



Consumer Satisfaction Services

**HealthChoices Capital Region
4th Quarter Report**

December, 2006

Prepared For

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

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Executive Summary

- The survey represents 402 respondents ($n=402$) from the Capital Region, consisting of 132 Adults (34.6%) and 263 Children (65.4%). Of the child consumers, the children themselves responded to the survey 1.9% (5 of 263) of the time, while the parents/guardians responded in 262 of cases (98.1%)
- Gender: Sample is 60.4% male (243) and 36.1% female (145). 1 individual reported transgender (0.2%), 12 individuals (5.2%) did not respond to this question.
- Race: 276 of 402 respondents (68.7%) reported their race as White/Caucasian, 45 (11.2%) as African American, 17 (4.2%) as Latino/a Hispanic, 29 (7.2%) as Multi-racial, and 14 (3.5%) as Other. 20 respondents (5.0%) chose not to answer this question.
- 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 110.4 with a standard deviation 15.2, median 111.6. The TSS scores ranged from 36 – 139. The distribution of Total Satisfaction Scores can be considered normally distributed. To put it in perspective 50% of cases fell between 103 -121 (Inter-Quartile Range - Median) and 68% of cases fell between 95.2 – 125.6. 96% of all scores fall between 80.0 – 140.8 With a 5 point scale and 28 questions, anything over total Satisfaction = 84 ($28*3$) indicates satisfaction on some level.
- Overall the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 78.9% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question#16, "I am satisfied with the services..." with 83.0% agreement.

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

- While the vast majority of consumers (89.3%) are satisfied that they know whom to call if they have service questions, approximately 1 in 4 (28.4%) consumers indicate that they do not know whom to call if they have a complaint or grievance.
- Only 65.1% indicated that they were given information about how to get other services that they needed. Approximately 1 in 4 (24.9%) were dissatisfied in this area.
- Approximately 1 in 6 consumers (14.7%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.
- Approximately 1 in 7 consumers (14.2%) do not believe that their service provider spends enough time with them.

- Approximately 1 in 7 consumers (15.4%) report they do not have a choice in selecting or changing their service provider.
- Approximately 1 in 11 respondents (36 of 402 or 9.0%) is not satisfied with the opportunity to include family members or others in the treatment process.
- Emergency Treatment: CSS consumers identified emergency services as an area that warranted investigation in this survey. Approximately 38% of respondents (154 of 402) indicated that they needed emergency mental health services. Satisfaction was rated on a 5-point scale from 1 (Not at all) to 5 (Very Satisfied). The mean rating was 3.79 with standard deviation of 1.31. Overall, 74.7% rated emergency services as Satisfied or Very Satisfied (4 or 5) and one of five, consumers 20.8% (32 of 154), 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 (20.8%) of consumers, is not satisfied.
- 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 16% to 38% of consumers believe that no change has resulted from their services. Only 4% to 8% believes that things are worse as a result of services.
- Dealing with personal crisis was also ranked relatively low with only 46.3% responding that things are better in this area, and approximately 1 in 15 consumers believe that things are worse.
- Approximately 76% of those that requested information from CBHNP (107 of 141) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays.
- 93% of respondents (346 of 373) report they are aware of their right to file a complaint or grievance.
- Approximately 2/3 of respondents had contacted CBHNP. 10 respondents of the 257 who had called CBHNP (3.9%) report that when they called CBHNP they were not treated with courtesy and respect. 96% of respondents (247 of 257) felt they were treated with courtesy and respect when they called CBHNP. 111 respondents (30.2%) reported this question as not applicable.

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 bridges information gaps and establishes a common understanding of quality behavioral health care.

B. Interviewing Protocol

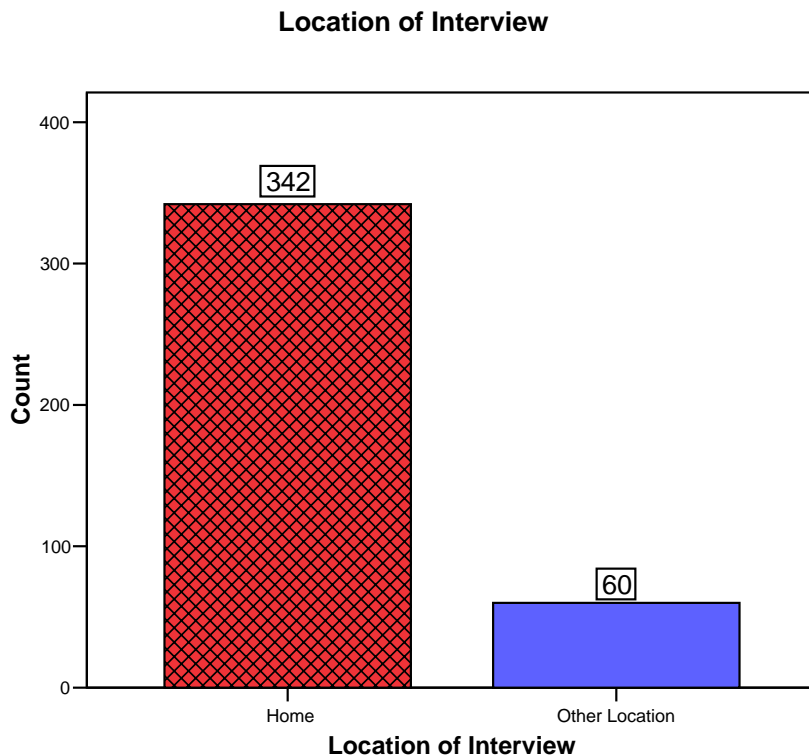
Consumer/Family Satisfaction Team members, trained and employed by Consumer Satisfaction Services, conducted 402 ($n=402$) 30-45 minute interviews with consumers at various locations under the authority granted to it by the Capital Area Behavioral Health Collaborative (CABHC) representing Cumberland, 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

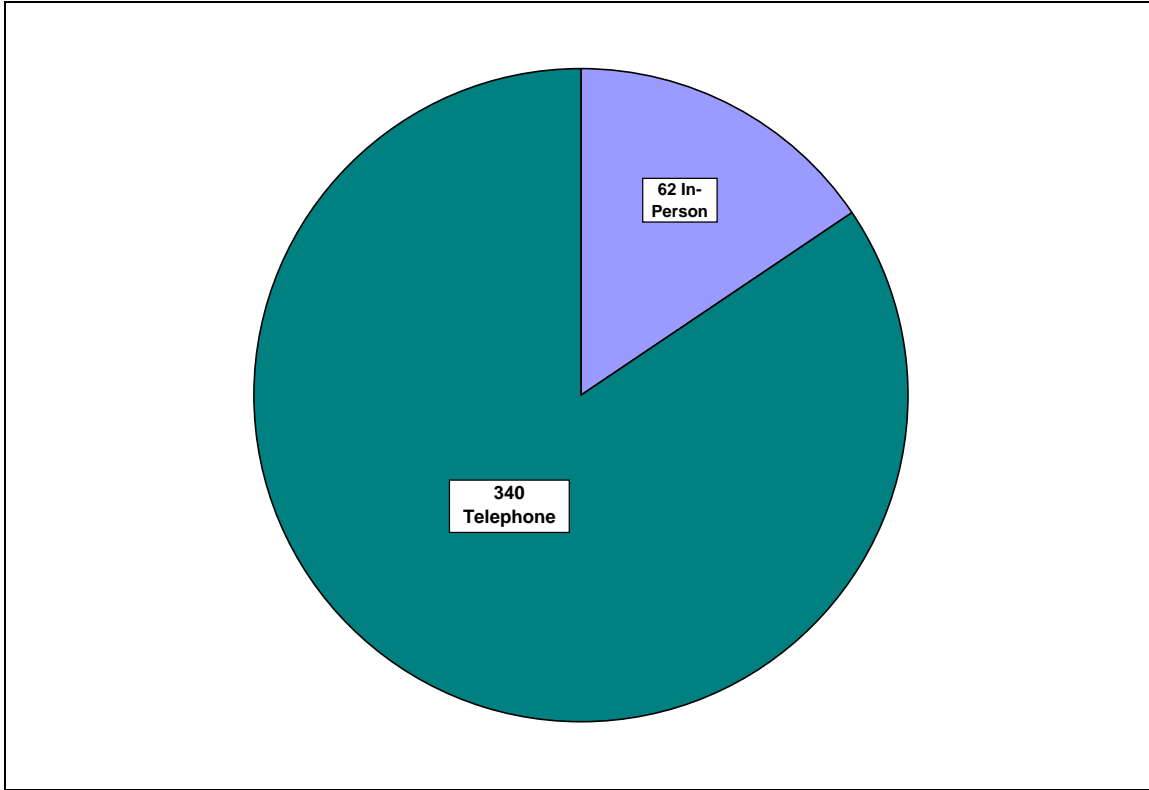
Percent based on actual percent not including missing data unless otherwise noted.

Demographic and Survey Information

- The survey represents 402 respondents ($n=402$) from the Capital Region, consisting of 132 Adults (34.6%) and 263 Children (65.4%). Of the child consumers, the children themselves responded to the survey 1.9% (5 of 263) of the time, while the parents/guardians responded in 262 of cases (98.1%)
- Data was collected by 11 interviewers from 31 Treatments Facilities in the Capital Region.
- 342 of the interviews (85.1%) were conducted at the respondent's home. The remaining 60 (14.9%) were conducted in a location outside the home.



- 62 (15.4%) of the interviews were conducted in person and 340 (84.6%) were conducted on the phone.

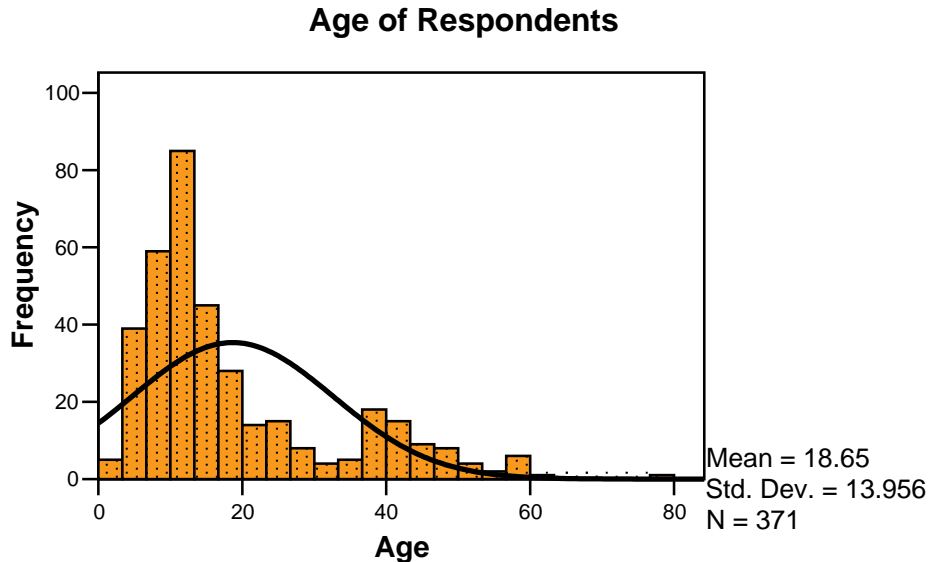


- Approximately 19% of the respondents (78 of 405) reported they had been previously interviewed in the last year.

Previously interviewed in last year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	78	19.4	21.1	21.1
	No	254	63.2	68.6	89.7
	Not sure	38	9.5	10.3	100.0
	Total	370	92.0	100.0	
Missing	9	32	8.0		
Total		402	100.0		

- Gender: Sample is 60.4% male (243) and 36.1% female (145). 1 individual reported transgender (0.2%), 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 – 77 years, with a mean age of 18.65 and median age of 13. We found no relationship between Age and Total Satisfaction.

