



**CONSUMER SATISFACTION SERVICES**

**Capital Region 3rd Quarter Report  
January-March 2010**

**PREPARED FOR:**

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**Prepared By**

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# **Consumer Satisfaction Services, Inc.**

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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

Consumer/Family Satisfaction Team members, trained and employed by Consumer Satisfaction Services conducted 189 (n=189) 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 January-March 2010.

*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=189) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.*

- The survey represents 189 (n=189) respondents from the Capital Region. All (100%) of the respondents received Child Services. No consumers of Adult Services were interviewed this quarter. 35 of the 189 child consumers (18.5%) responded for themselves. Parents and/or Guardians responded for the remaining 154 child consumers (81.5%). Analysis indicated that there were no significant differences in the reported level of overall satisfaction between consumers of Child Services who responded for themselves and those consumers of Child Services who had a Parent or Guardian respond for them.
- Data was collected by 6 interviewers from 13 treatment facilities in the Capital Region.
- 90 of the 189 child interviews (47.6%) were face-to-face interviews. The remaining 99 interviews (52.4%) were conducted by phone. Of the 90 face-to-face interviews, 82 (91.1%) were conducted in the home and 8 (8.9%) were conducted at a location outside of the home. Of the 99 phone interviews, 88 (88.9%) were conducted in the home and the remaining 11 interviews (11.1%) were conducted at a location outside of the home.
- Gender: Overall, the sample is 44.4% female (84) and 55.6% male (105). Our analysis found no significant differences by gender in the levels of reported satisfaction with services.
- Race: 129 respondents (68.3%) reported their race as White/Caucasian, 19 (10.1%) as African American, 19 (10.1%) as Multi-racial, 18 (9.5%) as Latino/a Hispanic, 2 (1.1%) as Asian/Pacific Islander, 1 (0.5%) as Native American, and 1 (0.5%) as Other. Our analysis indicated no significant differences in Total Satisfaction with respect to race.
- Treatment Facility: Data was collected from 13 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed for each facility. To help with interpretation, scores 108-135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.
- Type of Services: Overall, 183 of 189 respondents (96.8%) reported receiving Mental Health Services and 2 (1.1%) received both Mental Health and Drug/Alcohol Services. The remaining 4 respondents (2.1%) reported receiving 'Other' Services. There were no significant differences in the level of Total Satisfaction and the Type of Services received.

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of both Adult and Child consumers of 79.6% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 82.0% agreement (4 or 5).

Overall, consumers were extremely satisfied with feeling informed about who to call if they have questions about their mental health or substance abuse services (Question 1). High levels of satisfaction were also reflected in satisfaction with communication with their service providers in that they report they felt informed about their rights and responsibilities regarding the treatment they had received (Question 5), felt comfortable asking questions regarding their treatment (Question 6), and included in all meetings regarding their treatment plan and goals for recovery (Question 12).

Additionally, respondents reported they felt satisfaction with the way the program staff respected the role of their ethnic, cultural, and religious background in their recovery/treatment and did not share personal mental health or substance abuse information without permission (Question 8). Finally, respondents reported trust in their service provider (Question 10) and felt informed about the advantages of treatment (Question 14).

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

- Approximately 1 in 6 of all respondents (16.4%) indicated that they were not given information about how to get other services that they needed.
- Approximately 1 in 7 consumers (14.8%) reported their service provider did not explain the disadvantages of their therapy or treatment.
- While 82.0% of all consumers reported they were satisfied with the services they were receiving, approximately 1 in 7 consumers (14.3%), indicated they did not feel this way.
- While 80.4% of all consumers reported they had a choice in selecting their service provider, approximately 1 in 10 consumers (10.1%), indicated they did not have a choice in selecting their service provider.

## CSS Preliminary Report Capital Region 3<sup>rd</sup> Quarter January - March 2010

This section presents information collected during the 3rd Quarter 2009-2010 which includes data from January 2010 - March 2010. Please note that all respondents were consumers of Child Services this quarter.

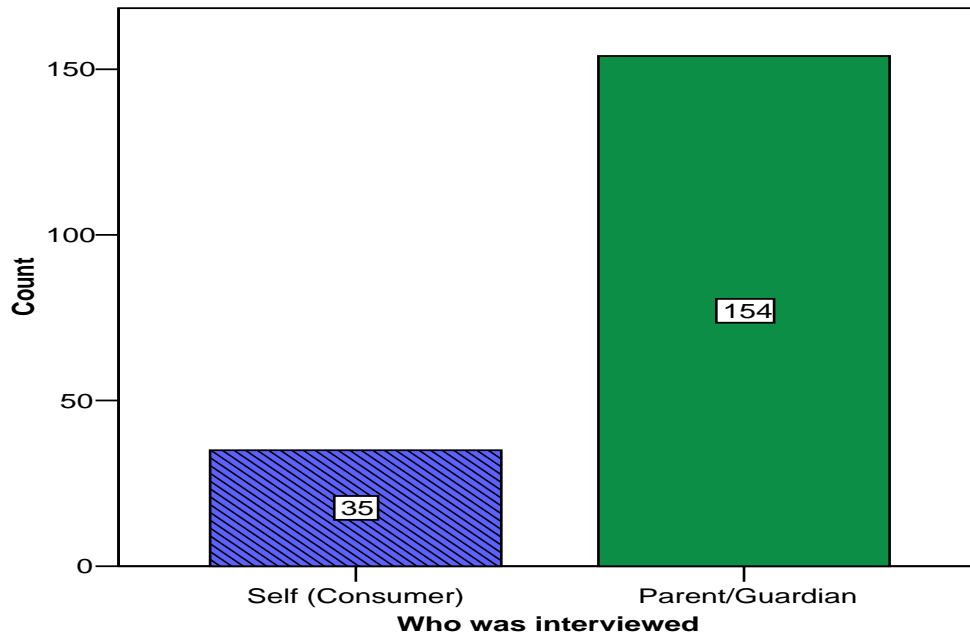
### Demographic and Survey Information

*Please Note: The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0.*

*Frequencies may not sum to total (n=189) as individuals may have chosen not to respond to certain questions.*

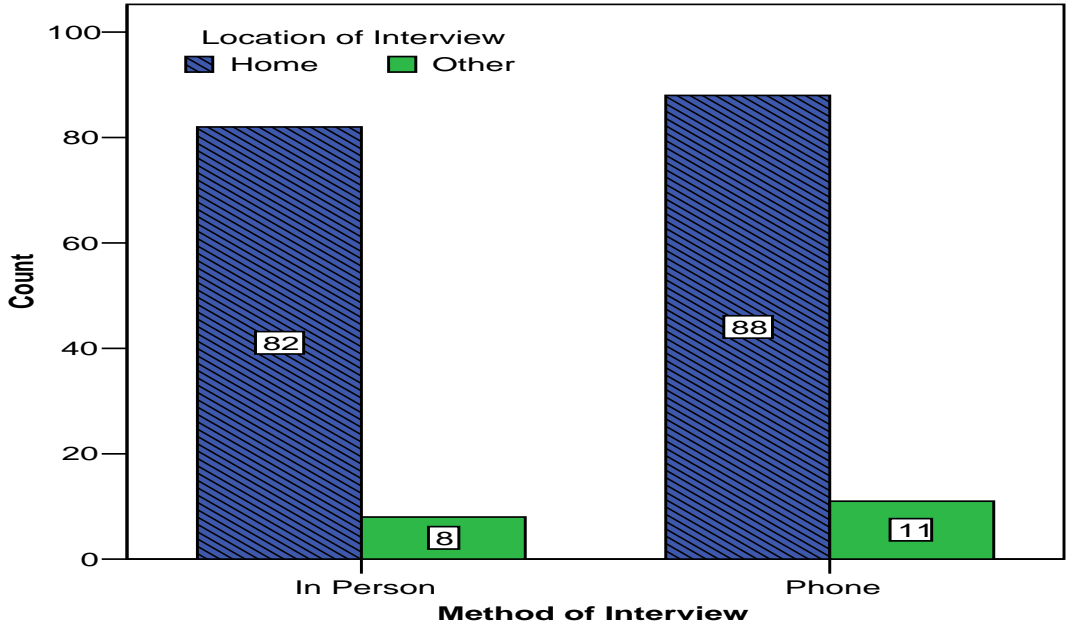
*Percentages may not sum to 100.0% due to rounding.*

- The survey represents 189 (n=189) respondents from the Capital Region. All (100%) of the respondents received Child Services. No consumers of Adult Services were interviewed this quarter. 35 of the 189 child consumers (18.5%) responded for themselves. Parents and Guardians responded for the remaining 154 child consumers (81.5%). Analysis indicated that there were no significant differences in the reported level of overall satisfaction between consumers of Child Services who responded for themselves and those consumers of Child Services who had a Parent or Guardian respond for them.

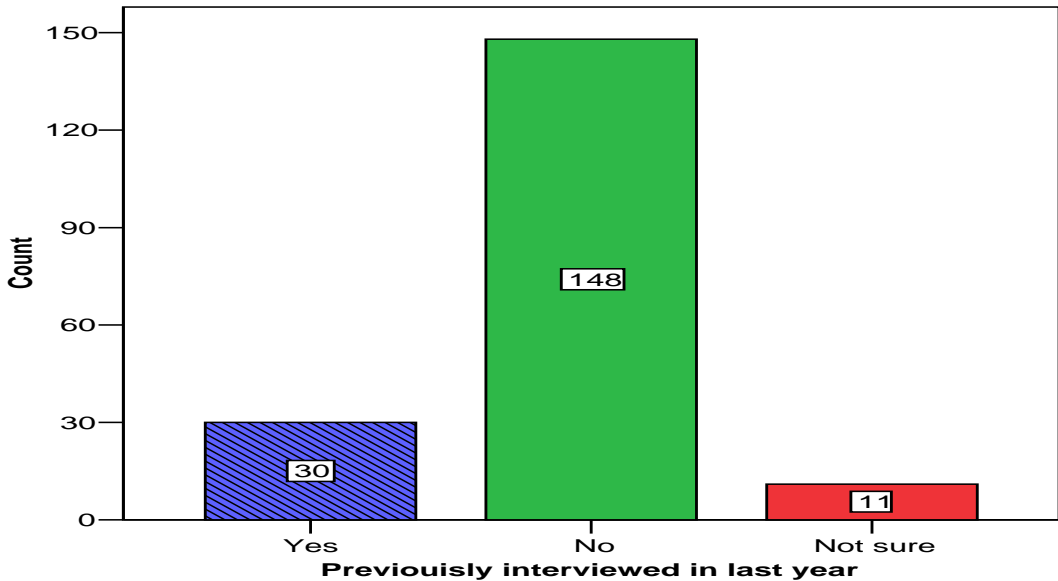


- Data was collected by 6 interviewers from 13 treatment facilities in the Capital Region.

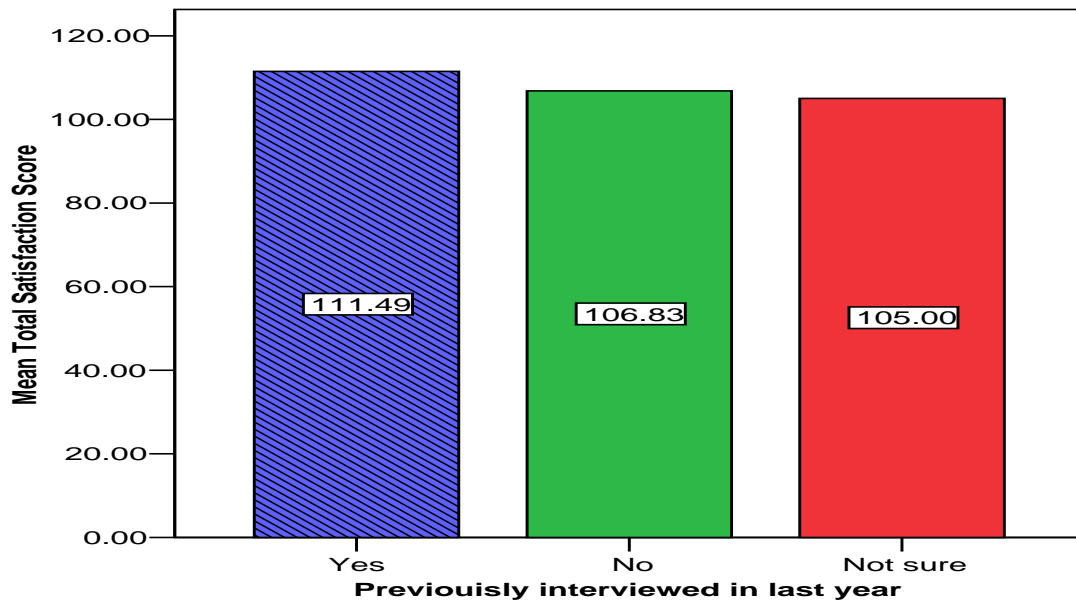
- 90 of the 189 child interviews (47.6%) were face-to-face interviews. The remaining 99 interviews (52.4%) were conducted by phone. Of the 90 face-to-face interviews, 82 (91.1%) were conducted in the home and 8 (8.9%) were conducted at a location outside of the home. Of the 99 phone interviews, 88 (88.9%) were conducted in the home and the remaining 11 interviews (11.1%) were conducted at a location outside of the home.



- 30 of 189 consumers reported they had been previously interviewed in the last year, 148 reported they had not been interviewed previously and 11 respondents were not sure.



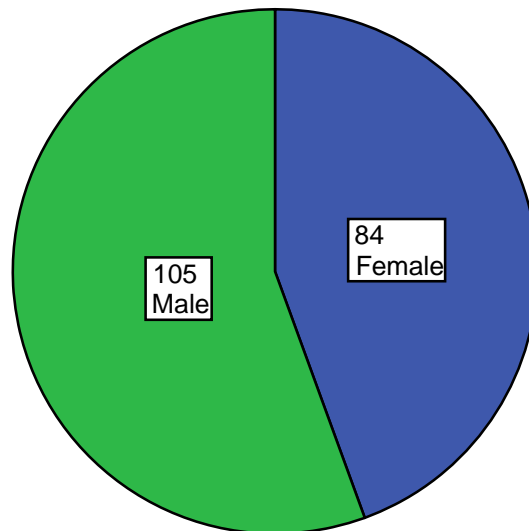
There were no significant differences in the reported level of mean Total Satisfaction between those who were previously interviewed, those interviewed for the first time, and those who were not sure if they had been interviewed.



