphin	Count	1	3	13	29	32	78
		% within County where you receive services	1.3%	3.8%	16.7%	37.2%	41.0%	100.0%
	Lancaster	Count	0	5	17	20	31	73
		% within County where you receive services	.0%	6.8%	23.3%	27.4%	42.5%	100.0%
	Lebanon	Count	0	2	2	6	11	21
	% within County where you receive services	.0%	9.5%	9.5%	28.6%	52.4%	100.0%	
	Perry	Count	0	0	0	1	0	1
		% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	0	0	5	5	0	10
		% within County where you receive services	.0%	.0%	50.0%	50.0%	.0%	100.0%
Total		Count	1	10	40	65	80	196
		% within County where you receive services	.5%	5.1%	20.4%	33.2%	40.8%	100.0%

Q 24: Strengthening my social support network

								Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	0	0	5	3	5	13
		% within County where you receive services	.0%	.0%	38.5%	23.1%	38.5%	100.0%
	Dauphin	Count	4	5	13	30	26	78
		% within County where you receive services	5.1%	6.4%	16.7%	38.5%	33.3%	100.0%
	Lancaster	Count	0	2	22	27	22	73
		% within County where you receive services	.0%	2.7%	30.1%	37.0%	30.1%	100.0%
	Lebanon	Count	0	1	2	7	11	21
	% within County where you receive services	.0%	4.8%	9.5%	33.3%	52.4%	100.0%	
	Perry	Count	0	0	1	0	0	1
		% within County where you receive services	.0%	.0%	100.0%	.0%	.0%	100.0%
	Other	Count	0	0	3	2	4	9
		% within County where you receive services	.0%	.0%	33.3%	22.2%	44.4%	100.0%
Total		Count	4	8	46	69	68	195
		% within County where you receive services	2.1%	4.1%	23.6%	35.4%	34.9%	100.0%

Q 25: Being involved in community activities outside MH or SA activities

								Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	0	0	6	2	2	10
		% within County where you receive services	.0%	.0%	60.0%	20.0%	20.0%	100.0%
	Dauphin	Count	2	5	16	28	19	70
		% within County where you receive services	2.9%	7.1%	22.9%	40.0%	27.1%	100.0%
	Lancaster	Count	0	1	29	19	19	68
		% within County where you receive services	.0%	1.5%	42.6%	27.9%	27.9%	100.0%
	Lebanon	Count	0	0	6	4	9	19
	% within County where you receive services	.0%	.0%	31.6%	21.1%	47.4%	100.0%	
	Other	Count	0	0	5	3	1	9
		% within County where you receive services	.0%	.0%	55.6%	33.3%	11.1%	100.0%
Total		Count	2	6	62	56	50	176
		% within County where you receive services	1.1%	3.4%	35.2%	31.8%	28.4%	100.0%

Q 26: Dealing with school or work

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	0	2	2	2	5	11
		% within County where you receive services	.0%	18.2%	18.2%	18.2%	45.5%	100.0%
	Dauphin	Count	2	5	12	25	23	67
		% within County where you receive services	3.0%	7.5%	17.9%	37.3%	34.3%	100.0%
	Lancaster	Count	2	2	17	20	20	61
		% within County where you receive services	3.3%	3.3%	27.9%	32.8%	32.8%	100.0%
	Lebanon	Count	0	1	5	6	8	20
	% within County where you receive services	.0%	5.0%	25.0%	30.0%	40.0%	100.0%	
	Perry	Count	0	0	0	2	0	2
		% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	1	1	4	2	2	10
		% within County where you receive services	10.0%	10.0%	40.0%	20.0%	20.0%	100.0%
Total		Count	5	11	40	57	58	171
		% within County where you receive services	2.9%	6.4%	23.4%	33.3%	33.9%	100.0%

Q 27: Dealing with people in social situations

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	0	0	3	6	4	13
		% within County where you receive services	.0%	.0%	23.1%	46.2%	30.8%	100.0%
	Dauphin	Count	1	5	13	38	23	80
		% within County where you receive services	1.3%	6.3%	16.3%	47.5%	28.8%	100.0%
	Lancaster	Count	1	1	17	33	23	75
		% within County where you receive services	1.3%	1.3%	22.7%	44.0%	30.7%	100.0%
	Lebanon	Count	0	0	6	8	7	21
	% within County where you receive services	.0%	.0%	28.6%	38.1%	33.3%	100.0%	
	Perry	Count	0	0	0	2	0	2
		% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	0	1	3	5	1	10
		% within County where you receive services	.0%	10.0%	30.0%	50.0%	10.0%	100.0%
Total		Count	2	7	42	92	58	201
		% within County where you receive services	1.0%	3.5%	20.9%	45.8%	28.9%	100.0%

Q 28: Dealing with specific problems or issues that led me to seek services

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	0	0	1	3	3	7
		% within County where you receive services	.0%	.0%	14.3%	42.9%	42.9%	100.0%
	Dauphin	Count	3	3	6	31	28	71
		% within County where you receive services	4.2%	4.2%	8.5%	43.7%	39.4%	100.0%
	Lancaster	Count	0	2	18	23	26	69
		% within County where you receive services	.0%	2.9%	26.1%	33.3%	37.7%	100.0%
	Lebanon	Count	0	0	4	6	7	17
	% within County where you receive services	.0%	.0%	23.5%	35.3%	41.2%	100.0%	
	Perry	Count	0	0	0	1	0	1
		% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	1	1	0	6	2	10
		% within County where you receive services	10.0%	10.0%	.0%	60.0%	20.0%	100.0%
Total		Count	4	6	29	70	66	175
		% within County where you receive services	2.3%	3.4%	16.6%	40.0%	37.7%	100.0%

Section II: Comparison – 1st vs. 2nd Quarter

Section II: Comparison – 1st vs. 2nd Quarter

This section compares the 1st & 2nd Quarters of 2006 which includes data from October 2005 – March 2006. It represents a total of 477 respondents (n=477) with 257 (53.9%) from 1st Quarter 2006 and 220 (46.1%) from 2nd Quarter 2006.

Percent based on actual percent not including missing data unless otherwise noted.

II. Demographic and Survey Information – 1st vs. 2nd Quarter 2006 Comparison

- **Gender:** Sample is 50.3% male (229) and 49.7% female (226). 22 individuals (4.6%) did not respond to this question.

Crosstab

		Gender		Total
		Female	Male	
Year / Quarter 1	Count	128	115	243
	% within Year / Quarter	52.7%	47.3%	100.0%
2	Count	98	114	212
	% within Year / Quarter	46.2%	53.8%	100.0%
Total	Count	226	229	455
	% within Year / Quarter	49.7%	50.3%	100.0%

- **Race:** First Quarter 2006 had a significantly different racial composition than the Second Quarter. In the second quarter, there were no Asian or American Indian respondents.

Crosstab

		Race / Ethnicity							Total
		African American	Asian/Pacific Islander	Latino/ Hispanic	Native American / American Indian	White / Caucasian	Multiracial	Other	
Year / Quarter 1	Count	29	6	30	2	161	20	3	251
	% within Year / Quarter	11.6%	2.4%	12.0%	.8%	64.1%	8.0%	1.2%	100.0%
2	Count	36	0	13	0	149	9	1	208
	% within Year / Quarter	17.3%	.0%	6.3%	.0%	71.6%	4.3%	.5%	100.0%
Total	Count	65	6	43	2	310	29	4	459
	% within Year / Quarter	14.2%	1.3%	9.4%	.4%	67.5%	6.3%	.9%	100.0%

- **Age:** Age of respondents ranged from 2 – 64 years, with a mean age of 24.5 and median age of 19. Respondents in First Quarter were significantly older than respondents in Second Quarter.

Group Statistics

	Year / Quarter	N	Mean	Std. Deviation	Std. Error Mean
Age	1	250	26.28	16.117	1.019
	2	201	22.28	13.881	.979

- **Counties of Residence:** The table below shows the counties of residence by quarter. The counties are listed in alphabetical order. We found significant differences in sample composition by Quarter. In the 2nd Quarter, there were significantly more respondents from Lebanon & Other Counties and significantly less respondents from Cumberland County.

Crosstab

		County where you live						Total	
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Other		
Year / Quarter	1	Count	42	96	86	14	5	1	244
		% within Year / Quarter	17.2%	39.3%	35.2%	5.7%	2.0%	.4%	100.0%
	2	Count	20	76	79	22	3	9	209
		% within Year / Quarter	9.6%	36.4%	37.8%	10.5%	1.4%	4.3%	100.0%
Total		Count	62	172	165	36	8	10	453
		% within Year / Quarter	13.7%	38.0%	36.4%	7.9%	1.8%	2.2%	100.0%

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

County of Residence	Percent receiving services in their own county	
	1 st Quarter 2006	2 nd Quarter 2006
Cumberland	81.0%	93.3%
Dauphin	94.7%	84.8%
Lancaster	91.9%	84.8%
Lebanon	50.0%	81.0%
Perry	20.0%	100.0%
Other	0.0%	9.1%

During the Second Quarter of the year, significantly more respondents received services in Perry and 'Other' Counties and significantly less respondents received services in Cumberland County.

Crosstab

		County where you receive services						Total	
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Other		
Year / Quarter	1	Count	40	105	92	7	2	0	246
		% within Year / Quarter	16.3%	42.7%	37.4%	2.8%	.8%	.0%	100.0%
	2	Count	15	84	80	21	2	11	213
		% within Year / Quarter	7.0%	39.4%	37.6%	9.9%	.9%	5.2%	100.0%
Total		Count	55	189	172	28	4	11	459
		% within Year / Quarter	12.0%	41.2%	37.5%	6.1%	.9%	2.4%	100.0%

Satisfaction

Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Scale (TSS). The scale contained 29 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 29 – 145.

Total Satisfaction Scores by Quarter: There was no difference between Total Satisfaction Scores from both quarters.

Group Statistics

	Year / Quarter	N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	1	257	110.4962	13.96611	.87118
	2	220	111.8345	15.28503	1.03052

- Our analysis showed no significant differences in Total Satisfaction by County Where Services are Received by Quarter.

Total Satisfaction Scores by County by Quarter 2006

Descriptive Statistics

Dependent Variable: Total Satisfaction Score

Year / Quarter	County where you	Mean	Std. Deviation	N
1	Cumberland	111.3778	14.12669	40
	Dauphin	110.1874	11.96899	105
	Lancaster	111.0347	15.82698	92
	Lebanon	99.7988	17.74161	7
	Perry	115.9249	4.04584	2
	Total		110.4489	14.04203
2	Cumberland	114.8287	12.10137	15
	Dauphin	109.8563	16.64163	84
	Lancaster	113.4702	13.29436	80
	Lebanon	113.9195	19.51766	21
	Perry	110.1022	6.87792	2
	Other	107.4455	14.83666	11
	Total		111.8422	15.33475
Total	Cumberland	112.3190	13.58314	55
	Dauphin	110.0402	14.19660	189
	Lancaster	112.1675	14.71188	172
	Lebanon	110.3893	19.77109	28
	Perry	113.0135	5.70317	4
	Other	107.4455	14.83666	11
	Total		111.0954	14.65641

- Type of Services: There was a significant difference in the distribution of the Types of Services between the two quarters. First Quarter had more respondents receiving only Mental Health Services, while Second Quarter had more respondents receiving Drug & Alcohol Services or both Mental Health and D&A Services.

Year / Quarter * Type of Services Crosstabulation

		Type of Services				Total
		Behavioral Health	Drug/Alcohol	Both	Other	
Year / Quarter 1	Count	206	15	27	2	250
	% within Year / Quarter	82.4%	6.0%	10.8%	.8%	100.0%
2	Count	105	55	50	3	213
	% within Year / Quarter	49.3%	25.8%	23.5%	1.4%	100.0%
Total	Count	311	70	77	5	463
	% within Year / Quarter	67.2%	15.1%	16.6%	1.1%	100.0%

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

In terms of Total Satisfaction, there was a significant main effect for Type of Services received. In general, respondents who received only Drug/Alcohol Services reported the highest levels of Total Satisfaction, followed by those who received both MH & D/A services.

The significant means are presented below.

