



Consumer Satisfaction Services

HealthChoices Capital Region

3rd Quarter Report

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Prepared For

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

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Consumer Satisfaction Services, Inc. (CSS), is a non-profit, tax exempt organization recognized by the Internal Revenue Service under Section 501 (C) (3) of the United States Tax Code. A copy of our most recent Annual Audit, as conducted by the independent accounting firm of Smith, Elliott, Kearns & Company (SEK, Co.), is available for inspection at our office during normal business hours.

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Executive Summary

Consumer/Family Satisfaction Team members, trained and employed by Consumer Satisfaction Services, conducted 187 ($n=187$) 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 during the period of April 1 – June 30, 2007.

- The survey represents 187 ($n=187$) respondents from the Capital Region, representing 136 (72.7%) Adults and 51 Children (27.3%). Of the child consumers, the children themselves responded to the survey in 17.6% of the cases (9 of 51), while 82.4% of parents/guardians responded for the children in 42 of 51 of the cases. Of the adult consumers, the consumers themselves responded in 133 of 136 cases (97.8%), while 2.2% of parents, guardians or caregivers responded for the remaining 3 of 136 cases.
- 112 of the interviews (59.9%) were conducted at the respondent's home and 75 (40.1%) were conducted in another location or by other means, e.g., via telephone.
- Gender: The sample is 51.3% male (96) and 45.5% female (85). 6 individuals (3.2%) did not respond to this question.
- The largest numbers of respondents come from Lancaster (39.0%) and Dauphin (32.6%) counties. The remaining respondents reported residence in Cumberland (14.4%), Lebanon (7.0%) and Perry (5.9%) counties. Two respondents (1.1%) indicated "Other" as their County of residence.
- 102 of 187 respondents (54.5%) reported their race as White/Caucasian, 42 (22.5%) as African American, 16 (8.6%) as Latino/a Hispanic, 13 (7.0%) as Multi-racial, 4 (2.1%) as Native American, 2 (1.1%) as Asian/Pacific Islander, and 1 (0.5%) as Other. 7 respondents (3.7%) chose not to answer this question.
- 101 respondents (54.0%) reported they received Mental Health Services; 39 (20.9%) received only Drug/Alcohol Services, and 45 (24.1%) received both Mental Health and Drug/Alcohol services. 1 respondent (0.5%) reported they received 'Other Services' and 1 respondent (0.5%) did not respond to this question.

Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 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 27 - 135.

- The overall mean for TSS was 102.5 with a standard deviation 16.4, median 102.7. The TSS scores ranged from 54 – 135. The distribution of Total Satisfaction Scores can be considered normally distributed. With a 5 point scale and 27 questions, scores above Total Satisfaction = 81 ($27*3$) indicates satisfaction on some level.

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 75.9% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "I am satisfied with the services..." with 77.1% agreement (4 or 5).

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

- Approximately one third of consumers (32.1%) report they do not have a choice in selecting their service provider. On a related note, one quarter of consumers (23.5%) report they do not have the option to change their service provider if they would choose to.
- Only 54.5% indicated that they were given information about how to get other services that they needed. Approximately 1 in 3 (31.0%) were dissatisfied in this area.
- While 59.9% of consumers reported that their service provider explained the disadvantages of their therapy or treatment, approximately 1 in 4 (27.2%) consumers indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- Approximately 1 in 5 consumers (19.3%) report they are not satisfied with how much time their service provider spends with them.
- Approximately 1 in 7 consumers (15.0%) reported they do not trust their service providers.

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 187 ($n=187$) 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 during the period of April 1 – June 30, 2007. C/FST interviewers are consumers and/or family members of mental health services and persons in recovery. Because of their personal experiences with mental illnesses and substance abuse, 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

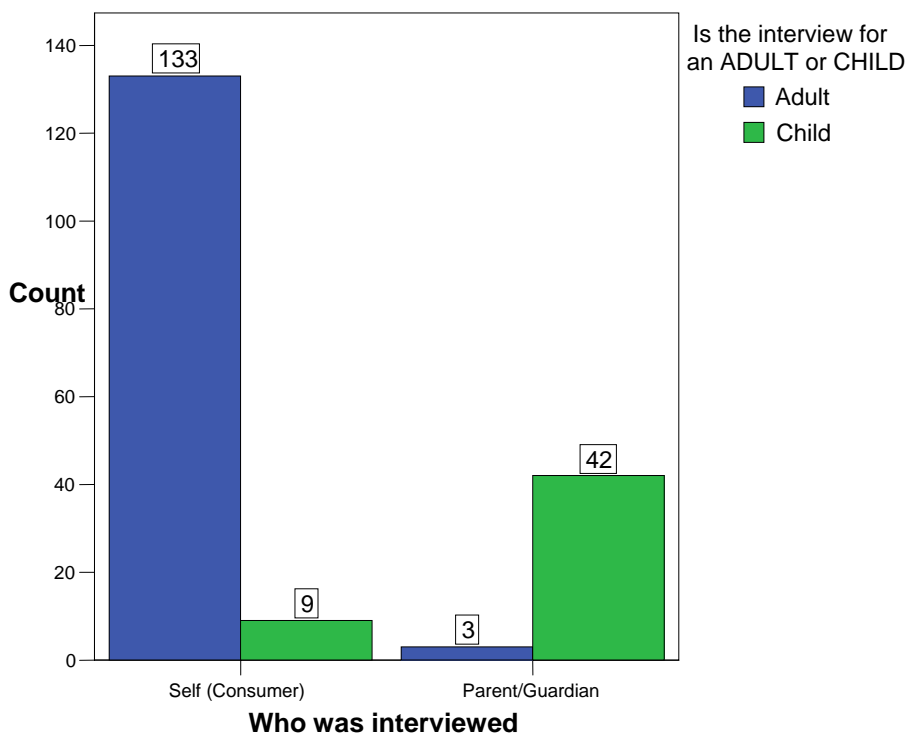
I. Demographic and Survey Information

Please Note: The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05.

Frequencies may not sum to total (n=187) as individuals may have chosen not to respond to certain questions.

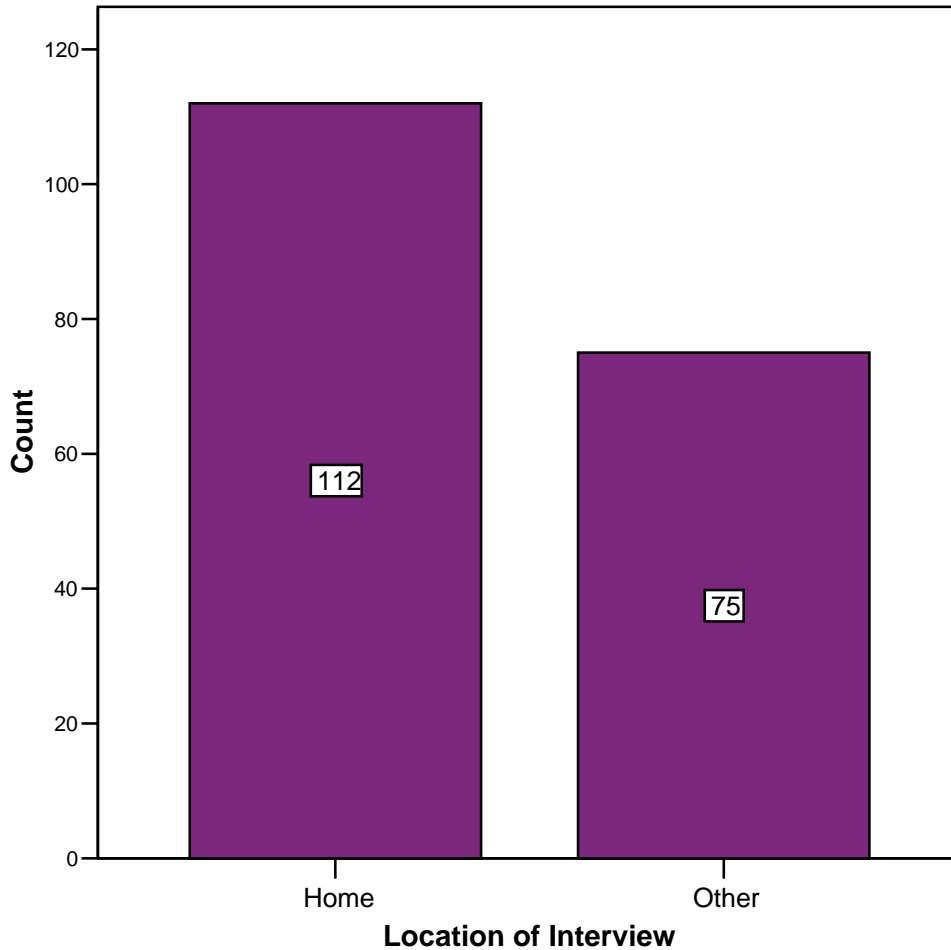
- The survey represents 187 (n=187) respondents from the Capital Region, representing 136 (72.7%) Adults and 51 Children (27.3%). Of the child consumers, the children themselves responded to the survey in 17.6% of the cases (9 of 51), while 82.4% of parents/guardians responded for the children in 42 of 51 of the cases. Of the adult consumers, the consumers themselves responded in 133 of 136 cases (97.8%), while 2.2% of parents, guardians or caregivers responded for the remaining 3 of 136 cases.

Bar Chart



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- Data was collected by 12 interviewers from 26 treatment facilities in the Capital Region.
- 112 of the interviews (59.9%) were conducted at the respondent's home and 75 (40.1%) were conducted in another location or by other means, e.g., via telephone.

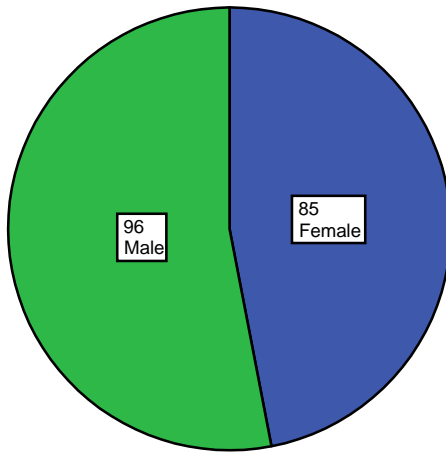


- 34 (18.2%) of the respondents reported they had been previously interviewed in the last year and 36 (19.6%) were not sure.

