



CONSUMER SATISFACTION SERVICES

Capital Region 4th Quarter Report
April 2009 – June 2009

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

The RASE Project *on behalf of*
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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.

- The survey represents 60 respondents from the Capital Region. 33 (55%) respondents were adults who received only Drug and Alcohol services and 27 (45.0%) received both Mental Health and Drug & Alcohol Services. None of the respondents were recipients of Children's Services.
100% of the respondents responded for themselves. 100% of the interviews were conducted in person, face-to-face, at a location outside the home.
- Data was collected by 12 interviewers from 11 treatment facilities in the Capital Region.
- There were 29 males (or 48.3%) interviewed and 31 females (or 51.7%) interviewed during the fourth quarter. There were no significant differences by gender in the levels of reported satisfaction with services.
- Age of respondents ranged from 19 - 62 years, with a mean age of 34.87 and median age of 32.0. Upon further analysis found no relationship between age and Total Satisfaction.
- Respondents from all five counties in the Capital Region participated in the 4th Quarter surveys. The largest number of respondents reported residence in Lancaster County (70.0%). The remaining respondents reported residence in Dauphin (13.3%), Lebanon (10.0%), Cumberland (5.0%), and Perry (1.7%) counties. Overall, further analysis indicated no significant differences in Total Satisfaction by County of Residence.
- Of the respondents surveyed, 42 respondents (70.0%) reported their race as White/Caucasian, 11 (18.3%) as African American, 4 (6.7%) as Latino/a Hispanic, 27 (7.9%), and 3 as Multi-racial (5.0%). Our analysis indicated no significant differences in Total Satisfaction with respect to race.
- 18 respondents reported they had Special Needs. Of the 18 adult respondents with Special Needs, 10 reported visual impairment, 6 reported physical impairment, 2 reported difficulties with English, and 3 reported 'Other' types of impairment. Adult respondents with Special Needs reported a significantly lower level of Total Satisfaction than those respondents without Special Needs.
- Overall, the majority of consumers surveyed are satisfied with their services.

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

- While 61.7% of respondents reported they were given information on how to get other services they needed, 26.7% of respondents disagreed with this question.
- While 61.7% of respondents reported their service provider explained the disadvantages of their therapy or treatment, 21.7% of respondents reported their service provider did not explain the disadvantages of their therapy or treatment.
- While 70.0% of respondents indicated that they were given the option to change their service provider, 16.7% indicated they were dissatisfied in this area.

This section presents information collected during the 4 Quarter 2008-09 which includes data from April 2009 – June 2009.

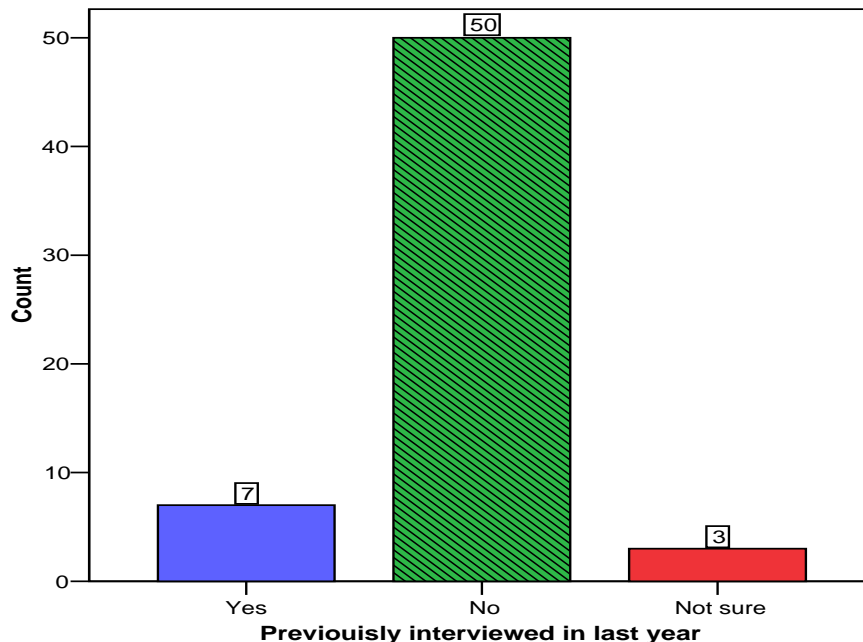
Demographic and Survey Information

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=60) as individuals may have chosen not to respond to certain questions.

Percentages may not sum to 100.0% due to rounding.

- The survey represents 60 (n=60) respondents from the Capital Region. All 60 respondents were adults and received Adult services. No consumers of Child Services were interviewed this quarter. 100% of the respondents responded for themselves. 100% of the interviews were conducted in person, face-to-face, at a location outside the home.
- Data was collected by 12 interviewers from 11 treatment facilities in the Capital Region.
- 7 of the 60 adult consumers (11.7%) reported they had been previously interviewed in the last year, 50 adults (83.3%) reported they had not been interviewed previously and 3 respondents (5.0%) were not sure.

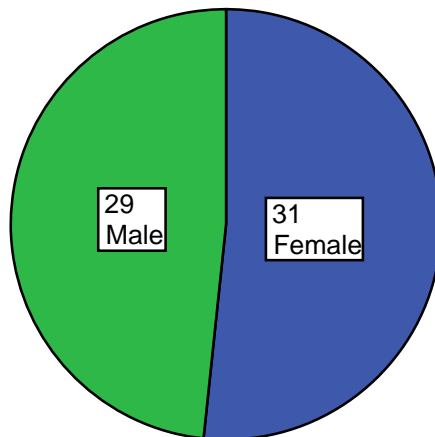


There were no significant differences in reported level of mean Total Satisfaction between those who were previously interviewed, those interviewed for the first time, and those who were not sure if they had been interviewed ($F(2,57) = 0.454, p=ns$).

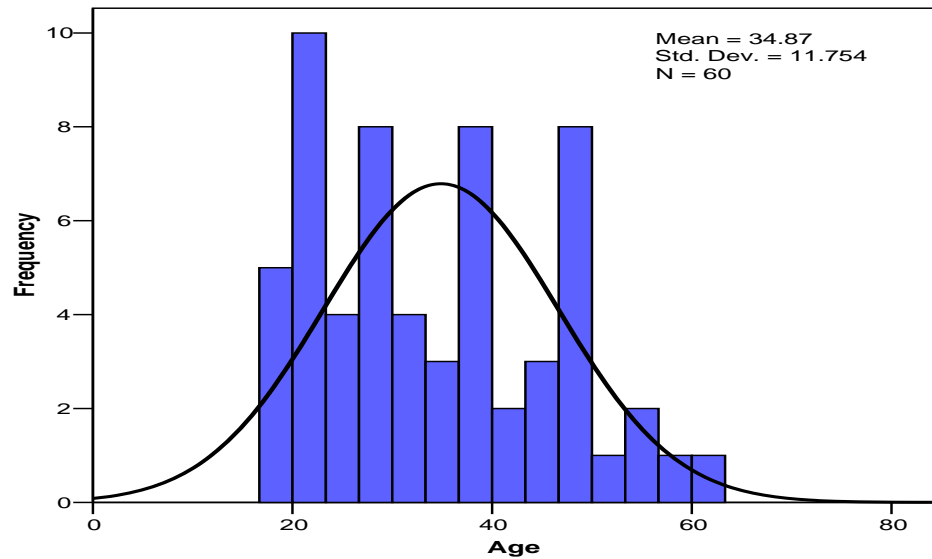
Mean Satisfaction Levels of Adult Respondents

Previous Interview By Age Group		Previously Interviewed	No Previous Interview	Not Sure if Interviewed	Age Group Total
Adult	N	7	50	3	60
	Mean	120.2	115.9	119.7	116.7
	St Dev	12.4	12.5	8.0	12.2
Total	N	7	50	3	60
	Mean	120.2	115.9	119.7	116.7
	St Dev	12.4	12.5	8.0	12.2

- Gender: Overall, the sample is 48.3% male (29) and 51.7% female (31). Our analysis found no significant differences by gender in the levels of reported satisfaction with services ($F(1,58) = .462, p=ns$).



- Age: Age of respondents ranged from 19 - 62 years, with a mean age of 34.87 (SD 11.75) and median age of 32.0. Our analysis found no relationship between age and Total Satisfaction



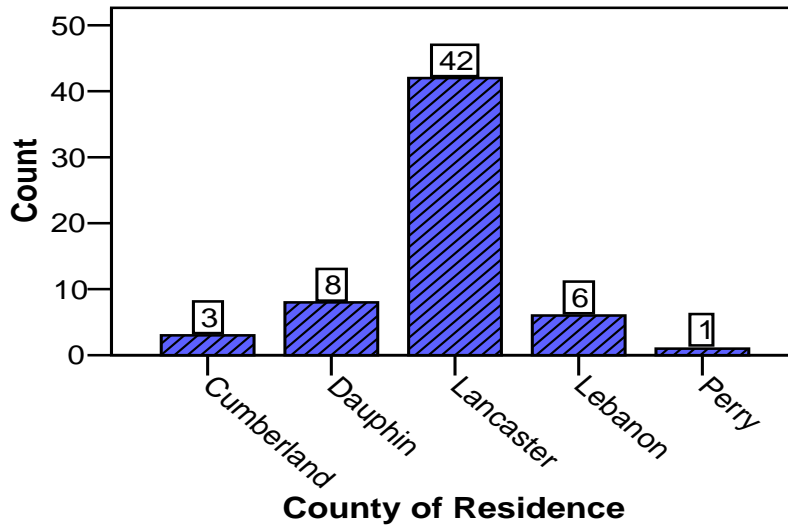
(Pearson $r = .032$, $p=ns$).

- Counties of Residence:

The table below shows the County of residence in alphabetical order. The largest number of respondents report residence in Lancaster County (70.0%). The remaining respondents reported residence in Dauphin (13.3%), Lebanon (10.0%), Cumberland (5.0%), and Perry (1.7%) counties.

County where you live

County by Age Group		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult							
	Count	3	8	42	6	1	60
	Row%	5.0%	13.3%	70.0%	10.0%	1.7%	100.0%
Total	Count	3	8	42	6	1	60
	Row %	5.0%	13.3%	70.0%	10.0	1.7%	100.0%



Overall, our analysis indicated no significant differences in Total Satisfaction by County of Residence ($F(4,55) = 0.514, p = ns$).

Mean Total Satisfaction Score by County of Residence

Mean Satisfaction Score by County where you live

County by Age Group		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult							
	Count	3	8	42	6	1	60
	Mean	120.8	121.4	115.8	114.0	119.0	116.7
	Std Dev	14.9	9.0	13.3	6.4	*	12.2
Total							
	Count	3	8	42	6	1	60
	Mean	120.8	121.4	115.8	114.0	119.0	116.7
	St Dev	14.9	9.0	13.3	6.4	*	12.2

* There is no variability with a single score.

- Race: 42 respondents (70.0%) reported their race as White/Caucasian, 11 (18.3%) as African American, 4 (6.7%) as Latino/a Hispanic, and 3 (5.0%) as Multi-racial. Our analysis indicated no significant differences in Total Satisfaction with respect to race ($F(3,56) = 0.170, p=ns$).

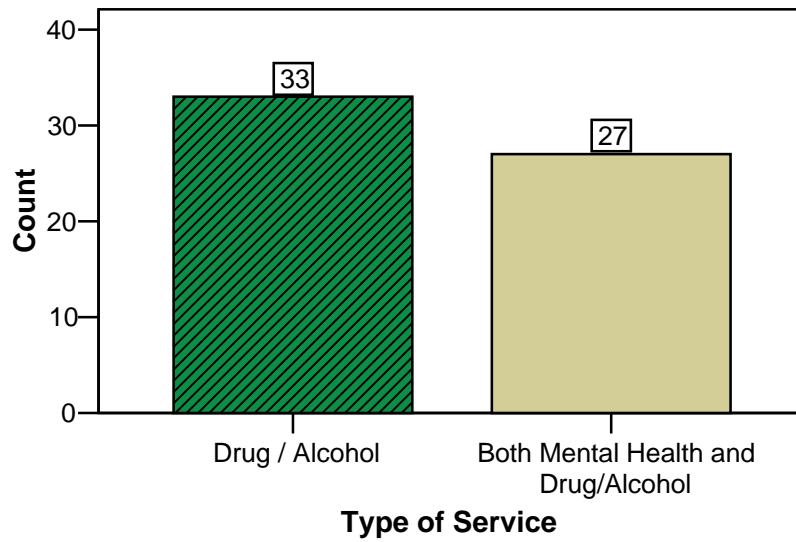
Race/Ethnicity

Age Group	African American	Asian Pacific Islander	Hispanic Latino	Native American Am Indian	White Caucasian	Multi-Racial	Other	Total
Adult								
Count	11	0	4	0	42	3	0	60
Row%	18.3%	0.0%	6.7%	0.0%	70.0%	5.0%	0.0%	100.0%
Total Count	11	0	4	0	42	3	0	60
Total %	18.3%	0.0%	6.7%	0.0%	70.0%	5.0%	0.0%	100.0%

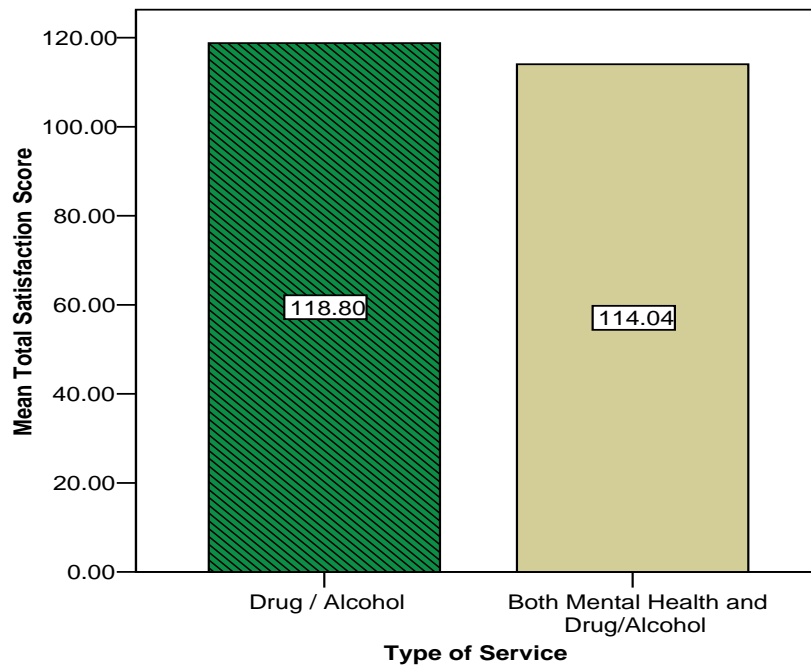
- Treatment Facility: Data was collected from 11 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed for each facility.