Report

Total Satisfaction Score

Type of Services	Mean	N	Std. Deviation
Behavioral Health	109.0386	311	13.67388
Drug/Alcohol	118.9455	70	13.48350
Both	113.9811	77	16.69267
Other	101.2795	5	8.30752
Total	111.2746	463	14.61610

Type of Treatment: There was a significant difference in the distribution of the Types of treatment facilities between the two quarters. First Quarter focused on respondents receiving Outpatient Behavioral Health, Outpatient & Partial Hospitalization D&A and Non-Hospitalization D&A while the Second Quarter included Residential Treatment Facilities, BHRS/EPST in addition to Outpatient & Partial Hospitalization D&A and Non-Hospitalization D&A.

Year / Quarter * Type of Mental Health or Substance Abuse Treatment Crosstabulation

		Type of Mental Health or Substance Abuse Treatment					Total
		Outpatient Mental Health	Outpatient & Partial Hosp D&A	Residential Treatment Facility (RTF)	BHRS/EPST	Non-Hospitalization D&A	
Year / Quarter 1	Count	219	20	0	0	18	257
	% within Year / Quarter	85.2%	7.8%	.0%	.0%	7.0%	100.0%
2	Count	0	91	20	92	17	220
	% within Year / Quarter	.0%	41.4%	9.1%	41.8%	7.7%	100.0%
Total	Count	219	111	20	92	35	477
	% within Year / Quarter	45.9%	23.3%	4.2%	19.3%	7.3%	100.0%

- Where Interviewed: In the First Quarter, the majority of interviews took place in the home (86.0%). In Second Quarter 2006, significantly more interviews were conducted in an 'Other' place.

Crosstab

			Location of Interview			Total
			Home	Neutral Place	Other	
Year / Quarter	1	Count	221	2	34	257
		% within Year / Quarter	86.0%	.8%	13.2%	100.0%
	2	Count	112	1	107	220
		% within Year / Quarter	50.9%	.5%	48.6%	100.0%
Total		Count	333	3	141	477
		% within Year / Quarter	69.8%	.6%	29.6%	100.0%

- Adult or Child: There were no differences by Quarter regarding whether an Adult or Child was receiving services. Approximately 55% of interviews involved Adults and 45% involved Children.

Crosstab

			Adult or Child		Total
			Adult	Child	
Year / Quarter	1	Count	143	114	257
		% within Year / Quarter	55.6%	44.4%	100.0%
	2	Count	119	101	220
		% within Year / Quarter	54.1%	45.9%	100.0%
Total		Count	262	215	477
		% within Year / Quarter	54.9%	45.1%	100.0%

- Of the children's surveys, most were completed by an adult in both quarters.

Crosstab

			If Child, who was interviewed			Total
			Parent/ Guardian	Child	NA	
Year / Quarte	1	Count	115	7	135	257
		% within Year / Quart	44.7%	2.7%	52.5%	100.0%
	2	Count	106	4	110	220
		% within Year / Quart	48.2%	1.8%	50.0%	100.0%
Total		Count	221	11	245	477
		% within Year / Quart	46.3%	2.3%	51.4%	100.0%

In both groups there was a significant effect for Adults receiving services to report higher levels of satisfaction. There was also a significant Age x Quarter interaction. Satisfaction ratings for both children and adults were more extreme in the 2nd Quarter. In the second quarter the adults reported higher satisfaction than the adults in the first quarter and the children in the Second Quarter respondents reported significantly higher levels of satisfaction than those in First Quarter 2006.

Descriptive Statistics

Dependent Variable: Total Satisfaction Score

Year / Quarter	Adult or Child	Mean	Std. Deviation	N
1	Adult	110.9370	14.91818	143
	Child	109.9432	12.71481	114
	Total	110.4962	13.96611	257
2	Adult	114.7080	16.12817	119
	Child	108.4488	13.53931	101
	Total	111.8345	15.28503	220
Total	Adult	112.6498	15.56347	262
	Child	109.2412	13.09904	215
	Total	111.1134	14.58898	477

- **How Surveyed:** Significantly more interviews were conducted in person in Second Quarter 2006 than in First Quarter.

Crosstab

		Method of Interview		Total
		In Person	Phone	
Year / Quarter 1	Count	44	210	254
	% within Year / Quarter	17.3%	82.7%	100.0%
2	Count	109	111	220
	% within Year / Quarter	49.5%	50.5%	100.0%
Total	Count	153	321	474
	% within Year / Quarter	32.3%	67.7%	100.0%

- **Special Needs:** A higher proportion of individuals identified special needs in the Second Quarter 2006. There were more respondents who reported physical needs and English difficulty in the First Quarter of 2006 and more respondents who identified Visual Impairment and 'Other' needs in the Second Quarter of 2006. The following chart is the distribution of reported needs for both groups.

		Special Needs					Total	
		Visual Impairment	Hearing Impairment	Physical Impairment	English Difficulty	Other		None
Quarter 2006	1 st Qtr	16 6.2%	5 1.9%	14 5.4%	7 2.7%	25 9.7%	194 75.5%	257 100.0%
	2 nd Qtr	21 9.5%	5 2.3%	8 3.6%	3 1.4%	37 16.8%	146 66.4%	220 100.0%
Total		37 7.8%	10 2.1%	22 4.6%	10 2.1%	62 13.0%	340 71.3%	477 100.0%

Implementation

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

As can be seen in Table I, the mean for Implementation in each item is relatively high, generally between 3.5 and 4.25 on a 5-point scale. Second Quarter 2006, however, has significantly higher mean scores on 3 items.

Table 1 – Total Satisfaction – Implementation Items

Group Statistics

	Year / Quarter	N	Mean	Std. Deviation	Std. Error Mean
Q1 I know whom to call if I have questions about MH or SA services	1	254	4.12	.868	.054
	2	219	4.01	1.054	.071
Q2 I was given information on how to get other services	1	246	3.43	1.206	.077
	2	210	3.40	1.287	.089
Q3 I have a choice in selecting or changing	1	251	3.89	.964	.061
	2	215	3.88	1.020	.070
Q4 I was informed about my rights and	1	254	4.23	.697	.044
	2	218	4.20	.805	.055
Q5 I was given a chance to make treatment	1	249	4.02	.979	.062
	2	218	4.01	.995	.067
Q6 I feel comfortable in asking questions	1	253	4.13	.883	.056
	2	218	4.29	.882	.060
Q7 My service provider spends enough time	1	252	4.05	.993	.063
	2	215	3.89	1.142	.078
Q8 My personal information is not shared	1	253	4.40	.626	.039
	2	215	4.23	.880	.060
Q9 Program staff respects the role of my	1	250	4.36	.587	.037
	2	215	4.27	.839	.057
Q10 I trust my service provider	1	254	4.22	.827	.052
	2	219	4.10	1.002	.068
Q11 My service provider offered me the opportunity	1	253	4.00	.962	.060
	2	212	3.94	1.085	.074
Q12 I am included in all meetings regarding my	1	249	4.18	.848	.054
	2	214	4.03	1.025	.070
Q13 I feel that I am an equal partner	1	253	4.15	.871	.055
	2	216	4.01	1.093	.074
Q14 My service provider explained the advantages	1	250	3.88	1.001	.063
	2	213	3.85	1.068	.073
Q15 My treatment promotes recovery	1	247	3.98	.985	.063
	2	207	4.22	.835	.058
Q16 Overall, I am satisfied with the services	1	252	4.12	1.005	.063
	2	215	4.08	1.045	.071
Q17A If yes, how satisfied are you with the help you	1	68	3.78	1.444	.175
	2	86	3.79	1.338	.144

** Significant Mean Difference t, p<.05 Q6, Q8, Q15

Outcomes: As can be seen in Table II, the mean for outcomes in each item is relatively high, generally between 3.4 and 3.8 on a 5-point scale. There are significant differences, however, by quarter with Second Quarter 2006 reporting higher levels of satisfaction on the Outcome Questions.

Table 2 – Total Satisfaction – Outcome Questions

Group Statistics

	Year / Quarter	N	Mean	Std. Deviation	Std. Error Mean
Q18 Dealing with daily problems	1	233	3.87	1.017	.067
	2	213	4.14	.877	.060
Q19 Feeling in control of my life	1	232	3.81	1.020	.067
	2	209	3.90	.912	.063
Q20 Dealing with personal crisis	1	175	3.63	1.041	.079
	2	166	3.83	.983	.076
Q21 How I feel about myself	1	235	3.76	1.019	.066
	2	204	4.00	.942	.066
Q22 Feeling good (hopeful) about the future	1	230	3.82	1.016	.067
	2	194	4.11	.874	.063
Q23 Enjoying my free time	1	229	3.77	.992	.066
	2	201	4.08	.929	.066
Q24 Strengthening my social support network	1	232	3.74	.973	.064
	2	200	3.97	.966	.068
Q25 Being involved in community activities	1	195	3.57	1.055	.076
	2	181	3.81	.942	.070
Q26 Dealing with school or work	1	172	3.72	1.046	.080
	2	176	3.89	1.061	.080
Q27 Dealing with people in social situations	1	229	3.69	.975	.064
	2	206	3.97	.872	.061
Q28 Dealing with specific problems or issues that	1	202	4.00	.972	.068
	2	180	4.08	.936	.070

** Significant Mean Differences $p < .05$ Q18, Q21, Q22, Q23, Q24, Q25, Q27

*Significant Trend $p < .10$ Q20

The reason for higher means in Second Quarter 2006 is not clear. There are several possibilities:

- Consumers are, in fact, more satisfied in Second Quarter 2006. This may be due to an increase in the quality of services or to extraneous events such as seasonal differences or media events.
- Survey Team members have changed the way they ask questions, thus eliciting more positive responses.
- Changes in the survey have elicited differing responses. While there have been minor changes in a few questions, it would not explain the consistent differences found.
- Random error (chance) in sampling has produced two samples with different characteristics.
 - The extent of fluctuation in consumer responses is not known. It may be that a certain amount of fluctuation in scores is to be expected. Norms have not been developed with this new survey. Ongoing monitoring and analysis of quarterly data is needed.

Emergency Treatment: CSS consumers identified emergency services as an area that warranted investigation in this survey. More than 1 in 4 consumers needed emergency treatment during these quarters. Significantly more consumers reported needing emergency services in the Second Quarter of the year.

Q17: Did you need emergency MH and SA services during the past year?

		Q17 Did you need emergency MH and SA services during the past year		Total
		Yes	No	
Year / Quarter 1	Count	66	189	255
	% within Year / Quarter	25.9%	74.1%	100.0%
2	Count	82	132	214
	% within Year / Quarter	38.3%	61.7%	100.0%
Total	Count	148	321	469
	% within Year / Quarter	31.6%	68.4%	100.0%

State Mandated Questions

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

Quality of Life: As can be seen below, both quarters show improvement in reported quality of life. Significantly more consumers in the Second Quarter moved away to a more positive position. These results are consistent with the CSS Outcomes subscale.

Crosstab

		Q29 What effect has treatment you received had on the quality of your life					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Year / Quarter 1	Count	3	13	38	95	90	239
	% within Year / Quarter	1.3%	5.4%	15.9%	39.7%	37.7%	100.0%
2	Count	4	2	28	71	103	208
	% within Year / Quarter	1.9%	1.0%	13.5%	34.1%	49.5%	100.0%
Total	Count	7	15	66	166	193	447
	% within Year / Quarter	1.6%	3.4%	14.8%	37.1%	43.2%	100.0%

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

Treatment Decisions: The large majority of consumers reported that they were given a chance to make treatment decisions. There was a trend for more respondents in Second Quarter 2006 to report that they were sometimes able to make treatment decisions.

Crosstab

		Q30 Were you given the chance to make treatment decisions?			Total	
		Yes	No	Sometimes		
Year / Quarter	1	Count	174	27	43	244
		% within Year / Quarter	71.3%	11.1%	17.6%	100.0%
	2	Count	159	12	43	214
		% within Year / Quarter	74.3%	5.6%	20.1%	100.0%
Total		Count	333	39	86	458
		% within Year / Quarter	72.7%	8.5%	18.8%	100.0%

In both quarters, consumers who reported that they were always able to make treatment decisions also reported higher satisfaction scores.

