



# **Consumer Satisfaction Services**

**HealthChoices Capital Region**

## **4<sup>th</sup> Quarter Report**

**April 1 – June 30, 2008**

**July, 2008**

**Prepared For**

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

**Prepared By**

**Consumer Satisfaction Services**

**4775 Linglestown Road**

**Harrisburg, PA 17112**

**(717) 651-1070**

**[www.css-pa.org](http://www.css-pa.org)**

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**\* \* \* \* \***

**Dr. Caroline Dillon, PhD  
Temple University – School of Social Administration  
Consultant**

**\* \* \* \* \***

**C/FST Associates**

**Mary Jane DeLong  
Kimberly Jo Holloway  
Angela Mitchell  
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Shelley Hain  
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# Executive Summary

**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=123) as individuals may have chosen not to respond to certain questions.**

- The survey represents 123 (n=123) respondents from the Capital Region, representing 101 (82.1%) Adults and 22 Children (17.9%). All 123 consumers (100.0%) responded for themselves.
- Data was collected by 1 interviewer from 13 treatment facilities in the Capital Region.
- All 123 interviews (100.0%) were face-to-face and conducted outside the home at various treatment facilities.
- Gender: The sample is 66.7% male (82) and 33.3% female (41).
- Age: Age of respondents ranged from 14 - 56 years.
- The largest number of respondents come from Other Counties (42.2%) followed by Lancaster (32.5%) Dauphin (9.8%) Cumberland (8.9%), Lebanon (3.3%) and Perry (3.3%).
- Treatment Facility: Data was collected from 13 Treatment Facilities in the Capital Region. The distribution of respondents is presented below.

| Name of Treatment Facility                | Frequency  |
|---|------------|
| Bowling Green Brandywine NHR Detox        | 2          |
| Gaudenzia Common Ground NHR Detox         | 3          |
| UHS of Penn DBA Roxbury NHR Detox         | 1          |
| White Deer Run Allenwood NHR Detox        | 1          |
| White Deer Run New Perspectives NHR Detox | 3          |
| White Deer Run Lancaster NHR Detox        | 3          |
| Bowling Green Brandywine NHR Rehab        | 12         |
| Gaudenzia Common Ground NHR Rehab         | 21         |
| UHS of Penn DBA Roxbury Rehab             | 13         |
| White Deer Run Allenwood NHR Rehab        | 12         |
| Drug & Alcohol Rehab Svcs NHR Rehab       | 22         |
| Eagleville Hospital NHR Rehab             | 13         |
| White Deer Run New Directions             | 17         |
| <b>Total</b>                              | <b>123</b> |

- All 123 respondents received Drug & Alcohol Services. 110 (89.4%) respondents reported Drug & Alcohol Non-Hospital Residential Rehab as their type of Mental Health or Substance Abuse Treatment. The remaining 13 respondents (10.6%) reported Non-Hospital Residential Detox and their type of treatment.

- Emergency Treatment: 42.3% of respondents (52 of 123) 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 3.47 with standard deviation of 1.1. Of the respondents who needed emergency mental health services, 63.2% reported they were Satisfied or Very Satisfied (4 or 5) and 30.9% were Not at all or Somewhat Satisfied (1 or 2). *Although there were 52 who reported they needed emergency services, 68 responded to this question. Approximately 1/3 (30.9% or 21 of 68) of the respondents were not satisfied with emergency services.*

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 73.5% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question #16, "Overall, I am satisfied with the services..." with 63.4% agreement (4 or 5).

Consumers were extremely satisfied with feeling informed about their rights and responsibilities regarding the treatment they have received (Question 5). Consumers are also very satisfied with communication with their service providers in that they feel comfortable asking questions regarding their treatment (Question 6), felt included in meetings (Question 12), felt informed about the advantages and disadvantages of treatment (Question 14), and felt an equal partner in the treatment process (Question 13). Consumers reported program staff respected the role of their ethnic, cultural and religious background in their recovery treatment (Question 9) and did not share personal mental health or substance abuse information without permission (Question 8). 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 39.8% of respondents indicated that they were given information about how to get other services that they needed, 43.1% were dissatisfied in this area.
- While 65.0% of consumers reported that their service provider explained the advantages of their therapy or treatment, approximately 1 in 3 consumers (29.2%), indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- 32.5% of respondents reported they had a choice in selecting their service provider, approximately 1 in 3 respondents (31.7%), did not feel they had a choice. As noted, 24.4% of the respondents reported service provider selection did not apply to them. When these cases are removed, 43.0% report a choice in provider selection and 41.9% report they do not have a choice in selecting their service provider. These figures represent a more accurate picture of the results.
- 30.0% of respondents reported they did not have the option to change their service providers if they should choose to do so. As noted, 27.6% of the respondents reported the option of changing service providers did not apply to them. When these cases are removed, 47.1% report ability to change service providers and 42.5% report they do not have the option to change providers if they should chose to do so. These figures represent a more accurate picture of the results.
- While 63.4% of respondents reported overall satisfaction with services, 28.4% reported overall dissatisfaction with the services they were receiving.
- While 65.1% of respondents reported enjoyment of free time was better, 1 in 6 respondents (17.0%) reported enjoyment of free time was worse.

# 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 123 ( $n=123$ ) 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 04/01/08 – 06/30/08. 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

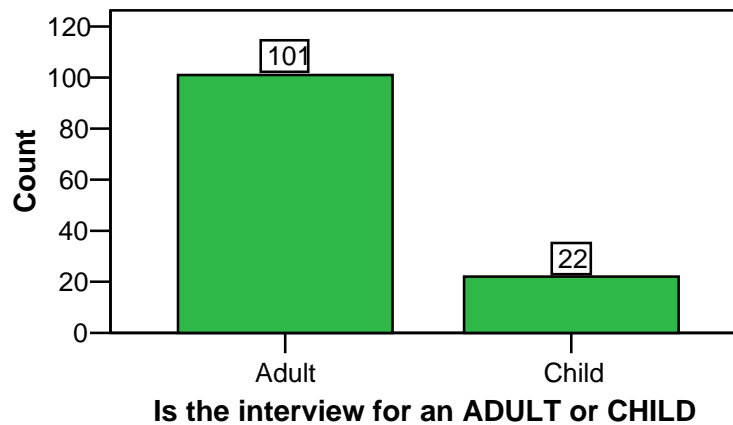
This report represents the 4<sup>th</sup> Quarter 2007-08 which includes data from April - June 2008.

**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=123) as individuals may have chosen not to respond to certain questions.**

## Demographic and Survey Information

- The survey represents 123 (n=123) respondents from the Capital Region, representing 101 (82.1%) Adults and 22 Children (17.9%). All 123 consumers (100.0%) responded for themselves.



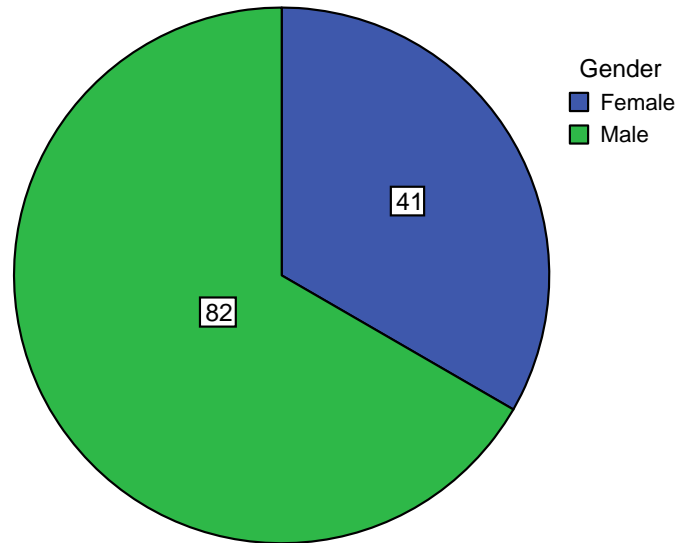
- Data was collected by 1 interviewer from 13 treatment facilities in the Capital Region.
- All 123 interviews (100.0%) were face-to-face and conducted outside the home at various treatment facilities.
- 13 (10.6%) of the respondents reported they had been previously interviewed in the last year and 16 (13.0%) were not sure. 94 (76.4%) said that they had not been interviewed in the last year.

### Previously interviewed in last year

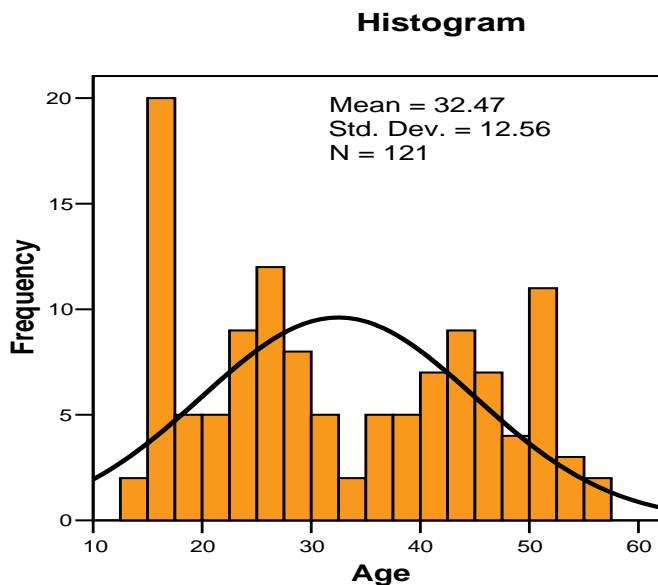
|       |          | Frequency | Percent |
|-------|----------|-----------|---------|
| Valid | Yes      | 13        | 10.6    |
|       | No       | 94        | 76.4    |
|       | Not sure | 16        | 13.0    |
| Total |          | 123       | 100.0   |

There were no significant differences in reported level of mean 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.

- Gender: The sample is 66.7% male (82) and 33.3% female (41). Our analysis found no significant differences by gender in their levels of reported satisfaction with services.



- Age: Age of respondents ranged from 14 - 56 years, with a mean age of 32.47 (SD 12.6) and median age of 29.0. Our analysis found no relationship between age and Total Satisfaction.

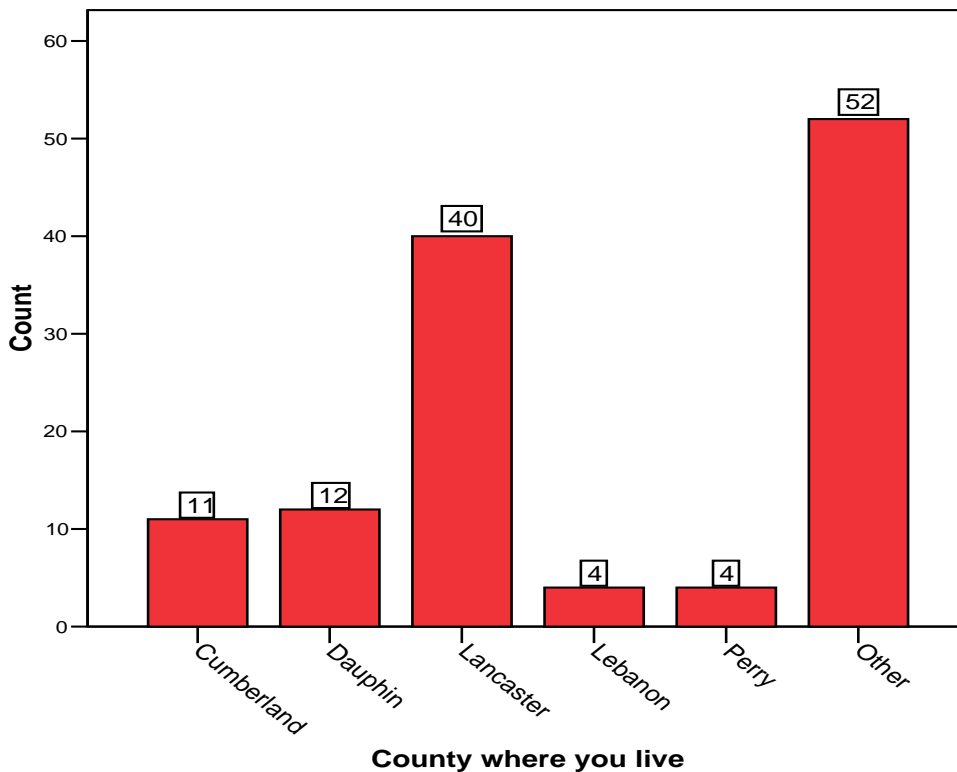


- Counties of Residence:

The table below shows the County of residence in alphabetical order. The largest number of respondents come from Other Counties (42.2%) followed by Lancaster (32.5%) Dauphin (9.8%) Cumberland (8.9%), Lebanon (3.3%) and Perry (3.3%).

**County where you live**

| County     | Frequency | Percent | Valid Percent |
|------------|-----------|---------|---------------|
| Cumberland | 11        | 8.9     | 8.9           |
| Dauphin    | 12        | 9.8     | 9.8           |
| Lancaster  | 40        | 32.5    | 32.5          |
| Lebanon    | 4         | 3.3     | 3.3           |
| Perry      | 4         | 3.3     | 3.3           |
| Other      | 52        | 42.2    | 42.2          |
| Total      | 123       | 100.0   | 100.0         |
| Missing    | 0         | 0.0     |               |
| Total      | 123       | 100.0   |               |



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

Total Satisfaction by County of Residence

**Total Satisfaction Scale**

|            | N   | Mean  | Std. Deviation |
|------------|-----|-------|----------------|
| Cumberland | 11  | 96.9  | 17.9           |
| Dauphin    | 12  | 96.8  | 16.8           |
| Lancaster  | 40  | 103.8 | 18.1           |
| Lebanon    | 4   | 86.5  | 42.7           |
| Perry      | 4   | 112.9 | 6.8            |
| Other      | 52  | 98.3  | 19.2           |
| Total      | 123 | 99.9  | 19.4           |

- Race: 80 of 123 respondents (65.0%) reported their race as White/Caucasian, 18 (14.6%) as African American, 12 (9.8%) as Latino/a Hispanic, 9 (7.4%) as Multi-racial, 3 (2.4%) as Asian/Pacific Islander and 1 (0.8%) as Native American. Our analysis indicated no significant differences in Total Satisfaction with respect to race.