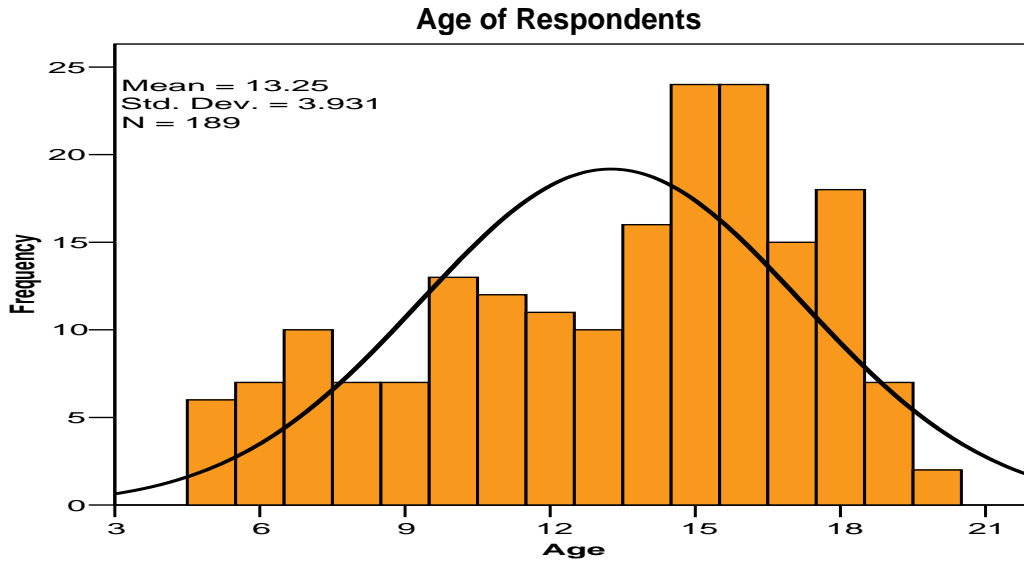
Mean Satisfaction Levels of Respondents

Previous Interview By Age Group		Previously Interviewed	No Previous Interview	Not Sure if Interviewed	Age Group Total
Child	N	30	148	11	189
	Mean	111.5	106.8	105.0	107.5
	St Dev	11.6	15.1	18.6	14.8
Total	N	30	148	11	189
	Mean	111.5	106.8	105.0	107.5
	St Dev	11.6	15.1	18.6	14.8

- Gender:** Overall, the sample is 44.4% female (84) and 55.6% male (105). Our analysis found no significant differences by gender in the levels of reported satisfaction with services.

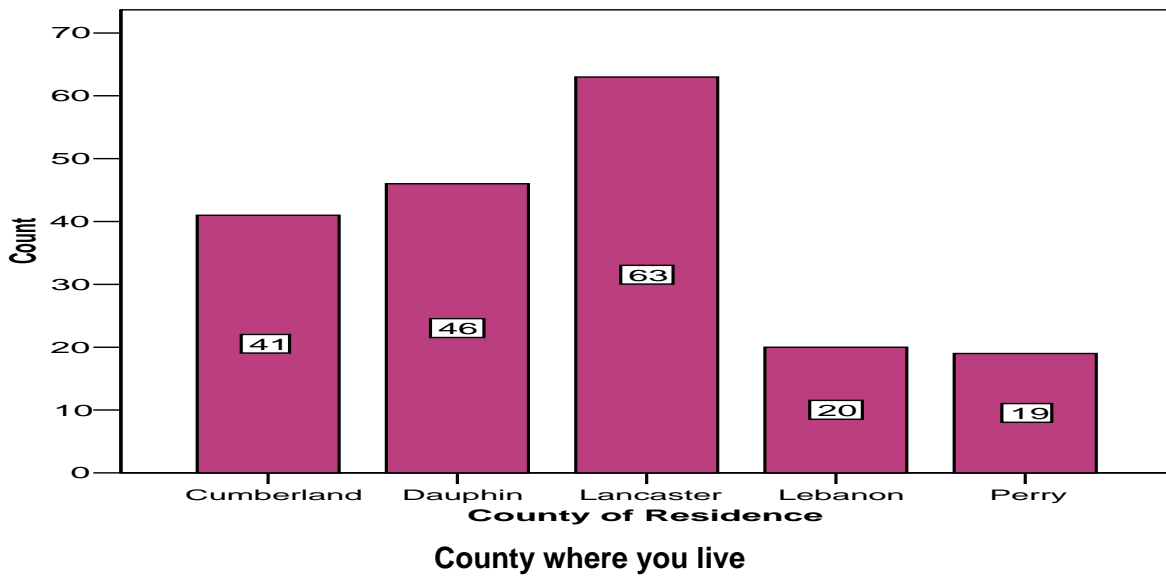


- Age: Age of all respondents ranged from 5-20 years, with a mean age of 13.3 (SD 3.9) and median age of 14.0. Our analysis found no relationship between age and Total Satisfaction.



- Counties of Residence:

The table below shows the County of residence in alphabetical order. The largest number of respondents report residence in Lancaster County (33.3%). The remaining respondents reported residence in Dauphin (24.3%), Cumberland (21.7%), Lebanon (10.6%), and Perry (10.1%) counties.



County by Age Group	Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Child						
Count	41	46	63	20	19	189
Row%	21.7%	24.3%	33.3%	10.6%	10.1	100.0%
Total Count	41	46	63	20	19	189
Row %	21.7%	24.3%	33.3%	10.6%	10.1	100.0%

Overall, our analysis indicated no significant differences in the reported level of Total Satisfaction by County of Residence for all respondents.

**Mean Satisfaction Score by County of Residence**

County by Age Group		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
	Child						
	Count	41	46	63	20	19	189
	Mean	105.2	111.2	107.0	104.4	108.0	107.5
	Std Dev	14.0	14.4	14.7	16.6	16.0	14.8
Total	Count	41	46	63	20	19	189
	Mean	105.2	111.2	107.0	104.4	108.0	107.5
	St Dev	14.0	14.4	14.7	16.6	16.0	14.8

- Race: 129 respondents (68.3%) reported their race as White/Caucasian, 19 (10.1%) as African American, 19 (10.1%) as Multi-racial, 18 (9.5%) as Latino/a Hispanic, 2 (1.1%) as Asian/Pacific Islander, 1 (0.5%) as Native American, and 1 (0.5%) as Other. Our analysis indicated no significant differences in Total Satisfaction with respect to race.

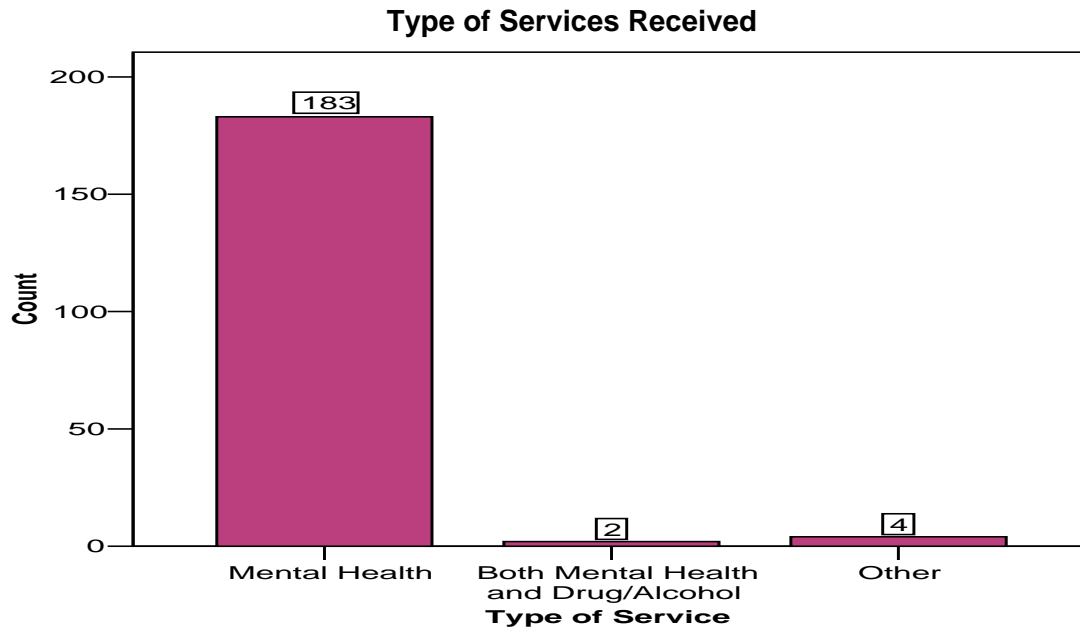
**Race/Ethnicity**

Age Group	African American	Asian Pacific Islander	Hispanic Latino	Native American Am Indian	White Caucasian	Multi-Racial	Other	Total
Child								
Count	19	2	18	1	129	19	1	189
Row%	10.1	1.1	9.5	0.5	68.3	10.1	0.5	100.0
Total Count	19	2	18	1	129	19	1	189
Total %	10.1	1.1	9.5	0.5	68.3	10.1	0.5	100.0

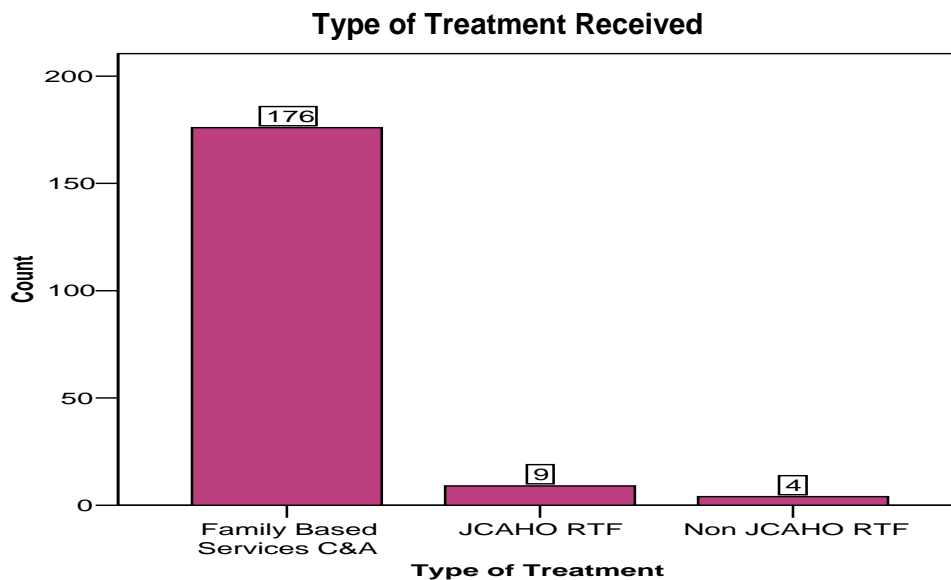
- Treatment Facility: Data was collected from 13 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed for each facility. To help with interpretation, scores 108-135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.

<b>Name of Treatment Facility</b>	<b>Frequency</b>	<b>Mean</b>	<b>Standard Deviation</b>
Child Services			
Northwestern Human Services (Stevens Center)	20	109.4	14.4
PA Counseling Services	73	107.3	14.2
Philhaven	21	106.5	9.0
Diakon Family Life Services	16	105.2	16.2
Hoffman Homes for Youth	5	102.0	17.6
Catholic Charities	13	104.2	23.6
Community Services Group	13	111.2	14.3
Keystone Service System	18	113.9	10.7
KidsPeace National Centers, Inc.	2	108.0	29.6
Viaquest Behavioral Health of PA	2	102.0	9.9
George Junior Republic in PA	2	102.0	22.6
Children's Home of Reading	2	113.9	17.1
Lebanon County Youth Adv Program	2	79.5	12.0
<b>Total</b>	<b>189</b>	<b>107.5</b>	<b>14.8</b>

**Type of Services:** Overall, 183 of 189 respondents (96.8%) reported receiving Mental Health Services and 2 (1.1%) received both Mental Health and Drug/Alcohol Services. The remaining 4 respondents (2.1%) reported receiving 'Other' Services. There were no significant differences in the level of Total Satisfaction and the Type of Services received.



- **Type of Treatment:** In all, 3 Types of Treatment were accessed by the respondents, including 176 (93.1%) Family Based Services, 9 (4.8%) JCAHO RTF, and 4 (2.1%) Non JCAHTO RTF. There were no significant differences in the reported Level of Total Satisfaction among the Types of Treatment Received.

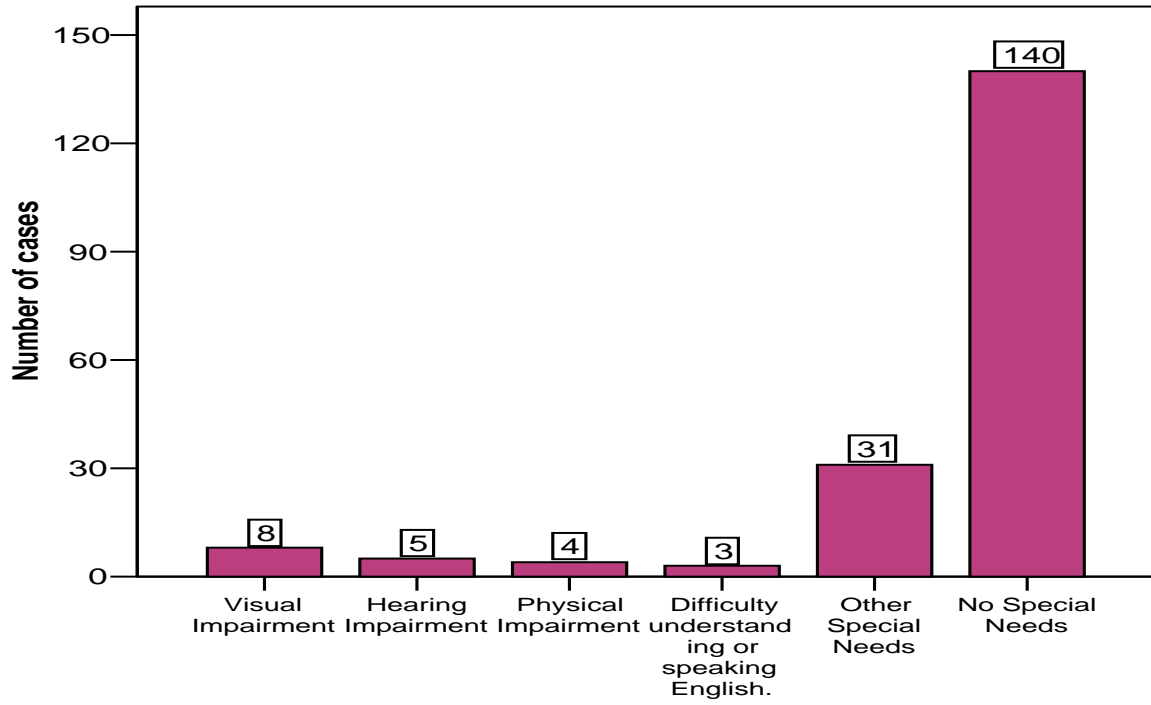


- Special Needs: 49 respondents reported they had Special Needs. Of the 49 children with special needs, 8 reported visual impairment, 5 reported Hearing Impairment, 4 reported physical impairment, 3 reported difficulties with English, and 31 reported 'Other' types of impairment.

