



Consumer Satisfaction Services

HealthChoices Capital Region

3rd Quarter Report

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Prepared For

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

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Executive Summary

Consumer/Family Satisfaction Team members, trained and employed by Consumer Satisfaction Services, conducted 181 ($n=181$) 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 1st - March 31st, 2008.

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 ($n=181$) as individuals may have chosen not to respond to certain questions.

- The survey represents 181 ($n=181$) respondents from the Capital Region, representing 149 (82.3%) Adults and 32 Children (17.7%). Of the child consumers, the children themselves responded to the survey in 3.1% of the cases (1 of 32), while 96.9% of parents/guardians responded for the children in 31 of 32 of the cases. 147 of the 149 adult consumers (98.7%) responded for themselves. Parents/Guardians responded for 2 (1.3%) of the adult consumers.
- 65 of the 181 interviews (35.9%) were conducted at the respondent's home and 116 (64.1%) were conducted in an 'other' location outside the home. Of the 65 interviews conducted at home, 15 (23.1%) were in person and 50 (76.9%) were conducted by phone. All of the 116 interviews (100%) conducted outside the home were face to face.
- Gender: The sample is 51.9% male (94) and 44.8% female (81). 6 respondents (3.3%) did not respond to this question.
- Race: 124 of 181 respondents (68.5%) reported their race as White/Caucasian, 24 (13.3%) as African American, 8 (4.4%) as Latino/a Hispanic, 12 (6.6%) as Multi-racial, 3 (1.7%) as Asian/Pacific Islander, and 4 (2.2%) as Other. 6 (3.3%) respondents did not answer this question
- Type of Treatment: 115 (63.5%) respondents reported Outpatient D&A Clinic as their type treatment, while 66 (36.5%) reported In Patient Mental Health as their type of treatment. Respondents receiving services from an Outpatient D&A Clinic reported a significantly higher mean level of Total Satisfaction than respondents receiving treatment in Inpatient Psych-Psych Hospital.
- Type of Services: 115 respondents (63.5%) reported they received Drug & Alcohol Services. The remaining 66 respondents (36.5) reported they received Mental Health Services. Respondents who received Drug & Alcohol Services reported a significantly higher mean level of Total Satisfaction.
- Emergency Treatment: 30.4% of respondents (55 of 181) 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 3.62 with standard deviation of 0.8. Of the respondents who needed emergency mental health services, 76.1% reported they were Satisfied or Very Satisfied (4 or 5) and 18.3% were either Not or Somewhat Satisfied (1 or 2).

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 78.4% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "I am satisfied with the services..." with 79.6% 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, 14). 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:

- While 56.4% of respondents indicated that they were given information about how to get other services that they needed, 25.4% were dissatisfied in this area.
- While 81.7% of consumers reported that their service provider explained the advantages of their therapy or treatment, approximately 1 in 5 consumers (20.4%), indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- While 68.0% of respondents reported they had a choice in selecting their service provider, approximately 1 in 5 respondents (19.9%), did not feel they had a choice and 15.5% of respondents reported they did not have the option to change their service providers if they should choose to do so.
- We think it is important to note the relatively large proportion of respondents who felt that none of the questions revolving around CBHNP applied to them.

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 181 ($n=181$) 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 1st – March 31, 2008. 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

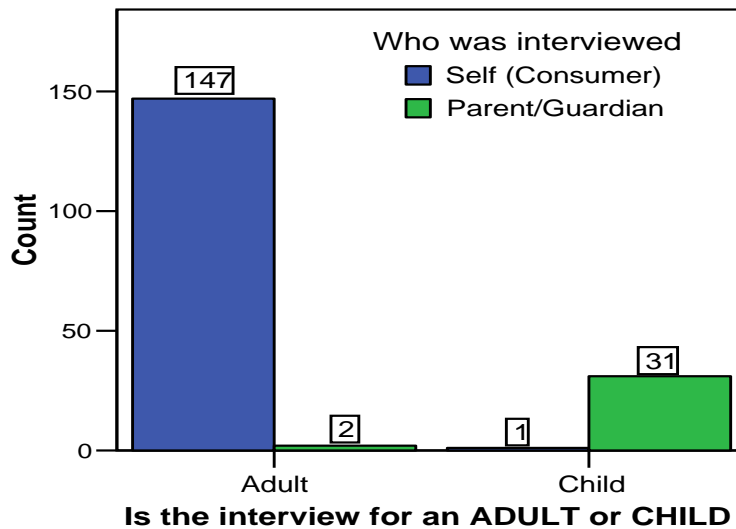
Demographic and Survey Information

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=181) as individuals may have chosen not to respond to certain questions.

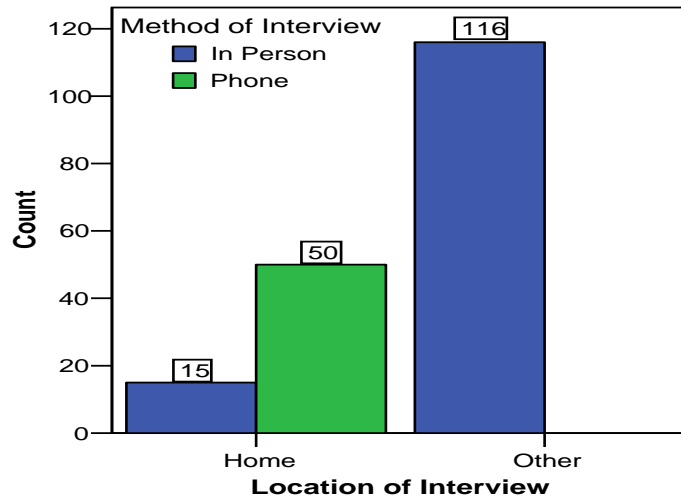
- The survey represents 181 (n=181) respondents from the Capital Region, representing 149 (82.3%) Adults and 32 Children (17.7%). Of the child consumers, the children themselves responded to the survey in 3.1% of the cases (1 of 32), while 96.9% of parents/guardians responded for the children in 31 of 32 of the cases. 147 of the 149 adult consumers (98.7%) responded for themselves. Parents/Guardians responded for 2 (1.3%) of the adult consumers.

Bar Chart



- Data was collected by 10 interviewers from 21 treatment facilities in the Capital Region.
- 65 of the 181 interviews (35.9%) were conducted at the respondent's home and 116 (64.1%) were conducted in an 'other' location outside the home. Of the 65 interviews conducted at home, 15 (23.1%) were in person and 50 (76.9%) were conducted by phone. All of the 116 interviews (100%) conducted outside the home were face to face.

Bar Chart

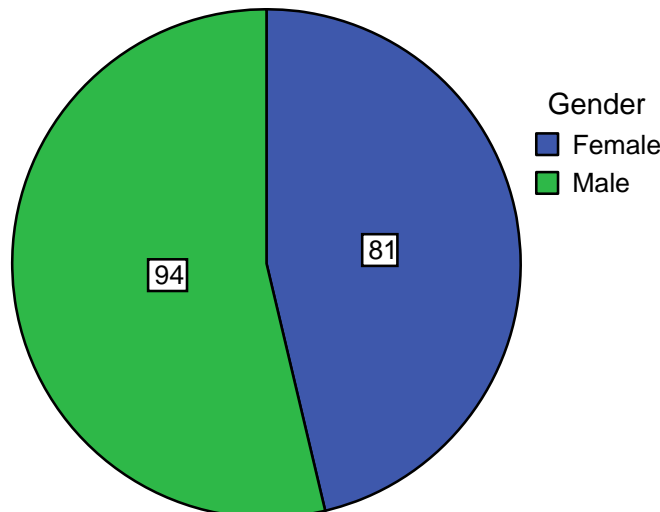


- 29 (16.0%) of the respondents reported they had been previously interviewed in the last year and 50 (27.6%) were not sure.

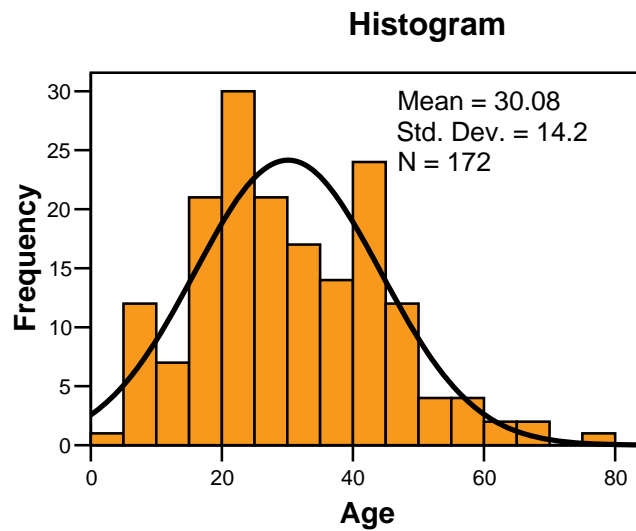
Previously interviewed in last year

		Frequency	Percent	Valid Percent
Valid	Yes	29	16.0	16.5
	No	97	53.6	55.1
	Not sure	50	27.6	28.4
	Total	176	97.2	100.0
Missing	Total	5	2.8	
Total		181	100.0	

- Gender: The sample is 51.9% male (94) and 44.8% female (81). 6 respondents (3.3%) 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 2-80 years, with a mean age of 30 and median age of 28. Our analysis found no relationship between age and Total Satisfaction.

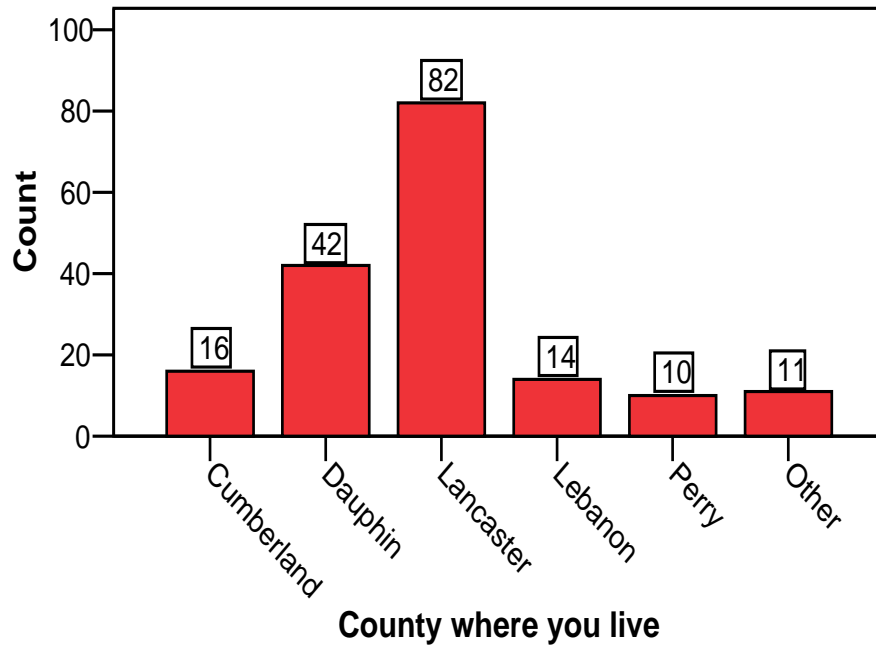


- Counties of Residence:

The table below shows the County of residence in alphabetical order. The largest numbers of respondents come from Lancaster (45.3%) and Dauphin (23.2%) counties. The remaining respondents reported residence in Cumberland (8.8%), Lebanon (7.7%), Perry (5.5%), and Other (6.1%) counties. 6 respondents (3.3%) did not respond to this question.

