



CONSUMER SATISFACTION SERVICES

3rd QUARTER REPORT

HEALTH CHOICES – CAPITAL REGION

April 1 – June 30, 2006

PREPARED FOR:

CAPITAL AREA BEHAVIORAL HEALTH COLLABORATIVE

PREPARED BY:

CONSUMER SATISFACTION SERVICES, INC.

4775 LINGLESTOWN ROAD

HARRISBURG, PA 17112

TELEPHONE: (717) 651 – 1070

FAX: (717) 651-1071

WEB: WWW.CSS-PA.ORG

Consumer Satisfaction Services, Inc.

Board of Directors

**Wendy Wood, Chair
Chuck Hoffman, Vice Chair
Lois Chamness, Secretary
Cindy Reigle, Treasurer**

**Tony Cek
David Cortes
B.J. Genna
Jodi Hoffman
Sarabeth Orłowski
Robin Tolan**

*** * * * ***

**Lewis E. Silverman
Executive Director**

**Krista N. Bogertman
Deputy Director**

**Erin N. Greene
Substance Abuse Coordinator**

**Frances I. Horne
HMJ C/FST Coordinator**

*** * * * ***

**Dr. Caroline Dillon, PhD
Temple University – School of Social Administration
Consultant**

*** * * * ***

C/FST Associates

**Latrice Ballard
Judy Carter
Luana L. Lindberg
Erin Miranda
Sara J. Sollenberger**

**Pauline A. David
Mary Jane DeLong
Renee Mankowsky
Pat Oest
Arthur R. Tomlinson**

**Douglas J. Donnangelo
Erik J. Lindberg
Alberto Miranda
Caroline Ramsey
Thomas J. Weyant**

Table of Contents

Executive Summary.....	4
Survey Methodology.....	6
Demographic & Survey Information.....	7
Satisfaction Results.....	23
Implementation.....	24
Outcomes.....	26
State Mandated Questions.....	28
CBHNP.....	32
Survey Question Tables by County.....	40
Consumer Comments.....	63

Executive Summary

This quarter brings a few changes which need to be noted. Primarily, the data is presented by the county in which a consumer resides. Previously the data was presented grouped by the county in which a consumer receives services. For this reason the summary data for this quarter cannot be compared to previous reports.

- The survey represents 230 respondents ($n=230$) from the Capital Region, consisting of 166 Adults (72.2%) and 64 Children (27.8%). Of the child consumers, the children themselves responded to the survey in 1.3% (3 of 230), while the parents/guardians responded in 62 of cases (27.0%).
- **Gender:** Sample is 47.4% male (109) and 47.4% female (109). 12 individuals (5.2%) did not respond to this question. Males and female respondents did not differ in their levels of reported satisfaction with services.
- **Age:** Age of respondents ranged from 3 – 61 years, with a mean age of 31.43 and median age of 32. Our analysis found no relationship between age and Total Satisfaction. **Please Note:** *This group of respondents is older than the previous quarters—the mean age is usually around 22.*
- **Race:** 130 of 230 respondents (56.5%) reported their race as White/Caucasian, 41 (17.8%) as African American, 25 (10.9%) as Latino/a Hispanic, 11 (4.8%) as Multi-racial, and 5 (2.2%) as Other. 13 respondents (5.7%) chose not to answer this question.
- **Type of Treatment:** Respondents were involved in four types of treatment. 111 respondents (48.3%) reported they received Targeted Case Management, 79 respondents (34.3%) received Non-Hospitalization D&A (Detox & Rehab), 33 respondents (14.3%) received CIS, 5 respondents (2.2%) reported they received Outpatient & Partial Hospital D&A Services, and the other 2 respondents reported they received Inpatient D&A (Detox and Rehab).

Overall the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 79.0% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question#16, "I am satisfied with the services..." with 83.1% 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 involved in the treatment process and decisions (Question 5, 12, 13). Respondents feel informed about who to call if they have questions about their mental health or substance abuse services (Question 1) or their rights and responsibilities regarding treatment (Question 4). 80% 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 (87.4%) are satisfied that they know whom to call if they have service questions, approximately 1 in 7 (15.4%) consumers indicate that they do not know whom to call if they have a complaint or grievance. **Please Note:** *This is an increase over 2nd Qtr 2006 when it was 1 in 8 (12%).*
- Only 66.5% indicated that they were given information about how to get other services that they needed. Approximately 1 in 4 (25.7%) were dissatisfied in this area.
- Approximately 1 in 6 consumers (17.4%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.
- Approximately 1 in 5 consumers (20.9%) do not believe that their service provider spends enough time with them.
- Approximately 1 in 6 consumers (16.9%) report they do not have a choice in selecting or changing their service provider.
- Approximately 1 in 11 respondents (22 of 230 or 9.6%) is not satisfied with the opportunity to include family members or others in the treatment process. **Please Note:** *We took a look at this factoring in race and there were no differences in the level of satisfaction with respect to race.*

Survey Methodology

A. Consumer Satisfaction Services

Our mission:

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.

Through small group discussions about data among consumers, providers and health care administrators, CSS is beginning to bridge information gaps and establish a common understanding of quality behavioral health care.

B. Interviewing Protocol

Consumer/Family Satisfaction Team members, trained and employed by Consumer Satisfaction Services, conducted 230 30-45 minute interviews with consumers at various locations under the authority granted to it by the Capital Area Behavioral Health Collaborative (CABHC) representing Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties. C/FST interviewers were consumers and/or family members of mental health services. Because of their personal experiences with mental illnesses, these interviewers often were able to build a rapport with respondents that would not have been possible otherwise. This rapport appeared to help the interview respondents speak openly and honestly about their experiences as a consumer in the Capital Region.

Report

This report represents our findings for the period April – June 2006.

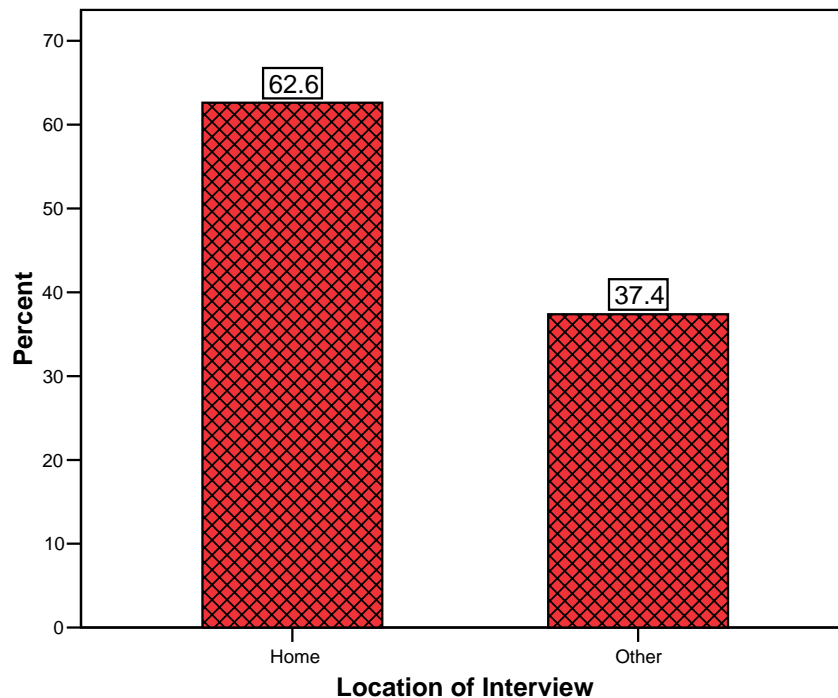
Percent based on actual percent not including missing data unless otherwise noted.

This quarter brings a few changes which need to be noted. Primarily, the data is presented by the county in which a consumer resides. Previously the data was presented grouped by the county in which a consumer receives services. For this reason the summary data for this quarter cannot be compared to previous reports.

I. Demographic and Survey Information

- The survey represents 230 respondents ($n=230$) from the Capital Region, consisting of 166 Adults (72.2%) and 64 Children (27.8%). Of the child consumers, the children themselves responded on the survey in 1.3% (3 of 230), while the parents/guardians responded in 62 of cases (27.0%).
- Data was collected by 12 interviewers from 19 Treatment Facilities in the Capital Region.
- 144 of the interviews (62.6%) were conducted at the respondent's home. The remaining 86 (37.4%) were conducted in a location outside the home.

Location of Interview



- Approximately 15% of the respondents (35 of 230) reported they had been previously interviewed in the last year.

Previously interviewed in last year

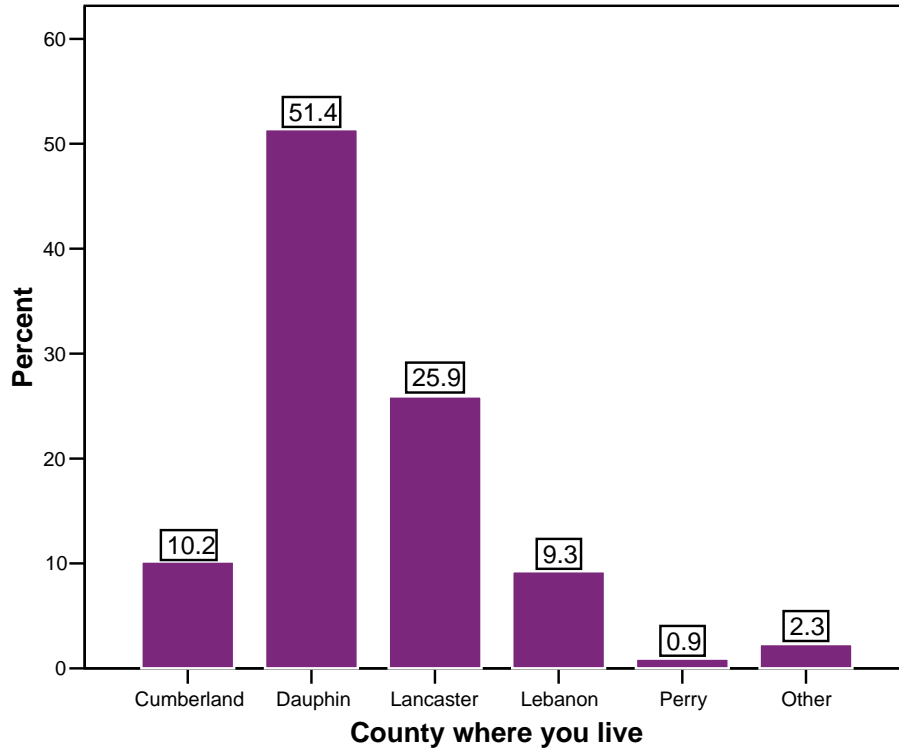
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	35	15.2	16.8	16.8
	No	147	63.9	70.7	87.5
	Not sure	26	11.3	12.5	100.0
	Total	208	90.4	100.0	
Missing	9	22	9.6		
Total		230	100.0		

- Gender: Sample is 47.4% male (109) and 47.4% female (109). 12 individuals (5.2%) did not respond to this question. Males and female respondents did not differ in their levels of reported satisfaction with services.
- Age: Age of respondents ranged from 3 – 61 years, with a mean age of 31.43 and median age of 32. Our analysis found no relationship between age and Total Satisfaction. **Please Note:** *This group of respondents is older than the previous quarters—the mean age is usually around 22.*
- Counties of Residence: In alphabetical Order

County where you live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cumberland	22	9.6	10.2	10.2
	Dauphin	111	48.3	51.4	61.6
	Lancaster	56	24.3	25.9	87.5
	Lebanon	20	8.7	9.3	96.8
	Perry	2	.9	.9	97.7
	Other	5	2.2	2.3	100.0
	Total	216	93.9	100.0	
Missing	9	14	6.1		
Total		230	100.0		