Special Needs	Child	Total
Visual Impairment N % w/in Age Group	8 4.2%	8 4.2%
Hearing Impairment N % w/in Age Group	5 2.6%	5 2.6%
Physical Impairment N % w/in Age Group	4 2.1%	4 2.1%
English difficulty N % w/in Age Group	3 1.6%	3 1.6%
Other N % w/in Age Group	31 16.4	31 16.4
No Special Needs N % w/in Age Group	140 74.1%	140 74.1%
Total N % w/in Age Group	189 100.0%	189 100.0%

Please Note: Frequencies may sum to more than the sample size (N = 189) as respondents can report multiple special needs.

**Special Needs 3<sup>rd</sup> Quarter Jan – Mar 2010**



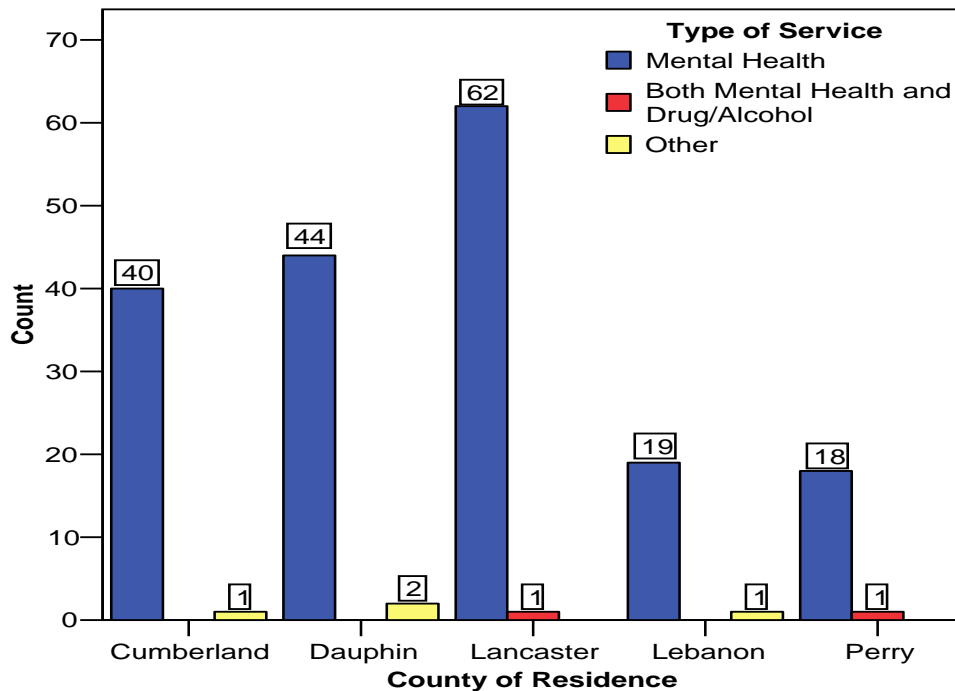
There was no relationship between the presence or absence of Special Needs and the reported level of Total Satisfaction.

Distribution of Services by County of Residence:

96.8% of respondents received Mental Health Services, and 1.1% of respondents received both Mental Health and Drug/Alcohol services. The remaining 2.1% of respondents received “Other” services. The table below lists the distribution of services by county of residence for all respondents.

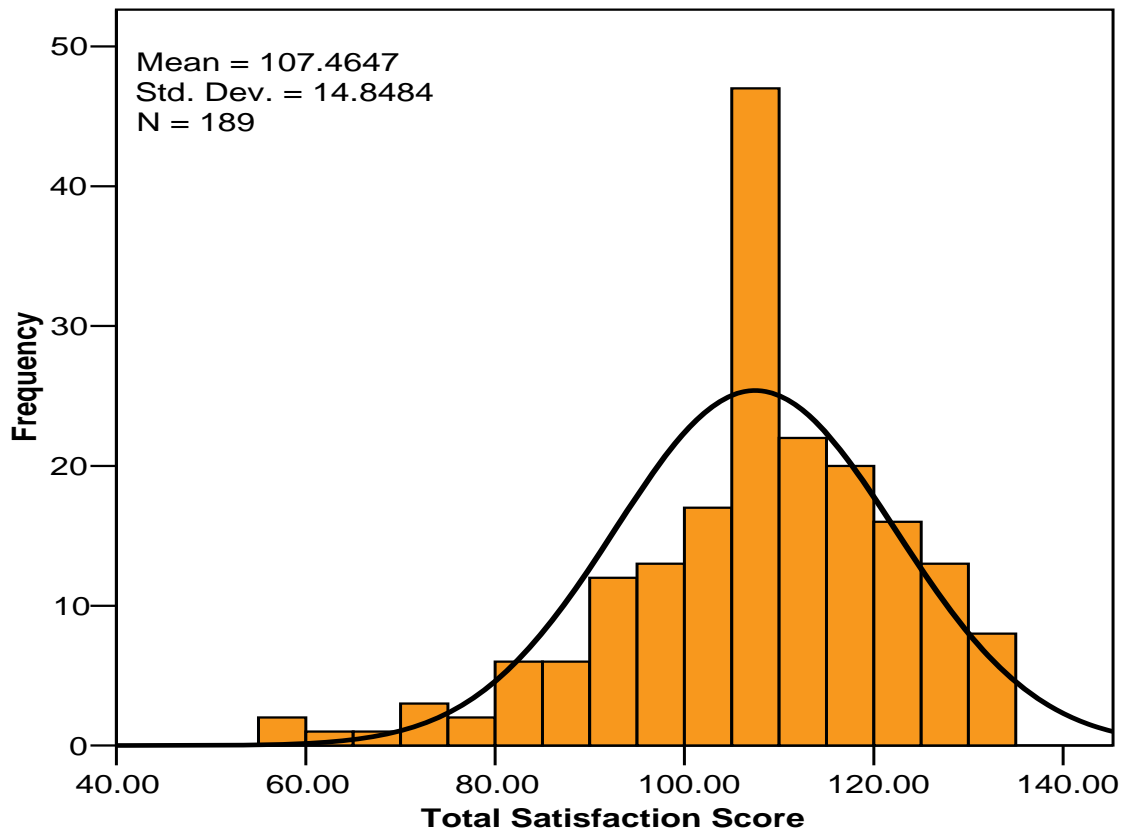
		Type of Service			Total
		Mental Health	Both Mental Health and Drug/Alcohol	Other	
Cumberland	Count	40	0	1	41
		97.6%	.0%	2.4%	100.0%
Dauphin	Count	44	0	2	46
		95.7%	.0%	4.3%	100.0%
Lancaster	Count	62	1	0	63
		98.4%	1.6%	.0%	100.0%
Lebanon	Count	19	0	1	20
		95.0%	.0%	5.0%	100.0%
Perry	Count	18	1	0	19
		94.7%	5.3%	.0%	100.0%
Total	Count	183	2	4	189
		96.8%	1.1%	2.1%	100.0%

**Distribution of Services By County for All Respondents**

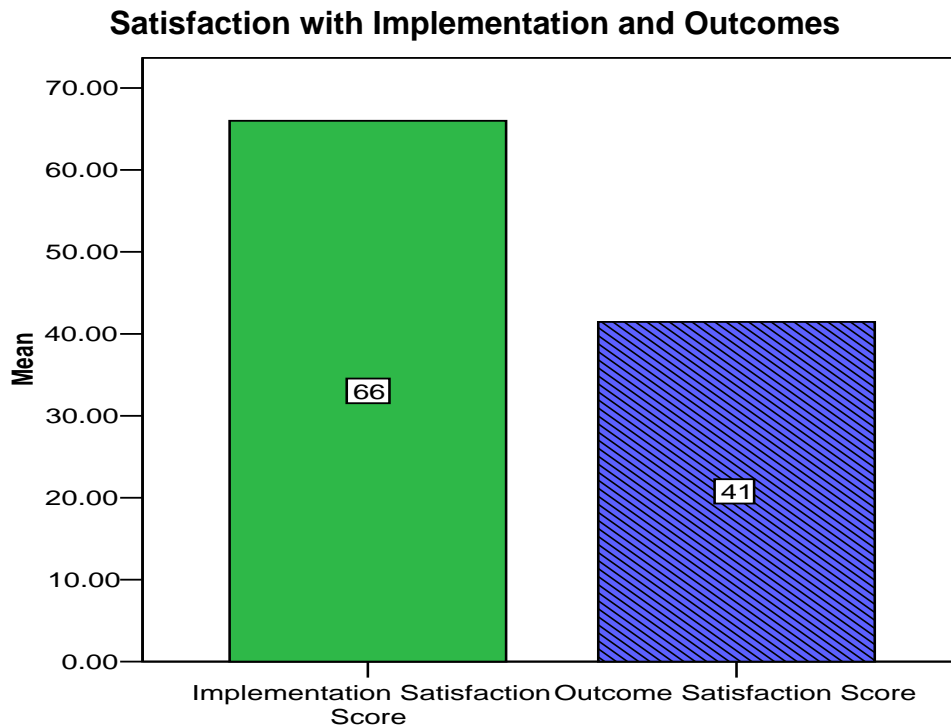


## I. Satisfaction

- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 27 - 135. Scores 108 -135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.
- The overall mean for all respondents for TSS was 107.5 with a standard deviation 14.8 and median 108. The TSS scores ranged from 57 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction. Please note for comparison with other reports, all respondents for this quarter received Child Services.



- The set of satisfaction items can be sorted into items relating to Implementation and items relating to Outcomes. The mean levels of satisfaction on these two sub-scales are presented below for reference.



To help with interpretation, Implementation scores ranged from 16-80. Scores 64-80 indicate a high level of satisfaction, scores 48-63 indicate some level of satisfaction and scores below 48 indicate some level of dissatisfaction with Implementation. Outcome scores ranged from 11-55. Scores 44-55 indicate a high level of satisfaction, scores 33-43 indicate some level of satisfaction and scores below 33 indicate some level of dissatisfaction with Outcomes.

## II. Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of both Adult and Child consumers of 79.6% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 82.0% agreement (4 or 5).

Overall, consumers were extremely satisfied with feeling informed about who to call if they have questions about their mental health or substance abuse services (Question 1). High levels of satisfaction were also reflected in satisfaction with communication with their service providers in that they report they felt informed about their rights and responsibilities regarding the treatment they had received (Question 5), felt comfortable asking questions regarding their treatment (Question 6), and included in all meetings regarding their treatment plan and goals for recovery (Question 12).

Additionally, respondents reported they felt satisfaction with the way the program staff respected the role of their ethnic, cultural, and religious background in their recovery/treatment and did not share personal mental health or substance abuse information without permission (Question 8). Finally, respondents reported trust in their service provider (Question 10) and felt informed about the advantages of treatment (Question 14).

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

- Approximately 1 in 6 of all respondents (16.4%) indicated that they were not given information about how to get other services that they needed.
- Approximately 1 in 7 consumers (14.8%) reported their service provider did not explain the disadvantages of their therapy or treatment.
- While 82.0% of all consumers reported they were satisfied with the services they were receiving, approximately 1 in 7 consumers (14.3%), indicated they did not feel this way.
- While 80.4% of all consumers reported they had a choice in selecting their service provider, approximately 1 in 10 consumers (10.1%), indicated they did not have a choice in selecting their service provider.

Summary responses from the Total group of respondents from this quarter (N=189) are presented in Table 1.

**Table 1 – Total Satisfaction – Implementation All Child Services**

N=189	% 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.	96.3	2.1	4.4	0.6	0.0
2. I was given information on how to get other services that I needed.	75.7	16.4	3.9	1.1	4.2
3. I had a choice in selecting my service provider.	84.7	10.1	4.1	0.9	1.1
4. I have the option to change my service provider should I choose to.	85.7	7.9	4.1	0.9	2.1
5. I was informed about my rights and responsibilities regarding the treatment I have received.	92.1	3.2	4.3	0.7	0.5
6. I feel comfortable in asking questions regarding my treatment.	91.5	4.2	4.3	0.7	0.0
7. My service provider spends enough time with me.	80.4	13.8	4.0	1.0	0.5
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	88.4	5.8	4.2	0.9	0.0
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	87.3	2.1	4.3	0.7	5.3
10. I trust my service provider.	86.2	10.1	4.2	0.9	0.5
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	87.3	6.3	4.2	0.8	2.6
12. I am included in all meetings regarding my treatment plan and goals for recovery.	89.9	6.9	4.2	0.8	0.5
13. I am an equal partner in the treatment process.	84.7	10.1	4.1	0.9	0.5
14. My service provider explained the advantages of my therapy or treatment.	84.1	10.1	4.1	0.9	0.5
15. My service provider explained the disadvantages of my therapy or treatment	74.6	14.8	3.9	1.0	3.2
16. Overall, I am satisfied with the services I am receiving.	82.0	14.3	3.9	1.1	0.5

### III. Outcomes

The majority of child consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 58% to 73% of consumers believe services have improved their lives in each outcome area. Approximately 16% to 30% of consumers believe that no change has resulted from their services. Only 3% to 14% believes that things are worse as a result of services.