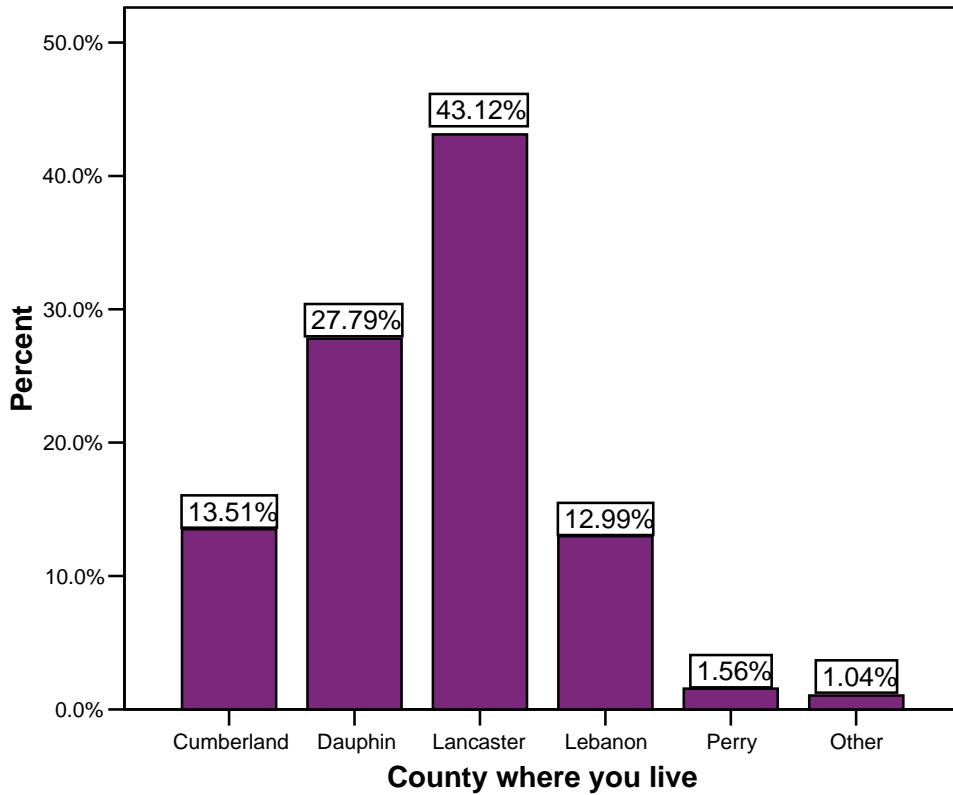


- Counties of Residence: In alphabetical Order

County where you live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cumberland	52	12.9	13.5	13.5
	Dauphin	107	26.6	27.8	41.3
	Lancaster	166	41.3	43.1	84.4
	Lebanon	50	12.4	13.0	97.4
	Perry	6	1.5	1.6	99.0
	Other	4	1.0	1.0	100.0
	Total	385	95.8	100.0	
Missing	9	17	4.2		
Total		402	100.0		

County of Residence



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	40 of 52	76.9%
Dauphin	100 of 107	93.5%
Lancaster	142 of 166	85.5%
Lebanon	46 of 49	93.9%
Perry	5 of 6	83.3%
Other	1 of 4	25.0%
Total	334 of 384	87.0%

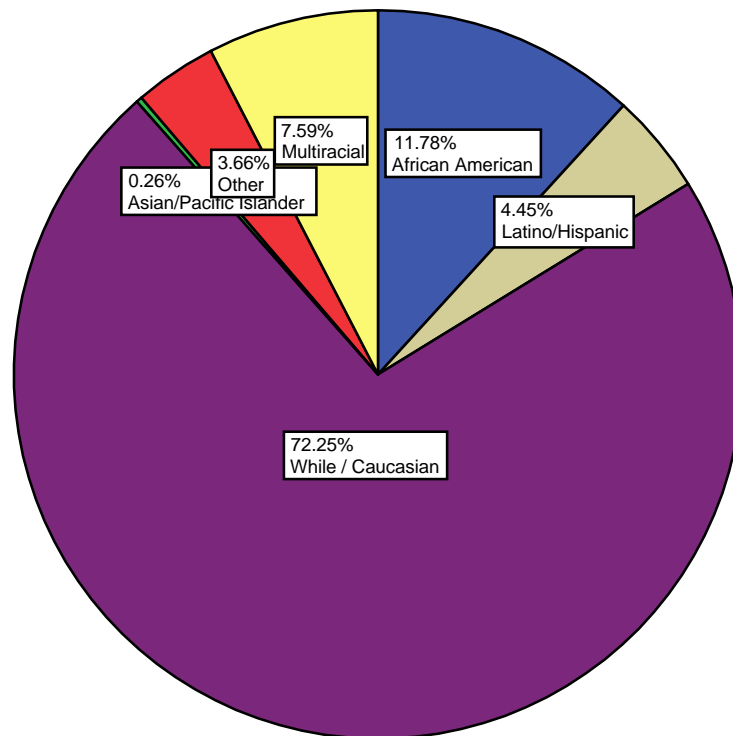
Our analysis indicated no significant differences in Total Satisfaction by County of Residence.

Total Satisfaction by County of Residence

County of Residence	N	Mean	Standard Deviation	Standard Error
Cumberland	52	110.0	12.5	1.7
Dauphin	107	109.4	15.8	1.5
Lancaster	166	109.8	16.6	1.3
Lebanon	50	114.0	12.8	1.8
Perry	6	126.0	5.7	2.3
Other	4	114.8	1.4	0.7
Total	385	110.6	15.4	0.8

- **Race:** 276 of 402 respondents (68.7%) reported their race as White/Caucasian, 45 (11.2%) as African American, 17 (4.2%) as Latino/a Hispanic, 29 (7.2%) as Multi-racial, and 14 (3.5%) as Other. 20 respondents (5.0%) chose not to answer this question.

Racial Composition of 4th Quarter 2006 Respondents



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

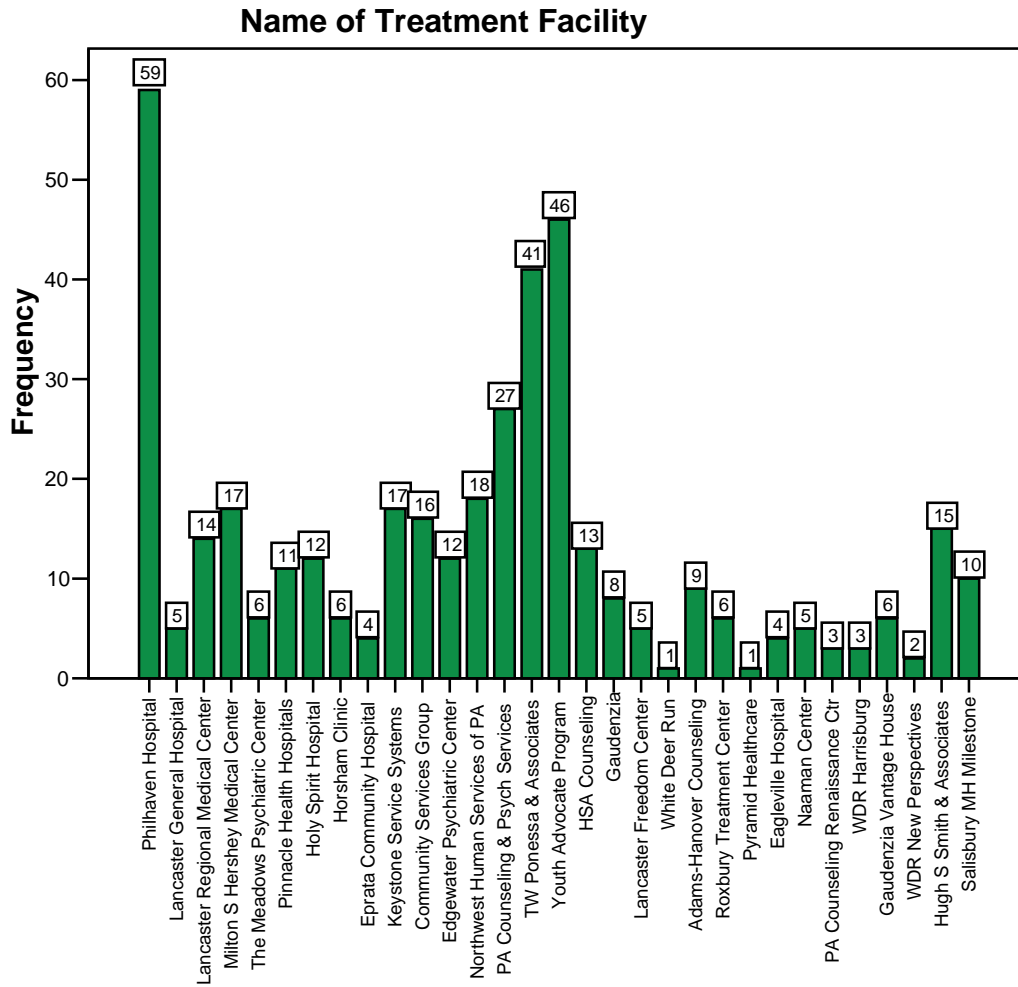
Total Satisfaction by Race

	N	Mean	Std. Deviation	Std. Error
African American	45	113.5	16.0	2.4
Asian/Pacific Islander	1	*	*	*
Latino/a	17	111.5	16.2	3.9
Native American/Am Indian	-	-	-	-
White / Caucasian	276	110.3	15.8	0.9
Multiracial	29	108.5	11.8	2.2
Other	14	111.8	10.0	2.7
Total	382	110.6	15.3	0.8

* Asian/Pacific Islander mean not reported b/c single respondent.

- Treatment Facility: Data was collected from 31 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	59	14.7	14.7	14.7
	Lancaster General Hospital	5	1.2	1.2	15.9
	Lancaster Regional Medical Center	14	3.5	3.5	19.4
	Milton S Hershey Medical Center	17	4.2	4.2	23.6
	The Meadows Psychiatric Center	6	1.5	1.5	25.1
	Pinnacle Health Hospitals	11	2.7	2.7	27.9
	Holy Spirit Hospital	12	3.0	3.0	30.8
	Horsham Clinic	6	1.5	1.5	32.3
	Eprata Community Hospital	4	1.0	1.0	33.3
	Keystone Service Systems	17	4.2	4.2	37.6
	Community Services Group	16	4.0	4.0	41.5
	Edgewater Psychiatric Center	12	3.0	3.0	44.5
	Northwest Human Services of PA	18	4.5	4.5	49.0
	PA Counseling & Psych Services	27	6.7	6.7	55.7
	TW Ponessa & Associates	41	10.2	10.2	65.9
	Youth Advocate Program	46	11.4	11.4	77.4
	HSA Counseling	13	3.2	3.2	80.6
	Gaudenzia	8	2.0	2.0	82.6
	Lancaster Freedom Center	5	1.2	1.2	83.8
	White Deer Run	1	.2	.2	84.1
	Adams-Hanover Counseling	9	2.2	2.2	86.3
	Roxbury Treatment Center	6	1.5	1.5	87.8
	Pyramid Healthcare	1	.2	.2	88.1
	Eagleville Hospital	4	1.0	1.0	89.1
	Naaman Center	5	1.2	1.2	90.3
	PA Counseling Renaissance Ctr	3	.7	.7	91.0
	WDR Harrisburg	3	.7	.7	91.8
	Gaudenzia Vantage House	6	1.5	1.5	93.3
	WDR New Perspectives	2	.5	.5	93.8
	Hugh S Smith & Associates	15	3.7	3.7	97.5
	Salisbury MH Milestone	10	2.5	2.5	100.0
	Total	402	100.0	100.0	



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

The following table represents the Total Satisfaction Score means by Facility.

