



Consumer Satisfaction Services

HealthChoices Capital Region

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Prepared For

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

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Executive Summary

- The survey represents 491 ($n=491$) respondents from the Capital Region, representing 227 (46.2%) Adults and 264 Children (53.8%). Of the child consumers, the children themselves responded to the survey in 4.3% of the cases (12 of 264), while 95.5% of parents/guardians responded for the children in 252 of 264 of the cases. Of the adult consumers, the consumers themselves responded in 213 of 227 cases (93.8%), while 6.2% of parents or guardians responded for the remaining 14 of 227 cases.
- Data was collected by 15 interviewers from 32 treatment facilities in the Capital Region.
- 424 of the interviews (86.4%) were conducted at the respondent's home and 67 (13.6%) were conducted in another location or by other means, e.g., via telephone.
- Gender: The sample is 53.3% male (255) and 46.7% female (223). Our analysis (independent sample t-test) found no significant differences by gender in their levels of reported satisfaction with services.
- Race: 313 of 491 respondents (63.7%) reported their race as White/Caucasian, 61 (12.4%) as African American, 57 (11.6%) as Latino/a Hispanic, 23 (4.7%) as Multi-racial, 3 (0.6%) as Asian/Pacific Islander, and 10 (2.0%) as Other. 24 respondents (4.9%) chose not to answer this question. Our analysis (One-way ANOVA) indicated no significant differences in Total Satisfaction with respect to race.

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 75.7% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question # 16, "I am satisfied with the services..." with 84.4% agreement. Similarly, satisfaction is high on the state mandated question with 76.1% of consumers reporting that their lives have improved. Satisfaction is not related to demographic variables, type of impairment, county of residence, type of services received, or type of interview method.

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), report they trust their service provider (Question 10), and feel involved in the treatment process and decisions (Question 5, 12, 13). Respondents feel informed about who to call if they have questions about their mental health or substance abuse services (Question 1) or their rights and responsibilities regarding treatment (Question 4).

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

- Only 75.1% indicated that they were given information about how to get other services that they needed. Approximately 1 in 6 (17.1%) were dissatisfied in this area.
- While three-quarters of consumers (75.4%) reported that their service provider explained the disadvantages of their therapy or treatment, approximately 1 in 8 (15.5%) consumers indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- Approximately 1 in 7 consumers (14.6%) report they are not satisfied with how much time their consumer spends with them.
- Approximately 1 in 6 consumers (16.7%) report they do not have a choice in selecting or changing their service provider.

- Approximately 1 in 10 respondents (9.4%) is not satisfied with the opportunity to include family members or others in the treatment process.
- Approximately 1 in 4, 23.6% of consumers, report that they were not able to get the services they needed at some point.

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 45% to 69% of consumers believe services have improved their lives in each outcome area. Approximately 19% to 36% of consumers believe that no change has resulted from their services. Only 8% to 15% 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).
- Approximately 69.4% of respondents reported improvement in dealing with specific problems which led them to seek services as well as strengthening social support networks (56%).
- The lowest scores are given to questions #25 (Dealing with School or Work) and #24 (Being involved in community activities). 44.3% of respondents reported that dealing with school or work was better for them, 14.6% reported it was worse. Note that 23% of consumers said that dealing with school issues did not apply to them. When the analysis removes that 23%, 57.5% of consumers believe they have improved in that area and 18.9% believe that things have gotten worse.
- With respect to community activities, 45.1% reported that involvement with community activities had improved, 10.5% reported community involvement had gotten worse.
- Dealing with personal crisis was also ranked relatively low with only 54.4% responding that things are better in this area, and approximately 1 in 9 (11.8%) consumers believe that things are worse. As noted, 9.5% stated that dealing with a personal crisis did not apply to them. When these cases are removed, 60.1% believe the situation is improved and only 13.1% report that it is worse. These figures represent a more accurate picture of the results.

Consumers are very satisfied with their interactions with CBHNP. The vast majority, 92.8% of respondents (282 of 304) who stated that this question applies to them report they are satisfied with their interactions with CBHNP; and 94% (267 of 284) of respondents who had called CBHNP staff felt they were treated with courtesy and respect when they called CBHNP.

- 75.7% of respondents (327 out of 432) reported that they had received a copy of the CBHNP member handbook.
- 78.6% of those that requested information from CBHNP (113 of 142) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays.
- 87.5% of respondents (378 of 432) report they are aware of their right to file a complaint or grievance.
- 71.9% of respondents (227 of 413) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking.
- 75.2% of respondents (321 of 427) report they know who to call to file a complaint or grievance. Lebanon county (66.7%) is significantly lower with respect to this question, ($\chi^2 (10) 20.9, p < .02$).

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 491 ($n=491$) 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 January 1 – March 31, 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.

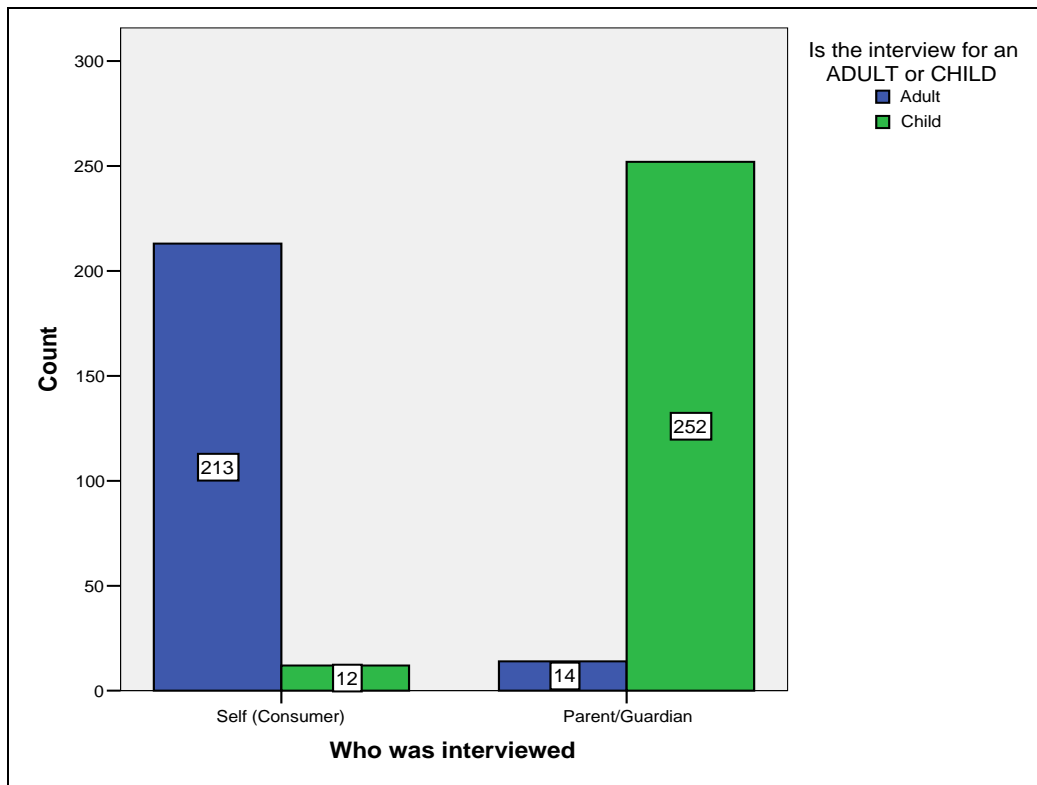
Report

I. Demographic and Survey Information

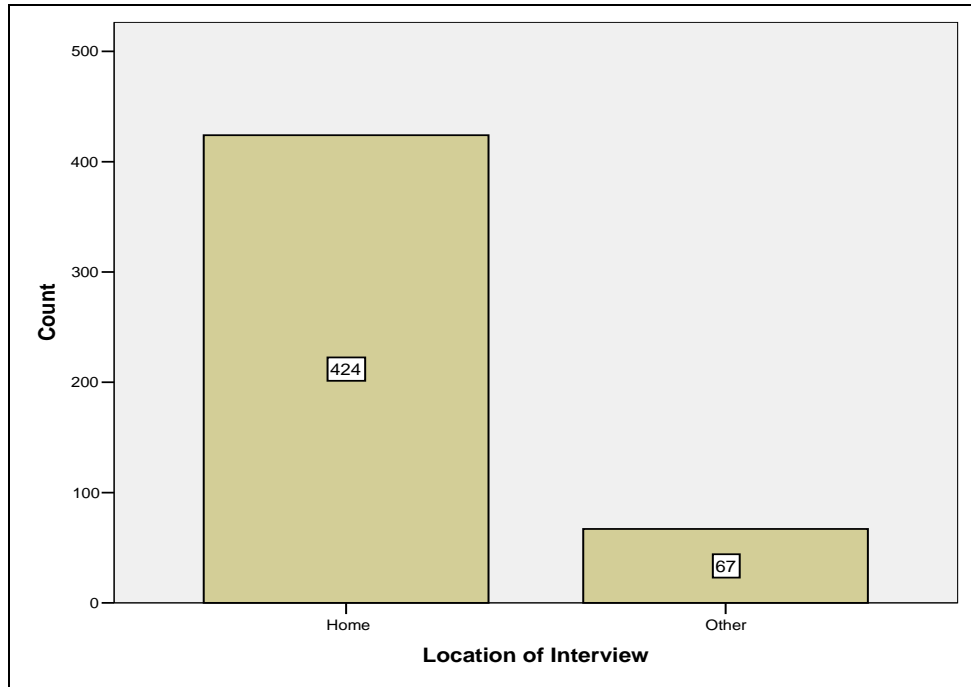
Please Note: The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05.

Frequencies may not sum to total (n=491) as individuals may have chosen not to respond to certain questions.

- The survey represents 491 (n=491) respondents from the Capital Region, representing 227 (46.2%) Adults and 264 Children (53.8%). Of the child consumers, the children themselves responded to the survey in 4.3% of the cases (12 of 264), while 95.5% of parents/guardians responded for the children in 252 of 264 of the cases. Of the adult consumers, the consumers themselves responded in 213 of 227 cases (93.8%), while 6.2% of parents or guardians responded for the remaining 14 of 227 cases.



- Data was collected by 15 interviewers from 32 Treatment Facilities.
- 424 of the interviews (86.4%) were conducted at the respondent's home and 67 (13.6%) were conducted in another location or by other means, e.g., via telephone.

