



Consumer Satisfaction Services

HealthChoices Capital Region

Annual Report

July 1, 2007 – June 30, 2008

Prepared For

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

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

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Preface

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

Through our work it has always been a goal of Consumer Satisfaction Services to provide leadership and service to improve Pennsylvania's system of quality treatment, habilitation, and prevention services for individuals and their families whose lives are affected by mental illness, mental retardation, or substance use disorders (alcohol and other drug dependence or abuse). We seek to promote dignity, choice, recovery, and the highest possible level of participation in work, relationships, and all aspects of community life for these individuals.

Our Annual Report encompasses our cumulative findings for those surveyed as part of the HealthChoices Program in the Capital Region (Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties) from July 1, 2007 through June 30, 2008.

CSS is unique in its ability to gain high-quality consumer input on behavioral health care. The interviews are conducted by people who have had experience with behavioral health services as consumers, family members or persons in recovery. This helps in developing rapport between the interviewer and the consumer. Consumers are encouraged to think critically and creatively about the quality of their care, how the program has helped them, and suggestions for improvements. Because all information is kept confidential, respondents feel free to give their honest and direct opinions.

Over the past year Consumer Satisfaction Services has participated in:

- OMHSAS Advisory Committee / Older Adult Advisory Committee
OMHSAS Suicide Prevention Committee
- Rosalyn Carter Symposium for Mental Health at The Carter Center (Invitation Only)
- Emergency Preparedness Consortium

We wish to thank:

- Scott Suhring, Lynn Novakoski, Martin Young and the entire staff at the Capital Area Behavioral Health Collaborative (CABHC) for their assistance and support of CSS since our inception in 2002.
- To all of the County MH/MR Directors and their Deputies, and to all the County SCAs' and their staff for embracing the consumer movement in Pennsylvania and making this entire process one of inclusion.
- To the Board of Directors of CSS for their unselfish devotion to our mission throughout the past six years.

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=1,223) as individuals may have chosen not to respond to certain questions.

- The survey represents 1,223 (n=1,223) respondents from the Capital Region, representing 398 (32.5%) Adults and 825 Children (67.5%). 95.5% of the Adult consumers responded for themselves and 4.5% had a parent or guardian respond for them. 5.0% of the children responded for themselves and 95.0% had a parent or guardian respond for their child.
- Data was collected by 14 interviewers from 71 treatment facilities in the Capital Region.
- 984 (80.5%) of the interviews were conducted in the home and 239 (19.5%) were conducted outside of the home. Of the 984 interviews conducted in the home, 338 (34.3%) were conducted face-to-face and the remaining 646 (65.7%) were conducted over the phone. All of the 239 interviews (100.0%) conducted outside the home were face-to-face. A total of 577 out of 1,223 interviews (47%) were conducted face to face. The reported level of satisfaction was not related to the location of the interview.
- 800 of 1,223 respondents (65.4%) reported their race as White/Caucasian, 181 (14.8%) as African American, 135 (11.0%) as Latino/a Hispanic, 69 (5.7%) as Multi-racial, 12 (1.0%) as Asian/Pacific Islander, 4 (0.3%) as Native American, and 12 (1.0%) as Other. 10 (0.8) respondents chose not to answer this question.
- Overall mean satisfaction at the Treatment Facilities ranged from a mean of 83 to 127. Total Satisfaction was analyzed by treatment facility including only treatment facilities with 10 or more observations. There were 41 facilities that reported 10 or more observations. The analysis indicated the majority of treatment facilities reported satisfaction scores between 98 and 110. Significant differences were reported between treatment facilities with a reported mean satisfaction level below 98 and those facilities with a reported mean satisfaction level of 110 or above.

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 76.8% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 77.6% agreement (4 or 5).

Consumers were extremely satisfied with program staff respect for the role of ethnic, cultural, and religious background in their recovery/treatment (Question 9). Confidentiality was another area of high satisfaction. Respondents reported program staff did not share personal mental health or substance abuse information without permission (Question 8). Consumers are also very satisfied with communication with their service providers in that they felt informed about their rights and responsibilities regarding the treatment they received (Question 5), they felt comfortable asking questions regarding their treatment (Question 6), felt included in meetings (Question 12), and felt an equal partner in the treatment process (Question 13). Respondents felt 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 60.8% of respondents indicated that they were given information about how to get other services that they needed, 24.9% were dissatisfied in this area.

- While 79.9% of consumers reported that their service provider explained the advantages of their therapy or treatment, approximately 1 in 5 consumers (18.9%), indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- 72.8% of respondents reported they had a choice in selecting their service provider. Approximately 1 in 6 respondents (16.3%) did not feel they had a choice.
- While 72.4% of respondents reported their service provider spent enough time with them, approximately 1 in 6 respondents (16.7%) reported this was not the case.

Survey Methodology

A. Consumer Satisfaction Services

Our mission:

Consumer Satisfaction Services is a consumer-driven organization that provides consumers a greater voice and an integral role in evaluating the effectiveness of their behavioral health care through fair and balanced research into consumer needs and perception of quality.

Through small group discussions about data among consumers, providers and health care administrators, CSS bridges information gaps and establishes a common understanding of quality behavioral health care.

B. Interviewing Protocol

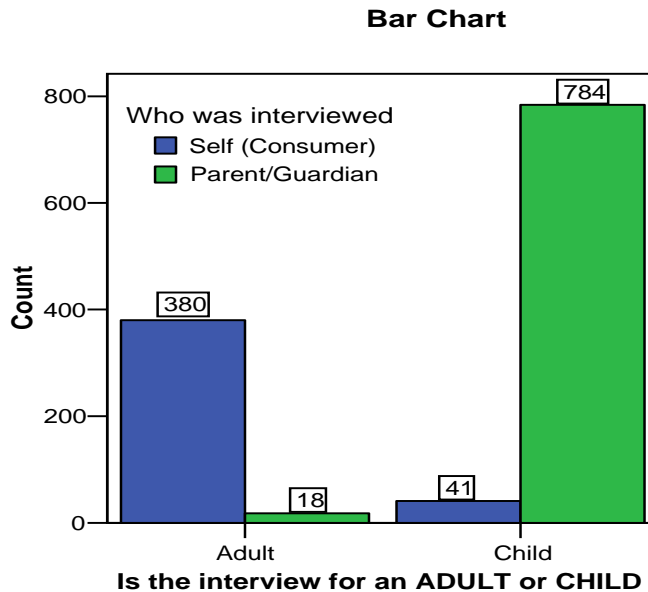
Consumer/Family Satisfaction Team members, trained and employed by Consumer Satisfaction Services, conducted 1,223 ($n=1,223$) 30-45 minute interviews with consumers at various locations under the authority granted to it by the Capital Area Behavioral Health Collaborative (CABHC) representing Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties during the period of 07/01/07 - 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.

Demographic and Survey Information

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

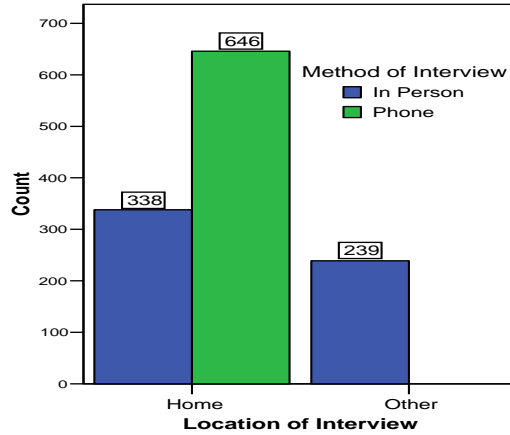
Frequencies may not sum to total (n=1,223) as individuals may have chosen not to respond to certain questions.

- The survey represents 1,223 (n=1,223) respondents from the Capital Region, representing 398 (32.5%) Adults and 825 Children (67.5%). 95.5% of the Adult consumers responded for themselves and 4.5% had a parent or guardian respond for them. 5.0% of the children responded for themselves and 95.0% had a parent or guardian respond for their child. There were no significant differences in the reported level of satisfaction between the child and adult interviews.



- Data was collected by 14 interviewers from 71 treatment facilities in the Capital Region.
- 984 (80.5%) of the interviews were conducted in the home and 239 (19.5%) were conducted outside of the home. Of the 984 interviews conducted in the home, 338 (34.3%) were conducted face-to-face and the remaining 646 (65.7%) were conducted over the phone. All of the 239 interviews (100.0%) conducted outside the home were face-to-face. A total of 577 out of 1,223 interviews (47%) were conducted face to face. The reported level of satisfaction was not related to the location of the interview.

Bar Chart

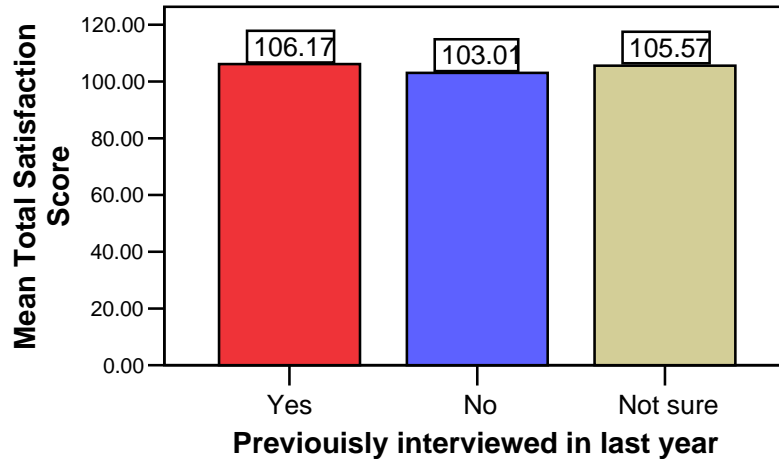


- 197 (16.1%) of the respondents reported they had been previously interviewed in the last year and 134 (11.0%) were not sure.