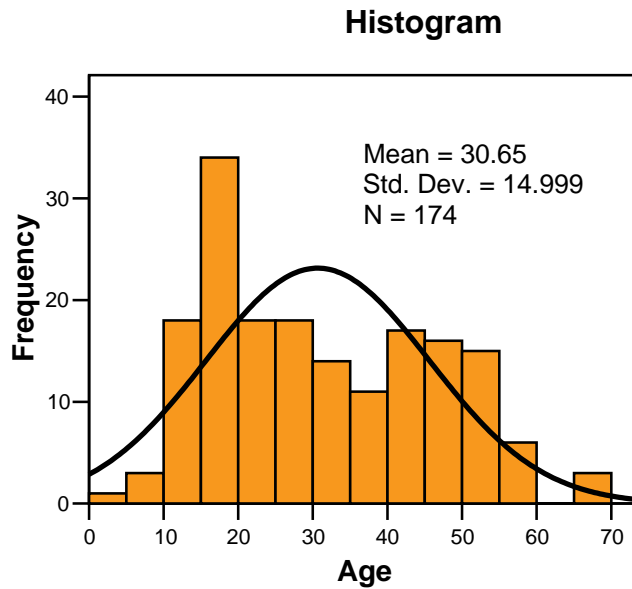
Previously interviewed in last year

		Frequency	Percent	Valid Percent
Valid	Yes	34	18.2	20.9
	No	93	49.7	57.1
	Not sure	36	19.3	22.1
	Total	163	87.2	100.0
Missing	Total	24	12.8	
Total		187	100.0	

- Gender: The sample is 51.3% male (96) and 45.5% female (85). 6 individuals (3.2%) did not respond to this question. Our analysis found no significant differences by gender in their levels of reported satisfaction with services.



- Age: Age of respondents ranged from 2–68 years, with a mean age of 30.65 (SD 15.0) and median age of 28.5. Our analysis found no relationship between age and Total Satisfaction.

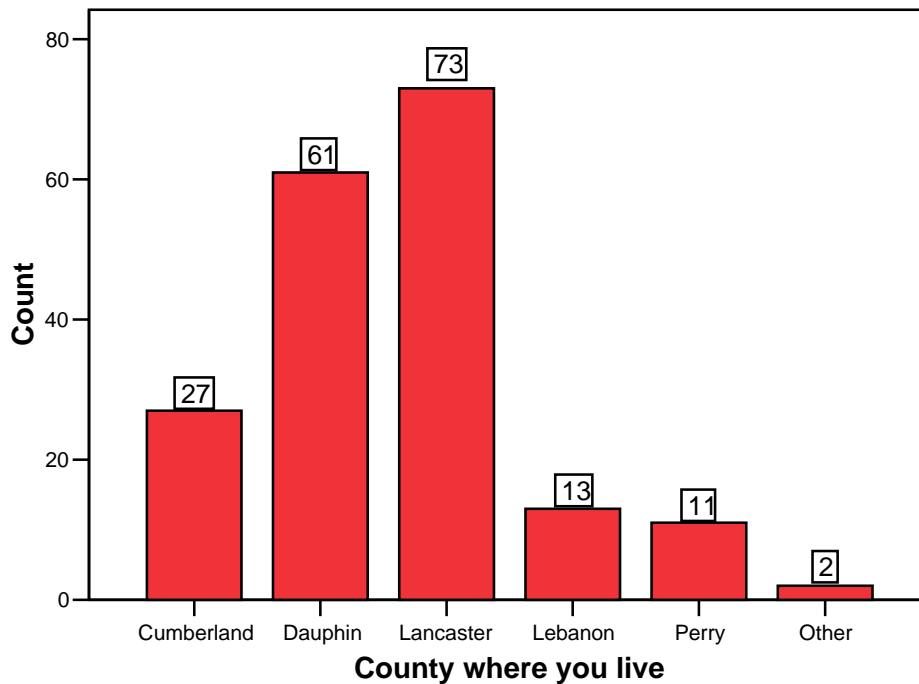


- **Counties of Residence:**

The table below shows the County of residence in alphabetical order. The largest numbers of respondents come from Lancaster (39.0%) and Dauphin (32.6%) counties. The remaining respondents reported residence in Cumberland (14.4%), Lebanon (7.0%) and Perry (5.9%) counties. Two respondents (1.1%) indicated “Other” as their county of residence.

County where you live

County	Frequency	Percent
Cumberland	27	14.4
Dauphin	61	32.6
Lancaster	73	39.0
Lebanon	13	7.0
Perry	11	5.9
Other	2	1.1
Total	187	100.0



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

Total Satisfaction by County of Residence

Total Satisfaction Scale

	N	Mean	Std. Deviation
Cumberland	27	102.5	15.3
Dauphin	61	103.8	18.6
Lancaster	73	99.5	16.1
Lebanon	13	106.2	11.4
Perry	11	109.9	10.8
Other	2	108.3	17.9
Total	187	102.5	16.4

- **Race:** 102 of 187 respondents (54.5%) reported their race as White/Caucasian, 42 (22.5%) as African American, 16 (8.6%) as Latino/a Hispanic, 13 (7.0%) as Multi-racial, 4 (2.1%) as Native American, 2 (1.1%) as Asian/Pacific Islander, and 1 (0.5%) as Other. 7 respondents (3.7%) chose not to answer this question. Our analysis indicated no significant differences in Total Satisfaction with respect to race.

Race / Ethnicity

		Frequency	Percent	Valid Percent
Valid	African American	42	22.5	23.3
	Asian/Pacific Islander	2	1.1	1.1
	Latino/Hispanic	16	8.6	8.9
	Native American	4	2.1	2.2
	White / Caucasian	102	54.5	56.7
	Multiracial	13	7.0	7.2
	Other	1	0.5	0.6
	Total	180	96.3	100.0
Missing	9	7	3.7	
Total		187	100.0	

- Treatment Facility: Data was collected from 26 Treatment Facilities in the Capital Region. The distribution of respondents is presented below.

Name of Treatment Facility	Frequency
Holy Spirit Hospital	25
Gaudenzia Vantage House	5
Spanish AM Civic Association-Nuestra Clinica	2
Dauphin County Crisis Intervention	32
Lancaster Co MH/MR Crisis Intervention	30
Philhaven #01876464	8
Adelphoi Village/Anchor House RTF	1
Hoffman Homes for Youth	12
Kids Peace National Center for Kids	1
Philhaven Campus Based Adolescents	1
The Children's Home Of Reading	3
Alternative Counseling Associates	3
Bowling Green/Brandywine	3
Catholic Charities Evergreen House	3
Daystar Center for Spiritual Recovery	5
Drug & Alcohol Rehab Service	15
Eagleville Hospital	7
Firetree, Ltd.	3
Gatehouse for Men	7
Gatehouse for Women	4
Gaudenzia Common Ground	3
Penn Foundation	2
Treatment Trends, Inc.	5
White Deer Run Allenwood	1
White Deer Run New Perspectives	2
White Deer Run Lancaster	4
Total	187

- Overall mean satisfaction at the Treatment Facilities ranged from 54 to 135. Analysis was carried out on treatment facilities with 10 or more observations. Note that the small number of cases in many facilities makes comparison unreliable. There were 5 facilities that reported 10 or more observations. The means are reported below. Our analyses indicated that the mean level of reported Total Satisfaction at Dauphin County Crisis Intervention was significantly higher than the mean level of reported Total Satisfaction at the Drug & Alcohol Rehab Service. Even the lowest mean of 95.1 indicates a positive level of satisfaction. The difference here is relative to other treatment facilities in this comparison group. Any score over 81 (27 questions *3) indicates a satisfaction level higher than neutral.

Name of Treatment Facility	N of Cases	Mean	Standard Deviation
Holy Spirit Hospital	25	104.5	18.1
Dauphin County Crisis Intervention	32	108.7	14.3
Lancaster County MH/MR Crisis Intervention	30	97.5	13.7
Hoffman Homes for Youth	12	98.2	11.6
Drug & Alcohol Rehab Service	15	95.1	13.1
<i>Total</i>	<i>114</i>	<i>101.9</i>	<i>15.4</i>

- Type of Treatment: The following table shows that approximately half of the respondents (95 of 187, 50.8%) reported Crisis Intervention as their type of treatment. In addition, 73 (39.0%) respondents reported Non-Hospital Residential Detox/Rehab/Halfway House as their type of treatment. The remaining types of treatment were reported by fewer than 20% of respondents. Total satisfaction ranged from a mean of 97.5 to 121.8. Our analysis found no differences in Total Satisfaction by type of treatment.

Type of Mental Health or Substance Abuse Treatment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Outpatient Psych Clinic	1	.5	.5	.5
	Crisis Intervention	95	50.8	50.8	51.3
	JCAHO RTF C&A	18	9.6	9.6	61.0
	Non Hosp Resident Detox/Rehab/Halfway House	73	39.0	39.0	100.0
	Total	187	100.0	100.0	

- Type of Services: 101 respondents (54.0%) reported they received Mental Health Services; 39 (20.9%) received only Drug/Alcohol Services, and 45 (24.1%) received both Mental Health and Drug/Alcohol services. 1 respondent (0.5%) reported they received 'Other Services' and 1 respondent

(0.5%) did not respond to this question. Our analysis found no significant differences in overall satisfaction by Type of Services.

- Where Interviewed: As noted above, the location of the interview was not significantly related to the level of reported Total Satisfaction.
- Adult or Child receiving services: Satisfaction for both groups was high. Our analysis found no differences in satisfaction based on whether the interview was related to an adult or a child.
- How Surveyed: The reported levels of satisfaction for respondents who were interviewed in person were not significantly different from those interviewed by phone.
- 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.
- Special Needs: 27.3% (51 of 187 respondents) reported special needs. 26 (13.9 %) of the respondents reported visual impairment, 5 (2.7%) reported hearing impairment, 17 (9.1%) reported physical impairment, 4 (2.1%) reported English difficulty and 19 (10.2%) 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
Visual Impairment	26	13.9
Hearing Impairment	5	2.7
Physical Impairment	17	9.1
English difficulty	4	2.1
Other	19	10.2
None	128	68.4
No Response	8	4.3
Total	187	

Distribution of Services by County of Residence:

The table below lists the distribution of services by County of residence. As can be seen, all Counties primarily deliver mental health services. Our analysis found no significant differences by County.

