



CONSUMER SATISFACTION SERVICES

**Adults and Children/Adolescents
2nd & 3rd Quarter Reports
October 2008 – March 2009**

June 2009

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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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=358) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

- ◆ CSS was provided with 1,981 names of consumers receiving Mental Health Services to reach out to during the 2nd and 3rd Quarters. Said Mental Health Services consisted of JCHO RTF, Non-JCAHO RTF for Children and Adolescents, Family Based Services for Children and Adolescents, Clozapine Support Services, Crisis Intervention, and Targeted Case Management. Out of those, 1,112 were invalid for various reasons, for example: moved/no forwarding address, deceased, telephone number no longer in service, and/or the individual denied receiving services. Out of the remaining 816 names, CSS was able to successfully complete 302 Satisfaction surveys, or 37.01% completion based on the available pool of names. An additional 53 surveys were conducted at five Drug and Alcohol service providers made up of Outpatient Providers and Methadone Maintenance services. The numbers combine to bring the total of surveys for the 2nd and 3rd Quarters to 358.

Year / Quarter * Type of Treatment Crosstabulation

Count	Type of Treatment									Total
	JCHO RTF	Non-JCAHO RTF C & A	D & A Outpatient Clinic	D & A Outpatient Meth Maintenance	Family Based Services C & A	Clozapine Support Services	Crisis Intervention	Targeted Case Management		
Year / Quarter 1	13	1	19	0	0	0	0	0	0	33
2	0	0	31	0	27	0	0	0	0	58
3	0	0	0	22	0	13	66	199		300
Total	13	1	50	22	27	13	66	199		391

- ◆ The report represents 358, or n=358, respondents from the Capital Region, representing 182 adults and 176 children. Of the adults, 176, or 96.7% responded for themselves, and 6 had representatives answer for them. Parents or Guardians responded for 158, or 89.7% of the children. There were 17, or 9.6% of the children who responded for themselves. One children’s survey did not specify who had responded for the interview. The necessity of having this information will be addressed at the upcoming Training scheduled for June 11, 2009.
- ◆ Data was collected on 23 service providers. The adults surveyed received services from 19 service providers and the children surveyed received services from 15 service providers. Of the 23 service providers, 8 provided services only to adult consumers, 4 provided services to only children and the remaining 11 provided services to both adult and child consumers.
- ◆ Of the 182 adults surveyed, 116, or 63.7% took place over the phone, 66, or 36.3% were conducted face-to-face. All, or 100% of the childrens surveys were done over the phone.
- ◆ Overall, the majority of consumers are satisfied with their services, as reflected in the overall satisfaction of both Adult and Child consumers of 82% (see page 19). However, when the set of satisfaction items are sorted into items relating to Implementation and items relating to Outcomes,

Adults reported a significantly higher level of satisfaction on the items relating to Outcomes while individuals reporting on childrens services reported significantly higher levels of satisfaction on the items related to Implementation (see page 18).

- ◆ While satisfaction is generally high (see page 19), further exploration may be merited regarding:
 - While 71.2% of all consumers reported they had a choice in selecting their service provider, approximately 1 in 5 consumers, or 21.2%, indicated they did not have a choice in selecting their service provider.
 - While 68.2% of all respondents indicated that they were given information about how to get other services that they needed, 19.8% were dissatisfied in this area.
 - 19.8% surveyed regarding Adult services, and 13.1% surveyed regarding Childrens services reported that their service provider did not explain the disadvantages of their therapy or treatment.

Regarding Outcomes (see page 32), the majority of Adult and Child surveys recorded that consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 54% to 75% of consumers believe services have improved their lives in each Outcome area.

- ◆ Overall, highest ratings were given to questions that are recovery-related questions rather than symptom-related, with approximately 70% 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).
- ◆ Overall, 70.1% of the respondents reported improvement in managing daily problems. This was among the highest endorsed outcomes for both Adult (74.7%) and Child (65.3%) respondents.
- ◆ Reported improvement in enjoyment of free time was high for both Adults (70.3%) and Child (75.0).
- ◆ Strengthening of child social networks was a strong outcome for those who received Child services (64.8%). 68.7% of Adult respondents reported strengthening social networks as better.
- ◆ In general respondents also reported feeling much better about themselves (63.7%). These positive feelings of self-esteem were echoed by both the adult (68.1%) and child (59.1%) respondents.
- ◆ While two-thirds of all respondents (67.3%) reported things were better in terms of dealing with the specific problems which led them to seek services 12.6% reported things as worse. This is moderated by the age group of the respondent with 8.8% of those receiving Adult services and 16.5% of those receiving Child services reporting things as worse.
- ◆ 46.2% of Adult respondents reported that things were better in dealing with school or work and 4.9% reported things as worse. As noted, 30.8% of the respondents reported this question did not apply to them. When the 30.8% are removed, 71.8% of those who received Adult services report dealing with school or work as better and 7.7% report it as worse. These figures represent a more accurate picture of the results.
- ◆ Respondents who received Child services identified two areas in which they felt things had become worse as a result of receiving services, feeling in control of their life (17.0%) and dealing with school and work (18.8%).

CSS Preliminary Report 2nd & 3rd Quarters Combined October 08 – March 09 Only

This section presents information collected during the 2nd & 3rd Quarters 2008-09 which includes data from October 2008 – March 2009.

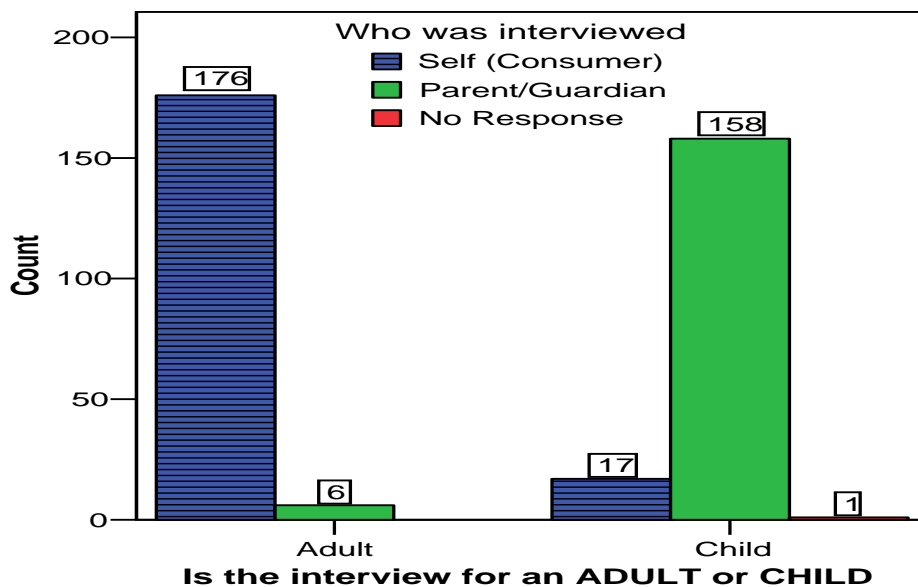
Demographic and Survey Information

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=358) as individuals may have chosen not to respond to certain questions.

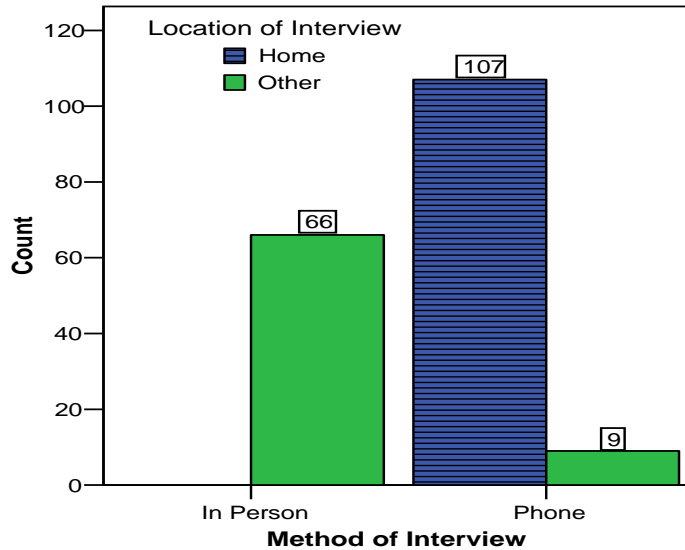
Percentages may not sum to 100.0% due to rounding.

- The survey represents 358 (n=358) respondents from the Capital Region, representing 182 (50.8%) Adults and 176 Children (48.9%). 176 of the 182 Adult consumers (96.7%) responded for themselves. Parents and Guardians responded for 158 of the 176 child consumers (89.7%), 17 child consumers responded for themselves (9.6%) and 1 respondent did not indicate who had responded for the interview (0.7%).



- Data was collected by 14 interviewers from 23 treatment facilities in the Capital Region. The 182 adult consumers received services from 19 treatment facilities. The 176 children received services from 15 treatment facilities. Of the 23 treatment facilities, 8 facilities provided services only to adult consumers, 4 provided services to only children and the remaining 11 facilities provided both adult and child consumers.
- 107 of the 182 adult interviews were conducted by phone, in the home. The remaining 75 Adult interviews took place outside the home. 66 of the 75 adult interviews conducted outside the home were face-to-face and 9 were conducted by phone.

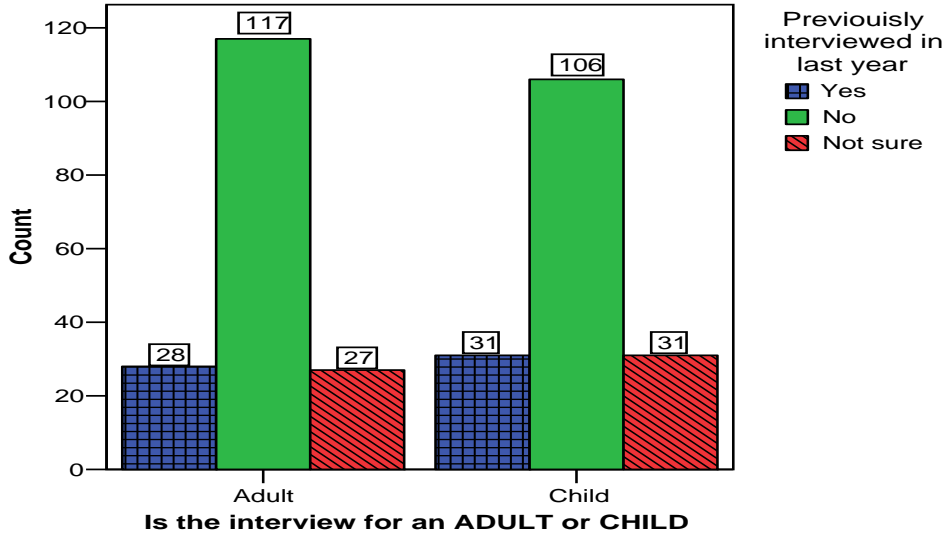
ADULT INTERVIEWS: Methods of Interview



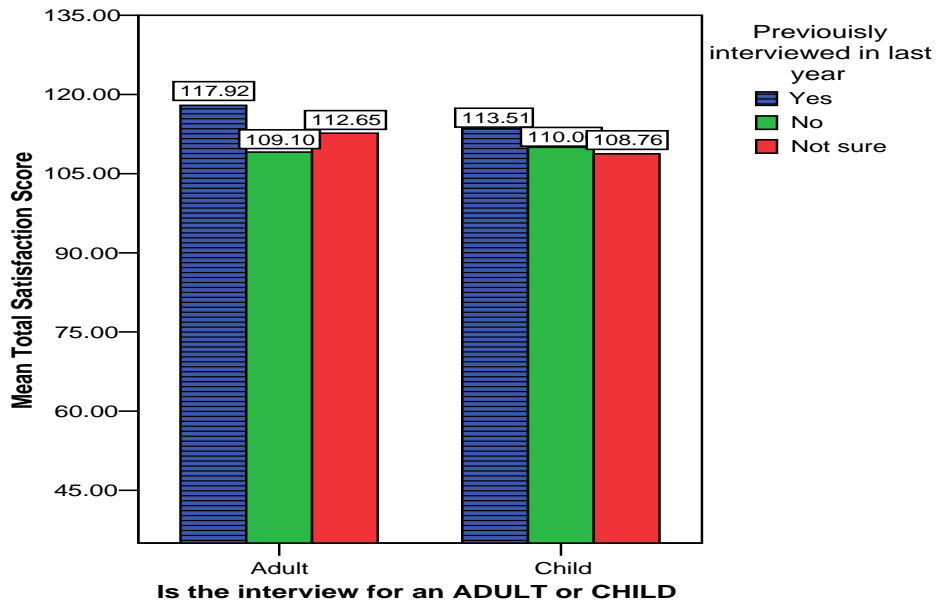
Is the interview for an ADULT or CHILD				Location of Interview		Total
				Home	Other	
Adult	Method of Interview	In Person	Count	0	66	66
			% within Method of Interview	.0%	100.0%	100.0%
	Phone	Count	107	9	116	
		% within Method of Interview	92.2%	7.8%	100.0%	
	Total	Count	107	75	182	
		% within Method of Interview	58.8%	41.2%	100.0%	
Child	Method of Interview	Phone	Count	176		176
			% within Method of Interview	100.0%		100.0%
	Total	Count	176		176	
		% within Method of Interview	100.0%		100.0%	

- All 176 of the Child interviews (91.7%) were conducted by phone in the home.
- 28 of 182 adult consumers reported they had been previously interviewed in the last year, 117 adults reported they had not been interviewed previously and 27 respondents were not sure. 31 of the 176 child consumers reported they had been previously interviewed in the last year, 106 child consumers reported they had not been previously interviewed, and 31 reported they were not sure. 10 adult respondents and 8 child respondents did not answer this question.

Previously Interviewed in Past Year



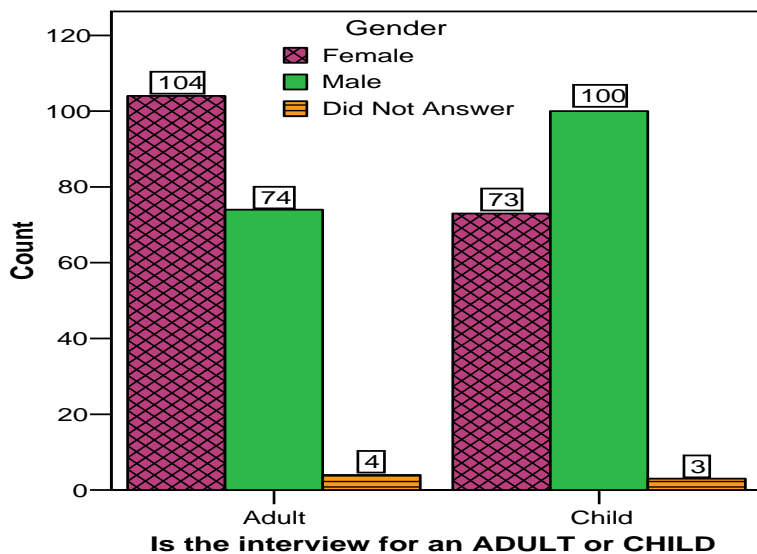
Adult consumers who had been previously interviewed reported significantly higher levels of Total Satisfaction than those adults who had not been previously interviewed ($F(2,169)=3.103$, $p=.047$). For child consumers, there were no significant differences in reported level of mean Total Satisfaction between those who were previously interviewed, those interviewed for the first time, and those who were not sure if they had been interviewed ($F(165) = 0.57$, $p=ns$).



Mean Satisfaction Levels of Adult and Child Respondents

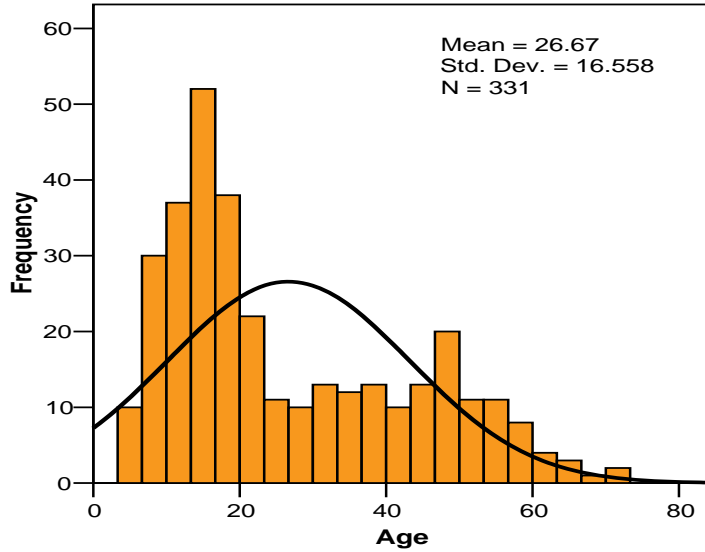
Previous Interview By Age Group		Previously Interviewed	No Previous Interview	Not Sure if Interviewed	Age Group Total
Adult	N	28	117	27	172
	Mean	117.9	109.1	112.7	111.1
	St Dev	14.2	18.5	13.4	17.4
Child	N	31	106	31	168
	Mean	113.5	110.0	108.8	110.4
	St Dev	10.4	20.1	20.6	18.8
Total	N	59	223	58	340
	Mean	115.6	109.5	110.6	110.8
	St Dev	12.5	19.2	17.6	18.1

- Gender:** Overall, the sample is 48.6% male (174) and 49.4% female (177). Of the 182 adult consumers, 104 were female (57.1%) and 74 were male (40.7%) and 4 adult respondents (2.2%) did not answer. Of the 176 child consumers, 73 were female (41.5%) and 100 were male (56.8%), and 3 child respondents (1.7%) did not answer. Our analysis found no significant differences by gender in the levels of reported satisfaction with services [Adult($F(2,179) = 1.04, p=ns$) or Child($F(2,173) = .982, p = ns$)].

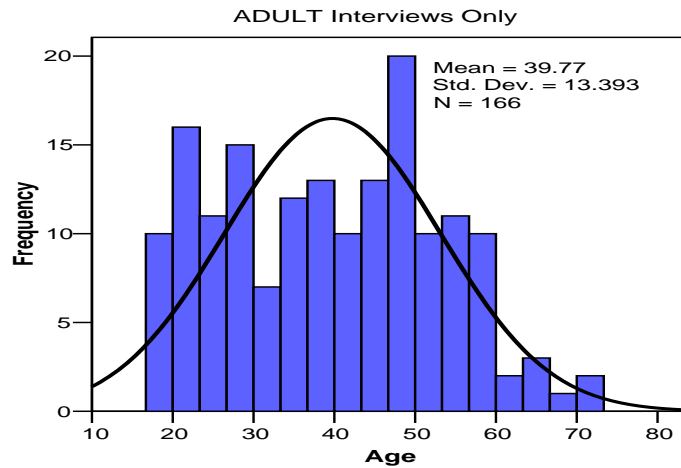


- Age:** Age of all respondents ranged from 5 - 72 years, with a mean age of 26.67 (SD 16.6) and median age of 19.0. 27 respondents did not report their age. Our analysis found no relationship between age and Total Satisfaction (Pearson $r = .023, p=ns$).

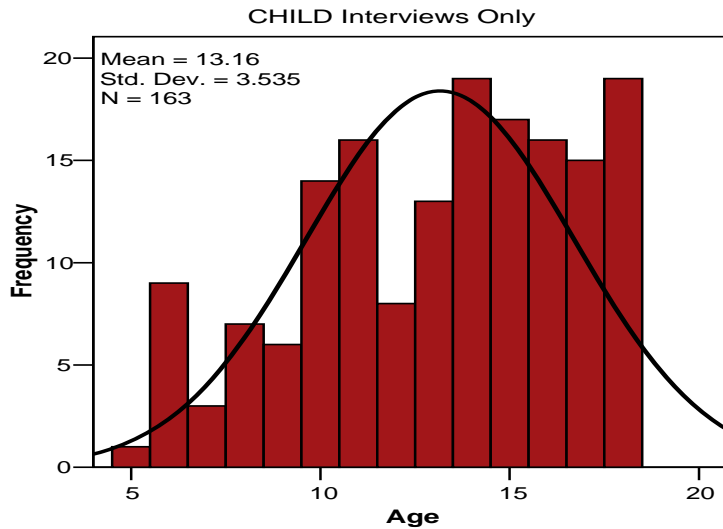
Age of All Adult and Child Respondents



- Age of adult respondents ranged from 17-72 years, with a mean age of 39.77 (SD 13.39) and median age of 40.0. Our analysis found no relationship between age and Total Satisfaction for adult respondents. (Pearson $r = .031$, $p=ns$).



- Age of child respondents ranged from 5 - 18 years, with a mean age of 13.16 (SD 3.53) and median age of 14.0. Our analysis found no relationship between age and Total Satisfaction for children receiving services (Pearson $r = .021$, $p=ns$).

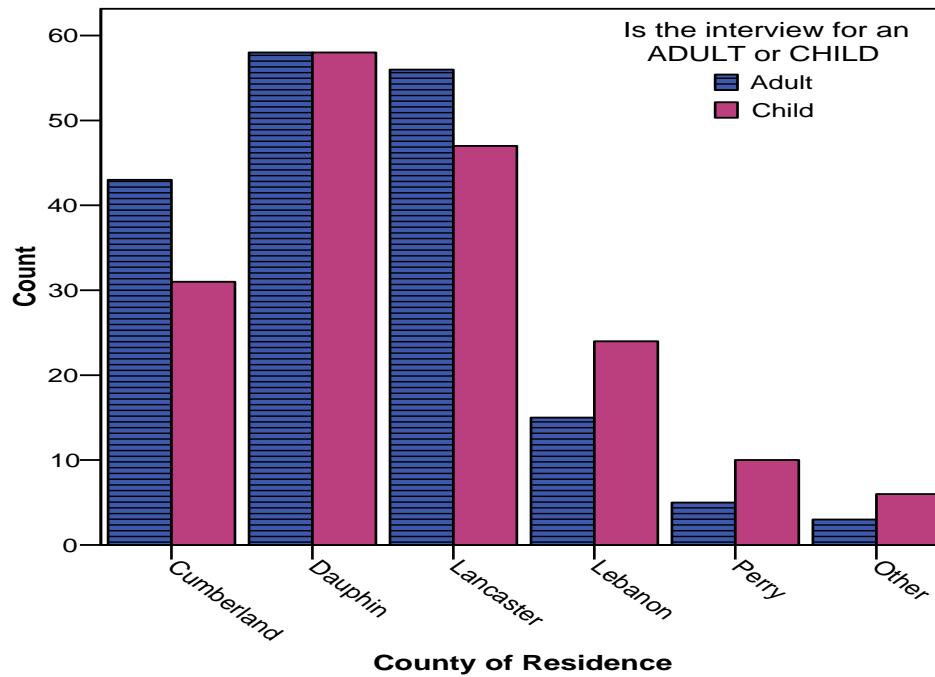


- Counties of Residence:

The table below shows the County of residence in alphabetical order. The largest number of respondents report residence in Dauphin county (32.6.6%). The remaining respondents reported residence in Lancaster (28.9%), Cumberland (20.8%), Lebanon (11.0%), Perry (4.2%), and Other (2.5%) counties. 2 adult respondents did not report their county of residence.

County where you live

County by Age Group		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Other	Total
Adult								
	Count	43	58	56	15	5	3	180
	Row%	23.9%	32.2%	31.1%	8.3%	2.8%	1.7%	100.0%
Child								
	Count	31	58	47	24	10	6	176
	Row%	17.6%	33.0%	26.7%	13.6	5.7%	3.4%	100.0%
Total								
	Count	74	116	103	39	15	9	356
	Row %	20.8%	32.6%	28.9%	11.0%	4.2%	2.5%	100.0%



Overall, our analysis indicated no significant differences in Total Satisfaction by County of Residence ($F(5,350) = 0.390, p = ns$). Also, the Total Satisfaction level reported by the adult respondents did not differ by County of Residence ($F(5,174) = 0.920, p=ns$). There was a trend for respondents from Lebanon County who received Child Services to report significantly higher levels of Total Satisfaction than respondents from Cumberland County. The levels of satisfaction reported from residents of the other counties did not differ significantly ($F(5,170)=2.149, p=.06$).

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	Other	Total
Adult								
	Count	43	58	56	15	5	3	180
	Mean	113.0	112.9	109.9	103.0	112.2	110.2	111.1
	Std Dev	12.1	20.4	18.8	16.3	12.3	11.5	17.6
Child								
	Count	31	58	47	24	10	6	176
	Mean	102.8	110.4	113.4	117.3	106.0	108.1	110.5
	Std Dev	28.0	17.4	15.3	10.0	12.5	17.6	18.6
Total	Count	74	116	103	39	15	9	356
	Mean	108.7	111.7	111.5	111.8	108.0	108.8	110.8
	St Dev	20.8	18.9	17.3	14.4	12.4	15.1	18.0

- Race: 239 respondents (70.3%) reported their race as White/Caucasian, 33 (9.7%) as African American, 33 (9.7%) as Latino/a Hispanic, 27 (7.9%) as Multi-racial, 4 (1.2%) as Other, 3 (0.9%) as Native American, and 1 (0.3%) as Asian/Pacific Islander. 18 respondents did not answer this

question. Our analysis indicated no significant differences in Total Satisfaction with respect to race [Total (F(6,333)= 0.224, p=ns), Adult (6,165)=0.205,p=ns), Child (F(4,163)=0.234, p=ns)].

Race/Ethnicity

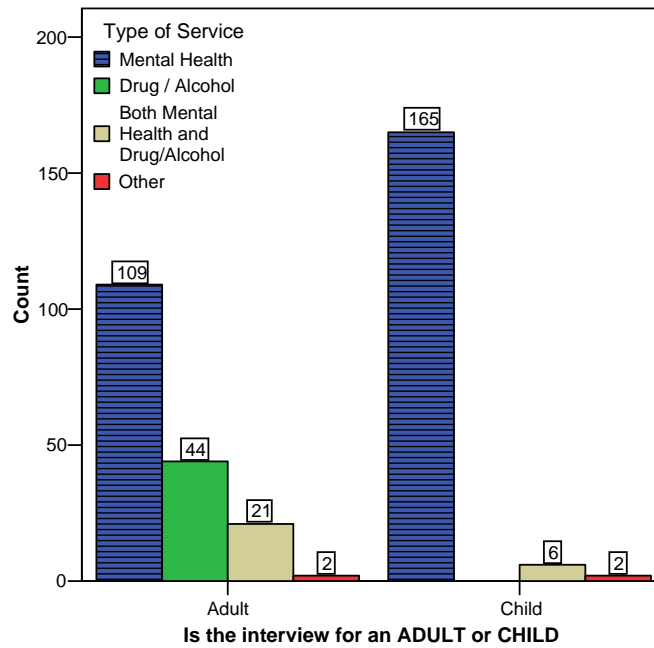
Age Group	African American	Asian Pacific Islander	Hispanic Latino	Native American Am Indian	White Caucasian	Multi-Racial	Other	Total
Adult								
Count	18	1	13	3	127	8	2	172
Row%	1.5%	0.6%	7.6%	1.7%	73.8%	4.7	1.2%	100.0%
Child								
Count	15	0	20	0	112	19	2	168
Row%	8.9%	0.0%	11.9%	0.0%	66.7%	11.3	1.2%	100.0%
Total Count	33	1	33	3	239	27	4	340
Total %	9.7%	0.3%	9.7%	0.9%	70.3%	7.9%	1.2%	100.0%

- **Treatment Facility:** Data was collected from 23 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Please note facilities may be listed under both Adult and Child Sections if they provide both Adult and Child Services. Mean Satisfaction scores are listed for each facility.

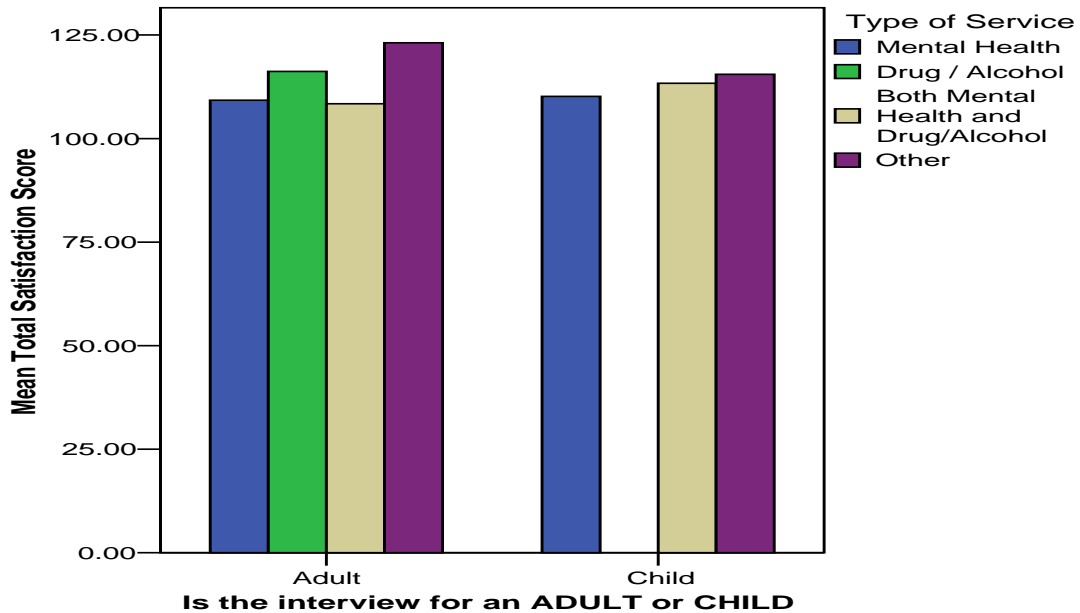
Name of Treatment Facility	Frequency	Mean	Standard Deviation
Adult Services			
PA Counseling - Carlisle	3	120.5	11.5
Roxbury Carlisle UHS of PA	24	114.7	14.3
Discovery House – Center for Behavioral Health	13	113.1	13.2
Nuestra – Spanish American Civic	4	125.6	7.8
Addiction Recovery Services	6	124.9	9.1
Advanced Treatment Center	3	105.7	21.0
Keystone	12	127.9	10.6
Philhaven	9	100.9	11.0
The Stevens Center	2	111.0	0.4
Community Services Group	7	120.1	7.7
Philhaven Hospital	9	113.3	9.0
Holy Spirit Hospital	16	111.3	9.9
Lancaster County MH/MR EIP	12	103.5	19.9
Dauphin County Crisis Intervention	9	107.2	12.0
Lancaster County MH/MR	13	103.5	19.9
Lebanon County MH/MR	6	106.1	23.0
Dauphin County CMU RC	14	92.1	21.1
Dauphin County CMU	14	117.2	28.7
Holy Spirit CMHC	6	106.7	3.9
Adult Services Total	182	111.1	17.5
Child Services			
Keystone	14	101.8	14.3
PA Counseling Services Inc.	10	113.4	10.5
Philhaven	1	103.5	*
The Stevens Center	4	110.4	22.6
Community Services Group	19	112.8	21.5
Holy Spirit Hospital	27	98.7	26.4
Dauphin County Crisis Intervention	5	108.8	8.24
Philhaven Child	6	117.0	11.1
Catholic Charities	2	115.0	0.0
Lancaster County Crisis Intervention	1	118.9	*
Lancaster County MH/MR	28	111.8	12.1
Lebanon County MH/MR	18	117.6	13.1
Dauphin County CMU RC	27	115.5	13.7
Dauphin County CMU	10	105.7	28.26
Holy Spirit CMHC	4	128.5	8.3
Child Services Total	176	110.5	18.6
Total (Adult + Child)	358	110.8	18.0

* There is no variability with a single score.