**Race / Ethnicity**

|         |                        | Frequency | Percent | Valid Percent |
|---------|------------------------|-----------|---------|---------------|
| Valid   | African American       | 18        | 14.6    | 14.6          |
|         | Asian/Pacific Islander | 3         | 2.4     | 2.4           |
|         | Latino/Hispanic        | 12        | 9.8     | 9.8           |
|         | Native American        | 1         | 0.8     | 0.8           |
|         | White / Caucasian      | 80        | 65.0    | 65.0          |
|         | Multiracial            | 9         | 7.4     | 7.4           |
|         | Total                  | 123       | 100.0   | 100.0         |
| Missing | 9                      | 0         | 0.0     |               |
| Total   |                        | 123       | 100.0   |               |

- Treatment Facility: Data was collected from 13 Treatment Facilities in the Capital Region. The distribution of respondents is presented below.

| Name of Treatment Facility                | Frequency |
|---|-----------|
| Bowling Green Brandywine NHR Detox        | 2         |
| Gaudenzia Common Ground NHR Detox         | 3         |
| UHS of Penn DBA Roxbury NHR Detox         | 1         |
| White Deer Run Allenwood NHR Detox        | 1         |
| White Deer Run New Perspectives NHR Detox | 3         |
| White Deer Run Lancaster NHR Detox        | 3         |
| Bowling Green Brandywine NHR Rehab        | 12        |
| Gaudenzia Common Ground NHR Rehab         | 21        |
| UHS of Penn DBA Roxbury Rehab             | 13        |
| White Deer Run Allenwood NHR Rehab        | 12        |
| Drug & Alcohol Rehab Svcs NHR Rehab       | 22        |
| Eagleville Hospital NHR Rehab             | 13        |
| White Deer Run New Directions             | 17        |
| Total                                     | 123       |

- Overall mean satisfaction at the Treatment Facilities ranged from a mean of 91 to 104. Analysis was carried out on treatment facilities with 10 or more observations. There were 7 facilities that reported 10 or more observations. The means for these 7 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 |
|-------------------------------------|------------|-------|---------------|
| Bowling Green Brandywine NHR Rehab  | 12         | 102.8 | 16.1          |
| Gaudenzia Common Ground NHR Rehab   | 21         | 91.1  | 21.4          |
| UHS of Penn DBA Roxbury Rehab       | 13         | 103.0 | 26.5          |
| White Deer Run Allenwood NHR Rehab  | 12         | 104.2 | 16.0          |
| Drug & Alcohol Rehab Svcs NHR Rehab | 22         | 100.3 | 11.7          |
| Eagleville Hospital NHR Rehab       | 13         | 95.0  | 17.8          |
| White Deer Run New Directions       | 17         | 102.3 | 21.0          |
| Total                               | 110        | 99.3  | 19.0          |

- Type of Treatment: All 123 respondents received Drug & Alcohol Services. 110 (89.4%) respondents reported Drug & Alcohol Non-Hospital Residential Rehab as their type of Mental Health or Substance Abuse Treatment. The remaining 13 respondents (10.6%) reported Non-Hospital Residential Detox and their type of treatment. There were no differences in reported level of Total Satisfaction as a function of type of treatment received.

- **Special Needs:** 20.3% (25 of 123 respondents) reported special needs. 16 (13.0 %) of the respondents reported visual impairment, 1 (0.8%) reported hearing impairment, 4 (3.3%) reported physical impairment, 1 (0.8%) reported Difficulty with English, and 7 (5.7%) 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   | 16        | 13.0    |
| Hearing Impairment  | 1         | 0.8     |
| Physical Impairment | 4         | 3.3     |
| English difficulty  | 1         | 0.8     |
| Other               | 7         | 5.7     |
| None                | 98        | 79.7    |
| No Response         | 0         | 0.0     |
| Total               | 123       | 100.0   |

***Please Note:*** Frequencies may sum to more than the sample size (N = 123) as respondents can report multiple special needs.

Distribution of Services by County of Residence:

All respondents received Drug & Alcohol Services. The table below lists the distribution of services by County of residence.

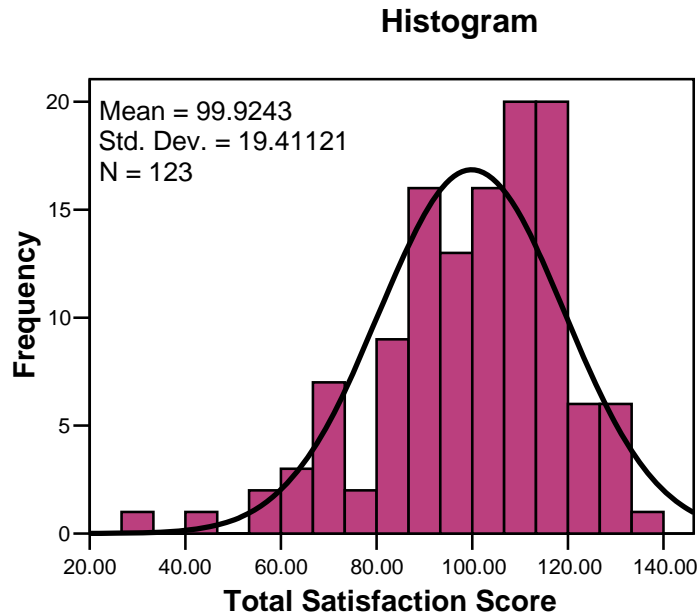
**Type of Services**

|                       |                                |                                | Type of Services |        |
|-----------------------|--------------------------------|--------------------------------|------------------|--------|
|                       |                                |                                | Drug/Alcohol     | Total  |
| County where you live | Cumberland                     | Count                          | 11               | 11     |
|                       |                                | % within County where you live | 100.0%           | 100.0% |
|                       | Dauphin                        | Count                          | 12               | 12     |
|                       |                                | % within County where you live | 100.0%           | 100.0% |
|                       | Lancaster                      | Count                          | 40               | 40     |
|                       |                                | % within County where you live | 100.0%           | 100.0% |
|                       | Lebanon                        | Count                          | 4                | 4      |
|                       | % within County where you live | 100.0%                         | 100.0%           |        |
|                       | Perry                          | Count                          | 4                | 4      |
|                       |                                | % within County where you live | 100.0%           | 100.0% |
|                       | Other                          | Count                          | 52               | 52     |
|                       |                                | % within County where you live | 100.0%           | 100.0% |
| Total                 |                                | Count                          | 123              | 123    |
|                       |                                | % within County where you live | 100.0%           | 100.0% |

## Satisfaction

Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 27 - 135.

- The overall mean for TSS was 99.9 with a standard deviation 19.4, median 104.5. The TSS scores ranged from 27 – 134. As can be seen in the histogram below, the distribution of Total Satisfaction Scores can be considered normally distributed. With a 5 point scale and 27 questions, scores above Total Satisfaction = 81 ( $27 \times 3$ ) indicates satisfaction on some level.



## Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 73.5% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question #16, "Overall, I am satisfied with the services..." with 63.4% agreement (4 or 5).

Consumers were extremely satisfied with feeling informed about their rights and responsibilities regarding the treatment they have received (Question 5). Consumers are also very satisfied with communication with their service providers in that they feel comfortable asking questions regarding their treatment (Question 6), felt included in meetings (Question 12), felt informed about the advantages and disadvantages of treatment (Question 14), and felt an equal partner in the treatment process (Question 13). Consumers reported program staff respected the role of their ethnic, cultural and religious background in their recovery treatment (Question 9) and did not share personal mental health or substance abuse information without permission (Question 8). 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 39.8% of respondents indicated that they were given information about how to get other services that they needed, 43.1% were dissatisfied in this area.
- While 65.0% of consumers reported that their service provider explained the advantages of their therapy or treatment, approximately 1 in 3 consumers (29.2%), indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- 32.5% of respondents reported they had a choice in selecting their service provider, approximately 1 in 3 respondents (31.7%), did not feel they had a choice. As noted, 24.4% of the respondents reported service provider selection did not apply to them. When these cases are removed, 43.0% report a choice in provider selection and 41.9% report they do not have a choice in selecting their service provider. These figures represent a more accurate picture of the results.
- 30.0% of respondents reported they did not have the option to change their service providers if they should choose to do so. As noted, 27.6% of the respondents reported the option of changing service providers did not apply to them. When these cases are removed, 47.1% report ability to change service providers and 42.5% report they do not have the option to change providers if they should chose to do so. These figures represent a more accurate picture of the results.
- While 63.4% of respondents reported overall satisfaction with services, 28.4% reported overall dissatisfaction with the services they were receiving.

Table 1 – Total Satisfaction – **Implementation**

| N=123   | % 4 or 5 Agree or Strongly Agree | % 1 or 2 Disagree or Strongly Disagree | Mean | Standard Deviation | % Reported Does Not Apply |
|---|----------------------------------|--|------|--------------------|---------------------------|
| 1. I know whom to call if I have questions about my mental health or substance abuse services.                                    | 64.2                             | 26.9                                   | 3.5  | 1.4                | 2.4                       |
| 2. I was given information on how to get other services that I needed.  | 39.8                             | 43.1                                   | 2.9  | 1.4                | 5.7                       |
| 3. I had a choice in selecting my service provider.   | 32.5                             | 31.7                                   | 3.0  | 1.2                | 24.4                      |
| 4. I have the option to change my service provider should I choose to.  | 33.2                             | 30.0                                   | 3.0  | 1.2                | 27.6                      |
| 5. I was informed about my rights and responsibilities regarding the treatment I have received.                                   | 79.7                             | 13.0                                   | 4.0  | 1.1                | 3.3                       |
| 6. I feel comfortable in asking questions regarding my treatment.   | 76.4                             | 12.2                                   | 4.1  | 1.2                | 4.9                       |
| 7. My service provider spends enough time with me.  | 46.3                             | 30.9                                   | 3.2  | 1.3                | 4.9                       |
| 8. My personal mental health and/or substance abuse information is not shared with others without my permission.                  | 73.2                             | 10.6                                   | 4.1  | 1.1                | 5.7                       |
| 9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.                      | 69.9                             | 13.8                                   | 3.8  | 1.2                | 5.7                       |
| 10. I trust my service provider.  | 57.7                             | 26.0                                   | 3.5  | 1.3                | 3.3                       |
| 11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. | 62.6                             | 19.5                                   | 3.6  | 1.4                | 4.9                       |
| 12. I am included in all meetings regarding my treatment plan and goals for recovery.   | 65.0                             | 22.0                                   | 3.7  | 1.3                | 4.1                       |
| 13. I am an equal partner in the treatment process.   | 66.7                             | 21.2                                   | 3.7  | 1.3                | 3.3                       |
| 14. My service provider explained the advantages of my therapy or treatment.  | 65.0                             | 18.7                                   | 3.6  | 1.3                | 4.1                       |
| 15. My service provider explained the disadvantages of my therapy or treatment  | 48.0                             | 29.2                                   | 3.2  | 1.3                | 4.1                       |
| 16. Overall, I am satisfied with the services I am receiving.   | 63.4                             | 28.4                                   | 3.5  | 1.4                | 0.8                       |

**Emergency Treatment:** 42.3% of respondents (52 of 123) 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 3.47 with standard deviation of 1.1. Of the respondents who needed emergency mental health services, 63.2% reported they were Satisfied or Very Satisfied (4 or 5) and 30.9% were Not at all or Somewhat Satisfied (1 or 2). *Although there were 52 who reported they needed emergency services, 68 responded to this question. Approximately 1/3 (30.9% or 21 of 68) of the respondents were not satisfied with emergency services.*

