



CONSUMER SATISFACTION SERVICES

1st Quarter

October 1, 2005 – December 31, 2005

PREPARED FOR:

CAPITAL AREA BEHAVIORAL HEALTH COLLABORATIVE

PREPARED BY:

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Executive Summary

Implementation

Overall the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 78.8% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question#16 I am satisfied with the services with 85.6% agreement.

Relationship with service providers is especially strong as seen in questions 10 and 13. 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 (88.3%) are satisfied that they know whom to call if they have service questions, approximately 1 in 11 (9%) consumers indicate that they do not know whom to call if they have a complaint or grievance. This is an improvement over 4th Qtr 2005 when it was 1 in 7 (14.6%)
- Only 59.5% indicated that they were given information about how to get other services that they needed. Approximately 1 in 3 (29.1%) were dissatisfied in this area.
- Approximately 1 in 7 consumers (14.4%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.
- Approximately 1 in 9 consumers (10.9%) do not believe that their service provider spends enough time with them.
- Approximately 1 in 9 consumers (11.6%) reported that they did not feel their treatment plan promoted recovery.
- Approximately 1 in 8 consumers (13.6%) report they do not have a choice in selecting or changing their service provider.

A sizeable minority of consumers (31 of 257 or 12%) are not satisfied with the opportunity to include family members or others in the treatment process.

Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 37% to 66% of consumers believe services have improved their lives in each outcome area. Approximately 10% to 29% of consumers believe that no change has resulted from their services. Only 7% to 10% believes that things are worse as a result of services.

Consumer Satisfaction Services 1st Quarter 2005

This report represents our findings for the 4th quarter of our fiscal year covering the period October 1, 2005 thru December 31, 2005.

I. Demographic and Survey Information – 1st Quarter 2005-2006 Findings

Please Note: Although N=257 some charts may display results with slightly lower total numbers; this is reflective of some consumers electing not to answer all questions put to them during the survey process. Percent based on actual percent not including missing data unless otherwise noted.

- The survey represents 257 respondents from the Capital Region, consisting of 143 Adults (55.6%) and 114 Children (44.4%). Of the children/adolescent consumers, the children themselves responded to the survey in 6% (7 of 114), while the parents/guardians responded in 94% (107 of 114).
- Data was collected by 8 interviewers from 18 Treatments Facilities in the Capital Region.
- 86% of surveys (221 of 257) were conducted at the respondent's home, .8% (2) in a neutral place and the remaining 13% (34) were conducted in another location outside the home.
- 44 (17.1%) of the interviews were conducted in person and 210 (81.7%) were conducted on the phone. The missing data here is from interviewers. This is a training issue that is being corrected.
- Approximately 10% of the respondents (25 of 257) reported they had been previously interviewed in the last year. This is an area that we wanted to watch and the number of respondents who were not sure has gone down this quarter from 15% to 11%.

Previously interviewed in last year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	9.7	10.9	10.9
	No	177	68.9	77.0	87.8
	Not sure	28	10.9	12.2	100.0
	Total	230	89.5	100.0	
Missing		27	10.5		
Total		257	100.0		

- Gender: 44.7% respondents are male (115) and 49.8% are female (128). 14 individuals (5.4%) did not respond to this question. Gender was not related to respondents' satisfaction with services.
- Age: Age of respondents ranged from 3 – 64 years, with a mean age of 25.8 and median age of 20.5. We found no relationship between age and Total Satisfaction.

Counties of Residence

County where you live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cumberland	42	16.3	17.2	17.2
	Dauphin	96	37.4	39.3	56.6
	Lancaster	86	33.5	35.2	91.8
	Lebanon	14	5.4	5.7	97.5
	Perry	5	1.9	2.0	99.6
	Other	1	.4	.4	100.0
	Total	244	94.9	100.0	
Missing		13	5.1		
Total		257	100.0		

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

County of Residence	Frequency receiving services in their own county	Percent receiving services in their own county
Cumberland	34 of 42	81.0%
Dauphin	90 of 95	94.7%
Lancaster	79 of 86	91.9%
Lebanon	7 of 14	50.0%
Perry	1 of 5	20.0%
Other	0 of 1	0.0%
Total	211 of 243	86.8%

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

Total Satisfaction by County

County of Residence	N	Mean	Standard Deviation	Standard Error
Cumberland	40	111.2	14.1	2.2
Dauphin	105	110.0	12.0	1.2
Lancaster	92	110.9	15.8	1.6
Lebanon	7	99.7	17.8	6.7
Perry	2	115.7	4.3	3.1
Total	246	110.3	14.1	0.9

- **Race:** 161 of 257 respondents (62.6%) reported their race as White/Caucasian, 29 (11.3%) as African American, 30 (11.7%) as Latino/a Hispanic, 20 (7.8%) as Multi-racial, 6 (2.3%) Asian/Pacific Islander, 2 (0.8%) Native American/American Indian and 3 (1.2%) as Other. 6 respondents (2.3%) chose not to answer this question.

Our analysis indicated no significant differences in Total Satisfaction with respect to race. This was something that we suggested we monitor in the past as we found racial differences in the 2nd quarter last year with the African American respondents reporting significantly lower levels of satisfaction. That does not seem to be the case with the 4th Quarter 2005 or this 1st Quarter 2006 data.

Total Satisfaction by Race

	N	Mean	Std. Deviation	Std. Error
African American	29	112.5	12.5	2.3
Asian/Pacific Islander	6	110.2	10.3	4.2
Latino/a	30	112.3	10.0	1.8
Native American/Am Indian	2	114.4	7.6	5.4
White / Caucasian	161	109.5	14.3	1.1
Multiracial	20	110.8	20.7	4.6
Other	3	110.0	11.6	6.7
Total	251	110.3	14.1	0.9

- Treatment Facility: Data was collected from 18 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	31	12.1	12.1	12.1
	Milton S Hershey Medical Center	13	5.1	5.1	17.1
	Pinnacle Health Hospitals	21	8.2	8.2	25.3
	Holy Spirit Hospital	21	8.2	8.2	33.5
	Keystone Service Systems	12	4.7	4.7	38.1
	Community Services Group	31	12.1	12.1	50.2
	Edgewater Psychiatric Center	18	7.0	7.0	57.2
	Northwest Human Services of PA	17	6.6	6.6	63.8
	PA Counseling & Psych Services	18	7.0	7.0	70.8
	TW Ponessa & Associates	14	5.4	5.4	76.3
	Catholic Charities	7	2.7	2.7	79.0
	Family & Children Services Cap Region	13	5.1	5.1	84.0
	Nuestra Clinica of SACA	5	1.9	1.9	86.0
	Youth Advocate Program	17	6.6	6.6	92.6
	Gaudenzia	8	3.1	3.1	95.7
	White Deer Run	2	.8	.8	96.5
	Roxbury Treatment Center	1	.4	.4	96.9
	Gate House for Men	8	3.1	3.1	100.0
	Total	257	100.0	100.0	

Our analysis indicated significant differences in Total Satisfaction with respect to treatment facility. Two facilities, Gaudenzia and Roxbury Treatment scored significantly higher than Philhaven. MS Hershey Medical Center, Pinnacle Health Hospitals, Holy Spirit Hospital, Keystone Service Systems and Edgewater Psychiatric Center. We would interpret this data with caution as Roxbury has a single respondent and Gaudenzia has only 8.

The following chart shows the Total Satisfaction Score means by Facility.

Descriptives

Total Satisfaction

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Philhaven Hospital	31	100.4965	16.22668	2.91440	94.5446	106.4485	45.72	121.78
Milton S Hershey Medical Center	13	106.2715	14.55174	4.03593	97.4780	115.0651	78.49	125.78
Pinnacle Health Hospitals	21	109.4557	12.72562	2.77696	103.6631	115.2484	86.21	133.41
Holy Spirit Hospital	21	106.6764	15.03470	3.28084	99.8327	113.5201	63.78	132.03
Keystone Service Systems	12	105.7985	15.95849	4.60682	95.6589	115.9380	81.00	126.63
Community Services Group	31	112.2267	14.25864	2.56093	106.9966	117.4568	86.78	135.00
Edgewater Psychiatric Center	18	108.7768	11.36922	2.67975	103.1230	114.4305	84.00	123.78
Northwest Human Services of PA	17	113.1398	9.29035	2.25324	108.3631	117.9165	93.72	125.89
PA Counseling & Psych Services	18	111.8761	10.36123	2.44217	106.7236	117.0286	95.49	128.00
TW Ponessa & Associates	14	116.6238	10.03312	2.68146	110.8309	122.4168	100.01	128.25
Catholic Charities	7	115.7630	15.64910	5.91480	101.2900	130.2360	87.00	136.78
Family & Children Services Cap Region	13	111.6240	11.43262	3.17084	104.7153	118.5326	91.78	129.00
Nuestra Clinica of SACA	5	118.1448	11.96183	5.34949	103.2923	132.9974	99.72	132.49
Youth Advocate Program	17	110.2493	8.70199	2.11054	105.7752	114.7235	96.03	128.58
Gaudenzia	8	129.5766	8.95560	3.16628	122.0896	137.0637	112.28	138.78
White Deer Run	2	111.5490	16.33276	11.54900	-35.1950	258.2930	100.00	123.10
Roxbury Treatment Center	1	124.7794	124.78	124.78
Gate House for Men	8	116.1510	16.66638	5.89245	102.2175	130.0844	91.72	135.00
Total	257	110.3202	13.97938	.87201	108.6029	112.0374	45.72	138.78

Type of Treatment: Respondents were involved in two types of treatment. 219 respondents (85.2%) reported they received Outpatient Mental Health Services and the other 38 respondents (14.8%) received Outpatient D&A (Detox & Rehab).