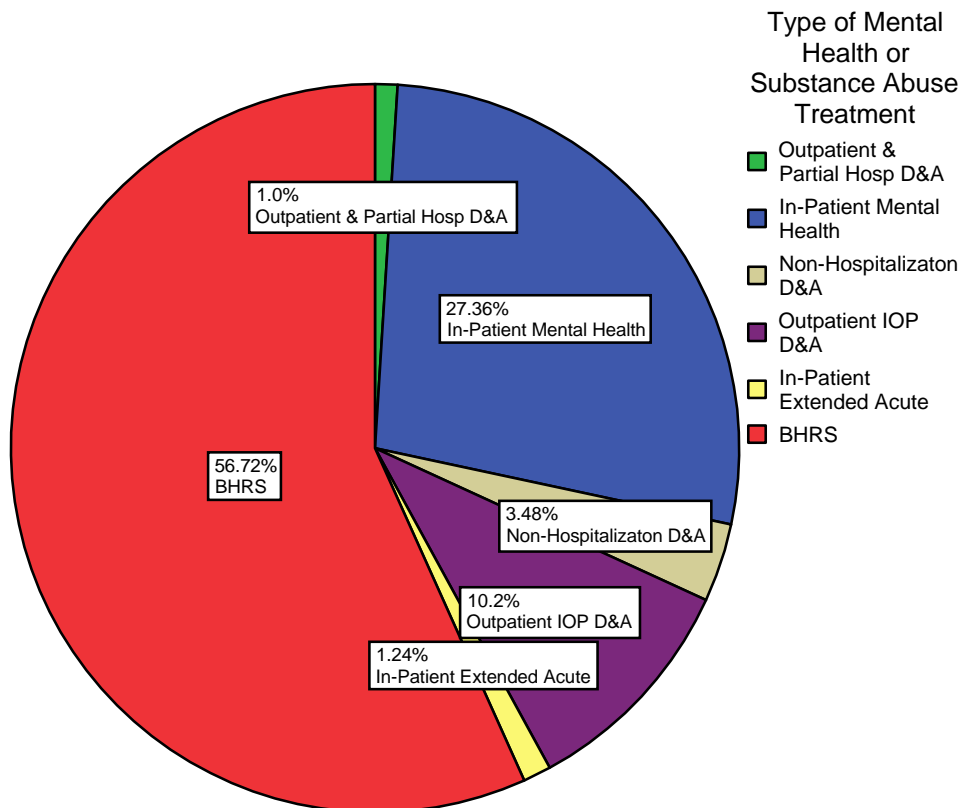
Descriptives

Total Satisfaction Score

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Philhaven Hospital	59	109.4019	14.24997	1.85519	105.6883	113.1154	60.75	131.00
Lancaster General Hospital	5	105.8244	26.58667	11.88992	72.8127	138.8361	70.00	138.79
Lancaster Regional Medical Center	14	100.0336	22.15494	5.92116	87.2417	112.8255	58.79	127.54
Milton S Hershey Medical Center	17	102.3172	21.29798	5.16552	91.3668	113.2676	43.00	122.08
The Meadows Psychiatric Center	6	92.3478	29.25887	11.94488	61.6425	123.0531	36.31	118.00
Pinnacle Health Hospitals	11	115.1391	8.94844	2.69806	109.1274	121.1507	104.00	132.00
Holy Spirit Hospital	12	107.0403	9.85705	2.84549	100.7774	113.3032	88.40	123.36
Horsham Clinic	6	97.0591	16.28920	6.65004	79.9646	114.1535	64.62	107.54
Eprata Community Hospital	4	112.7882	9.22704	4.61352	98.1060	127.4705	102.26	123.45
Keystone Service Systems	17	106.3465	9.56791	2.32056	101.4271	111.2659	90.57	128.50
Community Services Group	16	114.7990	8.52371	2.13093	110.2571	119.3410	98.52	128.95
Edgewater Psychiatric Center	12	114.6627	9.29664	2.68371	108.7559	120.5695	97.75	129.68
Northwest Human Services of PA	18	115.8065	14.03835	3.30887	108.8254	122.7876	86.00	132.30
PA Counseling & Psych Services	27	118.0658	13.13447	2.52773	112.8700	123.2616	81.00	138.75
TW Ponessa & Associates	41	108.7880	12.48913	1.95047	104.8459	112.7300	72.68	133.75
Youth Advocate Program	46	108.1586	13.76463	2.02948	104.0710	112.2461	62.75	130.01
HSA Counseling	13	108.0277	22.15712	6.14528	94.6383	121.4171	60.17	135.54
Gaudenzia	8	118.9540	13.64198	4.82317	107.5491	130.3590	101.91	137.75
Lancaster Freedom Center	5	118.1190	15.23313	6.81246	99.2046	137.0334	96.93	134.00
White Deer Run	1	132.5863	132.59	132.59
Adams-Hanover Counseling	9	106.4421	10.70060	3.56687	98.2169	114.6673	86.83	124.00
Roxbury Treatment Center	6	126.1483	14.15321	5.77803	111.2954	141.0012	101.00	139.00
Pyramid Healthcare	1	117.7851	117.79	117.79
Eagleville Hospital	4	117.3639	14.81708	7.40854	93.7866	140.9411	98.79	131.47
Naaman Center	5	113.0053	4.44960	1.98992	107.4804	118.5302	108.00	117.75
PA Counseling Renaissance Ctr	3	118.2084	9.34659	5.39626	94.9901	141.4266	109.79	128.26
WDR Harrisburg	3	114.0245	10.87019	6.27591	87.0214	141.0275	105.17	126.16
Gaudenzia Vantage House	6	108.2585	14.14165	5.77330	93.4177	123.0992	93.75	128.00
WDR New Perspectives	2	118.8925	10.05146	7.10745	28.5838	209.2013	111.79	126.00
Hugh S Smith & Associates	15	115.5794	7.15851	1.84832	111.6152	119.5437	108.57	131.13
Salisbury MH Milestone	10	113.3439	19.03329	6.01886	99.7283	126.9595	68.75	131.45
Total	402	110.4186	15.15149	.75569	108.9330	111.9043	36.31	139.00

Type of Treatment: Respondents were involved in six types of treatment. 228 respondents (56.7%) reported they received BHRS, 110 respondents (27.4%) received Inpatient Mental Health, 41 respondents (10.2%) received Outpatient IOP D&A, 14 respondents (3.5%) reported they received Non-Hospitalization D&A Services, 5 respondents (1.2%) reported they received Inpatient Extended Acute, and 4 respondents reported they received Outpatient & Partial Hospitalization D&A.

Type of Mental Health or Substance Abuse Treatment



Our analysis indicated respondents involved with Inpatient Mental Health reported significantly lower levels of Total Satisfaction than those involved with Non-Hospitalization D&A, Outpatient IOP D&A and BHRS.

Total Satisfaction by Type of Treatment

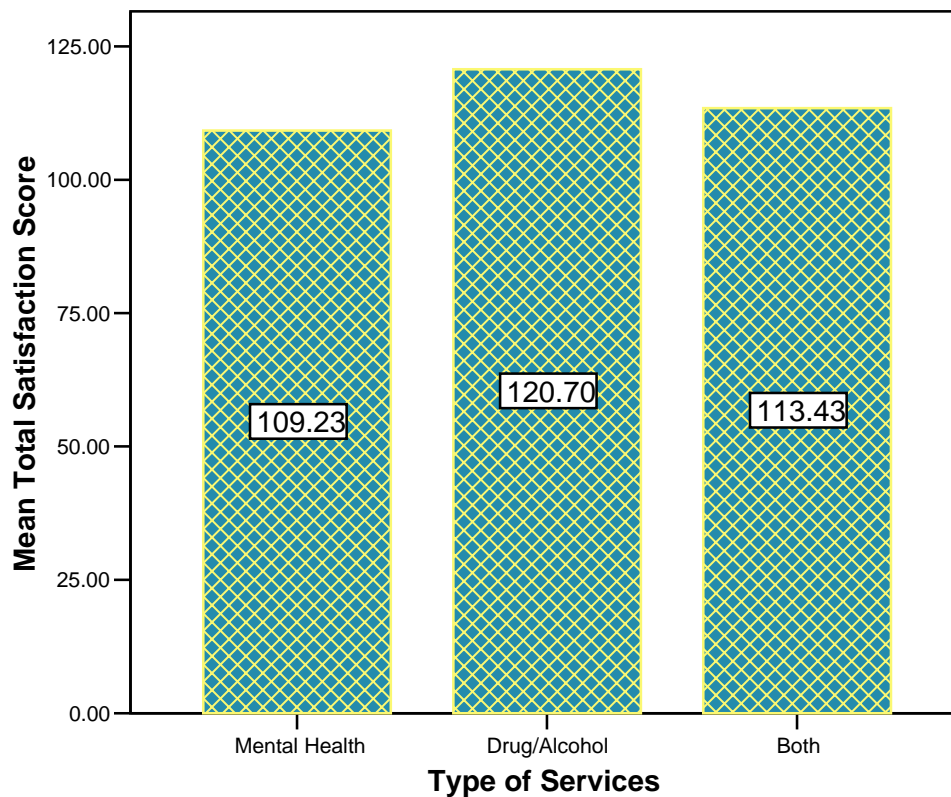
	N	Mean	Std. Deviation	Std. Error
In-Patient Mental Health	110	106.0	17.3	1.7
Outpatient & Partial Hosp D&A	4	103.1	24.9	12.4
Non-Hospitalization D&A	14	119.4	12.9	3.4
Outpatient IOP D&A	41	115.4	15.4	2.4
In-Patient Extended Acute	5	115.1	7.4	3.3
BHRS	228	111.1	13.4	0.9
Total	402	110.4	15.2	0.8

- Type of Services: 319 of the respondents (79.4 %) reported they received Mental Health Services only, 25 (6.2%) received Drug/Alcohol Services only, and 46 (11.4%) received both Mental Health and Drug/Alcohol services. Our analysis indicated the individuals receiving only Drug/Alcohol Services reported significantly higher levels of satisfaction than respondents receiving only Mental Health services.

Total Satisfaction by Type of Service

	N	Mean	Std. Deviation	Std. Error
Mental Health	319	109.2	15.2	0.9
Drug/Alcohol	25	120.1	12.2	2.4
Both	46	113.4	15.8	2.3
Total	390	110.5	15.3	0.8

Total Satisfaction by Type of Services

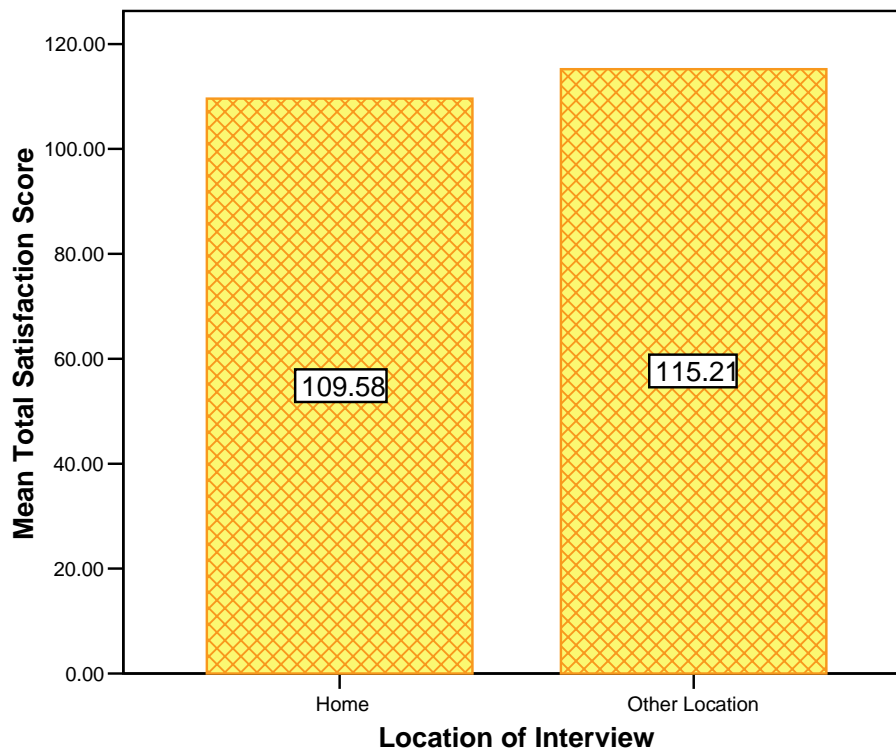


- Where Interviewed: Respondents who were interviewed in the home reported significantly lower levels of Total Satisfaction than those who were interviewed outside the home.

