



# **Consumer Satisfaction Services**

**HealthChoices Capital Region**

## **Annual Report**

**10/01/06 – 06/30/07**

**September, 2007**

**Prepared For**

**Capital Area Behavioral Health Collaborative (CABHC)**

**Prepared By**

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# Preface

Consumer Satisfaction Services is a non-profit organization founded in April, 2002 that came as a result of the implementation of HealthChoices in the Lehigh/Capitol region. We are consumer directed and fully staffed by consumers, family members and persons in recovery. Our goal is improve the quality of behavioral health care (mental health and substance abuse services) through consumer involvement in research and planning. To accomplish this goal, we conduct confidential interviews with consumers of these services, analyze the results, and make the information available to providers and policymakers. We also work to strengthen the role of consumers on advisory councils.

2007 marks our fifth anniversary as an organization. During this period of time we saw Consumer Satisfaction Services continue its outreach to consumers of behavioral health services in the Capital Region as well as its continued partnership with Capital Area Behavioral Health Collaborative in assuring that our findings and analysis have true meaning and impact on the behavioral health system in not only the Capital Region but serves as a model throughout Pennsylvania.

Our principle product is a cost-effective research and evaluation process offered to managed care organizations, behavioral health service providers, state and county agencies, peer-run organizations and advocacy groups. These research efforts are directed to several purposes:

- Quality Improvement
- Systems Planning
- Process Evaluation
- Outcomes Evaluation

A primary activity of CSS is to collect information by interviewing consumers and family members about the services they receive, about their needs, and/or about their progress. CSS develops survey instruments that include both closed-ended and open ended questions. Both quantitative and qualitative analyses are used to assess trends. The analyzed data is compiled into detailed reports that include observations, conclusions and recommendations for improvements in systems planning and service provision. These reports are made available to our various stakeholders including consumers, family members, and persons in recovery, providers and policymakers.

CSS has also been called upon on several occasions to provide technical assistance and support to advocacy organizations, service providers, as well as consumer run clubhouses and drop-in centers.

Over the past year Consumer Satisfaction Services has:

- Continued leadership of the System Improvement Committee whose mission is to identify issues within the system brought to the forefront as a result of the survey process. The committee meets every 3 months and was formed as a partnership between CABHC (Capital Area Behavioral Health Collaborative), CSS (Consumer Satisfaction Services) and CBHNP (Community Behavioral HealthCare Network of Pennsylvania).
- OMHSAS Advisory Committee / Older Adult Advisory Committee  
OMHSAS Suicide Prevention Committee
- Rosalyn Carter Symposium for Mental Health at The Carter Center (Invitation Only)
- Emergency Preparedness Consortium

Consumer Satisfaction Services recognizes that it is essential for agencies such as ours and CABHC and CBHNP to join together in a collaborative effort on behalf of the behavioral health population of our region. To honor this commitment, we pledge to continue to work closely with staff and other designated representatives of our partners to convene meetings as appropriate that will include a broad representation of stakeholders to participate in community projects to find successful ways to fund and deliver evidence-based practices and community-based care to all those who seek to find their way on the road to recovery.

We wish to thank:

- Estelle Richman, Joan Erney, Shelley Bishop, Helen Shuman and the entire staff of the Office of Mental Health & Substance Abuse Services (OMHSAS) for their continued vision and support of consumer needs and issues in Pennsylvania.
- Scott Suhring, Lynn Novakoski, Martin Young and the entire staff at the Capital Area Behavioral Health Collaborative (CABHC) for their assistance and support of CSS since its inception in 2002.
- To all of the County MH/MR Directors and their Deputies, and to all the County SCAs' and their staff for embracing the consumer movement in Pennsylvania and making this entire process one of welcomed inclusion.
- To the Board of Directors of CSS, both past and present, for their unselfish devotion to our mission throughout the past five years.
- To the CSS team, Krista Bogertman, Suzanne Williams and Erin Greene, for understanding the issues, working with compassion and empathy with consumers on a daily basis, and always being there when it counted.
- To Mary Kohut, Denise Holden, Wendy Wood, Tony House and the countless other individuals who, in their own special way, have helped CSS grow as an organization and achieve positive results from any mistakes we have made along the way.

- To the C/FST team who, over the past five years, have gone out in all kinds of weather, met with consumers in sometimes adverse conditions, aided consumers when it became clearly evident that intervention was both necessary and appropriate, and accumulated over 6,500 completed surveys in that period of time. We thank you from the bottom our hearts and salute you knowing that were it not for your hard work and dedication, none of this would be possible!
- And finally, we wish to thank consumers, family members, and persons in recovery everywhere. We thank you for allowing us to come into your life, impose questions on you which, in some cases, might have made you feel uncomfortable, yet recognized the importance of our work. We thank you for patience, honesty, good humor and sincerity!

# Executive Summary

Consumer/Family Satisfaction Team members, trained and employed by Consumer Satisfaction Services, conducted 1,185 ( $n=1,185$ ) 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 October 1, 2006 – June 30, 2007.

**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 ( $n=1,185$ ) as individuals may have chosen not to respond to certain questions.**

- The survey represents 1,185 ( $n=1,185$ ) respondents from the Capital Region, representing 620 (52.3%) Adults and 565 Children/Adolescents (47.7%). Of the child consumers, the children themselves responded to the survey in 4.4% of the cases (25 of 565), while 95.6% of parents/guardians responded for the children in 540 of 565 cases. Of the adult consumers, the consumers themselves responded in 585 of 620 cases (94.4%), while 5.6% of parents or guardians responded for the remaining 35 of 620 cases.
- Data was collected by 20 interviewers from 67 treatment facilities in the Capital Region.
- 1,038 of the interviews (87.6%) were conducted with the respondent at home and 147 (12.4%) were conducted with the respondent in another location.
- Gender: The sample is 48.4% male (574) and 48.2% female (571). 40 individuals (3.4%) 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 2–74 years, with a mean age of 25.8 (SD 16.2) and median age of 19.0. Our analysis found no relationship between age and Total Satisfaction.
- The largest number of respondents comes from Lancaster (36.3%) and Dauphin (34.6%) counties. The remaining respondents reported residence in Cumberland (12.6%), Lebanon (11.4%) and Perry (4.4%) counties. 9 respondents (0.8%) indicated “Other” as their county of residence.
- Type of Services: 1,006 respondents (85%) reported they received Mental Health Services; 65 (5.5%) received only Drug/Alcohol Services, and 55 (4.6%) received both Mental Health and Drug/Alcohol services. 2 respondents (0.1%) reported they received ‘Other Services’ and 57 respondents (4.8%) did not respond to this question. Our analysis found no significant differences in overall satisfaction by Type of Services.

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 106.4 with a standard deviation 16.5, median 108.0. 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.

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 83.8% 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:

- Only 67.8% indicated that they were given information about how to get other services that they needed. Approximately 1 in 4 (23.6%) were dissatisfied in this area.
- Approximately 1 in 6 consumers (17.4%) report they do not have a choice in selecting their service provider. On a related note, approximately 1 in 8 consumers (12.3%) report they do not have the option to change their service provider if they would choose to.
- While 73.0% of consumers reported that their service provider explained the disadvantages of their therapy or treatment, approximately 1 in 6 (18.3%) consumers indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- Approximately 1 in 7 consumers (13.6%) report they are not satisfied with how much time their service provider spends with them.
- Approximately 1 in 9 consumers (11.2%) report they are not satisfied with the services they are receiving.

# 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 1,185 ( $n=1,185$ ) 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 October 1, 2006 – 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

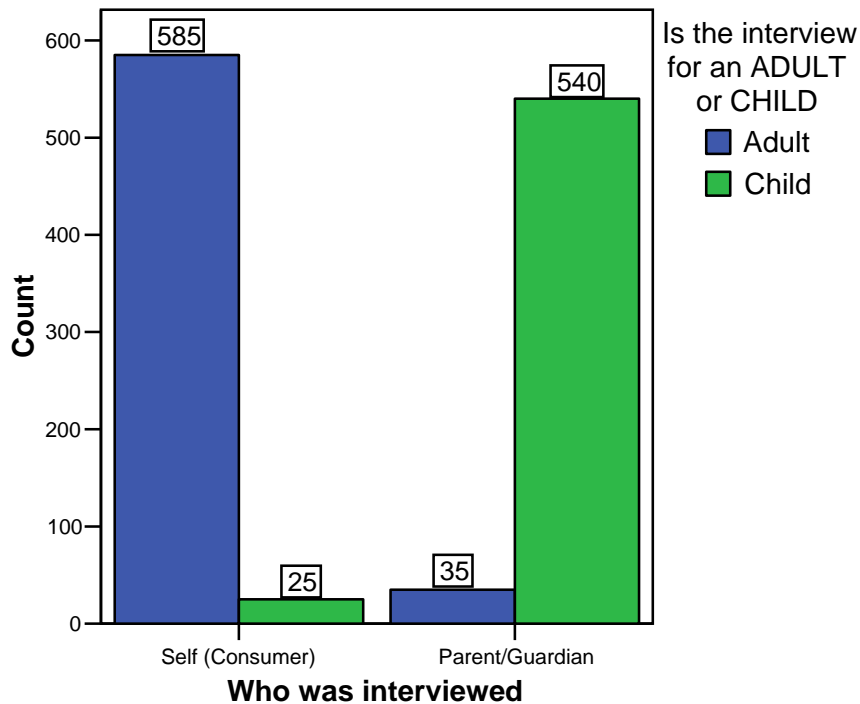
## Demographic and Survey Information

**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=1,185) as individuals may have chosen not to respond to certain questions.**