Our analysis indicated respondents involved with Outpatient D&A Services reported significantly higher levels of Total Satisfaction than those involved in Outpatient Mental Health Services.

Total Satisfaction by Type of Treatment

	N	Mean	Std. Deviation	Std. Error
Outpatient Mental Health	219	108.8	13.7	0.9
Outpatient D&A	38	119.2	12.4	2.0
Total	257	110.3	14.0	0.9

- Type of Services: 206 of the respondents (80.2%) reported they received Mental Health Services only, 15 (5.8%) received only Drug/Alcohol Services, 27 (10.5%) received both Mental Health and Drug/Alcohol services, and 2 individuals (0.8%) reported they received "Other services." Our analysis indicated the 2 respondents receiving "Other Services" reported significantly lower levels of Total Satisfaction than the other 255 respondents.

This analysis is strongly affected by the two respondents who indicated their type of service as 'Other'. Additional analysis indicates that none of the other treatment modalities differ significantly with respect to reported levels of Total Satisfaction.

Total Satisfaction by Type of Service

	N	Mean	Std. Deviation	Std. Error
Behavioral Health	206	109.1	13.7	1.0
Drug/Alcohol	15	120.0	11.0	2.8
Both	27	115.8	15.1	2.9
Other	2	93.5	5.8	4.1
Total	250	110.4	14.1	0.9

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

	N	Mean	Std. Deviation	Std. Error
Home	221	109.0	13.8	0.9
Neutral	2	123.4	0.9	0.6
Other	34	117.8	13.0	2.2
Total	257	110.3	14.0	0.9

- Adult or Child receiving services: There were no significant differences in reported level of Total Satisfaction as a function of Adult or Child receiving services.

Group Statistics

		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction	Adult	143	110.7798	14.93398	1.24884
	Child	114	109.7436	12.72265	1.19159

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

Group Statistics

		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction	In Person	44	118.0764	13.20531	1.99078
	Phone	210	108.5807	13.60865	.93909

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

- Special Needs: Approximately three-quarters (76% or 194 of 257 respondents) reported special needs. 16 (6.2%) of the respondents reported visual impairment, 5 (1.9%) reported hearing impairment, 14 (5.4%) reported physical impairment, 7 (2.7%) reported English Difficulty and 25 (9.7%) 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.

Special Needs	Frequency	Percent	Valid Percent
Visual Impairment	16	6.2	6.3
Hearing Impairment	5	1.9	2.0
Physical Impairment	14	5.4	5.6
English difficulty	7	2.7	2.8
Other	25	9.7	9.9
None	194	75.5	77.0
Missing	5	1.9	
Total	257	100.0	

There was no difference in reported level of satisfaction with respect to special needs. It appears that there is a tendency for those with special needs to report higher levels of satisfaction; this is something that we will keep watching moving forward.

Group Statistics

Special Need: None		N	Mean	Std. Deviation	Std. Error Mean
Total Satisfaction	Yes	194	110.9854	13.91156	.99879
	No	58	107.8765	14.44907	1.89726

- Distribution of Services by County:

Number of Consumers by Type of Services in Each County 1 st Quarter Only 2006						
County		Behavioral Health		PIR	Both BH/PIR	Other
		Adult	Child			
Cumberland	40	11	16	6	7	0
Dauphin	105	40	52	3	9	1
Lancaster	90	44	29	5	11	1
Lebanon	7	2	5	0	0	0
Perry	2	0	1	1	0	0
TOTAL	244	97	103	14	27	2

II. Satisfaction

Overall Satisfaction: All 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 110.3 with a standard deviation 14.0, median 111.4. The TSS scores ranged from 45 – 139. The distribution of Total Satisfaction Scores can be considered normally distributed. To put it in perspective 50% of cases fell between 101 - 121 (Inter-Quartile Range - Median) and 68% of cases fell between 96.3 – 124.3. 96% of all scores fall between 82.3 – 138.3. With a 5 point scale and 28 questions, anything over total Satisfaction = 84 (28*3) indicates satisfaction on some level.

Statistics

Total Satisfaction		
N	Valid	257
	Missing	0
Mean		110.3202
Median		111.4137
Std. Deviation		13.97938
Skewness		-.799
Std. Error of Skewness		.152
Kurtosis		1.697
Std. Error of Kurtosis		.303
Minimum		45.72
Maximum		138.78
Percentiles	25	101.8356
	50	111.4137
	75	120.7794

Implementation

Overall the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 78.8% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question#16 I am satisfied with the services with 85.6% agreement.

Relationship with service providers is especially strong as seen in questions 10 and 13. 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 (88.3%) are satisfied that they know whom to call if they have service questions, approximately 1 in 11 (9%) consumers indicate that they do not know whom to call if they have a complaint or grievance. This is an improvement over 4th Qtr 2005 when it was 1 in 7 (14.6%)

- Only 59.5% indicated that they were given information about how to get other services that they needed. Approximately 1 in 3 (29.1%) were dissatisfied in this area.
- Approximately 1 in 7 consumers (14.4%) reported that their services provider did not explain the advantages and disadvantages associated with therapy or treatment.
- Approximately 1 in 9 consumers (10.9%) do not believe that their service provider spends enough time with them.
- Approximately 1 in 9 consumers (11.6%) reported that they did not feel their treatment plan promoted recovery.
- Approximately 1 in 8 consumers (13.6%) report they do not have a choice in selecting or changing their service provider.
- A sizeable minority of consumers (31 of 257 or 12%) are not satisfied with the opportunity to include family members or others in the treatment process.

Table 1 – Total Satisfaction – Implementation

N=257	% 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.	88.3	9.0	4.12	0.87
2. I was given information on how to get other services that I needed.	59.5	29.1	3.43	1.21
3. I have a choice in selecting or changing my service provider.	79.8	13.6	3.89	0.96
4. I was informed about my rights and responsibilities regarding my treatment.	92.6	3.9	4.23	0.70
5. I was given a chance to make treatment decisions.	83.3	10.5	4.02	0.98
6. I feel comfortable in asking questions regarding my treatment.	88.0	8.1	4.13	0.88
7. My service provider spends enough time with me.	85.6	10.9	4.05	0.99
8. My personal information is not shared with others without my permission.	95.3	1.6	4.40	0.63
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	92.6	4.7	4.36	0.59
10. I trust my service provider.	88.7	5.9	4.22	0.83
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	82.9	12.0	4.00	0.96
12. I am included in all meetings regarding my treatment plan and goals for recovery...	85.6	7.0	4.18	0.85
13. I feel that I am an equal partner in the treatment process...	89.1	7.7	4.15	0.87
14. My service provider explained the advantages and disadvantages of my therapy or treatment.	79.3	14.4	3.88	1.00
15. My treatment plan promotes recovery.	80.2	11.6	3.98	0.99
16. Overall, I am satisfied with the services I am receiving.	85.6	9.0	4.12	1.01
17. If you needed emergency mental health, how satisfied are you with the help you received.				
*n.b. percentages based on n= 68 for this question included only those respondents who needed emergency mental health	73.5	25.0	3.78	0.44