Type of Services by County of Residence

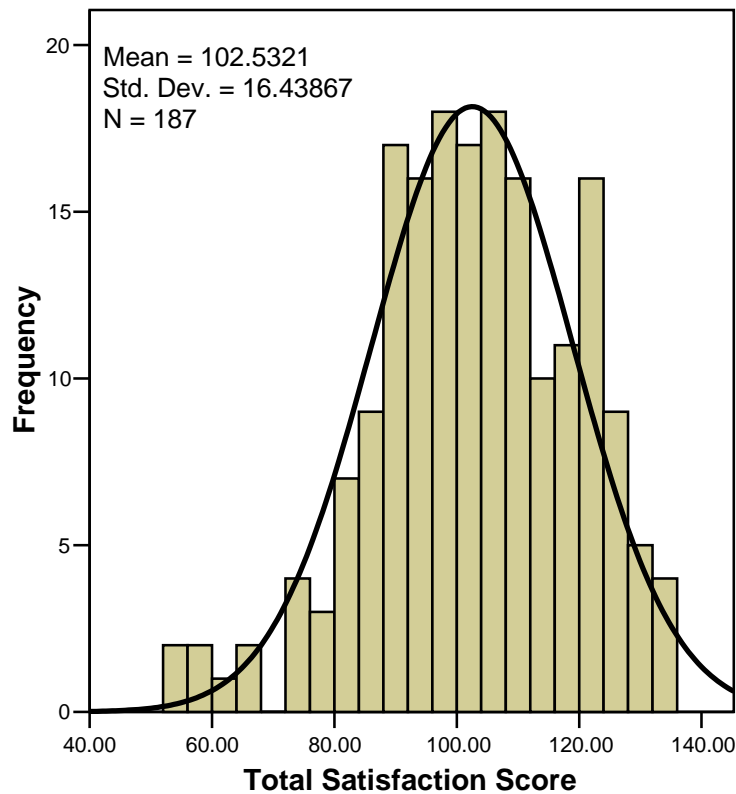
			Type of Services				Total
			Mental Health	Drug/Alcohol	Both	Other	
County where you live	Cumberland	Count	18	5	4	0	27
		% within County where you live	66.7%	18.5%	14.8%	.0%	100.0%
	Dauphin	Count	34	13	14	0	61
		% within County where you live	55.7%	21.3%	23.0%	.0%	100.0%
	Lancaster	Count	32	15	25	1	73
		% within County where you live	43.8%	20.5%	34.2%	1.4%	100.0%
	Lebanon	Count	7	4	2	0	13
		% within County where you live	53.8%	30.8%	15.4%	.0%	100.0%
	Perry	Count	8	3	0	0	11
		% within County where you live	72.7%	27.3%	.0%	.0%	100.0%
	Other	Count	2	0	0	0	2
		% within County where you live	100.0%	.0%	.0%	.0%	100.0%
Total		Count	101	40	45	1	187
		% within County where you live	54.0%	21.4%	24.1%	.5%	100.0%

Satisfaction

Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 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 27 - 135.

- The overall mean for TSS was 102.5 with a standard deviation 16.4, median 102.7. The TSS scores ranged from 54 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores can be considered normally distributed. With a 5 point scale and 27 questions, scores above Total Satisfaction = 81 (27×3) indicates satisfaction on some level.

Histogram



Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 75.9% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "I am satisfied with the services..." with 77.1% agreement (4 or 5).

Consumers were extremely satisfied with their perceived level of confidentiality (Question 8) and respect for ethnic, religious and cultural differences (Question 9). Consumers are also very satisfied with communication with their service providers in that they feel comfortable asking questions regarding their treatment (Question 6) and feel informed about their rights and responsibilities regarding the treatment they have received (Question 5). Respondents report they trust their service provider (Question 10), and feel involved in the treatment process and decisions (Question 12, 13). Respondents feel informed about who to call if they have questions about their mental health or substance abuse services (Question 1).

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

- Approximately one third of consumers (32.1%) report they do not have a choice in selecting their service provider. On a related note, one quarter of consumers (23.5%) report they do not have the option to change their service provider if they would choose to.
- Only 54.5% indicated that they were given information about how to get other services that they needed. Approximately 1 in 3 (31.0%) were dissatisfied in this area.
- While 59.9% of consumers reported that their service provider explained the disadvantages of their therapy or treatment, approximately 1 in 4 (27.2%) consumers indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- Approximately 1 in 5 consumers (19.3%) report they are not satisfied with how much time their service provider spends with them.
- Approximately 1 in 7 consumers (15.0%) reported they do not trust their service providers.

Table 1 – Total Satisfaction – Implementation

N=187	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
1. I know whom to call if I have questions about my mental health or substance abuse services.	79.7	13.4	3.95	1.12	2.7
2. I was given information on how to get other services that I needed.	54.5	31.0	3.35	1.32	5.3
3. I had a choice in selecting my service provider.	63.1	32.1	3.36	1.41	1.1
4. I have the option to change my service provider should I choose to.	65.2	23.5	3.60	1.28	3.2
5. I was informed about my rights and responsibilities regarding the treatment I have received.	82.3	10.2	3.97	1.02	2.1
6. I feel comfortable in asking questions regarding my treatment.	83.4	9.1	4.07	0.96	1.6
7. My service provider spends enough time with me.	67.4	19.3	3.69	1.17	2.1
8. My personal mental health and/or substance abuse information is not shared with others without my permission.	85.6	5.9	4.13	0.91	2.7
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	86.1	6.9	4.14	0.91	3.2
10. I trust my service provider.	74.9	15.0	3.87	1.10	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	77.5	11.7	3.97	1.10	3.2
12. I am included in all meetings regarding my treatment plan and goals for recovery.	79.1	14.5	3.90	1.12	3.7
13. I am an equal partner in the treatment process.	75.4	14.5	3.82	1.13	1.6
14. My service provider explained the advantages of my therapy or treatment.	78.6	14.5	3.81	1.10	1.1
15. My service provider explained the disadvantages of my therapy or treatment	59.9	27.2	3.44	1.25	3.2
16. Overall, I am satisfied with the services I am receiving.	77.1	15.0	3.91	1.14	2.1

Emergency Treatment: 62.6% of respondents (117 of 187) indicated that they needed emergency mental health services. Satisfaction with emergency services was rated on a five-point scale from 1 (Not at all) to 5 (Very Satisfied). The mean rating was 3.79 with standard deviation of 1.0. Overall, 85 of the 117 respondents (72.6%) who needed emergency mental health services reported they were Satisfied or Very Satisfied (4 or 5) and 26 consumers (22.2%) were Not at all or Somewhat Satisfied (1 or 2). *While the majority of consumers are satisfied with emergency services, a minority, approximately 1 in 5 (22.2%) consumers who utilize the emergency services, are not satisfied.*

Implementation Satisfaction by County

The following table lists the mean and standard deviation for questions 1-16 by county.

		N	Mean	Std. Deviation
Q1 I know whom to call if I have questions about MH or SA services	Cumberland	26	3.8	1.2
	Dauphin	60	3.8	1.3
	Lancaster	70	4.0	1.0
	Lebanon	13	4.2	0.9
	Perry	11	4.5	0.5
	Other	2	4.5	0.7
	Total	182	4.0	1.1
Q2 I was given information on how to get other services	Cumberland	26	3.3	1.3
	Dauphin	57	3.3	1.5
	Lancaster	70	3.2	1.2
	Lebanon	12	3.7	1.1
	Perry	10	4.0	0.8
	Other	2	5.0	0.0
	Total	177	3.4	1.3
Q3 I had a choice when selecting my service provider	Cumberland	27	3.5	1.5
	Dauphin	60	3.4	1.5
	Lancaster	72	3.2	1.4
	Lebanon	13	3.5	1.1
	Perry	11	3.9	0.8
	Other	2	4.5	0.7
	Total	185	3.4	1.4
Q4 I have the option to change my service provider should I choose to	Cumberland	26	3.5	1.5
	Dauphin	58	3.5	1.4
	Lancaster	69	3.6	1.2
	Lebanon	13	3.4	1.1
	Perry	11	4.3	0.5
	Other	2	4.5	0.7
	Total	179	3.6	1.3
Q5 I was informed about my rights and responsibilities regarding treatment	Cumberland	25	3.9	1.2
	Dauphin	60	4.2	1.0
	Lancaster	72	3.7	1.1
	Lebanon	13	4.2	0.8
	Perry	11	4.4	0.5
	Other	2	4.5	0.7
	Total	183	4.0	1.0
Q6 I feel comfortable in asking questions regarding my treatment	Cumberland	25	4.4	0.7
	Dauphin	61	4.1	1.1
	Lancaster	72	3.9	1.0
	Lebanon	13	4.2	0.6
	Perry	11	4.2	0.9

