



**CONSUMER SATISFACTION SERVICES**

**Capital Region 1<sup>st</sup> Quarter Report  
July-September 2009**

**PREPARED FOR:**

**Capital Area Behavioral Health Collaborative (CABHC)**

**Prepared By**

**Consumer Satisfaction Services**

**4775 Linglestown Road**

**Building 1, 2<sup>nd</sup> Floor**

**Harrisburg, PA 17112**

**(717) 651-1070**

**[www.css-pa.org](http://www.css-pa.org)**

# **Consumer Satisfaction Services, Inc.**

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**\* \* \* \* \***

**Caroline Dillon, PhD  
Temple University – School of Social Administration  
Consultant**

**\* \* \* \* \***

**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 478 (n=478) 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 July-September 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=478) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.*

- The survey represents 478 (n=478) respondents from the Capital Region, representing 341 (71.3%) Adults and 137 Children (28.7%). 306 of the 341 Adult consumers (89.7%) responded for themselves. Parents and Guardians responded for 126 of the 137 child consumers (92.0%), 11 child consumers responded for themselves (8.0%).
- Data was collected by 10 interviewers from 10 treatment facilities in the Capital Region. The 341 adult consumers received services from 7 treatment facilities. The 137 children received services from 7 treatment facilities. Of the 10 treatment facilities, 3 facilities provided services only to adult consumers, 3 provided services to only children and the remaining 4 facilities provided services to both adult and child consumers.
- 340 of the 341 adult interviews were conducted by phone, in the home. The remaining adult interview took place face-to-face, outside the home. All of the 137 child interviews were conducted by phone, in the home.
- Gender: Overall, the sample is 51.9% female (248) and 48.1% male (230). Of the 341 adult consumers, 211 were female (61.9%) and 130 were male (38.1%). Of the 137 child consumers, 37 were female (27.0%) and 100 were male (73.0%). Our analysis found no significant differences by gender in the levels of reported satisfaction with services.
- Race: 350 respondents (73.2%) reported their race as White/Caucasian, 47 (9.8%) as Latino/a Hispanic, 44 (9.2%) as African American, 26 (5.4%) as Multi-racial, 3 (0.6%) as Asian/Pacific Islander, 3 (0.6%) as Other, and 1 (0.2%) as Native American. 4 respondents did not answer this question. Our analysis indicated no significant differences in Total Satisfaction with respect to race. There were no significant differences between racial groups among Adult and Child Respondents.
- Type of Treatment: In all, 4 Types of Treatment were accessed by the respondents. 341 Adult respondents received 2 Types of Treatment, including 320 (93.8%) Psych Outpatient Adult Services and 21 (6.2%) Mental Health General-Community Treatment Team. 137 Children received 2 Types of Treatment including 119 (86.9%) Psych Outpatient Child Services and 18 (13.1%) Child Behavioral Health Residential Services-Mental Health-Educationally-Integrated Behavioral Support.
- Type of Services: Overall, the majority of respondents (460 of 478) reported receiving Mental Health Services. 324 (95.0%) of the adult respondents received Mental Health Services and 13 (3.8%) received both Mental Health and Drug & Alcohol Services. The remaining 4 adult respondents (1.2%)

received Other Services. 136 (99.3%) of the children received Mental Health Services and the remaining child (0.7%) received both Mental Health and Drug& Alcohol Services. This quarter there were no respondents who received only Drug and Alcohol services.

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of both Adult and Child consumers of 80.8% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 91.8% agreement (4 or 5).

Also, most consumers in this study were extremely satisfied with the way the program staff 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 felt informed about their rights and responsibilities regarding the treatment they had received (Question 5), 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 included in all meetings regarding their treatment plan and goals for recovery (Question 12), 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. The pattern of these high satisfaction levels are consistent with those reported in the previous quarter.

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

- Approximately 1 in 5 consumers (19.4%) who received Adult services indicated that they were not given information about how to get other services that they needed. Approximately 1 in 9 of the consumers of Child services (10.9%) were dissatisfied in this area.
- While 81.6% of all consumers (both Adult & Child) reported they had a choice in selecting their service provider, approximately 1 in 8 consumers (13.0%), indicated they did not have a choice in selecting their service provider.
- Approximately 1 in 8 consumers (12.6%) who received Adult services reported their service provider did not explain the disadvantages of their therapy or treatment. Only 4.4% of those who received Child services felt this way.

## CSS Preliminary Report Capital Region 1<sup>st</sup> Quarter July – September 2009

This section presents information collected during the 1<sup>st</sup> Quarter 2009-2010 which includes data from July 2009 – September 2009.

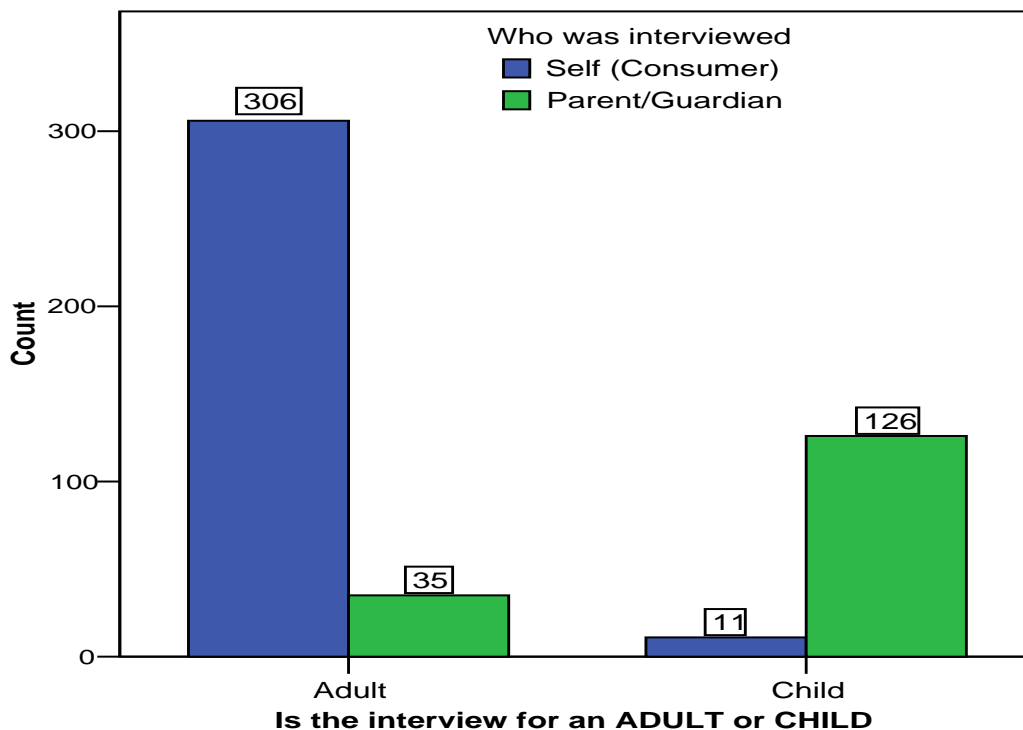
### Demographic and Survey Information

*Please Note: The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. 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=478) as individuals may have chosen not to respond to certain questions.*

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

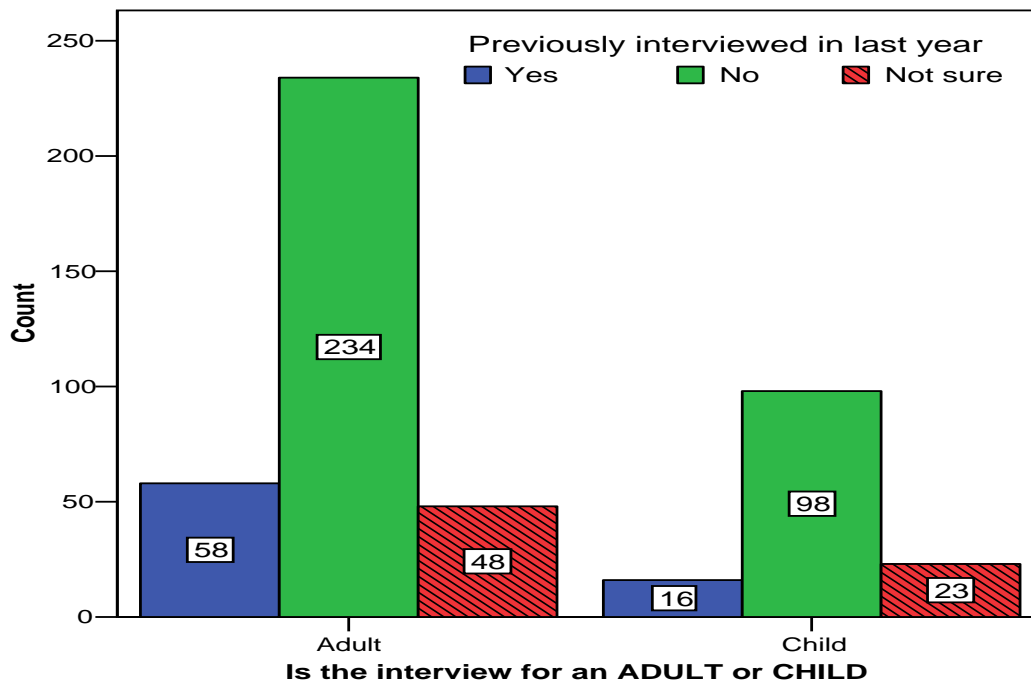
- The survey represents 478 (n=478) respondents from the Capital Region, representing 341 (71.3%) Adults and 137 Children (28.7%). 306 of the 341 Adult consumers (89.7%) responded for themselves. Parents and Guardians responded for 126 of the 137 child consumers (92.0%), 11 child consumers responded for themselves (8.0%).



- Data was collected by 10 interviewers from 10 treatment facilities in the Capital Region. The 341 adult consumers received services from 7 treatment facilities. The 137 children received services from 7 treatment facilities. Of the 10 treatment facilities, 3 facilities provided services only to adult consumers, 3 provided services to only children and the remaining 4 facilities provided services to both adult and child consumers.
- 340 of the 341 adult interviews were conducted by phone, in the home. The remaining adult interview took place face-to-face, outside the home. All of the 137 child interviews were conducted by phone, in the home.

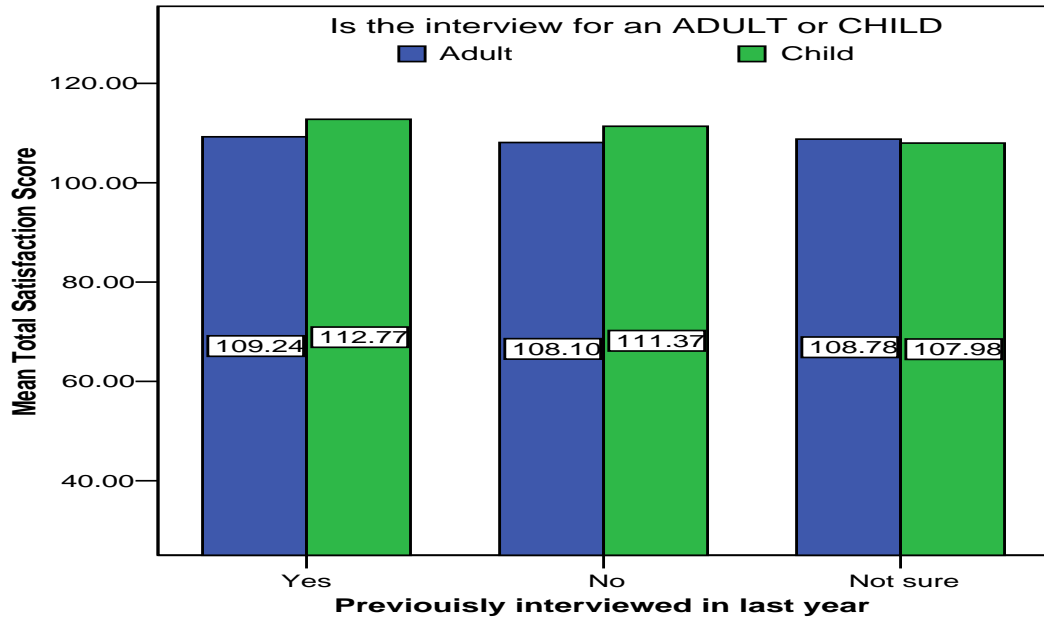
Is the interview for an ADULT or CHILD				Location of Interview		Total
				Home	Other	
Adult	Method of Interview	In Person	Count	0	1	1
				.0%	100.0%	100.0%
	Phone	Count	340	0	340	
				100.0%	.0%	100.0%
	Total		Count	340	1	341
				99.7%	.3%	100.0%
Child	Method of Interview	Phone	Count	137		137
				100.0%		100.0%
	Total		Count	137		137
				100.0%		100.0%

- 58 of 341 adult consumers reported they had been previously interviewed in the last year, 234 adults reported they had not been interviewed previously and 48 respondents were not sure. 16 of 137 consumers who received child services reported they had been previously interviewed in the last year, 98 child consumers reported they had not been previously interviewed, and 23 reported they were not sure. 1 adult respondent did not answer this question.



Is the interview for an ADULT or CHILD			Previously interviewed in last year			Total
			Yes	No	Not sure	
Adult	Count		58	234	48	340
			17.1%	68.8%	14.1%	100.0%
Child	Count		16	98	23	137
			11.7%	71.5%	16.8%	100.0%
Total		Count	74	332	71	477
			15.5%	69.6%	14.9%	100.0%

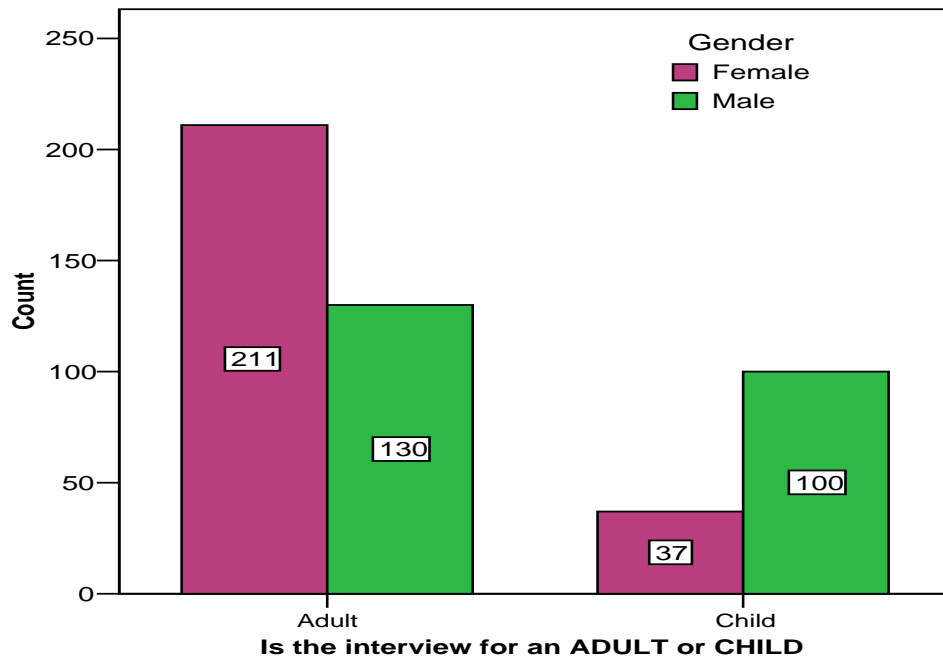
There were no significant differences in the reported level of mean Total Satisfaction between those who were previously interviewed, those interviewed for the first time, and those who were not sure if they had been interviewed.



Mean Satisfaction Levels of Adult and Child Respondents

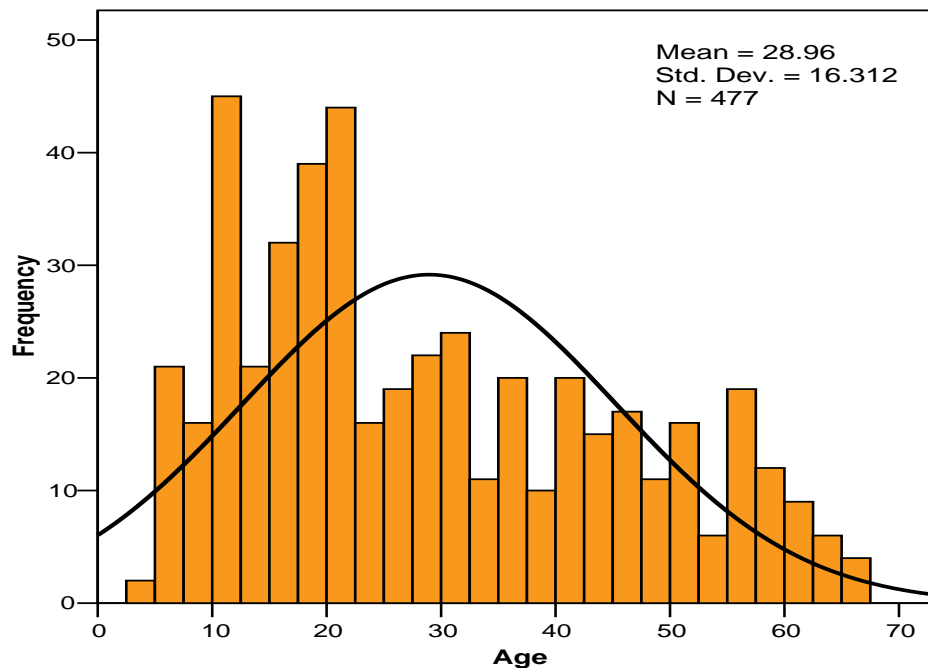
Previous Interview By Age Group		Previously Interviewed	No Previous Interview	Not Sure if Interviewed	Age Group Total
Adult	N	58	234	48	340
	Mean	109.2	108.1	108.8	108.4
	St Dev	13.6	15.5	14.5	14.5
Child	N	16	98	23	137
	Mean	112.8	111.4	108.0	111.0
	St Dev	11.5	12.0	14.7	12.4
Total	N	74	332	71	477
	Mean	110.0	109.1	108.5	109.1
	St Dev	13.2	14.6	11.6	14.0

- **Gender:** Overall, the sample is 51.9% female (248) and 48.1% male (230). Of the 341 adult consumers, 211 were female (61.9%) and 130 were male (38.1%). Of the 137 child consumers, 37 were female (27.0%) and 100 were male (73.0%). Our analysis found no significant differences by gender in the levels of reported satisfaction with services.

