



Consumer Satisfaction Services

HealthChoices Capital Region

1st Quarter Report
July 1st – September 30th, 2008

November, 2008

PREPARED FOR:

CAPITAL AREA BEHAVIORAL HEALTH COLLABORATIVE

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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=33) as individuals may have chosen not to respond to certain questions.

- CSS was provided with 141 names of consumers receiving Mental Health Services to reach out to this quarter. Out of those, 83 were invalidated for various reasons, e.g., moved/no forwarding address, deceased, telephone number either changed or disconnected and denial of receiving services. Out of the remaining 58 names, we were able to successfully complete 14 satisfaction surveys, or 24% completion based on the available pool of names.
- The survey represents 33 (n=33) respondents from the Capital Region, representing 21 (63.6%) Adults and 12 Children (36.4%). 20 of the 21 Adult consumers (95.2%) responded for themselves. Parents and Guardians responded for all of the child consumers (100.0%).
- The 21 adult consumers received services from 6 treatment facilities. The 12 children received services from 8 treatment facilities. 1 treatment facility provided services to both adult and child consumers.
- 2 of the 21 Adult Interviews were conducted by phone in the home. The remaining 19 Adult interviews were face-to-face and took place outside the home.
- 11 of the 12 Child interviews (91.7%) were face-to-face. The remaining child interview was conducted over the phone. All 12 Child interviews (100.0%) were conducted in the home.
- The largest number of respondents report residence in Lancaster County (57.6%). The remaining respondents reported residence in Cumberland (18.2%), Perry (12.1%), Dauphin (9.1%), and Lebanon (3.0%) counties.
- Race: 22 of 33 respondents (66.7%) reported their race as White/Caucasian, 6 (18.2%) as African American, 3 (9.1%) as Latino/a Hispanic, 1 (3.0%) as Multi-racial, and 1 (3.0%) as Asian/Pacific Islander.
- 19 of the 21 Adult respondents (90.5%) received Substance Abuse Services. The remaining 2 Adult respondents (9.5%) received Mental Health Services. All 12 of the Children received Mental health Services. There were no significant differences in the level of Total Satisfaction among Adult/Child respondents and the Type of Services they received.
- Respondents who received Adult Services reported significantly higher levels of Total Satisfaction than those receiving Child services. Though the reported levels of Total Satisfaction for the different Age Groups are significantly different, it is important to note that both groups are reporting very positive levels of satisfaction. With a 5 point scale and 27 questions, scores above Total Satisfaction = 81 (27*3) indicates satisfaction on some level.

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of both Adult and Child consumers of 80.7% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 84.8% agreement (4 or 5). This pattern is consistent when Adult and Child consumers are considered separately as well with

Adult respondents reporting 85.7% satisfaction with services and those who received Child Services reporting 83.3% satisfaction with services received.

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.

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

- While 60.6% of all respondents indicated that they were given information about how to get other services that they needed, 27.3% were dissatisfied in this area. This was particularly true with the respondents who received Child Services where 50.0% reported dissatisfaction in this area.
- While 87.9% of all consumers reported that their service provider explained the advantages of their therapy or treatment, approximately 15.2%, indicated their services provider did not explain the disadvantages associated with therapy or treatment.

The majority of adult and child consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 45% to 85% of consumers believe services have improved their lives in each outcome area. Approximately 12% to 40% of consumers believe that no change has resulted from their services. Only 0% to 12% believes that things are worse as a result of services.

- Overall, highest ratings were given to questions that are recovery-related questions rather than symptom-related, with approximately 79% of consumers reporting improvement. These include questions related to managing daily problems (Q17), self-worth (Q20), feeling hopeful about the future (Q21), and strengthening their social network (Q23).
- Overall, 84.8% of the respondents reported improvement in managing daily problems. This was among the highest endorsed outcomes for both Adult (80.9%) and Child (91.7%) respondents.
- In general respondents also reported feeling much better about themselves (78.8%). These positive feelings of self-esteem were echoed in both the adult (81.0%) and child (75.0%).
- 75.8% of all the respondents reported feeling good (hopeful) about the future and 6.1% of consumers believe that things are worse.
- Two thirds of all respondents (66.7%) reported things were better in terms of dealing with the specific problems which led them to seek services.
- There were 7 of 11 outcome items on which none of the Adult respondents reported things were worse. See Table 9.
- Strengthening my child/adolescent's social networks was a strong outcome for those who received Child services (83.3%). 66.7% of Adult respondents reported strengthening social networks as better.

- In general, for all respondents, the lowest outcome scores are given to dealing with school or work with only 45.5% responding that things are better in this area, and 9.1% of consumers believe that things are worse.
- Dealing with people in social situations was also ranked relatively low for all respondents with 57.6% of respondents reported that involvement in community activities was better for them, 12.1% reported it was worse.
- Respondents who received Child services identified 3 areas in which 1 out of 4 (25.0%) felt things had become worse as a result of receiving services, including feeling in control of their life (Q18), dealing with personal crisis (Q19), and Dealing with people in social situations (Q26).

Emergency Treatment: 6 of the 33 respondents (18.2%) indicated they needed emergency mental health or substance abuse service during the past year. 3 of the 6 (50.0%) received Adult services and the remaining 3 (50.0%) received Child Services. Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). 5 of the 6 respondents who received emergency services responded to this question. The mean rating of satisfaction was 3.6 with standard deviation 1.9. 60% (3 of 5) reported they were Very Satisfied, 15.5% Somewhat Satisfied, and 15.5% Not at all Satisfied.

Survey Methodology

A. Consumer Satisfaction Services

Our mission:

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

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

B. Interviewing Protocol

Consumer/Family Satisfaction Team members, trained and employed by Consumer Satisfaction Services, conducted 33 ($n=33$) 30-45 minute interviews with consumers at various locations under the authority granted to it by the Capital Area Behavioral Health Collaborative (CABHC) representing Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties during the period of July 1 – September 30, 2008. C/FST interviewers are consumers and/or family members of mental health services and persons in recovery. Because of their personal experiences with mental illnesses and substance abuse, these interviewers often were able to build a rapport with respondents that would not have been possible otherwise. This rapport appeared to help the interview respondents speak openly and honestly about their experiences as a consumer in the Capital Region.

Report

Demographic and Survey Information

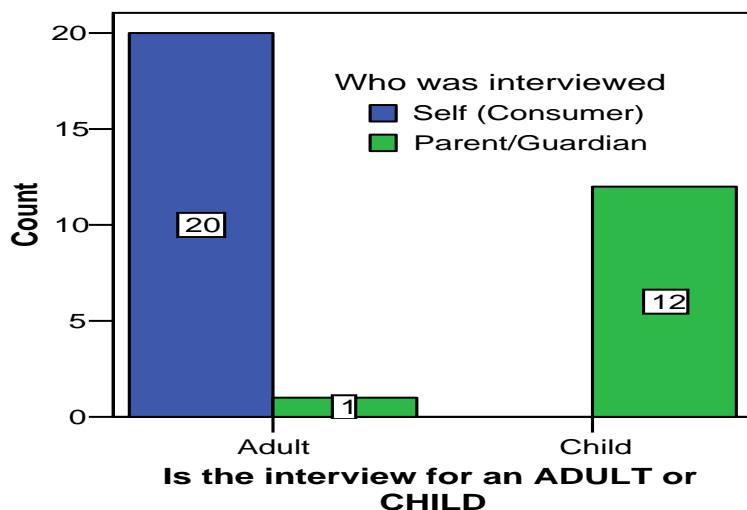
This report represents our findings for the 1st Quarter – July / September – Fiscal Year 2008-2009.

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=33) as individuals may have chosen not to respond to certain questions.

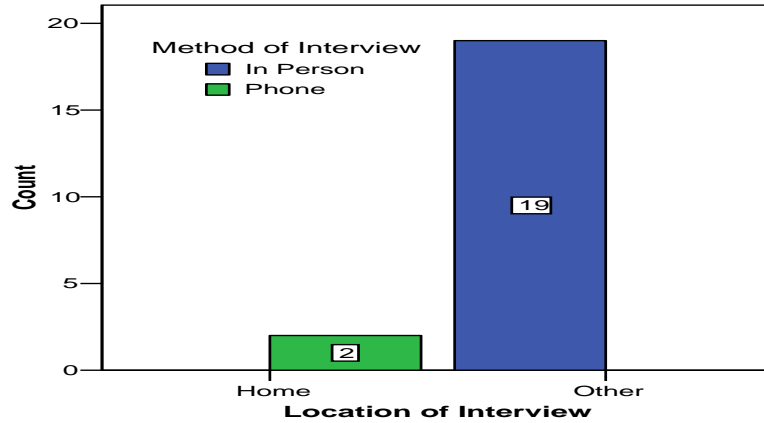
- CSS was provided with 141 names of consumers receiving Mental Health Services to reach out to this quarter. Out of those, 83 were invalidated for various reasons, e.g., moved/no forwarding address, deceased, telephone number either changed or disconnected and denial of receiving services. Out of the remaining 58 names, we were able to successfully complete 14 satisfaction surveys, or 24% completion based on the available pool of names.
- The survey represents 33 (n=33) respondents from the Capital Region, representing 21 (63.6%) Adults and 12 Children (36.4%). 20 of the 21 Adult consumers (95.2%) responded for themselves. Parents and Guardians responded for all of the child consumers (100.0%).

Bar Chart



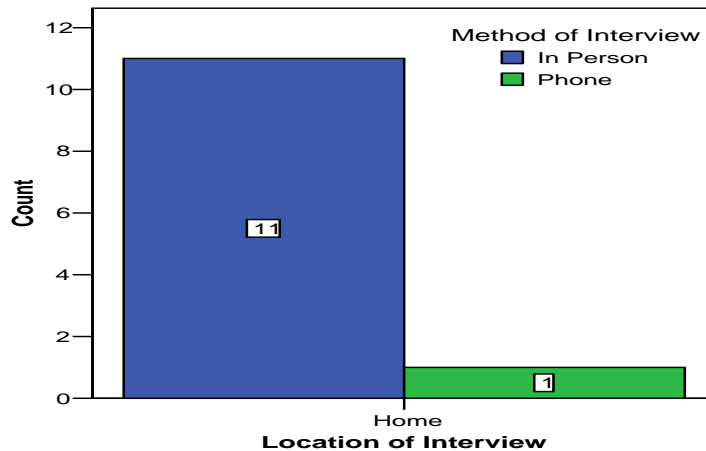
- Data was collected by 2 interviewers from 13 treatment facilities in the Capital Region. The 21 adult consumers received services from 6 treatment facilities. The 12 children received services from 8 treatment facilities. 1 treatment facility provided services to both adult and child consumers.
- 2 of the 21 Adult Interviews were conducted by phone in the home. The remaining 19 Adult interviews were face-to-face and took place outside the home.

Interview for an ADULT



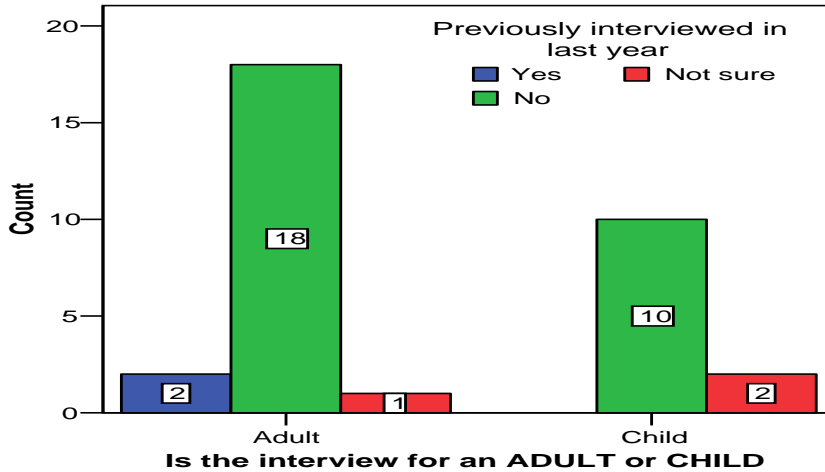
- 11 of the 12 Child interviews (91.7%) were face-to-face. The remaining child interview was conducted over the phone. All 12 Child interviews (100.0%) were conducted in the home.

Interview for CHILD



- 2 of the 21 adult consumers reported they had been previously interviewed in the last year, 18 adults reported they had not been interviewed previously and 1 respondent was not sure. 10 of the 12 child consumers reported they had not been previously interviewed in the last year and 2 reported they were not sure.

Previously Interviewed in Last Year

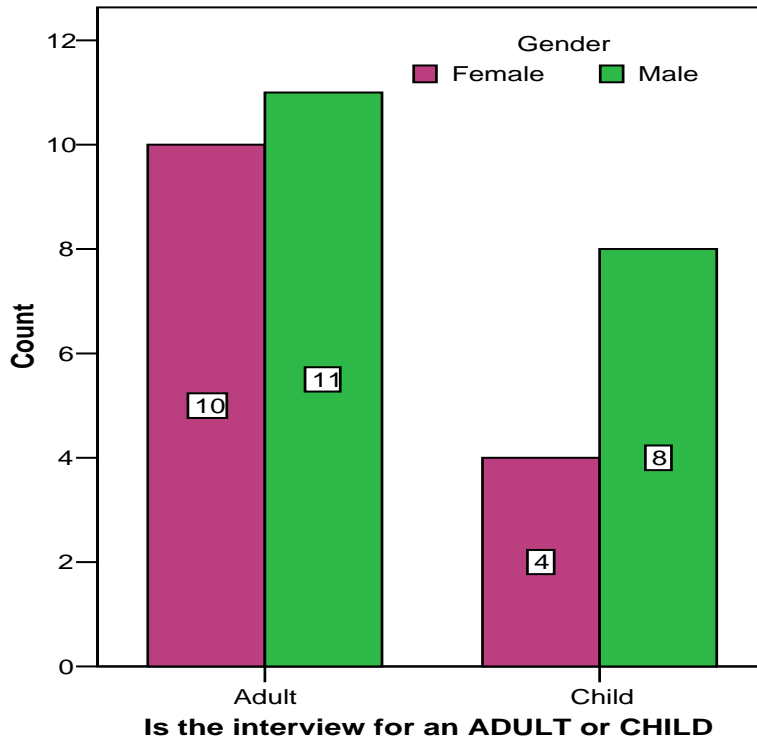


Previously interviewed in last year

			Previously interviewed in last year			Total
			Yes	No	Not sure	
Is the interview for an ADULT or CHILD	Adult	Count	2	18	1	21
		% within Is the interview for an ADULT or CHILD	9.5%	85.7%	4.8%	100.0%
	Child	Count	0	10	2	12
		% within Is the interview for an ADULT or CHILD	.0%	83.3%	16.7%	100.0%
Total		Count	2	28	3	33
		% within Is the interview for an ADULT or CHILD	6.1%	84.8%	9.1%	100.0%

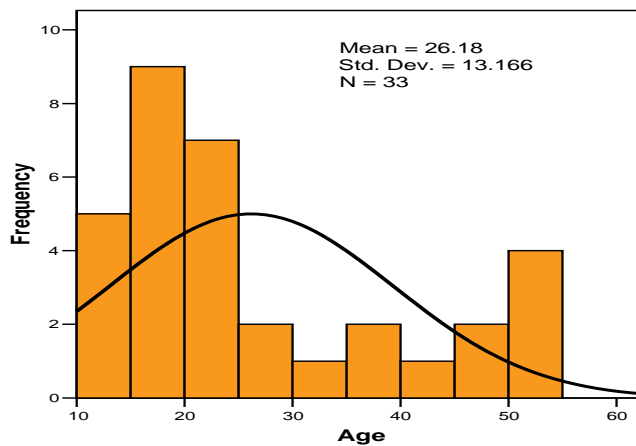
For both adult and child consumers, there were no significant differences in reported level of mean Total Satisfaction between those who were previously interviewed, those interviewed for the first time, and those who were not sure if they had been interviewed.

- **Gender:** Overall, the sample is 57.6% male (19) and 42.4% female (14). Of the 21 adult consumers, 10 were female (47.6%) and 11 were male (52.4%). Of the 12 child consumers, 4 were female (33.3%) and 8 were male (66.7%). Our analysis found no significant differences by gender in the levels of reported satisfaction with services.

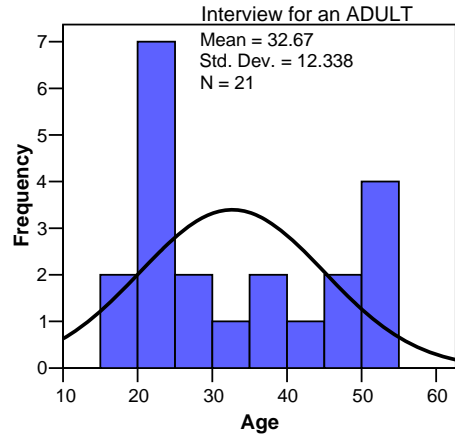


- Age: Age of all respondents ranged from 10 - 51 years, with a mean age of 26.18 (SD 13.2) and median age of 22.0. Our analysis found no relationship between age and Total Satisfaction.

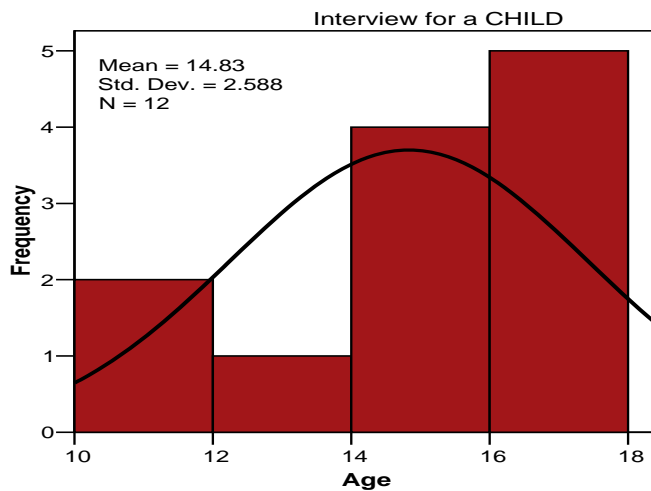
All Adult & Child Respondents Age



- Age of adult respondents ranged from 18 - 51 years, with a mean age of 32.67 (SD 12.3) and median age of 26.0. Our analysis found no relationship between age and Total Satisfaction for adult respondents.



- Age of child respondents ranged from 10 - 18 years, with a mean age of 14.3 (SD 2.6) and median age of 15.0. Our analysis found no relationship between age and Total Satisfaction for children receiving services.

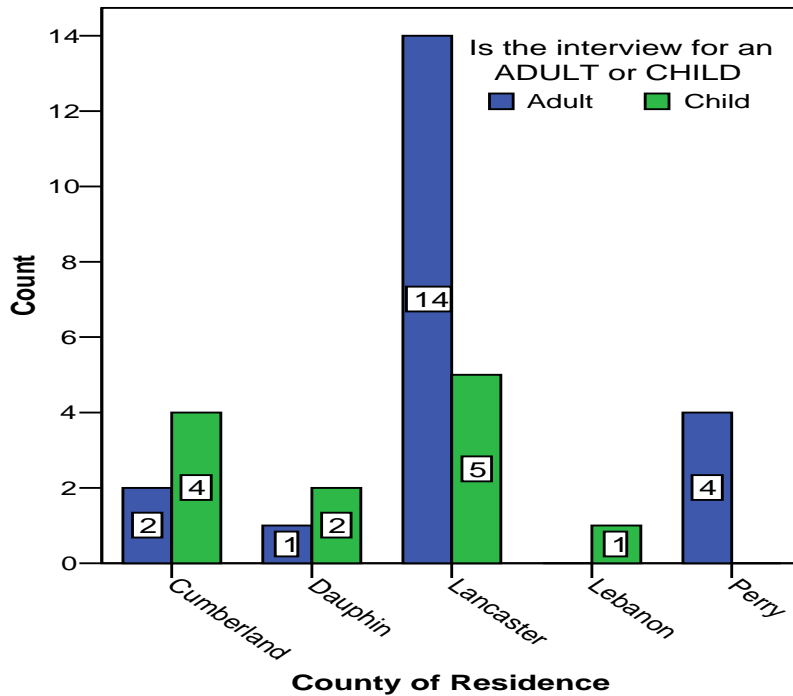


Counties of Residence

The table below shows the County of residence in alphabetical order. The largest number of respondents report residence in Lancaster County (57.6%). The remaining respondents reported residence in Cumberland (18.2%), Perry (12.1%), Dauphin (9.1%), and Lebanon (3.0%) counties.