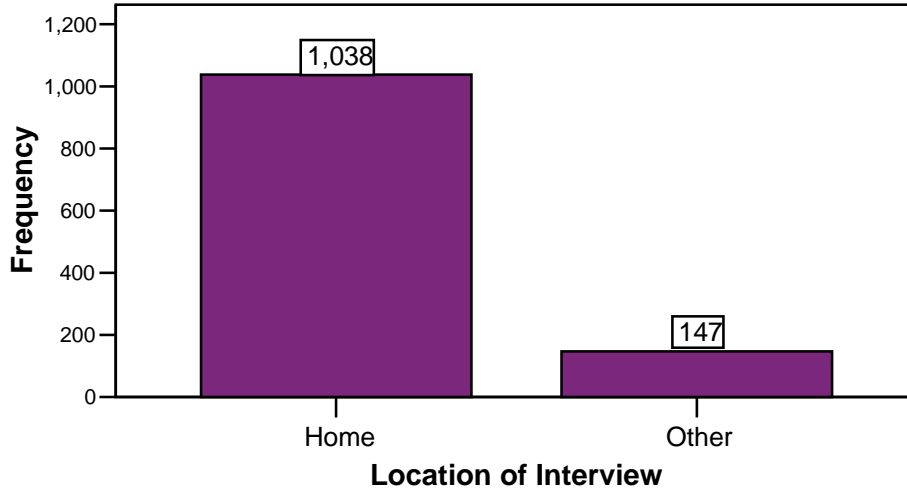
- The survey represents 1,185 (n=1,185) respondents from the Capital Region, representing 620 (52.3%) Adults and 565 Children/Adolescents (47.7%). Of the child consumers, the children themselves responded to the survey in 4.4% of the cases (25 of 565), while 95.6% of parents/guardians responded for the children in 540 of 565 cases. Of the adult consumers, the consumers themselves responded in 585 of 620 cases (94.4%), while 5.6% of parents or guardians responded for the remaining 35 of 620 cases.

Bar Chart



- Data was collected by 20 interviewers from 67 treatment facilities in the Capital Region.
- 1,038 of the interviews (87.6%) were conducted with the respondent at home and 147 (12.4%) were conducted with the respondent in another location.

### Location of Interview

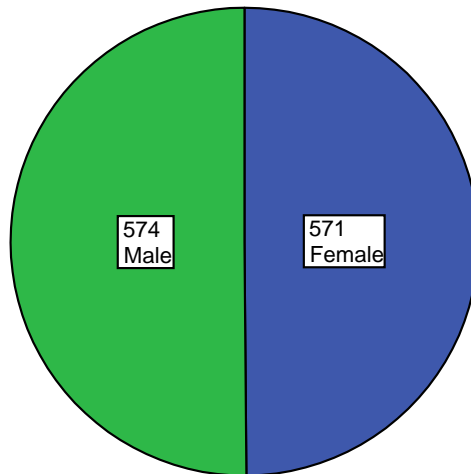


- 209 (17.6%) of the respondents reported they had been previously interviewed in the last year, 741 (62.5%) said they were not and 137 (11.6%) were not sure.

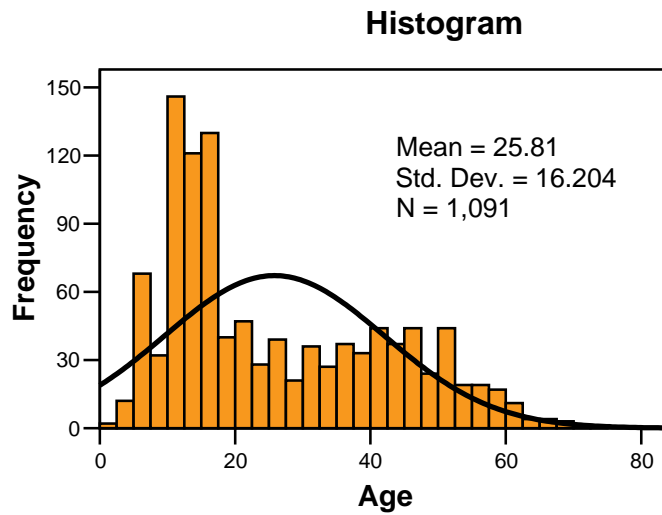
### Previously interviewed in last year

		Frequency	Percent	Valid Percent
Valid	Yes	209	17.6	19.2
	No	741	62.5	68.2
	Not sure	137	11.6	12.6
Total		1087	91.7	100.0
Missing	Total	98	8.3	
Total		1185	100.0	

- Gender: The sample is 48.4% male (574) and 48.2% female (571). 40 individuals (3.4%) 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 2–74 years, with a mean age of 25.8 (SD 16.2) and median age of 19.0. Our analysis found no relationship between age and Total Satisfaction.



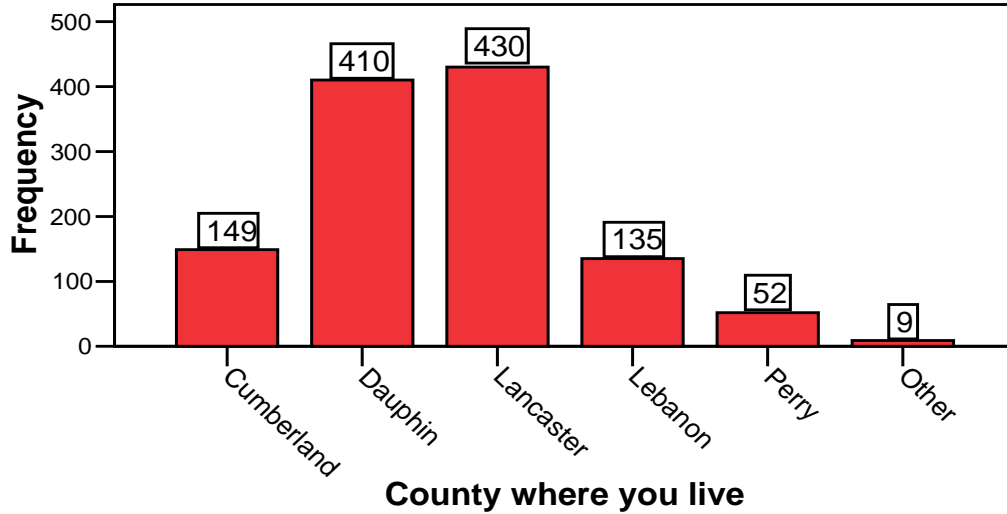
- Counties of Residence:

The table below shows the County of residence in alphabetical order. The largest number of respondents comes from Lancaster (36.3%) and Dauphin (34.6%) counties. The remaining respondents reported residence in Cumberland (12.6%), Lebanon (11.4%) and Perry (4.4%) counties. 9 respondents (0.8%) indicated “Other” as their county of residence.

**County where you live**

County	Frequency	Percent
Cumberland	149	12.6
Dauphin	410	34.6
Lancaster	430	36.3
Lebanon	135	11.4
Perry	52	4.4
Other	9	0.8
Total	1185	100.0

### County where you live



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	149	104.7	17.4
Dauphin	410	107.0	16.6
Lancaster	430	105.5	16.7
Lebanon	135	108.0	15.6
Perry	52	107.5	12.0
Other	9	113.1	16.1
Total	1185	106.4	16.5

- Race:** 742 of 1185 respondents (62.6%) reported their race as White/Caucasian, 174 (14.7%) as African American, 131 (11.1%) as Latino/a Hispanic, 57 (4.8%) as Multi-racial, 6 (0.5%) as Native American, 7 (0.6%) as Asian/Pacific Islander, and 23 (1.9%) as Other. 45 respondents (3.8%) 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	174	14.7	15.3
	Asian/Pacific Islander	7	0.6	0.6
	Latino/Hispanic	131	11.1	11.5
	Native American	6	0.5	0.5
	White / Caucasian	742	62.6	65.1
	Multiracial	57	4.8	5.0
	Other	23	1.9	2.0
	Total	1140	96.2	100.0
Missing	9	45	3.8	
Total		1185	100.0	

- Treatment Facility: Data was collected from 67 Treatment Facilities in the Capital Region. The distribution of respondents is presented below.

<b>Name of Treatment Facility</b>	<b>Frequency</b>
Adams-Hanover Counseling Services	20
Community Services Management Lancaster	45
Gateway Community Services	21
NHS Stevens Center	52
TW Ponessa	36
Catholic Charities of Cap Region	25
Children's Home of York	5
Keystone Service Systems	31
Management & Prof Services Corp	17
PA Counseling & Psych Services	78
Tressler Counseling & Education Services	18
Youth Advocate Program Dauphin County	16
Capital Area Partial Program – CAIS#15	10
Catholic Social Service - Sunshine	1
Community Services – Concept	2
Community Services – Options	7
Edgewater Psych Center	43
Holy Spirit Hospital	32
Philhaven Hospital Lancaster C&A	42
Philhaven Partial Hospital	9
Pinnacle Health Behavioral Services	35
Community Services Management Group	9
Lebanon Family Focus – Catholic Charities	3
Philhaven #01914402	34
Advanced Treatment Systems	15
Center for Behavioral Health	7
Family Service	2
HAS Counseling – Lancaster	4
Lancaster Freedom Center	2
Mazzitti & Sullivan	4
Naaman Center	4
PA Counseling of Lancaster	5
PA Counseling Renaissance Center	2
UHS of PA – Roxbury Treatment Center	2
Gaudenzia Vantage House	12
White Deer Run – Harrisburg	1
Family & Children's Services Capital Region	52
Holy Spirit MH/MR Psych Clinic	24
MS Hershey Med Center – OP Clinic	35
Philhaven Hospital	49
Spanish AM Civic Association – Nuestra Clinica	25
Dauphin County MH/MR CMU	81
Lancaster County MH/MR	61
Lebanon County MH/MR	52
Dauphin County Crisis Intervention	32
Lancaster County 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	5
White Deer Run Allenwood	1
White Deer Run New Perspectives	2
White Deer Run Lancaster	4
Total	1185

- Overall mean satisfaction at the Treatment Facilities ranged from a mean of 95.1 to 113.5. 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 31 facilities that reported 10 or more observations. The means are reported below. Our analyses indicated that the mean level of reported Total Satisfaction was not significantly different among these 31 treatment facilities.