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 | 11  | 3.1  | 1.5            |
|  | Dauphin    | 12  | 3.7  | 1.2            |
|  | Lancaster  | 40  | 3.5  | 1.6            |
|  | Lebanon    | 4   | 2.8  | 1.5            |
|  | Perry      | 4   | 3.5  | 1.7            |
|  | Other      | 52  | 3.5  | 1.3            |
|  | Total      | 123 | 3.5  | 1.4            |
| Q2 I was given information on how to get other services                    | Cumberland | 11  | 2.6  | 1.4            |
|  | Dauphin    | 12  | 2.5  | 0.9            |
|  | Lancaster  | 40  | 3.0  | 1.4            |
|  | Lebanon    | 4   | 2.5  | 1.7            |
|  | Perry      | 4   | 4.0  | 0.0            |
|  | Other      | 52  | 2.9  | 1.5            |
|  | Total      | 123 | 2.9  | 1.4            |
| Q3 I had a choice when selecting my service provider                       | Cumberland | 11  | 2.9  | 1.1            |
|  | Dauphin    | 12  | 3.2  | 0.6            |
|  | Lancaster  | 40  | 3.2  | 1.3            |
|  | Lebanon    | 4   | 2.7  | 1.3            |
|  | Perry      | 4   | 3.2  | 1.3            |
|  | Other      | 52  | 2.7  | 1.3            |
|  | Total      | 123 | 3.0  | 1.2            |
| Q4 I have the option to change my service provider should I choose to      | Cumberland | 11  | 3.3  | 0.8            |
|  | Dauphin    | 12  | 3.0  | 1.5            |
|  | Lancaster  | 40  | 3.1  | 1.1            |
|  | Lebanon    | 4   | 2.7  | 1.3            |
|  | Perry      | 4   | 3.0  | 0.8            |
|  | Other      | 52  | 2.9  | 1.3            |
|  | Total      | 123 | 3.0  | 1.2            |
| Q5 I was informed about my rights and responsibilities regarding treatment | Cumberland | 11  | 3.9  | 1.1            |
|  | Dauphin    | 12  | 3.7  | 1.4            |
|  | Lancaster  | 40  | 4.1  | 0.9            |
|  | Lebanon    | 4   | 3.3  | 1.5            |
|  | Perry      | 4   | 4.3  | 1.0            |
|  | Other      | 52  | 3.9  | 1.2            |
|  | Total      | 123 | 4.0  | 1.1            |
| Q6 I feel comfortable in asking questions regarding my treatment           | Cumberland | 11  | 4.2  | 0.6            |
|  | Dauphin    | 12  | 3.5  | 1.7            |
|  | Lancaster  | 40  | 4.2  | 1.0            |

|   |            |     |     |     |
|---|------------|-----|-----|-----|
|   | Lebanon    | 4   | 3.5 | 1.7 |
|   | Perry      | 4   | 4.8 | 0.5 |
|   | Other      | 52  | 4.1 | 1.2 |
|   | Total      | 123 | 4.1 | 1.2 |
| Q7 My service provider spends enough time   | Cumberland | 11  | 3.5 | 1.3 |
|   | Dauphin    | 12  | 2.5 | 1.3 |
|   | Lancaster  | 40  | 3.4 | 1.3 |
|   | Lebanon    | 4   | 2.3 | 1.3 |
|   | Perry      | 4   | 3.6 | 0.9 |
|   | Other      | 52  | 3.2 | 1.4 |
|   | Total      | 123 | 3.2 | 1.3 |
| Q8 My provider does not share my personal MH and/or SA information with others without my permission    | Cumberland | 11  | 3.6 | 1.3 |
|   | Dauphin    | 12  | 4.2 | 1.1 |
|   | Lancaster  | 40  | 4.2 | 1.0 |
|   | Lebanon    | 4   | 3.3 | 1.5 |
|   | Perry      | 4   | 4.5 | 0.6 |
|   | Other      | 52  | 4.1 | 1.2 |
|   | Total      | 123 | 4.1 | 1.1 |
| Q9 Program staff respects the role of my ethnic, cultural, religious background                         | Cumberland | 11  | 3.2 | 1.4 |
|   | Dauphin    | 12  | 3.9 | 1.3 |
|   | Lancaster  | 40  | 4.0 | 1.1 |
|   | Lebanon    | 4   | 3.8 | 1.9 |
|   | Perry      | 4   | 4.3 | 0.5 |
|   | Other      | 52  | 3.8 | 1.1 |
|   | Total      | 123 | 3.8 | 1.2 |
| Q10 I trust my service provider   | Cumberland | 11  | 3.7 | 1.1 |
|   | Dauphin    | 12  | 3.6 | 1.4 |
|   | Lancaster  | 40  | 3.6 | 1.3 |
|   | Lebanon    | 4   | 3.0 | 1.8 |
|   | Perry      | 4   | 4.5 | 0.6 |
|   | Other      | 52  | 3.2 | 1.4 |
|   | Total      | 123 | 3.5 | 1.3 |
| Q11 My service provider offered me the opportunity to involve my family, significant others and friends | Cumberland | 11  | 3.0 | 1.5 |
|   | Dauphin    | 12  | 3.8 | 1.5 |
|   | Lancaster  | 40  | 3.9 | 1.3 |
|   | Lebanon    | 4   | 3.8 | 1.9 |
|   | Perry      | 4   | 4.4 | 0.7 |
|   | Other      | 52  | 3.5 | 1.3 |
|   | Total      | 123 | 3.7 | 1.4 |
| Q12 I am included in all meetings regarding my treatment plan & goals for recovery                      | Cumberland | 11  | 3.7 | 1.2 |
|   | Dauphin    | 12  | 3.9 | 1.4 |
|   | Lancaster  | 40  | 3.9 | 1.3 |
|   | Lebanon    | 4   | 3.4 | 1.7 |
|   | Perry      | 4   | 4.5 | 0.6 |
|   | Other      | 52  | 3.4 | 1.4 |
|   | Total      | 123 | 3.7 | 1.3 |
| Q13 I am an equal partner in the treatment process  | Cumberland | 11  | 3.6 | 1.2 |

|  |            |     |     |     |
|--|------------|-----|-----|-----|
|  | Dauphin    | 12  | 3.7 | 1.0 |
|  | Lancaster  | 40  | 4.0 | 1.2 |
|  | Lebanon    | 4   | 3.4 | 1.7 |
|  | Perry      | 4   | 4.5 | 0.6 |
|  | Other      | 52  | 3.5 | 1.4 |
|  | Total      | 123 | 3.7 | 1.3 |
| Q14 My service provider explained the advantages of my therapy or treatment    | Cumberland | 11  | 3.4 | 1.6 |
|  | Dauphin    | 12  | 3.3 | 1.1 |
|  | Lancaster  | 40  | 3.9 | 1.2 |
|  | Lebanon    | 4   | 3.4 | 1.7 |
|  | Perry      | 4   | 4.4 | 0.7 |
|  | Other      | 52  | 3.6 | 1.3 |
|  | Total      | 123 | 3.6 | 1.3 |
| Q15 My service provider explained the disadvantages of my therapy or treatment | Cumberland | 11  | 2.9 | 1.4 |
|  | Dauphin    | 12  | 2.8 | 1.3 |
|  | Lancaster  | 40  | 3.4 | 1.3 |
|  | Lebanon    | 4   | 2.8 | 2.1 |
|  | Perry      | 4   | 4.3 | 0.9 |
|  | Other      | 52  | 3.2 | 1.3 |
|  | Total      | 123 | 3.2 | 1.3 |
| Q16 Overall, I am satisfied with the services                                  | Cumberland | 11  | 3.6 | 1.4 |
|  | Dauphin    | 12  | 3.4 | 1.6 |
|  | Lancaster  | 40  | 3.7 | 1.4 |
|  | Lebanon    | 4   | 3.0 | 1.8 |
|  | Perry      | 4   | 4.5 | 0.6 |
|  | Other      | 52  | 3.4 | 1.5 |
|  | Total      | 123 | 3.5 | 1.4 |

## Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 47% to 81% of consumers believe services have improved their lives in each outcome area. Approximately 10% to 20% of consumers believe that no change has resulted from their services. Only 4% to 17% 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).
- 71.6% 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 (64.3%).
- 81.3% of the respondents reported feeling good (hopeful) about the future and 5.7% of consumers believe that things are worse.
- The lowest outcome scores are given to dealing with school or work with only 47.1% responding that things are better in this area, and 8.2% of consumers believe that things are worse. As noted, 22.8% stated that dealing with school or work did not apply to them. When these cases are removed, 61.7% believe the situation is improved and only 10.6% report that it is worse. These figures represent a more accurate picture of the results.
- Being involved in community activities was also ranked relatively low with 54.4% of respondents reported that involvement in community activities was better for them, 9.0% reported it was worse. As noted, 14.6% stated that being involved in community activities did not apply to them. When these cases are removed, 65.7% believe the situation is improved and only 10.8% report that it is worse. These figures represent a more accurate picture of the results.
- While 65, 1% of respondents reported enjoyment of free time was better, 1 in 6 respondents (17.0%) reported enjoyment of free time as worse.

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

| Total N=123  | % Better or Much Better | % Worse or Much Worse | Mean | Std. Deviation | % Reported Does Not Apply |
|--|-------------------------|-----------------------|------|----------------|---------------------------|
| 17. Managing daily problems.   | 57.5                    | 8.1                   | 4.0  | 1.0            | 5.7                       |
| 18. Feeling in control of my life.                                     | 66.7                    | 13.0                  | 3.9  | 1.2            | 2.4                       |
| 19. Dealing with personal crisis.                                      | 63.4                    | 7.3                   | 3.9  | 0.9            | 8.1                       |
| 20. How I feel about myself.   | 75.6                    | 7.4                   | 4.2  | 1.0            | 2.4                       |
| 21. Feeling good (hopeful) about the future.                           | 81.3                    | 5.7                   | 4.3  | 0.9            | 1.6                       |
| 22. Enjoying my free time.   | 65.1                    | 17.0                  | 3.9  | 1.3            | 5.7                       |
| 23. Strengthening my social support network.                           | 64.3                    | 11.4                  | 3.9  | 1.1            | 5.7                       |
| 24. Being involved in community activities.                            | 54.4                    | 9.0                   | 3.8  | 1.0            | 14.6                      |
| 25. Dealing with school or work.                                       | 47.1                    | 8.2                   | 3.7  | 0.9            | 22.8                      |
| 26. Dealing with people in social situations.                          | 70.0                    | 8.2                   | 4.0  | 1.0            | 4.9                       |
| 27. Dealing with specific problems or issue that led to seek services. | 71.6                    | 4.0                   | 4.1  | 0.9            | 4.9                       |

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 | 11  | 4.2  | 0.9            |
|   | Dauphin    | 12  | 3.4  | 0.9            |
|   | Lancaster  | 40  | 4.1  | 1.0            |
|   | Lebanon    | 4   | 3.8  | 1.9            |
|   | Perry      | 4   | 4.3  | 0.5            |
|   | Other      | 52  | 4.0  | 1.0            |
|   | Total      | 123 | 4.0  | 1.0            |
| Q18 Feeling in control of my life           | Cumberland | 11  | 3.9  | 1.2            |
|   | Dauphin    | 12  | 3.6  | 1.1            |
|   | Lancaster  | 40  | 4.0  | 1.1            |
|   | Lebanon    | 4   | 3.5  | 1.7            |
|   | Perry      | 4   | 4.5  | 0.6            |
|   | Other      | 52  | 3.9  | 1.2            |
|   | Total      | 123 | 3.9  | 1.2            |
| Q19 Dealing with personal crisis            | Cumberland | 11  | 3.7  | 1.1            |
|   | Dauphin    | 12  | 3.6  | 0.7            |
|   | Lancaster  | 40  | 4.1  | 0.7            |
|   | Lebanon    | 4   | 3.5  | 1.9            |
|   | Perry      | 4   | 4.0  | 0.8            |
|   | Other      | 52  | 3.9  | 1.0            |
|   | Total      | 123 | 3.9  | 0.9            |
| Q20 How I feel about myself                 | Cumberland | 11  | 3.9  | 1.3            |
|   | Dauphin    | 12  | 4.2  | 1.1            |
|   | Lancaster  | 40  | 4.3  | 0.9            |
|   | Lebanon    | 4   | 3.5  | 1.7            |
|   | Perry      | 4   | 4.5  | 0.6            |
|   | Other      | 52  | 4.1  | 1.0            |
|   | Total      | 123 | 4.2  | 1.0            |
| Q21 Feeling good (hopeful) about the future | Cumberland | 11  | 4.2  | 1.0            |
|   | Dauphin    | 12  | 4.1  | 0.9            |
|   | Lancaster  | 40  | 4.4  | 0.7            |
|   | Lebanon    | 4   | 3.5  | 1.7            |
|   | Perry      | 4   | 4.5  | 0.6            |
|   | Other      | 52  | 4.2  | 1.1            |
|   | Total      | 123 | 4.3  | 0.9            |
| Q22 Enjoying my free time                   | Cumberland | 11  | 3.5  | 1.4            |
|   | Dauphin    | 12  | 4.1  | 0.8            |
|   | Lancaster  | 40  | 4.0  | 1.1            |
|   | Lebanon    | 4   | 3.0  | 1.8            |
|   | Perry      | 4   | 4.5  | 0.6            |
|   | Other      | 52  | 3.8  | 1.4            |
|   | Total      | 123 | 3.9  | 1.3            |

|  |            |     |     |     |
|--|------------|-----|-----|-----|
| Q23 Strengthening my social support network  | Cumberland | 11  | 3.7 | 1.2 |
|  | Dauphin    | 12  | 3.7 | 1.2 |
|  | Lancaster  | 40  | 3.9 | 1.0 |
|  | Lebanon    | 4   | 3.0 | 1.4 |
|  | Perry      | 4   | 4.5 | 0.6 |
|  | Other      | 52  | 4.0 | 1.2 |
|  | Total      | 123 | 3.9 | 1.1 |
| Q24 Being involved in the community or in organizations outside of MH or SA activities | Cumberland | 11  | 3.8 | 0.9 |
|  | Dauphin    | 12  | 3.5 | 1.1 |
|  | Lancaster  | 40  | 4.0 | 0.9 |
|  | Lebanon    | 4   | 3.3 | 2.1 |
|  | Perry      | 4   | 4.0 | 0.8 |
|  | Other      | 52  | 3.8 | 1.1 |
|  | Total      | 123 | 3.8 | 1.0 |
| Q25 Dealing with school or work  | Cumberland | 11  | 3.8 | 1.1 |
|  | Dauphin    | 12  | 3.8 | 0.7 |
|  | Lancaster  | 40  | 3.8 | 0.8 |
|  | Lebanon    | 4   | 3.3 | 1.7 |
|  | Perry      | 4   | 3.9 | 0.8 |
|  | Other      | 52  | 3.7 | 1.0 |
|  | Total      | 123 | 3.7 | 0.9 |
| Q26 Dealing with people in social situations   | Cumberland | 11  | 3.9 | 0.8 |
|  | Dauphin    | 12  | 4.0 | 0.7 |
|  | Lancaster  | 40  | 4.1 | 0.9 |
|  | Lebanon    | 4   | 3.5 | 1.9 |
|  | Perry      | 4   | 3.8 | 1.3 |
|  | Other      | 52  | 3.9 | 1.1 |
|  | Total      | 123 | 4.0 | 1.0 |
| Q27 Dealing with specific problems or issues that led me to seek services              | Cumberland | 11  | 4.2 | 0.6 |
|  | Dauphin    | 12  | 4.0 | 1.0 |
|  | Lancaster  | 40  | 4.1 | 0.9 |
|  | Lebanon    | 4   | 3.3 | 1.7 |
|  | Perry      | 4   | 4.3 | 0.5 |
|  | Other      | 52  | 4.1 | 0.9 |
|  | Total      | 123 | 4.1 | 0.9 |
|  |            |     |     |     |