County where you live

County by Age Group		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult							
Count		2	1	14	0	4	21
% w/in Age Group		9.5%	4.8%	66.7%	0.0%	19.0%	100.0%
Child							
Count		4	2	5	1	0	12
Row%		33.3%	16.7%	41.7%	8.3%	0.0%	100.0%
Total							
Count		6	3	19	1	4	33
% w/in Age Group		18.2%	9.1%	57.6%	3.0%	12.1%	100.0%



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

Total Satisfaction by County of Residence

Mean Satisfaction Score by County where you live

County by Age Group		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult							
	Count	2	1	14	0	4	21
	Mean	111.3	115.0	112.0	0.0	119.8	113.5
	Std Dev	8.9	*	17.7	0	16.7	16.1
Child							
	Count	4	2	5	1	0	12
	Mean	95.8	103.5	101.6	114.0	0.0	101.0
	Std Dev	10.2	13.4	14.6	*	0	12.2
Total							
	Count	6	3	19	1	4	33
	Mean	100.9	107.3	109.2	114.0	119.8	109.0
	Std Dev	12.0	11.6	17.2	*	16.7	15.9

* There is no variability with a single score.

- **Race:** 22 of 33 respondents (66.7%) reported their race as White/Caucasian, 6 (18.2%) as African American, 3 (9.1%) as Latino/a Hispanic, 1 (3.0%) as Multi-racial, and 1 (3.0%) as Asian/Pacific Islander. Our analysis indicated no significant differences in Total Satisfaction with respect to race.

Race/Ethnicity

Age Group		African American	Asian Pacific Islander	Hispanic Latino	White Caucasian	Multi-Racial	Total
Adult							
	Count	4	1	3	12	1	21
	% w/in Age Group	19.0%	4.8%	14.3%	57.1%	4.8%	100.0%
Child							
	Count	2	0	0	10	0	12
	Row%	16.7%	0.0%	0.0%	83.3%	0.0%	100.0%
Total							
	Count	6	1	3	22	1	33
	% w/in Age Group	18.2%	3.0%	9.1%	66.7%	3.0	100.0%

- **Treatment Facility:** Data was collected from 13 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.

Name of Treatment Facility	Frequency	Mean	Standard Deviation
Adult Services			
Hoffman Homes for Youth RTF	1	115.0	*
St. Michael's School RTF	1	95.6	*
Lancaster Clinical Counseling SA	2	119.3	18.0
PA Counseling Lancaster SA	12	110.8	18.2
Tressler Lutheran Services Diakon SA	3	118.2	13.5
Perry Human Services SA	2	125.8	5.9
Adult Services Total	21	113.5	16.1
Child Services			
Hoffman Homes for Youth RTF	2	98.5	16.3
Kids Peace RTF	2	115.5	3.5
Philhaven Campus-based Adolescent RTF	1	106.0	*
Southwood Psych Hospital RTF	2	91.0	18.4
The Bradley Center South RTF	1	114.0	*
The Children's Home of Reading RTF	2	99.0	4.2
Viaquest BH RTF	1	94.0	*
Viaquest BH of PA Non-JACHO RTF C&A	1	90.0	*
Child Services Total	12	101.1	12.2
Total (Adult + Child)	33	109.0	15.9

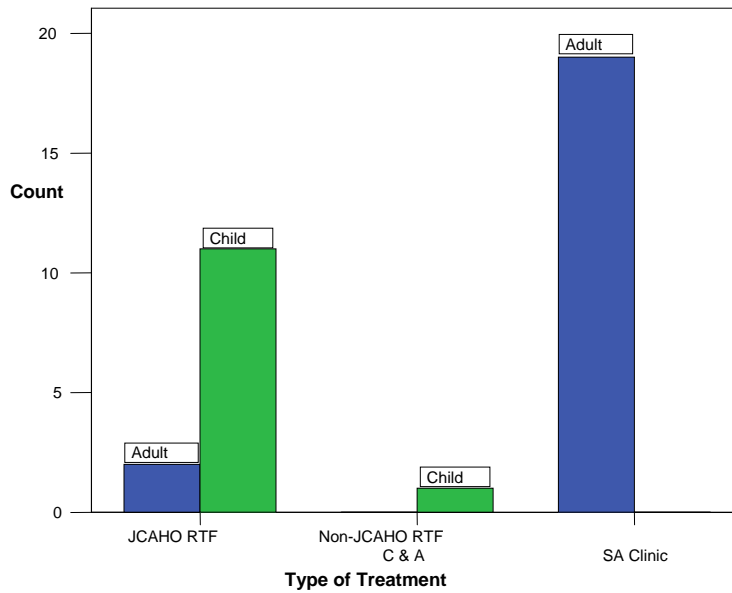
* There is no variability with a single score.

- **Type of Services:** 19 of the 21 Adult respondents (90.5%) received Substance Abuse Services. The remaining 2 Adult respondents (9.5%) received Mental Health Services. All 12 of the Children received Mental health 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 Service

			Type of Service		Total
			Mental Health	Substance Abuse	
Is the interview for an ADULT or CHILD	Adult	Count	2	19	21
		% within Is the interview for an ADULT or CHILD	9.5%	90.5%	100.0%
	Child	Count	12	0	12
		% within Is the interview for an ADULT or CHILD	100.0%	.0%	100.0%
Total		Count	14	19	33
		% within Is the interview for an ADULT or CHILD	42.4%	57.6%	100.0%

- Type of Treatment:** 19 of 21 Adult respondents (90.5%) reported they received their treatment at a SA Outpatient Clinic. The remaining 2 Adult respondents (9.5%) received their treatment at a JCAHO RTF. 11 of the 12 Children (91.7%) received their treatment at a JCAHO RTF. The remaining child received their treatment at a Non-JCAHO RTF. There were no differences in reported level of Total Satisfaction as a function of Type of Treatment received.



Type of Treatment

			Type of Treatment			Total
			JCAHO RTF	Non-JCAHO RTF C & A	SA Outpatient Clinic	
Is the interview for an ADULT or CHILD	Adult	Count	2	0	19	21
		% within Is the interview for an ADULT or CHILD	9.5%	.0%	90.5%	100.0%
	Child	Count	11	1	0	12
		% within Is the interview for an ADULT or CHILD	91.7%	8.3%	.0%	100.0%
Total		Count	13	1	19	33
		% within Is the interview for an ADULT or CHILD	39.4%	3.0%	57.6%	100.0%

Special Needs: 1 Adult (3.0%) reported they had Special Needs in the form of Visual Impairment.

<u>Special Needs:</u> 1 Adult (3.0%) reported they had Special Needs in the form of Visual Impairment. Special Needs	Adult	Child	Total
Visual Impairment N % w/in Age Group	1 4.8%	0 0.0%	1 3.0%
Hearing Impairment N % w/in Age Group	0 0.0%	0 0.0%	0 0.0%
Physical Impairment N % w/in Age Group	0 0.0%	0 0.0%	0 0.0%
English difficulty N % w/in Age Group	0 0.0%	0 0.0%	0 0.0%
Other N % w/in Age Group	0 0.0%	0 0.0%	0 0.0%
None N % w/in Age Group	20 95.2%	12 100.0%	32 97.0%
Total N % w/in Age Group	21 100.0%	12 100.0%	33 100.0%

Please Note: Frequencies may sum to more than the sample size (N = 33) as respondents can report multiple special needs.

Distribution of Services by County of Residence

14 of 33 respondents (42.4%) received Mental Health Services and the remaining 19 respondents received Substance Abuse Services. The table below lists the distribution of services by County of residence.

			Type of Service		Total
			Mental Health	Substance Abu	
County of Residence	Cumberland	Count	4	2	6
		% within County of Residence	66.7%	33.3%	100.0%
	Dauphin	Count	3	0	3
		% within County of Residence	100.0%	.0%	100.0%
	Lancaster	Count	5	14	19
		% within County of Residence	26.3%	73.7%	100.0%
	Lebanon	Count	1	0	1
		% within County of Residence	100.0%	.0%	100.0%
	Perry	Count	1	3	4
		% within County of Residence	25.0%	75.0%	100.0%
Total		Count	14	19	33
		% within County of Residence	42.4%	57.6%	100.0%

The table below lists the distribution of services by County of residence for both Adult & Child Services.

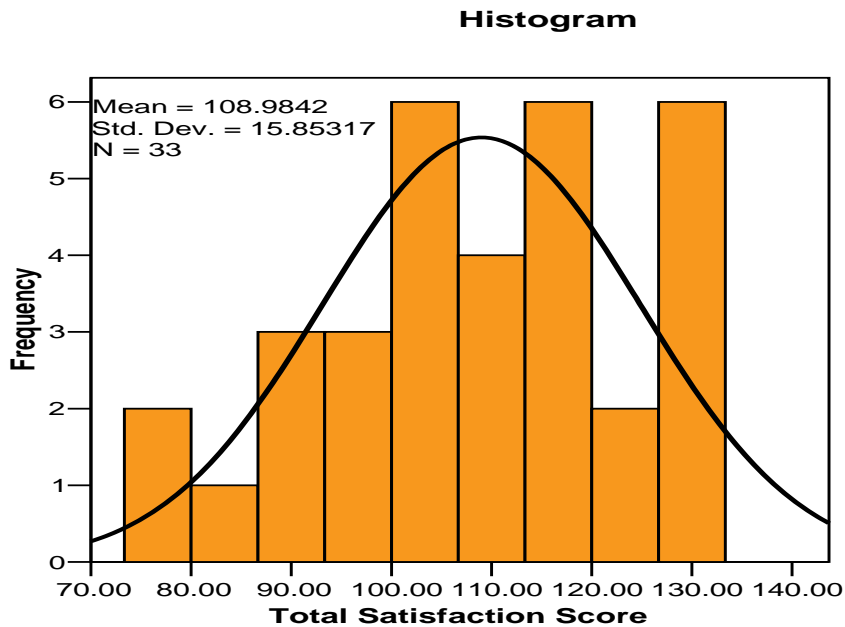
County of Residence

Is the interview for an ADULT or CHILD				Type of Service		Total
				Mental Health	Drug / Alcohol	
Adult	County of Residence	Cumberland	Count % within County of Residence	0 .0%	2 100.0%	2 100.0%
		Dauphin	Count % within County of Residence	1 100.0%	0 .0%	1 100.0%
		Lancaster	Count % within County of Residence	0 .0%	14 100.0%	14 100.0%
		Perry	Count % within County of Residence	1 25.0%	3 75.0%	4 100.0%
	Total	Count % within County of Residence	2 9.5%	19 90.5%	21 100.0%	
Child	County of Residence	Cumberland	Count % within County of Residence	4 100.0%		4 100.0%
		Dauphin	Count % within County of Residence	2 100.0%		2 100.0%
		Lancaster	Count % within County of Residence	5 100.0%		5 100.0%
		Lebanon	Count % within County of Residence	1 100.0%		1 100.0%
	Total	Count % within County of Residence	12 100.0%		12 100.0%	

Satisfaction

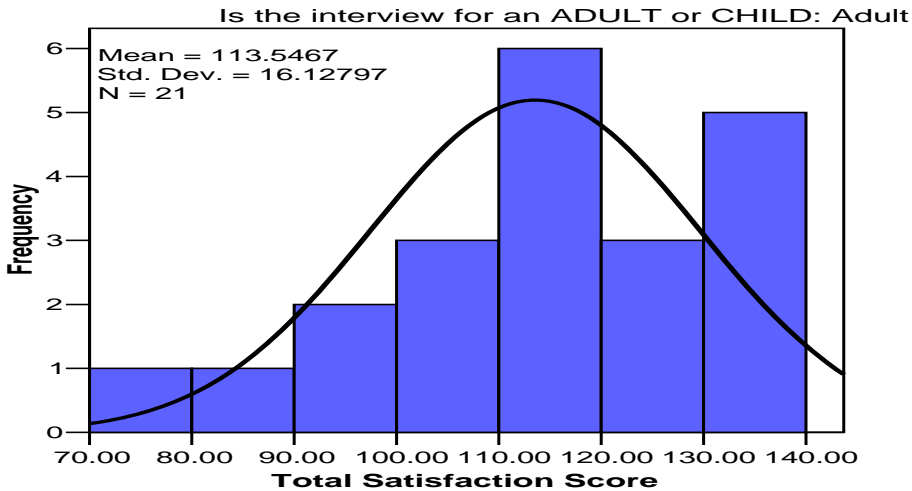
Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 27 - 135.

- The overall mean for all respondents for TSS was 109.0 with a standard deviation 15.9, median 111.8. The TSS scores ranged from 78 – 133. As can be seen in the histogram below, the distribution of Total Satisfaction Scores can be considered normally distributed.

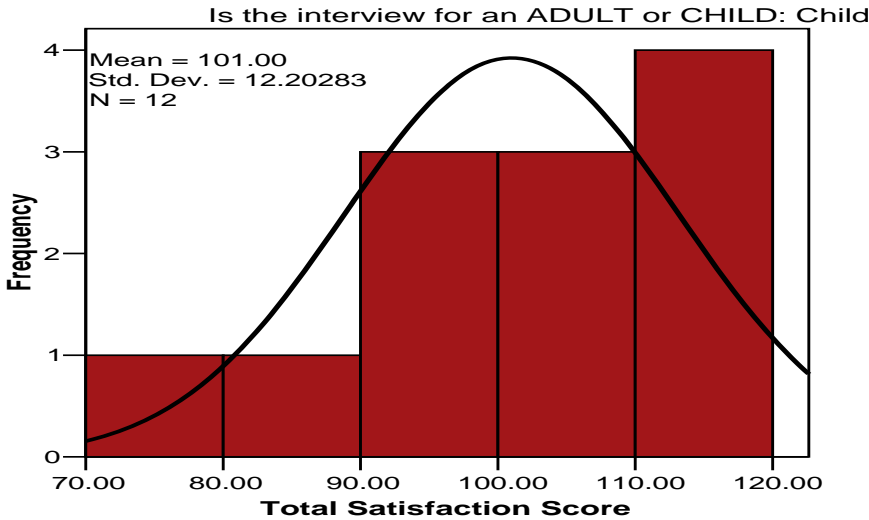


- Respondents who received Adult Services reported significantly higher levels of Total Satisfaction than those receiving Child services. Though the reported levels of Total Satisfaction for the different Age Groups are significantly different, it is important to note that both groups are reporting very positive levels of satisfaction. 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 Adult consumers was 113.5 with a standard deviation 16.1, median 115.0. The TSS scores ranged from 78 – 133. As can be seen in the histogram below, the distribution of Total Satisfaction Scores can be considered normally distributed. 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 101.0 with a standard deviation 12.2, median 103.0. The TSS scores ranged from 78 – 118. As can be seen in the histogram below, the distribution of Total Satisfaction Scores can be considered normally distributed. Again, with a 5 point scale and 27 questions, scores above Total Satisfaction = 81 (27×3) indicates satisfaction on some level.



Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of both Adult and Child consumers of 80.7% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 84.8% agreement (4 or 5). This pattern is consistent when Adult and Child consumers are considered separately as well with Adult respondents reporting 85.7% satisfaction with services and those who received Child Services reporting 83.3% satisfaction with services received.

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.

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

- While 60.6% of all respondents indicated that they were given information about how to get other services that they needed, 27.3% were dissatisfied in this area. This was particularly true with the respondents who received Child Services where 50.0% reported dissatisfaction in this area.
- While 87.9% of all consumers reported that their service provider explained the advantages of their therapy or treatment, approximately 15.2%, indicated their services provider did not explain the disadvantages associated with therapy or treatment.

Summary responses from the Total group of respondents from this quarter (N=33) are presented in Tables 1 & 2. Summary responses from just the Adult Respondents (N=21) are presented in Tables 3 & 4. Summary responses from the respondents who received Child Services (N=12) are presented in Tables 5 & 6.

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

N=33	% 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.	87.8	3.0	4.2	0.7	3.0
2. I was given information on how to get other services that I needed.	60.6	27.3	3.5	1.3	0.0
3. I had a choice in selecting my service provider.	75.7	6.1	4.1	0.9	3.0
4. I have the option to change my service provider should I choose to.	78.8	6.0	4.0	0.9	3.0
5. I was informed about my rights and responsibilities regarding the treatment I have received.	84.8	6.1	4.3	0.8	3.0
6. I feel comfortable in asking questions regarding my treatment.	87.8	6.0	4.4	0.9	3.0
7. My service provider spends enough time with me.	84.9	3.0	4.4	0.9	6.1
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	90.9	3.0	4.5	0.7	3.0
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	90.9	6.1	4.4	0.8	3.0
10. I trust my service provider.	87.9	3.0	4.4	0.7	6.1
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	78.8	9.1	4.0	1.0	3.0
12. I am included in all meetings regarding my treatment plan and goals for recovery.	78.7	3.0	4.1	0.7	6.1
13. I am an equal partner in the treatment process.	84.8	0.0	4.2	0.6	6.1
14. My service provider explained the advantages of my therapy or treatment.	87.9	3.0	4.1	0.8	3.0
15. My service provider explained the disadvantages of my therapy or treatment	66.6	15.2	3.7	1.1	3.0
16. Overall, I am satisfied with the services I am receiving.	84.8	6.0	4.3	0.9	6.1

Table 2: Implementation Satisfaction for All Adult & Child Respondents by County

The following table lists the mean and standard deviation for questions 1-16 for all adult and child respondents by county. Please note that for the Child Data the questions are worded to reflect the treatment the Child is receiving.

Descriptives				
		N	Mean	Std. Deviation
Q1 I know whom to call if I have questions about MH or SA services	Cumberland	6	4.2	0.4
	Dauphin	3	3.7	0.6
	Lancaster	18	4.2	0.8
	Lebanon	1	4.0	-
	Perry	4	4.8	0.5
	Total	32	4.2	0.7
Q2 I was given information on how to get other services	Cumberland	6	2.7	1.2
	Dauphin	3	4.0	0.0
	Lancaster	19	3.5	1.3
	Lebanon	1	4.0	-
	Perry	4	3.8	1.9
	Total	33	3.5	1.3
Q3 I had a choice when selecting my service provider	Cumberland	6	3.7	0.8
	Dauphin	3	4.0	0.0
	Lancaster	18	4.1	1.0
	Lebanon	1	4.0	-
	Perry	4	4.5	1.0
	Total	32	4.1	0.9
Q4 I have the option to change my service provider should I choose to	Cumberland	6	3.7	0.8
	Dauphin	3	4.0	0.0
	Lancaster	18	4.0	1.0
	Lebanon	1	4.0	-
	Perry	4	4.5	1.0
	Total	32	4.0	0.9
Q5 I was informed about my rights and responsibilities regarding treatment	Cumberland	6	4.2	0.4
	Dauphin	3	4.0	1.0
	Lancaster	18	4.2	1.0
	Lebanon	1	4.0	-
	Perry	4	4.8	0.5
	Total	32	4.3	0.8
Q6 I feel comfortable in asking questions regarding my treatment	Cumberland	6	4.2	0.4

	Dauphin	3	3.7	2.3
	Lancaster	18	4.4	0.9
	Lebanon	1	5.0	-
	Perry	4	5.0	0.0
	Total	32	4.4	0.9
Q7 My service provider spends enough time	Cumberland	6	3.8	1.4
	Dauphin	3	4.3	0.6
	Lancaster	17	4.4	0.7
	Lebanon	1	4.0	-
	Perry	4	5.0	0.0
	Total	31	4.4	0.9
Q8 My provider does not share my personal MH and/or SA information with others without my permission	Cumberland	6	4.5	0.5
	Dauphin	3	4.3	0.6
	Lancaster	18	4.4	0.9
	Lebanon	1	5.0	-
	Perry	4	5.0	0.0
	Total	32	4.5	0.7
Q9 Program staff respects the role of my ethnic, cultural, religious background	Cumberland	6	4.5	0.5
	Dauphin	3	4.0	0.0
	Lancaster	18	4.3	1.0
	Lebanon	1	5.0	-
	Perry	4	5.0	0.0
	Total	32	4.4	0.8
Q10 I trust my service provider	Cumberland	6	4.3	0.5
	Dauphin	3	4.0	0.0
	Lancaster	17	4.3	0.8
	Lebanon	1	5.0	-
	Perry	4	4.8	0.5
	Total	31	4.4	0.7
Q11 My service provider offered me the opportunity to involve my family, significant others and friends	Cumberland	6	4.3	0.5
	Dauphin	3	4.0	0.0
	Lancaster	18	3.8	1.2
	Lebanon	1	4.0	-
	Perry	4	4.8	0.5
	Total	32	4.0	1.0
Q12 I am included in all meetings regarding my treatment plan & goals for recovery	Cumberland	6	3.8	0.4
	Dauphin	3	3.7	0.6
	Lancaster	17	4.1	0.9
	Lebanon	1	4.0	-
	Perry	4	4.5	0.6
	Total	31	4.1	0.7

Q13 I am an equal partner in the treatment process	Cumberland	6	4.0	0.0
	Dauphin	3	3.7	0.6
	Lancaster	17	4.3	0.7
	Lebanon	1	4.0	-
	Perry	4	4.8	0.5
	Total	31	4.2	0.6
Q14 My service provider explained the advantages of my therapy or treatment	Cumberland	6	4.0	0.0
	Dauphin	3	4.0	0.0
	Lancaster	18	4.06	1.0
	Lebanon	1	4.0	-
	Perry	4	4.8	0.5
	Total	32	4.1	0.8
Q15 My service provider explained the disadvantages of my therapy or treatment	Cumberland	6	3.7	0.5
	Dauphin	3	3.3	1.2
	Lancaster	18	3.6	1.3
	Lebanon	1	4.0	-
	Perry	4	4.8	0.5
	Total	32	3.7	1.1
Q16 Overall, I am satisfied with the services	Cumberland	6	3.8	1.0
	Dauphin	3	4.3	0.6
	Lancaster	17	4.2	1.0
	Lebanon	1	5.0	-
	Perry	4	5.0	0.0
	Total	31	4.3	0.9

Table 3 – Total Satisfaction – Implementation Adult Respondents

N=21	% 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.	85.7	4.8	4.4	0.8	4.8
2. I was given information on how to get other services that I needed.	76.2	14.3	3.9	1.1	0.0
3. I had a choice in selecting my service provider.	76.2	4.8	4.3	0.9	4.8
4. I have the option to change my service provider should I choose to.	76.2	4.8	4.1	1.0	4.8
5. I was informed about my rights and responsibilities regarding the treatment I have received.	85.7	4.8	4.5	0.8	4.8
6. I feel comfortable in asking questions regarding my treatment.	90.5	0.0	4.6	0.6	4.8
7. My service provider spends enough time with me.	85.7	0.0	4.5	0.6	9.5
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	90.5	0.0	4.7	0.6	4.8
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	90.4	4.8	4.6	0.8	4.8
10. I trust my service provider.	85.7	0.0	4.5	0.6	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	71.4	9.6	4.1	1.2	4.8
12. I am included in all meetings regarding my treatment plan and goals for recovery.	80.9	0.0	4.3	0.7	9.5
13. I am an equal partner in the treatment process.	85.8	0.0	4.4	0.6	9.5
14. My service provider explained the advantages of my therapy or treatment.	85.8	4.8	4.3	1.0	4.8
15. My service provider explained the disadvantages of my therapy or treatment	76.2	14.3	4.0	1.2	4.8
16. Overall, I am satisfied with the services I am receiving.	85.7	0.0	4.5	0.6	9.5

Table 4: Implementation Satisfaction Adult Respondents by County

The following table lists the mean and standard deviation for questions 1-16 for Adult Respondents by county.