Name of Treatment Facility	Frequency	Mean	Standard Deviation
Adult Services			
Roxbury Carlisle – UHS of PA	2	121.2	3.5
White Deer Run Lancaster	9	117.4	11.2
Eagleville Hospital	2	117.9	11.2
White Deer Run Lebanon – New Perspectives	3	111.1	3.7
HSA Ephrata	4	126.6	9.0
PA Counseling Renaissance	2	120.4	7.6
Valley Forge Hospital Treatment Unit	4	114.0	11.0
HSA Counseling Lancaster	5	118.7	8.9
Naaman Center	7	120.9	11.2
White Deer Run Allenwood	17	110.7	15.8
Lancaster Freedom Center	5	121.3	10.7
Total	60	116.7	12.2

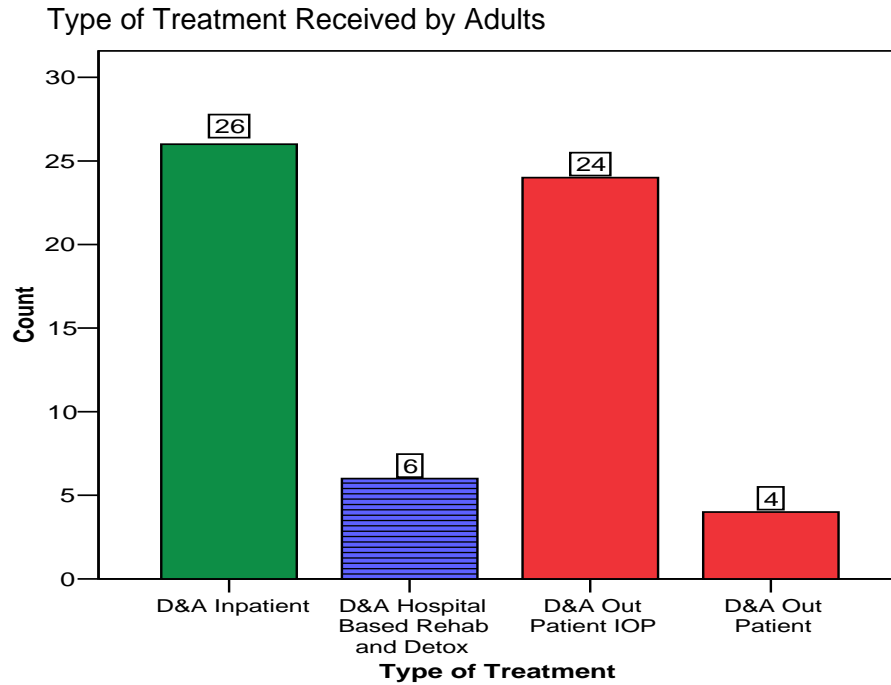
- Type of Services: 33 (55.0%) of the respondents received Drug & Alcohol Services, and 27 (45.0%) received both Mental Health and Drug & Alcohol Services.



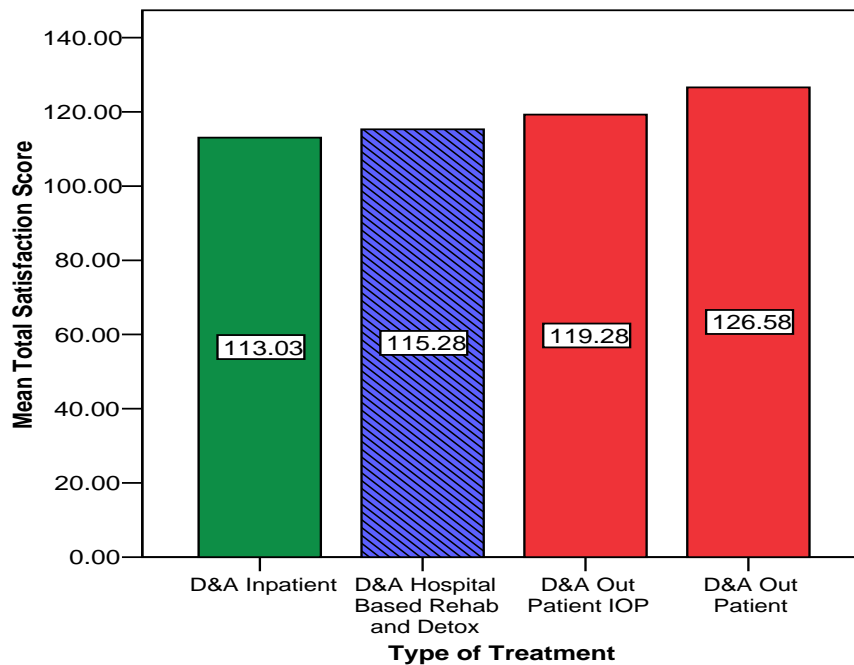
There were no significant differences in the level of Total Satisfaction among respondents and the Type of Services they received ($F(1,58) = 2.3908$ $p = n.s.$).



- Type of Treatment: 26 Adult respondents reported they received their treatment at a D&A Inpatient Clinic (43.3%), 6 adults received their treatment through D&A Hospital Based Rehab and Detox (10.0%), 24 at D&A Outpatient IOP (40.0%), and the remaining 4 adults received services through D&A Outpatient Services (6.7%).



There were no differences in the reported level of Total Satisfaction as a function of Type of Treatment received ($F(3,56) = 2.162, p = ns$).

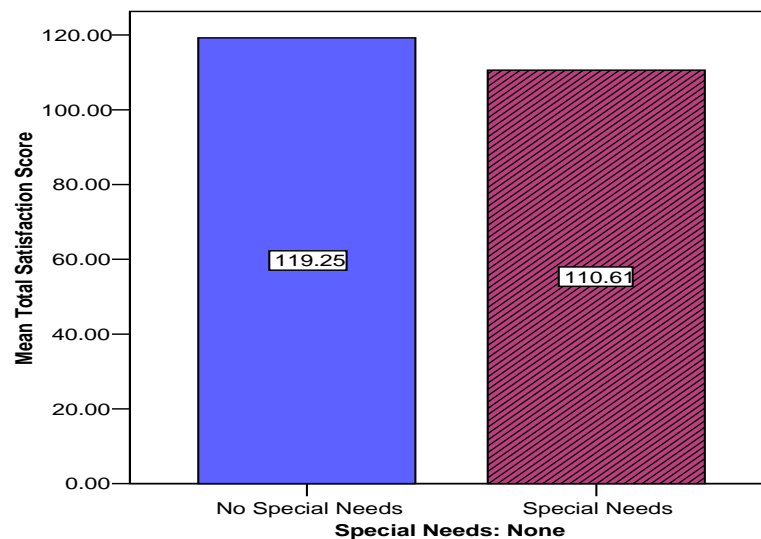


- **Special Needs:** 18 respondents reported they had Special Needs. Of the 18 adult respondents with special needs, 10 reported visual impairment, 6 reported physical impairment, 2 reported difficulties with English, and 3 reported 'Other' types of impairment.

Special Needs	Adult	Total
Visual Impairment N % w/in Age Group	10 16.7%	10 16.7%
Hearing Impairment N % w/in Age Group	0 0.0%	0 0.0%
Physical Impairment N % w/in Age Group	6 10.0%	6 10.0%
English difficulty N % w/in Age Group	2 3.3%	2 3.3%
Other N % w/in Age Group	3 5.0%	3 5.0%
None N % w/in Age Group	42 70.0%	42 70.0%
Total N % w/in Age Group	60 100.0%	60 100.0%

Please Note: Frequencies may sum to more than the sample size (N = 60) as respondents can report multiple special needs.

Adult respondents with Special Needs reported a significantly lower level of Total Satisfaction than those respondents without special needs ($F(1,58) = 6.956, p=.011$).

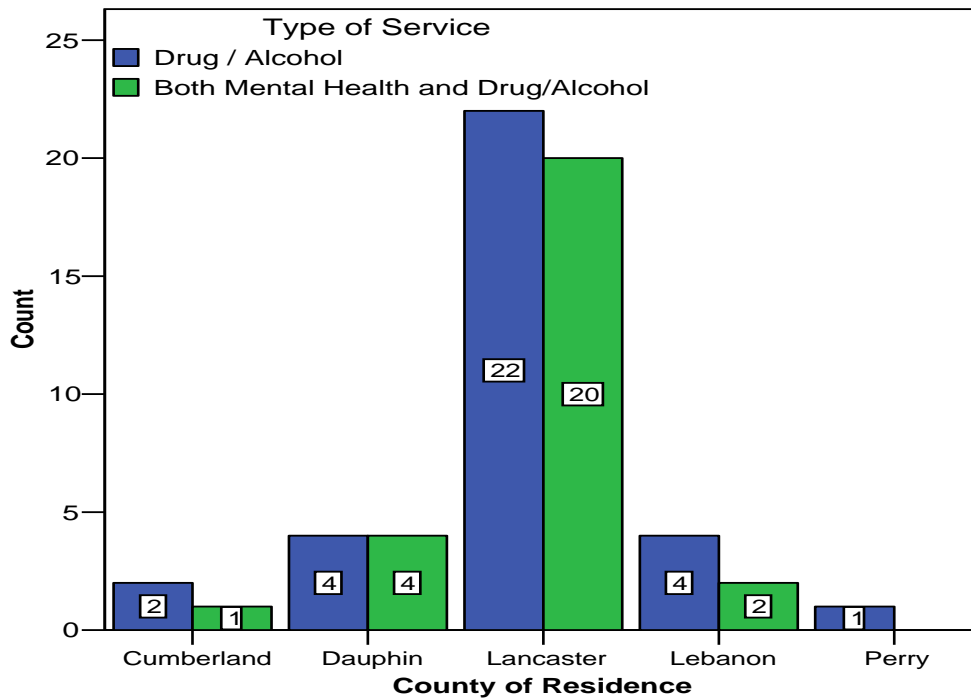


Distribution of Services by County of Residence:

55.0% of respondents received Drug & Alcohol Services and 45.0% of respondents received both Mental Health and Drug & Alcohol services. The table below lists the distribution of services by county of residence.

County of Residence	Type of Service		Total
	Drug / Alcohol	Both Mental Health and Drug/Alcohol	
Cumberland	2 66.7%	1 33.3%	3 100.0%
Dauphin	4 50.0%	4 50.0%	8 100.0%
Lancaster	22 52.4%	20 47.6%	42 100.0%
Lebanon	4 66.7%	2 33.3%	6 100.0%
Perry	1 100.0%	0 .0%	1 100.0%
Total	33 55.0%	27 45.0%	60 100.0%

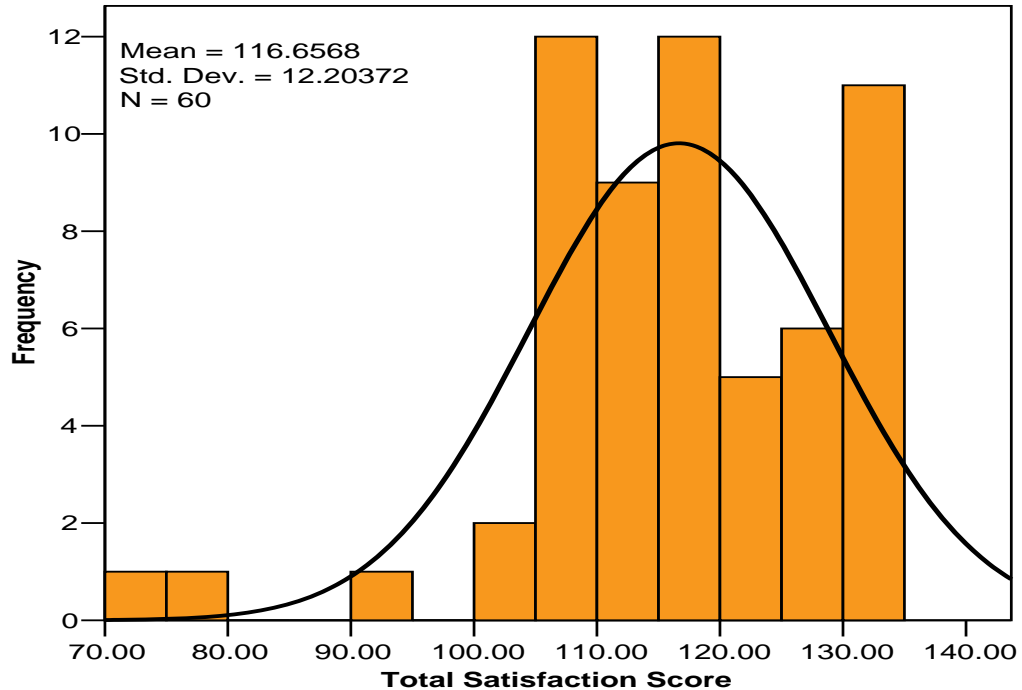
Distribution of Services By County for All Respondents



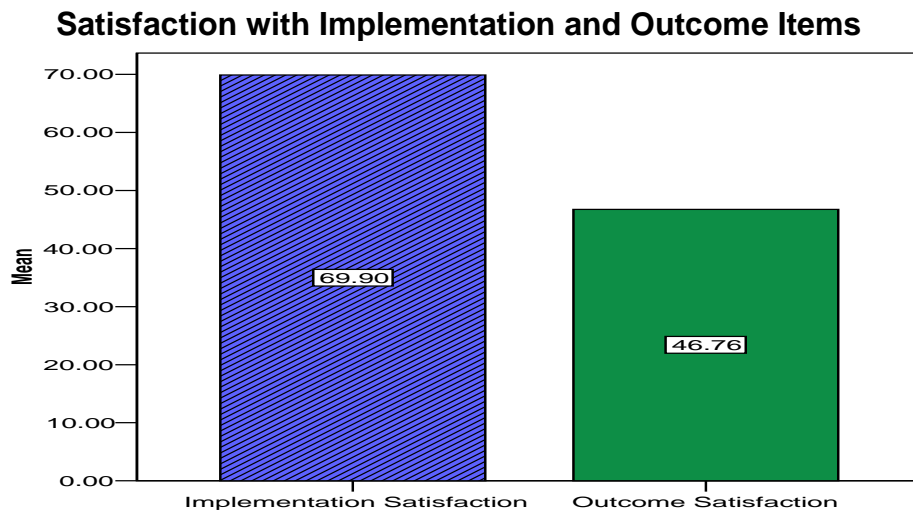
I. Satisfaction

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 all respondents for TSS was 116.7 with a standard deviation 12.2, median 115.8. The TSS scores ranged from 73 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction. Again, with a 5 point scale and 27 questions, scores above Total Satisfaction = 81 (27*3) indicates satisfaction on some level.



- The set of satisfaction items are sorted into 16 items relating to Implementation and 11 items relating to Outcomes. The mean satisfaction levels are presented in the graph below.



II. Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of Adult consumers of 86.4% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 95.0% agreement (4 or 5).