- Overall, the highest ratings (73.0%) were reported satisfaction with enjoyment of free time.
- Recipients of Child Services also gave high ratings to satisfaction with managing daily problem (Q16), feeling good (hopeful) about the future (Q21), dealing with school or work (Q25), and dealing with the specific problem or issue that led them to seek services (Q27).
- While 67.7% of all respondents reported things were better dealing with school or work, approximately 1 in 7 (14.3%) reported things in this area as worse.
- While 64.0% of all respondents reported things were better with feeling in control of their life, approximately 1 in 8 (12.7%) reported things in this area as worse.
- While 61.4% of all respondents reported things were better dealing with personal crisis, approximately 1 in 8 (12.2%) reported things in this area as worse.

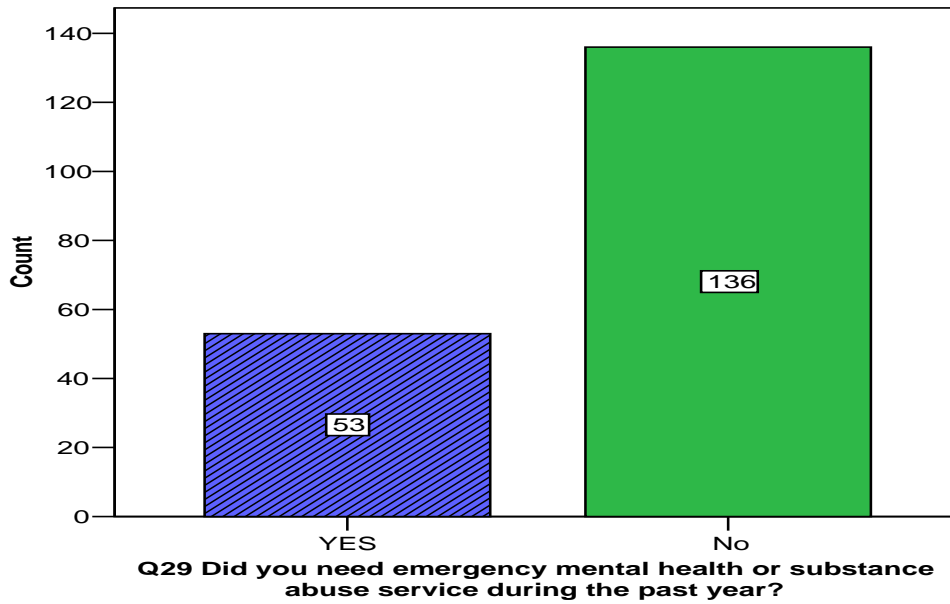
Summary responses from the Total group of respondents from this quarter (N=189) are presented in Table 2.

**Table 2 – Total Satisfaction – Outcome Questions All Child Services**

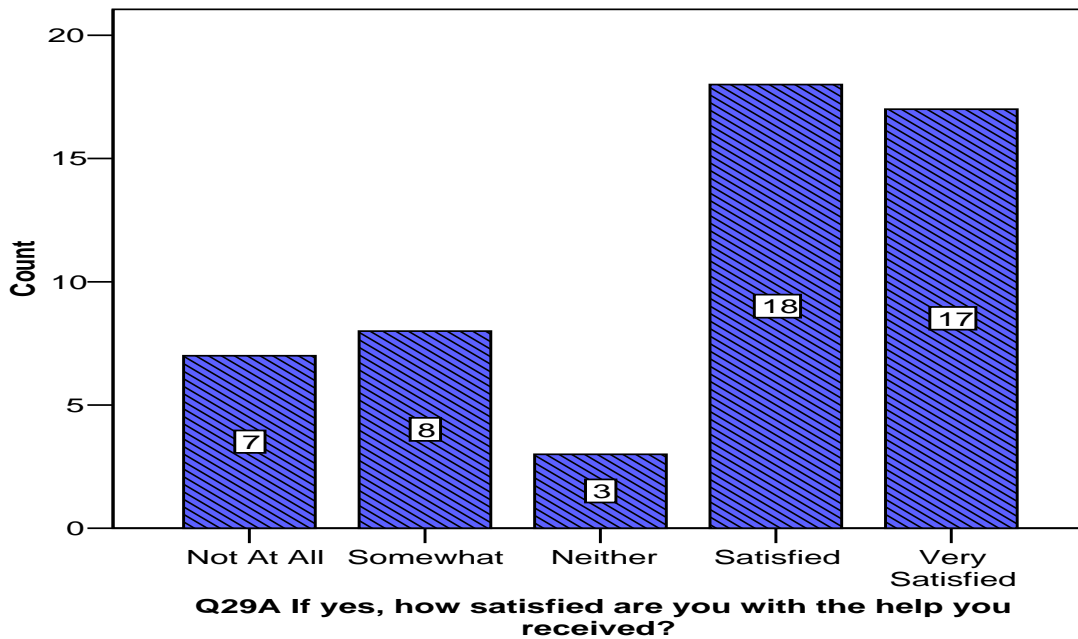
	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=189					
17. Managing daily problems.	68.8	11.6	3.8	1.0	0.5
18. Feeling in control of my life.	64.0	12.7	3.7	1.0	3.7
19. Dealing with personal crisis.	61.4	12.2	3.7	0.9	2.6
20. How I feel about myself.	62.4	11.1	3.7	1.0	0.0
21. Feeling good (hopeful) about the future.	67.7	8.5	3.8	0.9	1.6
22. Enjoying my free time.	73.0	3.7	4.0	0.9	1.1
23. Strengthening my social support network.	65.6	6.9	3.9	1.0	2.1
24. Being involved in community activities.	51.3	6.9	3.7	0.9	11.6
25. Dealing with school or work.	66.7	14.3	3.8	1.1	2.6
26. Dealing with people in social situations.	64.0	9.5	3.7	1.0	0.0
27. Dealing with specific problems or issue that led to seek services.	66.7	10.6	3.8	1.0	1.1

Emergency Treatment: 53 of the 189 respondents (28.0%) indicated they needed emergency mental health or substance abuse service during the past year.

**Did you Need Emergency Mental Health or Substance Abuse Services during the Past Year**

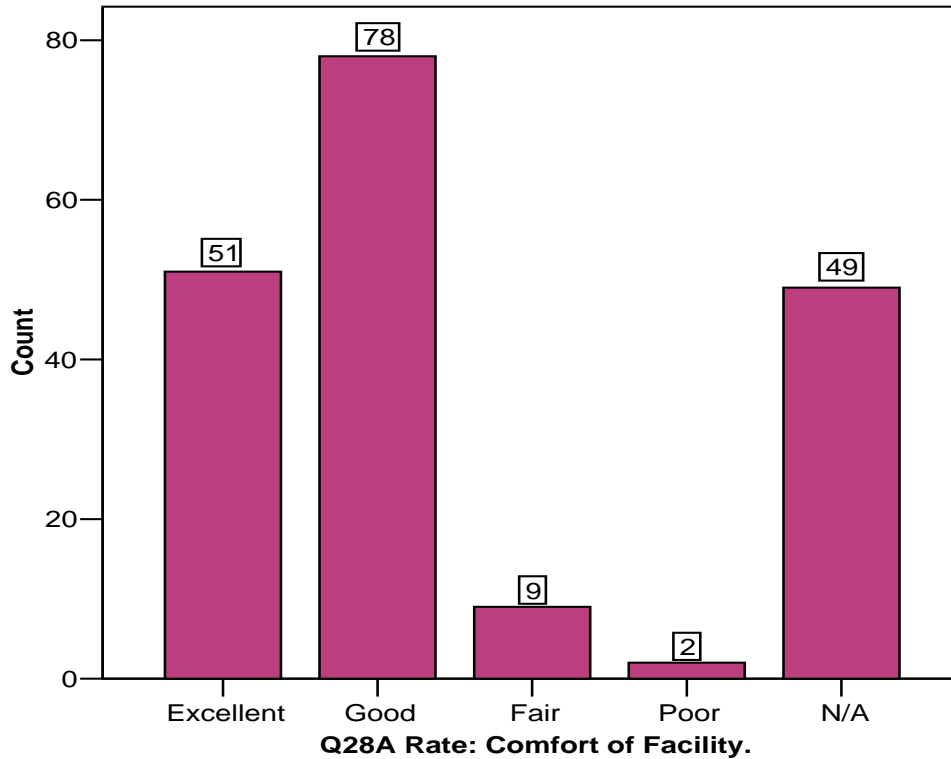


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.6 with standard deviation 1.4. 66.0% (35 of 53) reported they were either Very Satisfied, or Satisfied, 28.3% (15 of 53) Somewhat or Not at all Satisfied.



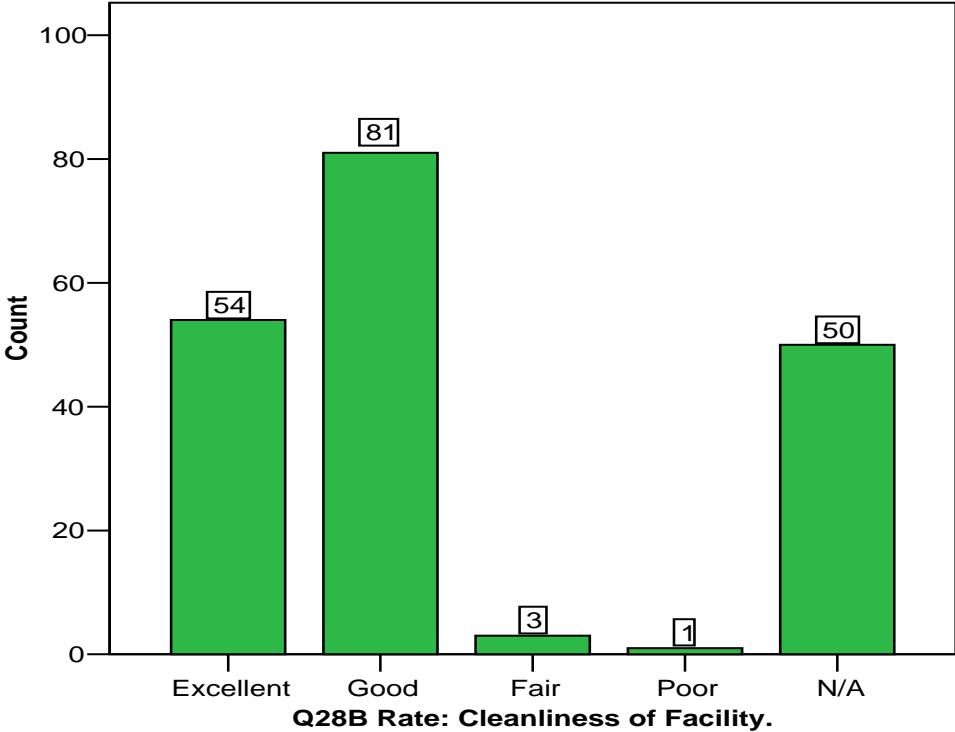
### Questions Regarding Treatment Environment

Comfort of Facility: 68.3% of all respondents rated the comfort of their treatment facility as Excellent or Good. 5.9% of all respondents rated the comfort of their treatment facility as Fair or Poor. As noted, 49 respondents did not feel this question applied to them. When these cases are removed, 92.1% rate the comfort of their facility as Excellent or Good. This figure represents a more accurate picture of the results.



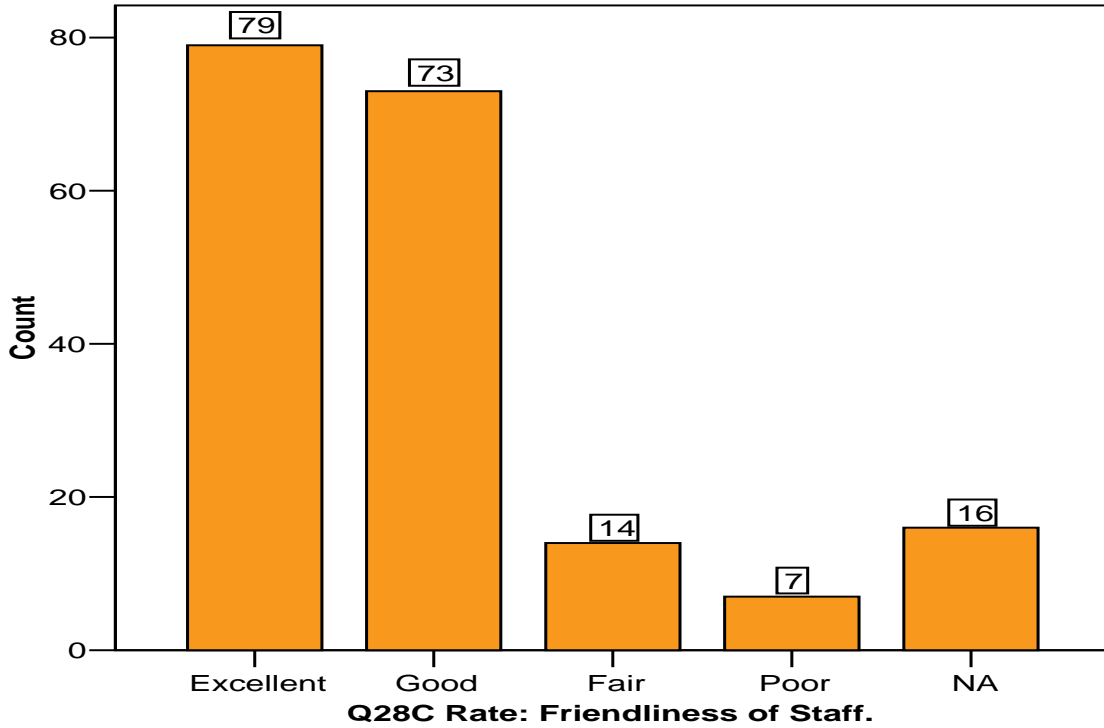
		Q28A Rate: Comfort of Facility.					Total
		Excellent	Good	Fair	Poor	N/A	
Child	Count	51	78	9	2	49	189
		27.0%	41.3%	4.8%	1.1%	25.9%	100.0%
Total	Count	51	78	9	2	49	189
		27.0%	41.3%	4.8%	1.1%	25.9%	100.0%

Cleanliness of Facility: 71.5% of respondents reported the cleanliness of their treatment facility as Excellent or Good. 2.1% of respondents reported the cleanliness of their treatment facility as Fair or Poor. As noted, 50 respondents did not feel this question applied to them. When these cases are removed, 97.1% rate the cleanliness of their facility as Excellent or Good. This figure represents a more accurate picture of the results.