Descriptives		N	Mean	Std. Deviation
Q1 I know whom to call if I have questions about MH or SA services	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	13	4.3	0.9
	Lebanon	-	-	-
	Perry	4	4.8	0.5
	Total	20	4.4	0.8
Q2 I was given information on how to get other services	Cumberland	2	4.0	0.0
	Dauphin	1	4.0	-
	Lancaster	14	3.9	1.1
	Lebanon	-	-	-
	Perry	4	3.8	1.9
	Total	21	3.9	1.1
Q3 I had a choice when selecting my service provider	Cumberland	2	4.0	0.0
	Dauphin	1	4.0	-
	Lancaster	13	4.2	1.0
	Lebanon	-	-	-
	Perry	4	4.5	1.0
	Total	20	4.3	0.9
Q4 I have the option to change my service provider should I choose to	Cumberland	2	4.0	0.0
	Dauphin	1	4.0	-
	Lancaster	13	4.0	1.2
	Lebanon	-	-	-
	Perry	4	4.5	1.0
	Total	20	4.1	1.0
Q5 I was informed about my rights and responsibilities regarding treatment	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	13	4.4	1.0
	Lebanon	-	-	-
	Perry	4	4.8	0.5
	Total	20	4.5	0.8
Q6 I feel comfortable in asking questions regarding my treatment	Cumberland	2	4.5	0.7

	Dauphin	1	5.0	-
	Lancaster	13	4.5	0.7
	Lebanon	-	-	-
	Perry	4	5.0	0.0
	Total	20	4.6	0.6
Q7 My service provider spends enough time	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	12	4.4	0.7
	Lebanon	-	-	-
	Perry	4	5.0	0.0
	Total	19	4.5	0.6
Q8 My provider does not share my personal MH and/or SA information with others without my permission	Cumberland	2	4.5	0.7
	Dauphin	1	5.0	--
	Lancaster	13	4.5	0.7
	Lebanon	-	-	-
	Perry	4	5.0	0.0
	Total	20	4.7	0.6
Q9 Program staff respects the role of my ethnic, cultural, religious background	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	13	4.5	0.9
	Lebanon	-	-	-
	Perry	4	5.0	0.0
	Total	20	4.6	0.8
Q10 I trust my service provider	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	12	4.4	0.7
	Lebanon	-	-	-
	Perry	4	4.8	0.5
	Total	19	4.5	0.6
Q11 My service provider offered me the opportunity to involve my family, significant others and friends	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	13	3.9	1.3
	Lebanon	-	-	-
	Perry	4	4.8	0.5
	Total	20	4.1	1.2
Q12 I am included in all meetings regarding my treatment plan & goals for recovery	Cumberland	2	4.0	0.0
	Dauphin	1	4.0	-
	Lancaster	12	4.3	0.8
	Lebanon	-	-	-
	Perry	4	4.5	0.6
	Total	19	4.3	0.7

Q13 I am an equal partner in the treatment process	Cumberland	2	4.0	0.0
	Dauphin	1	4.0	-
	Lancaster	12	4.4	0.7
	Lebanon	-	-	-
	Perry	4	4.8	0.5
	Total	19	4.4	0.6
Q14 My service provider explained the advantages of my therapy or treatment	Cumberland	2	4.0	0.0
	Dauphin	1	4.0	-
	Lancaster	13	4.2	1.1
	Lebanon	-	-	-
	Perry	4	4.8	0.5
	Total	20	4.3	1.0
Q15 My service provider explained the disadvantages of my therapy or treatment	Cumberland	2	4.0	0.0
	Dauphin	1	4.0	-
	Lancaster	13	3.8	1.4
	Lebanon	-	-	-
	Perry	4	4.8	0.5
	Total	20	4.0	1.2
Q16 Overall, I am satisfied with the services	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	12	4.4	0.7
	Lebanon	-	-	-
	Perry	4	5.0	0.0
	Total	19	4.5	0.6

Table 5 – Total Satisfaction – Implementation Child Respondents

N=12	% 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.	91.7	0.0	3.9	2.9	0.0
2. I was given information on how to get other services that my child/adolescent needed.	33.3	50.0	2.7	1.2	0.0
3. I had a choice when selecting my child/adolescent's service provider.	75.0	8.3	3.8	0.8	0.0
4. I have the option to change my child/adolescent's service provider should I choose to.	83.3	8.3	3.8	0.7	0.0
5. I was informed about my rights and responsibilities regarding the treatment my child/adolescent has received.	83.3	8.3	3.9	0.8	0.0
6. I feel comfortable in asking questions regarding my child/adolescent's treatment.	83.3	16.6	4.0	1.3	0.0
7. My service provider spends enough time with my child/adolescent.	83.3	8.3	4.1	1.2	0.0
8. My provider does not share the personal mental health and/or substance abuse information of my child/adolescent with others without my permission.	91.7	8.3	4.3	0.9	0.0
9. Program staff respects the role of my ethnic, cultural and religious background in my child/adolescent's recovery/treatment.	91.7	8.3	4.3	0.9	0.0
10. I trust my child/adolescent's service provider.	91.7	8.3	4.2	0.8	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.	91.7	8.3	3.9	0.7	0.0
12. I am included in all meetings regarding my child/adolescent's treatment plan and goals for recovery.	75.0	8.3	3.8	0.8	0.0
13. I am an equal partner in the treatment process for my child/adolescent.	83.3	0.0	3.9	0.5	0.0
14. My service provider explained the advantages of my child/adolescent's therapy or treatment.	91.7	0.0	3.9	0.3	0.0
15. My service provider explained the disadvantages of my child/adolescent's therapy or treatment	50.0	16.6	3.3	1.0	0.0
16. Overall, I am satisfied with the services my child/adolescent is receiving.	83.3	16.6	3.8	1.2	0.0

Table 6: Implementation Satisfaction Child Respondents by County

The following table lists the mean and standard deviation for questions 1-16 for individuals who received Child Services by county.

Descriptives		N	Mean	Std. Deviation
Q1 I know whom to call if I have questions about my child/adolescent's MH or SA services	Cumberland	4	4.0	0.0
	Dauphin	2	3.5	0.7
	Lancaster	5	4.0	0.0
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.9	0.3
Q2 I was given information on how to get other services that my child/adolescent needed	Cumberland	4	2.0	0.8
	Dauphin	2	4.0	0.0
	Lancaster	5	2.4	1.1
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	2.7	1.1
Q3 I had a choice when selecting my child/adolescent's service provider	Cumberland	4	3.5	1.0
	Dauphin	2	4.0	0.0
	Lancaster	5	3.8	0.8
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.8	0.8
Q4 I have the option to change my child/adolescent's service provider should I choose to	Cumberland	4	3.5	1.0
	Dauphin	2	4.0	0.0
	Lancaster	5	4.0	0.7
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.8	0.7
Q5 I was informed about my rights and responsibilities regarding treatment my child/adolescent has received	Cumberland	4	4.0	0.0
	Dauphin	2	4.0	1.4
	Lancaster	5	3.8	1.1
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.9	0.8

Q6 I feel comfortable in asking questions regarding my child/adolescent's treatment	Cumberland	4	4.0	0.0
	Dauphin	2	3.0	2.8
	Lancaster	5	4.2	1.3
	Lebanon	1	5.0	-
	Perry	-	-	-
	Total	12	4.0	1.3
Q7 My service provider spends enough time with my child/adolescent	Cumberland	4	3.5	1.7
	Dauphin	2	4.5	0.7
	Lancaster	5	4.4	0.9
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	4.1	1.2
Q8 My provider does not share the personal MH and/or SA information of my child/adolescent with others without my permission	Cumberland	4	4.5	0.6
	Dauphin	2	4.0	0.0
	Lancaster	5	4.0	1.2
	Lebanon	1	5.0	-
	Perry	-	-	-
	Total	12	4.3	0.9
Q9 Program staff respects the role of my ethnic, cultural, religious background in my child/adolescent's treatment	Cumberland	4	4.5	0.6
	Dauphin	2	4.0	0.0
	Lancaster	5	4.0	1.2
	Lebanon	1	5.0	-
	Perry	-	-	-
	Total	12	4.3	0.9
Q10 I trust my child/adolescent's service provider	Cumberland	4	4.3	0.5
	Dauphin	2	4.0	0.0
	Lancaster	5	4.0	1.2
	Lebanon	1	5.0	-
	Perry	-	-	-
	Total	12	4.2	0.8
Q11 My service provider offered me the opportunity to involve my family, significant others and friends into my child/adolescent's treatment process	Cumberland	4	4.3	0.5
	Dauphin	2	4.0	0.0
	Lancaster	5	3.6	0.9
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.9	0.7
Q12 I am included in all meetings regarding my child/adolescent's treatment plan & goals for recovery	Cumberland	4	3.8	0.5

	Dauphin	2	3.5	0.7
	Lancaster	5	3.8	1.1
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.8	0.8
Q13 I am an equal partner in the treatment process for my child/adolescent	Cumberland	4	4.0	0.0
	Dauphin	2	3.5	0.7
	Lancaster	5	4.0	0.7
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.9	0.5
Q14 My service provider explained the advantages of my child/adolescent's therapy or treatment	Cumberland	4	4.0	0.0
	Dauphin	2	4.0	0.0
	Lancaster	5	3.8	0.4
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.9	0.3
Q15 My service provider explained the disadvantages of my child/adolescent's therapy or treatment	Cumberland	4	3.5	0.6
	Dauphin	2	3.0	1.4
	Lancaster	5	3.0	1.2
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.3	1.0
Q16 Overall, I am satisfied with the services my child/adolescent is receiving	Cumberland	4	3.5	1.0
	Dauphin	2	4.5	0.7
	Lancaster	5	3.6	1.5
	Lebanon	1	5.0	-
	Perry	-	-	-
	Total	12	3.8	1.2

Outcomes

The majority of adult and child consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 45% to 85% of consumers believe services have improved their lives in each outcome area. Approximately 12% to 40% of consumers believe that no change has resulted from their services. Only 0% to 12% believes that things are worse as a result of services.

- Overall, highest ratings were given to questions that are recovery-related questions rather than symptom-related, with approximately 79% of consumers reporting improvement. These include questions related to managing daily problems (Q17), self-worth (Q20), feeling hopeful about the future (Q21), and strengthening their social network (Q23).
- Overall, 84.8% of the respondents reported improvement in managing daily problems. This was among the highest endorsed outcomes for both Adult (80.9%) and Child (91.7%) respondents.
- In general respondents also reported feeling much better about themselves (78.8%). These positive feelings of self-esteem were echoed in both the adult (81.0%) and child (75.0%).
- 75.8% of all the respondents reported feeling good (hopeful) about the future and 6.1% of consumers believe that things are worse.
- Two thirds of all respondents (66.7%) reported things were better in terms of dealing with the specific problems which led them to seek services.
- There were 7 of 11 outcome items on which none of the Adult respondents reported things were worse. See Table 9.
- Strengthening my child/adolescent's social networks was a strong outcome for those who received Child services (83.3%). 66.7% of Adult respondents reported strengthening social networks as better.
- In general, for all respondents, the lowest outcome scores are given to dealing with school or work with only 45.5% responding that things are better in this area, and 9.1% of consumers believe that things are worse.
- Dealing with people in social situations was also ranked relatively low for all respondents with 57.6% of respondents reported that involvement in community activities was better for them, 12.1% reported it was worse.
- Respondents who received Child services identified 3 areas in which 1 out of 4 (25.0%) felt things had become worse as a result of receiving services, including feeling in control of their life (Q18), dealing with personal crisis (Q19), and Dealing with people in social situations (Q26).

Summary responses from the Total group of respondents from this quarter (N=33) are presented in Tables 7 & 8. Summary responses from just the Adult Respondents (N=21) are presented in Tables 9 & 10. Summary responses from the respondents who received Child Services (N=12) are presented in Tables 11 & 12.

Table 7 – Total Satisfaction – **Outcome Questions All Adult and Child Respondents**

Total N=33	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	84.8	3.0	4.1	0.7	0.0
18. Feeling in control of my life.	66.7	9.1	3.9	0.9	0.0
19. Dealing with personal crisis.	63.6	9.1	3.8	0.9	0.0
20. How I feel about myself.	78.8	6.1	4.1	0.9	0.0
21. Feeling good (hopeful) about the future.	75.8	6.1	4.0	0.9	0.0
22. Enjoying my free time.	66.7	0.0	4.1	0.9	0.0
23. Strengthening my social support network.	72.7	6.1	3.9	0.8	0.0
24. Being involved in community activities.	48.5	3.0	3.6	0.8	9.1
25. Dealing with school or work.	45.5	9.1	3.6	0.9	12.1
26. Dealing with people in social situations.	57.6	12.1	3.7	1.0	0.0
27. Dealing with specific problems or issue that led to seek services.	66.7	6.1	3.9	0.9	0.0

Table 8: Outcomes for All Adult and Child Respondents by County

The following table provides the mean and standard deviation for each implementation question by county.

Descriptives		N	Mean	Std. Deviation
Q17 Managing daily problems	Cumberland	6	3.8	1.0
	Dauphin	3	4.0	0.0
	Lancaster	19	4.2	0.7
	Lebanon	1	4.0	-
	Perry	4	4.0	0.8
	Total	33	4.1	0.7
Q18 Feeling in control of my life	Cumberland	6	3.3	1.2
	Dauphin	3	3.7	0.6
	Lancaster	19	4.0	0.9
	Lebanon	1	4.0	-
	Perry	4	4.0	0.8
	Total	33	3.9	0.9
Q19 Dealing with personal crisis	Cumberland	6	3.5	1.2
	Dauphin	3	3.3	0.6
	Lancaster	19	3.8	0.9
	Lebanon	1	4.0	-
	Perry	4	4.0	0.8
	Total	33	3.8	0.9
Q20 How I feel about myself	Cumberland	6	3.5	1.2
	Dauphin	3	4.0	1.0
	Lancaster	19	4.2	0.8
	Lebanon	1	4.0	-
	Perry	4	4.5	0.6
	Total	33	4.1	0.9
Q21 Feeling good (hopeful) about the future	Cumberland	6	3.2	1.0
	Dauphin	3	4.3	0.6
	Lancaster	19	4.1	0.7
	Lebanon	1	4.0	-
	Perry	4	4.5	1.0
	Total	33	4.0	0.9
Q22 Enjoying my free time	Cumberland	6	4.2	1.0
	Dauphin	3	4.7	0.6
	Lancaster	19	4.1	0.9
	Lebanon	1	4.0	-
	Perry	4	4.0	1.2
	Total	33	4.1	0.9

Q23 Strengthening my social support network	Cumberland	6	3.3	0.8
	Dauphin	3	4.7	0.6
	Lancaster	19	3.9	0.7
	Lebanon	1	4.0	-
	Perry	4	3.8	1.3
	Total	33	3.9	0.8
Q24 Being involved in the community or in organizations outside of MH or SA activities	Cumberland	6	3.0	0.6
	Dauphin	3	4.0	0.0
	Lancaster	17	3.7	0.8
	Lebanon	1	4.0	-
	Perry	3	4.0	1.0
	Total	30	3.6	0.8
Q25 Dealing with school or work	Cumberland	5	3.0	0.7
	Dauphin	3	4.0	1.0
	Lancaster	17	3.6	0.8
	Lebanon	1	4.0	-
	Perry	3	4.0	1.7
	Total	29	3.6	0.9
Q26 Dealing with people in social situations	Cumberland	6	3.0	0.9
	Dauphin	3	3.7	1.2
	Lancaster	19	4.0	0.9
	Lebanon	1	4.0	-
	Perry	4	3.8	1.5
	Total	33	3.7	1.0
Q27 Dealing with specific problems or issues that led me to seek services	Cumberland	6	3.7	1.0
	Dauphin	3	4.0	0.0
	Lancaster	19	3.9	0.9
	Lebanon	1	5.0	-
	Perry	4	4.0	1.4
	Total	33	3.9	0.9

Table 9 – Total Satisfaction – **Outcome Questions Adult Respondents**

Total N=21	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	80.9	0.0	4.1	0.7	0.0
18. Feeling in control of my life.	76.2	0.0	4.1	0.8	0.0
19. Dealing with personal crisis.	76.2	0.0	4.0	0.7	0.0
20. How I feel about myself.	81.0	0.0	4.2	0.8	0.0
21. Feeling good (hopeful) about the future.	76.2	0.0	4.2	0.8	0.0
22. Enjoying my free time.	61.9	0.0	4.1	1.0	0.0
23. Strengthening my social support network.	66.7	4.8	3.9	0.9	0.0
24. Being involved in community activities.	47.6	0.0	3.8	0.8	14.3
25. Dealing with school or work.	42.8	4.8	3.7	0.9	19.0
26. Dealing with people in social situations.	61.9	4.8	4.0	1.0	0.0
27. Dealing with specific problems or issue that led to seek services.	66.7	4.8	4.1	1.0	0.0

Table 10: Outcomes for Adult Respondents by County

The following table provides the mean and standard deviation for each implementation question by county.