## Community Behavioral Healthcare Network of PA (CBHNP)

**Please Note: In conducting our surveys, we found a high proportion of respondents in the “Does Not Apply” category. As a result, we reported the percentages for those respondents who felt the question was applicable. We felt this was a more accurate representation of the data. However, for completeness, the complete table is presented.**

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

- 43.9% of respondents (50 out of 114) reported that they had received a copy of the CBHNP member handbook.

|                       |            |   | Q32 I have received a copy of the member handbook from CBHNP |             |                | Total         |
|-----------------------|------------|---|--|-------------|----------------|---------------|
|                       |            |   | Yes  | No          | Does not apply |               |
| County where you live | Cumberland | Count<br>% within County where you live | 3<br>33.3%   | 1<br>11.1%  | 5<br>55.6%     | 9<br>100.0%   |
|                       | Dauphin    | Count<br>% within County where you live | 7<br>77.8%   | 0<br>.0%    | 2<br>22.2%     | 9<br>100.0%   |
|                       | Lancaster  | Count<br>% within County where you live | 20<br>52.6%  | 2<br>5.3%   | 16<br>42.1%    | 38<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 3<br>75.0%   | 0<br>.0%    | 1<br>25.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 1<br>25.0%   | 2<br>50.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 16<br>32.0%  | 11<br>22.0% | 23<br>46.0%    | 50<br>100.0%  |
| Total                 |            | Count<br>% within County where you live | 50<br>43.9%  | 16<br>14.0% | 48<br>42.1%    | 114<br>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?**

- 21.6% (25 out of 116) reported they had called member services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months.

|                       |            |   | Q33 In the last 12 months, did you call customer service at CBHNP to get information |             |                | Total         |
|-----------------------|------------|---|--|-------------|----------------|---------------|
|                       |            |   | Yes  | No          | Does not apply |               |
| County where you live | Cumberland | Count<br>% within County where you live | 2<br>22.2%   | 2<br>22.2%  | 5<br>55.6%     | 9<br>100.0%   |
|                       | Dauphin    | Count<br>% within County where you live | 1<br>11.1%   | 4<br>44.4%  | 4<br>44.4%     | 9<br>100.0%   |
|                       | Lancaster  | Count<br>% within County where you live | 13<br>33.3%  | 12<br>30.8% | 14<br>35.9%    | 39<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%   | 2<br>50.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 2<br>50.0%   | 1<br>25.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 6<br>11.8%   | 20<br>39.2% | 25<br>49.0%    | 51<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 25<br>21.6%  | 41<br>35.3% | 50<br>43.1%    | 116<br>100.0% |

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

- 66.7% of those that requested information from CBHNP (28 of 42) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. One third of the respondents did not feel this was the case.

|                       |            |   | 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<br>% within County where you live | 2<br>66.7%   | 1<br>33.3%  | 3<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 4<br>100.0%  | 0<br>.0%    | 4<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 12<br>75.0%  | 4<br>25.0%  | 16<br>100.0% |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>100.0%  | 0<br>.0%    | 1<br>100.0%  |
|                       | Perry      | Count<br>% within County where you live | 2<br>100.0%  | 0<br>.0%    | 2<br>100.0%  |
|                       | Other      | Count<br>% within County where you live | 7<br>43.8%   | 9<br>56.3%  | 16<br>100.0% |
|                       | Total      | Count<br>% within County where you live | 28<br>66.7%  | 14<br>33.3% | 42<br>100.0% |

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

- 78.8% of respondents (52 of 66) report they are aware of their right to file a complaint or grievance. The Counties do not significantly differ with respect to this question.

|                       |            |   | Q34 I am aware of my right to file a complaint or grievance |             |                | Total         |
|-----------------------|------------|---|---|-------------|----------------|---------------|
|                       |            |   | Yes   | No          | Does not apply |               |
| County where you live | Cumberland | Count<br>% within County where you live | 4<br>40.0%  | 0<br>.0%    | 6<br>60.0%     | 10<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 2<br>22.2%  | 2<br>22.2%  | 5<br>55.6%     | 9<br>100.0%   |
|                       | Lancaster  | Count<br>% within County where you live | 17<br>43.6%   | 6<br>15.4%  | 16<br>41.0%    | 39<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 2<br>50.0%  | 1<br>25.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 3<br>75.0%  | 0<br>.0%    | 1<br>25.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 24<br>48.0%   | 5<br>10.0%  | 21<br>42.0%    | 50<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 52<br>44.8%   | 14<br>12.1% | 50<br>43.1%    | 116<br>100.0% |



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

- Overall, 40.0% of respondents (26 of 65) report they know who to call to file a complaint or grievance.

|                       |            |   | Q35 I know whom to call to file a complaint or grievance |             |                | Total         |
|-----------------------|------------|---|--|-------------|----------------|---------------|
|                       |            |   | Yes  | No          | Does not apply |               |
| County where you live | Cumberland | Count<br>% within County where you live | 3<br>30.0%   | 0<br>.0%    | 7<br>70.0%     | 10<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 1<br>12.5%   | 3<br>37.5%  | 4<br>50.0%     | 8<br>100.0%   |
|                       | Lancaster  | Count<br>% within County where you live | 8<br>21.1%   | 15<br>39.5% | 15<br>39.5%    | 38<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%   | 2<br>50.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 2<br>50.0%   | 1<br>25.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 11<br>22.0%  | 18<br>36.0% | 21<br>42.0%    | 50<br>100.0%  |
| Total                 |            | Count<br>% within County where you live | 26<br>22.8%  | 39<br>34.2% | 49<br>43.0%    | 114<br>100.0% |

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

- 47.5% of respondents (28 of 59) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking.

|                       |              |   | 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<br>% within County where you live | 2<br>20.0%  | 2<br>20.0%  | 6<br>60.0%     | 10<br>100.0%  |
|                       | Dauphin      | Count<br>% within County where you live | 2<br>25.0%  | 2<br>25.0%  | 4<br>50.0%     | 8<br>100.0%   |
|                       | Lancaster    | Count<br>% within County where you live | 12<br>30.8%   | 9<br>23.1%  | 18<br>46.2%    | 39<br>100.0%  |
|                       | Lebanon      | Count<br>% within County where you live | 2<br>50.0%  | 1<br>25.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Perry        | Count<br>% within County where you live | 2<br>50.0%  | 1<br>25.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Other        | Count<br>% within County where you live | 8<br>16.0%  | 16<br>32.0% | 26<br>52.0%    | 50<br>100.0%  |
|                       | <b>Total</b> | Count<br>% within County where you live | 28<br>24.3%   | 31<br>27.0% | 56<br>48.7%    | 115<br>100.0% |

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

- 84.2% of respondents who had called CBHNP staff (32 of 38) felt they were treated with courtesy and respect when they called CBHNP.

|                       |            |   | Q37 When I call CBHNP staff treats me courteously and with respect |            |                | Total         |
|-----------------------|------------|---|--|------------|----------------|---------------|
|                       |            |   | Yes  | No         | Does not apply |               |
| County where you live | Cumberland | Count<br>% within County where you live | 3<br>30.0%   | 0<br>.0%   | 7<br>70.0%     | 10<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 3<br>37.5%   | 0<br>.0%   | 5<br>62.5%     | 8<br>100.0%   |
|                       | Lancaster  | Count<br>% within County where you live | 14<br>35.9%  | 1<br>2.6%  | 24<br>61.5%    | 39<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%   | 0<br>.0%   | 3<br>75.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 2<br>50.0%   | 0<br>.0%   | 2<br>50.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 9<br>18.0%   | 5<br>10.0% | 36<br>72.0%    | 50<br>100.0%  |
| Total                 |            | Count<br>% within County where you live | 32<br>27.8%  | 6<br>5.2%  | 77<br>67.0%    | 115<br>100.0% |

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

- 88.0% of respondents (44 of 50) who stated that this question applies to them report they are satisfied with their interactions with CBHNP.

|                       |            |   | Q38 Overall, I am satisfied with the interactions I have had with CBHNP |            |                | Total         |
|-----------------------|------------|---|---|------------|----------------|---------------|
|                       |            |   | Yes   | No         | Does not apply |               |
| County where you live | Cumberland | Count<br>% within County where you live | 3<br>30.0%  | 0<br>.0%   | 7<br>70.0%     | 10<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 6<br>66.7%  | 0<br>.0%   | 3<br>33.3%     | 9<br>100.0%   |
|                       | Lancaster  | Count<br>% within County where you live | 20<br>51.3%   | 0<br>.0%   | 19<br>48.7%    | 39<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 2<br>50.0%  | 0<br>.0%   | 2<br>50.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 3<br>75.0%  | 0<br>.0%   | 1<br>25.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 10<br>20.4%   | 6<br>12.2% | 33<br>67.3%    | 49<br>100.0%  |
| Total                 |            | Count<br>% within County where you live | 44<br>38.3%   | 6<br>5.2%  | 65<br>56.5%    | 115<br>100.0% |

## Survey Tables by County of Residence

The following tables show the Cross tabulation of questions 1-27 by County of residence.

### Q. 1 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 |        |
| County where you live          | Cumberland                     | Count                          | 3  | 1        | 0                          | 6     | 1              | 11     |
|                                |                                | % within County where you live | 27.3%  | 9.1%     | .0%                        | 54.5% | 9.1%           | 100.0% |
|                                | Dauphin                        | Count                          | 1  | 1        | 1                          | 5     | 3              | 11     |
|                                |                                | % within County where you live | 9.1%   | 9.1%     | 9.1%                       | 45.5% | 27.3%          | 100.0% |
|                                | Lancaster                      | Count                          | 8  | 4        | 1                          | 12    | 14             | 39     |
|                                |                                | % within County where you live | 20.5%  | 10.3%    | 2.6%                       | 30.8% | 35.9%          | 100.0% |
|                                | Lebanon                        | Count                          | 1  | 1        | 0                          | 2     | 0              | 4      |
| % within County where you live |                                | 25.0%                          | 25.0%  | .0%      | 50.0%                      | .0%   | 100.0%         |        |
| Perry                          | Count                          | 1                              | 0  | 0        | 2                          | 1     | 4              |        |
|                                | % within County where you live | 25.0%                          | .0%  | .0%      | 50.0%                      | 25.0% | 100.0%         |        |
| Other                          | Count                          | 7                              | 5  | 5        | 21                         | 12    | 50             |        |
|                                | % within County where you live | 14.0%                          | 10.0%  | 10.0%    | 42.0%                      | 24.0% | 100.0%         |        |
| Total                          | Count                          | 21                             | 12   | 7        | 48                         | 31    | 119            |        |
|                                | % within County where you live | 17.6%                          | 10.1%  | 5.9%     | 40.3%                      | 26.1% | 100.0%         |        |

### Q. 2 I was given information on how to get other services.

|                                |                                |                                | Q2 I was given information on how to get other services |          |                            |       |                | Total  |
|--------------------------------|--------------------------------|--------------------------------|---|----------|----------------------------|-------|----------------|--------|
|                                |                                |                                | Strongly Disagree                                       | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |        |
| County where you live          | Cumberland                     | Count                          | 3   | 3        | 1                          | 3     | 1              | 11     |
|                                |                                | % within County where you live | 27.3%   | 27.3%    | 9.1%                       | 27.3% | 9.1%           | 100.0% |
|                                | Dauphin                        | Count                          | 2   | 3        | 5                          | 1     | 0              | 11     |
|                                |                                | % within County where you live | 18.2%   | 27.3%    | 45.5%                      | 9.1%  | .0%            | 100.0% |
|                                | Lancaster                      | Count                          | 8   | 8        | 3                          | 11    | 7              | 37     |
|                                |                                | % within County where you live | 21.6%   | 21.6%    | 8.1%                       | 29.7% | 18.9%          | 100.0% |
|                                | Lebanon                        | Count                          | 2   | 0        | 0                          | 2     | 0              | 4      |
| % within County where you live |                                | 50.0%                          | .0%   | .0%      | 50.0%                      | .0%   | 100.0%         |        |
| Perry                          | Count                          | 0                              | 0   | 0        | 4                          | 0     | 4              |        |
|                                | % within County where you live | .0%                            | .0%   | .0%      | 100.0%                     | .0%   | 100.0%         |        |
| Other                          | Count                          | 13                             | 11  | 5        | 10                         | 10    | 49             |        |
|                                | % within County where you live | 26.5%                          | 22.4%   | 10.2%    | 20.4%                      | 20.4% | 100.0%         |        |
| Total                          | Count                          | 28                             | 25  | 14       | 31                         | 18    | 116            |        |
|                                | % within County where you live | 24.1%                          | 21.6%   | 12.1%    | 26.7%                      | 15.5% | 100.0%         |        |

**Q. 3 I had a choice when selecting my service provider.**

|                       |            |   | Q3 I had a choice when selecting my service provider |             |                            |             |                | Total        |
|-----------------------|------------|---|--|-------------|----------------------------|-------------|----------------|--------------|
|                       |            |   | Strongly Disagree                                    | Disagree    | Neither Agree Nor Disagree | Agree       | Strongly Agree |              |
| County where you live | Cumberland | Count<br>% within County where you live | 1<br>14.3%   | 3<br>42.9%  | 0<br>.0%                   | 2<br>28.6%  | 1<br>14.3%     | 7<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 0<br>.0%   | 1<br>14.3%  | 2<br>28.6%                 | 4<br>57.1%  | 0<br>.0%       | 7<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 5<br>17.2%   | 4<br>13.8%  | 5<br>17.2%                 | 7<br>24.1%  | 8<br>27.6%     | 29<br>100.0% |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>33.3%   | 0<br>.0%    | 1<br>33.3%                 | 1<br>33.3%  | 0<br>.0%       | 3<br>100.0%  |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%   | 1<br>33.3%  | 1<br>33.3%                 | 0<br>.0%    | 1<br>33.3%     | 3<br>100.0%  |
|                       | Other      | Count<br>% within County where you live | 12<br>27.3%  | 11<br>25.0% | 5<br>11.4%                 | 12<br>27.3% | 4<br>9.1%      | 44<br>100.0% |
|                       | Total      | Count<br>% within County where you live | 19<br>20.4%  | 20<br>21.5% | 14<br>15.1%                | 26<br>28.0% | 14<br>15.1%    | 93<br>100.0% |