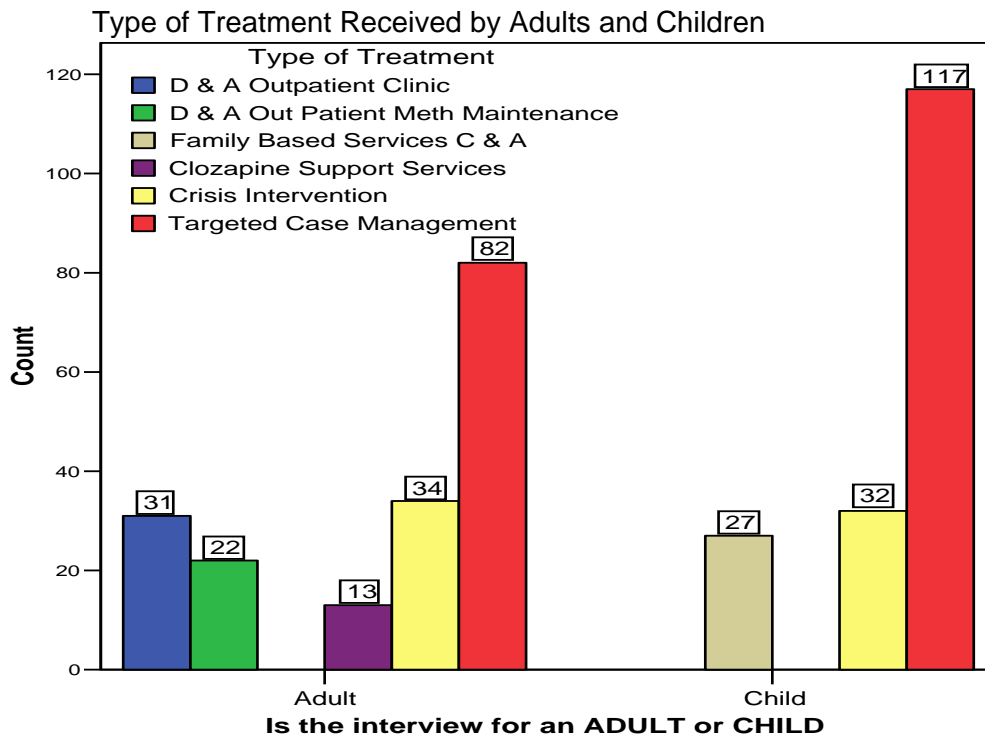
- Type of Services:** 109 (61.9%) of the adult respondents received Mental Health Services, 44 (25.0%) received Drug & Alcohol Services, and 21 (11.9%) received both Mental Health and Drug & Alcohol Services. The remaining 2 Adult respondents (1.1%) received Other Services. 165 (95.4%) of the Children received Mental Health Services and 6 (3.5%) children received both Mental Health and Drug & Alcohol Services. The remaining 2 children (1.2%) reported they received Other Services.



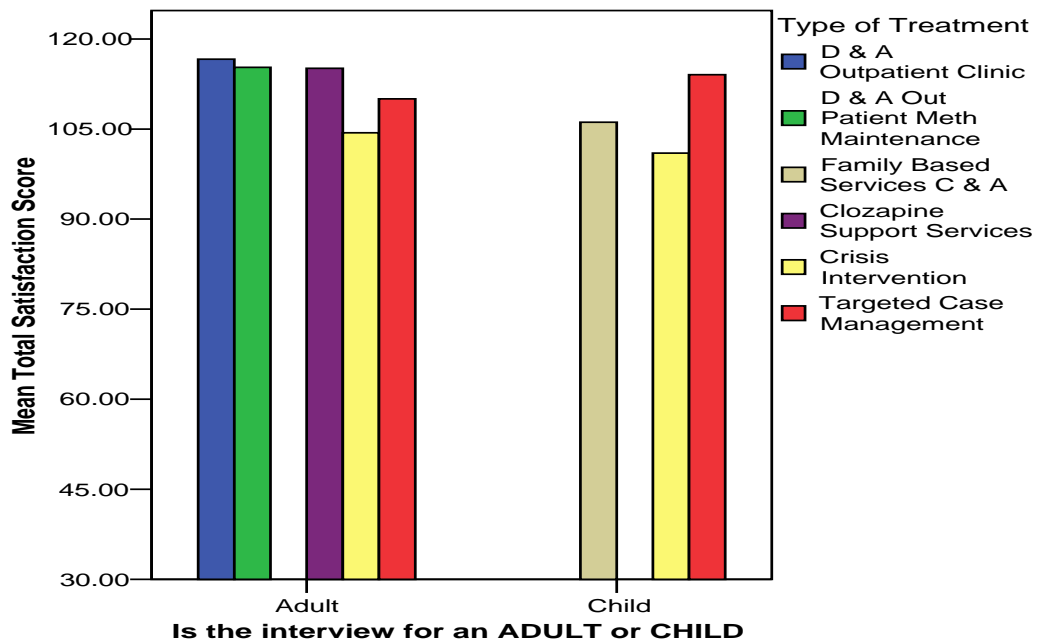
There were no significant differences in the level of Total Satisfaction among Adult/Child respondents and the Type of Services they received.



- Type of Treatment:** 31 Adult respondents reported they received their treatment at a D&A Outpatient Clinic (17.0%), 22 adults received their treatment through D&A Outpatient Meth Maintenance (12.1%), 13 at Clozapine Support Services (7.1%), 34 at Crisis Intervention (18.7%). and the remaining 82 adults received services through Targeted Case Management (45.1%). 27 Children received their treatment at Family Based Services (7.5%), 32 children received services at Crisis Intervention (18.2%) and the remaining 117 children received services through Targeted Case Management (66.5%).



There were no differences in reported level of Total Satisfaction as a function of Type of Treatment received.



- Special Needs: 102 respondents, 53 adults and 49 children, reported they had Special Needs. 16 respondents, 10 adults and 6 children, did not answer these questions. Of the 53 adult respondents with special needs, 27 reported visual impairment, 3 reported hearing impairment, 18 reported physical impairment and 11 reported 'Other' types of impairment. Of the 49 children with special needs, 23 reported visual impairment, 7 reported hearing impairment, 9 reported physical impairment, 6 reported difficulties with English, and 20 reported 'Other' types of impairment.

Special Needs	Adult	Child	Total
Visual Impairment			
N	27	23	50
% w/in Age Group	15.7%	13.5%	14.6%
Hearing Impairment			
N	3	7	10
% w/in Age Group	1.7%	4.1%	2.9%
Physical Impairment			
N	18	9	27
% w/in Age Group	10.5%	5.3%	7.9%
English difficulty			
N	0	6	6
% w/in Age Group	0.0%	3.5%	1.8%
Other			
N	11	20	31
% w/in Age Group	6.4%	11.8%	9.1%
None			
N	119	121	240
% w/in Age Group	69.2%	71.2%	70.2%
Total			
N	172	170	342
% w/in Age Group	100.0%	100.0%	100.0%

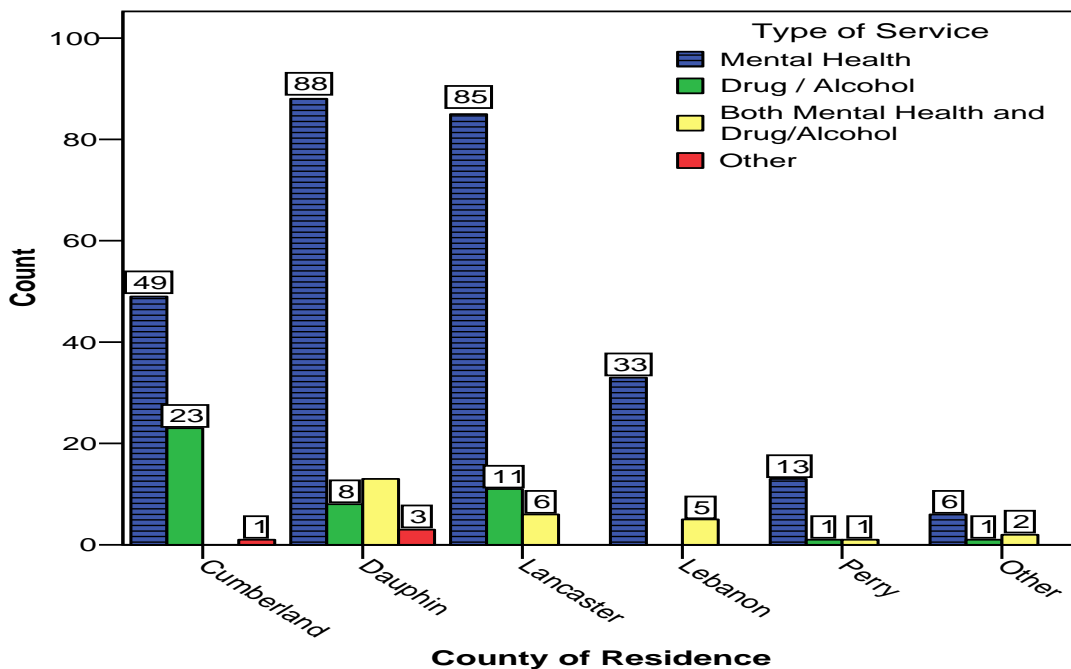
Please Note: Frequencies may sum to more than the sample size (N = 358) as respondents can report multiple special needs.

Distribution of Services by County of Residence:

78.5% of respondents received Mental Health Services, 12.6% received Drug & Alcohol Services and 7.7% of respondents received both Mental Health and Drug & Alcohol services. The remaining 1.1% of respondents received other services. 9 respondents did not answer this question. The table below lists the distribution of services by county of residence.

County of Residence		Type of Service				Total
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol	Other	
Cumberland	Count	49	23	0	1	73
	% within County of Residence	67.1%	31.5%	.0%	1.4%	100.0%
Dauphin	Count	88	8	13	3	112
	% within County of Residence	78.6%	7.1%	11.6%	2.7%	100.0%
Lancaster	Count	85	11	6	0	102
	% within County of Residence	83.3%	10.8%	5.9%	.0%	100.0%
Lebanon	Count	33	0	5	0	38
	% within County of Residence	86.8%	.0%	13.2%	.0%	100.0%
Perry	Count	13	1	1	0	15
	% within County of Residence	86.7%	6.7%	6.7%	.0%	100.0%
Other	Count	6	1	2	0	9
	% within County of Residence	66.7%	11.1%	22.2%	.0%	100.0%
Total	Count	274	44	27	4	349
	% within County of Residence	78.5%	12.6%	7.7%	1.1%	100.0%

Distribution of Services By County for All Respondents



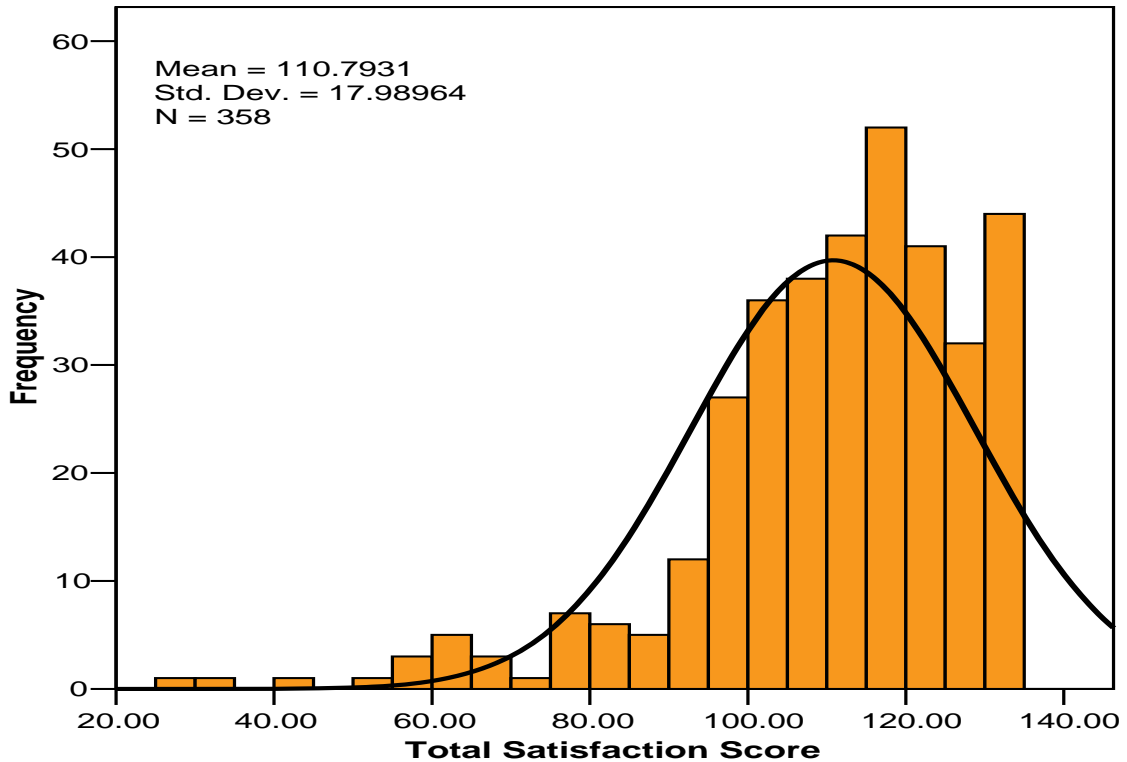
61.9% of the Adult residents received Mental Health Services, 25.0% of the Adults received Drug /Alcohol Services, and 11.9% of adults received both Mental Health and Drug/Alcohol services. The remaining 2 Adult respondents received other services. 95.4% of the Children received Mental Health Services and 3.5% received Mental Health and Drug/Alcohol Services. None of the children received just Drug/Alcohol Services. The remaining 2 children received other services. The table below lists the distribution of services by County of residence for both Adult and Child Services.

Is the interview for an ADULT or CHILD				Type of Service				Total
				Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol	Other	
Adult	County of Residence	Cumberland	Count % within County of Residence	18 42.9%	23 54.8%	0 .0%	1 2.4%	42 100.0%
		Dauphin	Count % within County of Residence	36 64.3%	8 14.3%	11 19.6%	1 1.8%	56 100.0%
		Lancaster	Count % within County of Residence	39 69.6%	11 19.6%	6 10.7%	0 .0%	56 100.0%
		Lebanon	Count % within County of Residence	11 78.6%	0 .0%	3 21.4%	0 .0%	14 100.0%
		Perry	Count % within County of Residence	4 80.0%	1 20.0%	0 .0%	0 .0%	5 100.0%
		Other	Count % within County of Residence	1 33.3%	1 33.3%	1 33.3%	0 .0%	3 100.0%
		Total	Count % within County of Residence	109 61.9%	44 25.0%	21 11.9%	2 1.1%	176 100.0%
		Child	County of Residence	Cumberland	Count % within County of Residence	31 100.0%		0 .0%
Dauphin	Count % within County of Residence	52 92.9%			2 3.6%	2 3.6%	56 100.0%	
Lancaster	Count % within County of Residence	46 100.0%			0 .0%	0 .0%	46 100.0%	
Lebanon	Count % within County of Residence	22 91.7%			2 8.3%	0 .0%	24 100.0%	
Perry	Count % within County of Residence	9 90.0%			1 10.0%	0 .0%	10 100.0%	
Other	Count % within County of Residence	5 83.3%			1 16.7%	0 .0%	6 100.0%	
Total	Count % within County of Residence	165 95.4%			6 3.5%	2 1.2%	173 100.0%	

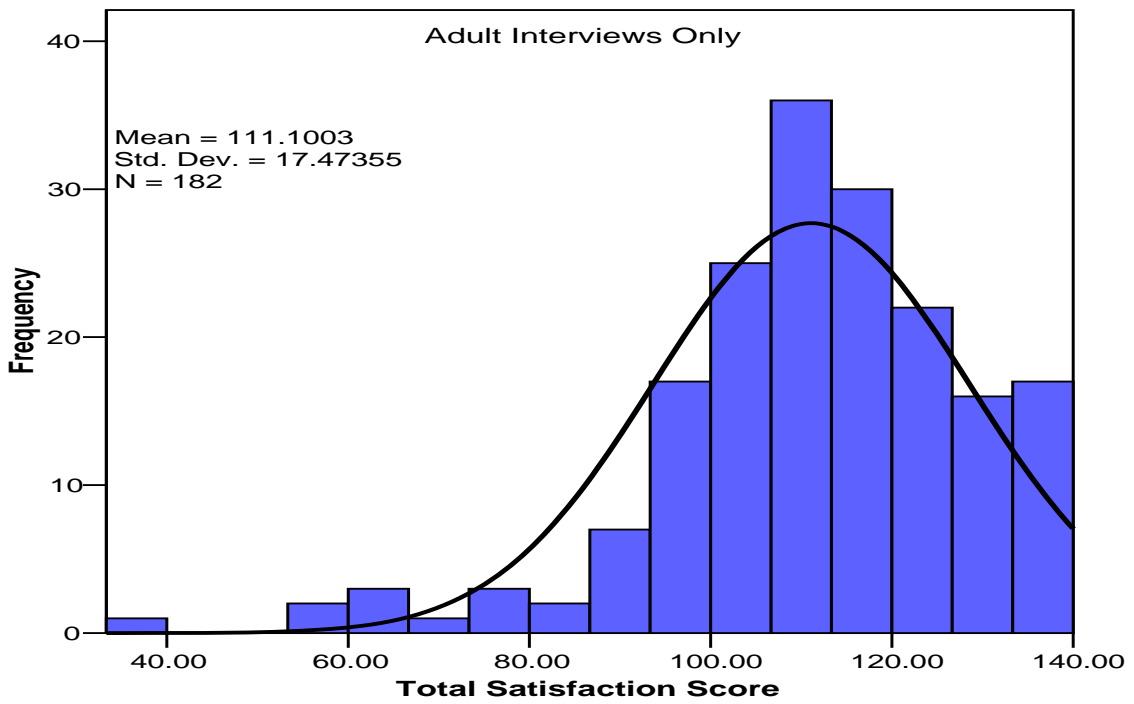
I. Satisfaction

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.

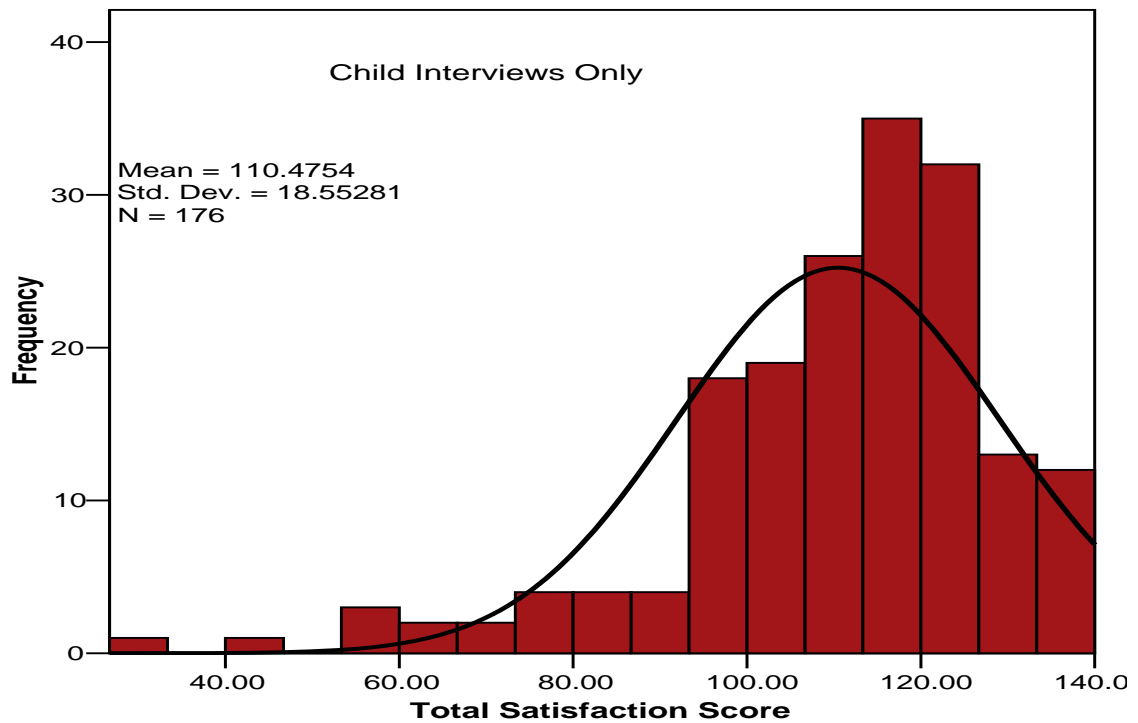
- The overall mean for all respondents for TSS was 110.8 with a standard deviation 18.0, median 113.0. The TSS scores ranged from 27 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



- The overall mean for Total Satisfaction Score for Adult consumers was 111.1 with a standard deviation 17.5, median 112.0. The TSS scores ranged from 34 – 135. Again, with a 5 point scale and 27 questions, scores above Total Satisfaction = 81 (27×3) indicates satisfaction on some level.

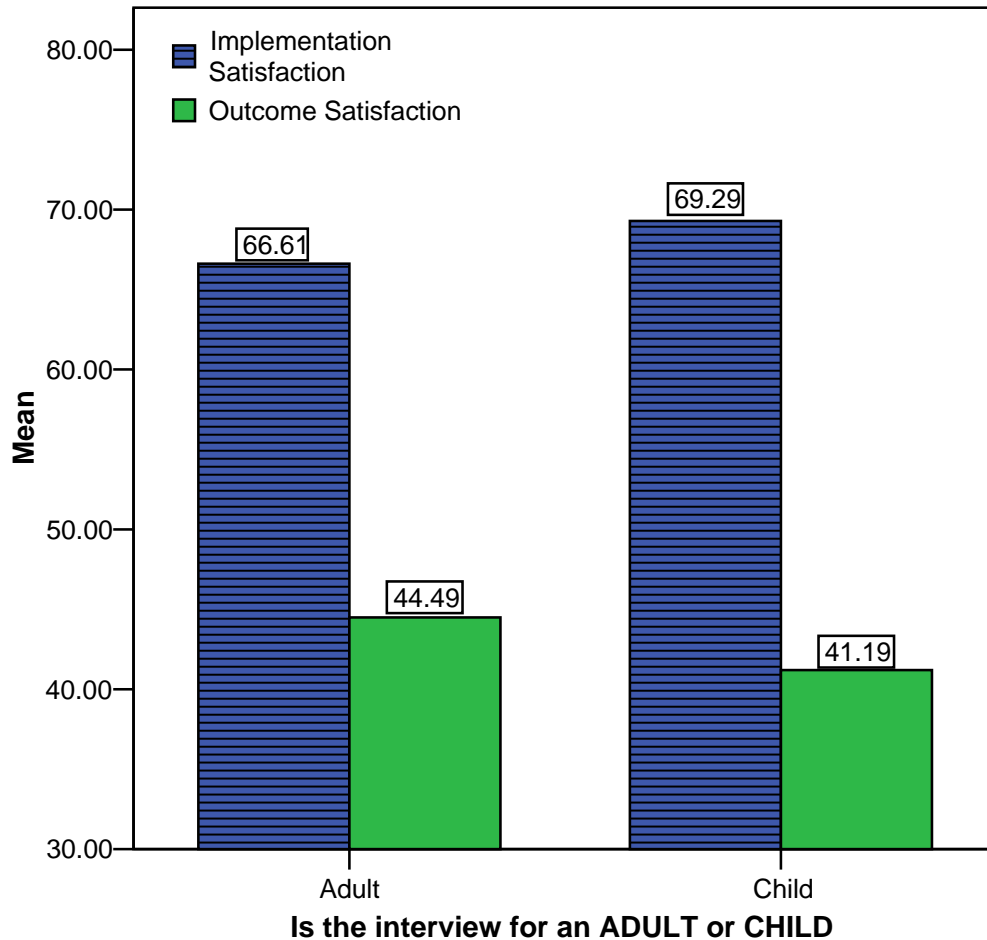


- The overall mean for TSS for Child consumers was 110.5 with a standard deviation 18.6, median 115.0. The TSS scores ranged from 27 – 135. Again, with a 5 point scale and 27 questions, scores above Total Satisfaction = 81 (27*3) indicates satisfaction on some level.



- There was no significant difference in the overall level of Total Satisfaction reported by recipients of Adult or Child Services ($F(1,356) = 0.108, p=ns$). However, when the set of satisfaction items are sorted into items relating to Implementation and items relating to Outcomes, individuals who received Adult services reported a significantly higher level of satisfaction on the items relating to outcomes ($F(1,356)=11.090, p=.001$), while the individuals who received Child services reported significantly higher levels of satisfaction on the implementation items ($F(1,356)=4.226, p=.041$).

Satisfaction with Implementation and Outcomes By Age Group



II. Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of both Adult and Child consumers of 82.07% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 85.5% agreement (4 or 5). This pattern is consistent when Adult and Child consumers are considered separately as well with Adult respondents reporting 85.2% satisfaction with services and those who received Child Services reporting 85.8% satisfaction with services received. As mentioned previously, respondents who received Child services reported significantly higher levels of satisfaction on the items related to Implementation ($F(1,356)=4.226, p=.041$).

Overall, consumers were 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), feel comfortable asking questions regarding their treatment (Question 6), felt informed about the advantages of treatment (Question 14), and felt an equal partner in the treatment process (Question 13). Respondents feel informed about who to call if they have questions about their mental health or substance abuse services (Question 1). These high levels of satisfaction were consistent across both Adult and Child respondents.

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

- While 71.2% of all consumers reported they had a choice in selecting their service provider, approximately 1 in 5 consumers (21.2%), indicated they did not have a choice in selecting their service provider.
- While 68.2% of all respondents indicated that they were given information about how to get other services that they needed, 19.8% were dissatisfied in this area.
- 19.8% of respondents who received Adult services and 13.1 % of respondents who received Child services reported their service provider did not explain the disadvantages of their therapy or treatment.

Summary responses from the Total group of respondents from this quarter (N=358) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=182) are presented in Table 2. Summary responses from the respondents who received Child Services (N=176) are presented in Table 3. Summary responses for each implementation question by county follow after Table 3.