County where you live

County	Frequency	Percent	Valid Percent
Cumberland	16	8.8	9.1
Dauphin	42	23.2	24.0
Lancaster	82	45.3	46.9
Lebanon	14	7.7	8.0
Perry	10	5.5	5.7
Other	11	6.1	6.3
Total	175	96.7	100.0
Missing	6	3.3	
Total	181	100.0	



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

Total Satisfaction by County of Residence

	N	Mean	Std. Deviation
Cumberland	16	108.1	16.5
Dauphin	42	108.1	14.6
Lancaster	82	103.8	17.7
Lebanon	14	104.5	15.5
Perry	10	108.1	18.9
Other	11	108.9	11.5
Total	175	105.9	16.4

- Race: 124 of 181 respondents (68.5%) reported their race as White/Caucasian, 24 (13.3%) as African American, 8 (4.4%) as Latino/a Hispanic, 12 (6.6%) as Multi-racial, 3 (1.7%) as Asian/Pacific Islander, and 4 (2.2%) as Other. 6 (3.3%) respondents did not 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	24	13.3	13.7
	Asian/Pacific Islander	3	1.7	1.7
	Latino/Hispanic	8	4.4	4.6
	Native American	0	0.0	0.0
	White / Caucasian	124	68.5	70.9
	Multiracial	12	6.6	6.9
	Other	4	2.2	2.3
	Total	175	96.7	100.0
Missing	9	6	3.3	
Total		181	100.0	

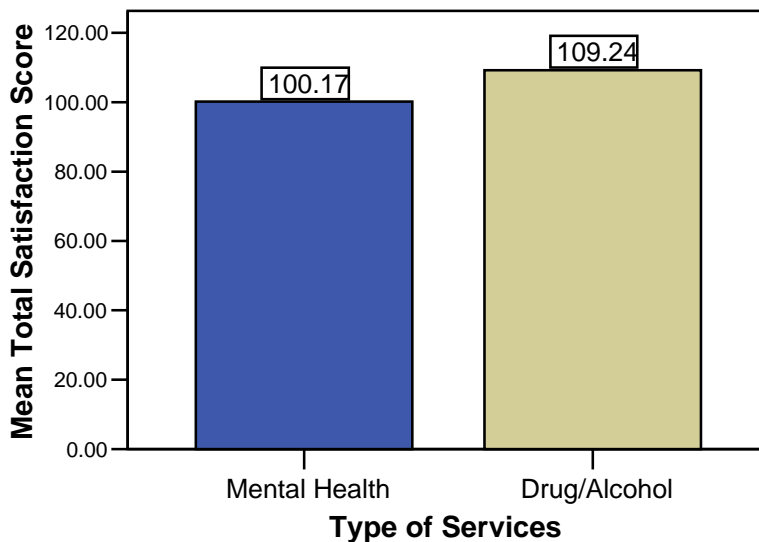
- **Treatment Facility:** Data was collected from 21 Treatment Facilities in the Capital Region. The distribution of respondents is presented below.

Name of Treatment Facility	Frequency
Holy Spirit Hospital CMHC In-patient	2
Horsham Clinic, Inc. In-patient	1
Lancaster General Hospital In-patient	4
Lancaster Regional Med Ctr Psych In-patient	5
Milton S. Hershey Med Ctr Psych In-patient	15
Philhaven Hospital In-patient	23
Pinnacle Health Hospital In-patient	1
Brooke Glen Behavioral Hospital In-patient	8
The Meadows Psychiatric Center In-patient	7
HAS Counseling Center Lancaster	16
Lancaster Freedom Center	3
PA Counseling Renaissance	7
PA Counseling Carlisle	2
TW Ponessa Drug & Alcohol Outpatient	5
Vantage Gaudenzia	10
Mazzetti & Sullivan Counseling Services	11
Naaman Center	11
Stevens Center NHS Drug & Alcohol Outpatient	5
White Deer Run New Perspectives	7
White Deer Run Harrisburg	16
PA Counseling Lancaster	22
Total	181

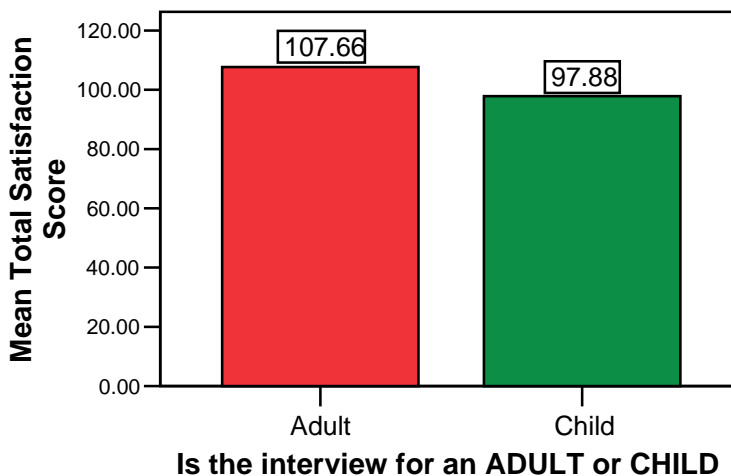
- Overall mean satisfaction at the Treatment Facilities ranged from a mean of 92 to 122. Analysis was carried out on treatment facilities with 10 or more observations. There were 8 facilities that reported 10 or more observations. The means for these 8 facilities are reported below. Our analyses indicated no significant differences in the mean level of reported Total Satisfaction for treatment facilities that reported 10 or more observations.

Name of Treatment Facility	N of Cases	Mean	Std Deviation
Milton S. Hershey Med Ctr Psych In-patient	15	99.4	19.3
Philhaven Hospital In-patient	23	102.0	16.7
HAS Counseling Center Lancaster	16	106.1	19.7
Vantage Gaudenzia	10	109.6	4.9
Mazzetti & Sullivan Counseling Services	11	116.8	8.1
Naaman Center	11	114.2	17.6
White Deer Run Harrisburg	16	104.7	13.7
PA Counseling Lancaster	22	110.1	15.4

- Type of Treatment: 115 (63.5%) respondents reported Outpatient D&A Clinic as their type treatment, while 66 (36.5%) reported In Patient Mental Health as their type of treatment. Respondents receiving services from an Outpatient D&A Clinic reported a significantly higher mean level of Total Satisfaction than respondents receiving treatment in Inpatient Psych-Psych Hospital.
- Type of Services: 115 respondents (63.5%) reported they received Drug & Alcohol Services. The remaining 66 respondents (36.5) reported they received Mental Health Services. Respondents who received Drug & Alcohol Services reported a significantly higher mean level of Total Satisfaction.



- Adult or Child receiving services: Satisfaction for both groups was high. Our analysis found the mean level of satisfaction for adults receiving services was significantly higher than for a child who received services.



- Previously Interviewed: There were no significant differences in reported level of Total Satisfaction between those who were previously interviewed, those interviewed for the first time, and those who were not sure if they had been interviewed.
- Special Needs: 23.8% (43 of 181 respondents) reported special needs. 22 (12.2 %) of the respondents reported visual impairment, 7 (3.9%) reported hearing impairment, 13 (7.2%) reported physical impairment, 1 (0.6%) reported Difficulty with English, and 14 (7.7%) reported other special

needs. All consumers with special needs were grouped to compare Total Satisfaction of those with special needs and those without special needs. There was no difference in reported level of satisfaction with respect to special needs.

Special Needs	Frequency	Percent
Visual Impairment	22	12.2
Hearing Impairment	7	3.9
Physical Impairment	13	7.2
English difficulty	1	0.6
Other	14	7.7
None	132	72.9
No Response	6	3.3
Total	181	100.0

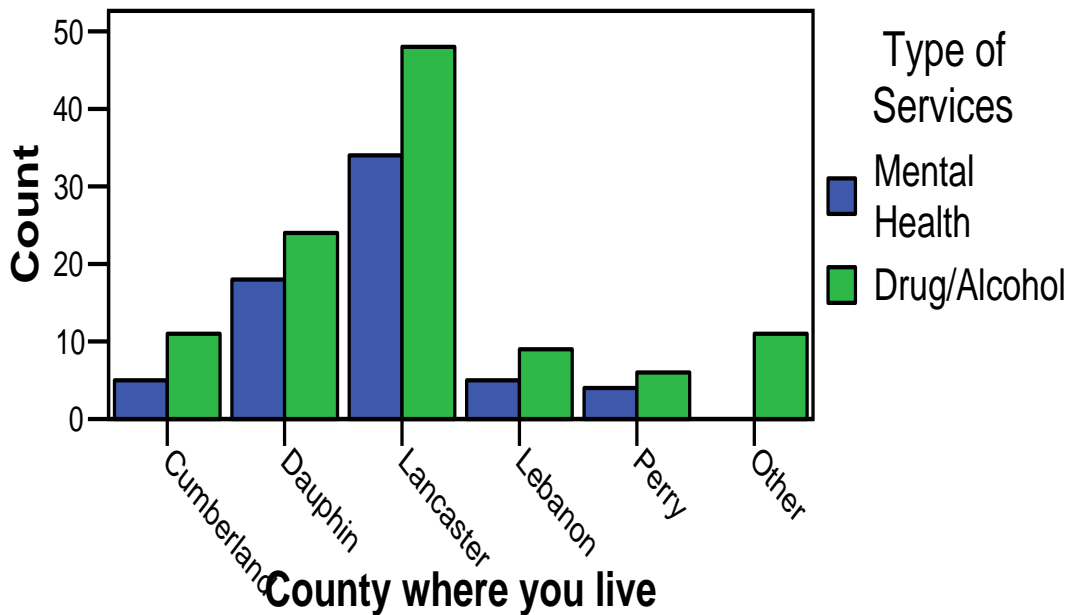
Distribution of Services by County of Residence:

The table below lists the distribution of services by County of residence.

County where you live * Type of Services Crosstabulation

			Type of Services		Total
			Mental Health	Drug/Alcohol	
County where you live	Cumberland	Count	5	11	16
		% within Type of Services	7.6%	10.1%	9.1%
	Dauphin	Count	18	24	42
		% within Type of Services	27.3%	22.0%	24.0%
	Lancaster	Count	34	48	82
		% within Type of Services	51.5%	44.0%	46.9%
	Lebanon	Count	5	9	14
		% within Type of Services	7.6%	8.3%	8.0%
	Perry	Count	4	6	10
		% within Type of Services	6.1%	5.5%	5.7%
	Other	Count	0	11	11
		% within Type of Services	.0%	10.1%	6.3%
Total		Count	66	109	175
		% within Type of Services	100.0%	100.0%	100.0%

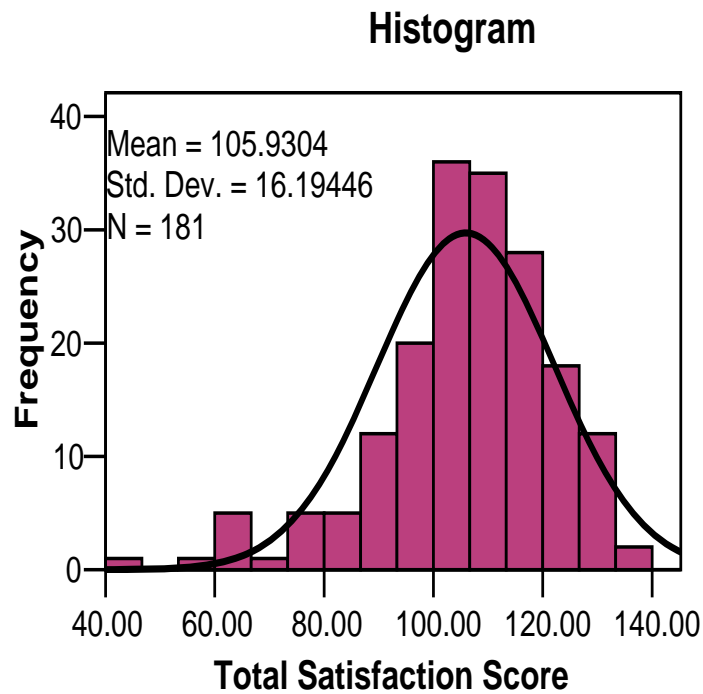
Bar Chart



Satisfaction

Overall Satisfaction: All 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 105.9 with a standard deviation 16.2, median 107.9. The TSS scores ranged from 41 – 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.



Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 78.4% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "I am satisfied with the services..." with 79.6% 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, 14). 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:

- While 56.4% of respondents indicated that they were given information about how to get other services that they needed, 25.4% were dissatisfied in this area.
- While 81.7% of consumers reported that their service provider explained the advantages of their therapy or treatment, approximately 1 in 5 consumers (20.4%), indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- While 68.0% of respondents reported they had a choice in selecting their service provider, approximately 1 in 5 respondents (19.9%), did not feel they had a choice and 15.5% of respondents reported they did not have the option to change their service providers if they should choose to do so.

Table 1 – Total Satisfaction – **Implementation**

N=181	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Agree	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.	81.8	10.5	4.1	1.0	4.4
2. I was given information on how to get other services that I needed.	56.4	25.4	3.4	1.2	8.8
3. I had a choice in selecting my service provider.	68.0	19.9	3.7	1.2	5.5
4. I have the option to change my service provider should I choose to.	63.5	15.5	3.7	1.1	9.9
5. I was informed about my rights and responsibilities regarding the treatment I have received.	85.0	6.1	4.1	0.9	3.3
6. I feel comfortable in asking questions regarding my treatment.	85.1	8.8	4.1	1.0	3.9
7. My service provider spends enough time with me.	78.4	12.2	3.9	1.1	3.3
8. My personal mental health and/or substance abuse information is not shared with others without my permission.	87.3	4.4	4.3	0.8	3.9
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	85.0	5.0	4.3	0.9	4.4
10. I trust my service provider.	85.1	6.6	4.2	0.9	2.2
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	67.4	13.2	3.9	1.1	6.1
12. I am included in all meetings regarding my treatment plan and goals for recovery.	83.4	6.1	4.2	0.9	3.9
13. I am an equal partner in the treatment process.	84.5	8.3	4.1	0.9	3.3
14. My service provider explained the advantages of my therapy or treatment.	81.7	8.3	4.1	0.9	3.9
15. My service provider explained the disadvantages of my therapy or treatment	61.3	20.4	3.6	1.1	5.0
16. Overall, I am satisfied with the services I am receiving.	79.6	9.4	4.1	1.1	2.8

Emergency Treatment: 30.4% of respondents (55 of 181) 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 3.62 with standard deviation of 0.8. Of the respondents who needed emergency mental health services, 76.1% reported they were Satisfied or Very Satisfied (4 or 5) and 18.3% were either Not or Somewhat Satisfied (1 or 2).

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	16	4.3	0.4
	Dauphin	42	4.2	0.9
	Lancaster	82	3.9	1.1
	Lebanon	14	4.3	0.6
	Perry	10	3.7	1.5
	Other	11	4.3	1.0
	Total	175	4.1	1.0
Q2 I was given information on how to get other services	Cumberland	16	3.9	1.1
	Dauphin	42	3.2	1.2
	Lancaster	82	3.3	1.3
	Lebanon	14	3.9	0.9
	Perry	10	3.7	1.3
	Other	11	3.8	0.9
	Total	175	3.4	1.2
Q3 I had a choice when selecting my service provider	Cumberland	16	3.8	1.2
	Dauphin	42	3.6	1.1
	Lancaster	82	3.7	1.2
	Lebanon	14	3.4	1.2
	Perry	10	3.5	1.6
	Other	11	3.9	1.2
	Total	175	3.7	1.2
Q4 I have the option to change my service provider should I choose to	Cumberland	16	3.9	1.1
	Dauphin	42	3.9	0.8
	Lancaster	82	3.8	1.1
	Lebanon	14	3.6	1.2
	Perry	10	3.1	1.6
	Other	11	3.7	1.2
	Total	175	3.7	1.1
Q5 I was informed about my rights and responsibilities regarding treatment	Cumberland	16	4.3	0.6
	Dauphin	42	4.1	0.8
	Lancaster	82	4.1	0.9
	Lebanon	14	4.1	0.7
	Perry	10	4.1	1.2
	Other	11	3.9	1.4
	Total	175	4.1	0.9
Q6 I feel comfortable in asking questions regarding my treatment	Cumberland	16	4.1	1.0
	Dauphin	42	4.2	0.8
	Lancaster	82	4.1	1.1

	Lebanon	14	4.1	0.7
	Perry	10	4.3	1.3
	Other	11	4.3	1.3
	Total	175	4.1	1.0
Q7 My service provider spends enough time	Cumberland	16	4.1	1.0
	Dauphin	42	3.9	1.1
	Lancaster	82	3.8	1.2
	Lebanon	14	4.1	0.8
	Perry	10	4.1	1.2
	Other	11	4.3	0.7
	Total	175	4.1	1.0
Q8 My provider does not share my personal MH and/or SA information with others without my permission	Cumberland	16	4.6	0.5
	Dauphin	42	4.4	0.7
	Lancaster	82	4.3	0.9
	Lebanon	14	4.6	0.5
	Perry	10	4.3	0.9
	Other	11	4.2	1.2
	Total	175	4.4	0.8
Q9 Program staff respects the role of my ethnic, cultural, religious background	Cumberland	16	4.5	0.5
	Dauphin	42	4.4	0.6
	Lancaster	82	4.1	1.1
	Lebanon	14	4.4	0.8
	Perry	10	4.3	1.3
	Other	11	4.4	0.8
	Total	175	4.3	0.9
Q10 I trust my service provider	Cumberland	16	4.4	0.8
	Dauphin	42	4.4	0.6
	Lancaster	82	3.9	1.0
	Lebanon	14	4.4	0.8
	Perry	10	4.4	1.0
	Other	11	4.5	0.7
	Total	175	4.2	0.9
Q11 My service provider offered me the opportunity to involve my family, significant others and friends	Cumberland	16	3.8	1.5
	Dauphin	42	4.0	1.0
	Lancaster	82	3.8	1.0
	Lebanon	14	4.2	0.9
	Perry	10	3.7	1.2
	Other	11	3.9	1.2
	Total	175	3.9	1.1
Q12 I am included in all meetings regarding my treatment plan & goals for recovery	Cumberland	16	4.1	1.1
	Dauphin	42	4.2	0.8
	Lancaster	82	4.2	0.8
	Lebanon	14	4.2	0.9
	Perry	10	4.0	1.4
	Other	11	4.2	0.7
	Total	175	4.1	0.9
Q13 I am an equal partner in the treatment process	Cumberland	16	4.0	1.2

	Dauphin	42	4.2	0.7
	Lancaster	82	4.0	0.9
	Lebanon	14	4.1	1.0
	Perry	10	4.2	0.9
	Other	11	4.2	0.6
	Total	175	4.1	0.9
Q14 My service provider explained the advantages of my therapy or treatment	Cumberland	16	4.1	1.0
	Dauphin	42	4.2	0.8
	Lancaster	82	4.0	0.9
	Lebanon	14	3.9	1.1
	Perry	10	4.4	1.0
	Other	11	4.2	0.6
	Total	175	4.1	0.9
Q15 My service provider explained the disadvantages of my therapy or treatment	Cumberland	16	3.3	1.4
	Dauphin	42	3.6	1.1
	Lancaster	82	3.6	1.1
	Lebanon	14	3.6	1.1
	Perry	10	4.1	1.0
	Other	11	3.5	1.1
	Total	175	3.6	1.1
Q16 Overall, I am satisfied with the services	Cumberland	16	4.2	1.0
	Dauphin	42	4.2	1.0
	Lancaster	82	4.0	1.2
	Lebanon	14	3.9	1.0
	Perry	10	4.5	0.7
	Other	11	4.5	0.7
	Total	175	4.1	1.1

Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 43% to 71% of consumers believe services have improved their lives in each outcome area. Approximately 14% to 32% of consumers believe that no change has resulted from their services. Only 5% to 9% 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 55% 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), strengthening their social network (Q23), enjoying free time (Q22), and feeling hopeful about the future (Q21).
- 69.1% of the respondents reported improvement in dealing with specific problems which led them to seek services. Respondents also reported a strengthening of social support networks (64.1%).
- 71.3% of the respondents reported feeling good (hopeful) about the future and 5.0% of consumers believe that things are worse.
- The lowest outcome scores are given to question #24 (Being involved in community activities). 42.6% of respondents reported that involvement in community activities was better for them, 8.3% reported it was worse. As noted, 13.8% stated that being involved in community activities did not apply to them. When these cases are removed, 51.0% believe the situation is improved and only 9.9% report that it is worse. These figures represent a more accurate picture of the results.
- Dealing with school or work was also ranked relatively low with only 47.0% responding that things are better in this area, and 9.4% of consumers believe that things are worse. As noted, 21.0% stated that dealing with school or work did not apply to them. When these cases are removed, 61.6% believe the situation is improved and only 12.3% report that it is worse. These figures represent a more accurate picture of the results.
- Dealing with personal crisis was also ranked relatively low with only 56.4% responding that things are better in this area, and 6.6% of consumers believe that things are worse. As noted, 12.2% stated that dealing with a personal crisis did not apply to them. When these cases are removed, 66.2% believe the situation is improved and only 7.8% report that it is worse. These figures represent a more accurate picture of the results.

Table 2 – Total Satisfaction - **Outcome Questions**

Total N=181	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	71.2	6.6	4.0	0.9	2.8
18. Feeling in control of my life.	65.2	6.7	3.8	1.0	5.0
19. Dealing with personal crisis.	56.4	6.6	3.7	0.9	12.2
20. How I feel about myself.	65.8	7.2	3.9	1.0	2.2
21. Feeling good (hopeful) about the future.	71.3	5.0	4.0	0.9	3.9
22. Enjoying my free time.	64.6	8.3	3.8	1.1	2.8
23. Strengthening my social support network.	64.1	7.2	3.8	1.0	5.5
24. Being involved in community activities.	42.6	8.3	3.6	0.9	13.8
25. Dealing with school or work.	47.0	9.4	3.7	1.0	21.0
26. Dealing with people in social situations.	60.8	7.2	3.8	1.0	5.0
27. Dealing with specific problems or issue that led to seek services.	69.1	7.2	4.0	1.0	5.5

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	16	4.3	0.8
	Dauphin	42	3.9	0.9
	Lancaster	82	4.0	0.9
	Lebanon	14	3.9	1.2
	Perry	10	4.0	0.7
	Other	11	4.1	0.8
	Total	175	4.0	0.9
Q18 Feeling in control of my life	Cumberland	16	4.3	0.6
	Dauphin	42	3.7	1.1
	Lancaster	82	3.8	1.0
	Lebanon	14	3.7	1.1
	Perry	10	3.9	0.7
	Other	11	4.2	0.9
	Total	175	3.8	1.0
Q19 Dealing with personal crisis	Cumberland	16	3.9	0.8
	Dauphin	42	3.8	1.0
	Lancaster	82	3.6	0.9
	Lebanon	14	3.7	1.1
	Perry	10	4.0	0.7
	Other	11	3.7	0.7
	Total	175	3.7	0.9
Q20 How I feel about myself	Cumberland	16	3.8	0.9
	Dauphin	42	4.1	1.0
	Lancaster	82	3.9	1.1
	Lebanon	14	3.4	1.3
	Perry	10	3.8	0.8
	Other	11	3.9	0.8
	Total	175	3.9	1.0
Q21 Feeling good (hopeful) about the future	Cumberland	16	4.0	0.6
	Dauphin	42	4.2	0.9
	Lancaster	82	4.0	1.0
	Lebanon	14	3.7	1.1
	Perry	10	4.4	0.7
	Other	11	4.2	0.8
	Total	175	4.0	0.9
Q22 Enjoying my free time	Cumberland	16	3.7	1.3
	Dauphin	42	4.1	0.9
	Lancaster	82	3.7	1.4
	Lebanon	14	3.8	1.2
	Perry	10	4.0	0.7
	Other	11	3.9	0.7
	Total	175	3.8	1.1