County where you live



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	21 of 22	95.5%
Dauphin	99 of 111	89.2%
Lancaster	49 of 53	92.5%
Lebanon	19 of 20	95.0%
Perry	1 of 2	50.0%
Other	0 of 5	0.0%
Total	189 of 213	88.7%

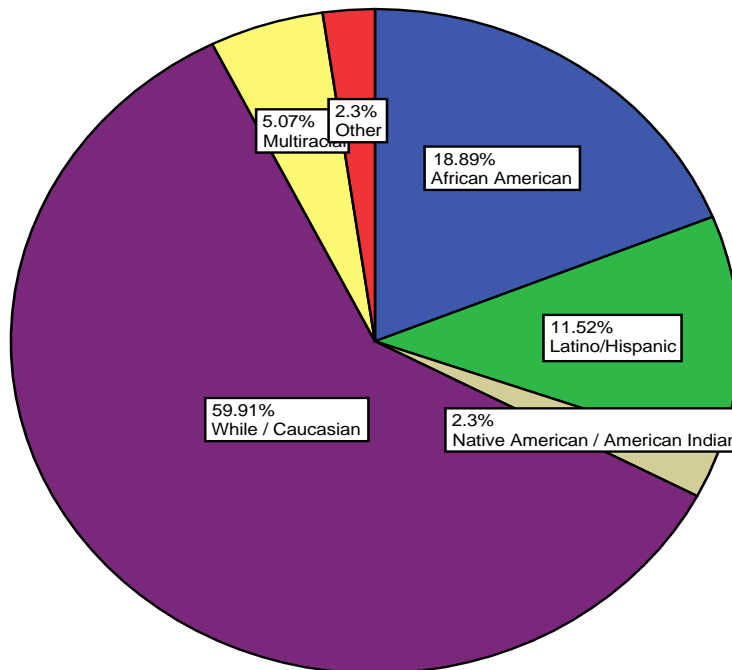
Our analysis indicated no significant differences in Total Satisfaction by County of Residence.

Total Satisfaction by County of Residence

County of Residence	N	Mean	Standard Deviation	Standard Error
Cumberland	22	117.3	17.6	3.8
Dauphin	111	109.3	15.6	1.5
Lancaster	56	110.4	16.2	2.2
Lebanon	20	106.1	14.3	3.2
Perry	2	113.9	1.6	1.1
Other	5	117.6	11.2	5.0
Total	216	110.3	15.6	1.1

- Race:** 130 of 230 respondents (56.5%) reported their race as White/Caucasian, 41 (17.8%) as African American, 25 (10.9%) as Latino/a Hispanic, 11 (4.8%) as Multi-racial, and 5 (2.2%) as Other. 13 respondents (5.7%) chose not to answer this question.

Racial Composition of 3rd Quarter Respondents



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

Total Satisfaction by Race

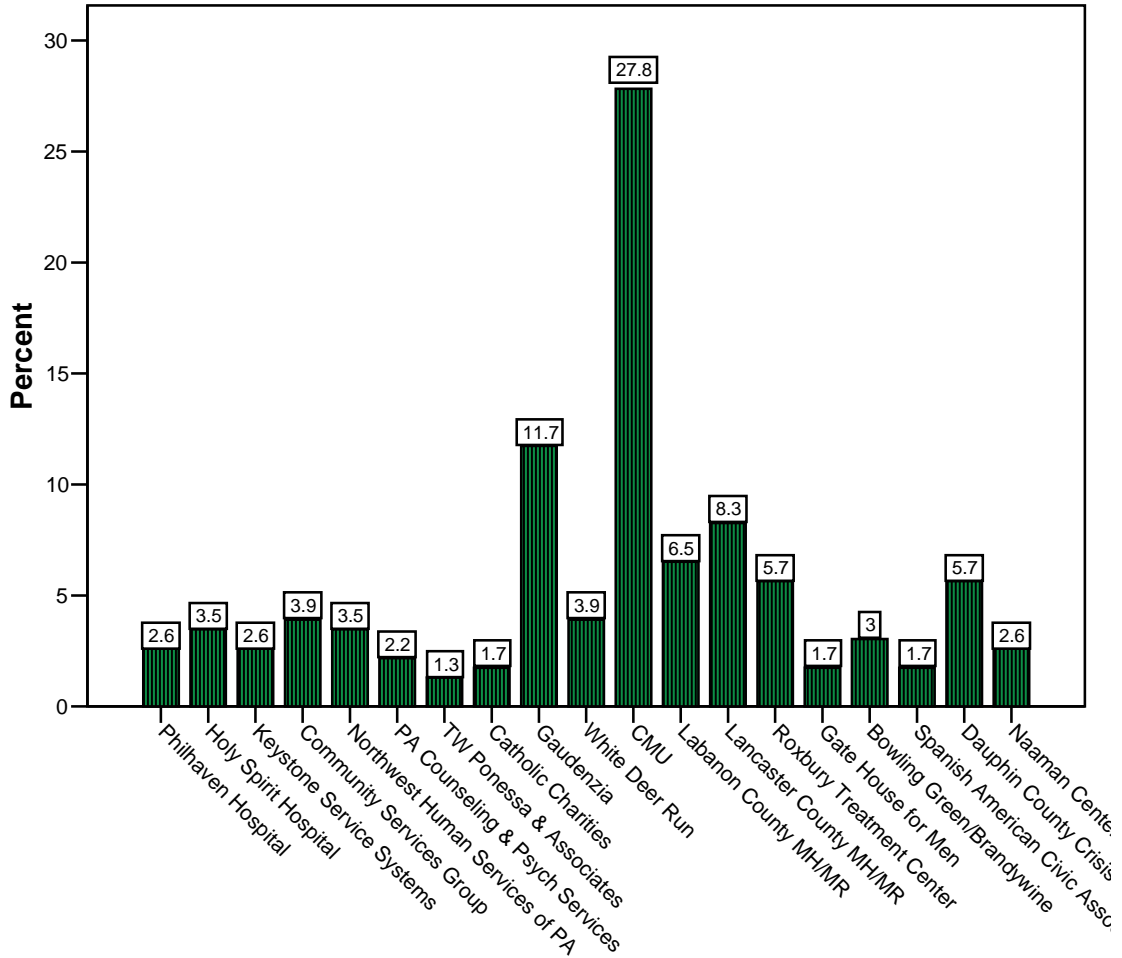
	N	Mean	Std. Deviation	Std. Error
African American	41	107.8	19.3	3.0
Asian/Pacific Islander	-	-	-	-
Latino/a	25	114.1	17.8	3.6
Native American/Am Indian	5	107.2	24.3	10.8
White / Caucasian	130	111.2	14.6	1.3
Multiracial	11	109.4	6.2	1.9
Other	5	114.8	6.3	2.8
Total	217	110.8	15.8	1.1

Treatment Facility: Data was collected from 19 Treatment Facilities in the Capital Region. The distribution of respondents is presented on the next page.

Name of Treatment Facility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Philhaven Hospital	6	2.6	2.6	2.6
	Holy Spirit Hospital	8	3.5	3.5	6.1
	Keystone Service Systems	6	2.6	2.6	8.7
	Community Services Group	9	3.9	3.9	12.6
	Northwest Human Services of PA	8	3.5	3.5	16.1
	PA Counseling & Psych Services	5	2.2	2.2	18.3
	TW Ponessa & Associates	3	1.3	1.3	19.6
	Catholic Charities	4	1.7	1.7	21.3
	Gaudenzia	27	11.7	11.7	33.0
	White Deer Run	9	3.9	3.9	37.0
	CMU	64	27.8	27.8	64.8
	Labanon County MH/MR	15	6.5	6.5	71.3
	Lancaster County MH/MR	19	8.3	8.3	79.6
	Roxbury Treatment Center	13	5.7	5.7	85.2
	Gate House for Men	4	1.7	1.7	87.0
	Bowling Green/Brandywine	7	3.0	3.0	90.0
	Spanish American Civic Association	4	1.7	1.7	91.7
	Dauphin County Crisis Intervention	13	5.7	5.7	97.4
	Naaman Center	6	2.6	2.6	100.0
	Total	230	100.0	100.0	

Name of Treatment Facility



Name of Treatment Facility

Our analysis indicated significant differences in Total Satisfaction with respect to treatment facility. **Please Note:** *It is important to interpret this data with caution as several of the facilities had only a single respondent.*

The Total Satisfaction Score means by facility are on the following page.

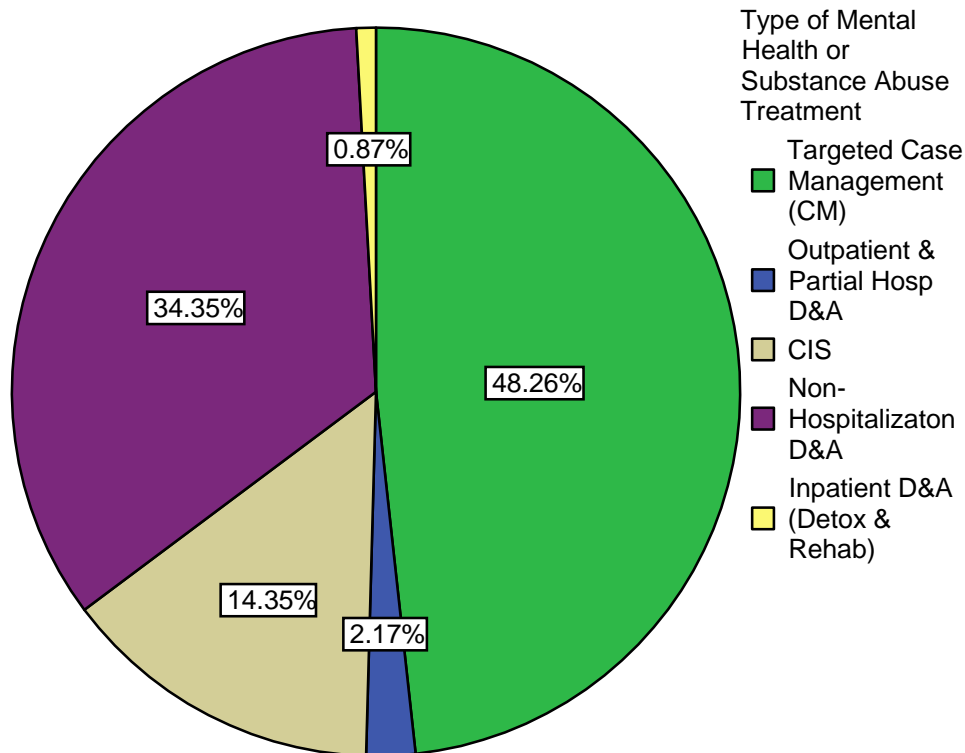
Descriptives

Total Satisfaction Score

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Philhaven Hospital	6	100.3681	13.93772	5.69005	85.7413	114.9948	81.08	117.10
Holy Spirit Hospital	8	106.8482	17.01340	6.01515	92.6247	121.0718	70.99	126.73
Keystone Service Systems	6	108.7761	10.46274	4.27140	97.7961	119.7561	91.77	120.73
Community Services Group	9	106.9967	9.54093	3.18031	99.6629	114.3305	93.56	123.50
Northwest Human Services of PA	8	116.1840	17.01232	6.01476	101.9614	130.4067	89.83	137.00
PA Counseling & Psych Services	5	111.5940	7.59091	3.39476	102.1686	121.0193	98.77	117.73
TW Ponessa & Associates	3	119.8509	17.71308	10.22665	75.8492	163.8527	106.73	140.00
Catholic Charities	4	120.9430	6.84337	3.42168	110.0537	131.8323	112.00	128.00
Gaudenzia	27	122.0211	12.08902	2.32653	117.2389	126.8034	84.50	138.00
White Deer Run	9	109.1091	14.03959	4.67986	98.3174	119.9009	82.30	126.73
CMU	64	105.3464	12.12815	1.51602	102.3169	108.3759	63.62	124.00
Lebanon Cty. MH/MR	15	109.9922	12.10421	3.12529	103.2891	116.6953	85.27	135.73
Lancaster Cty. MH/MR	19	107.6019	17.43471	3.99980	99.1987	116.0052	68.17	138.73
Roxbury Treatment Center	13	122.2292	12.61865	3.49978	114.6038	129.8545	97.73	139.00
Gate House for Men	4	121.3093	11.52905	5.76453	102.9640	139.6546	106.00	131.50
Bowling Green/Brandywine	7	103.4839	18.74365	7.08443	86.1489	120.8189	71.61	120.09
Spanish American Civic Association	4	129.3554	14.00711	7.00355	107.0670	151.6439	108.41	137.73
Dauphin County Crisis Intervention	13	98.2676	23.78160	6.59583	83.8965	112.6387	45.00	128.45
Naaman Center	6	122.2033	9.82744	4.01204	111.8900	132.5165	110.17	135.77
Total	230	110.6224	15.61041	1.02932	108.5943	112.6505	45.00	140.00