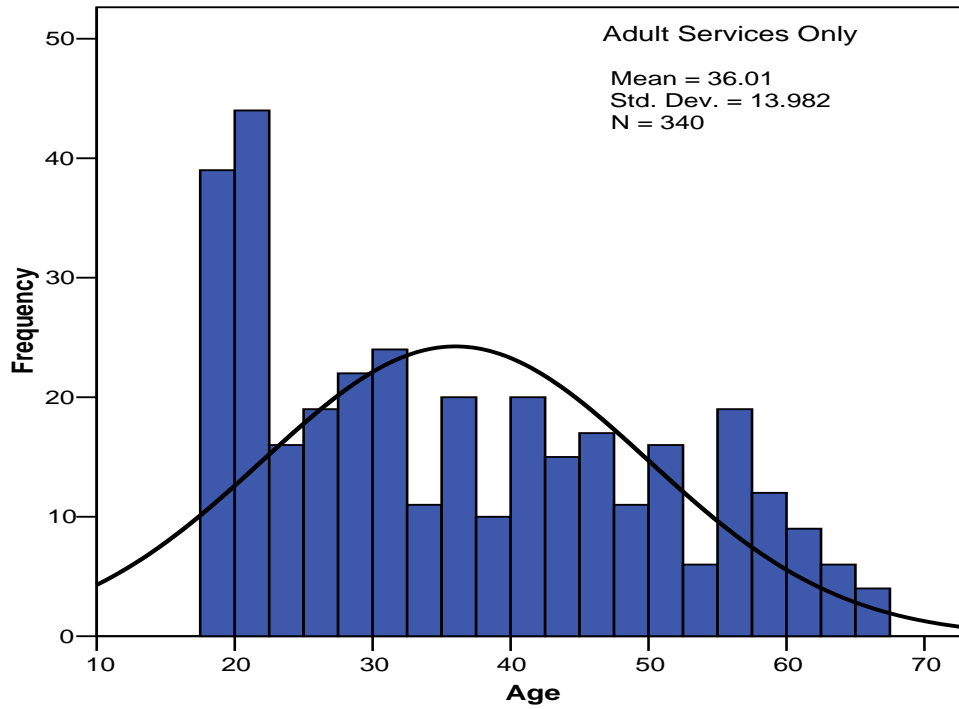


- Age: Age of all respondents ranged from 4 - 67 years, with a mean age of 29.0 (SD 16.3) and median age of 25.0. 1 adult respondent did not report their age. Our analysis found no relationship between age and Total Satisfaction.

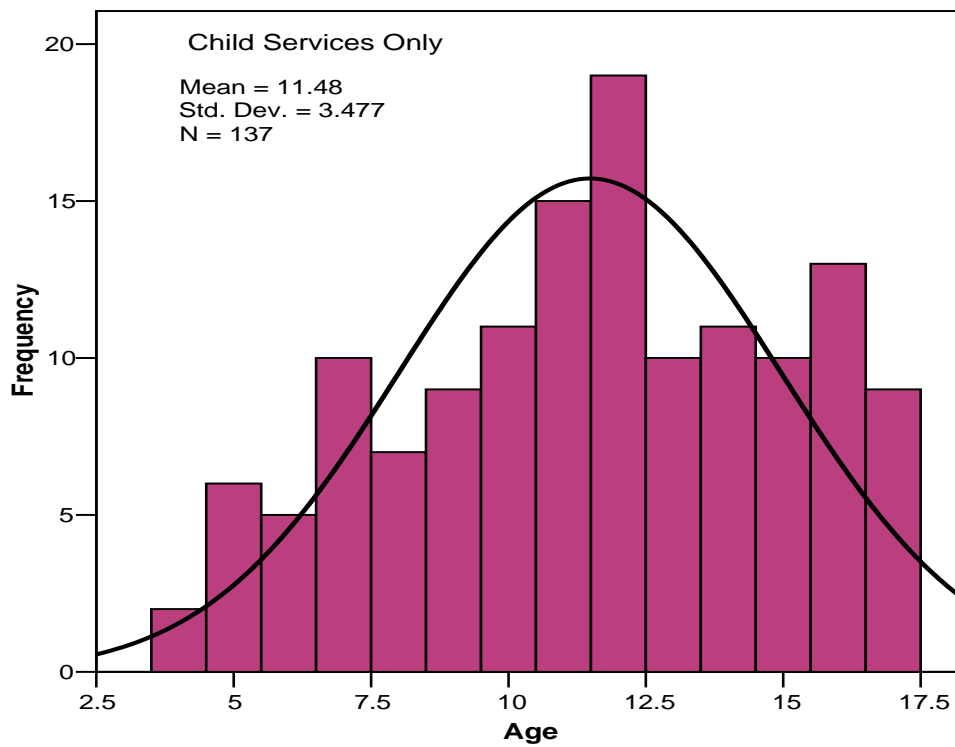
### Age of All Adult and Child Respondents



- Age of adult respondents ranged from 18-67 years, with a mean age of 36.0 (SD 14.0) and median age of 34.0. Our analysis found no relationship between age and Total Satisfaction for adult respondents.



- Age of child respondents ranged from 4 - 17 years, with a mean age of 11.5 (SD 3.5) and median age of 12.0. Our analysis found no relationship between age and Total Satisfaction for children receiving services.

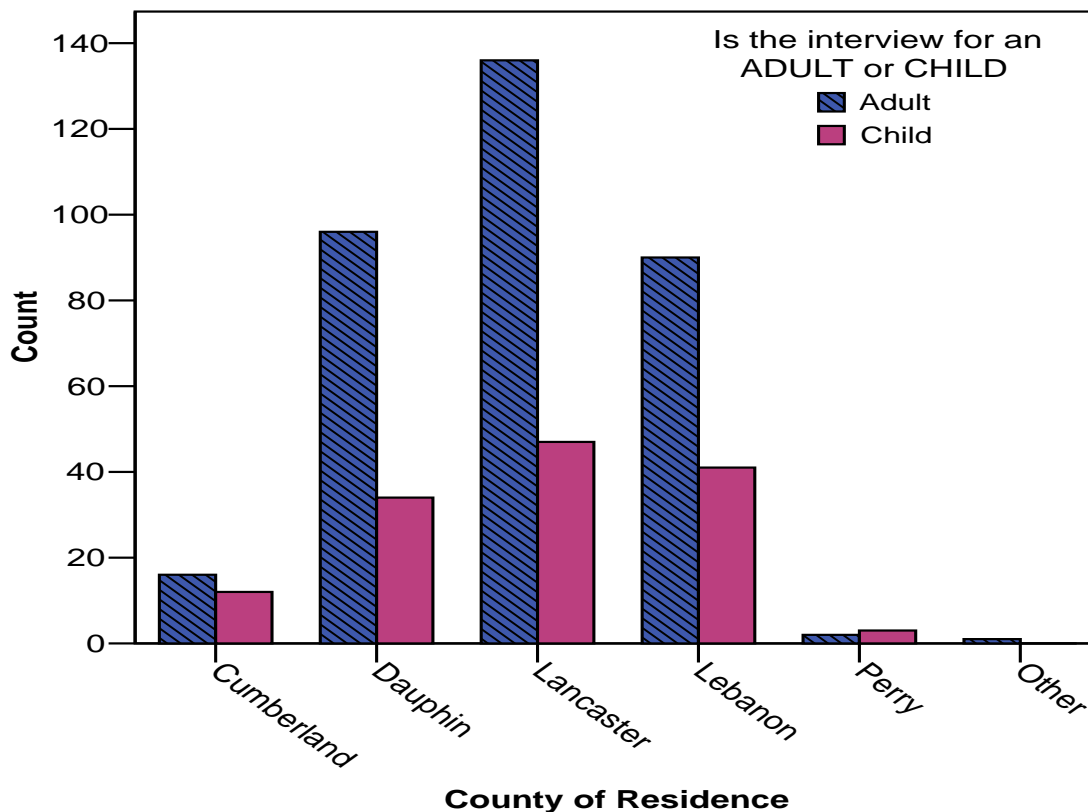


- Counties of Residence:

The table below shows the County of residence in alphabetical order. The largest number of respondents report residence in Lancaster county (38.3%). The remaining respondents reported residence in Lebanon (27.4%), Dauphin (27.2%), Cumberland (5.9%), Perry (1.0%), and Other (0.2%) counties.

**County where you live**

County by Age Group		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Other	Total
Adult								
	Count	16	96	136	90	2	1	341
	Row%	4.7	28.2	39.9	26.4	.6	.3	100.0
Child								
	Count	12	34	47	41	3	0	137
	Row%	8.8	24.8	34.3	29.9	2.2	0.0	100.0
Total								
	Count	28	130	183	131	5	1	478
	Row %	5.9	27.2	38.3	27.4	1.0	0.2	100.0



Overall, our analysis indicated no significant differences in the reported level of Total Satisfaction by County of Residence for all respondents. This was true when the data was examined by age group.

Specifically, the Total Satisfaction level reported by the adult respondents did not differ by County of Residence and the Total Satisfaction level reported by the child respondents also did not differ by County of Residence.

Mean Total Satisfaction Score by County of Residence

**Mean Satisfaction Score by County where you live**

County by Age Group	Cumberland	Dauphin	Lancaster	Lebanon	Perry	Other	Total
Adult							
Count	16	96	136	90	2	1	341
Mean	109.6	105.2	109.3	110.4	95.0	111.1	108.4
Std Dev	14.7	18.6	12.7	11.2	18.4	*	14.5
Child							
Count	12	34	47	41	3	0	137
Mean	111.9	111.9	111.0	109.5	116.0	-	111.0
Std Dev	15.8	11.7	11.2	13.6	13.5	-	12.4
Total							
Count	28	130	183	131	5	1	478
Mean	110.6	106.9	109.8	110.1	107.6	111.1	109.1
St Dev	14.9	17.3	12.3	12.0	17.5	*	14.0

\* There is no variability with a single score

- **Race:** 350 respondents (73.2%) reported their race as White/Caucasian, 47 (9.8%) as Latino/a Hispanic, 44 (9.2%) as African American, 26 (5.4%) as Multi-racial, 3 (0.6%) as Asian/Pacific Islander, 3 (0.6%) as Other, and 1 (0.2%) as Native American. 4 respondents did not answer this question. Our analysis indicated no significant differences in Total Satisfaction with respect to race. There were no significant differences between racial groups among Adult and Child Respondents.

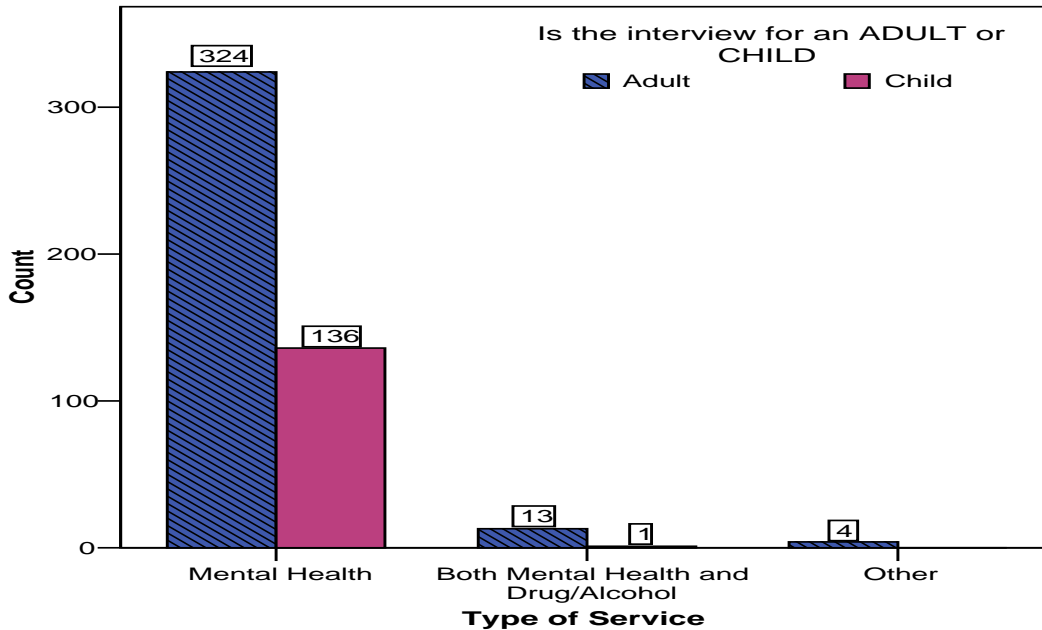
**Race/Ethnicity**

Age Group	African American	Asian Pacific Islander	Hispanic Latino	Native American Am Indian	White Caucasian	Multi-Racial	Other	Total
Adult								
Count	31	2	30	1	251	19	3	337
Row%	9.1%	0.6%	8.8%	0.3	73.6	5.6	0.9	100.0%
Child								
Count	13	1	17	0	99	7	0	137
Row%	9.5%	0.7%	12.4%	0.0%	72.3%	5.1%	0.0%	100.0%
Total								
Total Count	44	3	47	1	350	26	3	474
Total %	9.2%	0.6%	9.8%	0.2%	73.2%	5.4%	0.6%	100.0%

- **Treatment Facility:** Data was collected from 10 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Please note facilities may be listed under both Adult and Child Sections if they provide both Adult and Child Services. Mean Satisfaction scores are listed for each facility. 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.

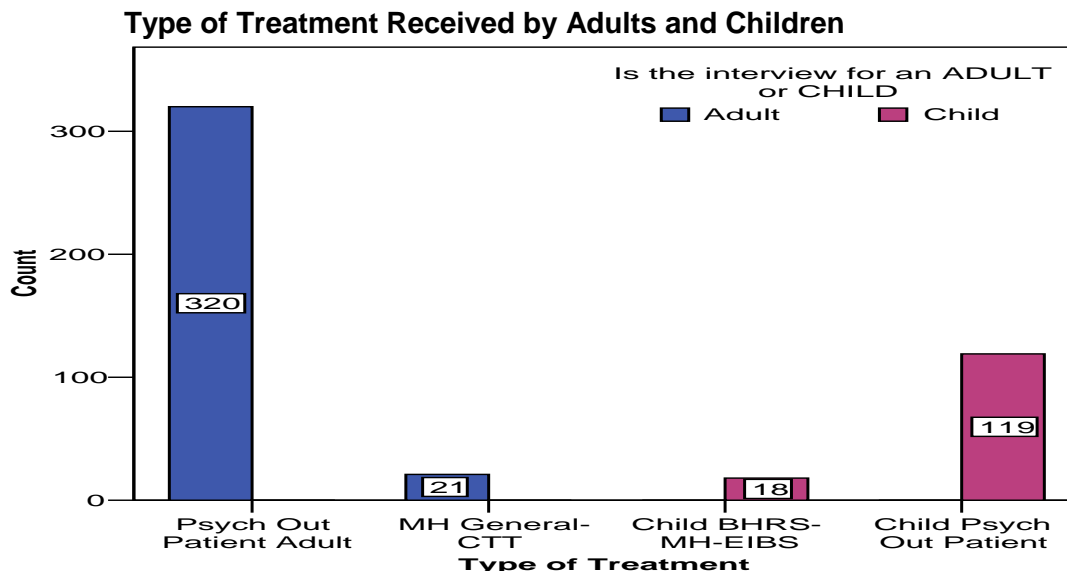
<b>Name of Treatment Facility</b>	<b>Frequency</b>	<b>Mean</b>	<b>Standard Deviation</b>
<b>Adult Services</b>			
TW Ponessa & Associates Counseling Services	126	107.9	16.4
Milton Hershey Medical Center	29	111.4	15.8
Philhaven Hospital	127	109.6	11.5
PA Counseling and Psychological Services	38	104.1	14.8
Northwestern Human Services ( Stevens Center)	4	104.1	8.2
Northwestern Human Services of PA	11	112.2	16.5
Philhaven	6	100.6	16.0
Adult Services Total	341	108.4	14.5
<b>Child Services</b>			
TW Ponessa & Associates Counseling Services	20	110.4	6.9
Milton Hershey Medical Center	20	110.2	15.1
Philhaven Hospital	33	110.3	8.6
PA Counseling and Psychological Services	40	109.6	13.8
Vista Foundation	18	116.9	16.0
PA Counseling Services	2	116.9	1.6
PA Counseling Lebanon	4	106.8	15.8
Child Services Total	137	111.0	12.4
<b>Total (Adult + Child)</b>	<b>478</b>	<b>109.1</b>	<b>14.0</b>

- Type of Services:** Overall, the majority of respondents (460 of 478) reported receiving Mental Health Services. 324 (95.0%) of the adult respondents received Mental Health Services and 13 (3.8%) received both Mental Health and Drug & Alcohol Services. The remaining 4 adult respondents (1.2%) received Other Services. 136 (99.3%) of the children received Mental Health Services and the remaining child (0.7%) received both Mental Health and Drug& Alcohol Services. This quarter there were no respondents who received only Drug and Alcohol services.