Q23 Strengthening my social support network	Cumberland	16	3.9	1.1
	Dauphin	42	4.0	0.9
	Lancaster	82	3.7	1.0
	Lebanon	14	3.6	1.1
	Perry	10	4.1	0.6
	Other	11	3.8	0.7
	Total	175	3.8	1.0
Q24 Being involved in the community or in organizations outside of MH or SA activities	Cumberland	16	3.5	1.0
	Dauphin	42	3.7	0.9
	Lancaster	82	3.5	0.9
	Lebanon	14	3.4	0.6
	Perry	10	3.7	0.8
	Other	11	3.5	0.7
	Total	175	3.6	0.9
Q25 Dealing with school or work	Cumberland	16	3.8	1.0
	Dauphin	42	3.8	1.0
	Lancaster	82	3.6	1.0
	Lebanon	14	3.6	1.0
	Perry	10	3.7	0.7
	Other	11	3.7	0.7
	Total	175	3.7	1.0
Q26 Dealing with people in social situations	Cumberland	16	4.0	0.9
	Dauphin	42	4.0	0.9
	Lancaster	82	3.6	1.0
	Lebanon	14	3.4	1.0
	Perry	10	4.1	0.8
	Other	11	3.9	0.7
	Total	175	3.8	1.0
Q27 Dealing with specific problems or issues that led me to seek services	Cumberland	16	3.8	0.8
	Dauphin	42	4.1	0.8
	Lancaster	82	3.9	1.1
	Lebanon	14	3.8	1.3
	Perry	10	4.1	0.7
	Other	11	4.3	0.7
	Total	175	4.0	1.0

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- 75.6% of respondents (96 out of 127) reported that they had received a copy of the CBHNP member handbook. Our analysis found respondents from Other counties were significantly less likely to have received a member handbook from CBHNP. ***We think it is important to note the relatively large proportion of respondents who felt this question did not apply to them.***

			Q32 I have received a copy of the member handbook from CBHNP			
			Yes	No	Does not apply	Total
County where you live	Cumberland	Count	12	1	2	15
		% within County where you live	80.0%	6.7%	13.3%	100.0%
	Dauphin	Count	25	4	8	37
		% within County where you live	67.6%	10.8%	21.6%	100.0%
	Lancaster	Count	48	16	13	77
		% within County where you live	62.3%	20.8%	16.9%	100.0%
	Lebanon	Count	7	2	4	13
		% within County where you live	53.8%	15.4%	30.8%	100.0%
	Perry	Count	3	4	2	9
		% within County where you live	33.3%	44.4%	22.2%	100.0%
	Other	Count	1	4	5	10
		% within County where you live	10.0%	40.0%	50.0%	100.0%
Total		Count	96	31	34	161
		% within County where you live	59.6%	19.3%	21.1%	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?

- 34.1% (45 out of 132) reported they had called Member Services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months. A significantly higher proportion of respondents in Lebanon County called Member Services at CBHNP to get information.

			Q33 In the last 12 months, did you call Member Services at CBHNP to get information			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count % within County where you live	1 6.3%	13 81.3%	2 12.5%	16 100.0%
	Dauphin	Count % within County where you live	10 24.4%	25 61.0%	6 14.6%	41 100.0%
	Lancaster	Count % within County where you live	25 31.6%	38 48.1%	16 20.3%	79 100.0%
	Lebanon	Count % within County where you live	6 46.2%	3 23.1%	4 30.8%	13 100.0%
	Perry	Count % within County where you live	2 22.2%	4 44.4%	3 33.3%	9 100.0%
	Other	Count % within County where you live	1 10.0%	4 40.0%	5 50.0%	10 100.0%
	Total	Count % within County where you live	45 26.8%	87 51.8%	36 21.4%	168 100.0%

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

- 77.0% of those that requested information from CBHNP (57 of 74) 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. **Please Note: Because there were such a high proportion of respondents in the does not apply category, we reported the percentages for those respondents who felt the question was applicable. We felt this was a more accurate representation of the data.**

			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	2 40.0%	3 60.0%	5 100.0%
	Dauphin	Count % within County where you live	16 84.2%	3 15.8%	19 100.0%
	Lancaster	Count % within County where you live	29 74.4%	10 25.6%	39 100.0%
	Lebanon	Count % within County where you live	6 85.7%	1 14.3%	7 100.0%
	Perry	Count % within County where you live	1 100.0%	0 .0%	1 100.0%
	Other	Count % within County where you live	3 100.0%	0 .0%	3 100.0%
	Total	Count % within County where you live	57 77.0%	17 23.0%	74 100.0%

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

- 87.4% of respondents (118 of 135) report they are aware of their right to file a complaint or grievance. The Counties do not significantly differ with respect to this question **Please Note: Because there were such a high proportion of respondents in the does not apply category, we reported the percentages for those respondents who felt the question was applicable. We felt this was a more accurate representation of the data.**

			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	11 68.8%	3 18.8%	2 12.5%	16 100.0%
	Dauphin	Count % within County where you live	35 85.4%	2 4.9%	4 9.8%	41 100.0%
	Lancaster	Count % within County where you live	53 67.9%	11 14.1%	14 17.9%	78 100.0%
	Lebanon	Count % within County where you live	9 69.2%	0 .0%	4 30.8%	13 100.0%
	Perry	Count % within County where you live	4 44.4%	1 11.1%	4 44.4%	9 100.0%
	Other	Count % within County where you live	6 60.0%	0 .0%	4 40.0%	10 100.0%
	Total	Count % within County where you live	118 70.7%	17 10.2%	32 19.2%	167 100.0%

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

- Overall, 68.1% of respondents (92 of 135) report they know who to call to file a complaint or grievance. The Counties do not significantly differ with respect to this question. **Please Note: Because there were such a high proportion of respondents in the does not apply category, we reported the percentages for those respondents who felt the question was applicable. We felt this was a more accurate representation of the data.**

			Q35 I know whom to call to file a complaint or grievance			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	7	7	2	16
		% within County where you live	43.8%	43.8%	12.5%	100.0%
	Dauphin	Count	27	8	5	40
		% within County where you live	67.5%	20.0%	12.5%	100.0%
	Lancaster	Count	44	22	13	79
		% within County where you live	55.7%	27.8%	16.5%	100.0%
	Lebanon	Count	7	2	4	13
		% within County where you live	53.8%	15.4%	30.8%	100.0%
	Perry	Count	4	1	4	9
		% within County where you live	44.4%	11.1%	44.4%	100.0%
	Other	Count	3	3	4	10
		% within County where you live	30.0%	30.0%	40.0%	100.0%
Total		Count	92	43	32	167
		% within County where you live	55.1%	25.7%	19.2%	100.0%

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

- 66.4% of respondents (81 of 122) 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. **Please Note: Because there were such a high proportion of respondents in the does not apply category, we reported the percentages for those respondents who felt the question was applicable. We felt this was a more accurate representation of the data.**

			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	5	6	5	16
		% within County where you live	31.3%	37.5%	31.3%	100.0%
	Dauphin	Count	27	8	6	41
		% within County where you live	65.9%	19.5%	14.6%	100.0%
	Lancaster	Count	41	19	18	78
		% within County where you live	52.6%	24.4%	23.1%	100.0%
	Lebanon	Count	3	3	6	12
		% within County where you live	25.0%	25.0%	50.0%	100.0%
	Perry	Count	2	3	4	9
		% within County where you live	22.2%	33.3%	44.4%	100.0%
	Other	Count	3	2	5	10
		% within County where you live	30.0%	20.0%	50.0%	100.0%
Total		Count	81	41	44	166
		% within County where you live	48.8%	24.7%	26.5%	100.0%

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

- 94.0% of respondents who had called CBHNP staff (94 of 100) felt they were treated with courtesy and respect when they called CBHNP. The counties do not significantly differ with respect to this question. **Please Note: Because there were such a high proportion of respondents in the does not apply category, we reported the percentages for those respondents who felt the question was applicable. We felt this was a more accurate representation of the data.**

			Q37 When I call CBHNP staff treats me courteously and with respect			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count % within County where you live	5 31.3%	1 6.3%	10 62.5%	16 100.0%
	Dauphin	Count % within County where you live	25 62.5%	1 2.5%	14 35.0%	40 100.0%
	Lancaster	Count % within County where you live	51 65.4%	2 2.6%	25 32.1%	78 100.0%
	Lebanon	Count % within County where you live	6 46.2%	1 7.7%	6 46.2%	13 100.0%
	Perry	Count % within County where you live	3 33.3%	1 11.1%	5 55.6%	9 100.0%
	Other	Count % within County where you live	4 40.0%	0 .0%	6 60.0%	10 100.0%
Total		Count % within County where you live	94 56.6%	6 3.6%	66 39.8%	166 100.0%

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

- 90.7% of respondents (98 of 108) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. The counties do not significantly differ with respect to this question. **Please Note: Because there were such a high proportion of respondents in the does not apply category, we reported the percentages for those respondents who felt the question was applicable. We felt this was a more accurate representation of the data.**

			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 % within County where you live	7 43.8%	1 6.3%	8 50.0%	16 100.0%
	Dauphin	Count % within County where you live	27 65.9%	3 7.3%	11 26.8%	41 100.0%
	Lancaster	Count % within County where you live	50 63.3%	4 5.1%	25 31.6%	79 100.0%
	Lebanon	Count % within County where you live	7 53.8%	1 7.7%	5 38.5%	13 100.0%
	Perry	Count % within County where you live	3 33.3%	1 11.1%	5 55.6%	9 100.0%
	Other	Count % within County where you live	4 40.0%	0 .0%	6 60.0%	10 100.0%
	Total	Count % within County where you live	98 58.3%	10 6.0%	60 35.7%	168 100.0%

State Mandated Questions

Please Note: Question 1, "In the last 12 months were you able to get the help that you needed?" was asked incorrectly on the adult survey instrument. As a result, the responses for adults' respondents only have been reversed, e.g., if they answered yes, we changed the answer to no and vice versa. No changes were made if they responded sometimes

21 consumers refused to answer any of these questions.

CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY: __CSS Cumberland County

3rd Quarter Reporting Period: January - March, 2008

Children & Adoles. 2 Adults (18 and over): 14 Total Surveys: 16

Questions:

1. In the last 12 months were you able to get the help you needed?

Yes (always)

Sometimes

No (never)

0
4
10

2. Were you given the chance to make treatment decisions?

Yes (always)

Sometimes

No (never)

2
4
8

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

Much better

A little better

About the same

A little worse

Much Worse

Not Applicable

The

4
9
1
0
0
0

Children and Adolescent Children (17 and under):

1. In the last 12 months did you or your child have problems getting the help he or she needed?

Yes (always)

Sometimes

No (never)

0
0
2

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

Yes (always)

Sometimes

No (never)

0
1
1

3. What effect has the treatment your child received had on the quality of your child's life? The quality

Much better

A little better

About the same

A little worse

Much Worse

Not Applicable

0
0
2
0
0
0

CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY: __ CSS Dauphin County

3rd Quarter

Reporting Period: January - March, 2008

Children & Adoles. `8 Adults (18 and over): 32 Total Surveys: 40

Questions:

1. In the last 12 months were you able to get the help you needed?

Yes (always)

4

Sometimes

3

No (never)

25

2. Were you given the chance to make treatment decisions?

Yes (always)

2

Sometimes

7

No (never)

23

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

The

Much better

15

A little better

7

About the same

8

A little worse

0

Much Worse

0

Not Applicable

2

Children and Adolescent Children (17 and under):

1. In the last 12 months did you or your child have problems getting the help he or she needed?

Yes (always)

0

Sometimes

0

No (never)

8

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

Yes (always)

1

Sometimes

0

No (never)

7

3. What effect has the treatment your child received had on the quality of your child's life? The quality

Much better

1

A little better

6

About the same

0

A little worse

0

Much Worse

1

Not Applicable

0

CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY: CSS Lancaster County

35rd Quarter Reporting Period: January - March, 2008

Children & Adoles. 17 Adults (18 and over): 63 Total Surveys: 80

Questions:

1. In the last 12 months were you able to get the help you needed?

Yes (always)

6

Sometimes

7

No (never)

50

2. Were you given the chance to make treatment decisions?

Yes (always)

10

Sometimes

7

No (never)

46

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

Much better

17

A little better

31

About the same

6

A little worse

2

Much Worse

2

Not Applicable

5

Children and Adolescent Children (17 and under):

1. In the last 12 months did you or your child have problems getting the help he or she needed?

Yes (always)

5

Sometimes

5

No (never)

7

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

Yes (always)

1

Sometimes

4

No (never)

12

3. What effect has the treatment your child received had on the quality of your child's life? The

Much better

5

A little better

6

About the same

2

A little worse

1

Much Worse

3

Not Applicable

0

CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY: CSS Lebanon County

3rd Quarter Reporting Period: January - March, 2008

Children & Adoles 3 Adults (18 and over): 11 Total Surveys: 14

Questions:

1. In the last 12 months were you able to get the help you needed?

Yes (always)

2

Sometimes

2

No (never)

7

2. Were you given the chance to make treatment decisions?

Yes (always)

2

Sometimes

2

No (never)

7

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

Much better

4

A little better

2

About the same

4

A little worse

0

Much Worse

0

Not Applicable

1

Children and Adolescent Children (17 and under):

1. In the last 12 months did you or your child have problems getting the help he or she needed?

Yes (always)

3

Sometimes

0

No (never)

0

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

Yes (always)

1

Sometimes

0

No (never)

2

3. What effect has the treatment your child received had on the quality of your child's life? The

Much better

0

A little better

2

About the same

0

A little worse

1

Much Worse

0

Not Applicable

0

CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY: __ CSS Perry County

3rd Quarter

Reporting Period: January - March, 2008

Children & Adoles. 2 Adults (18 and over): 8 Total Surveys: 10

Questions:

1. In the last 12 months were you able to get the help you needed?

- Yes (always)
- Sometimes
- No (never)

3
1
4

2. Were you given the chance to make treatment decisions?

- Yes (always)
- Sometimes
- No (never)

3
1
4

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

- Much better
- A little better
- About the same
- A little worse

The

4
1
2
0

- Much Worse
- Not Applicable

0
1

Children and Adolescent Children (17 and under):

1. In the last 12 months did you or your child have problems getting the help he or she needed?

- Yes (always)
- Sometimes
- No (never)

0
0
2

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

- Yes (always)
- Sometimes
- No (never)

0
0
2

3. What effect has the treatment your child received had on the quality of your child's life?

The quality

- Much better
- A little better
- About the same
- A little worse
- Much Worse
- Not Applicable

0
2
0
0
0
0

Survey Tables by County of Residence

The following tables show the Cross tabulation of questions 1-27 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 services						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County where you live	Cumberland	Count	0	0	0	11	4	1	16
		% within County where you live	.0%	.0%	.0%	68.8%	25.0%	6.3%	100.0%
	Dauphin	Count	1	3	0	20	17	1	42
		% within County where you live	2.4%	7.1%	.0%	47.6%	40.5%	2.4%	100.0%
	Lancaster	Count	6	4	3	40	24	4	81
		% within County where you live	7.4%	4.9%	3.7%	49.4%	29.6%	4.9%	100.0%
	Lebanon	Count	0	0	1	7	5	1	14
% within County where you live		.0%	.0%	7.1%	50.0%	35.7%	7.1%	100.0%	
Perry	Count	1	2	0	3	4	0	10	
	% within County where you live	10.0%	20.0%	.0%	30.0%	40.0%	.0%	100.0%	
Other	Count	0	1	1	2	6	1	11	
	% within County where you live	.0%	9.1%	9.1%	18.2%	54.5%	9.1%	100.0%	
Total	Count	8	10	5	83	60	8	174	
	% within County where you live	4.6%	5.7%	2.9%	47.7%	34.5%	4.6%	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	Does Not Apply	
County where you live	Cumberland	Count	1	1	1	8	4	1	16
		% within County where you live	6.3%	6.3%	6.3%	50.0%	25.0%	6.3%	100.0%
	Dauphin	Count	7	6	5	17	3	4	42
		% within County where you live	16.7%	14.3%	11.9%	40.5%	7.1%	9.5%	100.0%
	Lancaster	Count	12	11	4	32	13	9	81
		% within County where you live	14.8%	13.6%	4.9%	39.5%	16.0%	11.1%	100.0%
	Lebanon	Count	0	2	0	7	3	2	14
% within County where you live		.0%	14.3%	.0%	50.0%	21.4%	14.3%	100.0%	
Perry	Count	1	1	0	6	2	0	10	
	% within County where you live	10.0%	10.0%	.0%	60.0%	20.0%	.0%	100.0%	
Other	Count	0	0	5	3	3	0	11	
	% within County where you live	.0%	.0%	45.5%	27.3%	27.3%	.0%	100.0%	
Total	Count	21	21	15	73	28	16	174	
	% within County where you live	12.1%	12.1%	8.6%	42.0%	16.1%	9.2%	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		Does Not Apply
County where you live	Cumberland	Count	1	2	0	8	4	1	16
		% within County where you live	6.3%	12.5%	.0%	50.0%	25.0%	6.3%	100.0%
	Dauphin	Count	2	6	5	22	6	1	42
		% within County where you live	4.8%	14.3%	11.9%	52.4%	14.3%	2.4%	100.0%
	Lancaster	Count	7	8	2	40	18	5	80
		% within County where you live	8.8%	10.0%	2.5%	50.0%	22.5%	6.3%	100.0%
	Lebanon	Count	1	3	1	5	2	2	14
% within County where you live		7.1%	21.4%	7.1%	35.7%	14.3%	14.3%	100.0%	
Perry	Count	1	3	0	2	4	0	10	
	% within County where you live	10.0%	30.0%	.0%	20.0%	40.0%	.0%	100.0%	
Other	Count	1	0	2	3	4	1	11	
	% within County where you live	9.1%	.0%	18.2%	27.3%	36.4%	9.1%	100.0%	
Total	Count	13	22	10	80	38	10	173	
	% within County where you live	7.5%	12.7%	5.8%	46.2%	22.0%	5.8%	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		Does Not Apply
County where you live	Cumberland	Count	1	1	1	8	4	1	16
		% within County where you live	6.3%	6.3%	6.3%	50.0%	25.0%	6.3%	100.0%
	Dauphin	Count	1	2	5	22	7	5	42
		% within County where you live	2.4%	4.8%	11.9%	52.4%	16.7%	11.9%	100.0%
	Lancaster	Count	6	7	4	38	17	8	80
		% within County where you live	7.5%	8.8%	5.0%	47.5%	21.3%	10.0%	100.0%
	Lebanon	Count	1	2	1	5	3	2	14
% within County where you live		7.1%	14.3%	7.1%	35.7%	21.4%	14.3%	100.0%	
Perry	Count	2	2	2	1	3	0	10	
	% within County where you live	20.0%	20.0%	20.0%	10.0%	30.0%	.0%	100.0%	
Other	Count	1	0	3	2	3	2	11	
	% within County where you live	9.1%	.0%	27.3%	18.2%	27.3%	18.2%	100.0%	
Total	Count	12	14	16	76	37	18	173	
	% within County where you live	6.9%	8.1%	9.2%	43.9%	21.4%	10.4%	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		Does Not Apply
County where you live	Cumberland	Count % within County where you live	0 .0%	0 .0%	1 6.3%	9 56.3%	5 31.3%	1 6.3%	16 100.0%
	Dauphin	Count % within County where you live	1 2.4%	1 2.4%	2 4.8%	26 61.9%	12 28.6%	0 .0%	42 100.0%
	Lancaster	Count % within County where you live	4 5.0%	1 1.3%	3 3.8%	44 55.0%	24 30.0%	4 5.0%	80 100.0%
	Lebanon	Count % within County where you live	0 .0%	1 7.1%	0 .0%	10 71.4%	3 21.4%	0 .0%	14 100.0%
	Perry	Count % within County where you live	1 10.0%	0 .0%	0 .0%	5 50.0%	4 40.0%	0 .0%	10 100.0%
	Other	Count % within County where you live	1 9.1%	1 9.1%	1 9.1%	2 18.2%	5 45.5%	1 9.1%	11 100.0%
	Total	Count % within County where you live	7 4.0%	4 2.3%	7 4.0%	96 55.5%	53 30.6%	6 3.5%	173 100.0%

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		Does Not Apply
County where you live	Cumberland	Count % within County where you live	0 .0%	2 12.5%	0 .0%	7 43.8%	6 37.5%	1 6.3%	16 100.0%
	Dauphin	Count % within County where you live	0 .0%	3 7.1%	1 2.4%	23 54.8%	15 35.7%	0 .0%	42 100.0%
	Lancaster	Count % within County where you live	6 7.4%	2 2.5%	1 1.2%	39 48.1%	28 34.6%	5 6.2%	81 100.0%
	Lebanon	Count % within County where you live	0 .0%	1 7.1%	0 .0%	10 71.4%	3 21.4%	0 .0%	14 100.0%
	Perry	Count % within County where you live	1 10.0%	0 .0%	0 .0%	3 30.0%	6 60.0%	0 .0%	10 100.0%
	Other	Count % within County where you live	1 9.1%	0 .0%	1 9.1%	1 9.1%	7 63.6%	1 9.1%	11 100.0%
	Total	Count % within County where you live	8 4.6%	8 4.6%	3 1.7%	83 47.7%	65 37.4%	7 4.0%	174 100.0%

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		Does Not Apply
County where you live	Cumberland	Count	1	0	1	8	6	0	16
		% within County where you live	6.3%	.0%	6.3%	50.0%	37.5%	.0%	100.0%
	Dauphin	Count	2	4	3	18	14	1	42
		% within County where you live	4.8%	9.5%	7.1%	42.9%	33.3%	2.4%	100.0%
	Lancaster	Count	7	6	5	36	23	4	81
		% within County where you live	8.6%	7.4%	6.2%	44.4%	28.4%	4.9%	100.0%
	Lebanon	Count	0	1	0	9	4	0	14
	% within County where you live	.0%	7.1%	.0%	64.3%	28.6%	.0%	100.0%	
Perry	Count	1	0	0	5	4	0	10	
	% within County where you live	10.0%	.0%	.0%	50.0%	40.0%	.0%	100.0%	
Other	Count	0	0	1	5	4	1	11	
	% within County where you live	.0%	.0%	9.1%	45.5%	36.4%	9.1%	100.0%	
Total	Count	11	11	10	81	55	6	174	
	% within County where you live	6.3%	6.3%	5.7%	46.6%	31.6%	3.4%	100.0%	

Q8 My provider does not share my personal MH and/or SA information...