**Q. 4 I have the option to change my service provider should I choose to ..**

|                       |            |   | Q4 I have the option to change my service provider should I choose to |             |                            |             |                | Total        |
|-----------------------|------------|---|---|-------------|----------------------------|-------------|----------------|--------------|
|                       |            |   | Strongly Disagree   | Disagree    | Neither Agree Nor Disagree | Agree       | Strongly Agree |              |
| County where you live | Cumberland | Count<br>% within County where you live | 0<br>.0%  | 1<br>16.7%  | 2<br>33.3%                 | 2<br>33.3%  | 1<br>16.7%     | 6<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 3<br>37.5%  | 1<br>12.5%  | 0<br>.0%                   | 1<br>12.5%  | 3<br>37.5%     | 8<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 4<br>15.4%  | 6<br>23.1%  | 3<br>11.5%                 | 8<br>30.8%  | 5<br>19.2%     | 26<br>100.0% |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>33.3%  | 0<br>.0%    | 1<br>33.3%                 | 1<br>33.3%  | 0<br>.0%       | 3<br>100.0%  |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%  | 1<br>33.3%  | 1<br>33.3%                 | 1<br>33.3%  | 0<br>.0%       | 3<br>100.0%  |
|                       | Other      | Count<br>% within County where you live | 10<br>24.4%   | 10<br>24.4% | 2<br>4.9%                  | 15<br>36.6% | 4<br>9.8%      | 41<br>100.0% |
|                       | Total      | Count<br>% within County where you live | 18<br>20.7%   | 19<br>21.8% | 9<br>10.3%                 | 28<br>32.2% | 13<br>14.9%    | 87<br>100.0% |

**Q. 5 I was informed about my rights and responsibilities regarding treatment.**

|                       |            |   | Q5 I was informed about my rights and responsibilities regarding treatment |            |                            |             |                | Total         |
|-----------------------|------------|---|--|------------|----------------------------|-------------|----------------|---------------|
|                       |            |   | Strongly Disagree  | Disagree   | Neither Agree Nor Disagree | Agree       | Strongly Agree |               |
| County where you live | Cumberland | Count<br>% within County where you live | 1<br>9.1%  | 0<br>.0%   | 1<br>9.1%                  | 6<br>54.5%  | 3<br>27.3%     | 11<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 1<br>9.1%  | 2<br>18.2% | 0<br>.0%                   | 4<br>36.4%  | 4<br>36.4%     | 11<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 0<br>.0%   | 4<br>10.5% | 2<br>5.3%                  | 17<br>44.7% | 15<br>39.5%    | 38<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%   | 0<br>.0%   | 0<br>.0%                   | 3<br>75.0%  | 0<br>.0%       | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%   | 0<br>.0%   | 1<br>25.0%                 | 1<br>25.0%  | 2<br>50.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 5<br>10.0%   | 2<br>4.0%  | 0<br>.0%                   | 28<br>56.0% | 15<br>30.0%    | 50<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 8<br>6.8%  | 8<br>6.8%  | 4<br>3.4%                  | 59<br>50.0% | 39<br>33.1%    | 118<br>100.0% |

**Q. 6 I feel comfortable in asking questions regarding my treatment.**

|                       |            |   | Q6 I feel comfortable in asking questions regarding my treatment |            |                            |             |                | Total         |
|-----------------------|------------|---|--|------------|----------------------------|-------------|----------------|---------------|
|                       |            |   | Strongly Disagree  | Disagree   | Neither Agree Nor Disagree | Agree       | Strongly Agree |               |
| County where you live | Cumberland | Count<br>% within County where you live | 0<br>.0%   | 0<br>.0%   | 1<br>11.1%                 | 5<br>55.6%  | 3<br>33.3%     | 9<br>100.0%   |
|                       | Dauphin    | Count<br>% within County where you live | 3<br>30.0%   | 1<br>10.0% | 0<br>.0%                   | 1<br>10.0%  | 5<br>50.0%     | 10<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 1<br>2.6%  | 3<br>7.9%  | 1<br>2.6%                  | 15<br>39.5% | 18<br>47.4%    | 38<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%   | 0<br>.0%   | 0<br>.0%                   | 2<br>50.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%   | 0<br>.0%   | 0<br>.0%                   | 1<br>25.0%  | 3<br>75.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 4<br>8.0%  | 2<br>4.0%  | 4<br>8.0%                  | 16<br>32.0% | 24<br>48.0%    | 50<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 9<br>7.8%  | 6<br>5.2%  | 6<br>5.2%                  | 40<br>34.8% | 54<br>47.0%    | 115<br>100.0% |

**Q. 7 My service provider spends enough time.**

|                       |            |   | Q7 My service provider spends enough time |             |                            |             |                | Total         |
|-----------------------|------------|---|---|-------------|----------------------------|-------------|----------------|---------------|
|                       |            |   | Strongly Disagree                         | Disagree    | Neither Agree Nor Disagree | Agree       | Strongly Agree |               |
| County where you live | Cumberland | Count<br>% within County where you live | 1<br>9.1%                                 | 2<br>18.2%  | 1<br>9.1%                  | 5<br>45.5%  | 2<br>18.2%     | 11<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 3<br>25.0%                                | 4<br>33.3%  | 2<br>16.7%                 | 2<br>16.7%  | 1<br>8.3%      | 12<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 5<br>12.8%                                | 3<br>7.7%   | 9<br>23.1%                 | 14<br>35.9% | 8<br>20.5%     | 39<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%                                | 2<br>50.0%  | 0<br>.0%                   | 1<br>25.0%  | 0<br>.0%       | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%                                  | 0<br>.0%    | 1<br>50.0%                 | 0<br>.0%    | 1<br>50.0%     | 2<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 7<br>14.6%                                | 10<br>20.8% | 8<br>16.7%                 | 11<br>22.9% | 12<br>25.0%    | 48<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 17<br>14.7%                               | 21<br>18.1% | 21<br>18.1%                | 33<br>28.4% | 24<br>20.7%    | 116<br>100.0% |

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

|                       |            |   | Q8 My provider does not share my personal MH and/or SA information with others without my permission |            |                            |             |                | Total         |
|-----------------------|------------|---|--|------------|----------------------------|-------------|----------------|---------------|
|                       |            |   | Strongly Disagree  | Disagree   | Neither Agree Nor Disagree | Agree       | Strongly Agree |               |
| County where you live | Cumberland | Count<br>% within County where you live | 1<br>10.0%   | 1<br>10.0% | 3<br>30.0%                 | 2<br>20.0%  | 3<br>30.0%     | 10<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 1<br>10.0%   | 0<br>.0%   | 0<br>.0%                   | 4<br>40.0%  | 5<br>50.0%     | 10<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 1<br>2.6%  | 1<br>2.6%  | 6<br>15.8%                 | 12<br>31.6% | 18<br>47.4%    | 38<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>33.3%   | 0<br>.0%   | 0<br>.0%                   | 2<br>66.7%  | 0<br>.0%       | 3<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%   | 0<br>.0%   | 0<br>.0%                   | 2<br>50.0%  | 2<br>50.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 4<br>8.0%  | 3<br>6.0%  | 3<br>6.0%                  | 14<br>28.0% | 26<br>52.0%    | 50<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 8<br>7.0%  | 5<br>4.3%  | 12<br>10.4%                | 36<br>31.3% | 54<br>47.0%    | 115<br>100.0% |

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

|                       |            |   | Q9 Program staff respects the role of my ethnic, cultural, religious background |            |                            |             |                | Total         |
|-----------------------|------------|---|---|------------|----------------------------|-------------|----------------|---------------|
|                       |            |   | Strongly Disagree   | Disagree   | Neither Agree Nor Disagree | Agree       | Strongly Agree |               |
| County where you live | Cumberland | Count<br>% within County where you live | 2<br>20.0%  | 1<br>10.0% | 3<br>30.0%                 | 2<br>20.0%  | 2<br>20.0%     | 10<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 1<br>10.0%  | 1<br>10.0% | 1<br>10.0%                 | 2<br>20.0%  | 5<br>50.0%     | 10<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 2<br>5.3%   | 3<br>7.9%  | 3<br>7.9%                  | 16<br>42.1% | 14<br>36.8%    | 38<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%  | 0<br>.0%   | 0<br>.0%                   | 1<br>25.0%  | 2<br>50.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%  | 0<br>.0%   | 0<br>.0%                   | 3<br>75.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 4<br>8.0%   | 2<br>4.0%  | 6<br>12.0%                 | 25<br>50.0% | 13<br>26.0%    | 50<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 10<br>8.6%  | 7<br>6.0%  | 13<br>11.2%                | 49<br>42.2% | 37<br>31.9%    | 116<br>100.0% |

**Q. 10 I trust my service provider.**

|                       |            |   | Q10 I trust my service provider |             |                            |             |                | Total         |
|-----------------------|------------|---|---------------------------------|-------------|----------------------------|-------------|----------------|---------------|
|                       |            |   | Strongly Disagree               | Disagree    | Neither Agree Nor Disagree | Agree       | Strongly Agree |               |
| County where you live | Cumberland | Count<br>% within County where you live | 1<br>9.1%                       | 0<br>.0%    | 2<br>18.2%                 | 6<br>54.5%  | 2<br>18.2%     | 11<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 1<br>11.1%                      | 2<br>22.2%  | 0<br>.0%                   | 2<br>22.2%  | 4<br>44.4%     | 9<br>100.0%   |
|                       | Lancaster  | Count<br>% within County where you live | 4<br>10.5%                      | 5<br>13.2%  | 4<br>10.5%                 | 14<br>36.8% | 11<br>28.9%    | 38<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%                      | 1<br>25.0%  | 0<br>.0%                   | 1<br>25.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%                        | 0<br>.0%    | 0<br>.0%                   | 2<br>50.0%  | 2<br>50.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 9<br>17.6%                      | 8<br>15.7%  | 8<br>15.7%                 | 14<br>27.5% | 12<br>23.5%    | 51<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 16<br>13.7%                     | 16<br>13.7% | 14<br>12.0%                | 39<br>33.3% | 32<br>27.4%    | 117<br>100.0% |

**Q. 11 My service provider offered me the opportunity to involve my family, significant others and friends.**

|                       |            |   | Q11 My service provider offered me the opportunity to involve my family, significant others and friends |           |                            |             |                | Total         |
|-----------------------|------------|---|---|-----------|----------------------------|-------------|----------------|---------------|
|                       |            |   | Strongly Disagree   | Disagree  | Neither Agree Nor Disagree | Agree       | Strongly Agree |               |
| County where you live | Cumberland | Count<br>% within County where you live | 3<br>27.3%  | 1<br>9.1% | 2<br>18.2%                 | 3<br>27.3%  | 2<br>18.2%     | 11<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 2<br>18.2%  | 0<br>.0%  | 2<br>18.2%                 | 1<br>9.1%   | 6<br>54.5%     | 11<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 5<br>13.5%  | 1<br>2.7% | 3<br>8.1%                  | 11<br>29.7% | 17<br>45.9%    | 37<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%  | 0<br>.0%  | 0<br>.0%                   | 1<br>25.0%  | 2<br>50.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%  | 0<br>.0%  | 0<br>.0%                   | 1<br>33.3%  | 2<br>66.7%     | 3<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 7<br>14.0%  | 4<br>8.0% | 8<br>16.0%                 | 20<br>40.0% | 11<br>22.0%    | 50<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 18<br>15.5%   | 6<br>5.2% | 15<br>12.9%                | 37<br>31.9% | 40<br>34.5%    | 116<br>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 |               |
| County where you live | Cumberland | Count<br>% within County where you live | 1<br>11.1%   | 1<br>11.1%  | 0<br>.0%                   | 5<br>55.6%  | 2<br>22.2%     | 9<br>100.0%   |
|                       | Dauphin    | Count<br>% within County where you live | 1<br>9.1%  | 2<br>18.2%  | 0<br>.0%                   | 2<br>18.2%  | 6<br>54.5%     | 11<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 4<br>10.5%   | 2<br>5.3%   | 5<br>13.2%                 | 10<br>26.3% | 17<br>44.7%    | 38<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>33.3%   | 0<br>.0%    | 0<br>.0%                   | 1<br>33.3%  | 1<br>33.3%     | 3<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%   | 0<br>.0%    | 0<br>.0%                   | 2<br>50.0%  | 2<br>50.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 8<br>15.7%   | 7<br>13.7%  | 4<br>7.8%                  | 19<br>37.3% | 13<br>25.5%    | 51<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 15<br>12.9%  | 12<br>10.3% | 9<br>7.8%                  | 39<br>33.6% | 41<br>35.3%    | 116<br>100.0% |