<b>Name of Treatment Facility</b>	<b>N of Cases</b>	<b>Mean Total Satisfaction</b>	<b>Standard Deviation</b>
Adams-Hanover Counseling Services	20	109.8	20.5
Community Services Management Lancaster	45	103.4	10.4
Gateway Community Services	21	108.5	16.0
NHS Stevens Center	52	104.2	17.0
TW Ponessa	36	110.6	13.1
Catholic Charities of Cap Region	25	105.9	15.2
Keystone Service Systems	31	109.7	15.9
Management & Prof Services Corp	17	107.8	12.5
PA Counseling & Psych Services	78	104.2	17.9
Tressler Counseling & Education Services	18	103.7	17.9
Youth Advocate Program Dauphin County	16	108.9	15.1
Capital Area Partial Program – CAIS#15	10	105.8	25.4
Edgewater Psych Center	43	106.8	14.4
Holy Spirit Hospital	32	102.8	17.2
Philhaven Hospital Lancaster C&A	42	105.2	16.2
Pinnacle Health Behavioral Services	35	106.7	12.6
Philhaven #01914402	34	104.0	22.5
Advanced Treatment Systems	15	102.9	29.0
Gaudenzia Vantage House	12	95.5	24.1
Family & Children’s Services Capital Region	52	108.3	22.0
Holy Spirit MH/MR Psych Clinic	24	113.5	13.9
MS Hershey Med Center – OP Clinic	35	105.4	12.1
Philhaven Hospital	49	106.9	19.5
Spanish AM Civic Association – Nuestra Clinica	25	104.1	15.7
Dauphin County MH/MR CMU	81	105.2	13.4
Lancaster County MH/MR	61	110.3	13.0
Lebanon County MH/MR	52	110.3	14.1
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
<b>Total</b>	<b>1050</b>	<b>106.0</b>	<b>16.5</b>

- Type of Treatment:** The following table shows that 44.1% of the respondents (522 of 1185) reported Outpatient Psychiatric Clinic as their type of treatment. In addition, 147 (12.7%) respondents reported Targeted MH Case Management RC as their type of treatment. The remaining types of treatment were reported by fewer than 10% of respondents. Total satisfaction ranged from a mean of 98.2 to 107.2. Our analysis found reported Total Satisfaction for JCAHO RTF C&A treatment was significantly lower than reported satisfaction for Outpatient D&A. There were no differences in Total

Satisfaction among the other types of treatment. **Please note:** Although JCAHO RTF C&A reported the lowest level of Total Satisfaction, it was still a positive level of satisfaction.

Type of Mental Health or Substance Abuse Treatment	N	%	Mean Total Satisfaction	Standard Deviation
Outpatient Psych Clinic	522	44.1	106.8	16.1
Psych Outpatient Partial Hospital	104	8.8	108.2	17.3
Family Based Services C&A	78	6.6	106.9	19.4
Outpatient D&A Clinic	67	5.7	109.3	19.6
Targeted MH Case Mgmt ICM	81	6.8	107.2	16.3
Targeted MH Case Mgmt RC	147	12.4	106.5	13.3
Crisis Intervention	95	8.0	103.5	15.6
JCAHO RTF C&A	18	1.5	97.5	15.8
Non Hospital Resident Detox/Rehab/Halfway House	73	6.2	102.3	17.5
<i>Total</i>	<i>1185</i>	<i>100.0</i>	<i>106.4</i>	<i>16.5</i>

- Type of Services: 1,006 respondents (85%) reported they received Mental Health Services; 65 (5.5%) received only Drug/Alcohol Services, and 55 (4.6%) received both Mental Health and Drug/Alcohol services. 2 respondents (0.1%) reported they received 'Other Services' and 57 respondents (4.8%) 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: Those who were previously interviewed reported significantly higher levels of Total Satisfaction than those who had not been previously interviewed.

Respondent Previously Interviewed	N	Mean Total Satisfaction	Standard Deviation
Yes	195	109.2	13.5
No	663	105.4	17.4
Not Sure	125	106.6	14.6
<i>Did Not Respond</i>	<i>202</i>	<i>*****</i>	<i>*****</i>
<i>Total</i>	<i>1,185</i>	<i>106.3</i>	<i>16.4</i>

- Special Needs: 27.7% (328 of 1,185 respondents) reported special needs. 132 (11.1 %) of the respondents reported visual impairment, 31 (2.6%) reported hearing impairment, 89 (7.5%) reported physical impairment, 15 (1.3%) reported English difficulty and 160 (13.5%) 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	132	11.1
Hearing Impairment	31	2.6
Physical Impairment	89	7.5
English difficulty	15	1.3
Other	160	13.5
None	823	69.5
No Response	34	2.9
Total	1185	100.0

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.

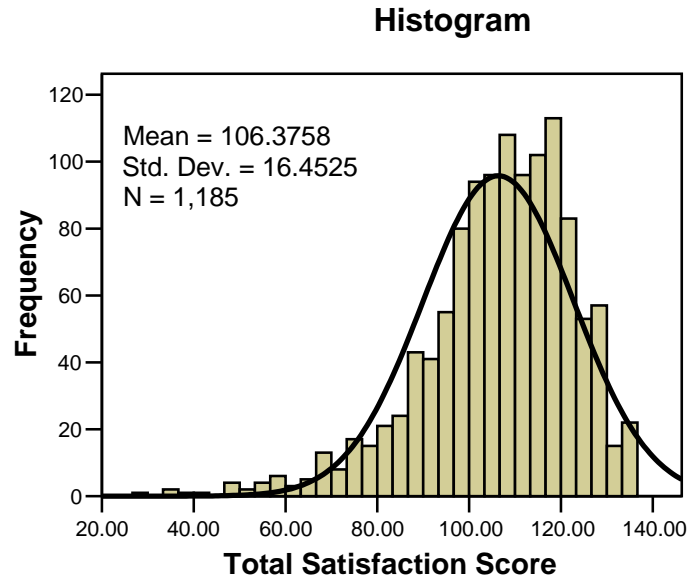
**Type of Services**

County where you live	Cumberland	Count	Type of Services					Total
			Mental Health	Drug/Alcohol	Both	Other	5	
		% within County where you live	122	8	17	0	1	148
			82.4%	5.4%	11.5%	.0%	.7%	100.0%
	Dauphin	Count	366	20	19	0	0	405
		% within County where you live	90.4%	4.9%	4.7%	.0%	.0%	100.0%
	Lancaster	Count	343	27	51	1	0	422
		% within County where you live	81.3%	6.4%	12.1%	.2%	.0%	100.0%
	Lebanon	Count	126	4	5	0	0	135
		% within County where you live	93.3%	3.0%	3.7%	.0%	.0%	100.0%
	Perry	Count	41	5	3	0	0	49
		% within County where you live	83.7%	10.2%	6.1%	.0%	.0%	100.0%
	Other	Count	8	1	0	0	0	9
		% within County where you live	88.9%	11.1%	.0%	.0%	.0%	100.0%
Total		Count	1006	65	95	1	1	1168
		% within County where you live	86.1%	5.6%	8.1%	.1%	.1%	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 106.4 with a standard deviation 16.5, median 108.0. 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 ( $27 \times 3$ ) indicates satisfaction on some level.



## 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 83.8% 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:

- Only 67.8% indicated that they were given information about how to get other services that they needed. Approximately 1 in 4 (23.6%) were dissatisfied in this area.
- Approximately 1 in 6 consumers (17.4%) report they do not have a choice in selecting their service provider. On a related note, approximately 1 in 8 consumers (12.3%) report they do not have the option to change their service provider if they would choose to.
- While 73.0% of consumers reported that their service provider explained the disadvantages of their therapy or treatment, approximately 1 in 6 (18.3%) consumers indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- Approximately 1 in 7 consumers (13.6%) report they are not satisfied with how much time their service provider spends with them.
- Approximately 1 in 9 consumers (11.2%) report they are not satisfied with the services they are receiving.

Table 1 – Total Satisfaction – **Implementation**

N=1185	% 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.	90.0	7.0	4.2	3.7	0.8
2. I was given information on how to get other services that I needed.	67.8	23.6	3.7	1.3	3.2
3. I had a choice in selecting my service provider.	77.0	17.4	3.8	1.2	0.8
4. I have the option to change my service provider should I choose to.	80.8	12.3	4.0	1.1	1.4
5. I was informed about my rights and responsibilities regarding the treatment I have received.	90.4	5.4	4.2	0.8	0.5
6. I feel comfortable in asking questions regarding my treatment.	89.8	7.5	4.2	0.9	0.3
7. My service provider spends enough time with me.	79.1	13.6	4.0	1.1	0.6
8. My personal mental health and/or substance abuse information is not shared with others without my permission.	92.6	3.1	4.4	0.8	1.1
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	93.0	2.6	4.4	0.7	1.9
10. I trust my service provider.	87.2	8.1	4.2	0.9	0.5
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	82.7	10.7	4.1	1.0	1.7
12. I am included in all meetings regarding my treatment plan and goals for recovery.	86.0	9.5	4.2	1.0	0.8
13. I am an equal partner in the treatment process.	85.3	9.5	4.1	1.0	0.3
14. My service provider explained the advantages of my therapy or treatment.	84.6	10.2	4.1	1.0	0.6
15. My service provider explained the disadvantages of my therapy or treatment	73.0	18.3	3.8	1.1	2.0
16. Overall, I am satisfied with the services I am receiving.	83.8	11.2	4.2	1.1	0.7

**Emergency Treatment:** 33.2% of respondents (394 of 1185) 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 3.70 with standard deviation of 1.4. Overall, 270 of the 388 respondents (69.6%) who needed emergency mental health services reported they were Satisfied or Very Satisfied (4 or 5) and 102 consumers (26.3%) were Not at all or Somewhat Satisfied (1 or 2). *While the majority of consumers are satisfied with emergency services approximately 1 in 4 (26.3%) 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.