			Q8 My provider does not share my personal MH and/or SA information with other without my permission					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County where you live	Cumberland	Count	0	0	0	5	9	1	15
		% within County where you live	.0%	.0%	.0%	33.3%	60.0%	6.7%	100.0%
	Dauphin	Count	0	1	1	19	19	1	41
		% within County where you live	.0%	2.4%	2.4%	46.3%	46.3%	2.4%	100.0%
	Lancaster	Count	4	0	2	37	34	4	81
		% within County where you live	4.9%	.0%	2.5%	45.7%	42.0%	4.9%	100.0%
	Lebanon	Count	0	0	0	5	9	0	14
	% within County where you live	.0%	.0%	.0%	35.7%	64.3%	.0%	100.0%	
Perry	Count	0	1	0	3	5	0	9	
	% within County where you live	.0%	11.1%	.0%	33.3%	55.6%	.0%	100.0%	
Other	Count	0	2	1	0	7	1	11	
	% within County where you live	.0%	18.2%	9.1%	.0%	63.6%	9.1%	100.0%	
Total	Count	4	4	4	69	83	7	171	
	% within County where you live	2.3%	2.3%	2.3%	40.4%	48.5%	4.1%	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	Does Not Apply	
County where you live	Cumberland	Count	0	0	0	7	8	1	16
		% within County where you live	.0%	.0%	.0%	43.8%	50.0%	6.3%	100.0%
	Dauphin	Count	0	0	2	21	19	0	42
		% within County where you live	.0%	.0%	4.8%	50.0%	45.2%	.0%	100.0%
	Lancaster	Count	6	1	5	34	30	5	81
		% within County where you live	7.4%	1.2%	6.2%	42.0%	37.0%	6.2%	100.0%
	Lebanon	Count	0	1	0	5	7	1	14
	% within County where you live	.0%	7.1%	.0%	35.7%	50.0%	7.1%	100.0%	
	Perry	Count	1	0	0	3	6	0	10
		% within County where you live	10.0%	.0%	.0%	30.0%	60.0%	.0%	100.0%
	Other	Count	0	0	2	2	6	1	11
		% within County where you live	.0%	.0%	18.2%	18.2%	54.5%	9.1%	100.0%
Total		Count	7	2	9	72	76	8	174
		% within County where you live	4.0%	1.1%	5.2%	41.4%	43.7%	4.6%	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	Does Not Apply	
County where you live	Cumberland	Count	0	1	0	7	8	0	16
		% within County where you live	.0%	6.3%	.0%	43.8%	50.0%	.0%	100.0%
	Dauphin	Count	0	0	2	19	20	1	42
		% within County where you live	.0%	.0%	4.8%	45.2%	47.6%	2.4%	100.0%
	Lancaster	Count	4	5	7	40	23	2	81
		% within County where you live	4.9%	6.2%	8.6%	49.4%	28.4%	2.5%	100.0%
	Lebanon	Count	0	1	0	6	7	0	14
	% within County where you live	.0%	7.1%	.0%	42.9%	50.0%	.0%	100.0%	
	Perry	Count	0	1	0	3	6	0	10
		% within County where you live	.0%	10.0%	.0%	30.0%	60.0%	.0%	100.0%
	Other	Count	0	0	1	3	6	1	11
		% within County where you live	.0%	.0%	9.1%	27.3%	54.5%	9.1%	100.0%
Total		Count	4	8	10	78	70	4	174
		% within County where you live	2.3%	4.6%	5.7%	44.8%	40.2%	2.3%	100.0%

Q 11 My service provider offered me the opportunity to involve my family...

			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	3	0	0	7	6	0	16
		% within County where you live	18.8%	.0%	.0%	43.8%	37.5%	.0%	100.0%
	Dauphin	Count	0	5	6	14	17	0	42
		% within County where you live	.0%	11.9%	14.3%	33.3%	40.5%	.0%	100.0%
	Lancaster	Count	3	8	9	35	15	10	80
		% within County where you live	3.8%	10.0%	11.3%	43.8%	18.8%	12.5%	100.0%
	Lebanon	Count	0	1	1	5	6	1	14
	% within County where you live	.0%	7.1%	7.1%	35.7%	42.9%	7.1%	100.0%	
Perry	Count	0	2	2	3	3	0	10	
	% within County where you live	.0%	20.0%	20.0%	30.0%	30.0%	.0%	100.0%	
Other	Count	1	0	2	4	4	0	11	
	% within County where you live	9.1%	.0%	18.2%	36.4%	36.4%	.0%	100.0%	
Total	Count	7	16	20	68	51	11	173	
	% within County where you live	4.0%	9.2%	11.6%	39.3%	29.5%	6.4%	100.0%	

Q 12 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		Does Not Apply
County where you live	Cumberland	Count	1	1	0	8	6	0	16
		% within County where you live	6.3%	6.3%	.0%	50.0%	37.5%	.0%	100.0%
	Dauphin	Count	0	2	3	19	16	1	41
		% within County where you live	.0%	4.9%	7.3%	46.3%	39.0%	2.4%	100.0%
	Lancaster	Count	2	2	3	41	28	5	81
		% within County where you live	2.5%	2.5%	3.7%	50.6%	34.6%	6.2%	100.0%
	Lebanon	Count	0	1	1	6	6	0	14
	% within County where you live	.0%	7.1%	7.1%	42.9%	42.9%	.0%	100.0%	
Perry	Count	1	1	0	3	5	0	10	
	% within County where you live	10.0%	10.0%	.0%	30.0%	50.0%	.0%	100.0%	
Other	Count	0	0	2	4	4	1	11	
	% within County where you live	.0%	.0%	18.2%	36.4%	36.4%	9.1%	100.0%	
Total	Count	4	7	9	81	65	7	173	
	% within County where you live	2.3%	4.0%	5.2%	46.8%	37.6%	4.0%	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		Does Not Apply
County where you live	Cumberland	Count	1	1	1	7	6	0	16
		% within County where you live	6.3%	6.3%	6.3%	43.8%	37.5%	.0%	100.0%
	Dauphin	Count	0	2	1	23	14	1	41
		% within County where you live	.0%	4.9%	2.4%	56.1%	34.1%	2.4%	100.0%
	Lancaster	Count	3	5	2	43	24	4	81
		% within County where you live	3.7%	6.2%	2.5%	53.1%	29.6%	4.9%	100.0%
	Lebanon	Count	0	2	0	7	5	0	14
	% within County where you live	.0%	14.3%	.0%	50.0%	35.7%	.0%	100.0%	
Perry	Count	0	1	0	5	4	0	10	
	% within County where you live	.0%	10.0%	.0%	50.0%	40.0%	.0%	100.0%	
Other	Count	0	0	1	6	3	1	11	
	% within County where you live	.0%	.0%	9.1%	54.5%	27.3%	9.1%	100.0%	
Total	Count	4	11	5	91	56	6	173	
	% within County where you live	2.3%	6.4%	2.9%	52.6%	32.4%	3.5%	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		Does Not Apply
County where you live	Cumberland	Count	0	2	1	7	6	0	16
		% within County where you live	.0%	12.5%	6.3%	43.8%	37.5%	.0%	100.0%
	Dauphin	Count	0	3	1	20	16	1	41
		% within County where you live	.0%	7.3%	2.4%	48.8%	39.0%	2.4%	100.0%
	Lancaster	Count	2	5	6	42	23	3	81
		% within County where you live	2.5%	6.2%	7.4%	51.9%	28.4%	3.7%	100.0%
	Lebanon	Count	1	1	0	7	4	1	14
	% within County where you live	7.1%	7.1%	.0%	50.0%	28.6%	7.1%	100.0%	
Perry	Count	0	1	0	3	6	0	10	
	% within County where you live	.0%	10.0%	.0%	30.0%	60.0%	.0%	100.0%	
Other	Count	0	0	1	5	3	2	11	
	% within County where you live	.0%	.0%	9.1%	45.5%	27.3%	18.2%	100.0%	
Total	Count	3	12	9	84	58	7	173	
	% within County where you live	1.7%	6.9%	5.2%	48.6%	33.5%	4.0%	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		Does Not Apply
County where you live	Cumberland	Count % within County where you live	2 12.5%	3 18.8%	3 18.8%	4 25.0%	4 25.0%	0 .0%	16 100.0%
	Dauphin	Count % within County where you live	2 4.9%	5 12.2%	7 17.1%	17 41.5%	8 19.5%	2 4.9%	41 100.0%
	Lancaster	Count % within County where you live	3 3.8%	15 18.8%	8 10.0%	37 46.3%	13 16.3%	4 5.0%	80 100.0%
	Lebanon	Count % within County where you live	1 7.1%	2 14.3%	0 .0%	8 57.1%	2 14.3%	1 7.1%	14 100.0%
	Perry	Count % within County where you live	0 .0%	1 10.0%	1 10.0%	4 40.0%	4 40.0%	0 .0%	10 100.0%
	Other	Count % within County where you live	1 9.1%	1 9.1%	1 9.1%	5 45.5%	1 9.1%	2 18.2%	11 100.0%
	Total	Count % within County where you live	9 5.2%	27 15.7%	20 11.6%	75 43.6%	32 18.6%	9 5.2%	172 100.0%

Q16 Overall, I am satisfied with the services

			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	1 6.3%	0 .0%	1 6.3%	7 43.8%	7 43.8%	0 .0%	16 100.0%
	Dauphin	Count % within County where you live	2 4.8%	0 .0%	4 9.5%	16 38.1%	20 47.6%	0 .0%	42 100.0%
	Lancaster	Count % within County where you live	6 7.4%	6 7.4%	6 7.4%	26 32.1%	33 40.7%	4 4.9%	81 100.0%
	Lebanon	Count % within County where you live	0 .0%	2 14.3%	1 7.1%	7 50.0%	4 28.6%	0 .0%	14 100.0%
	Perry	Count % within County where you live	0 .0%	0 .0%	1 10.0%	3 30.0%	6 60.0%	0 .0%	10 100.0%
	Other	Count % within County where you live	0 .0%	0 .0%	1 9.1%	3 27.3%	6 54.5%	1 9.1%	11 100.0%
	Total	Count % within County where you live	9 5.2%	8 4.6%	14 8.0%	62 35.6%	76 43.7%	5 2.9%	174 100.0%

Q17 Managing daily problems

			Q17 Managing daily problems						
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	Total
County where you live	Cumberland	Count	0	0	3	6	7	0	16
		% within County where you live	.0%	.0%	18.8%	37.5%	43.8%	.0%	100.0%
	Dauphin	Count	1	3	6	20	10	1	41
		% within County where you live	2.4%	7.3%	14.6%	48.8%	24.4%	2.4%	100.0%
	Lancaster	Count	2	4	12	35	24	3	80
		% within County where you live	2.5%	5.0%	15.0%	43.8%	30.0%	3.8%	100.0%
	Lebanon	Count	1	1	2	4	5	1	14
	% within County where you live	7.1%	7.1%	14.3%	28.6%	35.7%	7.1%	100.0%	
	Perry	Count	0	0	2	5	2	0	9
		% within County where you live	.0%	.0%	22.2%	55.6%	22.2%	.0%	100.0%
	Other	Count	0	0	3	3	4	0	10
		% within County where you live	.0%	.0%	30.0%	30.0%	40.0%	.0%	100.0%
Total		Count	4	8	28	73	52	5	170
		% within County where you live	2.4%	4.7%	16.5%	42.9%	30.6%	2.9%	100.0%