	Other	2	4.5	0.7
	Total	184	4.1	1.0
Q7 My service provider spends enough time	Cumberland	26	3.9	1.0
	Dauphin	57	3.8	1.3
	Lancaster	71	3.5	1.1
	Lebanon	13	3.8	0.9
	Perry	11	4.1	0.8
	Other	2	4.5	0.7
	Total	180	3.7	1.2
Q8 My provider does not share my personal MH and/or SA information with others without my permission	Cumberland	26	4.4	0.6
	Dauphin	58	4.1	1.1
	Lancaster	71	4.0	0.9
	Lebanon	13	4.3	0.6
	Perry	11	4.5	0.5
	Other	2	4.5	0.7
	Total	181	4.1	0.9
Q9 Program staff respects the role of my ethnic, cultural, religious background	Cumberland	24	4.4	0.6
	Dauphin	61	4.1	1.1
	Lancaster	71	4.0	0.9
	Lebanon	12	4.4	0.5
	Perry	11	4.5	0.5
	Other	2	3.5	2.1
	Total	181	4.1	0.9
Q10 I trust my service provider	Cumberland	27	4.1	0.8
	Dauphin	61	3.8	1.2
	Lancaster	73	3.7	1.2
	Lebanon	13	4.1	0.9
	Perry	11	4.1	0.9
	Other	2	4.5	0.7
	Total	187	3.9	1.1
Q11 My service provider offered me the opportunity to involve my family, significant others and friends	Cumberland	26	4.2	0.8
	Dauphin	60	3.9	1.2
	Lancaster	69	3.8	1.2
	Lebanon	13	4.3	0.5
	Perry	11	4.3	0.6
	Other	2	4.5	0.7
	Total	181	4.0	1.1
Q12 I am included in all meetings regarding my treatment plan & goals for recovery	Cumberland	24	4.1	0.9
	Dauphin	61	4.1	1.1
	Lancaster	69	3.7	1.3
	Lebanon	13	3.7	1.1
	Perry	11	4.0	0.8
	Other	2	4.5	0.7
	Total	180	3.9	1.1
Q13 I am an equal partner in the treatment process	Cumberland	26	3.9	1.0
	Dauphin	61	3.9	1.1
	Lancaster	71	3.6	1.2

	Lebanon	12	3.7	1.1
	Perry	11	4.0	0.8
	Other	2	4.5	0.7
	Total	183	3.9	1.1
Q14 My service provider explained the advantages of my therapy or treatment	Cumberland	27	4.2	0.8
	Dauphin	61	3.8	1.2
	Lancaster	71	3.5	1.2
	Lebanon	13	4.2	0.6
	Perry	11	4.2	0.4
	Other	2	4.5	0.7
	Total	185	3.8	1.1
Q15 My service provider explained the disadvantages of my therapy or treatment	Cumberland	27	3.7	1.0
	Dauphin	59	3.5	1.3
	Lancaster	69	3.2	1.2
	Lebanon	12	3.8	1.0
	Perry	11	3.6	0.9
	Other	2	4.5	0.7
	Total	180	3.4	1.3
Q16 Overall, I am satisfied with the services	Cumberland	26	4.3	0.7
	Dauphin	61	3.8	1.3
	Lancaster	70	3.8	1.2
	Lebanon	13	4.2	0.4
	Perry	11	4.2	0.9
	Other	2	4.5	0.7
	Total	183	3.9	1.1

Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 39% to 70% of consumers believe services have improved their lives in each outcome area. Approximately 16% to 34% of consumers believe that no change has resulted from their services. Only 7% to 13% 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 60% of consumers reporting improvement. These include questions related to self-worth (Q20), feeling in control of one's life (Q18), dealing with daily problems (Q17), dealing with people in social situations (Q26), enjoying free time (Q22), and feeling hopeful about the future (Q21).
- Slightly more than half of the respondents reported improvement in dealing with specific problems which led them to seek services as well as strengthening social support networks (56.2%).
- The lowest outcome scores are given to questions #25 (Dealing with School or Work) and #24 (Being involved in community activities). 44.4% of respondents reported that dealing with school or work was better for them, 11.2% reported it was worse. Note that 21.9% of consumers said that dealing with school issues did not apply to them. When the analysis removes that 21.9%, 57.9% of consumers believe they have improved in that area and 15.1% believe that things have gotten worse. With respect to community activities, 39.0% reported that involvement with community activities had improved, 11.2% reported community involvement had gotten worse.

- Dealing with personal crisis was also ranked relatively low with only 55.1% responding that things are better in this area, and approximately 1 in 9 (11.8%) consumers believe that things are worse. As noted, 9.6% stated that dealing with a personal crisis did not apply to them. When these cases are removed, 62.0% believe the situation is improved and only 13.3% report that it is worse. These figures represent a more accurate picture of the results.

Table 2 – Total Satisfaction - Outcome Questions

	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=187					
17. Managing daily problems.	66.3	9.1	3.87	0.99	1.1
18. Feeling in control of my life.	63.6	13.4	3.79	1.06	1.6
19. Dealing with personal crisis.	55.1	11.8	3.70	0.99	9.6
20. How I feel about myself.	70.0	8.5	3.92	0.98	1.6
21. Feeling good (hopeful) about the future.	64.2	7.5	3.96	1.00	4.3
22. Enjoying my free time.	55.6	11.2	3.76	1.00	4.3
23. Strengthening my social support network.	53.4	7.5	3.76	0.99	4.8
24. Being involved in community activities.	39.0	11.2	3.49	0.95	12.3
25. Dealing with school or work.	44.4	11.2	3.74	1.02	21.9
26. Dealing with people in social situations.	54.0	12.8	3.65	1.04	3.2
27. Dealing with specific problems or issue that led to seek services.	56.2	8.5	3.91	1.01	13.4

Outcomes by County

The following table provides the mean and standard deviation for each implementation question by county.

		N	Mean	Std. Deviation
Q17 Managing daily problems	Cumberland	26	3.7	1.0
	Dauphin	60	4.0	0.8
	Lancaster	71	3.9	1.1
	Lebanon	12	3.9	1.3
	Perry	11	4.0	0.6
	Other	2	3.0	1.4
	Total	182	3.9	1.0
Q18 Feeling in control of my life	Cumberland	26	3.5	1.0
	Dauphin	59	3.8	1.2
	Lancaster	69	3.8	1.1
	Lebanon	11	3.9	0.9
	Perry	11	3.9	0.7
	Other	2	3.5	0.7
	Total	178	3.8	1.1
Q19 Dealing with personal crisis	Cumberland	22	3.4	0.9
	Dauphin	55	3.8	1.0
	Lancaster	66	3.7	1.0
	Lebanon	11	3.8	1.0
	Perry	10	4.1	0.7
	Other	2	2.5	0.7
	Total	166	3.7	1.0
Q20 How I feel about myself	Cumberland	26	3.7	1.0
	Dauphin	59	3.9	0.9
	Lancaster	68	4.0	1.0
	Lebanon	12	4.1	1.1
	Perry	11	4.0	0.8
	Other	2	2.5	2.1
	Total	178	3.9	1.0
Q21 Feeling good (hopeful) about the future	Cumberland	26	3.7	1.0
	Dauphin	54	4.2	0.9
	Lancaster	69	3.9	1.1
	Lebanon	11	3.8	1.2
	Perry	10	4.0	0.6
	Other	2	4.0	0.0
	Total	172	4.0	1.0
Q22 Enjoying my free time	Cumberland	25	3.4	1.0
	Dauphin	57	4.0	1.0
	Lancaster	67	3.7	1.0
	Lebanon	12	3.8	0.9
	Perry	11	3.7	0.6
	Other	2	3.5	0.7
	Total	174	3.8	1.0
Q23 Strengthening my social support network	Cumberland	26	3.5	1.1
	Dauphin	57	4.0	0.9

	Lancaster	62	3.7	1.0
	Lebanon	12	3.6	1.0
	Perry	11	4.0	0.9
	Other	2	4.0	1.4
	Total	170	3.8	1.0
Q24 Being involved in the community or in organizations outside of MH or SA activities	Cumberland	25	3.3	1.1
	Dauphin	51	3.6	1.0
	Lancaster	58	3.4	0.9
	Lebanon	11	3.5	0.9
	Perry	10	3.7	0.8
	Other	2	4.0	1.4
	Total	157	3.5	1.0
Q25 Dealing with school or work	Cumberland	24	3.4	1.3
	Dauphin	49	3.8	1.1
	Lancaster	48	3.7	0.9
	Lebanon	8	4.0	0.9
	Perry	9	3.9	0.8
	Other	1	4.3	0.9
	Total	139	3.7	1.0
Q26 Dealing with people in social situations	Cumberland	26	3.4	1.2
	Dauphin	56	3.8	1.0
	Lancaster	66	3.6	1.1
	Lebanon	12	4.0	1.0
	Perry	11	3.7	0.8
	Other	2	2.5	0.7
	Total	173	3.7	1.0
Q27 Dealing with specific problems or issues that led me to seek services	Cumberland	18	3.9	1.0
	Dauphin	54	4.0	1.0
	Lancaster	59	3.8	1.0
	Lebanon	11	4.0	1.1
	Perry	10	4.2	0.6
	Other	2	3.0	2.8
	Total	154	3.9	1.0

State Mandated Questions

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

73.2% of consumers report that the quality of their lives has improved as a result of treatment and only 9.1% believe it has become worse. These results are consistent with the CSS Outcomes subscale. The Counties do not significantly differ with respect to reported treatment effects on the consumer's quality of life.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much Worse	6	3.2	3.3	3.3
	A Little Worse	11	5.9	6.0	9.3
	About the Same	23	12.3	12.6	22.0
	A Little Better	70	37.4	38.5	60.4
	Much Better	67	35.8	36.8	97.3
	Does Not Apply	5	2.7	2.7	100.0
	Total	182	97.3	100.0	
Missing	9	5	2.7		
Total		187	100.0		

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

59.4% of consumers responded that they were given a chance to make treatment decisions, 19.3% answered "Sometimes," and 17.1% answered "No". 4.3% of the respondents did not respond to this question. Our analysis found that the Counties did not significantly differ in their responses to this question.

Q30 Were you given the chance to make treatment decisions?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	111	59.4	62.0	62.0
	No	32	17.1	17.9	79.9
	Sometimes	36	19.3	20.1	100.0
	Total	179	95.7	100.0	
Missing	9	8	4.3		
Total		187	100.0		

While the counties did not significantly differ, there was a trend for more respondents from Perry and Cumberland Counties to report they were able to make treatment decisions.

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

57.8% answered that they did not have problems getting the help they needed during the past 12 months, 16.6% answered Sometimes, and 22.5% responded they had problems getting the help they needed. The results indicate that 39.1% of consumers were not able to get the services they needed at some point. Our analysis found that the Counties did not differ significantly with respect to consumers experiencing problems with the ability to get the help they needed.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	22.5	23.2	23.2
	No	108	57.8	59.7	82.9
	Sometimes	31	16.6	17.1	100.0
	Total	181	96.8	100.0	
Missing	9	6	3.2		
Total		187	100.0		

Treatment facilities varied in the proportion of respondents who stated that they had problems in getting the help they needed.