Type of Treatment: Respondents were involved in four types of treatment. 111 respondents (48.3%) reported they received Targeted Case Management, 79 respondents (34.3%) received Non-Hospitalization D&A (Detox & Rehab), 33 respondents (14.3%) received CIS, 5 respondents (2.2%) reported they received Outpatient & Partial Hospital D&A Services, and the other 2 respondents reported they received Inpatient D&A (Detox and Rehab).

Type of Mental Health or Substance Abuse Treatment



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 with CIS.

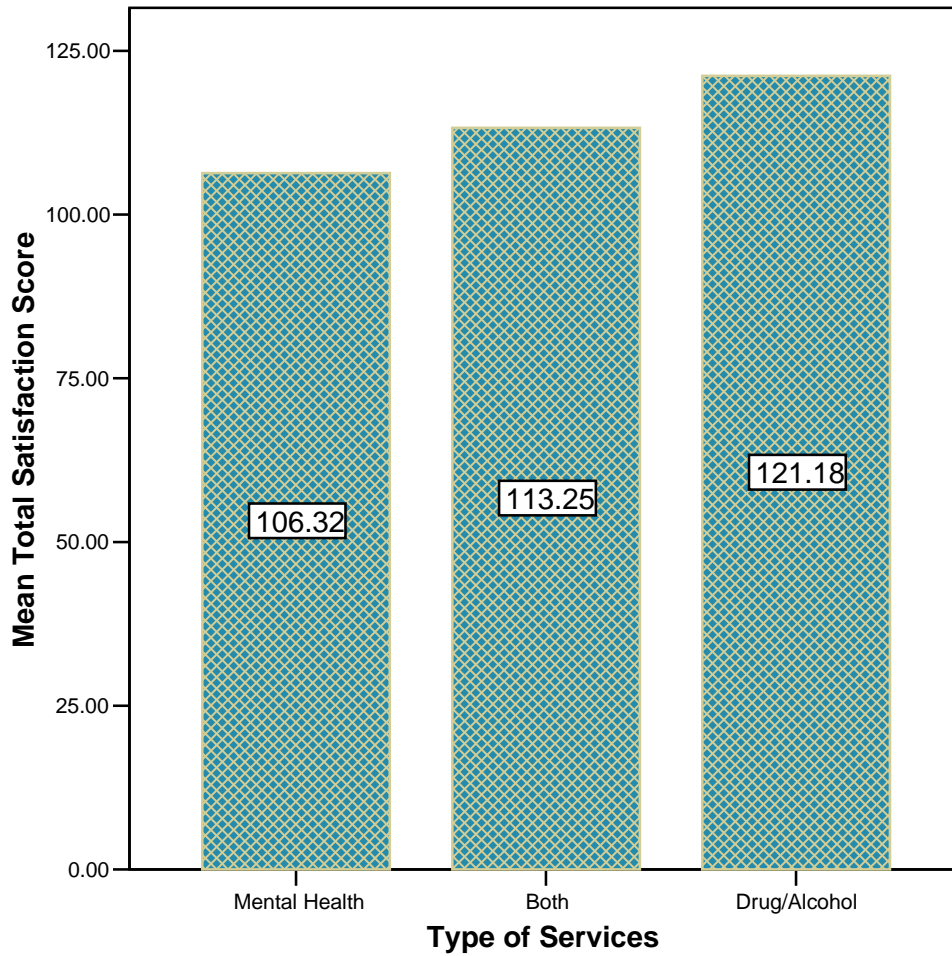
Total Satisfaction by Type of Treatment

	N	Mean	Std. Deviation	Std. Error
Outpatient & Partial Hsp D&A	5	123.1	13.5	6.0
Targeted Case Management	111	107.3	12.6	1.2
CIS	33	100.4	19.3	3.4
Non-Hospitalization D&A	79	118.6	13.6	1.5
Inpatient D&A	2	118.2	29.0	20.5
Total	230	110.6	15.6	1.0

- Type of Services: 118 of the respondents (51.3 %) reported they received Mental Health Services only, 36 (15.7%) received only Drug & Alcohol Services, and 63 (27.4%) received both Mental Health and Drug & Alcohol services. Our analysis indicated the individuals receiving only Drug & Alcohol Services reported significantly higher levels of satisfaction. Respondents receiving only Mental Health services reported significantly lower levels of satisfaction and respondents who received both Mental Health and D&A Services reported a moderate level of satisfaction. All groups were significantly different from each other.

Total Satisfaction by Type of Service

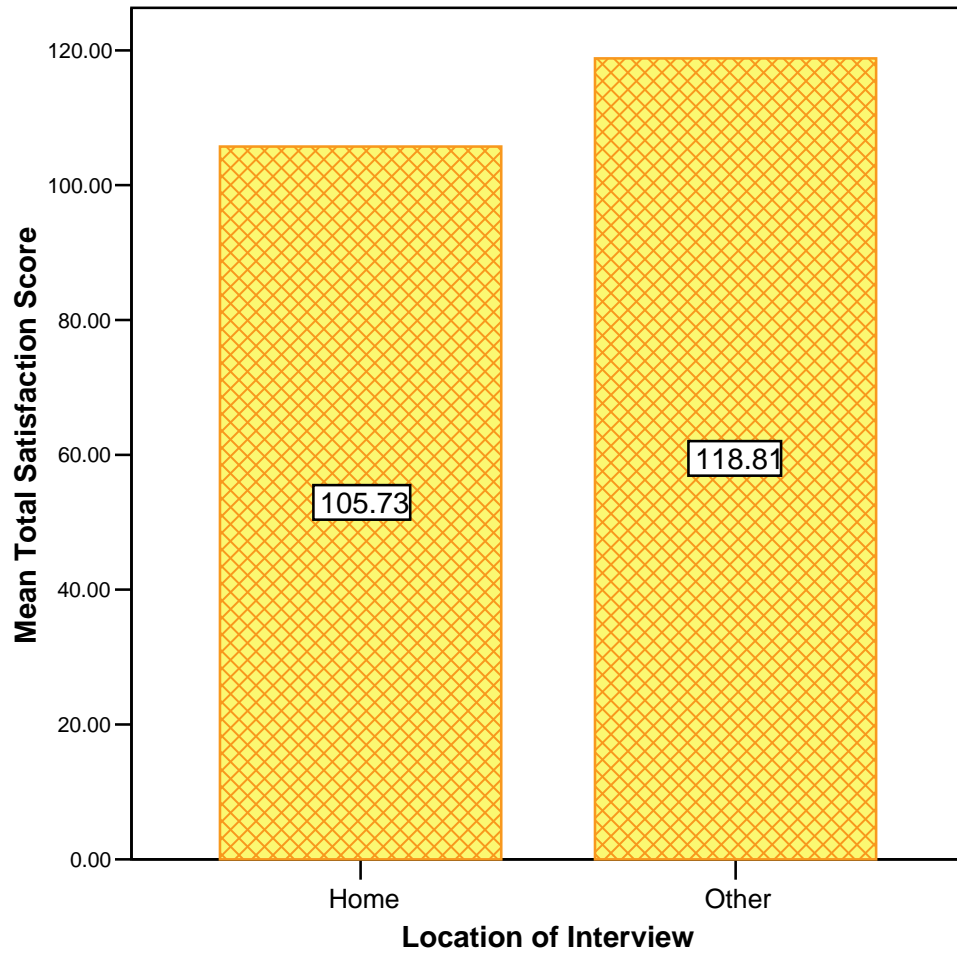
	N	Mean	Std. Deviation	Std. Error
Mental Health	118	106.3	13.7	1.3
Drug/Alcohol	36	121.2	13.3	2.2
Both	63	113.3	17.6	2.2
Total	217	110.8	15.8	1.1



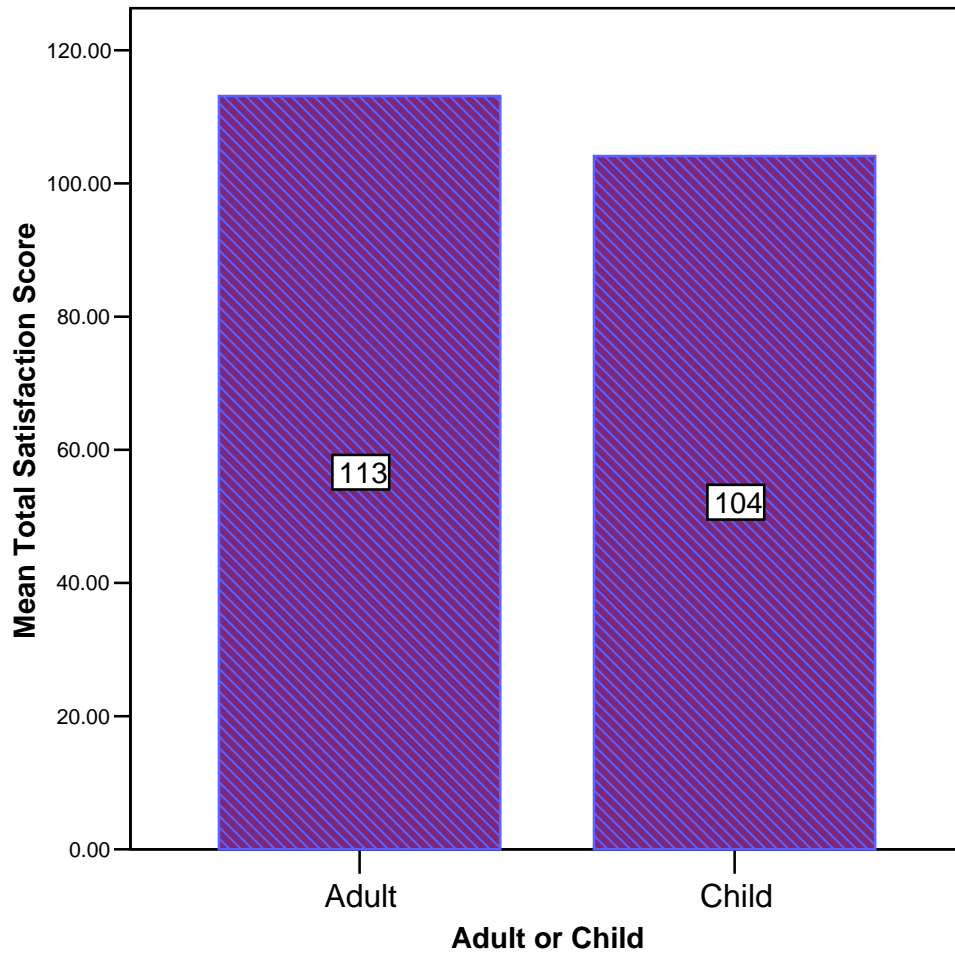
- Where Interviewed: Respondents who were interviewed in the home reported significantly lower levels of Total Satisfaction than those who were interviewed outside the home.