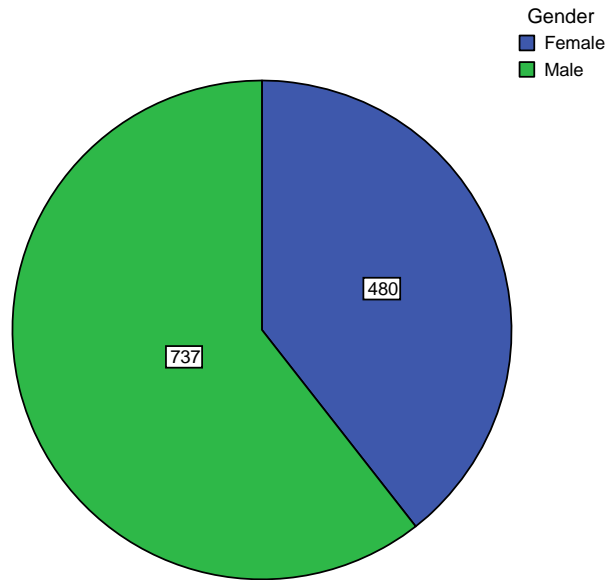
Previously interviewed in last year

		Frequency	Percent	Valid Percent
Valid	Yes	197	16.1	16.3
	No	877	71.7	72.6
	Not sure	134	11.0	11.1
	Total	1208	98.8	100.0
Missing		15	1.2	
Total		1223	100.0	

Those respondents who were previously interviewed in the last year reported significantly higher levels of Total Satisfaction than those who were interviewed for the first time.

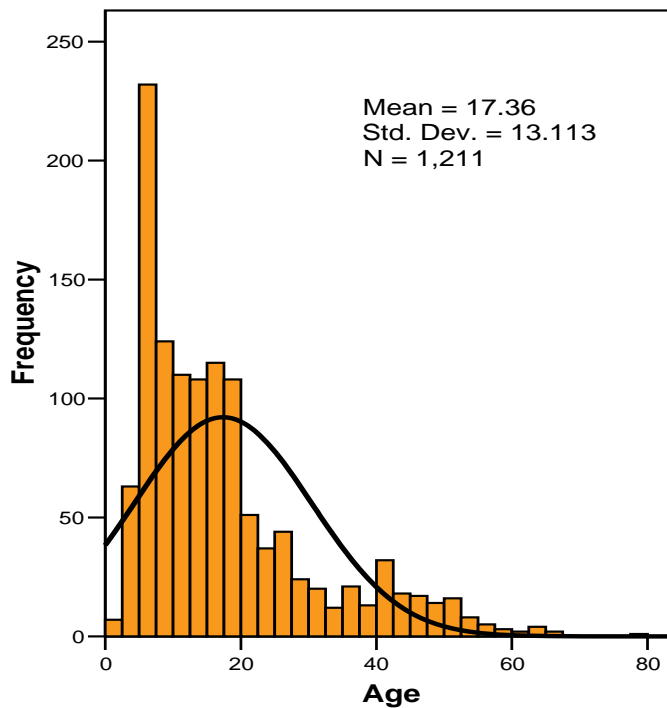


- Gender: The sample is 60.3% male (737) and 39.2% female (479). 7 respondents (0.5%) did not answer this question. Our analysis found no significant differences by gender in their levels of reported satisfaction with services.



- Age: Age of respondents ranged from 1 - 80 years, with a mean age of 17.36 (SD 13.1) and median age of 14.0. Our analysis found no relationship between age and Total Satisfaction.

Histogram



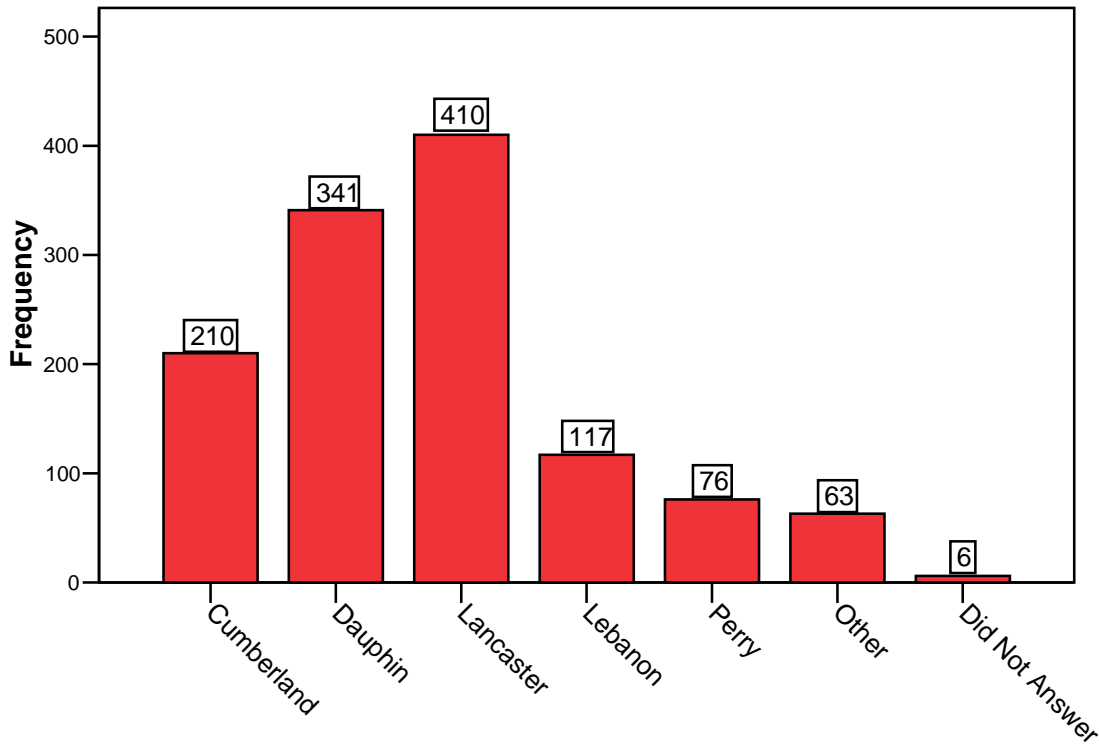
- Counties of Residence:

The table below shows the County of residence in alphabetical order. The largest numbers of respondents come from Lancaster (33.5%) and Dauphin (27.9%) counties. The remaining respondents reported residence in Cumberland (17.2%), Lebanon (9.6%), Perry (6.2%), and Other (5.2%) counties. 6 respondents (3.3%) did not respond to this question.

County where you live

County	Frequency	Percent	Valid Percent
Cumberland	210	17.2	17.3
Dauphin	341	27.9	28.0
Lancaster	410	33.5	33.7
Lebanon	117	9.6	9.6
Perry	76	6.2	6.2
Other	63	5.2	5.2
Total	1217	99.5	100.0
Missing	6	.5	
Total	1223	100.0	

County where you live



County where you live

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

Total Satisfaction by County of Residence

Total Satisfaction Scale

	N	Mean	Std. Deviation
Cumberland	210	104.0	13.9
Dauphin	341	104.3	15.0
Lancaster	410	103.7	15.3
Lebanon	117	102.9	14.11
Perry	76	105.1	14.5
Other	63	100.4	18.7
Total	1217	103.8	15.0

- Race: 800 of 1223 respondents (65.4%) reported their race as White/Caucasian, 181 (14.8%) as African American, 135 (11.0%) as Latino/a Hispanic, 69 (5.7%) as Multi-racial, 12 (1.0%) as Asian/Pacific Islander, 4 (0.3%) as Native American, and 12 (1.0%) as Other. 10 (0.8) respondents chose not to answer this question. Our analysis indicated no significant differences in Total Satisfaction with respect to race.

Race / Ethnicity

		Frequency	Percent	Valid Percent
Valid	African American	181	14.8	14.9
	Asian/Pacific Islander	12	1.0	1.0
	Latino/Hispanic	135	11.0	11.1
	Native American	4	.3	.3
	White / Caucasian	800	65.4	66.0
	Multiracial	69	5.7	5.7
	Other	12	1.0	1.0
	Total	1213	99.2	100.0
Missing	9	10	.8	
Total		1223	100.0	

- Treatment Facility: Data was collected from 71 Treatment Facilities in the Capital Region. The distribution of respondents is presented below.

Name of Treatment Facility	Frequency
Edgewater Psychiatric Partial	4
Capital Area Partial Program	4
Philhaven Hospital Lancaster Partial C&A	4
Philhaven Hospital Partial	34
Pinnacle Health BH Partial C&A	17
Holy Spirit CMHC Partial	3
Adams Hanover Counseling BHRS MH	11
Community Svc Mgmt Corp BHRS MH	13
Edgewater Psych Ctr	38
Keystone Svc Systems BHRS MH	19
NHS Stevens Ctr BHRS MH	25
Pa Counseling Services BHRS MH	148
Philhaven Hospital BHRS MH	21
TW Ponessa BHRS MH	18
Youth Advocate Program BHRS MH	33
Chester County IU #24 BHRS MH	27
Salisbury BH Milestone BHRS MH	32
Keystone Svc Systems CRR Host Homes	7
NHS of PA CRR Host Homes	11
Pennsylvania Mentor Inc CRR Host Homes	1
Vista Foundation EIBS	7
Adams-Hanover Counseling Psych Outpatient	9
Catholic Charities Capital Region Psych Outpatient	86
Community Svcs Mgmt Lancaster Psych Outpatient	25
Edgewater Psych Outpatient	26
Family & Child Svcs Capital Region Psych Outpatient	33
Family Service Partners Psych Outpatient	23
Holy Spirit MH MR Psych Outpatient Clinic	38
Pa Counseling & Psych Services Outpatient	91
Philhaven Hospital Psych Outpatient	19
TW Ponessa Psych Outpatient	22
NHS Stevens Center Psych Outpatient	32
Nuestra Clinica Psych Outpatient	6
Keystone Service Systems Psych Outpatient	13
Youth Advocate Program Psych Outpatient	12
Family Life Services Psych Outpatient Clinic	6
Southeast Lancaster Health Svcs Psych Outpatient	1
Holy Spirit Hospital CMHC In-patient	2
Horsham Clinic, Inc. In-patient	1
Lancaster General Hospital In-patient	4
Lancaster Regional Med Ctr Psych In-patient	5
Milton S. Hershey Med Ctr Psych In-patient	15
Philhaven Hospital In-patient	23
Pinnacle Health Hospital In-patient	1