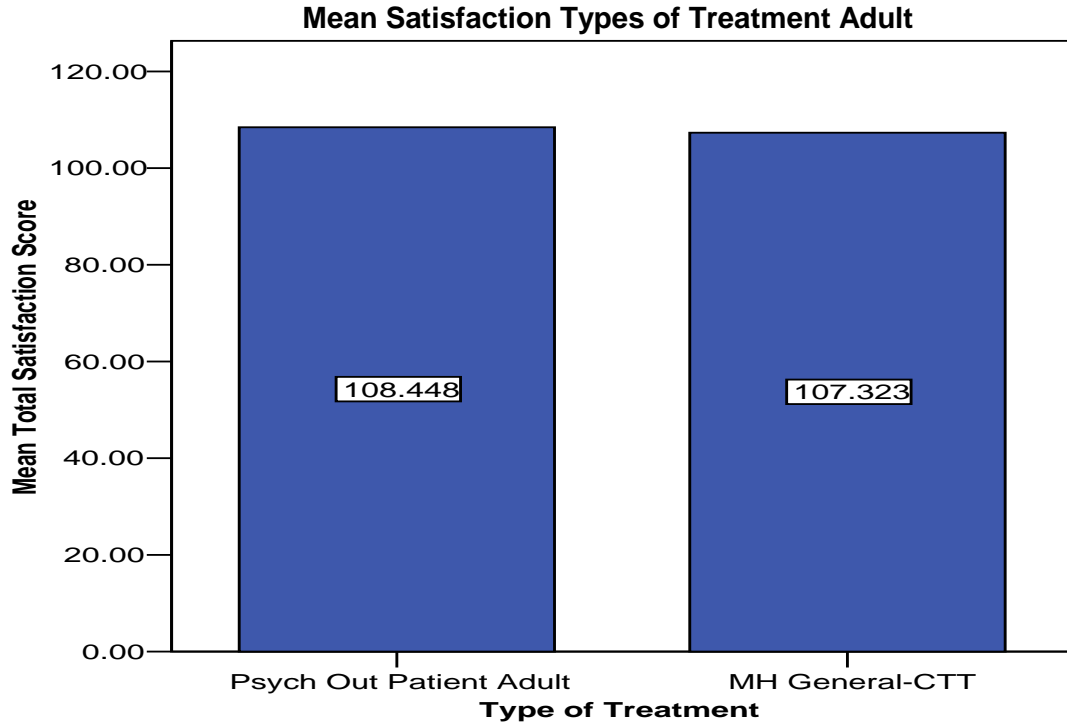


There were no significant differences in the level of Total Satisfaction among Adult or Child respondents and the Type of Services they received.

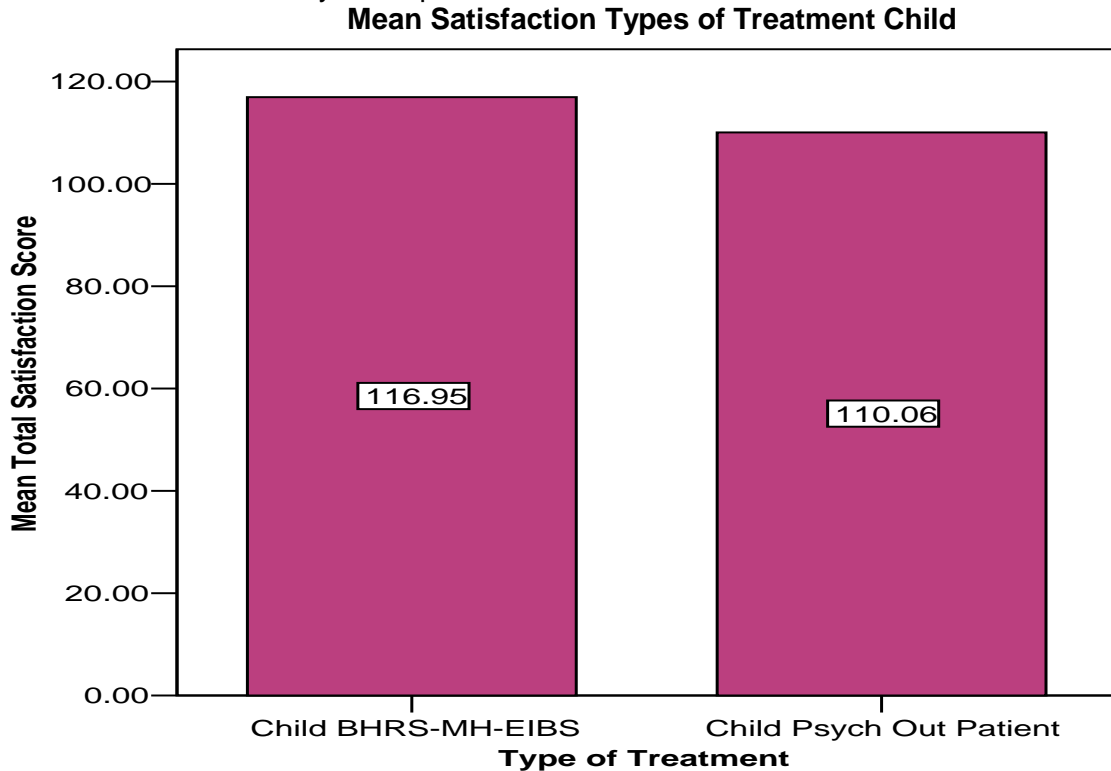
- Type of Treatment:** In all, 4 Types of Treatment were accessed by the respondents. 341 Adult respondents received 2 Types of Treatment, including 320 (93.8%) Psych Outpatient Adult Services and 21 (6.2%) Mental Health General-Community Treatment Team. 137 Children received 2 Types of Treatment including 119 (86.9%) Psych Outpatient Child Services and 18 (13.1%) Child Behavioral Health Residential Services-Mental Health-Educationally-Integrated Behavioral Support.



There were no significant differences in reported mean level of Total Satisfaction for Adult Respondents in terms of the Type of Treatment they received.



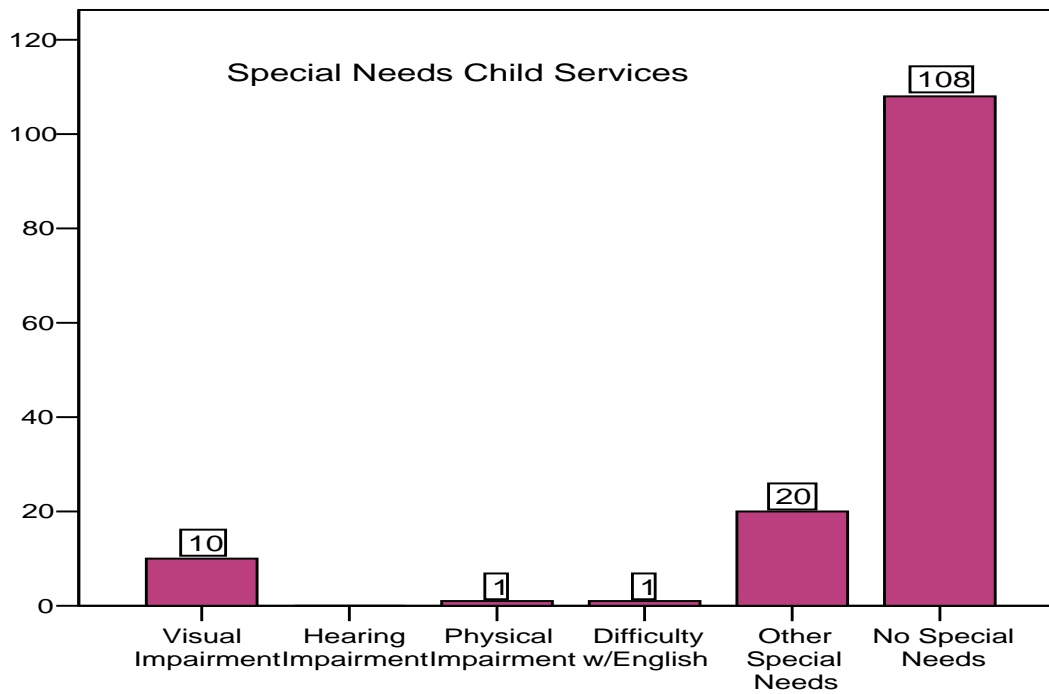
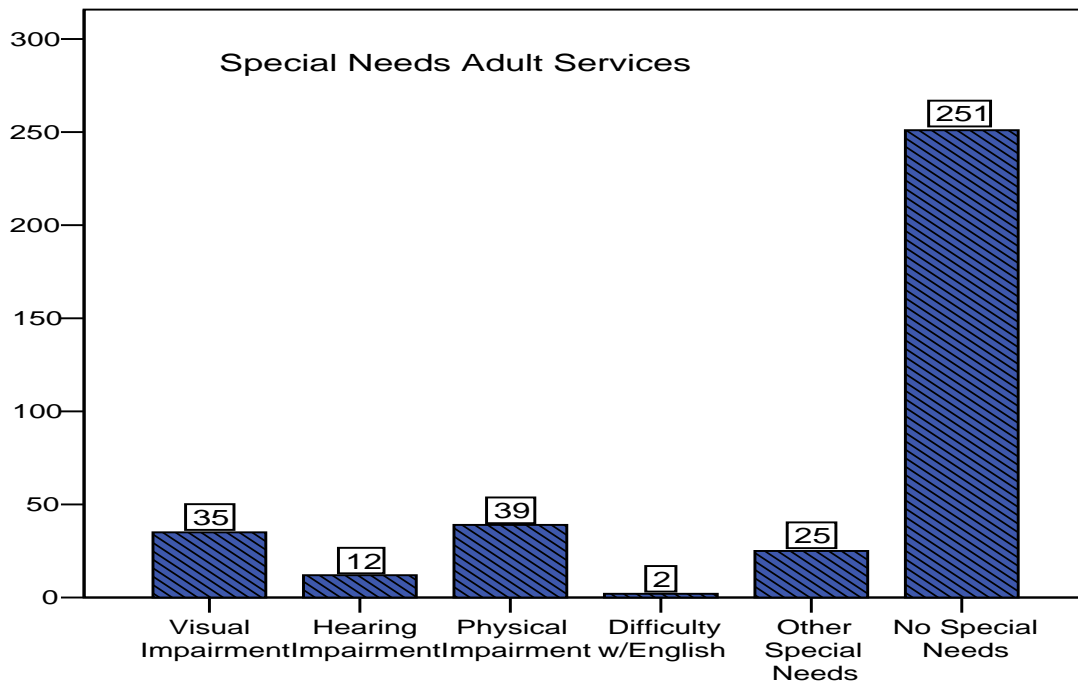
A different relationship emerged with those receiving Child Services. Respondents who received Child Behavioral Health Residential Services-Mental Health-Educationally-Integrated Behavioral Support Services reported a significantly higher level of Total Satisfaction than those who received Child Psych Outpatient Services.



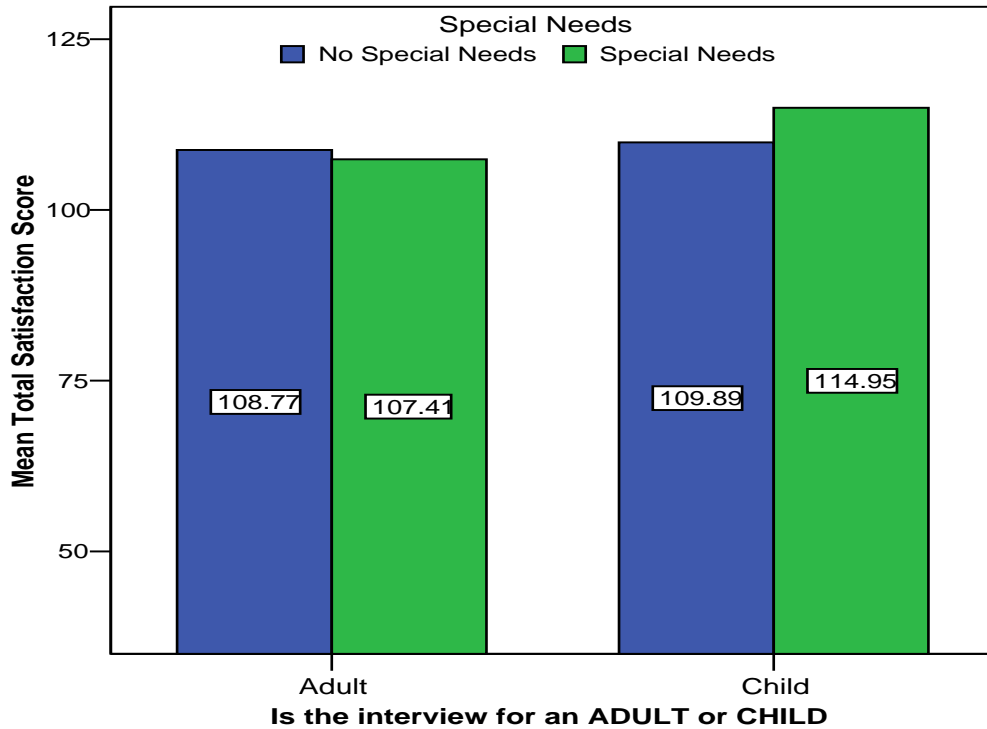
- **Special Needs:** 117 respondents, 88 adults and 29 children, reported they had Special Needs. Two adult respondents did not answer these questions. Of the 88 adult respondents with special needs, 35 reported visual impairment, 12 reported hearing impairment, 39 reported physical impairment, 2 reported Difficulty with English, and 25 reported 'Other' types of impairment. Of the 29 children with special needs, 10 reported visual impairment, 1 reported physical impairment, 1 reported difficulties with English, and 20 reported 'Other' types of impairment.

Special Needs	Adult	Child	Total
Visual Impairment N % w/in Age Group	35 10.3%	10 7.3%	45 9.4%
Hearing Impairment N % w/in Age Group	12 3.5%	0 0.0%	12 2.5%
Physical Impairment N % w/in Age Group	39 11.4%	1 0.7%	40 8.4%
English difficulty N % w/in Age Group	2 0.6%	1 0.7%	3 0.6%
Other N % w/in Age Group	25 7.3%	20 14.6%	45 9.4%
No Special Needs N % w/in Age Group	251 73.6%	108 78.8%	359 75.1%
Total N % w/in Age Group	341 100.0%	137 100.0%	478 100.0%

**Please Note:** Frequencies may sum to more than the sample size (N = 478) as respondents can report multiple special needs.



There was a significant trend in terms of Total Satisfaction between age group of the respondent (Adult/Child) and the presence of Special Needs. Adults with Special Needs did not differ in reported level of satisfaction from Adults without Special Needs. On the other hand, Children with Special Needs reported a significantly higher level of Total Satisfaction than children without Special Needs. This relationship is consistent with data from the previous quarter.

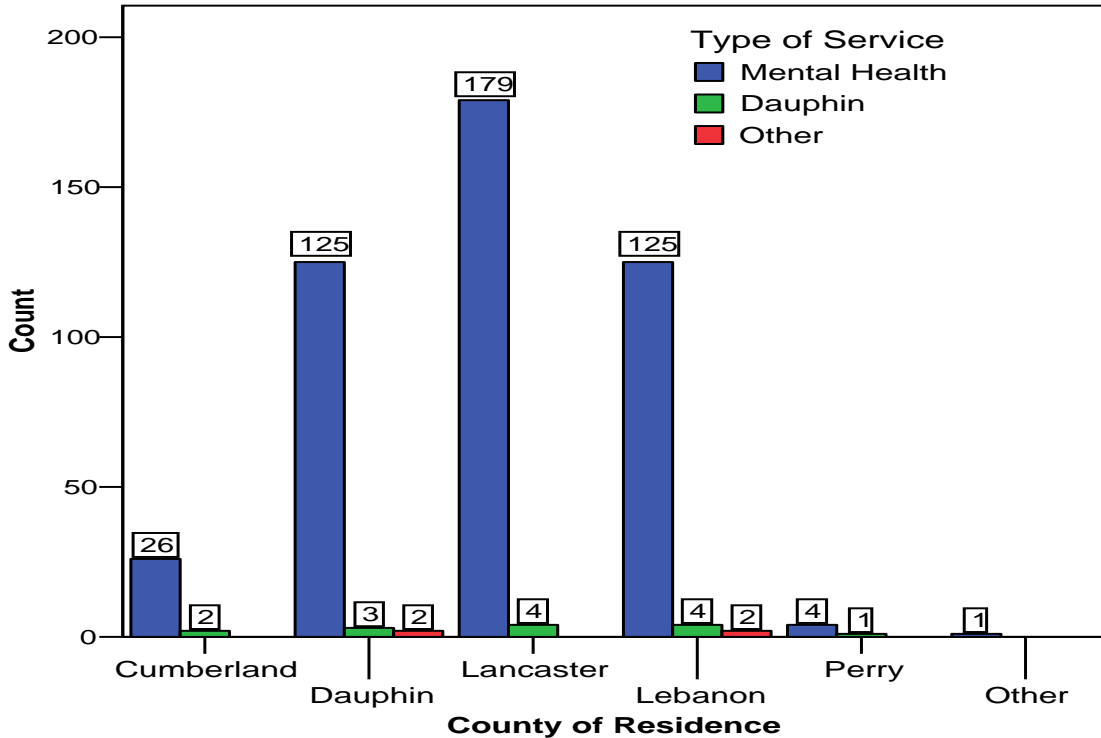


Distribution of Services by County of Residence:

96.2% of respondents received Mental Health Services and 2.9% of respondents received both Mental Health and Drug & Alcohol services. The remaining 0.8% of respondents received other services. The table below lists the distribution of services by county of residence.