Group Statistics

Location of Interview		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	Home	144	105.7302	14.59963	1.21664
	Other	86	118.8140	13.76534	1.48435



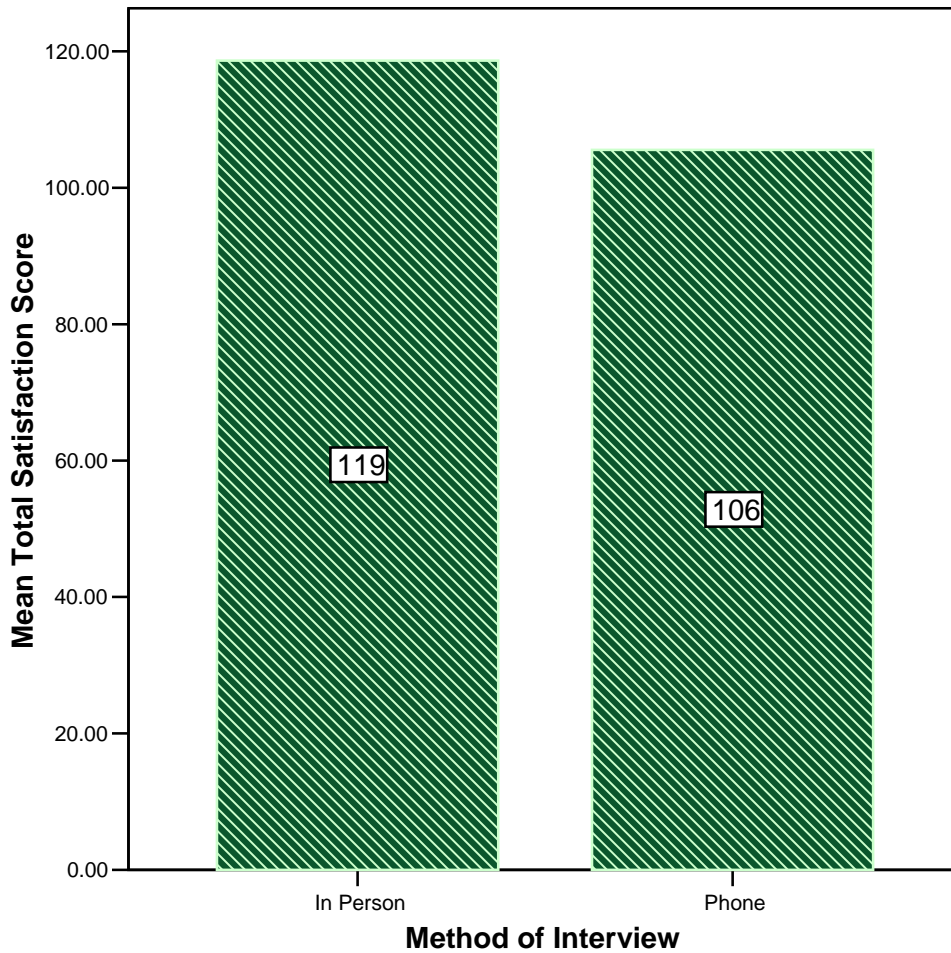
- Adult or Child receiving services: Respondents who received Adult services reported significantly higher levels of satisfaction with their services than those who received services for children.



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

Group Statistics

	Method of Interview	N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	In Person	89	118.6340	13.88536	1.47185
	Phone	141	105.5655	14.52064	1.22286



- Previously Interviewed: There was a significant trend for those who were previously interviewed in the past year to report higher levels of Total Satisfaction with services.

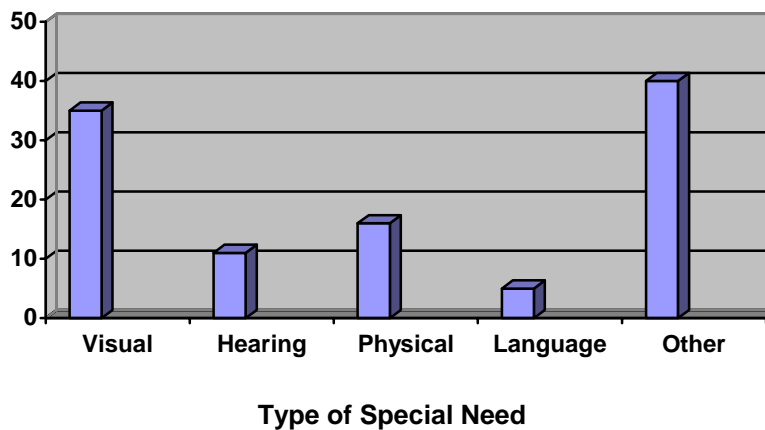
Total Satisfaction by Previously Interviewed

Previously Interviewed	N	Mean	Standard Deviation	Standard Error
Yes	35	115.4	12.3	2.1
No	147	108.6	16.7	1.4
Not Sure	26	111.9	12.4	2.4
Total	208	110.1	15.7	1.1

- Special Needs:** Approximately one-third (32.2% or 74 of 230 respondents) reported special needs. 35 (15.2%) of the respondents reported visual impairment, 11 (4.8%) reported hearing impairment, 16 (7.0%) reported physical impairment, 5 (2.2%) reported difficulty with English and 40 (17.4%) 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	35	15.2	16.2
Hearing Impairment	11	4.8	5.1
Physical Impairment	16	7.0	7.4
English difficulty	5	2.2	2.3
Other	40	17.4	18.4
None	142	61.7	65.7
Missing	14	6.1	
Total	230	100.0	

Frequency of Respondents with Special Needs



- Distribution of Services by County of Residence:

Number of Consumers by Type of Services in Each County 3 rd Quarter Only 2006						
County	N	Mental Health		D&A	Both MH/D&A	Other
		Adult	Child			
Cumberland	22	5	4	6	7	0
Dauphin	111	33	35	9	34	0
Lancaster	54	11	14	15	14	0
Lebanon	19	7	6	2	4	0
Perry	2	0	1	0	1	0
Other	5	0	0	3	2	0
TOTAL	213	56	60	35	62	0

II. Satisfaction – 3rd 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 110.6 with a standard deviation 15.6, median 111.2. 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 95.0 – 126.2. 96% of all scores fall between 79.4 – 141.8 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	230
	Missing	0
Mean		110.6224
Median		111.2468
Std. Deviation		15.61041
Minimum		45.00
Maximum		140.00
Percentiles	25	103.4739
	50	111.2468
	75	121.5624

Implementation

Overall the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 79.0% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question#16, "I am satisfied with the services..." with 83.1% 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 involved in the treatment process and decisions (Question 5, 12, 13). Respondents feel informed about who to call if they have questions about their mental health or substance abuse services (Question 1) or their rights and responsibilities regarding treatment (Question 4). 80% 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 (87.4%) are satisfied that they know whom to call if they have service questions, approximately 1 in 7 (15.4%) consumers indicate that they do not know whom to call if they have a complaint or grievance. **Please Note:** *This is an increase over 2nd Qtr 2006 when it was 1 in 8 (12%).*
- Only 66.5% indicated that they were given information about how to get other services that they needed. Approximately 1 in 4 (25.7%) were dissatisfied in this area.
- Approximately 1 in 6 consumers (17.4%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.
- Approximately 1 in 5 consumers (20.9%) do not believe that their service provider spends enough time with them.
- Approximately 1 in 6 consumers (16.9%) report they do not have a choice in selecting or changing their service provider.
- Approximately 1 in 11 respondents (22 of 230 or 9.6%) is not satisfied with the opportunity to include family members or others in the treatment process. **Please Note:** *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=230	% 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.	87.4	15.4	4.0	0.9
2. I was given information on how to get other services that I needed.	66.5	25.7	3.6	1.2
3. I have a choice in selecting or changing my service provider.	72.1	16.9	3.8	1.0
4. I was informed about my rights and responsibilities regarding my treatment.	87.8	7.4	4.1	0.8
5. I was given a chance to make treatment decisions.	83.1	11.7	4.0	1.0
6. I feel comfortable in asking questions regarding my treatment.	86.9	9.6	4.1	0.9
7. My service provider spends enough time with me.	69.6	20.9	3.7	1.3
8. My personal information is not shared with others without my permission.	89.1	5.7	4.2	0.8
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	89.1	3.0	4.3	0.7
10. I trust my service provider.	84.8	7.3	4.2	0.9
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	79.1	9.6	4.0	0.9
12. I am included in all meetings regarding my treatment plan and goals for recovery.	81.3	9.1	4.0	0.9
13. I feel that I am an equal partner in the treatment process.	83.9	8.3	4.1	0.9
14. My service provider explained the advantages and disadvantages of my therapy or treatment.	72.6	17.4	3.8	1.1
15. My treatment plan promotes recovery.	80.0	8.2	4.1	0.9
16. Overall, I am satisfied with the services I am receiving.	83.1	10.0	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= 111 for this question included only those respondents who needed emergency mental health	66.7	26.1	3.7	1.0

Emergency Treatment: CSS consumers identified emergency services as an area that warranted investigation in this survey. Approximately 45% of respondents (103 of 230) 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 3.72 with standard deviation of 0.98. Overall, 66.7% rated emergency services as Satisfied or Very Satisfied (4 or 5) and one of five, consumers 26.1% (29 of 111), were Not at all or Somewhat Satisfied (1 or 2). **Please Note:** *While the majority of consumers are satisfied with emergency services, a substantial minority, approximately 1 in 4 (26.1%) 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 39% to 68% of consumers believe services have improved their lives in each outcome area. Approximately 10% to 30% of consumers believe that no change has resulted from their services. Only 3% to 10% believes that things are worse as a result of services.

- Highest ratings were given to questions that are recovery-related questions rather than symptom-related, with approximately 63% of consumers reporting improvement. These include questions related to self-worth, feeling in control of one's life, dealing with daily problems, 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) and #25 (Being involved in community activities). Only approximately 41% of respondents believe these areas have improved. Further research should investigate the reasons that these areas show relatively low improvement. It should be noted that the vast majority of consumers do not believe things have gotten worse in these areas.
- Dealing with personal crisis was also ranked relatively low with only 51.8% 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=230	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation
18. Dealing with daily problems.	67.8	8.7	4.0	1.0
19. Feeling in control of my life.	60.9	9.1	3.9	0.9
20. Dealing with personal crisis.	51.3	8.7	3.8	0.9
21. How I feel about myself.	61.7	7.4	3.9	1.0
22. Feeling good (hopeful) about the future.	62.6	8.7	4.0	1.0
23. Enjoying my free time.	62.1	6.5	3.9	1.0
24. Strengthening my social support network.	60.4	7.4	3.9	1.0
25. Being involved in community activities.	44.3	7.8	3.7	1.0
26. Dealing with school or work.	38.7	10.0	3.7	0.9
27. Dealing with people in social situations.	63.9	8.3	3.9	1.0
28. Dealing with specific problems or issue.	60.0	3.4	4.1	0.8

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	5	2.2	2.3	2.3
	A Little Worse	10	4.3	4.5	6.8
	About the Same	32	13.9	14.5	21.4
	A Little Better	82	35.7	37.3	58.6
	Much Better	86	37.4	39.1	97.7
	Not Applicable	5	2.2	2.3	100.0
	Total	220	95.7	100.0	
Missing	9	10	4.3		
Total		230	100.0		

Mean = 4.09 Standard Deviation = 0.94

73.1% of consumers believe the quality of their lives has improved as a result of treatment and only 6.5% believe it has become worse. These results are consistent with the CSS Outcomes subscale. The Counties do not differ with respect to reported treatment effects on the consumer's quality of life. The counties all reported positive effects of treatment on quality of life.