**Q. 13 I am an equal partner in the treatment process.**

|                       |            |   | Q13 I am an equal partner in the treatment process |             |                            |             |                | Total         |
|-----------------------|------------|---|--|-------------|----------------------------|-------------|----------------|---------------|
|                       |            |   | Strongly Disagree                                  | Disagree    | Neither Agree Nor Disagree | Agree       | Strongly Agree |               |
| County where you live | Cumberland | Count<br>% within County where you live | 1<br>11.1%   | 1<br>11.1%  | 1<br>11.1%                 | 4<br>44.4%  | 2<br>22.2%     | 9<br>100.0%   |
|                       | Dauphin    | Count<br>% within County where you live | 0<br>.0%   | 2<br>20.0%  | 2<br>20.0%                 | 3<br>30.0%  | 3<br>30.0%     | 10<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 3<br>7.5%  | 2<br>5.0%   | 4<br>10.0%                 | 14<br>35.0% | 17<br>42.5%    | 40<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>33.3%   | 0<br>.0%    | 0<br>.0%                   | 1<br>33.3%  | 1<br>33.3%     | 3<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%   | 0<br>.0%    | 0<br>.0%                   | 2<br>50.0%  | 2<br>50.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 7<br>13.5%   | 9<br>17.3%  | 3<br>5.8%                  | 19<br>36.5% | 14<br>26.9%    | 52<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 12<br>10.2%  | 14<br>11.9% | 10<br>8.5%                 | 43<br>36.4% | 39<br>33.1%    | 118<br>100.0% |

**Q. 14 My service provider explained the advantages of my therapy or treatment.**

|                       |            |   | Q14 My service provider explained the advantages of my therapy or treatment |            |                            |             |                | Total         |
|-----------------------|------------|---|---|------------|----------------------------|-------------|----------------|---------------|
|                       |            |   | Strongly Disagree   | Disagree   | Neither Agree Nor Disagree | Agree       | Strongly Agree |               |
| County where you live | Cumberland | Count<br>% within County where you live | 2<br>18.2%  | 2<br>18.2% | 0<br>.0%                   | 4<br>36.4%  | 3<br>27.3%     | 11<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 1<br>10.0%  | 2<br>20.0% | 2<br>20.0%                 | 4<br>40.0%  | 1<br>10.0%     | 10<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 3<br>7.5%   | 3<br>7.5%  | 3<br>7.5%                  | 19<br>47.5% | 12<br>30.0%    | 40<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>33.3%  | 0<br>.0%   | 0<br>.0%                   | 1<br>33.3%  | 1<br>33.3%     | 3<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%  | 0<br>.0%   | 0<br>.0%                   | 1<br>33.3%  | 2<br>66.7%     | 3<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 7<br>14.0%  | 2<br>4.0%  | 9<br>18.0%                 | 20<br>40.0% | 12<br>24.0%    | 50<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 14<br>12.0%   | 9<br>7.7%  | 14<br>12.0%                | 49<br>41.9% | 31<br>26.5%    | 117<br>100.0% |

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

|                       |            |   | Q15 My service provider explained the disadvantages of my therapy or treatment |             |                            |             |                | Total         |
|-----------------------|------------|---|--|-------------|----------------------------|-------------|----------------|---------------|
|                       |            |   | Strongly Disagree  | Disagree    | Neither Agree Nor Disagree | Agree       | Strongly Agree |               |
| County where you live | Cumberland | Count<br>% within County where you live | 3<br>30.0%   | 1<br>10.0%  | 1<br>10.0%                 | 4<br>40.0%  | 1<br>10.0%     | 10<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 2<br>18.2%   | 3<br>27.3%  | 3<br>27.3%                 | 1<br>9.1%   | 2<br>18.2%     | 11<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 5<br>12.5%   | 4<br>10.0%  | 7<br>17.5%                 | 17<br>42.5% | 7<br>17.5%     | 40<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 2<br>50.0%   | 0<br>.0%    | 0<br>.0%                   | 1<br>25.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%   | 0<br>.0%    | 0<br>.0%                   | 1<br>33.3%  | 2<br>66.7%     | 3<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 7<br>14.0%   | 9<br>18.0%  | 12<br>24.0%                | 13<br>26.0% | 9<br>18.0%     | 50<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 19<br>16.1%  | 17<br>14.4% | 23<br>19.5%                | 37<br>31.4% | 22<br>18.6%    | 118<br>100.0% |

**Q. 16 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 |               |
| County where you live | Cumberland | Count<br>% within County where you live | 1<br>9.1%                                     | 2<br>18.2%  | 1<br>9.1%                  | 3<br>27.3%  | 4<br>36.4%     | 11<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 2<br>16.7%                                    | 2<br>16.7%  | 1<br>8.3%                  | 3<br>25.0%  | 4<br>33.3%     | 12<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 5<br>12.5%                                    | 5<br>12.5%  | 2<br>5.0%                  | 14<br>35.0% | 14<br>35.0%    | 40<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%                                    | 1<br>25.0%  | 0<br>.0%                   | 1<br>25.0%  | 1<br>25.0%     | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%                                      | 0<br>.0%    | 0<br>.0%                   | 2<br>50.0%  | 2<br>50.0%     | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 10<br>19.6%                                   | 6<br>11.8%  | 5<br>9.8%                  | 15<br>29.4% | 15<br>29.4%    | 51<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 19<br>15.6%                                   | 16<br>13.1% | 9<br>7.4%                  | 38<br>31.1% | 40<br>32.8%    | 122<br>100.0% |

**Q. 17 Managing daily problems.**

|                       |                                |                                | Q17 Managing daily problems |                |                |                 |             | Total  |
|-----------------------|--------------------------------|--------------------------------|-----------------------------|----------------|----------------|-----------------|-------------|--------|
|                       |                                |                                | Much Worse                  | A Little Worse | About the Same | A Little Better | Much Better |        |
| County where you live | Cumberland                     | Count                          | 0                           | 0              | 3              | 2               | 5           | 10     |
|                       |                                | % within County where you live | .0%                         | .0%            | 30.0%          | 20.0%           | 50.0%       | 100.0% |
|                       | Dauphin                        | Count                          | 0                           | 2              | 4              | 4               | 1           | 11     |
|                       |                                | % within County where you live | .0%                         | 18.2%          | 36.4%          | 36.4%           | 9.1%        | 100.0% |
|                       | Lancaster                      | Count                          | 1                           | 2              | 5              | 12              | 15          | 35     |
|                       |                                | % within County where you live | 2.9%                        | 5.7%           | 14.3%          | 34.3%           | 42.9%       | 100.0% |
|                       | Lebanon                        | Count                          | 1                           | 0              | 0              | 1               | 2           | 4      |
|                       | % within County where you live | 25.0%                          | .0%                         | .0%            | 25.0%          | 50.0%           | 100.0%      |        |
| Perry                 | Count                          | 0                              | 0                           | 0              | 3              | 1               | 4           |        |
|                       | % within County where you live | .0%                            | .0%                         | .0%            | 75.0%          | 25.0%           | 100.0%      |        |
| Other                 | Count                          | 1                              | 3                           | 9              | 18             | 19              | 50          |        |
|                       | % within County where you live | 2.0%                           | 6.0%                        | 18.0%          | 36.0%          | 38.0%           | 100.0%      |        |
| Total                 | Count                          | 3                              | 7                           | 21             | 40             | 43              | 114         |        |
|                       | % within County where you live | 2.6%                           | 6.1%                        | 18.4%          | 35.1%          | 37.7%           | 100.0%      |        |

**Q. 18 Feeling in control of my life.**

|                       |                                |                                | Q18 Feeling in control of my life |                |                |                 |             | Total  |
|-----------------------|--------------------------------|--------------------------------|-----------------------------------|----------------|----------------|-----------------|-------------|--------|
|                       |                                |                                | Much Worse                        | A Little Worse | About the Same | A Little Better | Much Better |        |
| County where you live | Cumberland                     | Count                          | 0                                 | 2              | 2              | 2               | 5           | 11     |
|                       |                                | % within County where you live | .0%                               | 18.2%          | 18.2%          | 18.2%           | 45.5%       | 100.0% |
|                       | Dauphin                        | Count                          | 1                                 | 0              | 4              | 4               | 2           | 11     |
|                       |                                | % within County where you live | 9.1%                              | .0%            | 36.4%          | 36.4%           | 18.2%       | 100.0% |
|                       | Lancaster                      | Count                          | 1                                 | 4              | 5              | 11              | 16          | 37     |
|                       |                                | % within County where you live | 2.7%                              | 10.8%          | 13.5%          | 29.7%           | 43.2%       | 100.0% |
|                       | Lebanon                        | Count                          | 1                                 | 0              | 0              | 2               | 1           | 4      |
|                       | % within County where you live | 25.0%                          | .0%                               | .0%            | 50.0%          | 25.0%           | 100.0%      |        |
| Perry                 | Count                          | 0                              | 0                                 | 0              | 2              | 2               | 4           |        |
|                       | % within County where you live | .0%                            | .0%                               | .0%            | 50.0%          | 50.0%           | 100.0%      |        |
| Other                 | Count                          | 4                              | 3                                 | 9              | 13             | 22              | 51          |        |
|                       | % within County where you live | 7.8%                           | 5.9%                              | 17.6%          | 25.5%          | 43.1%           | 100.0%      |        |
| Total                 | Count                          | 7                              | 9                                 | 20             | 34             | 48              | 118         |        |
|                       | % within County where you live | 5.9%                           | 7.6%                              | 16.9%          | 28.8%          | 40.7%           | 100.0%      |        |

**Q. 19 Dealing with personal crisis.**

|                       |                                |                                | Q19 Dealing with personal crisis |                |                |                 |             | Total  |
|-----------------------|--------------------------------|--------------------------------|----------------------------------|----------------|----------------|-----------------|-------------|--------|
|                       |                                |                                | Much Worse                       | A Little Worse | About the Same | A Little Better | Much Better |        |
| County where you live | Cumberland                     | Count                          | 0                                | 2              | 2              | 4               | 3           | 11     |
|                       |                                | % within County where you live | .0%                              | 18.2%          | 18.2%          | 36.4%           | 27.3%       | 100.0% |
|                       | Dauphin                        | Count                          | 0                                | 0              | 6              | 4               | 1           | 11     |
|                       |                                | % within County where you live | .0%                              | .0%            | 54.5%          | 36.4%           | 9.1%        | 100.0% |
|                       | Lancaster                      | Count                          | 0                                | 0              | 7              | 17              | 10          | 34     |
|                       |                                | % within County where you live | .0%                              | .0%            | 20.6%          | 50.0%           | 29.4%       | 100.0% |
|                       | Lebanon                        | Count                          | 1                                | 0              | 1              | 0               | 2           | 4      |
|                       | % within County where you live | 25.0%                          | .0%                              | 25.0%          | .0%            | 50.0%           | 100.0%      |        |
| Perry                 | Count                          | 0                              | 0                                | 1              | 2              | 1               | 4           |        |
|                       | % within County where you live | .0%                            | .0%                              | 25.0%          | 50.0%          | 25.0%           | 100.0%      |        |
| Other                 | Count                          | 2                              | 4                                | 8              | 19             | 15              | 48          |        |
|                       | % within County where you live | 4.2%                           | 8.3%                             | 16.7%          | 39.6%          | 31.3%           | 100.0%      |        |
| Total                 | Count                          | 3                              | 6                                | 25             | 46             | 32              | 112         |        |
|                       | % within County where you live | 2.7%                           | 5.4%                             | 22.3%          | 41.1%          | 28.6%           | 100.0%      |        |

**Q. 20 How I feel about myself.**

|                       |                                |                                | Q20 How I feel about myself |                |                |                 |             | Total  |
|-----------------------|--------------------------------|--------------------------------|-----------------------------|----------------|----------------|-----------------|-------------|--------|
|                       |                                |                                | Much Worse                  | A Little Worse | About the Same | A Little Better | Much Better |        |
| County where you live | Cumberland                     | Count                          | 0                           | 2              | 3              | 0               | 6           | 11     |
|                       |                                | % within County where you live | .0%                         | 18.2%          | 27.3%          | .0%             | 54.5%       | 100.0% |
|                       | Dauphin                        | Count                          | 1                           | 0              | 0              | 4               | 5           | 10     |
|                       |                                | % within County where you live | 10.0%                       | .0%            | .0%            | 40.0%           | 50.0%       | 100.0% |
|                       | Lancaster                      | Count                          | 1                           | 0              | 5              | 13              | 18          | 37     |
|                       |                                | % within County where you live | 2.7%                        | .0%            | 13.5%          | 35.1%           | 48.6%       | 100.0% |
|                       | Lebanon                        | Count                          | 1                           | 0              | 0              | 2               | 1           | 4      |
|                       | % within County where you live | 25.0%                          | .0%                         | .0%            | 50.0%          | 25.0%           | 100.0%      |        |
| Perry                 | Count                          | 0                              | 0                           | 0              | 2              | 2               | 4           |        |
|                       | % within County where you live | .0%                            | .0%                         | .0%            | 50.0%          | 50.0%           | 100.0%      |        |
| Other                 | Count                          | 2                              | 2                           | 7              | 16             | 24              | 51          |        |
|                       | % within County where you live | 3.9%                           | 3.9%                        | 13.7%          | 31.4%          | 47.1%           | 100.0%      |        |
| Total                 | Count                          | 5                              | 4                           | 15             | 37             | 56              | 117         |        |
|                       | % within County where you live | 4.3%                           | 3.4%                        | 12.8%          | 31.6%          | 47.9%           | 100.0%      |        |

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

|                       |            |   | Q21 Feeling good (hopeful) about the future |                |                |                 |             | Total         |
|-----------------------|------------|---|---|----------------|----------------|-----------------|-------------|---------------|
|                       |            |   | Much Worse                                  | A Little Worse | About the Same | A Little Better | Much Better |               |
| County where you live | Cumberland | Count<br>% within County where you live | 0<br>.0%                                    | 1<br>9.1%      | 1<br>9.1%      | 4<br>36.4%      | 5<br>45.5%  | 11<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 0<br>.0%                                    | 0<br>.0%       | 4<br>33.3%     | 3<br>25.0%      | 5<br>41.7%  | 12<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 0<br>.0%                                    | 0<br>.0%       | 5<br>13.2%     | 11<br>28.9%     | 22<br>57.9% | 38<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%                                  | 0<br>.0%       | 0<br>.0%       | 2<br>50.0%      | 1<br>25.0%  | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%                                    | 0<br>.0%       | 0<br>.0%       | 2<br>50.0%      | 2<br>50.0%  | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 2<br>3.9%                                   | 3<br>5.9%      | 3<br>5.9%      | 16<br>31.4%     | 27<br>52.9% | 51<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 3<br>2.5%                                   | 4<br>3.3%      | 13<br>10.8%    | 38<br>31.7%     | 62<br>51.7% | 120<br>100.0% |