		Type of Service			Total
		Mental Health	Both Mental Health and Drug/Alcohol	Other	
Cumberland	Count	26	2	0	28
		92.9%	7.1%	.0%	100.0%
Dauphin	Count	125	3	2	130
		96.2%	2.3%	1.5%	100.0%
Lancaster	Count	179	4	0	183
		97.8%	2.2%	.0%	100.0%
Lebanon	Count	125	4	2	131
		95.4%	3.1%	1.5%	100.0%
Perry	Count	4	1	0	5
		80.0%	20.0%	.0%	100.0%
Other	Count	1	0	0	1
		100.0%	.0%	.0%	100.0%
Total	Count	460	14	4	478
		96.2%	2.9%	.8%	100.0%

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

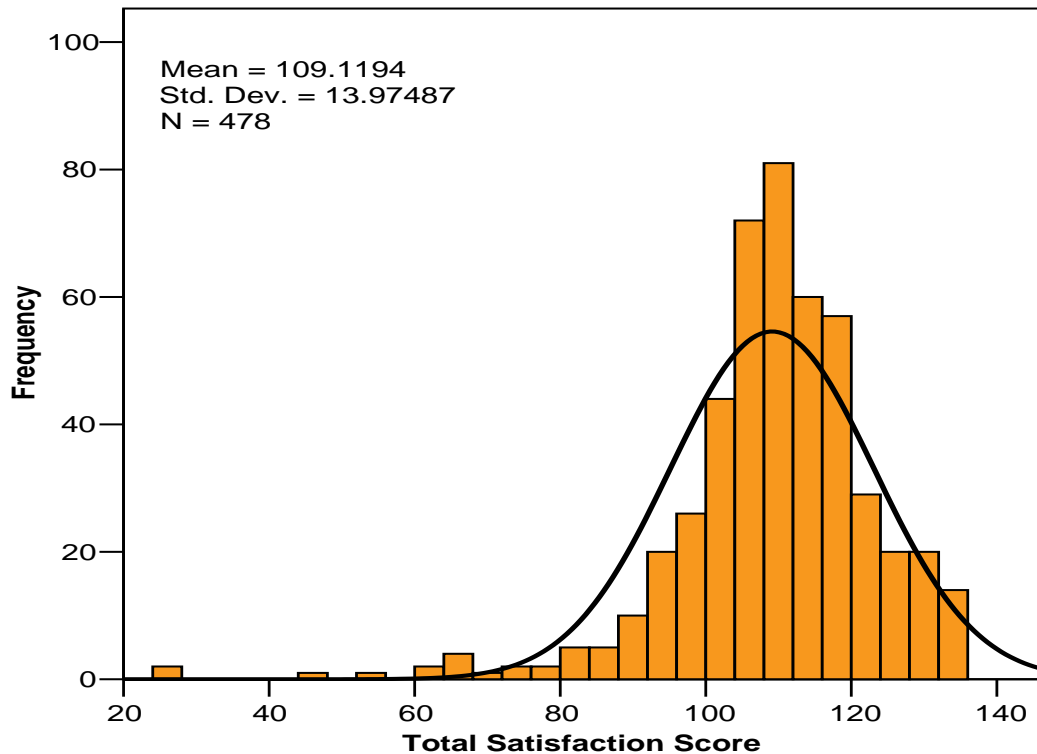


95.0% of the Adult residents received Mental Health Services and 3.8% of adults received both Mental Health and Drug/Alcohol services. The remaining 4 Adult respondents received other services. 99.3% of the Children received Mental Health Services and 0.7% received Mental Health and Drug/Alcohol Services. None of the children received just Drug/Alcohol Services. The table below lists the distribution of services by County of residence for both Adult and Child Services.

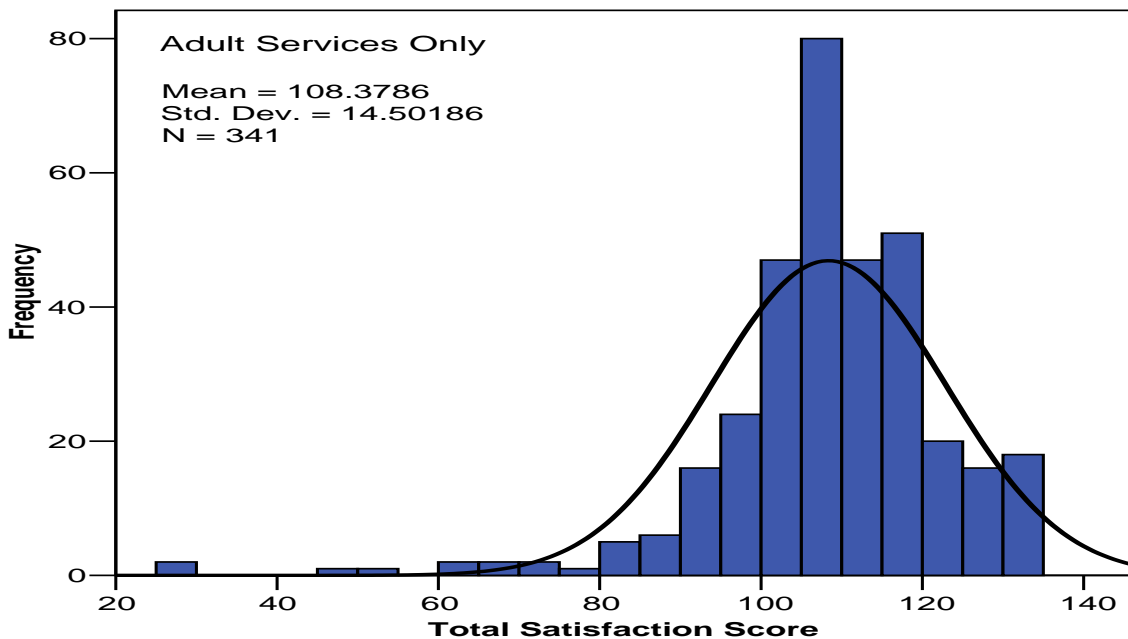
Is the interview for an ADULT or CHILD			Type of Service			Total
			Mental Health	Both Mental Health and Drug/Alcohol	Other	
Adult	Cumberland	Count	15 93.8%	1 6.3%	0 .0%	16 100.0%
	Dauphin	Count	91 94.8%	3 3.1%	2 2.1%	96 100.0%
	Lancaster	Count	132 97.1%	4 2.9%	0 .0%	136 100.0%
	Lebanon	Count	84 93.3%	4 4.4%	2 2.2%	90 100.0%
	Perry	Count	1 50.0%	1 50.0%	0 .0%	2 100.0%
	Other	Count	1 100.0%	0 .0%	0 .0%	1 100.0%
	<b>Total</b>	<b>Count</b>	<b>324 95.0%</b>	<b>13 3.8%</b>	<b>4 1.2%</b>	<b>341 100.0%</b>
	Child	Cumberland	Count	11 91.7%	1 8.3%	
Dauphin		Count	34 100.0%	0 .0%		34 100.0%
Lancaster		Count	47 100.0%	0 .0%		47 100.0%
Lebanon		Count	41 100.0%	0 .0%		41 100.0%
Perry		Count	3 100.0%	0 .0%		3 100.0%
<b>Total</b>		<b>Count</b>	<b>136 99.3%</b>	<b>1 .7%</b>		<b>137 100.0%</b>

## Satisfaction

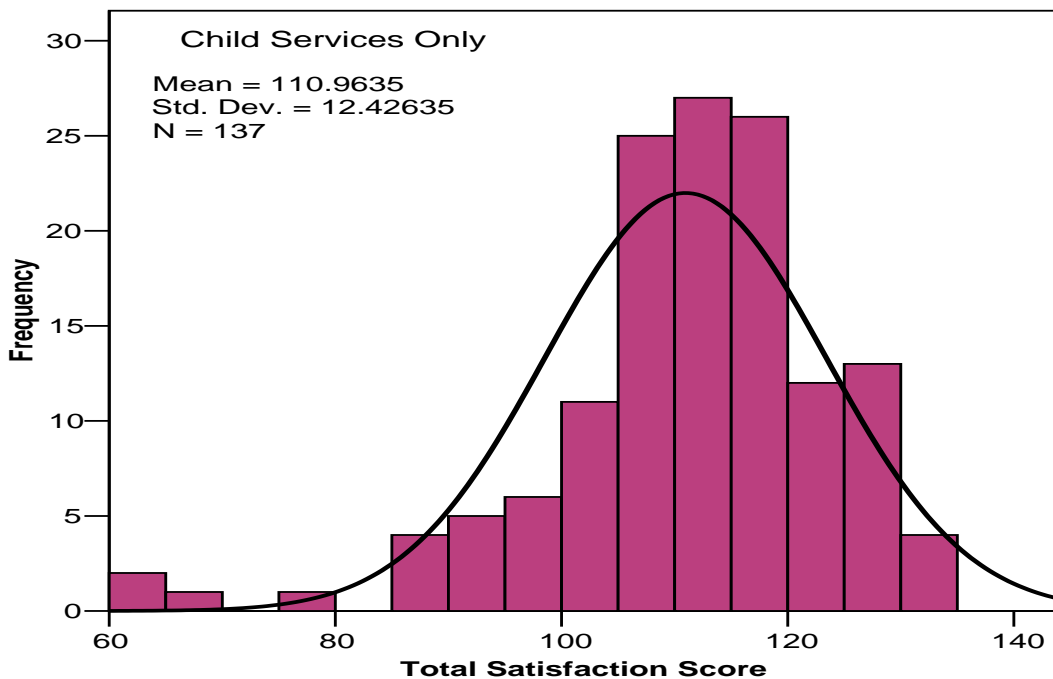
- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 27 - 135. 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 109.1 with a standard deviation 14.0 and median 109.1. The TSS scores ranged from 27 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



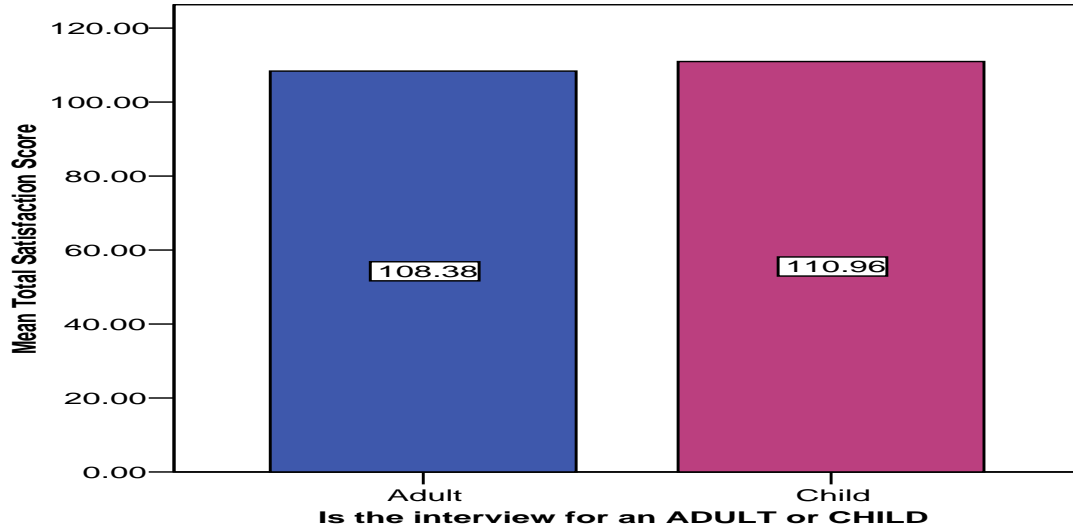
- The overall mean for Total Satisfaction Score for Adult consumers was 108.4 with a standard deviation 14.5, median 108.1. The TSS scores for Adult services ranged from 34 – 135. Scores 108 -135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.



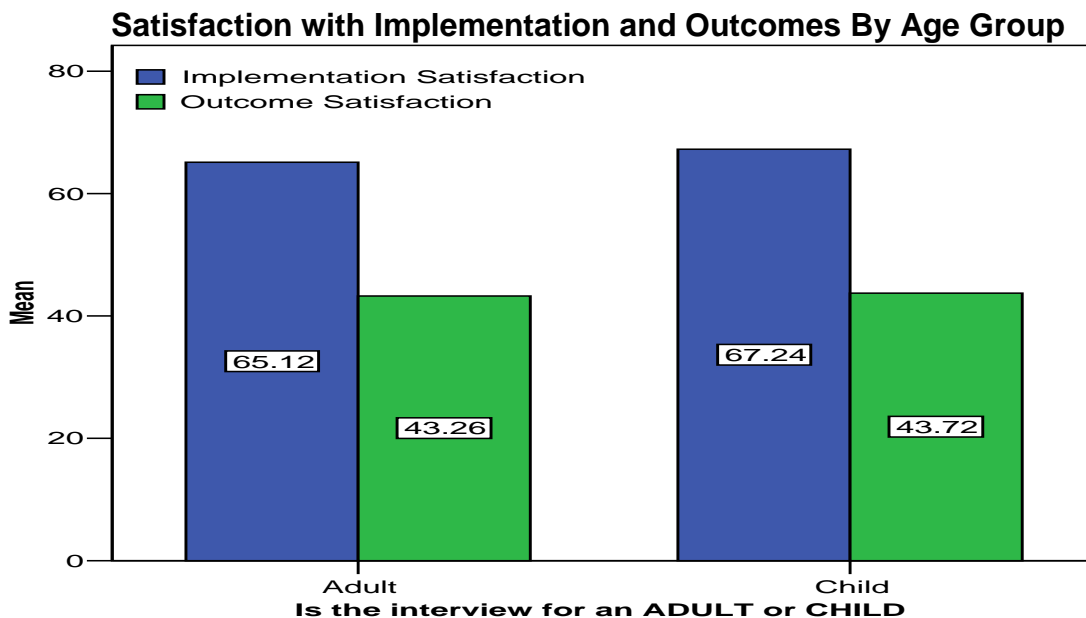
- The overall mean for TSS for Child consumers was 111.0 with a standard deviation 12.4, median 112.0. The TSS scores for child services ranged from 62 - 135. Scores 108 -135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.



- There was a significant trend for recipients of Child services to report a higher Level of Total Satisfaction than recipients of Adult service. It should be noted that both Adult and Child recipients reported a high overall level of Total Satisfaction.



- When the set of satisfaction items are sorted into items relating to Implementation and items relating to Outcomes, individuals who received Child services reported a significantly higher level of satisfaction on the items relating to implementation when compared to the recipients of Adult Services. There was no significant difference in the reported levels of satisfaction on the outcome items between the two groups. This is a shift from the previous year's data where significant differences were observed in the outcome items rather than the implementation items.



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.

## 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 80.8% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 91.8% agreement (4 or 5). This pattern is consistent when Adult and Child consumers are considered separately as well with Adult respondents reporting 80.3% overall satisfaction with services and those who received Child Services reporting 82.2% overall satisfaction with services received. As mentioned previously, respondents who received Child services reported significantly higher levels of satisfaction on the items related to Implementation.

Overall, consumers were extremely satisfied with the way the program staff 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 felt informed about their rights and responsibilities regarding the treatment they had received (Question 5), 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 included in all meetings regarding their treatment plan and goals for recovery (Question 12), 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. The pattern of these high satisfaction levels are consistent with those reported in the previous quarter.

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

- Approximately 1 in 5 consumers (19.4%) who received Adult services indicated that they were not given information about how to get other services that they needed. Approximately 1 in 9 of the consumers of Child services (10.9%) were dissatisfied in this area.
- While 81.6% of all consumers (both Adult & Child) reported they had a choice in selecting their service provider, approximately 1 in 8 consumers (13.0%), indicated they did not have a choice in selecting their service provider.
- Approximately 1 in 8 consumers (12.6%) who received Adult services reported their service provider did not explain the disadvantages of their therapy or treatment. Only 4.4% of those who received Child services felt this way.

Summary responses from the Total group of respondents from this quarter (N=478) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=341) are presented in Table 2. Summary responses from the respondents who received Child Services (N=137) are presented in Table 3.