Descriptive Statistics

Dependent Variable: Total Satisfaction Score

Year / Quarter	Q30 Were you given	Mean	Std. Deviation	N
1	Yes	113.3812	11.97487	174
	No	92.7869	17.81112	27
	Sometimes	110.7904	11.67692	43
	Total	110.6457	14.15622	244
2	Yes	113.3377	14.48000	159
	No	97.5997	19.16565	12
	Sometimes	111.9517	14.13754	43
	Total	112.1767	15.06315	214
Total	Yes	113.3604	13.21006	333
	No	94.2678	18.12320	39
	Sometimes	111.3711	12.90246	86
	Total	111.3611	14.59095	458

These sample differences are similar to other data that show more positive outcomes in Second Quarter 2006. Reasons for these differences warrant further examination.

Were you and your child able to get the help you needed?

Ability to get help needed: Respondents in Second Quarter 2006 reported that they were significantly more likely to get the help they needed in the last 12 months.

Crosstab

		Q31 In the last 12 months, were you able to get help you needed?			Total
		Yes	No	Sometimes	
Year / Quarter 1	Count	129	108	15	252
	% within Year / Quarter	51.2%	42.9%	6.0%	100.0%
2	Count	166	17	30	213
	% within Year / Quarter	77.9%	8.0%	14.1%	100.0%
Total	Count	295	125	45	465
	% within Year / Quarter	63.4%	26.9%	9.7%	100.0%

The majority of consumers, approximately 63.4%, answered that they were able to get the help they needed during the past 12 months and 26.9% answered “No”. This is an improvement over last year. Further research is needed to assess the sources of potential gaps in services.

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- Approximately 60% of respondents (267 of 447) reported that they had received a copy of the CBHNP member handbook. There were no significant differences with distribution of the CBHNP member handbook as a function of quarter.

Crosstab

		Q32 I have received a copy of the CBHNP member handbook			Total
		Yes	No	Not Applicable	
Year / Quarter 1	Count	149	83	10	242
	% within Year / Quarter	61.6%	34.3%	4.1%	100.0%
2	Count	118	79	8	205
	% within Year / Quarter	57.6%	38.5%	3.9%	100.0%
Total	Count	267	162	18	447
	% within Year / Quarter	59.7%	36.2%	4.0%	100.0%

In the last 12 months, did you call Member Services at CBHNP to get information or help for counseling, treatment or other services?

- 125 respondents (28.0%) reported they had called Member Services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months. Significantly more respondents called in the second quarter than in the first.

Crosstab

		Q33 In the last 12 months, did you call Member Services at CBHNP to get information			Total
		Yes	No	Not Applicable	
Year / Quarter 1	Count	58	165	16	239
	% within Year / Quarter	24.3%	69.0%	6.7%	100.0%
2	Count	67	135	6	208
	% within Year / Quarter	32.2%	64.9%	2.9%	100.0%
Total	Count	125	300	22	447
	% within Year / Quarter	28.0%	67.1%	4.9%	100.0%

I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays

- Significantly more respondents were able to obtain information from CBHNP in the 2nd Quarter 2006.

Crosstab

		Q33A I was able to obtain information on treatment and/or services from CBHNP			Total
		Yes	No	Not Applicable	
Year / Quarter 1	Count	55	29	168	252
	% within Year / Quarter	21.8%	11.5%	66.7%	100.0%
2	Count	85	34	83	202
	% within Year / Quarter	42.1%	16.8%	41.1%	100.0%
Total	Count	140	63	251	454
	% within Year / Quarter	30.8%	13.9%	55.3%	100.0%

I am aware of my right to file a complaint or grievance

- 81% of respondents (369 of 456) report they are aware of their right to file a complaint or grievance. There was no difference across the quarters.

Crosstab

		Q34 I was aware of my right to file a complaint or grievance			Total
		Yes	No	Not Applicable	
Year / Quarter 1	Count	196	46	7	249
	% within Year / Quarter	78.7%	18.5%	2.8%	100.0%
2	Count	173	29	5	207
	% within Year / Quarter	83.6%	14.0%	2.4%	100.0%
Total	Count	369	75	12	456
	% within Year / Quarter	80.9%	16.4%	2.6%	100.0%

I know whom to call to file a complaint or grievance

- 59% of respondents (266 of 454) report they know who to call to file a complaint or grievance. **38.1% (173 of 454) report they do not know how to file a complaint or grievance. This is a significantly high level of a negative response which warrants further investigation.**

Crosstab

		Q35 I know whom to call to file a complaint or grievance			Total
		Yes	No	Not Applicable	
Year / Quarter 1	Count	146	93	7	246
	% within Year / Quarter	59.3%	37.8%	2.8%	100.0%
2	Count	120	80	8	208
	% within Year / Quarter	57.7%	38.5%	3.8%	100.0%
Total	Count	266	173	15	454
	% within Year / Quarter	58.6%	38.1%	3.3%	100.0%

I was given the choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking

- 67% of respondents (300 of 447) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. There were no differences between the quarters.

Crosstab

		Q36 I was given a choice of at least 2 Providers from CBHNP regarding the type of service			Total
		Yes	No	Not Applicable	
Year / Quarter 1	Count	166	54	21	241
	% within Year / Quarter	68.9%	22.4%	8.7%	100.0%
2	Count	134	55	17	206
	% within Year / Quarter	65.0%	26.7%	8.3%	100.0%
Total	Count	300	109	38	447
	% within Year / Quarter	67.1%	24.4%	8.5%	100.0%

When I call CBHNP staff treats me courteously and with respect

39 respondents (8.9%) report that when they called CBHNP they were not treated with courtesy and respect. 75% of respondents (329 of 438) felt they were treated with courtesy and respect when they called CBHNP. There were no differences between quarters.

Crosstab

		Q37 When I call CBHNP staff treats me courteously and with respect			Total
		Yes	No	Not Applicable	
Year / Quarter 1	Count	170	21	41	232
	% within Year / Quarter	73.3%	9.1%	17.7%	100.0%
2	Count	159	18	29	206
	% within Year / Quarter	77.2%	8.7%	14.1%	100.0%
Total	Count	329	39	70	438
	% within Year / Quarter	75.1%	8.9%	16.0%	100.0%

Overall, I am satisfied with the interactions I have had with CBHNP

Overall, 78% (334 of 436) report they are satisfied with their interactions with CBHNP. 48 respondents (11.0%) report they are not satisfied with their interactions with CBHNP. There is a trend for a higher proportion of respondents to report satisfaction in the 2nd Quarter 2006.

Crosstab

		Q38 Overall, I am satisfied with the interactions I have had with CBHNP			Total
		Yes	No	Not Applicable	
Year / Quarter 1	Count	170	25	36	231
	% within Year / Quarter	73.6%	10.8%	15.6%	100.0%
2	Count	164	23	18	205
	% within Year / Quarter	80.0%	11.2%	8.8%	100.0%
Total	Count	334	48	54	436
	% within Year / Quarter	76.6%	11.0%	12.4%	100.0%

Section III: 2006 Year-to-Date

Section III: 2006 Year-to-Date

This section contains our analysis for our Year-to-Date findings covering the period October 1st 2005 – March 31 2006.

Percent based on actual percent not including missing data unless otherwise noted.

Demographic and Survey Information

- The survey represents 477 respondents (n=477) from the Capital Region, consisting of 262 Adults (54.9%) and 215 Children (45.1%). Of the child consumers, the children themselves responded to the survey in 2.3% (11 of 447), while the parents/guardians responded in 221 of cases (46.3).
- Data was collected by 13 interviewers from 35 Treatments Facilities in the Capital Region.
- 333 of the interviews (69.8%) were conducted at the respondent's home, 3 (0.6%) in a neutral place and the remaining 141 (29.6%) were conducted in another location outside the home.
- 153 (32.1%) of the interviews were conducted in person and 321 (67.3%) were conducted on the phone. 3 cases (0.6%) were missing this information.
- Approximately 9% of the respondents (42 of 477) reported they had been previously interviewed in the last year.

Previously interviewed in last year

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	42	8.8	10.1	10.1
No	313	65.6	75.6	85.7
Not sure	59	12.4	14.3	100.0
Total	414	86.8	100.0	
No Response	63	13.2		
Total	477	100.0		

Gender: Sample is 48.0% male (229) and 47.4% female (226). 22 individuals (4.6%) did not respond to this question. Females reported significantly higher satisfaction with services.

Age: Age of respondents ranged from 2 – 64 years, with a mean age of 24.5 and median age of 19. Pearson correlation found a weak positive relationship between age and Total Satisfaction.

- Counties of Residence: In alphabetical Order:

County where you live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cumberland	62	13.0	13.7	13.7
	Dauphin	172	36.1	38.0	51.7
	Lancaster	165	34.6	36.4	88.1
	Lebanon	36	7.5	7.9	96.0
	Perry	8	1.7	1.8	97.8
	Other	10	2.1	2.2	100.0
	Total	453	95.0	100.0	
	No Response	24	5.0		
	Total	477	100.0		

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

County of Residence	Frequency receiving services in their own county	Percent receiving services in their own county
Cumberland	48 of 62	77.4 %
Dauphin	157 of 171	91.8%
Lancaster	146 of 163	89.6%
Lebanon	24 of 36	66.7%
Perry	3 of 8	37.5%
Other	1 of 10	10.0%
Total	379 of 450	84.2%

Our analysis indicated no significant differences in Total Satisfaction by County where services are received.

Total Satisfaction by County

County of Residence	N	Mean	Standard Deviation	Standard Error
Cumberland	55	112.3	13.6	1.8
Dauphin	189	110.0	14.2	1.0
Lancaster	172	112.2	14.7	1.1
Lebanon	28	110.4	19.8	3.7
Perry	4	113.0	5.7	2.9
Other	11	107.4	14.8	4.5
Total	459	111.1	14.7	0.7

- Race: 310 of 477 respondents (65.0%) reported their race as White/Caucasian, 65 (13.6%) as African American, 43 (9.0%) as Latino/a Hispanic, 29 (6.1%) as Multi-racial, 6 (1.3%) as Asian, 2 (0.4%) as Native American, and 4 (0.8%) as Other. 18 (3.8%) chose not to answer this question.

Our analysis indicated no significant differences in Total Satisfaction with respect to race.

Total Satisfaction by
Race

	N	Mean	Std. Deviation	Std. Error
African American	65	114.7	12.7	1.6
Asian/Pacific Islander	6	110.3	10.2	4.2
Latino/a	43	114.3	11.4	1.7
Native American/Am Indian	2	114.5	7.4	5.3
White / Caucasian	310	110.4	15.1	0.9
Multiracial	29	109.6	18.3	3.4
Other	4	107.1	11.4	5.7
Total	459	111.3	14.6	0.7

Treatment Facility: Data was collected from 35 Treatment Facilities in the Capital Region.
The distribution of respondents and mean satisfaction levels are presented below.