Table 1 – Total Satisfaction – Implementation All Adult and Child Services

N=358	% 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.	87.4	10.3	4.4	1.1	0.3
2. I was given information on how to get other services that I needed.	68.2	19.8	3.9	1.4	5.3
3. I had a choice in selecting my service provider.	71.2	21.2	3.9	1.4	2.5
4. I have the option to change my service provider should I choose to.	76.8	15.1	4.0	1.2	2.0
5. I was informed about my rights and responsibilities regarding the treatment I have received.	88.3	7.3	4.4	0.9	0.6
6. I feel comfortable in asking questions regarding my treatment.	88.5	7.5	4.4	0.9	0.6
7. My service provider spends enough time with me.	83.5	10.3	4.3	1.1	0.8
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	87.4	7.0	4.5	0.9	1.7
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	90.5	4.7	4.5	0.8	1.7
10. I trust my service provider.	85.2	8.9	4.3	1.1	0.3
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	82.1	10.6	4.3	1.1	1.7
12. I am included in all meetings regarding my treatment plan and goals for recovery.	86.3	8.7	4.3	1.1	1.1
13. I am an equal partner in the treatment process.	87.2	8.9	4.3	1.0	0.6
14. My service provider explained the advantages of my therapy or treatment.	83.2	10.3	4.3	1.1	1.1
15. My service provider explained the disadvantages of my therapy or treatment	75.1	16.5	4.0	1.3	2.5
16. Overall, I am satisfied with the services I am receiving.	85.5	9.2	4.3	1.1	0.3

Table 2 – Total Satisfaction – Implementation Adult Services

N= 182	% 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.	83.0	12.6	4.2	1.1	0.5
2. I was given information on how to get other services that I needed.	62.1	20.3	3.8	1.3	8.8
3. I had a choice in selecting my service provider.	65.9	23.6	3.7	1.3	3.3
4. I have the option to change my service provider should I choose to.	69.2	15.9	3.8	1.2	3.8
5. I was informed about my rights and responsibilities regarding the treatment I have received.	84.1	7.7	4.3	1.0	1.1
6. I feel comfortable in asking questions regarding my treatment.	87.9	6.0	4.3	0.9	0.5
7. My service provider spends enough time with me.	83.0	7.7	4.2	0.9	0.5
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	83.5	6.0	4.4	0.9	3.3
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	89.6	3.3	4.5	0.7	1.6
10. I trust my service provider.	85.2	6.0	4.3	1.0	0.5
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	74.7	12.1	4.1	1.1	2.7
12. I am included in all meetings regarding my treatment plan and goals for recovery.	81.9	8.8	4.2	1.0	2.2
13. I am an equal partner in the treatment process.	84.1	8.8	4.2	1.0	1.1
14. My service provider explained the advantages of my therapy or treatment.	80.8	12.1	4.2	1.1	0.5
15. My service provider explained the disadvantages of my therapy or treatment	72.0	19.8	3.9	1.3	1.1
16. Overall, I am satisfied with the services I am receiving.	85.2	6.6	4.3	1.0	0.5

Table 3 – Total Satisfaction – Implementation Child Services

N=176	% 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 child/adolescent’s mental health or substance abuse services.	92.0	8.0	4.5	1.0	0.0
2. I was given information on how to get other services that my child/adolescent needed.	74.4	19.3	3.9	1.5	1.7
3. I had a choice when selecting my child/adolescent’s service provider.	76.7	18.8	4.1	1.4	1.7
4. I have the option to change my child/adolescent’s service provider should I choose to.	84.7	14.2	4.2	1.2	0.0
5. I was informed about my rights and responsibilities regarding the treatment my child/adolescent has received.	92.6	6.8	4.5	0.9	0.0
6. I feel comfortable in asking questions regarding my child/adolescent’s treatment.	89.2	9.1	4.5	1.0	0.6
7. My service provider spends enough time with my child/adolescent.	84.1	13.1	4.3	1.2	1.1
8. My provider does not share the personal mental health and/or substance abuse information of my child/adolescent with others without my permission.	91.5	8.0	4.5	1.0	0.0
9. Program staff respects the role of my ethnic, cultural and religious background in my child/adolescent’s recovery/treatment.	91.5	6.3	4.5	0.9	1.7
10. I trust my child/adolescent’s service provider.	85.2	11.9	4.3	1.2	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my child/adolescent’s treatment process.	89.8	9.1	4.4	1.0	0.6
12. I am included in all meetings regarding my child/adolescent’s treatment plan and goals for recovery.	90.9	8.5	4.4	1.0	0.0
13. I am an equal partner in the treatment process for my child/adolescent.	90.3	9.1	4.4	1.0	0.0
14. My service provider explained the advantages of my child/adolescent’s therapy or treatment.	85.8	8.5	4.4	1.0	1.7
15. My service provider explained the disadvantages of my child/adolescent’s therapy or treatment	78.4	13.1	4.2	1.2	4.0
16. Overall, I am satisfied with the services my child/adolescent is receiving.	85.8	11.9	4.3	1.1	0.0

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

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.23	(1.02)
	Child	31	4.23	(1.33)
	Total for County	74	4.23	(1.15)
Dauphin	Adult	58	4.02	(1.38)
	Child	58	4.38	(1.18)
	Total for County	116	4.21	(1.29)
Lancaster	Adult	56	4.38	(1.12)
	Child	47	4.74	(.44)
	Total for County	103	4.54	(.89)
Lebanon	Adult	15	4.00	(.93)
	Child	24	4.83	(.64)
	Total for County	39	4.51	(.85)
Perry	Adult	5	4.20	(.45)
	Child	10	4.10	(1.20)
	Total for County	15	4.13	(.99)
Other	Adult	3	4.67	(.58)
	Child	6	4.50	(.55)
	Total for County	9	4.56	(.53)
Total for Table		358	4.35	(1.09)
		Q1 I know whom to call if I have questions about MH or SA services		

Q2 I was given information on how to get other services

		Count	Mean	Std Deviation
Cumberland	Adult	43	3.89	(1.21)
	Child	31	3.80	(1.54)
	Total for County	74	3.85	(1.36)
Dauphin	Adult	58	4.06	(1.30)
	Child	58	3.74	(1.63)
	Total for County	116	3.89	(1.49)
Lancaster	Adult	56	3.49	(1.45)
	Child	47	4.07	(1.30)
	Total for County	103	3.77	(1.40)
Lebanon	Adult	15	3.64	(1.15)
	Child	24	4.42	(1.28)
	Total for County	39	4.13	(1.28)
Perry	Adult	5	3.67	(1.53)
	Child	10	3.90	(1.20)
	Total for County	15	3.85	(1.21)
Other	Adult	3	4.33	(1.15)
	Child	6	3.83	(1.47)
	Total for County	9	4.00	(1.32)
Total for Table		358	3.88	(1.39)
		Q2 I was given information on how to get other services		

Q3 I had a choice when selecting my service provider

		Count	Mean	Std Deviation
Cumberland	Adult	43	3.71	(1.27)
	Child	31	3.58	(1.67)
	Total for County	74	3.65	(1.45)
Dauphin	Adult	58	3.77	(1.42)
	Child	58	3.93	(1.53)
	Total for County	116	3.85	(1.47)
Lancaster	Adult	56	3.67	(1.35)
	Child	47	4.40	(.97)
	Total for County	103	4.01	(1.24)
Lebanon	Adult	15	3.79	(1.25)
	Child	24	4.75	(.85)
	Total for County	39	4.39	(1.10)
Perry	Adult	5	3.40	(1.82)
	Child	10	3.80	(1.40)
	Total for County	15	3.67	(1.50)
Other	Adult	3	2.50	(2.12)
	Child	6	3.00	(1.87)
	Total for County	9	2.86	(1.77)
Total for Table		358	3.89	(1.38)

Q3 I had a choice when selecting my service provider

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

		Count	Mean	Std Deviation
Cumberland	Adult	43	3.56	(1.24)
	Child	31	3.87	(1.43)
	Total for County	74	3.69	(1.32)
Dauphin	Adult	58	4.00	(1.20)
	Child	58	4.03	(1.34)
	Total for County	116	4.02	(1.27)
Lancaster	Adult	56	3.77	(1.23)
	Child	47	4.47	(.72)
	Total for County	103	4.10	(1.08)
Lebanon	Adult	15	4.00	(.88)
	Child	24	4.83	(.64)
	Total for County	39	4.53	(.83)
Perry	Adult	5	3.50	(1.73)
	Child	10	4.10	(1.20)
	Total for County	15	3.93	(1.33)
Other	Adult	3	4.67	(.58)
	Child	6	4.33	(1.21)
	Total for County	9	4.44	(1.01)
Total for Table		358	4.03	(1.20)

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

Q5 I was informed about my rights and responsibilities re: treatment

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.31	(.92)
	Child	31	4.19	(1.33)
	Total for County	74	4.26	(1.11)
Dauphin	Adult	58	4.35	(.80)
	Child	58	4.60	(.82)
	Total for County	116	4.48	(.81)
Lancaster	Adult	56	4.24	(1.07)
	Child	47	4.49	(.62)
	Total for County	103	4.35	(.90)
Lebanon	Adult	15	3.64	(1.15)
	Child	24	4.71	(.86)
	Total for County	39	4.32	(1.09)
Perry	Adult	5	4.40	(.55)
	Child	10	4.30	(.95)
	Total for County	15	4.33	(.82)
Other	Adult	3	4.67	(.58)
	Child	6	4.17	(1.17)
	Total for County	9	4.33	(1.00)
Total for Table		358	4.37	(.94)
				Q5 I was informed about my rights and responsibilities regarding treatment

Q6 I feel comfortable in asking questions re: my treatment

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.40	(.77)
	Child	31	4.06	(1.31)
	Total for County	74	4.26	(1.04)
Dauphin	Adult	58	4.33	(1.02)
	Child	58	4.55	(.95)
	Total for County	116	4.44	(.99)
Lancaster	Adult	56	4.32	(.94)
	Child	47	4.57	(.71)
	Total for County	103	4.44	(.85)
Lebanon	Adult	15	4.21	(.58)
	Child	24	4.63	(1.01)
	Total for County	39	4.47	(.89)
Perry	Adult	5	4.40	(.55)
	Child	10	4.30	(.95)
	Total for County	15	4.33	(.82)
Other	Adult	3	4.67	(.58)
	Child	6	4.17	(1.17)
	Total for County	9	4.33	(1.00)
Total for Table		358	4.40	(.94)
				Q6 I feel comfortable in asking questions regarding my treatment

Q7 My service provider spends enough time

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.23	(.95)
	Child	31	3.71	(1.49)
	Total for County	74	4.01	(1.22)
Dauphin	Adult	58	4.39	(.90)
	Child	58	4.25	(1.30)
	Total for County	116	4.31	(1.12)
Lancaster	Adult	56	4.18	(1.04)
	Child	47	4.43	(.77)
	Total for County	103	4.29	(.93)
Lebanon	Adult	15	3.93	(.92)
	Child	24	4.67	(.92)
	Total for County	39	4.39	(.97)
Perry	Adult	5	4.00	(.71)
	Child	10	4.50	(.53)
	Total for County	15	4.33	(.62)
Other	Adult	3	5.00	(.00)
	Child	6	3.60	(1.52)
	Total for County	9	4.13	(1.36)
Total for Table	Q7 My service provider spends enough time	358	4.25	(1.06)

Q8 My provider does not share my personal MH and SA information with others without my permission

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.48	(.99)
	Child	31	4.19	(1.28)
	Total for County	74	4.36	(1.12)
Dauphin	Adult	58	4.46	(.73)
	Child	58	4.43	(1.14)
	Total for County	116	4.45	(.96)
Lancaster	Adult	56	4.25	(1.06)
	Child	47	4.55	(.72)
	Total for County	103	4.39	(.92)
Lebanon	Adult	15	4.38	(.51)
	Child	24	4.92	(.28)
	Total for County	39	4.73	(.45)
Perry	Adult	5	4.60	(.55)
	Child	10	4.80	(.42)
	Total for County	15	4.73	(.46)
Other	Adult	3	5.00	(.00)
	Child	6	4.33	(1.21)
	Total for County	9	4.56	(1.01)
Total for Table	Q8 My provider does not share my personal MH and/or SA information with others without my permission	358	4.46	(.94)

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

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.44	(.93)
	Child	31	4.29	(1.27)
	Total for County	74	4.38	(1.08)
Dauphin	Adult	58	4.48	(.69)
	Child	58	4.52	(.83)
	Total for County	116	4.50	(.76)
Lancaster	Adult	56	4.56	(.54)
	Child	47	4.38	(.71)
	Total for County	103	4.47	(.63)
Lebanon	Adult	15	4.15	(.80)
	Child	24	4.88	(.45)
	Total for County	39	4.62	(.68)
Perry	Adult	5	4.60	(.55)
	Child	10	4.50	(.97)
	Total for County	15	4.53	(.83)
Other	Adult	3	4.67	(.58)
	Child	6	4.20	(1.30)
	Total for County	9	4.38	(1.06)
Total for Table	Q9 Program staff respects the role of my ethnic, cultural, religious background	358	4.48	(.81)

Q10 I trust my service provider

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.37	(1.02)
	Child	31	3.84	(1.49)
	Total for County	74	4.15	(1.26)
Dauphin	Adult	58	4.43	(.80)
	Child	58	4.12	(1.30)
	Total for County	116	4.27	(1.09)
Lancaster	Adult	56	4.31	(1.09)
	Child	47	4.64	(.61)
	Total for County	103	4.46	(.91)
Lebanon	Adult	15	4.00	(1.00)
	Child	24	4.87	(.46)
	Total for County	39	4.56	(.81)
Perry	Adult	5	4.20	(.84)
	Child	10	4.70	(.48)
	Total for County	15	4.53	(.64)
Other	Adult	3	4.50	(.71)
	Child	6	3.17	(1.72)
	Total for County	9	3.50	(1.60)
Total for Table	Q10 I trust my service provider	358	4.33	(1.06)

Q11 My service provider offered me the opportunity to involve my family,

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.24	(1.11)
	Child	31	4.06	(1.44)
	Total for County	74	4.17	(1.26)
Dauphin	Adult	58	4.23	(1.14)
	Child	58	4.37	(1.19)
	Total for County	116	4.30	(1.16)
Lancaster	Adult	56	3.91	(1.20)
	Child	47	4.47	(.62)
	Total for County	103	4.17	(1.01)
Lebanon	Adult	15	3.62	(1.19)
	Child	24	4.79	(.66)
	Total for County	39	4.38	(1.04)
Perry	Adult	5	4.75	(.50)
	Child	10	4.70	(.48)
	Total for County	15	4.71	(.47)
Other	Adult	3	4.00	(1.00)
	Child	6	4.00	(1.26)
	Total for County	9	4.00	(1.12)
Total for Table	Q11 My service provider offered me the opportunity to involve my family, significant others and friends	358	4.25	(1.10)

Q12 I am included in all meetings re: my treatment plan & goals for recovery

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.42	(.93)
	Child	31	4.03	(1.43)
	Total for County	74	4.26	(1.17)
Dauphin	Adult	58	4.28	(1.08)
	Child	58	4.40	(1.11)
	Total for County	116	4.34	(1.09)
Lancaster	Adult	56	4.14	(1.02)
	Child	47	4.55	(.62)
	Total for County	103	4.34	(.87)
Lebanon	Adult	15	3.85	(1.14)
	Child	24	4.92	(.28)
	Total for County	39	4.54	(.87)
Perry	Adult	5	4.60	(.55)
	Child	10	4.50	(.97)
	Total for County	15	4.53	(.83)
Other	Adult	3	4.00	(.00)
	Child	6	4.17	(1.17)
	Total for County	9	4.11	(.93)
Total for Table		358	4.34	(1.01)

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

Q13 I am an equal partner in the treatment process

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.38	(.94)
	Child	31	4.00	(1.41)
	Total for County	74	4.22	(1.17)
Dauphin	Adult	58	4.20	(1.11)
	Child	58	4.34	(1.19)
	Total for County	116	4.28	(1.15)
Lancaster	Adult	56	4.27	(1.03)
	Child	47	4.53	(.62)
	Total for County	103	4.39	(.87)
Lebanon	Adult	15	3.85	(1.14)
	Child	24	4.88	(.34)
	Total for County	39	4.51	(.87)
Perry	Adult	5	4.60	(.55)
	Child	10	4.40	(.97)
	Total for County	15	4.47	(.83)
Other	Adult	3	3.67	(1.53)
	Child	6	4.17	(1.17)
	Total for County	9	4.00	(1.22)
Total for Table		358	4.32	(1.04)

Q13 I am an equal partner in the treatment process

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

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.17	(1.15)
	Child	31	3.90	(1.40)
	Total for County	74	4.05	(1.26)
Dauphin	Adult	58	4.22	(1.16)
	Child	58	4.35	(1.18)
	Total for County	116	4.29	(1.17)
Lancaster	Adult	56	4.15	(1.16)
	Child	47	4.35	(.67)
	Total for County	103	4.24	(.97)
Lebanon	Adult	15	3.85	(1.14)
	Child	24	4.83	(.48)
	Total for County	39	4.49	(.90)
Perry	Adult	5	4.20	(1.30)
	Child	10	4.60	(.52)
	Total for County	15	4.47	(.83)
Other	Adult	3	4.33	(.58)
	Child	6	4.33	(1.21)
	Total for County	9	4.33	(1.00)
Total for Table	Q14 My service provider explained the advantages of my therapy or treatment	358	4.25	(1.09)

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

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.00	(1.20)
	Child	31	3.84	(1.49)
	Total for County	74	3.93	(1.32)
Dauphin	Adult	58	4.13	(1.21)
	Child	58	3.94	(1.48)
	Total for County	116	4.04	(1.34)
Lancaster	Adult	56	3.63	(1.46)
	Child	47	4.33	(.70)
	Total for County	103	3.95	(1.22)
Lebanon	Adult	15	3.67	(1.30)
	Child	24	4.61	(.94)
	Total for County	39	4.29	(1.15)
Perry	Adult	5	4.20	(.84)
	Child	10	4.60	(.52)
	Total for County	15	4.47	(.64)
Other	Adult	3	3.33	(1.15)
	Child	6	3.83	(1.47)
	Total for County	9	3.67	(1.32)
Total for Table	Q15 My service provider explained the disadvantages of my therapy or treatment	358	4.02	(1.26)

Q16 Overall, I am satisfied with the services I received

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.37	(1.00)
	Child	31	3.74	(1.46)
	Total for County	74	4.11	(1.24)
Dauphin	Adult	58	4.37	(.93)
	Child	58	4.14	(1.33)
	Total for County	116	4.25	(1.16)
Lancaster	Adult	56	4.27	(1.12)
	Child	47	4.62	(.61)
	Total for County	103	4.43	(.94)
Lebanon	Adult	15	3.92	(1.12)
	Child	24	4.88	(.34)
	Total for County	39	4.54	(.84)
Perry	Adult	5	4.40	(.55)
	Child	10	4.30	(1.06)
	Total for County	15	4.33	(.90)
Other	Adult	3	4.33	(.58)
	Child	6	4.00	(1.55)
	Total for County	9	4.11	(1.27)
Total for Table	Q16 Overall, I am satisfied with the services	358	4.30	(1.08)

III. Outcomes

The majority of adult and child consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 54% to 75% of consumers believe services have improved their lives in each outcome area. Approximately 14% to 21% of consumers believe that no change has resulted from their services. Only 5% to 19% believes that things are worse as a result of services. As mentioned previously, respondents who received Adult services reported significantly higher levels of satisfaction on the items related to Outcome ($F(1,356)=11.090, p=.001$).

- Overall, highest ratings were given to questions that are recovery-related questions rather than symptom-related, with approximately 70% 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).
- Overall, 70.1% of the respondents reported improvement in managing daily problems. This was among the highest endorsed outcomes for both Adult (74.7%) and Child (65.3%) respondents.
- Reported improvement in enjoyment of free time was high for both Adults (70.3%) and Child (75.0%).
- Strengthening my child/adolescent's social networks was a strong outcome for those who received Child services (64.8%). 68.7% of Adult respondents reported strengthening social networks as better.
- In general respondents also reported feeling much better about themselves (63.7%). These positive feelings of self-esteem were echoed in both the adult (68.1%) and child (59.1%).
- While two thirds of all respondents (67.3%) reported things were better in terms of dealing with the specific problems which led them to seek services 12.6% reported things as worse. This is moderated by the age group of the respondent with 8.8% of those receiving Adult services and 16.5% of those receiving Child services reporting things as worse.
- 46.2% of Adult respondents reported things were better dealing with school or work and 4.9% reported things as worse. As noted, 30.8% of the respondents reported this question did not apply to them. When these cases are removed, 71.8% of those who received Adult services report dealing with school or work as better and 7.7% report it as worse. These figures represent a more accurate picture of the results.
- Respondents who received Child services identified 2 areas in which they felt things had become worse as a result of receiving services, feeling in control of their life (17.0%) and dealing with school and work (18.8%).

Summary responses from the Total group of respondents from this quarter (N=358) are presented in Table 4. Summary responses from just the Adult Respondents (N=182) are presented in Table 5. Summary responses from the respondents who received Child Services (N=176) are presented in Table 6. Summary responses for each outcome question by county follow after Table 6.

Table 4 – Total Satisfaction – Outcome Questions All Adult and Child Services

	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=358					
17. Managing daily problems.	70.1	9.2	4.0	1.1	0.6
18. Feeling in control of my life.	65.4	12.0	3.9	1.1	1.7
19. Dealing with personal crisis.	56.4	10.1	3.8	1.1	8.7
20. How I feel about myself.	63.7	12.3	3.9	1.2	1.4
21. Feeling good (hopeful) about the future.	68.2	10.6	4.0	1.1	2.2
22. Enjoying my free time.	72.6	8.7	4.1	1.1	0.6
23. Strengthening my social support network.	66.8	10.3	3.9	1.1	0.6
24. Being involved in community activities.	57.0	10.3	3.9	1.1	8.7
25. Dealing with school or work.	50.3	11.7	3.8	1.2	16.5
26. Dealing with people in social situations.	64.8	11.2	3.9	1.1	0.3
27. Dealing with specific problems or issue that led to seek services.	67.3	12.6	3.9	1.1	0.8

Table 5 – Total Satisfaction – Outcome Questions Adult Services

Total N=182	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	74.7	6.0	4.2	1.0	0.5
18. Feeling in control of my life.	73.1	7.1	4.2	1.0	1.1
19. Dealing with personal crisis.	64.8	7.1	4.0	1.0	4.4
20. How I feel about myself.	68.1	9.3	4.1	1.1	0.5
21. Feeling good (hopeful) about the future.	72.5	8.3	4.1	1.0	0.0
22. Enjoying my free time.	70.3	7.7	4.1	1.1	0.5
23. Strengthening my social support network.	68.7	5.5	4.1	1.0	1.1
24. Being involved in community activities.	57.1	8.8	3.9	1.1	8.8
25. Dealing with school or work.	46.2	4.9	4.0	1.0	30.8
26. Dealing with people in social situations.	72.5	6.6	4.0	1.0	0.0
27. Dealing with specific problems or issue that led to seek services.	74.7	8.8	4.1	1.1	0.0

Table 6 – Total Satisfaction – Outcome Questions Child Services

	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=176					
17. Managing daily problems.	65.3	12.5	3.8	1.1	0.6
18. Feeling in control of my life.	57.4	17.0	3.6	1.2	2.3
19. Dealing with personal crisis.	47.7	13.1	3.6	1.2	13.1
20. How I feel about myself.	59.1	15.3	3.7	1.2	2.3
21. Feeling good (hopeful) about the future.	63.6	13.1	3.8	1.1	4.5
22. Enjoying my free time.	75.0	9.7	4.2	1.1	0.6
23. Strengthening my social support network.	64.8	15.3	3.8	1.1	0.0
24. Being involved in community activities.	56.8	11.9	3.9	1.1	8.5
25. Dealing with school or work.	54.5	18.8	3.6	1.2	1.7
26. Dealing with people in social situations.	56.8	15.9	3.6	1.1	0.6
27. Dealing with specific problems or issue that led to seek services.	59.7	16.5	3.6	1.1	1.7

Q17 Managing Daily Problems

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.33	(.82)
	Child	31	3.58	(1.29)
	Total for County	74	4.01	(1.10)
Dauphin	Adult	58	4.15	(1.20)
	Child	58	3.95	(1.04)
	Total for County	116	4.05	(1.12)
Lancaster	Adult	56	4.20	(1.05)
	Child	47	3.76	(1.09)
	Total for County	103	4.00	(1.09)
Lebanon	Adult	15	3.62	(.65)
	Child	24	3.83	(.70)
	Total for County	39	3.76	(.68)
Perry	Adult	5	4.40	(.55)
	Child	10	3.20	(.92)
	Total for County	15	3.60	(.99)
Other	Adult	3	4.00	(1.00)
	Child	6	4.00	(.71)
	Total for County	9	4.00	(.76)
Total for Table	Q17 Managing daily problems	358	3.97	(1.05)

Q18 Feeling in control of my life

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.28	(.83)
	Child	31	3.60	(1.19)
	Total for County	74	4.00	(1.04)
Dauphin	Adult	58	4.09	(1.23)
	Child	58	3.45	(1.31)
	Total for County	116	3.77	(1.30)
Lancaster	Adult	56	4.19	(1.05)
	Child	47	3.74	(1.18)
	Total for County	103	3.98	(1.13)
Lebanon	Adult	15	3.77	(.93)
	Child	24	3.48	(1.04)
	Total for County	39	3.58	(1.00)
Perry	Adult	5	4.00	(1.00)
	Child	10	3.40	(.97)
	Total for County	15	3.60	(.99)
Other	Adult	3	4.00	(1.00)
	Child	6	4.20	(.45)
	Total for County	9	4.13	(.64)
Total for Table	Q18 Feeling in control of my life	358	3.86	(1.14)

Q19 Dealing with personal crisis

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.07	(.82)
	Child	31	3.52	(1.21)
	Total for County	74	3.84	(1.03)
Dauphin	Adult	58	4.04	(1.27)
	Child	58	3.70	(1.21)
	Total for County	116	3.88	(1.25)
Lancaster	Adult	56	3.83	(1.03)
	Child	47	3.75	(1.15)
	Total for County	103	3.80	(1.08)
Lebanon	Adult	15	3.64	(.92)
	Child	24	3.15	(1.27)
	Total for County	39	3.32	(1.17)
Perry	Adult	5	4.00	(.71)
	Child	10	3.33	(1.00)
	Total for County	15	3.57	(.94)
Other	Adult	3	4.33	(1.15)
	Child	6	4.00	(.82)
	Total for County	9	4.14	(.90)
Total for Table	Q19 Dealing with personal crisis	358	3.78	(1.13)

Q20 How I feel about myself

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.35	(.78)
	Child	31	3.61	(1.28)
	Total for County	74	4.04	(1.08)
Dauphin	Adult	58	4.17	(1.30)
	Child	58	3.69	(1.17)
	Total for County	116	3.93	(1.25)
Lancaster	Adult	56	3.89	(1.18)
	Child	47	3.91	(1.14)
	Total for County	103	3.90	(1.16)
Lebanon	Adult	15	3.54	(.88)
	Child	24	3.32	(1.04)
	Total for County	39	3.40	(.98)
Perry	Adult	5	4.00	(.71)
	Child	10	3.40	(.97)
	Total for County	15	3.60	(.91)
Other	Adult	3	3.33	(1.53)
	Child	6	3.60	(.89)
	Total for County	9	3.50	(1.07)
Total for Table	Q20 How I feel about myself	358	3.87	(1.15)

Q21 Feeling good (hopeful) about the future

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.26	(.93)
	Child	31	3.73	(1.20)
	Total for County	74	4.04	(1.07)
Dauphin	Adult	58	4.13	(1.23)
	Child	58	3.80	(1.26)
	Total for County	116	3.96	(1.25)
Lancaster	Adult	56	4.11	(.98)
	Child	47	3.84	(1.11)
	Total for County	103	3.99	(1.04)
Lebanon	Adult	15	3.54	(.97)
	Child	24	4.05	(.83)
	Total for County	39	3.85	(.91)
Perry	Adult	5	4.00	(.71)
	Child	10	3.30	(.82)
	Total for County	15	3.53	(.83)
Other	Adult	3	3.67	(.58)
	Child	6	4.25	(.50)
	Total for County	9	4.00	(.58)
Total for Table	Q21 Feeling good (hopeful) about the future	358	3.96	(1.09)

Q22 Enjoying my free time

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.19	(.88)
	Child	31	3.77	(1.26)
	Total for County	74	4.01	(1.07)
Dauphin	Adult	58	4.24	(1.16)
	Child	58	4.56	(.82)
	Total for County	116	4.41	(1.01)
Lancaster	Adult	56	3.96	(1.26)
	Child	47	3.93	(1.04)
	Total for County	103	3.95	(1.16)
Lebanon	Adult	15	3.58	(.79)
	Child	24	4.52	(1.12)
	Total for County	39	4.20	(1.11)
Perry	Adult	5	3.80	(.84)
	Child	10	3.50	(.97)
	Total for County	15	3.60	(.91)
Other	Adult	3	3.67	(1.15)
	Child	6	4.00	(.71)
	Total for County	9	3.88	(.83)
Total for Table	Q22 Enjoying my free time	358	4.12	(1.09)

Q23 Strengthening my social support network

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.07	(.84)
	Child	31	3.61	(1.28)
	Total for County	74	3.88	(1.07)
Dauphin	Adult	58	4.09	(1.14)
	Child	58	3.95	(1.11)
	Total for County	116	4.02	(1.12)
Lancaster	Adult	56	4.20	(.98)
	Child	47	3.93	(1.08)
	Total for County	103	4.08	(1.03)
Lebanon	Adult	15	3.75	(.97)
	Child	24	3.36	(1.18)
	Total for County	39	3.50	(1.11)
Perry	Adult	5	3.80	(.84)
	Child	10	3.30	(.95)
	Total for County	15	3.47	(.92)
Other	Adult	3	4.00	(1.73)
	Child	6	4.20	(.84)
	Total for County	9	4.13	(1.13)
Total for Table		358	3.93	(1.08)

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

		Count	Mean	Std Deviation
Cumberland	Adult	43	3.95	(1.00)
	Child	31	3.57	(1.41)
	Total for County	74	3.78	(1.20)
Dauphin	Adult	58	4.08	(1.23)
	Child	58	4.20	(1.05)
	Total for County	116	4.14	(1.14)
Lancaster	Adult	56	3.82	(1.10)
	Child	47	3.76	(1.07)
	Total for County	103	3.79	(1.08)
Lebanon	Adult	15	3.83	(1.03)
	Child	24	4.17	(1.04)
	Total for County	39	4.03	(1.03)
Perry	Adult	5	3.60	(.89)
	Child	10	3.20	(.92)
	Total for County	15	3.33	(.90)
Other	Adult	3	2.67	(1.53)
	Child	6	4.00	(.00)
	Total for County	9	3.20	(1.30)
Total for Table		358	3.89	(1.13)

Q25 Dealing with school or work

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.21	(.63)
	Child	31	3.45	(1.36)
	Total for County	74	3.81	(1.14)
Dauphin	Adult	58	4.16	(1.10)
	Child	58	3.50	(1.27)
	Total for County	116	3.80	(1.23)
Lancaster	Adult	56	3.82	(1.18)
	Child	47	3.72	(1.11)
	Total for County	103	3.76	(1.13)
Lebanon	Adult	15	3.17	(.75)
	Child	24	3.86	(1.24)
	Total for County	39	3.70	(1.17)
Perry	Adult	5	4.00	(1.00)
	Child	10	3.10	(.74)
	Total for County	15	3.40	(.91)
Other	Adult	3	5.00	(.)
	Child	6	4.00	(.82)
	Total for County	9	4.20	(.84)
Total for Table	Q25 Dealing with school or work	358	3.77	(1.16)