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

N=478	% 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.	91.8	5.2	4.1	0.8	0.2
2. I was given information on how to get other services that I needed.	74.9	16.9	3.7	1.1	4.2
3. I had a choice in selecting my service provider.	81.6	13.0	3.9	1.0	2.7
4. I have the option to change my service provider should I choose to.	88.5	5.9	4.0	0.8	1.7
5. I was informed about my rights and responsibilities regarding the treatment I have received.	94.1	4.4	4.1	0.7	0.0
6. I feel comfortable in asking questions regarding my treatment.	94.6	2.9	4.3	0.7	0.2
7. My service provider spends enough time with me.	88.7	7.5	4.1	0.9	0.2
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	94.8	2.5	4.2	0.7	0.4
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	93.7	1.0	4.3	0.6	4.0
10. I trust my service provider.	94.1	3.1	4.3	0.7	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	85.4	8.4	4.1	0.9	4.0
12. I am included in all meetings regarding my treatment plan and goals for recovery.	92.1	4.2	4.2	0.7	1.7
13. I am an equal partner in the treatment process.	92.5	5.2	4.2	0.8	0.6
14. My service provider explained the advantages of my therapy or treatment.	91.4	4.2	4.1	0.8	0.6
15. My service provider explained the disadvantages of my therapy or treatment	84.7	10.3	4.0	0.9	1.7
16. Overall, I am satisfied with the services I am receiving.	91.8	5.4	4.2	0.9	0.0

**Table 2 – Total Satisfaction – Implementation Adult Services**

N= 341	% 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.	90.9	5.9	4.1	0.9	0.0
2. I was given information on how to get other services that I needed.	71.8	19.4	3.7	1.1	4.4
3. I had a choice in selecting my service provider.	80.9	13.5	3.9	1.0	2.6
4. I have the option to change my service provider should I choose to.	88.0	6.2	4.0	0.8	1.5
5. I was informed about my rights and responsibilities regarding the treatment I have received.	93.3	5.6	4.1	0.8	0.0
6. I feel comfortable in asking questions regarding my treatment.	93.8	3.5	4.2	0.7	0.0
7. My service provider spends enough time with me.	88.0	7.9	4.1	0.9	0.0
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	93.8	3.2	4.2	0.7	0.3
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	94.4	1.5	4.3	0.6	2.9
10. I trust my service provider.	93.5	3.8	4.2	0.8	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	84.5	10.0	4.0	1.0	3.8
12. I am included in all meetings regarding my treatment plan and goals for recovery.	90.9	5.0	4.1	0.8	1.8
13. I am an equal partner in the treatment process.	90.9	6.5	4.1	0.8	0.9
14. My service provider explained the advantages of my therapy or treatment.	91.2	4.4	4.1	0.8	0.3
15. My service provider explained the disadvantages of my therapy or treatment	83.3	12.6	3.9	1.0	0.6
16. Overall, I am satisfied with the services I am receiving.	91.8	5.0	4.2	0.8	0.0

**Table 3 – Total Satisfaction – Implementation Child Services**

N=137	% 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.	94.2	3.6	4.2	0.7	0.7
2. I was given information on how to get other services that my child/adolescent needed.	82.5	10.9	3.9	0.9	3.6
3. I had a choice when selecting my child/adolescent's service provider.	83.2	11.7	3.9	0.9	2.9
4. I have the option to change my child/adolescent's service provider should I choose to.	89.8	5.1	4.0	0.7	2.2
5. I was informed about my rights and responsibilities regarding the treatment my child/adolescent has received.	96.4	1.5	4.2	0.6	0.0
6. I feel comfortable in asking questions regarding my child/adolescent's treatment.	96.4	1.5	4.4	0.6	0.7
7. My service provider spends enough time with my child/adolescent.	90.5	6.6	4.2	0.8	0.7
8. My provider does not share the personal mental health and/or substance abuse information of my child/adolescent with others without my permission.	97.1	0.7	4.3	0.5	0.7
9. Program staff respects the role of my ethnic, cultural and religious background in my child/adolescent's recovery/treatment.	92.0	0.0	4.3	0.5	6.6
10. I trust my child/adolescent's service provider.	95.6	1.5	4.4	0.6	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.	87.6	4.4	4.1	0.7	4.4
12. I am included in all meetings regarding my child/adolescent's treatment plan and goals for recovery.	94.9	2.2	4.3	0.6	1.5
13. I am an equal partner in the treatment process for my child/adolescent.	96.4	2.2	4.3	0.6	0.0
14. My service provider explained the advantages of my child/adolescent's therapy or treatment.	92.0	3.6	4.2	0.7	1.5
15. My service provider explained the disadvantages of my child/adolescent's therapy or treatment	88.3	4.4	4.1	0.7	4.4
16. Overall, I am satisfied with the services my child/adolescent is receiving.	92.0	6.6	4.3	0.9	0.0

## Outcomes

The majority of adult and child consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 60% to 80% of consumers believe services have improved their lives in each outcome area. Approximately 15% to 24% of consumers believe that no change has resulted from their services. Only 5% to 7% believes that things are worse as a result of services.

- Overall, the highest ratings were reported satisfaction with dealing with the specific problems or issue that led the individual to seek services. 77.1% of those receiving Adult services and 78.1% of those receiving Child services reported satisfaction in this area.
- High ratings were also given to questions that are recovery-related questions rather than symptom-related, with approximately 73% of consumers reporting improvement. These include questions related to enjoying free time (Q22), managing daily problems (Q17), self-worth (Q20), feeling hopeful about the future (Q21), and strengthening their social network (Q23).
- Overall, 47.5% of all respondents reported things were better dealing with school or work and 3.6% reported things as worse. As noted, 39.1% of the respondents reported this question did not apply to them. When these cases are removed, 79.4% report dealing with school or work as better and 5.9% report it as worse. These figures represent a more accurate picture of the results.
- Overall, 55.0% of all respondents reported things were better dealing with becoming involved in community activities and 4.8% reported things as worse. As noted, 21.1% of the respondents reported this question did not apply to them. When these cases are removed, 70.3% report becoming involved in community activities as better and 6.1% report it as worse. These figures represent a more accurate picture of the results.
- As mentioned approximately 5-7% of all respondents reported things were worse as a result of services. This is down from the previous year when 7-11% of respondents reported things were worse in this area.

Summary responses from the Total group of respondents from this quarter (N=478) are presented in Table 4. Summary responses from just the Adult Respondents (N=341) are presented in Table 5. Summary responses from the respondents who received Child Services (N=137) are presented in Table 6.

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

	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=478					
17. Managing daily problems.	76.8	6.1	4.0	0.9	1.5
18. Feeling in control of my life.	71.1	6.7	3.9	0.9	1.7
19. Dealing with personal crisis.	63.0	6.9	3.8	0.9	5.9
20. How I feel about myself.	71.8	6.7	3.9	0.9	1.5
21. Feeling good (hopeful) about the future.	72.8	5.2	3.9	0.9	3.3
22. Enjoying my free time.	75.1	4.8	4.0	0.9	2.3
23. Strengthening my social support network.	73.8	5.9	4.0	0.9	1.3
24. Being involved in community activities.	55.0	4.8	3.9	0.8	21.1
25. Dealing with school or work.	47.5	3.6	4.1	0.7	39.1
26. Dealing with people in social situations.	71.8	7.3	3.9	0.9	1.5
27. Dealing with specific problems or issue that led to seek services.	77.4	6.1	4.0	0.9	0.4

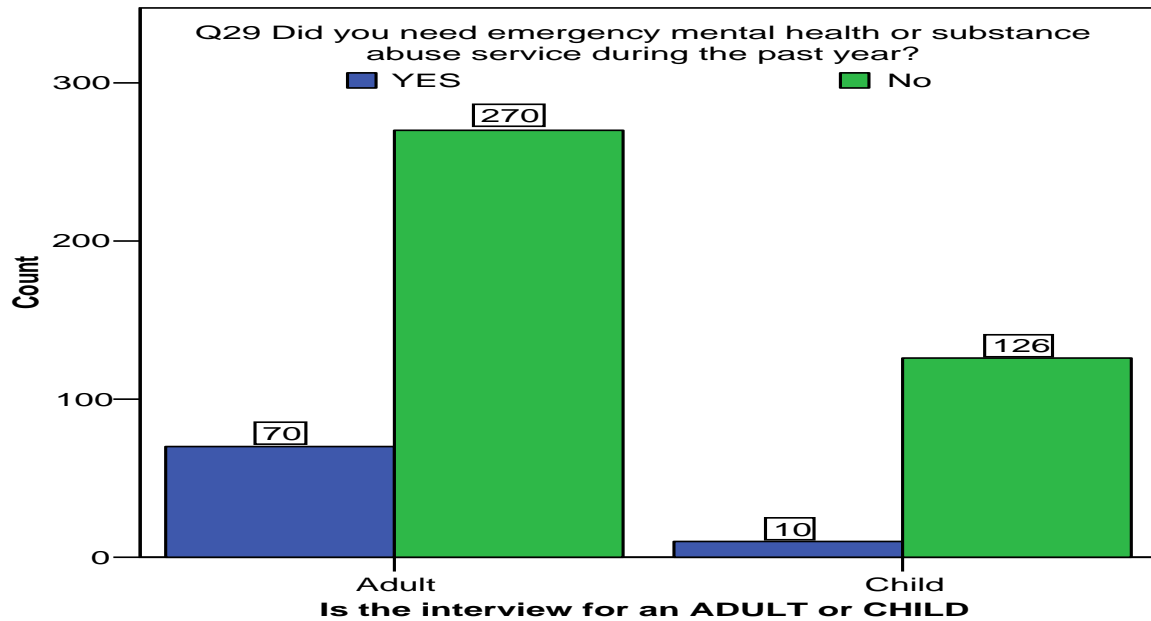
**Table 5 – Total Satisfaction – Outcome Questions Adult Services**

Total N=341	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	76.8	5.6	4.0	0.9	1.2
18. Feeling in control of my life.	72.7	7.3	3.9	1.0	0.3
19. Dealing with personal crisis.	63.6	6.5	3.8	0.9	3.8
20. How I feel about myself.	73.0	7.6	3.9	1.0	0.6
21. Feeling good (hopeful) about the future.	75.7	6.7	3.9	0.9	1.2
22. Enjoying my free time.	73.3	5.6	4.0	0.9	2.6
23. Strengthening my social support network.	75.1	6.5	3.9	0.9	1.2
24. Being involved in community activities.	53.1	4.7	3.8	0.8	22.6
25. Dealing with school or work.	37.2	2.6	4.1	0.6	53.4
26. Dealing with people in social situations.	69.8	7.0	3.9	0.9	1.8
27. Dealing with specific problems or issue that led to seek services.	77.1	5.9	4.0	0.9	0.0

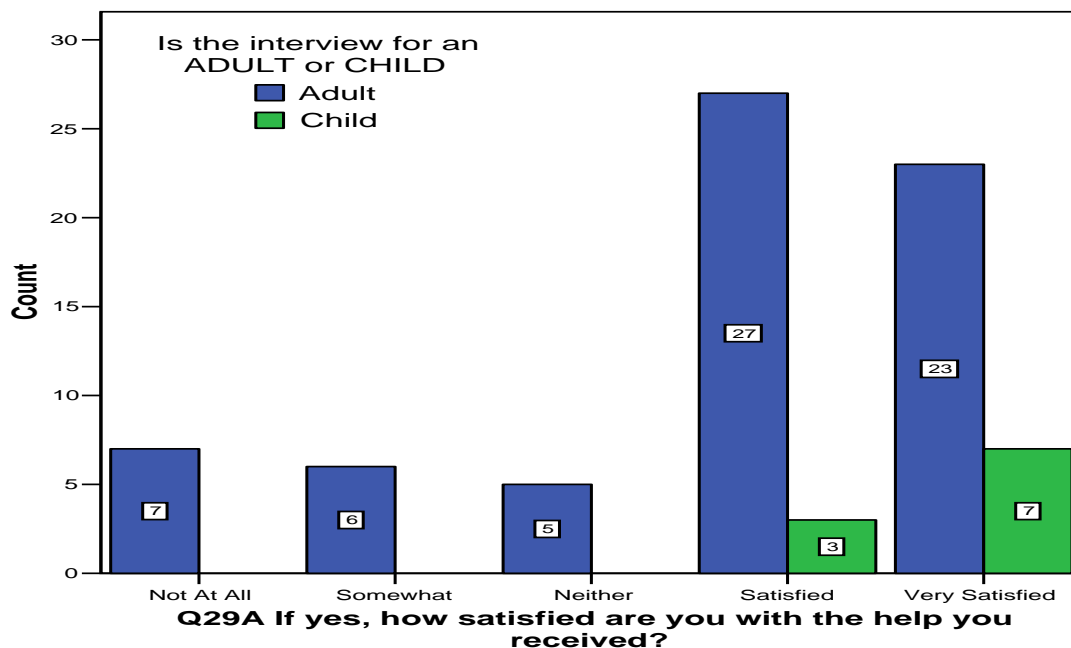
**Table 6 – Total Satisfaction – Outcome Questions Child Services**

Total N=137	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	76.6	7.3	4.0	0.9	2.2
18. Feeling in control of my life.	67.2	5.1	3.9	0.8	5.1
19. Dealing with personal crisis.	61.3	8.0	3.8	0.9	10.9
20. How I feel about myself.	68.6	4.4	3.9	0.9	3.6
21. Feeling good (hopeful) about the future.	65.7	1.5	4.0	0.7	8.8
22. Enjoying my free time.	79.6	2.9	4.1	0.8	1.5
23. Strengthening my social support network.	70.8	4.4	4.0	0.9	1.5
24. Being involved in community activities.	59.9	5.1	4.0	0.9	17.5
25. Dealing with school or work.	73.0	5.8	4.0	0.9	3.6
26. Dealing with people in social situations.	76.6	8.0	4.0	1.0	0.7
27. Dealing with specific problems or issue that led to seek services.	78.1	6.6	4.0	0.9	1.5

**Emergency Treatment:** 80 of the 478 respondents (16.8%) indicated they needed emergency mental health or substance abuse service during the past year. 70 of the 80 (87.5%) received Adult services and the remaining 10 (12.5%) received Child Services. Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.9 with standard deviation 0.5. 77.0% (60 of 78) reported they were either Very Satisfied, or Satisfied, 16.7% Somewhat or Not at all Satisfied. Two adult respondents did not respond to this question.

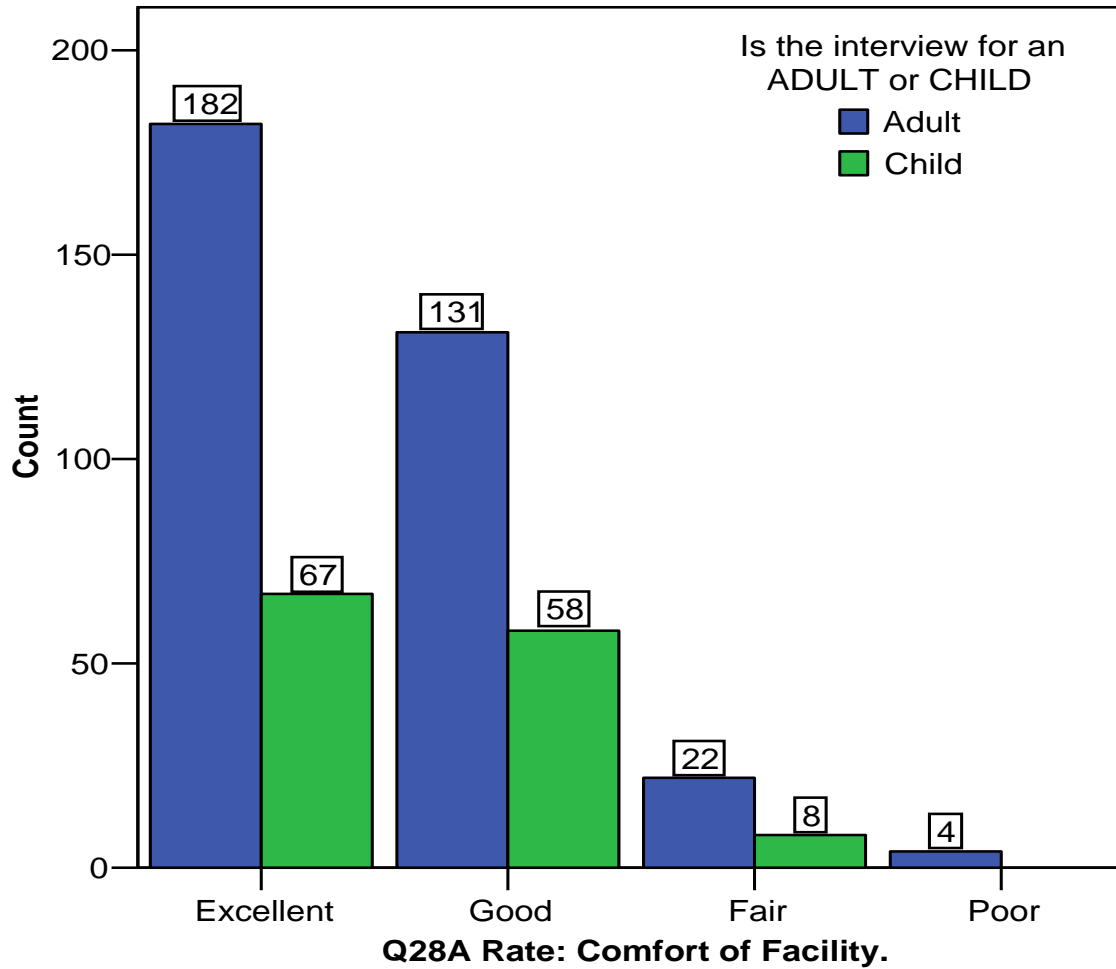


Individuals who received Child services reported a higher level of satisfaction with emergency services than those who received Adult services. In fact, all individuals who received Child services reported either Satisfied or Very Satisfied with emergency services.