	N	Mean	Standard Deviation	Standard Error
Cumberland	22	4.1	1.1	0.2
Dauphin	111	4.1	0.9	0.1
Lancaster	56	4.2	0.9	0.1
Lebanon	20	3.9	0.8	0.2
Perry	2	4.5	0.7	0.5
Other	5	4.8	0.4	0.2
Total	216	4.1	0.9	0.1

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	152	66.1	70.0	70.0
	No	26	11.3	12.0	82.0
	Sometimes	39	17.0	18.0	100.0
	Total	217	94.3	100.0	
Missing	9	13	5.7		
Total		230	100.0		

66% of consumers responded that they were given a chance to make treatment decisions; and 17.0% answered “Sometimes”. Approximately 1 in 9 consumers, however, 11.3% 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.*

**County where you live * Q30 Were you given the chance to make treatment decisions?
Crosstabulation**

			Q30 Were you given the chance to make treatment decisions?			Total
			Yes	No	Sometimes	
County where you live	Cumberland	Count	13	3	5	21
		% within County where you live	61.9%	14.3%	23.8%	100.0%
	Dauphin	Count	81	8	19	108
		% within County where you live	75.0%	7.4%	17.6%	100.0%
	Lancaster	Count	35	9	9	53
		% within County where you live	66.0%	17.0%	17.0%	100.0%
	Lebanon	Count	12	4	3	19
		% within County where you live	63.2%	21.1%	15.8%	100.0%
	Perry	Count	1	0	1	2
		% within County where you live	50.0%	.0%	50.0%	100.0%
	Other	Count	3	0	2	5
		% within County where you live	60.0%	.0%	40.0%	100.0%
Total		Count	145	24	39	208
		% within County where you live	69.7%	11.5%	18.8%	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	139	60.4	64.4	64.4
	No	47	20.4	21.8	86.1
	Sometimes	30	13.0	13.9	100.0
	Total	216	93.9	100.0	
Missing	9	14	6.1		
Total		230	100.0		

Approximately 60% of respondents answered that they were able to get the help they needed during the past 12 months, 13.0% answered Sometimes, and 20.4% answered “No”. The results indicate that approximately one third, 33% of consumers, were not able to get the services they needed at some point.

The counties did not differ with respect to the ability to get the help they needed.

**County where you live * 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	
County where you live	Cumberland	Count	15	4	2	21
		% within County where you live	71.4%	19.0%	9.5%	100.0%
	Dauphin	Count	65	25	19	109
		% within County where you live	59.6%	22.9%	17.4%	100.0%
	Lancaster	Count	36	12	3	51
		% within County where you live	70.6%	23.5%	5.9%	100.0%
	Lebanon	Count	12	2	4	18
		% within County where you live	66.7%	11.1%	22.2%	100.0%
	Perry	Count	1	1	0	2
		% within County where you live	50.0%	50.0%	.0%	100.0%
	Other	Count	4	0	1	5
		% within County where you live	80.0%	.0%	20.0%	100.0%
Total		Count	133	44	29	206
		% within County where you live	64.6%	21.4%	14.1%	100.0%

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

			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	2	1	1	4
		% within Name of Treatment Facility	50.0%	25.0%	25.0%	100.0%
	Holy Spirit Hospital	Count	3	5	0	8
		% within Name of Treatment Facility	37.5%	62.5%	.0%	100.0%
	Keystone Service Systems	Count	4	0	1	5
		% within Name of Treatment Facility	80.0%	.0%	20.0%	100.0%
	Community Services Group	Count	3	4	0	7
		% within Name of Treatment Facility	42.9%	57.1%	.0%	100.0%
	Northwest Human Services of PA	Count	5	1	2	8
		% within Name of Treatment Facility	62.5%	12.5%	25.0%	100.0%
	PA Counseling & Psych Services	Count	5	0	0	5
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	TW Ponessa & Associates	Count	3	0	0	3
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Catholic Charities	Count	4	0	0	4
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Gaudenzia	Count	22	1	4	27
		% within Name of Treatment Facility	81.5%	3.7%	14.8%	100.0%
	White Deer Run	Count	6	2	1	9
		% within Name of Treatment Facility	66.7%	22.2%	11.1%	100.0%
	CMU	Count	33	19	9	61
		% within Name of Treatment Facility	54.1%	31.1%	14.8%	100.0%
	Lebanon County MH/MR	Count	8	2	3	13
		% within Name of Treatment Facility	61.5%	15.4%	23.1%	100.0%
	Lancaster County MH/MR	Count	9	7	1	17
		% within Name of Treatment Facility	52.9%	41.2%	5.9%	100.0%
	Roxbury Treatment Center	Count	11	0	2	13
		% within Name of Treatment Facility	84.6%	.0%	15.4%	100.0%
	Gate House for Men	Count	3	0	1	4
		% within Name of Treatment Facility	75.0%	.0%	25.0%	100.0%
	Bowling Green/Brandywine	Count	5	0	2	7
		% within Name of Treatment Facility	71.4%	.0%	28.6%	100.0%
	Spanish American Civic Association	Count	2	1	0	3
		% within Name of Treatment Facility	66.7%	33.3%	.0%	100.0%
	Dauphin County Crisis Intervention	Count	6	4	2	12
		% within Name of Treatment Facility	50.0%	33.3%	16.7%	100.0%
	Naaman Center	Count	5	0	1	6
		% within Name of Treatment Facility	83.3%	.0%	16.7%	100.0%
Total		Count	139	47	30	216
		% within Name of Treatment Facility	64.4%	21.8%	13.9%	100.0%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- Approximately 56% of respondents (110 of 198) 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

			Q32 I have received a copy of the CBHNP member handbook			Total
			Yes	No	Not Applicable	
County where you live	Cumberland	Count % within County where you live	16 76.2%	5 23.8%	0 .0%	21 100.0%
	Dauphin	Count % within County where you live	56 53.8%	42 40.4%	6 5.8%	104 100.0%
	Lancaster	Count % within County where you live	25 52.1%	21 43.8%	2 4.2%	48 100.0%
	Lebanon	Count % within County where you live	9 50.0%	7 38.9%	2 11.1%	18 100.0%
	Perry	Count % within County where you live	1 50.0%	1 50.0%	0 .0%	2 100.0%
	Other	Count % within County where you live	3 60.0%	2 40.0%	0 .0%	5 100.0%
Total		Count % within County where you live	110 55.6%	78 39.4%	10 5.1%	198 100.0%

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

- 66 respondents (32.7%) reported they had called Member Services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months.

			Q33 In the last 12 months, did you call member services at CBHNP to get information			Total
			Yes	No	Not Applicable	
County where you live	Cumberland	Count % within County where you live	10 47.6%	11 52.4%	0 .0%	21 100.0%
	Dauphin	Count % within County where you live	28 26.2%	78 72.9%	1 .9%	107 100.0%
	Lancaster	Count % within County where you live	23 46.0%	24 48.0%	3 6.0%	50 100.0%
	Lebanon	Count % within County where you live	3 17.6%	13 76.5%	1 5.9%	17 100.0%
	Perry	Count % within County where you live	0 .0%	2 100.0%	0 .0%	2 100.0%
	Other	Count % within County where you live	2 40.0%	1 20.0%	2 40.0%	5 100.0%
Total		Count % within County where you live	66 32.7%	129 63.9%	7 3.5%	202 100.0%

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

- One third of those that responded to this question (66 of 201) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays.

Q33A 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 live	Cumberland	Count	10	4	7	21
		% within County where you live	47.6%	19.0%	33.3%	100.0%
	Dauphin	Count	27	13	67	107
		% within County where you live	25.2%	12.1%	62.6%	100.0%
	Lancaster	Count	19	11	19	49
		% within County where you live	38.8%	22.4%	38.8%	100.0%
	Lebanon	Count	5	0	12	17
		% within County where you live	29.4%	.0%	70.6%	100.0%
	Perry	Count	1	0	1	2
		% within County where you live	50.0%	.0%	50.0%	100.0%
	Other	Count	4	1	0	5
		% within County where you live	80.0%	20.0%	.0%	100.0%
Total		Count	66	29	106	201
		% within County where you live	32.8%	14.4%	52.7%	100.0%

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

- 82% of respondents (166 of 202) report they are aware of their right to file a complaint or grievance.

			Q34 I was aware of my right to file a complaint or grievance			Total
			Yes	No	Not Applicable	
County where you live	Cumberland	Count	17	4	0	21
		% within County where you live	81.0%	19.0%	.0%	100.0%
	Dauphin	Count	91	15	1	107
		% within County where you live	85.0%	14.0%	.9%	100.0%
	Lancaster	Count	41	9	0	50
		% within County where you live	82.0%	18.0%	.0%	100.0%
	Lebanon	Count	11	5	1	17
		% within County where you live	64.7%	29.4%	5.9%	100.0%
	Perry	Count	2	0	0	2
		% within County where you live	100.0%	.0%	.0%	100.0%
	Other	Count	4	1	0	5
		% within County where you live	80.0%	20.0%	.0%	100.0%
Total		Count	166	34	2	202
		% within County where you live	82.2%	16.8%	1.0%	100.0%

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

- 57% of respondents (114 of 201) report they know who to call to file a complaint or grievance.

			Q35 I know whom to call to file a complaint or grievance			Total
			Yes	No	Not Applicable	
County where you live	Cumberland	Count	16	5	0	21
		% within County where you live	76.2%	23.8%	.0%	100.0%
	Dauphin	Count	60	43	3	106
		% within County where you live	56.6%	40.6%	2.8%	100.0%
	Lancaster	Count	26	23	1	50
		% within County where you live	52.0%	46.0%	2.0%	100.0%
	Lebanon	Count	7	9	1	17
		% within County where you live	41.2%	52.9%	5.9%	100.0%
	Perry	Count	2	0	0	2
		% within County where you live	100.0%	.0%	.0%	100.0%
	Other	Count	3	2	0	5
		% within County where you live	60.0%	40.0%	.0%	100.0%
Total		Count	114	82	5	201
		% within County where you live	56.7%	40.8%	2.5%	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 (129 of 199) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking.

			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 live	Cumberland	Count % within County where you live	14 70.0%	5 25.0%	1 5.0%	20 100.0%
	Dauphin	Count % within County where you live	69 65.1%	33 31.1%	4 3.8%	106 100.0%
	Lancaster	Count % within County where you live	29 59.2%	18 36.7%	2 4.1%	49 100.0%
	Lebanon	Count % within County where you live	11 64.7%	4 23.5%	2 11.8%	17 100.0%
	Perry	Count % within County where you live	2 100.0%	0 .0%	0 .0%	2 100.0%
	Other	Count % within County where you live	4 80.0%	1 20.0%	0 .0%	5 100.0%
	Total	Count % within County where you live	129 64.8%	61 30.7%	9 4.5%	199 100.0%

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

- Approximately two-thirds of respondents had contacted CBHNP. 14 respondents of the 130 who had called CBHNP (10.8%) report that when they called CBHNP they were not treated with courtesy and respect. 89% of respondents (116 of 130) felt they were treated with courtesy and respect when they called CBHNP. 69 respondents (34.7%) reported this question as not applicable.