Group Statistics

	Location of Interview	N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	Home	342	109.5784	14.91054	.80627
	Other Location	60	115.2080	15.74499	2.03267

Total Satisfaction by Type of Services

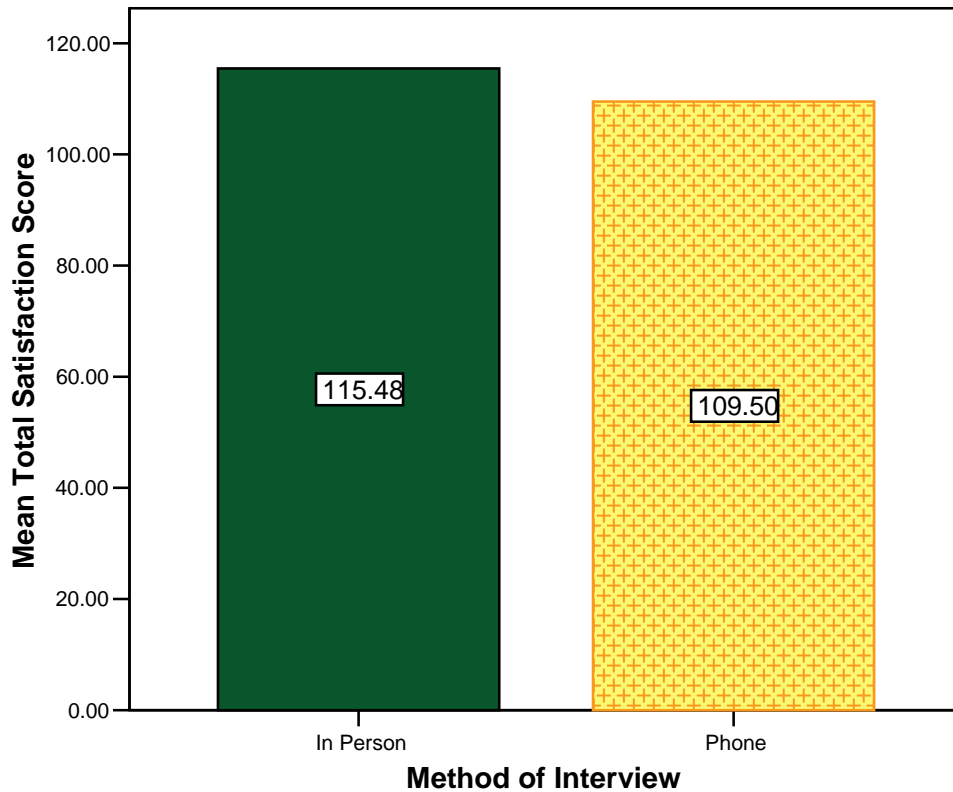


- Adult or Child receiving services: Respondents who received adult services reported the same level of satisfaction with services as those who received services for children.
- How Surveyed: Respondents who were interviewed in person reported significantly higher levels of Total Satisfaction than those interviewed by phone.

Group Statistics

	Method of Interview	N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction Score	In Person	62	115.4788	15.55943	1.97605
	Phone	340	109.4959	14.91488	.80887

Total Satisfaction by Method of Interview



- Previously Interviewed: There was no significant difference in level of reported levels of Total Satisfaction between those who were previously interviewed and those interviewed for the first time.

Total Satisfaction by Previously Interviewed

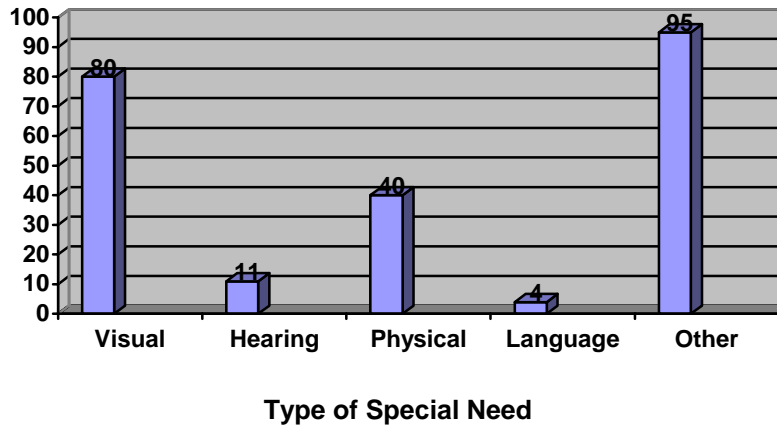
Previously Interviewed	N	Mean	Standard Deviation	Standard Error
Yes	78	110.2	14.4	1.6
No	254	110.4	16.4	1.0

Not Sure	38	110.8	9.2	1.5
Total	370	110.4	15.4	0.8

- Special Needs: Approximately half (53.5% or 215 of 405 respondents) reported special needs. 80 (19.9%) of the respondents reported visual impairment, 11 (2.7%) reported hearing impairment, 40 (10.0%) reported physical impairment, 4 (1.0%) reported English Difficulty and 95 (23.6%) 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			
Hearing Impairment			
Physical Impairment			
English Difficulty			
Other			
None			
Missing			
Total			

Frequency of Respondents with Special Needs



- Distribution of Services by County of Residence:

Number of Consumers by Type of Services in Each County 4th Quarter Only 2006						
County	N	Mental Health		PIR	Both MH/PIR	Other
		Adult	Child			
Cumberland	52	10	34	2	6	0
Dauphin	107	17	75	2	13	0
Lancaster	166	26	104	15	21	0
Lebanon	50	11	33	2	4	0
Perry	6	0	3	2	1	0

Other	4	1	3	0	0	0
TOTAL	385	65	252	23	45	0

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 110.4 with a standard deviation 15.2, median 111.6. The TSS scores ranged from 36 – 139. The distribution of Total Satisfaction Scores can be considered normally distributed. To put it in perspective 50% of cases fell between 103 - 121 (Inter-Quartile Range - Median) and 68% of cases fell between 95.2 – 125.6. 96% of all scores fall between 80.0 – 140.8 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	402
	Missing	0
Mean		110.4186
Median		111.5845
Std. Deviation		15.15149
Variance		229.568
Range		102.69
Minimum		36.31
Maximum		139.00
Percentiles	25	103.5094
	50	111.5845
	75	121.0000

Implementation

Overall the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 78.9% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question#16, "I am satisfied with the services..." with 83.0% agreement.

Consumers were extremely satisfied with communication with their service providers in that they feel comfortable asking questions regarding their treatment (Question 6) 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). 85% 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 (89.3%) are satisfied that they know whom to call if they have service questions, approximately 1 in 4 (28.4%) consumers indicate that they do not know whom to call if they have a complaint or grievance.
- Only 65.1% indicated that they were given information about how to get other services that they needed. Approximately 1 in 4 (24.9%) were dissatisfied in this area.
- Approximately 1 in 6 consumers (14.7%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.
- Approximately 1 in 7 consumers (14.2%) do not believe that their service provider spends enough time with them.
- Approximately 1 in 7 consumers (15.4%) report they do not have a choice in selecting or changing their service provider.
- Approximately 1 in 11 respondents (36 of 402 or 9.0%) is not satisfied with the opportunity to include family members or others in the treatment process.

Table 1 – Total Satisfaction – Implementation

N=402	% 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.	89.3	7.9	4.1	0.9
2. I was given information on how to get other services that I needed.	65.1	24.9	3.6	1.2
3. I have a choice in selecting or changing my service provider.	75.6	15.4	3.8	1.1
4. I was informed about my rights and responsibilities regarding my treatment.	92.5	3.7	4.2	0.7
5. I was given a chance to make treatment decisions.	84.6	11.0	4.0	1.0
6. I feel comfortable in asking questions regarding my treatment.	91.3	6.7	4.2	0.9
7. My service provider spends enough time with me.	80.9	14.2	3.9	1.1
8. My personal information is not shared with others without my permission.	91.5	4.4	4.3	0.8
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	92.8	2.5	4.3	0.7
10. I trust my service provider.	88.0	6.0	4.1	0.9
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	83.6	9.0	4.1	0.9
12. I am included in all meetings regarding my treatment plan and goals for recovery.	85.3	9.0	4.1	0.9
13. I feel that I am an equal partner in the treatment process.	86.1	10.2	4.0	1.0
14. My service provider explained the advantages and disadvantages of my therapy or treatment.	74.1	14.7	3.8	1.0
15. My treatment plan promotes recovery.	85.4	8.5	4.1	0.9
16. Overall, I am satisfied with the services I am receiving.	83.0	11.9	4.0	1.1
17. 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	20.8	3.8	1.3

Emergency Treatment: CSS consumers identified emergency services as an area that warranted investigation in this survey. Approximately 38% of respondents (154 of 402) indicated that they needed emergency mental health services. Satisfaction was rated on a 5-point scale from 1 (Not at all) to 5 (Very Satisfied). The mean rating was 3.79 with standard deviation of 1.31. Overall, 74.7% rated emergency services as Satisfied or Very Satisfied (4 or 5) and one of five, consumers 20.8% (32 of 154), 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 (20.8%) 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 16% to 38% of consumers believe that no change has resulted from their services. Only 4% 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 63% 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), and feeling hopeful about the future (Q22).
- Approximately 60% of respondents reported improvement in dealing with specific problems which led them to seek services (63.4%) as well as strengthening social support networks (59.7%). This finding marks an improvement from previous quarters.
- The lowest scores are given to questions #26 (Dealing with School or Work) 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 46.3% 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=402	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation
18. Dealing with daily problems.	68.7	5.4	4.0	1.0
19. Feeling in control of my life.	58.2	7.4	3.8	1.0
20. Dealing with personal crisis.	46.3	6.4	3.8	1.0
21. How I feel about myself.	59.7	6.9	3.9	1.0
22. Feeling good (hopeful) about the future.	55.9	6.7	3.9	1.0
23. Enjoying my free time.	58.5	4.7	3.9	1.0
24. Strengthening my social support network.	59.7	4.7	3.8	0.9
25. Being involved in community activities.	39.5	7.4	3.6	1.0
26. Dealing with school or work.	48.2	7.7	3.8	1.1
27. Dealing with people in social situations.	58.2	6.2	3.8	0.9
28. Dealing with specific problems or issue.	63.4	4.7	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	8	2.0	2.1	2.1
	A Little Worse	10	2.5	2.6	4.7
	About the Same	61	15.2	15.8	20.5
	A Little Better	158	39.3	40.9	61.4
	Much Better	149	37.1	38.6	100.0
	Total	386	96.0	100.0	
Missing	Not Applicable	3	.7		
	9	13	3.2		
	Total	16	4.0		
Total		402	100.0		

76.4% of consumers believe the quality of their lives has improved as a result of treatment and only 4.5% believe it has become worse. These results are consistent with the CSS Outcomes subscale. We tested differences on this question by County of Residence. 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	52	4.1	0.8	0.1
Dauphin	107	4.0	0.9	0.1
Lancaster	166	4.2	0.9	0.1
Lebanon	50	4.2	0.8	0.1
Perry	6	4.8	0.4	0.2
Other	4	4.0	0.8	0.4
Total	385	4.1	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	283	70.4	73.9	73.9
	No	32	8.0	8.4	82.2
	Sometimes	68	16.9	17.8	100.0
	Total	383	95.3	100.0	
Missing	9	19	4.7		
Total		402	100.0		

70% of consumers responded that they were given a chance to make treatment decisions; and 17.0% answered “Sometimes”. 8% answered “No”. Approximately ¼ of respondents reported there was some time in which they were not given a chance to make treatment decisions regarding their treatment.

**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	36	3	11	50
		% within County where you live	72.0%	6.0%	22.0%	100.0%
	Dauphin	Count	72	10	23	105
		% within County where you live	68.6%	9.5%	21.9%	100.0%
	Lancaster	Count	123	15	23	161
		% within County where you live	76.4%	9.3%	14.3%	100.0%
	Lebanon	Count	41	2	6	49
		% within County where you live	83.7%	4.1%	12.2%	100.0%
	Perry	Count	6	0	0	6
		% within County where you live	100.0%	.0%	.0%	100.0%
	Other	Count	3	0	1	4
		% within County where you live	75.0%	.0%	25.0%	100.0%
Total		Count	281	30	64	375
		% within County where you live	74.9%	8.0%	17.1%	100.0%

In the last 12 months, did you have problems getting the help you needed?

Q31 In the last 12 months did you have problems getting the help you needed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	81	20.1	20.7	20.7
	No	259	64.4	66.1	86.7
	Sometimes	52	12.9	13.3	100.0
	Total	392	97.5	100.0	
Missing	9	10	2.5		
Total		402	100.0		

Approximately 64% of respondents answered that they were able to get the help they needed during the past 12 months, 12.9% answered Sometimes, and 20.1% responded they had problems getting the help they needed. 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 significantly with respect to consumers experiencing problems with the ability to get the help they needed.