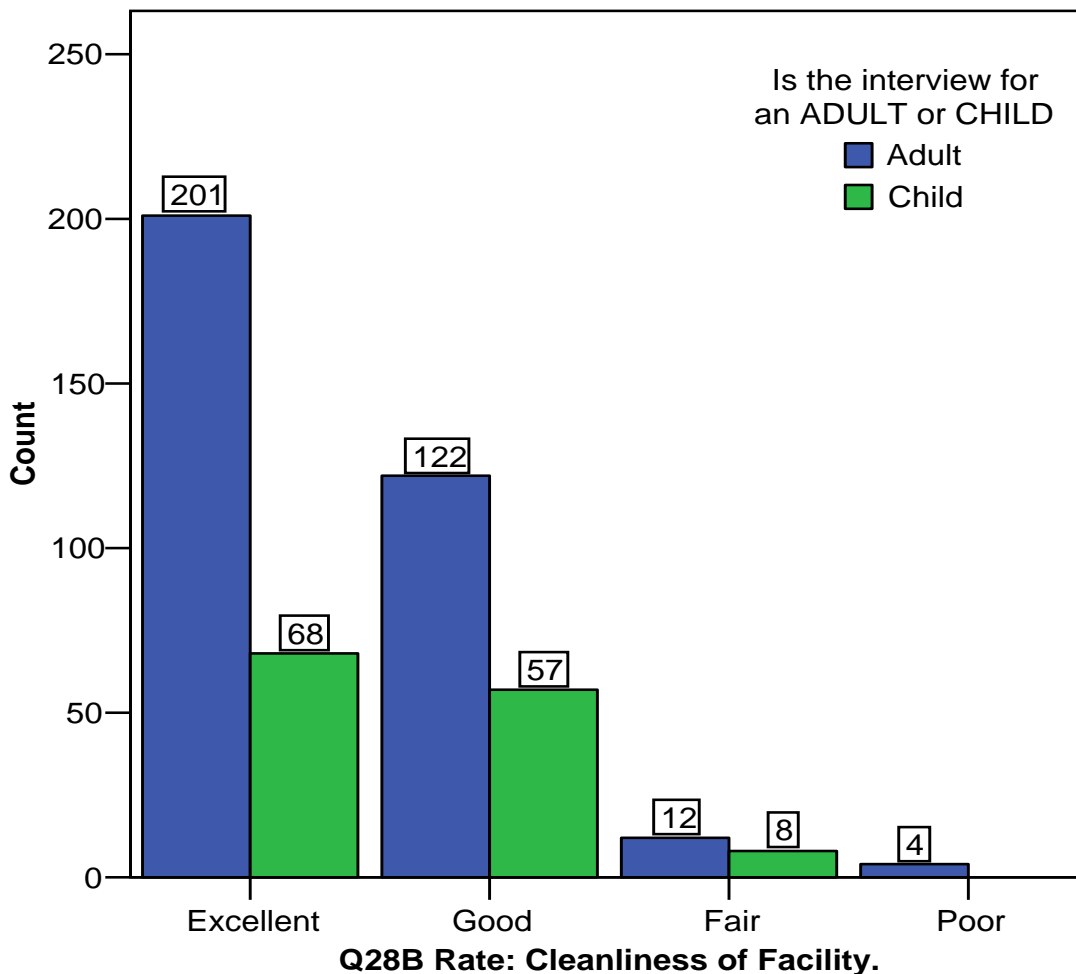
### Questions Regarding Treatment Environment

Comfort of Facility: 91.6% of all respondents rated the comfort of their treatment facility as Excellent or Good. 7.1% of all respondents rated the comfort of their treatment facility as Fair or Poor.



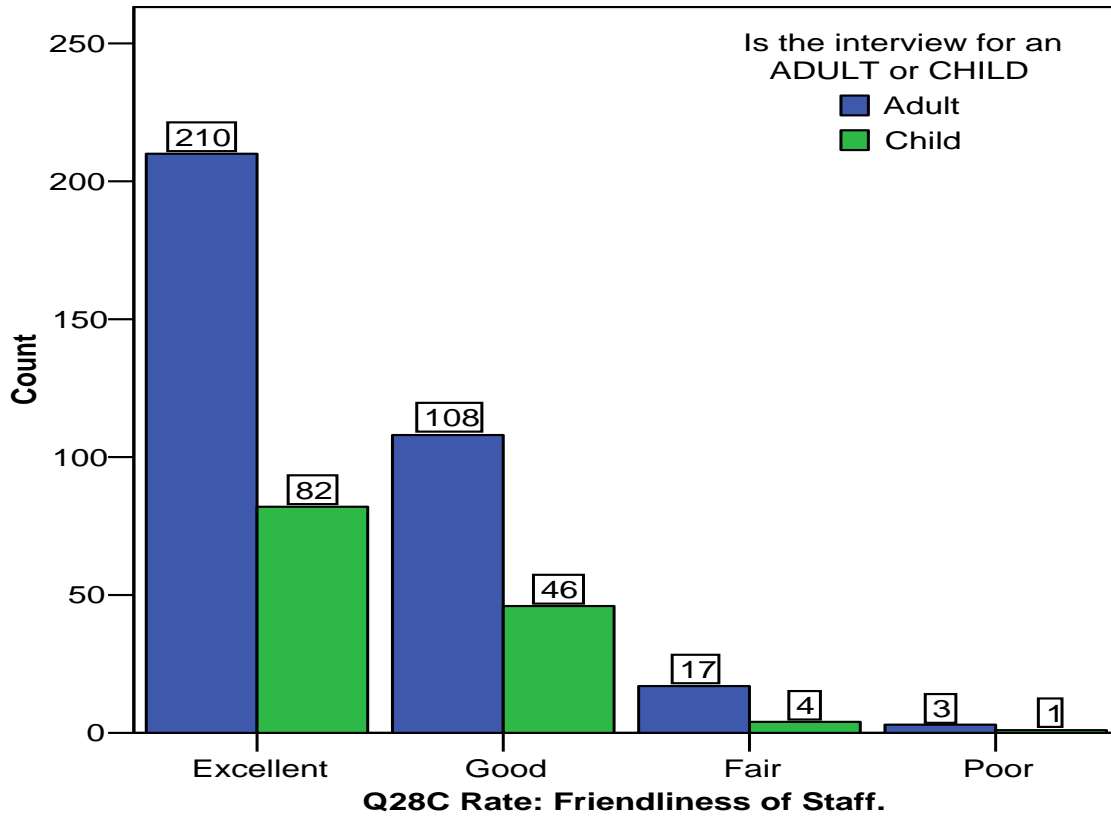
		Q28A Rate: Comfort of Facility.				Total
		Excellent	Good	Fair	Poor	
Adult	Count	182	131	22	4	339
		53.7%	38.6%	6.5%	1.2%	100.0%
Child	Count	67	58	8	0	133
		50.4%	43.6%	6.0%	.0%	100.0%
Total	Count	249	189	30	4	472
		52.8%	40.0%	6.4%	.8%	100.0%

Cleanliness of Facility: 93.7% of respondents reported the cleanliness of their treatment facility as Excellent or Good. 5.0% of respondents reported the cleanliness of their treatment facility as Fair or Poor.



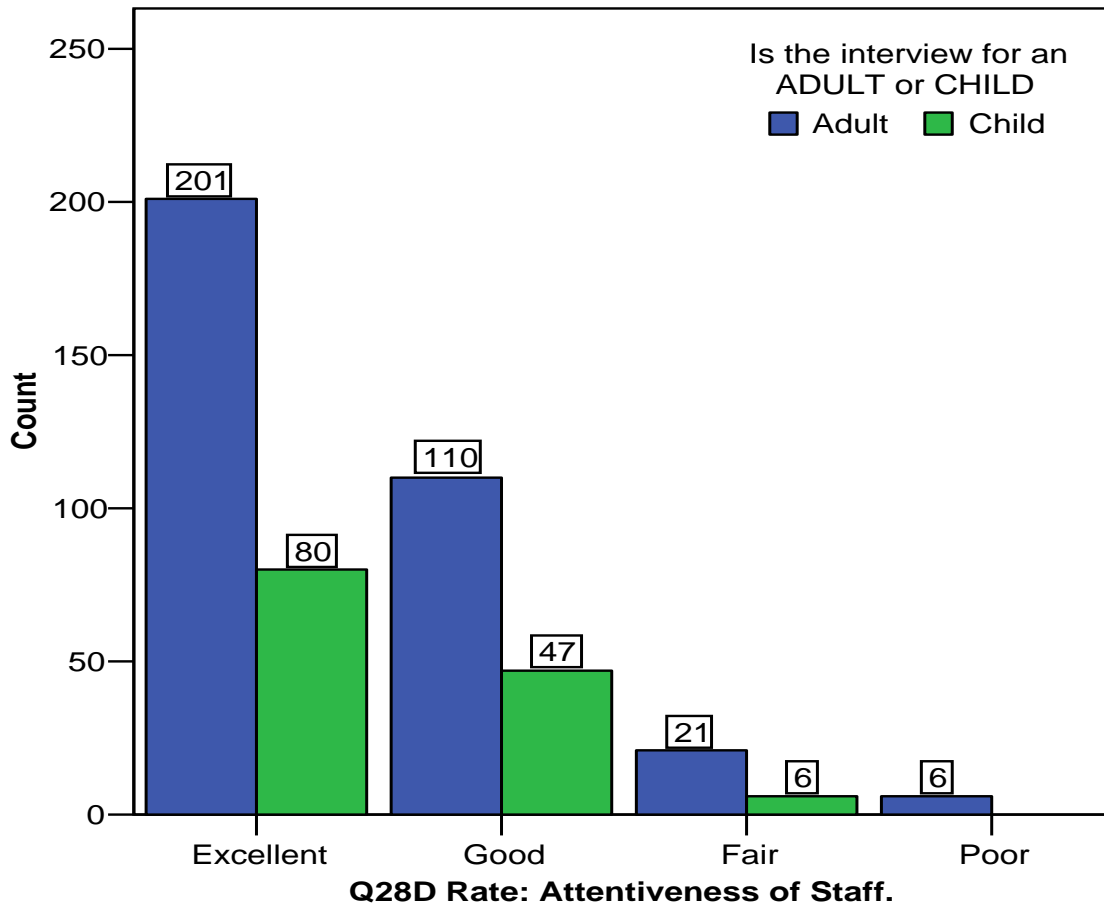
		Q28B Rate: Cleanliness of Facility.				Total
		Excellent	Good	Fair	Poor	
Adult	Count	201	122	12	4	339
		59.3%	36.0%	3.5%	1.2%	100.0%
Child	Count	68	57	8	0	133
		51.1%	42.9%	6.0%	.0%	100.0%
Total	Count	269	179	20	4	472
		57.0%	37.9%	4.2%	.8%	100.0%

Friendliness of Staff: 93.3% of respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 5.2% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor.



		Q28C Rate: Friendliness of Staff.				Total
		Excellent	Good	Fair	Poor	
Adult	Count	210	108	17	3	338
		62.1%	32.0%	5.0%	.9%	100.0%
Child	Count	82	46	4	1	133
		61.7%	34.6%	3.0%	.8%	100.0%
Total	Count	292	154	21	4	471
		62.0%	32.7%	4.5%	.8%	100.0%

Attentiveness of Staff: 91.6% of respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 6.9% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor.



		Q28D Rate: Attentiveness of Staff.				Total
		Excellent	Good	Fair	Poor	
Adult	Count	201	110	21	6	338
		59.5%	32.5%	6.2%	1.8%	100.0%
Child	Count	80	47	6	0	133
		60.2%	35.3%	4.5%	.0%	100.0%
Total	Count	281	157	27	6	471
		59.7%	33.3%	5.7%	1.3%	100.0%

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

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

- 69.6% of respondents (258 out of 478) reported that they had received a copy of the CBHNP member handbook. 17 respondents did not answer this question. The cross tabulation tables for Adult and Child Services are presented first, followed by tables for County of Residence and then County of Residence by Adult and Child Services.

			Q33 I have received a copy of the Member Handbook from CBHNP?			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	210 64.4%	103 31.6%	13 4.0%	326 100.0%
	Child	Count	111 82.2%	23 17.0%	1 .7%	135 100.0%
Total		Count	321 69.6%	126 27.3%	14 3.0%	461 100.0%

			Q33 I have received a copy of the Member Handbook from CBHNP?			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	18 69.2%	7 26.9%	1 3.8%	26 100.0%
	Dauphin	Count	85 67.5%	37 29.4%	4 3.2%	126 100.0%
	Lancaster	Count	126 70.4%	45 25.1%	8 4.5%	179 100.0%
	Lebanon	Count	87 69.6%	37 29.6%	1 .8%	125 100.0%
	Perry	Count	4 100.0%	0 .0%	0 .0%	4 100.0%
	Other	Count	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total		Count	321 69.6%	126 27.3%	14 3.0%

County of Residence			Q33 I have received a copy of the Member Handbook from CBHNP?			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	8 57.1%	6 42.9%	0 .0%	14 100.0%
	Child	Count	10 83.3%	1 8.3%	1 8.3%	12 100.0%
	Total	Count	18 69.2%	7 26.9%	1 3.8%	26 100.0%
Dauphin	Adult	Count	60 64.5%	29 31.2%	4 4.3%	93 100.0%
	Child	Count	25 75.8%	8 24.2%	0 .0%	33 100.0%
	Total	Count	85 67.5%	37 29.4%	4 3.2%	126 100.0%
Lancaster	Adult	Count	85 64.4%	39 29.5%	8 6.1%	132 100.0%
	Child	Count	41 87.2%	6 12.8%	0 .0%	47 100.0%
	Total	Count	126 70.4%	45 25.1%	8 4.5%	179 100.0%
Lebanon	Adult	Count	55 64.7%	29 34.1%	1 1.2%	85 100.0%
	Child	Count	32 80.0%	8 20.0%	0 .0%	40 100.0%
	Total	Count	87 69.6%	37 29.6%	1 .8%	125 100.0%
Perry	Adult	Count	1 100.0%			1 100.0%
	Child	Count	3 100.0%			3 100.0%
	Total	Count	4 100.0%			4 100.0%
Other	Adult	Count	1 100.0%			1 100.0%
	Total	Count	1 100.0%			1 100.0%

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

- 26.5% (124 out of 478) 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. 10 respondents did not answer this question.

			Q34 In the last 12 months, did you call Member Relations at CBHNP to get information or help...			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	97 29.2%	206 62.0%	29 8.7%	332 100.0%
	Child	Count	27 19.9%	108 79.4%	1 .7%	136 100.0%
Total		Count	124 26.5%	314 67.1%	30 6.4%	468 100.0%

			Q34 In the last 12 months, did you call Member Relations at CBHNP to get information or help...			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	4 14.8%	22 81.5%	1 3.7%	27 100.0%
	Dauphin	Count	29 22.7%	88 68.8%	11 8.6%	128 100.0%
	Lancaster	Count	58 31.9%	111 61.0%	13 7.1%	182 100.0%
	Lebanon	Count	31 24.8%	89 71.2%	5 4.0%	125 100.0%
	Perry	Count	1 20.0%	4 80.0%	0 .0%	5 100.0%
	Other	Count	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total		Count	124 26.5%	314 67.1%	30 6.4%

County of Residence			Q34 In the last 12 months, did you call Member Relations at CBHNP to get information or help...			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	3 20.0%	12 80.0%	0 .0%	15 100.0%
	Child	Count	1 8.3%	10 83.3%	1 8.3%	12 100.0%
	Total	Count	4 14.8%	22 81.5%	1 3.7%	27 100.0%
Dauphin	Adult	Count	26 27.7%	57 60.6%	11 11.7%	94 100.0%
	Child	Count	3 8.8%	31 91.2%	0 .0%	34 100.0%
	Total	Count	29 22.7%	88 68.8%	11 8.6%	128 100.0%
Lancaster	Adult	Count	46 34.1%	76 56.3%	13 9.6%	135 100.0%
	Child	Count	12 25.5%	35 74.5%	0 .0%	47 100.0%
	Total	Count	58 31.9%	111 61.0%	13 7.1%	182 100.0%
Lebanon	Adult	Count	21 24.7%	59 69.4%	5 5.9%	85 100.0%
	Child	Count	10 25.0%	30 75.0%	0 .0%	40 100.0%
	Total	Count	31 24.8%	89 71.2%	5 4.0%	125 100.0%
Perry	Adult	Count	0 .0%	2 100.0%		2 100.0%
	Child	Count	1 33.3%	2 66.7%		3 100.0%
	Total	Count	1 20.0%	4 80.0%		5 100.0%
Other	Adult	Count	1 100.0%			1 100.0%
	Total	Count	1 100.0%			1 100.0%

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

- 90.2% of those that requested information from CBHNP (138 of 153) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 15 of the 153 respondents did not feel this was the case.

			Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	113 33.9%	14 4.2%	206 61.9%	333 100.0%
	Child	Count	25 18.4%	1 .7%	110 80.9%	136 100.0%
Total		Count	138 29.4%	15 3.2%	316 67.4%	469 100.0%

			Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	4 14.8%	1 3.7%	22 81.5%	27 100.0%
	Dauphin	Count	35 27.1%	5 3.9%	89 69.0%	129 100.0%
	Lancaster	Count	63 34.6%	7 3.8%	112 61.5%	182 100.0%
	Lebanon	Count	34 27.2%	2 1.6%	89 71.2%	125 100.0%
	Perry	Count	1 20.0%	0 .0%	4 80.0%	5 100.0%
	Other	Count	1 100.0%	0 .0%	0 .0%	1 100.0%
Total		Count	138 29.4%	15 3.2%	316 67.4%	469 100.0%

County of Residence			Q34A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	4 26.7%	0 .0%	11 73.3%	15 100.0%
	Child	Count	0 .0%	1 8.3%	11 91.7%	12 100.0%
	Total	Count	4 14.8%	1 3.7%	22 81.5%	27 100.0%
Dauphin	Adult	Count	32 33.7%	5 5.3%	58 61.1%	95 100.0%
	Child	Count	3 8.8%	0 .0%	31 91.2%	34 100.0%
	Total	Count	35 27.1%	5 3.9%	89 69.0%	129 100.0%
Lancaster	Adult	Count	52 38.5%	7 5.2%	76 56.3%	135 100.0%
	Child	Count	11 23.4%	0 .0%	36 76.6%	47 100.0%
	Total	Count	63 34.6%	7 3.8%	112 61.5%	182 100.0%
Lebanon	Adult	Count	24 28.2%	2 2.4%	59 69.4%	85 100.0%
	Child	Count	10 25.0%	0 .0%	30 75.0%	40 100.0%
	Total	Count	34 27.2%	2 1.6%	89 71.2%	125 100.0%
Perry	Adult	Count	0 .0%		2 100.0%	2 100.0%
	Child	Count	1 33.3%		2 66.7%	3 100.0%
	Total	Count	1 20.0%		4 80.0%	5 100.0%
Other	Adult	Count	1 100.0%			1 100.0%
	Total	Count	1 100.0%			1 100.0%

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

- 91.6% of respondents (428 of 478) report they are aware of their right to file a complaint or grievance. 11 respondents did not answer this question.

			Q35 I am aware of my right to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	298 90.0%	27 8.2%	6 1.8%	331 100.0%
	Child	Count	130 95.6%	6 4.4%	0 .0%	136 100.0%
Total		Count	428 91.6%	33 7.1%	6 1.3%	467 100.0%

			Q35 I am aware of my right to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	24 88.9%	3 11.1%	0 .0%	27 100.0%
	Dauphin	Count	110 86.6%	13 10.2%	4 3.1%	127 100.0%
	Lancaster	Count	168 92.3%	12 6.6%	2 1.1%	182 100.0%
	Lebanon	Count	120 96.0%	5 4.0%	0 .0%	125 100.0%
	Perry	Count	5 100.0%	0 .0%	0 .0%	5 100.0%
	Other	Count	1 100.0%	0 .0%	0 .0%	1 100.0%
Total		Count	428 91.6%	33 7.1%	6 1.3%	467 100.0%

County of Residence			Q35 I am aware of my right to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	13 86.7%	2 13.3%		15 100.0%
	Child	Count	11 91.7%	1 8.3%		12 100.0%
	Total	Count	24 88.9%	3 11.1%		27 100.0%
Dauphin	Adult	Count	78 83.9%	11 11.8%	4 4.3%	93 100.0%
	Child	Count	32 94.1%	2 5.9%	0 .0%	34 100.0%
	Total	Count	110 86.6%	13 10.2%	4 3.1%	127 100.0%
Lancaster	Adult	Count	123 91.1%	10 7.4%	2 1.5%	135 100.0%
	Child	Count	45 95.7%	2 4.3%	0 .0%	47 100.0%
	Total	Count	168 92.3%	12 6.6%	2 1.1%	182 100.0%
Lebanon	Adult	Count	81 95.3%	4 4.7%		85 100.0%
	Child	Count	39 97.5%	1 2.5%		40 100.0%
	Total	Count	120 96.0%	5 4.0%		125 100.0%
Perry	Adult	Count	2 100.0%			2 100.0%
	Child	Count	3 100.0%			3 100.0%
	Total	Count	5 100.0%			5 100.0%
Other	Adult	Count	1 100.0%			1 100.0%
	Total	Count	1 100.0%			1 100.0%

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

- Overall, 72.2% of respondents (338 of 478) report they know who to call to file a complaint or grievance. 10 respondents did not answer this question.

			Q36 I know whom to call to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	217 65.4%	105 31.6%	10 3.0%	332 100.0%
	Child	Count	121 89.0%	12 8.8%	3 2.2%	136 100.0%
Total		Count	338 72.2%	117 25.0%	13 2.8%	468 100.0%

			Q36 I know whom to call to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	18 66.7%	8 29.6%	1 3.7%	27 100.0%
	Dauphin	Count	86 67.7%	33 26.0%	8 6.3%	127 100.0%
	Lancaster	Count	137 75.3%	41 22.5%	4 2.2%	182 100.0%
	Lebanon	Count	93 73.8%	33 26.2%	0 .0%	126 100.0%
	Perry	Count	4 80.0%	1 20.0%	0 .0%	5 100.0%
	Other	Count	0 .0%	1 100.0%	0 .0%	1 100.0%
Total		Count	338 72.2%	117 25.0%	13 2.8%	468 100.0%

County of Residence			Q36 I know whom to call to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	10 66.7%	4 26.7%	1 6.7%	15 100.0%
	Child	Count	8 66.7%	4 33.3%	0 .0%	12 100.0%
	Total	Count	18 66.7%	8 29.6%	1 3.7%	27 100.0%
Dauphin	Adult	Count	59 63.4%	28 30.1%	6 6.5%	93 100.0%
	Child	Count	27 79.4%	5 14.7%	2 5.9%	34 100.0%
	Total	Count	86 67.7%	33 26.0%	8 6.3%	127 100.0%
Lancaster	Adult	Count	92 68.1%	40 29.6%	3 2.2%	135 100.0%
	Child	Count	45 95.7%	1 2.1%	1 2.1%	47 100.0%
	Total	Count	137 75.3%	41 22.5%	4 2.2%	182 100.0%
Lebanon	Adult	Count	55 64.0%	31 36.0%		86 100.0%
	Child	Count	38 95.0%	2 5.0%		40 100.0%
	Total	Count	93 73.8%	33 26.2%		126 100.0%
Perry	Adult	Count	1 50.0%	1 50.0%		2 100.0%
	Child	Count	3 100.0%	0 .0%		3 100.0%
	Total	Count	4 80.0%	1 20.0%		5 100.0%
Other	Adult	Count		1 100.0%		1 100.0%
	Total	Count		1 100.0%		1 100.0%

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

- 65.0% of respondents (332 of 478) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. 17 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.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	228 69.9%	48 14.7%	50 15.3%	326 100.0%
	Child	Count	104 77.0%	12 8.9%	19 14.1%	135 100.0%
Total		Count	332 72.0%	60 13.0%	69 15.0%	461 100.0%

			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	16 61.5%	7 26.9%	3 11.5%	26 100.0%
	Dauphin	Count	77 60.2%	22 17.2%	29 22.7%	128 100.0%
	Lancaster	Count	141 79.7%	19 10.7%	17 9.6%	177 100.0%
	Lebanon	Count	93 75.0%	12 9.7%	19 15.3%	124 100.0%
	Perry	Count	4 80.0%	0 .0%	1 20.0%	5 100.0%
	Other	Count	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total		Count	332 72.0%	60 13.0%	69 15.0%

County of Residence			Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	9 64.3%	5 35.7%	0 .0%	14 100.0%
	Child	Count	7 58.3%	2 16.7%	3 25.0%	12 100.0%
	Total	Count	16 61.5%	7 26.9%	3 11.5%	26 100.0%
Dauphin	Adult	Count	53 55.8%	16 16.8%	26 27.4%	95 100.0%
	Child	Count	24 72.7%	6 18.2%	3 9.1%	33 100.0%
	Total	Count	77 60.2%	22 17.2%	29 22.7%	128 100.0%
Lancaster	Adult	Count	101 77.7%	17 13.1%	12 9.2%	130 100.0%
	Child	Count	40 85.1%	2 4.3%	5 10.6%	47 100.0%
	Total	Count	141 79.7%	19 10.7%	17 9.6%	177 100.0%
Lebanon	Adult	Count	62 73.8%	10 11.9%	12 14.3%	84 100.0%
	Child	Count	31 77.5%	2 5.0%	7 17.5%	40 100.0%
	Total	Count	93 75.0%	12 9.7%	19 15.3%	124 100.0%
Perry	Adult	Count	2 100.0%		0 .0%	2 100.0%
	Child	Count	2 66.7%		1 33.3%	3 100.0%
	Total	Count	4 80.0%		1 20.0%	5 100.0%
Other	Adult	Count	1 100.0%			1 100.0%
	Total	Count	1 100.0%			1 100.0%

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

- 94.2% of respondents who had called CBHNP staff (275 of 292) 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. 9 respondents did not answer this question.

			Q38 When I call CBHNP staff treats me courteously and with respect.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	171 51.2%	15 4.5%	148 44.3%	334 100.0%
	Child	Count	104 77.0%	2 1.5%	29 21.5%	135 100.0%
Total		Count	275 58.6%	17 3.6%	177 37.7%	469 100.0%

			Q38 When I call CBHNP staff treats me courteously and with respect.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	17 63.0%	2 7.4%	8 29.6%	27 100.0%
	Dauphin	Count	75 58.6%	7 5.5%	46 35.9%	128 100.0%
	Lancaster	Count	101 55.5%	5 2.7%	76 41.8%	182 100.0%
	Lebanon	Count	76 60.3%	3 2.4%	47 37.3%	126 100.0%
	Perry	Count	5 100.0%	0 .0%	0 .0%	5 100.0%
	Other	Count	1 100.0%	0 .0%	0 .0%	1 100.0%
Total		Count	275 58.6%	17 3.6%	177 37.7%	469 100.0%

County of Residence			Q38 When I call CBHNP staff treats me courteously and with respect.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	8	1	6	15
			53.3%	6.7%	40.0%	100.0%
	Child	Count	9	1	2	12
			75.0%	8.3%	16.7%	100.0%
	Total	Count	17	2	8	27
			63.0%	7.4%	29.6%	100.0%
Dauphin	Adult	Count	51	7	37	95
			53.7%	7.4%	38.9%	100.0%
	Child	Count	24	0	9	33
			72.7%	.0%	27.3%	100.0%
	Total	Count	75	7	46	128
			58.6%	5.5%	35.9%	100.0%
Lancaster	Adult	Count	61	5	69	135
			45.2%	3.7%	51.1%	100.0%
	Child	Count	40	0	7	47
			85.1%	.0%	14.9%	100.0%
	Total	Count	101	5	76	182
			55.5%	2.7%	41.8%	100.0%
Lebanon	Adult	Count	48	2	36	86
			55.8%	2.3%	41.9%	100.0%
	Child	Count	28	1	11	40
			70.0%	2.5%	27.5%	100.0%
	Total	Count	76	3	47	126
			60.3%	2.4%	37.3%	100.0%
Perry	Adult	Count	2			2
			100.0%			100.0%
	Child	Count	3			3
			100.0%			100.0%
	Total	Count	5			5
			100.0%			100.0%
Other	Adult	Count	1			1
			100.0%			100.0%
	Total	Count	1			1
			100.0%			100.0%

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

- 94.5% of respondents (293 of 310) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. Please note that more than a third of all respondents (33.9%) feel this question does not apply. Because of the large number of respondents who felt this question did not apply, the percentages reflect those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented. 9 respondents did not answer this question.

			Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	179 53.6%	14 4.2%	141 42.2%	334 100.0%
	Child	Count	114 84.4%	3 2.2%	18 13.3%	135 100.0%
Total		Count	293 62.5%	17 3.6%	159 33.9%	469 100.0%

			Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	18 66.7%	2 7.4%	7 25.9%	27 100.0%
	Dauphin	Count	81 63.3%	7 5.5%	40 31.3%	128 100.0%
	Lancaster	Count	104 57.1%	7 3.8%	71 39.0%	182 100.0%
	Lebanon	Count	84 66.7%	1 .8%	41 32.5%	126 100.0%
	Perry	Count	5 100.0%	0 .0%	0 .0%	5 100.0%
	Other	Count	1 100.0%	0 .0%	0 .0%	1 100.0%
Total		Count	293 62.5%	17 3.6%	159 33.9%	469 100.0%

County of Residence			Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	8 53.3%	0 .0%	7 46.7%	15 100.0%
	Child	Count	10 83.3%	2 16.7%	0 .0%	12 100.0%
	Total	Count	18 66.7%	2 7.4%	7 25.9%	27 100.0%
Dauphin	Adult	Count	54 56.8%	7 7.4%	34 35.8%	95 100.0%
	Child	Count	27 81.8%	0 .0%	6 18.2%	33 100.0%
	Total	Count	81 63.3%	7 5.5%	40 31.3%	128 100.0%
Lancaster	Adult	Count	64 47.4%	6 4.4%	65 48.1%	135 100.0%
	Child	Count	40 85.1%	1 2.1%	6 12.8%	47 100.0%
	Total	Count	104 57.1%	7 3.8%	71 39.0%	182 100.0%
Lebanon	Adult	Count	50 58.1%	1 1.2%	35 40.7%	86 100.0%
	Child	Count	34 85.0%	0 .0%	6 15.0%	40 100.0%
	Total	Count	84 66.7%	1 .8%	41 32.5%	126 100.0%
Perry	Adult	Count	2 100.0%			2 100.0%
	Child	Count	3 100.0%			3 100.0%
	Total	Count	5 100.0%			5 100.0%
Other	Adult	Count	1 100.0%			1 100.0%
	Total	Count	1 100.0%			1 100.0%

### Supplemental Questions Adult Respondents Only:

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

- 91.5% of Adult respondents (292 of 319) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 20 respondents (6.3%) disagreed or strongly disagreed with this statement.

		SQ1 I am encouraged by staff to share my feelings with others.						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland	Count	0 .0%	1 6.7%	0 .0%	11 73.3%	3 20.0%	0 .0%	15 100.0%
Dauphin	Count	3 3.2%	4 4.2%	3 3.2%	64 67.4%	17 17.9%	4 4.2%	95 100.0%
Lancaster	Count	2 1.5%	2 1.5%	2 1.5%	89 66.4%	32 23.9%	7 5.2%	134 100.0%
Lebanon	Count	2 2.2%	6 6.7%	2 2.2%	53 59.6%	20 22.5%	6 6.7%	89 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	2 100.0%	0 .0%	0 .0%	2 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>7 2.1%</b>	<b>13 3.9%</b>	<b>7 2.1%</b>	<b>220 65.5%</b>	<b>72 21.4%</b>	<b>17 5.1%</b>	<b>336 100.0%</b>

- 97.0% of Adult respondents (288 of 297) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 5 respondents (1.7%) disagreed or strongly disagreed with this statement.

		SQ2 I decide whether or not to participate in activities.						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland	Count	0 .0%	0 .0%	0 .0%	11 73.3%	2 13.3%	2 13.3%	15 100.0%
Dauphin	Count	1 1.1%	1 1.1%	1 1.1%	64 67.4%	17 17.9%	11 11.6%	95 100.0%
Lancaster	Count	1 .7%	2 1.5%	2 1.5%	94 70.1%	25 18.7%	10 7.5%	134 100.0%
Lebanon	Count	0 .0%	0 .0%	1 1.1%	56 62.9%	16 18.0%	16 18.0%	89 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	2 100.0%	0 .0%	0 .0%	2 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>2 .6%</b>	<b>3 .9%</b>	<b>4 1.2%</b>	<b>228 67.9%</b>	<b>60 17.9%</b>	<b>39 11.6%</b>	<b>336 100.0%</b>

- 85.3% of Adult respondents (272 of 319) 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. 37 respondents (11.6%) disagreed or 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.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	1 7.1%	1 7.1%	1 7.1%	9 64.3%	2 14.3%	0 .0%	14 100.0%
Dauphin	Count	7 7.4%	10 10.5%	1 1.1%	57 60.0%	16 16.8%	4 4.2%	95 100.0%
Lancaster	Count	5 3.7%	4 3.0%	7 5.2%	80 59.7%	31 23.1%	7 5.2%	134 100.0%
Lebanon	Count	3 3.4%	5 5.7%	1 1.1%	57 65.5%	18 20.7%	3 3.4%	87 100.0%
Perry	Count	0 .0%	1 50.0%	0 .0%	1 50.0%	0 .0%	0 .0%	2 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
Total	Count	16 4.8%	21 6.3%	10 3.0%	205 61.6%	67 20.1%	14 4.2%	333 100.0%

- 95.2% of Adult respondents (320 of 336) indicated they agreed or strongly agreed they felt safe at the facility where they received their treatment. 5 respondents (2.9%) disagreed or strongly disagreed with this statement.

		SQ4 I feel safe at this facility.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	0 .0%	1 6.7%	10 66.7%	4 26.7%	0 .0%	15 100.0%
Dauphin	Count	2 2.1%	1 1.1%	0 .0%	60 63.2%	31 32.6%	1 1.1%	95 100.0%
Lancaster	Count	0 .0%	2 1.5%	6 4.5%	82 61.2%	43 32.1%	1 .7%	134 100.0%
Lebanon	Count	0 .0%	0 .0%	2 2.2%	54 60.7%	33 37.1%	0 .0%	89 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	2 100.0%	0 .0%	0 .0%	2 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
Total	Count	2 .6%	3 .9%	9 2.7%	209 62.2%	111 33.0%	2 .6%	336 100.0%

## Supplemental Questions Child Respondents Only

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

- 90.0% of Child respondents (108 of 120) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 1 respondent (0.8%) disagreed with this statement. 11 respondents did not answer this question.