			Q37 When I call CBHNP staff treats me courteously and with respect			Total
			Yes	No	Not Applicable	
County where you live	Cumberland	Count % within County where you live	16 76.2%	1 4.8%	4 19.0%	21 100.0%
	Dauphin	Count % within County where you live	58 55.2%	6 5.7%	41 39.0%	105 100.0%
	Lancaster	Count % within County where you live	31 63.3%	5 10.2%	13 26.5%	49 100.0%
	Lebanon	Count % within County where you live	5 29.4%	1 5.9%	11 64.7%	17 100.0%
	Perry	Count % within County where you live	2 100.0%	0 .0%	0 .0%	2 100.0%
	Other	Count % within County where you live	4 80.0%	1 20.0%	0 .0%	5 100.0%
Total		Count % within County where you live	116 58.3%	14 7.0%	69 34.7%	199 100.0%

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

- Approximately 64% (128 of 199) report they are satisfied with their interactions with CBHNP. 20 respondents (10.1%) report they are not satisfied with their interactions with CBHNP. 26% (51 of 199) responded that this question was not applicable to them.

			Q38 Overall, I am satisfied with the interactions I have had with CBHNP			Total
			Yes	No	Not Applicable	
County where you live	Cumberland	Count % within County where you live	15 71.4%	2 9.5%	4 19.0%	21 100.0%
	Dauphin	Count % within County where you live	65 61.9%	11 10.5%	29 27.6%	105 100.0%
	Lancaster	Count % within County where you live	33 67.3%	6 12.2%	10 20.4%	49 100.0%
	Lebanon	Count % within County where you live	8 47.1%	1 5.9%	8 47.1%	17 100.0%
	Perry	Count % within County where you live	2 100.0%	0 .0%	0 .0%	2 100.0%
	Other	Count % within County where you live	5 100.0%	0 .0%	0 .0%	5 100.0%
Total		Count % within County where you live	128 64.3%	20 10.1%	51 25.6%	199 100.0%

Survey Tables Questions by County

Q1 I know whom to call if I have questions about MH or SA services

			Q1 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 live	Cumberland	Count	0	1	0	8	13	22
		% within County where you live	.0%	4.5%	.0%	36.4%	59.1%	100.0%
	Dauphin	Count	1	10	1	72	27	111
		% within County where you live	.9%	9.0%	.9%	64.9%	24.3%	100.0%
	Lancaster	Count	4	4	0	27	20	55
		% within County where you live	7.3%	7.3%	.0%	49.1%	36.4%	100.0%
	Lebanon	Count	0	2	0	13	5	20
		% within County where you live	.0%	10.0%	.0%	65.0%	25.0%	100.0%
	Perry	Count	0	0	1	0	1	2
		% within County where you live	.0%	.0%	50.0%	.0%	50.0%	100.0%
	Other	Count	1	0	0	3	1	5
		% within County where you live	20.0%	.0%	.0%	60.0%	20.0%	100.0%
Total		Count	6	17	2	123	67	215
		% within County where you live	2.8%	7.9%	.9%	57.2%	31.2%	100.0%

Q2 I was given information on how to get other services

			Q2 I was given information on how to get other serv					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	1	2	0	9	8	20
		% within County where you live	5.0%	10.0%	.0%	45.0%	40.0%	100.0%
	Dauphin	Count	8	25	3	54	18	108
		% within County where you live	7.4%	23.1%	2.8%	50.0%	16.7%	100.0%
	Lancaster	Count	4	7	4	26	11	52
		% within County where you live	7.7%	13.5%	7.7%	50.0%	21.2%	100.0%
	Lebanon	Count	0	6	1	9	4	20
		% within County where you live	.0%	30.0%	5.0%	45.0%	20.0%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Other	Count	1	2	0	2	0	5
		% within County where you live	20.0%	40.0%	.0%	40.0%	.0%	100.0%
Total		Count	14	42	8	101	42	207
		% within County where you live	6.8%	20.3%	3.9%	48.8%	20.3%	100.0%

Q3 I have a choice in selecting or changing service provider

			Q3 I have a choice in selecting or changing service provider					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	2	2	9	8	21
		% within County where you live	.0%	9.5%	9.5%	42.9%	38.1%	100.0%
	Dauphin	Count	2	10	4	69	22	107
		% within County where you live	1.9%	9.3%	3.7%	64.5%	20.6%	100.0%
	Lancaster	Count	2	11	3	23	13	52
		% within County where you live	3.8%	21.2%	5.8%	44.2%	25.0%	100.0%
	Lebanon	Count	1	6	1	10	2	20
		% within County where you live	5.0%	30.0%	5.0%	50.0%	10.0%	100.0%
	Perry	Count	0	1	1	0	0	2
		% within County where you live	.0%	50.0%	50.0%	.0%	.0%	100.0%
	Other	Count	1	1	0	1	1	4
		% within County where you live	25.0%	25.0%	.0%	25.0%	25.0%	100.0%
Total		Count	6	31	11	112	46	206
		% within County where you live	2.9%	15.0%	5.3%	54.4%	22.3%	100.0%

Q4 I was informed about my rights and responsibilities regarding treatment

			Q4 I was informed about my rights and responsibilities regarding treatment					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	0 .0%	2 9.5%	0 .0%	9 42.9%	10 47.6%	21 100.0%
	Dauphin	Count % within County where you live	1 .9%	5 4.5%	3 2.7%	75 68.2%	26 23.6%	110 100.0%
	Lancaster	Count % within County where you live	4 7.3%	2 3.6%	0 .0%	31 56.4%	18 32.7%	55 100.0%
	Lebanon	Count % within County where you live	0 .0%	3 15.8%	1 5.3%	12 63.2%	3 15.8%	19 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	1 20.0%	2 40.0%	2 40.0%	5 100.0%
	Total	Count % within County where you live	5 2.4%	12 5.7%	5 2.4%	130 61.3%	60 28.3%	212 100.0%

Q5 I was given a chance to make treatment decisions

			Q5 I was given a chance to make treatment decision					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	3	0	9	9	21
		% within County where you live	.0%	14.3%	.0%	42.9%	42.9%	100.0%
	Dauphin	Count	3	6	3	73	25	110
		% within County where you live	2.7%	5.5%	2.7%	66.4%	22.7%	100.0%
	Lancaster	Count	4	6	2	25	17	54
		% within County where you live	7.4%	11.1%	3.7%	46.3%	31.5%	100.0%
	Lebanon	Count	0	3	0	15	2	20
		% within County where you live	.0%	15.0%	.0%	75.0%	10.0%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Other	Count	0	0	1	2	2	5
		% within County where you live	.0%	.0%	20.0%	40.0%	40.0%	100.0%
Total		Count	7	18	6	125	56	212
		% within County where you live	3.3%	8.5%	2.8%	59.0%	26.4%	100.0%

Q6 I feel comfortable in asking questions regarding treatment

			Q6 I feel comfortable in asking questions regarding treatment					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	3	0	4	14	21
		% within County where you live	.0%	14.3%	.0%	19.0%	66.7%	100.0%
	Dauphin	Count	3	6	2	60	39	110
		% within County where you live	2.7%	5.5%	1.8%	54.5%	35.5%	100.0%
	Lancaster	Count	2	4	0	29	20	55
		% within County where you live	3.6%	7.3%	.0%	52.7%	36.4%	100.0%
	Lebanon	Count	1	2	1	10	6	20
	% within County where you live	5.0%	10.0%	5.0%	50.0%	30.0%	100.0%	
	Perry	Count	0	0	0	0	2	2
		% within County where you live	.0%	.0%	.0%	.0%	100.0%	100.0%
	Other	Count	0	0	1	2	2	5
		% within County where you live	.0%	.0%	20.0%	40.0%	40.0%	100.0%
Total		Count	6	15	4	105	83	213
		% within County where you live	2.8%	7.0%	1.9%	49.3%	39.0%	100.0%

Q7 My service provider spends enough time

			Q7 My service provider spends enough time					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	2	2	0	5	11	20
		% within County where you live	10.0%	10.0%	.0%	25.0%	55.0%	100.0%
	Dauphin	Count	10	15	5	54	23	107
		% within County where you live	9.3%	14.0%	4.7%	50.5%	21.5%	100.0%
	Lancaster	Count	8	5	4	22	16	55
		% within County where you live	14.5%	9.1%	7.3%	40.0%	29.1%	100.0%
	Lebanon	Count	2	2	2	8	6	20
		% within County where you live	10.0%	10.0%	10.0%	40.0%	30.0%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Other	Count	0	0	0	2	3	5
		% within County where you live	.0%	.0%	.0%	40.0%	60.0%	100.0%
Total		Count	22	24	11	92	60	209
		% within County where you live	10.5%	11.5%	5.3%	44.0%	28.7%	100.0%

Q8 My personal information is not shared with others without my permission

			Q8 My personal information is not shared with others permission					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	0 .0%	2 9.1%	1 4.5%	8 36.4%	11 50.0%	22 100.0%
	Dauphin	Count % within County where you live	0 .0%	4 3.7%	5 4.6%	66 61.1%	33 30.6%	108 100.0%
	Lancaster	Count % within County where you live	1 1.8%	3 5.4%	0 .0%	27 48.2%	25 44.6%	56 100.0%
	Lebanon	Count % within County where you live	1 5.3%	0 .0%	1 5.3%	10 52.6%	7 36.8%	19 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	2 40.0%	3 60.0%	5 100.0%
	Total	Count % within County where you live	2 .9%	9 4.2%	7 3.3%	114 53.8%	80 37.7%	212 100.0%

Q9 Program staff respects the role of my ethnic, cultural, religious background

			Q9 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 live	Cumberland	Count	0	0	0	9	12	21
		% within County where you live	.0%	.0%	.0%	42.9%	57.1%	100.0%
	Dauphin	Count	0	3	3	70	29	105
		% within County where you live	.0%	2.9%	2.9%	66.7%	27.6%	100.0%
	Lancaster	Count	1	2	0	22	28	53
		% within County where you live	1.9%	3.8%	.0%	41.5%	52.8%	100.0%
	Lebanon	Count	0	1	1	14	4	20
	% within County where you live	.0%	5.0%	5.0%	70.0%	20.0%	100.0%	
	Perry	Count	0	0	0	1	1	2
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Other	Count	0	0	0	2	3	5
		% within County where you live	.0%	.0%	.0%	40.0%	60.0%	100.0%
Total		Count	1	6	4	118	77	206
		% within County where you live	.5%	2.9%	1.9%	57.3%	37.4%	100.0%

Q10 I trust my service provider

			Q10 I trust my service provider					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	2	0	5	14	21
		% within County where you live	.0%	9.5%	.0%	23.8%	66.7%	100.0%
	Dauphin	Count	5	5	4	59	35	108
		% within County where you live	4.6%	4.6%	3.7%	54.6%	32.4%	100.0%
	Lancaster	Count	1	2	5	20	26	54
		% within County where you live	1.9%	3.7%	9.3%	37.0%	48.1%	100.0%
	Lebanon	Count	1	1	0	13	5	20
		% within County where you live	5.0%	5.0%	.0%	65.0%	25.0%	100.0%
	Perry	Count	0	0	0	2	0	2
		% within County where you live	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	0	0	1	2	2	5
		% within County where you live	.0%	.0%	20.0%	40.0%	40.0%	100.0%
Total		Count	7	10	10	101	82	210
		% within County where you live	3.3%	4.8%	4.8%	48.1%	39.0%	100.0%