County where you live * Q31 In the last 12 months did you have problems getting the help you needed? Crosstabulation

			Q31 In the last 12 months did you have problems getting the help you needed?			Total
			Yes	No	Sometimes	
County where you live	Cumberland	Count % within County where you live	13 25.5%	33 64.7%	5 9.8%	51 100.0%
	Dauphin	Count % within County where you live	23 21.5%	71 66.4%	13 12.1%	107 100.0%
	Lancaster	Count % within County where you live	35 21.2%	106 64.2%	24 14.5%	165 100.0%
	Lebanon	Count % within County where you live	9 18.0%	34 68.0%	7 14.0%	50 100.0%
	Perry	Count % within County where you live	0 .0%	6 100.0%	0 .0%	6 100.0%
	Other	Count % within County where you live	0 .0%	3 75.0%	1 25.0%	4 100.0%
	Total	Count % within County where you live	80 20.9%	253 66.1%	50 13.1%	383 100.0%

**Name of Treatment Facility * Q31 In the last 12 months did you have problems getting the help you needed?
Crosstabulation**

			Q31 In the last 12 months did you have problems getting the help you needed?			Total
			Yes	No	Sometimes	
Name of Treatment Facility	Philhaven Hospital	Count	9	42	8	59
		% within Name of Treatment Facility	15.3%	71.2%	13.6%	100.0%
	Lancaster General Hospital	Count	3	0	2	5
		% within Name of Treatment Facility	60.0%	.0%	40.0%	100.0%
	Lancaster Regional Medical Center	Count	3	9	1	13
		% within Name of Treatment Facility	23.1%	69.2%	7.7%	100.0%
	Milton S Hershey Medical Center	Count	5	6	5	16
		% within Name of Treatment Facility	31.3%	37.5%	31.3%	100.0%
	The Meadows Psychiatric Center	Count	1	3	1	5
		% within Name of Treatment Facility	20.0%	60.0%	20.0%	100.0%
	Pinnacle Health Hospitals	Count	3	6	0	9
		% within Name of Treatment Facility	33.3%	66.7%	.0%	100.0%
	Holy Spirit Hospital	Count	4	7	1	12
		% within Name of Treatment Facility	33.3%	58.3%	8.3%	100.0%
	Horsham Clinic	Count	1	5	0	6
		% within Name of Treatment Facility	16.7%	83.3%	.0%	100.0%
	Eprata Community Hospital	Count	2	2	0	4
		% within Name of Treatment Facility	50.0%	50.0%	.0%	100.0%
	Keystone Service Systems	Count	5	7	5	17
		% within Name of Treatment Facility	29.4%	41.2%	29.4%	100.0%
	Community Services Group	Count	2	13	1	16
		% within Name of Treatment Facility	12.5%	81.3%	6.3%	100.0%
	Edgewater Psychiatric Center	Count	3	7	2	12
		% within Name of Treatment Facility	25.0%	58.3%	16.7%	100.0%
	Northwest Human Services of PA	Count	4	13	1	18
		% within Name of Treatment Facility	22.2%	72.2%	5.6%	100.0%
	PA Counseling & Psych Services	Count	2	20	5	27
		% within Name of Treatment Facility	7.4%	74.1%	18.5%	100.0%
	TW Ponessa & Associates	Count	10	27	4	41
		% within Name of Treatment Facility	24.4%	65.9%	9.8%	100.0%
	Youth Advocate Program	Count	9	29	5	43
		% within Name of Treatment Facility	20.9%	67.4%	11.6%	100.0%
	HSA Counseling	Count	1	8	3	12
		% within Name of Treatment Facility	8.3%	66.7%	25.0%	100.0%
	Gaudenzia	Count	0	7	1	8
		% within Name of Treatment Facility	.0%	87.5%	12.5%	100.0%
	Lancaster Freedom Center	Count	2	3	0	5
		% within Name of Treatment Facility	40.0%	60.0%	.0%	100.0%
	White Deer Run	Count	1	0	0	1
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
Total		Count	70	214	45	329
		% within Name of Treatment Facility	21.3%	65.0%	13.7%	100.0%

**Name of Treatment Facility * Q31 In the last 12 months did you have problems getting the help you needed?
Crosstabulation**

			Q31 In the last 12 months did you have problems getting the help you needed?			Total
			Yes	No	Sometimes	
Name of Treatment Facility	Adams-Hanover Counseling	Count	2	6	1	9
		% within Name of Treatment Facility	22.2%	66.7%	11.1%	100.0%
	Roxbury Treatment Center	Count	0	6	0	6
		% within Name of Treatment Facility	.0%	100.0%	.0%	100.0%
	Pyramid Healthcare	Count	0	1	0	1
		% within Name of Treatment Facility	.0%	100.0%	.0%	100.0%
	Eagleville Hospital	Count	0	4	0	4
		% within Name of Treatment Facility	.0%	100.0%	.0%	100.0%
	Naaman Center	Count	2	3	0	5
		% within Name of Treatment Facility	40.0%	60.0%	.0%	100.0%
	PA Counseling Renaissance Ctr	Count	0	1	2	3
		% within Name of Treatment Facility	.0%	33.3%	66.7%	100.0%
	WDR Harrisburg	Count	1	2	0	3
		% within Name of Treatment Facility	33.3%	66.7%	.0%	100.0%
	Gaudenzia Vantage House	Count	0	5	0	5
		% within Name of Treatment Facility	.0%	100.0%	.0%	100.0%
	WDR New Perspectives	Count	2	0	0	2
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Hugh S Smith & Associates	Count	1	10	4	15
		% within Name of Treatment Facility	6.7%	66.7%	26.7%	100.0%
	Salisbury MH Milestone	Count	3	7	0	10
		% within Name of Treatment Facility	30.0%	70.0%	.0%	100.0%
Total		Count	11	45	7	63
		% within Name of Treatment Facility	17.5%	71.4%	11.1%	100.0%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP.

- Approximately 68% of respondents (238 of 350) 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 live	Cumberland	Count % within County where you live	36 78.3%	8 17.4%	2 4.3%	46 100.0%
	Dauphin	Count % within County where you live	64 64.6%	34 34.3%	1 1.0%	99 100.0%
	Lancaster	Count % within County where you live	96 64.9%	49 33.1%	3 2.0%	148 100.0%
	Lebanon	Count % within County where you live	35 72.9%	13 27.1%	0 .0%	48 100.0%
	Perry	Count % within County where you live	5 83.3%	1 16.7%	0 .0%	6 100.0%
	Other	Count % within County where you live	2 66.7%	1 33.3%	0 .0%	3 100.0%
Total		Count % within County where you live	238 68.0%	106 30.3%	6 1.7%	350 100.0%

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

- 112 respondents (29.9%) reported they had called customer service 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 customer service at CBHNP to get information			Total
			Yes	No	Not Applicable	
County where you live	Cumberland	Count % within County where you live	13 27.1%	35 72.9%	0 .0%	48 100.0%
	Dauphin	Count % within County where you live	32 30.8%	71 68.3%	1 1.0%	104 100.0%
	Lancaster	Count % within County where you live	55 33.7%	107 65.6%	1 .6%	163 100.0%
	Lebanon	Count % within County where you live	8 16.0%	42 84.0%	0 .0%	50 100.0%
	Perry	Count % within County where you live	1 16.7%	3 50.0%	2 33.3%	6 100.0%
	Other	Count % within County where you live	3 75.0%	1 25.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	112 29.9%	259 69.1%	4 1.1%	375 100.0%

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

- Approximately 76% of those that requested information from CBHNP (107 of 141) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays.

Crosstab

			Q33A I was unable to obtain information on treatment and/or services from CBHNP			Total
			Yes	No	Not Applicable	
County where you live	Cumberland	Count % within County where you live	12 25.5%	4 8.5%	31 66.0%	47 100.0%
	Dauphin	Count % within County where you live	24 23.1%	11 10.6%	69 66.3%	104 100.0%
	Lancaster	Count % within County where you live	56 34.8%	14 8.7%	91 56.5%	161 100.0%
	Lebanon	Count % within County where you live	10 20.0%	5 10.0%	35 70.0%	50 100.0%
	Perry	Count % within County where you live	2 33.3%	0 .0%	4 66.7%	6 100.0%
	Other	Count % within County where you live	3 75.0%	0 .0%	1 25.0%	4 100.0%
	Total	Count % within County where you live	107 28.8%	34 9.1%	231 62.1%	372 100.0%

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

- 93% of respondents (346 of 373) 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	
County where you live	Cumberland	Count % within County where you live	45 95.7%	2 4.3%	47 100.0%
	Dauphin	Count % within County where you live	98 93.3%	7 6.7%	105 100.0%
	Lancaster	Count % within County where you live	149 92.5%	12 7.5%	161 100.0%
	Lebanon	Count % within County where you live	44 88.0%	6 12.0%	50 100.0%
	Perry	Count % within County where you live	6 100.0%	0 .0%	6 100.0%
	Other	Count % within County where you live	4 100.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	346 92.8%	27 7.2%	373 100.0%

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

- 70% of respondents (257 of 370) report they know who to call to file a complaint or grievance.

Crosstab

			Q35 I know whom to call to file a complaint or grievance		Total
			Yes	No	
County where you live	Cumberland	Count % within County where you live	29 61.7%	18 38.3%	47 100.0%
	Dauphin	Count % within County where you live	77 74.8%	26 25.2%	103 100.0%
	Lancaster	Count % within County where you live	107 66.9%	53 33.1%	160 100.0%
	Lebanon	Count % within County where you live	35 70.0%	15 30.0%	50 100.0%
	Perry	Count % within County where you live	6 100.0%	0 .0%	6 100.0%
	Other	Count % within County where you live	3 75.0%	1 25.0%	4 100.0%
	Total	Count % within County where you live	257 69.5%	113 30.5%	370 100.0%

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

- 73% of respondents (264 of 364) 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 live	Cumberland	Count % within County where you live	33 71.7%	10 21.7%	3 6.5%	46 100.0%
	Dauphin	Count % within County where you live	68 66.0%	33 32.0%	2 1.9%	103 100.0%
	Lancaster	Count % within County where you live	119 76.8%	34 21.9%	2 1.3%	155 100.0%
	Lebanon	Count % within County where you live	35 70.0%	11 22.0%	4 8.0%	50 100.0%
	Perry	Count % within County where you live	6 100.0%	0 .0%	0 .0%	6 100.0%
	Other	Count % within County where you live	3 75.0%	1 25.0%	0 .0%	4 100.0%
Total		Count % within County where you live	264 72.5%	89 24.5%	11 3.0%	364 100.0%

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

- Approximately 2/3 of respondents had contacted CBHNP. 10 respondents of the 257 who had called CBHNP (3.9%) report that when they called CBHNP they were not treated with courtesy and respect. 96% of respondents (247 of 257) felt they were treated with courtesy and respect when they called CBHNP. 111 respondents (30.2%) reported this question as not applicable.

Crosstab

			Q37 When I call CBHNP staff treats me courteously and with respect			Total
			Yes	No	Not Applicable	
County where you live	Cumberland	Count	28	3	14	45
		% within County where you live	62.2%	6.7%	31.1%	100.0%
	Dauphin	Count	68	2	35	105
		% within County where you live	64.8%	1.9%	33.3%	100.0%
	Lancaster	Count	115	5	39	159
		% within County where you live	72.3%	3.1%	24.5%	100.0%
	Lebanon	Count	29	0	20	49
		% within County where you live	59.2%	.0%	40.8%	100.0%
	Perry	Count	4	0	2	6
		% within County where you live	66.7%	.0%	33.3%	100.0%
	Other	Count	3	0	1	4
		% within County where you live	75.0%	.0%	25.0%	100.0%
Total		Count	247	10	111	368
		% within County where you live	67.1%	2.7%	30.2%	100.0%

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

- Approximately 72% (268 of 371) report they are satisfied with their interactions with CBHNP. 23 respondents (6.2%) report they are not satisfied with their interactions with CBHNP. 22% (80 of 371) responded that this question was not applicable to them.

Crosstab

			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	33 71.7%	3 6.5%	10 21.7%	46 100.0%
	Dauphin	Count % within County where you live	73 69.5%	8 7.6%	24 22.9%	105 100.0%
	Lancaster	Count % within County where you live	122 75.8%	9 5.6%	30 18.6%	161 100.0%
	Lebanon	Count % within County where you live	32 65.3%	3 6.1%	14 28.6%	49 100.0%
	Perry	Count % within County where you live	5 83.3%	0 .0%	1 16.7%	6 100.0%
	Other	Count % within County where you live	3 75.0%	0 .0%	1 25.0%	4 100.0%
	Total	Count % within County where you live	268 72.2%	23 6.2%	80 21.6%	371 100.0%

Survey Tables Questions by County of Residence

Q1 I know whom to call if I have questions about my Mental Health or Substance Abuse Services.