Descriptives		N	Mean	Std. Deviation
Q17 Managing daily problems	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	14	4.1	0.8
	Lebanon	-	-	-
	Perry	4	4.0	0.8
	Total	21	4.1	0.7
Q18 Feeling in control of my life	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	14	4.1	0.9
	Lebanon	-	-	-
	Perry	4	4.0	0.8
	Total	21	4.1	0.8
Q19 Dealing with personal crisis	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	14	4.0	0.8
	Lebanon	-	-	-
	Perry	4	4.0	0.8
	Total	21	4.1	0.7
Q20 How I feel about myself	Cumberland	2	4.0	0.0
	Dauphin	1	5.0	-
	Lancaster	14	4.1	0.9
	Lebanon	-	-	-
	Perry	4	5.0	0.6
	Total	21	4.2	0.8
Q21 Feeling good (hopeful) about the future	Cumberland	2	4.0	0.0
	Dauphin	1	5.0	-
	Lancaster	14	4.1	0.8
	Lebanon	-	-	-
	Perry	4	4.5	1.0
	Total	21	4.2	0.8
Q22 Enjoying my free time	Cumberland	2	4.0	1.4
	Dauphin	1	5.0	-
	Lancaster	14	4.1	0.9
	Lebanon	-	-	-
	Perry	4	4.0	1.2
	Total	21	4.1	1.0

Q23 Strengthening my social support network	Cumberland	2	3.0	0.0
	Dauphin	1	5.0	-
	Lancaster	14	3.9	0.7
	Lebanon	-	-	-
	Perry	4	3.8	1.3
	Total	21	3.9	0.9
Q24 Being involved in the community or in organizations outside of MH or SA activities	Cumberland	2	3.0	0.0
	Dauphin	1	4.0	-
	Lancaster	12	3.8	0.8
	Lebanon	-	-	-
	Perry	3	4.0	1.0
	Total	18	3.8	0.8
Q25 Dealing with school or work	Cumberland	1	3.0	-
	Dauphin	1	4.0	-
	Lancaster	12	3.7	0.8
	Lebanon	-	-	-
	Perry	3	4.0	1.7
	Total	17	3.7	0.9
Q26 Dealing with people in social situations	Cumberland	2	3.5	0.7
	Dauphin	1	5.0	-
	Lancaster	14	4.1	0.9
	Lebanon	-	-	-
	Perry	4	3.8	1.5
	Total	21	4.0	1.0
Q27 Dealing with specific problems or issues that led me to seek services	Cumberland	2	4.5	0.7
	Dauphin	1	4.0	-
	Lancaster	14	4.0	1.0
	Lebanon	-	-	-
	Perry	4	4.0	1.4
	Total	21	4.1	1.0

Table 11 – Total Satisfaction – **Outcome Questions Child Respondents**

Total N=12	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	91.7	8.3	3.9	0.7	0.0
18. Feeling in control of my life.	50.0	25.0	3.3	1.0	0.0
19. Dealing with personal crisis.	41.6	25.0	3.3	1.0	0.0
20. How I feel about myself.	75.0	16.7	3.8	1.0	0.0
21. Feeling good (hopeful) about the future.	75.0	16.7	3.7	0.9	0.0
22. Enjoying my free time.	75.0	0.0	4.1	0.8	0.0
23. Strengthening my social support network.	83.3	8.3	3.8	0.7	0.0
24. Being involved in community activities.	50.0	8.3	3.4	0.7	0.0
25. Dealing with school or work.	50.0	16.7	3.4	0.9	0.0
26. Dealing with people in social situations.	50.0	25.0	3.3	0.9	0.0
27. Dealing with specific problems or issue that led to seek services.	66.7	8.3	3.7	0.8	0.0

Table 12: Outcomes for Child Respondents by County

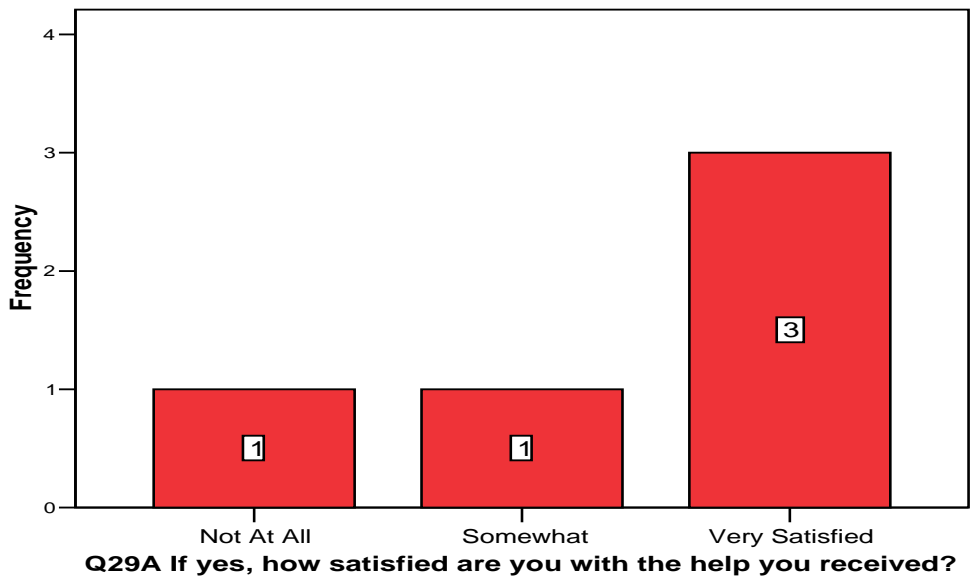
The following table provides the mean and standard deviation for each implementation question by county.

Descriptives		N	Mean	Std. Deviation
Q17 Managing daily problems	Cumberland	4	3.5	1.0
	Dauphin	2	4.0	0.0
	Lancaster	5	4.2	0.4
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.9	0.7
Q18 Feeling in control of his/her life	Cumberland	4	2.8	1.0
	Dauphin	2	3.5	0.7
	Lancaster	5	3.6	1.1
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.3	1.0
Q19 Dealing with personal crisis	Cumberland	4	3.0	1.2
	Dauphin	2	3.0	0.0
	Lancaster	5	3.4	1.1
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.3	1.0
Q20 How they feel about themselves	Cumberland	4	3.3	1.5
	Dauphin	2	3.5	0.7
	Lancaster	5	4.2	0.4
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.8	1.0
Q21 Feeling good (hopeful) about the future	Cumberland	4	2.8	1.0
	Dauphin	2	4.0	0.0
	Lancaster	5	4.2	0.4
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.7	0.9
Q22 Enjoying their free time	Cumberland	4	4.3	1.0
	Dauphin	2	4.5	0.7
	Lancaster	5	3.8	0.8
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	4.1	0.8

Q23 Strengthening their social support network	Cumberland	4	3.5	1.0
	Dauphin	2	4.5	0.7
	Lancaster	5	3.8	0.4
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.8	0.7
Q24 Being involved in the community or in organizations outside of MH or SA activities	Cumberland	4	3.0	0.8
	Dauphin	2	4.0	0.0
	Lancaster	5	3.4	0.5
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.4	0.7
Q25 Dealing with school or work	Cumberland	4	3.0	0.8
	Dauphin	2	4.0	1.4
	Lancaster	5	3.4	0.9
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.4	0.9
Q26 Dealing with people in social situations	Cumberland	4	2.8	1.0
	Dauphin	2	3.0	0.0
	Lancaster	5	3.6	0.9
	Lebanon	1	4.0	-
	Perry	-	-	-
	Total	12	3.3	0.9
Q27 Dealing with specific problems or issues that led my child/adolescent to seek services	Cumberland	4	3.3	1.0
	Dauphin	2	4.0	0.0
	Lancaster	5	3.6	0.5
	Lebanon	1	5.0	-
	Perry	-	-	-
	Total	12	3.7	0.8

Emergency Treatment: 6 of the 33 respondents (18.2%) indicated they needed emergency mental health or substance abuse service during the past year. 3 of the 6 (50.0%) received Adult services and the remaining 3 (50.0%) received Child Services. Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). 5 of the 6 respondents who received emergency services responded to this question. The mean rating of satisfaction was 3.6 with standard deviation 1.9. 60% (3 of 5) reported they were Very Satisfied, 15.5% Somewhat Satisfied, and 15.5% Not at all Satisfied.

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

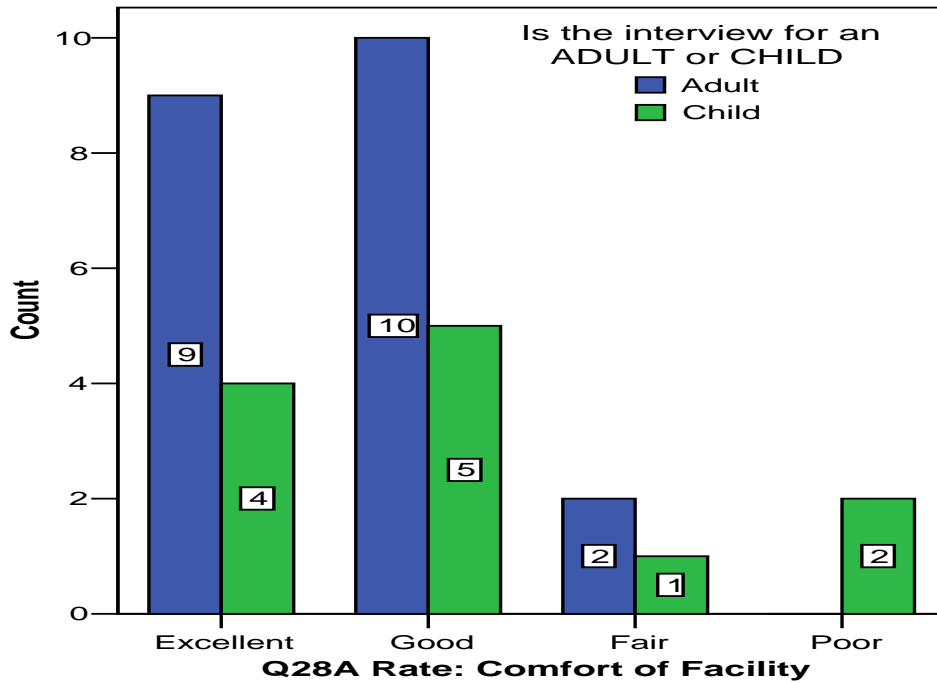


Q29A If yes, how satisfied are you with the help you received?

			Q29A If yes, how satisfied are you with the help you received?			Total
			Not At All	Somewhat	Very Satisfied	
Is the interview for an ADULT or CHILD	Adult	Count	1	1	1	3
		% within Is the interview for an ADULT or CHILD	33.3%	33.3%	33.3%	100.0%
	Child	Count	0	0	2	2
		% within Is the interview for an ADULT or CHILD	.0%	.0%	100.0%	100.0%
Total		Count	1	1	3	5
		% within Is the interview for an ADULT or CHILD	20.0%	20.0%	60.0%	100.0%

Treatment Environment

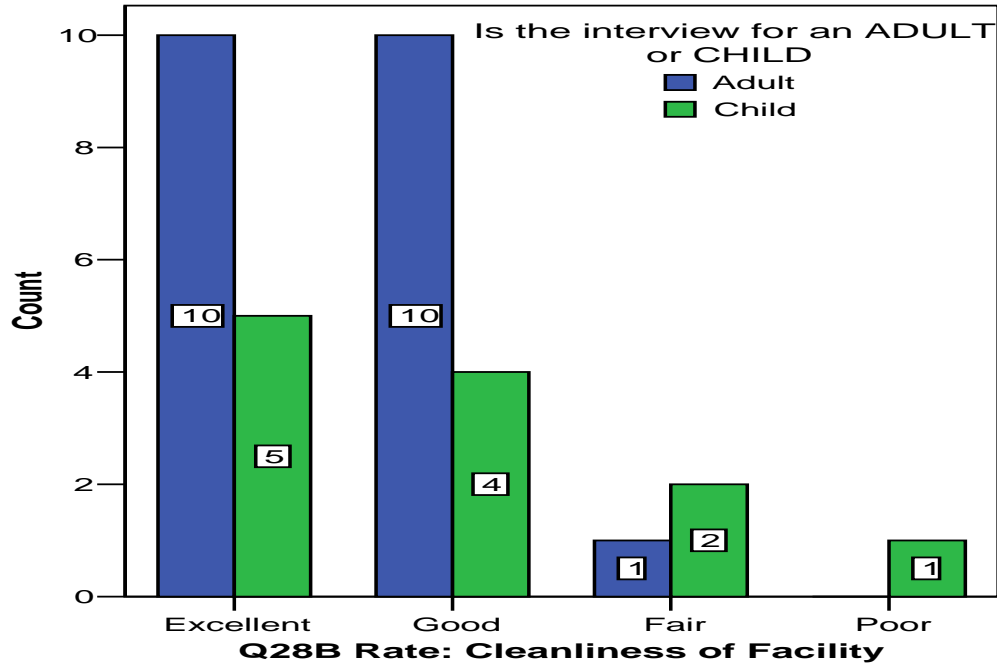
Comfort of Facility: 84.9% of all respondents rated the comfort of their treatment facility as Excellent or Good. 15.1% of all respondents rated the comfort of their treatment facility as Fair or Poor.



Q28A Rate: Comfort of Facility

			Q28A Rate: Comfort of Facility				Total
			Excellent	Good	Fair	Poor	
Is the interview for an ADULT or CHILD	Adult	Count	9	10	2	0	21
		% within Is the interview for an ADULT or CHILD	42.9%	47.6%	9.5%	.0%	100.0%
	Child	Count	4	5	1	2	12
		% within Is the interview for an ADULT or CHILD	33.3%	41.7%	8.3%	16.7%	100.0%
Total		Count	13	15	3	2	33
		% within Is the interview for an ADULT or CHILD	39.4%	45.5%	9.1%	6.1%	100.0%

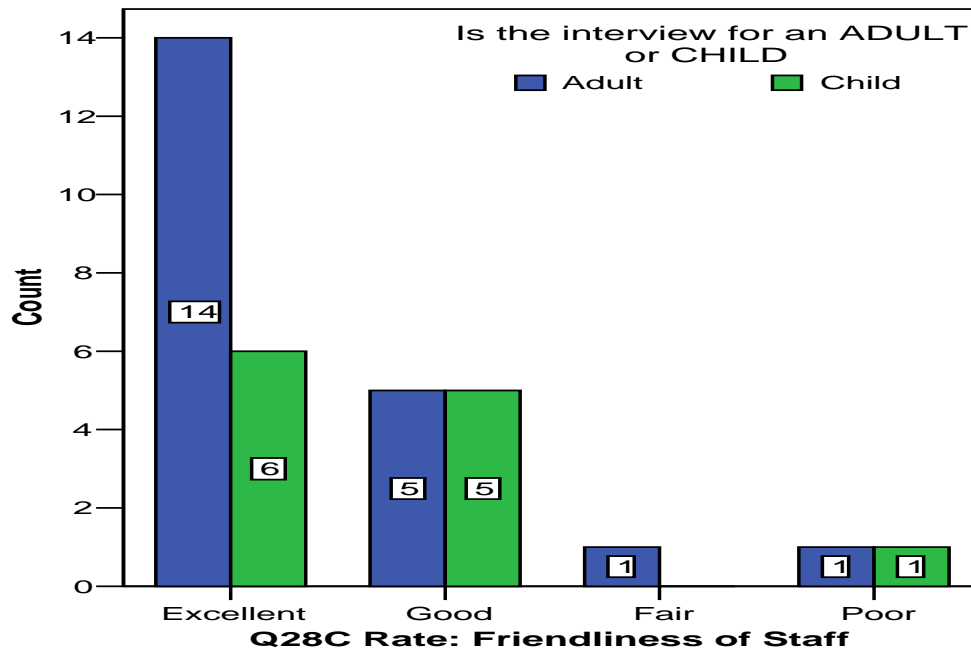
Cleanliness of Facility: 87.9% of respondents reported the cleanliness of their treatment facility as Excellent or Good. 12.1% of respondents reported the cleanliness of their treatment facility as Fair or Poor.



Q28B Rate: Cleanliness of Facility

			Q28B Rate: Cleanliness of Facility				Total
			Excellent	Good	Fair	Poor	
Is the interview for an ADULT or CHILD	Adult	Count	10	10	1	0	21
		% within Is the interview for an ADULT or CHILD	47.6%	47.6%	4.8%	.0%	100.0%
	Child	Count	5	4	2	1	12
		% within Is the interview for an ADULT or CHILD	41.7%	33.3%	16.7%	8.3%	100.0%
Total		Count	15	14	3	1	33
		% within Is the interview for an ADULT or CHILD	45.5%	42.4%	9.1%	3.0%	100.0%

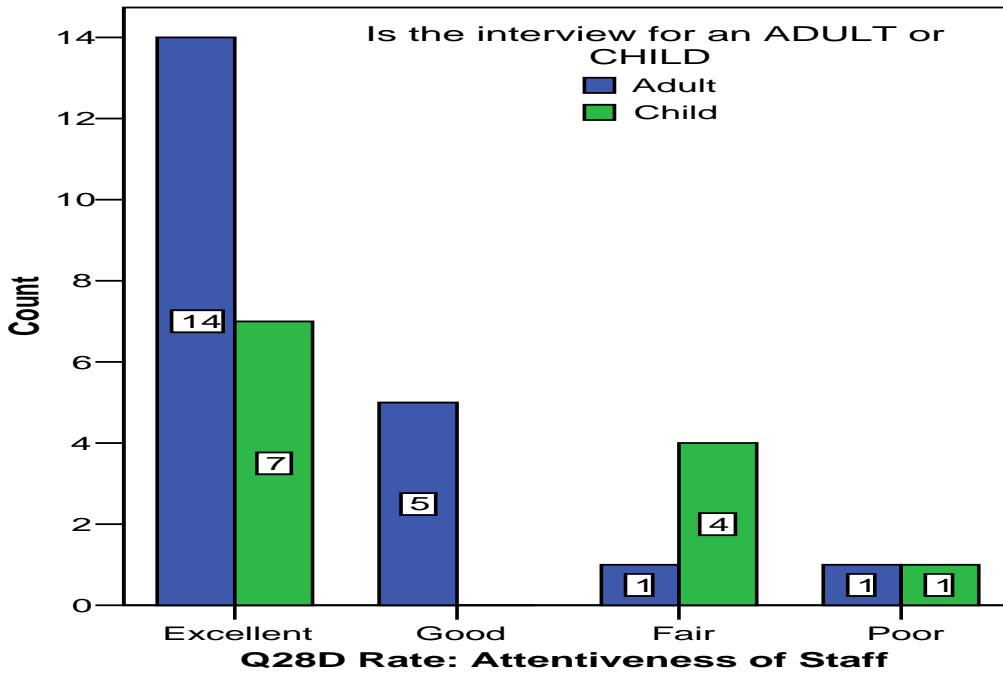
Friendliness of Staff: 90.9% of respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 9.1% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor.



Q28C Rate: Friendliness of Staff

			Q28C Rate: Friendliness of Staff				Total
			Excellent	Good	Fair	Poor	
Is the interview for an ADULT or CHILD	Adult	Count	14	5	1	1	21
		% within Is the interview for an ADULT or CHILD	66.7%	23.8%	4.8%	4.8%	100.0%
	Child	Count	6	5	0	1	12
		% within Is the interview for an ADULT or CHILD	50.0%	41.7%	.0%	8.3%	100.0%
Total	Count	20	10	1	2	33	
	% within Is the interview for an ADULT or CHILD	60.6%	30.3%	3.0%	6.1%	100.0%	

Attentiveness of Staff: 78.8% of respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 21.2% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor.



Q28D Rate: Attentiveness of Staff

			Q28D Rate: Attentiveness of Staff				Total
			Excellent	Good	Fair	Poor	
Is the interview for an ADULT or CHILD	Adult	Count	14	5	1	1	21
		% within Is the interview for an ADULT or CHILD	66.7%	23.8%	4.8%	4.8%	100.0%
	Child	Count	7	0	4	1	12
		% within Is the interview for an ADULT or CHILD	58.3%	.0%	33.3%	8.3%	100.0%
Total		Count	21	5	5	2	33
		% within Is the interview for an ADULT or CHILD	63.6%	15.2%	15.2%	6.1%	100.0%

CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY: CSS

COUNTY: Cumberland

1st Qtr '08 - '09

**REPORTING PERIOD:
July – September, 2008**

**Children and Adolescent 4
Adults (21 & Over) 2**

Questions:

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

Yes (always)	2
Sometimes	0
No (never)	0

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

Yes (always)	1
Sometimes	1
No (never)	0

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

The quality of my life is:

Much better	2
A little better	0
About the same	0
A little worse	0
Much Worse	0
Not Applicable	0

Children and Adolescent

Children (20 and under):

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

Yes (always)	1
Sometimes	1
No (never)	2

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

Yes (always)	3
Sometimes	1
No (never)	0

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

Much better	1
A little better	1
About the same	1
A little worse	0

Much Worse
Not Applicable

1
0

CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY: CSS

COUNTY: Dauphin

**REPORTING PERIOD:
July - September 2008**

Children & Adolescent: 2

Adults (21 and over): 1

Questions:

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

Yes (always)	0
Sometimes	1
No (never)	0

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

Yes (always)	0
Sometimes	1
No (never)	0

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

The quality of my life is:

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

Children and Adolescent

Children (20 and under):

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

Yes (always)	0
Sometimes	0
No (never)	2

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

Yes (always)	2
Sometimes	0
No (never)	0

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

Much better	0
A little better	2
About the same	0
A little worse	0

Much Worse
Not Applicable

0
0

CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY: CSS

COUNTY: Lancaster

**REPORTING PERIOD:
July - September 2008**

Children & Adolescent: 5

Adults (21 and over): 14

Questions:

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

Yes (always)	11
Sometimes	3
No (never)	0

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

Yes (always)	8
Sometimes	2
No (never)	4

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

The quality of my life is:

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

Children and Adolescent

Children (20 and under):

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

Yes (always)	1
Sometimes	1
No (never)	3

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

Yes (always)	3
Sometimes	1
No (never)	1

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

The quality of their life is:

Much better	3
A little better	1
About the same	0
A little worse	0

Much Worse
Not Applicable

1
0

CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY: CSS

COUNTY: Lebanon

**REPORTING PERIOD:
July - September 2008**

**Children & Adolescent: 1
Adults (21 and over): 0**

Questions:

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

Yes (always)	0
Sometimes	0
No (never)	0

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

Yes (always)	0
Sometimes	0
No (never)	0

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

The quality of my life is:

Much better	0
A little better	0
About the same	0
A little worse	0
Much Worse	0
Not Applicable	0

Children and Adolescent

Children (20 and under):

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

Yes (always)	0
Sometimes	0
No (never)	1

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

Yes (always)	1
Sometimes	0
No (never)	0

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

Much better	1
A little better	0
About the same	0
A little worse	0

Much Worse	0
Not Applicable	0

CONSUMER SATISFACTION SURVEY DATA REPORTING SHEET

COMPLETED BY: CSS

COUNTY: Perry

**REPORTING PERIOD:
July - September 2008**

Children & Adolescent: 0

Adults (21 and over): 4

Questions:

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

Yes (always)	3
Sometimes	0
No (never)	1

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

Yes (always)	3
Sometimes	1
No (never)	0

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

The quality of my life is:

Much better	2
A little better	2
About the same	0
A little worse	0
Much Worse	0
Not Applicable	0

Children and Adolescent

Children (20 and under):

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

Yes (always)	0
Sometimes	0
No (never)	0

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

Yes (always)	0
Sometimes	0
No (never)	0

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

Much better	0
A little better	0
About the same	0
A little worse	0

Much Worse
Not Applicable

0
0

Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- 87.9% of respondents (29 out of 33) reported that they had received a copy of the CBHNP member handbook. The cross tabulation tables for individual counties are presented first, followed by tables for Adult and Child Services by county.