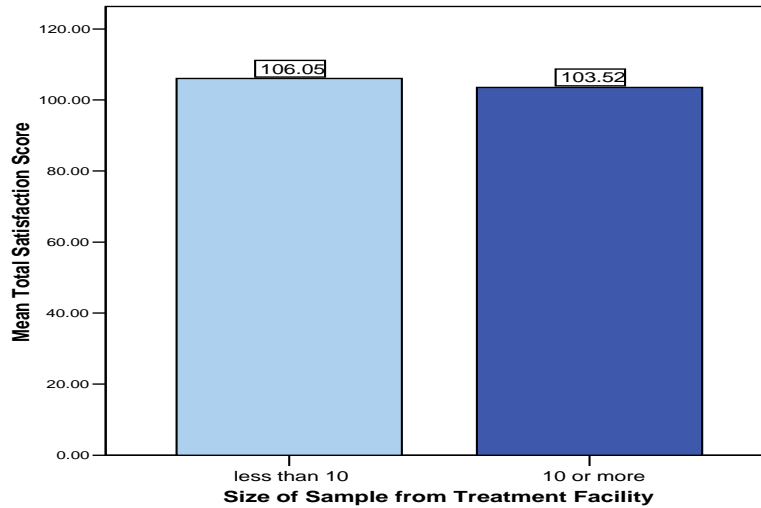
Brooke Glen Behavioral Hospital In-patient	8
The Meadows Psychiatric Center In-patient	7
HAS Counseling Center Lancaster	16
Lancaster Freedom Center	3
PA Counseling Renaissance	7
PA Counseling Carlisle	2
TW Ponessa Drug & Alcohol Outpatient	5
Vantage Gaudenzia	10
Mazzitti & Sullivan Counseling Services	11
Naaman Center	11
Stevens Center NHS Drug & Alcohol Outpatient	5
White Deer Run New Perspectives	7
White Deer Run Harrisburg	16
PA Counseling Lancaster	22
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	1223

- Overall mean satisfaction at the Treatment Facilities ranged from a mean of 83 to 127. Total Satisfaction was analyzed by treatment facility including only treatment facilities with 10 or more observations. There were 41 facilities that reported 10 or more observations. The analysis indicated the majority of treatment facilities reported satisfaction scores between 98 and 110. Significant differences were reported between treatment facilities with a reported mean satisfaction level below 98 and those facilities with a reported mean satisfaction level of 110 or above. The means for these 41 facilities are reported below. *Please Note: The lowest level of mean satisfaction (91.2) is above the midpoint on the satisfaction scale (81).*

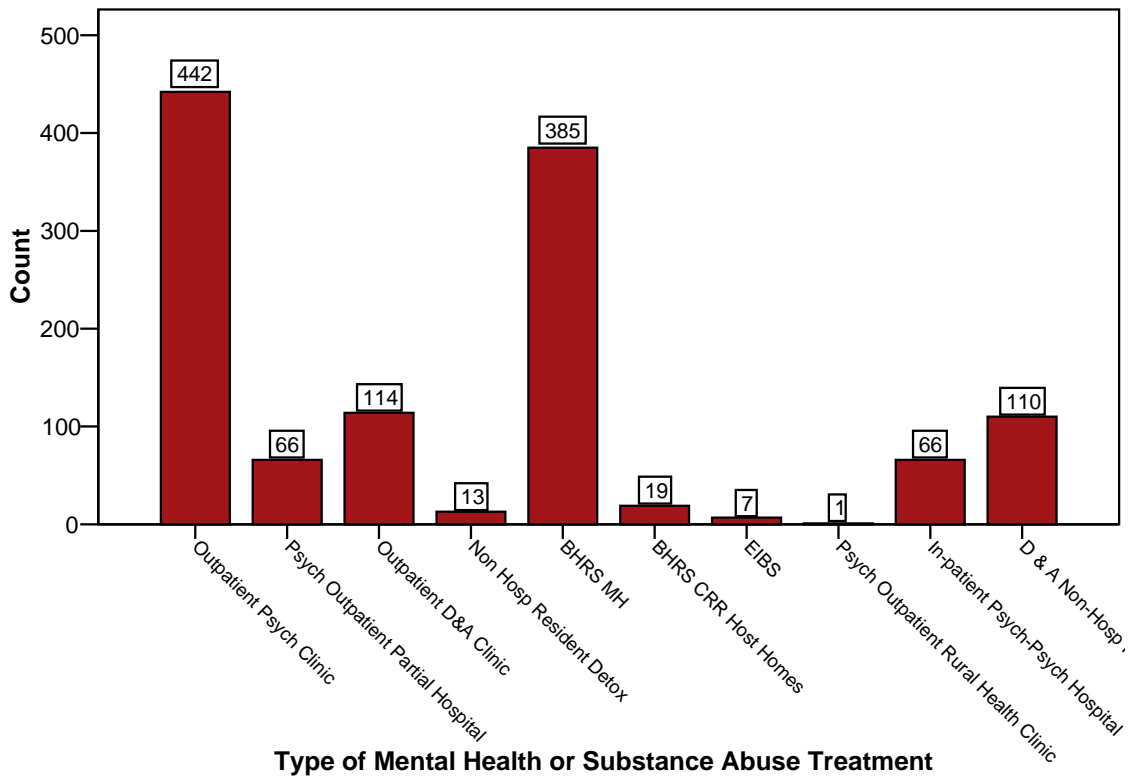
Name of Treatment Facility	N of Cases	Mean	Std Deviation
Philhaven Hospital Partial	34	103.7	11.8
Pinnacle Health BH Partial C&A	17	99.0	11.3
Adams Hanover Counseling BHRS MH	11	103.8	15.5
Community Svc Mgmt Corp BHRS MH	13	114.9	10.3
Edgewater Psych Ctr	38	105.1	17.0
Keystone Svc Systems BHRS MH	19	104.7	16.4
NHS Stevens Ctr BHRS MH	25	100.8	17.4
Pa Counseling Services BHRS MH	148	102.4	11.2
Philhaven Hospital BHRS MH	21	107.0	12.3
TW Ponessa BHRS MH	18	103.5	16.9

Youth Advocate Program BHRS MH	33	103.4	11.6
Chester County IU #24 BHRS MH	27	103.1	14.0
Salisbury BH Milestone BHRS MH	32	105.4	13.2
NHS of PA CRR Host Homes	11	97.2	16.6
Catholic Charities Capital Region Psych Outpatient	86	100.2	9.9
Community Svcs Mgmt Lancaster Psych Outpatient	25	108.4	13.6
Edgewater Psych Outpatient	26	99.8	15.9
Family & Child Svcs Capital Region Psych Outpatient	33	104.5	13.2
Family Service Partners Psych Outpatient	23	102.4	13.8
Holy Spirit MH MR Psych Outpatient Clinic	38	106.9	15.6
Pa Counseling & Psych Services Outpatient	91	105.7	12.6
Philhaven Hospital Psych Outpatient	19	102.6	16.3
TW Ponessa Psych Outpatient	22	96.1	22.1
NHS Stevens Center Psych Outpatient	32	107.6	13.8
Keystone Service Systems Psych Outpatient	13	98.8	12.3
Youth Advocate Program Psych Outpatient	12	103.3	16.3
Milton S. Hershey Med Ctr Psych In-patient	15	99.4	19.3
Philhaven Hospital In-patient	23	102.0	16.7
HAS Counseling Center Lancaster	16	106.1	19.7
Vantage Gaudenzia	10	109.6	4.9
Mazzitti & Sullivan Counseling Services	11	116.8	8.1
Naaman Center	11	114.2	17.6
White Deer Run Harrisburg	16	104.7	13.7
PA Counseling Lancaster	22	110.1	15.4
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	1101	103.5	14.7

Please Note: There was a significant trend for the smaller treatment facilities (i.e. less than 10 respondents) to report higher Total Satisfaction; the 3 point difference is small and both groups are reporting high levels of satisfaction.



- Type of Treatment:** The majority of the respondents reported Outpatient Psych Clinic (36.1%) and BHRS MH (31.5%) as their type of Mental Health or Substance Abuse treatment. 110 (89.4%) respondents reported Drug & Alcohol Non-Hospital Residential Rehab as their type of Mental Health or Substance Abuse Treatment. The remaining respondents reported Outpatient D&A Clinic (9.3%), Non-Hospital Residential Detox (9.0%), In-patient Psych Hospital (5.4%), Psych Outpatient Partial Hospital (5.4%), BHRS CRR Host Homes (1.6%), Non Hospital Resident Detox (1.1%), EIBS (0.6%) and Psych outpatient Rural Health Clinic (0.1%) as their type of treatment.



Respondents who reported EIBS as their type of treatment reported significantly higher levels of Total Satisfaction than those who received services in BHRS CRR Host Homes.

Please Note: The lowest reported level of satisfaction is still positive in terms of satisfaction.

Type of Treatment	N	Mean	Standard Deviation
Outpatient Psych Clinic	442	103.9	14.2
Psych Outpatient Partial Hospital	66	102.7	13.4
Outpatient D&A Clinic	114	109.1	15.1
Non Hospital Resident Detox	13	105.4	22.7
BHRS MH	385	103.9	13.5
EIBS	7	123.3	5.62
Psych Outpatient Rural Health Clinic	1	*	*
In-Patient Psych Hospital	66	100.2	16.5
D&A Non-Hospital Residential Rehab	110	99.8	19.2
<i>Total</i>	1223	103.8	15.0

*Single respondent Mean & Standard Deviation not reported

- **Special Needs:** 37.8% (462 of 1223 respondents) reported special needs. 236 (19.3 %) of the respondents reported visual impairment, 25 (2.0%) reported hearing impairment, 74 (6.1%) reported physical impairment, 8 (0.7%) reported Difficulty with English, and 271 (22.2%) reported other special needs. All consumers with special needs were grouped to compare Total Satisfaction of those with special needs and those without special needs. There was no difference in reported level of satisfaction with respect to special needs.

Special Needs	Frequency	Percent
Visual Impairment	236	19.3
Hearing Impairment	25	2.0
Physical Impairment	74	6.1
English difficulty	8	0.7
Other	271	22.2
None	755	61.7
No Response	6	0.5
Total	1223	100.0

Please Note: Frequencies may sum to more than the sample size (N = 1223) as respondents can report multiple special needs.

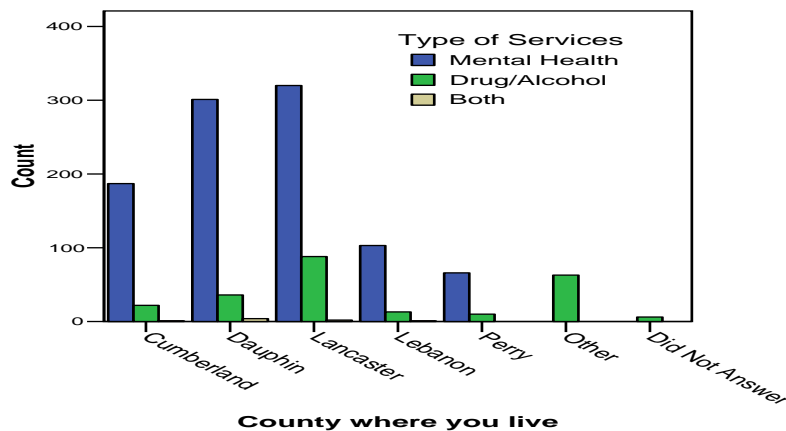
Distribution of Services by County of Residence:

79% (977) of the 1223 respondents received Mental Health Services, 19.5% (238) received Drug & Alcohol Services, and 0.7% (8) received both Mental Health and Drug & Alcohol services. The table below lists the distribution of services by County of residence. All of the respondents from Other counties received Drug and Alcohol Services. The majority of consumers in the 5 counties of the Capital Region (79.9%) received Mental Health Services. There were no significant differences in the distribution of services between the 5 counties in the Capital Region.