Q18 Feeling in control of my life

			Q18 Feeling in control of my life						
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	Total
County where you live	Cumberland	Count	0	0	1	9	5	1	16
		% within County where you live	.0%	.0%	6.3%	56.3%	31.3%	6.3%	100.0%
	Dauphin	Count	3	1	9	16	10	2	41
		% within County where you live	7.3%	2.4%	22.0%	39.0%	24.4%	4.9%	100.0%
	Lancaster	Count	3	4	15	35	18	5	80
		% within County where you live	3.8%	5.0%	18.8%	43.8%	22.5%	6.3%	100.0%
	Lebanon	Count	1	0	4	5	3	1	14
	% within County where you live	7.1%	.0%	28.6%	35.7%	21.4%	7.1%	100.0%	
	Perry	Count	0	0	3	4	2	0	9
		% within County where you live	.0%	.0%	33.3%	44.4%	22.2%	.0%	100.0%
	Other	Count	0	0	3	1	6	0	10
		% within County where you live	.0%	.0%	30.0%	10.0%	60.0%	.0%	100.0%
Total		Count	7	5	35	70	44	9	170
		% within County where you live	4.1%	2.9%	20.6%	41.2%	25.9%	5.3%	100.0%

Q19 Dealing with personal crisis

			Q19 Dealing with personal crisis					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you live	Cumberland	Count	0	0	5	7	4	0	16
		% within County where you live	.0%	.0%	31.3%	43.8%	25.0%	.0%	100.0%
	Dauphin	Count	3	0	7	15	9	7	41
		% within County where you live	7.3%	.0%	17.1%	36.6%	22.0%	17.1%	100.0%
	Lancaster	Count	2	5	18	33	11	11	80
		% within County where you live	2.5%	6.3%	22.5%	41.3%	13.8%	13.8%	100.0%
	Lebanon	Count	1	1	2	5	3	2	14
	% within County where you live	7.1%	7.1%	14.3%	35.7%	21.4%	14.3%	100.0%	
Perry	Count	0	0	2	5	2	0	9	
	% within County where you live	.0%	.0%	22.2%	55.6%	22.2%	.0%	100.0%	
Other	Count	0	0	4	2	2	2	10	
	% within County where you live	.0%	.0%	40.0%	20.0%	20.0%	20.0%	100.0%	
Total	Count	6	6	38	67	31	22	170	
	% within County where you live	3.5%	3.5%	22.4%	39.4%	18.2%	12.9%	100.0%	

Q20 How I feel about myself

			Q20 How I feel about myself					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
County where you live	Cumberland	Count	1	0	3	9	3	0	16
		% within County where you live	6.3%	.0%	18.8%	56.3%	18.8%	.0%	100.0%
	Dauphin	Count	1	1	8	12	18	1	41
		% within County where you live	2.4%	2.4%	19.5%	29.3%	43.9%	2.4%	100.0%
	Lancaster	Count	4	4	15	31	24	2	80
		% within County where you live	5.0%	5.0%	18.8%	38.8%	30.0%	2.5%	100.0%
	Lebanon	Count	2	0	5	3	3	1	14
	% within County where you live	14.3%	.0%	35.7%	21.4%	21.4%	7.1%	100.0%	
Perry	Count	0	0	4	3	2	0	9	
	% within County where you live	.0%	.0%	44.4%	33.3%	22.2%	.0%	100.0%	
Other	Count	0	0	4	3	3	0	10	
	% within County where you live	.0%	.0%	40.0%	30.0%	30.0%	.0%	100.0%	
Total	Count	8	5	39	61	53	4	170	
	% within County where you live	4.7%	2.9%	22.9%	35.9%	31.2%	2.4%	100.0%	

Q21 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	0	0	3	8	3	1	15
		% within County where you live	.0%	.0%	20.0%	53.3%	20.0%	6.7%	100.0%
	Dauphin	Count	1	0	7	14	18	1	41
		% within County where you live	2.4%	.0%	17.1%	34.1%	43.9%	2.4%	100.0%
	Lancaster	Count	4	2	13	30	27	4	80
		% within County where you live	5.0%	2.5%	16.3%	37.5%	33.8%	5.0%	100.0%
	Lebanon	Count	1	1	2	6	3	1	14
	% within County where you live	7.1%	7.1%	14.3%	42.9%	21.4%	7.1%	100.0%	
Perry	Count	0	0	1	3	5	0	9	
	% within County where you live	.0%	.0%	11.1%	33.3%	55.6%	.0%	100.0%	
Other	Count	0	0	2	4	4	0	10	
	% within County where you live	.0%	.0%	20.0%	40.0%	40.0%	.0%	100.0%	
Total	Count	6	3	28	65	60	7	169	
	% within County where you live	3.6%	1.8%	16.6%	38.5%	35.5%	4.1%	100.0%	

Q22 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	2	0	3	7	4	0	16
		% within County where you live	12.5%	.0%	18.8%	43.8%	25.0%	.0%	100.0%
	Dauphin	Count	1	1	5	18	15	1	41
		% within County where you live	2.4%	2.4%	12.2%	43.9%	36.6%	2.4%	100.0%
	Lancaster	Count	6	4	18	27	23	2	80
		% within County where you live	7.5%	5.0%	22.5%	33.8%	28.8%	2.5%	100.0%
	Lebanon	Count	1	0	5	1	5	2	14
	% within County where you live	7.1%	.0%	35.7%	7.1%	35.7%	14.3%	100.0%	
Perry	Count	0	0	2	5	2	0	9	
	% within County where you live	.0%	.0%	22.2%	55.6%	22.2%	.0%	100.0%	
Other	Count	0	0	3	5	2	0	10	
	% within County where you live	.0%	.0%	30.0%	50.0%	20.0%	.0%	100.0%	
Total	Count	10	5	36	63	51	5	170	
	% within County where you live	5.9%	2.9%	21.2%	37.1%	30.0%	2.9%	100.0%	

Q23 Strengthening my social support network

			Q23 Strengthening my social support network						
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	Total
County where you live	Cumberland	Count	1	0	3	7	5	0	16
		% within County where you live	6.3%	.0%	18.8%	43.8%	31.3%	.0%	100.0%
	Dauphin	Count	1	1	6	17	13	3	41
		% within County where you live	2.4%	2.4%	14.6%	41.5%	31.7%	7.3%	100.0%
	Lancaster	Count	4	4	20	30	18	4	80
		% within County where you live	5.0%	5.0%	25.0%	37.5%	22.5%	5.0%	100.0%
	Lebanon	Count	1	1	2	5	2	3	14
	% within County where you live	7.1%	7.1%	14.3%	35.7%	14.3%	21.4%	100.0%	
Perry	Count	0	0	1	6	2	0	9	
	% within County where you live	.0%	.0%	11.1%	66.7%	22.2%	.0%	100.0%	
Other	Count	0	0	4	4	2	0	10	
	% within County where you live	.0%	.0%	40.0%	40.0%	20.0%	.0%	100.0%	
Total	Count	7	6	36	69	42	10	170	
	% within County where you live	4.1%	3.5%	21.2%	40.6%	24.7%	5.9%	100.0%	

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

			Q24 Being involved in the community or in organizations outside of MH or SA						
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	Total
County where you live	Cumberland	Count	1	1	4	8	1	1	16
		% within County where you live	6.3%	6.3%	25.0%	50.0%	6.3%	6.3%	100.0%
	Dauphin	Count	1	2	12	13	9	4	41
		% within County where you live	2.4%	4.9%	29.3%	31.7%	22.0%	9.8%	100.0%
	Lancaster	Count	2	7	24	22	11	14	80
		% within County where you live	2.5%	8.8%	30.0%	27.5%	13.8%	17.5%	100.0%
	Lebanon	Count	0	0	7	1	1	5	14
	% within County where you live	.0%	.0%	50.0%	7.1%	7.1%	35.7%	100.0%	
Perry	Count	0	0	4	3	2	0	9	
	% within County where you live	.0%	.0%	44.4%	33.3%	22.2%	.0%	100.0%	
Other	Count	0	0	5	3	1	1	10	
	% within County where you live	.0%	.0%	50.0%	30.0%	10.0%	10.0%	100.0%	
Total	Count	4	10	56	50	25	25	170	
	% within County where you live	2.4%	5.9%	32.9%	29.4%	14.7%	14.7%	100.0%	

Q25 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	1	0	3	7	3	2	16
		% within County where you live	6.3%	.0%	18.8%	43.8%	18.8%	12.5%	100.0%
	Dauphin	Count	2	2	5	10	12	10	41
		% within County where you live	4.9%	4.9%	12.2%	24.4%	29.3%	24.4%	100.0%
	Lancaster	Count	5	6	16	23	14	16	80
		% within County where you live	6.3%	7.5%	20.0%	28.8%	17.5%	20.0%	100.0%
	Lebanon	Count	1	0	4	2	2	5	14
	% within County where you live	7.1%	.0%	28.6%	14.3%	14.3%	35.7%	100.0%	
Perry	Count	0	0	3	1	2	3	9	
	% within County where you live	.0%	.0%	33.3%	11.1%	22.2%	33.3%	100.0%	
Other	Count	0	0	4	3	2	1	10	
	% within County where you live	.0%	.0%	40.0%	30.0%	20.0%	10.0%	100.0%	
Total	Count	9	8	35	46	35	37	170	
	% within County where you live	5.3%	4.7%	20.6%	27.1%	20.6%	21.8%	100.0%	

Q26 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	0	1	2	7	5	0	15
		% within County where you live	.0%	6.7%	13.3%	46.7%	33.3%	.0%	100.0%
	Dauphin	Count	1	0	8	17	13	2	41
		% within County where you live	2.4%	.0%	19.5%	41.5%	31.7%	4.9%	100.0%
	Lancaster	Count	4	6	19	28	17	6	80
		% within County where you live	5.0%	7.5%	23.8%	35.0%	21.3%	7.5%	100.0%
	Lebanon	Count	1	0	7	3	2	1	14
	% within County where you live	7.1%	.0%	50.0%	21.4%	14.3%	7.1%	100.0%	
Perry	Count	0	0	2	4	3	0	9	
	% within County where you live	.0%	.0%	22.2%	44.4%	33.3%	.0%	100.0%	
Other	Count	0	0	3	5	2	0	10	
	% within County where you live	.0%	.0%	30.0%	50.0%	20.0%	.0%	100.0%	
Total	Count	6	7	41	64	42	9	169	
	% within County where you live	3.6%	4.1%	24.3%	37.9%	24.9%	5.3%	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						
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	Total
County where you live	Cumberland	Count	0	1	4	8	3	0	16
		% within County where you live	.0%	6.3%	25.0%	50.0%	18.8%	.0%	100.0%
	Dauphin	Count	1	0	5	20	12	2	40
		% within County where you live	2.5%	.0%	12.5%	50.0%	30.0%	5.0%	100.0%
	Lancaster	Count	5	4	9	27	27	6	78
		% within County where you live	6.4%	5.1%	11.5%	34.6%	34.6%	7.7%	100.0%
	Lebanon	Count	1	1	4	1	6	1	14
	% within County where you live	7.1%	7.1%	28.6%	7.1%	42.9%	7.1%	100.0%	
Perry	Count	0	0	1	4	3	1	9	
	% within County where you live	.0%	.0%	11.1%	44.4%	33.3%	11.1%	100.0%	
Other	Count	0	0	1	4	5	0	10	
	% within County where you live	.0%	.0%	10.0%	40.0%	50.0%	.0%	100.0%	
Total	Count	7	6	24	64	56	10	167	
	% within County where you live	4.2%	3.6%	14.4%	38.3%	33.5%	6.0%	100.0%	

Consumer Comments – CBHNP

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

Q 1. CBHNP was who we basically contacted.