			Q1 I know whom to call if I have questions about MH or SA se					Total
			Strongly Disagree	Disagree	Neither Agee Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	1	3	1	29	18	52
		% within County where you live	1.9%	5.8%	1.9%	55.8%	34.6%	100.0%
	Dauphin	Count	2	5	4	63	33	107
		% within County where you live	1.9%	4.7%	3.7%	58.9%	30.8%	100.0%
	Lancaster	Count	5	12	2	94	52	165
		% within County where you live	3.0%	7.3%	1.2%	57.0%	31.5%	100.0%
	Lebanon	Count	0	1	1	27	21	50
		% within County where you live	.0%	2.0%	2.0%	54.0%	42.0%	100.0%
	Perry	Count	0	0	0	2	4	6
		% within County where you live	.0%	.0%	.0%	33.3%	66.7%	100.0%
	Other	Count	0	0	0	2	2	4
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	8	21	8	217	130	384
		% within County where you live	2.1%	5.5%	2.1%	56.5%	33.9%	100.0%

Q2 I was given information on how to get other services that I needed.

			Q2 I was given information on how to get other services					Total
			Strongly Disagree	Disagree	Neither Agee Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	5	14	2	17	13	51
		% within County where you live	9.8%	27.5%	3.9%	33.3%	25.5%	100.0%
	Dauphin	Count	8	22	8	46	20	104
		% within County where you live	7.7%	21.2%	7.7%	44.2%	19.2%	100.0%
	Lancaster	Count	10	26	6	74	40	156
		% within County where you live	6.4%	16.7%	3.8%	47.4%	25.6%	100.0%
	Lebanon	Count	5	6	5	19	12	47
		% within County where you live	10.6%	12.8%	10.6%	40.4%	25.5%	100.0%
	Perry	Count	0	0	1	1	4	6
		% within County where you live	.0%	.0%	16.7%	16.7%	66.7%	100.0%
	Other	Count	0	0	0	2	2	4
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	28	68	22	159	91	368
		% within County where you live	7.6%	18.5%	6.0%	43.2%	24.7%	100.0%

Q3 I have a choice in selecting or changing my 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	1	3	3	27	16	50
		% within County where you live	2.0%	6.0%	6.0%	54.0%	32.0%	100.0%
	Dauphin	Count	5	12	6	62	19	104
		% within County where you live	4.8%	11.5%	5.8%	59.6%	18.3%	100.0%
	Lancaster	Count	11	19	10	89	33	162
		% within County where you live	6.8%	11.7%	6.2%	54.9%	20.4%	100.0%
	Lebanon	Count	1	5	0	28	12	46
		% within County where you live	2.2%	10.9%	.0%	60.9%	26.1%	100.0%
	Perry	Count	0	1	0	4	1	6
		% within County where you live	.0%	16.7%	.0%	66.7%	16.7%	100.0%
	Other	Count	0	0	1	2	1	4
		% within County where you live	.0%	.0%	25.0%	50.0%	25.0%	100.0%
Total		Count	18	40	20	212	82	372
		% within County where you live	4.8%	10.8%	5.4%	57.0%	22.0%	100.0%

Q4 I was informed about my rights and responsibilities regarding the treatment I have received.

			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	0	1	2	28	21	52
		% within County where you live	.0%	1.9%	3.8%	53.8%	40.4%	100.0%
	Dauphin	Count	1	2	3	64	36	106
		% within County where you live	.9%	1.9%	2.8%	60.4%	34.0%	100.0%
	Lancaster	Count	5	2	6	106	46	165
		% within County where you live	3.0%	1.2%	3.6%	64.2%	27.9%	100.0%
	Lebanon	Count	0	2	0	26	21	49
		% within County where you live	.0%	4.1%	.0%	53.1%	42.9%	100.0%
	Perry	Count	0	0	0	3	3	6
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Other	Count	0	0	0	2	2	4
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	6	7	11	229	129	382
		% within County where you live	1.6%	1.8%	2.9%	59.9%	33.8%	100.0%

Q5 I was given a chance to make treatment decisions.

			Q5 I was given a chance to make treatment decisions					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	3	0	28	21	52
		% within County where you live	.0%	5.8%	.0%	53.8%	40.4%	100.0%
	Dauphin	Count	2	12	4	62	26	106
		% within County where you live	1.9%	11.3%	3.8%	58.5%	24.5%	100.0%
	Lancaster	Count	11	7	7	95	43	163
		% within County where you live	6.7%	4.3%	4.3%	58.3%	26.4%	100.0%
	Lebanon	Count	1	4	1	22	21	49
		% within County where you live	2.0%	8.2%	2.0%	44.9%	42.9%	100.0%
	Perry	Count	0	0	0	2	4	6
		% within County where you live	.0%	.0%	.0%	33.3%	66.7%	100.0%
	Other	Count	0	0	0	2	2	4
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	14	26	12	211	117	380
		% within County where you live	3.7%	6.8%	3.2%	55.5%	30.8%	100.0%

Q6 I feel comfortable in asking questions regarding my 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	1	0	30	21	52
		% within County where you live	.0%	1.9%	.0%	57.7%	40.4%	100.0%
	Dauphin	Count	2	4	2	60	38	106
		% within County where you live	1.9%	3.8%	1.9%	56.6%	35.8%	100.0%
	Lancaster	Count	6	10	2	89	58	165
		% within County where you live	3.6%	6.1%	1.2%	53.9%	35.2%	100.0%
	Lebanon	Count	0	1	1	28	19	49
		% within County where you live	.0%	2.0%	2.0%	57.1%	38.8%	100.0%
	Perry	Count	0	0	0	1	5	6
		% within County where you live	.0%	.0%	.0%	16.7%	83.3%	100.0%
	Other	Count	0	0	0	2	2	4
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	8	16	5	210	143	382
		% within County where you live	2.1%	4.2%	1.3%	55.0%	37.4%	100.0%

Q7 My service provider spends enough time with me.

			Q7 My service provider spends enough time					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	3	5	0	29	15	52
		% within County where you live	5.8%	9.6%	.0%	55.8%	28.8%	100.0%
	Dauphin	Count	7	12	5	59	23	106
		% within County where you live	6.6%	11.3%	4.7%	55.7%	21.7%	100.0%
	Lancaster	Count	11	12	6	86	46	161
		% within County where you live	6.8%	7.5%	3.7%	53.4%	28.6%	100.0%
	Lebanon	Count	0	4	2	28	15	49
		% within County where you live	.0%	8.2%	4.1%	57.1%	30.6%	100.0%
	Perry	Count	0	0	0	2	4	6
		% within County where you live	.0%	.0%	.0%	33.3%	66.7%	100.0%
	Other	Count	0	0	0	2	2	4
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	21	33	13	206	105	378
		% within County where you live	5.6%	8.7%	3.4%	54.5%	27.8%	100.0%

Q8 My personal information is not shared with others without my permission. It is kept strictly confidential.

			Q8 My personal information is not shared with others without my permission					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	0	2	23	27	52
		% within County where you live	.0%	.0%	3.8%	44.2%	51.9%	100.0%
	Dauphin	Count	2	3	1	64	35	105
		% within County where you live	1.9%	2.9%	1.0%	61.0%	33.3%	100.0%
	Lancaster	Count	5	3	7	91	58	164
		% within County where you live	3.0%	1.8%	4.3%	55.5%	35.4%	100.0%
	Lebanon	Count	2	1	0	21	25	49
		% within County where you live	4.1%	2.0%	.0%	42.9%	51.0%	100.0%
	Perry	Count	0	0	0	1	5	6
		% within County where you live	.0%	.0%	.0%	16.7%	83.3%	100.0%
	Other	Count	0	0	0	2	2	4
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	9	7	10	202	152	380
		% within County where you live	2.4%	1.8%	2.6%	53.2%	40.0%	100.0%

Q9 Program staff respects the role of my ethnic, cultural, & religious background in my recovery /treatment.

			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 % within County where you live	0 .0%	0 .0%	1 1.9%	29 55.8%	22 42.3%	52 100.0%
	Dauphin	Count % within County where you live	1 1.0%	2 1.9%	3 2.9%	65 62.5%	33 31.7%	104 100.0%
	Lancaster	Count % within County where you live	3 1.9%	2 1.2%	4 2.5%	89 55.3%	63 39.1%	161 100.0%
	Lebanon	Count % within County where you live	0 .0%	1 2.0%	0 .0%	24 49.0%	24 49.0%	49 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 16.7%	5 83.3%	6 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	1 25.0%	1 25.0%	2 50.0%	4 100.0%
	Total	Count % within County where you live	4 1.1%	5 1.3%	9 2.4%	209 55.6%	149 39.6%	376 100.0%

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 % within County where you live	1 2.0%	1 2.0%	1 2.0%	25 51.0%	21 42.9%	49 100.0%
	Dauphin	Count % within County where you live	2 1.9%	5 4.7%	3 2.8%	69 64.5%	28 26.2%	107 100.0%
	Lancaster	Count % within County where you live	8 4.9%	5 3.0%	5 3.0%	93 56.7%	53 32.3%	164 100.0%
	Lebanon	Count % within County where you live	1 2.0%	0 .0%	4 8.2%	23 46.9%	21 42.9%	49 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 16.7%	5 83.3%	6 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	2 50.0%	2 50.0%	4 100.0%
	Total	Count % within County where you live	12 3.2%	11 2.9%	13 3.4%	213 56.2%	130 34.3%	379 100.0%

Q11 My service provider offered me the opportunity to involve my family...into my treatment process.

			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	5	3	24	18	50
		% within County where you live	.0%	10.0%	6.0%	48.0%	36.0%	100.0%
	Dauphin	Count	1	10	1	63	27	102
		% within County where you live	1.0%	9.8%	1.0%	61.8%	26.5%	100.0%
	Lancaster	Count	8	11	6	92	45	162
		% within County where you live	4.9%	6.8%	3.7%	56.8%	27.8%	100.0%
	Lebanon	Count	0	0	3	30	16	49
		% within County where you live	.0%	.0%	6.1%	61.2%	32.7%	100.0%
	Perry	Count	0	0	0	1	4	5
		% within County where you live	.0%	.0%	.0%	20.0%	80.0%	100.0%
	Other	Count	0	0	0	3	1	4
		% within County where you live	.0%	.0%	.0%	75.0%	25.0%	100.0%
Total		Count	9	26	13	213	111	372
		% within County where you live	2.4%	7.0%	3.5%	57.3%	29.8%	100.0%

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

			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	0	7	1	25	16	49
		% within County where you live	.0%	14.3%	2.0%	51.0%	32.7%	100.0%
	Dauphin	Count	1	7	5	63	30	106
		% within County where you live	.9%	6.6%	4.7%	59.4%	28.3%	100.0%
	Lancaster	Count	6	10	5	99	43	163
		% within County where you live	3.7%	6.1%	3.1%	60.7%	26.4%	100.0%
	Lebanon	Count	1	0	2	27	20	50
		% within County where you live	2.0%	.0%	4.0%	54.0%	40.0%	100.0%
	Perry	Count	0	0	0	1	4	5
		% within County where you live	.0%	.0%	.0%	20.0%	80.0%	100.0%
	Other	Count	0	0	0	2	2	4
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	8	24	13	217	115	377
		% within County where you live	2.1%	6.4%	3.4%	57.6%	30.5%	100.0%

Q13 I feel that I am an equal partner in the treatment process.

			Q13 I feel that I am an equal partner					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	2	2	1	29	17	51
		% within County where you live	3.9%	3.9%	2.0%	56.9%	33.3%	100.0%
	Dauphin	Count	3	7	5	62	30	107
		% within County where you live	2.8%	6.5%	4.7%	57.9%	28.0%	100.0%
	Lancaster	Count	8	12	2	100	42	164
		% within County where you live	4.9%	7.3%	1.2%	61.0%	25.6%	100.0%
	Lebanon	Count	1	2	2	24	21	50
		% within County where you live	2.0%	4.0%	4.0%	48.0%	42.0%	100.0%
	Perry	Count	0	0	0	1	5	6
		% within County where you live	.0%	.0%	.0%	16.7%	83.3%	100.0%
	Other	Count	0	0	0	2	2	4
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	14	23	10	218	117	382
		% within County where you live	3.7%	6.0%	2.6%	57.1%	30.6%	100.0%

Q14 My service provider explained the advantages and disadvantages of my therapy or treatment.