Descriptives

Total Satisfaction Score

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Philhaven Hospital	57	106.1754	15.18117	2.01080	102.1473	110.2035	45.80	127.52
Milton S Hershey Medical Center	13	106.3704	14.52425	4.02830	97.5934	115.1473	78.59	125.82
Pinnacle Health Hospitals	21	109.7104	12.66072	2.76279	103.9473	115.4735	86.77	133.55
Holy Spirit Hospital	24	109.2399	15.86591	3.23861	102.5403	115.9395	63.79	138.79
Keystone Service Systems	22	108.8233	15.09378	3.21800	102.1311	115.5155	81.00	133.43
Community Services Group	33	112.4546	13.84368	2.40988	107.5458	117.3633	86.79	135.00
Edgewater Psychiatric Center	22	107.5039	11.22946	2.39413	102.5251	112.4828	84.04	123.82
Northwest Human Services of PA	19	112.1134	9.86573	2.26335	107.3582	116.8685	93.80	126.30
PA Counseling & Psych Services	43	106.8340	15.71188	2.39604	101.9986	111.6694	48.00	132.32
TW Ponessa & Associates	22	118.4282	9.71234	2.07068	114.1220	122.7344	100.16	133.59
Catholic Charities	11	116.3039	12.91410	3.89375	107.6281	124.9797	87.00	136.79
Family & Children Services Cap Region	13	111.7987	11.32029	3.13968	104.9579	118.6395	91.82	129.00
Nuestra Clinica of SACA	5	118.3942	11.96933	5.35285	103.5323	133.2561	99.84	132.59
Youth Advocate Program	38	110.0860	11.24703	1.82451	106.3892	113.7828	71.55	128.83
HSA Counseling	4	120.6867	4.20465	2.10232	113.9962	127.3772	116.52	124.77
Advanced Treatment Systems	13	113.7960	12.45244	3.45368	106.2710	121.3209	94.79	138.79
Discovery House (Ctr for Beh Health)	23	112.6482	18.14189	3.78285	104.8031	120.4934	59.78	138.79
Mazzitti & Sullivan Counseling Services	4	119.6429	19.56317	9.78159	88.5135	150.7722	98.00	140.00
Gaudenzia	24	113.8076	18.57676	3.79197	105.9633	121.6519	72.09	138.79
Lancaster Freedom Center	3	122.9914	17.79084	10.27155	78.7965	167.1863	102.97	137.00
White Deer Run	11	119.6899	16.12749	4.86262	108.8553	130.5245	91.83	137.00
Hoffman Homes for Youth	10	105.8124	16.48845	5.21411	94.0173	117.6075	81.42	130.79
The Bradley Center	1	98.1028	98.10	98.10
Adelphoi Village	1	70.6024	70.60	70.60
The Devereux Foundation	1	108.6862	108.69	108.69
Kidspace National Centers	3	120.8571	13.14810	7.59106	88.1955	153.5188	111.00	135.79
Adams-Hanover Counseling	9	106.6200	12.09328	4.03109	97.3243	115.9157	82.16	124.82
Roxbury Treatment Center	1	124.7857	124.79	124.79
Gate House for Men	8	116.1731	16.65216	5.88743	102.2516	130.0947	91.80	135.00
Naaman Center	1	135.0000	135.00	135.00
Family Service	2	120.9443	7.81722	5.52761	50.7093	191.1792	115.42	126.47
Gate House for Women	5	115.4455	7.38662	3.30340	106.2738	124.6172	105.00	123.00
Lancaster Clinical Counseling	1	135.0000	135.00	135.00
Daystar	8	120.5088	11.10579	3.92649	111.2241	129.7934	100.09	134.85
Tressler	1	119.4719	119.47	119.47
Total	477	111.1134	14.58898	.66798	109.8009	112.4260	45.80	140.00

Our analysis indicated significant differences in Total Satisfaction with respect to treatment facility. **We would interpret this data with caution as several of the facilities had only a single respondent.**

Type of Treatment: Respondents were involved in five types of treatment. 219 respondents (45.9%) reported they were involved in Outpatient Mental Health Services, 111 respondents (23.3%) reported they received Outpatient & Partial Hospital D&A Services, 20 respondents (4.2%) received treatment in a Residential Treatment Facility (RTF), 92 respondents (19.3%) received treatment in BHRS/EPST, and the other 35 respondents (7.3%) received Non-Hospitalization D&A (Detox & Rehab).

Our analysis indicated respondents involved with Non-Hospitalization D&A Services and Outpatient & Partial Hospital D&A reported significantly higher levels of Total Satisfaction than those involved in Outpatient Mental Health, RTF or BHRS/EPST.

Total Satisfaction by Type of Treatment

	N	Mean	Std. Deviation	Std. Error
Outpatient Behavioral Health	219	109.0	13.7	0.9
Outpatient & Partial Hsp D&A	111	115.8	16.4	1.6
Residential Treatment Facility	20	107.4	16.4	3.7
BHRS/EPST	92	108.6	12.8	1.3
Non-Hospitalization D&A	35	118.4	11.7	2.0
Total	477	111.1	14.6	0.7

- Type of Services: 311 of the respondents (65.2%) reported they received Mental Health Services Only, 70 (14.7%) received only Drug/Alcohol Services, 77 (16.1%) received both Mental Health and Drug/Alcohol services, and 5 individuals (1.0%) reported they received "Other services." Our analysis indicated the individuals receiving Drug/Alcohol Services Only or in combination with Mental Health Services reported significantly higher levels of satisfaction than respondents who received only Mental Health Services or 'Other' services. **The lowest levels of satisfaction were reported by the 5 individuals who received 'Other' Services.**

Total Satisfaction by Type of Service

	N	Mean	Std. Deviation	Std. Error
Behavioral Health	311	109.0	13.7	0.8
Drug/Alcohol	70	119.0	13.5	1.7
Both	77	114.0	16.7	1.9
Other	5	101.3	8.3	3.7
Total	463	111.3	14.6	0.7

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

	N	Mean	Std. Deviation	Std. Error
Home	333	108.9	13.7	0.7
Neutral	3	120.8	4.5	2.6
Other	141	116.0	15.6	1.3
Total	477	111.1	14.6	0.7

- Adult or Child receiving services: Adults receiving services reported significantly higher levels of satisfaction with their services than Children who received services.

Group Statistics

		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	Adult	262	112.6498	15.56347	.96151
	Child	215	109.2412	13.09904	.89335

- How Surveyed: Respondents who were interviewed in person reported significantly higher levels of Total Satisfaction than those interviewed by phone.

Group Statistics

		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	In Person	153	116.1016	15.46334	1.25014
	Phone	321	108.6680	13.54706	.75612

- Previously Interviewed: There were no significant differences in Total Satisfaction based on if the respondent was previously interviewed.

- Special Needs: Approximately one-quarter (24.7%% or 118 of 477 respondents) reported special needs. 37 (7.8%) of the respondents reported visual impairment, 10 (2.1%) reported hearing impairment, 22 (4.6%) reported physical impairment, 10 (2.1%) reported English Difficulty and 62 (13.0%) reported other special needs. All consumers with special needs were grouped to compare Total Satisfaction of those with special needs and those without special needs. There was no difference in reported level of satisfaction with respect to special needs.

Special Needs	Frequency	Percent	Valid Percent
Visual Impairment	37	7.8	8.1
Hearing Impairment	10	2.1	2.2
Physical Impairment	22	4.6	4.8
English difficulty	10	2.1	2.2
Other	62	13.0	13.5
None	340	71.3	74.2
Missing	19	4.0	
Total	477	100.0	

- Distribution of Services by County:

Number of Consumers by Type of Services in Each County 2 nd Quarter Only 2006						
County		Behavioral Health		PIR	Both BH/PIR	Other
		Adult	Child			
Cumberland	62	15	28	9	10	0
Dauphin	172	41	78	22	28	3
Lancaster	164	41	66	28	27	2
Lebanon	35	7	17	7	4	0
Perry	8	0	7	0	1	0
Other	10	1	1	3	5	0
TOTAL	451	105	197	69	75	5

Satisfaction

Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (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 overall mean for TSS was 111.1 with a standard deviation 14.6, median 112.3. The TSS scores ranged from 45 – 140. The distribution of Total Satisfaction Scores can be considered normally distributed. To put it in perspective 50% of cases fell between 103 - 122 (Inter-Quartile Range - Median) and 68% of cases fell between 96.5 – 125.7. 96% of all scores fall between 81.9 – 140.3. With a 5 point scale and 28 questions, anything over total Satisfaction = 84 (28*3) indicates satisfaction on some level.

Statistics

Total Satisfaction Score		
N	Valid	477
	Missing	0
Mean		111.1134
Median		112.2765
Std. Deviation		14.58898
Skewness		-.778
Std. Error of Skewness		.112
Kurtosis		1.513
Std. Error of Kurtosis		.223
Minimum		45.80
Maximum		140.00
Percentiles	25	102.4526
	50	112.2765
	75	121.6603

Implementation

Overall the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 79.4% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question#16 "I am satisfied with the services..." with 84.5% agreement.

Consumers were extremely satisfied with communication with their service providers in that they feel comfortable asking questions regarding their treatment (Question 6) and feel informed about their rights and responsibilities regarding treatment (Question 4). 83% of respondents reported that their treatment plan promoted recovery (Question 15). Consumers are also very satisfied with their perceived level of confidentiality (Question 8) and respect for ethnic, religious and cultural differences (Question 9).

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

- While the vast majority of consumers (86.6%) are satisfied that they know whom to call if they have service questions, approximately 1 in 10 (10.4%) consumers indicate that they do not know whom to call if they have a complaint or grievance.
- Only 58.5% indicated that they were given information about how to get other services that they needed. Approximately 2 in 7 (28.8%) were dissatisfied in this area.
- Approximately 1 in 7 consumers (14.6%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.
- Approximately 1 in 7 consumers (14.1%) do not believe that their service provider spends enough time with them.
- Approximately 1 in 8 consumers (12.4%) report they do not have a choice in selecting or changing their service provider.
- A sizeable minority of consumer (61 of 477 or 12.8%) is not satisfied with the opportunity to include family members or others in the treatment process. When factoring in race there were no differences in the level of satisfaction with respect to race.

Table 1 – Total Satisfaction – **Implementation**

N=477	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation
29. I know whom to call if I have questions about my mental health or substance abuse services.	86.6	10.4	4.1	1.0
30. I was given information on how to get other services that I needed.	58.5	28.8	3.4	1.2
31. I have a choice in selecting or changing my service provider.	78.6	12.4	3.9	1.0
32. I was informed about my rights and responsibilities regarding my treatment.	90.6	4.2	4.2	0.7
33. I was given a chance to make treatment decisions.	83.0	10.5	4.0	1.0
34. I feel comfortable in asking questions regarding my treatment.	88.9	6.9	4.2	0.9
35. My service provider spends enough time with me.	80.5	14.1	4.0	1.1
36. My personal information is not shared with others without my permission.	91.4	3.7	4.3	0.8
37. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	91.0	2.3	4.3	0.7
38. I trust my service provider.	86.6	7.5	4.2	0.9
39. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	79.9	12.8	4.0	1.0
40. I am included in all meetings regarding my treatment plan and goals for recovery.	83.0	9.0	4.1	0.9
41. I feel that I am an equal partner in the treatment process..	84.9	9.9	4.1	1.0
42. My service provider explained the advantages and disadvantages of my therapy or treatment.	76.9	14.6	3.9	1.0
43. My treatment plan promotes recovery.	82.6	8.4	4.1	0.9
44. Overall, I am satisfied with the services I am receiving.	84.5	10.1	4.1	1.0
45. If you needed emergency mental health, how satisfied are you with the help you received. *n.b. percentages based on n= 154 for this question included only those respondents who needed emergency mental health	74.7	22.7	3.8	0.8

Emergency Treatment: CSS consumers identified emergency services as an area that warranted investigation in this survey. Approximately 31% of respondents (148 of 477) 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 3.79 with standard deviation of 0.8. Overall, 74.7% rated emergency services as Satisfied or Very Satisfied (4 or 5) and 22.7% (35), were Not at all or Somewhat Satisfied (1 or 2). ***While the majority of consumers are satisfied with emergency services, a substantial minority, approximately 2 in 9 (22.7%) of consumers, is not satisfied.***

Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 49% to 70% of consumers believe services have improved their lives in each outcome area. Approximately 15% to 29% of consumers believe that no change has resulted from their services. Only 3% to 8% believes that things are worse as a result of services.

- Highest ratings were given to questions that are recovery-related questions rather than symptom-related, with approximately 64% of consumers reporting improvement. These include questions related to self-worth (Q21), feeling in control of one's life (Q19), dealing with daily problems (Q18), dealing with people in social situations (Q27), enjoying free time (Q23), dealing with specific problems or issue that led them to seek services, and feeling hopeful about the future (Q22).
- The lowest scores are given to questions #26 (Dealing with School or Work), #20 (Dealing with personal crisis) and #25 (Being involved in community activities). Only approximately 44% of respondents believe these areas have improved. Further research should investigate the reasons that these areas show relatively low improvement. It should be noted that the vast majority of consumers do not believe things have gotten worse in these areas.
- Dealing with personal crisis was also ranked relatively low with only 44.2% responding that things are better in this area, and approximately 1 in 14 consumers believe that things are worse. Given the relatively low satisfaction rating related to emergency services, further research is necessary to assess the reasons that consumers rated emergency and crisis service issues relatively lower than many other aspects of services.