Descriptives		N	Mean	Std. Deviation
Q1 I know whom to call if I have questions about MH or SA services	Cumberland	145	4.2	1.0
	Dauphin	408	4.2	0.9
	Lancaster	426	4.2	0.9
	Lebanon	134	4.4	0.8
	Perry	52	4.3	0.9
	Other	9	4.4	1.3
	Total	1174	4.2	0.9
Q2 I was given information on how to get other services	Cumberland	144	3.7	1.3
	Dauphin	398	3.6	1.4
	Lancaster	417	3.59	1.2
	Lebanon	130	3.8	1.2
	Perry	49	3.8	1.1
	Other	8	4.0	1.9
	Total	1146	3.7	1.3
Q3 I had a choice when selecting my service provider	Cumberland	147	3.8	1.4
	Dauphin	406	3.9	1.2
	Lancaster	426	3.8	1.2
	Lebanon	134	3.8	1.2
	Perry	51	3.9	1.0
	Other	8	4.4	0.7
	Total	1172	3.8	1.2
Q4 I have the option to change my service provider should I choose to	Cumberland	145	4.0	1.2
	Dauphin	403	4.0	1.1
	Lancaster	417	3.9	1.0
	Lebanon	130	4.0	1.1
	Perry	52	4.1	0.9
	Other	7	4.9	0.4
	Total	1154	4.0	1.1
Q5 I was informed about my rights and responsibilities regarding treatment	Cumberland	146	4.2	1.0
	Dauphin	405	4.3	0.8
	Lancaster	429	4.1	0.9
	Lebanon	134	4.3	0.9
	Perry	51	4.3	0.6
	Other	9	4.4	1.3
	Total	1174	4.2	0.8
Q6 I feel comfortable in asking questions regarding my treatment	Cumberland	145	4.4	0.9
	Dauphin	409	4.3	0.9
	Lancaster	429	4.2	0.9
	Lebanon	134	4.3	1.0

	Perry	52	4.3	0.6
	Other	9	4.4	1.3
	Total	1178	4.2	0.9
Q7 My service provider spends enough time	Cumberland	144	4.0	1.1
	Dauphin	404	4.0	1.1
	Lancaster	424	3.9	1.1
	Lebanon	133	4.1	1.1
	Perry	52	4.1	0.8
	Other	9	4.4	1.3
	Total	1166	4.0	1.1
Q8 My provider does not share my personal MH and/or SA information with others without my permission	Cumberland	146	4.5	0.6
	Dauphin	400	4.3	0.8
	Lancaster	425	4.3	0.8
	Lebanon	133	4.4	0.7
	Perry	52	4.4	0.6
	Other	9	4.9	0.3
	Total	1165	4.4	0.8
Q9 Program staff respects the role of my ethnic, cultural, religious background	Cumberland	141	4.5	0.7
	Dauphin	402	4.4	0.7
	Lancaster	423	4.4	0.7
	Lebanon	132	4.4	0.8
	Perry	51	4.4	0.6
	Other	8	4.6	1.1
	Total	1157	4.4	0.7
Q10 I trust my service provider	Cumberland	145	4.3	1.0
	Dauphin	409	4.2	0.9
	Lancaster	425	4.1	1.0
	Lebanon	134	4.3	0.9
	Perry	52	4.3	0.7
	Other	9	4.9	0.3
	Total	1174	4.2	0.9
Q11 My service provider offered me the opportunity to involve my family, significant others and friends	Cumberland	144	4.3	1.0
	Dauphin	404	4.1	1.1
	Lancaster	419	4.0	1.0
	Lebanon	132	4.1	1.1
	Perry	52	4.2	0.8
	Other	9	4.2	1.4
	Total	1160	4.1	1.0
Q12 I am included in all meetings regarding my treatment plan & goals for recovery	Cumberland	143	4.2	1.0
	Dauphin	405	4.2	1.0
	Lancaster	423	4.1	1.0
	Lebanon	134	4.3	0.9
	Perry	52	4.2	0.7
	Other	9	4.4	1.3
	Total	1166	4.2	1.0
Q13 I am an equal partner in the treatment process	Cumberland	146	4.1	1.0
	Dauphin	407	4.2	1.0

	Lancaster	424	4.1	1.0
	Lebanon	132	4.3	1.0
	Perry	51	4.2	0.7
	Other	9	4.6	1.0
	Total	1169	4.1	1.0
Q14 My service provider explained the advantages of my therapy or treatment	Cumberland	146	4.1	1.0
	Dauphin	403	4.1	1.0
	Lancaster	425	4.0	1.0
	Lebanon	133	4.2	0.9
	Perry	51	4.2	0.7
	Other	9	4.6	1.0
	Total	1167	4.1	1.0
Q15 My service provider explained the disadvantages of my therapy or treatment	Cumberland	143	3.9	1.2
	Dauphin	400	3.8	1.2
	Lancaster	414	3.8	1.1
	Lebanon	128	3.9	1.1
	Perry	51	3.9	1.0
	Other	9	4.3	1.3
	Total	1145	3.8	1.1
Q16 Overall, I am satisfied with the services	Cumberland	145	4.2	1.1
	Dauphin	403	4.1	1.1
	Lancaster	424	4.1	1.1
	Lebanon	134	4.2	1.0
	Perry	52	4.2	0.9
	Other	9	4.7	0.7
	Total	1167	4.2	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 66% of consumers believe services have improved their lives in each outcome area. Approximately 15% to 35% 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), enjoying free time (Q22), and feeling hopeful about the future (Q21).
- 60.2% of consumers reported improvement in dealing with specific problems which led them to seek services.
- The lowest outcome scores are given to questions #25 (Dealing with School or Work) and #24 (Being involved in community activities). 44.0% of respondents reported that dealing with school or work was better for them, 11.7% reported it was worse. Note that 23.5% of consumers said that dealing with school issues did not apply to them. When the analysis removes that 23.5%, 59.9% of consumers believe they have improved in that area and 15.9% believe that things have gotten worse. With respect to community activities, 39.9% reported that involvement with community activities had improved, 10.8% reported community involvement had gotten worse.

- Dealing with personal crisis was also ranked relatively low with only 50.1% responding that things are better in this area, and approximately 1 in 8 (12.5%) consumers believe that things are worse. As noted, 12.0% stated that dealing with a personal crisis did not apply to them. When these cases are removed, 59.2% believe the situation is improved and only 14.7% 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=1185					
17. Managing daily problems.	65.6	11.1	3.8	1.0	2.2
18. Feeling in control of my life.	59.9	11.6	3.7	1.0	2.9
19. Dealing with personal crisis.	50.1	12.5	3.6	1.1	12.0
20. How I feel about myself.	63.7	10.3	3.8	1.0	3.0
21. Feeling good (hopeful) about the future.	61.5	9.2	3.8	1.0	5.3
22. Enjoying my free time.	61.2	7.9	3.9	1.0	4.0
23. Strengthening my social support network.	53.1	9.6	3.7	1.0	3.8
24. Being involved in community activities.	39.9	10.8	3.5	1.0	10.0
25. Dealing with school or work.	44.0	11.7	3.7	1.2	23.5
26. Dealing with people in social situations.	53.3	12.3	3.6	1.0	3.0
27. Dealing with specific problems or issue that led to seek services.	60.2	9.3	3.9	1.1	11.3

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	142	3.6	1.1
	Dauphin	391	3.8	1.0
	Lancaster	414	3.9	1.0
	Lebanon	130	3.9	1.1
	Perry	50	3.7	1.0
	Other	8	3.6	1.2
	Total	1135	3.8	1.0
Q18 Feeling in control of my life	Cumberland	139	3.5	1.1
	Dauphin	382	3.7	1.0
	Lancaster	409	3.8	1.0
	Lebanon	129	3.7	1.0
	Perry	48	3.7	0.9
	Other	8	3.4	1.1
	Total	1115	3.7	1.0
Q19 Dealing with personal crisis	Cumberland	126	3.3	1.1
	Dauphin	346	3.6	1.1
	Lancaster	363	3.6	1.1
	Lebanon	116	3.8	0.9
	Perry	45	3.6	0.9
	Other	8	3.4	1.1
	Total	1004	3.6	1.1
Q20 How I feel about myself	Cumberland	139	3.6	1.1
	Dauphin	381	3.9	1.0
	Lancaster	406	3.9	1.0
	Lebanon	127	3.8	1.1
	Perry	50	3.8	1.0
	Other	8	3.6	1.2
	Total	1111	3.8	1.0
Q21 Feeling good (hopeful) about the future	Cumberland	137	3.6	1.1
	Dauphin	368	3.9	1.0
	Lancaster	398	3.8	1.0
	Lebanon	122	3.9	1.1
	Perry	45	3.8	1.0
	Other	8	4.4	0.5
	Total	1078	3.8	1.0
3.6Q1.122 Enjoying my free time	Cumberland	138	3.6	1.1
	Dauphin	377	4.0	1.0
	Lancaster	401	3.8	1.0
	Lebanon	126	4.1	1.0
	Perry	48	3.8	0.9
	Other	9	4.1	0.9
	Total	1099	3.9	1.0
Q23 Strengthening my social support network	Cumberland	138	3.4	1.0
	Dauphin	380	3.7	1.0