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

Q 7. Kevin from CBHNP was very helpful.

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

Q 32. I'm not sure.

We've gotten 3 or 4 of them.

Q 33a. They were wonderful. Brian Cannon went the extra mile and Ann helped with suggestions.

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

I have a wonderful case manager there.

They always get right back to me.

They would check into things and call me back.

They were great in the grievance department.

Q 34. If you have a complaint, they go right to the provider for you.

We have filed many grievances.

Q 35. I would call children and youth.

I thought I would call Youth Advocate.

Probably not

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

In the beginning I was given a choice but there was a problem with availability, so I just told them where I didn't want to go, and they gave me the rest with openings.

We went with the school's recommendation.

I haven't called in a long time.

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

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

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

There were 3 or 4 choices.

They are very good at a menu of choices.

They were the only one with a bed available.

Q 37. Not a lot.

. Oh yes, definitely.

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

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

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

My husband has most of the contact with them.

Q 38. CBHNP is a pain in the butt.

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

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

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

I am definitely satisfied!

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

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

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

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

They deny services for my daughter all the time without ever knowing or looking

at what she needs.

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

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

Q 41. CBHNP helped me switch services.

Q 43. I had to go through a grievance.

ADDITIONAL COMMENTS:

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

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

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

I haven't even heard of them.

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

I have used the complaint/grievance process before.

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

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

They always backed me up on everything. Anytime I had questions they always answered them. They always taken into consideration my feelings and helped with ant changes.

They are nice and send me a lot of information.

They are there when you need them.

I had some problems and filed a complaint once but I am ok with them now.

Never had a problem.

They are helpful.

They always have been nice to me.

I am fine with CBHNP.

I am fine with them, I never had any problems.

CBHNP gave me no information on drug and alcohol programs, counseling, psychiatry, or anything at all. I had to do all the research on my own.

CBHNP RESPONSE TO CSS 2nd QUARTER REPORT

May 2, 2008

Scott Suhring, CEO
CABHC
2300 Vartan Way, Suite 206
Harrisburg, PA 17110

RE: CSS 2nd^t Quarter Report 2007-08, 10/01/07-12/31/07

Dear Scott:

This response is based on the CSS, Inc. executive summary listed in the 2nd Quarter report referenced above. The results are used as a very important quality indicator, indicating both strength and weakness areas. A current, planned, or potential initiative to improve identified need areas is provided.

Response to 2nd Quarter 2007-2008 Findings

Overall satisfaction in the second quarter report as identified in the total satisfaction scale by county is increased to 103.8 (the last two quarters were rated 102.6 and 102.5 respectfully). Further supporting this satisfaction level is a satisfaction rate of 76.9% Mean Satisfaction Level / Highest Possible Score (just under a 1% increase from last quarter) and 79.2% agreement with the statement "I am satisfied with the services..." (a minor increase from the previous report).

Previously the CBHNP response required a focus on respondents stating they did not have a choice in selecting their service provider which was indicated at 24%. This quarter, the survey results for this topic have significantly improved to only 12.8% of Members indicating they did not have a choice in provider. We credit this improvement to efforts which may have impacted this measure include newsletter, website, and Member Handbook materials; Member Services Staff monitoring to ensure choice is offered and documented during telephone contacts; training clinical staff to discuss rights with Members; and an established credentialing measurement to ensure providers offer choice.

This report identifies four improvement areas where we have the opportunity to identify and address need areas. These are listed below followed by current, planned, or potential initiatives to improve these scores.

1. While approximately two-thirds of respondents (63.8%) indicated that they were given information about how to get other services that they needed, 22.3% were dissatisfied in this area.

CBHNP Response: The rating for this measure in the previous report was 74%, which was a marked increase from a prior rating of 54½%. However, the current data shows a 10% decrease to 64% for the current reporting period. Early efforts to improve this rating included information being included in the Member Handbook and Children's Information Specialists addressing it during ISPT meetings. The most recent efforts include The Parent Training Series, which continues to be developed to educate parents and Members about CBHNP and services. The training material was submitted to OMHSAS for state approval and recommended changes are being made. A final version will be submitted for approval and then implementation will begin. A brochure was distributed to all providers which included information about services and a "key resources" insert in English and Spanish was also developed and distributed. A Quality Improvement Quick Tip educating providers about recovery initiatives was distributed in March 2008. Complimenting CBHNP's continued efforts to educate providers about reinvestment services to enhance the CBHNP array of services, the Quality Improvement and Provider Relations departments are working on a summary document regarding these services for distribution to the provider network as well as for discussion at provider meetings.

2. While 81.1% of consumers reported that their service provider explained the advantages of their therapy or treatment, approximately 1 in 6 (16.6%) consumers indicated their services provider did not explain the disadvantages associated with therapy or treatment.

CBHNP Response: The results of the current survey are consistent with the previous quarter report at 81%. Previously reported initiatives include:

- A "Talking to your Psychiatrist" article in the Fall 2005 Member newsletter on how to be an informed recipient of services.
 - A Summer 2006 article regarding effective advocacy to augment what was previously distributed.
 - A special Spring 2007 edition which focused on recovery.
 - A Fall 2007 newsletter included information regarding recovery, following up on earlier newsletters to further these education initiatives.
 - Credentialing and re-credentialing information was revised to include CSS survey feedback in this area. Obtaining informed consent is required of all providers.
 - A series of three depression education documents continues to be sent to all Members with a new diagnosis of major depression. The education and awareness focus of this information is recovery oriented.
 - Special Evaluator training was developed to ensure evaluators discuss risks and benefits of treatment being recommended. A training was held in May 2007 and a second mandatory training occurred in February 2008 with all evaluators.
3. Approximately 1 in 7 consumers (16.6%) report they are not satisfied with how much time their service provider spends with them.

CBHNP Response: This performance measure shows an increase in the number of respondents who are dissatisfied with the time provider spend with them. An initiative that may have impacted a previous improvement was a "Talking to your Psychiatrist" article to help Members be more engaged and lead to spending more time with providers. CBHNP also recommended educating providers regarding Member perceptions about services they receive from CBHNP's network as an important initiative for the Subcommittee to consider. The additional \$15 is paid when psychiatrists extend sessions beyond medication management visits has been a continued initiative since October 2005. Other initiatives that have been implemented were reported in previous responses.

4. *8.6% of respondents (1 in 11) reported they do not trust their service providers.*

CBHNP Response: For the second consecutive report period, there is an improvement in the ratings (8.6% vs. 6%), although it remains at a low rating level requiring continued intervention. The SSC, which had discussions about this concern prior to the survey findings, is slated to discuss this at the June 2008 meeting to identify current ideas and recommendations.

We continue looking forward to coordinating efforts with all stakeholders to improve services.

Sincerely,



Laurie Cross
Director of Quality Improvement, CBHNP

cc. CBHNP Executive Management Team

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.

“This letter is in response to the survey results sent to Coatesville Treatment Center. CTC requires all employees attend a 6 hour confidentiality training as well as an in house 1.5 hour training annually. The two clinical supervisors will discuss this issue in supervision with the counselors on a quarterly basis. CTC has a suggestion box in the lobby which is checked and responded to on a weekly basis. There are also complaint forms which patients may fill out if necessary which are responded to and resolved by a clinical supervisor or the clinic director within two days.”

“Upon admission all patients are informed of their patient rights and sign this document and receive a copy if requested. This is reviewed annually with patients. They are also informed of their right to file a grievance and sign this document and receive a copy if requested. In addition patients are also given information regarding confidentiality of drug and alcohol abuse patient records upon admission.”

“Family involvement with significant others and friends is encouraged. This will be monitored in 1 on 1 supervision quarterly by clinical supervisors.”

“Counselors review all treatment plans with their patients in individual sessions. The clinical supervisors will follow up with counselors regarding this subject in 1 on 1 supervision on a quarterly basis to ensure compliance. Clinical supervisors will also monitor counselors to ensure that patient involvement is occurring in counseling. Direct observations will occur three times a year to monitor compliance.”

***Jill L. Vanderburg, MA
Clinical Director***

“There were a total of seven members from our facility surveyed. The survey results were reviewed and our action plan for improvements to areas of service which require adjustments is as follows:

- All clients will receive information in a timely fashion regarding selection of provider as is relative to their individual situation.*
- Staff will inform all clients of their right to change providers upon start of services.*
- Staff will provide clients with necessary information to change providers if they choose.*
- Staff will review with all clients their rights and responsibilities of treatment upon admission and during intake.*
- Staff will offer clients the opportunity of including their family in treatment. At intake clients' primary counselor will ask if they wish to have family sessions and again during individual sessions if relevant.*
- In the weekly staff meeting, the Clinical Supervisor will review with staff that asking clients their goals for recovery is part of interview process and the admission process. Staff will include clients' goals into their individual treatment plans. Additionally, self assessments will be done during the psychosocial history and individual sessions. Future treatment plans will include client input.”*

***Anne May, MSW
Clinical Supervisor
The Gate House***

“The following is offered in response to the most recent survey results:

“Adult Partial: (This is an acute care program average daily attendance is approximately 14 to 16). Survey results look fairly positive which is consistent with our internal survey of consumer satisfaction. Currently, in addition to satisfaction levels, we have initiated some clinical outcome measures using the Zung Depression Scale. As part of our PI program we are comparing some variables to determine the level of clinical improvement in depression, with satisfaction in the program and any suggestions on the clinical programming modalities utilized in Partial.

“Crisis Intervention: (Operates at Holy Spirit Hospital and at Carlisle Regional Medical Center). Survey results look positive which is concurrent with our own internal survey. With regard to the indicator that a consumer reports that information was share without consent; we obviously would need to confirm the validity of the response. That being said, Crisis Intervention is required to comply with all regulatory requirements when it involves patient/consumer mental health/substance abuse information. We are unaware of any complaint that has been submitted to the hospital in this regard during the approximate dates of the survey.”

**Frank Mirillo, MS
Clinical Operations Director
Holy Spirit Hospital**

“I have reviewed the consumer satisfaction survey results which was sent by your office. We were heartened to learn that, in general, the members who responded to the survey were mostly satisfied with our services. We will be reviewing these results further with our consultant Dr. Lou Picchio for his comments and from there use the survey results as a focus of discussion/training with our direct service crisis staff. For your information, one of our agency’s goals for 2008 is to design and implement our own customer satisfaction survey as a method to further gauge our responsiveness and effectiveness.”

**Martin Yespy, Director
Dauphin County Crisis Intervention**

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

Thank you for your participation in our survey. Your voice can make a difference! Consumer Satisfaction Services, Inc. (CSS) gauges and reports on the impact of behavioral health (mental health and/or substance abuse) which you received under HealthChoices and your healthcare provider _____ during the contract year of 2007-2008.

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:

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

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

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

28b	If you received emergency services , who was your initial contact to get these emergency services? (example: Crisis Intervention, 911, ER, Case Management, etc...) _____
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The Department of Public Welfare / Office of Mental Health and Substance Abuse Services have asked us to obtain your responses to the following three questions.

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

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

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? If NO, go to question 34.			
33a	I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			
34	I am aware of my right to file a complaint or grievance.			
35	I know whom to call to file a complaint or grievance.			
36	I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
37	When I call CBHNP staff treats me courteously and with respect.			
38	Overall, I am satisfied with the interactions I have had with CBHNP			

Additional CBHNP Comments:

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

39. What about the services made you feel respected?

40. What about the services made you feel disrespected?

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

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

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

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

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

<p>Have you been previously interviewed on your satisfaction level with services during the last year? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sure</p>
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Demographic Information

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