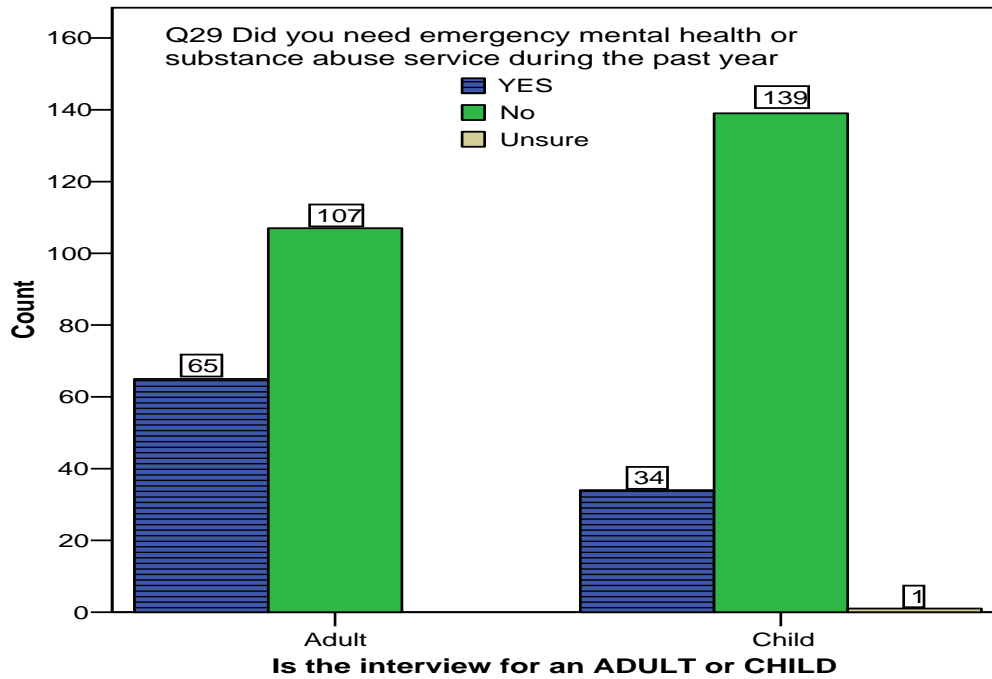
Q26 Dealing with people in social situations

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.00	(.93)
	Child	31	3.39	(1.26)
	Total for County	74	3.74	(1.11)
Dauphin	Adult	58	4.19	(1.13)
	Child	58	3.89	(.96)
	Total for County	116	4.04	(1.05)
Lancaster	Adult	56	4.11	(.98)
	Child	47	3.70	(1.14)
	Total for County	103	3.92	(1.07)
Lebanon	Adult	15	3.23	(.83)
	Child	24	3.48	(1.20)
	Total for County	39	3.39	(1.08)
Perry	Adult	5	4.40	(.55)
	Child	10	3.00	(.82)
	Total for County	15	3.47	(.99)
Other	Adult	3	3.33	(.58)
	Child	6	4.00	(.71)
	Total for County	9	3.75	(.71)
Total for Table	Q26 Dealing with people in social situations	358	3.84	(1.08)

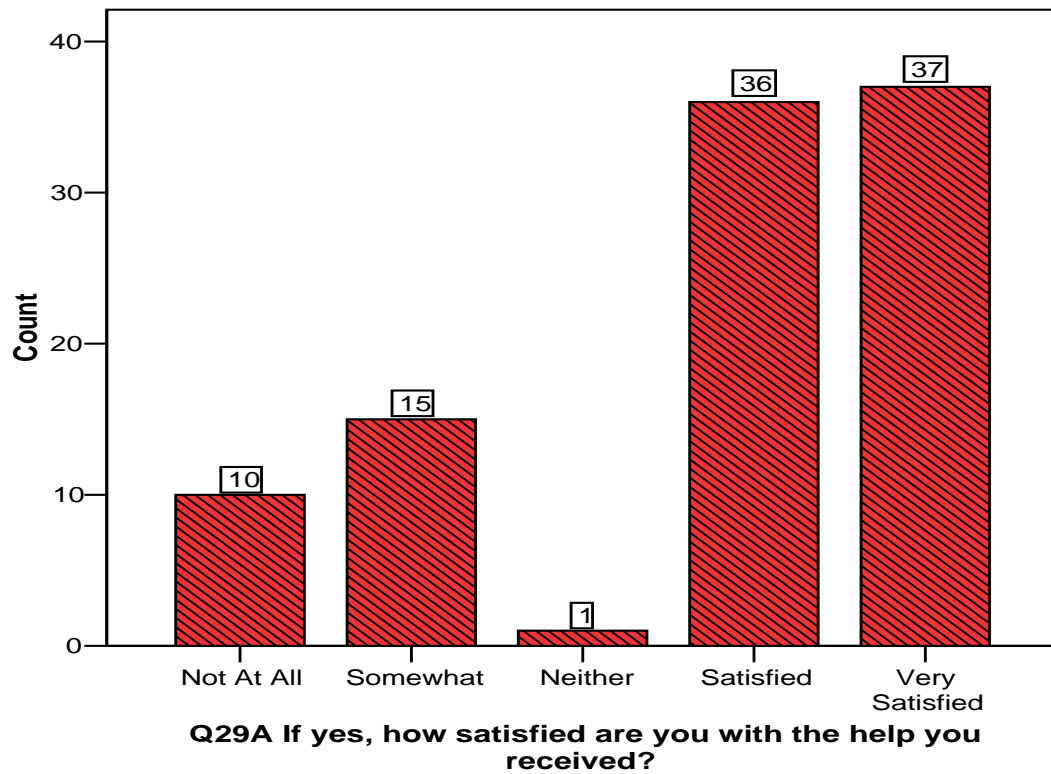
Q27 Dealing with specific problems or issues that led me to seek services

		Count	Mean	Std Deviation
Cumberland	Adult	43	4.30	(.83)
	Child	31	3.55	(1.26)
	Total for County	74	3.99	(1.09)
Dauphin	Adult	58	4.09	(1.22)
	Child	58	3.65	(1.05)
	Total for County	116	3.88	(1.16)
Lancaster	Adult	56	4.16	(1.15)
	Child	47	3.71	(1.06)
	Total for County	103	3.96	(1.13)
Lebanon	Adult	15	3.38	(1.12)
	Child	24	3.57	(1.21)
	Total for County	39	3.50	(1.16)
Perry	Adult	5	4.40	(.55)
	Child	10	3.10	(.88)
	Total for County	15	3.53	(.99)
Other	Adult	3	4.33	(.58)
	Child	6	4.20	(.45)
	Total for County	9	4.25	(.46)
Total for Table	Q27 Dealing with specific problems or issues that led me to seek services	358	3.88	(1.12)

Emergency Treatment: 99 of the 358 respondents (27.7%) indicated they needed emergency mental health or substance abuse service during the past year. 65 of the 99 (65.7%) received Adult services and the remaining 34 (34.3%) received Child Services. 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 3.8 with standard deviation 1.4. 60% (3 of 5) reported they were Very Satisfied, 15.5% Somewhat Satisfied, and 15.5% Not at all Satisfied.



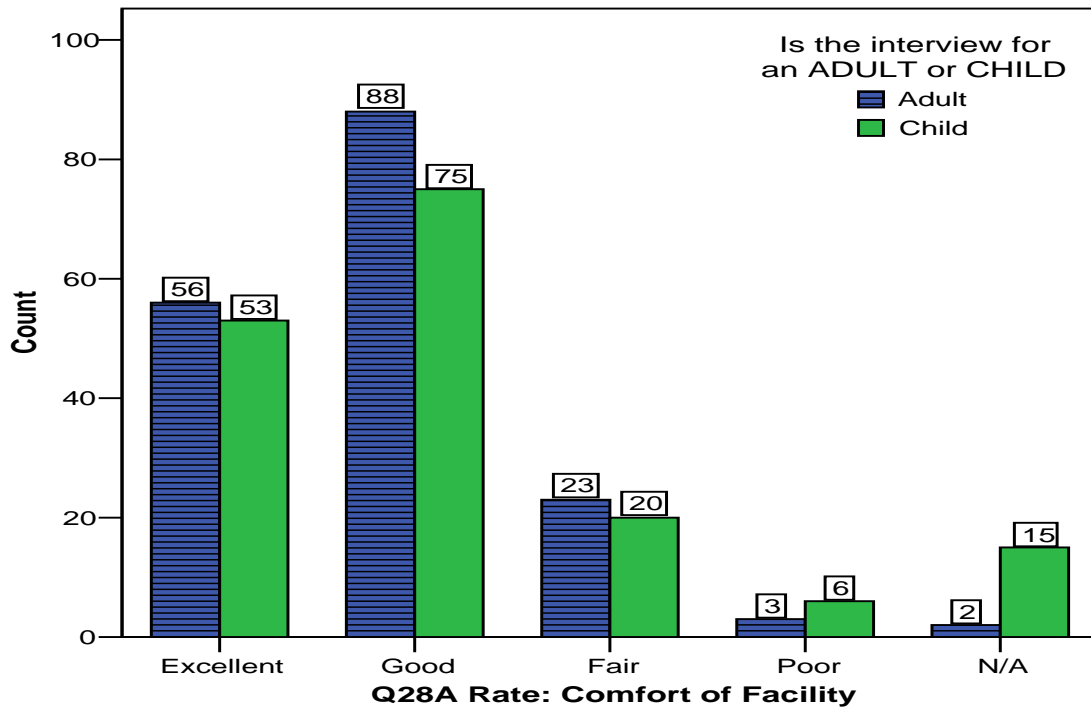
There were no significant differences between the reported level of satisfaction of those who received Adult or Child emergency services ($F(1,97)=.001, p=ns$).



			Q29A If yes, how satisfied are you with the help you received?					Total
			Not At All	Somewhat	Neither	Satisfied	Very Satisfied	
Is the interview for an ADULT or CHILD	Adult	Count	8	9	0	22	26	65
		% within Is the interview for an ADULT or CHILD	12.3%	13.8%	.0%	33.8%	40.0%	100.0%
	Child	Count	2	6	1	14	11	34
		% within Is the interview for an ADULT or CHILD	5.9%	17.6%	2.9%	41.2%	32.4%	100.0%
Total		Count	10	15	1	36	37	99
		% within Is the interview for an ADULT or CHILD	10.1%	15.2%	1.0%	36.4%	37.4%	100.0%

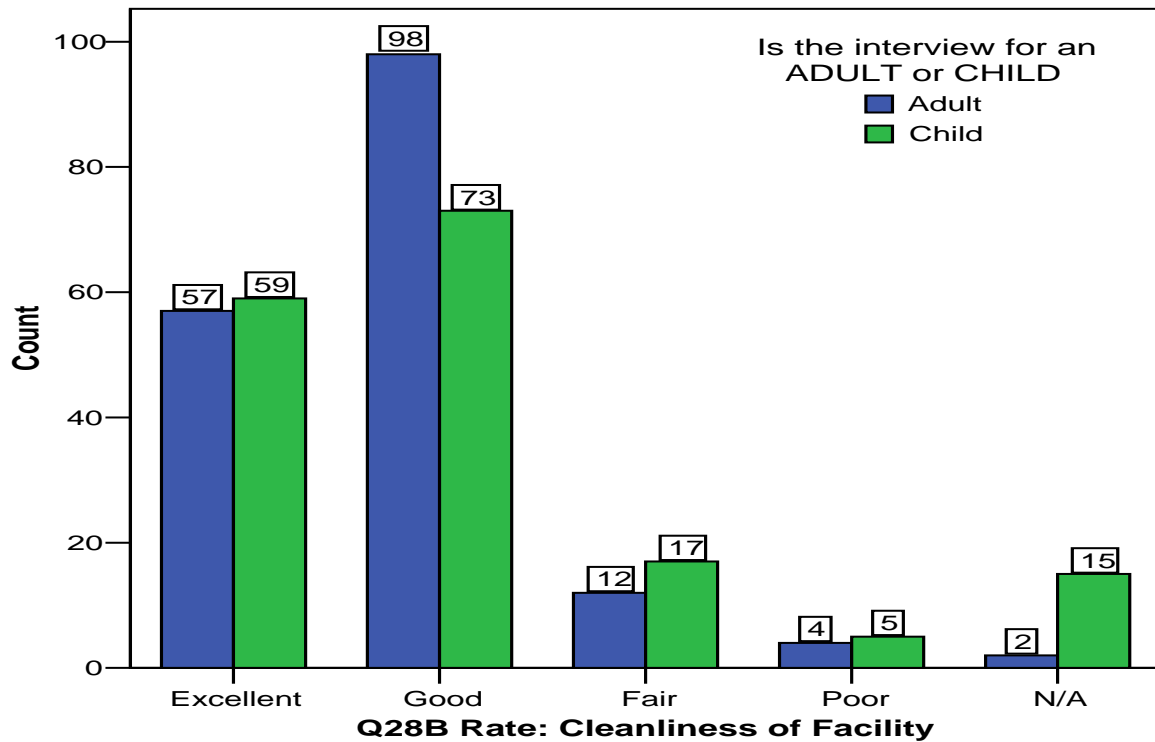
Questions Regarding Treatment Environment

Comfort of Facility: 79.8% of all respondents rated the comfort of their treatment facility as Excellent or Good. 15.2% of all respondents rated the comfort of their treatment facility as Fair or Poor.



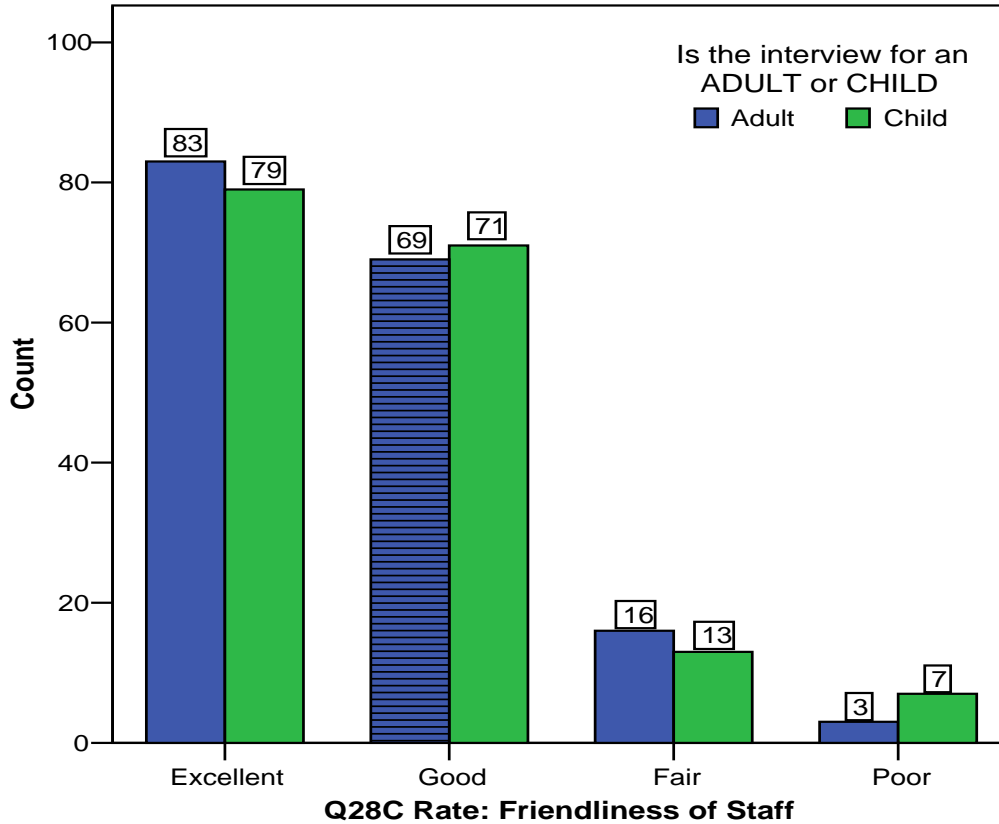
			Q28A Rate: Comfort of Facility					Total
			Excellent	Good	Fair	Poor	N/A	
Is the interview for an ADULT or CHILD	Adult	Count	56	88	23	3	2	172
		% within Is the interview for an ADULT or CHILD	32.6%	51.2%	13.4%	1.7%	1.2%	100.0%
	Child	Count	53	75	20	6	15	169
		% within Is the interview for an ADULT or CHILD	31.4%	44.4%	11.8%	3.6%	8.9%	100.0%
Total		Count	109	163	43	9	17	341
		% within Is the interview for an ADULT or CHILD	32.0%	47.8%	12.6%	2.6%	5.0%	100.0%

Cleanliness of Facility: 83.9% of respondents reported the cleanliness of their treatment facility as Excellent or Good. 11.1% of respondents reported the cleanliness of their treatment facility as Fair or Poor.



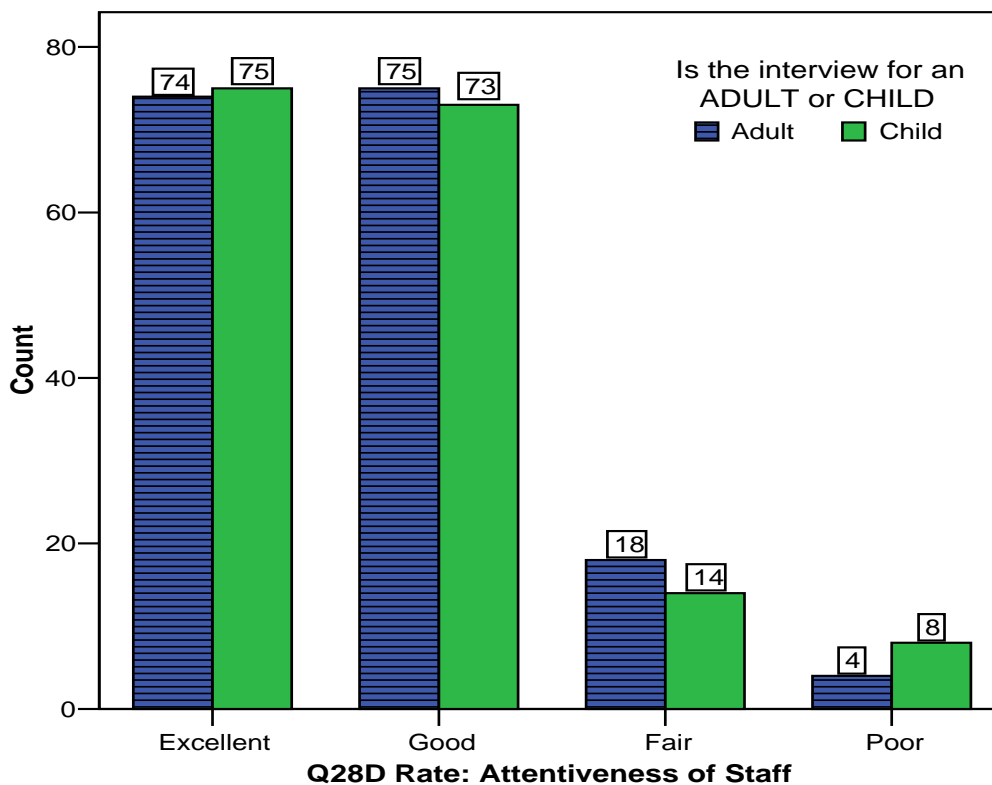
			Q28B Rate: Cleanliness of Facility					Total
			Excellent	Good	Fair	Poor	N/A	
Is the interview for an ADULT or CHILD	Adult	Count	57	98	12	4	2	173
		% within Is the interview for an ADULT or CHILD	32.9%	56.6%	6.9%	2.3%	1.2%	100.0%
	Child	Count	59	73	17	5	15	169
		% within Is the interview for an ADULT or CHILD	34.9%	43.2%	10.1%	3.0%	8.9%	100.0%
Total		Count	116	171	29	9	17	342
		% within Is the interview for an ADULT or CHILD	33.9%	50.0%	8.5%	2.6%	5.0%	100.0%

Friendliness of Staff: 88.6% of respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 11.4% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor.



Is the interview for an ADULT or CHILD		Q28C Rate: Friendliness of Staff				Total
		Excellent	Good	Fair	Poor	
Adult	Count	83	69	16	3	171
	% within Is the interview for an ADULT or CHILD	48.5%	40.4%	9.4%	1.8%	100.0%
Child	Count	79	71	13	7	170
	% within Is the interview for an ADULT or CHILD	46.5%	41.8%	7.6%	4.1%	100.0%
Total	Count	162	140	29	10	341
	% within Is the interview for an ADULT or CHILD	47.5%	41.1%	8.5%	2.9%	100.0%

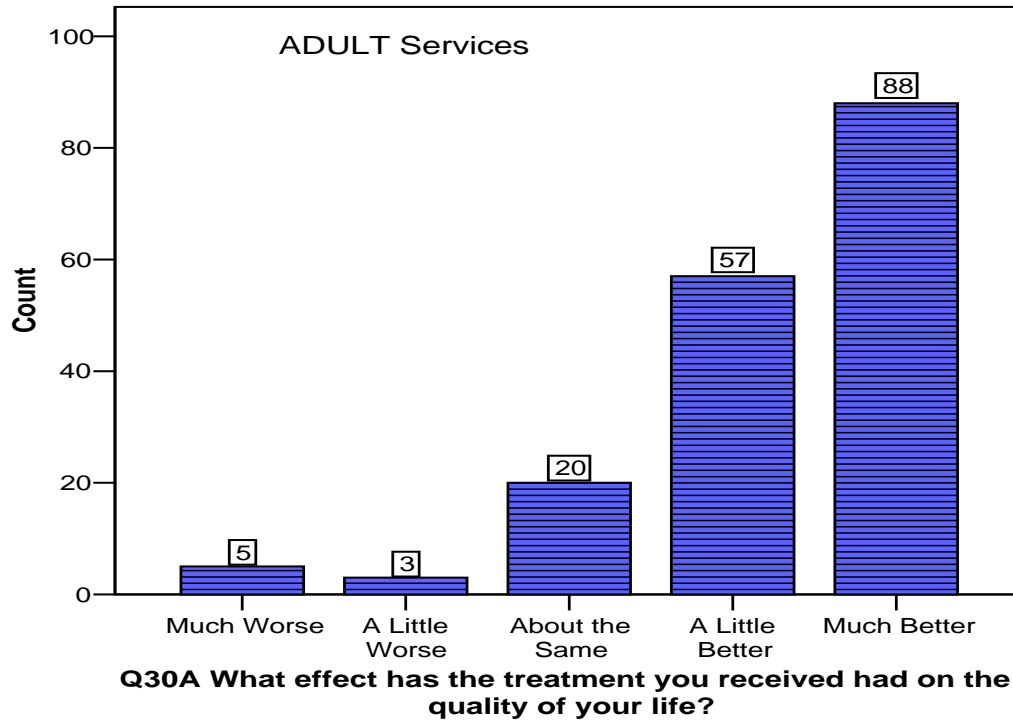
Attentiveness of Staff: 87.1% of respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 12.9 % of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor.



			Q28D Rate: Attentiveness of Staff				Total
			Excellent	Good	Fair	Poor	
Is the interview for an ADULT or CHILD	Adult	Count	74	75	18	4	171
		% within Is the interview for an ADULT or CHILD	43.3%	43.9%	10.5%	2.3%	100.0%
	Child	Count	75	73	14	8	170
		% within Is the interview for an ADULT or CHILD	44.1%	42.9%	8.2%	4.7%	100.0%
Total	Count	149	148	32	12	341	
	% within Is the interview for an ADULT or CHILD	43.7%	43.4%	9.4%	3.5%	100.0%	

State Mandated Questions

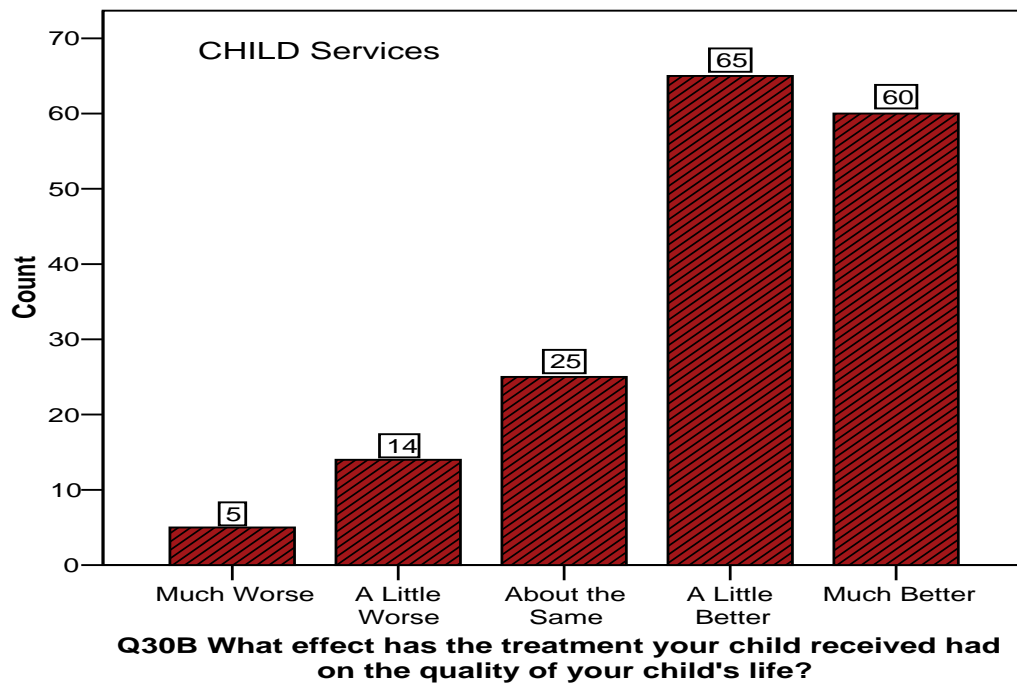
What effect has the treatment you received had on the quality of your life?



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 life?					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland Count	0 .0%	0 .0%	3 7.0%	22 51.2%	18 41.9%	43 100.0%
	Dauphin Count	2 3.8%	3 5.7%	6 11.3%	10 18.9%	32 60.4%	53 100.0%
	Lancaster Count	3 5.4%	0 .0%	8 14.3%	14 25.0%	31 55.4%	56 100.0%
	Lebanon Count	0 .0%	0 .0%	3 23.1%	7 53.8%	3 23.1%	13 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	3 60.0%	2 40.0%	5 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	1 33.3%	2 66.7%	3 100.0%
Total	Count	5 2.9%	3 1.7%	20 11.6%	57 32.9%	88 50.9%	173 100.0%

- 74.0% of respondents who received Child Services reported the quality of their life has improved and 11.3% reported their quality of life as worse.

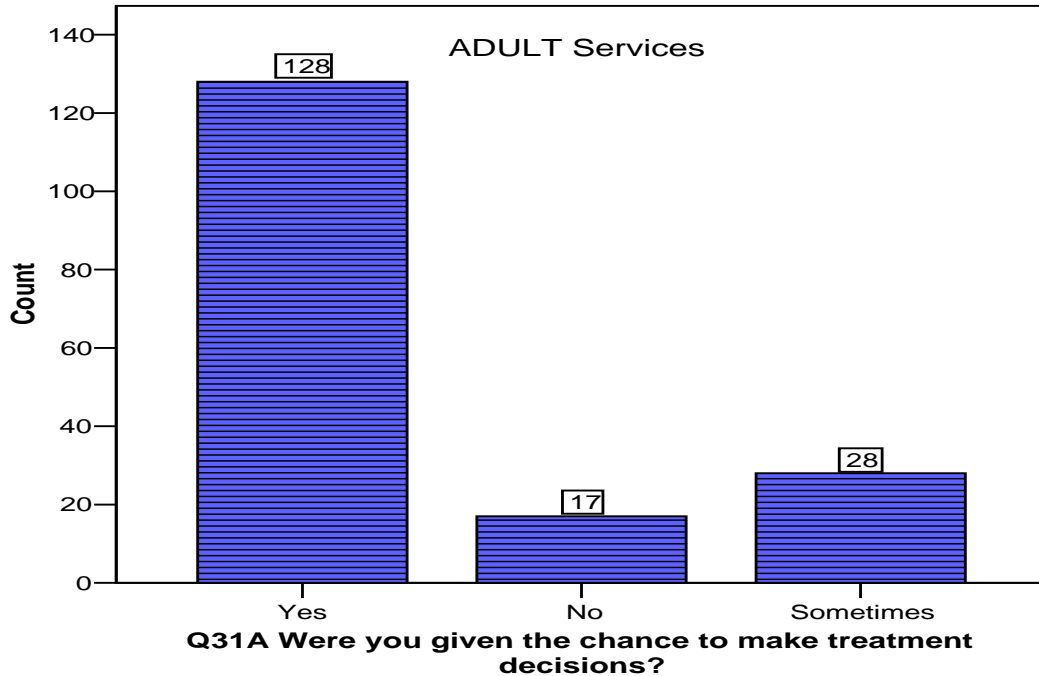


The distribution of responses by county for the respondents who received Child services is listed below.

			Q30B What effect has the treatment your child received had on the quality of your child's life?					Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	3	3	10	13	31
			6.5%	9.7%	9.7%	32.3%	41.9%	100.0%
	Dauphin	Count	1	3	10	20	21	55
			1.8%	5.5%	18.2%	36.4%	38.2%	100.0%
	Lancaster	Count	1	4	6	21	13	45
			2.2%	8.9%	13.3%	46.7%	28.9%	100.0%
	Lebanon	Count	0	1	3	10	9	23
			.0%	4.3%	13.0%	43.5%	39.1%	100.0%
Perry	Count	1	2	2	3	2	10	
		10.0%	20.0%	20.0%	30.0%	20.0%	100.0%	
Other	Count	0	1	1	1	2	5	
		.0%	20.0%	20.0%	20.0%	40.0%	100.0%	
Total	Count	5	14	25	65	60	169	
		3.0%	8.3%	14.8%	38.5%	35.5%	100.0%	

Were you given the chance to make treatment decisions?