Table 2 – Total Satisfaction - Outcome Questions

N=477	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation
46. Dealing with daily problems.	71.5	6.5	4.0	0.9
47. Feeling in control of my life.	63.7	7.5	3.9	0.9
48. Dealing with personal crisis.	44.2	7.1	3.7	0.9
49. How I feel about myself.	62.1	7.8	3.9	1.0
50. Feeling good (hopeful) about the future.	64.3	6.3	4.0	0.9
51. Enjoying my free time.	59.8	6.3	3.9	0.9
52. Strengthening my social support network.	59.5	7.1	3.8	0.9
53. Being involved in community activities.	42.7	6.9	3.7	0.9
54. Dealing with school or work.	46.5	7.5	3.8	0.9
55. Dealing with people in social situations.	61.3	7.2	3.8	0.9
56. Dealing with specific problems or issue.	62.5	5.9	4.0	0.9

State Mandated Questions

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

Q29 What effect has treatment you received had on the quality of your life

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much Worse	7	1.5	1.6	1.6
	A Little Worse	15	3.1	3.4	4.9
	About the Same	66	13.8	14.8	19.7
	A Little Better	166	34.8	37.1	56.8
	Much Better	193	40.5	43.2	100.0
	Total	447	93.7	100.0	
Missing	Not Applicable	9	1.9		
	No Response	21	4.4		
	Total	30	6.3		
Total		477	100.0		

75.3% of consumers believe the quality of their lives has improved as a result of treatment and only 4.6% believe it has become worse. These results are consistent with the CSS Outcomes subscale. An analysis was completed to test differences on this question by County of Receiving Services. The means are presented in the table below. The counties do not differ with respect to reported treatment effects on the consumer's quality of life. The counties all reported positive effects of treatment on quality of life.

	N	Mean	Standard Deviation	Standard Error
Cumberland	49	1.1	0.8	0.1
Dauphin	176	4.1	0.9	0.1
Lancaster	166	4.2	0.9	0.1
Lebanon	27	4.2	0.8	0.1
Perry	4	4.25	0.5	0.3
Other	11	3.8	1.3	0.4
Total	433	4.18	0.9	0.04

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

Q30 Were you given the chance to make treatment decisions?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	333	69.8	72.7	72.7
	No	39	8.2	8.5	81.2
	Sometimes	86	18.0	18.8	100.0
	Total	458	96.0	100.0	
No Response		19	4.0		
Total		477	100.0		

70% of consumers responded that they were given a chance to make treatment decisions; and 18.0% answered “Sometimes”. Approximately 1 in 12 consumers, however, 8.2% answered “No”. ***If these results are confirmed in later quarterly evaluations, the extent to which consumers are given a chance to make treatment decisions regarding their child should be investigated.***

Crosstab

			Q30 Were you given the chance to make treatment decisions?			Total
			Yes	No	Sometimes	
County where you receive services	Cumberland	Count	38	4	8	50
		% within County where you receive services	76.0%	8.0%	16.0%	100.0%
	Dauphin	Count	132	13	37	182
		% within County where you receive services	72.5%	7.1%	20.3%	100.0%
	Lancaster	Count	118	17	34	169
		% within County where you receive services	69.8%	10.1%	20.1%	100.0%
	Lebanon	Count	21	4	3	28
% within County where you receive services		75.0%	14.3%	10.7%	100.0%	
Perry	Count	4	0	0	4	
	% within County where you receive services	100.0%	.0%	.0%	100.0%	
Other	Count	10	0	1	11	
	% within County where you receive services	90.9%	.0%	9.1%	100.0%	
Total	Count	323	38	83	444	
	% within County where you receive services	72.7%	8.6%	18.7%	100.0%	

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

Q31 In the last 12 months, were you able to get help you needed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	295	61.8	63.4	63.4
	No	125	26.2	26.9	90.3
	Sometimes	45	9.4	9.7	100.0
	Total	465	97.5	100.0	
No Response		12	2.5		
Total		477	100.0		

Approximately 62% of respondents answered that they were able to get the help they needed during the past 12 months, 9.4% answered Sometimes, and 26.2% answered “No”. ***The results indicate that approximately 36% of consumers were not able to get the services they needed at some point.***

For purposes of analysis, “No” and “Sometimes” were combined. ***There was a significant trend for Dauphin and Perry counties to report more difficulty in their ability to get the help they needed.*** The respondents in ‘Other’ counties reported a higher percentage of respondents who were able to get the help they needed.

County where you receive services * Ability to get help Crosstabulation

			Ability to get help		Total
			Yes	No/ Sometimes	
County where you receive services	Cumberland	Count	34	19	53
		% within County where you receive services	64.2%	35.8%	100.0%
	Dauphin	Count	104	81	185
		% within County where you receive services	56.2%	43.8%	100.0%
	Lancaster	Count	113	58	171
		% within County where you receive services	66.1%	33.9%	100.0%
	Lebanon	Count	20	7	27
		% within County where you receive services	74.1%	25.9%	100.0%
	Perry	Count	2	2	4
		% within County where you receive services	50.0%	50.0%	100.0%
	Other	Count	10	1	11
		% within County where you receive services	90.9%	9.1%	100.0%
Total		Count	283	168	451
		% within County where you receive services	62.7%	37.3%	100.0%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- Approximately 60% of respondents (259 of 434) reported that they had received a copy of the CBHNP member handbook. There were no significant differences with distribution of the CBHNP member handbook as a function of county.

Crosstab

			Q32 I have received a copy of the CBHNP member handbook			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count % within County where you receive services	29 56.9%	18 35.3%	4 7.8%	51 100.0%
	Dauphin	Count % within County where you receive services	101 55.8%	69 38.1%	11 6.1%	181 100.0%
	Lancaster	Count % within County where you receive services	102 63.4%	57 35.4%	2 1.2%	161 100.0%
	Lebanon	Count % within County where you receive services	15 57.7%	10 38.5%	1 3.8%	26 100.0%
	Perry	Count % within County where you receive services	2 50.0%	2 50.0%	0 .0%	4 100.0%
	Other	Count % within County where you receive services	10 90.9%	1 9.1%	0 .0%	11 100.0%
	Total	Count % within County where you receive services	259 59.7%	157 36.2%	18 4.1%	434 100.0%

In the last 12 months, did you call Member Services at CBHNP to get information or help for counseling, treatment or other services?

- 123 respondents (28.3%) reported they had called Member Services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months.

Crosstab

			Q33 In the last 12 months, did you call Member Services at CBHNP to get information			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	16	33	4	53
		% within County where you receive services	30.2%	62.3%	7.5%	100.0%
	Dauphin	Count	49	124	6	179
		% within County where you receive services	27.4%	69.3%	3.4%	100.0%
	Lancaster	Count	51	98	10	159
		% within County where you receive services	32.1%	61.6%	6.3%	100.0%
	Lebanon	Count	6	21	1	28
		% within County where you receive services	21.4%	75.0%	3.6%	100.0%
	Perry	Count	0	4	0	4
		% within County where you receive services	.0%	100.0%	.0%	100.0%
	Other	Count	1	10	0	11
		% within County where you receive services	9.1%	90.9%	.0%	100.0%
Total		Count	123	290	21	434
		% within County where you receive services	28.3%	66.8%	4.8%	100.0%

I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays

- 69% of those that responded to this question (137 of 199) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays.

Crosstab

			Q33A I was able to obtain information on treatment and/or services from CBHNP			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	16	4	31	51
		% within County where you receive services	31.4%	7.8%	60.8%	100.0%
	Dauphin	Count	48	35	102	185
		% within County where you receive services	25.9%	18.9%	55.1%	100.0%
	Lancaster	Count	65	21	78	164
		% within County where you receive services	39.6%	12.8%	47.6%	100.0%
	Lebanon	Count	6	2	19	27
% within County where you receive services		22.2%	7.4%	70.4%	100.0%	
Perry	Count	1	0	2	3	
	% within County where you receive services	33.3%	.0%	66.7%	100.0%	
Other	Count	1	0	10	11	
	% within County where you receive services	9.1%	.0%	90.9%	100.0%	
Total		Count	137	62	242	441
		% within County where you receive services	31.1%	14.1%	54.9%	100.0%

I am aware of my right to file a complaint or grievance.

- 81% of respondents (359 of 443) report they are aware of their right to file a complaint or grievance. 16.3% (72 of 443) report they are not aware of their right to file a complaint or grievance.

Crosstab

			Q34 I was aware of my right to file a complaint or grievance			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	41	10	3	54
		% within County where you receive services	75.9%	18.5%	5.6%	100.0%
	Dauphin	Count	152	22	8	182
		% within County where you receive services	83.5%	12.1%	4.4%	100.0%
	Lancaster	Count	127	38	0	165
		% within County where you receive services	77.0%	23.0%	.0%	100.0%
	Lebanon	Count	25	2	1	28
		% within County where you receive services	89.3%	7.1%	3.6%	100.0%
	Perry	Count	3	0	0	3
		% within County where you receive services	100.0%	.0%	.0%	100.0%
	Other	Count	11	0	0	11
		% within County where you receive services	100.0%	.0%	.0%	100.0%
Total		Count	359	72	12	443
		% within County where you receive services	81.0%	16.3%	2.7%	100.0%

I know whom to call to file a complaint or grievance.

- 58% of respondents (258 of 442) report they know who to call to file a complaint or grievance while 38.5% (170 of 442) state that they do not. ***Our concern remains the high number of consumers who are stating that they do not know how to file a complaint or grievance.***

Crosstab

			Q35 I know whom to call to file a complaint or grievance			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	27	23	4	54
		% within County where you receive services	50.0%	42.6%	7.4%	100.0%
	Dauphin	Count	109	64	9	182
		% within County where you receive services	59.9%	35.2%	4.9%	100.0%
	Lancaster	Count	97	67	0	164
		% within County where you receive services	59.1%	40.9%	.0%	100.0%
	Lebanon	Count	17	10	1	28
	% within County where you receive services	60.7%	35.7%	3.6%	100.0%	
	Perry	Count	3	0	0	3
		% within County where you receive services	100.0%	.0%	.0%	100.0%
	Other	Count	5	6	0	11
		% within County where you receive services	45.5%	54.5%	.0%	100.0%
Total		Count	258	170	14	442
		% within County where you receive services	58.4%	38.5%	3.2%	100.0%

I was given the choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.

- 67% of respondents (289 of 434) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking.

Crosstab

			Q36 I was given a choice of at least 2 Providers from CBHNP regarding the type of service			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	29	17	7	53
		% within County where you receive services	54.7%	32.1%	13.2%	100.0%
	Dauphin	Count	120	42	18	180
		% within County where you receive services	66.7%	23.3%	10.0%	100.0%
	Lancaster	Count	108	42	10	160
		% within County where you receive services	67.5%	26.3%	6.3%	100.0%
	Lebanon	Count	19	6	2	27
	% within County where you receive services	70.4%	22.2%	7.4%	100.0%	
	Perry	Count	3	0	0	3
		% within County where you receive services	100.0%	.0%	.0%	100.0%
	Other	Count	10	0	1	11
		% within County where you receive services	90.9%	.0%	9.1%	100.0%
Total		Count	289	107	38	434
		% within County where you receive services	66.6%	24.7%	8.8%	100.0%

When I call CBHNP staff treats me courteously and with respect.

39 consumers (9.2%) report that when they called CBHNP they were not treated with courtesy and respect. 74% of respondents (317 of 426) felt they were treated with courtesy and respect when they called CBHNP.

Crosstab

			Q37 When I call CBHNP staff treats me courteously and with respect			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	32	1	13	46
		% within County where you receive services	69.6%	2.2%	28.3%	100.0%
	Dauphin	Count	134	17	26	177
		% within County where you receive services	75.7%	9.6%	14.7%	100.0%
	Lancaster	Count	117	19	25	161
		% within County where you receive services	72.7%	11.8%	15.5%	100.0%
	Lebanon	Count	21	2	5	28
% within County where you receive services		75.0%	7.1%	17.9%	100.0%	
Perry	Count	3	0	0	3	
	% within County where you receive services	100.0%	.0%	.0%	100.0%	
Other	Count	10	0	1	11	
	% within County where you receive services	90.9%	.0%	9.1%	100.0%	
Total	Count	317	39	70	426	
	% within County where you receive services	74.4%	9.2%	16.4%	100.0%	

Overall, I am satisfied with the interactions I have had with CBHNP.

- Approximately 76% (322 of 424) report they are satisfied with their interactions with CBHNP. 48 respondents (11.3%) report they are not satisfied with their interactions with CBHNP.