Q11 My service provider offered me the opportunity

			Q11 My service provider offered me the opportunity					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	1	0	8	11	20
		% within County where you live	.0%	5.0%	.0%	40.0%	55.0%	100.0%
	Dauphin	Count	6	9	5	59	27	106
		% within County where you live	5.7%	8.5%	4.7%	55.7%	25.5%	100.0%
	Lancaster	Count	0	4	4	26	19	53
		% within County where you live	.0%	7.5%	7.5%	49.1%	35.8%	100.0%
	Lebanon	Count	0	2	2	10	5	19
		% within County where you live	.0%	10.5%	10.5%	52.6%	26.3%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Other	Count	0	0	1	3	1	5
		% within County where you live	.0%	.0%	20.0%	60.0%	20.0%	100.0%
Total		Count	6	16	12	107	64	205
		% within County where you live	2.9%	7.8%	5.9%	52.2%	31.2%	100.0%

Q12 I am included in all meetings regarding my treatment plan & goals

			Q12 I am included in all meetings regarding my treatment plan & goals					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	0 .0%	1 4.8%	0 .0%	10 47.6%	10 47.6%	21 100.0%
	Dauphin	Count % within County where you live	2 1.9%	9 8.4%	6 5.6%	66 61.7%	24 22.4%	107 100.0%
	Lancaster	Count % within County where you live	1 1.9%	6 11.1%	4 7.4%	21 38.9%	22 40.7%	54 100.0%
	Lebanon	Count % within County where you live	1 5.3%	0 .0%	1 5.3%	13 68.4%	4 21.1%	19 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	4 80.0%	1 20.0%	5 100.0%
	Total	Count % within County where you live	4 1.9%	16 7.7%	11 5.3%	115 55.3%	62 29.8%	208 100.0%

Q13 I feel that I am an equal partner

			Q13 I feel that I am an equal partner					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	1	0	7	12	20
		% within County where you live	.0%	5.0%	.0%	35.0%	60.0%	100.0%
	Dauphin	Count	3	4	7	70	25	109
		% within County where you live	2.8%	3.7%	6.4%	64.2%	22.9%	100.0%
	Lancaster	Count	2	4	0	26	22	54
		% within County where you live	3.7%	7.4%	.0%	48.1%	40.7%	100.0%
	Lebanon	Count	1	3	0	9	7	20
	% within County where you live	5.0%	15.0%	.0%	45.0%	35.0%	100.0%	
Perry	Count	0	0	0	2	0	2	
	% within County where you live	.0%	.0%	.0%	100.0%	.0%	100.0%	
Other	Count	0	0	1	3	1	5	
	% within County where you live	.0%	.0%	20.0%	60.0%	20.0%	100.0%	
Total	Count	6	12	8	117	67	210	
	% within County where you live	2.9%	5.7%	3.8%	55.7%	31.9%	100.0%	

Q14 My service provider explained the advantages and disadvantages

			Q14 My service provider explained the advantages and disadvantages					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	1	3	0	4	12	20
		% within County where you live	5.0%	15.0%	.0%	20.0%	60.0%	100.0%
	Dauphin	Count	6	13	7	63	20	109
		% within County where you live	5.5%	11.9%	6.4%	57.8%	18.3%	100.0%
	Lancaster	Count	3	8	4	22	16	53
		% within County where you live	5.7%	15.1%	7.5%	41.5%	30.2%	100.0%
	Lebanon	Count	1	3	0	11	3	18
	% within County where you live	5.6%	16.7%	.0%	61.1%	16.7%	100.0%	
	Perry	Count	0	0	1	0	1	2
		% within County where you live	.0%	.0%	50.0%	.0%	50.0%	100.0%
	Other	Count	0	0	0	3	2	5
		% within County where you live	.0%	.0%	.0%	60.0%	40.0%	100.0%
Total		Count	11	27	12	103	54	207
		% within County where you live	5.3%	13.0%	5.8%	49.8%	26.1%	100.0%

Q15 My treatment promotes recovery

			Q15 My treatment promotes recovery					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	1	0	7	12	20
		% within County where you live	.0%	5.0%	.0%	35.0%	60.0%	100.0%
	Dauphin	Count	2	10	3	60	31	106
		% within County where you live	1.9%	9.4%	2.8%	56.6%	29.2%	100.0%
	Lancaster	Count	2	2	4	24	21	53
		% within County where you live	3.8%	3.8%	7.5%	45.3%	39.6%	100.0%
	Lebanon	Count	0	2	3	10	4	19
	% within County where you live	.0%	10.5%	15.8%	52.6%	21.1%	100.0%	
	Perry	Count	0	0	1	0	1	2
		% within County where you live	.0%	.0%	50.0%	.0%	50.0%	100.0%
	Other	Count	0	0	0	2	3	5
		% within County where you live	.0%	.0%	.0%	40.0%	60.0%	100.0%
Total		Count	4	15	11	103	72	205
		% within County where you live	2.0%	7.3%	5.4%	50.2%	35.1%	100.0%

Q16 Overall, I am satisfied with the services

			Q16 Overall, I am satisfied with the services					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	2	1	7	11	21
		% within County where you live	.0%	9.5%	4.8%	33.3%	52.4%	100.0%
	Dauphin	Count	3	7	3	63	33	109
		% within County where you live	2.8%	6.4%	2.8%	57.8%	30.3%	100.0%
	Lancaster	Count	3	4	3	20	25	55
		% within County where you live	5.5%	7.3%	5.5%	36.4%	45.5%	100.0%
	Lebanon	Count	0	4	1	9	6	20
		% within County where you live	.0%	20.0%	5.0%	45.0%	30.0%	100.0%
	Perry	Count	0	0	0	2	0	2
		% within County where you live	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	0	0	0	0	5	5
		% within County where you live	.0%	.0%	.0%	.0%	100.0%	100.0%
Total		Count	6	17	8	101	80	212
		% within County where you live	2.8%	8.0%	3.8%	47.6%	37.7%	100.0%

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	
County where you live	Cumberland	Count % within County where you live	13 59.1%	9 40.9%	22 100.0%
	Dauphin	Count % within County where you live	45 42.1%	62 57.9%	107 100.0%
	Lancaster	Count % within County where you live	23 42.6%	31 57.4%	54 100.0%
	Lebanon	Count % within County where you live	9 50.0%	9 50.0%	18 100.0%
	Perry	Count % within County where you live	1 50.0%	1 50.0%	2 100.0%
	Other	Count % within County where you live	5 100.0%	0 .0%	5 100.0%
	Total	Count % within County where you live	96 46.2%	112 53.8%	208 100.0%

Q17A If yes, how satisfied are you with the help you

			Q17A If yes, how satisfied are you with the help you					Total
			Not at all	Somewhat	Neither	Satisfied	Very Satisfied	
County where you live	Cumberland	Count % within County where you live	1 7.7%	2 15.4%	1 7.7%	2 15.4%	7 53.8%	13 100.0%
	Dauphin	Count % within County where you live	8 16.0%	10 20.0%	1 2.0%	13 26.0%	18 36.0%	50 100.0%
	Lancaster	Count % within County where you live	2 7.7%	3 11.5%	2 7.7%	9 34.6%	10 38.5%	26 100.0%
	Lebanon	Count % within County where you live	0 .0%	2 18.2%	3 27.3%	3 27.3%	3 27.3%	11 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	0 .0%	3 100.0%	3 100.0%
	Total	Count % within County where you live	11 10.6%	17 16.3%	7 6.7%	27 26.0%	42 40.4%	104 100.0%

Q18 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 live	Cumberland	Count % within County where you live	0 .0%	3 14.3%	2 9.5%	5 23.8%	11 52.4%	21 100.0%
	Dauphin	Count % within County where you live	3 2.8%	9 8.4%	19 17.8%	40 37.4%	36 33.6%	107 100.0%
	Lancaster	Count % within County where you live	2 3.8%	2 3.8%	11 20.8%	18 34.0%	20 37.7%	53 100.0%
	Lebanon	Count % within County where you live	0 .0%	1 5.3%	7 36.8%	8 42.1%	3 15.8%	19 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	2 100.0%	0 .0%	2 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	1 20.0%	0 .0%	4 80.0%	5 100.0%
	Total	Count % within County where you live	5 2.4%	15 7.2%	40 19.3%	73 35.3%	74 35.7%	207 100.0%

Q19 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 live	Cumberland	Count	0	3	3	6	8	20
		% within County where you live	.0%	15.0%	15.0%	30.0%	40.0%	100.0%
	Dauphin	Count	2	9	23	46	27	107
		% within County where you live	1.9%	8.4%	21.5%	43.0%	25.2%	100.0%
	Lancaster	Count	1	4	11	17	18	51
		% within County where you live	2.0%	7.8%	21.6%	33.3%	35.3%	100.0%
	Lebanon	Count	0	2	6	4	3	15
		% within County where you live	.0%	13.3%	40.0%	26.7%	20.0%	100.0%
	Perry	Count	0	0	1	1	0	2
		% within County where you live	.0%	.0%	50.0%	50.0%	.0%	100.0%
	Other	Count	0	0	1	1	3	5
		% within County where you live	.0%	.0%	20.0%	20.0%	60.0%	100.0%
Total		Count	3	18	45	75	59	200
		% within County where you live	1.5%	9.0%	22.5%	37.5%	29.5%	100.0%

Q20 Dealing with personal crisis

			Q20 Dealing with personal crisis					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	0	2	2	9	7	20
		% within County where you live	.0%	10.0%	10.0%	45.0%	35.0%	100.0%
	Dauphin	Count	6	6	18	23	26	79
		% within County where you live	7.6%	7.6%	22.8%	29.1%	32.9%	100.0%
	Lancaster	Count	0	2	12	15	15	44
		% within County where you live	.0%	4.5%	27.3%	34.1%	34.1%	100.0%
	Lebanon	Count	1	3	4	7	2	17
		% within County where you live	5.9%	17.6%	23.5%	41.2%	11.8%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Other	Count	0	0	0	2	3	5
		% within County where you live	.0%	.0%	.0%	40.0%	60.0%	100.0%
Total		Count	7	13	36	57	54	167
		% within County where you live	4.2%	7.8%	21.6%	34.1%	32.3%	100.0%

Q21 How I feel about myself

			Q21 How I feel about myself					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	1	0	2	9	7	19
		% within County where you live	5.3%	.0%	10.5%	47.4%	36.8%	100.0%
Dauphin		Count	5	6	26	37	32	106
		% within County where you live	4.7%	5.7%	24.5%	34.9%	30.2%	100.0%
Lancaster		Count	2	1	14	15	20	52
		% within County where you live	3.8%	1.9%	26.9%	28.8%	38.5%	100.0%
Lebanon		Count	0	2	4	7	2	15
		% within County where you live	.0%	13.3%	26.7%	46.7%	13.3%	100.0%
Perry		Count	0	0	1	0	1	2
		% within County where you live	.0%	.0%	50.0%	.0%	50.0%	100.0%
Other		Count	0	0	0	2	3	5
		% within County where you live	.0%	.0%	.0%	40.0%	60.0%	100.0%
Total		Count	8	9	47	70	65	199
		% within County where you live	4.0%	4.5%	23.6%	35.2%	32.7%	100.0%