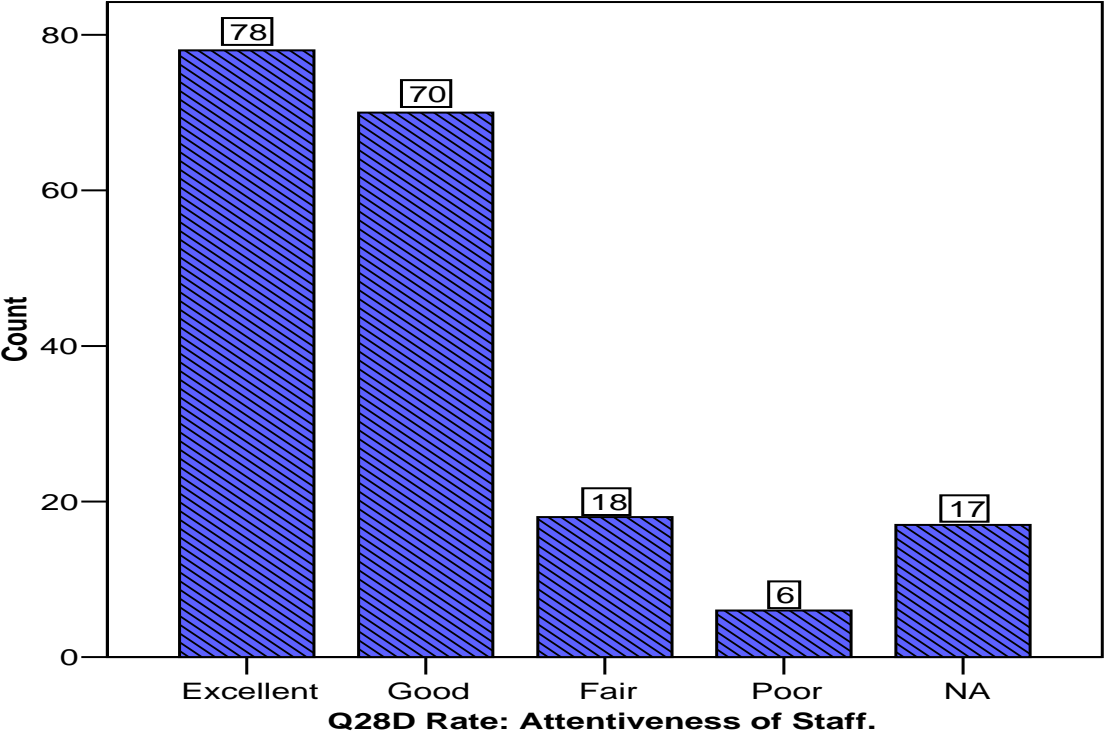
		Q28B Rate: Cleanliness of Facility.					Total
		Excellent	Good	Fair	Poor	N/A	
Child	Count	54	81	3	1	50	189
		28.6%	42.9%	1.6%	.5%	26.5%	100.0%
Total	Count	54	81	3	1	50	189
		28.6%	42.9%	1.6%	.5%	26.5%	100.0%

Friendliness of Staff: 80.4% of respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 11.1% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. As noted, 16 respondents did not feel this question applied to them. When these cases are removed, 87.9% rate the friendliness of staff as Excellent or Good. This figure represents a more accurate picture of the results.



		Q28C Rate: Friendliness of Staff.					Total
		Excellent	Good	Fair	Poor	NA	
Child	Count	79	73	14	7	16	189
		41.8%	38.6%	7.4%	3.7%	8.5%	100.0%
Total	Count	79	73	14	7	16	189
		41.8%	38.6%	7.4%	3.7%	8.5%	100.0%

Attentiveness of Staff: 78.0% of respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 12.7% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. As noted, 17 respondents did not feel this question applied to them. When these cases are removed, 86.0% rate the attentiveness of staff as Excellent or Good. This figure represents a more accurate picture of the results.

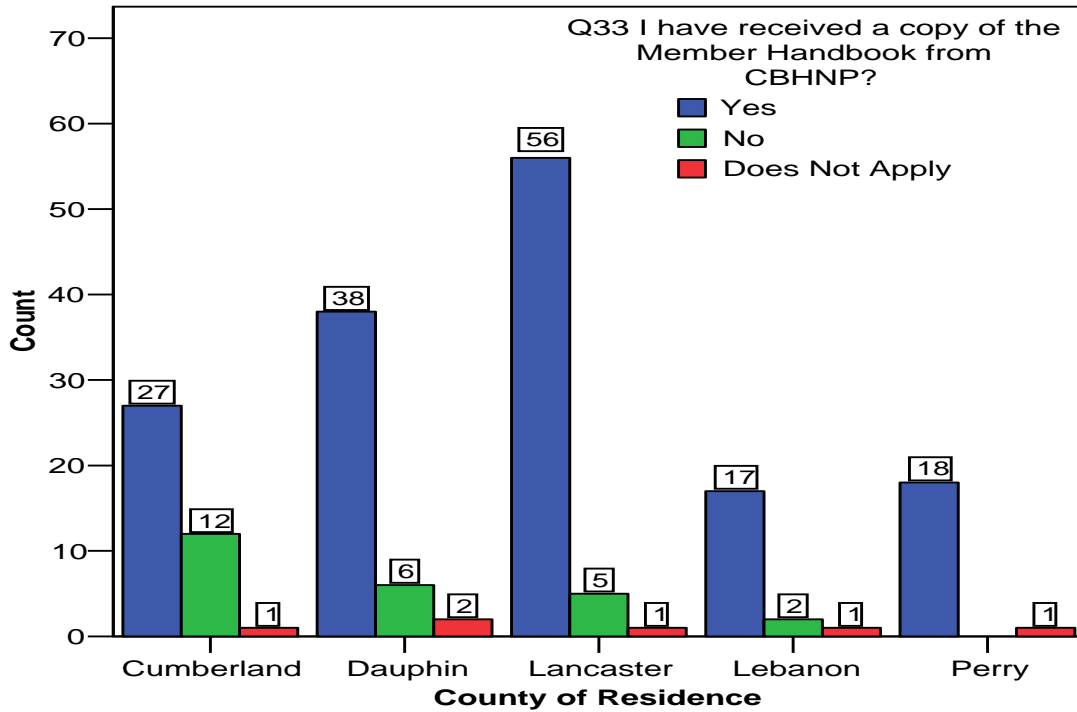


		Q28D Rate: Attentiveness of Staff.					Total
		Excellent	Good	Fair	Poor	NA	
Child	Count	78	70	18	6	17	189
		41.3%	37.0%	9.5%	3.2%	9.0%	100.0%
Total	Count	78	70	18	6	17	189
		41.3%	37.0%	9.5%	3.2%	9.0%	100.0%

## Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

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

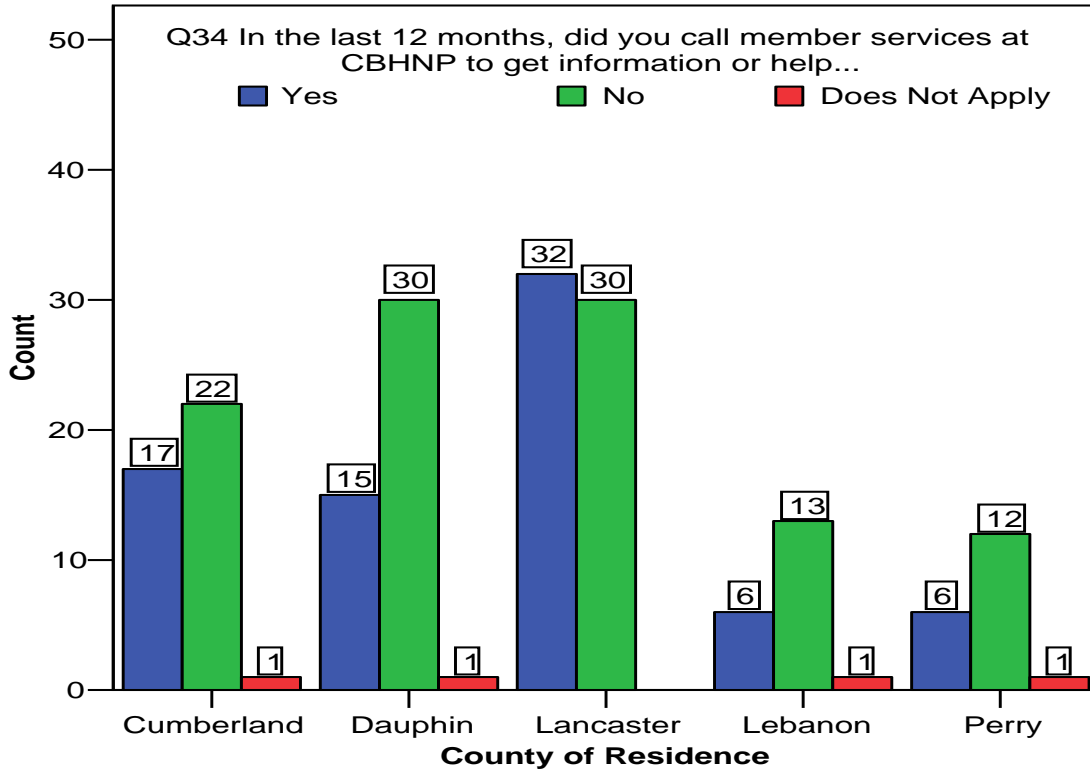
- 83.4% of respondents (156 out of 187) reported that they had received a copy of the CBHNP member handbook. 2 respondents did not answer this question.



		Q33 I have received a copy of the Member Handbook from CBHNP?			
		Yes	No	Does Not Apply	Total
Cumberland	Count	27	12	1	40
		67.5%	30.0%	2.5%	100.0%
Dauphin	Count	38	6	2	46
		82.6%	13.0%	4.3%	100.0%
Lancaster	Count	56	5	1	62
		90.3%	8.1%	1.6%	100.0%
Lebanon	Count	17	2	1	20
		85.0%	10.0%	5.0%	100.0%
Perry	Count	18	0	1	19
		94.7%	.0%	5.3%	100.0%
Total	Count	156	25	6	187
		83.4%	13.4%	3.2%	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?**

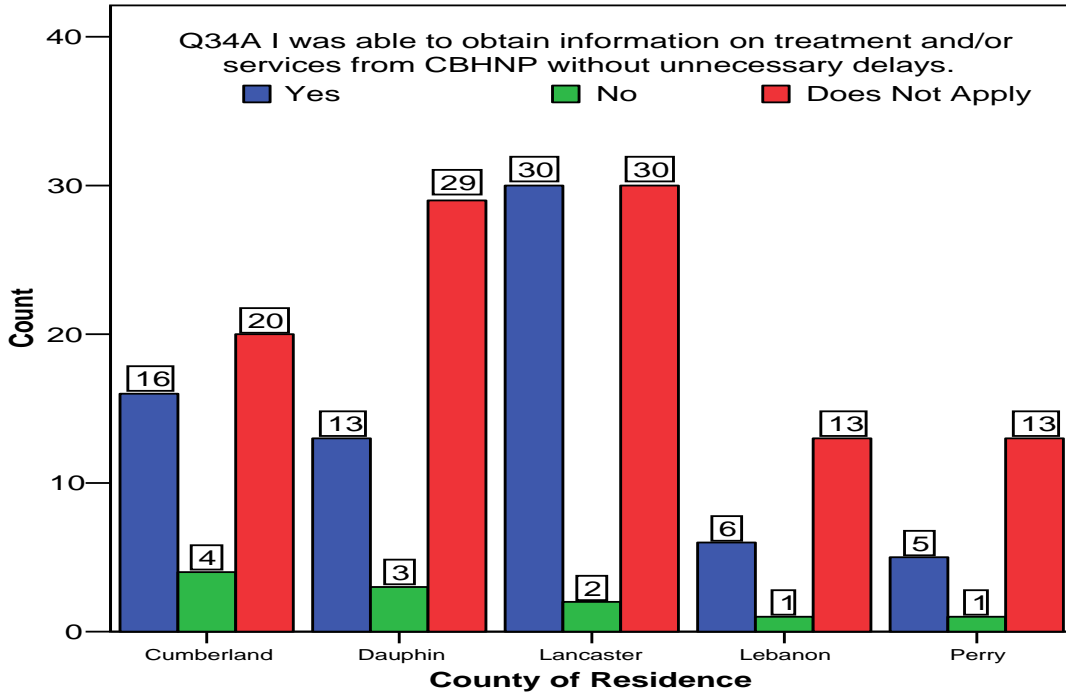
- 40.6% (76 out of 187) reported they had called member services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months. 2 respondents did not answer this question.