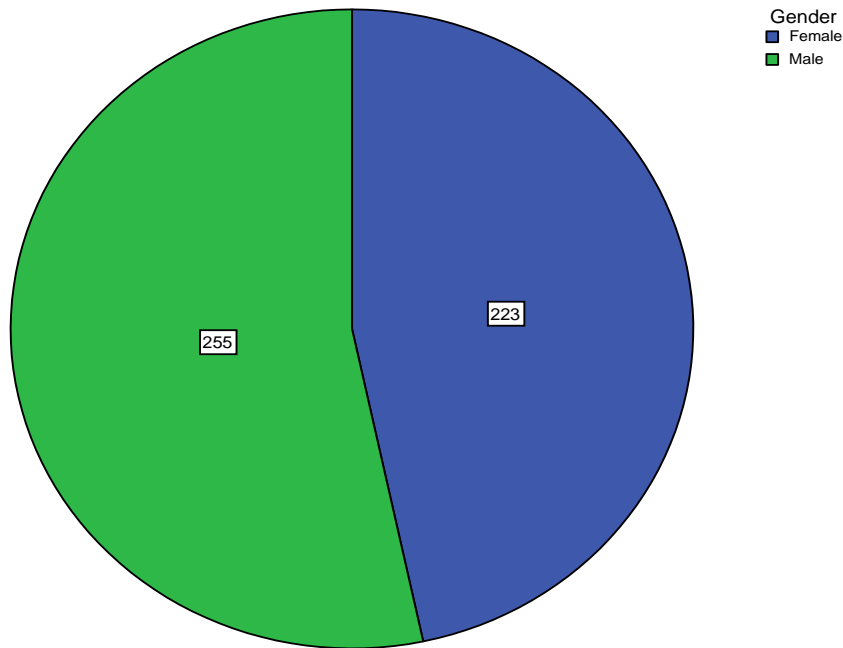


- 108 (24.1%) of the respondents reported they had been previously interviewed in the last year and 55 (12.2%) were not sure.

Previously interviewed in last year

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	108	22.0	24.1	24.1
	No	286	58.1	63.7	87.8
	Not sure	55	11.2	12.2	100.0
	Total	449	91.3	100.0	
Missing	9	42	8.5		
	System	1	.2		
	Total	43	8.7		
Total		492	100.0		

- Gender: The sample is 53.3% male (255) and 46.7% female (223). 13 individuals (2.6%) 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 5–70 years, with a mean age of 23.5 (SD 15.9) and median age of 16. Our analysis found no relationship between age and Total Satisfaction.

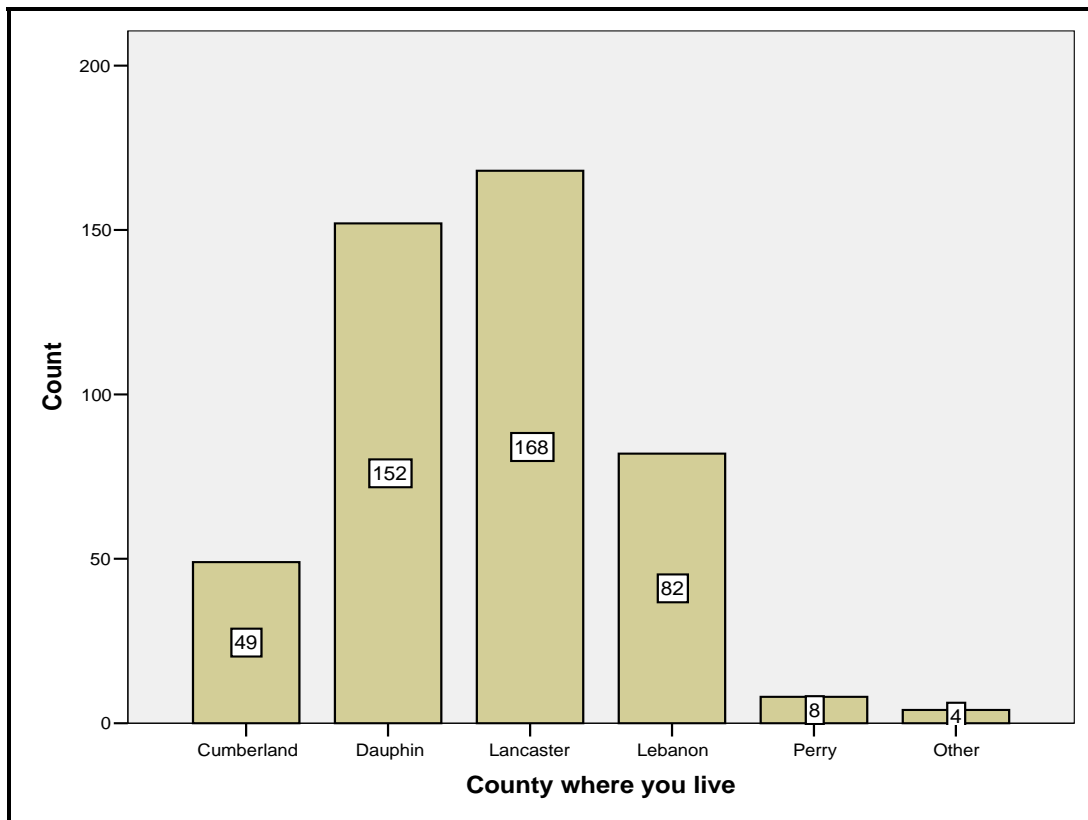


- Counties of Residence:

The table below shows the County of residence. Approximately one-third of respondents live in Lancaster (36.3%) and Dauphin (32.8%) counties. Other Counties include Lebanon (17.7%), Cumberland (10.6%) and Perry (1.7%). Four respondents (.9%) indicate “Other” County.

County where you live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cumberland	49	10.0	10.6	10.6
	Dauphin	152	30.9	32.8	43.4
	Lancaster	168	34.1	36.3	79.7
	Lebanon	82	16.7	17.7	97.4
	Perry	8	1.6	1.7	99.1
	Other	4	.8	.9	100.0
	Total	463	94.1	100.0	
Missing	9	28	5.7		
	System	1	.2		
	Total	29	5.9		
Total		492	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	45	105.2	19.4
Dauphin	132	109.5	15.0
Lancaster	143	110.0	18.8
Lebanon	71	110.8	15.4
Perry	8	102.3	13.5
Other	3	124.0	6.2
Total	402	109.4	17.0

- **Race:** 313 of 491 respondents (63.7%) reported their race as White/Caucasian, 61 (12.4%) as African American, 57 (11.6%) as Latino/a Hispanic, 23 (4.7%) as Multi-racial, 3 (0.6%) as Asian/Pacific Islander, and 10 (2.0%) as Other. 24 respondents (4.9%) 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	Cumulative Percent
Valid	African American	61	12.4	13.1	13.1
	Asian/Pacific Islander	3	.6	.6	13.7
	Latino/Hispanic	57	11.6	12.2	25.9
	White / Caucasian	313	63.7	67.0	92.9
	Multiracial	23	4.7	4.9	97.9
	Other	10	2.0	2.1	100.0
	Total	467	95.1	100.0	
Missing	9	24	4.9		
Total		491	100.0		

- Treatment Facility: Data was collected from 32 Treatment Facilities in the Capital Region. The distribution of respondents is presented below.

Name of Treatment Facility	Frequency
NHS Stevens Center	34
TW Ponessa	5
Keystone Service Systems	24
PA Counseling & Psych Services	23
Capital Area Partial Program- CAIS #15	10
Catholic Social Service- Sunshine	1
Community Services- Concept	2
Community Services- Options	7
Edgewater Psych Center	8
Holy Spirit Hospital	7
Philhaven Hospital Lanc C&A	42
Philhaven Hospital Partial Hosp	9
Pinnacle Health Behavioral Services	10
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
HSA Counseling- Lancaster	4
Lancaster Freedom Center	2
Mazzitti & Sullivan	4
Naaman Center	4
PA Counseling Lancaster	5
PA Counseling Renaissance Center	2
UHS of PA-Roxbury Treatment Center	2
Gaudenzia Vantage House	7
White Deer Run Harrisburg	1
Spanish AM Civic Association-Nuestra Clinica	14
Dauphin County MH/MR CMU	81
Lancaster County MH/MR	61
Lebanon County MH/MR	52
Total	491

- Our analysis indicated no significant differences in Total Satisfaction with respect to treatment facility. Overall satisfaction ranged from a mean of 100 to 134. 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.
- Type of Treatment: The following table shows that Targeted Mental Health Case Management RC was reported most frequently by the 491 respondents as their type of treatment: n=147 (29%). In addition, 104 (21.2%) respondents reported Outpatient Partial Hospitalization. The remaining types of treatment were reported by fewer than 20% of respondents. Total satisfaction ranged from a mean of 100 to 113. 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	14	2.9	2.9	2.9
	Psych Outpatient Partial Hospital	104	21.2	21.2	24.0
	Family Based Services C&A	78	15.9	15.9	39.9
	Outpatient D&A Clinic	67	13.6	13.6	53.6
	Targeted MH Case Management ICM	81	16.5	16.5	70.1
	Targeted MH Case Management RC	147	29.9	29.9	100.0
	Total	491	100.0	100.0	

- Type of Services: 414 respondents (86.6%) reported they received Mental Health Services; 24 (5%) received only Drug/Alcohol Services, and 40 (8.4%) received both Mental Health and Drug/Alcohol services. 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: 38% (or 189 of 491 respondents) reported special needs. 56 (11. %) of the respondents reported visual impairment, 30 (.7%) reported hearing impairment, 31 (.6%) reported physical impairment, 9 (.2%) reported English difficulty and 81 (16%) 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	56	11.9
Hearing Impairment	12	2.5
Physical Impairment	31	6.6
English difficulty	9	1.9
Other	81	17.2
None	328	69.6
No Response	9	4.1
Total	491	

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 significant differences by County. For example, Cumberland County has only 72.9% receiving mental health services while Lebanon County has 96.3% receiving these services.