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- 54.8% of respondents (91 out of 166) reported that they had received a copy of the CBHNP member handbook. Members who reported that this does not apply were excluded from the analysis. Our analysis found there was a significant trend for more consumers in Lebanon and Perry counties to report receiving a copy of the member handbook from CBHNP.

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

			Q32 I have received a copy of the member handbook from CBHNP			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	15	9	0	24
		% within County where you live	62.5%	37.5%	.0%	100.0%
	Dauphin	Count	30	23	4	57
		% within County where you live	52.6%	40.4%	7.0%	100.0%
	Lancaster	Count	29	31	3	63
		% within County where you live	46.0%	49.2%	4.8%	100.0%
	Lebanon	Count	8	2	1	11
		% within County where you live	72.7%	18.2%	9.1%	100.0%
	Perry	Count	9	1	1	11
		% within County where you live	81.8%	9.1%	9.1%	100.0%
Total		Count	91	66	9	166
		% within County where you live	54.8%	39.8%	5.4%	100.0%

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

- 25.1% (46 out of 170) reported they had called member services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months. Our analysis showed no significant differences by county.

In the last 12 months did you call Member Services at CBHNP to get information?

			Q33 In the last 12 months, did you call Member Services at CBHNP to get information			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	7	16	3	26
		% within County where you live	26.9%	61.5%	11.5%	100.0%
	Dauphin	Count	14	34	8	56
		% within County where you live	25.0%	60.7%	14.3%	100.0%
	Lancaster	Count	20	40	6	66
		% within County where you live	30.3%	60.6%	9.1%	100.0%
	Lebanon	Count	3	7	2	12
		% within County where you live	25.0%	58.3%	16.7%	100.0%
	Perry	Count	2	8	0	10
		% within County where you live	20.0%	80.0%	.0%	100.0%
Total		Count	46	105	19	170
		% within County where you live	27.1%	61.8%	11.2%	100.0%

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

- 78.6% of those that requested information from CBHNP (42 of 163) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. Our analysis finds that the Counties did not significantly differ with respect to obtaining information from CBHNP without delays.

I was able to obtain information on treatment and/or services from CBHNP without delay.

			Q33A I was able to obtain information on treatment and/or services from CBHNP without delays			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count % within County where you live	5 20.8%	3 12.5%	16 66.7%	24 100.0%
	Dauphin	Count % within County where you live	16 30.2%	8 15.1%	29 54.7%	53 100.0%
	Lancaster	Count % within County where you live	17 26.2%	10 15.4%	38 58.5%	65 100.0%
	Lebanon	Count % within County where you live	3 27.3%	2 18.2%	6 54.5%	11 100.0%
	Perry	Count % within County where you live	1 10.0%	1 10.0%	8 80.0%	10 100.0%
Total		Count % within County where you live	42 25.8%	24 14.7%	97 59.5%	163 100.0%

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

- 77.2% of respondents (132 of 171) report they are aware of their right to file a complaint or grievance. The Counties do not significantly differ with respect to this question.

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

			Q34 I am aware of my right to file a complaint or grievance			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count % within County where you live	20 74.1%	7 25.9%	0 .0%	27 100.0%
	Dauphin	Count % within County where you live	42 76.4%	12 21.8%	1 1.8%	55 100.0%
	Lancaster	Count % within County where you live	51 76.1%	14 20.9%	2 3.0%	67 100.0%
	Lebanon	Count % within County where you live	10 83.3%	2 16.7%	0 .0%	12 100.0%
	Perry	Count % within County where you live	9 90.0%	1 10.0%	0 .0%	10 100.0%
Total		Count % within County where you live	132 77.2%	36 21.1%	3 1.8%	171 100.0%

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

- Overall, 59.9% of respondents (103 of 172) report they know who to call to file a complaint or grievance. The Counties do not significantly differ with respect to this question.

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

			Q35 I know whom to call to file a complaint or grievance			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count % within County where you live	17 63.0%	10 37.0%	0 .0%	27 100.0%
	Dauphin	Count % within County where you live	31 55.4%	24 42.9%	1 1.8%	56 100.0%
	Lancaster	Count % within County where you live	38 56.7%	26 38.8%	3 4.5%	67 100.0%
	Lebanon	Count % within County where you live	9 75.0%	3 25.0%	0 .0%	12 100.0%
	Perry	Count % within County where you live	8 80.0%	2 20.0%	0 .0%	10 100.0%
Total		Count % within County where you live	103 59.9%	65 37.8%	4 2.3%	172 100.0%

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

- 51.8% of respondents (88 of 170) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. Our analysis found no difference by County of residence.

I was given a choice of at least 2 Providers from CBHNP regarding the type of service.

			Q36 I was given a choice of at least 2 Providers from CBHNP regarding the type of service			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	14	10	2	26
		% within County where you live	53.8%	38.5%	7.7%	100.0%
	Dauphin	Count	27	19	10	56
		% within County where you live	48.2%	33.9%	17.9%	100.0%
	Lancaster	Count	36	21	10	67
		% within County where you live	53.7%	31.3%	14.9%	100.0%
	Lebanon	Count	4	4	3	11
		% within County where you live	36.4%	36.4%	27.3%	100.0%
	Perry	Count	7	3	0	10
		% within County where you live	70.0%	30.0%	.0%	100.0%
Total		Count	88	57	25	170
		% within County where you live	51.8%	33.5%	14.7%	100.0%

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

- 90.8% of respondents who had called CBHNP staff (99 of 109) felt they were treated with courtesy and respect when they called CBHNP.

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

			Q37 When I call CBHNP staff treats me courteously and with respect			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	15	3	8	26
		% within County where you live	57.7%	11.5%	30.8%	100.0%
	Dauphin	Count	35	2	19	56
		% within County where you live	62.5%	3.6%	33.9%	100.0%
	Lancaster	Count	34	5	27	66
		% within County where you live	51.5%	7.6%	40.9%	100.0%
	Lebanon	Count	6	0	6	12
		% within County where you live	50.0%	.0%	50.0%	100.0%
	Perry	Count	9	0	1	10
		% within County where you live	90.0%	.0%	10.0%	100.0%
Total		Count	99	10	61	170
		% within County where you live	58.2%	5.9%	35.9%	100.0%

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

- 92.6% of respondents (113 of 122) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. Our analysis shows no differences by county of residence.

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

			Q38 Overall, I am satisfied with the interactions I have had with CBHNP			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	16	3	7	26
		% within County where you live	61.5%	11.5%	26.9%	100.0%
	Dauphin	Count	38	3	14	55
		% within County where you live	69.1%	5.5%	25.5%	100.0%
	Lancaster	Count	44	3	20	67
		% within County where you live	65.7%	4.5%	29.9%	100.0%
	Lebanon	Count	6	0	6	12
		% within County where you live	50.0%	.0%	50.0%	100.0%
	Perry	Count	9	0	1	10
		% within County where you live	90.0%	.0%	10.0%	100.0%
Total		Count	113	9	48	170
		% within County where you live	66.5%	5.3%	28.2%	100.0%

Survey Tables by County of Residence

The following tables show the Cross tabulation of questions 1-27 by County of residence. Our analysis finds no differences by County of residence.

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

			Q1 I know whom to call if I have questions about MH or SA service					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	2 7.7%	3 11.5%	1 3.8%	12 46.2%	8 30.8%	26 100.0%
	Dauphin	Count % within County where you live	6 10.0%	6 10.0%	3 5.0%	22 36.7%	23 38.3%	60 100.0%
	Lancaster	Count % within County where you live	5 7.1%	2 2.9%	3 4.3%	42 60.0%	18 25.7%	70 100.0%
	Lebanon	Count % within County where you live	0 .0%	1 7.7%	1 7.7%	6 46.2%	5 38.5%	13 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	5 45.5%	6 54.5%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	13 7.1%	12 6.6%	8 4.4%	88 48.4%	61 33.5%	182 100.0%

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

			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 live	Cumberland	Count % within County where you live	2 7.7%	8 30.8%	2 7.7%	9 34.6%	5 19.2%	26 100.0%
	Dauphin	Count % within County where you live	13 22.8%	9 15.8%	5 8.8%	12 21.1%	18 31.6%	57 100.0%
	Lancaster	Count % within County where you live	8 11.4%	14 20.0%	10 14.3%	30 42.9%	8 11.4%	70 100.0%
	Lebanon	Count % within County where you live	0 .0%	3 25.0%	0 .0%	6 50.0%	3 25.0%	12 100.0%
	Perry	Count % within County where you live	0 .0%	1 10.0%	0 .0%	7 70.0%	2 20.0%	10 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total	Count % within County where you live	23 13.0%	35 19.8%	17 9.6%	64 36.2%	38 21.5%	177 100.0%

I had a choice when selecting my service provider.

			Q3 I had a choice when selecting 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	6 22.2%	1 3.7%	1 3.7%	12 44.4%	7 25.9%	27 100.0%
	Dauphin	Count % within County where you live	11 18.3%	10 16.7%	3 5.0%	19 31.7%	17 28.3%	60 100.0%
	Lancaster	Count % within County where you live	15 20.8%	12 16.7%	1 1.4%	34 47.2%	10 13.9%	72 100.0%
	Lebanon	Count % within County where you live	0 .0%	4 30.8%	1 7.7%	6 46.2%	2 15.4%	13 100.0%
	Perry	Count % within County where you live	0 .0%	1 9.1%	1 9.1%	7 63.6%	2 18.2%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	32 17.3%	28 15.1%	7 3.8%	79 42.7%	39 21.1%	185 100.0%

Q4 I have the option to change my service provider should I choose to.

			Q4 I have the option to change my service provider should I choose to					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	4 15.4%	5 19.2%	0 .0%	8 30.8%	9 34.6%	26 100.0%
	Dauphin	Count % within County where you live	9 15.5%	7 12.1%	5 8.6%	19 32.8%	18 31.0%	58 100.0%
	Lancaster	Count % within County where you live	7 10.1%	8 11.6%	6 8.7%	35 50.7%	13 18.8%	69 100.0%
	Lebanon	Count % within County where you live	0 .0%	4 30.8%	2 15.4%	5 38.5%	2 15.4%	13 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	8 72.7%	3 27.3%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	20 11.2%	24 13.4%	13 7.3%	76 42.5%	46 25.7%	179 100.0%

Q5 I was informed about my rights and responsibilities regarding treatment.