**Q. 22 Enjoying my free time.**

|                       |            |   | Q22 Enjoying my free time |                |                |                 |             | Total         |
|-----------------------|------------|---|---------------------------|----------------|----------------|-----------------|-------------|---------------|
|                       |            |   | Much Worse                | A Little Worse | About the Same | A Little Better | Much Better |               |
| County where you live | Cumberland | Count<br>% within County where you live | 1<br>9.1%                 | 2<br>18.2%     | 2<br>18.2%     | 3<br>27.3%      | 3<br>27.3%  | 11<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 0<br>.0%                  | 0<br>.0%       | 3<br>30.0%     | 2<br>20.0%      | 5<br>50.0%  | 10<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 3<br>8.3%                 | 1<br>2.8%      | 4<br>11.1%     | 12<br>33.3%     | 16<br>44.4% | 36<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%                | 1<br>25.0%     | 0<br>.0%       | 1<br>25.0%      | 1<br>25.0%  | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%                  | 0<br>.0%       | 0<br>.0%       | 2<br>50.0%      | 2<br>50.0%  | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 5<br>10.4%                | 7<br>14.6%     | 3<br>6.3%      | 10<br>20.8%     | 23<br>47.9% | 48<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 10<br>8.8%                | 11<br>9.7%     | 12<br>10.6%    | 30<br>26.5%     | 50<br>44.2% | 113<br>100.0% |

**Q. 23 Strengthening my social support network .**

|                       |            |   | Q23 Strengthening my social support network |                |                |                 |             | Total         |
|-----------------------|------------|---|---|----------------|----------------|-----------------|-------------|---------------|
|                       |            |   | Much Worse                                  | A Little Worse | About the Same | A Little Better | Much Better |               |
| County where you live | Cumberland | Count<br>% within County where you live | 0<br>.0%                                    | 2<br>18.2%     | 3<br>27.3%     | 2<br>18.2%      | 4<br>36.4%  | 11<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 0<br>.0%                                    | 2<br>20.0%     | 4<br>40.0%     | 0<br>.0%        | 4<br>40.0%  | 10<br>100.0%  |
|                       | Lancaster  | Count<br>% within County where you live | 1<br>2.7%                                   | 2<br>5.4%      | 7<br>18.9%     | 15<br>40.5%     | 12<br>32.4% | 37<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%                                  | 0<br>.0%       | 1<br>25.0%     | 2<br>50.0%      | 0<br>.0%    | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%                                    | 0<br>.0%       | 0<br>.0%       | 2<br>50.0%      | 2<br>50.0%  | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 3<br>6.1%                                   | 3<br>6.1%      | 7<br>14.3%     | 14<br>28.6%     | 22<br>44.9% | 49<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 5<br>4.3%                                   | 9<br>7.8%      | 22<br>19.1%    | 35<br>30.4%     | 44<br>38.3% | 115<br>100.0% |

**Q. 24 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 activities |                |                |                 |             | Total         |
|-----------------------|------------|---|--|----------------|----------------|-----------------|-------------|---------------|
|                       |            |   | Much Worse   | A Little Worse | About the Same | A Little Better | Much Better |               |
| County where you live | Cumberland | Count<br>% within County where you live | 0<br>.0%   | 0<br>.0%       | 5<br>50.0%     | 2<br>20.0%      | 3<br>30.0%  | 10<br>100.0%  |
|                       | Dauphin    | Count<br>% within County where you live | 1<br>12.5%   | 1<br>12.5%     | 1<br>12.5%     | 4<br>50.0%      | 1<br>12.5%  | 8<br>100.0%   |
|                       | Lancaster  | Count<br>% within County where you live | 1<br>3.3%  | 1<br>3.3%      | 5<br>16.7%     | 13<br>43.3%     | 10<br>33.3% | 30<br>100.0%  |
|                       | Lebanon    | Count<br>% within County where you live | 1<br>25.0%   | 1<br>25.0%     | 0<br>.0%       | 0<br>.0%        | 2<br>50.0%  | 4<br>100.0%   |
|                       | Perry      | Count<br>% within County where you live | 0<br>.0%   | 0<br>.0%       | 1<br>25.0%     | 2<br>50.0%      | 1<br>25.0%  | 4<br>100.0%   |
|                       | Other      | Count<br>% within County where you live | 3<br>6.5%  | 2<br>4.3%      | 12<br>26.1%    | 12<br>26.1%     | 17<br>37.0% | 46<br>100.0%  |
|                       | Total      | Count<br>% within County where you live | 6<br>5.9%  | 5<br>4.9%      | 24<br>23.5%    | 33<br>32.4%     | 34<br>33.3% | 102<br>100.0% |

**Q. 25 Dealing with school or work.**

|                       |                                |                                | Q25 Dealing with school or work |                |                |                 |             | Total  |
|-----------------------|--------------------------------|--------------------------------|---------------------------------|----------------|----------------|-----------------|-------------|--------|
|                       |                                |                                | Much Worse                      | A Little Worse | About the Same | A Little Better | Much Better |        |
| County where you live | Cumberland                     | Count                          | 0                               | 1              | 4              | 2               | 4           | 11     |
|                       |                                | % within County where you live | .0%                             | 9.1%           | 36.4%          | 18.2%           | 36.4%       | 100.0% |
|                       | Dauphin                        | Count                          | 0                               | 0              | 3              | 3               | 2           | 8      |
|                       |                                | % within County where you live | .0%                             | .0%            | 37.5%          | 37.5%           | 25.0%       | 100.0% |
|                       | Lancaster                      | Count                          | 1                               | 1              | 7              | 10              | 7           | 26     |
|                       |                                | % within County where you live | 3.8%                            | 3.8%           | 26.9%          | 38.5%           | 26.9%       | 100.0% |
|                       | Lebanon                        | Count                          | 1                               | 0              | 1              | 1               | 1           | 4      |
|                       | % within County where you live | 25.0%                          | .0%                             | 25.0%          | 25.0%          | 25.0%           | 100.0%      |        |
|                       | Perry                          | Count                          | 0                               | 0              | 1              | 1               | 1           | 3      |
|                       |                                | % within County where you live | .0%                             | .0%            | 33.3%          | 33.3%           | 33.3%       | 100.0% |
|                       | Other                          | Count                          | 2                               | 4              | 10             | 16              | 10          | 42     |
|                       |                                | % within County where you live | 4.8%                            | 9.5%           | 23.8%          | 38.1%           | 23.8%       | 100.0% |
| Total                 |                                | Count                          | 4                               | 6              | 26             | 33              | 25          | 94     |
|                       |                                | % within County where you live | 4.3%                            | 6.4%           | 27.7%          | 35.1%           | 26.6%       | 100.0% |

**Q. 26 Dealing with people in social situations.**

|                       |                                |                                | Q26 Dealing with people in social situations |                |                |                 |             | Total  |
|-----------------------|--------------------------------|--------------------------------|--|----------------|----------------|-----------------|-------------|--------|
|                       |                                |                                | Much Worse                                   | A Little Worse | About the Same | A Little Better | Much Better |        |
| County where you live | Cumberland                     | Count                          | 0  | 0              | 4              | 4               | 3           | 11     |
|                       |                                | % within County where you live | .0%  | .0%            | 36.4%          | 36.4%           | 27.3%       | 100.0% |
|                       | Dauphin                        | Count                          | 0  | 0              | 3              | 4               | 3           | 10     |
|                       |                                | % within County where you live | .0%  | .0%            | 30.0%          | 40.0%           | 30.0%       | 100.0% |
|                       | Lancaster                      | Count                          | 1  | 1              | 5              | 15              | 15          | 37     |
|                       |                                | % within County where you live | 2.7%   | 2.7%           | 13.5%          | 40.5%           | 40.5%       | 100.0% |
|                       | Lebanon                        | Count                          | 1  | 0              | 1              | 0               | 2           | 4      |
|                       | % within County where you live | 25.0%                          | .0%  | 25.0%          | .0%            | 50.0%           | 100.0%      |        |
|                       | Perry                          | Count                          | 0  | 1              | 0              | 2               | 1           | 4      |
|                       |                                | % within County where you live | .0%  | 25.0%          | .0%            | 50.0%           | 25.0%       | 100.0% |
|                       | Other                          | Count                          | 3  | 3              | 7              | 18              | 19          | 50     |
|                       |                                | % within County where you live | 6.0%   | 6.0%           | 14.0%          | 36.0%           | 38.0%       | 100.0% |
| Total                 |                                | Count                          | 5  | 5              | 20             | 43              | 43          | 116    |
|                       |                                | % within County where you live | 4.3%   | 4.3%           | 17.2%          | 37.1%           | 37.1%       | 100.0% |

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

|                       |                                |                                | Q27 Dealing with specific problems or issues that led me to seek serv |                |                |                 |             | Total  |
|-----------------------|--------------------------------|--------------------------------|---|----------------|----------------|-----------------|-------------|--------|
|                       |                                |                                | Much Worse  | A Little Worse | About the Same | A Little Better | Much Better |        |
| County where you live | Cumberland                     | Count                          | 0   | 0              | 1              | 6               | 3           | 10     |
|                       |                                | % within County where you live | .0%   | .0%            | 10.0%          | 60.0%           | 30.0%       | 100.0% |
|                       | Dauphin                        | Count                          | 0   | 1              | 2              | 4               | 4           | 11     |
|                       |                                | % within County where you live | .0%   | 9.1%           | 18.2%          | 36.4%           | 36.4%       | 100.0% |
|                       | Lancaster                      | Count                          | 1   | 1              | 5              | 15              | 14          | 36     |
|                       |                                | % within County where you live | 2.8%  | 2.8%           | 13.9%          | 41.7%           | 38.9%       | 100.0% |
|                       | Lebanon                        | Count                          | 1   | 0              | 1              | 1               | 1           | 4      |
|                       | % within County where you live | 25.0%                          | .0%   | 25.0%          | 25.0%          | 25.0%           | 100.0%      |        |
| Perry                 | Count                          | 0                              | 0   | 0              | 3              | 1               | 4           |        |
|                       | % within County where you live | .0%                            | .0%   | .0%            | 75.0%          | 25.0%           | 100.0%      |        |
| Other                 | Count                          | 1                              | 0   | 12             | 16             | 20              | 49          |        |
|                       | % within County where you live | 2.0%                           | .0%   | 24.5%          | 32.7%          | 40.8%           | 100.0%      |        |
| Total                 | Count                          | 3                              | 2   | 21             | 45             | 43              | 114         |        |
|                       | % within County where you live | 2.6%                           | 1.8%  | 18.4%          | 39.5%          | 37.7%           | 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**

**5 consumers refused to answer any of these questions.**

## CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY:     CSS Cumberland County

4th Quarter Reporting Period: April - June, 2008

Children & Adoles. 4 Adults (18 and over): 6 Total Surveys: 10

Questions:

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

|              |   |
|--------------|---|
| Yes (always) | 5 |
| Sometimes    | 0 |
| No (never)   | 1 |

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

|              |   |
|--------------|---|
| Yes (always) | 1 |
| Sometimes    | 1 |
| No (never)   | 4 |

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

|                 |   |
|-----------------|---|
| Much better     | 4 |
| A little better | 1 |
| About the same  | 1 |
| A little worse  | 0 |
| Much Worse      | 0 |
| Not Applicable  | 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) | 2 |
| Sometimes    | 0 |
| No (never)   | 2 |

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

|              |   |
|--------------|---|
| Yes (always) | 0 |
| Sometimes    | 0 |
| No (never)   | 4 |

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

|                 |   |
|-----------------|---|
| Much better     | 1 |
| A little better | 3 |
| About the same  | 0 |
| A little worse  | 0 |
| Much Worse      | 0 |
| Not Applicable  | 0 |

**CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET**

**COMPLETED BY:** \_\_ CSS Dauphin County

**4th Quarter** Reporting Period: April - June, 2008

**Children & Adoles. 4 Adults (18 and over): 6 Total Surveys: 10**

**Questions:**

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

Yes (always)

|   |
|---|
| 5 |
| 0 |
| 1 |

Sometimes

No (never)

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

Yes (always)

|   |
|---|
| 1 |
| 1 |
| 4 |

Sometimes

No (never)

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

Much better

|   |
|---|
| 4 |
| 1 |
| 1 |
| 0 |

A little better

About the same

A little worse

Much Worse

|   |
|---|
| 0 |
| 0 |

Not Applicable

**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)

|   |
|---|
| 2 |
| 0 |
| 2 |

Sometimes

No (never)

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

Yes (always)

|   |
|---|
| 0 |
| 0 |
| 4 |

Sometimes

No (never)

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

Much better

|   |
|---|
| 1 |
| 3 |
| 0 |
| 0 |
| 0 |
| 0 |

A little better

About the same

A little worse

Much Worse

Not Applicable

**CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET**

**COMPLETED BY:** CSS Lancaster County

**4th Quarter** Reporting Period: April - June, 2008

**Children & Adoles. 10 Adults (18 and over): 28 Total Surveys: 38**

Questions:

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

|              |    |
|--------------|----|
| Yes (always) | 14 |
| Sometimes    | 6  |
| No (never)   | 8  |

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

|              |    |
|--------------|----|
| Yes (always) | 5  |
| Sometimes    | 7  |
| No (never)   | 16 |

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

|                 |    |
|-----------------|----|
| Much better     | 14 |
| A little better | 9  |
| About the same  | 2  |
| A little worse  | 1  |
| Much Worse      | 1  |
| 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) | 7 |
| Sometimes    | 1 |
| No (never)   | 2 |