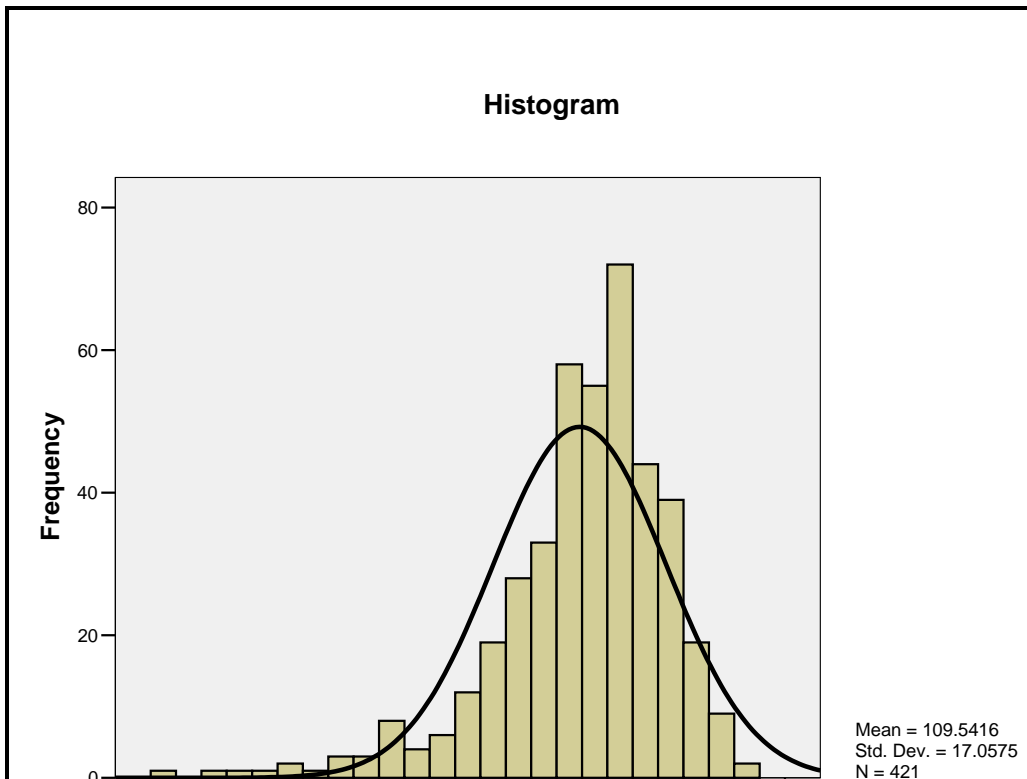
Distribution of Services by County of Residence

			Type of Services			Total
			Mental Health	Drug/Alcohol	Both	
County where you live	Cumberland	Count	35	3	10	48
		% within County where you live	72.9%	6.3%	20.8%	100.0%
	Dauphin	Count	141	5	5	151
		% within County where you live	93.4%	3.3%	3.3%	100.0%
	Lancaster	Count	138	11	18	167
		% within County where you live	82.6%	6.6%	10.8%	100.0%
	Lebanon	Count	79	0	3	82
		% within County where you live	96.3%	.0%	3.7%	100.0%
	Perry	Count	7	0	1	8
		% within County where you live	87.5%	.0%	12.5%	100.0%
	Other	Count	3	1	0	4
		% within County where you live	75.0%	25.0%	.0%	100.0%
Total		Count	403	20	37	460
		% within County where you live	87.6%	4.3%	8.0%	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 - 144.

- The overall mean for TSS was 109.0 with a standard deviation 17.0, median 113. The TSS scores ranged from 27 – 144. 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.



II. Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 75.7% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "I am satisfied with the services..." with 84.4% 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), report they trust their service provider (Question 10), and feel involved in the treatment process and decisions (Question 5, 12, 13). Respondents feel informed about who to call if they have questions about their mental health or substance abuse services (Question 1) or their rights and responsibilities regarding treatment (Question 4).

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

- Only 75.1% indicated that they were given information about how to get other services that they needed. Approximately 1 in 6 (17.1%) were dissatisfied in this area.
- While three-quarters of consumers (75.4%) reported that their service provider explained the disadvantages of their therapy or treatment, approximately 1 in 8 (15.5%) consumers indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- Approximately 1 in 7 consumers (14.6%) report they are not satisfied with how much time their consumer spends with them.
- Approximately 1 in 6 consumers (16.7%) report they do not have a choice in selecting or changing their service provider.
- Approximately 1 in 10 respondents (9.4%) is not satisfied with the opportunity to include family members or others in the treatment process.

Table 1 – Total Satisfaction – **Implementation**

N=507	% 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.	92.1	6.1	4.3	0.9	0.6
2. I was given information on how to get other services that I needed.	75.1	17.1	3.9	1.2	2.7
3. I had a choice in selecting my service provider.	76.5	16.7	3.9	1.2	1.0
4. I have the option to change my service provider should I choose to.	80.9	12.2	4.0	1.1	1.4
5. I was informed about my rights and responsibilities regarding the treatment I have received.	91.2	5.5	4.2	0.9	0.4
6. I feel comfortable in asking questions regarding my treatment.	90.8	7.0	4.3	0.9	0.2
7. My service provider spends enough time with me.	79.3	14.6	4.0	1.2	0.6
8. My personal mental health and/or substance abuse information is not shared with others without my permission.	93.9	2.9	4.4	0.8	0.8
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	94.1	2.5	4.4	0.7	1.4
10. I trust my service provider.	89.3	6.6	4.3	0.9	0.8
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	84.4	9.4	4.2	1.0	1.6
12. I am included in all meetings regarding my treatment plan and goals for recovery.	87.8	8.4	4.2	1.0	0.0
13. I am an equal partner in the treatment process.	87.2	9.1	4.2	1.0	0.0
14. My service provider explained the advantages of my therapy or treatment.	87.0	8.4	4.1	0.9	0.6
15. My service provider explained the disadvantages of my therapy or treatment	76.4	15.5	4.0	1.1	2.5
16. Overall, I am satisfied with the services I am receiving.	84.4	10.7	4.2	1.1	0.6

Emergency Treatment: 38.1% of respondents (187 of 421) 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 3.67 with standard deviation of 1.5. Overall, 129 of the 185 respondents (69.8%) who needed emergency mental health services reported they were Satisfied or Very Satisfied (4 or 5) and 27 consumers (14.6%) 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 7 (14.6%) 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	49	4.3	1.0
	Dauphin	152	4.3	0.7
	Lancaster	168	4.4	0.8
	Lebanon	81	4.3	0.8
	Perry	8	4.4	0.5
	Other	4	4.0	2.0
	Total	462	4.3	0.8
Q2 I was given information on how to get other services	Cumberland	49	3.9	1.3
	Dauphin	152	3.9	1.1
	Lancaster	168	3.9	1.2
	Lebanon	81	4.1	1.1
	Perry	8	3.5	0.8
	Other	4	5.3	0.5
	Total	462	3.9	1.2
Q3 I had a choice when selecting my service provider	Cumberland	49	3.7	1.5
	Dauphin	152	3.8	1.1
	Lancaster	168	4.1	1.1
	Lebanon	81	3.8	1.3
	Perry	8	3.6	0.9
	Other	4	4.5	1.3
	Total	462	3.9	1.2
Q4 I have the option to change my service provider should I choose to	Cumberland	47	3.9	1.3
	Dauphin	151	3.9	1.0
	Lancaster	165	4.0	1.1
	Lebanon	80	4.1	1.1
	Perry	8	3.6	0.9
	Other	4	5.5	0.6
	Total	455	4.0	1.1
Q5 I was informed about my rights and responsibilities regarding treatment	Cumberland	49	4.2	1.1
	Dauphin	151	4.2	0.8
	Lancaster	168	4.2	0.9
	Lebanon	81	4.3	0.9
	Perry	8	4.1	0.6
	Other	4	4.0	2.0
	Total	461	4.2	0.9
Q6 I feel comfortable in asking questions regarding my treatment	Cumberland	49	4.4	1.0
	Dauphin	152	4.3	0.7
	Lancaster	168	4.2	1.0
	Lebanon	81	4.3	1.0
	Perry	8	4.3	0.7

	Other	4	4.0	2.0
	Total	462	4.3	0.9
Q7 My service provider spends enough time	Cumberland	49	3.9	1.4
	Dauphin	151	3.8	1.1
	Lancaster	167	4.1	1.1
	Lebanon	80	4.1	1.2
	Perry	8	3.8	0.5
	Other	4	4.0	2.0
	Total	459	4.0	1.2
Q8 My provider does not share my personal MH and/or SA information with others without my permission	Cumberland	49	4.4	0.5
	Dauphin	151	4.3	0.7
	Lancaster	167	4.4	0.9
	Lebanon	81	4.4	0.8
	Perry	8	4.3	0.5
	Other	4	5.0	0.0
	Total	460	4.4	0.8
Q9 Program staff respects the role of my ethnic, cultural, religious background	Cumberland	49	4.4	0.9
	Dauphin	152	4.4	0.6
	Lancaster	167	4.5	0.7
	Lebanon	81	4.4	0.9
	Perry	8	4.1	1.0
	Other	3	5.0	0.0
	Total	460	4.4	0.7
Q10 I trust my service provider	Cumberland	48	4.2	1.2
	Dauphin	152	4.3	0.7
	Lancaster	167	4.2	0.9
	Lebanon	81	4.2	1.0
	Perry	8	4.4	0.5
	Other	4	5.0	0.0
	Total	460	4.3	0.9
Q11 My service provider offered me the opportunity to involve my family, significant others and friends	Cumberland	49	4.1	1.2
	Dauphin	152	4.2	0.9
	Lancaster	167	4.2	1.0
	Lebanon	81	4.1	1.0
	Perry	8	3.9	0.8
	Other	4	3.5	1.9
	Total	461	4.2	1.0
Q12 I am included in all meetings regarding my treatment plan & goals for recovery	Cumberland	49	4.1	1.2
	Dauphin	152	4.1	0.9
	Lancaster	167	4.2	1.0
	Lebanon	81	4.3	0.9
	Perry	8	4.1	0.4
	Other	4	4.0	2.0
	Total	461	4.2	1.0
Q13 I am an equal partner in the treatment process	Cumberland	49	4.0	1.2
	Dauphin	152	4.2	0.9
	Lancaster	168	4.2	1.0
	Lebanon	80	4.3	1.0

	Perry	8	4.1	0.4
	Other	4	4.3	1.5
	Total	461	4.2	1.0
Q14 My service provider explained the advantages of my therapy or treatment	Cumberland	49	4.0	1.2
	Dauphin	151	4.2	0.8
	Lancaster	168	4.1	0.9
	Lebanon	81	4.2	0.9
	Perry	8	3.6	1.1
	Other	4	4.3	1.5
	Total	461	4.1	0.9
Q15 My service provider explained the disadvantages of my therapy or treatment	Cumberland	48	3.9	1.3
	Dauphin	151	3.9	1.0
	Lancaster	166	4.1	1.1
	Lebanon	80	3.9	1.2
	Perry	8	3.3	1.2
	Other	4	4.8	0.5
	Total	457	3.9	1.1
Q16 Overall, I am satisfied with the services	Cumberland	49	4.1	1.3
	Dauphin	152	4.1	1.0
	Lancaster	168	4.2	1.1
	Lebanon	81	4.2	1.0
	Perry	8	3.5	1.3
	Other	4	4.5	1.0
	Total	462	4.2	1.1

III. Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 45% to 69% of consumers believe services have improved their lives in each outcome area. Approximately 19% to 36% of consumers believe that no change has resulted from their services. Only 8% to 15% 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).
- Approximately 69.4% of respondents reported improvement in dealing with specific problems which led them to seek services as well as strengthening social support networks (56%).
- The lowest scores are given to questions #25 (Dealing with School or Work) and #24 (Being involved in community activities). 44.3% of respondents reported that dealing with school or work was better for them, 14.6% reported it was worse. Note that 23% of consumers said that dealing with school issues did not apply to them. When the analysis removes that 23%, 57.5% of consumers believe they have improved in that area and 18.9% believe that things have gotten worse. With respect to community activities, 45.1% reported that involvement with community activities had improved, 10.5% reported community involvement had gotten worse.