Type of Services

			Type of Services			Total
			Mental Health	Drug/Alcohol	Both	
County where you live	Cumberland	Count	187	22	1	210
		% within County where you live	89.0%	10.5%	.5%	100.0%
	Dauphin	Count	301	36	4	341
		% within County where you live	88.3%	10.6%	1.2%	100.0%
	Lancaster	Count	320	88	2	410
		% within County where you live	78.0%	21.5%	.5%	100.0%
	Lebanon	Count	103	13	1	117
		% within County where you live	88.0%	11.1%	.9%	100.0%
	Perry	Count	66	10	0	76
		% within County where you live	86.8%	13.2%	.0%	100.0%
	Other	Count	0	63	0	63
		% within County where you live	.0%	100.0%	.0%	100.0%
	Did Not Answer	Count	0	6	0	6
		% within County where you live	.0%	100.0%	.0%	100.0%
Total		Count	977	238	8	1223
		% within County where you live	79.9%	19.5%	.7%	100.0%

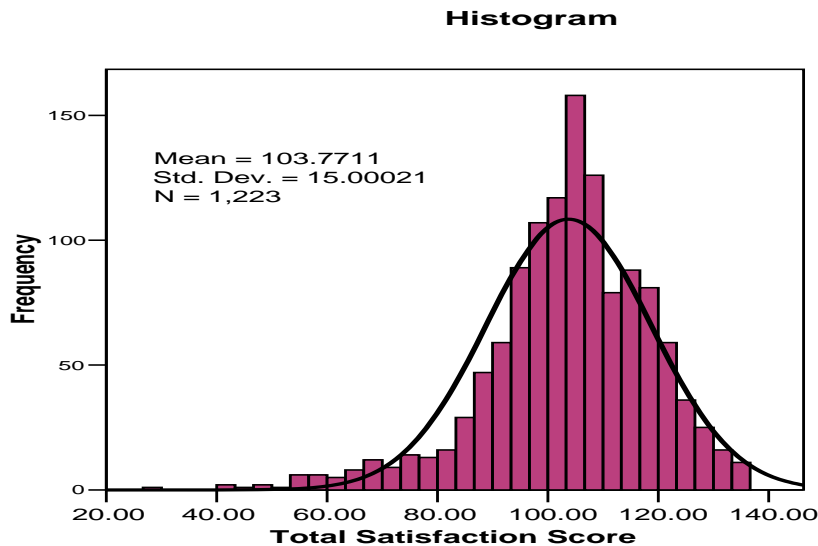
Bar Chart



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 103.8 with a standard deviation 15.0, median 105.0. The TSS scores ranged from 27 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores can be considered normally distributed. With a 5 point scale and 27 questions, scores above Total Satisfaction = 81 (27×3) indicates satisfaction on some level.



Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of 76.8% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 77.6% agreement (4 or 5).

Consumers were extremely satisfied with program staff respect for the role of ethnic, cultural, and religious background in their recovery/treatment (Question 9). Confidentiality was another area of high satisfaction. Respondents reported program staff did not share personal mental health or substance abuse information without permission (Question 8). Consumers are also very satisfied with communication with their service providers in that they felt informed about their rights and responsibilities regarding the treatment they received (Question 5), they felt comfortable asking questions regarding their treatment (Question 6), felt included in meetings (Question 12), and felt an equal partner in the treatment process (Question 13). Respondents felt 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 60.8% of respondents indicated that they were given information about how to get other services that they needed, 24.9% were dissatisfied in this area.
- While 79.9% of consumers reported that their service provider explained the advantages of their therapy or treatment, approximately 1 in 5 consumers (18.9%), indicated their services provider did not explain the disadvantages associated with therapy or treatment.
- 72.8% of respondents reported they had a choice in selecting their service provider. Approximately 1 in 6 respondents (16.3%) did not feel they had a choice.
- While 72.4% of respondents reported their service provider spent enough time with them, approximately 1 in 6 respondents (16.7%) reported this was not the case.

Table 1 – Total Satisfaction – **Implementation**

N=1223	% 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.	84.6	10.2	4.0	1.0	1.1
2. I was given information on how to get other services that I needed.	60.8	24.9	3.4	1.2	3.8
3. I had a choice in selecting my service provider.	72.8	16.3	3.8	1.1	3.7
4. I have the option to change my service provider should I choose to.	74.8	11.9	3.9	1.0	5.2
5. I was informed about my rights and responsibilities regarding the treatment I have received.	86.2	6.4	4.1	0.9	1.0
6. I feel comfortable in asking questions regarding my treatment.	85.7	7.7	4.1	0.9	1.1
7. My service provider spends enough time with me.	72.4	16.7	3.8	1.2	1.3
8. My personal mental health and/or substance abuse information is not shared with others without my permission.	88.7	3.8	4.2	0.8	1.5
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	90.0	2.9	4.3	0.7	2.5
10. I trust my service provider.	80.3	10.0	4.0	1.0	0.7
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	77.9	11.7	4.0	1.1	1.9
12. I am included in all meetings regarding my treatment plan and goals for recovery.	84.4	7.5	4.1	0.9	1.2
13. I am an equal partner in the treatment process.	83.5	9.1	4.0	1.0	1.0
14. My service provider explained the advantages of my therapy or treatment.	79.9	10.3	3.9	1.0	1.1
15. My service provider explained the disadvantages of my therapy or treatment	65.3	18.9	3.6	1.1	2.9
16. Overall, I am satisfied with the services I am receiving.	77.6	12.8	3.9	1.1	0.5

Emergency Treatment: 26.1% of respondents (319 of 1223) 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 3.5 with standard deviation of 0.8. Of the respondents who needed emergency mental health services, 61.6% reported they were Satisfied or Very Satisfied (4 or 5) and 31.3% were Not at all or Somewhat Satisfied (1 or 2).

Please Note: though there were 319 who reported they needed emergency services, 352 responded to this question. Approximately 1/3 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	210	4.0	1.0
	Dauphin	341	4.0	0.9
	Lancaster	410	4.0	1.0
	Lebanon	117	4.1	0.9
	Perry	76	4.0	0.9
	Other	63	3.7	1.3
	Total	1217	4.0	1.0
Q2 I was given information on how to get other services	Cumberland	210	3.5	1.2
	Dauphin	341	3.3	1.3
	Lancaster	410	3.5	1.2
	Lebanon	117	3.5	1.2
	Perry	76	3.8	0.9
	Other	63	3.1	1.4
	Total	1217	3.4	1.2
Q3 I had a choice when selecting my service provider	Cumberland	210	3.9	0.9
	Dauphin	341	3.9	1.0
	Lancaster	410	3.7	1.2
	Lebanon	117	3.9	1.1
	Perry	76	3.9	0.9
	Other	63	3.0	1.4
	Total	1217	3.8	1.1
Q4 I have the option to change my service provider should I choose to	Cumberland	210	4.0	0.9
	Dauphin	341	3.9	0.9
	Lancaster	410	3.8	1.0
	Lebanon	117	4.0	0.9
	Perry	76	3.9	0.8
	Other	63	3.2	1.3
	Total	1217	3.9	1.0
Q5 I was informed about my rights and responsibilities regarding treatment	Cumberland	210	4.1	0.8
	Dauphin	341	4.1	0.8
	Lancaster	410	4.0	0.9
	Lebanon	117	4.2	0.8
	Perry	76	4.2	0.7
	Other	63	3.9	1.2
	Total	1217	4.1	0.9
Q6 I feel comfortable in asking questions regarding my treatment	Cumberland	210	4.1	0.9
	Dauphin	341	4.2	0.9
	Lancaster	410	4.1	1.0

	Lebanon	117	4.0	0.9
	Perry	76	4.4	0.7
	Other	63	4.1	1.2
	Total	1217	4.1	0.9
Q7 My service provider spends enough time	Cumberland	210	3.9	1.1
	Dauphin	341	3.8	1.3
	Lancaster	410	3.8	1.1
	Lebanon	117	3.7	1.1
	Perry	76	4.0	0.9
	Other	63	3.4	1.3
	Total	1217	3.8	1.2
Q8 My provider does not share my personal MH and/or SA information with others without my permission	Cumberland	210	4.2	0.7
	Dauphin	341	4.2	0.8
	Lancaster	410	4.2	0.8
	Lebanon	117	4.3	0.6
	Perry	76	4.3	0.6
	Other	63	4.1	1.2
	Total	1217	4.2	0.8
Q9 Program staff respects the role of my ethnic, cultural, religious background	Cumberland	210	4.3	0.6
	Dauphin	341	4.3	0.6
	Lancaster	410	4.2	0.8
	Lebanon	117	4.3	0.7
	Perry	76	4.3	0.6
	Other	63	3.9	1.1
	Total	1217	4.3	0.7
Q10 I trust my service provider	Cumberland	210	4.0	0.9
	Dauphin	341	4.1	0.9
	Lancaster	410	3.9	1.0
	Lebanon	117	3.9	1.0
	Perry	76	4.1	0.9
	Other	63	3.5	1.4
	Total	1217	4.0	1.0
Q11 My service provider offered me the opportunity to involve my family, significant others and friends	Cumberland	210	4.0	1.0
	Dauphin	341	4.1	0.9
	Lancaster	410	3.9	1.1
	Lebanon	117	3.9	1.1
	Perry	76	3.9	1.0
	Other	63	3.6	1.3
	Total	1217	4.0	1.1
Q12 I am included in all meetings regarding my treatment plan & goals for recovery	Cumberland	210	4.2	0.8
	Dauphin	341	4.2	0.8
	Lancaster	410	4.1	0.9
	Lebanon	117	4.2	1.0
	Perry	76	4.0	1.0
	Other	63	3.6	1.3
	Total	1217	4.1	0.9
Q13 I am an equal partner in the treatment process	Cumberland	210	4.1	0.9