			Q5 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	2	2	1	11	9	25
		% within County where you live	8.0%	8.0%	4.0%	44.0%	36.0%	100.0%
	Dauphin	Count	3	1	3	30	23	60
		% within County where you live	5.0%	1.7%	5.0%	50.0%	38.3%	100.0%
	Lancaster	Count	6	4	6	44	12	72
		% within County where you live	8.3%	5.6%	8.3%	61.1%	16.7%	100.0%
	Lebanon	Count	0	1	0	8	4	13
% within County where you live		.0%	7.7%	.0%	61.5%	30.8%	100.0%	
Perry	Count	0	0	0	7	4	11	
	% within County where you live	.0%	.0%	.0%	63.6%	36.4%	100.0%	
Other	Count	0	0	0	1	1	2	
	% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Total		Count	11	8	10	101	53	183
		% within County where you live	6.0%	4.4%	5.5%	55.2%	29.0%	100.0%

Q6 I feel comfortable in asking questions regarding my treatment.

			Q6 I feel comfortable in asking questions regarding my treatment					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	0	1	0	13	11	25
		% within County where you live	.0%	4.0%	.0%	52.0%	44.0%	100.0%
	Dauphin	Count	3	4	2	27	25	61
		% within County where you live	4.9%	6.6%	3.3%	44.3%	41.0%	100.0%
	Lancaster	Count	3	5	8	36	20	72
		% within County where you live	4.2%	6.9%	11.1%	50.0%	27.8%	100.0%
	Lebanon	Count	0	0	1	9	3	13
% within County where you live		.0%	.0%	7.7%	69.2%	23.1%	100.0%	
Perry	Count	0	1	0	6	4	11	
	% within County where you live	.0%	9.1%	.0%	54.5%	36.4%	100.0%	
Other	Count	0	0	0	1	1	2	
	% within County where you live	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Total		Count	6	11	11	92	64	184
		% within County where you live	3.3%	6.0%	6.0%	50.0%	34.8%	100.0%

Q7 My service provider spends enough time with me.

			Q7 My service provider spends enough time with me.					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	1 3.8%	2 7.7%	4 15.4%	12 46.2%	7 26.9%	26 100.0%
	Dauphin	Count % within County where you live	7 12.3%	6 10.5%	3 5.3%	19 33.3%	22 38.6%	57 100.0%
	Lancaster	Count % within County where you live	5 7.0%	12 16.9%	11 15.5%	33 46.5%	10 14.1%	71 100.0%
	Lebanon	Count % within County where you live	0 .0%	2 15.4%	0 .0%	9 69.2%	2 15.4%	13 100.0%
	Perry	Count % within County where you live	0 .0%	1 9.1%	0 .0%	7 63.6%	3 27.3%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	13 7.2%	23 12.8%	18 10.0%	81 45.0%	45 25.0%	180 100.0%

Q 8. My provider does not share my personal MH and/or SA information with others without my permission.

			Q8 My provider does not share my personal MH and/or SA information with others without my permission					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	0 .0%	0 .0%	2 7.7%	12 46.2%	12 46.2%	26 100.0%
	Dauphin	Count % within County where you live	5 8.6%	0 .0%	3 5.2%	29 50.0%	21 36.2%	58 100.0%
	Lancaster	Count % within County where you live	3 4.2%	3 4.2%	4 5.6%	43 60.6%	18 25.4%	71 100.0%
	Lebanon	Count % within County where you live	0 .0%	0 .0%	1 7.7%	7 53.8%	5 38.5%	13 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	6 54.5%	5 45.5%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	8 4.4%	3 1.7%	10 5.5%	98 54.1%	62 34.3%	181 100.0%

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

			Q9 Program staff respects the role of my ethnic, cultural, religious background					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	0 .0%	0 .0%	2 8.3%	10 41.7%	12 50.0%	24 100.0%
	Dauphin	Count % within County where you live	3 4.9%	3 4.9%	4 6.6%	27 44.3%	24 39.3%	61 100.0%
	Lancaster	Count % within County where you live	4 5.6%	2 2.8%	1 1.4%	49 69.0%	15 21.1%	71 100.0%
	Lebanon	Count % within County where you live	0 .0%	0 .0%	0 .0%	7 58.3%	5 41.7%	12 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	5 45.5%	6 54.5%	11 100.0%
	Other	Count % within County where you live	0 .0%	1 50.0%	0 .0%	0 .0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	7 3.9%	6 3.3%	7 3.9%	98 54.1%	63 34.8%	181 100.0%

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	0 .0%	1 3.7%	4 14.8%	13 48.1%	9 33.3%	27 100.0%
	Dauphin	Count % within County where you live	3 4.9%	8 13.1%	7 11.5%	22 36.1%	21 34.4%	61 100.0%
	Lancaster	Count % within County where you live	5 6.8%	9 12.3%	6 8.2%	33 45.2%	20 27.4%	73 100.0%
	Lebanon	Count % within County where you live	0 .0%	1 7.7%	1 7.7%	7 53.8%	4 30.8%	13 100.0%
	Perry	Count % within County where you live	0 .0%	1 9.1%	1 9.1%	5 45.5%	4 36.4%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	8 4.3%	20 10.7%	19 10.2%	81 43.3%	59 31.6%	187 100.0%

Q11 My service provider offered me the opportunity to involve my family, significant others and friends.

			Q11 My service provider offered me the opportunity to involve my family, significant others and friends					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	0 .0%	2 7.7%	0 .0%	14 53.8%	10 38.5%	26 100.0%
	Dauphin	Count % within County where you live	5 8.3%	3 5.0%	7 11.7%	22 36.7%	23 38.3%	60 100.0%
	Lancaster	Count % within County where you live	7 10.1%	5 7.2%	6 8.7%	29 42.0%	22 31.9%	69 100.0%
	Lebanon	Count % within County where you live	0 .0%	0 .0%	0 .0%	9 69.2%	4 30.8%	13 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	1 9.1%	6 54.5%	4 36.4%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	12 6.6%	10 5.5%	14 7.7%	81 44.8%	64 35.4%	181 100.0%

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 for recovery					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	1 4.2%	1 4.2%	0 .0%	16 66.7%	6 25.0%	24 100.0%
	Dauphin	Count % within County where you live	4 6.6%	3 4.9%	2 3.3%	28 45.9%	24 39.3%	61 100.0%
	Lancaster	Count % within County where you live	9 13.0%	5 7.2%	2 2.9%	36 52.2%	17 24.6%	69 100.0%
	Lebanon	Count % within County where you live	0 .0%	3 23.1%	1 7.7%	6 46.2%	3 23.1%	13 100.0%
	Perry	Count % within County where you live	0 .0%	1 9.1%	0 .0%	8 72.7%	2 18.2%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	14 7.8%	13 7.2%	5 2.8%	95 52.8%	53 29.4%	180 100.0%

Q13 I am an equal partner in the treatment process.

			Q13 I am an equal partner in the treatment process					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	1 3.8%	2 7.7%	2 7.7%	14 53.8%	7 26.9%	26 100.0%
	Dauphin	Count % within County where you live	4 6.6%	3 4.9%	9 14.8%	23 37.7%	22 36.1%	61 100.0%
	Lancaster	Count % within County where you live	9 12.7%	5 7.0%	4 5.6%	38 53.5%	15 21.1%	71 100.0%
	Lebanon	Count % within County where you live	0 .0%	2 16.7%	0 .0%	8 66.7%	2 16.7%	12 100.0%
	Perry	Count % within County where you live	0 .0%	1 9.1%	0 .0%	8 72.7%	2 18.2%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	14 7.7%	13 7.1%	15 8.2%	92 50.3%	49 26.8%	183 100.0%

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

			Q14 My service provider explained the advantages of my therapy or treatment					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	1 3.7%	0 .0%	1 3.7%	16 59.3%	9 33.3%	27 100.0%
	Dauphin	Count % within County where you live	5 8.2%	6 9.8%	3 4.9%	28 45.9%	19 31.1%	61 100.0%
	Lancaster	Count % within County where you live	8 11.3%	7 9.9%	6 8.5%	41 57.7%	9 12.7%	71 100.0%
	Lebanon	Count % within County where you live	0 .0%	0 .0%	1 7.7%	8 61.5%	4 30.8%	13 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	9 81.8%	2 18.2%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	14 7.6%	13 7.0%	11 5.9%	103 55.7%	44 23.8%	185 100.0%

Q15 My service provider explained the disadvantages of my therapy or treatment.

			Q15 My service provider explained the disadvantages of my therapy or treatment					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	1 3.7%	3 11.1%	5 18.5%	13 48.1%	5 18.5%	27 100.0%
	Dauphin	Count % within County where you live	6 10.2%	12 20.3%	3 5.1%	22 37.3%	16 27.1%	59 100.0%
	Lancaster	Count % within County where you live	12 17.4%	13 18.8%	7 10.1%	29 42.0%	8 11.6%	69 100.0%
	Lebanon	Count % within County where you live	0 .0%	2 16.7%	1 8.3%	6 50.0%	3 25.0%	12 100.0%
	Perry	Count % within County where you live	0 .0%	2 18.2%	1 9.1%	7 63.6%	1 9.1%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	19 10.6%	32 17.8%	17 9.4%	78 43.3%	34 18.9%	180 100.0%

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

			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 % within County where you live	0 .0%	0 .0%	3 11.5%	12 46.2%	11 42.3%	26 100.0%
	Dauphin	Count % within County where you live	5 8.2%	9 14.8%	4 6.6%	19 31.1%	24 39.3%	61 100.0%
	Lancaster	Count % within County where you live	7 10.0%	6 8.6%	4 5.7%	33 47.1%	20 28.6%	70 100.0%
	Lebanon	Count % within County where you live	0 .0%	0 .0%	0 .0%	11 84.6%	2 15.4%	13 100.0%
	Perry	Count % within County where you live	0 .0%	1 9.1%	0 .0%	6 54.5%	4 36.4%	11 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	Count % within County where you live	12 6.6%	16 8.7%	11 6.0%	82 44.8%	62 33.9%	183 100.0%

Q17 Managing daily problems.