Q22 Feeling good (hopeful) about the future

			Q22 Feeling good (hopeful) about the future					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	1	1	1	8	7	18
		% within County where you live	5.6%	5.6%	5.6%	44.4%	38.9%	100.0%
Dauphin		Count	4	6	19	35	37	101
		% within County where you live	4.0%	5.9%	18.8%	34.7%	36.6%	100.0%
Lancaster		Count	2	3	11	14	21	51
		% within County where you live	3.9%	5.9%	21.6%	27.5%	41.2%	100.0%
Lebanon		Count	2	0	6	4	4	16
		% within County where you live	12.5%	.0%	37.5%	25.0%	25.0%	100.0%
Perry		Count	0	1	0	0	1	2
		% within County where you live	.0%	50.0%	.0%	.0%	50.0%	100.0%
Other		Count	0	0	0	1	4	5
		% within County where you live	.0%	.0%	.0%	20.0%	80.0%	100.0%
Total		Count	9	11	37	62	74	193
		% within County where you live	4.7%	5.7%	19.2%	32.1%	38.3%	100.0%

Q23 Enjoying my free time

			Q23 Enjoying my free time					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	0	0	5	4	11	20
		% within County where you live	.0%	.0%	25.0%	20.0%	55.0%	100.0%
	Dauphin	Count	1	7	23	39	34	104
		% within County where you live	1.0%	6.7%	22.1%	37.5%	32.7%	100.0%
	Lancaster	Count	5	1	11	16	17	50
		% within County where you live	10.0%	2.0%	22.0%	32.0%	34.0%	100.0%
	Lebanon	Count	0	1	7	6	5	19
		% within County where you live	.0%	5.3%	36.8%	31.6%	26.3%	100.0%
	Perry	Count	0	0	0	2	0	2
		% within County where you live	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	0	0	2	1	2	5
		% within County where you live	.0%	.0%	40.0%	20.0%	40.0%	100.0%
Total		Count	6	9	48	68	69	200
		% within County where you live	3.0%	4.5%	24.0%	34.0%	34.5%	100.0%

Q24 Strengthening my social support network

			Q24 Strengthening my social support network					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	0	0	5	4	12	21
		% within County where you live	.0%	.0%	23.8%	19.0%	57.1%	100.0%
	Dauphin	Count	3	6	29	38	30	106
		% within County where you live	2.8%	5.7%	27.4%	35.8%	28.3%	100.0%
	Lancaster	Count	3	2	15	12	17	49
		% within County where you live	6.1%	4.1%	30.6%	24.5%	34.7%	100.0%
	Lebanon	Count	0	2	4	6	6	18
		% within County where you live	.0%	11.1%	22.2%	33.3%	33.3%	100.0%
	Perry	Count	0	1	0	1	0	2
		% within County where you live	.0%	50.0%	.0%	50.0%	.0%	100.0%
	Other	Count	0	0	1	3	1	5
		% within County where you live	.0%	.0%	20.0%	60.0%	20.0%	100.0%
Total		Count	6	11	54	64	66	201
		% within County where you live	3.0%	5.5%	26.9%	31.8%	32.8%	100.0%

Q25 Being involved in community activities outside MH or SA activities

			Q25 Being involved in community activities outside MH or SA act					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count % within County where you live	1 5.0%	1 5.0%	7 35.0%	3 15.0%	8 40.0%	20 100.0%
	Dauphin	Count % within County where you live	4 4.3%	4 4.3%	40 43.5%	21 22.8%	23 25.0%	92 100.0%
	Lancaster	Count % within County where you live	2 4.2%	3 6.3%	18 37.5%	11 22.9%	14 29.2%	48 100.0%
	Lebanon	Count % within County where you live	1 6.3%	1 6.3%	3 18.8%	8 50.0%	3 18.8%	16 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	1 50.0%	1 50.0%	0 .0%	2 100.0%
	Other	Count % within County where you live	0 .0%	1 20.0%	1 20.0%	2 40.0%	1 20.0%	5 100.0%
	Total	Count % within County where you live	8 4.4%	10 5.5%	70 38.3%	46 25.1%	49 26.8%	183 100.0%

Q26 Dealing with school or work

			Q26 Dealing with school or work					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count % within County where you live	3 18.8%	0 .0%	4 25.0%	4 25.0%	5 31.3%	16 100.0%
	Dauphin	Count % within County where you live	3 4.5%	10 15.2%	11 16.7%	23 34.8%	19 28.8%	66 100.0%
	Lancaster	Count % within County where you live	4 12.5%	1 3.1%	8 25.0%	11 34.4%	8 25.0%	32 100.0%
	Lebanon	Count % within County where you live	1 11.1%	0 .0%	1 11.1%	6 66.7%	1 11.1%	9 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	2 100.0%	0 .0%	2 100.0%
	Other	Count % within County where you live	0 .0%	1 25.0%	1 25.0%	1 25.0%	1 25.0%	4 100.0%
	Total	Count % within County where you live	11 8.5%	12 9.3%	25 19.4%	47 36.4%	34 26.4%	129 100.0%

Q27 Dealing with people in social situations

			Q27 Dealing with people in social situations					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	0	1	5	5	10	21
		% within County where you live	.0%	4.8%	23.8%	23.8%	47.6%	100.0%
	Dauphin	Count	3	8	21	44	30	106
		% within County where you live	2.8%	7.5%	19.8%	41.5%	28.3%	100.0%
	Lancaster	Count	3	2	9	19	17	50
		% within County where you live	6.0%	4.0%	18.0%	38.0%	34.0%	100.0%
	Lebanon	Count	0	1	5	7	3	16
		% within County where you live	.0%	6.3%	31.3%	43.8%	18.8%	100.0%
	Perry	Count	0	0	0	2	0	2
		% within County where you live	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	0	1	0	1	3	5
		% within County where you live	.0%	20.0%	.0%	20.0%	60.0%	100.0%
Total		Count	6	13	40	78	63	200
		% within County where you live	3.0%	6.5%	20.0%	39.0%	31.5%	100.0%

Q28 Dealing with specific problems or issues that led me to seek services

			Q28 Dealing with specific problems or issues that led me to seek s					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	0	0	5	3	13	21
		% within County where you live	.0%	.0%	23.8%	14.3%	61.9%	100.0%
	Dauphin	Count	1	2	9	27	36	75
		% within County where you live	1.3%	2.7%	12.0%	36.0%	48.0%	100.0%
	Lancaster	Count	3	2	11	16	19	51
		% within County where you live	5.9%	3.9%	21.6%	31.4%	37.3%	100.0%
	Lebanon	Count	0	0	4	7	4	15
		% within County where you live	.0%	.0%	26.7%	46.7%	26.7%	100.0%
	Perry	Count	0	0	0	2	0	2
		% within County where you live	.0%	.0%	.0%	100.0%	.0%	100.0%
	Other	Count	0	0	1	0	4	5
		% within County where you live	.0%	.0%	20.0%	.0%	80.0%	100.0%
Total		Count	4	4	30	55	76	169
		% within County where you live	2.4%	2.4%	17.8%	32.5%	45.0%	100.0%

CONSUMER COMMENTS

- Q 16. The insurance has always been nice and courteous and helpful to me.
- Q 32. They keep sending me stuff and I don't even know what it all is. I can't even read it.
- Q 33. They were very courteous and helpful; I've had no trouble with them
- Q 38. They were OK the first time I called. The girl I had the 2nd time was not overly delightful.
- Q 39. The only problem I got is my insurance change. I have to pay money for my medications now. I don't understand it.
- Q 41. I would like to change my Gateway Insurance. I used to get my meds for free; now I have to pay money for my medications and for my blood work. I can't afford to pay. I talked to my case manager about it.

The insurance gives me a hard time with my medicines. They don't want to pay without Doctor giving prior authorization every time. I don't understand why I have to go through all of that every time if the dose hasn't changed or anything.

Was taken to Chambersburg Hospital due to violence and CBHNP would not pay and we had to bring him home. CBHNP would not cover the emergency room or family based services, except for sexual abuse counselors.

Gateway is OK; Amerihealth Mercy was terrible. They wouldn't pay for meds.

I got a letter that told me I had several choices of providers.

If we didn't have CBHNP, it would be really difficult to manage things.

We're not aware that she has any special needs. We haven't been able to get her tested for learning disabilities because our insurance isn't willing to allow more testing. They refused to pay for the recommended Psychiatric testing. We wanted 4 hours of testing and they only approved 45 minutes

CBHNP was very helpful. During the custody of mother and power of attorney, I had to call. They had me send paperwork into them and it was all straightened out with the one phone call. Also, I think there were 4 or 5 choices of providers; I wanted Philhaven and that's what I got.

I would like to have more awareness about CBHNP. I wasn't aware I had coverage. However, when the lady came, she did explain everything well and that was helpful.

I'm aware that I can discuss things with them – I feel free enough to do that.

I don't think that I qualify for CBHNP anymore. I'm on Medicare now as of January 2006.

When my counselor moved, I was no longer covered under CBHNP, so she lets me see her for free.

They treated me good.

Things were confusing. At first I was told I would get Gateway, then about 2 months later, I received a packet requesting information. After all that was done, they discontinued services May and June. Then I had to pay back welfare \$88.50 for 2 months. The case manager gave wrong information; therefore, I did not continue with Gateway and I had to pay. The stress of it caused the illness to get worse.

We were told we were no longer covered for certain services. No one called and told them us person; they just never showed up. We just got a letter saying services were discontinued and the letter didn't come for more than a month.

Insurance companies stop passing the buck and help those that need help. Instead of doctors getting richer and richer. Then insurance has to cut back.

I'm hoping his respite care soon starts; we've been waiting a long time.

I'm not in DC anymore- I had a case manager but I don't know if they're with me or dumped me or what? I don't know how to get services back. My psychiatrist and therapist won't see me now cause I have no Insurance.

I would like it not to take so long to get the services started. It takes forever to get things going.

They dropped my child from TSS services; now she's only getting an after school program. Further, last year it took ages to get the paperwork done for my child to go to camp. But she finally did get it. I would like to see the system move faster.

My child had a case worker who was great with him. She had a child and took some time off. When she was gone, they decided he didn't need that level of care anymore, so they stopped it. She's back to work, but she's no longer with him. We're trying to get her back.

I'd start with CBHNP; that's all I'll say (answer to the question "what would you like to see changed or improved about your mental health and/or substance abuse services?").

I had TSS approved in November and it still hasn't started.

He had respite services, but they stopped them; they said he didn't need them anymore.

When they stopped his mobile and TSS services, it took almost a month before they started his family based services.

After the 1st of the year, everybody had to change insurances. I was very upset and confused. CM was not very helpful with the change.

Insurance is not paying for meds so I'm paying out of pocket. I ran out of meds. ICM knows and they're trying (?) to get meds.

Hours with TSS have been reduced. We filed a grievance but were denied the appeal, saying that he didn't need additional hours due to his age.

I hate the way we have to go through things to get services. I have this insurance... it limits and is insufficient. The approval process is terrible... they deny services so often.

He's trying to get 2 but he could only use Holy Spirit.

Our TSS was denied. We have other services (3 hours with a Mobile Therapist) but it's not enough time.

Get rid of Managed Care! When children are at stake, early intervention will help prevent problems later, which in turn is less costly. If CBHNP would have helped with intervention, my son would not have to be in residential. Discharge plans are being made; hopefully CBHNP will cover services.

I haven't called CBHNP. I didn't know who they were; you're the first person who told me that.

Waiting 6 months to get to the doctor is ridiculous. The dentist office I went to was so dirty and they called me a baby because I was in pain. They switch doctors so much, it confuses me, Then I'm scared to talk to people; they make me wait forever and ask the same questions over and over.

I had problems with Share a Ride and when I called Gateway, they fixed the problem for me right away. During my pregnancy, they helped me quit smoking. I like Gateway - I wouldn't trade it. Gateway was so nice, respectful and asked my opinions and was very patient with me. They gave me a lot of information and helped with my diabetes.

Who is CBHNP? I don't call and bother nobody.

I didn't know I had a choice so I didn't make a choice.