- Dealing with personal crisis was also ranked relatively low with only 54.4% responding that things are better in this area, and approximately 1 in 9 (11.8%) consumers believe that things are worse. As noted, 9.5% stated that dealing with a personal crisis did not apply to them. When these cases are removed, 60.1% believe the situation is improved and only 13.1% 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=507					
17. Managing daily problems.	68.6	11.1	3.9	1.1	1.7
18. Feeling in control of my life.	63.7	11.8	3.7	1.1	1.9
19. Dealing with personal crisis.	54.4	11.8	3.8	1.2	9.5
20. How I feel about myself.	67.1	10.4	3.9	1.1	2.8
21. Feeling good (hopeful) about the future.	65.1	10.4	3.9	1.1	3.6
22. Enjoying my free time.	66.7	7.8	4.0	1.1	3.6
23. Strengthening my social support network.	58.5	8.9	3.8	1.1	2.3
24. Being involved in community activities.	45.1	10.5	3.7	1.2	8.2
25. Dealing with school or work.	44.4	14.6	4.1	1.5	2.3
26. Dealing with people in social situations.	56.0	12.3	3.7	1.1	2.8
27. Dealing with specific problems or issue that led to seek services.	69.4	9.2	4.1	1.1	6.5

Outcomes by County

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

Descriptives		N	Mean	Std. Deviation
Q17 Managing daily problems	Cumberland	49	3.6	1.1
	Dauphin	150	3.9	1.1
	Lancaster	164	3.9	1.0
	Lebanon	80	3.9	1.1
	Perry	8	3.6	1.3
	Other	4	3.5	1.3
	Total	455	3.9	1.1
Q18 Feeling in control of my life	Cumberland	49	3.5	1.1
	Dauphin	147	3.7	1.2
	Lancaster	161	3.8	1.0
	Lebanon	80	3.8	1.0
	Perry	8	3.4	1.2
	Other	4	3.0	1.2
	Total	449	3.7	1.1
Q19 Dealing with personal crisis	Cumberland	49	3.5	1.2
	Dauphin	147	3.9	1.4
	Lancaster	163	3.7	1.1
	Lebanon	79	4.1	1.0
	Perry	8	3.9	1.5
	Other	4	4.0	0.8
	Total	450	3.8	1.2
Q20 How I feel about myself	Cumberland	49	3.6	1.1
	Dauphin	146	4.0	1.1
	Lancaster	163	3.9	1.1
	Lebanon	79	3.9	1.1
	Perry	8	3.5	1.3
	Other	4	4.5	1.0
	Total	449	3.9	1.1
Q21 Feeling good (hopeful) about the future	Cumberland	49	3.6	1.3
	Dauphin	145	3.9	1.2
	Lancaster	163	3.9	1.1
	Lebanon	78	4.0	1.1
	Perry	8	3.6	1.3
	Other	4	5.0	0.8
	Total	447	3.9	1.1
Q22 Enjoying my free time	Cumberland	49	3.7	1.2
	Dauphin	147	4.1	1.0
	Lancaster	161	3.9	1.0
	Lebanon	80	4.2	1.0
	Perry	8	3.6	1.5
	Other	4	4.3	1.0
	Total	449	4.0	1.1
Q23 Strengthening my social support network	Cumberland	49	3.4	1.2
	Dauphin	145	3.9	1.0
	Lancaster	162	3.7	1.0

	Lebanon	79	3.8	1.1
	Perry	8	3.5	1.4
	Other	4	3.5	1.0
	Total	447	3.8	1.1
Q24 Being involved in the community or in organizations outside of MH or SA activities	Cumberland	49	3.2	1.4
	Dauphin	145	3.8	1.1
	Lancaster	160	3.6	1.1
	Lebanon	78	3.9	1.2
	Perry	8	3.8	1.7
	Other	4	4.8	1.3
	Total	444	3.7	1.2
Q25 Dealing with school or work	Cumberland	49	3.8	1.6
	Dauphin	147	4.3	1.4
	Lancaster	162	4.1	1.5
	Lebanon	80	3.9	1.6
	Perry	8	3.8	1.8
	Other	4	4.8	1.0
	Total	450	4.1	1.5
Q26 Dealing with people in social situations	Cumberland	49	3.4	1.1
	Dauphin	147	3.7	1.1
	Lancaster	160	3.7	1.1
	Lebanon	80	3.7	1.0
	Perry	8	3.3	1.3
	Other	4	3.5	0.6
	Total	448	3.7	1.1
Q27 Dealing with specific problems or issues that led me to seek services	Cumberland	48	4.1	1.4
	Dauphin	146	4.2	1.1
	Lancaster	158	4.0	1.1
	Lebanon	79	3.9	1.0
	Perry	8	3.9	1.2
	Other	4	3.3	1.0
	Total	443	4.1	1.1

State Mandated Questions

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

76.1% of consumers report that the quality of their lives has improved as a result of treatment and only 9% 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	19	3.9	4.0	4.0
	A Little Worse	24	4.9	5.0	9.0
	About the Same	66	13.4	13.8	22.9
	A Little Better	187	38.1	39.2	62.1
	Much Better	176	35.8	36.9	99.0
	Does Not Apply	5	1.0	1.0	100.0
	Total	477	97.1	100.0	
Missing	9	14	2.9		
Total		491	100.0		

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

77.3% of consumers responded that they were given a chance to make treatment decisions, 10.2% answered “Sometimes,” and 12.5% answered “No”. 3.9% 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	365	74.3	77.3	77.3
	No	48	9.8	10.2	87.5
	Sometimes	59	12.0	12.5	100.0
	Total	472	96.1	100.0	
Missing	9	19	3.9		
Total		491	100.0		

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

Approximately 3 out of 4 respondents (77.4%) answered that they did not have problems getting the help they needed during the past 12 months, 9.3% answered Sometimes, and 13.3% responded they had problems getting the help they needed. The results indicate that approximately 1 in 4, 23.6% 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	63	12.8	13.3	13.3
	No	366	74.5	77.4	90.7
	Sometimes	44	9.0	9.3	100.0
	Total	473	96.3	100.0	
Missing	9	18	3.7		
Total		491	100.0		

Treatment facilities varied in the proportion of respondents who stated that they had problems in getting the help they needed. The table below shows the results by treatment facility. The small number of cases in many facilities makes comparison unreliable.

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

Name of Treatment Facility * Q31 In the last 12 months did you have problems getting the help you needed?						
		Q31 In the last 12 months did you have problems getting the help you needed?			Total	
			Yes	No	Sometimes	
Name of Treatment Facility	NHS Stevens Center	Count	9.0	21.0	3.0	33
		% within Name of Treatment Facility	27.3	63.6	9.1	100
	TW Ponessa	Count	0.0	3.0	2.0	5
		% within Name of Treatment Facility	0.0	60.0	40.0	100
	Keystone Service Systems	Count	4.0	17.0	3.0	24
		% within Name of Treatment Facility	16.7	70.8	12.5	100
	PA Counseling & Psych Services	Count	2.0	19.0	2.0	23
		% within Name of Treatment Facility	8.7	82.6	8.7	100

	Capital Area Partial Program- CAIS #15	Count	1.0	9.0	0.0	10
		% within Name of Treatment Facility	10.0	90.0	0.0	100
	Catholic Social Service- Sunshine	Count	0.0	1.0	0.0	1
		% within Name of Treatment Facility	0.0	100.0	0.0	100
	Community Services- Concept	Count	0.0	2.0	0.0	2
		% within Name of Treatment Facility	0.0	100.0	0.0	100
	Community Services- Options	Count	0.0	7.0	0.0	7
		% within Name of Treatment Facility	0.0	100.0	0.0	100
	Edgewater Psych Center	Count	1.0	7.0	0.0	8
		% within Name of Treatment Facility	12.5	87.5	0.0	100
	Holy Spirit Hospital	Count	0.0	6.0	1.0	7
		% within Name of Treatment Facility	0.0	85.7	14.3	100
	Philhaven Hospital Lanc C&A	Count	8.0	27.0	4.0	39
		% within Name of Treatment Facility	20.5	69.2	10.3	100
	Philhaven Hospital Partial Hosp	Count	1.0	6.0	1.0	8
		% within Name of Treatment Facility	12.5	75.0	12.5	100
	Pinnacle Health Behavioral Services	Count	1.0	5.0	3.0	9
		% within Name of Treatment Facility	11.1	55.6	33.3	100
	Community Services Management Group	Count	1.0	8.0	0.0	9
		% within Name of Treatment Facility	11.1	88.9	0.0	100
	Lebanon Family Focus- Catholic Charities	Count	1.0	1.0	0.0	2
		% within Name of Treatment Facility	50.0	50.0	0.0	100
	Philhaven #01914402	Count	3.0	29.0	2.0	34

		% within Name of Treatment Facility	8.8	85.3	5.9	100
	Advanced Treatment Systems	Count	1.0	7.0	5.0	13
		% within Name of Treatment Facility	7.7	53.8	38.5	100
	Center for Behavioral Health	Count	0.0	4.0	1.0	5
		% within Name of Treatment Facility	0.0	80.0	20.0	100
	Family Service	Count	1.0	1.0	0.0	2
		% within Name of Treatment Facility	50.0	50.0	0.0	100
	HSA Counseling-Lancaster	Count	1.0	3.0	0.0	4
		% within Name of Treatment Facility	25.0	75.0	0.0	100
	Lancaster Freedom Center	Count	0.0	2.0	0.0	2
		% within Name of Treatment Facility	0.0	100.0	0.0	100
	Mazzitti & Sullivan	Count	1.0	3.0	0.0	4
		% within Name of Treatment Facility	25.0	75.0	0.0	100
	Naaman Center	Count	1.0	3.0	0.0	4
		% within Name of Treatment Facility	25.0	75.0	0.0	100
	PA Counseling Lancaster	Count	2.0	3.0	0.0	5
		% within Name of Treatment Facility	40.0	60.0	0.0	100
	PA Counseling Renaissance Center	Count	0.0	2.0	0.0	2
		% within Name of Treatment Facility	0.0	100.0	0.0	100
	UHS of PA-Roxbury Treatment Center	Count	0.0	0.0	2.0	2
		% within Name of Treatment Facility	0.0	0.0	100.0	100
	Gaudenzia Vantage House	Count	3.0	2.0	2.0	7
		% within Name of Treatment Facility	42.9	28.6	28.6	100
	White Deer Run Harrisburg	Count	0.0	1.0	0.0	1

		% within Name of Treatment Facility	0.0	100.0	0.0	100
	Spanish AM Civic Association-Nuestra Clinica	Count	2.0	7.0	2.0	11
		% within Name of Treatment Facility	18.2	63.6	18.2	100
	Dauphin County MH/MR CMU	Count	8.0	64.0	6.0	78
		% within Name of Treatment Facility	10.3	82.1	7.7	100
	Lancaster County MH/MR	Count	2.0	56.0	2.0	60
		% within Name of Treatment Facility	3.3	93.3	3.3	100
	Lebanon County MH/MR	Count	9.0	40.0	3.0	52
		% within Name of Treatment Facility	17.3	76.9	5.8	100
Total		Count	63.0	366.0	44.0	473
		% within Name of Treatment Facility	13.3	77.4	9.3	100

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- 75.7% of respondents (327 out of 432) 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 no difference by county.