			Q17 Managing daily problems					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	0	4	7	9	6	26
		% within County where you live	.0%	15.4%	26.9%	34.6%	23.1%	100.0%
	Dauphin	Count	0	3	13	26	18	60
		% within County where you live	.0%	5.0%	21.7%	43.3%	30.0%	100.0%
	Lancaster	Count	3	4	18	21	25	71
		% within County where you live	4.2%	5.6%	25.4%	29.6%	35.2%	100.0%
	Lebanon	Count	1	1	1	4	5	12
% within County where you live		8.3%	8.3%	8.3%	33.3%	41.7%	100.0%	
Perry	Count	0	0	2	7	2	11	
	% within County where you live	.0%	.0%	18.2%	63.6%	18.2%	100.0%	
Other	Count	0	1	0	1	0	2	
	% within County where you live	.0%	50.0%	.0%	50.0%	.0%	100.0%	
Total	Count	4	13	41	68	56	182	
	% within County where you live	2.2%	7.1%	22.5%	37.4%	30.8%	100.0%	

Q18 Feeling in control of my life.

			Q18 Feeling in control of my life					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	0	5	6	11	4	26
		% within County where you live	.0%	19.2%	23.1%	42.3%	15.4%	100.0%
	Dauphin	Count	3	6	10	18	22	59
		% within County where you live	5.1%	10.2%	16.9%	30.5%	37.3%	100.0%
	Lancaster	Count	3	7	12	25	22	69
		% within County where you live	4.3%	10.1%	17.4%	36.2%	31.9%	100.0%
	Lebanon	Count	0	1	2	5	3	11
% within County where you live		.0%	9.1%	18.2%	45.5%	27.3%	100.0%	
Perry	Count	0	0	3	6	2	11	
	% within County where you live	.0%	.0%	27.3%	54.5%	18.2%	100.0%	
Other	Count	0	0	1	1	0	2	
	% within County where you live	.0%	.0%	50.0%	50.0%	.0%	100.0%	
Total	Count	6	19	34	66	53	178	
	% within County where you live	3.4%	10.7%	19.1%	37.1%	29.8%	100.0%	

Q19 Dealing with personal crisis.

			Q19 Dealing with personal crisis					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	0	5	6	8	3	22
		% within County where you live	.0%	22.7%	27.3%	36.4%	13.6%	100.0%
	Dauphin	Count	2	2	17	16	18	55
		% within County where you live	3.6%	3.6%	30.9%	29.1%	32.7%	100.0%
	Lancaster	Count	2	9	14	24	17	66
		% within County where you live	3.0%	13.6%	21.2%	36.4%	25.8%	100.0%
	Lebanon	Count	1	0	1	7	2	11
% within County where you live		9.1%	.0%	9.1%	63.6%	18.2%	100.0%	
Perry	Count	0	0	2	5	3	10	
	% within County where you live	.0%	.0%	20.0%	50.0%	30.0%	100.0%	
Other	Count	0	1	1	0	0	2	
	% within County where you live	.0%	50.0%	50.0%	.0%	.0%	100.0%	
Total	Count	5	17	41	60	43	166	
	% within County where you live	3.0%	10.2%	24.7%	36.1%	25.9%	100.0%	

Q20 How I feel about myself.

			Q20 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	0	3	9	6	8	26
		% within County where you live	.0%	11.5%	34.6%	23.1%	30.8%	100.0%
	Dauphin	Count	1	3	11	28	16	59
		% within County where you live	1.7%	5.1%	18.6%	47.5%	27.1%	100.0%
	Lancaster	Count	3	4	8	30	23	68
		% within County where you live	4.4%	5.9%	11.8%	44.1%	33.8%	100.0%
	Lebanon	Count	1	0	0	6	5	12
% within County where you live		8.3%	.0%	.0%	50.0%	41.7%	100.0%	
Perry	Count	0	0	3	5	3	11	
	% within County where you live	.0%	.0%	27.3%	45.5%	27.3%	100.0%	
Other	Count	1	0	0	1	0	2	
	% within County where you live	50.0%	.0%	.0%	50.0%	.0%	100.0%	
Total	Count	6	10	31	76	55	178	
	% within County where you live	3.4%	5.6%	17.4%	42.7%	30.9%	100.0%	

Q21 Feeling good (hopeful) about the future.

			Q21 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	0	2	13	2	9	26
		% within County where you live	.0%	7.7%	50.0%	7.7%	34.6%	100.0%
	Dauphin	Count	1	1	9	17	26	54
		% within County where you live	1.9%	1.9%	16.7%	31.5%	48.1%	100.0%
	Lancaster	Count	3	5	13	23	25	69
		% within County where you live	4.3%	7.2%	18.8%	33.3%	36.2%	100.0%
	Lebanon	Count	1	1	1	4	4	11
% within County where you live		9.1%	9.1%	9.1%	36.4%	36.4%	100.0%	
Perry	Count	0	0	2	6	2	10	
	% within County where you live	.0%	.0%	20.0%	60.0%	20.0%	100.0%	
Other	Count	0	0	0	2	0	2	
	% within County where you live	.0%	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	5	9	38	54	66	172	
	% within County where you live	2.9%	5.2%	22.1%	31.4%	38.4%	100.0%	

Q22 Enjoying my free time.

			Q22 Enjoying my free time					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	0	5	11	5	4	25
		% within County where you live	.0%	20.0%	44.0%	20.0%	16.0%	100.0%
	Dauphin	Count	1	4	14	15	23	57
		% within County where you live	1.8%	7.0%	24.6%	26.3%	40.4%	100.0%
	Lancaster	Count	2	7	18	20	20	67
		% within County where you live	3.0%	10.4%	26.9%	29.9%	29.9%	100.0%
	Lebanon	Count	0	2	1	7	2	12
% within County where you live		.0%	16.7%	8.3%	58.3%	16.7%	100.0%	
Perry	Count	0	0	4	6	1	11	
	% within County where you live	.0%	.0%	36.4%	54.5%	9.1%	100.0%	
Other	Count	0	0	1	1	0	2	
	% within County where you live	.0%	.0%	50.0%	50.0%	.0%	100.0%	
Total	Count	3	18	49	54	50	174	
	% within County where you live	1.7%	10.3%	28.2%	31.0%	28.7%	100.0%	

Q23 Strengthening my social support network.

			Q23 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	1	4	8	7	6	26
		% within County where you live	3.8%	15.4%	30.8%	26.9%	23.1%	100.0%
	Dauphin	Count	1	1	15	21	19	57
		% within County where you live	1.8%	1.8%	26.3%	36.8%	33.3%	100.0%
	Lancaster	Count	3	3	24	14	18	62
		% within County where you live	4.8%	4.8%	38.7%	22.6%	29.0%	100.0%
	Lebanon	Count	1	0	4	5	2	12
	% within County where you live	8.3%	.0%	33.3%	41.7%	16.7%	100.0%	
Perry	Count	0	0	4	3	4	11	
	% within County where you live	.0%	.0%	36.4%	27.3%	36.4%	100.0%	
Other	Count	0	0	1	0	1	2	
	% within County where you live	.0%	.0%	50.0%	.0%	50.0%	100.0%	
Total	Count	6	8	56	50	50	170	
	% within County where you live	3.5%	4.7%	32.9%	29.4%	29.4%	100.0%	

Q24 Being involved in the community or in organizations outside of MH or SA activities.

			Q24 Being involved in the community or in organizations outside of MH SA activities					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	1	5	9	5	5	25
		% within County where you live	4.0%	20.0%	36.0%	20.0%	20.0%	100.0%
	Dauphin	Count	2	5	16	17	11	51
		% within County where you live	3.9%	9.8%	31.4%	33.3%	21.6%	100.0%
	Lancaster	Count	3	4	27	13	11	58
		% within County where you live	5.2%	6.9%	46.6%	22.4%	19.0%	100.0%
	Lebanon	Count	0	1	5	3	2	11
	% within County where you live	.0%	9.1%	45.5%	27.3%	18.2%	100.0%	
Perry	Count	0	0	5	3	2	10	
	% within County where you live	.0%	.0%	50.0%	30.0%	20.0%	100.0%	
Other	Count	0	0	1	0	1	2	
	% within County where you live	.0%	.0%	50.0%	.0%	50.0%	100.0%	
Total	Count	6	15	63	41	32	157	
	% within County where you live	3.8%	9.6%	40.1%	26.1%	20.4%	100.0%	

Q25 Dealing with school or work.

			Q25 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	2	4	9	1	8	24
		% within County where you live	8.3%	16.7%	37.5%	4.2%	33.3%	100.0%
	Dauphin	Count	3	4	9	16	17	49
		% within County where you live	6.1%	8.2%	18.4%	32.7%	34.7%	100.0%
	Lancaster	Count	1	6	13	11	17	48
		% within County where you live	2.1%	12.5%	27.1%	22.9%	35.4%	100.0%
	Lebanon	Count	0	1	1	1	5	8
		% within County where you live	.0%	12.5%	12.5%	12.5%	62.5%	100.0%
	Perry	Count	0	0	3	3	3	9
		% within County where you live	.0%	.0%	33.3%	33.3%	33.3%	100.0%
	Other	Count	0	0	0	0	1	1
		% within County where you live	.0%	.0%	.0%	.0%	100.0%	100.0%
Total		Count	6	15	35	32	51	139
		% within County where you live	4.3%	10.8%	25.2%	23.0%	36.7%	100.0%

Q26 Dealing with people in social situations.