Q33 I have received a copy of the Member Handbook from CBHNP?

			Q33 I have received a copy of the Member Handbook from CBHNP?			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	4	2	0	6
		% within County of Residence	66.7%	33.3%	.0%	100.0%
	Dauphin	Count	3	0	0	3
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Lancaster	Count	17	0	2	19
		% within County of Residence	89.5%	.0%	10.5%	100.0%
	Lebanon	Count	1	0	0	1
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Perry	Count	4	0	0	4
		% within County of Residence	100.0%	.0%	.0%	100.0%
Total		Count	29	2	2	33
		% within County of Residence	87.9%	6.1%	6.1%	100.0%

Q33 I have received a copy of the Member Handbook from CBHNP?

Is the interview for an ADULT or CHILD				Q33 I have received a copy of the Member Handbook from CBHNP?			Total
				Yes	No	Does Not Apply	
Adult	County of Residence	Cumberland	Count % within County of Residence	2 100.0%		0 .0%	2 100.0%
		Dauphin	Count % within County of Residence	1 100.0%		0 .0%	1 100.0%
		Lancaster	Count % within County of Residence	12 85.7%		2 14.3%	14 100.0%
		Perry	Count % within County of Residence	4 100.0%		0 .0%	4 100.0%
	Total	Count % within County of Residence	19 90.5%		2 9.5%	21 100.0%	
Child	County of Residence	Cumberland	Count % within County of Residence	2 50.0%	2 50.0%		4 100.0%
		Dauphin	Count % within County of Residence	2 100.0%	0 .0%		2 100.0%
		Lancaster	Count % within County of Residence	5 100.0%	0 .0%		5 100.0%
		Lebanon	Count % within County of Residence	1 100.0%	0 .0%		1 100.0%
	Total	Count % within County of Residence	10 83.3%	2 16.7%		12 100.0%	

In the last 12 months, did you call member services at CBHNP to get information or help for counseling, treatment or other services?

- 39.4% (13 out of 33) 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.

Q34 In the last 12 months, did you call Member Relations at CBHNP to get information or help?

			Q34 In the last 12 months, did you call Member Relations at CBHNP to get information or help...			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	2	4	0	6
		% within County of Residence	33.3%	66.7%	.0%	100.0%
	Dauphin	Count	2	1	0	3
		% within County of Residence	66.7%	33.3%	.0%	100.0%
	Lancaster	Count	8	8	3	19
	% within County of Residence	42.1%	42.1%	15.8%	100.0%	
	Lebanon	Count	1	0	0	1
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Perry	Count	0	4	0	4
		% within County of Residence	.0%	100.0%	.0%	100.0%
Total		Count	13	17	3	33
		% within County of Residence	39.4%	51.5%	9.1%	100.0%

Q34 In the last 12 months, did you call Member Relations at CBHNP to get information or help...

Is the interview for an ADULT or CHILD				Q34 In the last 12 months, did you call Member Relations at CBHNP to get information or help...			Total
				Yes	No	Does Not Apply	
Adult	County of Residence	Cumberland	Count % within County of Residence	0 .0%	2 100.0%	0 .0%	2 100.0%
		Dauphin	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
		Lancaster	Count % within County of Residence	6 42.9%	5 35.7%	3 21.4%	14 100.0%
		Perry	Count % within County of Residence	0 .0%	4 100.0%	0 .0%	4 100.0%
	Total	Count % within County of Residence	7 33.3%	11 52.4%	3 14.3%	21 100.0%	
Child	County of Residence	Cumberland	Count % within County of Residence	2 50.0%	2 50.0%		4 100.0%
		Dauphin	Count % within County of Residence	1 50.0%	1 50.0%		2 100.0%
		Lancaster	Count % within County of Residence	2 40.0%	3 60.0%		5 100.0%
		Lebanon	Count % within County of Residence	1 100.0%	0 .0%		1 100.0%
	Total	Count % within County of Residence	6 50.0%	6 50.0%		12 100.0%	

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

- 84.2% of those that requested information from CBHNP (16 of 19) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 3 of the 19 respondents did not feel this was the case. **Please Note: In the previous question, only 13 individuals reported they had contacted CBHNP. In this question, 19 respondents felt this question applied to them; the percentages on these 19 respondents. This may be a training issue.** The cross tabulation tables for individual counties are presented first, followed by tables for Adult and Child Services by county.

Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.

			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	3	2	1	6
		% within County of Residence	50.0%	33.3%	16.7%	100.0%
	Dauphin	Count	2	0	1	3
		% within County of Residence	66.7%	.0%	33.3%	100.0%
	Lancaster	Count	8	0	11	19
		% within County of Residence	42.1%	.0%	57.9%	100.0%
	Lebanon	Count	1	0	0	1
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Perry	Count	2	1	1	4
		% within County of Residence	50.0%	25.0%	25.0%	100.0%
Total		Count	16	3	14	33
		% within County of Residence	48.5%	9.1%	42.4%	100.0%

Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.

Is the interview for an ADULT or CHILD				Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			Total
				Yes	No	Does Not Apply	
Adult	County of Residence	Cumberland	Count % within County of Residence	1 50.0%	0 .0%	1 50.0%	2 100.0%
		Dauphin	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
		Lancaster	Count % within County of Residence	5 35.7%	0 .0%	9 64.3%	14 100.0%
		Perry	Count % within County of Residence	2 50.0%	1 25.0%	1 25.0%	4 100.0%
	Total	Count % within County of Residence	9 42.9%	1 4.8%	11 52.4%	21 100.0%	
Child	County of Residence	Cumberland	Count % within County of Residence	2 50.0%	2 50.0%	0 .0%	4 100.0%
		Dauphin	Count % within County of Residence	1 50.0%	0 .0%	1 50.0%	2 100.0%
		Lancaster	Count % within County of Residence	3 60.0%	0 .0%	2 40.0%	5 100.0%
		Lebanon	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total	Count % within County of Residence	7 58.3%	2 16.7%	3 25.0%	12 100.0%	

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

- 81.8% of respondents (27 of 33) report they are aware of their right to file a complaint or grievance. The cross tabulation tables for individual counties are presented first, followed by tables for Adult and Child Services by county.

Q35 I am aware of my right to file a complaint or grievance.

			Q35 I am aware of my right to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	3	3	0	6
		% within County of Residence	50.0%	50.0%	.0%	100.0%
	Dauphin	Count	3	0	0	3
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Lancaster	Count	16	1	2	19
		% within County of Residence	84.2%	5.3%	10.5%	100.0%
	Lebanon	Count	1	0	0	1
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Perry	Count	4	0	0	4
		% within County of Residence	100.0%	.0%	.0%	100.0%
Total		Count	27	4	2	33
		% within County of Residence	81.8%	12.1%	6.1%	100.0%

Q35 I am aware of my right to file a complaint or grievance.

Is the interview for an ADULT or CHILD				Q35 I am aware of my right to file a complaint or grievance.			Total
				Yes	No	Does Not Apply	
Adult	County of Residence	Cumberland	Count % within County of Residence	2 100.0%	0 .0%	0 .0%	2 100.0%
		Dauphin	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
		Lancaster	Count % within County of Residence	11 78.6%	1 7.1%	2 14.3%	14 100.0%
		Perry	Count % within County of Residence	4 100.0%	0 .0%	0 .0%	4 100.0%
	Total	Count % within County of Residence	18 85.7%	1 4.8%	2 9.5%	21 100.0%	
Child	County of Residence	Cumberland	Count % within County of Residence	1 25.0%	3 75.0%		4 100.0%
		Dauphin	Count % within County of Residence	2 100.0%	0 .0%		2 100.0%
		Lancaster	Count % within County of Residence	5 100.0%	0 .0%		5 100.0%
		Lebanon	Count % within County of Residence	1 100.0%	0 .0%		1 100.0%
	Total	Count % within County of Residence	9 75.0%	3 25.0%		12 100.0%	

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

- Overall, 84.8% of respondents (28 of 33) report they know who to call to file a complaint or grievance. The cross tabulation tables for individual counties are presented first, followed by tables for Adult and Child Services by county.

Q36 I know whom to call to file a complaint or grievance.

			Q36 I know whom to call to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	3	3	0	6
		% within County of Residence	50.0%	50.0%	.0%	100.0%
	Dauphin	Count	3	0	0	3
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Lancaster	Count	17	0	2	19
	% within County of Residence	89.5%	.0%	10.5%	100.0%	
	Lebanon	Count	1	0	0	1
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Perry	Count	4	0	0	4
		% within County of Residence	100.0%	.0%	.0%	100.0%
Total		Count	28	3	2	33
		% within County of Residence	84.8%	9.1%	6.1%	100.0%

Q36 I know whom to call to file a complaint or grievance.

Is the interview for an ADULT or CHILD				Q36 I know whom to call to file a complaint or grievance.			Total
				Yes	No	Does Not Apply	
Adult	County of Residence	Cumberland	Count % within County of Residence	2 100.0%		0 .0%	2 100.0%
		Dauphin	Count % within County of Residence	1 100.0%		0 .0%	1 100.0%
		Lancaster	Count % within County of Residence	12 85.7%		2 14.3%	14 100.0%
		Perry	Count % within County of Residence	4 100.0%		0 .0%	4 100.0%
	Total	Count % within County of Residence	19 90.5%		2 9.5%	21 100.0%	
Child	County of Residence	Cumberland	Count % within County of Residence	1 25.0%	3 75.0%		4 100.0%
		Dauphin	Count % within County of Residence	2 100.0%	0 .0%		2 100.0%
		Lancaster	Count % within County of Residence	5 100.0%	0 .0%		5 100.0%
		Lebanon	Count % within County of Residence	1 100.0%	0 .0%		1 100.0%
	Total	Count % within County of Residence	9 75.0%	3 25.0%		12 100.0%	

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

- 78.8% of respondents (26 of 33) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. The cross tabulation tables for individual counties are presented first, followed by tables for Adult and Child Services by county.

Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.

			Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	4	2	0	6
		% within County of Residence	66.7%	33.3%	.0%	100.0%
	Dauphin	Count	2	1	0	3
		% within County of Residence	66.7%	33.3%	.0%	100.0%
	Lancaster	Count	16	0	3	19
		% within County of Residence	84.2%	.0%	15.8%	100.0%
	Lebanon	Count	1	0	0	1
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Perry	Count	3	0	1	4
		% within County of Residence	75.0%	.0%	25.0%	100.0%
Total		Count	26	3	4	33
		% within County of Residence	78.8%	9.1%	12.1%	100.0%

Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.

Is the interview for an ADULT or CHILD				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	
Adult	County of Residence	Cumberland	Count % within County of Residence	2 100.0%		0 .0%	2 100.0%
		Dauphin	Count % within County of Residence	1 100.0%		0 .0%	1 100.0%
		Lancaster	Count % within County of Residence	12 85.7%		2 14.3%	14 100.0%
		Perry	Count % within County of Residence	3 75.0%		1 25.0%	4 100.0%
	Total	Count % within County of Residence	18 85.7%		3 14.3%	21 100.0%	
Child	County of Residence	Cumberland	Count % within County of Residence	2 50.0%	2 50.0%	0 .0%	4 100.0%
		Dauphin	Count % within County of Residence	1 50.0%	1 50.0%	0 .0%	2 100.0%
		Lancaster	Count % within County of Residence	4 80.0%	0 .0%	1 20.0%	5 100.0%
		Lebanon	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total	Count % within County of Residence	8 66.7%	3 25.0%	1 8.3%	12 100.0%	

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

- 91.3% of respondents who had called CBHNP staff (21 of 23) felt they were treated with courtesy and respect when they called CBHNP. The cross tabulation tables for individual counties are presented first, followed by tables for Adult and Child Services by county.

Q38 When I call CBHNP staff treats me courteously and with respect.

			Q38 When I call CBHNP staff treats me courteously and with respect.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	4	1	1	6
		% within County of Residence	66.7%	16.7%	16.7%	100.0%
	Dauphin	Count	2	1	0	3
		% within County of Residence	66.7%	33.3%	.0%	100.0%
	Lancaster	Count	12	0	7	19
	% within County of Residence	63.2%	.0%	36.8%	100.0%	
	Lebanon	Count	1	0	0	1
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Perry	Count	2	0	2	4
		% within County of Residence	50.0%	.0%	50.0%	100.0%
Total		Count	21	2	10	33
		% within County of Residence	63.6%	6.1%	30.3%	100.0%

Q38 When I call CBHNP staff treats me courteously and with respect. *

Is the interview for an ADULT or CHILD				Q38 When I call CBHNP staff treats me courteously and with respect.			Total
				Yes	No	Does Not Apply	
Adult	County of Residence	Cumberland	Count % within County of Residence	2 100.0%		0 .0%	2 100.0%
		Dauphin	Count % within County of Residence	1 100.0%		0 .0%	1 100.0%
		Lancaster	Count % within County of Residence	8 57.1%		6 42.9%	14 100.0%
		Perry	Count % within County of Residence	2 50.0%		2 50.0%	4 100.0%
	Total	Count % within County of Residence	13 61.9%		8 38.1%	21 100.0%	
Child	County of Residence	Cumberland	Count % within County of Residence	2 50.0%	1 25.0%	1 25.0%	4 100.0%
		Dauphin	Count % within County of Residence	1 50.0%	1 50.0%	0 .0%	2 100.0%
		Lancaster	Count % within County of Residence	4 80.0%	0 .0%	1 20.0%	5 100.0%
		Lebanon	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total	Count % within County of Residence	8 66.7%	2 16.7%	2 16.7%	12 100.0%	

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

- 95.8% of respondents (23 of 24) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. The cross tabulation tables for individual counties are presented first, followed by tables for Adult and Child Services by county.

Q39 Overall, I am satisfied with the interactions I have had with CBHNP.

			Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	4	1	1	6
		% within County of Residence	66.7%	16.7%	16.7%	100.0%
	Dauphin	Count	3	0	0	3
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Lancaster	Count	13	0	6	19
		% within County of Residence	68.4%	.0%	31.6%	100.0%
	Lebanon	Count	1	0	0	1
		% within County of Residence	100.0%	.0%	.0%	100.0%
	Perry	Count	2	0	2	4
		% within County of Residence	50.0%	.0%	50.0%	100.0%
Total		Count	23	1	9	33
		% within County of Residence	69.7%	3.0%	27.3%	100.0%

Q39 Overall, I am satisfied with the interactions I have had with CBHNP.

Is the interview for an ADULT or CHILD				Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			Total
				Yes	No	Does Not Apply	
Adult	County of Residence	Cumberland	Count % within County of Residence	2 100.0%		0 .0%	2 100.0%
		Dauphin	Count % within County of Residence	1 100.0%		0 .0%	1 100.0%
		Lancaster	Count % within County of Residence	9 64.3%		5 35.7%	14 100.0%
		Perry	Count % within County of Residence	2 50.0%		2 50.0%	4 100.0%
	Total	Count % within County of Residence	14 66.7%		7 33.3%	21 100.0%	
Child	County of Residence	Cumberland	Count % within County of Residence	2 50.0%	1 25.0%	1 25.0%	4 100.0%
		Dauphin	Count % within County of Residence	2 100.0%	0 .0%	0 .0%	2 100.0%
		Lancaster	Count % within County of Residence	4 80.0%	0 .0%	1 20.0%	5 100.0%
		Lebanon	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total	Count % within County of Residence	9 75.0%	1 8.3%	2 16.7%	12 100.0%	

Consumer Comments – CBHNP

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

- Q 1. After this experience, I don't want help from CBHNP.
- Q 2. I had to call the insurance company for that.
- Q 3. Most of them on the list would no longer take the insurance, this happens all the time.
- Q 31. CBHNP has provided no help.
- Q 32. I can't find it.

I'm not sure about this answer. I've been with them for awhile and have been happy.

We only go to them, nobody else.

I found the provider myself.

I go through Edgewater and they tell me the services available.

The county provided me with the referral.

There's only one place to go.

Supplemental Questions Adult Respondents Only

These 4 supplemental questions were presented only to the Adult Respondents with respect to their Substance Abuse Treatment.

- 85.7% of Adult respondents (18 of 21) indicated they agreed or strongly agreed that they were encouraged by staff to share their feelings with others. None of the respondents disagreed with this statement.

SQ1 I am encouraged by staff to share my feelings with others.

			SQ1 I am encouraged by staff to share my feelings with others.			Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	2 100.0%	0 .0%	2 100.0%
	Dauphin	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
	Lancaster	Count % within County of Residence	2 14.3%	4 28.6%	8 57.1%	14 100.0%
	Perry	Count % within County of Residence	0 .0%	1 25.0%	3 75.0%	4 100.0%
Total		Count % within County of Residence	3 14.3%	7 33.3%	11 52.4%	21 100.0%

- 85.7% of Adult respondents (18 of 21) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. None of the respondents disagreed with this statement.

SQ2 I decide whether or not to participate in activities

			SQ2 I decide whether or not to participate in activities			Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	2 100.0%	0 .0%	2 100.0%
	Dauphin	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
	Lancaster	Count % within County of Residence	2 14.3%	4 28.6%	8 57.1%	14 100.0%
	Perry	Count % within County of Residence	0 .0%	2 50.0%	2 50.0%	4 100.0%
Total		Count % within County of Residence	3 14.3%	8 38.1%	10 47.6%	21 100.0%

- 85.7% of Adult respondents (18 of 21) 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. None of the respondents disagreed with this statement.

SQ3 When I came to this program I was given information on all the services that were available to me.

			SQ3 When I came to this program I was given information on all the services that were available to me.			Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	2 100.0%	0 .0%	2 100.0%
	Dauphin	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
	Lancaster	Count % within County of Residence	2 14.3%	4 28.6%	8 57.1%	14 100.0%
	Perry	Count % within County of Residence	0 .0%	4 100.0%	0 .0%	4 100.0%
Total		Count % within County of Residence	3 14.3%	10 47.6%	8 38.1%	21 100.0%

- 85.7% of Adult respondents (18 of 21) indicated they agreed or strongly agreed they felt safe at the facility where they received their treatment. None of the respondents disagreed with this statement.

SQ4 I feel safe at this facility.

			SQ4 I feel safe at this facility.			Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Dauphin	Count % within County of Residence	1 100.0%	0 .0%	0 .0%	1 100.0%
	Lancaster	Count % within County of Residence	2 14.3%	4 28.6%	8 57.1%	14 100.0%
	Perry	Count % within County of Residence	0 .0%	1 25.0%	3 75.0%	4 100.0%
Total		Count % within County of Residence	3 14.3%	6 28.6%	12 57.1%	21 100.0%

Supplemental Questions Child Respondents Only: RTF Survey

These 4 supplemental questions were presented only to the respondents who received Child Services with respect to their Residential Treatment Facility.

- 72.7% of Child respondents (8 of 11) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 1 respondent (9.1%) strongly disagreed with this statement.

SQ1 I am encouraged by staff to share my feelings with others.

			SQ1 I am encouraged by staff to share my feelings with others					Total
			Strongly Disagree	Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	1	2	0	0	3
		% within County of Residence	.0%	33.3%	66.7%	.0%	.0%	100.0%
	Dauphin	Count	0	0	1	1	0	2
		% within County of Residence	.0%	.0%	50.0%	50.0%	.0%	100.0%
	Lancaster	Count	1	0	3	0	1	5
		% within County of Residence	20.0%	.0%	60.0%	.0%	20.0%	100.0%
	Lebanon	Count	0	0	0	1	0	1
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	100.0%
Total		Count	1	1	6	2	1	11
		% within County of Residence	9.1%	9.1%	54.5%	18.2%	9.1%	100.0%

- 81.8% of Child respondents (9 of 11) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 1 respondent (9.1%) strongly disagreed with this statement.

SQ2 I decide whether or not to participate in activities

			SQ2 I decide whether or not to participate in activities				Total
			Strongly Disagree	Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	0	0	3	0	3
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
	Dauphin	Count	0	0	1	1	2
		% within County of Residence	.0%	.0%	50.0%	50.0%	100.0%
	Lancaster	Count	1	0	3	1	5
		% within County of Residence	20.0%	.0%	60.0%	20.0%	100.0%
	Lebanon	Count	0	1	0	0	1
		% within County of Residence	.0%	100.0%	.0%	.0%	100.0%
Total		Count	1	1	7	2	11
		% within County of Residence	9.1%	9.1%	63.6%	18.2%	100.0%

- 81.8% of Child respondents (9 of 11) 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. 1 respondent (9.1%) strongly disagreed with this statement.

SQ3 When I came to this program I was given information on all the services that were available to me.