Overall, consumers reported a high level of satisfaction with being informed about their rights and responsibilities regarding the treatment they had received (Question 5) and felt comfortable asking questions regarding their treatment (Question 6). Consumers were also extremely satisfied with the way the 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). High levels of satisfaction were also reflected in satisfaction with communication with their service providers in that they report they trust their service provider (Question 10), reported their service provider spent enough time with them (Question 7), felt informed about the advantages of treatment (Question 14), were involved in all meetings regarding their treatment plans and goals for recovery (Question 12), and felt an equal partner in the treatment process (Question 13).

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

- While 61.7% of respondents reported they were given information on how to get other services they needed, 26.7% of respondents disagreed with this question.
- While 61.7% of respondents reported their service provider explained the disadvantages of their therapy or treatment, 21.7% of respondents reported their service provider did not explain the disadvantages of their therapy or treatment.
- While 70.0% of respondents indicated that they were given the option to change their service provider, 16.7% indicated they were dissatisfied in this area.

Summary responses from the Total group of respondents from this quarter (N=60) are presented in Table 1. Summary responses for each implementation question by county follow after Table 1.

Table 1 – Total Satisfaction – Implementation of Adult Services

N=60	% 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.	78.3	11.7	4.3	1.1	8.3
2. I was given information on how to get other services that I needed.	61.7	26.7	3.7	1.5	5.0
3. I had a choice in selecting my service provider.	81.7	15.0	4.1	1.3	0.0
4. I have the option to change my service provider should I choose to.	70.0	16.7	4.0	1.3	8.3
5. I was informed about my rights and responsibilities regarding the treatment I have received.	95.0	5.0	4.7	0.7	0.0
6. I feel comfortable in asking questions regarding my treatment.	96.7	1.7	4.7	0.7	0.0
7. My service provider spends enough time with me.	86.7	6.7	4.4	1.0	5.0
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	93.3	5.0	4.6	0.8	0.0
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	91.7	3.3	4.6	0.8	3.3
10. I trust my service provider.	86.7	6.7	4.5	0.9	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	80.0	8.3	4.5	1.0	6.7
12. I am included in all meetings regarding my treatment plan and goals for recovery.	85.0	6.7	4.5	0.9	5.0
13. I am an equal partner in the treatment process.	86.7	6.7	4.4	0.9	1.7
14. My service provider explained the advantages of my therapy or treatment.	83.3	8.3	4.4	1.0	1.7
15. My service provider explained the disadvantages of my therapy or treatment	61.7	21.7	3.9	1.3	1.7
16. Overall, I am satisfied with the services I am receiving.	95.0	3.3	4.6	0.8	0.0

Q1 I know who to call if I have questions about MH or SA Services

		Count	Mean	Std Deviation
Cumberland	Adult	3	3.00	(1.73)
	Total for County	3	3.00	(1.73)
Dauphin	Adult	8	4.71	(.49)
	Total for County	8	4.71	(.49)
Lancaster	Adult	42	4.26	(1.11)
	Total for County	42	4.26	(1.11)
Lebanon	Adult	6	4.83	(.41)
	Total for County	6	4.83	(.41)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q1 I know whom to call if I have questions about MH or SA services	60	4.33	(1.07)

Q2 I was given information on how to get other services that I needed

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	4.29	(1.11)
	Total for County	8	4.29	(1.11)
Lancaster	Adult	42	3.44	(1.55)
	Total for County	42	3.44	(1.55)
Lebanon	Adult	6	3.80	(1.30)
	Total for County	6	3.80	(1.30)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q2 I was given information on how to get other services	60	3.68	(1.48)

Q3 I had a choice in selecting my service provider

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	3.88	(1.55)
	Total for County	8	3.88	(1.55)
Lancaster	Adult	42	4.10	(1.25)
	Total for County	42	4.10	(1.25)
Lebanon	Adult	6	4.00	(1.26)
	Total for County	6	4.00	(1.26)
Perry	Adult	1	3.00	(.)
	Total for County	1	3.00	(.)
Total for Table	Q3 I had a choice when selecting my service provider	60	4.08	(1.25)

Q4 I have the option to change my service provider should I choose to

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	4.13	(1.13)
	Total for County	8	4.13	(1.13)
Lancaster	Adult	42	4.00	(1.36)
	Total for County	42	4.00	(1.36)
Lebanon	Adult	6	3.50	(1.38)
	Total for County	6	3.50	(1.38)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q4 I have the option to change my service provider should I choose to	60	4.02	(1.30)

Q5 I was informed about my rights and responsibilities nregarding the treatment I have received

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	4.75	(.46)
	Total for County	8	4.75	(.46)
Lancaster	Adult	42	4.67	(.72)
	Total for County	42	4.67	(.72)
Lebanon	Adult	6	4.33	(1.21)
	Total for County	6	4.33	(1.21)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q5 I was informed about my rights and responsibilities regarding treatment	60	4.67	(.73)

Q6 I feel comfortable asking questions regarding my treatment

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	4.75	(.46)
	Total for County	8	4.75	(.46)
Lancaster	Adult	42	4.64	(.76)
	Total for County	42	4.64	(.76)
Lebanon	Adult	6	4.83	(.41)
	Total for County	6	4.83	(.41)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q6 I feel comfortable in asking questions regarding my treatment	60	4.70	(.67)

Q7 My service provider spends enough time with me

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.00	(1.73)
	Total for County	3	4.00	(1.73)
Dauphin	Adult	8	4.71	(.49)
	Total for County	8	4.71	(.49)
Lancaster	Adult	42	4.37	(1.02)
	Total for County	42	4.37	(1.02)
Lebanon	Adult	6	4.80	(.45)
	Total for County	6	4.80	(.45)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q7 My service provider spends enough time	60	4.44	(.96)

Q8 My Provider does not share my personal mental health and/or substance abuse information with others without my permission

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	4.38	(1.06)
	Total for County	8	4.38	(1.06)
Lancaster	Adult	42	4.60	(.77)
	Total for County	42	4.60	(.77)
Lebanon	Adult	6	4.83	(.41)
	Total for County	6	4.83	(.41)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q8 My provider does not share my personal MH and/or SA information with others without my permission	60	4.62	(.76)

Q9 Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.00	(1.73)
	Total for County	3	4.00	(1.73)
Dauphin	Adult	8	4.75	(.46)
	Total for County	8	4.75	(.46)
Lancaster	Adult	42	4.63	(.74)
	Total for County	42	4.63	(.74)
Lebanon	Adult	6	4.50	(.84)
	Total for County	6	4.50	(.84)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q9 Program staff respects the role of my ethnic, cultural, religious background	60	4.60	(.77)

Q10 I trust my service provider

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.67	(.58)
	Total for County	3	4.67	(.58)
Dauphin	Adult	8	4.63	(.52)
	Total for County	8	4.63	(.52)
Lancaster	Adult	42	4.36	(1.01)
	Total for County	42	4.36	(1.01)
Lebanon	Adult	6	4.83	(.41)
	Total for County	6	4.83	(.41)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q10 I trust my service provider	60	4.47	(.89)

Q11 My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	4.75	(.46)
	Total for County	8	4.75	(.46)
Lancaster	Adult	42	4.41	(1.14)
	Total for County	42	4.41	(1.14)
Lebanon	Adult	6	4.40	(.89)
	Total for County	6	4.40	(.89)
Perry	Adult	1	4.00	(.)
	Total for County	1	4.00	(.)
Total for Table	Q11 My service provider offered me the opportunity to involve my family, significant others and friends	60	4.48	(1.01)

Q12 I am included in all meetings regarding my treatment plan and goals for recovery

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	4.29	(1.25)
	Total for County	8	4.29	(1.25)
Lancaster	Adult	42	4.49	(.87)
	Total for County	42	4.49	(.87)
Lebanon	Adult	6	5.00	(.00)
	Total for County	6	5.00	(.00)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q12 I am included in all meetings regarding my treatment plan & goals for recovery	60	4.54	(.87)

Q13 I am an equal partner in the treatment process

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	4.13	(.99)
	Total for County	8	4.13	(.99)
Lancaster	Adult	42	4.37	(.92)
	Total for County	42	4.37	(.92)
Lebanon	Adult	6	4.83	(.41)
	Total for County	6	4.83	(.41)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q13 I am an equal partner in the treatment process	60	4.42	(.88)

Q14 My service provider explained the advantages of my therapy or treatment

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.00	(1.73)
	Total for County	3	4.00	(1.73)
Dauphin	Adult	8	4.38	(.74)
	Total for County	8	4.38	(.74)
Lancaster	Adult	42	4.34	(1.06)
	Total for County	42	4.34	(1.06)
Lebanon	Adult	6	4.67	(.52)
	Total for County	6	4.67	(.52)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q14 My service provider explained the advantages of my therapy or treatment	60	4.37	(1.00)

Q15 My service provider explained the disadvantages of my therapy or treatment

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.00	(1.73)
	Total for County	3	4.00	(1.73)
Dauphin	Adult	8	4.25	(1.16)
	Total for County	8	4.25	(1.16)
Lancaster	Adult	42	3.78	(1.29)
	Total for County	42	3.78	(1.29)
Lebanon	Adult	6	3.67	(1.21)
	Total for County	6	3.67	(1.21)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q15 My service provider explained the disadvantages of my therapy or treatment	60	3.86	(1.27)

Q16 Overall, I am satisfied with the services I am receiving

		Count	Mean	Std Deviation
Cumberland	Adult	3	3.67	(2.31)
	Total for County	3	3.67	(2.31)
Dauphin	Adult	8	4.63	(.52)
	Total for County	8	4.63	(.52)
Lancaster	Adult	42	4.67	(.65)
	Total for County	42	4.67	(.65)
Lebanon	Adult	6	4.83	(.41)
	Total for County	6	4.83	(.41)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q16 Overall, I am satisfied with the services	60	4.63	(.76)

III. Outcomes

The majority of adult consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 70% to 92% of consumers believe services have improved their lives in each outcome area. Approximately 8% to 26% of consumers believe that no change has resulted from their services. Only 0% to 5% believes that things are worse as a result of services.

- Overall, highest ratings were given to questions that are recovery-related questions rather than symptom-related, with approximately 84% of consumers reporting improvement. These include questions related to enjoying free time (Q22), managing daily problems (Q17), self-worth (Q20), feeling hopeful about the future (Q21), and strengthening their social network (Q23).
- 91.7% of respondents reported dealing with specific problems or issue that led them to seek services was Better or Much Better, and 88.3% of the respondents reported improvement in managing daily problems. These were among the highest endorsed outcomes.
- 86.7% of Adult respondents reported strengthening social networks as better and also reported feeling much better about themselves (83.3%).
- 40.0% of Adult respondents reported things were better dealing with school or work and 0.0% reported things as worse. As noted, 46.7% of the respondents reported this question did not apply to them. When these cases are removed, 75.0% of those who received Adult services report dealing with school or work as better. These figures represent a more accurate picture of the results.
- 60.0% of Adult respondents reported things were better in terms of involvement in community activities and 0.0% reported things as worse. As noted, 18.3% of the respondents reported this question did not apply to them. When these cases are removed, 73.5% of those who received Adult services report involvement in community activity as better. These figures represent a more accurate picture of the results.

Summary responses from the Total group of respondents from this quarter (N=60) are presented in Table 2. Summary responses for each outcome question by county follow after Table 2.

Table 2 – Total Satisfaction – Outcome Questions for Adult Services

Total N=60	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	88.3	0.0	4.4	0.7	1.7
18. Feeling in control of my life.	83.3	0.0	4.2	0.7	0.0
19. Dealing with personal crisis.	70.0	5.0	4.0	0.9	8.3
20. How I feel about myself.	83.3	1.7	4.3	0.8	0.0
21. Feeling good (hopeful) about the future.	88.3	0.0	4.5	0.7	0.0
22. Enjoying my free time.	75.0	5.0	4.2	0.9	3.3
23. Strengthening my social support network.	86.7	0.0	4.5	0.7	1.7
24. Being involved in community activities.	60.0	0.0	4.2	0.8	18.3
25. Dealing with school or work.	40.0	0.0	4.2	0.8	46.7
26. Dealing with people in social situations.	76.7	1.7	4.2	0.8	1.7
27. Dealing with specific problems or issue that led to seek services.	91.7	1.7	4.4	0.7	1.7

Q17 Managing Daily Problems

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.67	(.58)
	Total for County	3	4.67	(.58)
Dauphin	Adult	8	4.88	(.35)
	Total for County	8	4.88	(.35)
Lancaster	Adult	42	4.32	(.65)
	Total for County	42	4.32	(.65)
Lebanon	Adult	6	4.00	(.63)
	Total for County	6	4.00	(.63)
Perry	Adult	1	3.00	(.)
	Total for County	1	3.00	(.)
Total for Table	Q17 Managing daily problems	60	4.36	(.66)

Q18 Feeling in control of my life

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.67	(.58)
	Total for County	3	4.67	(.58)
Dauphin	Adult	8	4.25	(.71)
	Total for County	8	4.25	(.71)
Lancaster	Adult	42	4.21	(.72)
	Total for County	42	4.21	(.72)
Lebanon	Adult	6	4.17	(.75)
	Total for County	6	4.17	(.75)
Perry	Adult	1	3.00	(.)
	Total for County	1	3.00	(.)
Total for Table	Q18 Feeling in control of my life	60	4.22	(.72)

Q19 Dealing with personal crisis

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.00	(1.41)
	Total for County	3	4.00	(1.41)
Dauphin	Adult	8	4.00	(.93)
	Total for County	8	4.00	(.93)
Lancaster	Adult	42	4.08	(.87)
	Total for County	42	4.08	(.87)
Lebanon	Adult	6	3.67	(.52)
	Total for County	6	3.67	(.52)
Perry	Adult	1	.	(.)
	Total for County	1	.	(.)
Total for Table	Q19 Dealing with personal crisis	60	4.02	(.85)

Q20 How I feel about myself

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.67	(.58)
	Total for County	3	4.67	(.58)
Dauphin	Adult	8	4.50	(.76)
	Total for County	8	4.50	(.76)
Lancaster	Adult	42	4.29	(.77)
	Total for County	42	4.29	(.77)
Lebanon	Adult	6	3.50	(.55)
	Total for County	6	3.50	(.55)
Perry	Adult	1	4.00	(.)
	Total for County	1	4.00	(.)
Total for Table	Q20 How I feel about myself	60	4.25	(.77)

Q21 Feeling good (hopeful) about the future

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	4.75	(.46)
	Total for County	8	4.75	(.46)
Lancaster	Adult	42	4.51	(.68)
	Total for County	42	4.51	(.68)
Lebanon	Adult	6	4.00	(.89)
	Total for County	6	4.00	(.89)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q21 Feeling good (hopeful) about the future	60	4.53	(.68)

Q22 Enjoying my free time

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.67	(.58)
	Total for County	3	4.67	(.58)
Dauphin	Adult	8	4.86	(.38)
	Total for County	8	4.86	(.38)
Lancaster	Adult	42	4.12	(.98)
	Total for County	42	4.12	(.98)
Lebanon	Adult	6	4.17	(.75)
	Total for County	6	4.17	(.75)
Perry	Adult	1	3.00	(.)
	Total for County	1	3.00	(.)
Total for Table	Q22 Enjoying my free time	60	4.22	(.92)