Emergency Treatment: Consumers identified emergency services as an area that warranted investigation in this survey. The question was conceived as an “extra” question that would be investigated for a one-year period. Approximately 26% of respondents (66 of 257) 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 3.78 with standard deviation of 1.4. Overall, 73.5% rated emergency services as Satisfied or Very Satisfied (4 or 5) and one of four, consumers 25% (17 of 68), 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 4 (25%) 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 37% to 66% of consumers believe services have improved their lives in each outcome area. Approximately 10% to 29% of consumers believe that no change has resulted from their services. Only 7% 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 67% of consumers reporting improvement. These include questions related to self-worth, feeling in control of one’s life, dealing with daily problems, enjoying free time, and feeling hopeful about the future.
- The lowest scores are given to questions #26 (Dealing with School or Work), #20 (Dealing with personal crisis) and #25 (Being involved in community activities). Only approximately 39% of respondents believe these areas have improved. Further research should investigate the reasons that these areas show relatively low improvement. It should be noted that the vast majority of consumers do not believe things have gotten worse in these areas.
- Dealing with personal crisis was also ranked relatively low with only 40.5% responding that things are better in this area, and approximately 1 in 13 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=257	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation
18. Dealing with daily problems.	66.2	8.6	3.87	1.02
19. Feeling in control of my life.	62.2	9.3	3.81	1.02
20. Dealing with personal crisis.	40.5	7.8	3.63	1.04
21. How I feel about myself.	59.2	9.7	3.76	1.02
22. Feeling good (hopeful) about the future.	60.3	8.5	3.82	1.02
23. Enjoying my free time.	53.7	7.3	3.77	0.99
24. Strengthening my social support network.	56.0	7.5	3.74	0.97
25. Being involved in community activities.	37.4	9.3	3.57	1.06
26. Dealing with school or work.	40.1	7.4	3.72	1.05
27. Dealing with people in social situations.	53.7	9.3	3.69	0.98
28. Dealing with specific problems or issue.	61.5	7.0	4.00	0.97

State Required Items

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	3	1.2	1.2	1.2
	A Little Worse	13	5.1	5.3	6.6
	About the Same	38	14.8	15.6	22.1
	A Little Better	95	37.0	38.9	61.1
	Much Better	90	35.0	36.9	98.0
	Not Applicable	5	1.9	2.0	100.0
	Total	244	94.9	100.0	
Missing		13	5.1		
Total		257	100.0		

Mean = 4.07, Standard Deviation = 0.93

72% of consumers believe the quality of their lives has improved as a result of treatment and only 6.3% believe it has become worse. These results are consistent with the Outcomes subscale. A separate analysis was used to test differences on this question by County of Receiving Services. The means are presented in the table below. The counties do not differ with respect to reported treatment effects on the consumer's quality of life. The counties all reported positive effects of treatment on quality of life.

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

We have included the following chart for educational/comparison purposes. The differences are not significant.

	N	Mean	Standard Deviation	Standard Error
Cumberland	40	4.36	0.73	0.12
Dauphin	105	4.01	0.88	0.09
Lancaster	92	4.04	0.99	0.01
Lebanon	7	4.00	0.82	0.31
Perry	2	4.00	0.00	0.00
Total	246	4.07	0.90	0.06

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	174	67.7	71.3	71.3
	No	27	10.5	11.1	82.4
	Sometimes	43	16.7	17.6	100.0
	Total	244	94.9	100.0	
Missing		13	5.1		
Total		257	100.0		

68% of consumers responded that they were given a chance to make treatment decisions; and 16.7% answered “Sometimes”. Approximately 1 in 10 consumers, however (10.5%) answered “No”. If these results are confirmed in later quarterly evaluations, the extent to which consumers are given a chance to make treatment decisions regarding their child should be investigated.

**County where you receive services * 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 receive services	Cumberland	Count	27	4	5	36
		% within County where you receive services	75.0%	11.1%	13.9%	100.0%
	Dauphin	Count	75	6	19	100
		% within County where you receive services	75.0%	6.0%	19.0%	100.0%
	Lancaster	Count	61	13	16	90
% within County where you receive services		67.8%	14.4%	17.8%	100.0%	
Lebanon	Count	4	3	0	7	
	% within County where you receive services	57.1%	42.9%	.0%	100.0%	
Perry	Count	2	0	0	2	
	% within County where you receive services	100.0%	.0%	.0%	100.0%	
Total		Count	169	26	40	235
		% within County where you receive services	71.9%	11.1%	17.0%	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	129	50.2	51.2	51.2
	No	108	42.0	42.9	94.0
	Sometimes	15	5.8	6.0	100.0
	Total	252	98.1	100.0	
Missing		5	1.9		
Total		257	100.0		

Approximately half of consumers, 50.2% answered that they were able to get the help they needed during the past 12 months and 42% answered “No”. The results indicate that approximately 48% of consumers were not able to get the services they needed at some point.

For purposes of analysis, “No” and “Sometimes” were combined. There was a trend for consumers in Lebanon and Perry counties to report that they were unable to get the help they needed.

County where you receive services * Ability to Get Help Crosstabulation

			Ability to Get Help		Total
			Yes	No/ Sometimes	
County where you receive services	Cumberland	Count	21	19	40
		% within County where you receive services	52.5%	47.5%	100.0%
	Dauphin	Count	45	60	105
		% within County where you receive services	42.9%	57.1%	100.0%
	Lancaster	Count	53	39	92
		% within County where you receive services	57.6%	42.4%	100.0%
	Lebanon	Count	2	5	7
		% within County where you receive services	28.6%	71.4%	100.0%
	Perry	Count	0	2	2
		% within County where you receive services	.0%	100.0%	100.0%
Total		Count	121	125	246
		% within County where you receive services	49.2%	50.8%	100.0%

- The following chart is a breakdown of ability to get help by provider.

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

			Q31 In the last 12 months, were you able to get help you needed?			Total
			Yes	No	Sometimes	
Name of Treatment Facility	Philhaven Hospital	Count	15	15	1	31
		% within Name of Treatment Facility	48.4%	48.4%	3.2%	100.0%
	Milton S Hershey Medical Center	Count	4	8	1	13
		% within Name of Treatment Facility	30.8%	61.5%	7.7%	100.0%
	Pinnacle Health Hospitals	Count	7	13	0	20
		% within Name of Treatment Facility	35.0%	65.0%	.0%	100.0%
	Holy Spirit Hospital	Count	8	11	2	21
		% within Name of Treatment Facility	38.1%	52.4%	9.5%	100.0%
	Keystone Service Systems	Count	5	7	0	12
		% within Name of Treatment Facility	41.7%	58.3%	.0%	100.0%
	Community Services Group	Count	16	15	0	31
		% within Name of Treatment Facility	51.6%	48.4%	.0%	100.0%
	Edgewater Psychiatric Center	Count	9	9	0	18
		% within Name of Treatment Facility	50.0%	50.0%	.0%	100.0%
	Northwest Human Services of PA	Count	12	2	2	16
		% within Name of Treatment Facility	75.0%	12.5%	12.5%	100.0%
	PA Counseling & Psych Services	Count	10	6	2	18
		% within Name of Treatment Facility	55.6%	33.3%	11.1%	100.0%
	TW Ponessa & Associates	Count	11	1	1	13
		% within Name of Treatment Facility	84.6%	7.7%	7.7%	100.0%
	Catholic Charities	Count	3	4	0	7
		% within Name of Treatment Facility	42.9%	57.1%	.0%	100.0%
	Family & Children Services Cap Region	Count	6	6	1	13
		% within Name of Treatment Facility	46.2%	46.2%	7.7%	100.0%
	Nuestra Clinica of SACA	Count	3	1	1	5
		% within Name of Treatment Facility	60.0%	20.0%	20.0%	100.0%
	Youth Advocate Program	Count	4	8	3	15
		% within Name of Treatment Facility	26.7%	53.3%	20.0%	100.0%
	Gaudenzia	Count	6	1	1	8
		% within Name of Treatment Facility	75.0%	12.5%	12.5%	100.0%
	White Deer Run	Count	2	0	0	2
		% within Name of Treatment Facility	100.0%	.0%	.0%	100.0%
	Gate House for Men	Count	7	1	0	8
		% within Name of Treatment Facility	87.5%	12.5%	.0%	100.0%
Total		Count	128	108	15	251
		% within Name of Treatment Facility	51.0%	43.0%	6.0%	100.0%

Questions for Community Behavioral Healthcare Network of PA (CBHNP)

Starting with this survey, we have created a series of questions dealing with the satisfaction level of consumers in their interaction with CBHNP.

I have received a copy of the Member Handbook from CBHNP

- Approximately 61% of respondents (143 of 233) reported that they had received a copy of the CBHNP member handbook. There were no significant differences with distribution of the CBHNP member handbook as a function of county.

Crosstab

			Q32 I have received a copy of the CBHNP member handbook			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	22	12	3	37
		% within County where you receive services	59.5%	32.4%	8.1%	100.0%
	Dauphin	Count	61	31	7	99
		% within County where you receive services	61.6%	31.3%	7.1%	100.0%
	Lancaster	Count	57	32	0	89
		% within County where you receive services	64.0%	36.0%	.0%	100.0%
	Lebanon	Count	2	4	0	6
		% within County where you receive services	33.3%	66.7%	.0%	100.0%
	Perry	Count	1	1	0	2
		% within County where you receive services	50.0%	50.0%	.0%	100.0%
Total	Count	143	80	10	233	
	% within County where you receive services	61.4%	34.3%	4.3%	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?