		Q34 In the last 12 months, did you call member services at CBHNP to get information or help...			
		Yes	No	Does Not Apply	Total
Cumberland	Count	17	22	1	40
		42.5%	55.0%	2.5%	100.0%
Dauphin	Count	15	30	1	46
		32.6%	65.2%	2.2%	100.0%
Lancaster	Count	32	30	0	62
		51.6%	48.4%	.0%	100.0%
Lebanon	Count	6	13	1	20
		30.0%	65.0%	5.0%	100.0%
Perry	Count	6	12	1	19
		31.6%	63.2%	5.3%	100.0%
Total	Count	76	107	4	187
		40.6%	57.2%	2.1%	100.0%

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

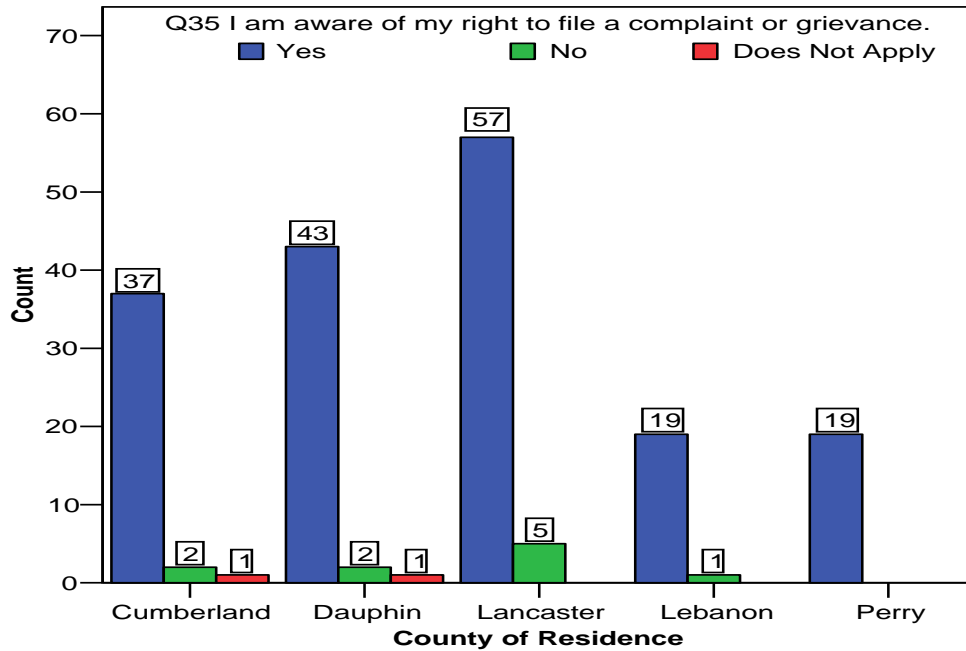
- 86.4% of those that requested information from CBHNP (70 of 81) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 11 of the 81 respondents did not feel this was the case. 3 respondents did not answer this question.



		Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			Total
		Yes	No	Does Not Apply	
Cumberland	Count	16	4	20	40
		40.0%	10.0%	50.0%	100.0%
Dauphin	Count	13	3	29	45
		28.9%	6.7%	64.4%	100.0%
Lancaster	Count	30	2	30	62
		48.4%	3.2%	48.4%	100.0%
Lebanon	Count	6	1	13	20
		30.0%	5.0%	65.0%	100.0%
Perry	Count	5	1	13	19
		26.3%	5.3%	68.4%	100.0%
Total	Count	70	11	105	186
		37.6%	5.9%	56.5%	100.0%

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

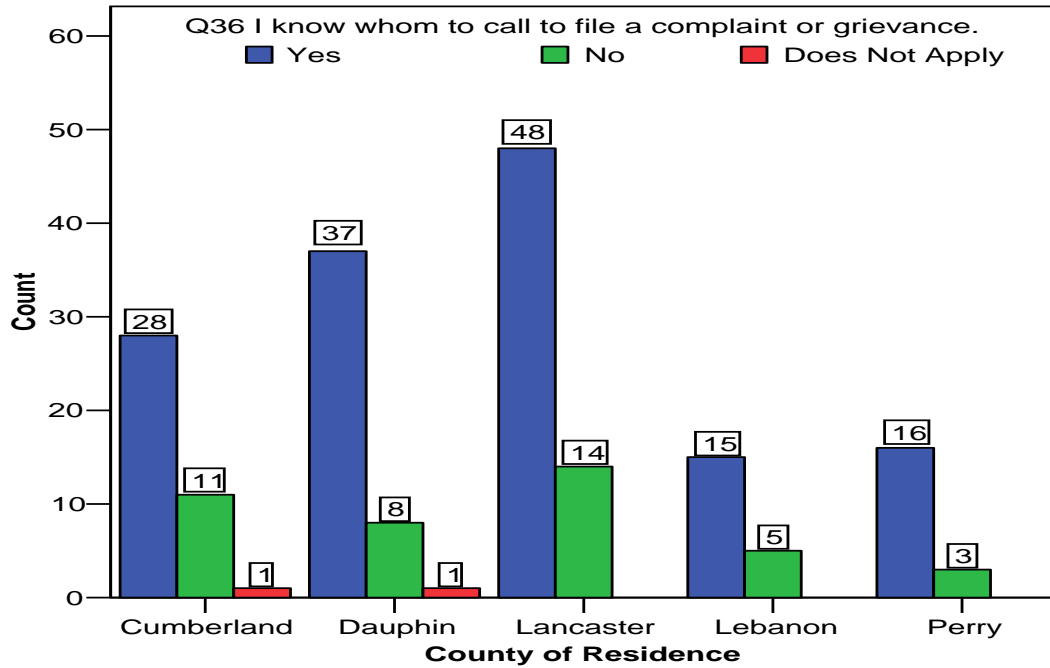
- 93.6% of respondents (175 of 187) report they are aware of their right to file a complaint or grievance. 2 respondents did not answer this question.



		Q35 I am aware of my right to file a complaint or grievance.			Total
		Yes	No	Does Not Apply	
Cumberland	Count	37	2	1	40
		92.5%	5.0%	2.5%	100.0%
Dauphin	Count	43	2	1	46
		93.5%	4.3%	2.2%	100.0%
Lancaster	Count	57	5	0	62
		91.9%	8.1%	.0%	100.0%
Lebanon	Count	19	1	0	20
		95.0%	5.0%	.0%	100.0%
Perry	Count	19	0	0	19
		100.0%	.0%	.0%	100.0%
Total	Count	175	10	2	187
		93.6%	5.3%	1.1%	100.0%

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

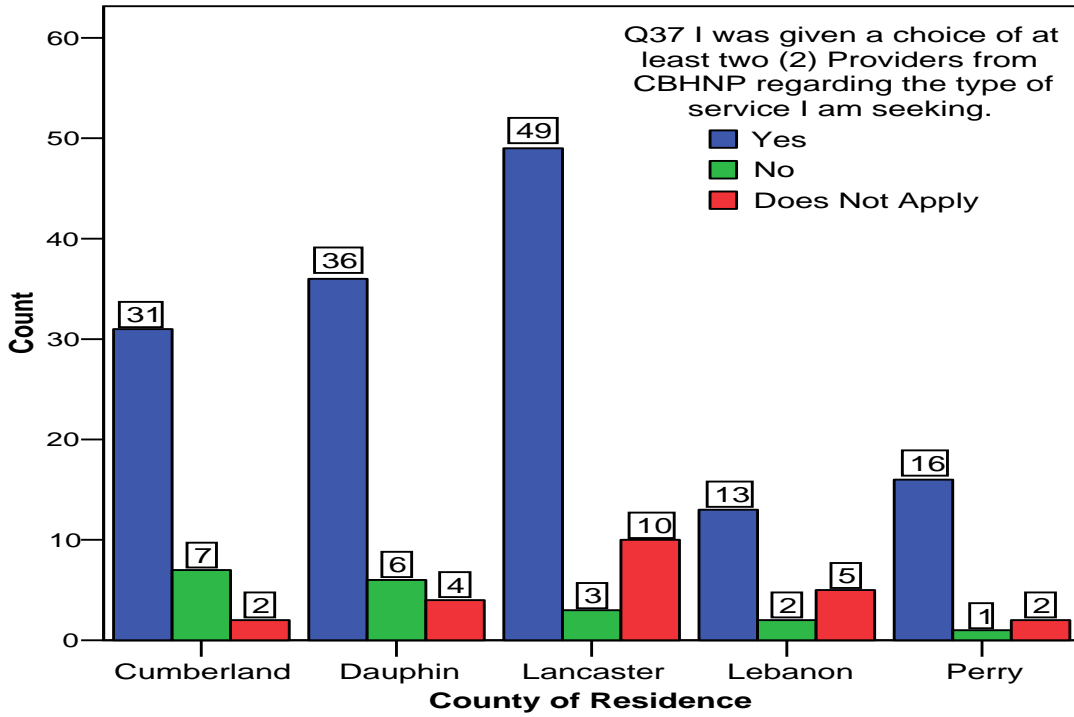
- Overall, 77.0% of respondents (144 of 187) report they know who to call to file a complaint or grievance. 2 respondents did not answer this question.



		Q36 I know whom to call to file a complaint or grievance.			Total
		Yes	No	Does Not Apply	
Cumberland	Count	28	11	1	40
		70.0%	27.5%	2.5%	100.0%
Dauphin	Count	37	8	1	46
		80.4%	17.4%	2.2%	100.0%
Lancaster	Count	48	14	0	62
		77.4%	22.6%	.0%	100.0%
Lebanon	Count	15	5	0	20
		75.0%	25.0%	.0%	100.0%
Perry	Count	16	3	0	19
		84.2%	15.8%	.0%	100.0%
Total	Count	144	41	2	187
		77.0%	21.9%	1.1%	100.0%

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

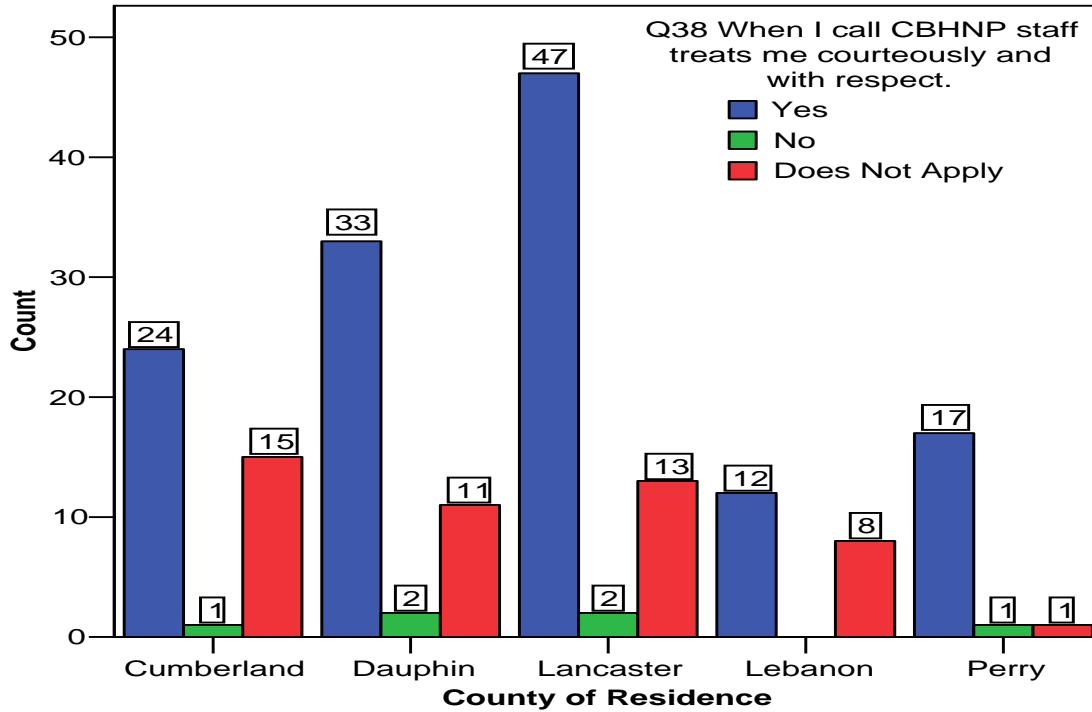
- 77.5% of respondents (145 of 187) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. 2 respondents did not answer this question.



		Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
		Yes	No	Does Not Apply	Total
Cumberland	Count	31	7	2	40
		77.5%	17.5%	5.0%	100.0%
Dauphin	Count	36	6	4	46
		78.3%	13.0%	8.7%	100.0%
Lancaster	Count	49	3	10	62
		79.0%	4.8%	16.1%	100.0%
Lebanon	Count	13	2	5	20
		65.0%	10.0%	25.0%	100.0%
Perry	Count	16	1	2	19
		84.2%	5.3%	10.5%	100.0%
Total	Count	145	19	23	187
		77.5%	10.2%	12.3%	100.0%

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

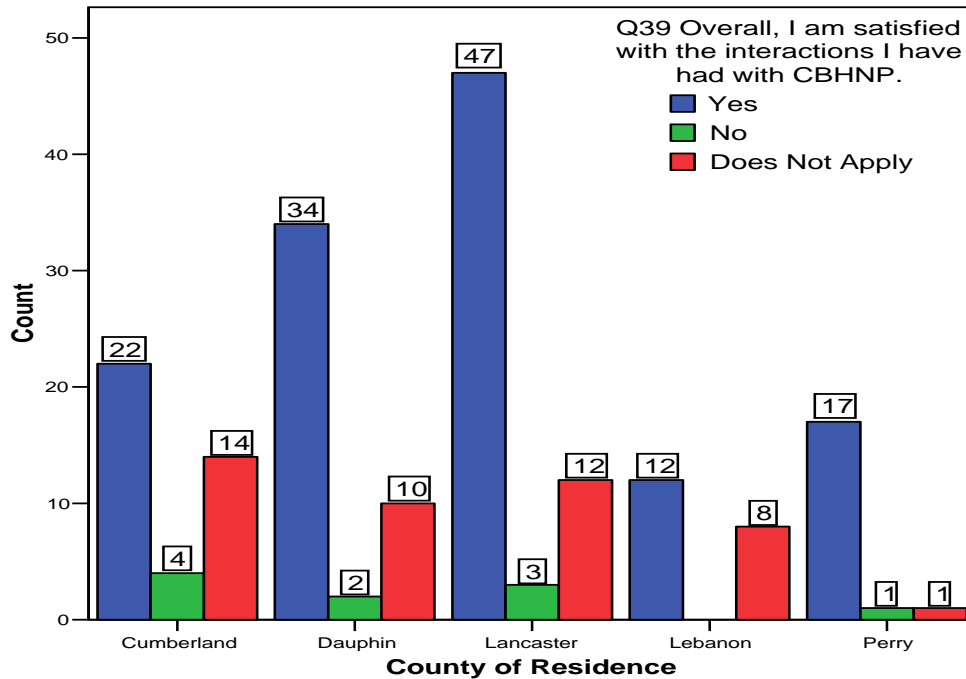
- 95.7% of respondents who had called CBHNP staff (133 of 139) felt they were treated with courtesy and respect when they called CBHNP. As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable, i.e. those who actually called CBHNP. This is a more accurate representation of the data. However, for completeness, the entire table is presented. 2 respondents did not answer this question.