Q23 Strengthening my social support network

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.33	(.58)
	Total for County	3	4.33	(.58)
Dauphin	Adult	8	5.00	(.00)
	Total for County	8	5.00	(.00)
Lancaster	Adult	42	4.43	(.68)
	Total for County	42	4.43	(.68)
Lebanon	Adult	6	3.80	(.45)
	Total for County	6	3.80	(.45)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q23 Strengthening my social support network	60	4.46	(.66)

Q24 Being involved in community activities

		Count	Mean	Std Deviation
Cumberland	Adult	3	4.00	(1.00)
	Total for County	3	4.00	(1.00)
Dauphin	Adult	8	4.86	(.38)
	Total for County	8	4.86	(.38)
Lancaster	Adult	42	4.21	(.86)
	Total for County	42	4.21	(.86)
Lebanon	Adult	6	3.50	(.55)
	Total for County	6	3.50	(.55)
Perry	Adult	1	.	(.)
	Total for County	1	.	(.)
Total for Table	Q24 Being involved in the community or in organizations outside of MH or SA activites	60	4.20	(.84)

Q25 Dealing with school or work

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.)
	Total for County	3	5.00	(.)
Dauphin	Adult	8	5.00	(.00)
	Total for County	8	5.00	(.00)
Lancaster	Adult	42	4.17	(.82)
	Total for County	42	4.17	(.82)
Lebanon	Adult	6	3.67	(.58)
	Total for County	6	3.67	(.58)
Perry	Adult	1	3.00	(.)
	Total for County	1	3.00	(.)
Total for Table	Q25 Dealing with school or work	60	4.19	(.82)

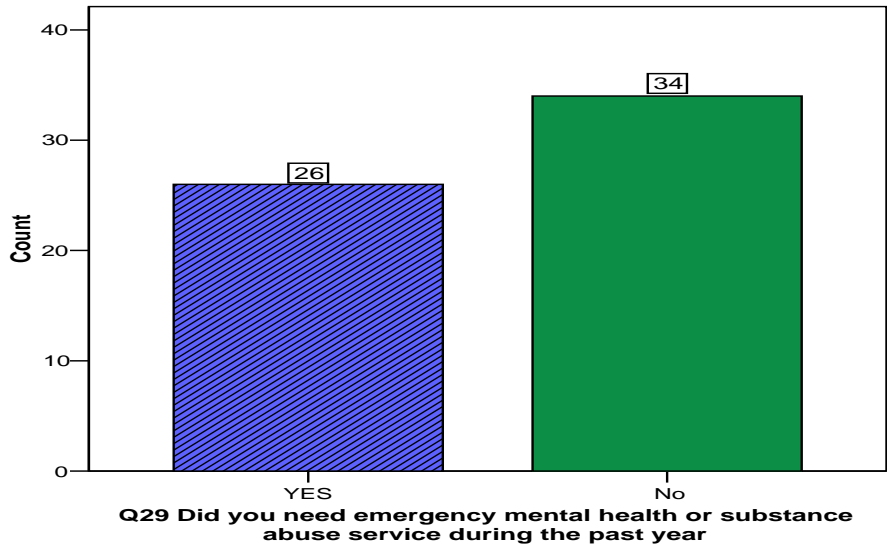
Q26 Dealing with people in social situations

		Count	Mean	Std Deviation
Cumberland	Adult	3	3.67	(1.53)
	Total for County	3	3.67	(1.53)
Dauphin	Adult	8	4.63	(.74)
	Total for County	8	4.63	(.74)
Lancaster	Adult	42	4.22	(.76)
	Total for County	42	4.22	(.76)
Lebanon	Adult	6	3.83	(.75)
	Total for County	6	3.83	(.75)
Perry	Adult	1	3.00	(.)
	Total for County	1	3.00	(.)
Total for Table	Q26 Dealing with people in social situations	60	4.19	(.82)

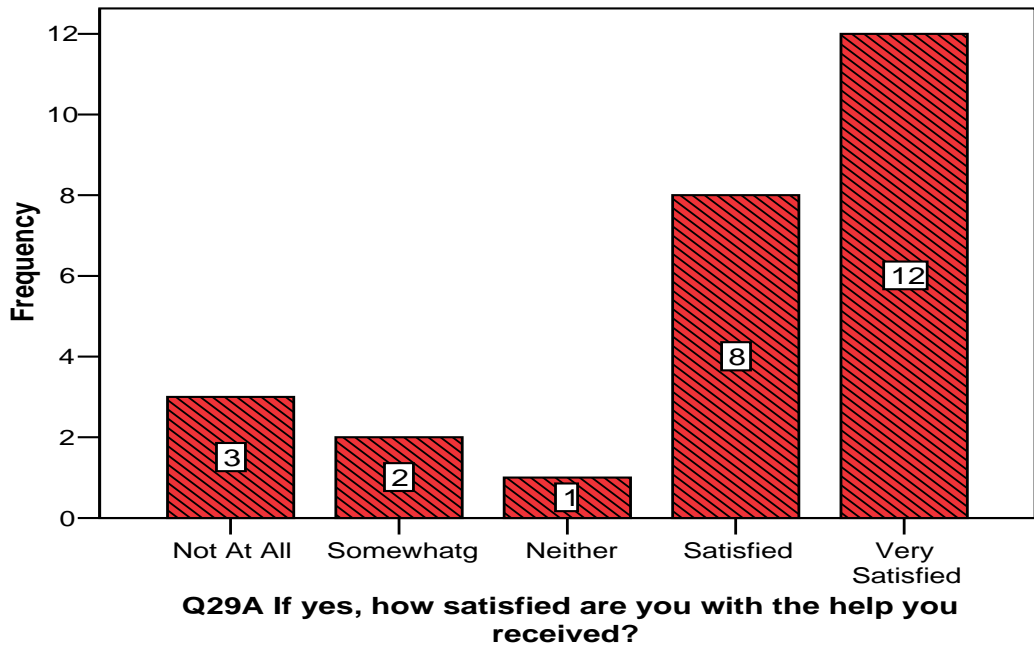
Q27 Dealing with specific problems or issue that led me to seek services

		Count	Mean	Std Deviation
Cumberland	Adult	3	5.00	(.00)
	Total for County	3	5.00	(.00)
Dauphin	Adult	8	4.50	(.76)
	Total for County	8	4.50	(.76)
Lancaster	Adult	42	4.41	(.71)
	Total for County	42	4.41	(.71)
Lebanon	Adult	6	4.17	(.41)
	Total for County	6	4.17	(.41)
Perry	Adult	1	5.00	(.)
	Total for County	1	5.00	(.)
Total for Table	Q27 Dealing with specific problems or issues that led me to seek services	60	4.44	(.68)

Emergency Treatment: 26 of the 60 respondents (43.3%) indicated they needed emergency mental health or substance abuse service during the past year. Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.9 with standard deviation 1.4. 77% (20 of 26) respondents reported they were either Very Satisfied or Satisfied, and 11.5% (3 of 26) reported they were Not at all Satisfied with the emergency services they received.

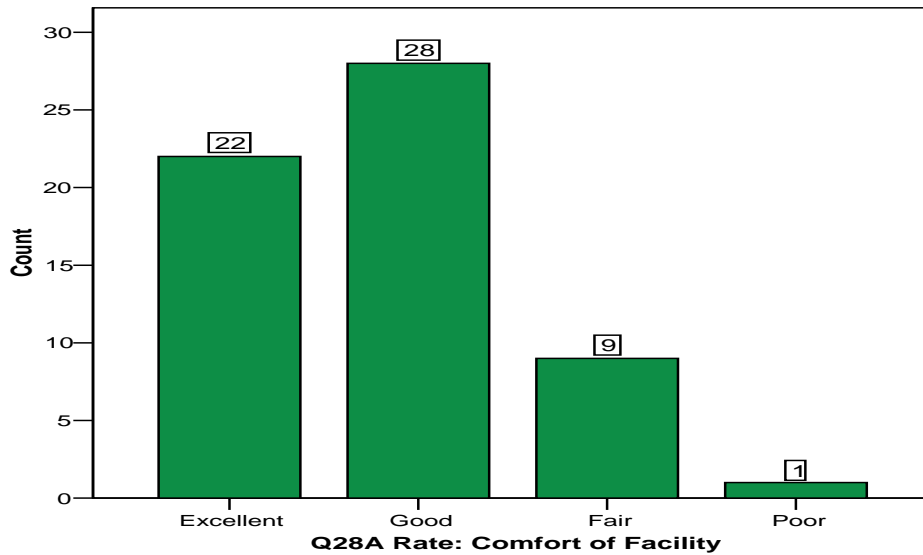


Q29A If yes, how satisfied are you with the help you received?

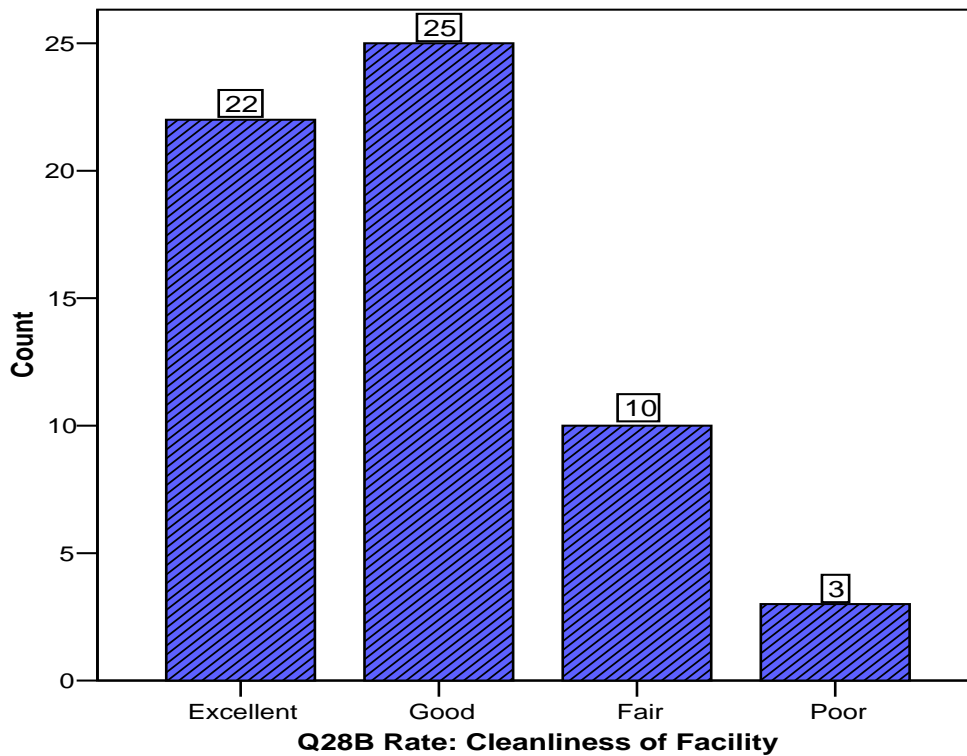


Questions Regarding Treatment Environment

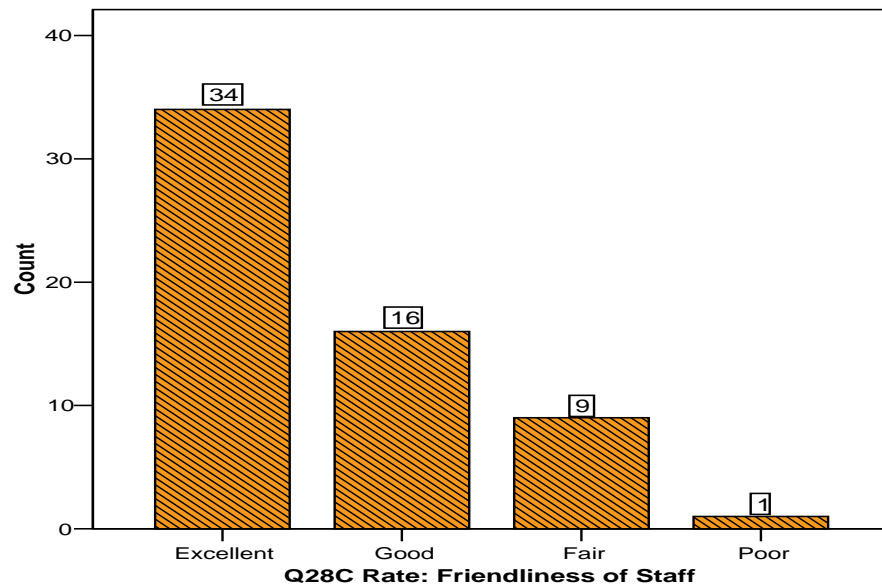
Comfort of Facility: 83.3% of all respondents rated the comfort of their treatment facility as Excellent or Good. 16.7% of all respondents rated the comfort of their treatment facility as Fair or Poor.



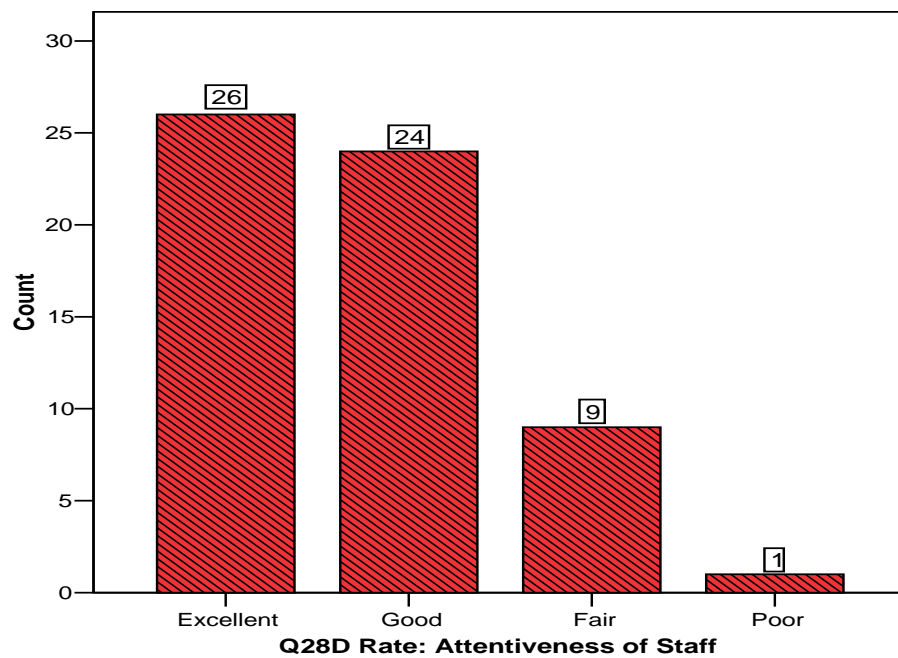
Cleanliness of Facility: 78.3% of respondents reported the cleanliness of their treatment facility as Excellent or Good. 21.7% of respondents reported the cleanliness of their treatment facility as Fair or Poor.