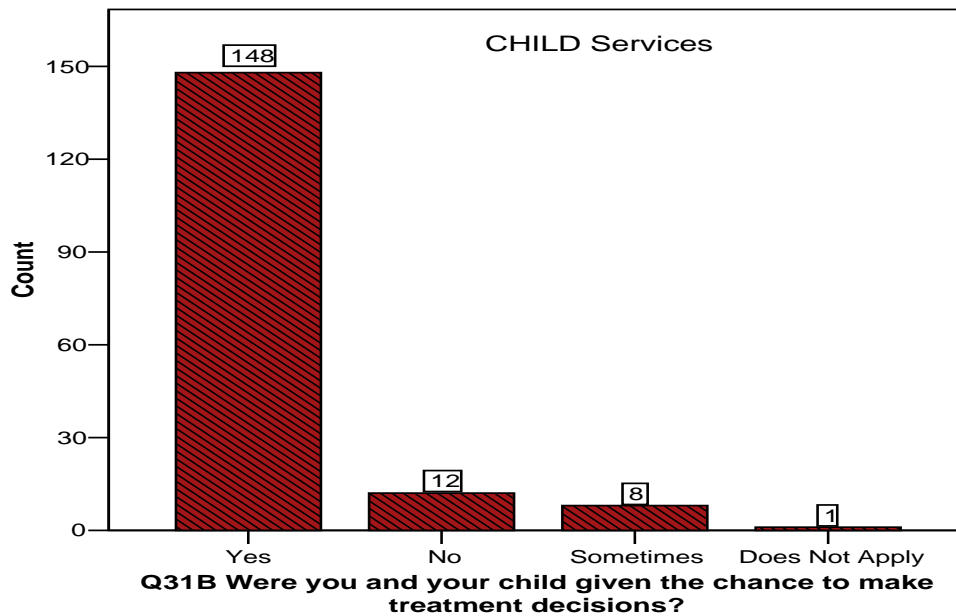
- 74.0% of respondents who received Adult Services reported they were given the chance to make treatment decisions, 16.2% reported they were sometimes given the chance to make decisions, and 9.8% reported they were not given the chance to make treatment decisions.



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	33	3	7	43
			76.7%	7.0%	16.3%	100.0%
	Dauphin	Count	42	4	7	53
			79.2%	7.5%	13.2%	100.0%
	Lancaster	Count	40	6	10	56
			71.4%	10.7%	17.9%	100.0%
	Lebanon	Count	9	3	1	13
		69.2%	23.1%	7.7%	100.0%	
Perry	Count	3	0	2	5	
		60.0%	.0%	40.0%	100.0%	
Other	Count	1	1	1	3	
		33.3%	33.3%	33.3%	100.0%	
Total		Count	128	17	28	173
			74.0%	9.8%	16.2%	100.0%

- 87.6% of respondents who received Child Services reported they were given the chance to make treatment decisions, 4.7% reported they were sometimes given the chance to make decisions, and 7.1% reported they were not given the chance to make treatment decisions.

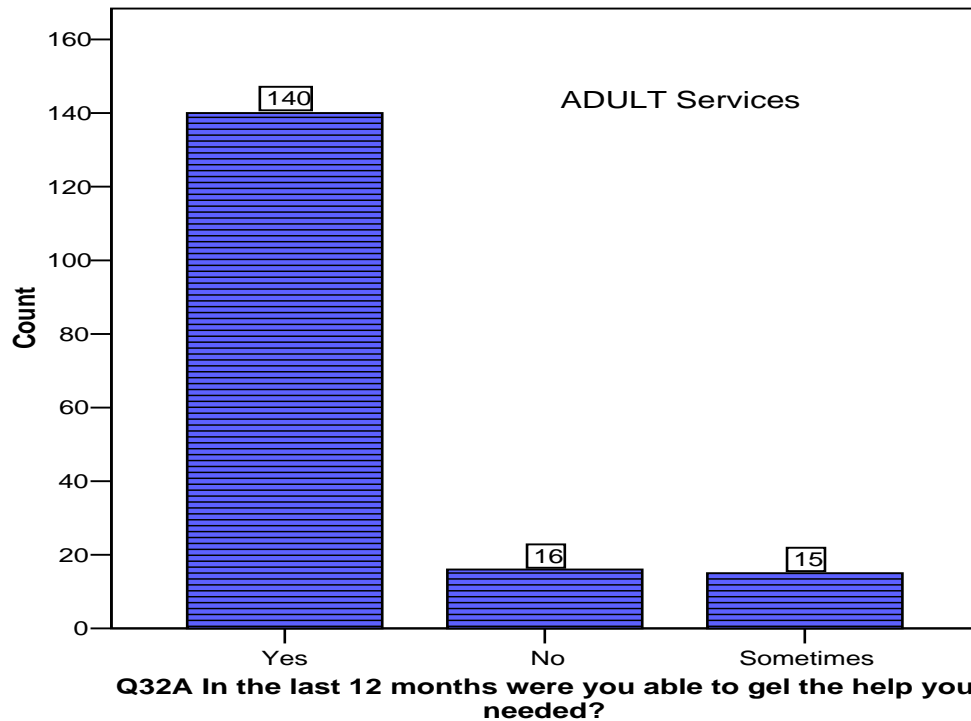


The distribution of responses by county for the respondents who received Child services is listed below.

			Q31B Were you and your child given the chance to make treatment decisions?				Total
			Yes	No	Sometimes	Does Not Apply	
County of Residence	Cumberland	Count	26	4	1	0	31
			83.9%	12.9%	3.2%	.0%	100.0%
	Dauphin	Count	47	6	1	0	54
			87.0%	11.1%	1.9%	.0%	100.0%
	Lancaster	Count	41	0	4	0	45
			91.1%	.0%	8.9%	.0%	100.0%
	Lebanon	Count	23	0	0	1	24
		95.8%	.0%	.0%	4.2%	100.0%	
	Perry	Count	9	1	0	0	10
			90.0%	10.0%	.0%	.0%	100.0%
	Other	Count	2	1	2	0	5
			40.0%	20.0%	40.0%	.0%	100.0%
Total		Count	148	12	8	1	169
			87.6%	7.1%	4.7%	.6%	100.0%

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

- 81.9% of respondents who received Adult Services reported, in the last 12 months they were able to get the help they needed, 8.8% reported they were sometimes able to get the help they needed, and 9.4% reported they were not able to get the help they needed.

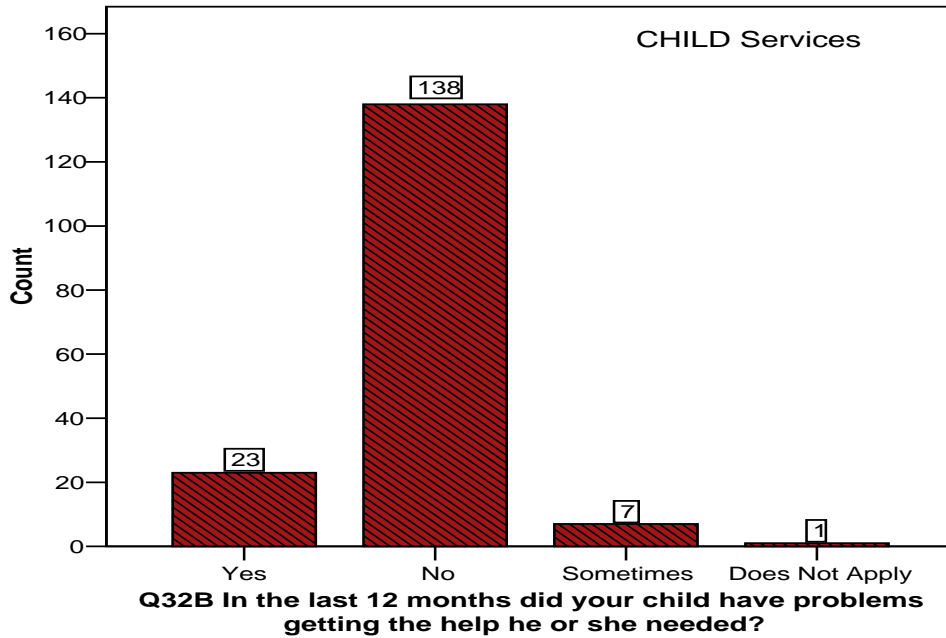


The distribution of responses by county for the respondents who received Adult services is listed below.

			Q32A In the last 12 months were you able to get the help you needed?			Total
			Yes	No	Sometimes	
County of Residence	Cumberland	Count	33	3	6	42
			78.6%	7.1%	14.3%	100.0%
	Dauphin	Count	43	5	5	53
			81.1%	9.4%	9.4%	100.0%
	Lancaster	Count	47	5	4	56
			83.9%	8.9%	7.1%	100.0%
	Lebanon	Count	11	2	0	13
		84.6%	15.4%	.0%	100.0%	
	Perry	Count	3	1	0	4
			75.0%	25.0%	.0%	100.0%
	Other	Count	3	0	0	3
			100.0%	.0%	.0%	100.0%
Total		Count	140	16	15	171
			81.9%	9.4%	8.8%	100.0%

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

- 13.6% of respondents who received Child Services reported, in the last 12 months they had problems getting the help they needed, 4.1% reported they sometimes had problems getting the help they needed, and 81.7% reported they did not have problems getting the help they needed.



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

			Q32B In the last 12 months did your child have problems getting the help he or she needed?				Total
			Yes	No	Sometimes	Does Not Apply	
County of Residence	Cumberland	Count	4	27	0	0	31
			12.9%	87.1%	.0%	.0%	100.0%
	Dauphin	Count	8	43	3	0	54
			14.8%	79.6%	5.6%	.0%	100.0%
	Lancaster	Count	7	36	2	0	45
			15.6%	80.0%	4.4%	.0%	100.0%
	Lebanon	Count	2	20	1	1	24
		8.3%	83.3%	4.2%	4.2%	100.0%	
	Perry	Count	2	8	0	0	10
			20.0%	80.0%	.0%	.0%	100.0%
	Other	Count	0	4	1	0	5
			.0%	80.0%	20.0%	.0%	100.0%
Total		Count	23	138	7	1	169
			13.6%	81.7%	4.1%	.6%	100.0%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- 72.1% of respondents (258 out of 358) reported that they had received a copy of the CBHNP member handbook. 25 respondents did not answer this question. The cross tabulation tables for Adult and Child Services are presented first, followed by tables for County of Residence and then County of Residence by Adult and Child Services.

			Q33 I have received a copy of the Member Handbook from CBHNP?			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	124 73.8%	38 22.6%	6 3.6%	168 100.0%
	Child	Count	134 81.2%	21 12.7%	10 6.1%	165 100.0%
Total		Count	258 77.5%	59 17.7%	16 4.8%	333 100.0%

			Q33 I have received a copy of the Member Handbook from CBHNP?			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	63 85.1%	8 10.8%	3 4.1%	74 100.0%
	Dauphin	Count	78 73.6%	24 22.6%	4 3.8%	106 100.0%
	Lancaster	Count	77 80.2%	14 14.6%	5 5.2%	96 100.0%
	Lebanon	Count	23 67.6%	8 23.5%	3 8.8%	34 100.0%
	Perry	Count	12 80.0%	3 20.0%	0 .0%	15 100.0%
	Other	Count	5 62.5%	2 25.0%	1 12.5%	8 100.0%
Total		Count	258 77.5%	59 17.7%	16 4.8%	333 100.0%

County of Residence			Q33 I have received a copy of the Member Handbook from CBHNP?			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	38	3	2	43
			88.4%	7.0%	4.7%	100.0%
	Child	Count	25	5	1	31
			80.6%	16.1%	3.2%	100.0%
	Total	Count	63	8	3	74
			85.1%	10.8%	4.1%	100.0%
Dauphin	Adult	Count	32	17	3	52
			61.5%	32.7%	5.8%	100.0%
	Child	Count	46	7	1	54
			85.2%	13.0%	1.9%	100.0%
	Total	Count	78	24	4	106
			73.6%	22.6%	3.8%	100.0%
Lancaster	Adult	Count	41	11	0	52
			78.8%	21.2%	.0%	100.0%
	Child	Count	36	3	5	44
			81.8%	6.8%	11.4%	100.0%
	Total	Count	77	14	5	96
			80.2%	14.6%	5.2%	100.0%
Lebanon	Adult	Count	6	6	1	13
			46.2%	46.2%	7.7%	100.0%
	Child	Count	17	2	2	21
			81.0%	9.5%	9.5%	100.0%
	Total	Count	23	8	3	34
			67.6%	23.5%	8.8%	100.0%
Perry	Adult	Count	4	1		5
			80.0%	20.0%		100.0%
	Child	Count	8	2		10
			80.0%	20.0%		100.0%
	Total	Count	12	3		15
			80.0%	20.0%		100.0%
Other	Adult	Count	3	0	0	3
			100.0%	.0%	.0%	100.0%
	Child	Count	2	2	1	5
			40.0%	40.0%	20.0%	100.0%
	Total	Count	5	2	1	8
			62.5%	25.0%	12.5%	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?

- 22.6% (81 out of 358) reported they had called member services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months. The cross tabulation tables for individual counties are presented first, followed by tables for Adult and Child Services by county. 28 respondents did not answer this question.

			Q34 In the last 12 months, did you call Member Relations at CBHNP to get information or help...			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	48 29.3%	109 66.5%	7 4.3%	164 100.0%
	Child	Count	33 19.9%	132 79.5%	1 .6%	166 100.0%
Total		Count	81 24.5%	241 73.0%	8 2.4%	330 100.0%

			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	14 18.9%	58 78.4%	2 2.7%	74 100.0%
	Dauphin	Count	30 29.7%	69 68.3%	2 2.0%	101 100.0%
	Lancaster	Count	22 22.7%	75 77.3%	0 .0%	97 100.0%
	Lebanon	Count	10 27.8%	25 69.4%	1 2.8%	36 100.0%
	Perry	Count	4 26.7%	10 66.7%	1 6.7%	15 100.0%
	Other	Count	1 14.3%	4 57.1%	2 28.6%	7 100.0%
	Total		Count	81 24.5%	241 73.0%	8 2.4%

County of Residence			Q34 In the last 12 months, did you call Member Relations at CBHNP to get information or help...			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	9 20.9%	32 74.4%	2 4.7%	43 100.0%
	Child	Count	5 16.1%	26 83.9%	0 .0%	31 100.0%
	Total	Count	14 18.9%	58 78.4%	2 2.7%	74 100.0%
Dauphin	Adult	Count	17 36.2%	28 59.6%	2 4.3%	47 100.0%
	Child	Count	13 24.1%	41 75.9%	0 .0%	54 100.0%
	Total	Count	30 29.7%	69 68.3%	2 2.0%	101 100.0%
Lancaster	Adult	Count	14 26.4%	39 73.6%		53 100.0%
	Child	Count	8 18.2%	36 81.8%		44 100.0%
	Total	Count	22 22.7%	75 77.3%		97 100.0%
Lebanon	Adult	Count	6 46.2%	6 46.2%	1 7.7%	13 100.0%
	Child	Count	4 17.4%	19 82.6%	0 .0%	23 100.0%
	Total	Count	10 27.8%	25 69.4%	1 2.8%	36 100.0%
Perry	Adult	Count	2 40.0%	2 40.0%	1 20.0%	5 100.0%
	Child	Count	2 20.0%	8 80.0%	0 .0%	10 100.0%
	Total	Count	4 26.7%	10 66.7%	1 6.7%	15 100.0%
Other	Adult	Count	0 .0%	2 66.7%	1 33.3%	3 100.0%
	Child	Count	1 25.0%	2 50.0%	1 25.0%	4 100.0%
	Total	Count	1 14.3%	4 57.1%	2 28.6%	7 100.0%

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

- 75.6% of those that requested information from CBHNP (90 of 119) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 29 of the 119 respondents did not feel this was the case.

			Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	57 45.6%	15 12.0%	53 42.4%	125 100.0%
	Child	Count	33 54.1%	14 23.0%	14 23.0%	61 100.0%
Total		Count	90 48.4%	29 15.6%	67 36.0%	186 100.0%

			Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	17 43.6%	8 20.5%	14 35.9%	39 100.0%
	Dauphin	Count	34 60.7%	8 14.3%	14 25.0%	56 100.0%
	Lancaster	Count	20 32.3%	7 11.3%	35 56.5%	62 100.0%
	Lebanon	Count	12 80.0%	2 13.3%	1 6.7%	15 100.0%
	Perry	Count	4 57.1%	3 42.9%	0 .0%	7 100.0%
	Other	Count	3 42.9%	1 14.3%	3 42.9%	7 100.0%
Total		Count	90 48.4%	29 15.6%	67 36.0%	186 100.0%

County of Residence			Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	12	3	13	28
			42.9%	10.7%	46.4%	100.0%
	Child	Count	5	5	1	11
			45.5%	45.5%	9.1%	100.0%
	Total	Count	17	8	14	39
			43.6%	20.5%	35.9%	100.0%
Dauphin	Adult	Count	21	4	9	34
			61.8%	11.8%	26.5%	100.0%
	Child	Count	13	4	5	22
			59.1%	18.2%	22.7%	100.0%
	Total	Count	34	8	14	56
			60.7%	14.3%	25.0%	100.0%
Lancaster	Adult	Count	15	4	28	47
			31.9%	8.5%	59.6%	100.0%
	Child	Count	5	3	7	15
			33.3%	20.0%	46.7%	100.0%
	Total	Count	20	7	35	62
			32.3%	11.3%	56.5%	100.0%
Lebanon	Adult	Count	7	2	1	10
			70.0%	20.0%	10.0%	100.0%
	Child	Count	5	0	0	5
			100.0%	.0%	.0%	100.0%
	Total	Count	12	2	1	15
			80.0%	13.3%	6.7%	100.0%
Perry	Adult	Count	2	2		4
			50.0%	50.0%		100.0%
	Child	Count	2	1		3
			66.7%	33.3%		100.0%
	Total	Count	4	3		7
			57.1%	42.9%		100.0%
Other	Adult	Count	0	0	2	2
			.0%	.0%	100.0%	100.0%
	Child	Count	3	1	1	5
			60.0%	20.0%	20.0%	100.0%
	Total	Count	3	1	3	7
			42.9%	14.3%	42.9%	100.0%

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

- 81.8% of respondents (293 of 358) report they are aware of their right to file a complaint or grievance. 19 respondents did not answer this question.

			Q35 I am aware of my right to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	142 84.0%	19 11.2%	8 4.7%	169 100.0%
	Child	Count	151 88.8%	18 10.6%	1 .6%	170 100.0%
Total		Count	293 86.4%	37 10.9%	9 2.7%	339 100.0%

			Q35 I am aware of my right to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	65 89.0%	6 8.2%	2 2.7%	73 100.0%
	Dauphin	Count	96 88.9%	11 10.2%	1 .9%	108 100.0%
	Lancaster	Count	82 83.7%	12 12.2%	4 4.1%	98 100.0%
	Lebanon	Count	33 89.2%	3 8.1%	1 2.7%	37 100.0%
	Perry	Count	12 80.0%	3 20.0%	0 .0%	15 100.0%
	Other	Count	5 62.5%	2 25.0%	1 12.5%	8 100.0%
	Total		Count	293 86.4%	37 10.9%	9 2.7%

County of Residence			Q35 I am aware of my right to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	40	0	2	42
			95.2%	.0%	4.8%	100.0%
	Child	Count	25	6	0	31
			80.6%	19.4%	.0%	100.0%
	Total	Count	65	6	2	73
			89.0%	8.2%	2.7%	100.0%
Dauphin	Adult	Count	44	8	1	53
			83.0%	15.1%	1.9%	100.0%
	Child	Count	52	3	0	55
			94.5%	5.5%	.0%	100.0%
	Total	Count	96	11	1	108
			88.9%	10.2%	.9%	100.0%
Lancaster	Adult	Count	41	8	4	53
			77.4%	15.1%	7.5%	100.0%
	Child	Count	41	4	0	45
			91.1%	8.9%	.0%	100.0%
	Total	Count	82	12	4	98
			83.7%	12.2%	4.1%	100.0%
Lebanon	Adult	Count	10	2	1	13
			76.9%	15.4%	7.7%	100.0%
	Child	Count	23	1	0	24
			95.8%	4.2%	.0%	100.0%
	Total	Count	33	3	1	37
			89.2%	8.1%	2.7%	100.0%
Perry	Adult	Count	4	1		5
			80.0%	20.0%		100.0%
	Child	Count	8	2		10
			80.0%	20.0%		100.0%
	Total	Count	12	3		15
			80.0%	20.0%		100.0%
Other	Adult	Count	3	0	0	3
			100.0%	.0%	.0%	100.0%
	Child	Count	2	2	1	5
			40.0%	40.0%	20.0%	100.0%
	Total	Count	5	2	1	8
			62.5%	25.0%	12.5%	100.0%

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

- Overall, 64.5% of respondents (231 of 358) report they know who to call to file a complaint or grievance. 21 respondents did not answer this question.

			Q36 I know whom to call to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	97 57.7%	61 36.3%	10 6.0%	168 100.0%
	Child	Count	134 79.3%	34 20.1%	1 .6%	169 100.0%
Total		Count	231 68.5%	95 28.2%	11 3.3%	337 100.0%

			Q36 I know whom to call to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	53 71.6%	18 24.3%	3 4.1%	74 100.0%
	Dauphin	Count	78 73.6%	27 25.5%	1 .9%	106 100.0%
	Lancaster	Count	58 59.2%	35 35.7%	5 5.1%	98 100.0%
	Lebanon	Count	28 75.7%	8 21.6%	1 2.7%	37 100.0%
	Perry	Count	11 73.3%	4 26.7%	0 .0%	15 100.0%
	Other	Count	3 42.9%	3 42.9%	1 14.3%	7 100.0%
Total		Count	231 68.5%	95 28.2%	11 3.3%	337 100.0%

County of Residence			Q36 I know whom to call to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	31 72.1%	9 20.9%	3 7.0%	43 100.0%
	Child	Count	22 71.0%	9 29.0%	0 .0%	31 100.0%
	Total	Count	53 71.6%	18 24.3%	3 4.1%	74 100.0%
Dauphin	Adult	Count	34 66.7%	16 31.4%	1 2.0%	51 100.0%
	Child	Count	44 80.0%	11 20.0%	0 .0%	55 100.0%
	Total	Count	78 73.6%	27 25.5%	1 .9%	106 100.0%
Lancaster	Adult	Count	19 35.8%	29 54.7%	5 9.4%	53 100.0%
	Child	Count	39 86.7%	6 13.3%	0 .0%	45 100.0%
	Total	Count	58 59.2%	35 35.7%	5 5.1%	98 100.0%
Lebanon	Adult	Count	8 61.5%	4 30.8%	1 7.7%	13 100.0%
	Child	Count	20 83.3%	4 16.7%	0 .0%	24 100.0%
	Total	Count	28 75.7%	8 21.6%	1 2.7%	37 100.0%
Perry	Adult	Count	3 60.0%	2 40.0%		5 100.0%
	Child	Count	8 80.0%	2 20.0%		10 100.0%
	Total	Count	11 73.3%	4 26.7%		15 100.0%
Other	Adult	Count	2 66.7%	1 33.3%	0 .0%	3 100.0%
	Child	Count	1 25.0%	2 50.0%	1 25.0%	4 100.0%
	Total	Count	3 42.9%	3 42.9%	1 14.3%	7 100.0%

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

- 62.3% of respondents (223 of 358) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. 27 respondents 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.			
			Yes	No	Does Not Apply	Total
Is the interview for an ADULT or CHILD	Adult	Count	90 53.9%	45 26.9%	32 19.2%	167 100.0%
	Child	Count	133 81.1%	20 12.2%	11 6.7%	164 100.0%
Total		Count	223 67.4%	65 19.6%	43 13.0%	331 100.0%

			Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
			Yes	No	Does Not Apply	Total
County of Residence	Cumberland	Count	48 64.9%	16 21.6%	10 13.5%	74 100.0%
	Dauphin	Count	76 72.4%	21 20.0%	8 7.6%	105 100.0%
	Lancaster	Count	59 61.5%	16 16.7%	21 21.9%	96 100.0%
	Lebanon	Count	27 79.4%	6 17.6%	1 2.9%	34 100.0%
	Perry	Count	10 71.4%	3 21.4%	1 7.1%	14 100.0%
	Other	Count	3 37.5%	3 37.5%	2 25.0%	8 100.0%
	Total		Count	223 67.4%	65 19.6%	43 13.0%

County of Residence			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	
Cumberland	Adult	Count	26	8	9	43
			60.5%	18.6%	20.9%	100.0%
	Child	Count	22	8	1	31
			71.0%	25.8%	3.2%	100.0%
	Total	Count	48	16	10	74
			64.9%	21.6%	13.5%	100.0%
Dauphin	Adult	Count	36	14	3	53
			67.9%	26.4%	5.7%	100.0%
	Child	Count	40	7	5	52
			76.9%	13.5%	9.6%	100.0%
	Total	Count	76	21	8	105
			72.4%	20.0%	7.6%	100.0%
Lancaster	Adult	Count	18	15	18	51
			35.3%	29.4%	35.3%	100.0%
	Child	Count	41	1	3	45
			91.1%	2.2%	6.7%	100.0%
	Total	Count	59	16	21	96
			61.5%	16.7%	21.9%	100.0%
Lebanon	Adult	Count	6	6	1	13
			46.2%	46.2%	7.7%	100.0%
	Child	Count	21	0	0	21
			100.0%	.0%	.0%	100.0%
	Total	Count	27	6	1	34
			79.4%	17.6%	2.9%	100.0%
Perry	Adult	Count	3	1	0	4
			75.0%	25.0%	.0%	100.0%
	Child	Count	7	2	1	10
			70.0%	20.0%	10.0%	100.0%
	Total	Count	10	3	1	14
			71.4%	21.4%	7.1%	100.0%
Other	Adult	Count	1	1	1	3
			33.3%	33.3%	33.3%	100.0%
	Child	Count	2	2	1	5
			40.0%	40.0%	20.0%	100.0%
	Total	Count	3	3	2	8
			37.5%	37.5%	25.0%	100.0%

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

- 91.5% of respondents who had called CBHNP staff (21 of 234) felt they were treated with courtesy and respect when they called CBHNP. As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable, i.e. those who actually called CBHNP. This is a more accurate representation of the data. However, for completeness, the entire table is presented. 25 respondents did not answer this question.

			Q38 When I call CBHNP staff treats me courteously and with respect.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	93 54.7%	11 6.5%	66 38.8%	170 100.0%
	Child	Count	121 74.2%	9 5.5%	33 20.2%	163 100.0%
Total		Count	214 64.3%	20 6.0%	99 29.7%	333 100.0%

			Q38 When I call CBHNP staff treats me courteously and with respect.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	47 64.4%	6 8.2%	20 27.4%	73 100.0%
	Dauphin	Count	79 76.7%	5 4.9%	19 18.4%	103 100.0%
	Lancaster	Count	45 45.9%	4 4.1%	49 50.0%	98 100.0%
	Lebanon	Count	29 80.6%	4 11.1%	3 8.3%	36 100.0%
	Perry	Count	10 66.7%	1 6.7%	4 26.7%	15 100.0%
	Other	Count	4 50.0%	0 .0%	4 50.0%	8 100.0%
Total		Count	214 64.3%	20 6.0%	99 29.7%	333 100.0%

County of Residence			Q38 When I call CBHNP staff treats me courteously and with respect.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	25	3	15	43
			58.1%	7.0%	34.9%	100.0%
	Child	Count	22	3	5	30
			73.3%	10.0%	16.7%	100.0%
	Total	Count	47	6	20	73
			64.4%	8.2%	27.4%	100.0%
Dauphin	Adult	Count	37	2	13	52
			71.2%	3.8%	25.0%	100.0%
	Child	Count	42	3	6	51
			82.4%	5.9%	11.8%	100.0%
	Total	Count	79	5	19	103
			76.7%	4.9%	18.4%	100.0%
Lancaster	Adult	Count	20	2	32	54
			37.0%	3.7%	59.3%	100.0%
	Child	Count	25	2	17	44
			56.8%	4.5%	38.6%	100.0%
	Total	Count	45	4	49	98
			45.9%	4.1%	50.0%	100.0%
Lebanon	Adult	Count	7	4	2	13
			53.8%	30.8%	15.4%	100.0%
	Child	Count	22	0	1	23
			95.7%	.0%	4.3%	100.0%
	Total	Count	29	4	3	36
			80.6%	11.1%	8.3%	100.0%
Perry	Adult	Count	3	0	2	5
			60.0%	.0%	40.0%	100.0%
	Child	Count	7	1	2	10
			70.0%	10.0%	20.0%	100.0%
	Total	Count	10	1	4	15
			66.7%	6.7%	26.7%	100.0%
Other	Adult	Count	1		2	3
			33.3%		66.7%	100.0%
	Child	Count	3		2	5
			60.0%		40.0%	100.0%
	Total	Count	4		4	8
			50.0%		50.0%	100.0%

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

- 93.1% of respondents (229 of 246) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. Please note that more than a quarter of all respondents (26.3%) 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. 24 respondents did not answer this question.

			Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	111 65.3%	4 2.4%	55 32.4%	170 100.0%
	Child	Count	118 72.0%	13 7.9%	33 20.1%	164 100.0%
Total		Count	229 68.6%	17 5.1%	88 26.3%	334 100.0%

			Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	52 71.2%	4 5.5%	17 23.3%	73 100.0%
	Dauphin	Count	83 79.8%	5 4.8%	16 15.4%	104 100.0%
	Lancaster	Count	48 49.0%	4 4.1%	46 46.9%	98 100.0%
	Lebanon	Count	31 86.1%	1 2.8%	4 11.1%	36 100.0%
	Perry	Count	11 73.3%	2 13.3%	2 13.3%	15 100.0%
	Other	Count	4 50.0%	1 12.5%	3 37.5%	8 100.0%
	Total		Count	229 68.6%	17 5.1%	88 26.3%

County of Residence			Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	31 72.1%	0 .0%	12 27.9%	43 100.0%
	Child	Count	21 70.0%	4 13.3%	5 16.7%	30 100.0%
	Total	Count	52 71.2%	4 5.5%	17 23.3%	73 100.0%
Dauphin	Adult	Count	41 78.8%	1 1.9%	10 19.2%	52 100.0%
	Child	Count	42 80.8%	4 7.7%	6 11.5%	52 100.0%
	Total	Count	83 79.8%	5 4.8%	16 15.4%	104 100.0%
Lancaster	Adult	Count	23 42.6%	2 3.7%	29 53.7%	54 100.0%
	Child	Count	25 56.8%	2 4.5%	17 38.6%	44 100.0%
	Total	Count	48 49.0%	4 4.1%	46 46.9%	98 100.0%
Lebanon	Adult	Count	10 76.9%	0 .0%	3 23.1%	13 100.0%
	Child	Count	21 91.3%	1 4.3%	1 4.3%	23 100.0%
	Total	Count	31 86.1%	1 2.8%	4 11.1%	36 100.0%
Perry	Adult	Count	4 80.0%	1 20.0%	0 .0%	5 100.0%
	Child	Count	7 70.0%	1 10.0%	2 20.0%	10 100.0%
	Total	Count	11 73.3%	2 13.3%	2 13.3%	15 100.0%
Other	Adult	Count	2 66.7%	0 .0%	1 33.3%	3 100.0%
	Child	Count	2 40.0%	1 20.0%	2 40.0%	5 100.0%
	Total	Count	4 50.0%	1 12.5%	3 37.5%	8 100.0%

Supplemental Questions Adult Respondents Only:

These 4 supplemental questions were presented only to the Adult Respondents.

- 87.7% of Adult respondents (114 of 130) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 13 respondents (10.0%) disagreed or strongly disagreed with this statement.

		SQ1 I am encouraged by staff to share my feelings with others.						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland Count	0 .0%	0 .0%	0 .0%	27 71.1%	11 28.9%	0 .0%	38 100.0%
	Dauphin Count	8 15.4%	1 1.9%	3 5.8%	10 19.2%	26 50.0%	4 7.7%	52 100.0%
	Lancaster Count	1 2.9%	3 8.6%	0 .0%	13 37.1%	17 48.6%	1 2.9%	35 100.0%
	Lebanon Count	0 .0%	0 .0%	0 .0%	3 37.5%	2 25.0%	3 37.5%	8 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	1 25.0%	2 50.0%	1 25.0%	4 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	2 66.7%	0 .0%	1 33.3%	3 100.0%
Total Count		9 6.4%	4 2.9%	3 2.1%	56 40.0%	58 41.4%	10 7.1%	140 100.0%

- 91.3% of Adult respondents (116 of 127) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 10 respondents (7.9%) disagreed or strongly disagreed with this statement.

		SQ2 I decide whether or not to participate in activities						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland Count	0 .0%	2 5.3%	1 2.6%	24 63.2%	9 23.7%	2 5.3%	38 100.0%
	Dauphin Count	5 9.6%	0 .0%	0 .0%	12 23.1%	30 57.7%	5 9.6%	52 100.0%
	Lancaster Count	1 2.9%	2 5.7%	0 .0%	10 28.6%	21 60.0%	1 2.9%	35 100.0%
	Lebanon Count	0 .0%	0 .0%	0 .0%	3 37.5%	2 25.0%	3 37.5%	8 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	0 .0%	3 75.0%	1 25.0%	4 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	2 66.7%	0 .0%	1 33.3%	3 100.0%
Total Count		6 4.3%	4 2.9%	1 .7%	51 36.4%	65 46.4%	13 9.3%	140 100.0%

- 90.6% of Adult respondents (115 of 127) 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. 11 respondents (8.7%) disagreed or strongly disagreed with this statement.

		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		Does Not Apply
County of Residence	Cumberland Count	0 .0%	3 7.9%	0 .0%	24 63.2%	10 26.3%	1 2.6%	38 100.0%
	Dauphin Count	6 11.5%	0 .0%	0 .0%	13 25.0%	28 53.8%	5 9.6%	52 100.0%
	Lancaster Count	1 2.9%	1 2.9%	0 .0%	8 22.9%	23 65.7%	2 5.7%	35 100.0%
	Lebanon Count	0 .0%	0 .0%	0 .0%	3 37.5%	2 25.0%	3 37.5%	8 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	1 25.0%	2 50.0%	1 25.0%	4 100.0%
	Other Count	0 .0%	0 .0%	1 33.3%	1 33.3%	0 .0%	1 33.3%	3 100.0%
Total	Count	7 5.0%	4 2.9%	1 .7%	50 35.7%	65 46.4%	13 9.3%	140 100.0%

- 95.3% of Adult respondents (122 of 128) indicated they agreed or strongly agreed they felt safe at the facility where they received their treatment. 5 respondents (3.9%) disagreed or strongly disagreed with this statement.

		SQ4 I feel safe at this facility.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County of Residence	Cumberland Count	0 .0%	1 2.6%	0 .0%	22 57.9%	15 39.5%	0 .0%	38 100.0%
	Dauphin Count	1 1.9%	1 1.9%	0 .0%	12 23.1%	32 61.5%	6 11.5%	52 100.0%
	Lancaster Count	1 2.9%	1 2.9%	0 .0%	8 22.9%	24 68.6%	1 2.9%	35 100.0%
	Lebanon Count	0 .0%	0 .0%	0 .0%	3 37.5%	2 25.0%	3 37.5%	8 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	1 25.0%	2 50.0%	1 25.0%	4 100.0%
	Other Count	0 .0%	0 .0%	1 33.3%	0 .0%	1 33.3%	1 33.3%	3 100.0%
Total	Count	2 1.4%	3 2.1%	1 .7%	46 32.9%	76 54.3%	12 8.6%	140 100.0%

Supplemental Questions Child Respondents Only

These 4 supplemental questions were presented only to the respondents who received Child Services.

- 77.4% of Child respondents (120 of 155) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 16 respondents (10.3%) disagreed or strongly disagreed with this statement.

		SQ1 I am encouraged by staff to share my feelings with others.						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland Count	5 16.1%	2 6.5%	5 16.1%	12 38.7%	7 22.6%	0 .0%	31 100.0%
	Dauphin Count	0 .0%	5 10.2%	4 8.2%	20 40.8%	16 32.7%	4 8.2%	49 100.0%
	Lancaster Count	0 .0%	2 4.7%	4 9.3%	26 60.5%	9 20.9%	2 4.7%	43 100.0%
	Lebanon Count	0 .0%	0 .0%	2 8.3%	11 45.8%	11 45.8%	0 .0%	24 100.0%
	Perry Count	1 10.0%	0 .0%	3 30.0%	4 40.0%	1 10.0%	1 10.0%	10 100.0%
	Other Count	0 .0%	1 20.0%	1 20.0%	2 40.0%	1 20.0%	0 .0%	5 100.0%
Total Count		6 3.7%	10 6.2%	19 11.7%	75 46.3%	45 27.8%	7 4.3%	162 100.0%

- 73.9% of Child respondents (116 of 157) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 17 respondents (10.8%) disagreed or strongly disagreed with this statement.

		SQ2 I decide whether or not to participate in activities						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	6 19.4%	3 9.7%	6 19.4%	9 29.0%	7 22.6%	0 .0%	31 100.0%
	Dauphin	1 2.0%	2 3.9%	4 7.8%	23 45.1%	21 41.2%	0 .0%	51 100.0%
	Lancaster	0 .0%	2 4.7%	9 20.9%	21 48.8%	9 20.9%	2 4.7%	43 100.0%
	Lebanon	0 .0%	0 .0%	2 8.7%	10 43.5%	9 39.1%	2 8.7%	23 100.0%
	Perry	1 10.0%	1 10.0%	3 30.0%	3 30.0%	1 10.0%	1 10.0%	10 100.0%
	Other	0 .0%	1 20.0%	0 .0%	1 20.0%	2 40.0%	1 20.0%	5 100.0%
Total		8 4.9%	9 5.5%	24 14.7%	67 41.1%	49 30.1%	6 3.7%	163 100.0%

- 75.3% of Child respondents (119 of 158) indicated they agreed or strongly agreed with the statement that when they came to the program, they were given information on all the services that were available to them. 28 respondents (17.7%) disagreed or strongly disagreed with this statement.

		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	Does Not Apply	
County of Residence	Cumberland Count	6 19.4%	3 9.7%	4 12.9%	9 29.0%	8 25.8%	1 3.2%	31 100.0%
	Dauphin Count	3 5.8%	5 9.6%	4 7.7%	17 32.7%	22 42.3%	1 1.9%	52 100.0%
	Lancaster Count	6 14.0%	1 2.3%	0 .0%	18 41.9%	17 39.5%	1 2.3%	43 100.0%
	Lebanon Count	1 4.2%	1 4.2%	0 .0%	5 20.8%	17 70.8%	0 .0%	24 100.0%
	Perry Count	0 .0%	1 10.0%	3 30.0%	3 30.0%	1 10.0%	2 20.0%	10 100.0%
	Other Count	0 .0%	1 20.0%	0 .0%	0 .0%	2 40.0%	2 40.0%	5 100.0%
Total Count		16 9.7%	12 7.3%	11 6.7%	52 31.5%	67 40.6%	7 4.2%	165 100.0%

- 81.2% of Child respondents (121 of 149) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 15 respondents (10.1%) disagreed or strongly disagreed with this statement.

		SQ4 I feel safe at this facility.						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland Count	5 16.1%	2 6.5%	4 12.9%	7 22.6%	11 35.5%	2 6.5%	31 100.0%
	Dauphin Count	0 .0%	5 9.6%	4 7.7%	14 26.9%	20 38.5%	9 17.3%	52 100.0%
	Lancaster Count	0 .0%	0 .0%	2 4.7%	23 53.5%	17 39.5%	1 2.3%	43 100.0%
	Lebanon Count	1 4.3%	0 .0%	0 .0%	4 17.4%	18 78.3%	0 .0%	23 100.0%
	Perry Count	1 10.0%	0 .0%	3 30.0%	3 30.0%	1 10.0%	2 20.0%	10 100.0%
	Other Count	0 .0%	1 20.0%	0 .0%	1 20.0%	2 40.0%	1 20.0%	5 100.0%
Total Count		7 4.3%	8 4.9%	13 7.9%	52 31.7%	69 42.1%	15 9.1%	164 100.0%

Survey Tables by County of Residence

The following tables show the Cross tabulation of questions 1-27 by County of residence for all respondents, both Adult and Child (N=358).

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

		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	No Response	
County of Residence	Cumberland Count	5 6.8%	4 5.4%	0 .0%	25 33.8%	40 54.1%	0 .0%	74 100.0%
	Dauphin Count	10 8.6%	7 6.0%	0 .0%	26 22.4%	67 57.8%	6 5.2%	116 100.0%
	Lancaster Count	3 2.9%	3 2.9%	1 1.0%	24 23.3%	72 69.9%	0 .0%	103 100.0%
	Lebanon Count	0 .0%	3 7.7%	0 .0%	10 25.6%	26 66.7%	0 .0%	39 100.0%
	Perry Count	0 .0%	2 13.3%	0 .0%	7 46.7%	6 40.0%	0 .0%	15 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	4 44.4%	5 55.6%	0 .0%	9 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
Total	Count	18 5.0%	19 5.3%	1 .3%	96 26.8%	217 60.6%	7 2.0%	358 100.0%

Q2 I was given information on how to get other services

		Q2 I was given information on how to get other services						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
County of Residence	Cumberland Count	8 10.8%	5 6.8%	3 4.1%	23 31.1%	27 36.5%	8 10.8%	74 100.0%
	Dauphin Count	17 14.7%	7 6.0%	4 3.4%	25 21.6%	57 49.1%	6 5.2%	116 100.0%
	Lancaster Count	10 9.7%	13 12.6%	6 5.8%	25 24.3%	40 38.8%	9 8.7%	103 100.0%
	Lebanon Count	2 5.1%	5 12.8%	1 2.6%	8 20.5%	22 56.4%	1 2.6%	39 100.0%
	Perry Count	1 6.7%	1 6.7%	1 6.7%	6 40.0%	4 26.7%	2 13.3%	15 100.0%
	Other Count	0 .0%	2 22.2%	1 11.1%	1 11.1%	5 55.6%	0 .0%	9 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
Total	Count	38 10.6%	33 9.2%	16 4.5%	89 24.9%	155 43.3%	27 7.5%	358 100.0%

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	No Response	
County of Residence	Cumberland Count	10 13.5%	9 12.2%	4 5.4%	22 29.7%	27 36.5%	2 2.7%	74 100.0%
	Dauphin Count	14 12.1%	12 10.3%	4 3.4%	23 19.8%	54 46.6%	9 7.8%	116 100.0%
	Lancaster Count	7 6.8%	11 10.7%	1 1.0%	37 35.9%	45 43.7%	2 1.9%	103 100.0%
	Lebanon Count	1 2.6%	4 10.3%	0 .0%	7 17.9%	26 66.7%	1 2.6%	39 100.0%
	Perry Count	2 13.3%	2 13.3%	1 6.7%	4 26.7%	6 40.0%	0 .0%	15 100.0%
	Other Count	2 22.2%	2 22.2%	0 .0%	1 11.1%	2 22.2%	2 22.2%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	36 10.1%	40 11.2%	10 2.8%	95 26.5%	160 44.7%	17 4.7%	358 100.0%

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

		Q4 I have the option to change my service provider should I choose						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
County of Residence	Cumberland Count	8 10.8%	9 12.2%	4 5.4%	30 40.5%	23 31.1%	0 .0%	74 100.0%
	Dauphin Count	8 6.9%	11 9.5%	4 3.4%	33 28.4%	52 44.8%	8 6.9%	116 100.0%
	Lancaster Count	4 3.9%	8 7.8%	5 4.9%	40 38.8%	43 41.7%	3 2.9%	103 100.0%
	Lebanon Count	0 .0%	2 5.1%	2 5.1%	8 20.5%	26 66.7%	1 2.6%	39 100.0%
	Perry Count	1 6.7%	2 13.3%	0 .0%	5 33.3%	6 40.0%	1 6.7%	15 100.0%
	Other Count	0 .0%	1 11.1%	0 .0%	2 22.2%	6 66.7%	0 .0%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	21 5.9%	33 9.2%	15 4.2%	119 33.2%	156 43.6%	14 3.9%	358 100.0%

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

		was informed about my rights and responsibilities regarding treatment						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
County of Residence	Cumberland Count	5 6.8%	2 2.7%	1 1.4%	26 35.1%	39 52.7%	1 1.4%	74 100.0%
	Dauphin Count	1 .9%	5 4.3%	1 .9%	35 30.2%	66 56.9%	8 6.9%	116 100.0%
	Lancaster Count	3 2.9%	3 2.9%	2 1.9%	41 39.8%	53 51.5%	1 1.0%	103 100.0%
	Lebanon Count	1 2.6%	4 10.3%	0 .0%	10 25.6%	23 59.0%	1 2.6%	39 100.0%
	Perry Count	0 .0%	1 6.7%	0 .0%	7 46.7%	7 46.7%	0 .0%	15 100.0%
	Other Count	0 .0%	1 11.1%	0 .0%	3 33.3%	5 55.6%	0 .0%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
Total	Count	10 2.8%	16 4.5%	4 1.1%	123 34.4%	193 53.9%	12 3.4%	358 100.0%

Q6 I feel comfortable 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	No Response	
County of Residence	Cumberland Count	4 5.4%	2 2.7%	2 2.7%	28 37.8%	37 50.0%	1 1.4%	74 100.0%
	Dauphin Count	3 2.6%	7 6.0%	0 .0%	27 23.3%	71 61.2%	8 6.9%	116 100.0%
	Lancaster Count	1 1.0%	6 5.8%	0 .0%	36 35.0%	60 58.3%	0 .0%	103 100.0%
	Lebanon Count	1 2.6%	1 2.6%	1 2.6%	11 28.2%	24 61.5%	1 2.6%	39 100.0%
	Perry Count	0 .0%	1 6.7%	0 .0%	7 46.7%	7 46.7%	0 .0%	15 100.0%
	Other Count	0 .0%	1 11.1%	0 .0%	3 33.3%	5 55.6%	0 .0%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
Total	Count	9 2.5%	18 5.0%	3 .8%	113 31.6%	204 57.0%	11 3.1%	358 100.0%

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		No Response
County of Residence	Cumberland Count	6 8.1%	5 6.8%	3 4.1%	28 37.8%	32 43.2%	0 .0%	74 100.0%
	Dauphin Count	5 4.3%	8 6.9%	2 1.7%	26 22.4%	67 57.8%	8 6.9%	116 100.0%
	Lancaster Count	2 1.9%	6 5.8%	3 2.9%	40 38.8%	51 49.5%	1 1.0%	103 100.0%
	Lebanon Count	1 2.6%	2 5.1%	1 2.6%	11 28.2%	23 59.0%	1 2.6%	39 100.0%
	Perry Count	0 .0%	0 .0%	1 6.7%	8 53.3%	6 40.0%	0 .0%	15 100.0%
	Other Count	0 .0%	2 22.2%	0 .0%	1 11.1%	5 55.6%	1 11.1%	9 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
Total	Count	14 3.9%	23 6.4%	10 2.8%	115 32.1%	184 51.4%	12 3.4%	358 100.0%

Q8 My provider does not share my personal MH or SA information with others without my permission

		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		No Response
County of Residence	Cumberland Count	5 6.8%	2 2.7%	1 1.4%	19 25.7%	46 62.2%	1 1.4%	74 100.0%
	Dauphin Count	3 2.6%	6 5.2%	1 .9%	29 25.0%	71 61.2%	6 5.2%	116 100.0%
	Lancaster Count	1 1.0%	7 6.8%	3 2.9%	29 28.2%	59 57.3%	4 3.9%	103 100.0%
	Lebanon Count	0 .0%	0 .0%	0 .0%	10 25.6%	27 69.2%	2 5.1%	39 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	4 26.7%	11 73.3%	0 .0%	15 100.0%
	Other Count	0 .0%	1 11.1%	0 .0%	1 11.1%	7 77.8%	0 .0%	9 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
Total	Count	9 2.5%	16 4.5%	5 1.4%	92 25.7%	221 61.7%	15 4.2%	358 100.0%

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	No Response	
County of Residence	Cumberland Count	4 5.4%	3 4.1%	1 1.4%	19 25.7%	47 63.5%	0 .0%	74 100.0%
	Dauphin Count	1 .9%	4 3.4%	0 .0%	39 33.6%	66 56.9%	6 5.2%	116 100.0%
	Lancaster Count	0 .0%	2 1.9%	1 1.0%	44 42.7%	52 50.5%	4 3.9%	103 100.0%
	Lebanon Count	0 .0%	1 2.6%	1 2.6%	9 23.1%	26 66.7%	2 5.1%	39 100.0%
	Perry Count	0 .0%	1 6.7%	0 .0%	4 26.7%	10 66.7%	0 .0%	15 100.0%
	Other Count	0 .0%	1 11.1%	0 .0%	2 22.2%	5 55.6%	1 11.1%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total Count	5 1.4%	12 3.4%	3 .8%	117 32.7%	207 57.8%	14 3.9%	358 100.0%

Q10 I trust my service provider

		Q10 I trust my service provider						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
County of Residence	Cumberland Count	6 8.1%	5 6.8%	2 2.7%	20 27.0%	41 55.4%	0 .0%	74 100.0%
	Dauphin Count	6 5.2%	5 4.3%	4 3.4%	34 29.3%	62 53.4%	5 4.3%	116 100.0%
	Lancaster Count	3 2.9%	3 2.9%	2 1.9%	30 29.1%	64 62.1%	1 1.0%	103 100.0%
	Lebanon Count	1 2.6%	0 .0%	1 2.6%	10 25.6%	24 61.5%	3 7.7%	39 100.0%
	Perry Count	0 .0%	0 .0%	1 6.7%	5 33.3%	9 60.0%	0 .0%	15 100.0%
	Other Count	1 11.1%	2 22.2%	0 .0%	2 22.2%	3 33.3%	1 11.1%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total Count	17 4.7%	15 4.2%	10 2.8%	101 28.2%	204 57.0%	11 3.1%	358 100.0%

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

		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	No Response	
County of Residence	Cumberland Count	6 8.1%	4 5.4%	3 4.1%	18 24.3%	41 55.4%	2 2.7%	74 100.0%
	Dauphin Count	8 6.9%	4 3.4%	2 1.7%	29 25.0%	67 57.8%	6 5.2%	116 100.0%
	Lancaster Count	2 1.9%	9 8.7%	5 4.9%	39 37.9%	46 44.7%	2 1.9%	103 100.0%
	Lebanon Count	1 2.6%	3 7.7%	0 .0%	10 25.6%	23 59.0%	2 5.1%	39 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	4 26.7%	10 66.7%	1 6.7%	15 100.0%
	Other Count	0 .0%	1 11.1%	2 22.2%	2 22.2%	4 44.4%	0 .0%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	17 4.7%	21 5.9%	12 3.4%	103 28.8%	191 53.4%	14 3.9%	358 100.0%

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 & goals for recovery						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
County of Residence	Cumberland Count	5 6.8%	4 5.4%	1 1.4%	21 28.4%	43 58.1%	0 .0%	74 100.0%
	Dauphin Count	6 5.2%	5 4.3%	2 1.7%	30 25.9%	68 58.6%	5 4.3%	116 100.0%
	Lancaster Count	1 1.0%	6 5.8%	2 1.9%	39 37.9%	50 48.5%	5 4.9%	103 100.0%
	Lebanon Count	1 2.6%	1 2.6%	0 .0%	10 25.6%	25 64.1%	2 5.1%	39 100.0%
	Perry Count	0 .0%	1 6.7%	0 .0%	4 26.7%	10 66.7%	0 .0%	15 100.0%
	Other Count	0 .0%	1 11.1%	0 .0%	5 55.6%	3 33.3%	0 .0%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	13 3.6%	18 5.0%	5 1.4%	110 30.7%	199 55.6%	13 3.6%	358 100.0%

Q13 I am an equal partner in the treatment process

		Q13 I am an equal partner in the treatment process						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
County of Residence	Cumberland Count	5 6.8%	4 5.4%	1 1.4%	23 31.1%	40 54.1%	1 1.4%	74 100.0%
	Dauphin Count	7 6.0%	6 5.2%	2 1.7%	31 26.7%	66 56.9%	4 3.4%	116 100.0%
	Lancaster Count	3 2.9%	2 1.9%	2 1.9%	40 38.8%	55 53.4%	1 1.0%	103 100.0%
	Lebanon Count	1 2.6%	1 2.6%	0 .0%	11 28.2%	24 61.5%	2 5.1%	39 100.0%
	Perry Count	0 .0%	1 6.7%	0 .0%	5 33.3%	9 60.0%	0 .0%	15 100.0%
	Other Count	0 .0%	2 22.2%	0 .0%	3 33.3%	4 44.4%	0 .0%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	16 4.5%	16 4.5%	5 1.4%	114 31.8%	198 55.3%	9 2.5%	358 100.0%

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

		My service provider explained the advantages of my therapy or treat						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
County of Residence	Cumberland Count	6 8.1%	6 8.1%	1 1.4%	25 33.8%	35 47.3%	1 1.4%	74 100.0%
	Dauphin Count	7 6.0%	6 5.2%	2 1.7%	27 23.3%	66 56.9%	8 6.9%	116 100.0%
	Lancaster Count	3 2.9%	5 4.9%	5 4.9%	40 38.8%	48 46.6%	2 1.9%	103 100.0%
	Lebanon Count	1 2.6%	1 2.6%	1 2.6%	10 25.6%	24 61.5%	2 5.1%	39 100.0%
	Perry Count	0 .0%	1 6.7%	0 .0%	5 33.3%	9 60.0%	0 .0%	15 100.0%
	Other Count	0 .0%	1 11.1%	0 .0%	3 33.3%	5 55.6%	0 .0%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	17 4.7%	20 5.6%	9 2.5%	111 31.0%	187 52.2%	14 3.9%	358 100.0%

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

		service provider explained the disadvantages of my therapy or tre						Total
		Strongly Disagree	Disagree	Neither Agee Nor Disagree	Agree	Strongly Agree	No Response	
County of Residence	Cumberland Count	6 8.1%	9 12.2%	3 4.1%	22 29.7%	34 45.9%	0 .0%	74 100.0%
	Dauphin Count	11 9.5%	8 6.9%	2 1.7%	29 25.0%	55 47.4%	11 9.5%	116 100.0%
	Lancaster Count	6 5.8%	12 11.7%	4 3.9%	37 35.9%	41 39.8%	3 2.9%	103 100.0%
	Lebanon Count	2 5.1%	2 5.1%	1 2.6%	9 23.1%	21 53.8%	4 10.3%	39 100.0%
	Perry Count	0 .0%	0 .0%	1 6.7%	6 40.0%	8 53.3%	0 .0%	15 100.0%
	Other Count	0 .0%	3 33.3%	0 .0%	3 33.3%	3 33.3%	0 .0%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	25 7.0%	34 9.5%	11 3.1%	107 29.9%	162 45.3%	19 5.3%	358 100.0%

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

		Q16 Overall, I am satisfied with the services						Total
		Strongly Disagree	Disagree	Neither Agee Nor Disagree	Agree	Strongly Agree	No Response	
County of Residence	Cumberland Count	7 9.5%	3 4.1%	2 2.7%	25 33.8%	37 50.0%	0 .0%	74 100.0%
	Dauphin Count	7 6.0%	6 5.2%	3 2.6%	31 26.7%	63 54.3%	6 5.2%	116 100.0%
	Lancaster Count	4 3.9%	2 1.9%	2 1.9%	33 32.0%	62 60.2%	0 .0%	103 100.0%
	Lebanon Count	1 2.6%	0 .0%	2 5.1%	9 23.1%	25 64.1%	2 5.1%	39 100.0%
	Perry Count	0 .0%	1 6.7%	1 6.7%	5 33.3%	8 53.3%	0 .0%	15 100.0%
	Other Count	0 .0%	2 22.2%	0 .0%	2 22.2%	5 55.6%	0 .0%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total Count	19 5.3%	14 3.9%	10 2.8%	105 29.3%	201 56.1%	9 2.5%	358 100.0%

Q17 Managing daily problems

		Q17 Managing daily problems					Total	
		Much Worse	Little Worse	About the Same	Little Better	Much Better		No Response
County of Residence	Cumberland Count	3 4.1%	5 6.8%	10 13.5%	25 33.8%	30 40.5%	1 1.4%	74 100.0%
	Dauphin Count	5 4.3%	7 6.0%	16 13.8%	33 28.4%	50 43.1%	5 4.3%	116 100.0%
	Lancaster Count	4 3.9%	7 6.8%	14 13.6%	36 35.0%	40 38.8%	2 1.9%	103 100.0%
	Lebanon Count	0 .0%	0 .0%	14 35.9%	18 46.2%	5 12.8%	2 5.1%	39 100.0%
	Perry Count	0 .0%	2 13.3%	5 33.3%	5 33.3%	3 20.0%	0 .0%	15 100.0%
	Other Count	0 .0%	0 .0%	2 22.2%	4 44.4%	2 22.2%	1 11.1%	9 100.0%
	No Respon: Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
Total	Count	12 3.4%	21 5.9%	61 17.0%	121 33.8%	130 36.3%	13 3.6%	358 100.0%

Q18 Feeling in control of my life

		Q18 Feeling in control of my life					Total	
		Much Worse	Little Worse	About the Same	Little Better	Much Better		No Response
County of Residence	Cumberland Count	2 2.7%	5 6.8%	12 16.2%	26 35.1%	28 37.8%	1 1.4%	74 100.0%
	Dauphin Count	10 8.6%	10 8.6%	14 12.1%	32 27.6%	40 34.5%	10 8.6%	116 100.0%
	Lancaster Count	5 4.9%	6 5.8%	16 15.5%	32 31.1%	41 39.8%	3 2.9%	103 100.0%
	Lebanon Count	2 5.1%	1 2.6%	13 33.3%	14 35.9%	6 15.4%	3 7.7%	39 100.0%
	Perry Count	0 .0%	2 13.3%	5 33.3%	5 33.3%	3 20.0%	0 .0%	15 100.0%
	Other Count	0 .0%	0 .0%	1 11.1%	5 55.6%	2 22.2%	1 11.1%	9 100.0%
	No Respon Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
Total	Count	19 5.3%	24 6.7%	61 17.0%	114 31.8%	120 33.5%	20 5.6%	358 100.0%

Q19 Dealing with personal crisis

		Q19 Dealing with personal crisis						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
County of Residence	Cumberland Count	2 2.7%	4 5.4%	19 25.7%	23 31.1%	22 29.7%	4 5.4%	74 100.0%
	Dauphin Count	8 6.9%	5 4.3%	20 17.2%	24 20.7%	42 36.2%	17 14.7%	116 100.0%
	Lancaster Count	6 5.8%	3 2.9%	20 19.4%	39 37.9%	25 24.3%	10 9.7%	103 100.0%
	Lebanon Count	3 7.7%	3 7.7%	11 28.2%	9 23.1%	5 12.8%	8 20.5%	39 100.0%
	Perry Count	0 .0%	2 13.3%	4 26.7%	6 40.0%	2 13.3%	1 6.7%	15 100.0%
	Other Count	0 .0%	0 .0%	2 22.2%	2 22.2%	3 33.3%	2 22.2%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total Count	19 5.3%	17 4.7%	76 21.2%	103 28.8%	99 27.7%	44 12.3%	358 100.0%