			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	0	6	11	22	13	52
		% within County where you live	.0%	11.5%	21.2%	42.3%	25.0%	100.0%
	Dauphin	Count	5	13	8	61	19	106
		% within County where you live	4.7%	12.3%	7.5%	57.5%	17.9%	100.0%
	Lancaster	Count	5	19	15	95	29	163
		% within County where you live	3.1%	11.7%	9.2%	58.3%	17.8%	100.0%
	Lebanon	Count	1	3	3	27	15	49
		% within County where you live	2.0%	6.1%	6.1%	55.1%	30.6%	100.0%
	Perry	Count	0	0	0	2	4	6
		% within County where you live	.0%	.0%	.0%	33.3%	66.7%	100.0%
	Other	Count	0	1	0	2	1	4
		% within County where you live	.0%	25.0%	.0%	50.0%	25.0%	100.0%
Total		Count	11	42	37	209	81	380
		% within County where you live	2.9%	11.1%	9.7%	55.0%	21.3%	100.0%

Q15 My treatment plan promotes recovery.

			Q15 My treatment plan promotes recovery					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	1	4	1	26	15	47
		% within County where you live	2.1%	8.5%	2.1%	55.3%	31.9%	100.0%
	Dauphin	Count	4	6	3	64	27	104
		% within County where you live	3.8%	5.8%	2.9%	61.5%	26.0%	100.0%
	Lancaster	Count	5	12	1	101	43	162
		% within County where you live	3.1%	7.4%	.6%	62.3%	26.5%	100.0%
	Lebanon	Count	0	0	2	29	17	48
		% within County where you live	.0%	.0%	4.2%	60.4%	35.4%	100.0%
	Perry	Count	0	0	0	1	4	5
		% within County where you live	.0%	.0%	.0%	20.0%	80.0%	100.0%
	Other	Count	0	0	0	2	2	4
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	10	22	7	223	108	370
		% within County where you live	2.7%	5.9%	1.9%	60.3%	29.2%	100.0%

Q16 Overall, I am satisfied with the services I am receiving.

			Q16 Overall, I am satisfied with the services					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	4	4	4	22	18	52
		% within County where you live	7.7%	7.7%	7.7%	42.3%	34.6%	100.0%
	Dauphin	Count	8	7	0	62	30	107
		% within County where you live	7.5%	6.5%	.0%	57.9%	28.0%	100.0%
	Lancaster	Count	11	7	4	92	50	164
		% within County where you live	6.7%	4.3%	2.4%	56.1%	30.5%	100.0%
	Lebanon	Count	1	1	5	23	20	50
		% within County where you live	2.0%	2.0%	10.0%	46.0%	40.0%	100.0%
	Perry	Count	0	0	0	2	4	6
		% within County where you live	.0%	.0%	.0%	33.3%	66.7%	100.0%
	Other	Count	0	0	0	3	1	4
		% within County where you live	.0%	.0%	.0%	75.0%	25.0%	100.0%
Total		Count	24	19	13	204	123	383
		% within County where you live	6.3%	5.0%	3.4%	53.3%	32.1%	100.0%

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

			Q17 Did you need emergency MH or SA services during the past year		Total
			Yes	No	
County where you live	Cumberland	Count	19	33	52
		% within County where you live	36.5%	63.5%	100.0%
	Dauphin	Count	38	68	106
		% within County where you live	35.8%	64.2%	100.0%
	Lancaster	Count	67	98	165
		% within County where you live	40.6%	59.4%	100.0%
	Lebanon	Count	20	28	48
		% within County where you live	41.7%	58.3%	100.0%
	Perry	Count	2	4	6
		% within County where you live	33.3%	66.7%	100.0%
	Other	Count	2	2	4
		% within County where you live	50.0%	50.0%	100.0%
Total		Count	148	233	381
		% within County where you live	38.8%	61.2%	100.0%

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

			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	0	3	0	10	5	18
		% within County where you live	.0%	16.7%	.0%	55.6%	27.8%	100.0%
	Dauphin	Count	2	3	1	20	13	39
		% within County where you live	5.1%	7.7%	2.6%	51.3%	33.3%	100.0%
	Lancaster	Count	10	8	3	22	22	65
		% within County where you live	15.4%	12.3%	4.6%	33.8%	33.8%	100.0%
	Lebanon	Count	3	1	1	7	10	22
		% within County where you live	13.6%	4.5%	4.5%	31.8%	45.5%	100.0%
	Perry	Count	1	0	1	0	0	2
		% within County where you live	50.0%	.0%	50.0%	.0%	.0%	100.0%
	Other	Count	0	0	0	0	2	2
		% within County where you live	.0%	.0%	.0%	.0%	100.0%	100.0%
Total		Count	16	15	6	59	52	148
		% within County where you live	10.8%	10.1%	4.1%	39.9%	35.1%	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	1	3	15	17	14	50
		% within County where you live	2.0%	6.0%	30.0%	34.0%	28.0%	100.0%
	Dauphin	Count	3	4	18	42	30	97
		% within County where you live	3.1%	4.1%	18.6%	43.3%	30.9%	100.0%
	Lancaster	Count	6	2	28	66	53	155
		% within County where you live	3.9%	1.3%	18.1%	42.6%	34.2%	100.0%
	Lebanon	Count	1	0	11	23	14	49
		% within County where you live	2.0%	.0%	22.4%	46.9%	28.6%	100.0%
	Perry	Count	0	0	0	3	3	6
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Other	Count	0	0	2	1	1	4
		% within County where you live	.0%	.0%	50.0%	25.0%	25.0%	100.0%
Total		Count	11	9	74	152	115	361
		% within County where you live	3.0%	2.5%	20.5%	42.1%	31.9%	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	2	6	15	17	6	46
		% within County where you live	4.3%	13.0%	32.6%	37.0%	13.0%	100.0%
	Dauphin	Count	4	4	27	39	20	94
		% within County where you live	4.3%	4.3%	28.7%	41.5%	21.3%	100.0%
	Lancaster	Count	5	5	40	71	35	156
		% within County where you live	3.2%	3.2%	25.6%	45.5%	22.4%	100.0%
	Lebanon	Count	0	3	14	16	13	46
		% within County where you live	.0%	6.5%	30.4%	34.8%	28.3%	100.0%
	Perry	Count	0	0	0	2	3	5
		% within County where you live	.0%	.0%	.0%	40.0%	60.0%	100.0%
	Other	Count	0	1	1	1	1	4
		% within County where you live	.0%	25.0%	25.0%	25.0%	25.0%	100.0%
Total		Count	11	19	97	146	78	351
		% within County where you live	3.1%	5.4%	27.6%	41.6%	22.2%	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 % within County where you live	1 3.1%	4 12.5%	14 43.8%	7 21.9%	6 18.8%	32 100.0%
	Dauphin	Count % within County where you live	3 3.8%	6 7.5%	20 25.0%	30 37.5%	21 26.3%	80 100.0%
	Lancaster	Count % within County where you live	4 3.3%	6 4.9%	27 22.0%	53 43.1%	33 26.8%	123 100.0%
	Lebanon	Count % within County where you live	1 2.6%	1 2.6%	14 35.9%	15 38.5%	8 20.5%	39 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	1 25.0%	1 25.0%	2 50.0%	4 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	2 50.0%	0 .0%	2 50.0%	4 100.0%
	Total	Count % within County where you live	9 3.2%	17 6.0%	78 27.7%	106 37.6%	72 25.5%	282 100.0%

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 % within County where you live	2 4.5%	2 4.5%	15 34.1%	16 36.4%	9 20.5%	44 100.0%
	Dauphin	Count % within County where you live	4 4.0%	5 5.1%	26 26.3%	34 34.3%	30 30.3%	99 100.0%
	Lancaster	Count % within County where you live	4 2.7%	8 5.4%	33 22.1%	61 40.9%	43 28.9%	149 100.0%
	Lebanon	Count % within County where you live	1 2.2%	1 2.2%	12 26.7%	17 37.8%	14 31.1%	45 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	1 20.0%	0 .0%	4 80.0%	5 100.0%
	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 3.2%	17 4.9%	88 25.4%	129 37.3%	101 29.2%	346 100.0%

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 % within County where you live	1 2.7%	4 10.8%	10 27.0%	9 24.3%	13 35.1%	37 100.0%
	Dauphin	Count % within County where you live	4 4.7%	3 3.5%	17 19.8%	36 41.9%	26 30.2%	86 100.0%
	Lancaster	Count % within County where you live	2 1.4%	8 5.8%	35 25.4%	50 36.2%	43 31.2%	138 100.0%
	Lebanon	Count % within County where you live	1 2.4%	3 7.1%	8 19.0%	18 42.9%	12 28.6%	42 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 16.7%	5 83.3%	6 100.0%
	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	8 2.6%	19 6.1%	71 22.7%	115 36.7%	100 31.9%	313 100.0%

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 % within County where you live	1 2.0%	3 6.1%	15 30.6%	15 30.6%	15 30.6%	49 100.0%
	Dauphin	Count % within County where you live	2 2.1%	4 4.2%	26 27.4%	29 30.5%	34 35.8%	95 100.0%
	Lancaster	Count % within County where you live	4 2.6%	3 1.9%	57 36.8%	47 30.3%	44 28.4%	155 100.0%
	Lebanon	Count % within County where you live	1 2.0%	0 .0%	12 24.5%	17 34.7%	19 38.8%	49 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	1 20.0%	1 20.0%	3 60.0%	5 100.0%
	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	8 2.2%	11 3.1%	112 31.4%	110 30.8%	116 32.5%	357 100.0%

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 % within County where you live	1 2.1%	1 2.1%	21 43.8%	15 31.3%	10 20.8%	48 100.0%
	Dauphin	Count % within County where you live	6 6.3%	2 2.1%	24 25.3%	42 44.2%	21 22.1%	95 100.0%
	Lancaster	Count % within County where you live	3 2.0%	6 3.9%	45 29.6%	56 36.8%	42 27.6%	152 100.0%
	Lebanon	Count % within County where you live	0 .0%	0 .0%	12 24.5%	22 44.9%	15 30.6%	49 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	3 50.0%	3 50.0%	6 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	2 50.0%	2 50.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	10 2.8%	9 2.5%	104 29.4%	140 39.5%	91 25.7%	354 100.0%

Q25 Being involved in community activities outside MH or SA activities.