	Dauphin	341	4.1	0.9
	Lancaster	410	4.0	1.0
	Lebanon	117	4.1	1.0
	Perry	76	4.0	1.0
	Other	63	3.6	1.3
	Total	1217	4.0	1.0
Q14 My service provider explained the advantages of my therapy or treatment	Cumberland	210	4.0	0.8
	Dauphin	341	3.9	0.9
	Lancaster	410	3.9	1.0
	Lebanon	117	3.9	1.1
	Perry	76	4.1	0.7
	Other	63	3.7	1.2
	Total	1217	3.9	1.0
Q15 My service provider explained the disadvantages of my therapy or treatment	Cumberland	210	3.7	1.0
	Dauphin	341	3.6	1.1
	Lancaster	410	3.5	1.1
	Lebanon	117	3.7	1.2
	Perry	76	3.8	0.9
	Other	63	3.2	1.32
	Total	1217	3.6	1.1
Q16 Overall, I am satisfied with the services	Cumberland	210	4.1	1.0
	Dauphin	341	4.0	1.1
	Lancaster	410	3.9	1.1
	Lebanon	117	3.9	1.1
	Perry	76	4.1	1.1
	Other	63	3.6	1.4
	Total	1217	3.9	1.1

Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 43% to 65% of consumers believe services have improved their lives in each outcome area. Approximately 20% to 36% of consumers believe that no change has resulted from their services. Only 6% to 11% 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).
- 62.7% of the respondents reported improvement in dealing with specific problems which led them to seek services. 9.0% reported dealing with the specific problem or issue that led them to seek services as worse.
- 57.4% of the respondents reported feeling good (hopeful) about the future and 7.4% of consumers believe that things are worse.
- The lowest outcome scores are given to dealing with school or work with only 46.4% responding that things are better in this area, and 10.2% of consumers believe that things are worse. As noted, 17.2% stated that dealing with school or work did not apply to them. When these cases are removed, 57.4% believe the situation is improved and only 12.6% 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 43.7% of respondents reported that involvement in community activities was better for them, 9.7% reported it was worse.

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

Total N=1223	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	65.7	10.9	3.8	1.0	2.0
18. Feeling in control of my life.	57.1	11.5	3.7	1.0	4.2
19. Dealing with personal crisis.	50.9	8.8	3.6	0.9	9.3
20. How I feel about myself.	57.3	6.8	3.8	1.0	3.6
21. Feeling good (hopeful) about the future.	57.4	7.4	3.8	1.0	8.3
22. Enjoying my free time.	60.0	7.4	3.8	1.0	2.9
23. Strengthening my social support network.	55.8	9.1	3.7	1.0	3.6
24. Being involved in community activities.	43.7	9.7	3.5	0.9	8.3
25. Dealing with school or work.	46.4	10.2	3.6	1.0	17.2
26. Dealing with people in social situations.	55.3	10.1	3.6	1.0	2.7
27. Dealing with specific problems or issue that led to seek services.	62.7	9.0	3.8	1.0	5.2

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	210	3.7	1.1
	Dauphin	341	3.7	1.1
	Lancaster	410	3.9	1.0
	Lebanon	117	3.7	1.0
	Perry	76	3.6	1.1
	Other	63	4.0	1.0
	Total	1217	3.8	1.0
Q18 Feeling in control of my life	Cumberland	210	3.6	1.0
	Dauphin	341	3.6	1.1
	Lancaster	410	3.8	1.0
	Lebanon	117	3.6	0.9
	Perry	76	3.6	1.0
	Other	63	4.0	1.2
	Total	1217	3.7	1.0
Q19 Dealing with personal crisis	Cumberland	210	3.5	1.0
	Dauphin	341	3.5	0.9
	Lancaster	410	3.7	0.8
	Lebanon	117	3.5	0.9
	Perry	76	3.5	1.0
	Other	63	3.8	1.0
	Total	1217	3.6	0.9
Q20 How I feel about myself	Cumberland	210	3.6	1.0
	Dauphin	341	3.7	1.0
	Lancaster	410	3.8	0.9
	Lebanon	117	3.7	1.0
	Perry	76	3.7	1.0
	Other	63	4.1	1.0
	Total	1217	3.8	1.0
Q21 Feeling good (hopeful) about the future	Cumberland	210	3.8	0.9
	Dauphin	341	3.8	1.0
	Lancaster	410	3.8	0.9
	Lebanon	117	3.7	1.0
	Perry	76	3.8	0.9
	Other	63	4.2	1.0
	Total	1217	3.8	1.0
Q22 Enjoying my free time	Cumberland	210	3.7	1.0
	Dauphin	341	3.8	1.0
	Lancaster	410	3.9	1.0
	Lebanon	117	3.8	0.9
	Perry	76	3.9	0.9
	Other	63	3.9	1.3
	Total	1217	3.8	1.0

Q23 Strengthening my social support network	Cumberland	210	3.6	1.0
	Dauphin	341	3.7	1.0
	Lancaster	410	3.7	0.9
	Lebanon	117	3.4	1.0
	Perry	76	3.7	0.9
	Other	63	3.9	1.1
	Total	1217	3.7	1.0
Q24 Being involved in the community or in organizations outside of MH or SA activities	Cumberland	210	3.5	1.0
	Dauphin	341	3.5	0.9
	Lancaster	410	3.5	0.9
	Lebanon	117	3.3	0.9
	Perry	76	3.6	1.0
	Other	63	3.7	1.0
	Total	1217	3.5	0.9
Q25 Dealing with school or work	Cumberland	210	3.6	1.1
	Dauphin	341	3.7	1.0
	Lancaster	410	3.6	1.0
	Lebanon	117	3.4	1.0
	Perry	76	3.7	1.0
	Other	63	3.7	0.9
	Total	1217	3.6	1.0
Q26 Dealing with people in social situations	Cumberland	210	3.6	1.0
	Dauphin	341	3.7	1.0
	Lancaster	410	3.7	1.0
	Lebanon	117	3.5	1.0
	Perry	76	3.7	1.0
	Other	63	3.7	0.9
	Total	1217	3.6	1.0
Q27 Dealing with specific problems or issues that led me to seek services	Cumberland	210	3.7	1.0
	Dauphin	341	3.8	1.0
	Lancaster	410	3.8	1.0
	Lebanon	117	3.6	1.0
	Perry	76	3.8	0.9
	Other	63	4.1	0.9
	Total	1217	3.8	1.0

Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- 68.8% of respondents (809 out of 1176) reported that they had received a copy of the CBHNP member handbook. Our analysis found respondents from Other counties were significantly less likely to have received a member handbook from CBHNP.

I have received a copy of the member handbook from CBHNP.

			Q32 I have received a copy of the member handbook from CBHNP			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	162	27	14	203
		% within County where you live	79.8%	13.3%	6.9%	100.0%
	Dauphin	Count	230	80	15	325
		% within County where you live	70.8%	24.6%	4.6%	100.0%
	Lancaster	Count	272	89	37	398
		% within County where you live	68.3%	22.4%	9.3%	100.0%
	Lebanon	Count	82	26	7	115
		% within County where you live	71.3%	22.6%	6.1%	100.0%
	Perry	Count	46	24	5	75
		% within County where you live	61.3%	32.0%	6.7%	100.0%
	Other	Count	17	15	28	60
		% within County where you live	28.3%	25.0%	46.7%	100.0%
Total		Count	809	261	106	1176
		% within County where you live	68.8%	22.2%	9.0%	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?

- 37.2% (444 out of 1192) reported they had called Member Relations at CBHNP to get information or help for counseling, treatment or other services in the last 12 months. Significantly fewer individuals from Other counties called Member Relations at CBHNP to get information.

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

			Q33 In the last 12 months, did you call Member Relations at CBHNP to get information?			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count % within County where you live	63 30.4%	135 65.2%	9 4.3%	207 100.0%
	Dauphin	Count % within County where you live	125 37.8%	189 57.1%	17 5.1%	331 100.0%
	Lancaster	Count % within County where you live	169 42.0%	193 48.0%	40 10.0%	402 100.0%
	Lebanon	Count % within County where you live	56 48.3%	54 46.6%	6 5.2%	116 100.0%
	Perry	Count % within County where you live	24 32.0%	45 60.0%	6 8.0%	75 100.0%
	Other	Count % within County where you live	7 11.5%	24 39.3%	30 49.2%	61 100.0%
	Total	Count % within County where you live	444 37.2%	640 53.7%	108 9.1%	1192 100.0%

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

- 74.4% of those that requested information from CBHNP (392 of 527) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. One fourth of the respondents did not feel this was the case. *Please Note: Because there were such a high proportion of respondents in the Does Not Apply category, we reported the percentages for those respondents who felt the question was applicable. We felt this was a more accurate representation of the data. Even still there is a slight discrepancy as 444 respondents called CBHNP, but 527 responded to this question.*

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

			Q33A I was able to obtain information on treatment and/or services from CBHNP without delays		Total
			Yes	No	
County where you live	Cumberland	Count % within County where you live	55 78.6%	15 21.4%	70 100.0%
	Dauphin	Count % within County where you live	111 74.0%	39 26.0%	150 100.0%
	Lancaster	Count % within County where you live	152 75.6%	49 24.4%	201 100.0%
	Lebanon	Count % within County where you live	43 71.7%	17 28.3%	60 100.0%
	Perry	Count % within County where you live	21 77.8%	6 22.2%	27 100.0%
	Other	Count % within County where you live	10 52.6%	9 47.4%	19 100.0%
Total		Count % within County where you live	392 74.4%	135 25.6%	527 100.0%

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

- 85.4% of respondents (947 of 1109) report they are aware of their right to file a complaint or grievance. The Counties do not significantly differ with respect to this question. *Please Note: Because there were such a high proportion of respondents in the Does Not Apply category, we reported the percentages for those respondents who felt the question was applicable. However, for accuracy, the complete table is presented.*

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

			Q34 I am aware of my right to file a complaint or grievance			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	180	21	8	209
		% within County where you live	86.1%	10.0%	3.8%	100.0%
	Dauphin	Count	273	49	9	331
		% within County where you live	82.5%	14.8%	2.7%	100.0%
	Lancaster	Count	312	59	32	403
		% within County where you live	77.4%	14.6%	7.9%	100.0%
	Lebanon	Count	93	18	5	116
		% within County where you live	80.2%	15.5%	4.3%	100.0%
	Perry	Count	59	10	6	75
		% within County where you live	78.7%	13.3%	8.0%	100.0%
	Other	Count	30	5	25	60
		% within County where you live	50.0%	8.3%	41.7%	100.0%
Total		Count	947	162	85	1194
		% within County where you live	79.3%	13.6%	7.1%	100.0%

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

- Overall, 72.2% of respondents (800 of 1107) report they know who to call to file a complaint or grievance. *Please Note: Because there were such a high proportion of respondents in the Does Not Apply category, we reported the percentages for those respondents who felt the question was applicable. However, for accuracy, the complete table is presented.*