	Lancaster	398	3.7	1.0
	Lebanon	124	3.7	1.1
	Perry	48	3.8	0.9
	Other	9	3.8	1.0
	Total	1097	3.7	1.0
Q24 Being involved in the community or in organizations outside of MH or SA activities	Cumberland	131	3.1	1.1
	Dauphin	351	3.5	1.0
	Lancaster	373	3.5	1.0
	Lebanon	114	3.6	1.0
	Perry	42	3.4	0.9
	Other	7	3.9	1.1
	Total	1018	3.5	1.0
Q25 Dealing with school or work	Cumberland	112	3.4	1.3
	Dauphin	293	3.7	1.1
	Lancaster	320	3.7	1.2
	Lebanon	101	3.5	1.2
	Perry	39	3.7	1.1
	Other	6	4.7	0.5
	Total	871	3.7	1.2
Q26 Dealing with people in social situations	Cumberland	142	3.5	1.0
	Dauphin	376	3.6	1.0
	Lancaster	401	3.6	1.0
	Lebanon	129	3.7	1.0
	Perry	49	3.5	0.9
	Other	9	3.3	1.0
	Total	1106	3.6	1.0
Q27 Dealing with specific problems or issues that led me to seek services	Cumberland	119	3.6	1.3
	Dauphin	348	4.0	1.0
	Lancaster	353	3.9	1.0
	Lebanon	125	3.8	1.0
	Perry	45	3.9	0.9
	Other	9	3.4	1.3
	Total	999	3.9	1.1

## State Mandated Questions

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

74.5% of consumers report that the quality of their lives has improved as a result of treatment and only 7.8% 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	39	3.3	3.4	3.4
	A Little Worse	53	4.5	4.6	8.0
	About the Same	160	13.5	13.9	21.8
	A Little Better	466	39.3	40.3	62.2
	Much Better	417	35.2	36.1	98.3
	Does Not Apply	20	1.7	1.7	100.0
	Total	1155	97.5	100.0	
Missing	9	30	2.5		
Total		1185	100.0		

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

74.6% of consumers responded that they were given a chance to make treatment decisions, 13.4% answered "Sometimes," and 12.0% answered "No". Our analysis found that there was a significant trend for a higher proportion of consumers in Perry County to report they were given the chance to make treatment decisions. The other counties did not differ from each other on this question.

#### Q30 Were you given the chance to make treatment decisions?

			Q30 Were you given the chance to make treatment decisions?			Total
			Yes	No	Sometimes	
County where you live	Cumberland	Count	108	20	20	148
		% within County where you live	73.0%	13.5%	13.5%	100.0%
	Dauphin	Count	295	48	45	388
		% within County where you live	76.0%	12.4%	11.6%	100.0%
	Lancaster	Count	288	52	69	409
		% within County where you live	70.4%	12.7%	16.9%	100.0%
	Lebanon	Count	106	12	16	134
		% within County where you live	79.1%	9.0%	11.9%	100.0%
	Perry	Count	45	3	2	50
		% within County where you live	90.0%	6.0%	4.0%	100.0%
	Other	Count	7	2	0	9
		% within County where you live	77.8%	22.2%	.0%	100.0%
Total		Count	849	137	152	1138
		% within County where you live	74.6%	12.0%	13.4%	100.0%

This analysis revealed a significant trend which means that p *value* (probability) is between .05 and .10. This interpretation is consistent with the statement at the beginning of the document that states that alpha level is set = .05. We wanted to bring it to your attention as last quarter the relationship was emerging.

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

73.2% answered that they did not have problems getting the help they needed during the past 12 months, 9.3% answered Sometimes, and 14.8% responded they had problems getting the help they needed. The results indicate that 24.1% 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	175	14.8	15.2	15.2
	No	868	73.2	75.3	90.5
	Sometimes	110	9.3	9.5	100.0
	Total	1153	97.3	100.0	
Missing	9	32	2.7		
Total		1185	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.

- 68.5% of respondents (747 out of 1091) 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 that consumers in Dauphin County were significantly more likely to receive a copy of the handbook from CBHNP than consumers from Cumberland and Lancaster Counties.

#### Q32 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 % within County where you live	83 60.1%	52 37.7%	3 2.2%	138 100.0%
	Dauphin	Count % within County where you live	281 73.9%	82 21.6%	17 4.5%	380 100.0%
	Lancaster	Count % within County where you live	257 65.1%	130 32.9%	8 2.0%	395 100.0%
	Lebanon	Count % within County where you live	89 71.8%	33 26.6%	2 1.6%	124 100.0%
	Perry	Count % within County where you live	31 67.4%	14 30.4%	1 2.2%	46 100.0%
	Other	Count % within County where you live	6 75.0%	2 25.0%	0 .0%	8 100.0%
Total		Count % within County where you live	747 68.5%	313 28.7%	31 2.8%	1091 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?**

- 23.3% (259 out of 1110) 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.

**Q33 In the last 12 months, did you call Member Relations at CBHNP to get information?**

			Q33 In the last 12 months, did you call Member Relations at CBHNP to get information			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count % within County where you live	34 23.8%	97 67.8%	12 8.4%	143 100.0%
	Dauphin	Count % within County where you live	91 24.2%	260 69.1%	25 6.6%	376 100.0%
	Lancaster	Count % within County where you live	101 25.0%	285 70.5%	18 4.5%	404 100.0%
	Lebanon	Count % within County where you live	23 17.8%	94 72.9%	12 9.3%	129 100.0%
	Perry	Count % within County where you live	7 14.3%	39 79.6%	3 6.1%	49 100.0%
	Other	Count % within County where you live	3 33.3%	5 55.6%	1 11.1%	9 100.0%
<b>Total</b>		Count % within County where you live	259 23.3%	780 70.3%	71 6.4%	1110 100.0%

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

- 76.9% of those that requested information from CBHNP (266 of 346) 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.

**Q33A I was able to obtain information on treatment and/or services from ...**

			Q33A I was able to obtain information on treatment and/or services from CBHNP without delays		Total
			Yes	No	
County where you live	Cumberland	Count % within County where you live	29 69.0%	13 31.0%	42 100.0%
	Dauphin	Count % within County where you live	102 79.1%	27 20.9%	129 100.0%
	Lancaster	Count % within County where you live	98 78.4%	27 21.6%	125 100.0%
	Lebanon	Count % within County where you live	26 72.2%	10 27.8%	36 100.0%
	Perry	Count % within County where you live	6 66.7%	3 33.3%	9 100.0%
	Other	Count % within County where you live	5 100.0%	0 .0%	5 100.0%
Total		Count % within County where you live	266 76.9%	80 23.1%	346 100.0%

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

- 83.9% of respondents (933 of 1112) report they are aware of their right to file a complaint or grievance. The Counties do not significantly differ with respect to this question.

**Q34 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	122 85.3%	19 13.3%	2 1.4%	143 100.0%
	Dauphin	Count % within County where you live	322 85.4%	43 11.4%	12 3.2%	377 100.0%
	Lancaster	Count % within County where you live	331 81.5%	69 17.0%	6 1.5%	406 100.0%
	Lebanon	Count % within County where you live	111 84.1%	21 15.9%	0 .0%	132 100.0%
	Perry	Count % within County where you live	39 84.8%	6 13.0%	1 2.2%	46 100.0%
	Other	Count % within County where you live	8 100.0%	0 .0%	0 .0%	8 100.0%
Total		Count % within County where you live	933 83.9%	158 14.2%	21 1.9%	1112 100.0%

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

- Overall, 69.6% of respondents (770 of 1106) report they know who to call to file a complaint or grievance. Consumers in Dauphin and Perry counties are more likely to report they know who to call to file a complaint or grievance than consumers in Lancaster County.

**Q35 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	96 67.6%	44 31.0%	2 1.4%	142 100.0%
	Dauphin	Count % within County where you live	279 73.6%	85 22.4%	15 4.0%	379 100.0%
	Lancaster	Count % within County where you live	265 65.9%	132 32.8%	5 1.2%	402 100.0%
	Lebanon	Count % within County where you live	90 69.2%	40 30.8%	0 .0%	130 100.0%
	Perry	Count % within County where you live	34 75.6%	10 22.2%	1 2.2%	45 100.0%
	Other	Count % within County where you live	6 75.0%	2 25.0%	0 .0%	8 100.0%
	Total	Count % within County where you live	770 69.6%	313 28.3%	23 2.1%	1106 100.0%

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

- 68.9% of respondents (745 of 1081) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. Our analysis did not include the respondents who reported this question did not apply. Significantly fewer consumers in Lebanon County reported they were given a choice of at least 2 Providers from CBHNP.