Friendliness of Staff: 83.3% of respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 16.7% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor.



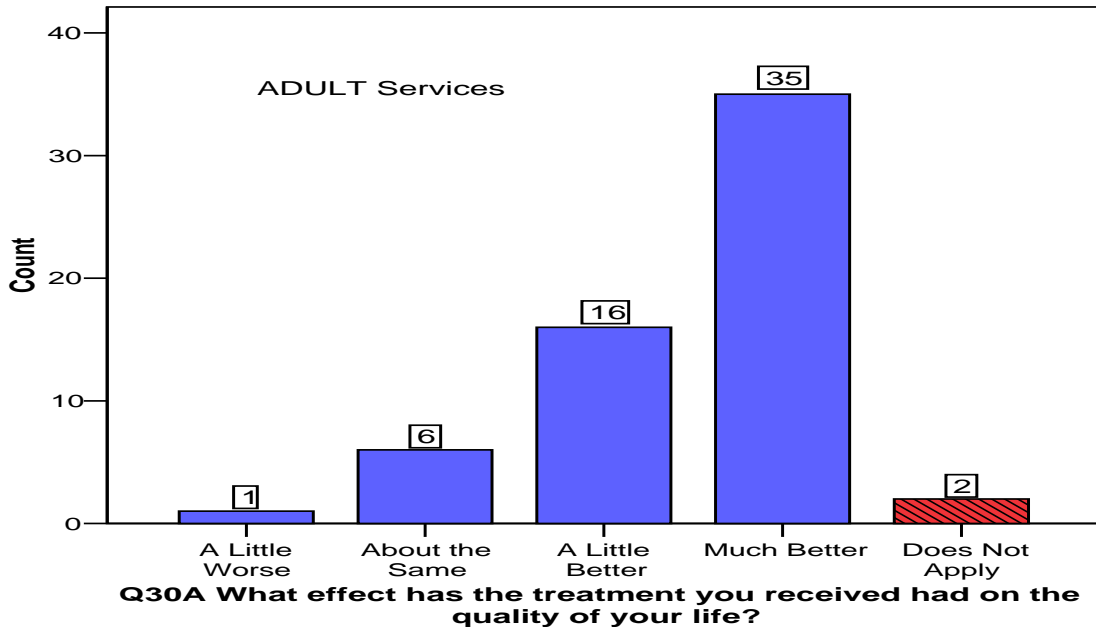
Attentiveness of Staff: 83.3% of respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 16.7% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor.



State Mandated Questions

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

- 85.0% of respondents who received Adult Services reported the quality of their life has improved, 10.0% reported quality of life about the same, and 1.7% reported their quality of life as worse.

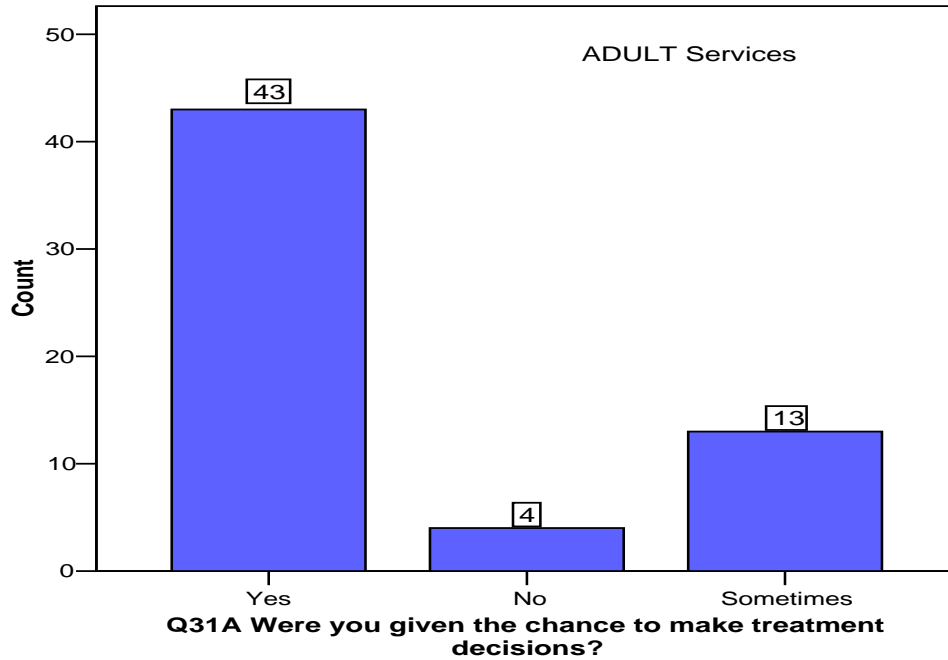


The distribution of responses by county for the respondents who received Adult services is listed below.

		What effect has the treatment you received had on the quality of your life?					Total
		A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
County of Residence	Cumberland Count	1 33.3%	0 .0%	1 33.3%	1 33.3%	0 .0%	3 100.0%
	Dauphin Count	0 .0%	0 .0%	3 37.5%	5 62.5%	0 .0%	8 100.0%
	Lancaster Count	0 .0%	5 11.9%	10 23.8%	26 61.9%	1 2.4%	42 100.0%
	Lebanon Count	0 .0%	1 16.7%	1 16.7%	3 50.0%	1 16.7%	6 100.0%
	Perry Count	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
Total	Count	1 1.7%	6 10.0%	16 26.7%	35 58.3%	2 3.3%	60 100.0%

Were you given the chance to make treatment decisions?

- 71.7% of respondents who received Adult Services reported they were given the chance to make treatment decisions, 21.7% reported they were sometimes given the chance to make decisions, and 6.7% reported they were not given the chance to make treatment decisions.

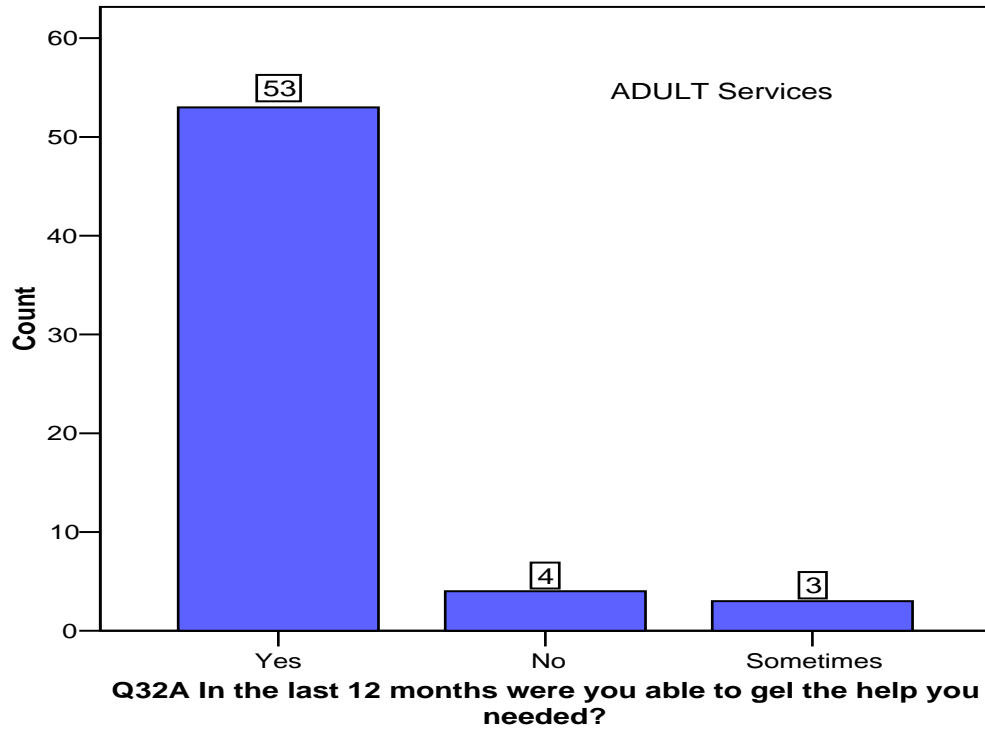


The distribution of responses by county for the respondents who received Adult services is listed below.

			Q31A Were you given the chance to make treatment decisions?			Total
			Yes	No	Sometimes	
County of Residence	Cumberland	Count	3	0	0	3
			100.0%	.0%	.0%	100.0%
	Dauphin	Count	5	1	2	8
			62.5%	12.5%	25.0%	100.0%
	Lancaster	Count	31	2	9	42
		73.8%	4.8%	21.4%	100.0%	
	Lebanon	Count	3	1	2	6
			50.0%	16.7%	33.3%	100.0%
	Perry	Count	1	0	0	1
			100.0%	.0%	.0%	100.0%
Total		Count	43	4	13	60
			71.7%	6.7%	21.7%	100.0%

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

- 88.3% of respondents who received Adult Services reported, in the last 12 months they were able to get the help they needed, 6.7% reported they were sometimes able to get the help they needed, and 5.0% reported they were not able to get the help they needed.



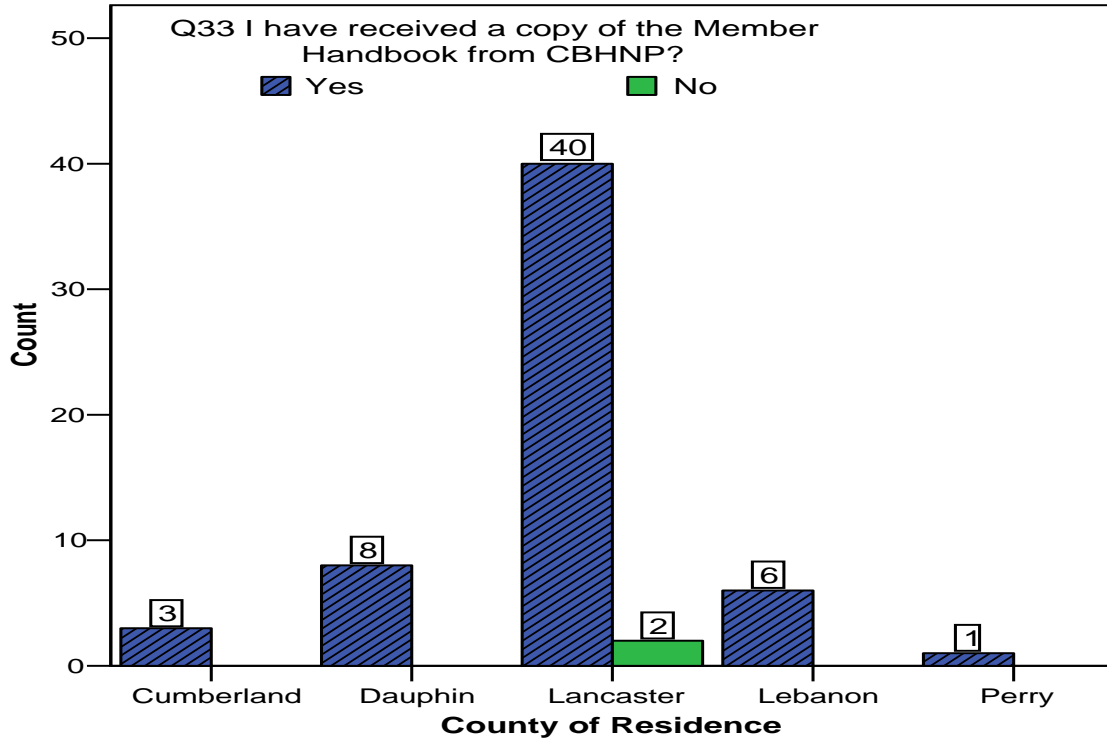
The distribution of responses by county for the respondents who received Adult services is listed below.

			Q32A In the last 12 months were you able to get the help you needed?			Total
			Yes	No	Sometimes	
County of Residence	Cumberland	Count	3	0	0	3
			100.0%	.0%	.0%	100.0%
	Dauphin	Count	8	0	0	8
			100.0%	.0%	.0%	100.0%
	Lancaster	Count	36	4	2	42
		85.7%	9.5%	4.8%	100.0%	
	Lebanon	Count	6	0	0	6
			100.0%	.0%	.0%	100.0%
	Perry	Count	0	0	1	1
			.0%	.0%	100.0%	100.0%
Total		Count	53	4	3	60
			88.3%	6.7%	5.0%	100.0%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

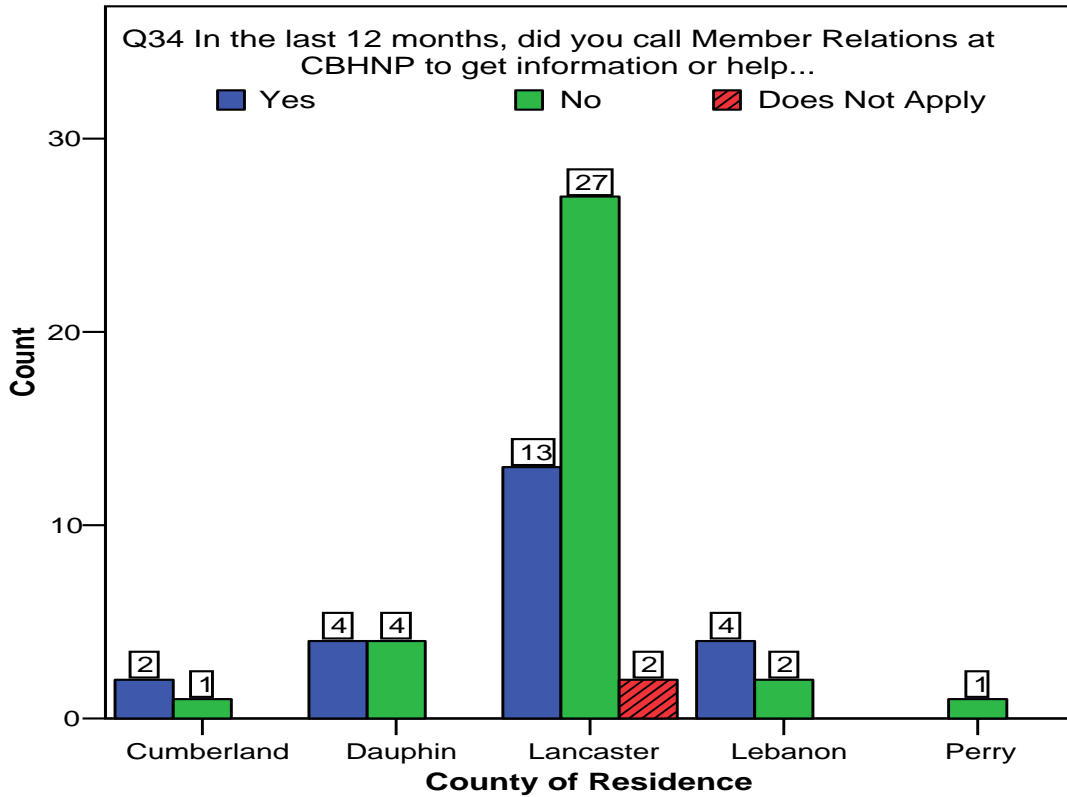
- 96.7% of respondents (58 out of 60) reported that they had received a copy of the CBHNP member handbook.