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

			Q35 I know whom to call to file a complaint or grievance			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	150	50	9	209
		% within County where you live	71.8%	23.9%	4.3%	100.0%
	Dauphin	Count	242	77	10	329
		% within County where you live	73.6%	23.4%	3.0%	100.0%
	Lancaster	Count	263	110	30	403
		% within County where you live	65.3%	27.3%	7.4%	100.0%
	Lebanon	Count	80	31	5	116
		% within County where you live	69.0%	26.7%	4.3%	100.0%
	Perry	Count	51	18	6	75
		% within County where you live	68.0%	24.0%	8.0%	100.0%
	Other	Count	14	21	25	60
		% within County where you live	23.3%	35.0%	41.7%	100.0%
Total		Count	800	307	85	1192
		% within County where you live	67.1%	25.8%	7.1%	100.0%

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

- 67.3% of respondents (797 of 1042) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. Significantly more respondents from Other counties reported they were not given a choice of at least 2 providers from CBHNP. *Please Note: Because there were such a high proportion of respondents in the Does Not Apply category, we reported the percentages for those respondents who felt the question was applicable. However, for accuracy, the complete table is presented.*

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

			Q36 I was given a choice of at least 2 Providers from CBHNP regarding the type of service			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	148	37	20	205
		% within County where you live	72.2%	18.0%	9.8%	100.0%
	Dauphin	Count	239	68	21	328
		% within County where you live	72.9%	20.7%	6.4%	100.0%
	Lancaster	Count	256	94	52	402
		% within County where you live	63.7%	23.4%	12.9%	100.0%
	Lebanon	Count	90	14	10	114
		% within County where you live	78.9%	12.3%	8.8%	100.0%
	Perry	Count	53	14	8	75
		% within County where you live	70.7%	18.7%	10.7%	100.0%
	Other	Count	11	18	31	60
		% within County where you live	18.3%	30.0%	51.7%	100.0%
Total		Count	797	245	142	1184
		% within County where you live	67.3%	20.7%	12.0%	100.0%

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

- 91.8% of respondents who had called CBHNP staff (721 of 785) felt they were treated with courtesy and respect when they called CBHNP. *Please Note: Because there were such a high proportion of respondents in the Does Not Apply category, we reported the percentages for those respondents who felt the question was applicable. However, for accuracy, the complete table is presented.*

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

			Q37 When I call CBHNP staff treats me courteously and with respect			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	125	4	79	208
		% within County where you live	60.1%	1.9%	38.0%	100.0%
	Dauphin	Count	207	12	109	328
		% within County where you live	63.1%	3.7%	33.2%	100.0%
	Lancaster	Count	253	27	123	403
		% within County where you live	62.8%	6.7%	30.5%	100.0%
	Lebanon	Count	80	10	26	116
		% within County where you live	69.0%	8.6%	22.4%	100.0%
	Perry	Count	43	6	26	75
		% within County where you live	57.3%	8.0%	34.7%	100.0%
	Other	Count	13	5	42	60
		% within County where you live	21.7%	8.3%	70.0%	100.0%
Total		Count	721	64	405	1190
		% within County where you live	60.6%	5.4%	34.0%	100.0%

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

- 89.5% of respondents (768 of 858) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. *Please Note: Because there were such a high proportion of respondents in the Does Not Apply category, we reported the percentages for those respondents who felt the question was applicable. However, for accuracy, the complete table is presented.*

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

			Q38 Overall, I am satisfied with the interactions I have had with CBHNP			Total
			Yes	No	Does not apply	
County where you live	Cumberland	Count	138	5	65	208
		% within County where you live	66.3%	2.4%	31.3%	100.0%
	Dauphin	Count	214	27	89	330
		% within County where you live	64.8%	8.2%	27.0%	100.0%
	Lancaster	Count	275	34	95	404
		% within County where you live	68.1%	8.4%	23.5%	100.0%
	Lebanon	Count	85	10	21	116
		% within County where you live	73.3%	8.6%	18.1%	100.0%
	Perry	Count	42	8	25	75
		% within County where you live	56.0%	10.7%	33.3%	100.0%
	Other	Count	14	6	39	59
		% within County where you live	23.7%	10.2%	66.1%	100.0%
Total		Count	768	90	334	1192
		% within County where you live	64.4%	7.6%	28.0%	100.0%

Survey Tables by County of Residence

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

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	11	10	6	130	51	208
		% within County where you live	5.3%	4.8%	2.9%	62.5%	24.5%	100.0%
	Dauphin	Count	15	17	7	217	83	339
		% within County where you live	4.4%	5.0%	2.1%	64.0%	24.5%	100.0%
	Lancaster	Count	24	15	24	212	128	403
		% within County where you live	6.0%	3.7%	6.0%	52.6%	31.8%	100.0%
	Lebanon	Count	3	8	6	59	40	116
		% within County where you live	2.6%	6.9%	5.2%	50.9%	34.5%	100.0%
	Perry	Count	3	4	1	49	19	76
		% within County where you live	3.9%	5.3%	1.3%	64.5%	25.0%	100.0%
	Other	Count	7	6	6	23	18	60
		% within County where you live	11.7%	10.0%	10.0%	38.3%	30.0%	100.0%
Total		Count	63	60	50	690	339	1202
		% within County where you live	5.2%	5.0%	4.2%	57.4%	28.2%	100.0%

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	20	26	26	91	38	201
		% within County where you live	10.0%	12.9%	12.9%	45.3%	18.9%	100.0%
	Dauphin	Count	49	53	23	152	54	331
		% within County where you live	14.8%	16.0%	6.9%	45.9%	16.3%	100.0%
	Lancaster	Count	38	56	50	179	67	390
		% within County where you live	9.7%	14.4%	12.8%	45.9%	17.2%	100.0%
	Lebanon	Count	14	10	15	53	22	114
		% within County where you live	12.3%	8.8%	13.2%	46.5%	19.3%	100.0%
	Perry	Count	2	8	2	48	13	73
		% within County where you live	2.7%	11.0%	2.7%	65.8%	17.8%	100.0%
	Other	Count	13	11	10	13	13	60
		% within County where you live	21.7%	18.3%	16.7%	21.7%	21.7%	100.0%
Total		Count	136	164	126	536	207	1169
		% within County where you live	11.6%	14.0%	10.8%	45.9%	17.7%	100.0%

I had a choice when selecting my service provider

			Q3 I had a choice when selecting my service provider					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count	5	18	15	112	53	203
		% within County where you live	2.5%	8.9%	7.4%	55.2%	26.1%	100.0%
	Dauphin	Count	12	34	23	186	78	333
		% within County where you live	3.6%	10.2%	6.9%	55.9%	23.4%	100.0%
	Lancaster	Count	26	56	29	176	104	391
		% within County where you live	6.6%	14.3%	7.4%	45.0%	26.6%	100.0%
	Lebanon	Count	6	10	7	53	38	114
		% within County where you live	5.3%	8.8%	6.1%	46.5%	33.3%	100.0%
	Perry	Count	2	6	4	44	18	74
		% within County where you live	2.7%	8.1%	5.4%	59.5%	24.3%	100.0%
	Other	Count	13	11	7	15	8	54
		% within County where you live	24.1%	20.4%	13.0%	27.8%	14.8%	100.0%
Total		Count	64	135	85	586	299	1169
		% within County where you live	5.5%	11.5%	7.3%	50.1%	25.6%	100.0%

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	5	10	18	119	50	202
		% within County where you live	2.5%	5.0%	8.9%	58.9%	24.8%	100.0%
	Dauphin	Count	11	23	17	195	80	326
		% within County where you live	3.4%	7.1%	5.2%	59.8%	24.5%	100.0%
	Lancaster	Count	23	34	33	206	89	385
		% within County where you live	6.0%	8.8%	8.6%	53.5%	23.1%	100.0%
	Lebanon	Count	3	8	10	56	33	110
		% within County where you live	2.7%	7.3%	9.1%	50.9%	30.0%	100.0%
	Perry	Count	2	3	9	47	14	75
		% within County where you live	2.7%	4.0%	12.0%	62.7%	18.7%	100.0%
	Other	Count	11	10	5	17	7	50
		% within County where you live	22.0%	20.0%	10.0%	34.0%	14.0%	100.0%
Total		Count	55	88	92	640	273	1148
		% within County where you live	4.8%	7.7%	8.0%	55.7%	23.8%	100.0%

I was informed about my rights and responsibilities regarding treatment

			Q5 I was informed about my rights and responsibilities regarding treatment					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	4 1.9%	7 3.4%	12 5.8%	130 62.5%	55 26.4%	208 100.0%
	Dauphin	Count % within County where you live	9 2.6%	8 2.4%	22 6.5%	207 60.9%	94 27.6%	340 100.0%
	Lancaster	Count % within County where you live	14 3.5%	22 5.5%	29 7.2%	224 55.9%	112 27.9%	401 100.0%
	Lebanon	Count % within County where you live	2 1.7%	2 1.7%	6 5.1%	62 53.0%	45 38.5%	117 100.0%
	Perry	Count % within County where you live	1 1.3%	1 1.3%	3 3.9%	51 67.1%	20 26.3%	76 100.0%
	Other	Count % within County where you live	6 10.0%	3 5.0%	1 1.7%	30 50.0%	20 33.3%	60 100.0%
	Total	Count % within County where you live	36 3.0%	43 3.6%	73 6.1%	704 58.6%	346 28.8%	1202 100.0%

I feel comfortable in asking questions regarding my treatment

			Q6 I feel comfortable in asking questions regarding my treatment					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	3 1.4%	15 7.2%	9 4.3%	109 52.7%	71 34.3%	207 100.0%
	Dauphin	Count % within County where you live	11 3.3%	11 3.3%	20 5.9%	165 49.0%	130 38.6%	337 100.0%
	Lancaster	Count % within County where you live	18 4.5%	15 3.7%	23 5.7%	194 48.3%	152 37.8%	402 100.0%
	Lebanon	Count % within County where you live	3 2.6%	10 8.5%	5 4.3%	70 59.8%	29 24.8%	117 100.0%
	Perry	Count % within County where you live	1 1.3%	0 .0%	1 1.3%	41 53.9%	33 43.4%	76 100.0%
	Other	Count % within County where you live	5 8.3%	2 3.3%	5 8.3%	17 28.3%	31 51.7%	60 100.0%
	Total	Count % within County where you live	41 3.4%	53 4.4%	63 5.3%	596 49.7%	446 37.2%	1199 100.0%