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	28 62.2%	16 35.6%	1 2.2%	45 100.0%
	Dauphin	Count % within County where you live	106 76.8%	26 18.8%	6 4.3%	138 100.0%
	Lancaster	Count % within County where you live	129 79.6%	32 19.8%	1 .6%	162 100.0%
	Lebanon	Count % within County where you live	55 72.4%	19 25.0%	2 2.6%	76 100.0%
	Perry	Count % within County where you live	7 87.5%	1 12.5%	0 .0%	8 100.0%
	Other	Count % within County where you live	2 66.7%	1 33.3%	0 .0%	3 100.0%
Total		Count % within County where you live	327 75.7%	95 22.0%	10 2.3%	432 100.0%

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

- 25.7% (110 out of 428) 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 client relations at CBHNP to get information?

			Q33 In the last 12 months, did you call client relations at CBHNP to get information			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count % within County where you live	15 32.6%	27 58.7%	4 8.7%	46 100.0%
	Dauphin	Count % within County where you live	35 25.9%	96 71.1%	4 3.0%	135 100.0%
	Lancaster	Count % within County where you live	41 25.9%	112 70.9%	5 3.2%	158 100.0%
	Lebanon	Count % within County where you live	16 20.8%	57 74.0%	4 5.2%	77 100.0%
	Perry	Count % within County where you live	1 12.5%	5 62.5%	2 25.0%	8 100.0%
	Other	Count % within County where you live	2 50.0%	2 50.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	110 25.7%	299 69.9%	19 4.4%	428 100.0%

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 (113 of 142) 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 delays.

			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	13 65.0%	7 35.0%	20 100.0%
	Dauphin	Count % within County where you live	37 84.1%	7 15.9%	44 100.0%
	Lancaster	Count % within County where you live	41 80.4%	10 19.6%	51 100.0%
	Lebanon	Count % within County where you live	18 78.3%	5 21.7%	23 100.0%
	Perry	Count % within County where you live	2 100.0%	0 .0%	2 100.0%
	Other	Count % within County where you live	2 100.0%	0 .0%	2 100.0%
	Total	Count % within County where you live	113 79.6%	29 20.4%	142 100.0%

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

- 87.5% of respondents (378 of 432) 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	42	4	0	46
		% within County where you live	91.3%	8.7%	.0%	100.0%
	Dauphin	Count	127	7	3	137
		% within County where you live	92.7%	5.1%	2.2%	100.0%
	Lancaster	Count	133	24	1	158
		% within County where you live	84.2%	15.2%	.6%	100.0%
	Lebanon	Count	66	14	0	80
		% within County where you live	82.5%	17.5%	.0%	100.0%
	Perry	Count	7	1	0	8
		% within County where you live	87.5%	12.5%	.0%	100.0%
	Other	Count	3	0	0	3
		% within County where you live	100.0%	.0%	.0%	100.0%
Total		Count	378	50	4	432
		% within County where you live	87.5%	11.6%	.9%	100.0%

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

- Overall, 75.2% of respondents (321 of 427) report they know who to call to file a complaint or grievance. Lebanon County (66.7%) is significantly lower 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	34	12	0	46
		% within County where you live	73.9%	26.1%	.0%	100.0%
	Dauphin	Count	110	23	4	137
		% within County where you live	80.3%	16.8%	2.9%	100.0%
	Lancaster	Count	117	39	0	156
		% within County where you live	75.0%	25.0%	.0%	100.0%
	Lebanon	Count	52	26	0	78
		% within County where you live	66.7%	33.3%	.0%	100.0%
	Perry	Count	7	0	0	7
		% within County where you live	100.0%	.0%	.0%	100.0%
	Other	Count	1	2	0	3
		% within County where you live	33.3%	66.7%	.0%	100.0%
Total		Count	321	102	4	427
		% within County where you live	75.2%	23.9%	.9%	100.0%

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

- 71.9% of respondents (227 of 413) 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	37	9	0	46
		% within County where you live	80.4%	19.6%	.0%	100.0%
	Dauphin	Count	104	23	7	134
		% within County where you live	77.6%	17.2%	5.2%	100.0%
	Lancaster	Count	107	27	20	154
		% within County where you live	69.5%	17.5%	13.0%	100.0%
	Lebanon	Count	41	18	10	69
		% within County where you live	59.4%	26.1%	14.5%	100.0%
	Perry	Count	6	1	1	8
		% within County where you live	75.0%	12.5%	12.5%	100.0%
	Other	Count	2	0	0	2
		% within County where you live	100.0%	.0%	.0%	100.0%
Total		Count	297	78	38	413
		% within County where you live	71.9%	18.9%	9.2%	100.0%

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

- 94% of respondents who had called CBHNP staff (267 of 284) 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	
County where you live	Cumberland	Count % within County where you live	30 88.2%	4 11.8%	34 100.0%
	Dauphin	Count % within County where you live	86 95.6%	4 4.4%	90 100.0%
	Lancaster	Count % within County where you live	101 95.3%	5 4.7%	106 100.0%
	Lebanon	Count % within County where you live	41 91.1%	4 8.9%	45 100.0%
	Perry	Count % within County where you live	6 100.0%	0 .0%	6 100.0%
	Other	Count % within County where you live	3 100.0%	0 .0%	3 100.0%
	Total	Count % within County where you live	267 94.0%	17 6.0%	284 100.0%

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

- 92.8% of respondents (282 of 304) 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	
County where you live	Cumberland	Count % within County where you live	31 86.1%	5 13.9%	36 100.0%
	Dauphin	Count % within County where you live	87 92.6%	7 7.4%	94 100.0%
	Lancaster	Count % within County where you live	109 94.8%	6 5.2%	115 100.0%
	Lebanon	Count % within County where you live	46 93.9%	3 6.1%	49 100.0%
	Perry	Count % within County where you live	6 85.7%	1 14.3%	7 100.0%
	Other	Count % within County where you live	3 100.0%	0 .0%	3 100.0%
	Total	Count % within County where you live	282 92.8%	22 7.2%	304 100.0%

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.

Q 1. I know whom to call if I have questions about my mental health or substance abuse services.

			Q1 I know whom to call if I have questions about MH or SA services					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County where you live	Cumberland	Count	3	0	0	22	23	1	49
		% within County where you live	6.1%	.0%	.0%	44.9%	46.9%	2.0%	100.0%
	Dauphin	Count	0	7	0	88	56	1	152
		% within County where you live	.0%	4.6%	.0%	57.9%	36.8%	.7%	100.0%
	Lancaster	Count	2	8	4	70	83	1	168
		% within County where you live	1.2%	4.8%	2.4%	41.7%	49.4%	.6%	100.0%
	Lebanon	Count	2	2	1	38	38	0	81
		% within County where you live	2.5%	2.5%	1.2%	46.9%	46.9%	.0%	100.0%
	Perry	Count	0	0	0	5	3	0	8
		% within County where you live	.0%	.0%	.0%	62.5%	37.5%	.0%	100.0%
	Other	Count	1	0	0	0	3	0	4
		% within County where you live	25.0%	.0%	.0%	.0%	75.0%	.0%	100.0%
Total		Count	8	17	5	223	206	3	462
		% within County where you live	1.7%	3.7%	1.1%	48.3%	44.6%	.6%	100.0%

Q 2. I was given information on how to get other services that I needed (example: transportation, child care, employment...)

			Q2 I was given information on how to get other services					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County where you live	Cumberland	Count	4	6	1	18	19	1	49
		% within County where you live	8.2%	12.2%	2.0%	36.7%	38.8%	2.0%	100.0%
	Dauphin	Count	7	17	6	78	40	4	152
		% within County where you live	4.6%	11.2%	3.9%	51.3%	26.3%	2.6%	100.0%
	Lancaster	Count	9	24	10	62	61	2	168
		% within County where you live	5.4%	14.3%	6.0%	36.9%	36.3%	1.2%	100.0%
	Lebanon	Count	6	2	4	37	30	2	81
		% within County where you live	7.4%	2.5%	4.9%	45.7%	37.0%	2.5%	100.0%
	Perry	Count	0	1	2	5	0	0	8
		% within County where you live	.0%	12.5%	25.0%	62.5%	.0%	.0%	100.0%
	Other	Count	0	0	0	0	3	1	4
		% within County where you live	.0%	.0%	.0%	.0%	75.0%	25.0%	100.0%
Total		Count	26	50	23	200	153	10	462
		% within County where you live	5.6%	10.8%	5.0%	43.3%	33.1%	2.2%	100.0%

Q 3. 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	Does Not Apply	
County where you live	Cumberland	Count	8	5	1	17	17	1	49
		% within County where you live	16.3%	10.2%	2.0%	34.7%	34.7%	2.0%	100.0%
	Dauphin	Count	9	16	10	77	39	1	152
		% within County where you live	5.9%	10.5%	6.6%	50.7%	25.7%	.7%	100.0%
	Lancaster	Count	7	14	5	81	59	2	168
		% within County where you live	4.2%	8.3%	3.0%	48.2%	35.1%	1.2%	100.0%
	Lebanon	Count	6	9	8	28	30	0	81
% within County where you live		7.4%	11.1%	9.9%	34.6%	37.0%	.0%	100.0%	
Perry	Count	0	1	2	4	1	0	8	
	% within County where you live	.0%	12.5%	25.0%	50.0%	12.5%	.0%	100.0%	
Other	Count	0	0	1	1	1	1	4	
	% within County where you live	.0%	.0%	25.0%	25.0%	25.0%	25.0%	100.0%	
Total	Count	30	45	27	208	147	5	462	
	% within County where you live	6.5%	9.7%	5.8%	45.0%	31.8%	1.1%	100.0%	

Q 4. 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	Does Not Apply	
County where you live	Cumberland	Count	6	1	1	22	17	0	47
		% within County where you live	12.8%	2.1%	2.1%	46.8%	36.2%	.0%	100.0%
	Dauphin	Count	5	13	12	79	41	1	151
		% within County where you live	3.3%	8.6%	7.9%	52.3%	27.2%	.7%	100.0%
	Lancaster	Count	9	12	6	79	58	1	165
		% within County where you live	5.5%	7.3%	3.6%	47.9%	35.2%	.6%	100.0%
	Lebanon	Count	4	4	4	37	28	3	80
% within County where you live		5.0%	5.0%	5.0%	46.3%	35.0%	3.8%	100.0%	
Perry	Count	0	1	2	4	1	0	8	
	% within County where you live	.0%	12.5%	25.0%	50.0%	12.5%	.0%	100.0%	
Other	Count	0	0	0	0	2	2	4	
	% within County where you live	.0%	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Total	Count	24	31	25	221	147	7	455	
	% within County where you live	5.3%	6.8%	5.5%	48.6%	32.3%	1.5%	100.0%	

Q 5. I was informed about my rights and responsibilities regarding the treatment I have received.