			Q33 I have received a copy of the Member Handbook from CBHNP?		Total
			Yes	No	
County of Residence	Cumberland	Count	3	0	3
			100.0%	.0%	100.0%
	Dauphin	Count	8	0	8
			100.0%	.0%	100.0%
	Lancaster	Count	40	2	42
		95.2%	4.8%	100.0%	
	Lebanon	Count	6	0	6
			100.0%	.0%	100.0%
	Perry	Count	1	0	1
			100.0%	.0%	100.0%
Total		Count	58	2	60
			96.7%	3.3%	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?

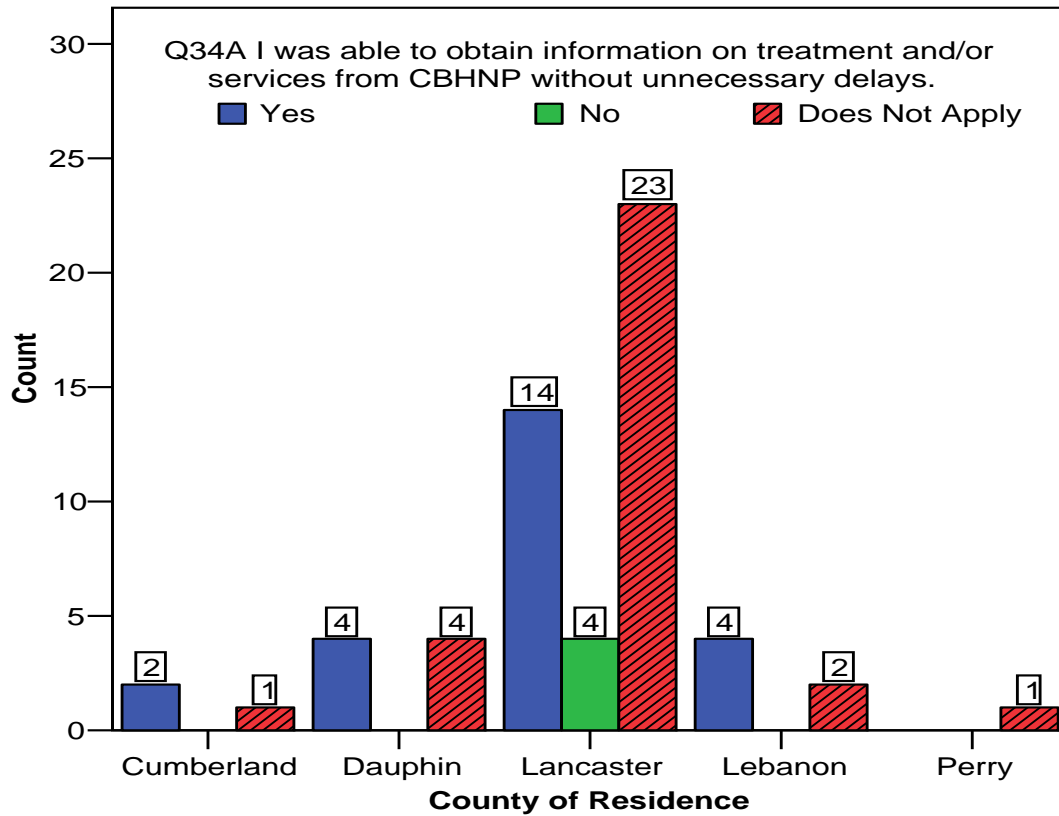
- 38.3% (23 out of 60) reported they had called member services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months.



			Q34 In the last 12 months, did you call Member Relations at CBHNP to get information or help...			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	2 66.7%	1 33.3%	0 .0%	3 100.0%
	Dauphin	Count	4 50.0%	4 50.0%	0 .0%	8 100.0%
	Lancaster	Count	13 31.0%	27 64.3%	2 4.8%	42 100.0%
	Lebanon	Count	4 66.7%	2 33.3%	0 .0%	6 100.0%
	Perry	Count	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count	23 38.3%	35 58.3%	2 3.3%	60 100.0%	

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

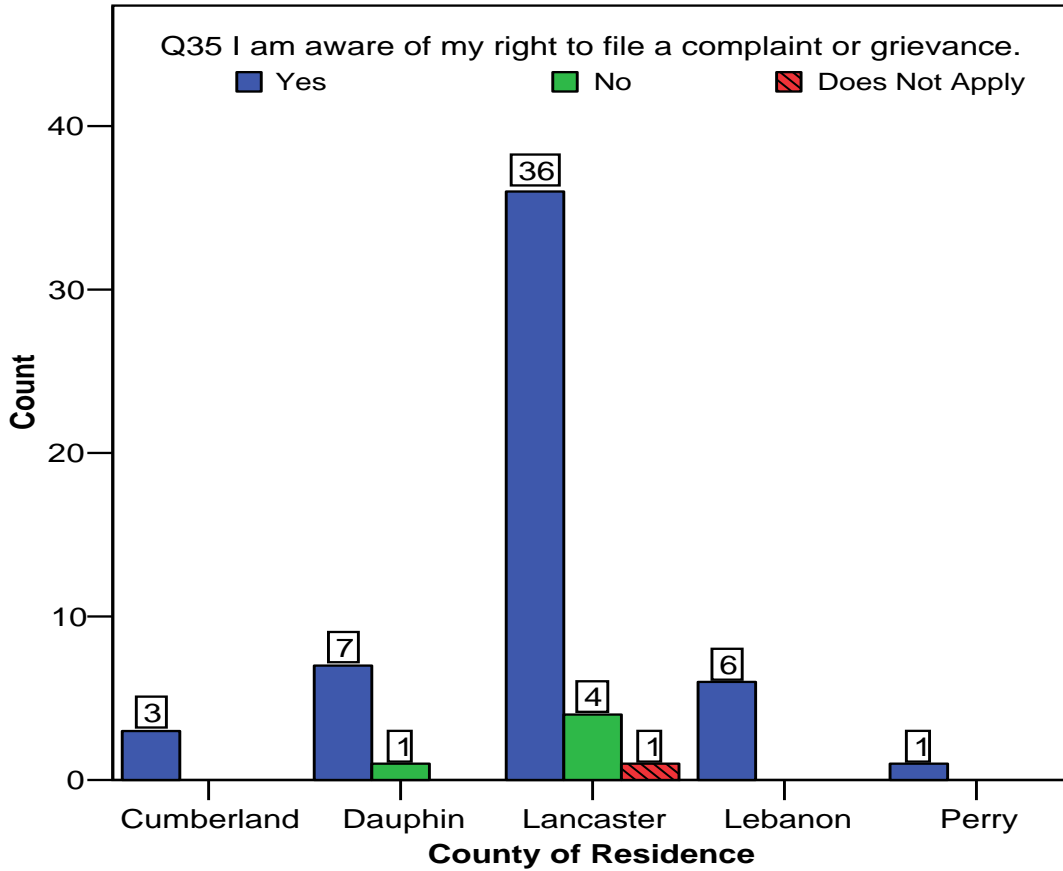
- 85.7% of those that requested information from CBHNP (24 of 28) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 4 of the 28 respondents did not feel this was the case. 1 respondent did not answer this question.



		Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.				
		Yes	No	Does Not Apply	Total	
County of Residence	Cumberland	Count	2	0	1	3
			66.7%	.0%	33.3%	100.0%
	Dauphin	Count	4	0	4	8
			50.0%	.0%	50.0%	100.0%
	Lancaster	Count	14	4	23	41
		34.1%	9.8%	56.1%	100.0%	
	Lebanon	Count	4	0	2	6
			66.7%	.0%	33.3%	100.0%
	Perry	Count	0	0	1	1
			.0%	.0%	100.0%	100.0%
Total		Count	24	4	31	59
			40.7%	6.8%	52.5%	100.0%

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

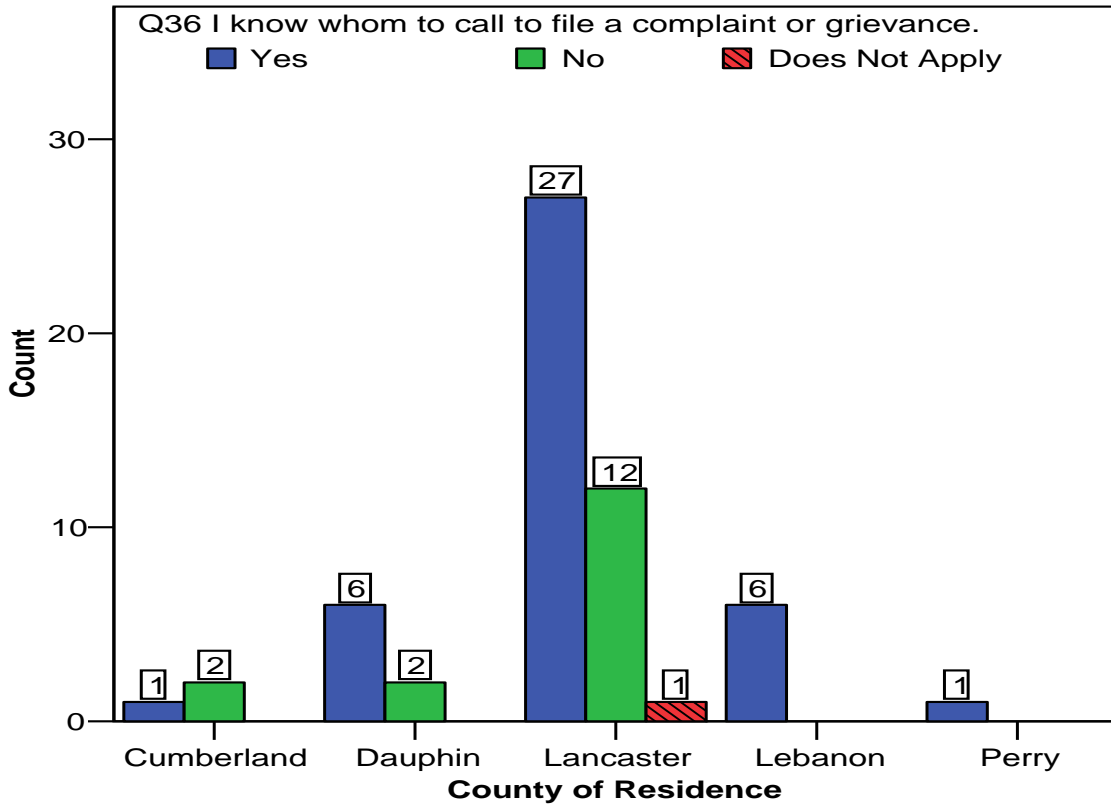
- 88.3% of respondents (53 of 60) report they are aware of their right to file a complaint or grievance. 1 respondent did not answer this question.



			Q35 I am aware of my right to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	3	0	0	3
			100.0%	.0%	.0%	100.0%
	Dauphin	Count	7	1	0	8
			87.5%	12.5%	.0%	100.0%
	Lancaster	Count	36	4	1	41
		87.8%	9.8%	2.4%	100.0%	
	Lebanon	Count	6	0	0	6
			100.0%	.0%	.0%	100.0%
	Perry	Count	1	0	0	1
			100.0%	.0%	.0%	100.0%
Total		Count	53	5	1	59
			89.8%	8.5%	1.7%	100.0%

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

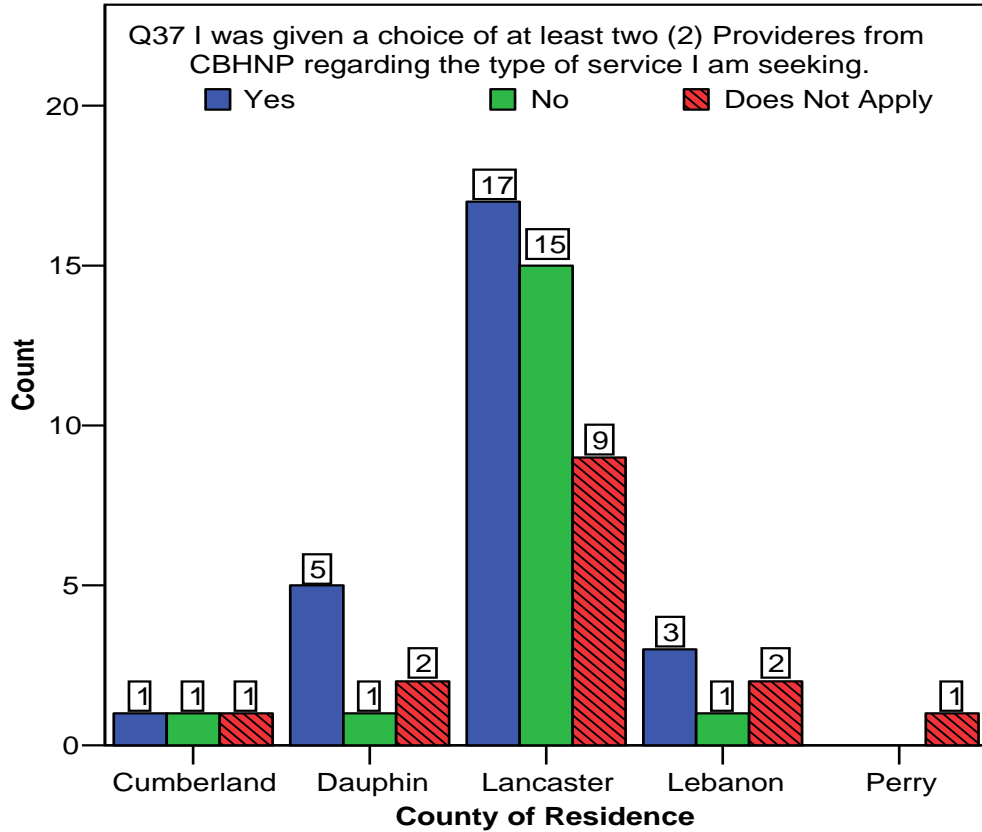
- Overall, 68.3% of respondents (41 of 60) report they know who to call to file a complaint or grievance. 2 respondents did not answer this question.