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	12	20	18	97	63	210
		% within County where you live	5.7%	9.5%	8.6%	46.2%	30.0%	100.0%
	Dauphin	Count	31	34	22	140	111	338
		% within County where you live	9.2%	10.1%	6.5%	41.4%	32.8%	100.0%
	Lancaster	Count	22	44	45	189	102	402
		% within County where you live	5.5%	10.9%	11.2%	47.0%	25.4%	100.0%
	Lebanon	Count	8	10	13	65	20	116
		% within County where you live	6.9%	8.6%	11.2%	56.0%	17.2%	100.0%
	Perry	Count	2	4	6	38	22	72
		% within County where you live	2.8%	5.6%	8.3%	52.8%	30.6%	100.0%
	Other	Count	7	10	9	16	16	58
		% within County where you live	12.1%	17.2%	15.5%	27.6%	27.6%	100.0%
Total		Count	82	122	113	545	334	1196
		% within County where you live	6.9%	10.2%	9.4%	45.6%	27.9%	100.0%

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	2	3	8	129	62	204
		% within County where you live	1.0%	1.5%	3.9%	63.2%	30.4%	100.0%
	Dauphin	Count	5	11	19	172	127	334
		% within County where you live	1.5%	3.3%	5.7%	51.5%	38.0%	100.0%
	Lancaster	Count	8	6	30	210	149	403
		% within County where you live	2.0%	1.5%	7.4%	52.1%	37.0%	100.0%
	Lebanon	Count	1	1	1	68	43	114
		% within County where you live	.9%	.9%	.9%	59.6%	37.7%	100.0%
	Perry	Count	0	1	2	45	27	75
		% within County where you live	.0%	1.3%	2.7%	60.0%	36.0%	100.0%
	Other	Count	4	5	4	14	33	60
		% within County where you live	6.7%	8.3%	6.7%	23.3%	55.0%	100.0%
Total		Count	20	27	64	638	441	1190
		% within County where you live	1.7%	2.3%	5.4%	53.6%	37.1%	100.0%

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

			Q9 Program staff respects the role of my ethnic, cultural, religious background					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	2 1.0%	1 .5%	5 2.4%	129 62.9%	68 33.2%	205 100.0%
	Dauphin	Count % within County where you live	1 .3%	4 1.2%	13 3.9%	183 54.6%	134 40.0%	335 100.0%
	Lancaster	Count % within County where you live	8 2.0%	10 2.5%	21 5.3%	198 50.1%	158 40.0%	395 100.0%
	Lebanon	Count % within County where you live	1 .9%	1 .9%	5 4.4%	66 58.4%	40 35.4%	113 100.0%
	Perry	Count % within County where you live	1 1.4%	0 .0%	0 .0%	47 63.5%	26 35.1%	74 100.0%
	Other	Count % within County where you live	4 6.7%	2 3.3%	8 13.3%	27 45.0%	19 31.7%	60 100.0%
	Total	Count % within County where you live	17 1.4%	18 1.5%	52 4.4%	650 55.0%	445 37.6%	1182 100.0%

I trust my service provider

			Q10 I trust my service provider					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	6 2.9%	9 4.3%	14 6.7%	122 58.1%	59 28.1%	210 100.0%
	Dauphin	Count % within County where you live	9 2.7%	16 4.8%	24 7.2%	165 49.3%	121 36.1%	335 100.0%
	Lancaster	Count % within County where you live	15 3.7%	33 8.1%	39 9.6%	198 48.9%	120 29.6%	405 100.0%
	Lebanon	Count % within County where you live	5 4.3%	8 6.8%	13 11.1%	58 49.6%	33 28.2%	117 100.0%
	Perry	Count % within County where you live	2 2.6%	2 2.6%	7 9.2%	39 51.3%	26 34.2%	76 100.0%
	Other	Count % within County where you live	9 14.8%	8 13.1%	9 14.8%	17 27.9%	18 29.5%	61 100.0%
	Total	Count % within County where you live	46 3.8%	76 6.3%	106 8.8%	599 49.8%	377 31.3%	1204 100.0%

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	11	9	13	109	66	208
		% within County where you live	5.3%	4.3%	6.3%	52.4%	31.7%	100.0%
	Dauphin	Count	8	20	25	157	127	337
		% within County where you live	2.4%	5.9%	7.4%	46.6%	37.7%	100.0%
	Lancaster	Count	24	33	36	173	129	395
		% within County where you live	6.1%	8.4%	9.1%	43.8%	32.7%	100.0%
	Lebanon	Count	5	11	8	56	35	115
% within County where you live		4.3%	9.6%	7.0%	48.7%	30.4%	100.0%	
Perry	Count	4	5	6	38	20	73	
	% within County where you live	5.5%	6.8%	8.2%	52.1%	27.4%	100.0%	
Other	Count	8	4	10	24	15	61	
	% within County where you live	13.1%	6.6%	16.4%	39.3%	24.6%	100.0%	
Total	Count	60	82	98	557	392	1189	
	% within County where you live	5.0%	6.9%	8.2%	46.8%	33.0%	100.0%	

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	3	7	12	111	75	208
		% within County where you live	1.4%	3.4%	5.8%	53.4%	36.1%	100.0%
	Dauphin	Count	5	13	17	185	115	335
		% within County where you live	1.5%	3.9%	5.1%	55.2%	34.3%	100.0%
	Lancaster	Count	12	19	29	199	142	401
		% within County where you live	3.0%	4.7%	7.2%	49.6%	35.4%	100.0%
	Lebanon	Count	5	3	5	50	49	112
% within County where you live		4.5%	2.7%	4.5%	44.6%	43.8%	100.0%	
Perry	Count	2	7	4	41	21	75	
	% within County where you live	2.7%	9.3%	5.3%	54.7%	28.0%	100.0%	
Other	Count	8	7	6	23	17	61	
	% within County where you live	13.1%	11.5%	9.8%	37.7%	27.9%	100.0%	
Total	Count	35	56	73	609	419	1192	
	% within County where you live	2.9%	4.7%	6.1%	51.1%	35.2%	100.0%	

I am an equal partner in the treatment process

			Q13 I am an equal partner in the treatment process					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	7 3.4%	7 3.4%	8 3.8%	112 53.8%	74 35.6%	208 100.0%
	Dauphin	Count % within County where you live	12 3.6%	15 4.5%	20 6.0%	179 53.4%	109 32.5%	335 100.0%
	Lancaster	Count % within County where you live	13 3.2%	23 5.7%	32 7.9%	203 50.2%	133 32.9%	404 100.0%
	Lebanon	Count % within County where you live	6 5.2%	5 4.3%	5 4.3%	53 46.1%	46 40.0%	115 100.0%
	Perry	Count % within County where you live	3 3.9%	5 6.6%	4 5.3%	43 56.6%	21 27.6%	76 100.0%
	Other	Count % within County where you live	7 11.3%	9 14.5%	4 6.5%	25 40.3%	17 27.4%	62 100.0%
	Total	Count % within County where you live	48 4.0%	64 5.3%	73 6.1%	615 51.3%	400 33.3%	1200 100.0%

My service provider explained the advantages of my therapy or treatment

			Q14 My service provider explained the advantages of my therapy or treatment					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	3 1.4%	14 6.8%	11 5.3%	124 59.9%	55 26.6%	207 100.0%
	Dauphin	Count % within County where you live	9 2.7%	24 7.2%	23 6.9%	196 58.9%	81 24.3%	333 100.0%
	Lancaster	Count % within County where you live	16 4.0%	31 7.7%	40 9.9%	218 53.8%	100 24.7%	405 100.0%
	Lebanon	Count % within County where you live	8 7.0%	8 7.0%	7 6.1%	61 53.5%	30 26.3%	114 100.0%
	Perry	Count % within County where you live	0 .0%	4 5.4%	4 5.4%	47 63.5%	19 25.7%	74 100.0%
	Other	Count % within County where you live	7 11.9%	2 3.4%	10 16.9%	25 42.4%	15 25.4%	59 100.0%
	Total	Count % within County where you live	43 3.6%	83 7.0%	95 8.0%	671 56.3%	300 25.2%	1192 100.0%

My service provider explained the disadvantages of my therapy or treatment

			Q15 My service provider explained the disadvantages of my therapy or treatment					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County where you live	Cumberland	Count % within County where you live	6 3.0%	28 14.0%	19 9.5%	107 53.5%	40 20.0%	200 100.0%
	Dauphin	Count % within County where you live	16 4.9%	49 15.1%	33 10.2%	163 50.3%	63 19.4%	324 100.0%
	Lancaster	Count % within County where you live	24 6.0%	60 15.0%	63 15.8%	183 45.8%	70 17.5%	400 100.0%
	Lebanon	Count % within County where you live	9 8.0%	11 9.7%	9 8.0%	56 49.6%	28 24.8%	113 100.0%
	Perry	Count % within County where you live	1 1.4%	8 11.1%	7 9.7%	41 56.9%	15 20.8%	72 100.0%
	Other	Count % within County where you live	8 13.6%	10 16.9%	13 22.0%	18 30.5%	10 16.9%	59 100.0%
	Total	Count % within County where you live	64 5.5%	166 14.2%	144 12.3%	568 48.6%	226 19.3%	1168 100.0%

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 % within County where you live	5 2.4%	16 7.6%	19 9.0%	89 42.4%	81 38.6%	210 100.0%
	Dauphin	Count % within County where you live	20 5.9%	24 7.1%	31 9.2%	136 40.2%	127 37.6%	338 100.0%
	Lancaster	Count % within County where you live	23 5.7%	29 7.2%	38 9.4%	180 44.4%	135 33.3%	405 100.0%
	Lebanon	Count % within County where you live	6 5.1%	9 7.7%	9 7.7%	60 51.3%	33 28.2%	117 100.0%
	Perry	Count % within County where you live	4 5.3%	4 5.3%	4 5.3%	35 46.1%	29 38.2%	76 100.0%
	Other	Count % within County where you live	10 16.4%	6 9.8%	6 9.8%	18 29.5%	21 34.4%	61 100.0%
	Total	Count % within County where you live	68 5.6%	88 7.3%	107 8.9%	518 42.9%	426 35.3%	1207 100.0%