			SQ3 When I came to this program I was given information on all the services that were available to me.				Total
			Strongly Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	0	0	3	0	3
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
	Dauphin	Count	0	1	0	1	2
		% within County of Residence	.0%	50.0%	.0%	50.0%	100.0%
	Lancaster	Count	1	0	3	1	5
		% within County of Residence	20.0%	.0%	60.0%	20.0%	100.0%
	Lebanon	Count	0	0	0	1	1
		% within County of Residence	.0%	.0%	.0%	100.0%	100.0%
Total		Count	1	1	6	3	11
		% within County of Residence	9.1%	9.1%	54.5%	27.3%	100.0%

- 72.7% of Child respondents (8 of 11) indicated they agreed or strongly agreed that they felt safe at the Residential Treatment Facility (RTF). 2 respondents (18.2%) strongly disagreed with this statement.

SQ4 I feel safe at this facility.

			SQ4 I feel safe at this facility.				Total
			Strongly Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	0	1	2	0	3
		% within County of Residence	.0%	33.3%	66.7%	.0%	100.0%
	Dauphin	Count	1	0	0	1	2
		% within County of Residence	50.0%	.0%	.0%	50.0%	100.0%
	Lancaster	Count	1	0	2	2	5
		% within County of Residence	20.0%	.0%	40.0%	40.0%	100.0%
	Lebanon	Count	0	0	0	1	1
		% within County of Residence	.0%	.0%	.0%	100.0%	100.0%
Total		Count	2	1	4	4	11
		% within County of Residence	18.2%	9.1%	36.4%	36.4%	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=33).

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

			Q1 I know whom to call if I have questions about MH or SA service					Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	0	5	1	0	6
		% within County of Residence	.0%	.0%	83.3%	16.7%	.0%	100.0%
	Dauphin	Count	0	1	2	0	0	3
		% within County of Residence	.0%	33.3%	66.7%	.0%	.0%	100.0%
	Lancaster	Count	1	1	9	7	1	19
		% within County of Residence	5.3%	5.3%	47.4%	36.8%	5.3%	100.0%
Lebanon	Count	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%	
Perry	Count	0	0	1	3	0	4	
	% within County of Residence	.0%	.0%	25.0%	75.0%	.0%	100.0%	
Total		Count	1	2	18	11	1	33
		% within County of Residence	3.0%	6.1%	54.5%	33.3%	3.0%	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	
County of Residence	Cumberland	Count	1	2	1	2	0	6
		% within County of Residence	16.7%	33.3%	16.7%	33.3%	.0%	100.0%
	Dauphin	Count	0	0	0	3	0	3
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	100.0%
	Lancaster	Count	1	4	3	6	5	19
		% within County of Residence	5.3%	21.1%	15.8%	31.6%	26.3%	100.0%
Lebanon	Count	0	0	0	1	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	100.0%	
Perry	Count	1	0	0	1	2	4	
	% within County of Residence	25.0%	.0%	.0%	25.0%	50.0%	100.0%	
Total		Count	3	6	4	13	7	33
		% within County of Residence	9.1%	18.2%	12.1%	39.4%	21.2%	100.0%

Q3 I had a choice when selecting my service provider

			Q3 I had a choice when selecting my service provider					Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	1	0	5	0	0	6
		% within County of Residence	16.7%	.0%	83.3%	.0%	.0%	100.0%
	Dauphin	Count	0	0	3	0	0	3
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Lancaster	Count	1	4	5	8	1	19
% within County of Residence	5.3%	21.1%	26.3%	42.1%	5.3%	100.0%		
Lebanon	Count	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%	
Perry	Count	0	1	0	3	0	4	
	% within County of Residence	.0%	25.0%	.0%	75.0%	.0%	100.0%	
Total		Count	2	5	14	11	1	33
		% within County of Residence	6.1%	15.2%	42.4%	33.3%	3.0%	100.0%

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

			Q4 I have the option to change my service provider should I choose to						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	1	0	5	0	0	6
		% within County of Residence	.0%	16.7%	.0%	83.3%	.0%	.0%	100.0%
	Dauphin	Count	0	0	0	3	0	0	3
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%
	Lancaster	Count	1	0	3	8	6	1	19
% within County of Residence	5.3%	.0%	15.8%	42.1%	31.6%	5.3%	100.0%		
Lebanon	Count	0	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Perry	Count	0	0	1	0	3	0	4	
	% within County of Residence	.0%	.0%	25.0%	.0%	75.0%	.0%	100.0%	
Total		Count	1	1	4	17	9	1	33
		% within County of Residence	3.0%	3.0%	12.1%	51.5%	27.3%	3.0%	100.0%

Q5 I was informed about my rights and responsibilities regarding treatment

			Q5 I was informed about my rights and responsibilities regarding treatment					Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	0 .0%	5 83.3%	1 16.7%	0 .0%	6 100.0%
	Dauphin	Count % within County of Residence	0 .0%	1 33.3%	1 33.3%	1 33.3%	0 .0%	3 100.0%
	Lancaster	Count % within County of Residence	2 10.5%	1 5.3%	6 31.6%	9 47.4%	1 5.3%	19 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
Total		Count % within County of Residence	2 6.1%	2 6.1%	14 42.4%	14 42.4%	1 3.0%	33 100.0%

Q6 I feel comfortable in asking questions regarding my treatment

			Q6 I feel comfortable in asking questions regarding my treatment					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County of Residence	Cumberland	Count % within County of Residence	0 .0%	0 .0%	0 .0%	5 83.3%	1 16.7%	0 .0%	6 100.0%
	Dauphin	Count % within County of Residence	1 33.3%	0 .0%	0 .0%	0 .0%	2 66.7%	0 .0%	3 100.0%
	Lancaster	Count % within County of Residence	0 .0%	1 5.3%	1 5.3%	6 31.6%	10 52.6%	1 5.3%	19 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	0 .0%	4 100.0%	0 .0%	4 100.0%
Total		Count % within County of Residence	1 3.0%	1 3.0%	1 3.0%	11 33.3%	18 54.5%	1 3.0%	33 100.0%

Q7 My service provider spends enough time with me.

			Q7 My service provider spends enough time					Total
			Strongly Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	1	0	3	2	0	6
		% within County of Residence	16.7%	.0%	50.0%	33.3%	.0%	100.0%
	Dauphin	Count	0	0	2	1	0	3
		% within County of Residence	.0%	.0%	66.7%	33.3%	.0%	100.0%
	Lancaster	Count	0	2	6	9	2	19
		% within County of Residence	.0%	10.5%	31.6%	47.4%	10.5%	100.0%
	Lebanon	Count	0	0	1	0	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Perry	Count	0	0	0	4	0	4
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	100.0%
Total		Count	1	2	12	16	2	33
		% within County of Residence	3.0%	6.1%	36.4%	48.5%	6.1%	100.0%

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

			Q8 My provider does not share my personal MH and/or SA information with others without my permission					Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	0	3	3	0	6
		% within County of Residence	.0%	.0%	50.0%	50.0%	.0%	100.0%
	Dauphin	Count	0	0	2	1	0	3
		% within County of Residence	.0%	.0%	66.7%	33.3%	.0%	100.0%
	Lancaster	Count	1	1	6	10	1	19
		% within County of Residence	5.3%	5.3%	31.6%	52.6%	5.3%	100.0%
	Lebanon	Count	0	0	0	1	0	1
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	100.0%
	Perry	Count	0	0	0	4	0	4
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	100.0%
Total		Count	1	1	11	19	1	33
		% within County of Residence	3.0%	3.0%	33.3%	57.6%	3.0%	100.0%

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

			Q9 Program staff respects the role of my ethnic, cultural, religious background				Total
			Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	3 50.0%	3 50.0%	0 .0%	6 100.0%
	Dauphin	Count % within County of Residence	0 .0%	3 100.0%	0 .0%	0 .0%	3 100.0%
	Lancaster	Count % within County of Residence	2 10.5%	6 31.6%	10 52.6%	1 5.3%	19 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	4 100.0%	0 .0%	4 100.0%
Total	Count % within County of Residence	2 6.1%	12 36.4%	18 54.5%	1 3.0%	33 100.0%	

Q10 I trust my service provider

			Q10 I trust my service provider					Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	0 .0%	4 66.7%	2 33.3%	0 .0%	6 100.0%
	Dauphin	Count % within County of Residence	0 .0%	0 .0%	3 100.0%	0 .0%	0 .0%	3 100.0%
	Lancaster	Count % within County of Residence	1 5.3%	1 5.3%	7 36.8%	8 42.1%	2 10.5%	19 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
Total	Count % within County of Residence	1 3.0%	1 3.0%	15 45.5%	14 42.4%	2 6.1%	33 100.0%	

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

			Q11 My service provider offered me the opportunity to involve my family, significant others and friends					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County of Residence	Cumberland	Count % within County of Residence	0 .0%	0 .0%	0 .0%	4 66.7%	2 33.3%	0 .0%	6 100.0%
	Dauphin	Count % within County of Residence	0 .0%	0 .0%	0 .0%	3 100.0%	0 .0%	0 .0%	3 100.0%
	Lancaster	Count % within County of Residence	1 5.3%	2 10.5%	3 15.8%	6 31.6%	6 31.6%	1 5.3%	19 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
Total		Count % within County of Residence	1 3.0%	2 6.1%	3 9.1%	15 45.5%	11 33.3%	1 3.0%	33 100.0%

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

			Q12 I am included in all meetings regarding my treatment plan & goals for recovery					Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	1 16.7%	5 83.3%	0 .0%	0 .0%	6 100.0%
	Dauphin	Count % within County of Residence	0 .0%	1 33.3%	2 66.7%	0 .0%	0 .0%	3 100.0%
	Lancaster	Count % within County of Residence	1 5.3%	2 10.5%	8 42.1%	6 31.6%	2 10.5%	19 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	2 50.0%	2 50.0%	0 .0%	4 100.0%
Total		Count % within County of Residence	1 3.0%	4 12.1%	18 54.5%	8 24.2%	2 6.1%	33 100.0%

Q13 I am an equal partner in the treatment process

			Q13 I am an equal partner in the treatment process				Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	6	0	0	6
		% within County of Residence	.0%	100.0%	.0%	.0%	100.0%
	Dauphin	Count	1	2	0	0	3
		% within County of Residence	33.3%	66.7%	.0%	.0%	100.0%
	Lancaster	Count	2	8	7	2	19
% within County of Residence		10.5%	42.1%	36.8%	10.5%	100.0%	
Lebanon	Count	0	1	0	0	1	
	% within County of Residence	.0%	100.0%	.0%	.0%	100.0%	
Perry	Count	0	1	3	0	4	
	% within County of Residence	.0%	25.0%	75.0%	.0%	100.0%	
Total		Count	3	18	10	2	33
		% within County of Residence	9.1%	54.5%	30.3%	6.1%	100.0%

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

			Q14 My service provider explained the advantages of my therapy or treatment					Total
			Strongly Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	0	6	0	0	6
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Dauphin	Count	0	0	3	0	0	3
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Lancaster	Count	1	2	9	6	1	19
% within County of Residence		5.3%	10.5%	47.4%	31.6%	5.3%	100.0%	
Lebanon	Count	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%	
Perry	Count	0	0	1	3	0	4	
	% within County of Residence	.0%	.0%	25.0%	75.0%	.0%	100.0%	
Total		Count	1	2	20	9	1	33
		% within County of Residence	3.0%	6.1%	60.6%	27.3%	3.0%	100.0%

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

			Q15 My service provider explained the disadvantages of my therapy or tr						
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
County of Residence	Cumberland	Count % within County of Residence	0 .0%	0 .0%	2 33.3%	4 66.7%	0 .0%	0 .0%	6 100.0%
	Dauphin	Count % within County of Residence	0 .0%	1 33.3%	0 .0%	2 66.7%	0 .0%	0 .0%	3 100.0%
	Lancaster	Count % within County of Residence	2 10.5%	2 10.5%	3 15.8%	6 31.6%	5 26.3%	1 5.3%	19 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
Total	Count % within County of Residence	2 6.1%	3 9.1%	5 15.2%	14 42.4%	8 24.2%	1 3.0%	33 100.0%	

Q16 Overall, I am satisfied with the services

			Q16 Overall, I am satisfied with the services						
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
County of Residence	Cumberland	Count % within County of Residence	0 .0%	1 16.7%	0 .0%	4 66.7%	1 16.7%	0 .0%	6 100.0%
	Dauphin	Count % within County of Residence	0 .0%	0 .0%	0 .0%	2 66.7%	1 33.3%	0 .0%	3 100.0%
	Lancaster	Count % within County of Residence	1 5.3%	0 .0%	1 5.3%	8 42.1%	7 36.8%	2 10.5%	19 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	0 .0%	4 100.0%	0 .0%	4 100.0%
Total	Count % within County of Residence	1 3.0%	1 3.0%	1 3.0%	14 42.4%	14 42.4%	2 6.1%	33 100.0%	

Q17 Managing daily problems

			Q17 Managing daily problems				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	1	0	4	1	6
		% within County of Residence	16.7%	.0%	66.7%	16.7%	100.0%
	Dauphin	Count	0	0	3	0	3
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
	Lancaster	Count	0	3	10	6	19
% within County of Residence		.0%	15.8%	52.6%	31.6%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Perry	Count	0	1	2	1	4	
	% within County of Residence	.0%	25.0%	50.0%	25.0%	100.0%	
Total	Count	1	4	20	8	33	
	% within County of Residence	3.0%	12.1%	60.6%	24.2%	100.0%	

Q18 Feeling in control of my life

			Q18 Feeling in control of my life				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	1	2	1	6
		% within County of Residence	33.3%	16.7%	33.3%	16.7%	100.0%
	Dauphin	Count	0	1	2	0	3
		% within County of Residence	.0%	33.3%	66.7%	.0%	100.0%
	Lancaster	Count	1	5	6	7	19
% within County of Residence		5.3%	26.3%	31.6%	36.8%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Perry	Count	0	1	2	1	4	
	% within County of Residence	.0%	25.0%	50.0%	25.0%	100.0%	
Total	Count	3	8	13	9	33	
	% within County of Residence	9.1%	24.2%	39.4%	27.3%	100.0%	

Q19 Dealing with personal crisis

			Q19 Dealing with personal crisis				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	0	3	1	6
		% within County of Residence	33.3%	.0%	50.0%	16.7%	100.0%
	Dauphin	Count	0	2	1	0	3
		% within County of Residence	.0%	66.7%	33.3%	.0%	100.0%
	Lancaster	Count	1	6	7	5	19
% within County of Residence		5.3%	31.6%	36.8%	26.3%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Perry	Count	0	1	2	1	4	
	% within County of Residence	.0%	25.0%	50.0%	25.0%	100.0%	
Total	Count	3	9	14	7	33	
	% within County of Residence	9.1%	27.3%	42.4%	21.2%	100.0%	

Q20 How I feel about myself

			Q20 How I feel about myself				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	0	3	1	6
		% within County of Residence	33.3%	.0%	50.0%	16.7%	100.0%
	Dauphin	Count	0	1	1	1	3
		% within County of Residence	.0%	33.3%	33.3%	33.3%	100.0%
	Lancaster	Count	0	4	8	7	19
% within County of Residence		.0%	21.1%	42.1%	36.8%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Perry	Count	0	0	2	2	4	
	% within County of Residence	.0%	.0%	50.0%	50.0%	100.0%	
Total	Count	2	5	15	11	33	
	% within County of Residence	6.1%	15.2%	45.5%	33.3%	100.0%	

Q21 Feeling good (hopeful) about the future

			Q21 Feeling good (hopeful) about the future				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	1	3	0	6
		% within County of Residence	33.3%	16.7%	50.0%	.0%	100.0%
	Dauphin	Count	0	0	2	1	3
		% within County of Residence	.0%	.0%	66.7%	33.3%	100.0%
	Lancaster	Count	0	4	9	6	19
% within County of Residence		.0%	21.1%	47.4%	31.6%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Perry	Count	0	1	0	3	4	
	% within County of Residence	.0%	25.0%	.0%	75.0%	100.0%	
Total	Count	2	6	15	10	33	
	% within County of Residence	6.1%	18.2%	45.5%	30.3%	100.0%	

Q22 Enjoying my free time

			Q22 Enjoying my free time			Total
			About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	1	3	6
		% within County of Residence	33.3%	16.7%	50.0%	100.0%
	Dauphin	Count	0	1	2	3
		% within County of Residence	.0%	33.3%	66.7%	100.0%
	Lancaster	Count	7	4	8	19
% within County of Residence		36.8%	21.1%	42.1%	100.0%	
Lebanon	Count	0	1	0	1	
	% within County of Residence	.0%	100.0%	.0%	100.0%	
Perry	Count	2	0	2	4	
	% within County of Residence	50.0%	.0%	50.0%	100.0%	
Total	Count	11	7	15	33	
	% within County of Residence	33.3%	21.2%	45.5%	100.0%	

Q23 Strengthening my social support network

			Q23 Strengthening my social support network				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count % within County of Residence	1 16.7%	2 33.3%	3 50.0%	0 .0%	6 100.0%
	Dauphin	Count % within County of Residence	0 .0%	0 .0%	1 33.3%	2 66.7%	3 100.0%
	Lancaster	Count % within County of Residence	0 .0%	5 26.3%	11 57.9%	3 15.8%	19 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
	Perry	Count % within County of Residence	1 25.0%	0 .0%	2 50.0%	1 25.0%	4 100.0%
Total		Count % within County of Residence	2 6.1%	7 21.2%	18 54.5%	6 18.2%	33 100.0%

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

			Q24 Being involved in the community or in organizations outside of M or SA activities					Total
			A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
County of Residence	Cumberland	Count % within County of Residence	1 16.7%	4 66.7%	1 16.7%	0 .0%	0 .0%	6 100.0%
	Dauphin	Count % within County of Residence	0 .0%	0 .0%	3 100.0%	0 .0%	0 .0%	3 100.0%
	Lancaster	Count % within County of Residence	0 .0%	8 42.1%	6 31.6%	3 15.8%	2 10.5%	19 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Perry	Count % within County of Residence	0 .0%	1 25.0%	1 25.0%	1 25.0%	1 25.0%	4 100.0%
Total		Count % within County of Residence	1 3.0%	13 39.4%	12 36.4%	4 12.1%	3 9.1%	33 100.0%

Q25 Dealing with school or work

			Q25 Dealing with school or work					Total
			A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
County of Residence	Cumberland	Count	1	3	1	0	1	6
		% within County of Residence	16.7%	50.0%	16.7%	.0%	16.7%	100.0%
	Dauphin	Count	0	1	1	1	0	3
		% within County of Residence	.0%	33.3%	33.3%	33.3%	.0%	100.0%
	Lancaster	Count	1	7	7	2	2	19
	% within County of Residence	5.3%	36.8%	36.8%	10.5%	10.5%	100.0%	
	Lebanon	Count	0	0	1	0	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Perry	Count	1	0	0	2	1	4
		% within County of Residence	25.0%	.0%	.0%	50.0%	25.0%	100.0%
Total		Count	3	11	10	5	4	33
		% within County of Residence	9.1%	33.3%	30.3%	15.2%	12.1%	100.0%

Q26 Dealing with people in social situations

			Q26 Dealing with people in social situations				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	2	2	0	6
		% within County of Residence	33.3%	33.3%	33.3%	.0%	100.0%
	Dauphin	Count	0	2	0	1	3
		% within County of Residence	.0%	66.7%	.0%	33.3%	100.0%
	Lancaster	Count	1	5	7	6	19
	% within County of Residence	5.3%	26.3%	36.8%	31.6%	100.0%	
	Lebanon	Count	0	0	1	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
	Perry	Count	1	1	0	2	4
		% within County of Residence	25.0%	25.0%	.0%	50.0%	100.0%
Total		Count	4	10	10	9	33
		% within County of Residence	12.1%	30.3%	30.3%	27.3%	100.0%

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

			Q27 Dealing with specific problems or issues that led me to seek services				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	1	1	3	1	6
		% within County of Residence	16.7%	16.7%	50.0%	16.7%	100.0%
	Dauphin	Count	0	0	3	0	3
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
	Lancaster	Count	0	8	5	6	19
	% within County of Residence	.0%	42.1%	26.3%	31.6%	100.0%	
	Lebanon	Count	0	0	0	1	1
		% within County of Residence	.0%	.0%	.0%	100.0%	100.0%
	Perry	Count	1	0	1	2	4
		% within County of Residence	25.0%	.0%	25.0%	50.0%	100.0%
Total		Count	2	9	12	10	33
		% within County of Residence	6.1%	27.3%	36.4%	30.3%	100.0%

Survey Tables by County of Residence by Adult Respondents Only

The following tables show the Cross tabulation of questions 1-27 by County of residence for Adult respondents (N=21).