			Q25 Being involved in community activities outside MH or SA ac					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	2 4.7%	1 2.3%	21 48.8%	10 23.3%	9 20.9%	43 100.0%
	Dauphin	Count % within County where you live	4 4.5%	5 5.7%	39 44.3%	25 28.4%	15 17.0%	88 100.0%
	Lancaster	Count % within County where you live	5 3.4%	8 5.5%	64 44.1%	35 24.1%	33 22.8%	145 100.0%
	Lebanon	Count % within County where you live	0 .0%	2 4.3%	23 50.0%	8 17.4%	13 28.3%	46 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	3 60.0%	1 20.0%	1 20.0%	5 100.0%
	Other	Count % within County where you live	0 .0%	1 25.0%	2 50.0%	1 25.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	11 3.3%	17 5.1%	152 45.9%	80 24.2%	71 21.5%	331 100.0%

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	3	3	15	8	12	41
		% within County where you live	7.3%	7.3%	36.6%	19.5%	29.3%	100.0%
	Dauphin	Count	5	4	23	31	20	83
		% within County where you live	6.0%	4.8%	27.7%	37.3%	24.1%	100.0%
	Lancaster	Count	2	7	32	42	40	123
		% within County where you live	1.6%	5.7%	26.0%	34.1%	32.5%	100.0%
	Lebanon	Count	0	4	8	14	12	38
		% within County where you live	.0%	10.5%	21.1%	36.8%	31.6%	100.0%
	Perry	Count	0	1	0	0	5	6
		% within County where you live	.0%	16.7%	.0%	.0%	83.3%	100.0%
	Other	Count	0	0	1	0	2	3
		% within County where you live	.0%	.0%	33.3%	.0%	66.7%	100.0%
Total		Count	10	19	79	95	91	294
		% within County where you live	3.4%	6.5%	26.9%	32.3%	31.0%	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	5	15	22	8	50
		% within County where you live	.0%	10.0%	30.0%	44.0%	16.0%	100.0%
	Dauphin	Count	2	4	28	39	20	93
		% within County where you live	2.2%	4.3%	30.1%	41.9%	21.5%	100.0%
	Lancaster	Count	4	7	45	61	37	154
		% within County where you live	2.6%	4.5%	29.2%	39.6%	24.0%	100.0%
	Lebanon	Count	0	1	17	18	12	48
		% within County where you live	.0%	2.1%	35.4%	37.5%	25.0%	100.0%
	Perry	Count	0	0	0	3	3	6
		% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Other	Count	0	0	1	3	0	4
		% within County where you live	.0%	.0%	25.0%	75.0%	.0%	100.0%
Total		Count	6	17	106	146	80	355
		% within County where you live	1.7%	4.8%	29.9%	41.1%	22.5%	100.0%

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

			Q28 Dealing with specific problems or issues that led me to seek s					
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Total
County where you live	Cumberland	Count	1	2	13	18	10	44
		% within County where you live	2.3%	4.5%	29.5%	40.9%	22.7%	100.0%
	Dauphin	Count	3	1	17	43	27	91
		% within County where you live	3.3%	1.1%	18.7%	47.3%	29.7%	100.0%
	Lancaster	Count	3	7	23	54	47	134
		% within County where you live	2.2%	5.2%	17.2%	40.3%	35.1%	100.0%
	Lebanon	Count	1	1	11	20	16	49
		% within County where you live	2.0%	2.0%	22.4%	40.8%	32.7%	100.0%
	Perry	Count	0	0	0	2	4	6
		% within County where you live	.0%	.0%	.0%	33.3%	66.7%	100.0%
	Other	Count	0	0	1	1	2	4
		% within County where you live	.0%	.0%	25.0%	25.0%	50.0%	100.0%
Total		Count	8	11	65	138	106	328
		% within County where you live	2.4%	3.4%	19.8%	42.1%	32.3%	100.0%

CBHNP Comments

- Q 1. The Meadows refused to help, but CBHNP was willing to work with me.
- Q 2. I called CBHNP about transportation and they suggested I call Gateway and they helped.
- Q 16. We were so limited where we could place her. Beds were not available and then CBHNP had to approve her. Hershey told me she would be there for 3-5 days under private insurance and then 30 days passed and the money ran out. I said, "What can I do?" They did not tell me until 2 months later about CBHNP and it went retroactive. I repeatedly worried about my insurance running out and kept asking what I could do. It wasn't until I called a meeting and demanded that we figure something out that I found out about applying for CBHNP.
- Q 31. We've had problems getting help with CBHNP. We had a lot of trouble there.

When we were at the ER that night, CBHNP gave us a hassle about admitting him. The person on the call at CBHNP didn't want to authorize the admission. It was very embarrassing to us. The case manager even tried talking with them and both the case manager and doctors were very frustrated and you could tell they were getting upset. It got to the point that we said, "go ahead and admit him even if we have to private pay... we will." I've heard from many other caregivers that we are not alone in the problems we've had with CBHNP. Now, when it came to admitting him at Hoffman, the residential, CBHNP did not give us any problems. And I have to say that since he's been there, they haven't given any problems and have continued with authorizations.

Only when he needed to be in an in-patient facility. Philhaven absolutely refused to work with us even though he has an access card. They are private, so there's nothing we can do. They would not take him because his primary insurance is TriCare Champus. My husband is on active duty in the military and they will not take that insurance. We were pretty upset about that, and still are.

- Q 32. I called and received a member handbook.

I don't know anything about this.

I'm not sure if I received one.

I don't know anything about that so I don't want to answer those questions.

My case worker takes care of this, probably. I'm not sure who CBHNP is.

I don't know who they are.

I think so, and they sent me a survey too.

I'm not sure.

We've gotten 3 or 4 of them.

- Q 33. They were very good.

We had a problem with a doctor there and had to change doctors.

I had to call to change doctors.

I heard back from them right away.

Children and Youth said I couldn't call CBHNP. CBHNP is wonderful! They've been helping me ever since I got out of the Meadows.

They are wonderful and a lot of help.

One time I did not.

There have been frustrating times when we waited to hear or something changed.

They were wonderful. Brian Cannon went the extra mile and Ann helped with suggestions.

They did not return my call when I called with questions.

I have a wonderful case manager there.

They always get right back to me.

Q 34. I didn't know that.

If you have a complaint, they go right to the provider for you.

Q 35. One time I filed a complaint because the staff member who was new was not at all helpful and unprofessional. They dealt with this promptly and I am satisfied.

I would call children and youth.

I thought I would call Youth Advocate.

Probably not.

Q 36. Horsham was the only one available. There were no other beds anywhere.

You have a choice but you have to go where there's a bed available.

It isn't clear what CBHNP is even after your explanation.

We wanted this group so we waited until they were available.

I liked that this one was close to my house.

I was told to go to Edgewater or else take a chance that nobody has openings.

In the beginning I was given a choice but there was a problem with availability, so

I just told them where I didn't want to go, and they gave me the rest with openings.

We went with the school's recommendation.

I haven't called in a long time.

We went to the same place he was getting psychiatric services.

I chose the place, so I don't know.

I don't believe I was given an option, but I'm happy with what I got.

There were 3 or 4 choices.

They are very good at a menu of choices.

Q 37. I was given a list but unfortunately, the only one with a bed was where she went. We were provided with choices; however, we didn't really have a choice. But, it's not CBHNP's fault.

They say they call in 2 business days, but only if it's an emergency. I don't like that.

I only had to call them once and I had a problem. The lady was very rude and mean to me. She was telling me that I wasn't being a good mom when I was doing what was best for my child. I had to have my case manager call.

I haven't called them in a long time and I don't know much about them.

The school would call them, not me. I call his case manager if I have any questions.

I love them; they're great!

Absolutely! I've been nothing but pleased with them!

Oh yes, definitely.

I don't think we've ever needed to call them.

They even call me to get my input before making decisions about services.

I don't like when I call and I have to give the nature of my call.

My husband has most of the contact with them.

Q 38. I dealt with CBHNP with my older daughter and I think they sucked. They are more interested in saving money than helping the kids. They put on the image that they're helping kids but they really aren't. My daughter was depressed, suicidal, ADHD, and had severe substance abuse problems and they only would send her to placement for 10 days.

They took care of everything!

I'm happy with them.

We've had them in for meetings and they've always been there. They are very helpful and easy to work with.

I'm somewhat satisfied. We had to file a grievance and we felt that CBHNP could have been a little bit more helpful.

There's such an adversarial relationship there. They're supposed to be an advocate for the patient, but they're not. It's about the money. The doctor they have on staff to make these decisions is trained to say "no." If he says "yes," he will probably lose his job. It took someone else to step in before they would listen to us.

CBHNP set me up with a case manager through Northwestern Human Services. I was dissatisfied with them; they didn't seem qualified. I really needed professional counseling (therapy).

That's a difficult one. When he was at Philhaven, we had to go through the Grievance process to keep him at Philhaven instead of sending him home for a month and then to residential. CBHNP did not agree and denied it. I still feel they should have let him stay. Even the Psychiatrist felt that he needed to stay and go direct to residential verses him coming home for a month first.

I am not satisfied with the wait list, which may be out of their control anyway. We were on the wait list for a different provider for wraparound services. I got something in the mail stating we had been assigned to a provider, but the wrong one. So, I called CBHNP at 9 on a Tuesday morning and left the woman a message (I was told she was in a meeting until 9:30am). I called again at 1:30pm and left a message. I didn't hear back until Thursday afternoon at 4:30, when she called back. She said we would go back to the bottom of the wait list again. I asked her to find out, and she said she would be out on Friday and would get back to me on Monday because she was leaving work in a couple of minutes. I asked for her name and the number of her supervisor so that I could call the next day and find out. She was very unpleasant. The next week, someone called and said they would be handling our case. We did not have to start over on the wait list.

I've never had a problem with CBHNP. I've been dealing with them for the last 2-3 years with all of my children. I have no complaint or problems. They have been very willing to accommodate and they've been very helpful. When my son was on the waiting list for Mobil Therapy, they offered temporary outpatient services until they got him a MT.

CBHNP is a pain in the butt.

The only problem I have with CBHNP is that it takes a long time for them to return phone calls.

I have had problems with CBHNP but I won't get into it now.

My only concern is that they switch your contact person frequently.

I am definitely satisfied!

They are very nice people. I feel they only think about money rather than the child's needs.

I called a long time ago to find out why they were decreasing her hours and let them know she needed them.

Just recently I have had problems getting his medication paid for. I can't afford it on my own.

CBHNP does not cover appointments out of state; we have to pay out of our pocket.

They deny services for my daughter all the time without ever knowing or looking at what she needs.

I switched from Northwestern to Youth Advocacy because of transportation, they were kind and helpful and told me to call back if I had problems.

Q 39. Took Gateway away- they took all insurance away including BH so we went to the county for services.

He's not getting anything right now. He went to camp through CSG and within 2 weeks they kicked him out. I called CBHNP and they said he had to go through CSG. They dropped his TSS at school so now he's started school and doesn't have a TSS with him. It's been over 3 weeks now and nobody has seen him yet.

They don't want to approve a lower level of treatment and they end up with a higher level of care and expense. He has to go back to inpatient to get the services re-started. Isn't that crazy?

Q 40. Co-payments have increased.

At one point, they decreased the TSS hours. I filed a grievance and he didn't receive services through the grievance, so he went back downhill. I told them that.

Q 41. Hers is fine but I think CBHNP needs to start caring about the kids, not the money. The law needs to change; the parents should be able to help their kids.

When he went to Philhaven, they said they would be curtailing his services and was only there for 3 days because CBHNP would only pay for 3 days.

Insurance is terrible- I can't keep the therapist I've had for years. I became suicidal after therapy was discontinued and new medications were added.

Maybe just a caring attitude. People are not just a number; we are talking about a child here. CBHNP is always invited to the meetings and they never come. They really don't even know anything about the child, other than what they read.

Additional Comments

I like my insurance provider.

I'd like to be able to go to any service provider listed and not have to pick just one.

CBHNP refused to send her to a place with a very high success rate because it was out of state. My daughter was mistreated at the Residential Treatment Facility and they said there was nothing I could do about it because she was over 14.

CSS employee asked consumer if she knew that CBHNP was the part of the Insurance that handles mental health services- the consumer did not. She had heard that name somewhere before but was not aware of their role.

The consumer doesn't have proper medical insurance to get care she needs.

I haven't been real happy with CBHNP and their services.

He lies, he steals and has sexual problems and all of these were clearly still issues when CBHNP decided that since he made the honor roll, he no longer needed services. I'm sure Ted Bundy made the honor roll too (who, by the way, has RAD too). We went through 3 levels of appeal and here we are now 2 years later and he is worse and suicidal. They should have listened 2 years ago and let him keep his therapist. Now he needs in-patient. This can get really draining and affects everything and everyone. We tried to get camp for him this year and it was hard to find a day care that would take him. They had a waiting list, after we went through all of the paperwork and the process of applying. I'd like to see them expand camp services for these children. It will alleviate a lot of stress off the parents. They can't be left in regular care because they start fires, etc.

CBHNP needs to find better equipped therapists when dealing with RAD and better qualified people. They need to seek out more educated therapists. I've had to fire one before because he was manipulating the person and allowing this tends to make the RAD child sicker. They need more people who are more specialized in his condition.

I have a complaint about Gateway. It took awhile to get her Gateway back on track. We chose a doctor and later found out that this man was never in the office. We felt we needed to choose a different doctor because of this. Gateway will not allow another grace period. We have to wait until October. We've been to the ER 2 times since then and she needs to see a neurologist, which Gateway won't cover. I'm concerned that if she doesn't get the right services at school and she would need to be pulled out, where would she go?

I didn't even know about services. Initially, I didn't realize that there were 2 separate entities, Gateway and CBHNP. One time I called Gateway and they explained that I had to call CBHNP for any MH services.

One or two months ago, I called CBHNP to see about getting him individual therapy along with the home services when he came home. I wanted someone who is familiar with RAD. They told me that no-one that was on their list had any openings, but that there was someone in Carlisle who works with these kids even though she's not a participating provider. They said that in some cases, they can work something out anyway. I haven't heard back from CBHNP.