Crosstab

			Q38 Overall, I am satisfied with the interactions I have had with CBHNP			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	33	4	9	46
		% within County where you receive services	71.7%	8.7%	19.6%	100.0%
	Dauphin	Count	132	23	21	176
		% within County where you receive services	75.0%	13.1%	11.9%	100.0%
	Lancaster	Count	122	19	19	160
		% within County where you receive services	76.3%	11.9%	11.9%	100.0%
	Lebanon	Count	22	2	4	28
% within County where you receive services		78.6%	7.1%	14.3%	100.0%	
Perry	Count	3	0	0	3	
	% within County where you receive services	100.0%	.0%	.0%	100.0%	
Other	Count	10	0	1	11	
	% within County where you receive services	90.9%	.0%	9.1%	100.0%	
Total		Count	322	48	54	424
		% within County where you receive services	75.9%	11.3%	12.7%	100.0%

Year-to-Date Survey Tables

Q 1: I know whom to call if I have questions about MH or SA services

								Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	0	7	0	28	20	55
		% within County where you receive services	.0%	12.7%	.0%	50.9%	36.4%	100.0%
	Dauphin	Count	8	12	7	110	49	186
		% within County where you receive services	4.3%	6.5%	3.8%	59.1%	26.3%	100.0%
	Lancaster	Count	3	12	3	82	71	171
		% within County where you receive services	1.8%	7.0%	1.8%	48.0%	41.5%	100.0%
	Lebanon	Count	2	3	0	15	8	28
% within County where you receive services		7.1%	10.7%	.0%	53.6%	28.6%	100.0%	
Perry	Count	0	0	0	3	1	4	
	% within County where you receive services	.0%	.0%	.0%	75.0%	25.0%	100.0%	
Other	Count	0	1	0	8	2	11	
	% within County where you receive services	.0%	9.1%	.0%	72.7%	18.2%	100.0%	
Total	Count	13	35	10	246	151	455	
	% within County where you receive services	2.9%	7.7%	2.2%	54.1%	33.2%	100.0%	

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

								Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	3	16	7	19	9	54
		% within County where you receive services	5.6%	29.6%	13.0%	35.2%	16.7%	100.0%
	Dauphin	Count	16	37	17	81	27	178
		% within County where you receive services	9.0%	20.8%	9.6%	45.5%	15.2%	100.0%
	Lancaster	Count	12	36	12	67	38	165
		% within County where you receive services	7.3%	21.8%	7.3%	40.6%	23.0%	100.0%
	Lebanon	Count	3	5	3	10	6	27
% within County where you receive services		11.1%	18.5%	11.1%	37.0%	22.2%	100.0%	
Perry	Count	0	2	1	1	0	4	
	% within County where you receive services	.0%	50.0%	25.0%	25.0%	.0%	100.0%	
Other	Count	1	2	0	6	1	10	
	% within County where you receive services	10.0%	20.0%	.0%	60.0%	10.0%	100.0%	
Total	Count	35	98	40	184	81	438	
	% within County where you receive services	8.0%	22.4%	9.1%	42.0%	18.5%	100.0%	

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	1	7	2	33	10	53
		% within County where you receive services	1.9%	13.2%	3.8%	62.3%	18.9%	100.0%
	Dauphin	Count	8	17	13	106	39	183
		% within County where you receive services	4.4%	9.3%	7.1%	57.9%	21.3%	100.0%
	Lancaster	Count	4	17	15	83	50	169
		% within County where you receive services	2.4%	10.1%	8.9%	49.1%	29.6%	100.0%
	Lebanon	Count	1	0	1	18	8	28
% within County where you receive services		3.6%	.0%	3.6%	64.3%	28.6%	100.0%	
Perry	Count	0	0	1	3	0	4	
	% within County where you receive services	.0%	.0%	25.0%	75.0%	.0%	100.0%	
Other	Count	1	1	0	8	1	11	
	% within County where you receive services	9.1%	9.1%	.0%	72.7%	9.1%	100.0%	
Total	Count	15	42	32	251	108	448	
	% within County where you receive services	3.3%	9.4%	7.1%	56.0%	24.1%	100.0%	

Q 4: I was informed about my rights and responsibilities regarding treatment

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	1	5	2	26	19	53
		% within County where you receive services	1.9%	9.4%	3.8%	49.1%	35.8%	100.0%
	Dauphin	Count	1	7	7	118	54	187
		% within County where you receive services	.5%	3.7%	3.7%	63.1%	28.9%	100.0%
	Lancaster	Count	1	3	6	86	75	171
		% within County where you receive services	.6%	1.8%	3.5%	50.3%	43.9%	100.0%
	Lebanon	Count	1	1	4	13	9	28
% within County where you receive services		3.6%	3.6%	14.3%	46.4%	32.1%	100.0%	
Perry	Count	0	0	0	3	1	4	
	% within County where you receive services	.0%	.0%	.0%	75.0%	25.0%	100.0%	
Other	Count	0	0	0	9	2	11	
	% within County where you receive services	.0%	.0%	.0%	81.8%	18.2%	100.0%	
Total	Count	4	16	19	255	160	454	
	% within County where you receive services	.9%	3.5%	4.2%	56.2%	35.2%	100.0%	

Q 5: I was given a chance to make treatment decisions

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	2	4	31	14	51
		% within County where you receive services	.0%	3.9%	7.8%	60.8%	27.5%	100.0%
	Dauphin	Count	6	16	6	107	52	187
		% within County where you receive services	3.2%	8.6%	3.2%	57.2%	27.8%	100.0%
	Lancaster	Count	10	10	11	72	66	169
		% within County where you receive services	5.9%	5.9%	6.5%	42.6%	39.1%	100.0%
	Lebanon	Count	1	4	0	15	8	28
% within County where you receive services		3.6%	14.3%	.0%	53.6%	28.6%	100.0%	
Perry	Count	0	0	0	2	2	4	
	% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	0	0	0	9	2	11	
	% within County where you receive services	.0%	.0%	.0%	81.8%	18.2%	100.0%	
Total	Count	17	32	21	236	144	450	
	% within County where you receive services	3.8%	7.1%	4.7%	52.4%	32.0%	100.0%	

Q 6: I feel comfortable in asking questions regarding treatment

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	1	2	1	26	24	54
		% within County where you receive services	1.9%	3.7%	1.9%	48.1%	44.4%	100.0%
	Dauphin	Count	4	9	7	100	65	185
		% within County where you receive services	2.2%	4.9%	3.8%	54.1%	35.1%	100.0%
	Lancaster	Count	2	10	6	75	79	172
		% within County where you receive services	1.2%	5.8%	3.5%	43.6%	45.9%	100.0%
	Lebanon	Count	2	0	0	15	11	28
% within County where you receive services		7.1%	.0%	.0%	53.6%	39.3%	100.0%	
Perry	Count	0	0	0	2	2	4	
	% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	1	0	0	8	2	11	
	% within County where you receive services	9.1%	.0%	.0%	72.7%	18.2%	100.0%	
Total	Count	10	21	14	226	183	454	
	% within County where you receive services	2.2%	4.6%	3.1%	49.8%	40.3%	100.0%	

Q 7: My service provider spends enough time with me

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	2	4	2	25	21	54
		% within County where you receive services	3.7%	7.4%	3.7%	46.3%	38.9%	100.0%
	Dauphin	Count	7	25	4	95	52	183
		% within County where you receive services	3.8%	13.7%	2.2%	51.9%	28.4%	100.0%
	Lancaster	Count	6	17	3	77	67	170
		% within County where you receive services	3.5%	10.0%	1.8%	45.3%	39.4%	100.0%
	Lebanon	Count	2	2	4	13	7	28
% within County where you receive services		7.1%	7.1%	14.3%	46.4%	25.0%	100.0%	
Perry	Count	0	1	0	2	1	4	
	% within County where you receive services	.0%	25.0%	.0%	50.0%	25.0%	100.0%	
Other	Count	1	0	0	7	2	10	
	% within County where you receive services	10.0%	.0%	.0%	70.0%	20.0%	100.0%	
Total	Count	18	49	13	219	150	449	
	% within County where you receive services	4.0%	10.9%	2.9%	48.8%	33.4%	100.0%	

Q 8: My personal information is not shared with others without my permission

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	1	1	27	26	55
		% within County where you receive services	.0%	1.8%	1.8%	49.1%	47.3%	100.0%
	Dauphin	Count	2	5	8	97	74	186
		% within County where you receive services	1.1%	2.7%	4.3%	52.2%	39.8%	100.0%
	Lancaster	Count	2	5	3	71	87	168
		% within County where you receive services	1.2%	3.0%	1.8%	42.3%	51.8%	100.0%
	Lebanon	Count	1	1	2	14	8	26
% within County where you receive services		3.8%	3.8%	7.7%	53.8%	30.8%	100.0%	
Perry	Count	0	0	0	3	1	4	
	% within County where you receive services	.0%	.0%	.0%	75.0%	25.0%	100.0%	
Other	Count	0	0	0	8	3	11	
	% within County where you receive services	.0%	.0%	.0%	72.7%	27.3%	100.0%	
Total	Count	5	12	14	220	199	450	
	% within County where you receive services	1.1%	2.7%	3.1%	48.9%	44.2%	100.0%	

Q 9: Program staff respects the role of my ethnic, cultural, religious background

								Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	0	1	6	25	22	54
		% within County where you receive services	.0%	1.9%	11.1%	46.3%	40.7%	100.0%
	Dauphin	Count	2	3	6	95	77	183
		% within County where you receive services	1.1%	1.6%	3.3%	51.9%	42.1%	100.0%
	Lancaster	Count	1	1	6	80	81	169
		% within County where you receive services	.6%	.6%	3.6%	47.3%	47.9%	100.0%
	Lebanon	Count	1	1	2	14	10	28
% within County where you receive services		3.6%	3.6%	7.1%	50.0%	35.7%	100.0%	
Perry	Count	0	0	0	3	1	4	
	% within County where you receive services	.0%	.0%	.0%	75.0%	25.0%	100.0%	
Other	Count	0	0	0	8	2	10	
	% within County where you receive services	.0%	.0%	.0%	80.0%	20.0%	100.0%	
Total	Count	4	6	20	225	193	448	
	% within County where you receive services	.9%	1.3%	4.5%	50.2%	43.1%	100.0%	

Q 10: I trust my service provider

								Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	0	5	2	24	23	54
		% within County where you receive services	.0%	9.3%	3.7%	44.4%	42.6%	100.0%
	Dauphin	Count	6	9	13	95	63	186
		% within County where you receive services	3.2%	4.8%	7.0%	51.1%	33.9%	100.0%
	Lancaster	Count	3	8	7	77	77	172
		% within County where you receive services	1.7%	4.7%	4.1%	44.8%	44.8%	100.0%
	Lebanon	Count	1	2	0	13	12	28
% within County where you receive services		3.6%	7.1%	.0%	46.4%	42.9%	100.0%	
Perry	Count	0	0	0	2	2	4	
	% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	1	0	0	9	1	11	
	% within County where you receive services	9.1%	.0%	.0%	81.8%	9.1%	100.0%	
Total	Count	11	24	22	220	178	455	
	% within County where you receive services	2.4%	5.3%	4.8%	48.4%	39.1%	100.0%	

Q 11: My service provider offered me the opportunity to involve my friends...