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

			Q1 I know whom to call if I have questions about MH or SA service					Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	0	1	1	0	2
		% within County of Residence	.0%	.0%	50.0%	50.0%	.0%	100.0%
	Dauphin	Count	0	0	1	0	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Lancaster	Count	1	1	4	7	1	14
		% within County of Residence	7.1%	7.1%	28.6%	50.0%	7.1%	100.0%
	Perry	Count	0	0	1	3	0	4
		% within County of Residence	.0%	.0%	25.0%	75.0%	.0%	100.0%
Total		Count	1	1	7	11	1	21
		% within County of Residence	4.8%	4.8%	33.3%	52.4%	4.8%	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	
County of Residence	Cumberland	Count	0	0	0	2	0	2
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	100.0%
	Dauphin	Count	0	0	0	1	0	1
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	100.0%
	Lancaster	Count	0	2	2	5	5	14
		% within County of Residence	.0%	14.3%	14.3%	35.7%	35.7%	100.0%
	Perry	Count	1	0	0	1	2	4
		% within County of Residence	25.0%	.0%	.0%	25.0%	50.0%	100.0%
Total		Count	1	2	2	9	7	21
		% within County of Residence	4.8%	9.5%	9.5%	42.9%	33.3%	100.0%

Q3 I had a choice when selecting my service provider

			Q3 I had a choice when selecting my service provider					Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	0	2	0	0	2
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Dauphin	Count	0	0	1	0	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Lancaster	Count	1	2	3	7	1	14
		% within County of Residence	7.1%	14.3%	21.4%	50.0%	7.1%	100.0%
	Perry	Count	0	1	0	3	0	4
		% within County of Residence	.0%	25.0%	.0%	75.0%	.0%	100.0%
Total		Count	1	3	6	10	1	21
		% within County of Residence	4.8%	14.3%	28.6%	47.6%	4.8%	100.0%

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

			Q4 I have the option to change my service provider should I choose to					Total
			Strongly Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	0	2	0	0	2
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Dauphin	Count	0	0	1	0	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Lancaster	Count	1	2	5	5	1	14
		% within County of Residence	7.1%	14.3%	35.7%	35.7%	7.1%	100.0%
	Perry	Count	0	1	0	3	0	4
		% within County of Residence	.0%	25.0%	.0%	75.0%	.0%	100.0%
Total		Count	1	3	8	8	1	21
		% within County of Residence	4.8%	14.3%	38.1%	38.1%	4.8%	100.0%

Q5 I was informed about my rights and responsibilities regarding treatment

			Q5 I was informed about my rights and responsibilities regarding treatment					Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	0	1	1	0	2
		% within County of Residence	.0%	.0%	50.0%	50.0%	.0%	100.0%
	Dauphin	Count	0	0	1	0	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Lancaster	Count	1	1	3	8	1	14
		% within County of Residence	7.1%	7.1%	21.4%	57.1%	7.1%	100.0%
	Perry	Count	0	0	1	3	0	4
		% within County of Residence	.0%	.0%	25.0%	75.0%	.0%	100.0%
Total		Count	1	1	6	12	1	21
		% within County of Residence	4.8%	4.8%	28.6%	57.1%	4.8%	100.0%

Q6 I feel comfortable in asking questions regarding my treatment

			Q6 I feel comfortable in asking questions regarding my treatment				Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	1	1	0	2
		% within County of Residence	.0%	50.0%	50.0%	.0%	100.0%
	Dauphin	Count	0	0	1	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
	Lancaster	Count	1	5	7	1	14
		% within County of Residence	7.1%	35.7%	50.0%	7.1%	100.0%
	Perry	Count	0	0	4	0	4
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
Total		Count	1	6	13	1	21
		% within County of Residence	4.8%	28.6%	61.9%	4.8%	100.0%

Q7 My service provider spends enough time

			Q7 My service provider spends enough time				Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	1	1	0	2
		% within County of Residence	.0%	50.0%	50.0%	.0%	100.0%
	Dauphin	Count	0	1	0	0	1
		% within County of Residence	.0%	100.0%	.0%	.0%	100.0%
Lancaster	Count	1	5	6	2	14	
	% within County of Residence	7.1%	35.7%	42.9%	14.3%	100.0%	
Perry	Count	0	0	4	0	4	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total		Count	1	7	11	2	21
		% within County of Residence	4.8%	33.3%	52.4%	9.5%	100.0%

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

			Q8 My provider does not share my personal MH and/c SA information with others without my permission				Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	1	1	0	2
		% within County of Residence	.0%	50.0%	50.0%	.0%	100.0%
	Dauphin	Count	0	0	1	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
Lancaster	Count	1	4	8	1	14	
	% within County of Residence	7.1%	28.6%	57.1%	7.1%	100.0%	
Perry	Count	0	0	4	0	4	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total		Count	1	5	14	1	21
		% within County of Residence	4.8%	23.8%	66.7%	4.8%	100.0%

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

			Q9 Program staff respects the role of my ethnic, cultural, religious background				Total
			Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	1 50.0%	1 50.0%	0 .0%	2 100.0%
	Dauphin	Count % within County of Residence	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Lancaster	Count % within County of Residence	1 7.1%	4 28.6%	8 57.1%	1 7.1%	14 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	4 100.0%	0 .0%	4 100.0%
Total		Count % within County of Residence	1 4.8%	6 28.6%	13 61.9%	1 4.8%	21 100.0%

Q10 I trust my service provider

			Q10 I trust my service provider				Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	1 50.0%	1 50.0%	0 .0%	2 100.0%
	Dauphin	Count % within County of Residence	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Lancaster	Count % within County of Residence	1 7.1%	5 35.7%	6 42.9%	2 14.3%	14 100.0%
	Perry	Count % within County of Residence	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
Total		Count % within County of Residence	1 4.8%	8 38.1%	10 47.6%	2 9.5%	21 100.0%

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

			Q11 My service provider offered me the opportunity to involve my family, significant others and friends					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County of Residence	Cumberland	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	0 .0%	2 100.0%
	Dauphin	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Lancaster	Count % within County of Residence	1 7.1%	1 7.1%	3 21.4%	2 14.3%	6 42.9%	1 7.1%	14 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
Total		Count % within County of Residence	1 4.8%	1 4.8%	3 14.3%	5 23.8%	10 47.6%	1 4.8%	21 100.0%

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

			Q12 I am included in all meetings regarding my treatment plan & goals for recovery				Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	2 100.0%	0 .0%	0 .0%	2 100.0%
	Dauphin	Count % within County of Residence	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Lancaster	Count % within County of Residence	2 14.3%	5 35.7%	5 35.7%	2 14.3%	14 100.0%
	Perry	Count % within County of Residence	0 .0%	2 50.0%	2 50.0%	0 .0%	4 100.0%
Total		Count % within County of Residence	2 9.5%	10 47.6%	7 33.3%	2 9.5%	21 100.0%

Q13 I am an equal partner in the treatment process

			Q13 I am an equal partner in the treatment process				Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	2	0	0	2
		% within County of Residence	.0%	100.0%	.0%	.0%	100.0%
	Dauphin	Count	0	1	0	0	1
		% within County of Residence	.0%	100.0%	.0%	.0%	100.0%
	Lancaster	Count	1	5	6	2	14
		% within County of Residence	7.1%	35.7%	42.9%	14.3%	100.0%
	Perry	Count	0	1	3	0	4
		% within County of Residence	.0%	25.0%	75.0%	.0%	100.0%
Total		Count	1	9	9	2	21
		% within County of Residence	4.8%	42.9%	42.9%	9.5%	100.0%

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

			Q14 My service provider explained the advantages of my therapy or treatment					Total
			Strongly Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	0	2	0	0	2
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Dauphin	Count	0	0	1	0	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Lancaster	Count	1	1	5	6	1	14
		% within County of Residence	7.1%	7.1%	35.7%	42.9%	7.1%	100.0%
	Perry	Count	0	0	1	3	0	4
		% within County of Residence	.0%	.0%	25.0%	75.0%	.0%	100.0%
Total		Count	1	1	9	9	1	21
		% within County of Residence	4.8%	4.8%	42.9%	42.9%	4.8%	100.0%

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

			Q15 My service provider explained the disadvantages of my therapy or tr					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
County of Residence	Cumberland	Count	0	0	0	2	0	0	2
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%
	Dauphin	Count	0	0	0	1	0	0	1
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%
Lancaster	Count	1	2	1	4	5	1	14	
	% within County of Residence	7.1%	14.3%	7.1%	28.6%	35.7%	7.1%	100.0%	
Perry	Count	0	0	0	1	3	0	4	
	% within County of Residence	.0%	.0%	.0%	25.0%	75.0%	.0%	100.0%	
Total		Count	1	2	1	8	8	1	21
		% within County of Residence	4.8%	9.5%	4.8%	38.1%	38.1%	4.8%	100.0%

Q16 Overall, I am satisfied with the services

			Q16 Overall, I am satisfied with the services				Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
County of Residence	Cumberland	Count	0	1	1	0	2
		% within County of Residence	.0%	50.0%	50.0%	.0%	100.0%
	Dauphin	Count	0	1	0	0	1
		% within County of Residence	.0%	100.0%	.0%	.0%	100.0%
Lancaster	Count	1	5	6	2	14	
	% within County of Residence	7.1%	35.7%	42.9%	14.3%	100.0%	
Perry	Count	0	0	4	0	4	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total		Count	1	7	11	2	21
		% within County of Residence	4.8%	33.3%	52.4%	9.5%	100.0%

Q17 Managing daily problems

			Q17 Managing daily problems			Total
			About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	0	1	1	2
		% within County of Residence	.0%	50.0%	50.0%	100.0%
	Dauphin	Count	0	1	0	1
		% within County of Residence	.0%	100.0%	.0%	100.0%
Lancaster	Count	3	6	5	14	
	% within County of Residence	21.4%	42.9%	35.7%	100.0%	
Perry	Count	1	2	1	4	
	% within County of Residence	25.0%	50.0%	25.0%	100.0%	
Total		Count	4	10	7	21
		% within County of Residence	19.0%	47.6%	33.3%	100.0%

Q18 Feeling in control of my life

			Q18 Feeling in control of my life			Total
			About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	0	1	1	2
		% within County of Residence	.0%	50.0%	50.0%	100.0%
	Dauphin	Count	0	1	0	1
		% within County of Residence	.0%	100.0%	.0%	100.0%
Lancaster	Count	4	4	6	14	
	% within County of Residence	28.6%	28.6%	42.9%	100.0%	
Perry	Count	1	2	1	4	
	% within County of Residence	25.0%	50.0%	25.0%	100.0%	
Total		Count	5	8	8	21
		% within County of Residence	23.8%	38.1%	38.1%	100.0%

Q19 Dealing with personal crisis

			Q19 Dealing with personal crisis			Total
			About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	0	1	1	2
		% within County of Residence	.0%	50.0%	50.0%	100.0%
	Dauphin	Count	0	1	0	1
		% within County of Residence	.0%	100.0%	.0%	100.0%
Lancaster	Count	4	6	4	14	
	% within County of Residence	28.6%	42.9%	28.6%	100.0%	
Perry	Count	1	2	1	4	
	% within County of Residence	25.0%	50.0%	25.0%	100.0%	
Total		Count	5	10	6	21
		% within County of Residence	23.8%	47.6%	28.6%	100.0%

Q20 How I feel about myself

			Q20 How I feel about myself			Total
			About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	0	2	0	2
		% within County of Residence	.0%	100.0%	.0%	100.0%
	Dauphin	Count	0	0	1	1
		% within County of Residence	.0%	.0%	100.0%	100.0%
Lancaster	Count	4	4	6	14	
	% within County of Residence	28.6%	28.6%	42.9%	100.0%	
Perry	Count	0	2	2	4	
	% within County of Residence	.0%	50.0%	50.0%	100.0%	
Total		Count	4	8	9	21
		% within County of Residence	19.0%	38.1%	42.9%	100.0%

Q21 Feeling good (hopeful) about the future

			Q21 Feeling good (hopeful) about the future			Total
			About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	0	2	0	2
		% within County of Residence	.0%	100.0%	.0%	100.0%
	Dauphin	Count	0	0	1	1
		% within County of Residence	.0%	.0%	100.0%	100.0%
	Lancaster	Count	4	5	5	14
		% within County of Residence	28.6%	35.7%	35.7%	100.0%
	Perry	Count	1	0	3	4
		% within County of Residence	25.0%	.0%	75.0%	100.0%
Total		Count	5	7	9	21
		% within County of Residence	23.8%	33.3%	42.9%	100.0%

Q22 Enjoying my free time

			Q22 Enjoying my free time			Total
			About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	1	0	1	2
		% within County of Residence	50.0%	.0%	50.0%	100.0%
	Dauphin	Count	0	0	1	1
		% within County of Residence	.0%	.0%	100.0%	100.0%
	Lancaster	Count	5	2	7	14
		% within County of Residence	35.7%	14.3%	50.0%	100.0%
	Perry	Count	2	0	2	4
		% within County of Residence	50.0%	.0%	50.0%	100.0%
Total		Count	8	2	11	21
		% within County of Residence	38.1%	9.5%	52.4%	100.0%

Q23 Strengthening my social support network

			Q23 Strengthening my social support network				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	0	2	0	0	2
		% within County of Residence	.0%	100.0%	.0%	.0%	100.0%
	Dauphin	Count	0	0	0	1	1
		% within County of Residence	.0%	.0%	.0%	100.0%	100.0%
Lancaster	Count	0	4	7	3	14	
	% within County of Residence	.0%	28.6%	50.0%	21.4%	100.0%	
Perry	Count	1	0	2	1	4	
	% within County of Residence	25.0%	.0%	50.0%	25.0%	100.0%	
Total	Count	1	6	9	5	21	
	% within County of Residence	4.8%	28.6%	42.9%	23.8%	100.0%	

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

			Q24 Being involved in the community or in organizations outside of MH or SA activities				Total
			About the Same	A Little Better	Much Better	Does Not Apply	
County of Residence	Cumberland	Count	2	0	0	0	2
		% within County of Residence	100.0%	.0%	.0%	.0%	100.0%
	Dauphin	Count	0	1	0	0	1
		% within County of Residence	.0%	100.0%	.0%	.0%	100.0%
Lancaster	Count	5	4	3	2	14	
	% within County of Residence	35.7%	28.6%	21.4%	14.3%	100.0%	
Perry	Count	1	1	1	1	4	
	% within County of Residence	25.0%	25.0%	25.0%	25.0%	100.0%	
Total	Count	8	6	4	3	21	
	% within County of Residence	38.1%	28.6%	19.0%	14.3%	100.0%	

Q25 Dealing with school or work

			Q25 Dealing with school or work					Total
			A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
County of Residence	Cumberland	Count	0	1	0	0	1	2
		% within County of Residence	.0%	50.0%	.0%	.0%	50.0%	100.0%
	Dauphin	Count	0	0	1	0	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	.0%	100.0%
	Lancaster	Count	0	6	4	2	2	14
		% within County of Residence	.0%	42.9%	28.6%	14.3%	14.3%	100.0%
	Perry	Count	1	0	0	2	1	4
		% within County of Residence	25.0%	.0%	.0%	50.0%	25.0%	100.0%
Total		Count	1	7	5	4	4	21
		% within County of Residence	4.8%	33.3%	23.8%	19.0%	19.0%	100.0%

Q26 Dealing with people in social situations

			Q26 Dealing with people in social situations				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	0	1	1	0	2
		% within County of Residence	.0%	50.0%	50.0%	.0%	100.0%
	Dauphin	Count	0	0	0	1	1
		% within County of Residence	.0%	.0%	.0%	100.0%	100.0%
	Lancaster	Count	0	5	3	6	14
		% within County of Residence	.0%	35.7%	21.4%	42.9%	100.0%
	Perry	Count	1	1	0	2	4
		% within County of Residence	25.0%	25.0%	.0%	50.0%	100.0%
Total		Count	1	7	4	9	21
		% within County of Residence	4.8%	33.3%	19.0%	42.9%	100.0%

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

			Q27 Dealing with specific problems or issues that led me to seek services				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	0	0	1	1	2
		% within County of Residence	.0%	.0%	50.0%	50.0%	100.0%
	Dauphin	Count	0	0	1	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
	Lancaster	Count	0	6	2	6	14
		% within County of Residence	.0%	42.9%	14.3%	42.9%	100.0%
	Perry	Count	1	0	1	2	4
		% within County of Residence	25.0%	.0%	25.0%	50.0%	100.0%
Total		Count	1	6	5	9	21
		% within County of Residence	4.8%	28.6%	23.8%	42.9%	100.0%

Survey Tables by County of Residence by Child Respondents Only

The following tables show the Cross tabulation of questions 1-27 by County of residence for Child respondents (N=12).

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

			Q1 I know whom to call if I have questions about MH or SA services		Total
			Neither Agree Nor Disagree	Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	4 100.0%	4 100.0%
	Dauphin	Count % within County of Residence	1 50.0%	1 50.0%	2 100.0%
	Lancaster	Count % within County of Residence	0 .0%	5 100.0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	1 100.0%	1 100.0%
Total		Count % within County of Residence	1 8.3%	11 91.7%	12 100.0%

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	
County of Residence	Cumberland	Count % within County of Residence	1 25.0%	2 50.0%	1 25.0%	0 .0%	4 100.0%
	Dauphin	Count % within County of Residence	0 .0%	0 .0%	0 .0%	2 100.0%	2 100.0%
	Lancaster	Count % within County of Residence	1 20.0%	2 40.0%	1 20.0%	1 20.0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total		Count % within County of Residence	2 16.7%	4 33.3%	2 16.7%	4 33.3%	12 100.0%

Q3 I had a choice when selecting my service provider

			Q3 I had a choice when selecting my service provider				Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	1	0	3	0	4
		% within County of Residence	25.0%	.0%	75.0%	.0%	100.0%
	Dauphin	Count	0	0	2	0	2
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
Lancaster	Count	0	2	2	1	5	
	% within County of Residence	.0%	40.0%	40.0%	20.0%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total		Count	1	2	8	1	12
		% within County of Residence	8.3%	16.7%	66.7%	8.3%	100.0%

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

			Q4 I have the option to change my service provider should I choose to				Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	1	0	3	0	4
		% within County of Residence	25.0%	.0%	75.0%	.0%	100.0%
	Dauphin	Count	0	0	2	0	2
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
Lancaster	Count	0	1	3	1	5	
	% within County of Residence	.0%	20.0%	60.0%	20.0%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total		Count	1	1	9	1	12
		% within County of Residence	8.3%	8.3%	75.0%	8.3%	100.0%

Q5 I was informed about my rights and responsibilities regarding treatment

			Q5 I was informed about my rights and responsibilities regarding treatment				Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	0	0	4	0	4
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
	Dauphin	Count	0	1	0	1	2
		% within County of Residence	.0%	50.0%	.0%	50.0%	100.0%
	Lancaster	Count	1	0	3	1	5
		% within County of Residence	20.0%	.0%	60.0%	20.0%	100.0%
	Lebanon	Count	0	0	1	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
Total		Count	1	1	8	2	12
		% within County of Residence	8.3%	8.3%	66.7%	16.7%	100.0%

Q6 I feel comfortable in asking questions regarding my treatment

			Q6 I feel comfortable in asking questions regarding my treatment				Total
			Strongly Disagree	Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	0	0	4	0	4
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
	Dauphin	Count	1	0	0	1	2
		% within County of Residence	50.0%	.0%	.0%	50.0%	100.0%
	Lancaster	Count	0	1	1	3	5
		% within County of Residence	.0%	20.0%	20.0%	60.0%	100.0%
	Lebanon	Count	0	0	0	1	1
		% within County of Residence	.0%	.0%	.0%	100.0%	100.0%
Total		Count	1	1	5	5	12
		% within County of Residence	8.3%	8.3%	41.7%	41.7%	100.0%

Q7 My service provider spends enough time

			Q7 My service provider spends enough time				Total
			Strongly Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	1	0	2	1	4
		% within County of Residence	25.0%	.0%	50.0%	25.0%	100.0%
	Dauphin	Count	0	0	1	1	2
		% within County of Residence	.0%	.0%	50.0%	50.0%	100.0%
Lancaster	Count	0	1	1	3	5	
	% within County of Residence	.0%	20.0%	20.0%	60.0%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total		Count	1	1	5	5	12
		% within County of Residence	8.3%	8.3%	41.7%	41.7%	100.0%

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

			Q8 My provider does not share my personal MH and/or SA information with others without my permission			Total
			Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count	0	2	2	4
		% within County of Residence	.0%	50.0%	50.0%	100.0%
	Dauphin	Count	0	2	0	2
		% within County of Residence	.0%	100.0%	.0%	100.0%
Lancaster	Count	1	2	2	5	
	% within County of Residence	20.0%	40.0%	40.0%	100.0%	
Lebanon	Count	0	0	1	1	
	% within County of Residence	.0%	.0%	100.0%	100.0%	
Total		Count	1	6	5	12
		% within County of Residence	8.3%	50.0%	41.7%	100.0%

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

			Q9 Program staff respects the role of my ethnic, cultural, religious background			Total
			Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	2 50.0%	2 50.0%	4 100.0%
	Dauphin	Count % within County of Residence	0 .0%	2 100.0%	0 .0%	2 100.0%
	Lancaster	Count % within County of Residence	1 20.0%	2 40.0%	2 40.0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	1 100.0%	1 100.0%
Total		Count % within County of Residence	1 8.3%	6 50.0%	5 41.7%	12 100.0%