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

|              |   |
|--------------|---|
| Yes (always) | 0 |
| Sometimes    | 5 |
| No (never)   | 5 |

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

|                 |   |
|-----------------|---|
| Much better     | 3 |
| A little better | 5 |
| About the same  | 1 |
| A little worse  | 0 |
| Much Worse      | 0 |
| Not Applicable  | 1 |

**CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET**

**COMPLETED BY:** CSS Lebanon County

**4th Quarter** Reporting Period: April-June, 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

**4th Quarter**

Reporting Period: April - June, 2008

**Children & Adoles. 0 Adults (18 and over): 4 Total Surveys: 4**

Questions:

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

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

|   |
|---|
| 4 |
| 0 |
| 0 |

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

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

|   |
|---|
| 1 |
| 0 |
| 3 |

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

|   |
|---|
| 2 |
| 2 |
| 0 |
| 0 |

- Much Worse
- Not Applicable

|   |
|---|
| 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 |
| 0 |

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

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

|   |
|---|
| 0 |
| 0 |
| 0 |

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

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

|   |
|---|
| 0 |
| 0 |
| 0 |
| 0 |
| 0 |
| 0 |

**CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET**

**COMPLETED BY:** \_\_ CSS Other Counties

**4th Quarter** Reporting Period: April - June, 2008

**Children & Adoles. 5 Adults (18 and over): 47 Total Surveys: 52**

**Questions:**

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

|              |    |
|--------------|----|
| Yes (always) | 26 |
| Sometimes    | 6  |
| No (never)   | 15 |

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

|              |    |
|--------------|----|
| Yes (always) | 14 |
| Sometimes    | 11 |
| No (never)   | 22 |

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

|                 |    |
|-----------------|----|
| Much better     | 23 |
| A little better | 13 |
| About the same  | 8  |
| A little worse  | 2  |
| 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    | 1 |
| No (never)   | 1 |

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

|              |   |
|--------------|---|
| Yes (always) | 0 |
| Sometimes    | 4 |
| No (never)   | 1 |

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

|                 |   |
|-----------------|---|
| Much better     | 1 |
| A little better | 3 |
| About the same  | 0 |
| A little worse  | 0 |
| Much Worse      | 1 |
| Not Applicable  | 0 |

## Consumer Comments – CBHNP

*There were no comments provided by respondents this quarter that were specific to services and/or interactions with CBHNP. All comments were Provider-specific and as such appear in the Provider-specific reports that are issued separately.*

### CBHNP RESPONSE TO CSS 3rd QUARTER REPORT

June 6, 2008

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

RE: CSS 3<sup>rd</sup> Quarter Report 2007-08, 01/01/08-03/31/08

Dear Scott:

This response is based on the CSS, Inc. executive summary listed in the 3<sup>rd</sup> Quarter report referenced above. The results are used as a very important quality indicator, indicating both strength and weakness areas. Current, planned, or potential initiatives to improve identified need areas are provided.

#### Response to 3<sup>rd</sup> Quarter 2007-2008 Findings

Overall satisfaction in the third quarter report as reflected in the total satisfaction scale by county increased to 105.9 (the last three quarters were rated 102.6, 102.5, and 103.8 respectfully). Further supporting this satisfaction level is a satisfaction rate of 78.4% Mean Satisfaction Level / Highest Possible Score (improving approximately 2% from last quarter which had been a 1% improvement from the previous quarter) and 79.6% agreement with the statement “I am satisfied with the services...” (a minor increase from the previous report).

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 (56.4 %) indicated that they were given information about how to get other services that they needed, 25.4% were dissatisfied in this area.

**CBHNP Response:** This report shows a second consecutive decrease in this measure, from 64% and 74% in previous reports to the current 56.4%. Early efforts to improve this rating included information being included in the Member Handbook and the Children’s Information Specialists addressing this during ISPT meetings both verbally and with a handout. The Parent Training Series (which is in the final stages of revision based on OMHSAS recommended changes) is designed to educate parents and Members about CBHNP and services. In addition to a “key resources” brochure which was previously distributed to providers about services, a Quality Improvement Quick Tip educating providers about recovery initiatives was distributed in March 2008. Throughout 2007, Re-investment Services were presented as an educational outreach at all level of care provider meetings where CBHNP could field and answer questions. Complimenting CBHNP’s continued efforts to educate providers through LOC meetings about reinvestment services to enhance the CBHNP array of services and the preparation of a summary document regarding these services which is being developed by the Quality Improvement and Provider Relations departments for distribution to the provider network and posting on the CBHNP Website. At the same time, regular Stakeholder Committee meetings and Member Newsletters continue to focus on educating Members in the services we offer and how to obtain them.

2. While 81.7% of consumers reported that their service provider explained the advantages of their therapy or treatment, approximately 1 in 5 (20.4%) consumers indicated their service provider did not explain the disadvantages associated with therapy or treatment.

**CBHNP Response:** The results of the current survey are consistent with the previous two quarters reported at just over 81%. Performance continues to marginally improve. 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. 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.

**CBHNP Response:** CBHNP understands the importance of provider choice. Member Services and Clinical Staff are trained to inquire about provider choice and is built into the data system for tracking this information, as well as to serve as a reminder. Also, instances where a Member’s services are court ordered could affect the response ratings for this survey measure. To address this potential barrier to choice, adding a question to the survey tool to ask if services were court ordered and excluding the choice question when a positive response is received would help exclude these outliers from analysis.

4. 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.

**CBHNP Response:** *CBHNP will continue to work with stakeholders through the Stakeholders Steering Committee to identify potential reasons for the perception of Members. Perhaps with additional education to Members and survey interviewers about CBHNP, this area of the survey could be further clarified. Another option would be to have a follow-up question inquiring why the Member does not believe the question is applicable. Based on comments, the interviewer may be able to provide a clarification at the time of the survey interview and subsequently enable the Member to generate a response.*

#### **Addendum:**

*While the following are not targeted response items this quarter, previous quarters did require interventions and actions. They are mentioned here as items that will be monitored for sustained improvement. Additional future responses will be provided as needed.*

1. Consumers reporting they are not satisfied with how much time their service provider spends with them. The previous report indicated a 17% dissatisfaction rate, which has improved to 12% this period.

2. *Respondents reporting they do not trust their service providers: This measure has shown sustained improvement ratings. The Stakeholders Steering Committee held discussions regarding trust prior to the survey findings and is slated for further discussion at the June 2008 meeting to identify recommendations.*

We will continue coordinating efforts with all stakeholders to improve services.

Sincerely,



Laurie Cross  
Director of Quality Improvement, CBHNP

cc. CBHNP Executive Management Team

## Provider Response

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

“Thank you for sharing MAPS results of the Mental Health Outpatient surveys. We do internal customer satisfaction surveys for all of our consumers on a regular basis. CBHNP survey results are not consistent with our internal surveys regarding getting the help needed (question 31). For the survey period July, 2007 through January 2008, we had 206 completed satisfaction surveys with an average of 90% in positive responses to each question on the survey that was related to the quality of the services being provided as well as the consumer view of how they are being treated by MAPS staff. Areas in need of improvement from our internal survey (as evidenced by a positive score of below 75%), are as follows: education provided about your condition or treatment and overall improvement since starting services. Our goal is to improve the positive score to at least 85% for the question regarding education being provided to customers about their condition or treatment. Clinical staff will be provided ongoing training through supervision and team meetings regarding Recovery Concepts and CSG Core Values in order to achieve that goal.”

S. Michele Worrall, LCSW  
MAPS Program Director

*CSS Response: While we appreciate the efforts of MAPS administration to conduct a satisfaction survey among the consumers receiving treatment at their facility, our concerns with their results are multiple in nature.*

- 1. Who wrote and administered the survey? Results can be skewed in various ways, e.g., how a question is phrased, internal pressure to seek out only those thought to have had a positive experience, etc.*
- 2. The mere fact that in their response MAPS refers to consumers as customers is indicative of a certain level of insensitivity. We are speaking of individuals who are in need of behavioral health assistance. Under these circumstances brings into question the validity of their survey process from start to finish especially if they are not able to respect the individuality and needs of those whom they serve.*

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

Thank you for your participation in our survey. Your voice can make a difference! Consumer Satisfaction Services, Inc. (CSS) gauges and reports on the impact of behavioral health (mental health and/or substance abuse) which you received under HealthChoices and your healthcare provider \_\_\_\_\_ 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.<br>Comments:                                    |   |   |   |   |   |   |
| 2 | I was given information on how to get other services that I needed (example: transportation, child care, employment training).<br>Comments: |   |   |   |   |   |   |
| 3 | I had a choice when selecting my service provider.<br>Comments:   |   |   |   |   |   |   |
| 4 | I have the option to change my service provider should I choose to.<br>Comments:  |   |   |   |   |   |   |
| 5 | I was informed about my rights and responsibilities regarding the treatment I have received.<br>Comments:                                   |   |   |   |   |   |   |
| 6 | I feel comfortable in asking questions regarding my treatment.<br>Comments:   |   |   |   |   |   |   |
| 7 | My service provider spends enough time with me.<br>Comments:  |   |   |   |   |   |   |
| 8 | My provider does not share my personal mental health and/or substance abuse information with others without my permission.<br>Comments:     |   |   |   |   |   |   |

|    |  |  |  |  |  |  |  |
|----|--|--|--|--|--|--|--|
| 9  | Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.<br>Comments:                     |  |  |  |  |  |  |
| 10 | I trust my service provider.<br>Comments:  |  |  |  |  |  |  |
| 11 | My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.<br>Comments: |  |  |  |  |  |  |
| 12 | I am included in all meetings regarding my treatment plan and goals for recovery.<br>Comments:   |  |  |  |  |  |  |
| 13 | I am an equal partner in the treatment process.<br>Comments:   |  |  |  |  |  |  |
| 14 | My service provider explained the advantages of my therapy or treatment.<br>Comments:  |  |  |  |  |  |  |
| 15 | My service provider explained the disadvantages of my therapy or treatment.<br>Comments:   |  |  |  |  |  |  |
| 16 | Overall, I am satisfied with the services I am receiving.<br>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.<br>Comments:  |   |   |   |   |   |   |
| 18 | Feeling in control of my life.<br>Comments:  |   |   |   |   |   |   |
| 19 | Dealing with personal crisis (example: serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)<br>Comments:                                      |   |   |   |   |   |   |
| 20 | How I feel about myself.<br>Comments:  |   |   |   |   |   |   |
| 21 | Feeling good (hopeful) about the future.<br>Comments:  |   |   |   |   |   |   |
| 22 | Enjoying my free time.<br>Comments:  |   |   |   |   |   |   |
| 23 | Strengthening my social support network.<br>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)<br>Comments: |   |   |   |   |   |   |
| 25 | Dealing with school or work.<br>Comments:  |   |   |   |   |   |   |
| 26 | Dealing with people in social situations.<br>Comments:   |   |   |   |   |   |   |
| 27 | Dealing with specific problems or issues that led me to seek services.<br>Comments:  |   |   |   |   |   |   |

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

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

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

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

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

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

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

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

|    |   |                       |
|----|---|-----------------------|
| 30 | Were you given the chance to make treatment decisions?<br>Comments:                   | [ ] Yes [ ] Sometimes |
|    |   | [ ] No                |
| 31 | In the last 12 months did you have problems getting the help you needed?<br>Comments: | [ ] Yes [ ] Sometimes |
|    |   | [ ] No                |

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

|     |   | Yes | No | Does Not Apply |
|-----|---|-----|----|----------------|
| 32  | I have received a copy of the Member Handbook from CBHNP.   |     |    |                |
| 33  | In the last twelve months, did you call member services at CBHNP to get information or help for counseling, treatment or other services? <b>If NO, go to question 34.</b> |     |    |                |
| 33a | I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.  |     |    |                |
| 34  | I am aware of my right to file a complaint or grievance.  |     |    |                |
| 35  | I know whom to call to file a complaint or grievance.   |     |    |                |
| 36  | I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.   |     |    |                |
| 37  | When I call CBHNP staff treats me courteously and with respect.   |     |    |                |
| 38  | Overall, I am satisfied with the interactions I have had with CBHNP   |     |    |                |

**Additional CBHNP Comments:**

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

39. What about the services made you feel respected?

40. What about the services made you feel disrespected?

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

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

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

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

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

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

## Demographic Information

|   |  |   |
|---|--|---|
| <p><b>1) Gender:</b><br/> <input type="checkbox"/> Female<br/> <input type="checkbox"/> Male</p> <p><b>2) Age</b> _____</p> <p><b>3) County where you live:</b> _____</p> | <p><b>4) Race:</b><br/> <input type="checkbox"/> African American<br/> <input type="checkbox"/> Asian / Pacific Islander<br/> <input type="checkbox"/> Hispanic / Latino<br/> <input type="checkbox"/> Native American / American Indian<br/> <input type="checkbox"/> White / Caucasian<br/> <input type="checkbox"/> Multi-racial<br/> <input type="checkbox"/> Other: _____</p>                   | <p><b>5) Type of services:</b><br/> <input type="checkbox"/> Mental Health<br/> <input type="checkbox"/> Drug / Alcohol<br/> <input type="checkbox"/> Both Mental Health and Drug/Alcohol<br/> <input type="checkbox"/> Other<br/>         _____<br/>         _____</p> |
| <p><b>Comments on Demographics:</b></p>   | <p><b>6) Special Needs:</b><br/> <input type="checkbox"/> Visual Impairment<br/> <input type="checkbox"/> Hearing Impairment<br/> <input type="checkbox"/> Physical Impairment (Example: needs wheel chair or other help with movement)<br/> <input type="checkbox"/> Difficulty understanding or speaking English<br/> <input type="checkbox"/> Other: _____<br/> <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                 |