		Q38 When I call CBHNP staff treats me courteously and with respect.			Total
		Yes	No	Does Not Apply	
Cumberland	Count	24	1	15	40
		60.0%	2.5%	37.5%	100.0%
Dauphin	Count	33	2	11	46
		71.7%	4.3%	23.9%	100.0%
Lancaster	Count	47	2	13	62
		75.8%	3.2%	21.0%	100.0%
Lebanon	Count	12	0	8	20
		60.0%	.0%	40.0%	100.0%
Perry	Count	17	1	1	19
		89.5%	5.3%	5.3%	100.0%
Total	Count	133	6	48	187
		71.1%	3.2%	25.7%	100.0%

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

- 93.0% of respondents (132 of 142) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. Please note that 24.1% of all respondents report this question does not apply. Because of the large number of respondents who felt this question did not apply, the percentages reflect those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented. 2 respondents did not answer this question.



		Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			
		Yes	No	Does Not Apply	Total
Cumberland	Count	22	4	14	40
		55.0%	10.0%	35.0%	100.0%
Dauphin	Count	34	2	10	46
		73.9%	4.3%	21.7%	100.0%
Lancaster	Count	47	3	12	62
		75.8%	4.8%	19.4%	100.0%
Lebanon	Count	12	0	8	20
		60.0%	.0%	40.0%	100.0%
Perry	Count	17	1	1	19
		89.5%	5.3%	5.3%	100.0%
Total	Count	132	10	45	187
		70.6%	5.3%	24.1%	100.0%

## Supplemental Questions for Child Respondents

These 4 supplemental questions were presented only to respondents who received Child Services. This quarter all 189 respondents received Child Services.

- 85.6% of Child respondents (160 of 187) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 10 respondents (5.4%) disagreed with this statement. 2 respondents did not answer this question.

		SQ1 I am encouraged by staff to share my feelings with others.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	4 10.0%	5 12.5%	23 57.5%	8 20.0%	0 .0%	40 100.0%
Dauphin	Count	0 .0%	1 2.2%	3 6.7%	23 51.1%	18 40.0%	0 .0%	45 100.0%
Lancaster	Count	2 3.2%	1 1.6%	3 4.8%	41 65.1%	14 22.2%	2 3.2%	63 100.0%
Lebanon	Count	0 .0%	1 5.0%	3 15.0%	13 65.0%	2 10.0%	1 5.0%	20 100.0%
Perry	Count	0 .0%	1 5.3%	0 .0%	9 47.4%	9 47.4%	0 .0%	19 100.0%
<b>Total</b>	<b>Count</b>	<b>2 1.1%</b>	<b>8 4.3%</b>	<b>14 7.5%</b>	<b>109 58.3%</b>	<b>51 27.3%</b>	<b>3 1.6%</b>	<b>187 100.0%</b>

- 87.7% of Child respondents (164 of 187) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 10 respondents (5.3%) disagreed or with this statement. 2 respondents did not answer this question.

		SQ2 I decide whether or not to participate in activities.					Total
		Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland	Count	2 5.0%	1 2.5%	25 62.5%	10 25.0%	2 5.0%	40 100.0%
Dauphin	Count	4 8.9%	2 4.4%	23 51.1%	16 35.6%	0 .0%	45 100.0%
Lancaster	Count	2 3.2%	5 7.9%	43 68.3%	13 20.6%	0 .0%	63 100.0%
Lebanon	Count	0 .0%	2 10.0%	14 70.0%	3 15.0%	1 5.0%	20 100.0%
Perry	Count	2 10.5%	0 .0%	8 42.1%	9 47.4%	0 .0%	19 100.0%
<b>Total</b>	<b>Count</b>	<b>10 5.3%</b>	<b>10 5.3%</b>	<b>113 60.4%</b>	<b>51 27.3%</b>	<b>3 1.6%</b>	<b>187 100.0%</b>

- 82.3% of Child respondents (154 of 187) 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. 21 respondents (11.3%) disagreed or strongly disagreed with this statement. 2 respondents did not answer this question.

		When I came to this program I was given information on all the services that were available to me.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0	9	1	18	10	2	40
		.0%	22.5%	2.5%	45.0%	25.0%	5.0%	100.0%
Dauphin	Count	0	3	1	25	16	0	45
		.0%	6.7%	2.2%	55.6%	35.6%	.0%	100.0%
Lancaster	Count	2	5	4	36	15	1	63
		3.2%	7.9%	6.3%	57.1%	23.8%	1.6%	100.0%
Lebanon	Count	0	1	1	15	2	1	20
		.0%	5.0%	5.0%	75.0%	10.0%	5.0%	100.0%
Perry	Count	0	1	1	7	10	0	19
		.0%	5.3%	5.3%	36.8%	52.6%	.0%	100.0%
Total	Count	2	19	8	101	53	4	187
		1.1%	10.2%	4.3%	54.0%	28.3%	2.1%	100.0%

- 83.5% of Child respondents (156 of 187) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 14 of the respondents (7.4%) disagreed with this statement. 2 respondents did not answer this question.

		SQ4 I feel safe at this facility.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	3	4	0	24	9	0	40
		7.5%	10.0%	.0%	60.0%	22.5%	.0%	100.0%
Dauphin	Count	1	0	1	21	20	2	45
		2.2%	.0%	2.2%	46.7%	44.4%	4.4%	100.0%
Lancaster	Count	1	2	6	34	17	3	63
		1.6%	3.2%	9.5%	54.0%	27.0%	4.8%	100.0%
Lebanon	Count	2	1	1	12	2	2	20
		10.0%	5.0%	5.0%	60.0%	10.0%	10.0%	100.0%
Perry	Count	0	0	1	6	11	1	19
		.0%	.0%	5.3%	31.6%	57.9%	5.3%	100.0%
Total	Count	7	7	9	97	59	8	187
		3.7%	3.7%	4.8%	51.9%	31.6%	4.3%	100.0%

## Survey Tables by County of Residence

The following tables show the Cross tabulation of questions 1-27 by County of Residence for all respondents (N=189).

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

		Q1 I know whom to call if I have questions about MH or SA services.				Total
		Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	2 4.9%	0 .0%	26 63.4%	13 31.7%	41 100.0%
Dauphin	Count	0 .0%	0 .0%	18 40.0%	27 60.0%	45 100.0%
Lancaster	Count	2 3.2%	1 1.6%	36 58.1%	23 37.1%	62 100.0%
Lebanon	Count	0 .0%	0 .0%	17 85.0%	3 15.0%	20 100.0%
Perry	Count	0 .0%	0 .0%	9 47.4%	10 52.6%	19 100.0%
<b>Total</b>	<b>Count</b>	<b>4 2.1%</b>	<b>1 .5%</b>	<b>106 56.7%</b>	<b>76 40.6%</b>	<b>187 100.0%</b>

### 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	
Cumberland	Count	0 .0%	10 25.0%	1 2.5%	16 40.0%	13 32.5%	40 100.0%
Dauphin	Count	1 2.3%	4 9.1%	0 .0%	18 40.9%	21 47.7%	44 100.0%
Lancaster	Count	3 5.3%	6 10.5%	3 5.3%	31 54.4%	14 24.6%	57 100.0%
Lebanon	Count	1 5.0%	4 20.0%	0 .0%	13 65.0%	2 10.0%	20 100.0%
Perry	Count	0 .0%	2 11.1%	1 5.6%	7 38.9%	8 44.4%	18 100.0%
<b>Total</b>	<b>Count</b>	<b>5 2.8%</b>	<b>26 14.5%</b>	<b>5 2.8%</b>	<b>85 47.5%</b>	<b>58 32.4%</b>	<b>179 100.0%</b>

### Q3 I had a choice when selecting my service provider

		Q3 I had a choice when selecting my service provider.					Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	2 4.9%	2 4.9%	3 7.3%	21 51.2%	13 31.7%	41 100.0%
Dauphin	Count	0 .0%	5 11.6%	0 .0%	18 41.9%	20 46.5%	43 100.0%
Lancaster	Count	1 1.6%	4 6.5%	1 1.6%	39 62.9%	17 27.4%	62 100.0%
Lebanon	Count	1 5.0%	2 10.0%	0 .0%	15 75.0%	2 10.0%	20 100.0%
Perry	Count	0 .0%	2 10.5%	2 10.5%	7 36.8%	8 42.1%	19 100.0%
Total	Count	4 2.2%	15 8.1%	6 3.2%	100 54.1%	60 32.4%	185 100.0%

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

		Q4 I have the option to change my service provider should I choose to.					Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	2 5.0%	2 5.0%	1 2.5%	23 57.5%	12 30.0%	40 100.0%
Dauphin	Count	0 .0%	1 2.3%	2 4.5%	22 50.0%	19 43.2%	44 100.0%
Lancaster	Count	1 1.7%	5 8.3%	3 5.0%	37 61.7%	14 23.3%	60 100.0%
Lebanon	Count	0 .0%	1 5.0%	0 .0%	15 75.0%	4 20.0%	20 100.0%
Perry	Count	0 .0%	3 15.8%	0 .0%	8 42.1%	8 42.1%	19 100.0%
Total	Count	3 1.6%	12 6.6%	6 3.3%	105 57.4%	57 31.1%	183 100.0%

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

		Q5 I was informed about my rights and responsibilities regarding treatment.				Total
		Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	4 10.0%	4 10.0%	23 57.5%	9 22.5%	40 100.0%
Dauphin	Count	0 .0%	1 2.2%	23 51.1%	21 46.7%	45 100.0%
Lancaster	Count	2 3.2%	0 .0%	41 66.1%	19 30.6%	62 100.0%
Lebanon	Count	0 .0%	1 5.0%	13 65.0%	6 30.0%	20 100.0%
Perry	Count	0 .0%	0 .0%	9 47.4%	10 52.6%	19 100.0%
Total	Count	6 3.2%	6 3.2%	109 58.6%	65 34.9%	186 100.0%

**Q6 I feel comfortable asking questions regarding my treatment**

		Q6 I feel comfortable in asking questions regarding my treatment.				Total
		Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	3 7.3%	1 2.4%	21 51.2%	16 39.0%	41 100.0%
Dauphin	Count	1 2.2%	1 2.2%	19 42.2%	24 53.3%	45 100.0%
Lancaster	Count	3 4.8%	2 3.2%	35 56.5%	22 35.5%	62 100.0%
Lebanon	Count	0 .0%	2 10.0%	16 80.0%	2 10.0%	20 100.0%
Perry	Count	1 5.3%	0 .0%	9 47.4%	9 47.4%	19 100.0%
Total	Count	8 4.3%	6 3.2%	100 53.5%	73 39.0%	187 100.0%

**Q7 My service provider spends enough time with me.**

		Q7 My service provider spends enough time with me.					Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	2 5.0%	4 10.0%	1 2.5%	18 45.0%	15 37.5%	40 100.0%
Dauphin	Count	0 .0%	4 8.9%	2 4.4%	20 44.4%	19 42.2%	45 100.0%
Lancaster	Count	1 1.6%	8 12.9%	2 3.2%	34 54.8%	17 27.4%	62 100.0%
Lebanon	Count	2 10.0%	1 5.0%	1 5.0%	13 65.0%	3 15.0%	20 100.0%
Perry	Count	1 5.3%	3 15.8%	2 10.5%	6 31.6%	7 36.8%	19 100.0%
Total	Count	6 3.2%	20 10.8%	8 4.3%	91 48.9%	61 32.8%	186 100.0%

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

		Q8 My provider does not share my personal MH and/or SA information with others without my permission.					Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	2 4.9%	1 2.4%	3 7.3%	22 53.7%	13 31.7%	41 100.0%
Dauphin	Count	0 .0%	2 4.4%	3 6.7%	16 35.6%	24 53.3%	45 100.0%
Lancaster	Count	1 1.6%	3 4.8%	2 3.2%	30 48.4%	26 41.9%	62 100.0%
Lebanon	Count	1 5.0%	0 .0%	1 5.0%	12 60.0%	6 30.0%	20 100.0%
Perry	Count	0 .0%	1 5.3%	0 .0%	10 52.6%	8 42.1%	19 100.0%
Total	Count	4 2.1%	7 3.7%	9 4.8%	90 48.1%	77 41.2%	187 100.0%

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

		Q9 Program staff respects the role of my ethnic, cultural, religious background.				Total
		Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	2 5.7%	1 2.9%	19 54.3%	13 37.1%	35 100.0%
Dauphin	Count	0 .0%	1 2.3%	18 41.9%	24 55.8%	43 100.0%
Lancaster	Count	1 1.7%	3 5.0%	33 55.0%	23 38.3%	60 100.0%
Lebanon	Count	1 5.0%	2 10.0%	13 65.0%	4 20.0%	20 100.0%
Perry	Count	0 .0%	1 5.3%	8 42.1%	10 52.6%	19 100.0%
Total	Count	4 2.3%	8 4.5%	91 51.4%	74 41.8%	177 100.0%

## Q10 I trust my service provider

		Q10 I trust my service provider.					Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	0 .0%	7 17.1%	1 2.4%	20 48.8%	13 31.7%	41 100.0%
Dauphin	Count	0 .0%	2 4.4%	0 .0%	20 44.4%	23 51.1%	45 100.0%
Lancaster	Count	2 3.3%	4 6.6%	1 1.6%	31 50.8%	23 37.7%	61 100.0%
Lebanon	Count	0 .0%	3 15.0%	0 .0%	12 60.0%	5 25.0%	20 100.0%
Perry	Count	0 .0%	1 5.3%	2 10.5%	6 31.6%	10 52.6%	19 100.0%
Total	Count	2 1.1%	17 9.1%	4 2.2%	89 47.8%	74 39.8%	186 100.0%

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

		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	
Cumberland	Count	0 .0%	1 2.4%	3 7.3%	24 58.5%	13 31.7%	41 100.0%
Dauphin	Count	0 .0%	1 2.2%	0 .0%	22 48.9%	22 48.9%	45 100.0%
Lancaster	Count	1 1.7%	7 11.7%	1 1.7%	29 48.3%	22 36.7%	60 100.0%
Lebanon	Count	1 5.3%	0 .0%	0 .0%	14 73.7%	4 21.1%	19 100.0%
Perry	Count	0 .0%	1 5.9%	1 5.9%	7 41.2%	8 47.1%	17 100.0%
Total	Count	2 1.1%	10 5.5%	5 2.7%	96 52.7%	69 37.9%	182 100.0%