			Q5 I was informed about my rights and responsibilities regarding treatment					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County where you live	Cumberland	Count % within County where you live	3 6.1%	1 2.0%	1 2.0%	24 49.0%	19 38.8%	1 2.0%	49 100.0%
	Dauphin	Count % within County where you live	3 2.0%	3 2.0%	7 4.6%	81 53.6%	56 37.1%	1 .7%	151 100.0%
	Lancaster	Count % within County where you live	7 4.2%	3 1.8%	2 1.2%	89 53.0%	67 39.9%	0 .0%	168 100.0%
	Lebanon	Count % within County where you live	2 2.5%	2 2.5%	2 2.5%	36 44.4%	39 48.1%	0 .0%	81 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	1 12.5%	5 62.5%	2 25.0%	0 .0%	8 100.0%
	Other	Count % within County where you live	1 25.0%	0 .0%	0 .0%	0 .0%	3 75.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	16 3.5%	9 2.0%	13 2.8%	235 51.0%	186 40.3%	2 .4%	461 100.0%

Q 6. 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		Does Not Apply
County where you live	Cumberland	Count % within County where you live	2 4.1%	2 4.1%	1 2.0%	14 28.6%	30 61.2%	0 .0%	49 100.0%
	Dauphin	Count % within County where you live	1 .7%	4 2.6%	4 2.6%	83 54.6%	59 38.8%	1 .7%	152 100.0%
	Lancaster	Count % within County where you live	9 5.4%	7 4.2%	0 .0%	75 44.6%	77 45.8%	0 .0%	168 100.0%
	Lebanon	Count % within County where you live	3 3.7%	3 3.7%	3 3.7%	29 35.8%	43 53.1%	0 .0%	81 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	1 12.5%	4 50.0%	3 37.5%	0 .0%	8 100.0%
	Other	Count % within County where you live	1 25.0%	0 .0%	0 .0%	0 .0%	3 75.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	16 3.5%	16 3.5%	9 1.9%	205 44.4%	215 46.5%	1 .2%	462 100.0%

Q 7. My service provider spends enough time with me.

			Q7 My service provider spends enough time					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County where you live	Cumberland	Count % within County where you live	4 8.2%	6 12.2%	4 8.2%	14 28.6%	19 38.8%	2 4.1%	49 100.0%
	Dauphin	Count % within County where you live	7 4.6%	20 13.2%	11 7.3%	65 43.0%	48 31.8%	0 .0%	151 100.0%
	Lancaster	Count % within County where you live	10 6.0%	9 5.4%	7 4.2%	70 41.9%	71 42.5%	0 .0%	167 100.0%
	Lebanon	Count % within County where you live	6 7.5%	6 7.5%	2 2.5%	29 36.3%	37 46.3%	0 .0%	80 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	2 25.0%	6 75.0%	0 .0%	0 .0%	8 100.0%
	Other	Count % within County where you live	1 25.0%	0 .0%	0 .0%	0 .0%	3 75.0%	0 .0%	4 100.0%
Total		Count % within County where you live	28 6.1%	41 8.9%	26 5.7%	184 40.1%	178 38.8%	2 .4%	459 100.0%

Q 8. My provider does not share my personal mental health history and/or substance abuse information with others without my...

			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		Does Not Apply
County where you live	Cumberland	Count % within County where you live	0 .0%	0 .0%	1 2.0%	25 51.0%	23 46.9%	0 .0%	49 100.0%
	Dauphin	Count % within County where you live	2 1.3%	0 .0%	4 2.6%	84 55.6%	60 39.7%	1 .7%	151 100.0%
	Lancaster	Count % within County where you live	7 4.2%	2 1.2%	2 1.2%	61 36.5%	93 55.7%	2 1.2%	167 100.0%
	Lebanon	Count % within County where you live	2 2.5%	0 .0%	4 4.9%	33 40.7%	41 50.6%	1 1.2%	81 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	6 75.0%	2 25.0%	0 .0%	8 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	0 .0%	4 100.0%	0 .0%	4 100.0%
Total		Count % within County where you live	11 2.4%	2 .4%	11 2.4%	209 45.4%	223 48.5%	4 .9%	460 100.0%

Q 9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.

			Q9 Program staff respects the role of my ethnic, cultural, religious backgro					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County where you live	Cumberland	Count % within County where you live	1 2.0%	1 2.0%	2 4.1%	21 42.9%	23 46.9%	1 2.0%	49 100.0%
	Dauphin	Count % within County where you live	1 .7%	0 .0%	3 2.0%	84 55.3%	61 40.1%	3 2.0%	152 100.0%
	Lancaster	Count % within County where you live	1 .6%	3 1.8%	2 1.2%	67 40.1%	92 55.1%	2 1.2%	167 100.0%
	Lebanon	Count % within County where you live	2 2.5%	2 2.5%	2 2.5%	35 43.2%	39 48.1%	1 1.2%	81 100.0%
	Perry	Count % within County where you live	0 .0%	1 12.5%	0 .0%	4 50.0%	3 37.5%	0 .0%	8 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	3 100.0%
	Total	Count % within County where you live	5 1.1%	7 1.5%	9 2.0%	211 45.9%	221 48.0%	7 1.5%	460 100.0%

Q 10. I trust my service provider.

			Q10 I trust my service provider					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County where you live	Cumberland	Count % within County where you live	3 6.3%	2 4.2%	3 6.3%	16 33.3%	23 47.9%	1 2.1%	48 100.0%
	Dauphin	Count % within County where you live	1 .7%	4 2.6%	5 3.3%	83 54.6%	59 38.8%	0 .0%	152 100.0%
	Lancaster	Count % within County where you live	4 2.4%	9 5.4%	4 2.4%	76 45.5%	73 43.7%	1 .6%	167 100.0%
	Lebanon	Count % within County where you live	3 3.7%	4 4.9%	4 4.9%	29 35.8%	41 50.6%	0 .0%	81 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	5 62.5%	3 37.5%	0 .0%	8 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	0 .0%	4 100.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	11 2.4%	19 4.1%	16 3.5%	209 45.4%	203 44.1%	2 .4%	460 100.0%

Q 11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment...

			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		Does Not Apply
County where you live	Cumberland	Count % within County where you live	2 4.1%	6 12.2%	2 4.1%	14 28.6%	23 46.9%	2 4.1%	49 100.0%
	Dauphin	Count % within County where you live	2 1.3%	9 5.9%	6 3.9%	79 52.0%	55 36.2%	1 .7%	152 100.0%
	Lancaster	Count % within County where you live	5 3.0%	9 5.4%	6 3.6%	70 41.9%	74 44.3%	3 1.8%	167 100.0%
	Lebanon	Count % within County where you live	3 3.7%	5 6.2%	4 4.9%	35 43.2%	33 40.7%	1 1.2%	81 100.0%
	Perry	Count % within County where you live	0 .0%	1 12.5%	0 .0%	6 75.0%	1 12.5%	0 .0%	8 100.0%
	Other	Count % within County where you live	1 25.0%	0 .0%	1 25.0%	0 .0%	2 50.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	13 2.8%	30 6.5%	19 4.1%	204 44.3%	188 40.8%	7 1.5%	461 100.0%

Q 12. I am included in all meetings regarding my treatment plan and goals for recovery.

			Q12 I am included in all meetings regarding my treatment plan and 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	3 6.1%	4 8.2%	1 2.0%	20 40.8%	21 42.9%	49 100.0%
	Dauphin	Count % within County where you live	3 2.0%	9 5.9%	8 5.3%	76 50.0%	56 36.8%	152 100.0%
	Lancaster	Count % within County where you live	5 3.0%	10 6.0%	4 2.4%	71 42.5%	77 46.1%	167 100.0%
	Lebanon	Count % within County where you live	2 2.5%	2 2.5%	4 4.9%	35 43.2%	38 46.9%	81 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	7 87.5%	1 12.5%	8 100.0%
	Other	Count % within County where you live	1 25.0%	0 .0%	0 .0%	0 .0%	3 75.0%	4 100.0%
	Total	Count % within County where you live	14 3.0%	25 5.4%	17 3.7%	209 45.3%	196 42.5%	461 100.0%

Q 13. 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	3 6.1%	4 8.2%	4 8.2%	17 34.7%	21 42.9%	49 100.0%
	Dauphin	Count % within County where you live	3 2.0%	8 5.3%	7 4.6%	72 47.4%	62 40.8%	152 100.0%
	Lancaster	Count % within County where you live	5 3.0%	11 6.5%	2 1.2%	81 48.2%	69 41.1%	168 100.0%
	Lebanon	Count % within County where you live	3 3.8%	4 5.0%	2 2.5%	27 33.8%	44 55.0%	80 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	0 .0%	7 87.5%	1 12.5%	8 100.0%
	Other	Count % within County where you live	0 .0%	1 25.0%	0 .0%	0 .0%	3 75.0%	4 100.0%
	Total	Count % within County where you live	14 3.0%	28 6.1%	15 3.3%	204 44.3%	200 43.4%	461 100.0%

Q 14. 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	Does Not Apply	
County where you live	Cumberland	Count % within County where you live	4 8.2%	3 6.1%	3 6.1%	19 38.8%	19 38.8%	1 2.0%	49 100.0%
	Dauphin	Count % within County where you live	0 .0%	9 6.0%	6 4.0%	90 59.6%	45 29.8%	1 .7%	151 100.0%
	Lancaster	Count % within County where you live	4 2.4%	11 6.5%	3 1.8%	92 54.8%	58 34.5%	0 .0%	168 100.0%
	Lebanon	Count % within County where you live	2 2.5%	4 4.9%	5 6.2%	37 45.7%	33 40.7%	0 .0%	81 100.0%
	Perry	Count % within County where you live	0 .0%	2 25.0%	0 .0%	5 62.5%	1 12.5%	0 .0%	8 100.0%
	Other	Count % within County where you live	0 .0%	1 25.0%	0 .0%	0 .0%	3 75.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	10 2.2%	30 6.5%	17 3.7%	243 52.7%	159 34.5%	2 .4%	461 100.0%

Q 15. My service provider explained the disadvantages of my therapy.