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	15	18	37	81	49	200
		% within County where you live	7.5%	9.0%	18.5%	40.5%	24.5%	100.0%
	Dauphin	Count	18	26	64	142	79	329
		% within County where you live	5.5%	7.9%	19.5%	43.2%	24.0%	100.0%
	Lancaster	Count	16	15	79	182	103	395
		% within County where you live	4.1%	3.8%	20.0%	46.1%	26.1%	100.0%
	Lebanon	Count	6	4	28	50	25	113
		% within County where you live	5.3%	3.5%	24.8%	44.2%	22.1%	100.0%
	Perry	Count	6	5	18	29	15	73
		% within County where you live	8.2%	6.8%	24.7%	39.7%	20.5%	100.0%
	Other	Count	1	3	12	21	23	60
		% within County where you live	1.7%	5.0%	20.0%	35.0%	38.3%	100.0%
Total		Count	62	71	238	505	294	1170
		% within County where you live	5.3%	6.1%	20.3%	43.2%	25.1%	100.0%

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	7	22	52	75	36	192
		% within County where you live	3.6%	11.5%	27.1%	39.1%	18.8%	100.0%
	Dauphin	Count	22	26	84	127	61	320
		% within County where you live	6.9%	8.1%	26.3%	39.7%	19.1%	100.0%
	Lancaster	Count	10	29	96	166	90	391
		% within County where you live	2.6%	7.4%	24.6%	42.5%	23.0%	100.0%
	Lebanon	Count	4	6	41	41	19	111
		% within County where you live	3.6%	5.4%	36.9%	36.9%	17.1%	100.0%
	Perry	Count	5	2	23	24	14	68
		% within County where you live	7.4%	2.9%	33.8%	35.3%	20.6%	100.0%
	Other	Count	4	3	12	14	28	61
		% within County where you live	6.6%	4.9%	19.7%	23.0%	45.9%	100.0%
Total		Count	52	88	308	447	248	1143
		% within County where you live	4.5%	7.7%	26.9%	39.1%	21.7%	100.0%

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	11	13	70	61	33	188
		% within County where you live	5.9%	6.9%	37.2%	32.4%	17.6%	100.0%
	Dauphin	Count	16	19	98	122	42	297
		% within County where you live	5.4%	6.4%	33.0%	41.1%	14.1%	100.0%
	Lancaster	Count	11	13	115	175	56	370
		% within County where you live	3.0%	3.5%	31.1%	47.3%	15.1%	100.0%
	Lebanon	Count	3	7	41	42	14	107
	% within County where you live	2.8%	6.5%	38.3%	39.3%	13.1%	100.0%	
Perry	Count	5	4	19	27	8	63	
	% within County where you live	7.9%	6.3%	30.2%	42.9%	12.7%	100.0%	
Other	Count	2	4	12	21	17	56	
	% within County where you live	3.6%	7.1%	21.4%	37.5%	30.4%	100.0%	
Total	Count	48	60	355	448	170	1081	
	% within County where you live	4.4%	5.6%	32.8%	41.4%	15.7%	100.0%	

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	10	7	71	62	43	193
		% within County where you live	5.2%	3.6%	36.8%	32.1%	22.3%	100.0%
	Dauphin	Count	15	10	101	110	85	321
		% within County where you live	4.7%	3.1%	31.5%	34.3%	26.5%	100.0%
	Lancaster	Count	9	12	123	141	102	387
		% within County where you live	2.3%	3.1%	31.8%	36.4%	26.4%	100.0%
	Lebanon	Count	5	4	38	44	22	113
	% within County where you live	4.4%	3.5%	33.6%	38.9%	19.5%	100.0%	
Perry	Count	3	4	21	26	15	69	
	% within County where you live	4.3%	5.8%	30.4%	37.7%	21.7%	100.0%	
Other	Count	2	2	11	19	27	61	
	% within County where you live	3.3%	3.3%	18.0%	31.1%	44.3%	100.0%	
Total	Count	44	39	365	402	294	1144	
	% within County where you live	3.8%	3.4%	31.9%	35.1%	25.7%	100.0%	

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	7	9	48	78	42	184
		% within County where you live	3.8%	4.9%	26.1%	42.4%	22.8%	100.0%
	Dauphin	Count	8	24	83	98	89	302
		% within County where you live	2.6%	7.9%	27.5%	32.5%	29.5%	100.0%
	Lancaster	Count	12	12	109	134	104	371
		% within County where you live	3.2%	3.2%	29.4%	36.1%	28.0%	100.0%
	Lebanon	Count	4	6	36	39	24	109
		% within County where you live	3.7%	5.5%	33.0%	35.8%	22.0%	100.0%
	Perry	Count	3	1	20	24	15	63
		% within County where you live	4.8%	1.6%	31.7%	38.1%	23.8%	100.0%
	Other	Count	2	3	5	20	31	61
		% within County where you live	3.3%	4.9%	8.2%	32.8%	50.8%	100.0%
Total		Count	36	55	301	393	305	1090
		% within County where you live	3.3%	5.0%	27.6%	36.1%	28.0%	100.0%

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	11	10	58	70	50	199
		% within County where you live	5.5%	5.0%	29.1%	35.2%	25.1%	100.0%
	Dauphin	Count	12	11	101	93	105	322
		% within County where you live	3.7%	3.4%	31.4%	28.9%	32.6%	100.0%
	Lancaster	Count	11	14	114	129	127	395
		% within County where you live	2.8%	3.5%	28.9%	32.7%	32.2%	100.0%
	Lebanon	Count	3	2	37	39	31	112
		% within County where you live	2.7%	1.8%	33.0%	34.8%	27.7%	100.0%
	Perry	Count	2	2	19	28	19	70
		% within County where you live	2.9%	2.9%	27.1%	40.0%	27.1%	100.0%
	Other	Count	5	7	6	15	25	58
		% within County where you live	8.6%	12.1%	10.3%	25.9%	43.1%	100.0%
Total		Count	44	46	335	374	357	1156
		% within County where you live	3.8%	4.0%	29.0%	32.4%	30.9%	100.0%

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	11	8	67	70	40	196
		% within County where you live	5.6%	4.1%	34.2%	35.7%	20.4%	100.0%
	Dauphin	Count	12	23	94	112	80	321
		% within County where you live	3.7%	7.2%	29.3%	34.9%	24.9%	100.0%
	Lancaster	Count	10	21	126	158	77	392
		% within County where you live	2.6%	5.4%	32.1%	40.3%	19.6%	100.0%
	Lebanon	Count	6	8	46	34	17	111
		% within County where you live	5.4%	7.2%	41.4%	30.6%	15.3%	100.0%
	Perry	Count	2	4	19	33	14	72
		% within County where you live	2.8%	5.6%	26.4%	45.8%	19.4%	100.0%
	Other	Count	3	3	11	18	24	59
		% within County where you live	5.1%	5.1%	18.6%	30.5%	40.7%	100.0%
Total		Count	44	67	363	425	252	1151
		% within County where you live	3.8%	5.8%	31.5%	36.9%	21.9%	100.0%

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	8	13	83	50	36	190
		% within County where you live	4.2%	6.8%	43.7%	26.3%	18.9%	100.0%
	Dauphin	Count	12	19	120	108	48	307
		% within County where you live	3.9%	6.2%	39.1%	35.2%	15.6%	100.0%
	Lancaster	Count	13	25	143	114	68	363
		% within County where you live	3.6%	6.9%	39.4%	31.4%	18.7%	100.0%
	Lebanon	Count	3	11	55	23	14	106
		% within County where you live	2.8%	10.4%	51.9%	21.7%	13.2%	100.0%
	Perry	Count	4	4	23	24	14	69
		% within County where you live	5.8%	5.8%	33.3%	34.8%	20.3%	100.0%
	Other	Count	3	2	17	15	18	55
		% within County where you live	5.5%	3.6%	30.9%	27.3%	32.7%	100.0%
Total		Count	43	74	441	334	198	1090
		% within County where you live	3.9%	6.8%	40.5%	30.6%	18.2%	100.0%

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	15	13	53	48	48	177
		% within County where you live	8.5%	7.3%	29.9%	27.1%	27.1%	100.0%
	Dauphin	Count	19	12	62	100	71	264
		% within County where you live	7.2%	4.5%	23.5%	37.9%	26.9%	100.0%
	Lancaster	Count	18	20	113	106	82	339
		% within County where you live	5.3%	5.9%	33.3%	31.3%	24.2%	100.0%
	Lebanon	Count	9	6	35	27	16	93
		% within County where you live	9.7%	6.5%	37.6%	29.0%	17.2%	100.0%
	Perry	Count	4	3	19	19	16	61
		% within County where you live	6.6%	4.9%	31.1%	31.1%	26.2%	100.0%
	Other	Count	2	4	14	19	12	51
		% within County where you live	3.9%	7.8%	27.5%	37.3%	23.5%	100.0%
Total		Count	67	58	296	319	245	985
		% within County where you live	6.8%	5.9%	30.1%	32.4%	24.9%	100.0%

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	10	10	72	66	41	199
		% within County where you live	5.0%	5.0%	36.2%	33.2%	20.6%	100.0%
	Dauphin	Count	15	20	88	132	69	324
		% within County where you live	4.6%	6.2%	27.2%	40.7%	21.3%	100.0%
	Lancaster	Count	12	26	123	147	84	392
		% within County where you live	3.1%	6.6%	31.4%	37.5%	21.4%	100.0%
	Lebanon	Count	4	9	50	31	18	112
		% within County where you live	3.6%	8.0%	44.6%	27.7%	16.1%	100.0%
	Perry	Count	3	9	19	25	15	71
		% within County where you live	4.2%	12.7%	26.8%	35.2%	21.1%	100.0%
	Other	Count	3	3	10	23	21	60
		% within County where you live	5.0%	5.0%	16.7%	38.3%	35.0%	100.0%
Total		Count	47	77	362	424	248	1158
		% within County where you live	4.1%	6.6%	31.3%	36.6%	21.4%	100.0%

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

			Q27 Dealing with specific problems or issues that led me to seek services					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County where you live	Cumberland	Count % within County where you live	10 5.2%	10 5.2%	45 23.3%	87 45.1%	41 21.2%	193 100.0%
	Dauphin	Count % within County where you live	18 5.8%	14 4.5%	66 21.4%	136 44.2%	74 24.0%	308 100.0%
	Lancaster	Count % within County where you live	20 5.2%	19 4.9%	79 20.6%	161 41.9%	105 27.3%	384 100.0%
	Lebanon	Count % within County where you live	6 5.3%	7 6.2%	34 30.1%	45 39.8%	21 18.6%	113 100.0%
	Perry	Count % within County where you live	2 2.9%	3 4.3%	18 26.1%	31 44.9%	15 21.7%	69 100.0%
	Other	Count % within County where you live	1 1.7%	0 .0%	13 22.0%	20 33.9%	25 42.4%	59 100.0%
	Total	Count % within County where you live	57 5.1%	53 4.7%	255 22.6%	480 42.6%	281 25.0%	1126 100.0%