- 56 respondents (24.3%) 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 receive services	Cumberland	Count	9	28	2	39
		% within County where you receive services	23.1%	71.8%	5.1%	100.0%
	Dauphin	Count	22	70	5	97
		% within County where you receive services	22.7%	72.2%	5.2%	100.0%
	Lancaster	Count	24	53	8	85
	% within County where you receive services	28.2%	62.4%	9.4%	100.0%	
	Lebanon	Count	1	6	0	7
		% within County where you receive services	14.3%	85.7%	.0%	100.0%
	Perry	Count	0	2	0	2
		% within County where you receive services	.0%	100.0%	.0%	100.0%
Total		Count	56	159	15	230
		% within County where you receive services	24.3%	69.1%	6.5%	100.0%

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

- 64% of those that responded to this question (52 of 81) reported that they were unable to obtain information on treatment and/or services from CBHNP.

Crosstab

			Q33A I was able to obtain information on treatment and/or services from CBHNP			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	9	4	26	39
		% within County where you receive services	23.1%	10.3%	66.7%	100.0%
	Dauphin	Count	15	13	76	104
		% within County where you receive services	14.4%	12.5%	73.1%	100.0%
	Lancaster	Count	27	11	53	91
	% within County where you receive services	29.7%	12.1%	58.2%	100.0%	
	Lebanon	Count	0	1	6	7
		% within County where you receive services	.0%	14.3%	85.7%	100.0%
	Perry	Count	1	0	1	2
		% within County where you receive services	50.0%	.0%	50.0%	100.0%
Total		Count	52	29	162	243
		% within County where you receive services	21.4%	11.9%	66.7%	100.0%

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

- 79% of respondents (189 of 240) report they are aware of their right to file a complaint or grievance. This level is lower in Cumberland (77.5%) and Lancaster (71.1%).

Crosstab

			Q34 I was aware of my right to file a complaint or grievance			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count % within County where you receive services	31 77.5%	8 20.0%	1 2.5%	40 100.0%
	Dauphin	Count % within County where you receive services	86 85.1%	9 8.9%	6 5.9%	101 100.0%
	Lancaster	Count % within County where you receive services	64 71.1%	26 28.9%	0 .0%	90 100.0%
	Lebanon	Count % within County where you receive services	6 85.7%	1 14.3%	0 .0%	7 100.0%
	Perry	Count % within County where you receive services	2 100.0%	0 .0%	0 .0%	2 100.0%
Total		Count % within County where you receive services	189 78.8%	44 18.3%	7 2.9%	240 100.0%

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

- 59% of respondents (140 of 238) report they know who to call to file a complaint or grievance while 41% still maintain that they do not know how.

Crosstab

			Q35 I know whom to call to file a complaint or grievance			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	20	19	1	40
		% within County where you receive services	50.0%	47.5%	2.5%	100.0%
	Dauphin	Count	69	24	6	99
		% within County where you receive services	69.7%	24.2%	6.1%	100.0%
	Lancaster	Count	47	43	0	90
	% within County where you receive services	52.2%	47.8%	.0%	100.0%	
	Lebanon	Count	2	5	0	7
		% within County where you receive services	28.6%	71.4%	.0%	100.0%
	Perry	Count	2	0	0	2
		% within County where you receive services	100.0%	.0%	.0%	100.0%
Total		Count	140	91	7	238
		% within County where you receive services	58.8%	38.2%	2.9%	100.0%

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

- 68% of respondents (158 of 232) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking.

Crosstab

			Q36 I was given a choice of at least 2 Providers from CBHNP regarding the type of service			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	22	12	5	39
		% within County where you receive services	56.4%	30.8%	12.8%	100.0%
	Dauphin	Count	72	18	8	98
		% within County where you receive services	73.5%	18.4%	8.2%	100.0%
	Lancaster	Count	57	21	8	86
	% within County where you receive services	66.3%	24.4%	9.3%	100.0%	
	Lebanon	Count	5	2	0	7
		% within County where you receive services	71.4%	28.6%	.0%	100.0%
	Perry	Count	2	0	0	2
		% within County where you receive services	100.0%	.0%	.0%	100.0%
Total		Count	158	53	21	232
		% within County where you receive services	68.1%	22.8%	9.1%	100.0%

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

- 21 respondents (9.4%) report that when they called CBHNP they were not treated with courtesy and respect.

Crosstab

			Q37 When I call CBHNP staff treats me courteously and with respect			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	22	1	10	33
		% within County where you receive services	66.7%	3.0%	30.3%	100.0%
	Dauphin	Count	76	5	13	94
		% within County where you receive services	80.9%	5.3%	13.8%	100.0%
	Lancaster	Count	58	13	17	88
% within County where you receive services		65.9%	14.8%	19.3%	100.0%	
Lebanon	Count	4	2	1	7	
	% within County where you receive services	57.1%	28.6%	14.3%	100.0%	
Perry	Count	2	0	0	2	
	% within County where you receive services	100.0%	.0%	.0%	100.0%	
Total	Count	162	21	41	224	
	% within County where you receive services	72.3%	9.4%	18.3%	100.0%	

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

- Approximately 87% (162 of 187) report they are satisfied with their interactions with CBHNP while 25 respondents (13%) report they are not satisfied.

Crosstab

			Q38 Overall, I am satisfied with the interactions I have had with CBHNP			Total
			Yes	No	Not Applicable	
County where you receive services	Cumberland	Count	23	3	7	33
		% within County where you receive services	69.7%	9.1%	21.2%	100.0%
	Dauphin	Count	74	8	11	93
		% within County where you receive services	79.6%	8.6%	11.8%	100.0%
	Lancaster	Count	59	12	17	88
	% within County where you receive services	67.0%	13.6%	19.3%	100.0%	
	Lebanon	Count	4	2	1	7
		% within County where you receive services	57.1%	28.6%	14.3%	100.0%
	Perry	Count	2	0	0	2
		% within County where you receive services	100.0%	.0%	.0%	100.0%
Total		Count	162	25	36	223
		% within County where you receive services	72.6%	11.2%	16.1%	100.0%

Survey Tables Questions by County

Crosstabs

County where you receive services * Q1 I know whom to call if I have questions about MH or SA services Crosstabulation

			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 receive services	Cumberland	Count	0	5	0	21	14	40
		% within County where you receive services	.0%	12.5%	.0%	52.5%	35.0%	100.0%
	Dauphin	Count	2	4	3	70	24	103
		% within County where you receive services	1.9%	3.9%	2.9%	68.0%	23.3%	100.0%
	Lancaster	Count	0	7	1	42	41	91
		% within County where you receive services	.0%	7.7%	1.1%	46.2%	45.1%	100.0%
	Lebanon	Count	1	3	0	2	1	7
		% within County where you receive services	14.3%	42.9%	.0%	28.6%	14.3%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total	Count	3	19	4	136	81	243	
	% within County where you receive services	1.2%	7.8%	1.6%	56.0%	33.3%	100.0%	

County where you receive services * Q2 I was given information on how to get other services Crosstabulation

			Q2 I was given information on how to get other services					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	2	14	4	12	7	39
		% within County where you receive services	5.1%	35.9%	10.3%	30.8%	17.9%	100.0%
	Dauphin	Count	4	21	10	54	10	99
		% within County where you receive services	4.0%	21.2%	10.1%	54.5%	10.1%	100.0%
	Lancaster	Count	7	20	3	33	25	88
		% within County where you receive services	8.0%	22.7%	3.4%	37.5%	28.4%	100.0%
	Lebanon	Count	1	2	1	3	0	7
		% within County where you receive services	14.3%	28.6%	14.3%	42.9%	.0%	100.0%
	Perry	Count	0	1	0	1	0	2
		% within County where you receive services	.0%	50.0%	.0%	50.0%	.0%	100.0%
Total	Count	14	58	18	103	42	235	
	% within County where you receive services	6.0%	24.7%	7.7%	43.8%	17.9%	100.0%	

County where you receive services * Q3 I have a choice in selecting or changing service provider Crosstabulation

			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 receive services	Cumberland	Count	1	5	1	25	7	39
		% within County where you receive services	2.6%	12.8%	2.6%	64.1%	17.9%	100.0%
	Dauphin	Count	2	11	8	65	16	102
		% within County where you receive services	2.0%	10.8%	7.8%	63.7%	15.7%	100.0%
	Lancaster	Count	2	13	2	41	32	90
		% within County where you receive services	2.2%	14.4%	2.2%	45.6%	35.6%	100.0%
	Lebanon	Count	0	0	0	5	2	7
		% within County where you receive services	.0%	.0%	.0%	71.4%	28.6%	100.0%
	Perry	Count	0	0	0	2	0	2
		% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%
Total	Count	5	29	11	138	57	240	
	% within County where you receive services	2.1%	12.1%	4.6%	57.5%	23.8%	100.0%	