			Q15 My service provider explained the disadvantages of my therapy					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County where you live	Cumberland	Count % within County where you live	4 8.3%	4 8.3%	4 8.3%	19 39.6%	15 31.3%	2 4.2%	48 100.0%
	Dauphin	Count % within County where you live	2 1.3%	23 15.2%	10 6.6%	76 50.3%	39 25.8%	1 .7%	151 100.0%
	Lancaster	Count % within County where you live	5 3.0%	18 10.8%	4 2.4%	81 48.8%	52 31.3%	6 3.6%	166 100.0%
	Lebanon	Count % within County where you live	4 5.0%	10 12.5%	5 6.3%	32 40.0%	26 32.5%	3 3.8%	80 100.0%
	Perry	Count % within County where you live	0 .0%	3 37.5%	1 12.5%	3 37.5%	1 12.5%	0 .0%	8 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	15 3.3%	58 12.7%	24 5.3%	212 46.4%	136 29.8%	12 2.6%	457 100.0%

Q 16. Overall, I am satisfied with the services I am receiving.

			Q16 Overall, I am satisfied with the services					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County where you live	Cumberland	Count % within County where you live	4 8.2%	2 4.1%	5 10.2%	10 20.4%	28 57.1%	0 .0%	49 100.0%
	Dauphin	Count % within County where you live	7 4.6%	7 4.6%	6 3.9%	70 46.1%	62 40.8%	0 .0%	152 100.0%
	Lancaster	Count % within County where you live	5 3.0%	14 8.3%	6 3.6%	58 34.5%	84 50.0%	1 .6%	168 100.0%
	Lebanon	Count % within County where you live	3 3.7%	5 6.2%	2 2.5%	30 37.0%	41 50.6%	0 .0%	81 100.0%
	Perry	Count % within County where you live	1 12.5%	1 12.5%	0 .0%	5 62.5%	1 12.5%	0 .0%	8 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	1 25.0%	0 .0%	3 75.0%	0 .0%	4 100.0%
	Total	Count % within County where you live	20 4.3%	29 6.3%	20 4.3%	173 37.4%	219 47.4%	1 .2%	462 100.0%

Q 17. Managing daily problems.

			Q17 Managing daily problems					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you live	Cumberland	Count	3	5	11	22	8	0	49
		% within County where you live	6.1%	10.2%	22.4%	44.9%	16.3%	.0%	100.0%
	Dauphin	Count	6	11	24	64	39	6	150
		% within County where you live	4.0%	7.3%	16.0%	42.7%	26.0%	4.0%	100.0%
	Lancaster	Count	6	8	33	72	44	1	164
		% within County where you live	3.7%	4.9%	20.1%	43.9%	26.8%	.6%	100.0%
	Lebanon	Count	2	9	13	26	30	0	80
		% within County where you live	2.5%	11.3%	16.3%	32.5%	37.5%	.0%	100.0%
	Perry	Count	1	0	2	3	2	0	8
		% within County where you live	12.5%	.0%	25.0%	37.5%	25.0%	.0%	100.0%
	Other	Count	0	1	1	1	1	0	4
		% within County where you live	.0%	25.0%	25.0%	25.0%	25.0%	.0%	100.0%
Total		Count	18	34	84	188	124	7	455
		% within County where you live	4.0%	7.5%	18.5%	41.3%	27.3%	1.5%	100.0%

Q 18. Feeling in control of my life.

			Q18 Feeling in control of my life					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you live	Cumberland	Count	3	4	16	17	9	0	49
		% within County where you live	6.1%	8.2%	32.7%	34.7%	18.4%	.0%	100.0%
	Dauphin	Count	7	11	38	54	30	7	147
		% within County where you live	4.8%	7.5%	25.9%	36.7%	20.4%	4.8%	100.0%
	Lancaster	Count	7	11	26	83	34	0	161
		% within County where you live	4.3%	6.8%	16.1%	51.6%	21.1%	.0%	100.0%
	Lebanon	Count	1	7	21	32	19	0	80
		% within County where you live	1.3%	8.8%	26.3%	40.0%	23.8%	.0%	100.0%
	Perry	Count	1	0	3	3	1	0	8
		% within County where you live	12.5%	.0%	37.5%	37.5%	12.5%	.0%	100.0%
	Other	Count	0	2	0	2	0	0	4
		% within County where you live	.0%	50.0%	.0%	50.0%	.0%	.0%	100.0%
Total		Count	19	35	104	191	93	7	449
		% within County where you live	4.2%	7.8%	23.2%	42.5%	20.7%	1.6%	100.0%

Q 19. Dealing with personal crisis (e.g., serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)

			Q19 Dealing with personal crisis						Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
County where you live	Cumberland	Count	4	4	14	19	5	3	49
		% within County where you live	8.2%	8.2%	28.6%	38.8%	10.2%	6.1%	100.0%
	Dauphin	Count	11	11	29	49	26	21	147
		% within County where you live	7.5%	7.5%	19.7%	33.3%	17.7%	14.3%	100.0%
	Lancaster	Count	6	13	49	57	28	10	163
		% within County where you live	3.7%	8.0%	30.1%	35.0%	17.2%	6.1%	100.0%
	Lebanon	Count	1	4	15	35	17	7	79
		% within County where you live	1.3%	5.1%	19.0%	44.3%	21.5%	8.9%	100.0%
	Perry	Count	0	1	3	2	0	2	8
		% within County where you live	.0%	12.5%	37.5%	25.0%	.0%	25.0%	100.0%
	Other	Count	0	0	1	2	1	0	4
		% within County where you live	.0%	.0%	25.0%	50.0%	25.0%	.0%	100.0%
Total		Count	22	33	111	164	77	43	450
		% within County where you live	4.9%	7.3%	24.7%	36.4%	17.1%	9.6%	100.0%

Q 20. 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		Does Not Apply
County where you live	Cumberland	Count	3	2	16	17	11	0	49
		% within County where you live	6.1%	4.1%	32.7%	34.7%	22.4%	.0%	100.0%
	Dauphin	Count	3	12	32	47	45	7	146
		% within County where you live	2.1%	8.2%	21.9%	32.2%	30.8%	4.8%	100.0%
	Lancaster	Count	7	9	26	71	48	2	163
		% within County where you live	4.3%	5.5%	16.0%	43.6%	29.4%	1.2%	100.0%
	Lebanon	Count	3	7	14	29	24	2	79
		% within County where you live	3.8%	8.9%	17.7%	36.7%	30.4%	2.5%	100.0%
	Perry	Count	1	0	3	2	2	0	8
		% within County where you live	12.5%	.0%	37.5%	25.0%	25.0%	.0%	100.0%
	Other	Count	0	0	0	3	0	1	4
		% within County where you live	.0%	.0%	.0%	75.0%	.0%	25.0%	100.0%
Total		Count	17	30	91	169	130	12	449
		% within County where you live	3.8%	6.7%	20.3%	37.6%	29.0%	2.7%	100.0%

Q 21. Feeling good (hopeful) about the future.

			Q21 Feeling good (hopeful) about the future					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you live	Cumberland	Count	5	3	14	15	11	1	49
		% within County where you live	10.2%	6.1%	28.6%	30.6%	22.4%	2.0%	100.0%
	Dauphin	Count	7	9	32	52	38	7	145
		% within County where you live	4.8%	6.2%	22.1%	35.9%	26.2%	4.8%	100.0%
	Lancaster	Count	8	7	30	76	38	4	163
		% within County where you live	4.9%	4.3%	18.4%	46.6%	23.3%	2.5%	100.0%
	Lebanon	Count	1	7	18	23	25	4	78
	% within County where you live	1.3%	9.0%	23.1%	29.5%	32.1%	5.1%	100.0%	
Perry	Count	1	0	2	3	2	0	8	
	% within County where you live	12.5%	.0%	25.0%	37.5%	25.0%	.0%	100.0%	
Other	Count	0	0	0	1	2	1	4	
	% within County where you live	.0%	.0%	.0%	25.0%	50.0%	25.0%	100.0%	
Total	Count	22	26	96	170	116	17	447	
	% within County where you live	4.9%	5.8%	21.5%	38.0%	26.0%	3.8%	100.0%	

Q 22. Enjoying my free time.

			Q22 Enjoying my free time					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you live	Cumberland	Count	4	5	8	20	11	1	49
		% within County where you live	8.2%	10.2%	16.3%	40.8%	22.4%	2.0%	100.0%
	Dauphin	Count	1	5	35	51	46	9	147
		% within County where you live	.7%	3.4%	23.8%	34.7%	31.3%	6.1%	100.0%
	Lancaster	Count	5	7	42	63	41	3	161
		% within County where you live	3.1%	4.3%	26.1%	39.1%	25.5%	1.9%	100.0%
	Lebanon	Count	0	6	13	23	34	4	80
	% within County where you live	.0%	7.5%	16.3%	28.8%	42.5%	5.0%	100.0%	
Perry	Count	1	1	1	2	3	0	8	
	% within County where you live	12.5%	12.5%	12.5%	25.0%	37.5%	.0%	100.0%	
Other	Count	0	0	1	1	2	0	4	
	% within County where you live	.0%	.0%	25.0%	25.0%	50.0%	.0%	100.0%	
Total	Count	11	24	100	160	137	17	449	
	% within County where you live	2.4%	5.3%	22.3%	35.6%	30.5%	3.8%	100.0%	

Q 23. Strengthening my social support network.

			Q23 Strengthening my social support network					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you live	Cumberland	Count	6	2	15	19	7	0	49
		% within County where you live	12.2%	4.1%	30.6%	38.8%	14.3%	.0%	100.0%
	Dauphin	Count	2	7	43	52	35	6	145
		% within County where you live	1.4%	4.8%	29.7%	35.9%	24.1%	4.1%	100.0%
	Lancaster	Count	5	6	56	56	38	1	162
		% within County where you live	3.1%	3.7%	34.6%	34.6%	23.5%	.6%	100.0%
	Lebanon	Count	2	8	20	26	20	3	79
	% within County where you live	2.5%	10.1%	25.3%	32.9%	25.3%	3.8%	100.0%	
Perry	Count	1	1	1	3	2	0	8	
	% within County where you live	12.5%	12.5%	12.5%	37.5%	25.0%	.0%	100.0%	
Other	Count	0	1	0	3	0	0	4	
	% within County where you live	.0%	25.0%	.0%	75.0%	.0%	.0%	100.0%	
Total	Count	16	25	135	159	102	10	447	
	% within County where you live	3.6%	5.6%	30.2%	35.6%	22.8%	2.2%	100.0%	

Q 24. Being involved in the community or in organizations outside of mental health or substance abuse activities.