Q20 How I feel about myself

		Q20 How I feel about myself						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
County of Residence	Cumberland Count	2 2.7%	6 8.1%	11 14.9%	23 31.1%	32 43.2%	0 .0%	74 100.0%
	Dauphin Count	7 6.0%	10 8.6%	17 14.7%	25 21.6%	50 43.1%	7 6.0%	116 100.0%
	Lancaster Count	6 5.8%	5 4.9%	21 20.4%	29 28.2%	39 37.9%	3 2.9%	103 100.0%
	Lebanon Count	2 5.1%	2 5.1%	15 38.5%	12 30.8%	4 10.3%	4 10.3%	39 100.0%
	Perry Count	0 .0%	2 13.3%	4 26.7%	7 46.7%	2 13.3%	0 .0%	15 100.0%
	Other Count	0 .0%	2 22.2%	1 11.1%	4 44.4%	1 11.1%	1 11.1%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total Count	17 4.7%	27 7.5%	69 19.3%	100 27.9%	128 35.8%	17 4.7%	358 100.0%

Q21 Feeling good (hopeful) about the future

		Q21 Feeling good (hopeful) about the future					Total	
		Much Worse	Little Worse	About the Same	Little Better	Much Better		No Response
County of Residence	Cumberland Count	2 2.7%	6 8.1%	10 13.5%	24 32.4%	31 41.9%	1 1.4%	74 100.0%
	Dauphin Count	7 6.0%	9 7.8%	16 13.8%	24 20.7%	51 44.0%	9 7.8%	116 100.0%
	Lancaster Count	4 3.9%	5 4.9%	16 15.5%	39 37.9%	37 35.9%	2 1.9%	103 100.0%
	Lebanon Count	0 .0%	3 7.7%	7 17.9%	15 38.5%	8 20.5%	6 15.4%	39 100.0%
	Perry Count	0 .0%	2 13.3%	4 26.7%	8 53.3%	1 6.7%	0 .0%	15 100.0%
	Other Count	0 .0%	0 .0%	1 11.1%	5 55.6%	1 11.1%	2 22.2%	9 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total	Count	13 3.6%	25 7.0%	54 15.1%	115 32.1%	129 36.0%	22 6.1%

Q22 Enjoying my free time

		Q22 Enjoying my free time					Total	
		Much Worse	Little Worse	About the Same	Little Better	Much Better		No Response
County of Residence	Cumberland Count	3 4.1%	3 4.1%	14 18.9%	24 32.4%	30 40.5%	0 .0%	74 100.0%
	Dauphin Count	4 3.4%	4 3.4%	7 6.0%	24 20.7%	72 62.1%	5 4.3%	116 100.0%
	Lancaster Count	5 4.9%	8 7.8%	17 16.5%	29 28.2%	43 41.7%	1 1.0%	103 100.0%
	Lebanon Count	1 2.6%	2 5.1%	6 15.4%	6 15.4%	20 51.3%	4 10.3%	39 100.0%
	Perry Count	0 .0%	1 6.7%	7 46.7%	4 26.7%	3 20.0%	0 .0%	15 100.0%
	Other Count	0 .0%	0 .0%	3 33.3%	3 33.3%	2 22.2%	1 11.1%	9 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total	Count	13 3.6%	18 5.0%	54 15.1%	90 25.1%	170 47.5%	13 3.6%

Q23 Strengthening my social support network

		Q23 Strengthening my social support network						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
County of Residence	Cumberland Count	3 4.1%	5 6.8%	13 17.6%	29 39.2%	23 31.1%	1 1.4%	74 100.0%
	Dauphin Count	5 4.3%	5 4.3%	22 19.0%	28 24.1%	49 42.2%	7 6.0%	116 100.0%
	Lancaster Count	2 1.9%	8 7.8%	14 13.6%	34 33.0%	44 42.7%	1 1.0%	103 100.0%
	Lebanon Count	2 5.1%	4 10.3%	9 23.1%	13 33.3%	6 15.4%	5 12.8%	39 100.0%
	Perry Count	0 .0%	2 13.3%	6 40.0%	5 33.3%	2 13.3%	0 .0%	15 100.0%
	Other Count	0 .0%	1 11.1%	1 11.1%	2 22.2%	4 44.4%	1 11.1%	9 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
Total	Count	12 3.4%	25 7.0%	65 18.2%	111 31.0%	128 35.8%	17 4.7%	358 100.0%

Q24 Being involved in community activities

		Being involved in the community or in organizations outside of MH or SA a						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
County of Residence	Cumberland Count	5 6.8%	4 5.4%	15 20.3%	20 27.0%	23 31.1%	7 9.5%	74 100.0%
	Dauphin Count	4 3.4%	6 5.2%	14 12.1%	21 18.1%	51 44.0%	20 17.2%	116 100.0%
	Lancaster Count	3 2.9%	8 7.8%	22 21.4%	30 29.1%	28 27.2%	12 11.7%	103 100.0%
	Lebanon Count	0 .0%	4 10.3%	3 7.7%	11 28.2%	12 30.8%	9 23.1%	39 100.0%
	Perry Count	0 .0%	2 13.3%	8 53.3%	3 20.0%	2 13.3%	0 .0%	15 100.0%
	Other Count	1 11.1%	0 .0%	1 11.1%	3 33.3%	0 .0%	4 44.4%	9 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
Total	Count	13 3.6%	24 6.7%	63 17.6%	88 24.6%	116 32.4%	54 15.1%	358 100.0%

Q25 Dealing with school or work

		Q25 Dealing with school or work						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
County of Residence	Cumberland Count	3 4.1%	5 6.8%	11 14.9%	21 28.4%	19 25.7%	15 20.3%	74 100.0%
	Dauphin Count	7 6.0%	8 6.9%	20 17.2%	26 22.4%	37 31.9%	18 15.5%	116 100.0%
	Lancaster Count	3 2.9%	10 9.7%	14 13.6%	28 27.2%	24 23.3%	24 23.3%	103 100.0%
	Lebanon Count	1 2.6%	3 7.7%	8 20.5%	6 15.4%	9 23.1%	12 30.8%	39 100.0%
	Perry Count	0 .0%	2 13.3%	7 46.7%	4 26.7%	2 13.3%	0 .0%	15 100.0%
	Other Count	0 .0%	0 .0%	1 11.1%	2 22.2%	2 22.2%	4 44.4%	9 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total	Count	14 3.9%	28 7.8%	61 17.0%	87 24.3%	93 26.0%	75 20.9%

Q26 Dealing with people in social situations

		Q26 Dealing with people in social situations						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
County of Residence	Cumberland Count	4 5.4%	6 8.1%	15 20.3%	29 39.2%	20 27.0%	0 .0%	74 100.0%
	Dauphin Count	4 3.4%	5 4.3%	19 16.4%	36 31.0%	45 38.8%	7 6.0%	116 100.0%
	Lancaster Count	3 2.9%	9 8.7%	18 17.5%	36 35.0%	37 35.9%	0 .0%	103 100.0%
	Lebanon Count	2 5.1%	4 10.3%	14 35.9%	10 25.6%	6 15.4%	3 7.7%	39 100.0%
	Perry Count	0 .0%	3 20.0%	4 26.7%	6 40.0%	2 13.3%	0 .0%	15 100.0%
	Other Count	0 .0%	0 .0%	3 33.3%	4 44.4%	1 11.1%	1 11.1%	9 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total	Count	13 3.6%	27 7.5%	73 20.4%	121 33.8%	111 31.0%	13 3.6%

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

		Q27 Dealing with specific problems or issues that led me to seek service						
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	Total
County of Residence	Cumberland Count	3 4.1%	5 6.8%	11 14.9%	26 35.1%	29 39.2%	0 .0%	74 100.0%
	Dauphin Count	6 5.2%	8 6.9%	17 14.7%	36 31.0%	38 32.8%	11 9.5%	116 100.0%
	Lancaster Count	4 3.9%	10 9.7%	11 10.7%	36 35.0%	39 37.9%	3 2.9%	103 100.0%
	Lebanon Count	3 7.7%	3 7.7%	8 20.5%	14 35.9%	6 15.4%	5 12.8%	39 100.0%
	Perry Count	0 .0%	3 20.0%	3 20.0%	7 46.7%	2 13.3%	0 .0%	15 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	6 66.7%	2 22.2%	1 11.1%	9 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
Total	Count	16 4.5%	29 8.1%	50 14.0%	125 34.9%	116 32.4%	22 6.1%	358 100.0%

Survey Tables by Age Group by County of Residence

The following tables show the Cross tabulation of questions 1-27 by Age Group broken down by County of Residence (N=358).

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

Is the interview for an ADULT or CHI		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	No Response	
Adult	Cumberland Count	1 2.3%	4 9.3%	0 .0%	17 39.5%	21 48.8%	0 .0%	43 100.0%
	Dauphin Count	6 10.3%	4 6.9%	0 .0%	15 25.9%	27 46.6%	6 10.3%	58 100.0%
	Lancaster Count	3 5.4%	3 5.4%	1 1.8%	12 21.4%	37 66.1%	0 .0%	56 100.0%
	Lebanon Count	0 .0%	2 13.3%	0 .0%	9 60.0%	4 26.7%	0 .0%	15 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	4 80.0%	1 20.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	1 33.3%	2 66.7%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total Count	10 5.5%	13 7.1%	1 .5%	58 31.9%	93 51.1%	7 3.8%	182 100.0%
Child	Cumberland Count	4 12.9%	0 .0%		8 25.8%	19 61.3%		31 100.0%
	Dauphin Count	4 6.9%	3 5.2%		11 19.0%	40 69.0%		58 100.0%
	Lancaster Count	0 .0%	0 .0%		12 25.5%	35 74.5%		47 100.0%
	Lebanon Count	0 .0%	1 4.2%		1 4.2%	22 91.7%		24 100.0%
	Perry Count	0 .0%	2 20.0%		3 30.0%	5 50.0%		10 100.0%
	Other Count	0 .0%	0 .0%		3 50.0%	3 50.0%		6 100.0%
	Total Count	8 4.5%	6 3.4%		38 21.6%	124 70.5%		176 100.0%

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

Is the interview f an ADULT or Ch		Q2 I was given information on how to get other services						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland Count	2 4.7%	5 11.6%	1 2.3%	15 34.9%	13 30.2%	7 16.3%	43 100.0%
	Dauphin Count	5 8.6%	3 5.2%	3 5.2%	14 24.1%	27 46.6%	6 10.3%	58 100.0%
	Lancaster Count	5 8.9%	12 21.4%	3 5.4%	12 21.4%	17 30.4%	7 12.5%	56 100.0%
	Lebanon Count	0 .0%	4 26.7%	0 .0%	7 46.7%	3 20.0%	1 6.7%	15 100.0%
	Perry Count	0 .0%	1 20.0%	0 .0%	1 20.0%	1 20.0%	2 40.0%	5 100.0%
	Other Count	0 .0%	0 .0%	1 33.3%	0 .0%	2 66.7%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	12 6.6%	25 13.7%	8 4.4%	50 27.5%	63 34.6%	24 13.2%	182 100.0%
Child	Cumberland Count	6 19.4%	0 .0%	2 6.5%	8 25.8%	14 45.2%	1 3.2%	31 100.0%
	Dauphin Count	12 20.7%	4 6.9%	1 1.7%	11 19.0%	30 51.7%	0 .0%	58 100.0%
	Lancaster Count	5 10.6%	1 2.1%	3 6.4%	13 27.7%	23 48.9%	2 4.3%	47 100.0%
	Lebanon Count	2 8.3%	1 4.2%	1 4.2%	1 4.2%	19 79.2%	0 .0%	24 100.0%
	Perry Count	1 10.0%	0 .0%	1 10.0%	5 50.0%	3 30.0%	0 .0%	10 100.0%
	Other Count	0 .0%	2 33.3%	0 .0%	1 16.7%	3 50.0%	0 .0%	6 100.0%
	Total Count	26 14.8%	8 4.5%	8 4.5%	39 22.2%	92 52.3%	3 1.7%	176 100.0%

Q3 I had a choice in selecting my service provider

Is the interview for an ADULT or Child?		Q3 I had a choice when selecting my service provider						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland County	3 7.0%	6 14.0%	4 9.3%	15 34.9%	13 30.2%	2 4.7%	43 100.0%
	Dauphin County	6 10.3%	7 12.1%	2 3.4%	15 25.9%	22 37.9%	6 10.3%	58 100.0%
	Lancaster County	5 8.9%	10 17.9%	0 .0%	22 39.3%	17 30.4%	2 3.6%	56 100.0%
	Lebanon County	1 6.7%	2 13.3%	0 .0%	7 46.7%	4 26.7%	1 6.7%	15 100.0%
	Perry County	1 20.0%	1 20.0%	0 .0%	1 20.0%	2 40.0%	0 .0%	5 100.0%
	Other	1 33.3%	0 .0%	0 .0%	1 33.3%	0 .0%	1 33.3%	3 100.0%
	No Response	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total	17 9.3%	26 14.3%	6 3.3%	62 34.1%	58 31.9%	13 7.1%	182 100.0%
Child	Cumberland County	7 22.6%	3 9.7%	0 .0%	7 22.6%	14 45.2%	0 .0%	31 100.0%
	Dauphin County	8 13.8%	5 8.6%	2 3.4%	8 13.8%	32 55.2%	3 5.2%	58 100.0%
	Lancaster County	2 4.3%	1 2.1%	1 2.1%	15 31.9%	28 59.6%	0 .0%	47 100.0%
	Lebanon County	0 .0%	2 8.3%	0 .0%	0 .0%	22 91.7%	0 .0%	24 100.0%
	Perry County	1 10.0%	1 10.0%	1 10.0%	3 30.0%	4 40.0%	0 .0%	10 100.0%
	Other	1 16.7%	2 33.3%	0 .0%	0 .0%	2 33.3%	1 16.7%	6 100.0%
	Total	19 10.8%	14 8.0%	4 2.3%	33 18.8%	102 58.0%	4 2.3%	176 100.0%

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

Is the interview f an ADULT or CH	I have the option to change my service provider should I choose							Total
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response		
Adult	Cumberland Count	5 11.6%	4 9.3%	4 9.3%	22 51.2%	8 18.6%	0 .0%	43 100.0%
	Dauphin Count	3 5.2%	5 8.6%	2 3.4%	19 32.8%	21 36.2%	8 13.8%	58 100.0%
	Lancaster Count	4 7.1%	6 10.7%	5 8.9%	21 37.5%	17 30.4%	3 5.4%	56 100.0%
	Lebanon Count	0 .0%	1 6.7%	2 13.3%	7 46.7%	4 26.7%	1 6.7%	15 100.0%
	Perry Count	1 20.0%	0 .0%	0 .0%	2 40.0%	1 20.0%	1 20.0%	5 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	1 33.3%	2 66.7%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	13 7.1%	16 8.8%	13 7.1%	73 40.1%	53 29.1%	14 7.7%	182 100.0%
Child	Cumberland Count	3 9.7%	5 16.1%	0 .0%	8 25.8%	15 48.4%		31 100.0%
	Dauphin Count	5 8.6%	6 10.3%	2 3.4%	14 24.1%	31 53.4%		58 100.0%
	Lancaster Count	0 .0%	2 4.3%	0 .0%	19 40.4%	26 55.3%		47 100.0%
	Lebanon Count	0 .0%	1 4.2%	0 .0%	1 4.2%	22 91.7%		24 100.0%
	Perry Count	0 .0%	2 20.0%	0 .0%	3 30.0%	5 50.0%		10 100.0%
	Other Count	0 .0%	1 16.7%	0 .0%	1 16.7%	4 66.7%		6 100.0%
	Total Count	8 4.5%	17 9.7%	2 1.1%	46 26.1%	103 58.5%		176 100.0%

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

Is the interview for an ADULT or CH		I was informed about my rights and responsibilities regarding treatment						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland Count	2 4.7%	0 .0%	1 2.3%	19 44.2%	20 46.5%	1 2.3%	43 100.0%
	Dauphin Count	0 .0%	3 5.2%	1 1.7%	22 37.9%	25 43.1%	7 12.1%	58 100.0%
	Lancaster Count	3 5.4%	2 3.6%	2 3.6%	20 35.7%	28 50.0%	1 1.8%	56 100.0%
	Lebanon Count	0 .0%	4 26.7%	0 .0%	7 46.7%	3 20.0%	1 6.7%	15 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	3 60.0%	2 40.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	1 33.3%	2 66.7%	0 .0%	3 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	5 2.7%	9 4.9%	4 2.2%	73 40.1%	80 44.0%	11 6.0%	182 100.0%
Child	Cumberland Count	3 9.7%	2 6.5%		7 22.6%	19 61.3%	0 .0%	31 100.0%
	Dauphin Count	1 1.7%	2 3.4%		13 22.4%	41 70.7%	1 1.7%	58 100.0%
	Lancaster Count	0 .0%	1 2.1%		21 44.7%	25 53.2%	0 .0%	47 100.0%
	Lebanon Count	1 4.2%	0 .0%		3 12.5%	20 83.3%	0 .0%	24 100.0%
	Perry Count	0 .0%	1 10.0%		4 40.0%	5 50.0%	0 .0%	10 100.0%
	Other Count	0 .0%	1 16.7%		2 33.3%	3 50.0%	0 .0%	6 100.0%
	Total Count	5 2.8%	7 4.0%		50 28.4%	113 64.2%	1 .6%	176 100.0%

Q6 I feel comfortable in asking questions regarding my treatment

Is the interviewee an ADULT or Child		Q6 I feel comfortable in asking questions regarding my treatment						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland County	1 2.3%	0 .0%	1 2.3%	19 44.2%	21 48.8%	1 2.3%	43 100.0%
	Dauphin County	2 3.4%	3 5.2%	0 .0%	18 31.0%	29 50.0%	6 10.3%	58 100.0%
	Lancaster County	1 1.8%	4 7.1%	0 .0%	22 39.3%	29 51.8%	0 .0%	56 100.0%
	Lebanon County	0 .0%	0 .0%	1 6.7%	9 60.0%	4 26.7%	1 6.7%	15 100.0%
	Perry County	0 .0%	0 .0%	0 .0%	3 60.0%	2 40.0%	0 .0%	5 100.0%
	Other County	0 .0%	0 .0%	0 .0%	1 33.3%	2 66.7%	0 .0%	3 100.0%
	No Response	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total	4 2.2%	7 3.8%	2 1.1%	73 40.1%	87 47.8%	9 4.9%	182 100.0%
Child	Cumberland County	3 9.7%	2 6.5%	1 3.2%	9 29.0%	16 51.6%	0 .0%	31 100.0%
	Dauphin County	1 1.7%	4 6.9%	0 .0%	9 15.5%	42 72.4%	2 3.4%	58 100.0%
	Lancaster County	0 .0%	2 4.3%	0 .0%	14 29.8%	31 66.0%	0 .0%	47 100.0%
	Lebanon County	1 4.2%	1 4.2%	0 .0%	2 8.3%	20 83.3%	0 .0%	24 100.0%
	Perry County	0 .0%	1 10.0%	0 .0%	4 40.0%	5 50.0%	0 .0%	10 100.0%
	Other County	0 .0%	1 16.7%	0 .0%	2 33.3%	3 50.0%	0 .0%	6 100.0%
	Total	5 2.8%	11 6.3%	1 .6%	40 22.7%	117 66.5%	2 1.1%	176 100.0%

Q7 My service provider spends enough time with me

Is the interview for an ADULT or CH	Q7 My service provider spends enough time							Total
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response		
Adult	Cumberland Count	1 2.3%	2 4.7%	3 7.0%	17 39.5%	20 46.5%	0 .0%	43 100.0%
	Dauphin Count	1 1.7%	2 3.4%	2 3.4%	17 29.3%	29 50.0%	7 12.1%	58 100.0%
	Lancaster Count	2 3.6%	4 7.1%	1 1.8%	23 41.1%	25 44.6%	1 1.8%	56 100.0%
	Lebanon Count	0 .0%	2 13.3%	0 .0%	9 60.0%	3 20.0%	1 6.7%	15 100.0%
	Perry Count	0 .0%	0 .0%	1 20.0%	3 60.0%	1 20.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	4 2.2%	10 5.5%	7 3.8%	70 38.5%	81 44.5%	10 5.5%	182 100.0%
Child	Cumberland Count	5 16.1%	3 9.7%	0 .0%	11 35.5%	12 38.7%	0 .0%	31 100.0%
	Dauphin Count	4 6.9%	6 10.3%	0 .0%	9 15.5%	38 65.5%	1 1.7%	58 100.0%
	Lancaster Count	0 .0%	2 4.3%	2 4.3%	17 36.2%	26 55.3%	0 .0%	47 100.0%
	Lebanon Count	1 4.2%	0 .0%	1 4.2%	2 8.3%	20 83.3%	0 .0%	24 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	5 50.0%	5 50.0%	0 .0%	10 100.0%
	Other Count	0 .0%	2 33.3%	0 .0%	1 16.7%	2 33.3%	1 16.7%	6 100.0%
	Total Count	10 5.7%	13 7.4%	3 1.7%	45 25.6%	103 58.5%	2 1.1%	176 100.0%

Q8 My provider does not share my personal MH and/or SA information with others without my permission

Is the interview for an ADULT or CH		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	No Response	
Adult	Cumberland Count	2 4.7%	1 2.3%	0 .0%	11 25.6%	28 65.1%	1 2.3%	43 100.0%
	Dauphin Count	0 .0%	2 3.4%	1 1.7%	20 34.5%	29 50.0%	6 10.3%	58 100.0%
	Lancaster Count	1 1.8%	5 8.9%	3 5.4%	14 25.0%	29 51.8%	4 7.1%	56 100.0%
	Lebanon Count	0 .0%	0 .0%	0 .0%	8 53.3%	5 33.3%	2 13.3%	15 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	2 40.0%	3 60.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	3 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total Count	3 1.6%	8 4.4%	4 2.2%	55 30.2%	97 53.3%	15 8.2%	182 100.0%
Child	Cumberland Count	3 9.7%	1 3.2%	1 3.2%	8 25.8%	18 58.1%		31 100.0%
	Dauphin Count	3 5.2%	4 6.9%	0 .0%	9 15.5%	42 72.4%		58 100.0%
	Lancaster Count	0 .0%	2 4.3%	0 .0%	15 31.9%	30 63.8%		47 100.0%
	Lebanon Count	0 .0%	0 .0%	0 .0%	2 8.3%	22 91.7%		24 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	2 20.0%	8 80.0%		10 100.0%
	Other Count	0 .0%	1 16.7%	0 .0%	1 16.7%	4 66.7%		6 100.0%
	Total Count	6 3.4%	8 4.5%	1 .6%	37 21.0%	124 70.5%		176 100.0%

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

Is the interview for an ADULT or CH		Program staff respects the role of my ethnic, cultural, religious background						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland Count	1 2.3%	2 4.7%	1 2.3%	12 27.9%	27 62.8%	0 .0%	43 100.0%
	Dauphin Count	0 .0%	2 3.4%	0 .0%	22 37.9%	30 51.7%	4 6.9%	58 100.0%
	Lancaster Count	0 .0%	0 .0%	1 1.8%	21 37.5%	30 53.6%	4 7.1%	56 100.0%
	Lebanon Count	0 .0%	1 6.7%	0 .0%	8 53.3%	4 26.7%	2 13.3%	15 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	2 40.0%	3 60.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	1 33.3%	2 66.7%	0 .0%	3 100.0%
	No Respons Count	0 .0%	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total Count	1 .5%	5 2.7%	2 1.1%	66 36.3%	97 53.3%	11 6.0%	182 100.0%
Child	Cumberland Count	3 9.7%	1 3.2%	0 .0%	7 22.6%	20 64.5%	0 .0%	31 100.0%
	Dauphin Count	1 1.7%	2 3.4%	0 .0%	17 29.3%	36 62.1%	2 3.4%	58 100.0%
	Lancaster Count	0 .0%	2 4.3%	0 .0%	23 48.9%	22 46.8%	0 .0%	47 100.0%
	Lebanon Count	0 .0%	0 .0%	1 4.2%	1 4.2%	22 91.7%	0 .0%	24 100.0%
	Perry Count	0 .0%	1 10.0%	0 .0%	2 20.0%	7 70.0%	0 .0%	10 100.0%
	Other Count	0 .0%	1 16.7%	0 .0%	1 16.7%	3 50.0%	1 16.7%	6 100.0%
	Total Count	4 2.3%	7 4.0%	1 .6%	51 29.0%	110 62.5%	3 1.7%	176 100.0%

Q10 I trust my service provider

Is the interviewee an ADULT or Child		Q10 I trust my service provider						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland County	2 4.7%	1 2.3%	2 4.7%	12 27.9%	26 60.5%	0 .0%	43 100.0%
	Dauphin County	1 1.7%	1 1.7%	1 1.7%	21 36.2%	29 50.0%	5 8.6%	58 100.0%
	Lancaster County	3 5.4%	2 3.6%	2 3.6%	16 28.6%	32 57.1%	1 1.8%	56 100.0%
	Lebanon County	1 6.7%	0 .0%	0 .0%	9 60.0%	3 20.0%	2 13.3%	15 100.0%
	Perry County	0 .0%	0 .0%	1 20.0%	2 40.0%	2 40.0%	0 .0%	5 100.0%
	Other County	0 .0%	0 .0%	0 .0%	1 33.3%	1 33.3%	1 33.3%	3 100.0%
	No Response	0 .0%	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	7 3.8%	4 2.2%	6 3.3%	61 33.5%	94 51.6%	10 5.5%	182 100.0%
Child	Cumberland County	4 12.9%	4 12.9%	0 .0%	8 25.8%	15 48.4%	0 .0%	31 100.0%
	Dauphin County	5 8.6%	4 6.9%	3 5.2%	13 22.4%	33 56.9%	0 .0%	58 100.0%
	Lancaster County	0 .0%	1 2.1%	0 .0%	14 29.8%	32 68.1%	0 .0%	47 100.0%
	Lebanon County	0 .0%	0 .0%	1 4.2%	1 4.2%	21 87.5%	1 4.2%	24 100.0%
	Perry County	0 .0%	0 .0%	0 .0%	3 30.0%	7 70.0%	0 .0%	10 100.0%
	Other County	1 16.7%	2 33.3%	0 .0%	1 16.7%	2 33.3%	0 .0%	6 100.0%
	Total	10 5.7%	11 6.3%	4 2.3%	40 22.7%	110 62.5%	1 .6%	176 100.0%

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

Is the interview for an ADULT or CHILD?		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	No Response	
Adult	Cumberland Count	2 4.7%	2 4.7%	3 7.0%	11 25.6%	23 53.5%	2 4.7%	43 100.0%
	Dauphin Count	4 6.9%	1 1.7%	2 3.4%	18 31.0%	28 48.3%	5 8.6%	58 100.0%
	Lancaster Count	2 3.6%	8 14.3%	5 8.9%	17 30.4%	22 39.3%	2 3.6%	56 100.0%
	Lebanon Count	1 6.7%	2 13.3%	0 .0%	8 53.3%	2 13.3%	2 13.3%	15 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	1 20.0%	3 60.0%	1 20.0%	5 100.0%
	Other Count	0 .0%	0 .0%	1 33.3%	1 33.3%	1 33.3%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	9 4.9%	13 7.1%	11 6.0%	57 31.3%	79 43.4%	13 7.1%	182 100.0%
Child	Cumberland Count	4 12.9%	2 6.5%	0 .0%	7 22.6%	18 58.1%	0 .0%	31 100.0%
	Dauphin Count	4 6.9%	3 5.2%	0 .0%	11 19.0%	39 67.2%	1 1.7%	58 100.0%
	Lancaster Count	0 .0%	1 2.1%	0 .0%	22 46.8%	24 51.1%	0 .0%	47 100.0%
	Lebanon Count	0 .0%	1 4.2%	0 .0%	2 8.3%	21 87.5%	0 .0%	24 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	3 30.0%	7 70.0%	0 .0%	10 100.0%
	Other Count	0 .0%	1 16.7%	1 16.7%	1 16.7%	3 50.0%	0 .0%	6 100.0%
	Total Count	8 4.5%	8 4.5%	1 .6%	46 26.1%	112 63.6%	1 .6%	176 100.0%

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

Is the interview f an ADULT or CH		included in all meetings regarding my treatment plan & goals for						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland Count	1 2.3%	2 4.7%	1 2.3%	13 30.2%	26 60.5%	0 .0%	43 100.0%
	Dauphin Count	3 5.2%	2 3.4%	1 1.7%	18 31.0%	29 50.0%	5 8.6%	58 100.0%
	Lancaster Count	1 1.8%	5 8.9%	2 3.6%	21 37.5%	22 39.3%	5 8.9%	56 100.0%
	Lebanon Count	1 6.7%	1 6.7%	0 .0%	8 53.3%	3 20.0%	2 13.3%	15 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	2 40.0%	3 60.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	6 3.3%	10 5.5%	4 2.2%	66 36.3%	83 45.6%	13 7.1%	182 100.0%
Child	Cumberland Count	4 12.9%	2 6.5%	0 .0%	8 25.8%	17 54.8%		31 100.0%
	Dauphin Count	3 5.2%	3 5.2%	1 1.7%	12 20.7%	39 67.2%		58 100.0%
	Lancaster Count	0 .0%	1 2.1%	0 .0%	18 38.3%	28 59.6%		47 100.0%
	Lebanon Count	0 .0%	0 .0%	0 .0%	2 8.3%	22 91.7%		24 100.0%
	Perry Count	0 .0%	1 10.0%	0 .0%	2 20.0%	7 70.0%		10 100.0%
	Other Count	0 .0%	1 16.7%	0 .0%	2 33.3%	3 50.0%		6 100.0%
	Total Count	7 4.0%	8 4.5%	1 .6%	44 25.0%	116 65.9%		176 100.0%