County where you receive services * 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 receive services	Cumberland	Count	1	4	2	19	13	39
		% within County where you receive services	2.6%	10.3%	5.1%	48.7%	33.3%	100.0%
	Dauphin	Count	0	2	2	74	26	104
		% within County where you receive services	.0%	1.9%	1.9%	71.2%	25.0%	100.0%
	Lancaster	Count	0	2	1	46	42	91
		% within County where you receive services	.0%	2.2%	1.1%	50.5%	46.2%	100.0%
	Lebanon	Count	0	1	1	5	0	7
		% within County where you receive services	.0%	14.3%	14.3%	71.4%	.0%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total	Count	1	9	6	145	82	243	
	% within County where you receive services	.4%	3.7%	2.5%	59.7%	33.7%	100.0%	

County where you receive services * Q5 I was given a chance to make treatment decisions Crosstabulation

			Q5 I was given a chance to make treatment decisions					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	0	2	4	24	7	37
		% within County where you receive services	.0%	5.4%	10.8%	64.9%	18.9%	100.0%
	Dauphin	Count	3	7	2	62	29	103
		% within County where you receive services	2.9%	6.8%	1.9%	60.2%	28.2%	100.0%
	Lancaster	Count	6	7	2	38	37	90
	% within County where you receive services	6.7%	7.8%	2.2%	42.2%	41.1%	100.0%	
	Lebanon	Count	0	2	0	4	1	7
		% within County where you receive services	.0%	28.6%	.0%	57.1%	14.3%	100.0%
	Perry	Count	0	0	0	0	2	2
		% within County where you receive services	.0%	.0%	.0%	.0%	100.0%	100.0%
Total		Count	9	18	8	128	76	239
		% within County where you receive services	3.8%	7.5%	3.3%	53.6%	31.8%	100.0%

County where you receive services * Q6 I feel comfortable in asking questions regarding treatment Crosstabulation

			Q6 I feel comfortable in asking questions regarding treatment					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	1	2	1	19	16	39
		% within County where you receive services	2.6%	5.1%	2.6%	48.7%	41.0%	100.0%
	Dauphin	Count	2	5	2	68	26	103
		% within County where you receive services	1.9%	4.9%	1.9%	66.0%	25.2%	100.0%
	Lancaster	Count	1	8	3	40	40	92
	% within County where you receive services	1.1%	8.7%	3.3%	43.5%	43.5%	100.0%	
	Lebanon	Count	1	0	0	4	2	7
		% within County where you receive services	14.3%	.0%	.0%	57.1%	28.6%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	5	15	6	132	85	243
		% within County where you receive services	2.1%	6.2%	2.5%	54.3%	35.0%	100.0%

County where you receive services * Q7 My service provider spends enough time Crosstabulation

			Q7 My service provider spends enough time					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	2	2	1	19	15	39
		% within County where you receive services	5.1%	5.1%	2.6%	48.7%	38.5%	100.0%
	Dauphin	Count	3	8	2	62	27	102
		% within County where you receive services	2.9%	7.8%	2.0%	60.8%	26.5%	100.0%
	Lancaster	Count	4	8	1	43	35	91
	% within County where you receive services	4.4%	8.8%	1.1%	47.3%	38.5%	100.0%	
	Lebanon	Count	1	0	0	5	1	7
		% within County where you receive services	14.3%	.0%	.0%	71.4%	14.3%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	10	18	4	130	79	241
		% within County where you receive services	4.1%	7.5%	1.7%	53.9%	32.8%	100.0%

County where you receive services * Q8 My personal information is not shared with others without my permission Crosstabulation

			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 receive services	Cumberland	Count	0	0	0	20	20	40
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Dauphin	Count	0	1	3	59	40	103
		% within County where you receive services	.0%	1.0%	2.9%	57.3%	38.8%	100.0%
	Lancaster	Count	1	1	1	38	49	90
	% within County where you receive services	1.1%	1.1%	1.1%	42.2%	54.4%	100.0%	
	Lebanon	Count	0	0	0	6	1	7
		% within County where you receive services	.0%	.0%	.0%	85.7%	14.3%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	1	2	4	124	111	242
		% within County where you receive services	.4%	.8%	1.7%	51.2%	45.9%	100.0%

County where you receive services * Q9 Program staff respects the role of my ethnic, cultural, religious background Crosstabulation

			Q9 Program staff respects the role of my ethnic, cultural, religious background				Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	1	4	19	15	39
		% within County where you receive services	2.6%	10.3%	48.7%	38.5%	100.0%
	Dauphin	Count	0	3	56	42	101
		% within County where you receive services	.0%	3.0%	55.4%	41.6%	100.0%
	Lancaster	Count	0	4	44	43	91
	% within County where you receive services	.0%	4.4%	48.4%	47.3%	100.0%	
	Lebanon	Count	0	0	6	1	7
		% within County where you receive services	.0%	.0%	85.7%	14.3%	100.0%
	Perry	Count	0	0	1	1	2
		% within County where you receive services	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	1	11	126	102	240
		% within County where you receive services	.4%	4.6%	52.5%	42.5%	100.0%

County where you receive services * Q10 I trust my service provider Crosstabulation

			Q10 I trust my service provider					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	0	4	2	17	16	39
		% within County where you receive services	.0%	10.3%	5.1%	43.6%	41.0%	100.0%
	Dauphin	Count	1	3	6	59	34	103
		% within County where you receive services	1.0%	2.9%	5.8%	57.3%	33.0%	100.0%
	Lancaster	Count	2	3	3	40	44	92
	% within County where you receive services	2.2%	3.3%	3.3%	43.5%	47.8%	100.0%	
	Lebanon	Count	0	1	0	4	2	7
		% within County where you receive services	.0%	14.3%	.0%	57.1%	28.6%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	3	11	11	121	97	243
		% within County where you receive services	1.2%	4.5%	4.5%	49.8%	39.9%	100.0%

County where you receive services * Q11 My service provider offered me the opportunity Crosstabulation

			Q11 My service provider offered me the opportunity					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	0	6	1	22	11	40
		% within County where you receive services	.0%	15.0%	2.5%	55.0%	27.5%	100.0%
	Dauphin	Count	1	11	4	63	22	101
		% within County where you receive services	1.0%	10.9%	4.0%	62.4%	21.8%	100.0%
	Lancaster	Count	3	7	4	41	37	92
% within County where you receive services		3.3%	7.6%	4.3%	44.6%	40.2%	100.0%	
Lebanon	Count	1	2	0	3	1	7	
	% within County where you receive services	14.3%	28.6%	.0%	42.9%	14.3%	100.0%	
Perry	Count	0	0	0	0	2	2	
	% within County where you receive services	.0%	.0%	.0%	.0%	100.0%	100.0%	
Total	Count	5	26	9	129	73	242	
	% within County where you receive services	2.1%	10.7%	3.7%	53.3%	30.2%	100.0%	

County where you receive services * Q12 I am included in all meetings regarding my treatment plan & goals Crosstabulation

			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 receive services	Cumberland	Count	0	4	2	20	13	39
		% within County where you receive services	.0%	10.3%	5.1%	51.3%	33.3%	100.0%
	Dauphin	Count	0	2	4	60	34	100
		% within County where you receive services	.0%	2.0%	4.0%	60.0%	34.0%	100.0%
	Lancaster	Count	2	6	5	35	42	90
% within County where you receive services		2.2%	6.7%	5.6%	38.9%	46.7%	100.0%	
Lebanon	Count	0	2	0	4	1	7	
	% within County where you receive services	.0%	28.6%	.0%	57.1%	14.3%	100.0%	
Perry	Count	0	0	0	0	2	2	
	% within County where you receive services	.0%	.0%	.0%	.0%	100.0%	100.0%	
Total	Count	2	14	11	119	92	238	
	% within County where you receive services	.8%	5.9%	4.6%	50.0%	38.7%	100.0%	

County where you receive services * Q13 I feel that I am an equal partner Crosstabulation

			Q13 I feel that I am an equal partner					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	1	2	0	21	15	39
		% within County where you receive services	2.6%	5.1%	.0%	53.8%	38.5%	100.0%
	Dauphin	Count	1	3	3	68	27	102
		% within County where you receive services	1.0%	2.9%	2.9%	66.7%	26.5%	100.0%
	Lancaster	Count	3	7	1	39	42	92
	% within County where you receive services	3.3%	7.6%	1.1%	42.4%	45.7%	100.0%	
	Lebanon	Count	0	2	0	3	2	7
		% within County where you receive services	.0%	28.6%	.0%	42.9%	28.6%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	5	14	4	132	87	242
		% within County where you receive services	2.1%	5.8%	1.7%	54.5%	36.0%	100.0%