**Q36 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	98	36	7	141
		% within County where you live	69.5%	25.5%	5.0%	100.0%
	Dauphin	Count	278	67	31	376
		% within County where you live	73.9%	17.8%	8.2%	100.0%
	Lancaster	Count	265	84	48	397
		% within County where you live	66.8%	21.2%	12.1%	100.0%
	Lebanon	Count	68	33	17	118
		% within County where you live	57.6%	28.0%	14.4%	100.0%
	Perry	Count	29	11	2	42
		% within County where you live	69.0%	26.2%	4.8%	100.0%
	Other	Count	7	0	0	7
		% within County where you live	100.0%	.0%	.0%	100.0%
Total		Count	745	231	105	1081
		% within County where you live	68.9%	21.4%	9.7%	100.0%

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

- 93.2% of respondents who had called CBHNP staff (674 of 745) felt they were treated with courtesy and respect when they called CBHNP. The counties did not differ on this question.

**Q37 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	
County where you live	Cumberland	Count % within County where you live	95 90.5%	10 9.5%	105 100.0%
	Dauphin	Count % within County where you live	240 94.1%	15 5.9%	255 100.0%
	Lancaster	Count % within County where you live	251 93.7%	17 6.3%	268 100.0%
	Lebanon	Count % within County where you live	68 90.7%	7 9.3%	75 100.0%
	Perry	Count % within County where you live	34 94.4%	2 5.6%	36 100.0%
	Other	Count % within County where you live	6 100.0%	0 .0%	6 100.0%
Total		Count % within County where you live	694 93.2%	51 6.8%	745 100.0%

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

- 92.9% of respondents (744 of 801) 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. Please note: Approximately one quarter of respondents (294 out of 1095 or 27%) felt this question did not apply to them. They may not realize they are affiliated with CBHNP.

**Q38 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	100	12	30	142
		% within County where you live	70.4%	8.5%	21.1%	100.0%
	Dauphin	Count	256	19	100	375
		% within County where you live	68.3%	5.1%	26.7%	100.0%
	Lancaster	Count	273	17	111	401
		% within County where you live	68.1%	4.2%	27.7%	100.0%
	Lebanon	Count	72	6	45	123
		% within County where you live	58.5%	4.9%	36.6%	100.0%
	Perry	Count	35	3	8	46
		% within County where you live	76.1%	6.5%	17.4%	100.0%
	Other	Count	8	0	0	8
		% within County where you live	100.0%	.0%	.0%	100.0%
Total		Count	744	57	294	1095
		% within County where you live	67.9%	5.2%	26.8%	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	6 4.1%	7 4.8%	2 1.4%	65 44.8%	65 44.8%	145 100.0%
	Dauphin	Count % within County where you live	15 3.7%	17 4.2%	9 2.2%	200 49.0%	167 40.9%	408 100.0%
	Lancaster	Count % within County where you live	10 2.3%	19 4.5%	11 2.6%	222 52.1%	164 38.5%	426 100.0%
	Lebanon	Count % within County where you live	2 1.5%	3 2.2%	3 2.2%	62 46.3%	64 47.8%	134 100.0%
	Perry	Count % within County where you live	2 3.8%	1 1.9%	0 .0%	26 50.0%	23 44.2%	52 100.0%
	Other	Count % within County where you live	1 11.1%	0 .0%	0 .0%	1 11.1%	7 77.8%	9 100.0%
	Total	Count % within County where you live	36 3.1%	47 4.0%	25 2.1%	576 49.1%	490 41.7%	1174 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	9 6.3%	29 20.1%	4 2.8%	52 36.1%	50 34.7%	144 100.0%
	Dauphin	Count % within County where you live	53 13.3%	51 12.8%	17 4.3%	158 39.7%	119 29.9%	398 100.0%
	Lancaster	Count % within County where you live	30 7.2%	78 18.7%	27 6.5%	182 43.6%	100 24.0%	417 100.0%
	Lebanon	Count % within County where you live	10 7.7%	10 7.7%	13 10.0%	56 43.1%	41 31.5%	130 100.0%
	Perry	Count % within County where you live	3 6.1%	5 10.2%	2 4.1%	27 55.1%	12 24.5%	49 100.0%
	Other	Count % within County where you live	2 25.0%	0 .0%	0 .0%	0 .0%	6 75.0%	8 100.0%
	Total	Count % within County where you live	107 9.3%	173 15.1%	63 5.5%	475 41.4%	328 28.6%	1146 100.0%

**Q3 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	18 12.2%	15 10.2%	5 3.4%	55 37.4%	54 36.7%	147 100.0%
	Dauphin	Count % within County where you live	33 8.1%	34 8.4%	14 3.4%	182 44.8%	143 35.2%	406 100.0%
	Lancaster	Count % within County where you live	32 7.5%	45 10.6%	15 3.5%	223 52.3%	111 26.1%	426 100.0%
	Lebanon	Count % within County where you live	7 5.2%	16 11.9%	15 11.2%	51 38.1%	45 33.6%	134 100.0%
	Perry	Count % within County where you live	1 2.0%	5 9.8%	4 7.8%	27 52.9%	14 27.5%	51 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	1 12.5%	3 37.5%	4 50.0%	8 100.0%
Total		Count % within County where you live	91 7.8%	115 9.8%	54 4.6%	541 46.2%	371 31.7%	1172 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	12 8.3%	12 8.3%	4 2.8%	59 40.7%	58 40.0%	145 100.0%
	Dauphin	Count % within County where you live	21 5.2%	27 6.7%	20 5.0%	182 45.2%	153 38.0%	403 100.0%
	Lancaster	Count % within County where you live	21 5.0%	32 7.7%	18 4.3%	230 55.2%	116 27.8%	417 100.0%
	Lebanon	Count % within County where you live	6 4.6%	11 8.5%	7 5.4%	59 45.4%	47 36.2%	130 100.0%
	Perry	Count % within County where you live	2 3.8%	2 3.8%	2 3.8%	29 55.8%	17 32.7%	52 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 14.3%	6 85.7%	7 100.0%
Total		Count % within County where you live	62 5.4%	84 7.3%	51 4.4%	560 48.5%	397 34.4%	1154 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 % within County where you live	5 3.4%	8 5.5%	4 2.7%	62 42.5%	67 45.9%	146 100.0%
	Dauphin	Count % within County where you live	7 1.7%	5 1.2%	12 3.0%	206 50.9%	175 43.2%	405 100.0%
	Lancaster	Count % within County where you live	14 3.3%	17 4.0%	14 3.3%	256 59.7%	128 29.8%	429 100.0%
	Lebanon	Count % within County where you live	3 2.2%	4 3.0%	6 4.5%	61 45.5%	60 44.8%	134 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	3 5.9%	30 58.8%	18 35.3%	51 100.0%
	Other	Count % within County where you live	1 11.1%	0 .0%	0 .0%	1 11.1%	7 77.8%	9 100.0%
	Total	Count % within County where you live	30 2.6%	34 2.9%	39 3.3%	616 52.5%	455 38.8%	1174 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 % within County where you live	4 2.8%	6 4.1%	2 1.4%	53 36.6%	80 55.2%	145 100.0%
	Dauphin	Count % within County where you live	11 2.7%	18 4.4%	7 1.7%	193 47.2%	180 44.0%	409 100.0%
	Lancaster	Count % within County where you live	13 3.0%	23 5.4%	11 2.6%	221 51.5%	161 37.5%	429 100.0%
	Lebanon	Count % within County where you live	5 3.7%	6 4.5%	4 3.0%	51 38.1%	68 50.7%	134 100.0%
	Perry	Count % within County where you live	0 .0%	1 1.9%	2 3.8%	31 59.6%	18 34.6%	52 100.0%
	Other	Count % within County where you live	1 11.1%	0 .0%	0 .0%	1 11.1%	7 77.8%	9 100.0%
	Total	Count % within County where you live	34 2.9%	54 4.6%	26 2.2%	550 46.7%	514 43.6%	1178 100.0%

**Q7 My service provider spends enough time.**

			Q7 My service provider spends enough time					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	7 4.9%	14 9.7%	8 5.6%	56 38.9%	59 41.0%	144 100.0%
	Dauphin	Count % within County where you live	22 5.4%	35 8.7%	21 5.2%	165 40.8%	161 39.9%	404 100.0%
	Lancaster	Count % within County where you live	21 5.0%	40 9.4%	28 6.6%	206 48.6%	129 30.4%	424 100.0%
	Lebanon	Count % within County where you live	6 4.5%	12 9.0%	7 5.3%	51 38.3%	57 42.9%	133 100.0%
	Perry	Count % within County where you live	0 .0%	3 5.8%	4 7.7%	28 53.8%	17 32.7%	52 100.0%
	Other	Count % within County where you live	1 11.1%	0 .0%	0 .0%	1 11.1%	7 77.8%	9 100.0%
Total		Count % within County where you live	57 4.9%	104 8.9%	68 5.8%	507 43.5%	430 36.9%	1166 100.0%