			Q26 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	2	3	9	6	6	26
		% within County where you live	7.7%	11.5%	34.6%	23.1%	23.1%	100.0%
	Dauphin	Count	1	6	10	22	17	56
		% within County where you live	1.8%	10.7%	17.9%	39.3%	30.4%	100.0%
	Lancaster	Count	4	4	26	16	16	66
		% within County where you live	6.1%	6.1%	39.4%	24.2%	24.2%	100.0%
	Lebanon	Count	0	2	0	6	4	12
		% within County where you live	.0%	16.7%	.0%	50.0%	33.3%	100.0%
	Perry	Count	0	1	2	7	1	11
		% within County where you live	.0%	9.1%	18.2%	63.6%	9.1%	100.0%
	Other	Count	0	1	1	0	0	2
		% within County where you live	.0%	50.0%	50.0%	.0%	.0%	100.0%
Total		Count	7	17	48	57	44	173
		% within County where you live	4.0%	9.8%	27.7%	32.9%	25.4%	100.0%

Q27 Dealing with specific problems or issues that led me to seek services.

			Q27 Dealing with specific problems or issues that led me to seek service					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	1	2	4	3	8	18
		% within County where you live	5.6%	11.1%	22.2%	16.7%	44.4%	100.0%
	Dauphin	Count	2	3	12	13	24	54
		% within County where you live	3.7%	5.6%	22.2%	24.1%	44.4%	100.0%
	Lancaster	Count	2	4	15	19	19	59
		% within County where you live	3.4%	6.8%	25.4%	32.2%	32.2%	100.0%
	Lebanon	Count	1	0	1	5	4	11
		% within County where you live	9.1%	.0%	9.1%	45.5%	36.4%	100.0%
	Perry	Count	0	0	1	6	3	10
		% within County where you live	.0%	.0%	10.0%	60.0%	30.0%	100.0%
	Other	Count	1	0	0	0	1	2
		% within County where you live	50.0%	.0%	.0%	.0%	50.0%	100.0%
Total		Count	7	9	33	46	59	154
		% within County where you live	4.5%	5.8%	21.4%	29.9%	38.3%	100.0%

Consumer Comments – CBHNP

The following comments were offered to us by consumers in relation to their interaction with CBHNP. Comments that relate to specific providers can be found in the individual provider reports that are issued separately

Q 1. CBHNP was who we basically contacted.

Q 4. My insurance stopped because I decided to work full time.

Q 7. Kevin from CBHNP was very helpful.

Q 31. My insurance was stopped because I started working full time.

Q 32. I'm not sure.

We've gotten 3 or 4 of them.

Q 33a. 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. If you have a complaint, they go right to the provider for you.

We have filed many grievances.

Q 36. I was told to go to Edgewater or else take a chance and nobody have 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.

They gave me six providers.

Q 37. Not a lot.

Q 38. I take a lot of what they said about adoptive parents personal. We are not stupid.

Q 35. I would call children and youth.

I thought I would call Youth Advocate.

Probably not.

Q 36. 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. 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. 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 41. CBHNP helped me switch services.

Q 43. I had to go through a grievance.

ADDITIONAL COMMENTS:

They worked with me to get my son the help he needs. It took a while, but it's the system.

I had a few little problems, but for the most part things are good.

I tried to get in-home therapy for my child, but CBHNP denied me.

I haven't even heard of them.

I was very grateful CBHNP was there when I needed help.

I have used the complaint/grievance process before.

I filed a complaint a few months ago; changes need to be made through the legislative process.

Whenever I spoke to anyone at the office, they were fair.

Provider Response

The following selected comments that have been issued by the Providers with whom our reporting gauges. Because of the timing, the comments which follow will apply to previous reports that have been issued.

We present these comments in recognition of Provider efforts to listen and respond to the issues and concerns that have been raised by consumers, family members and those individuals in recovery.

“Thank you for the opportunity to comment on the Consumer/Family Satisfaction Team (C/FST) survey results prepared by CSS, Inc. The results are based on CSS’ review of CBHNP HealthChoices members who accessed Psych OP-Children and Adult services at MAPS Behavioral Health Services, a CSG program. 21 Adults and 24 Children survey responses were included in the analysis provided to CSG.

Based on the findings, the following action items will occur:

- 1. MAPS Senior Program Director to review with clinical staff the right of individuals to select or change providers.*
- 2. Grandview Business Manager to review with administrative staff the right of individuals to select or change providers.*
- 3. Findings from the Consumer/Family Satisfaction Team (C/FST) survey will be discussed at an upcoming Outpatient Service Line meeting.*
- 4. Findings from the Consumer/Family Satisfaction Team (C/FST) survey will be discussed at an upcoming Compliance Committee meeting.”*

Bruce Cohen, Director of Quality Improvement, Community Services Group
Barbara Kettering, Senior Program Director, Community Services Group
Rejean Carlson, Business Manager, Community Services Group

“As a follow-up, the information provided within the CSS Survey results was very beneficial to provide objective information regarding treatment and satisfaction results regarding patients served. The information within the survey was reviewed with staff members at our staff meeting on Monday, July 9, 2007.”

Christopher T. Bortz, M.Ed
Program Director, Children’s Behavioral Services
Pinnacle Behavioral Health Services

“Thank you for taking the time to summarize the results of the recent CSS Survey. Once again, the Management Team was proud to learn of the many positive responses from the population we serve. The information was valuable to the services provided at NHS Human Services – Edgewater. We certainly take the results of the survey very seriously and the results have been shared with not only the Edgewater staff, but also the Management team at NHS Human Services. Survey results are funneled through to NHS Human Service’s extensive Continuous Quality Management Team. This team is comprised of management staff, direct care staff and family and consumer advocates. It is this team that thoroughly reviews the results, and makes both general and specific program improvements directly related to the outcomes of various surveys. Your comprehensive survey surely complimented the internal client surveys produced by each of the Edgewater programs. Surveying satisfaction of clients, staff and stakeholders is one that NHS holds in high regard.

“Thank you for providing such a thorough overview of the results to us. The format and presentation of the results is one that was simple to follow and as a result yielded tremendous insight into process improvement ideas.”

Beth McAlister, RN, MSHA
Executive Director
Edgewater Programs
NHS Human Services

“The Behavioral Health Clinic, which is part of The Milton S. Hershey Medical Center, is highly regarded as an Academic Teaching Hospital. Our medical center is committed to providing World Class Care to our patients. The letter dated June 19, 2007 which specified the CSS, Inc. Survey Results was a disappointment to see such low scores regarding ‘information given on how to get other services needed.’ As you had recognized, the response number to the survey appears low compared to our total volume of visits. However, in any case, our staff and providers are expected to assist the patients at all times. Therefore we expect to provide such requested information when asked or when the provider deems necessary. With that said, the providers will be re-educated on the survey questions during the August provider meeting and we will emphasize that it is expected to provide ‘other’ service information to our patients during their scheduled patient visits.”

Barbara Dumbauld
Office Manager

“In response to your letter and survey results of June 19, 2007 I offer the following as remedies to the results you highlighted as needing improvements or adjustments.

- 1. As pertains to explaining the risks or disadvantages of treatment we will immediately begin using the enclosing treatment plan signature page. The statement at the top will help assure that this important discussion is not missed.*
- 2. Regarding the six respondents reporting a decrease or reduction in strengthening their support network we intend to give emphasis to the importance of these networks to clients and their recovery. Specifically we will make this consideration a regular part of clinical supervision.*

“I hope that these responses address your concerns.”

Kirk Reider, LCSW, ACSW
Associate Executive Director
Outpatient Behavioral Health
Catholic Charities



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 T.W. Ponessa during the contract year of 2006-2007.

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 = Does Not Apply

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 evaluate 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 = Does Not Apply

		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 had a choice when selecting my service provider. Comments:						
4	I have the option to change my service provider should I choose to. Comments:						
5	I was informed about my rights and responsibilities regarding the treatment I have received. Comments:						
6	I feel comfortable in asking questions regarding my treatment. Comments:						
7	My service provider spends enough time with me. Comments:						
8	My provider does not share my personal mental health and/or substance abuse information with others without my permission. 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 am an equal partner in the treatment process. Comments:						
14	My service provider explained the advantages of my therapy or treatment. Comments:						
15	My service provider explained the disadvantages of my therapy or treatment. Comments:						
16	Overall, I am satisfied with the services I am receiving. Comments:						

II. Outcomes

As a result of your services with this provider, please rate changes made in the following areas 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 = Does Not Apply

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

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

		Yes	No
28	Did you need emergency mental health or substance abuse service during the past year? If NO go to Question 29		

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

1 2 3 4 5 6

28a	If yes, how satisfied are you with the help you received? Comments:						
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28b	If you received emergency services, who was your initial contact to get these emergency services? (example: Crisis Intervention, 911, ER, Case Management, etc...)
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The Department of Public Welfare / Office of Mental Health and Substance Abuse Services 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 = Does Not Apply

1 2 3 4 5 6

29	What effect has the treatment you received had on the quality of your life? Comments:						
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30	Were you given the chance to make treatment decisions? Comments:	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes
31	In the last 12 months did you have problems getting the help you needed? Comments:	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No

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

		Yes	No	Does Not Apply
32	I have received a copy of the Member Handbook from CBHNP.			
33	In the last twelve months, did you call member services 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			

Additional CBHNP Comments:

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.

39. What about the services made you feel respected?

40. What about the services made you feel disrespected?

41. How did the provided services empower you to make choices?

42. How did the provided services not empower you to make choices?

43. How did the provided services create hope for you?

44. How did the provided services not create hope for you?

45. Are there any services you need but are not getting?

Have you been previously interviewed on your satisfaction level with services during the last year? Yes No
 Not Sure

Demographic Information

<p>1) Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male</p> <p>2) Age _____</p> <p>3) County where you live: _____</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>
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Comments on Demographics:	6) Special Needs: <input type="checkbox"/> Visual Impairment <input type="checkbox"/> Hearing Impairment <input type="checkbox"/> Physical Impairment (Example: needs wheel chair or other help with movement) <input type="checkbox"/> Difficulty understanding or speaking English <input type="checkbox"/> Other: _____ <input type="checkbox"/> None
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Interview Information

Name of interviewer(s) _____ Date of interview: _____
Location of interview: <input type="checkbox"/> Home <input type="checkbox"/> Other: _____
Is the interview for an: <input type="checkbox"/> Adult or <input type="checkbox"/> Child?
Who was interviewed? <input type="checkbox"/> Self (Consumer) <input type="checkbox"/> Parent/Guardian
Method of interview: <input type="checkbox"/> In-person <input type="checkbox"/> Phone

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