County where you receive services * Q14 My service provider explained the advantages and disadvantages Crosstabulation

			Q14 My service provider explained the advantages and disadvantages					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	2	3	0	25	9	39
		% within County where you receive services	5.1%	7.7%	.0%	64.1%	23.1%	100.0%
	Dauphin	Count	0	11	5	64	22	102
		% within County where you receive services	.0%	10.8%	4.9%	62.7%	21.6%	100.0%
	Lancaster	Count	5	12	3	44	26	90
	% within County where you receive services	5.6%	13.3%	3.3%	48.9%	28.9%	100.0%	
	Lebanon	Count	0	3	0	3	0	6
		% within County where you receive services	.0%	50.0%	.0%	50.0%	.0%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total		Count	7	29	8	137	58	239
		% within County where you receive services	2.9%	12.1%	3.3%	57.3%	24.3%	100.0%

County where you receive services * Q15 My treatment promotes recovery Crosstabulation

			Q15 My treatment promotes recovery					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	1	3	2	22	11	39
		% within County where you receive services	2.6%	7.7%	5.1%	56.4%	28.2%	100.0%
	Dauphin	Count	4	8	6	59	20	97
		% within County where you receive services	4.1%	8.2%	6.2%	60.8%	20.6%	100.0%
	Lancaster	Count	1	9	3	42	36	91
		% within County where you receive services	1.1%	9.9%	3.3%	46.2%	39.6%	100.0%
	Lebanon	Count	1	2	0	2	2	7
		% within County where you receive services	14.3%	28.6%	.0%	28.6%	28.6%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total	Count	7	22	11	126	70	236	
	% within County where you receive services	3.0%	9.3%	4.7%	53.4%	29.7%	100.0%	

County where you receive services * Q16 Overall, I am satisfied with the services Crosstabulation

			Q16 Overall, I am satisfied with the services					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you receive services	Cumberland	Count	2	0	0	19	19	40
		% within County where you receive services	5.0%	.0%	.0%	47.5%	47.5%	100.0%
	Dauphin	Count	5	5	5	49	36	100
		% within County where you receive services	5.0%	5.0%	5.0%	49.0%	36.0%	100.0%
	Lancaster	Count	4	4	4	45	35	92
		% within County where you receive services	4.3%	4.3%	4.3%	48.9%	38.0%	100.0%
	Lebanon	Count	1	1	0	3	2	7
		% within County where you receive services	14.3%	14.3%	.0%	42.9%	28.6%	100.0%
	Perry	Count	0	0	0	1	1	2
		% within County where you receive services	.0%	.0%	.0%	50.0%	50.0%	100.0%
Total	Count	12	10	9	117	93	241	
	% within County where you receive services	5.0%	4.1%	3.7%	48.5%	38.6%	100.0%	

County where you receive services * Q17 Did you need emergency MH and SA services during the past year Crosstabulation

			Q17 Did you need emergency MH and SA services during the past year		Total
			Yes	No	
County where you receive services	Cumberland	Count % within County where you receive services	11 28.2%	28 71.8%	39 100.0%
	Dauphin	Count % within County where you receive services	19 18.3%	85 81.7%	104 100.0%
	Lancaster	Count % within County where you receive services	31 33.7%	61 66.3%	92 100.0%
	Lebanon	Count % within County where you receive services	1 14.3%	6 85.7%	7 100.0%
	Perry	Count % within County where you receive services	0 .0%	2 100.0%	2 100.0%
Total	Count % within County where you receive services	62 25.4%	182 74.6%	244 100.0%	

County where you receive services * 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 receive services	Cumberland	Count % within County where you receive services	2 16.7%	0 .0%	0 .0%	4 33.3%	6 50.0%	12 100.0%
	Dauphin	Count % within County where you receive services	1 5.0%	3 15.0%	1 5.0%	7 35.0%	8 40.0%	20 100.0%
	Lancaster	Count % within County where you receive services	6 19.4%	4 12.9%	0 .0%	9 29.0%	12 38.7%	31 100.0%
	Lebanon	Count % within County where you receive services	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
	Total	Count % within County where you receive services	9 14.1%	7 10.9%	1 1.6%	20 31.3%	27 42.2%	64 100.0%

County where you receive services * Q18 Dealing with daily problems Crosstabulation

			Q18 Dealing with daily problems					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	1	0	8	16	12	37
		% within County where you receive services	2.7%	.0%	21.6%	43.2%	32.4%	100.0%
	Dauphin	Count	4	7	17	39	24	91
		% within County where you receive services	4.4%	7.7%	18.7%	42.9%	26.4%	100.0%
	Lancaster	Count	5	4	14	40	25	88
		% within County where you receive services	5.7%	4.5%	15.9%	45.5%	28.4%	100.0%
	Lebanon	Count	0	1	1	4	1	7
		% within County where you receive services	.0%	14.3%	14.3%	57.1%	14.3%	100.0%
	Perry	Count	0	0	0	2	0	2
		% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%
Total	Count	10	12	40	101	62	225	
	% within County where you receive services	4.4%	5.3%	17.8%	44.9%	27.6%	100.0%	

County where you receive services * Q19 Feeling in control of my life Crosstabulation

			Q19 Feeling in control of my life					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	1	2	10	13	10	36
		% within County where you receive services	2.8%	5.6%	27.8%	36.1%	27.8%	100.0%
	Dauphin	Count	2	5	21	37	26	91
		% within County where you receive services	2.2%	5.5%	23.1%	40.7%	28.6%	100.0%
	Lancaster	Count	4	7	16	40	22	89
		% within County where you receive services	4.5%	7.9%	18.0%	44.9%	24.7%	100.0%
	Lebanon	Count	1	0	1	3	1	6
		% within County where you receive services	16.7%	.0%	16.7%	50.0%	16.7%	100.0%
	Perry	Count	0	0	0	2	0	2
		% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%
Total	Count	8	14	48	95	59	224	
	% within County where you receive services	3.6%	6.3%	21.4%	42.4%	26.3%	100.0%	

County where you receive services * Q20 Dealing with personal crisis Crosstabulation

			Q20 Dealing with personal crisis					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	1	1	10	7	10	29
		% within County where you receive services	3.4%	3.4%	34.5%	24.1%	34.5%	100.0%
	Dauphin	Count	2	2	23	20	11	58
		% within County where you receive services	3.4%	3.4%	39.7%	34.5%	19.0%	100.0%
	Lancaster	Count	5	7	14	36	14	76
	% within County where you receive services	6.6%	9.2%	18.4%	47.4%	18.4%	100.0%	
Lebanon	Count	1	0	2	0	0	3	
	% within County where you receive services	33.3%	.0%	66.7%	.0%	.0%	100.0%	
Perry	Count	0	0	1	0	0	1	
	% within County where you receive services	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total	Count	9	10	50	63	35	167	
	% within County where you receive services	5.4%	6.0%	29.9%	37.7%	21.0%	100.0%	

County where you receive services * Q21 How I feel about myself Crosstabulation

			Q21 How I feel about myself					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	1	1	11	10	13	36
		% within County where you receive services	2.8%	2.8%	30.6%	27.8%	36.1%	100.0%
	Dauphin	Count	3	7	22	39	24	95
		% within County where you receive services	3.2%	7.4%	23.2%	41.1%	25.3%	100.0%
	Lancaster	Count	4	7	19	38	20	88
	% within County where you receive services	4.5%	8.0%	21.6%	43.2%	22.7%	100.0%	
Lebanon	Count	0	1	4	2	0	7	
	% within County where you receive services	.0%	14.3%	57.1%	28.6%	.0%	100.0%	
Perry	Count	0	0	2	0	0	2	
	% within County where you receive services	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total	Count	8	16	58	89	57	228	
	% within County where you receive services	3.5%	7.0%	25.4%	39.0%	25.0%	100.0%	

County where you receive services * Q22 Feeling good (hopeful) about the future Crosstabulation

			Q22 Feeling good (hopeful) about the future					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	2	0	7	15	13	37
		% within County where you receive services	5.4%	.0%	18.9%	40.5%	35.1%	100.0%
	Dauphin	Count	3	6	22	36	26	93
		% within County where you receive services	3.2%	6.5%	23.7%	38.7%	28.0%	100.0%
	Lancaster	Count	3	6	20	35	22	86
% within County where you receive services		3.5%	7.0%	23.3%	40.7%	25.6%	100.0%	
Lebanon	Count	0	1	2	3	0	6	
	% within County where you receive services	.0%	16.7%	33.3%	50.0%	.0%	100.0%	
Perry	Count	0	0	2	0	0	2	
	% within County where you receive services	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total	Count	8	13	53	89	61	224	
	% within County where you receive services	3.6%	5.8%	23.7%	39.7%	27.2%	100.0%	