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	8	1	31	15	55
		% within County where you receive services	.0%	14.5%	1.8%	56.4%	27.3%	100.0%
	Dauphin	Count	6	22	10	102	42	182
		% within County where you receive services	3.3%	12.1%	5.5%	56.0%	23.1%	100.0%
	Lancaster	Count	6	14	10	71	67	168
		% within County where you receive services	3.6%	8.3%	6.0%	42.3%	39.9%	100.0%
	Lebanon	Count	2	3	2	10	11	28
% within County where you receive services		7.1%	10.7%	7.1%	35.7%	39.3%	100.0%	
Perry	Count	0	0	0	2	2	4	
	% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	0	0	0	8	3	11	
	% within County where you receive services	.0%	.0%	.0%	72.7%	27.3%	100.0%	
Total	Count	14	47	23	224	140	448	
	% within County where you receive services	3.1%	10.5%	5.1%	50.0%	31.3%	100.0%	

Q 12 : I am included in all meetings regarding my treatment plan & goals

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	0	5	3	29	16	53
		% within County where you receive services	.0%	9.4%	5.7%	54.7%	30.2%	100.0%
	Dauphin	Count	3	12	11	94	61	181
		% within County where you receive services	1.7%	6.6%	6.1%	51.9%	33.7%	100.0%
	Lancaster	Count	4	13	9	68	75	169
		% within County where you receive services	2.4%	7.7%	5.3%	40.2%	44.4%	100.0%
	Lebanon	Count	1	2	1	14	10	28
% within County where you receive services		3.6%	7.1%	3.6%	50.0%	35.7%	100.0%	
Perry	Count	0	0	0	2	2	4	
	% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	0	0	0	8	3	11	
	% within County where you receive services	.0%	.0%	.0%	72.7%	27.3%	100.0%	
Total	Count	8	32	24	215	167	446	
	% within County where you receive services	1.8%	7.2%	5.4%	48.2%	37.4%	100.0%	

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	1	3	1	29	20	54
		% within County where you receive services	1.9%	5.6%	1.9%	53.7%	37.0%	100.0%
	Dauphin	Count	7	9	9	104	54	183
		% within County where you receive services	3.8%	4.9%	4.9%	56.8%	29.5%	100.0%
	Lancaster	Count	7	14	3	72	76	172
		% within County where you receive services	4.1%	8.1%	1.7%	41.9%	44.2%	100.0%
	Lebanon	Count	1	3	2	10	12	28
	% within County where you receive services	3.6%	10.7%	7.1%	35.7%	42.9%	100.0%	
	Perry	Count	0	0	0	3	1	4
		% within County where you receive services	.0%	.0%	.0%	75.0%	25.0%	100.0%
	Other	Count	0	1	0	8	2	11
		% within County where you receive services	.0%	9.1%	.0%	72.7%	18.2%	100.0%
Total		Count	16	30	15	226	165	452
		% within County where you receive services	3.5%	6.6%	3.3%	50.0%	36.5%	100.0%

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	2	4	1	34	12	53
		% within County where you receive services	3.8%	7.5%	1.9%	64.2%	22.6%	100.0%
	Dauphin	Count	4	19	11	108	41	183
		% within County where you receive services	2.2%	10.4%	6.0%	59.0%	22.4%	100.0%
	Lancaster	Count	8	23	8	77	53	169
		% within County where you receive services	4.7%	13.6%	4.7%	45.6%	31.4%	100.0%
	Lebanon	Count	1	6	3	11	6	27
	% within County where you receive services	3.7%	22.2%	11.1%	40.7%	22.2%	100.0%	
	Perry	Count	0	0	1	2	1	4
		% within County where you receive services	.0%	.0%	25.0%	50.0%	25.0%	100.0%
	Other	Count	0	1	1	8	1	11
		% within County where you receive services	.0%	9.1%	9.1%	72.7%	9.1%	100.0%
Total		Count	15	53	25	240	114	447
		% within County where you receive services	3.4%	11.9%	5.6%	53.7%	25.5%	100.0%

Q 15: My treatment promotes recovery

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	1	3	2	29	17	52
		% within County where you receive services	1.9%	5.8%	3.8%	55.8%	32.7%	100.0%
	Dauphin	Count	7	11	10	105	42	175
		% within County where you receive services	4.0%	6.3%	5.7%	60.0%	24.0%	100.0%
	Lancaster	Count	2	10	5	78	74	169
		% within County where you receive services	1.2%	5.9%	3.0%	46.2%	43.8%	100.0%
	Lebanon	Count	2	2	1	10	12	27
% within County where you receive services		7.4%	7.4%	3.7%	37.0%	44.4%	100.0%	
Perry	Count	0	0	0	3	1	4	
	% within County where you receive services	.0%	.0%	.0%	75.0%	25.0%	100.0%	
Other	Count	0	1	1	7	2	11	
	% within County where you receive services	.0%	9.1%	9.1%	63.6%	18.2%	100.0%	
Total	Count	12	27	19	232	148	438	
	% within County where you receive services	2.7%	6.2%	4.3%	53.0%	33.8%	100.0%	

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

			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Total
County where you receive services	Cumberland	Count	2	1	0	27	24	54
		% within County where you receive services	3.7%	1.9%	.0%	50.0%	44.4%	100.0%
	Dauphin	Count	10	15	7	91	60	183
		% within County where you receive services	5.5%	8.2%	3.8%	49.7%	32.8%	100.0%
	Lancaster	Count	6	8	8	78	71	171
		% within County where you receive services	3.5%	4.7%	4.7%	45.6%	41.5%	100.0%
	Lebanon	Count	2	2	0	12	12	28
% within County where you receive services		7.1%	7.1%	.0%	42.9%	42.9%	100.0%	
Perry	Count	0	0	0	2	2	4	
	% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	1	0	1	5	4	11	
	% within County where you receive services	9.1%	.0%	9.1%	45.5%	36.4%	100.0%	
Total	Count	21	26	16	215	173	451	
	% within County where you receive services	4.7%	5.8%	3.5%	47.7%	38.4%	100.0%	

Q 17: Did you need emergency MH and SA services during the past year

					Total
			Yes	No	
County where you receive services	Cumberland	Count	12	40	52
		% within County where you receive services	23.1%	76.9%	100.0%
	Dauphin	Count	54	134	188
		% within County where you receive services	28.7%	71.3%	100.0%
	Lancaster	Count	64	107	171
		% within County where you receive services	37.4%	62.6%	100.0%
Lebanon	Count	9	18	27	
	% within County where you receive services	33.3%	66.7%	100.0%	
Perry	Count	0	4	4	
	% within County where you receive services	.0%	100.0%	100.0%	
Other	Count	4	7	11	
	% within County where you receive services	36.4%	63.6%	100.0%	
Total		Count	143	310	453
		% within County where you receive services	31.6%	68.4%	100.0%

Q 17A: If yes, how satisfied are you with the help you received

								Total
			Not at all	Somewhat	Neither	Satisfied	Very Satisfied	
County where you receive services	Cumberland	Count	2	0	0	5	7	14
		% within County where you receive services	14.3%	.0%	.0%	35.7%	50.0%	100.0%
	Dauphin	Count	5	8	3	21	16	53
		% within County where you receive services	9.4%	15.1%	5.7%	39.6%	30.2%	100.0%
	Lancaster	Count	8	7	1	23	28	67
		% within County where you receive services	11.9%	10.4%	1.5%	34.3%	41.8%	100.0%
Lebanon	Count	2	0	0	3	6	11	
	% within County where you receive services	18.2%	.0%	.0%	27.3%	54.5%	100.0%	
Other	Count	1	0	0	2	0	3	
	% within County where you receive services	33.3%	.0%	.0%	66.7%	.0%	100.0%	
Total		Count	18	15	4	54	57	148
		% within County where you receive services	12.2%	10.1%	2.7%	36.5%	38.5%	100.0%

Q 18: Dealing with daily problems

			Q18 Dealing with daily problems					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	1	0	9	23	17	50
		% within County where you receive services	2.0%	.0%	18.0%	46.0%	34.0%	100.0%
	Dauphin	Count	6	9	28	77	54	174
		% within County where you receive services	3.4%	5.2%	16.1%	44.3%	31.0%	100.0%
	Lancaster	Count	5	7	28	70	56	166
		% within County where you receive services	3.0%	4.2%	16.9%	42.2%	33.7%	100.0%
	Lebanon	Count	0	1	3	12	12	28
% within County where you receive services		.0%	3.6%	10.7%	42.9%	42.9%	100.0%	
Perry	Count	0	0	1	3	0	4	
	% within County where you receive services	.0%	.0%	25.0%	75.0%	.0%	100.0%	
Other	Count	1	1	2	3	4	11	
	% within County where you receive services	9.1%	9.1%	18.2%	27.3%	36.4%	100.0%	
Total	Count	13	18	71	188	143	433	
	% within County where you receive services	3.0%	4.2%	16.4%	43.4%	33.0%	100.0%	

Q 19: Feeling in control of my life

			Q19 Feeling in control of my life					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	1	2	11	20	15	49
		% within County where you receive services	2.0%	4.1%	22.4%	40.8%	30.6%	100.0%
	Dauphin	Count	4	11	39	71	46	171
		% within County where you receive services	2.3%	6.4%	22.8%	41.5%	26.9%	100.0%
	Lancaster	Count	4	8	40	70	44	166
		% within County where you receive services	2.4%	4.8%	24.1%	42.2%	26.5%	100.0%
	Lebanon	Count	1	0	8	9	9	27
% within County where you receive services		3.7%	.0%	29.6%	33.3%	33.3%	100.0%	
Perry	Count	0	0	0	3	1	4	
	% within County where you receive services	.0%	.0%	.0%	75.0%	25.0%	100.0%	
Other	Count	1	2	1	5	2	11	
	% within County where you receive services	9.1%	18.2%	9.1%	45.5%	18.2%	100.0%	
Total	Count	11	23	99	178	117	428	
	% within County where you receive services	2.6%	5.4%	23.1%	41.6%	27.3%	100.0%	

Q 20: Dealing with personal crisis

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	1	3	12	9	13	38
		% within County where you receive services	2.6%	7.9%	31.6%	23.7%	34.2%	100.0%
	Dauphin	Count	2	7	36	44	31	120
		% within County where you receive services	1.7%	5.8%	30.0%	36.7%	25.8%	100.0%
	Lancaster	Count	8	10	34	58	33	143
		% within County where you receive services	5.6%	7.0%	23.8%	40.6%	23.1%	100.0%
	Lebanon	Count	1	0	11	6	3	21
	% within County where you receive services	4.8%	.0%	52.4%	28.6%	14.3%	100.0%	
Perry	Count	0	0	1	0	0	1	
	% within County where you receive services	.0%	.0%	100.0%	.0%	.0%	100.0%	
Other	Count	0	1	1	2	1	5	
	% within County where you receive services	.0%	20.0%	20.0%	40.0%	20.0%	100.0%	
Total	Count	12	21	95	119	81	328	
	% within County where you receive services	3.7%	6.4%	29.0%	36.3%	24.7%	100.0%	

Q 21: How I feel about myself

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	1	1	14	13	20	49
		% within County where you receive services	2.0%	2.0%	28.6%	26.5%	40.8%	100.0%
	Dauphin	Count	4	12	34	71	51	172
		% within County where you receive services	2.3%	7.0%	19.8%	41.3%	29.7%	100.0%
	Lancaster	Count	5	9	40	61	49	164
		% within County where you receive services	3.0%	5.5%	24.4%	37.2%	29.9%	100.0%
	Lebanon	Count	0	3	10	9	6	28
	% within County where you receive services	.0%	10.7%	35.7%	32.1%	21.4%	100.0%	
Perry	Count	0	0	2	0	2	4	
	% within County where you receive services	.0%	.0%	50.0%	.0%	50.0%	100.0%	
Other	Count	0	1	3	4	2	10	
	% within County where you receive services	.0%	10.0%	30.0%	40.0%	20.0%	100.0%	
Total	Count	10	26	103	158	130	427	
	% within County where you receive services	2.3%	6.1%	24.1%	37.0%	30.4%	100.0%	

Q 22: Feeling good (hopeful) about the future

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	2	1	9	18	20	50
		% within County where you receive services	4.0%	2.0%	18.0%	36.0%	40.0%	100.0%
	Dauphin	Count	5	9	30	69	52	165
		% within County where you receive services	3.0%	5.5%	18.2%	41.8%	31.5%	100.0%
	Lancaster	Count	3	6	34	62	52	157
		% within County where you receive services	1.9%	3.8%	21.7%	39.5%	33.1%	100.0%
	Lebanon	Count	0	2	6	13	6	27
	% within County where you receive services	.0%	7.4%	22.2%	48.1%	22.2%	100.0%	
Perry	Count	0	0	2	1	1	4	
	% within County where you receive services	.0%	.0%	50.0%	25.0%	25.0%	100.0%	
Other	Count	0	1	4	4	2	11	
	% within County where you receive services	.0%	9.1%	36.4%	36.4%	18.2%	100.0%	
Total	Count	10	19	85	167	133	414	
	% within County where you receive services	2.4%	4.6%	20.5%	40.3%	32.1%	100.0%	