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

		Q12 I am included in all meetings regarding my treatment plan & goals for recovery.					Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	1 2.4%	3 7.3%	2 4.9%	22 53.7%	13 31.7%	41 100.0%
Dauphin	Count	0 .0%	3 6.7%	0 .0%	21 46.7%	21 46.7%	45 100.0%
Lancaster	Count	1 1.6%	3 4.9%	0 .0%	33 54.1%	24 39.3%	61 100.0%
Lebanon	Count	0 .0%	1 5.0%	0 .0%	13 65.0%	6 30.0%	20 100.0%
Perry	Count	0 .0%	1 5.3%	1 5.3%	8 42.1%	9 47.4%	19 100.0%
Total	Count	2 1.1%	11 5.9%	3 1.6%	97 52.2%	73 39.2%	186 100.0%

### Q13 I am an equal partner in the treatment process

		Q13 I am an equal partner in the treatment process.					Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	0 .0%	7 17.1%	3 7.3%	22 53.7%	9 22.0%	41 100.0%
Dauphin	Count	0 .0%	3 6.7%	1 2.2%	22 48.9%	19 42.2%	45 100.0%
Lancaster	Count	1 1.6%	3 4.9%	2 3.3%	33 54.1%	22 36.1%	61 100.0%
Lebanon	Count	0 .0%	2 10.0%	1 5.0%	12 60.0%	5 25.0%	20 100.0%
Perry	Count	0 .0%	3 15.8%	0 .0%	9 47.4%	7 36.8%	19 100.0%
Total	Count	1 .5%	18 9.7%	7 3.8%	98 52.7%	62 33.3%	186 100.0%

### 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	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	0 .0%	4 9.8%	2 4.9%	25 61.0%	10 24.4%	41 100.0%
Dauphin	Count	0 .0%	1 2.2%	0 .0%	25 55.6%	19 42.2%	45 100.0%
Lancaster	Count	1 1.6%	7 11.5%	5 8.2%	29 47.5%	19 31.1%	61 100.0%
Lebanon	Count	1 5.0%	3 15.0%	0 .0%	11 55.0%	5 25.0%	20 100.0%
Perry	Count	1 5.3%	1 5.3%	1 5.3%	11 57.9%	5 26.3%	19 100.0%
Total	Count	3 1.6%	16 8.6%	8 4.3%	101 54.3%	58 31.2%	186 100.0%

**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	Strongly Agree	
Cumberland	Count	0 .0%	7 17.5%	2 5.0%	22 55.0%	9 22.5%	40 100.0%
Dauphin	Count	0 .0%	2 4.8%	2 4.8%	23 54.8%	15 35.7%	42 100.0%
Lancaster	Count	1 1.7%	11 18.3%	7 11.7%	25 41.7%	16 26.7%	60 100.0%
Lebanon	Count	1 5.0%	3 15.0%	0 .0%	12 60.0%	4 20.0%	20 100.0%
Perry	Count	1 5.3%	2 10.5%	1 5.3%	11 57.9%	4 21.1%	19 100.0%
Total	Count	3 1.7%	25 13.8%	12 6.6%	93 51.4%	48 26.5%	181 100.0%

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

		Q16 Overall, I am satisfied with the services I am receiving.					Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	3 7.3%	7 17.1%	0 .0%	21 51.2%	10 24.4%	41 100.0%
Dauphin	Count	3 6.7%	2 4.4%	0 .0%	20 44.4%	20 44.4%	45 100.0%
Lancaster	Count	5 8.2%	2 3.3%	0 .0%	37 60.7%	17 27.9%	61 100.0%
Lebanon	Count	2 10.0%	1 5.0%	2 10.0%	10 50.0%	5 25.0%	20 100.0%
Perry	Count	1 5.3%	1 5.3%	2 10.5%	6 31.6%	9 47.4%	19 100.0%
Total	Count	14 7.5%	13 7.0%	4 2.2%	94 50.5%	61 32.8%	186 100.0%

## Q17 Managing daily problems

		Q17 Managing daily problems.					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland	Count	2 5.0%	6 15.0%	5 12.5%	20 50.0%	7 17.5%	40 100.0%
Dauphin	Count	1 2.2%	2 4.3%	9 19.6%	24 52.2%	10 21.7%	46 100.0%
Lancaster	Count	1 1.6%	4 6.3%	11 17.5%	32 50.8%	15 23.8%	63 100.0%
Lebanon	Count	1 5.0%	2 10.0%	6 30.0%	7 35.0%	4 20.0%	20 100.0%
Perry	Count	0 .0%	3 15.8%	5 26.3%	4 21.1%	7 36.8%	19 100.0%
Total	Count	5 2.7%	17 9.0%	36 19.1%	87 46.3%	43 22.9%	188 100.0%

## Q18 Feeling in control of my life

		Q18 Feeling in control of my life.					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland	Count	2 4.9%	5 12.2%	7 17.1%	20 48.8%	7 17.1%	41 100.0%
Dauphin	Count	1 2.2%	6 13.0%	10 21.7%	22 47.8%	7 15.2%	46 100.0%
Lancaster	Count	2 3.4%	3 5.2%	10 17.2%	34 58.6%	9 15.5%	58 100.0%
Lebanon	Count	0 .0%	2 10.5%	7 36.8%	7 36.8%	3 15.8%	19 100.0%
Perry	Count	1 5.6%	2 11.1%	3 16.7%	9 50.0%	3 16.7%	18 100.0%
Total	Count	6 3.3%	18 9.9%	37 20.3%	92 50.5%	29 15.9%	182 100.0%

## Q19 Dealing with personal crisis

	Q19 Dealing with personal crisis.					Total
	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland Count	1 2.6%	5 12.8%	10 25.6%	17 43.6%	6 15.4%	39 100.0%
Dauphin Count	1 2.2%	2 4.4%	12 26.7%	21 46.7%	9 20.0%	45 100.0%
Lancaster Count	1 1.6%	5 8.1%	15 24.2%	34 54.8%	7 11.3%	62 100.0%
Lebanon Count	0 .0%	2 10.5%	6 31.6%	7 36.8%	4 21.1%	19 100.0%
Perry Count	0 .0%	6 31.6%	2 10.5%	6 31.6%	5 26.3%	19 100.0%
Total Count	3 1.6%	20 10.9%	45 24.5%	85 46.2%	31 16.8%	184 100.0%

## Q20 How I feel about myself

	Q20 How I feel about myself.					Total
	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland Count	2 4.9%	3 7.3%	13 31.7%	13 31.7%	10 24.4%	41 100.0%
Dauphin Count	1 2.2%	2 4.3%	15 32.6%	22 47.8%	6 13.0%	46 100.0%
Lancaster Count	2 3.2%	7 11.1%	11 17.5%	32 50.8%	11 17.5%	63 100.0%
Lebanon Count	0 .0%	2 10.0%	5 25.0%	8 40.0%	5 25.0%	20 100.0%
Perry Count	1 5.3%	1 5.3%	6 31.6%	5 26.3%	6 31.6%	19 100.0%
Total Count	6 3.2%	15 7.9%	50 26.5%	80 42.3%	38 20.1%	189 100.0%

## Q21 Feeling good (hopeful) about the future

		Q21 Feeling good (hopeful) about the future.					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland	Count	0 .0%	4 9.8%	9 22.0%	23 56.1%	5 12.2%	41 100.0%
Dauphin	Count	1 2.2%	3 6.5%	15 32.6%	17 37.0%	10 21.7%	46 100.0%
Lancaster	Count	2 3.2%	2 3.2%	8 12.9%	37 59.7%	13 21.0%	62 100.0%
Lebanon	Count	0 .0%	2 11.1%	4 22.2%	8 44.4%	4 22.2%	18 100.0%
Perry	Count	1 5.3%	1 5.3%	6 31.6%	5 26.3%	6 31.6%	19 100.0%
Total	Count	4 2.2%	12 6.5%	42 22.6%	90 48.4%	38 20.4%	186 100.0%

## Q22 Enjoying my free time

		Q22 Enjoying my free time.					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland	Count	1 2.4%	0 .0%	12 29.3%	16 39.0%	12 29.3%	41 100.0%
Dauphin	Count	1 2.2%	0 .0%	9 20.0%	21 46.7%	14 31.1%	45 100.0%
Lancaster	Count	1 1.6%	2 3.2%	10 16.1%	30 48.4%	19 30.6%	62 100.0%
Lebanon	Count	0 .0%	1 5.0%	5 25.0%	8 40.0%	6 30.0%	20 100.0%
Perry	Count	1 5.3%	0 .0%	6 31.6%	4 21.1%	8 42.1%	19 100.0%
Total	Count	4 2.1%	3 1.6%	42 22.5%	79 42.2%	59 31.6%	187 100.0%

### Q23 Strengthening my social support network

		Q23 Strengthening my social support network.					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland	Count	0 .0%	1 2.4%	14 34.1%	14 34.1%	12 29.3%	41 100.0%
Dauphin	Count	1 2.2%	1 2.2%	11 23.9%	21 45.7%	12 26.1%	46 100.0%
Lancaster	Count	2 3.3%	4 6.7%	14 23.3%	27 45.0%	13 21.7%	60 100.0%
Lebanon	Count	0 .0%	1 5.3%	6 31.6%	4 21.1%	8 42.1%	19 100.0%
Perry	Count	1 5.3%	2 10.5%	3 15.8%	6 31.6%	7 36.8%	19 100.0%
Total	Count	4 2.2%	9 4.9%	48 25.9%	72 38.9%	52 28.1%	185 100.0%

### Q24 Being involved in community activities

		Being involved in the community or in organizations outside of MSA activities.					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland	Count	0 .0%	1 2.9%	9 25.7%	18 51.4%	7 20.0%	35 100.0%
Dauphin	Count	0 .0%	1 2.4%	20 47.6%	10 23.8%	11 26.2%	42 100.0%
Lancaster	Count	3 5.5%	4 7.3%	17 30.9%	23 41.8%	8 14.5%	55 100.0%
Lebanon	Count	0 .0%	1 5.6%	6 33.3%	7 38.9%	4 22.2%	18 100.0%
Perry	Count	1 5.9%	2 11.8%	5 29.4%	4 23.5%	5 29.4%	17 100.0%
Total	Count	4 2.4%	9 5.4%	57 34.1%	62 37.1%	35 21.0%	167 100.0%

## Q25 Dealing with school or work

		Q25 Dealing with school or work.					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland	Count	0 .0%	3 7.7%	8 20.5%	16 41.0%	12 30.8%	39 100.0%
Dauphin	Count	3 6.5%	4 8.7%	7 15.2%	12 26.1%	20 43.5%	46 100.0%
Lancaster	Count	3 4.9%	8 13.1%	8 13.1%	25 41.0%	17 27.9%	61 100.0%
Lebanon	Count	0 .0%	3 15.8%	4 21.1%	7 36.8%	5 26.3%	19 100.0%
Perry	Count	1 5.3%	2 10.5%	4 21.1%	5 26.3%	7 36.8%	19 100.0%
Total	Count	7 3.8%	20 10.9%	31 16.8%	65 35.3%	61 33.2%	184 100.0%

## Q26 Dealing with people in social situations

		Q26 Dealing with people in social situations.					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland	Count	0 .0%	2 4.9%	13 31.7%	19 46.3%	7 17.1%	41 100.0%
Dauphin	Count	2 4.3%	1 2.2%	14 30.4%	19 41.3%	10 21.7%	46 100.0%
Lancaster	Count	2 3.2%	3 4.8%	15 23.8%	32 50.8%	11 17.5%	63 100.0%
Lebanon	Count	0 .0%	3 15.0%	5 25.0%	7 35.0%	5 25.0%	20 100.0%
Perry	Count	2 10.5%	3 15.8%	3 15.8%	6 31.6%	5 26.3%	19 100.0%
Total	Count	6 3.2%	12 6.3%	50 26.5%	83 43.9%	38 20.1%	189 100.0%

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

		Q27 Dealing with specific problems or issues that led me to seek services.					Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	
Cumberland	Count	0 .0%	4 10.3%	12 30.8%	18 46.2%	5 12.8%	39 100.0%
Dauphin	Count	1 2.2%	4 8.7%	9 19.6%	21 45.7%	11 23.9%	46 100.0%
Lancaster	Count	2 3.2%	3 4.8%	12 19.0%	31 49.2%	15 23.8%	63 100.0%
Lebanon	Count	0 .0%	3 15.0%	5 25.0%	7 35.0%	5 25.0%	20 100.0%
Perry	Count	1 5.3%	2 10.5%	3 15.8%	8 42.1%	5 26.3%	19 100.0%
<b>Total</b>	<b>Count</b>	<b>4 2.1%</b>	<b>16 8.6%</b>	<b>41 21.9%</b>	<b>85 45.5%</b>	<b>41 21.9%</b>	<b>187 100.0%</b>

## **CBHNP COMMENTS**

**Q 33. I have received a copy of the Member Handbook from CBHNP.**

Not sure.

Do not need one.

Not sure where it is.

It has been three years.

**Q 34a. I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.**

Didn't call back.

In the past.

Counselor called for treatment.

**Q 35. I am aware of my right to file a complaint or grievance.**

Have done that.

**Q 36. I know whom to call to file a complaint or grievance.**

I could easily find out if I needed to.

**Q 37. I was given a choice of at least two Providers from CBHNP regarding the type of service I am seeking.**

Not sure.

Does not remember.

**Q 39. Overall, I am satisfied with the interactions I have had with CBHNP.**

Sometimes.

Sometimes.

## **ADDITIONAL COMMENTS**

Staff wouldn't allow you to call CBHNP.

Not aware of CBHNP.

Should not let children know they are in control at 14.

Not sure what CBHNP is.

Mediocre.

CBHNP did not notify case manager and the child regressed because of services lapsing. Daughter needs treatment regularly. The lapse put her behind. They should call to let parents know if approval is given.

Case workers change all of the time. Have a problem with MH/MR. It is disruptive. Need CRR homes. Residential Treatment Facilities cost too much.

Has filed a complaint about the bills.

Mother calls.

Tricky and confusing when I needed to call.

Were not able to give the services needed.

Child is adopted and had insurance.

My mother calls.

Obtained sources through Family Life.

They were excellent to us.

Does not apply.

If they could call me that would help.

Started early 2007 through Hershey.

Worked with case manager through Millersburg.

CMU worker takes care of this.

Case manager makes the calls.

Case manager handles calls for counselor and family doctor.

Outstanding. I have never asked for any services I have not received. They always take the time to understand the questions. I would suggest a support group for consumers.