County where you receive services * Q23 Enjoying my free time Crosstabulation

			Q23 Enjoying my free time					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	0	1	13	11	11	36
		% within County where you receive services	.0%	2.8%	36.1%	30.6%	30.6%	100.0%
	Dauphin	Count	3	4	27	32	26	92
		% within County where you receive services	3.3%	4.3%	29.3%	34.8%	28.3%	100.0%
	Lancaster	Count	2	9	27	23	24	85
% within County where you receive services		2.4%	10.6%	31.8%	27.1%	28.2%	100.0%	
Lebanon	Count	0	0	3	4	0	7	
	% within County where you receive services	.0%	.0%	42.9%	57.1%	.0%	100.0%	
Perry	Count	0	0	1	1	0	2	
	% within County where you receive services	.0%	.0%	50.0%	50.0%	.0%	100.0%	
Total	Count	5	14	71	71	61	222	
	% within County where you receive services	2.3%	6.3%	32.0%	32.0%	27.5%	100.0%	

County where you receive services * Q24 Strengthening my social support network Crosstabulation

			Q24 Strengthening my social support network					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	1	2	14	8	10	35
		% within County where you receive services	2.9%	5.7%	40.0%	22.9%	28.6%	100.0%
	Dauphin	Count	3	3	24	39	22	91
		% within County where you receive services	3.3%	3.3%	26.4%	42.9%	24.2%	100.0%
	Lancaster	Count	1	11	23	35	20	90
		% within County where you receive services	1.1%	12.2%	25.6%	38.9%	22.2%	100.0%
	Lebanon	Count	0	0	5	2	0	7
		% within County where you receive services	.0%	.0%	71.4%	28.6%	.0%	100.0%
	Perry	Count	0	0	0	2	0	2
		% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%
Total		Count	5	16	66	86	52	225
		% within County where you receive services	2.2%	7.1%	29.3%	38.2%	23.1%	100.0%

County where you receive services * Q25 Being involved in community activities outside MH or SA activities Crosstabulation

			Q25 Being involved in community activities outside MH or SA activities					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	1	2	14	8	7	32
		% within County where you receive services	3.1%	6.3%	43.8%	25.0%	21.9%	100.0%
	Dauphin	Count	3	3	30	21	18	75
		% within County where you receive services	4.0%	4.0%	40.0%	28.0%	24.0%	100.0%
	Lancaster	Count	3	11	25	19	17	75
		% within County where you receive services	4.0%	14.7%	33.3%	25.3%	22.7%	100.0%
	Lebanon	Count	0	0	4	1	0	5
		% within County where you receive services	.0%	.0%	80.0%	20.0%	.0%	100.0%
	Perry	Count	0	0	0	0	1	1
		% within County where you receive services	.0%	.0%	.0%	.0%	100.0%	100.0%
Total		Count	7	16	73	49	43	188
		% within County where you receive services	3.7%	8.5%	38.8%	26.1%	22.9%	100.0%

County where you receive services * Q26 Dealing with school or work Crosstabulation

			Q26 Dealing with school or work					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	1	0	8	11	10	30
		% within County where you receive services	3.3%	.0%	26.7%	36.7%	33.3%	100.0%
	Dauphin	Count	3	4	18	23	16	64
		% within County where you receive services	4.7%	6.3%	28.1%	35.9%	25.0%	100.0%
	Lancaster	Count	2	7	22	18	16	65
% within County where you receive services		3.1%	10.8%	33.8%	27.7%	24.6%	100.0%	
Lebanon	Count	0	2	1	2	1	6	
	% within County where you receive services	.0%	33.3%	16.7%	33.3%	16.7%	100.0%	
Perry	Count	0	0	1	1	0	2	
	% within County where you receive services	.0%	.0%	50.0%	50.0%	.0%	100.0%	
Total		Count	6	13	50	55	43	167
		% within County where you receive services	3.6%	7.8%	29.9%	32.9%	25.7%	100.0%

County where you receive services * Q27 Dealing with people in social situations Crosstabulation

			Q27 Dealing with people in social situations					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	0	1	12	8	15	36
		% within County where you receive services	.0%	2.8%	33.3%	22.2%	41.7%	100.0%
	Dauphin	Count	1	8	31	32	19	91
		% within County where you receive services	1.1%	8.8%	34.1%	35.2%	20.9%	100.0%
	Lancaster	Count	4	9	22	36	16	87
% within County where you receive services		4.6%	10.3%	25.3%	41.4%	18.4%	100.0%	
Lebanon	Count	0	0	2	5	0	7	
	% within County where you receive services	.0%	.0%	28.6%	71.4%	.0%	100.0%	
Perry	Count	0	0	0	1	0	1	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Total		Count	5	18	67	82	50	222
		% within County where you receive services	2.3%	8.1%	30.2%	36.9%	22.5%	100.0%

County where you receive services * Q28 Dealing with specific problems or issues that led me to seek services Crosstabulation

			Q28 Dealing with specific problems or issues that led me to seek services					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you receive services	Cumberland	Count	1	1	4	16	12	34
		% within County where you receive services	2.9%	2.9%	11.8%	47.1%	35.3%	100.0%
	Dauphin	Count	1	7	15	31	23	77
		% within County where you receive services	1.3%	9.1%	19.5%	40.3%	29.9%	100.0%
	Lancaster	Count	3	4	6	39	27	79
% within County where you receive services		3.8%	5.1%	7.6%	49.4%	34.2%	100.0%	
Lebanon	Count	0	0	1	1	2	4	
	% within County where you receive services	.0%	.0%	25.0%	25.0%	50.0%	100.0%	
Perry	Count	0	0	0	1	0	1	
	% within County where you receive services	.0%	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	5	12	26	88	64	195	
	% within County where you receive services	2.6%	6.2%	13.3%	45.1%	32.8%	100.0%	

Comments

The following comments were made by consumers in relation to the questions specifically written to gauge their satisfaction in interacting with CBHNP. Comments made in relation to specific providers can now be found in the individual provider reports.

I'm very happy with services my child received at Hershey Medical, but it took us almost six months to get information from CBHNP and get the services started that she needs.

My child got no help from Hershey Med. On CBHNP, it takes forever to get any information, let alone services. Right now, he's in a school-based program at Philhaven.

I would like to see some people who work in the system have more respect for clients. A worker at MH/MR was so rude to me several times I filed a complaint. CBHNP is more respectful but they take forever to get things done.

It's been a long time since I called them, but I've never had a problem.

My child was referred by CBHNP three months ago for a Psyche. evaluation. I haven't been able to get her an appointment. They say she's too young; they aren't taking any new patients or some other reason. CBHNP keeps giving me new names but we're still trying.

We have gotten a lot of promises from CBHNP but that's about it. We are very frustrated with how long it's taking to start getting help. I would like to see someone from CBHNP come to the meetings so they would have an idea what the child's problems are.

We're dealing with CBHNP, and most people don't accept the insurance. Things were especially difficult when she was still our foster child. The hospitalizations have been difficult; lack of knowledge about her diagnosis. Finding the right services in general has been a long process.

I am very angry about services. My daughter had been receiving wraparound services for about a year and then one day the mobile therapist and TSS came and said that they couldn't come anymore because CBHNP stopped approving services at Edgewater. My daughter had established a close relationship with them and they just disappeared out of her life (no closure).

I've had to go to hearings because they denied services. Got family-based service, which I did again, then MT approved but I never got it.

Last year he needed another person working with him in school. CBHNP would not approve the TSS.

Yes, we talked about getting him a TSS and wraparound services. He was in partial program- paperwork for services is too much and when you ask CBHNP for assistance they tell you it's not their job. CBHNP said they never got it a couple times- now we have to go through the whole process again. He has an evaluation on the 18th- we've been trying for a couple years to get wraparound services for him.

Gateway was the best insurance I've ever had.

HMO- not well informed with the product they're supposed to be selling. My booklet from HMO is 3 years old. The frustrations of trying to access medical services through this HMO- call this

person, no, call this person; nobody seems to know anything. I call and get different answers. It's most of the reason I'm getting counseling. It's ridiculous.

My HMO was discontinued because my income on disability is too much. The program was a good program and funding would help so I could continue going to outpatient treatment.

I work well with Joy at CBHNP

The paperwork that they said they had to do delayed things for a long time (months).

CBHNP has been there for me in the past few years and the service has been excellent.

We haven't had much contact with CBHNP but they were nice when we did.

We were working on getting our son in a residential home and every time I tried to reach a person at CBHNP it would take two or three days until they called back. They were nice but it took forever.

CBHNP is sending a lot of paperwork. Is it really necessary? It seems to be too detailed, unnecessary and somewhat burdensome. And persons at an administrative level aren't communicating with clients about why services aren't available or how long it would be until services would be provided.