			Q36 I know whom to call to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	1	2	0	3
			33.3%	66.7%	.0%	100.0%
	Dauphin	Count	6	2	0	8
			75.0%	25.0%	.0%	100.0%
	Lancaster	Count	27	12	1	40
		67.5%	30.0%	2.5%	100.0%	
	Lebanon	Count	6	0	0	6
			100.0%	.0%	.0%	100.0%
	Perry	Count	1	0	0	1
			100.0%	.0%	.0%	100.0%
Total		Count	41	16	1	58
			70.7%	27.6%	1.7%	100.0%

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

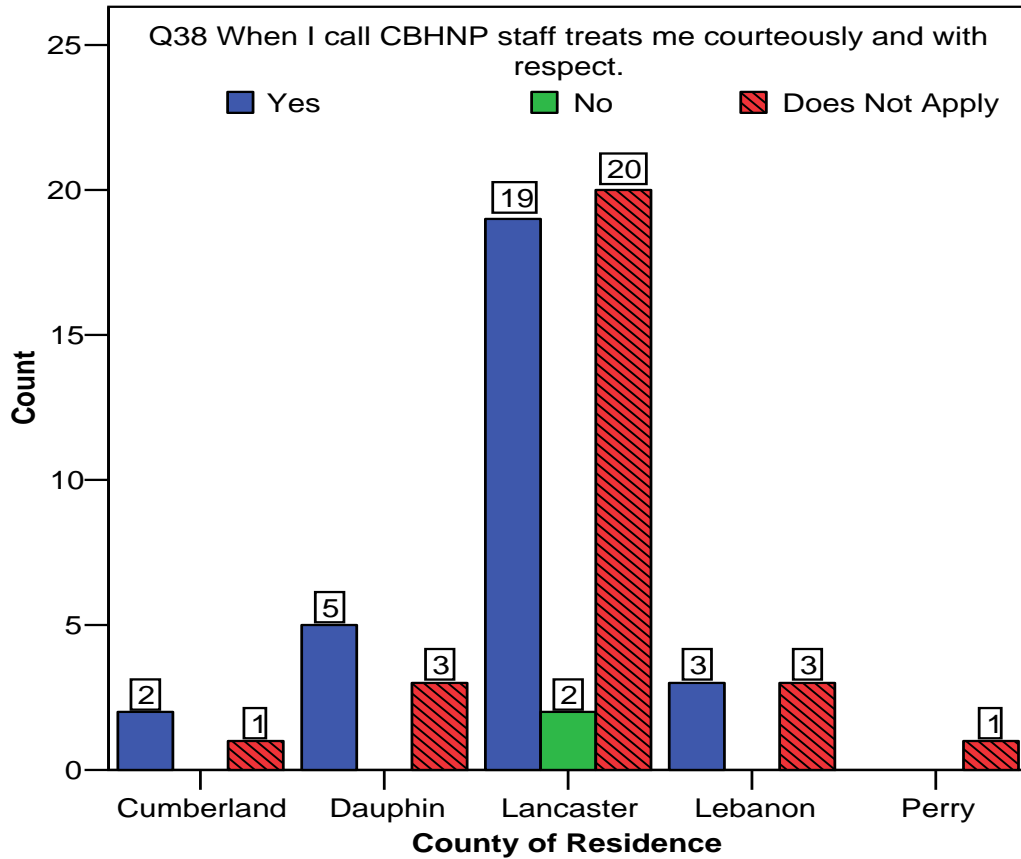
- 43.3% of respondents (26 of 60) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. 1 respondent did not answer this question.



			Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	1 33.3%	1 33.3%	1 33.3%	3 100.0%
	Dauphin	Count	5 62.5%	1 12.5%	2 25.0%	8 100.0%
	Lancaster	Count	17 41.5%	15 36.6%	9 22.0%	41 100.0%
	Lebanon	Count	3 50.0%	1 16.7%	2 33.3%	6 100.0%
	Perry	Count	0 .0%	0 .0%	1 100.0%	1 100.0%
Total		Count	26 44.1%	18 30.5%	15 25.4%	59 100.0%

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

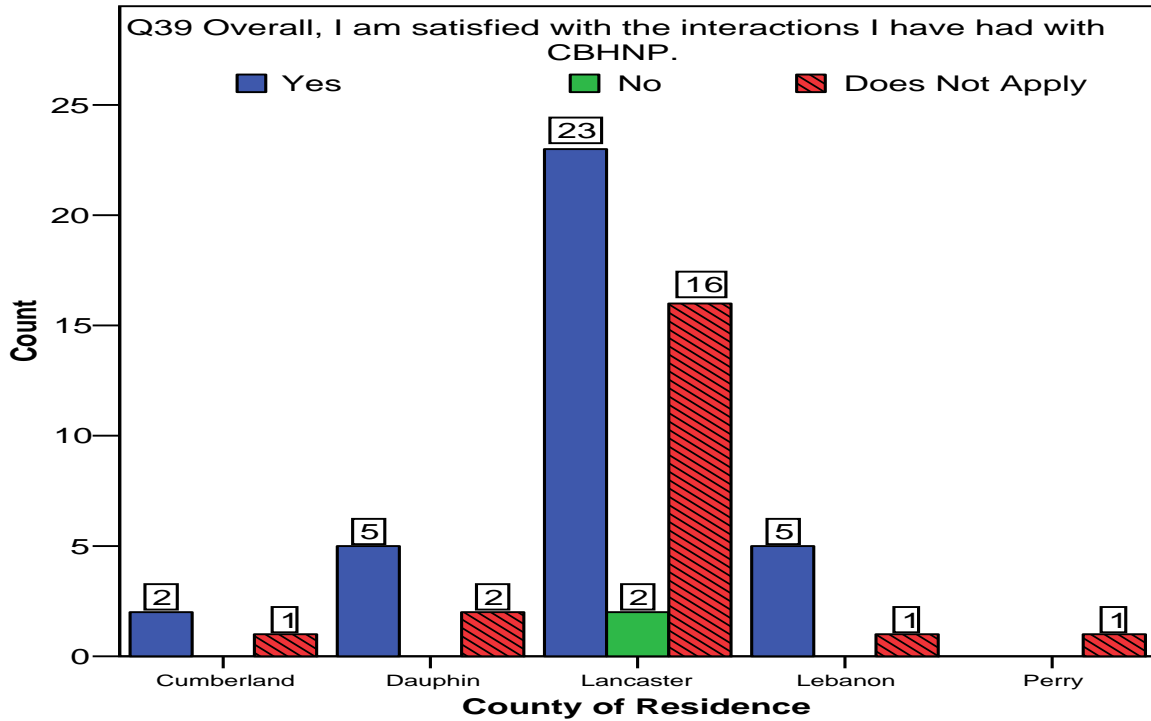
- 93.5% of respondents who had called CBHNP staff (29 of 31) felt they were treated with courtesy and respect when they called CBHNP. 1 respondent did not answer this question.



			Q38 When I call CBHNP staff treats me courteously and with respect.			
			Yes	No	Does Not Apply	Total
County of Residence	Cumberland	Count	2	0	1	3
			66.7%	.0%	33.3%	100.0%
	Dauphin	Count	5	0	3	8
			62.5%	.0%	37.5%	100.0%
	Lancaster	Count	19	2	20	41
		46.3%	4.9%	48.8%	100.0%	
	Lebanon	Count	3	0	3	6
			50.0%	.0%	50.0%	100.0%
	Perry	Count	0	0	1	1
			.0%	.0%	100.0%	100.0%
Total		Count	29	2	28	59
			49.2%	3.4%	47.5%	100.0%

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

- 94.6% of respondents (35 of 37) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. Please note that more than a third of all respondents (35.0%) feel this question does not apply. Because of the large number of respondents who felt this question did not apply, the percentages reflect those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented. 2 respondents did not answer this question.



			Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			
			Yes	No	Does Not Apply	Total
County of Residence	Cumberland	Count	2	0	1	3
			66.7%	.0%	33.3%	100.0%
	Dauphin	Count	5	0	2	7
			71.4%	.0%	28.6%	100.0%
	Lancaster	Count	23	2	16	41
		56.1%	4.9%	39.0%	100.0%	
	Lebanon	Count	5	0	1	6
			83.3%	.0%	16.7%	100.0%
	Perry	Count	0	0	1	1
			.0%	.0%	100.0%	100.0%
Total		Count	35	2	21	58
			60.3%	3.4%	36.2%	100.0%

Supplemental Questions Adult Respondents:

These 4 supplemental questions were presented to all Adult Respondents.

- 90.0% of Adult respondents (54 of 60) indicated they agreed or strongly agreed, they were encouraged by staff to share their feelings with others. 3 respondents (5.0%) disagreed or strongly disagreed with this statement. 2 respondents did not answer this question.

			SQ1 I am encouraged by staff to share my feelings with others.					
			Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	Total
County of Residence	Cumberland	Count	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	3 100.0%
	Dauphin	Count	0 .0%	0 .0%	2 25.0%	6 75.0%	0 .0%	8 100.0%
	Lancaster	Count	1 2.4%	1 2.4%	9 22.0%	29 70.7%	1 2.4%	41 100.0%
	Lebanon	Count	0 .0%	0 .0%	1 20.0%	4 80.0%	0 .0%	5 100.0%
	Perry	Count	0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
Total		Count	1 1.7%	2 3.4%	12 20.7%	42 72.4%	1 1.7%	58 100.0%

- 86.7% of Adult respondents (52 of 60) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 7 respondents (11.6%) disagreed or strongly disagreed with this statement. 1 respondent did not answer this question.

			SQ2 I decide whether or not to participate in activities				
			Strongly Disagree	Disagree	Agree	Strongly Agree	Total
County of Residence	Cumberland	Count	0 .0%	0 .0%	1 33.3%	2 66.7%	3 100.0%
	Dauphin	Count	0 .0%	1 12.5%	6 75.0%	1 12.5%	8 100.0%
	Lancaster	Count	2 4.8%	4 9.5%	13 31.0%	23 54.8%	42 100.0%
	Lebanon	Count	0 .0%	0 .0%	2 40.0%	3 60.0%	5 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total		Count	2 3.4%	5 8.5%	22 37.3%	30 50.8%	59 100.0%

- 78.3% of Adult respondents (47 of 60) indicated they agreed or strongly agreed that when they came to this program they were given information on all the services that were available to them. 10 respondents (16.6%) disagreed or strongly disagreed with this statement. 1 respondent did not answer this question.

			Q3 When I came to this program I was given information on all the services that were available to me.					Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	0 .0%	0 .0%	1 33.3%	0 .0%	2 66.7%	3 100.0%
	Dauphin	Count	0 .0%	1 12.5%	0 .0%	3 37.5%	4 50.0%	8 100.0%
	Lancaster	Count	1 2.4%	7 16.7%	1 2.4%	13 31.0%	20 47.6%	42 100.0%
	Lebanon	Count	1 20.0%	0 .0%	0 .0%	1 20.0%	3 60.0%	5 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total		Count	2 3.4%	8 13.6%	2 3.4%	17 28.8%	30 50.8%	59 100.0%

- 95.0% of Adult respondents (57 of 60) indicated they agreed or strongly agreed they felt safe at the facility where they received their treatment. 1 respondent (1.7%) disagreed or strongly disagreed with this statement. 1 respondent did not answer this question.

			SQ4 I feel safe at this facility.				Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	0 .0%	0 .0%	1 33.3%	2 66.7%	3 100.0%
	Dauphin	Count	0 .0%	1 12.5%	3 37.5%	4 50.0%	8 100.0%
	Lancaster	Count	1 2.4%	0 .0%	15 35.7%	26 61.9%	42 100.0%
	Lebanon	Count	0 .0%	0 .0%	1 20.0%	4 80.0%	5 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total		Count	1 1.7%	1 1.7%	20 33.9%	37 62.7%	59 100.0%

Survey Tables by County of Residence

The following tables show the Cross tabulation of questions 1-27 by County of residence for all respondents, (N=60). Please note that as all respondents this quarter are Adults, there are no tables for Child services.

Q1 I know who 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					Does Not Apply	Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		
Cumberland	Count	0 .0%	2 66.7%	0 .0%	0 .0%	1 33.3%	0 .0%	3 100.0%
Dauphin	Count	0 .0%	0 .0%	0 .0%	2 25.0%	5 62.5%	1 12.5%	8 100.0%
Lancaster	Count	1 2.4%	4 9.5%	1 2.4%	10 23.8%	22 52.4%	4 9.5%	42 100.0%
Lebanon	Count	0 .0%	0 .0%	0 .0%	1 16.7%	5 83.3%	0 .0%	6 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count	1 1.7%	6 10.0%	1 1.7%	13 21.7%	34 56.7%	5 8.3%	60 100.0%

Q2 I was given information on how to get other services

		Q2 I was given information on how to get other services					Does Not Apply	Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		
Cumberland	Count	0 .0%	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	3 100.0%
Dauphin	Count	0 .0%	1 12.5%	0 .0%	2 25.0%	4 50.0%	1 12.5%	8 100.0%
Lancaster	Count	7 16.7%	7 16.7%	3 7.1%	9 21.4%	15 35.7%	1 2.4%	42 100.0%
Lebanon	Count	0 .0%	1 16.7%	1 16.7%	1 16.7%	2 33.3%	1 16.7%	6 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count	7 11.7%	9 15.0%	4 6.7%	12 20.0%	25 41.7%	3 5.0%	60 100.0%

Q3 I had a choice when selecting my service provider

		Q3 I had a choice when selecting my service provider					Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	0 .0%	0 .0%	0 .0%	0 .0%	3 100.0%	3 100.0%
Dauphin	Count	1 12.5%	1 12.5%	0 .0%	2 25.0%	4 50.0%	8 100.0%
Lancaster	Count	4 9.5%	2 4.8%	0 .0%	16 38.1%	20 47.6%	42 100.0%
Lebanon	Count	0 .0%	1 16.7%	1 16.7%	1 16.7%	3 50.0%	6 100.0%
Perry	Count	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
Total	Count	5 8.3%	4 6.7%	2 3.3%	19 31.7%	30 50.0%	60 100.0%

Q4 I have the option to change my service provider should I chose to do so

		I have the option to change my service provider should I choose					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	0 .0%	0 .0%	0 .0%	2 66.7%	1 33.3%	3 100.0%
Dauphin	Count	0 .0%	1 12.5%	1 12.5%	2 25.0%	4 50.0%	0 .0%	8 100.0%
Lancaster	Count	4 9.5%	3 7.1%	1 2.4%	11 26.2%	19 45.2%	4 9.5%	42 100.0%
Lebanon	Count	0 .0%	2 33.3%	1 16.7%	1 16.7%	2 33.3%	0 .0%	6 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count	4 6.7%	6 10.0%	3 5.0%	14 23.3%	28 46.7%	5 8.3%	60 100.0%

Q5 I was informed about my rights and responsibilities regarding the treatment I have received

		Q5 I was informed about my rights and responsibilities regarding treatment			Total
		Disagree	Agree	Strongly Agree	
Cumberland	Count	0 .0%	0 .0%	3 100.0%	3 100.0%
Dauphin	Count	0 .0%	2 25.0%	6 75.0%	8 100.0%
Lancaster	Count	2 4.8%	8 19.0%	32 76.2%	42 100.0%
Lebanon	Count	1 16.7%	1 16.7%	4 66.7%	6 100.0%
Perry	Count	0 .0%	0 .0%	1 100.0%	1 100.0%
Total	Count	3 5.0%	11 18.3%	46 76.7%	60 100.0%

Q6 I feel comfortable asking questions regarding my treatment

		Q6 I feel comfortable in asking questions regarding my treatment				Total
		Strongly Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	0 .0%	0 .0%	0 .0%	3 100.0%	3 100.0%
Dauphin	Count	0 .0%	0 .0%	2 25.0%	6 75.0%	8 100.0%
Lancaster	Count	1 2.4%	1 2.4%	9 21.4%	31 73.8%	42 100.0%
Lebanon	Count	0 .0%	0 .0%	1 16.7%	5 83.3%	6 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total	Count	1 1.7%	1 1.7%	12 20.0%	46 76.7%	60 100.0%

Q7 My service provider spends enough time with me.