Q10 I trust my service provider

			Q10 I trust my service provider			Total
			Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	3 75.0%	1 25.0%	4 100.0%
	Dauphin	Count % within County of Residence	0 .0%	2 100.0%	0 .0%	2 100.0%
	Lancaster	Count % within County of Residence	1 20.0%	2 40.0%	2 40.0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	1 100.0%	1 100.0%
Total		Count % within County of Residence	1 8.3%	7 58.3%	4 33.3%	12 100.0%

**Q11 My service provider offered me the opportunity to involve my family,
significant others and friends**

			Q11 My service provider offered me the opportunity to involve my family, significant others and friends			Total
			Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	3 75.0%	1 25.0%	4 100.0%
	Dauphin	Count % within County of Residence	0 .0%	2 100.0%	0 .0%	2 100.0%
	Lancaster	Count % within County of Residence	1 20.0%	4 80.0%	0 .0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	1 100.0%	0 .0%	1 100.0%
Total		Count % within County of Residence	1 8.3%	10 83.3%	1 8.3%	12 100.0%

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

			Q12 I am included in all meetings regarding my treatment plan & goals for recovery				Total
			Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Dauphin	Count % within County of Residence	0 .0%	1 50.0%	1 50.0%	0 .0%	2 100.0%
	Lancaster	Count % within County of Residence	1 20.0%	0 .0%	3 60.0%	1 20.0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total		Count % within County of Residence	1 8.3%	2 16.7%	8 66.7%	1 8.3%	12 100.0%

Q13 I am an equal partner in the treatment process

			Q13 I am an equal partner in the treatment process			Total
			Neither Agree Nor Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	4 100.0%	0 .0%	4 100.0%
	Dauphin	Count % within County of Residence	1 50.0%	1 50.0%	0 .0%	2 100.0%
	Lancaster	Count % within County of Residence	1 20.0%	3 60.0%	1 20.0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count % within County of Residence	2 16.7%	9 75.0%	1 8.3%	12 100.0%	

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

			Q14 My service provider explained the advantages of my therapy or treatment		Total
			Neither Agree Nor Disagree	Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	4 100.0%	4 100.0%
	Dauphin	Count % within County of Residence	0 .0%	2 100.0%	2 100.0%
	Lancaster	Count % within County of Residence	1 20.0%	4 80.0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	1 100.0%	1 100.0%
Total	Count % within County of Residence	1 8.3%	11 91.7%	12 100.0%	

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

			Q15 My service provider explained the disadvantages of my therapy or treatment				Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	0 .0%	2 50.0%	2 50.0%	4 100.0%
	Dauphin	Count % within County of Residence	0 .0%	1 50.0%	0 .0%	1 50.0%	2 100.0%
	Lancaster	Count % within County of Residence	1 20.0%	0 .0%	2 40.0%	2 40.0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total		Count % within County of Residence	1 8.3%	1 8.3%	4 33.3%	6 50.0%	12 100.0%

Q16 Overall, I am satisfied with the services

			Q16 Overall, I am satisfied with the services				Total
			Strongly Disagree	Disagree	Agree	Strongly Agree	
County of Residence	Cumberland	Count % within County of Residence	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Dauphin	Count % within County of Residence	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Lancaster	Count % within County of Residence	1 20.0%	0 .0%	3 60.0%	1 20.0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total		Count % within County of Residence	1 8.3%	1 8.3%	7 58.3%	3 25.0%	12 100.0%

Q17 Managing daily problems

			Q17 Managing daily problems			Total
			A Little Worse	A Little Better	Much Better	
County of Residence	Cumberland	Count	1	3	0	4
		% within County of Residence	25.0%	75.0%	.0%	100.0%
	Dauphin	Count	0	2	0	2
		% within County of Residence	.0%	100.0%	.0%	100.0%
Lancaster	Count	0	4	1	5	
	% within County of Residence	.0%	80.0%	20.0%	100.0%	
Lebanon	Count	0	1	0	1	
	% within County of Residence	.0%	100.0%	.0%	100.0%	
Total	Count	1	10	1	12	
	% within County of Residence	8.3%	83.3%	8.3%	100.0%	

Q18 Feeling in control of my life

			Q18 Feeling in control of my life				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	1	1	0	4
		% within County of Residence	50.0%	25.0%	25.0%	.0%	100.0%
	Dauphin	Count	0	1	1	0	2
		% within County of Residence	.0%	50.0%	50.0%	.0%	100.0%
Lancaster	Count	1	1	2	1	5	
	% within County of Residence	20.0%	20.0%	40.0%	20.0%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	3	3	5	1	12	
	% within County of Residence	25.0%	25.0%	41.7%	8.3%	100.0%	

Q19 Dealing with personal crisis

			Q19 Dealing with personal crisis				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	0	2	0	4
		% within County of Residence	50.0%	.0%	50.0%	.0%	100.0%
	Dauphin	Count	0	2	0	0	2
		% within County of Residence	.0%	100.0%	.0%	.0%	100.0%
Lancaster	Count	1	2	1	1	5	
	% within County of Residence	20.0%	40.0%	20.0%	20.0%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	3	4	4	1	12	
	% within County of Residence	25.0%	33.3%	33.3%	8.3%	100.0%	

Q20 How I feel about myself

			Q20 How I feel about myself				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	0	1	1	4
		% within County of Residence	50.0%	.0%	25.0%	25.0%	100.0%
	Dauphin	Count	0	1	1	0	2
		% within County of Residence	.0%	50.0%	50.0%	.0%	100.0%
Lancaster	Count	0	0	4	1	5	
	% within County of Residence	.0%	.0%	80.0%	20.0%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	2	1	7	2	12	
	% within County of Residence	16.7%	8.3%	58.3%	16.7%	100.0%	

Q21 Feeling good (hopeful) about the future

			Q21 Feeling good (hopeful) about the future				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	2	1	1	0	4
		% within County of Residence	50.0%	25.0%	25.0%	.0%	100.0%
	Dauphin	Count	0	0	2	0	2
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
Lancaster	Count	0	0	4	1	5	
	% within County of Residence	.0%	.0%	80.0%	20.0%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total		Count	2	1	8	1	12
		% within County of Residence	16.7%	8.3%	66.7%	8.3%	100.0%

Q22 Enjoying my free time

			Q22 Enjoying my free time			Total
			About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	1	1	2	4
		% within County of Residence	25.0%	25.0%	50.0%	100.0%
	Dauphin	Count	0	1	1	2
		% within County of Residence	.0%	50.0%	50.0%	100.0%
Lancaster	Count	2	2	1	5	
	% within County of Residence	40.0%	40.0%	20.0%	100.0%	
Lebanon	Count	0	1	0	1	
	% within County of Residence	.0%	100.0%	.0%	100.0%	
Total		Count	3	5	4	12
		% within County of Residence	25.0%	41.7%	33.3%	100.0%

Q23 Strengthening my social support network

			Q23 Strengthening my social support network				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	1	0	3	0	4
		% within County of Residence	25.0%	.0%	75.0%	.0%	100.0%
	Dauphin	Count	0	0	1	1	2
		% within County of Residence	.0%	.0%	50.0%	50.0%	100.0%
Lancaster	Count	0	1	4	0	5	
	% within County of Residence	.0%	20.0%	80.0%	.0%	100.0%	
Lebanon	Count	0	0	1	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	1	1	9	1	12	
	% within County of Residence	8.3%	8.3%	75.0%	8.3%	100.0%	

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

			Q24 Being involved in the community or in organizations outside of MH or SA activities			
			A Little Worse	About the Same	A Little Better	Total
County of Residence	Cumberland	Count	1	2	1	4
		% within County of Residence	25.0%	50.0%	25.0%	100.0%
	Dauphin	Count	0	0	2	2
		% within County of Residence	.0%	.0%	100.0%	100.0%
Lancaster	Count	0	3	2	5	
	% within County of Residence	.0%	60.0%	40.0%	100.0%	
Lebanon	Count	0	0	1	1	
	% within County of Residence	.0%	.0%	100.0%	100.0%	
Total	Count	1	5	6	12	
	% within County of Residence	8.3%	41.7%	50.0%	100.0%	

Q25 Dealing with school or work

			Q25 Dealing with school or work				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count	1	2	1	0	4
		% within County of Residence	25.0%	50.0%	25.0%	.0%	100.0%
	Dauphin	Count	0	1	0	1	2
		% within County of Residence	.0%	50.0%	.0%	50.0%	100.0%
	Lancaster	Count	1	1	3	0	5
		% within County of Residence	20.0%	20.0%	60.0%	.0%	100.0%
	Lebanon	Count	0	0	1	0	1
		% within County of Residence	.0%	.0%	100.0%	.0%	100.0%
Total		Count	2	4	5	1	12
		% within County of Residence	16.7%	33.3%	41.7%	8.3%	100.0%

Q26 Dealing with people in social situations

			Q26 Dealing with people in social situations			Total
			A Little Worse	About the Same	A Little Better	
County of Residence	Cumberland	Count	2	1	1	4
		% within County of Residence	50.0%	25.0%	25.0%	100.0%
	Dauphin	Count	0	2	0	2
		% within County of Residence	.0%	100.0%	.0%	100.0%
	Lancaster	Count	1	0	4	5
		% within County of Residence	20.0%	.0%	80.0%	100.0%
	Lebanon	Count	0	0	1	1
		% within County of Residence	.0%	.0%	100.0%	100.0%
Total		Count	3	3	6	12
		% within County of Residence	25.0%	25.0%	50.0%	100.0%

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

			Q27 Dealing with specific problems or issues that led me to seek services				Total
			A Little Worse	About the Same	A Little Better	Much Better	
County of Residence	Cumberland	Count % within County of Residence	1 25.0%	1 25.0%	2 50.0%	0 .0%	4 100.0%
	Dauphin	Count % within County of Residence	0 .0%	0 .0%	2 100.0%	0 .0%	2 100.0%
	Lancaster	Count % within County of Residence	0 .0%	2 40.0%	3 60.0%	0 .0%	5 100.0%
	Lebanon	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total	Count % within County of Residence	1 8.3%	3 25.0%	7 58.3%	1 8.3%	12 100.0%	



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

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

The information we gather is used to evaluate the delivery of these services. **Your participation is voluntary; any information you choose to share is kept strictly confidential. You have the option of refusing to answer any question as well as ending the survey at any point. Your choosing or declining to participate will not affect any services you are receiving now or may need in the future.**

Do not write your name or any personal information which could identify you anywhere on this survey form. All information which you choose to provide is kept strictly confidential.

Please read each of the following statements below and respond by using a scale of 1 – 6 as follows:

1 = Strongly Disagree 2 = Disagree 3 = Neither 4 = Agree 5 = Strongly Agree 6 = Does Not Apply

Please indicate your response by placing a check mark or an x in the box which best identifies how you feel for that question.

We also invite you to comment on or explain any of your answers in the space that has been provided.

Note: The term “Service Provider” means the person you see for treatment, such as your psychiatrist, psychologist, social worker or case manager.

I. SERVICES

The following questions are intended to evaluate your overall satisfaction with the level of treatment and/or services you have received. Remember to answer each question using the scale below. We also urge you to add any additional comments or concerns for each question asked.

1 = Strongly Disagree 2 = Disagree 3 = Neither 4 = Agree 5 = Strongly Agree 6 = Does Not Apply

		1	2	3	4	5	6
1	I know whom to call if I have questions about my mental health or substance abuse services. Comments:						
2	I was given information on how to get other services that I needed (example: transportation, child care, employment training). Comments:						
3	I had a choice when selecting my service provider. Comments:						
4	I have the option to change my service provider should I choose to. Comments:						
5	I was informed about my rights and responsibilities regarding the treatment I have received. Comments:						
6	I feel comfortable in asking questions regarding my treatment. Comments:						
7	My service provider spends enough time with me. Comments:						
8	My provider does not share my personal mental health and/or substance abuse information with others without my permission. Comments:						

9	Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment. Comments:						
10	I trust my service provider. Comments:						
11	My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. Comments:						
12	I am included in all meetings regarding my treatment plan and goals for recovery. Comments:						
13	I am an equal partner in the treatment process. Comments:						
14	My service provider explained the advantages of my therapy or treatment. Comments:						
15	My service provider explained the disadvantages of my therapy or treatment. Comments:						
16	Overall, I am satisfied with the services I am receiving. Comments:						

II. Outcomes

As a result of your services with this provider, please rate any changes made in the following areas by the response that comes closest to your experience.

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

		1	2	3	4	5	6
17	Managing daily problems. Comments:						
18	Feeling in control of my life. Comments:						
19	Dealing with personal crisis (example: serious health problems, death or illness of a loved one or friend, job loss, accident, etc.) Comments:						
20	How I feel about myself. Comments:						
21	Feeling good (hopeful) about the future. Comments:						
22	Enjoying my free time. Comments:						
23	Strengthening my social support network. Comments:						
24	Being involved in the community or in organizations outside of mental health or substance abuse activities. (example: Boy/Girl Scouts, Sports, Church Activities, Movies) Comments:						
25	Dealing with school or work. Comments:						
26	Dealing with people in social situations. Comments:						
27	Dealing with specific problems or issues that led me to seek services. Comments:						

28. Please rate the following regarding your treatment environment:

- | | | | | |
|-----------------------------|------------------|-------------|-------------|-------------|
| a. Comfort of Facility. | Excellent | Good | Fair | Poor |
| b. Cleanliness of Facility. | Excellent | Good | Fair | Poor |
| c. Friendliness of Staff. | Excellent | Good | Fair | Poor |
| d. Attentiveness of Staff. | Excellent | Good | Fair | Poor |

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

		Yes	No
29	Did you need emergency mental health or substance abuse service during the past year? If NO go to Question 30		

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

		1	2	3	4	5	6
29a	If yes , how satisfied are you with the help you received? Comments:						

29b	If you received emergency services , who was your initial contact to get these emergency services? (example: Crisis Intervention, 911, ER, Case Management, etc...)
-----	---

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

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

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

31	Were you given the chance to make treatment decisions? Comments:	[] Yes	[] Sometimes
		[] No	
32	In the last 12 months were you able to get the help you needed. Comments:	[] Yes	[] Sometimes
		[] No	

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

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

Additional CBHNP Comments:

Supplemental Questions – RTF Survey

1 = Strongly Disagree 2 = Disagree 3 = Neither 4 = Agree 5 = Strongly Agree 6 = Does Not Apply

		1	2	3	4	5	6
A	I am encouraged by staff to share my feelings with others. Comments:						
B	I decide whether or not to participate in activities. Comments:						
C	When I came to this program I was given information on all the services that were available to me. Comments:						
D	I feel safe at this facility. Comments:						

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

Demographic Information

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

Interview Information

Name of interviewer(s) _____ Date of interview: _____
Location of interview: <input type="checkbox"/> Home <input type="checkbox"/> Other: _____
Is the interview for an: <input type="checkbox"/> Adult or <input type="checkbox"/> Child?
Who was interviewed? <input type="checkbox"/> Self (Consumer) <input type="checkbox"/> Parent/Guardian
Method of interview: <input type="checkbox"/> In-person <input type="checkbox"/> Phone

Interviewer Comments (Use this space to verbalize any concerns you may have witnessed regarding the consumers situation. Example: physical abuse, which warrants immediate follow-up by CSS staff. Use back of this page if needed.)



Consumer Satisfaction Services
4775 Linglestown Road
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(717) 651-1070
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Thank you for your participation in our survey. Your voice and that of your child/adolescent can make a difference! Consumer Satisfaction Services, Inc. (CSS) gauges and reports on the impact of behavioral health (mental health and/or substance abuse) which your child/adolescent received under HealthChoices and your healthcare provider_____.

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1 = Strongly Disagree 2 = Disagree 3 = Neither 4 = Agree 5 = Strongly Agree 6 = Does Not Apply

Please indicate your response by placing a check mark or an x in the box which best identifies how you feel for that question.

We also invite you to comment on or explain any of your answers in the space that has been provided.

Note: The term “Service Provider” means the person you see for treatment, such as your psychiatrist, psychologist, social worker or case manager.

I. SERVICES

The following questions are intended to evaluate you and/or your child/adolescent's overall satisfaction with the level of treatment and/or services you have received. Remember to answer each question using the scale below. We also urge you to add any additional comments or concerns for each question asked.

1 = Strongly Disagree 2 = Disagree 3 = Neither 4 = Agree 5 = Strongly Agree 6 = Does Not Apply

		1	2	3	4	5	6
1	I know whom to call if I have questions about my child/adolescent's mental health or substance abuse services. Comments:						
2	I was given information on how to get other services that my child/adolescent needed (example: transportation, child care, employment training). Comments:						
3	I had a choice when selecting my child/adolescent's service provider. Comments:						
4	I have the option to change my child/adolescent's service provider should I choose to. Comments:						
5	I was informed about my rights and responsibilities regarding the treatment my child/adolescent has received. Comments:						
6	I feel comfortable in asking questions regarding my child/adolescent's treatment. Comments:						
7	My service provider spends enough time with my child/adolescent. Comments:						
8	My provider does not share the personal mental health and/or substance abuse information of my child/adolescent with others without my permission. Comments:						

9	Program staff respects the role of my ethnic, cultural and religious background in my child/adolescent's recovery/treatment. Comments:						
10	I trust my child/adolescent's service provider. Comments:						
11	My service provider offered me the opportunity to involve my family, significant others or friends into my child/adolescent's treatment process. Comments:						
12	I am included in all meetings regarding my child/adolescent's treatment plan and goals for recovery. Comments:						
13	I am an equal partner in the treatment process for my child/adolescent. Comments:						
14	My service provider explained the advantages of my child/adolescent's therapy or treatment. Comments:						
15	My service provider explained the disadvantages of my child/adolescent's therapy or treatment. Comments:						
16	Overall, I am satisfied with the services my child/adolescent is receiving. Comments:						

II. Outcomes

As a result of you and/or your child/adolescent's services with this provider, please rate any changes made in the following areas by the response that comes closest to your experience.

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

		1	2	3	4	5	6
17	Managing daily problems. Comments:						
18	Feeling in control of his/her life. Comments:						
19	Dealing with personal crisis (example: serious health problems, death or illness of a loved one or friend, job loss, accident, etc.) Comments:						
20	How they feel about themselves. Comments:						
21	Feeling good (hopeful) about the future. Comments:						
22	Enjoying their free time. Comments:						
23	Strengthening their social support network. Comments:						
24	Being involved in the community or in organizations outside of mental health or substance abuse activities. (example: Boy/Girl Scouts, Sports, Church Activities, Movies) Comments:						
25	Dealing with school or work. Comments:						
26	Dealing with people in social situations. Comments:						
27	Dealing with specific problems or issues that led my child/adolescent to seek services. Comments:						

29. Please rate the following regarding your treatment environment:

e. Comfort of Facility.	Excellent	Good	Fair	Poor
f. Cleanliness of Facility.	Excellent	Good	Fair	Poor
g. Friendliness of Staff.	Excellent	Good	Fair	Poor
h. Attentiveness of Staff.	Excellent	Good	Fair	Poor

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

		Yes	No
29	Did your child/adolescent need emergency mental health or substance abuse service during the past year? If NO go to Question 30		

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

		1	2	3	4	5	6
29a	If yes , how satisfied are you with the help you received? Comment:						

29b	If your child/adolescent received emergency services , who was your initial contact to get these emergency services? (Example: Crisis Intervention, 911, ER, Case Management, etc...)						

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

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

		1	2	3	4	5	6
30	What effect has treatment your child received had on the quality of your child's life? Comments:						

31	Were you and your child given the chance to make treatment decisions? Comments:	[] Yes	[] Sometimes
		[] No	
32	In the last 12 months did your child have problems getting the help he or she needed? Comments:	[] Yes	[] Sometimes
		[] No	

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

		Yes	No	Does Not Apply
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34a	I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			
35	I am aware of my right to file a complaint or grievance.			
36	I know whom to call to file a complaint or grievance.			
37	I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
38	When I call CBHNP staff treats me courteously and with respect.			
39	Overall, I am satisfied with the interactions I have had with CBHNP			

Additional CBHNP Comments:

Supplemental Questions – RTF Survey

1 = Strongly Disagree 2 = Disagree 3 = Neither 4 = Agree 5 = Strongly Agree 6 = Does Not Apply

		1	2	3	4	5	6
A	I am encouraged by staff to share my feelings with others. Comments:						
B	I decide whether or not to participate in activities. Comments:						
C	When I came to this program I was given information on all the services that were available to me. Comments:						
D	I feel safe at this facility. Comments:						

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

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

Interview Information

Name of interviewer(s) _____ Date of interview: _____
Location of interview: <input type="checkbox"/> Home <input type="checkbox"/> Other: _____
Is the interview for an: <input type="checkbox"/> Adult or <input type="checkbox"/> Child?
Who was interviewed? <input type="checkbox"/> Self (Consumer) <input type="checkbox"/> Parent/Guardian
Method of interview: <input type="checkbox"/> In-person <input type="checkbox"/> Phone

Interviewer Comments (Use this space to verbalize any concerns you may have witnessed regarding the consumers situation. Example: physical abuse, which warrants immediate follow-up by CSS staff. Use back of this page if needed.)