Getting services started was confusing. There was a lot of paperwork to be filled out for child and questions to be answered on her behalf.

I feel I'm not getting the right services for these kids. I need help. I really need that info- can you send it to me? I have much frustration with lack of services for my children. They both have MH problems and are very aggressive children. I also have MH problems and feel very overwhelmed and am desperately pleading for help. I need services for both children in the home. I have been trying to get wraparound or Family Based Services and so far have been unsuccessful. Can you send me a CBHNP handbook because I never received one? **Please note: As a follow-up, CSS sent mom an English and Spanish version of the CBHNP handbook.**

Yes, I am very satisfied. I also have an autistic child and I've dealt with CBHNP with him- everybody has been very positive.

I had a lot of trouble more than once processing paperwork. In a matter of urgency, I had to take the first available counselor which wasn't the greatest. They make promises and don't hold their end of the deal

I was a little disappointed that the case manager suggested he have a behavioral specialist and CBHNP denied him twice. He really needed that service.

They were very good with letting me know by letters sent about what they're qualified for, hours, etc. Initially when paperwork started coming in MH/MR approval for services came. I called because I wasn't aware of what was going on and they were very helpful. Also, I didn't initiate the services so I'm not aware of any choice given when services were initiated.

In relation to my son who abused my daughter - we had to give up custody. He's in the _____. CBHNP did not give us a choice because he's too young and they don't want him with older offenders. He's a 10 yr old boy who desperately needs help. He's in a residential unit that's crappy and we don't know what to do to get him the help he needs. They gave us a list of counselors that turned us down so we had to call C&Y and give up custody so they could financially cover his treatment. They couldn't help him and we now have custody back. He's in the _____ because CBHNP says it's the only place. We would like to see him get the help that he needs so that he can come back home.

CBHNP has been helping a lot.

Whenever we call CBHNP it takes what seems like forever to get a call back. Usually three or four days after we call and a crisis has passed will some one miraculously call to find out what we need. Then they will tell us not to hesitate to call if we need them in the future. They have to be joking; it always takes so long that by the time they call back we've gone to Plan B. For my money, CBHNP ain't worth the money.

Recommendations

Based on our statistical analysis and written comments provided by consumers, we make the following recommendations:

1. We urge both CBHNP and the Provider Network to make available multi-lingual literature on other services that may be available to a consumer and how to access them. This recommendation is based on 40% of those responding to this survey indicated that they have not received such information.
2. We urge Providers to have available an informed consent document which clearly indicates the advantages and disadvantages of any drugs that are prescribed and any treatment plans which are developed during the course of a consumer's treatment and/or services. Anytime changes are made in medications and/or treatment plan, a new form should be signed. A copy of the informed consent form should be given directly to the consumer as well as in the patients' chart.
3. We urge CBHNP and the Provider network to make available ongoing reminders to consumers that they have the right to in selecting and changing their service provider at will. This is based on our findings that 13% of those who responded indicated that they did not know that they had this as an option.
4. We urge Providers to make a greater effort to include friends and family members, at the consumer's request, as part of the treatment process and, when appropriate and again with the permission of the consumer, as treatment and medication decisions are being made. This is based on our findings that 12% of those who responded indicated that they were not permitted to include friends and family members as part of the process.
5. We urge CBHNP to guarantee a callback to a consumer within 24-hours of the time that a consumer contacts their office. This is based on comments made by consumers that often times a callback can be 3-4 days or even longer after initial contact has been made.



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

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

The information we gather is used to evaluate the delivery of these services. **Your participation is voluntary; any information you choose to share is kept strictly confidential. You have the option of refusing to answer any question as well as ending the survey at any point. Your choosing or declining to participate will not effect any services you are receiving now or may need in the future.**

Do not write your name or any personal information which could identify you anywhere on this survey form. All information which you choose to provide is kept strictly confidential.

Please read each of the following statements below and respond by using a scale of 1 – 6 as follows:

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

Please indicate your response by placing a check mark or an x in the box which best identifies how you feel for that question.

We also invite you to comment on or explain any of your answers in the space that has been provided.

Note: The term “Service Provider” means the person you see for treatment, such as your psychiatrist, psychologist, social worker or case manager.

I. SERVICES

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

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

		1	2	3	4	5	6
1	I know whom to call if I have questions about my mental health or substance abuse services. Comments:						
2	I was given information on how to get other services that I needed (example: transportation, child care, employment training). Comments:						
3	I have a choice in selecting or changing my service provider. Comments:						
4	I was informed about my rights and responsibilities regarding the treatment I have received. Comments:						
5	I was given a chance to make treatment decisions. Comments:						
6	I feel comfortable in asking questions regarding my treatment. Comments:						
7	My service provider spends enough time with me. Comments:						

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

		1	2	3	4	5	6
8	My personal information is not shared with others without my permission. It is kept strictly confidential. Comments:						
9	Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment. Comments:						
10	I trust my service provider. Comments:						
11	My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. Comments:						
12	I am included in all meetings regarding my treatment plan and goals for recovery. Comments:						
13	I feel that I am an equal partner in the treatment process. Comments:						
14	My service provider explained the advantages and disadvantages of my therapy or treatment. Comments:						
15	My treatment plan promotes recovery. Comments:						
16	Overall, I am satisfied with the services I am receiving. Comments:						

For the following question please check the box that comes closest to your experience using one of the following choices:

1 = Not at All 2 = Somewhat 3 = Neither 4 = Satisfied 5 = Very Satisfied 6 = Not Applicable

		1	2	3	4	5	6
17	Did you need emergency mental health or substance abuse services during the past year? Yes [] No [] If yes, how satisfied are you with the help you received? Comments:						

II. Outcomes

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

1 = Much Worse 2 = A Little Worse 3 = About the Same 4 = A Little Better 5 = Much Better 6 = Not Applicable

		1	2	3	4	5	6
18	Dealing with daily problems.						
19	Feeling in control of my life.						
20	Dealing with personal crisis (example: serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)						
21	How I feel about myself.						
22	Feeling good (hopeful) about the future.						
23	Enjoying my free time.						
24	Strengthening my social support network.						
25	Being involved in community activities or organizations outside of mental health or substance abuse activities.						
26	Dealing with school or work.						
27	Dealing with people in social situations.						
28	Dealing with specific problems or issues that led me to seek services.						

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

1 = Much Worse 2 = A Little Worse 3 = About the Same 4 = A Little Better 5 = Much Better 6 = Not Applicable

		1	2	3	4	5	6
29	What effect has the treatment you received had on the quality of your life? Comment:						

30	Were you given the chance to make treatment decisions? Comment:	<input type="checkbox"/> Yes	<input type="checkbox"/> Sometimes
		<input type="checkbox"/> No	
31	In the last 12 months were you able to get the help you needed? Comment:	<input type="checkbox"/> Yes	<input type="checkbox"/> Sometimes
		<input type="checkbox"/> No	

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

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

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

Are there any services you need but are not getting?

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

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

Demographic Information

<p>1) Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male</p> <p>2) Age _____</p> <p>3a) City where you live: _____</p> <p>3b) City where you receive services: _____ (NOTE: enter County).</p>	<p>4) Race: <input type="checkbox"/> African American <input type="checkbox"/> Asian / Pacific Islander <input type="checkbox"/> Hispanic / Latino <input type="checkbox"/> Native American / American Indian <input type="checkbox"/> White / Caucasian <input type="checkbox"/> Multi-racial <input type="checkbox"/> Other: _____</p>	<p>5) Type of services: <input type="checkbox"/> Mental Health <input type="checkbox"/> Drug / Alcohol <input type="checkbox"/> Both Mental Health and Drug/Alcohol <input type="checkbox"/> Other _____</p>
<p>Comments on Demographics:</p>	<p>6) Special Needs: <input type="checkbox"/> Visual Impairment <input type="checkbox"/> Hearing Impairment <input type="checkbox"/> Physical Impairment (e.g. needs wheel chair or other help with movement)</p> <p><input type="checkbox"/> Difficulty understanding or speaking English <input type="checkbox"/> Other <input type="checkbox"/> None</p>	

Have you been interviewed previously during the last year? Yes No Not Sure

Interview Information

Name of interviewer(s) _____ Date of interview: _____ CODE #: _____
Location of interview: <input type="checkbox"/> Home <input type="checkbox"/> Neutral place <input type="checkbox"/> Other: _____
Is the interview for an: <input type="checkbox"/> Adult or <input type="checkbox"/> Child? If a child, who was interviewed? <input type="checkbox"/> Parent/Guardian or <input type="checkbox"/> Child? <input type="checkbox"/> Not Applicable
Method of interview: <input type="checkbox"/> In-person <input type="checkbox"/> Phone <input type="checkbox"/> Other _____

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