	Q7 My service provider spends enough time						Total
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland Count	0 .0%	1 33.3%	0 .0%	0 .0%	2 66.7%	0 .0%	3 100.0%
Dauphin Count	0 .0%	0 .0%	0 .0%	2 25.0%	5 62.5%	1 12.5%	8 100.0%
Lancaster Count	2 4.8%	1 2.4%	1 2.4%	13 31.0%	24 57.1%	1 2.4%	42 100.0%
Lebanon Count	0 .0%	0 .0%	0 .0%	1 16.7%	4 66.7%	1 16.7%	6 100.0%
Perry Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total Count	2 3.3%	2 3.3%	1 1.7%	16 26.7%	36 60.0%	3 5.0%	60 100.0%

Q8 My provider does not share my personal MH 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
	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland Count	0 .0%	0 .0%	0 .0%	3 100.0%	3 100.0%
Dauphin Count	1 12.5%	0 .0%	2 25.0%	5 62.5%	8 100.0%
Lancaster Count	2 4.8%	1 2.4%	9 21.4%	30 71.4%	42 100.0%
Lebanon Count	0 .0%	0 .0%	1 16.7%	5 83.3%	6 100.0%
Perry Count	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total Count	3 5.0%	1 1.7%	12 20.0%	44 73.3%	60 100.0%

Q9 Program staff respects the role of my ethnic, cultural, and religious background in my recovery treatment

		Program staff respects the role of my ethnic, cultural, religious background					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	1 33.3%	0 .0%	0 .0%	2 66.7%	0 .0%	3 100.0%
Dauphin	Count	0 .0%	0 .0%	0 .0%	2 25.0%	6 75.0%	0 .0%	8 100.0%
Lancaster	Count	1 2.4%	0 .0%	0 .0%	11 26.2%	28 66.7%	2 4.8%	42 100.0%
Lebanon	Count	0 .0%	0 .0%	1 16.7%	1 16.7%	4 66.7%	0 .0%	6 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count	1 1.7%	1 1.7%	1 1.7%	14 23.3%	41 68.3%	2 3.3%	60 100.0%

Q10 I trust my service provider

		Q10 I trust my service provider				Total
		Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	0 .0%	0 .0%	1 33.3%	2 66.7%	3 100.0%
Dauphin	Count	0 .0%	0 .0%	3 37.5%	5 62.5%	8 100.0%
Lancaster	Count	4 9.5%	4 9.5%	7 16.7%	27 64.3%	42 100.0%
Lebanon	Count	0 .0%	0 .0%	1 16.7%	5 83.3%	6 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total	Count	4 6.7%	4 6.7%	12 20.0%	40 66.7%	60 100.0%

Q11 My service provider offered me the opportunity to involve my family, significant others, friends into my treatment process

		ce provider offered me the opportunity to involve my family others and friends					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	3 100.0%
Dauphin	Count	0 .0%	0 .0%	0 .0%	2 25.0%	6 75.0%	0 .0%	8 100.0%
Lancaster	Count	1 2.4%	4 9.5%	2 4.8%	3 7.1%	29 69.0%	3 7.1%	42 100.0%
Lebanon	Count	0 .0%	0 .0%	1 16.7%	1 16.7%	3 50.0%	1 16.7%	6 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
Total	Count	1 1.7%	4 6.7%	3 5.0%	7 11.7%	41 68.3%	4 6.7%	60 100.0%

Q12 I am included in all meetings regarding my treatment plan and goals for recovery

		I am included in all meetings regarding my treatment plan and goals for recovery					Total
		Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland	Count	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	3 100.0%
Dauphin	Count	1 12.5%	1 12.5%	0 .0%	5 62.5%	1 12.5%	8 100.0%
Lancaster	Count	3 7.1%	1 2.4%	10 23.8%	27 64.3%	1 2.4%	42 100.0%
Lebanon	Count	0 .0%	0 .0%	0 .0%	5 83.3%	1 16.7%	6 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count	4 6.7%	2 3.3%	10 16.7%	41 68.3%	3 5.0%	60 100.0%

Q13 I am an equal partner in the treatment process

	Q13 I am an equal partner in the treatment process					Total
	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland Count	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	3 100.0%
Dauphin Count	1 12.5%	0 .0%	4 50.0%	3 37.5%	0 .0%	8 100.0%
Lancaster Count	3 7.1%	3 7.1%	11 26.2%	24 57.1%	1 2.4%	42 100.0%
Lebanon Count	0 .0%	0 .0%	1 16.7%	5 83.3%	0 .0%	6 100.0%
Perry Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total Count	4 6.7%	3 5.0%	16 26.7%	36 60.0%	1 1.7%	60 100.0%

Q14 My service provider explained the advantages of my therapy or treatment

	My service provider explained the advantages of my therapy or treatment						Total
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland Count	0 .0%	1 33.3%	0 .0%	0 .0%	2 66.7%	0 .0%	3 100.0%
Dauphin Count	0 .0%	0 .0%	1 12.5%	3 37.5%	4 50.0%	0 .0%	8 100.0%
Lancaster Count	1 2.4%	3 7.1%	3 7.1%	8 19.0%	26 61.9%	1 2.4%	42 100.0%
Lebanon Count	0 .0%	0 .0%	0 .0%	2 33.3%	4 66.7%	0 .0%	6 100.0%
Perry Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total Count	1 1.7%	4 6.7%	4 6.7%	13 21.7%	37 61.7%	1 1.7%	60 100.0%

Q15 My service provider explained the disadvantages of my therapy or treatment

	My service provider explained the disadvantages of my therapy or treatment						Total
	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland Count	0 .0%	1 33.3%	0 .0%	0 .0%	2 66.7%	0 .0%	3 100.0%
Dauphin Count	0 .0%	1 12.5%	1 12.5%	1 12.5%	5 62.5%	0 .0%	8 100.0%
Lancaster Count	1 2.4%	9 21.4%	6 14.3%	7 16.7%	18 42.9%	1 2.4%	42 100.0%
Lebanon Count	0 .0%	1 16.7%	2 33.3%	1 16.7%	2 33.3%	0 .0%	6 100.0%
Perry Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total Count	1 1.7%	12 20.0%	9 15.0%	9 15.0%	28 46.7%	1 1.7%	60 100.0%

Q16 Overall, I am satisfied with the services I am receiving

	Q16 Overall, I am satisfied with the services					Total
	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	
Cumberland Count	1 33.3%	0 .0%	0 .0%	0 .0%	2 66.7%	3 100.0%
Dauphin Count	0 .0%	0 .0%	0 .0%	3 37.5%	5 62.5%	8 100.0%
Lancaster Count	0 .0%	1 2.4%	1 2.4%	9 21.4%	31 73.8%	42 100.0%
Lebanon Count	0 .0%	0 .0%	0 .0%	1 16.7%	5 83.3%	6 100.0%
Perry Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total Count	1 1.7%	1 1.7%	1 1.7%	13 21.7%	44 73.3%	60 100.0%

Q17 Managing daily problems

		Q17 Managing daily problems			Total	
		About the Same	A Little Better	Much Better		Does Not Apply
Cumberland	Count	0 .0%	1 33.3%	2 66.7%	0 .0%	3 100.0%
Dauphin	Count	0 .0%	1 12.5%	7 87.5%	0 .0%	8 100.0%
Lancaster	Count	4 9.5%	20 47.6%	17 40.5%	1 2.4%	42 100.0%
Lebanon	Count	1 16.7%	4 66.7%	1 16.7%	0 .0%	6 100.0%
Perry	Count	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
Total	Count	6 10.0%	26 43.3%	27 45.0%	1 1.7%	60 100.0%

Q18 Feeling in control of my life

		Q18 Feeling in control of my life			Total
		About the Same	A Little Better	Much Better	
Cumberland	Count	0 .0%	1 33.3%	2 66.7%	3 100.0%
Dauphin	Count	1 12.5%	4 50.0%	3 37.5%	8 100.0%
Lancaster	Count	7 16.7%	19 45.2%	16 38.1%	42 100.0%
Lebanon	Count	1 16.7%	3 50.0%	2 33.3%	6 100.0%
Perry	Count	1 100.0%	0 .0%	0 .0%	1 100.0%
Total	Count	10 16.7%	27 45.0%	23 38.3%	60 100.0%

Q19 Dealing with personal crisis

	Q19 Dealing with personal crisis					Total
	Little Worse	About the Same	Little Better	Much Better	Does Not Apply	
Cumberland Count	0 .0%	1 33.3%	0 .0%	1 33.3%	1 33.3%	3 100.0%
Dauphin Count	1 12.5%	0 .0%	5 62.5%	2 25.0%	0 .0%	8 100.0%
Lancaster Count	2 4.8%	7 16.7%	16 38.1%	14 33.3%	3 7.1%	42 100.0%
Lebanon Count	0 .0%	2 33.3%	4 66.7%	0 .0%	0 .0%	6 100.0%
Perry Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total Count	3 5.0%	10 16.7%	25 41.7%	17 28.3%	5 8.3%	60 100.0%

Q20 How I feel about myself

	Q20 How I feel about myself				Total
	Little Worse	About the Same	Little Better	Much Better	
Cumberland Count	0 .0%	0 .0%	1 33.3%	2 66.7%	3 100.0%
Dauphin Count	0 .0%	1 12.5%	2 25.0%	5 62.5%	8 100.0%
Lancaster Count	1 2.4%	5 11.9%	17 40.5%	19 45.2%	42 100.0%
Lebanon Count	0 .0%	3 50.0%	3 50.0%	0 .0%	6 100.0%
Perry Count	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total Count	1 1.7%	9 15.0%	24 40.0%	26 43.3%	60 100.0%

Q21 Feeling good (hopeful) about the future

		Q21 Feeling good (hopeful) about the future			Total
		About the Same	A Little Better	Much Better	
Cumberland	Count	0 .0%	0 .0%	3 100.0%	3 100.0%
Dauphin	Count	0 .0%	2 25.0%	6 75.0%	8 100.0%
Lancaster	Count	4 9.8%	12 29.3%	25 61.0%	41 100.0%
Lebanon	Count	2 33.3%	2 33.3%	2 33.3%	6 100.0%
Perry	Count	0 .0%	0 .0%	1 100.0%	1 100.0%
Total	Count	6 10.2%	16 27.1%	37 62.7%	59 100.0%

Q22 Enjoying my free time

		Q22 Enjoying my free time				Total	
		Little Worse	About the Same	Little Better	Much Better		Does Not Apply
Cumberland	Count	0 .0%	0 .0%	1 33.3%	2 66.7%	0 .0%	3 100.0%
Dauphin	Count	0 .0%	0 .0%	1 12.5%	6 75.0%	1 12.5%	8 100.0%
Lancaster	Count	3 7.1%	8 19.0%	11 26.2%	19 45.2%	1 2.4%	42 100.0%
Lebanon	Count	0 .0%	1 16.7%	3 50.0%	2 33.3%	0 .0%	6 100.0%
Perry	Count	0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
Total	Count	3 5.0%	10 16.7%	16 26.7%	29 48.3%	2 3.3%	60 100.0%

Q23 Strengthening my social support network

		Q23 Strengthening my social support network				Total
		About the Same	A Little Better	Much Better	Does Not Apply	
Cumberland	Count	0 .0%	2 66.7%	1 33.3%	0 .0%	3 100.0%
Dauphin	Count	0 .0%	0 .0%	8 100.0%	0 .0%	8 100.0%
Lancaster	Count	4 9.8%	15 36.6%	21 51.2%	1 2.4%	41 100.0%
Lebanon	Count	1 20.0%	4 80.0%	0 .0%	0 .0%	5 100.0%
Perry	Count	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count	5 8.6%	21 36.2%	31 53.4%	1 1.7%	58 100.0%

Q24 Being involved in community activities

		Q24 Being involved in the community or in organizations outside of MH or SA activities				Total
		About the Same	A Little Better	Much Better	Does Not Apply	
Cumberland	Count	1 33.3%	1 33.3%	1 33.3%	0 .0%	3 100.0%
Dauphin	Count	0 .0%	1 12.5%	6 75.0%	1 12.5%	8 100.0%
Lancaster	Count	9 21.4%	8 19.0%	16 38.1%	9 21.4%	42 100.0%
Lebanon	Count	3 50.0%	3 50.0%	0 .0%	0 .0%	6 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total	Count	13 21.7%	13 21.7%	23 38.3%	11 18.3%	60 100.0%

Q25 Dealing with school or work

		Q25 Dealing with school or work				Total
		About the Same	A Little Better	Much Better	Does Not Apply	
Cumberland	Count	0 .0%	0 .0%	1 33.3%	2 66.7%	3 100.0%
Dauphin	Count	0 .0%	0 .0%	3 37.5%	5 62.5%	8 100.0%
Lancaster	Count	6 14.3%	8 19.0%	10 23.8%	18 42.9%	42 100.0%
Lebanon	Count	1 16.7%	2 33.3%	0 .0%	3 50.0%	6 100.0%
Perry	Count	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
Total	Count	8 13.3%	10 16.7%	14 23.3%	28 46.7%	60 100.0%

Q26 Dealing with people in social situations

		Q26 Dealing with people in social situations				Total	
		Little Worse	About the Same	A Little Better	Much Better		Does Not Apply
Cumberland	Count	1 33.3%	0 .0%	1 33.3%	1 33.3%	0 .0%	3 100.0%
Dauphin	Count	0 .0%	1 12.5%	1 12.5%	6 75.0%	0 .0%	8 100.0%
Lancaster	Count	0 .0%	8 19.0%	16 38.1%	17 40.5%	1 2.4%	42 100.0%
Lebanon	Count	0 .0%	2 33.3%	3 50.0%	1 16.7%	0 .0%	6 100.0%
Perry	Count	0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
Total	Count	1 1.7%	12 20.0%	21 35.0%	25 41.7%	1 1.7%	60 100.0%

Q27 Dealing with the specific problems or issues that led me to seek services

	Dealing with specific problems or issues that led me to seek services					Total
	Little Worse	About the Same	Little Better	Much Better	Does Not Apply	
Cumberland Count	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	3 100.0%
Dauphin Count	0 .0%	1 12.5%	2 25.0%	5 62.5%	0 .0%	8 100.0%
Lancaster Count	1 2.4%	2 4.8%	17 40.5%	21 50.0%	1 2.4%	42 100.0%
Lebanon Count	0 .0%	0 .0%	5 83.3%	1 16.7%	0 .0%	6 100.0%
Perry Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total Count	1 1.7%	3 5.0%	24 40.0%	31 51.7%	1 1.7%	60 100.0%