**Q8 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	1 .7%	0 .0%	3 2.1%	64 43.8%	78 53.4%	146 100.0%
	Dauphin	Count % within County where you live	11 2.8%	4 1.0%	10 2.5%	192 48.0%	183 45.8%	400 100.0%
	Lancaster	Count % within County where you live	11 2.6%	6 1.4%	11 2.6%	211 49.6%	186 43.8%	425 100.0%
	Lebanon	Count % within County where you live	2 1.5%	1 .8%	6 4.5%	59 44.4%	65 48.9%	133 100.0%
	Perry	Count % within County where you live	0 .0%	1 1.9%	1 1.9%	27 51.9%	23 44.2%	52 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 11.1%	8 88.9%	9 100.0%
Total		Count % within County where you live	25 2.1%	12 1.0%	31 2.7%	554 47.6%	543 46.6%	1165 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	1 .7%	1 .7%	6 4.3%	57 40.4%	76 53.9%	141 100.0%
	Dauphin	Count % within County where you live	5 1.2%	4 1.0%	9 2.2%	188 46.8%	196 48.8%	402 100.0%
	Lancaster	Count % within County where you live	6 1.4%	6 1.4%	6 1.4%	221 52.2%	184 43.5%	423 100.0%
	Lebanon	Count % within County where you live	2 1.5%	3 2.3%	3 2.3%	59 44.7%	65 49.2%	132 100.0%
	Perry	Count % within County where you live	0 .0%	1 2.0%	1 2.0%	26 51.0%	23 45.1%	51 100.0%
	Other	Count % within County where you live	0 .0%	1 12.5%	0 .0%	0 .0%	7 87.5%	8 100.0%
	Total	Count % within County where you live	14 1.2%	16 1.4%	25 2.2%	551 47.6%	551 47.6%	1157 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	5 3.4%	6 4.1%	7 4.8%	55 37.9%	72 49.7%	145 100.0%
	Dauphin	Count % within County where you live	12 2.9%	21 5.1%	15 3.7%	184 45.0%	177 43.3%	409 100.0%
	Lancaster	Count % within County where you live	13 3.1%	27 6.4%	15 3.5%	218 51.3%	152 35.8%	425 100.0%
	Lebanon	Count % within County where you live	3 2.2%	7 5.2%	6 4.5%	54 40.3%	64 47.8%	134 100.0%
	Perry	Count % within County where you live	0 .0%	2 3.8%	2 3.8%	29 55.8%	19 36.5%	52 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 11.1%	8 88.9%	9 100.0%
	Total	Count % within County where you live	33 2.8%	63 5.4%	45 3.8%	541 46.1%	492 41.9%	1174 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	4 2.8%	11 7.6%	3 2.1%	53 36.8%	73 50.7%	144 100.0%
	Dauphin	Count % within County where you live	16 4.0%	30 7.4%	19 4.7%	165 40.8%	174 43.1%	404 100.0%
	Lancaster	Count % within County where you live	16 3.8%	33 7.9%	23 5.5%	200 47.7%	147 35.1%	419 100.0%
	Lebanon	Count % within County where you live	7 5.3%	6 4.5%	5 3.8%	59 44.7%	55 41.7%	132 100.0%
	Perry	Count % within County where you live	0 .0%	3 5.8%	2 3.8%	27 51.9%	20 38.5%	52 100.0%
	Other	Count % within County where you live	1 11.1%	0 .0%	1 11.1%	1 11.1%	6 66.7%	9 100.0%
	Total	Count % within County where you live	44 3.8%	83 7.2%	53 4.6%	505 43.5%	475 40.9%	1160 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	6 4.2%	7 4.9%	2 1.4%	66 46.2%	62 43.4%	143 100.0%
	Dauphin	Count % within County where you live	14 3.5%	21 5.2%	14 3.5%	183 45.2%	173 42.7%	405 100.0%
	Lancaster	Count % within County where you live	16 3.8%	34 8.0%	12 2.8%	210 49.6%	151 35.7%	423 100.0%
	Lebanon	Count % within County where you live	3 2.2%	7 5.2%	6 4.5%	56 41.8%	62 46.3%	134 100.0%
	Perry	Count % within County where you live	0 .0%	3 5.8%	0 .0%	33 63.5%	16 30.8%	52 100.0%
	Other	Count % within County where you live	1 11.1%	0 .0%	0 .0%	1 11.1%	7 77.8%	9 100.0%
	Total	Count % within County where you live	40 3.4%	72 6.2%	34 2.9%	549 47.1%	471 40.4%	1166 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	6 4.1%	8 5.5%	7 4.8%	65 44.5%	60 41.1%	146 100.0%
	Dauphin	Count % within County where you live	18 4.4%	22 5.4%	19 4.7%	169 41.5%	179 44.0%	407 100.0%
	Lancaster	Count % within County where you live	17 4.0%	27 6.4%	16 3.8%	223 52.6%	141 33.3%	424 100.0%
	Lebanon	Count % within County where you live	3 2.3%	9 6.8%	2 1.5%	52 39.4%	66 50.0%	132 100.0%
	Perry	Count % within County where you live	0 .0%	2 3.9%	2 3.9%	30 58.8%	17 33.3%	51 100.0%
	Other	Count % within County where you live	0 .0%	1 11.1%	0 .0%	1 11.1%	7 77.8%	9 100.0%
Total		Count % within County where you live	44 3.8%	69 5.9%	46 3.9%	540 46.2%	470 40.2%	1169 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	7 4.8%	7 4.8%	4 2.7%	71 48.6%	57 39.0%	146 100.0%
	Dauphin	Count % within County where you live	15 3.7%	27 6.7%	14 3.5%	202 50.1%	145 36.0%	403 100.0%
	Lancaster	Count % within County where you live	15 3.5%	37 8.7%	13 3.1%	242 56.9%	118 27.8%	425 100.0%
	Lebanon	Count % within County where you live	2 1.5%	7 5.3%	11 8.3%	62 46.6%	51 38.3%	133 100.0%
	Perry	Count % within County where you live	0 .0%	3 5.9%	1 2.0%	30 58.8%	17 33.3%	51 100.0%
	Other	Count % within County where you live	0 .0%	1 11.1%	0 .0%	1 11.1%	7 77.8%	9 100.0%
Total		Count % within County where you live	39 3.3%	82 7.0%	43 3.7%	608 52.1%	395 33.8%	1167 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	7 4.9%	18 12.6%	10 7.0%	61 42.7%	47 32.9%	143 100.0%
	Dauphin	Count % within County where you live	22 5.5%	59 14.8%	19 4.8%	174 43.5%	126 31.5%	400 100.0%
	Lancaster	Count % within County where you live	21 5.1%	62 15.0%	19 4.6%	211 51.0%	101 24.4%	414 100.0%
	Lebanon	Count % within County where you live	4 3.1%	15 11.7%	11 8.6%	55 43.0%	43 33.6%	128 100.0%
	Perry	Count % within County where you live	0 .0%	8 15.7%	4 7.8%	25 49.0%	14 27.5%	51 100.0%
	Other	Count % within County where you live	1 11.1%	0 .0%	0 .0%	2 22.2%	6 66.7%	9 100.0%
	Total	Count % within County where you live	55 4.8%	162 14.1%	63 5.5%	528 46.1%	337 29.4%	1145 100.0%