Q13 I am an equal partner in the treatment process

Is the interview for an ADULT or CH		Q13 I am an equal partner in the treatment process						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland Count	1 2.3%	2 4.7%	1 2.3%	14 32.6%	24 55.8%	1 2.3%	43 100.0%
	Dauphin Count	3 5.2%	3 5.2%	1 1.7%	20 34.5%	27 46.6%	4 6.9%	58 100.0%
	Lancaster Count	3 5.4%	1 1.8%	2 3.6%	21 37.5%	28 50.0%	1 1.8%	56 100.0%
	Lebanon Count	1 6.7%	1 6.7%	0 .0%	8 53.3%	3 20.0%	2 13.3%	15 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	2 40.0%	3 60.0%	0 .0%	5 100.0%
	Other Count	0 .0%	1 33.3%	0 .0%	1 33.3%	1 33.3%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	8 4.4%	8 4.4%	4 2.2%	67 36.8%	86 47.3%	9 4.9%	182 100.0%
Child	Cumberland Count	4 12.9%	2 6.5%	0 .0%	9 29.0%	16 51.6%		31 100.0%
	Dauphin Count	4 6.9%	3 5.2%	1 1.7%	11 19.0%	39 67.2%		58 100.0%
	Lancaster Count	0 .0%	1 2.1%	0 .0%	19 40.4%	27 57.4%		47 100.0%
	Lebanon Count	0 .0%	0 .0%	0 .0%	3 12.5%	21 87.5%		24 100.0%
	Perry Count	0 .0%	1 10.0%	0 .0%	3 30.0%	6 60.0%		10 100.0%
	Other Count	0 .0%	1 16.7%	0 .0%	2 33.3%	3 50.0%		6 100.0%
	Total Count	8 4.5%	8 4.5%	1 .6%	47 26.7%	112 63.6%		176 100.0%

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

Is the interview for an ADULT or CH		My service provider explained the advantages of my therapy or treatment						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland Count	2 4.7%	4 9.3%	0 .0%	15 34.9%	21 48.8%	1 2.3%	43 100.0%
	Dauphin Count	4 6.9%	2 3.4%	1 1.7%	18 31.0%	29 50.0%	4 6.9%	58 100.0%
	Lancaster Count	3 5.4%	4 7.1%	3 5.4%	17 30.4%	28 50.0%	1 1.8%	56 100.0%
	Lebanon Count	1 6.7%	1 6.7%	0 .0%	8 53.3%	3 20.0%	2 13.3%	15 100.0%
	Perry Count	0 .0%	1 20.0%	0 .0%	1 20.0%	3 60.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	2 66.7%	1 33.3%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total Count	10 5.5%	12 6.6%	4 2.2%	62 34.1%	85 46.7%	9 4.9%	182 100.0%
Child	Cumberland Count	4 12.9%	2 6.5%	1 3.2%	10 32.3%	14 45.2%	0 .0%	31 100.0%
	Dauphin Count	3 5.2%	4 6.9%	1 1.7%	9 15.5%	37 63.8%	4 6.9%	58 100.0%
	Lancaster Count	0 .0%	1 2.1%	2 4.3%	23 48.9%	20 42.6%	1 2.1%	47 100.0%
	Lebanon Count	0 .0%	0 .0%	1 4.2%	2 8.3%	21 87.5%	0 .0%	24 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	4 40.0%	6 60.0%	0 .0%	10 100.0%
	Other Count	0 .0%	1 16.7%	0 .0%	1 16.7%	4 66.7%	0 .0%	6 100.0%
	Total Count	7 4.0%	8 4.5%	5 2.8%	49 27.8%	102 58.0%	5 2.8%	176 100.0%

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

Is the interviewee an ADULT or Child?		My service provider explained the disadvantages of my therapy or treatment						Total
		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland County	1 2.3%	7 16.3%	3 7.0%	12 27.9%	20 46.5%	0 .0%	43 100.0%
	Dauphin County	5 8.6%	2 3.4%	0 .0%	21 36.2%	26 44.8%	4 6.9%	58 100.0%
	Lancaster County	6 10.7%	11 19.6%	1 1.8%	15 26.8%	21 37.5%	2 3.6%	56 100.0%
	Lebanon County	1 6.7%	2 13.3%	0 .0%	6 40.0%	3 20.0%	3 20.0%	15 100.0%
	Perry County	0 .0%	0 .0%	1 20.0%	2 40.0%	2 40.0%	0 .0%	5 100.0%
	Other	0 .0%	1 33.3%	0 .0%	2 66.7%	0 .0%	0 .0%	3 100.0%
	No Response	0 .0%	0 .0%	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Total	13 7.1%	23 12.6%	5 2.7%	59 32.4%	72 39.6%	10 5.5%	182 100.0%
Child	Cumberland County	5 16.1%	2 6.5%	0 .0%	10 32.3%	14 45.2%	0 .0%	31 100.0%
	Dauphin County	6 10.3%	6 10.3%	2 3.4%	8 13.8%	29 50.0%	7 12.1%	58 100.0%
	Lancaster County	0 .0%	1 2.1%	3 6.4%	22 46.8%	20 42.6%	1 2.1%	47 100.0%
	Lebanon County	1 4.2%	0 .0%	1 4.2%	3 12.5%	18 75.0%	1 4.2%	24 100.0%
	Perry County	0 .0%	0 .0%	0 .0%	4 40.0%	6 60.0%	0 .0%	10 100.0%
	Other	0 .0%	2 33.3%	0 .0%	1 16.7%	3 50.0%	0 .0%	6 100.0%
	Total	12 6.8%	11 6.3%	6 3.4%	48 27.3%	90 51.1%	9 5.1%	176 100.0%

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

Is the interview with an ADULT or Child		Q16 Overall, I am satisfied with the services						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	No Response	
Adult	Cumberland County	2 4.7%	1 2.3%	1 2.3%	14 32.6%	25 58.1%	0 .0%	43 100.0%
	Dauphin County	2 3.4%	1 1.7%	1 1.7%	20 34.5%	28 48.3%	6 10.3%	58 100.0%
	Lancaster County	4 7.1%	1 1.8%	2 3.6%	18 32.1%	31 55.4%	0 .0%	56 100.0%
	Lebanon County	1 6.7%	0 .0%	2 13.3%	6 40.0%	4 26.7%	2 13.3%	15 100.0%
	Perry County	0 .0%	0 .0%	0 .0%	3 60.0%	2 40.0%	0 .0%	5 100.0%
	Other County	0 .0%	0 .0%	0 .0%	2 66.7%	1 33.3%	0 .0%	3 100.0%
	No Response	0 .0%	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Total	9 4.9%	3 1.6%	6 3.3%	63 34.6%	92 50.5%	9 4.9%	182 100.0%
Child	Cumberland County	5 16.1%	2 6.5%	1 3.2%	11 35.5%	12 38.7%		31 100.0%
	Dauphin County	5 8.6%	5 8.6%	2 3.4%	11 19.0%	35 60.3%		58 100.0%
	Lancaster County	0 .0%	1 2.1%	0 .0%	15 31.9%	31 66.0%		47 100.0%
	Lebanon County	0 .0%	0 .0%	0 .0%	3 12.5%	21 87.5%		24 100.0%
	Perry County	0 .0%	1 10.0%	1 10.0%	2 20.0%	6 60.0%		10 100.0%
	Other County	0 .0%	2 33.3%	0 .0%	0 .0%	4 66.7%		6 100.0%
	Total	10 5.7%	11 6.3%	4 2.3%	42 23.9%	109 61.9%		176 100.0%

Q17 Managing daily problems

Is the interview f an ADULT or CH		Q17 Managing daily problems						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
Adult	Cumberland Count	0 .0%	2 4.7%	3 7.0%	16 37.2%	21 48.8%	1 2.3%	43 100.0%
	Dauphin Count	4 6.9%	1 1.7%	8 13.8%	11 19.0%	30 51.7%	4 6.9%	58 100.0%
	Lancaster Count	2 3.6%	2 3.6%	8 14.3%	15 26.8%	29 51.8%	0 .0%	56 100.0%
	Lebanon Count	0 .0%	0 .0%	6 40.0%	6 40.0%	1 6.7%	2 13.3%	15 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	3 60.0%	2 40.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	1 33.3%	1 33.3%	1 33.3%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total Count	6 3.3%	5 2.7%	26 14.3%	52 28.6%	84 46.2%	9 4.9%	182 100.0%
Child	Cumberland Count	3 9.7%	3 9.7%	7 22.6%	9 29.0%	9 29.0%	0 .0%	31 100.0%
	Dauphin Count	1 1.7%	6 10.3%	8 13.8%	22 37.9%	20 34.5%	1 1.7%	58 100.0%
	Lancaster Count	2 4.3%	5 10.6%	6 12.8%	21 44.7%	11 23.4%	2 4.3%	47 100.0%
	Lebanon Count	0 .0%	0 .0%	8 33.3%	12 50.0%	4 16.7%	0 .0%	24 100.0%
	Perry Count	0 .0%	2 20.0%	5 50.0%	2 20.0%	1 10.0%	0 .0%	10 100.0%
	Other Count	0 .0%	0 .0%	1 16.7%	3 50.0%	1 16.7%	1 16.7%	6 100.0%
	Total Count	6 3.4%	16 9.1%	35 19.9%	69 39.2%	46 26.1%	4 2.3%	176 100.0%

Q18 Feeling in control of my life

Is the interview an ADULT or C		Q18 Feeling in control of my life						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
Adult	Cumberland Count	0 .0%	2 4.7%	4 9.3%	17 39.5%	20 46.5%	0 .0%	43 100.0%
	Dauphin Count	4 6.9%	3 5.2%	4 6.9%	15 25.9%	27 46.6%	5 8.6%	58 100.0%
	Lancaster Count	2 3.6%	1 1.8%	10 17.9%	13 23.2%	28 50.0%	2 3.6%	56 100.0%
	Lebanon Count	0 .0%	1 6.7%	4 26.7%	5 33.3%	3 20.0%	2 13.3%	15 100.0%
	Perry Count	0 .0%	0 .0%	2 40.0%	1 20.0%	2 40.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	1 33.3%	1 33.3%	1 33.3%	0 .0%	3 100.0%
	No Respon Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total Count	6 3.3%	7 3.8%	25 13.7%	52 28.6%	81 44.5%	11 6.0%	182 100.0%
Child	Cumberland Count	2 6.5%	3 9.7%	8 25.8%	9 29.0%	8 25.8%	1 3.2%	31 100.0%
	Dauphin Count	6 10.3%	7 12.1%	10 17.2%	17 29.3%	13 22.4%	5 8.6%	58 100.0%
	Lancaster Count	3 6.4%	5 10.6%	6 12.8%	19 40.4%	13 27.7%	1 2.1%	47 100.0%
	Lebanon Count	2 8.3%	0 .0%	9 37.5%	9 37.5%	3 12.5%	1 4.2%	24 100.0%
	Perry Count	0 .0%	2 20.0%	3 30.0%	4 40.0%	1 10.0%	0 .0%	10 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	4 66.7%	1 16.7%	1 16.7%	6 100.0%
	Total Count	13 7.4%	17 9.7%	36 20.5%	62 35.2%	39 22.2%	9 5.1%	176 100.0%

Q19 Dealing with personal crisis

Is the interview f an ADULT or CH	Q19 Dealing with personal crisis						Total	
	Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response		
Adult	Cumberland Count	0	1	9	17	14	2	43
		.0%	2.3%	20.9%	39.5%	32.6%	4.7%	100.0%
	Dauphin Count	4	3	8	10	28	5	58
		6.9%	5.2%	13.8%	17.2%	48.3%	8.6%	100.0%
	Lancaster Count	3	1	12	23	14	3	56
		5.4%	1.8%	21.4%	41.1%	25.0%	5.4%	100.0%
	Lebanon Count	0	1	4	4	2	4	15
		.0%	6.7%	26.7%	26.7%	13.3%	26.7%	100.0%
Perry Count	0	0	1	3	1	0	5	
	.0%	.0%	20.0%	60.0%	20.0%	.0%	100.0%	
Other Count	0	0	1	0	2	0	3	
	.0%	.0%	33.3%	.0%	66.7%	.0%	100.0%	
No Response Count	0	0	0	0	0	2	2	
	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%	
Total Count	7	6	35	57	61	16	182	
	3.8%	3.3%	19.2%	31.3%	33.5%	8.8%	100.0%	
Child	Cumberland Count	2	3	10	6	8	2	31
		6.5%	9.7%	32.3%	19.4%	25.8%	6.5%	100.0%
	Dauphin Count	4	2	12	14	14	12	58
		6.9%	3.4%	20.7%	24.1%	24.1%	20.7%	100.0%
	Lancaster Count	3	2	8	16	11	7	47
		6.4%	4.3%	17.0%	34.0%	23.4%	14.9%	100.0%
	Lebanon Count	3	2	7	5	3	4	24
	12.5%	8.3%	29.2%	20.8%	12.5%	16.7%	100.0%	
Perry Count	0	2	3	3	1	1	10	
	.0%	20.0%	30.0%	30.0%	10.0%	10.0%	100.0%	
Other Count	0	0	1	2	1	2	6	
	.0%	.0%	16.7%	33.3%	16.7%	33.3%	100.0%	
Total Count	12	11	41	46	38	28	176	
	6.8%	6.3%	23.3%	26.1%	21.6%	15.9%	100.0%	

Q20 How I feel about myself

Is the interview f an ADULT or CH		Q20 How I feel about myself						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
Adult	Cumberland Count	0	1	5	15	22	0	43
		.0%	2.3%	11.6%	34.9%	51.2%	.0%	100.0%
	Dauphin Count	4	4	5	7	34	4	58
		6.9%	6.9%	8.6%	12.1%	58.6%	6.9%	100.0%
	Lancaster Count	3	3	14	12	23	1	56
		5.4%	5.4%	25.0%	21.4%	41.1%	1.8%	100.0%
	Lebanon Count	0	1	6	4	2	2	15
		.0%	6.7%	40.0%	26.7%	13.3%	13.3%	100.0%
Perry Count	0	0	1	3	1	0	5	
	.0%	.0%	20.0%	60.0%	20.0%	.0%	100.0%	
Other Count	0	1	1	0	1	0	3	
	.0%	33.3%	33.3%	.0%	33.3%	.0%	100.0%	
No Response Count	0	0	0	0	0	2	2	
	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%	
Total	Count	7	10	32	41	83	9	182
		3.8%	5.5%	17.6%	22.5%	45.6%	4.9%	100.0%
Child	Cumberland Count	2	5	6	8	10	0	31
		6.5%	16.1%	19.4%	25.8%	32.3%	.0%	100.0%
	Dauphin Count	3	6	12	18	16	3	58
		5.2%	10.3%	20.7%	31.0%	27.6%	5.2%	100.0%
	Lancaster Count	3	2	7	17	16	2	47
		6.4%	4.3%	14.9%	36.2%	34.0%	4.3%	100.0%
	Lebanon Count	2	1	9	8	2	2	24
		8.3%	4.2%	37.5%	33.3%	8.3%	8.3%	100.0%
Perry Count	0	2	3	4	1	0	10	
	.0%	20.0%	30.0%	40.0%	10.0%	.0%	100.0%	
Other Count	0	1	0	4	0	1	6	
	.0%	16.7%	.0%	66.7%	.0%	16.7%	100.0%	
Total	Count	10	17	37	59	45	8	176
		5.7%	9.7%	21.0%	33.5%	25.6%	4.5%	100.0%

Q21 Feeling good (hopeful) about the future

Is the interviewee an ADULT or CHILD?		Q21 Feeling good (hopeful) about the future						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
Adult	Cumberland Count	0	3	5	13	22	0	43
		.0%	7.0%	11.6%	30.2%	51.2%	.0%	100.0%
	Dauphin Count	4	2	6	12	29	5	58
		6.9%	3.4%	10.3%	20.7%	50.0%	8.6%	100.0%
	Lancaster Count	1	3	9	19	24	0	56
		1.8%	5.4%	16.1%	33.9%	42.9%	.0%	100.0%
	Lebanon Count	0	2	4	5	2	2	15
		.0%	13.3%	26.7%	33.3%	13.3%	13.3%	100.0%
Perry Count	0	0	1	3	1	0	5	
	.0%	.0%	20.0%	60.0%	20.0%	.0%	100.0%	
Other Count	0	0	1	2	0	0	3	
	.0%	.0%	33.3%	66.7%	.0%	.0%	100.0%	
No Response Count	0	0	0	0	0	2	2	
	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%	
Total	Count	5	10	26	54	78	9	182
		2.7%	5.5%	14.3%	29.7%	42.9%	4.9%	100.0%
Child	Cumberland Count	2	3	5	11	9	1	31
		6.5%	9.7%	16.1%	35.5%	29.0%	3.2%	100.0%
	Dauphin Count	3	7	10	12	22	4	58
		5.2%	12.1%	17.2%	20.7%	37.9%	6.9%	100.0%
	Lancaster Count	3	2	7	20	13	2	47
		6.4%	4.3%	14.9%	42.6%	27.7%	4.3%	100.0%
	Lebanon Count	0	1	3	10	6	4	24
		.0%	4.2%	12.5%	41.7%	25.0%	16.7%	100.0%
Perry Count	0	2	3	5	0	0	10	
	.0%	20.0%	30.0%	50.0%	.0%	.0%	100.0%	
Other Count	0	0	0	3	1	2	6	
	.0%	.0%	.0%	50.0%	16.7%	33.3%	100.0%	
Total	Count	8	15	28	61	51	13	176
		4.5%	8.5%	15.9%	34.7%	29.0%	7.4%	100.0%

Q22 Enjoying my free time

Is the interview f an ADULT or CH		Q22 Enjoying my free time						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
Adult	Cumberland Count	1 2.3%	0 .0%	7 16.3%	17 39.5%	18 41.9%	0 .0%	43 100.0%
	Dauphin Count	4 6.9%	1 1.7%	4 6.9%	14 24.1%	31 53.4%	4 6.9%	58 100.0%
	Lancaster Count	4 7.1%	3 5.4%	12 21.4%	9 16.1%	28 50.0%	0 .0%	56 100.0%
	Lebanon Count	0 .0%	1 6.7%	4 26.7%	6 40.0%	1 6.7%	3 20.0%	15 100.0%
	Perry Count	0 .0%	0 .0%	2 40.0%	2 40.0%	1 20.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	2 66.7%	0 .0%	1 33.3%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total Count	9 4.9%	5 2.7%	31 17.0%	48 26.4%	80 44.0%	9 4.9%	182 100.0%
Child	Cumberland Count	2 6.5%	3 9.7%	7 22.6%	7 22.6%	12 38.7%	0 .0%	31 100.0%
	Dauphin Count	0 .0%	3 5.2%	3 5.2%	10 17.2%	41 70.7%	1 1.7%	58 100.0%
	Lancaster Count	1 2.1%	5 10.6%	5 10.6%	20 42.6%	15 31.9%	1 2.1%	47 100.0%
	Lebanon Count	1 4.2%	1 4.2%	2 8.3%	0 .0%	19 79.2%	1 4.2%	24 100.0%
	Perry Count	0 .0%	1 10.0%	5 50.0%	2 20.0%	2 20.0%	0 .0%	10 100.0%
	Other Count	0 .0%	0 .0%	1 16.7%	3 50.0%	1 16.7%	1 16.7%	6 100.0%
	Total Count	4 2.3%	13 7.4%	23 13.1%	42 23.9%	90 51.1%	4 2.3%	176 100.0%

Q23 Strengthening my social support network

Is the interview an ADULT or CI	Q23 Strengthening my social support network							Total	
	Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response			
Adult	Cumberland	Count	0	1	10	16	15	1	43
			.0%	2.3%	23.3%	37.2%	34.9%	2.3%	100.0%
	Dauphin	Count	3	1	11	12	27	4	58
			5.2%	1.7%	19.0%	20.7%	46.6%	6.9%	100.0%
	Lancaster	Count	1	2	10	15	28	0	56
			1.8%	3.6%	17.9%	26.8%	50.0%	.0%	100.0%
	Lebanon	Count	0	1	4	4	3	3	15
			.0%	6.7%	26.7%	26.7%	20.0%	20.0%	100.0%
Perry	Count	0	0	2	2	1	0	5	
		.0%	.0%	40.0%	40.0%	20.0%	.0%	100.0%	
Other	Count	0	1	0	0	2	0	3	
		.0%	33.3%	.0%	.0%	66.7%	.0%	100.0%	
No Respon	Count	0	0	0	0	0	2	2	
		.0%	.0%	.0%	.0%	.0%	100.0%	100.0%	
Total	Count	4	6	37	49	76	10	182	
		2.2%	3.3%	20.3%	26.9%	41.8%	5.5%	100.0%	
Child	Cumberland	Count	3	4	3	13	8	0	31
			9.7%	12.9%	9.7%	41.9%	25.8%	.0%	100.0%
	Dauphin	Count	2	4	11	16	22	3	58
			3.4%	6.9%	19.0%	27.6%	37.9%	5.2%	100.0%
	Lancaster	Count	1	6	4	19	16	1	47
			2.1%	12.8%	8.5%	40.4%	34.0%	2.1%	100.0%
	Lebanon	Count	2	3	5	9	3	2	24
			8.3%	12.5%	20.8%	37.5%	12.5%	8.3%	100.0%
Perry	Count	0	2	4	3	1	0	10	
		.0%	20.0%	40.0%	30.0%	10.0%	.0%	100.0%	
Other	Count	0	0	1	2	2	1	6	
		.0%	.0%	16.7%	33.3%	33.3%	16.7%	100.0%	
Total	Count	8	19	28	62	52	7	176	
		4.5%	10.8%	15.9%	35.2%	29.5%	4.0%	100.0%	

Q24 Being involved in community events outside MH or SA activities

Is the interviewee an ADULT or CHILD?		Being involved in the community or in organizations outside of MH or SA						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
Adult	Cumberland County	1 2.3%	1 2.3%	10 23.3%	12 27.9%	13 30.2%	6 14.0%	43 100.0%
	Dauphin County	3 5.2%	3 5.2%	8 13.8%	9 15.5%	27 46.6%	8 13.8%	58 100.0%
	Lancaster County	2 3.6%	3 5.4%	14 25.0%	14 25.0%	17 30.4%	6 10.7%	56 100.0%
	Lebanon County	0 .0%	2 13.3%	1 6.7%	6 40.0%	3 20.0%	3 20.0%	15 100.0%
	Perry County	0 .0%	0 .0%	3 60.0%	1 20.0%	1 20.0%	0 .0%	5 100.0%
	Other County	1 33.3%	0 .0%	1 33.3%	1 33.3%	0 .0%	0 .0%	3 100.0%
	No Response	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total	7 3.8%	9 4.9%	37 20.3%	43 23.6%	61 33.5%	25 13.7%	182 100.0%
Child	Cumberland County	4 12.9%	3 9.7%	5 16.1%	8 25.8%	10 32.3%	1 3.2%	31 100.0%
	Dauphin County	1 1.7%	3 5.2%	6 10.3%	12 20.7%	24 41.4%	12 20.7%	58 100.0%
	Lancaster County	1 2.1%	5 10.6%	8 17.0%	16 34.0%	11 23.4%	6 12.8%	47 100.0%
	Lebanon County	0 .0%	2 8.3%	2 8.3%	5 20.8%	9 37.5%	6 25.0%	24 100.0%
	Perry County	0 .0%	2 20.0%	5 50.0%	2 20.0%	1 10.0%	0 .0%	10 100.0%
	Other County	0 .0%	0 .0%	0 .0%	2 33.3%	0 .0%	4 66.7%	6 100.0%
	Total	6 3.4%	15 8.5%	26 14.8%	45 25.6%	55 31.3%	29 16.5%	176 100.0%

Q25 Dealing with school or work

Is the interview f an ADULT or CH		Q25 Dealing with school or work						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
Adult	Cumberland Count	0 .0%	0 .0%	3 7.0%	16 37.2%	9 20.9%	15 34.9%	43 100.0%
	Dauphin Count	2 3.4%	1 1.7%	8 13.8%	10 17.2%	23 39.7%	14 24.1%	58 100.0%
	Lancaster Count	1 1.8%	4 7.1%	8 14.3%	7 12.5%	13 23.2%	23 41.1%	56 100.0%
	Lebanon Count	0 .0%	1 6.7%	3 20.0%	2 13.3%	0 .0%	9 60.0%	15 100.0%
	Perry Count	0 .0%	0 .0%	2 40.0%	1 20.0%	2 40.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	0 .0%	0 .0%	1 33.3%	2 66.7%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total Count	3 1.6%	6 3.3%	24 13.2%	36 19.8%	48 26.4%	65 35.7%	182 100.0%
Child	Cumberland Count	3 9.7%	5 16.1%	8 25.8%	5 16.1%	10 32.3%	0 .0%	31 100.0%
	Dauphin Count	5 8.6%	7 12.1%	12 20.7%	16 27.6%	14 24.1%	4 6.9%	58 100.0%
	Lancaster Count	2 4.3%	6 12.8%	6 12.8%	21 44.7%	11 23.4%	1 2.1%	47 100.0%
	Lebanon Count	1 4.2%	2 8.3%	5 20.8%	4 16.7%	9 37.5%	3 12.5%	24 100.0%
	Perry Count	0 .0%	2 20.0%	5 50.0%	3 30.0%	0 .0%	0 .0%	10 100.0%
	Other Count	0 .0%	0 .0%	1 16.7%	2 33.3%	1 16.7%	2 33.3%	6 100.0%
	Total Count	11 6.3%	22 12.5%	37 21.0%	51 29.0%	45 25.6%	10 5.7%	176 100.0%

Q26 Dealing with people in social situations

Is the interview f an ADULT or CH		Q26 Dealing with people in social situations						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
Adult	Cumberland Count	1 2.3%	2 4.7%	6 14.0%	21 48.8%	13 30.2%	0 .0%	43 100.0%
	Dauphin Count	4 6.9%	0 .0%	6 10.3%	16 27.6%	28 48.3%	4 6.9%	58 100.0%
	Lancaster Count	2 3.6%	1 1.8%	9 16.1%	21 37.5%	23 41.1%	0 .0%	56 100.0%
	Lebanon Count	0 .0%	2 13.3%	7 46.7%	3 20.0%	1 6.7%	2 13.3%	15 100.0%
	Perry Count	0 .0%	0 .0%	0 .0%	3 60.0%	2 40.0%	0 .0%	5 100.0%
	Other Count	0 .0%	0 .0%	2 66.7%	1 33.3%	0 .0%	0 .0%	3 100.0%
	No Response Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total Count	7 3.8%	5 2.7%	30 16.5%	65 35.7%	67 36.8%	8 4.4%	182 100.0%
Child	Cumberland Count	3 9.7%	4 12.9%	9 29.0%	8 25.8%	7 22.6%	0 .0%	31 100.0%
	Dauphin Count	0 .0%	5 8.6%	13 22.4%	20 34.5%	17 29.3%	3 5.2%	58 100.0%
	Lancaster Count	1 2.1%	8 17.0%	9 19.1%	15 31.9%	14 29.8%	0 .0%	47 100.0%
	Lebanon Count	2 8.3%	2 8.3%	7 29.2%	7 29.2%	5 20.8%	1 4.2%	24 100.0%
	Perry Count	0 .0%	3 30.0%	4 40.0%	3 30.0%	0 .0%	0 .0%	10 100.0%
	Other Count	0 .0%	0 .0%	1 16.7%	3 50.0%	1 16.7%	1 16.7%	6 100.0%
	Total Count	6 3.4%	22 12.5%	43 24.4%	56 31.8%	44 25.0%	5 2.8%	176 100.0%

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

Is the interview for an ADULT or CHILD?		7 Dealing with specific problems or issues that led me to seek services						Total
		Much Worse	Little Worse	About the Same	Little Better	Much Better	No Response	
Adult	Cumberland County	0 .0%	2 4.7%	4 9.3%	16 37.2%	21 48.8%	0 .0%	43 100.0%
	Dauphin County	4 6.9%	2 3.4%	7 12.1%	13 22.4%	28 48.3%	4 6.9%	58 100.0%
	Lancaster County	3 5.4%	3 5.4%	5 8.9%	15 26.8%	29 51.8%	1 1.8%	56 100.0%
	Lebanon County	1 6.7%	1 6.7%	5 33.3%	4 26.7%	2 13.3%	2 13.3%	15 100.0%
	Perry County	0 .0%	0 .0%	0 .0%	3 60.0%	2 40.0%	0 .0%	5 100.0%
	Other	0 .0%	0 .0%	0 .0%	2 66.7%	1 33.3%	0 .0%	3 100.0%
	No Response	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Total	8 4.4%	8 4.4%	21 11.5%	53 29.1%	83 45.6%	9 4.9%	182 100.0%
Child	Cumberland County	3 9.7%	3 9.7%	7 22.6%	10 32.3%	8 25.8%	0 .0%	31 100.0%
	Dauphin County	2 3.4%	6 10.3%	10 17.2%	23 39.7%	10 17.2%	7 12.1%	58 100.0%
	Lancaster County	1 2.1%	7 14.9%	6 12.8%	21 44.7%	10 21.3%	2 4.3%	47 100.0%
	Lebanon County	2 8.3%	2 8.3%	3 12.5%	10 41.7%	4 16.7%	3 12.5%	24 100.0%
	Perry County	0 .0%	3 30.0%	3 30.0%	4 40.0%	0 .0%	0 .0%	10 100.0%
	Other	0 .0%	0 .0%	0 .0%	4 66.7%	1 16.7%	1 16.7%	6 100.0%
	Total	8 4.5%	21 11.9%	29 16.5%	72 40.9%	33 18.8%	13 7.4%	176 100.0%