			Q24 Being involved in the community or in organizations outside of MH or SA a					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you live	Cumberland	Count	8	3	22	9	3	4	49
		% within County where you live	16.3%	6.1%	44.9%	18.4%	6.1%	8.2%	100.0%
	Dauphin	Count	4	6	54	48	22	11	145
		% within County where you live	2.8%	4.1%	37.2%	33.1%	15.2%	7.6%	100.0%
	Lancaster	Count	8	8	66	41	30	7	160
		% within County where you live	5.0%	5.0%	41.3%	25.6%	18.8%	4.4%	100.0%
	Lebanon	Count	2	8	18	27	14	9	78
	% within County where you live	2.6%	10.3%	23.1%	34.6%	17.9%	11.5%	100.0%	
Perry	Count	1	0	3	2	0	2	8	
	% within County where you live	12.5%	.0%	37.5%	25.0%	.0%	25.0%	100.0%	
Other	Count	0	0	1	0	2	1	4	
	% within County where you live	.0%	.0%	25.0%	.0%	50.0%	25.0%	100.0%	
Total	Count	23	25	164	127	71	34	444	
	% within County where you live	5.2%	5.6%	36.9%	28.6%	16.0%	7.7%	100.0%	

Q 25. Dealing with school or work.

			Q25 Dealing with school or work					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you live	Cumberland	Count	5	7	7	12	9	9	49
		% within County where you live	10.2%	14.3%	14.3%	24.5%	18.4%	18.4%	100.0%
	Dauphin	Count	9	6	28	39	26	39	147
		% within County where you live	6.1%	4.1%	19.0%	26.5%	17.7%	26.5%	100.0%
	Lancaster	Count	13	8	32	35	38	36	162
		% within County where you live	8.0%	4.9%	19.8%	21.6%	23.5%	22.2%	100.0%
	Lebanon	Count	7	10	14	15	18	16	80
		% within County where you live	8.8%	12.5%	17.5%	18.8%	22.5%	20.0%	100.0%
	Perry	Count	1	1	1	3	0	2	8
		% within County where you live	12.5%	12.5%	12.5%	37.5%	.0%	25.0%	100.0%
	Other	Count	0	0	0	2	1	1	4
		% within County where you live	.0%	.0%	.0%	50.0%	25.0%	25.0%	100.0%
Total		Count	35	32	82	106	92	103	450
		% within County where you live	7.8%	7.1%	18.2%	23.6%	20.4%	22.9%	100.0%

Q 26. Dealing with people in social situations.

			Q26 Dealing with people in social situations					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you live	Cumberland	Count	3	6	17	14	9	0	49
		% within County where you live	6.1%	12.2%	34.7%	28.6%	18.4%	.0%	100.0%
	Dauphin	Count	6	10	44	55	22	10	147
		% within County where you live	4.1%	6.8%	29.9%	37.4%	15.0%	6.8%	100.0%
	Lancaster	Count	9	8	47	52	41	3	160
		% within County where you live	5.6%	5.0%	29.4%	32.5%	25.6%	1.9%	100.0%
	Lebanon	Count	1	12	19	29	19	0	80
		% within County where you live	1.3%	15.0%	23.8%	36.3%	23.8%	.0%	100.0%
	Perry	Count	1	1	2	3	1	0	8
		% within County where you live	12.5%	12.5%	25.0%	37.5%	12.5%	.0%	100.0%
	Other	Count	0	0	2	2	0	0	4
		% within County where you live	.0%	.0%	50.0%	50.0%	.0%	.0%	100.0%
Total		Count	20	37	131	155	92	13	448
		% within County where you live	4.5%	8.3%	29.2%	34.6%	20.5%	2.9%	100.0%

Q 27. Dealing with specific problems or issues that led me to seek services.

		Q27 Dealing with specific problems or issues that led me to seek						Total	
		Much Wors	A Little Wors	About the Same	A Little Bette	Much Bette	Does Not Apply		
County where you live	Cumberland	Count	2	4	11	11	11	9	48
		% within County where you live	4.2%	8.3%	22.9%	22.9%	22.9%	18.8%	100.0%
Dauphin	Count	3	7	25	49	45	17	146	
		% within County where you live	2.1%	4.8%	17.1%	33.6%	30.8%	11.6%	100.0%
Lancaster	Count	9	7	17	64	59	2	158	
		% within County where you live	5.7%	4.4%	10.8%	40.5%	37.3%	1.3%	100.0%
Lebanon	Count	2	6	11	39	21	0	79	
		% within County where you live	2.5%	7.6%	13.9%	49.4%	26.6%	.0%	100.0%
Perry	Count	0	1	2	3	1	1	8	
		% within County where you live	.0%	12.5%	25.0%	37.5%	12.5%	12.5%	100.0%
Other	Count	0	1	1	2	0	0	4	
		% within County where you live	.0%	25.0%	25.0%	50.0%	.0%	.0%	100.0%
Total	Count	16	26	67	168	137	29	443	
		% within County where you live	3.6%	5.9%	15.1%	37.9%	30.9%	6.5%	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.

COMMENTS:

Q 3. That's the only place my insurance covered.

Q 7. CBHNP limited my time there to only thirteen days.

Keystone recommended 4 hours of MT, but CBHNP only approved one.

Q 18. CBHNP didn't allow enough time.

Q 28a. She needed to be admitted, but CBHNP would not pay for it.

I ended up with the bill from the ER. It showed up as being covered at the time, but it wasn't because I quit my job two weeks before.

Q 29. CBHNP took TSS away and it's gotten worse.

Q 30. The insurance doesn't let you do things that need to be done. You have to wait.

Q 32. I remember CBHNP was on the envelope and my husband was not happy about it.

Q 33. I have other people helping me with that kind of stuff.

Q 33a. They just tell me if it's covered or not.

Q 35. I always go through Heather Cook, my case manager at MH/MR. She is awesome.

Q 36. I wanted Philhaven.

I really didn't look around. Philhaven was the only one I knew of.

I didn't have a choice. I have been with MH/MR for a while.

We are on a four month waiting list to see the psychiatrist.

Q 37. The man was not very helpful.

A staff person is never available and they don't return phone calls.

Q 38. I can't remember the last time I called CBHNP, but I never had a problem with them

I don't call much, but when I do they're helpful

I'm very happy with CBHNP. When I call with a problem they get it taken care of as soon as possible.

I didn't have to call them, they called me. They have been very helpful in every way they could.

I don't call much, but when I do they help me, and they're nice.

I'm very happy with CBHNP. I don't know what I would do without them

I have no problems with CBHNP. They have always worked with me.

When my son was having trouble getting his services started (which he still is), I called CBHNP several times. They said they were busy and they would call me back, but they never did.

My child was threatening to kill his brother and sister and commit suicide. CBHNP said he was not a danger and they would not commit him. We sat in the emergency room for 24 hours. They wanted to refer him to partial. After 24 hours, they sent him home. In a month's time he was back again. Same thing all over again.

Q 40. I had a problem with a person at the insurance company. She basically didn't want to hear what I had to say.

Q 44. The insurance company makes me feel like we'll never get what she needs.

ADDITIONAL COMMENTS:

I had to fight with them to get what I wanted.

When I called them, they told me to call agencies and not to bother them.

They put a black mark on PCS and up for review. The counselor was fired, but no legal action was taken.

I was referred through Dauphin County CMU; I was not made aware of other partial programs.

The length of time in treatment is not long enough.

With psychiatrists, you either go to the one they say, or get put on a waiting list.

I have a caseworker at CBHNP and she is a wonderful help.

CBHNP has always paid for whatever he needs; I've never had a problem.

I would like an explanation as to why they won't let you make more than 200 a month. I would like to work but I will lose my benefits.

We have a meeting soon for another placement we hope will work.

I have been pleased with my interactions with them. They try to help the family as best they can.

They are always professional and courteous.

The following year has been a nightmare. He was in and out of emergency rooms and they wouldn't fund him because he didn't want to kill anyone or himself.

I had requested a new medical card, and they didn't send one.

I have no idea who they are.

I haven't called, my caseworker does.

It can be a problem to get medication when I run out.

Provider Responses

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.

“It appears that general communication issues between program staff and consumers and their families are paramount. Too often staff may assume that consumers or families should understand various procedures, limitations, or other program realities, and therefore, do not take the necessary time to address frustrations. In addition, it appears respondents answered many questions based on their experiences with other aspects of the MH/MR system. Again, it would seem necessary that staff must be vigilant to consumers’ concerns and be certain that they have an opportunity to ask questions and receive explanations, even if the matter is not directly under the control of the Crisis program. Because of this, we intend to continue to work on general communication and customer service as training issues for staff.”

Martin Yespy, Director
Dauphin County Crisis Intervention

“CSG has been committed to the quality of services it provides to consumers and their families and CSG has taken the following steps during the last year to continue to promote the delivery of quality services. In November, 2006, CSG hired Connie Pyle as a Program Coordinator for Quality Improvement to spearhead the programs continued process of managing and refining all of the systems and procedures within the program to ensure the highest quality of service. CSG has developed and delivered training to Master’s level staff within the time frame of July 06 through November 06 on the following topics: Writing Measurable Treatment Plan Goals, Creating Behavioral Data Collection Systems, Effective Systems Collaboration, as well as sending Master’s level staff to a training seminar on Perspective Taking and Social Skills Instruction offered by PATTAN. Tim Caldwell, who is the head of services delivered for children with Autism Spectrum Disorders completed Penn State’s Applied Behavioral Analysis Graduate Level Certificate, and took the Board Certification test in December, results pending.”

Tim Caldwell, M.Ed.
Program Coordinator

Connie Pyle, MS
Program Coordinator for Quality Improvement

“Pennsylvania Counseling Services is continually making efforts to improve consumer satisfaction through an ongoing quality improvement process. In an effort to respond to feedback received through the C/FST survey, we will make sure to explain the advantages or disadvantages of treatment when meeting with families during the intake process. We will also see that staff is re-trained to identify additional family needs so that we can provide information on other services that are available in the community. We have also revised a form to help clearly define who the family/consumer can turn to if they should be dissatisfied. Each of our families is assigned an administrative case manager with oversight by the Program Director to help address any concerns that may arise in their services.”

Jamie Hoffman, BA
Director of Quality Improvement

“Thank you for the feedback in the form of the Consumer Satisfaction Services survey results. We found this information very useful as an agency, and it has helped to direct our efforts in program improvement.

“Based on a few of the responses and comments, it seems that some of the families in our BHR services may not fully understand their services, how they are generated, or who is responsible for recommending and approving change in hours or services. As a result of this knowledge, we have increased our efforts to better educate families fully about the services they receive.

“Additionally, it is clear that some families feel that they are not receiving as much assistance in gaining information about other types of programs and services. We will begin to better educate our case management team about outside services. An increased Emphasis will also be placed on discussing options of ‘non-treatment’ services with families.”

Elsbeth A. Williams
Assistant Director, CAS
Adams-Hanover Counseling Services, Inc.