**Q16 Overall, I am satisfied with the services that I have received.**

			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	8 5.5%	6 4.1%	9 6.2%	46 31.7%	76 52.4%	145 100.0%
	Dauphin	Count % within County where you live	23 5.7%	29 7.2%	15 3.7%	145 36.0%	191 47.4%	403 100.0%
	Lancaster	Count % within County where you live	19 4.5%	31 7.3%	12 2.8%	183 43.2%	179 42.2%	424 100.0%
	Lebanon	Count % within County where you live	6 4.5%	7 5.2%	3 2.2%	58 43.3%	60 44.8%	134 100.0%
	Perry	Count % within County where you live	2 3.8%	2 3.8%	0 .0%	26 50.0%	22 42.3%	52 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	1 11.1%	1 11.1%	7 77.8%	9 100.0%
	Total	Count % within County where you live	58 5.0%	75 6.4%	40 3.4%	459 39.3%	535 45.8%	1167 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	9	13	36	55	29	142
		% within County where you live	6.3%	9.2%	25.4%	38.7%	20.4%	100.0%
	Dauphin	Count	15	29	75	165	107	391
		% within County where you live	3.8%	7.4%	19.2%	42.2%	27.4%	100.0%
	Lancaster	Count	15	25	82	177	115	414
		% within County where you live	3.6%	6.0%	19.8%	42.8%	27.8%	100.0%
	Lebanon	Count	4	14	23	44	45	130
	% within County where you live	3.1%	10.8%	17.7%	33.8%	34.6%	100.0%	
	Perry	Count	2	3	10	26	9	50
		% within County where you live	4.0%	6.0%	20.0%	52.0%	18.0%	100.0%
	Other	Count	0	2	1	3	2	8
		% within County where you live	.0%	25.0%	12.5%	37.5%	25.0%	100.0%
Total		Count	45	86	227	470	307	1135
		% within County where you live	4.0%	7.6%	20.0%	41.4%	27.0%	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	6	17	44	47	25	139
		% within County where you live	4.3%	12.2%	31.7%	33.8%	18.0%	100.0%
	Dauphin	Count	15	32	92	153	90	382
		% within County where you live	3.9%	8.4%	24.1%	40.1%	23.6%	100.0%
	Lancaster	Count	16	32	79	187	95	409
		% within County where you live	3.9%	7.8%	19.3%	45.7%	23.2%	100.0%
	Lebanon	Count	2	11	38	48	30	129
	% within County where you live	1.6%	8.5%	29.5%	37.2%	23.3%	100.0%	
	Perry	Count	1	3	13	22	9	48
		% within County where you live	2.1%	6.3%	27.1%	45.8%	18.8%	100.0%
	Other	Count	0	2	2	3	1	8
		% within County where you live	.0%	25.0%	25.0%	37.5%	12.5%	100.0%
Total		Count	40	97	268	460	250	1115
		% within County where you live	3.6%	8.7%	24.0%	41.3%	22.4%	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	9	18	38	45	16	126
		% within County where you live	7.1%	14.3%	30.2%	35.7%	12.7%	100.0%
	Dauphin	Count	19	33	87	128	79	346
		% within County where you live	5.5%	9.5%	25.1%	37.0%	22.8%	100.0%
	Lancaster	Count	18	35	97	141	72	363
		% within County where you live	5.0%	9.6%	26.7%	38.8%	19.8%	100.0%
	Lebanon	Count	2	8	23	58	25	116
		% within County where you live	1.7%	6.9%	19.8%	50.0%	21.6%	100.0%
	Perry	Count	0	4	15	19	7	45
		% within County where you live	.0%	8.9%	33.3%	42.2%	15.6%	100.0%
	Other	Count	0	2	2	3	1	8
		% within County where you live	.0%	25.0%	25.0%	37.5%	12.5%	100.0%
Total		Count	48	100	262	394	200	1004
		% within County where you live	4.8%	10.0%	26.1%	39.2%	19.9%	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	7	15	42	42	33	139
		% within County where you live	5.0%	10.8%	30.2%	30.2%	23.7%	100.0%
	Dauphin	Count	10	28	81	144	118	381
		% within County where you live	2.6%	7.3%	21.3%	37.8%	31.0%	100.0%
	Lancaster	Count	17	24	73	173	119	406
		% within County where you live	4.2%	5.9%	18.0%	42.6%	29.3%	100.0%
	Lebanon	Count	5	11	23	50	38	127
		% within County where you live	3.9%	8.7%	18.1%	39.4%	29.9%	100.0%
	Perry	Count	1	3	15	17	14	50
		% within County where you live	2.0%	6.0%	30.0%	34.0%	28.0%	100.0%
	Other	Count	1	0	1	5	1	8
		% within County where you live	12.5%	.0%	12.5%	62.5%	12.5%	100.0%
Total		Count	41	81	235	431	323	1111
		% within County where you live	3.7%	7.3%	21.2%	38.8%	29.1%	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	9	11	42	41	34	137
		% within County where you live	6.6%	8.0%	30.7%	29.9%	24.8%	100.0%
	Dauphin	Count	14	22	74	147	111	368
		% within County where you live	3.8%	6.0%	20.1%	39.9%	30.2%	100.0%
	Lancaster	Count	16	20	84	172	106	398
		% within County where you live	4.0%	5.0%	21.1%	43.2%	26.6%	100.0%
	Lebanon	Count	3	10	30	36	43	122
		% within County where you live	2.5%	8.2%	24.6%	29.5%	35.2%	100.0%
	Perry	Count	2	2	10	21	10	45
		% within County where you live	4.4%	4.4%	22.2%	46.7%	22.2%	100.0%
	Other	Count	0	0	0	5	3	8
		% within County where you live	.0%	.0%	.0%	62.5%	37.5%	100.0%
Total		Count	44	65	240	422	307	1078
		% within County where you live	4.1%	6.0%	22.3%	39.1%	28.5%	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	6	14	40	48	30	138
		% within County where you live	4.3%	10.1%	29.0%	34.8%	21.7%	100.0%
	Dauphin	Count	6	21	88	130	132	377
		% within County where you live	1.6%	5.6%	23.3%	34.5%	35.0%	100.0%
	Lancaster	Count	11	23	109	138	120	401
		% within County where you live	2.7%	5.7%	27.2%	34.4%	29.9%	100.0%
	Lebanon	Count	0	10	25	40	51	126
		% within County where you live	.0%	7.9%	19.8%	31.7%	40.5%	100.0%
	Perry	Count	1	2	15	19	11	48
		% within County where you live	2.1%	4.2%	31.3%	39.6%	22.9%	100.0%
	Other	Count	0	0	3	2	4	9
		% within County where you live	.0%	.0%	33.3%	22.2%	44.4%	100.0%
Total		Count	24	70	280	377	348	1099
		% within County where you live	2.2%	6.4%	25.5%	34.3%	31.7%	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	9	10	55	44	20	138
		% within County where you live	6.5%	7.2%	39.9%	31.9%	14.5%	100.0%
	Dauphin	Count	7	27	116	139	91	380
		% within County where you live	1.8%	7.1%	30.5%	36.6%	23.9%	100.0%
	Lancaster	Count	17	24	131	132	94	398
		% within County where you live	4.3%	6.0%	32.9%	33.2%	23.6%	100.0%
	Lebanon	Count	4	13	32	45	30	124
		% within County where you live	3.2%	10.5%	25.8%	36.3%	24.2%	100.0%
	Perry	Count	1	1	18	16	12	48
		% within County where you live	2.1%	2.1%	37.5%	33.3%	25.0%	100.0%
	Other	Count	0	1	2	4	2	9
		% within County where you live	.0%	11.1%	22.2%	44.4%	22.2%	100.0%
Total		Count	38	76	354	380	249	1097
		% within County where you live	3.5%	6.9%	32.3%	34.6%	22.7%	100.0%

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

			Q24 Being involved in the community or in organizations outside of MH or SA activates					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count	11	17	62	26	15	131
		% within County where you live	8.4%	13.0%	47.3%	19.8%	11.5%	100.0%
	Dauphin	Count	13	30	135	110	63	351
		% within County where you live	3.7%	8.5%	38.5%	31.3%	17.9%	100.0%
	Lancaster	Count	17	21	161	107	67	373
		% within County where you live	4.6%	5.6%	43.2%	28.7%	18.0%	100.0%
	Lebanon	Count	3	12	35	43	21	114
		% within County where you live	2.6%	10.5%	30.7%	37.7%	18.4%	100.0%
	Perry	Count	1	3	20	13	5	42
		% within County where you live	2.4%	7.1%	47.6%	31.0%	11.9%	100.0%
	Other	Count	0	0	4	0	3	7
		% within County where you live	.0%	.0%	57.1%	.0%	42.9%	100.0%
Total		Count	45	83	417	299	174	1018
		% within County where you live	4.4%	8.2%	41.0%	29.4%	17.1%	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	13	16	24	29	30	112
		% within County where you live	11.6%	14.3%	21.4%	25.9%	26.8%	100.0%
	Dauphin	Count	17	22	72	96	86	293
		% within County where you live	5.8%	7.5%	24.6%	32.8%	29.4%	100.0%
	Lancaster	Count	21	24	80	90	105	320
		% within County where you live	6.6%	7.5%	25.0%	28.1%	32.8%	100.0%
	Lebanon	Count	8	13	25	26	29	101
		% within County where you live	7.9%	12.9%	24.8%	25.7%	28.7%	100.0%
	Perry	Count	2	3	9	17	8	39
		% within County where you live	5.1%	7.7%	23.1%	43.6%	20.5%	100.0%
	Other	Count	0	0	0	2	4	6
		% within County where you live	.0%	.0%	.0%	33.3%	66.7%	100.0%
Total		Count	61	78	210	260	262	871
		% within County where you live	7.0%	9.0%	24.1%	29.9%	30.1%	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	7	16	50	43	26	142
		% within County where you live	4.9%	11.3%	35.2%	30.3%	18.3%	100.0%
	Dauphin	Count	17	34	104	147	74	376
		% within County where you live	4.5%	9.0%	27.7%	39.1%	19.7%	100.0%
	Lancaster	Count	20	24	127	143	87	401
		% within County where you live	5.0%	6.0%	31.7%	35.7%	21.7%	100.0%
	Lebanon	Count	2	18	29	50	30	129
		% within County where you live	1.6%	14.0%	22.5%	38.8%	23.3%	100.0%
	Perry	Count	2	3	16	25	3	49
		% within County where you live	4.1%	6.1%	32.7%	51.0%	6.1%	100.0%
	Other	Count	0	2	3	3	1	9
		% within County where you live	.0%	22.2%	33.3%	33.3%	11.1%	100.0%
Total		Count	48	97	329	411	221	1106
		% within County where you live	4.3%	8.8%	29.7%	37.2%	20.0%	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	12	8	30	35	34	119
		% within County where you live	10.1%	6.7%	25.2%	29.4%	28.6%	100.0%
	Dauphin	Count	10	25	59	132	122	348
		% within County where you live	2.9%	7.2%	17.0%	37.9%	35.1%	100.0%
	Lancaster	Count	19	18	54	137	125	353
		% within County where you live	5.4%	5.1%	15.3%	38.8%	35.4%	100.0%
	Lebanon	Count	4	8	24	57	32	125
		% within County where you live	3.2%	6.4%	19.2%	45.6%	25.6%	100.0%
	Perry	Count	1	3	7	23	11	45
		% within County where you live	2.2%	6.7%	15.6%	51.1%	24.4%	100.0%
	Other	Count	1	1	2	3	2	9
		% within County where you live	11.1%	11.1%	22.2%	33.3%	22.2%	100.0%
Total		Count	47	63	176	387	326	999
		% within County where you live	4.7%	6.3%	17.6%	38.7%	32.6%	100.0%



**Consumer Satisfaction Services**  
**4775 Linglestown Road**  
**Harrisburg, PA 17112**  
**(717) 651-1070**  
[www.css-pa.org](http://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 affect 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:

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

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

		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
28a	<b>If yes</b> , how satisfied are you with the help you received? Comments:						

28b	<b>If you received emergency services</b> , who was your initial contact to get these emergency services? (example: Crisis Intervention, 911, ER, Case Management, etc...)  _____
-----	--

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**

		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
29	What effect has the treatment you received had on the quality of your life? Comments:						

30	Were you given the chance to make treatment decisions? Comments:	[ ] Yes [ ] Sometimes
		[ ] No
31	In the last 12 months did you have problems getting the help you needed? Comments:	[ ] Yes [ ] Sometimes
		[ ] 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? <b>If NO, go to question 34.</b>			
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><b>1) Gender:</b>  <input type="checkbox"/> Female  <input type="checkbox"/> Male</p> <p><b>2) Age</b> _____</p> <p><b>3) County where you live:</b> _____</p>	<p><b>4) Race:</b>  <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><b>5) Type of services:</b>  <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><b>Comments on Demographics:</b></p>	<p><b>6) Special Needs:</b>  <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</p>	

### 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).