Q 23: Enjoying my free time

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	0	1	16	15	17	49
		% within County where you receive services	.0%	2.0%	32.7%	30.6%	34.7%	100.0%
	Dauphin	Count	4	7	40	61	58	170
		% within County where you receive services	2.4%	4.1%	23.5%	35.9%	34.1%	100.0%
	Lancaster	Count	2	14	44	43	55	158
		% within County where you receive services	1.3%	8.9%	27.8%	27.2%	34.8%	100.0%
	Lebanon	Count	0	2	5	10	11	28
	% within County where you receive services	.0%	7.1%	17.9%	35.7%	39.3%	100.0%	
Perry	Count	0	0	1	2	0	3	
	% within County where you receive services	.0%	.0%	33.3%	66.7%	.0%	100.0%	
Other	Count	0	0	5	5	0	10	
	% within County where you receive services	.0%	.0%	50.0%	50.0%	.0%	100.0%	
Total	Count	6	24	111	136	141	418	
	% within County where you receive services	1.4%	5.7%	26.6%	32.5%	33.7%	100.0%	

Q 24: Strengthening my social support network

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	1	2	19	11	15	48
		% within County where you receive services	2.1%	4.2%	39.6%	22.9%	31.3%	100.0%
	Dauphin	Count	7	8	37	69	48	169
		% within County where you receive services	4.1%	4.7%	21.9%	40.8%	28.4%	100.0%
	Lancaster	Count	1	13	45	62	42	163
		% within County where you receive services	.6%	8.0%	27.6%	38.0%	25.8%	100.0%
	Lebanon	Count	0	1	7	9	11	28
% within County where you receive services		.0%	3.6%	25.0%	32.1%	39.3%	100.0%	
Perry	Count	0	0	1	2	0	3	
	% within County where you receive services	.0%	.0%	33.3%	66.7%	.0%	100.0%	
Other	Count	0	0	3	2	4	9	
	% within County where you receive services	.0%	.0%	33.3%	22.2%	44.4%	100.0%	
Total	Count	9	24	112	155	120	420	
	% within County where you receive services	2.1%	5.7%	26.7%	36.9%	28.6%	100.0%	

Q 25: Being involved in community activities outside MH or SA activities

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	1	2	20	10	9	42
		% within County where you receive services	2.4%	4.8%	47.6%	23.8%	21.4%	100.0%
	Dauphin	Count	5	8	46	49	37	145
		% within County where you receive services	3.4%	5.5%	31.7%	33.8%	25.5%	100.0%
	Lancaster	Count	3	12	54	38	36	143
		% within County where you receive services	2.1%	8.4%	37.8%	26.6%	25.2%	100.0%
	Lebanon	Count	0	0	10	5	9	24
% within County where you receive services		.0%	.0%	41.7%	20.8%	37.5%	100.0%	
Perry	Count	0	0	0	0	1	1	
	% within County where you receive services	.0%	.0%	.0%	.0%	100.0%	100.0%	
Other	Count	0	0	5	3	1	9	
	% within County where you receive services	.0%	.0%	55.6%	33.3%	11.1%	100.0%	
Total	Count	9	22	135	105	93	364	
	% within County where you receive services	2.5%	6.0%	37.1%	28.8%	25.5%	100.0%	

Q 26: Dealing with school or work

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	1	2	10	13	15	41
		% within County where you receive services	2.4%	4.9%	24.4%	31.7%	36.6%	100.0%
	Dauphin	Count	5	9	30	48	39	131
		% within County where you receive services	3.8%	6.9%	22.9%	36.6%	29.8%	100.0%
	Lancaster	Count	4	9	39	38	36	126
		% within County where you receive services	3.2%	7.1%	31.0%	30.2%	28.6%	100.0%
	Lebanon	Count	0	3	6	8	9	26
	% within County where you receive services	.0%	11.5%	23.1%	30.8%	34.6%	100.0%	
	Perry	Count	0	0	1	3	0	4
		% within County where you receive services	.0%	.0%	25.0%	75.0%	.0%	100.0%
	Other	Count	1	1	4	2	2	10
		% within County where you receive services	10.0%	10.0%	40.0%	20.0%	20.0%	100.0%
Total		Count	11	24	90	112	101	338
		% within County where you receive services	3.3%	7.1%	26.6%	33.1%	29.9%	100.0%

Q 27: Dealing with people in social situations

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	0	1	15	14	19	49
		% within County where you receive services	.0%	2.0%	30.6%	28.6%	38.8%	100.0%
	Dauphin	Count	2	13	44	70	42	171
		% within County where you receive services	1.2%	7.6%	25.7%	40.9%	24.6%	100.0%
	Lancaster	Count	5	10	39	69	39	162
		% within County where you receive services	3.1%	6.2%	24.1%	42.6%	24.1%	100.0%
	Lebanon	Count	0	0	8	13	7	28
	% within County where you receive services	.0%	.0%	28.6%	46.4%	25.0%	100.0%	
	Perry	Count	0	0	0	3	0	3
		% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	0	1	3	5	1	10
		% within County where you receive services	.0%	10.0%	30.0%	50.0%	10.0%	100.0%
Total		Count	7	25	109	174	108	423
		% within County where you receive services	1.7%	5.9%	25.8%	41.1%	25.5%	100.0%

Q 28: Dealing with specific problems or issues that led me to seek services

			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you receive services	Cumberland	Count	1	1	5	19	15	41
		% within County where you receive services	2.4%	2.4%	12.2%	46.3%	36.6%	100.0%
	Dauphin	Count	4	10	21	62	51	148
		% within County where you receive services	2.7%	6.8%	14.2%	41.9%	34.5%	100.0%
	Lancaster	Count	3	6	24	62	53	148
		% within County where you receive services	2.0%	4.1%	16.2%	41.9%	35.8%	100.0%
	Lebanon	Count	0	0	5	7	9	21
	% within County where you receive services	.0%	.0%	23.8%	33.3%	42.9%	100.0%	
	Perry	Count	0	0	0	2	0	2
		% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	1	1	0	6	2	10
		% within County where you receive services	10.0%	10.0%	.0%	60.0%	20.0%	100.0%
Total		Count	9	18	55	158	130	370
		% within County where you receive services	2.4%	4.9%	14.9%	42.7%	35.1%	100.0%

CONSUMER COMMENTS

- Q 3. There are a lot of providers that don't accept this insurance.
- Q 5. They dropped mobile service after 6 visits
- Q 6. Never set up TSS
- Q 7. Private Insurance almost tapped out. If we were private pay I'm sure we would be treated differently. We've contemplated selling our home and land to get her services.
- Q 10. I have appealed things in the past when services were denied. CBHNP brought someone with them, another mom with a child with MH problems, but she was not educated about RAD. She looked shocked as I talked about my daughter and some of the things she does.
- Q 14. Didn't provide service
- Q 18. No change due to lack of services
- Q 29. Any help is better than what I had. In 2004, he had MT and TSS for 9 months. In December 2004, I filed for Family Based and he was denied because he was not at risk of RTF. So, I filed 2 grievances. In Jan 2005, he was approved for an after school program, but when he turned 15, he wasn't really qualified anymore. So, when I applied for Family Based again, I was denied again. I was so distraught that when we saw the Psychiatrist, we got Family Based kicked in January. On the other hand, he hasn't improved much yet. He doesn't even take compliments. He only remembers the negative. He was told in the beginning that he has to work with the system or the system's going to remove him.
- Q 32 I have no time for CBHNP. They talk and talk but nothing happens. I tried several times and it was the same every time.
- At last grievance meeting my son wanted to speak. CBHNP hung up on him when he started using bad language.
- Q 33. I went through the dilemma of denied services. They actually listened to me crying. It was only 10 minutes and she called me right back and talked to the psychologist and we got services.
- I think I did have to contact them because they had discontinued services without notice. I had to go to Philhaven to have them send documentation. They psychiatrist got things reinstated, but she had a lapse in services for 2 weeks or so. Good thing she was doing OK at that time.
- Q 33a. Waited 2 months; called crying for crisis help.
- I only called him once. His message said he would return call within 24 hours and he returned the call within 48 hours, and apologized for not getting back to me quicker. At least he apologized.

I just spoke to my son's CBHNP case manager on Friday. She was very helpful and it working on it. She needs to get to the right person to resolve the issue. She's doing everything she can. She's very helpful. I don't think it's her fault for the delay; she's working on it.

I'm very pleased with overall services, but in the beginning I tried to contact them several times and I wouldn't get any calls back. It was very frustrating that I would have to keep calling them.

Q 36. Still waiting for appointments

Q 37. Not at first. It improved only after we complained. The case manager, _____, at CBHNP provided "shoddy" treatment on the phone with no apology. But services improved after Mauricio Conte, supervisor, addressed the rude behavior. Now, _____ is doing their job.

Sometimes they're not the easiest people to deal with.

Q 38. Had to fight for hours with TSS.

Yes, except for time it takes to approve re-eval.

CBHNP have been beyond helpful! Very satisfied and pleased. Even contacted the school to verify that they could help. Participated in phone conference with school and IEP.

Has met President of CBHNP but he hasn't responded like he promised he would. I'm not surprised. It's typical of their operation. I think I'm going to speak with the State Attorney Generals' office and the State Insurance Department. It's time someone set CBHNP straight.

Other than my appeal. I had to fight to get what we have. She clearly needed help. I was really impressed. The appeal hearing was on a Friday and the approval was in Saturday's mail already. We haven't had a problem since, not even with the 40 hour increase.

I had a grievance over a year ago and I had written to what I was feeling. They listened and approved his Family Based right away. They really did listen.

Q 39. Yes, CBHNP stopped his TSS services and now he's having problems in school.

PA Counseling failed to provide service and CBHNP told me it wasn't their problem to fix.

Son isn't receiving any services at this time due to slow response on eval approval. Waiting since end of January for approval. Services are on hold meanwhile.

Still waiting for a call from agency, after waiting 2 months for CBHNP to respond. Called in a crisis, demanding help. Has received treatment authorization papers. My family is in crisis and no one is responding!

Having trouble keeping services. Currently we are in the process of keeping services and filing grievances with CBHNP. DPW overturned CBHNP's decision. During the last grievance meeting, son wanted to speak but CBHNP hung up on him.

Q 40. We were with Med Plus and were switched to Unison without any notice or any information about changes in benefits.

Lost services for 3 weeks during transition from school to services.

Mother is concerned with attempts to 'transition' her son out of MH services. She commented that his age should affect eligibility for service. It should be need based and those "close to him" family and therapists should have a say in whether or not services are still needed. Son says "fighting to keep my mobile therapist is bull _____. I want him, but why should I have to fight to keep him."

Child was in a home. CBHNP was hurrying his release from the program he was in. This seemed to cause a small set back in progress made.

Q 41. I would like to see the system be easier to deal with.

I think CBHNP would be required to meet a child before making a decision about their care.

Fast turnaround time to a new provider.

It would be nice to have a one page directory from CBHNP with a list of contacts and phone numbers. It would be greatly helpful to know who to call for different things.

Faster. Communication improvements delineate services clearly. Give lists of contacts for crisis, etc. for easy reference that busy parents can use.

Allow services to last longer so that effective results can show positive outcomes "stick with it," continue services if seeing that it works. CBHNP doesn't leave services in place long enough. Eligibility for family based services has changed. One child was approved but now can't get approval for another child with same issues. Looking at paperwork. Approval process should include family interview reports that CBHNP won't pay for both mobile therapist and other therapist to participate in evaluation meetings. This impacted their decision to approve when there was a new therapist present b/c he didn't really know family yet.

CBHNP has been very good to me.

I was told that wrap-around services would be provided for my child with ADHD for 2 years now, still nothing! As my insurance company, they should at least give me several options for that, plus set it up. Also when in ER hospital, why does it take longer for Medical Assistance patients to receive care?

CBHNP has been there whenever I have needed it- from my drug counseling to my prescriptions to hospitalizations.

I guess I want to stress that every time he was evaluated, they would take a month off of the estimated discharge date because he appeared to be doing well there, in the controlled environment. They ended up taking 4 months off of his time there. Now that he's back in the home environment where he's comfortable, less than a month, he's already having behavioral issues again. I wish the Insurance would understand how these kids usually do well in the controlled settings- but regress when back in the home environment. That was

the Behavioral Specialist would not be denied and could be in place before the behaviors escalate in the home setting.

Many people have said , “Oh, he has RAD”- well there’s nothing we can do for him. These kids are ending up in correction facilities because people think that they can’t be helped. He’s a good kid; he’s bright, but he just has a learning disability. He was in inpatient at Hershey when they suddenly called and said he’s being discharged. Insurance said not paying for it- hasn’t threatened to hurt anyone in the last 24 hours. Treat you as if you are the cause of the problems at many places.