		SQ1 I am encouraged by staff to share my feelings with others.					Total
		Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland	Count	0 .0%	5 45.5%	4 36.4%	2 18.2%	0 .0%	11 100.0%
Dauphin	Count	0 .0%	2 6.3%	28 87.5%	1 3.1%	1 3.1%	32 100.0%
Lancaster	Count	0 .0%	0 .0%	36 80.0%	6 13.3%	3 6.7%	45 100.0%
Lebanon	Count	1 2.9%	3 8.6%	25 71.4%	4 11.4%	2 5.7%	35 100.0%
Perry	Count	0 .0%	1 33.3%	2 66.7%	0 .0%	0 .0%	3 100.0%
Total	Count	1 .8%	11 8.7%	95 75.4%	13 10.3%	6 4.8%	126 100.0%

- 90.8% of Child respondents (108 of 119) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 1 respondent (0.8%) disagreed or with this statement. 11 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	0 .0%	5 45.5%	4 36.4%	2 18.2%	0 .0%	11 100.0%
Dauphin	Count	0 .0%	1 3.1%	28 87.5%	2 6.3%	1 3.1%	32 100.0%
Lancaster	Count	0 .0%	0 .0%	36 80.0%	7 15.6%	2 4.4%	45 100.0%
Lebanon	Count	1 2.9%	3 8.6%	26 74.3%	1 2.9%	4 11.4%	35 100.0%
Perry	Count	0 .0%	1 33.3%	2 66.7%	0 .0%	0 .0%	3 100.0%
Total	Count	1 .8%	10 7.9%	96 76.2%	12 9.5%	7 5.6%	126 100.0%

- 83.9% of Child respondents (104 of 124) 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. 6 respondents (4.8%) disagreed or strongly disagreed with this statement. 11 respondents did not answer this question.

		SQ3 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 .0%	0 .0%	5 45.5%	4 36.4%	2 18.2%	0 .0%	11 100.0%
Dauphin	Count	0 .0%	1 3.1%	1 3.1%	26 81.3%	3 9.4%	1 3.1%	32 100.0%
Lancaster	Count	0 .0%	2 4.4%	2 4.4%	33 73.3%	7 15.6%	1 2.2%	45 100.0%
Lebanon	Count	1 2.9%	2 5.7%	5 14.3%	26 74.3%	1 2.9%	0 .0%	35 100.0%
Perry	Count	0 .0%	0 .0%	1 33.3%	2 66.7%	0 .0%	0 .0%	3 100.0%
Total	Count	1 .8%	5 4.0%	14 11.1%	91 72.2%	13 10.3%	2 1.6%	126 100.0%

- 91.1% of Child respondents (112 of 123) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. None of the respondents disagreed with this statement. 11 respondents did not answer this question.

		SQ4 I feel safe at this facility.				Total
		Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland	Count	5 45.5%	4 36.4%	2 18.2%	0 .0%	11 100.0%
Dauphin	Count	1 3.1%	28 87.5%	2 6.3%	1 3.1%	32 100.0%
Lancaster	Count	0 .0%	35 77.8%	8 17.8%	2 4.4%	45 100.0%
Lebanon	Count	4 11.4%	26 74.3%	5 14.3%	0 .0%	35 100.0%
Perry	Count	1 33.3%	2 66.7%	0 .0%	0 .0%	3 100.0%
Total	Count	11 8.7%	95 75.4%	17 13.5%	3 2.4%	126 100.0%

## 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=478).

### 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
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland	Count	0 .0%	2 7.1%	0 .0%	17 60.7%	9 32.1%	0 .0%	28 100.0%
Dauphin	Count	7 5.4%	2 1.5%	3 2.3%	80 61.5%	38 29.2%	0 .0%	130 100.0%
Lancaster	Count	4 2.2%	2 1.1%	5 2.8%	128 70.7%	42 23.2%	0 .0%	181 100.0%
Lebanon	Count	6 4.6%	2 1.5%	3 2.3%	84 64.1%	35 26.7%	1 .8%	131 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	4 80.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>17 3.6%</b>	<b>8 1.7%</b>	<b>11 2.3%</b>	<b>314 66.0%</b>	<b>125 26.3%</b>	<b>1 .2%</b>	<b>476 100.0%</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	Does Not Apply	
Cumberland	Count	3 10.7%	5 17.9%	1 3.6%	10 35.7%	7 25.0%	2 7.1%	28 100.0%
Dauphin	Count	11 8.5%	16 12.3%	6 4.6%	68 52.3%	23 17.7%	6 4.6%	130 100.0%
Lancaster	Count	7 3.9%	13 7.2%	6 3.3%	114 63.0%	32 17.7%	9 5.0%	181 100.0%
Lebanon	Count	11 8.4%	14 10.7%	4 3.1%	72 55.0%	27 20.6%	3 2.3%	131 100.0%
Perry	Count	1 20.0%	0 .0%	0 .0%	3 60.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>33 6.9%</b>	<b>48 10.1%</b>	<b>17 3.6%</b>	<b>268 56.3%</b>	<b>90 18.9%</b>	<b>20 4.2%</b>	<b>476 100.0%</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		Does Not Apply
Cumberland	Count	3 10.7%	4 14.3%	0 .0%	14 50.0%	6 21.4%	1 3.6%	28 100.0%
Dauphin	Count	5 3.8%	17 13.1%	2 1.5%	74 56.9%	27 20.8%	5 3.8%	130 100.0%
Lancaster	Count	4 2.2%	12 6.6%	5 2.8%	122 67.4%	33 18.2%	5 2.8%	181 100.0%
Lebanon	Count	6 4.6%	10 7.7%	3 2.3%	84 64.6%	25 19.2%	2 1.5%	130 100.0%
Perry	Count	0 .0%	1 20.0%	0 .0%	3 60.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>18 3.8%</b>	<b>44 9.3%</b>	<b>10 2.1%</b>	<b>298 62.7%</b>	<b>92 19.4%</b>	<b>13 2.7%</b>	<b>475 100.0%</b>

### 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		Does Not Apply
Cumberland	Count	0 .0%	3 10.7%	2 7.1%	17 60.7%	6 21.4%	0 .0%	28 100.0%
Dauphin	Count	6 4.6%	6 4.6%	5 3.8%	81 62.3%	26 20.0%	6 4.6%	130 100.0%
Lancaster	Count	2 1.1%	5 2.8%	3 1.7%	137 75.7%	32 17.7%	2 1.1%	181 100.0%
Lebanon	Count	3 2.3%	3 2.3%	6 4.6%	91 70.0%	27 20.8%	0 .0%	130 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	4 80.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>11 2.3%</b>	<b>17 3.6%</b>	<b>16 3.4%</b>	<b>331 69.7%</b>	<b>92 19.4%</b>	<b>8 1.7%</b>	<b>475 100.0%</b>

## 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
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	1 3.6%	1 3.6%	0 .0%	16 57.1%	10 35.7%	28 100.0%
Dauphin	Count	6 4.6%	1 .8%	3 2.3%	88 67.7%	32 24.6%	130 100.0%
Lancaster	Count	1 .6%	5 2.8%	0 .0%	137 75.7%	38 21.0%	181 100.0%
Lebanon	Count	2 1.5%	4 3.1%	1 .8%	87 66.4%	37 28.2%	131 100.0%
Perry	Count	0 .0%	0 .0%	1 20.0%	3 60.0%	1 20.0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>10 2.1%</b>	<b>11 2.3%</b>	<b>5 1.1%</b>	<b>332 69.7%</b>	<b>118 24.8%</b>	<b>476 100.0%</b>

## Q6 I feel comfortable asking questions regarding my treatment

		Q6 I feel comfortable in asking questions regarding my treatment.						Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland	Count	0 .0%	0 .0%	0 .0%	14 50.0%	14 50.0%	0 .0%	28 100.0%
Dauphin	Count	5 3.8%	4 3.1%	3 2.3%	74 56.9%	44 33.8%	0 .0%	130 100.0%
Lancaster	Count	0 .0%	2 1.1%	3 1.7%	127 70.6%	48 26.7%	0 .0%	180 100.0%
Lebanon	Count	1 .8%	2 1.5%	2 1.5%	70 53.4%	55 42.0%	1 .8%	131 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	3 60.0%	2 40.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>6 1.3%</b>	<b>8 1.7%</b>	<b>8 1.7%</b>	<b>289 60.8%</b>	<b>163 34.3%</b>	<b>1 .2%</b>	<b>475 100.0%</b>

### 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	Does Not Apply	
Cumberland	Count	1 3.6%	2 7.1%	0 .0%	13 46.4%	12 42.9%	0 .0%	28 100.0%
Dauphin	Count	7 5.4%	8 6.2%	5 3.8%	73 56.2%	37 28.5%	0 .0%	130 100.0%
Lancaster	Count	4 2.2%	5 2.8%	4 2.2%	117 64.6%	51 28.2%	0 .0%	181 100.0%
Lebanon	Count	3 2.3%	5 3.8%	5 3.8%	71 54.6%	45 34.6%	1 .8%	130 100.0%
Perry	Count	1 20.0%	0 .0%	0 .0%	2 40.0%	2 40.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>16 3.4%</b>	<b>20 4.2%</b>	<b>14 2.9%</b>	<b>277 58.3%</b>	<b>147 30.9%</b>	<b>1 .2%</b>	<b>475 100.0%</b>

### 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	Does Not Apply	
Cumberland	Count	0 .0%	0 .0%	0 .0%	18 64.3%	10 35.7%	0 .0%	28 100.0%
Dauphin	Count	3 2.3%	2 1.5%	3 2.3%	75 57.7%	46 35.4%	1 .8%	130 100.0%
Lancaster	Count	3 1.7%	1 .6%	4 2.2%	122 67.8%	50 27.8%	0 .0%	180 100.0%
Lebanon	Count	1 .8%	2 1.5%	1 .8%	82 62.6%	44 33.6%	1 .8%	131 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	4 80.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>7 1.5%</b>	<b>5 1.1%</b>	<b>8 1.7%</b>	<b>302 63.6%</b>	<b>151 31.8%</b>	<b>2 .4%</b>	<b>475 100.0%</b>

## 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
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland	0 .0%	0 .0%	0 .0%	17 60.7%	9 32.1%	2 7.1%	28 100.0%
Dauphin	2 1.5%	1 .8%	2 1.5%	70 53.8%	48 36.9%	7 5.4%	130 100.0%
Lancaster	0 .0%	1 .6%	0 .0%	128 71.1%	43 23.9%	8 4.4%	180 100.0%
Lebanon	1 .8%	0 .0%	1 .8%	79 60.3%	48 36.6%	2 1.5%	131 100.0%
Perry	0 .0%	0 .0%	0 .0%	4 80.0%	1 20.0%	0 .0%	5 100.0%
Other	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
Total	3 .6%	2 .4%	3 .6%	299 62.9%	149 31.4%	19 4.0%	475 100.0%

## 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%	0 .0%	1 3.6%	13 46.4%	14 50.0%	28 100.0%
Dauphin	Count	4 3.1%	3 2.3%	2 1.5%	73 56.2%	48 36.9%	130 100.0%
Lancaster	Count	2 1.1%	4 2.2%	4 2.2%	116 64.4%	54 30.0%	180 100.0%
Lebanon	Count	2 1.5%	0 .0%	3 2.3%	72 55.0%	54 41.2%	131 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	3 60.0%	2 40.0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count	8 1.7%	7 1.5%	10 2.1%	278 58.5%	172 36.2%	475 100.0%

**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.						
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Cumberland	Count	1 3.6%	0 .0%	0 .0%	15 53.6%	12 42.9%	0 .0%	28 100.0%
Dauphin	Count	10 7.7%	12 9.2%	4 3.1%	62 47.7%	36 27.7%	6 4.6%	130 100.0%
Lancaster	Count	4 2.2%	7 3.9%	2 1.1%	119 66.1%	41 22.8%	7 3.9%	180 100.0%
Lebanon	Count	3 2.3%	2 1.5%	2 1.5%	76 58.0%	42 32.1%	6 4.6%	131 100.0%
Perry	Count	0 .0%	1 20.0%	0 .0%	2 40.0%	2 40.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>18 3.8%</b>	<b>22 4.6%</b>	<b>8 1.7%</b>	<b>275 57.9%</b>	<b>133 28.0%</b>	<b>19 4.0%</b>	<b>475 100.0%</b>

**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.						
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Cumberland	Count	1 3.6%	0 .0%	0 .0%	12 42.9%	15 53.6%	0 .0%	28 100.0%
Dauphin	Count	3 2.3%	3 2.3%	2 1.5%	78 60.0%	40 30.8%	4 3.1%	130 100.0%
Lancaster	Count	3 1.7%	4 2.2%	2 1.1%	128 71.1%	41 22.8%	2 1.1%	180 100.0%
Lebanon	Count	2 1.5%	4 3.1%	3 2.3%	80 61.1%	40 30.5%	2 1.5%	131 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	4 80.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>9 1.9%</b>	<b>11 2.3%</b>	<b>7 1.5%</b>	<b>303 63.8%</b>	<b>137 28.8%</b>	<b>8 1.7%</b>	<b>475 100.0%</b>

### 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	Does Not Apply	
Cumberland	Count	0 .0%	1 3.6%	1 3.6%	9 32.1%	17 60.7%	0 .0%	28 100.0%
Dauphin	Count	6 4.6%	4 3.1%	2 1.5%	74 56.9%	44 33.8%	0 .0%	130 100.0%
Lancaster	Count	2 1.1%	6 3.3%	2 1.1%	122 67.8%	46 25.6%	2 1.1%	180 100.0%
Lebanon	Count	3 2.3%	3 2.3%	0 .0%	84 64.1%	40 30.5%	1 .8%	131 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	4 80.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>11 2.3%</b>	<b>14 2.9%</b>	<b>5 1.1%</b>	<b>294 61.9%</b>	<b>148 31.2%</b>	<b>3 .6%</b>	<b>475 100.0%</b>

### 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	Does Not Apply	
Cumberland	Count	0 .0%	1 3.6%	0 .0%	20 71.4%	7 25.0%	0 .0%	28 100.0%
Dauphin	Count	4 3.1%	3 2.3%	4 3.1%	79 60.8%	38 29.2%	2 1.5%	130 100.0%
Lancaster	Count	1 .6%	3 1.7%	5 2.8%	126 70.0%	45 25.0%	0 .0%	180 100.0%
Lebanon	Count	3 2.3%	4 3.1%	6 4.6%	82 62.6%	35 26.7%	1 .8%	131 100.0%
Perry	Count	0 .0%	1 20.0%	0 .0%	3 60.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>8 1.7%</b>	<b>12 2.5%</b>	<b>15 3.2%</b>	<b>311 65.5%</b>	<b>126 26.5%</b>	<b>3 .6%</b>	<b>475 100.0%</b>

## 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	Does Not Apply	
Cumberland	Count	0 .0%	3 10.7%	0 .0%	17 60.7%	6 21.4%	2 7.1%	28 100.0%
Dauphin	Count	5 3.8%	8 6.2%	4 3.1%	78 60.0%	31 23.8%	4 3.1%	130 100.0%
Lancaster	Count	2 1.1%	11 6.1%	6 3.3%	123 68.3%	38 21.1%	0 .0%	180 100.0%
Lebanon	Count	5 3.8%	13 10.0%	2 1.5%	79 60.8%	29 22.3%	2 1.5%	130 100.0%
Perry	Count	0 .0%	1 20.0%	0 .0%	3 60.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>12 2.5%</b>	<b>37 7.8%</b>	<b>12 2.5%</b>	<b>300 63.3%</b>	<b>105 22.2%</b>	<b>8 1.7%</b>	<b>474 100.0%</b>

## 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	0 .0%	2 7.1%	0 .0%	10 35.7%	16 57.1%	28 100.0%
Dauphin	Count	8 6.2%	5 3.8%	4 3.1%	66 50.8%	47 36.2%	130 100.0%
Lancaster	Count	4 2.2%	2 1.1%	5 2.8%	111 61.7%	58 32.2%	180 100.0%
Lebanon	Count	2 1.5%	3 2.3%	1 .8%	61 46.6%	64 48.9%	131 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	3 60.0%	2 40.0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>14 2.9%</b>	<b>12 2.5%</b>	<b>10 2.1%</b>	<b>251 52.8%</b>	<b>188 39.6%</b>	<b>475 100.0%</b>

## Q17 Managing daily problems

		Q17 Managing daily problems.						Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
Cumberland	Count	1 3.6%	2 7.1%	3 10.7%	13 46.4%	8 28.6%	1 3.6%	28 100.0%
Dauphin	Count	6 4.6%	5 3.8%	23 17.7%	54 41.5%	39 30.0%	3 2.3%	130 100.0%
Lancaster	Count	3 1.7%	3 1.7%	26 14.4%	97 53.9%	48 26.7%	3 1.7%	180 100.0%
Lebanon	Count	1 .8%	8 6.1%	18 13.7%	67 51.1%	37 28.2%	0 .0%	131 100.0%
Perry	Count	0 .0%	0 .0%	2 40.0%	2 40.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>11 2.3%</b>	<b>18 3.8%</b>	<b>72 15.2%</b>	<b>233 49.1%</b>	<b>134 28.2%</b>	<b>7 1.5%</b>	<b>475 100.0%</b>

## 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	Does Not Apply	
Cumberland	Count	1 3.6%	0 .0%	5 17.9%	11 39.3%	10 35.7%	1 3.6%	28 100.0%
Dauphin	Count	6 4.6%	7 5.4%	25 19.2%	59 45.4%	31 23.8%	2 1.5%	130 100.0%
Lancaster	Count	5 2.8%	4 2.2%	36 19.9%	83 45.9%	51 28.2%	2 1.1%	181 100.0%
Lebanon	Count	1 .8%	8 6.1%	27 20.6%	53 40.5%	39 29.8%	3 2.3%	131 100.0%
Perry	Count	0 .0%	0 .0%	3 60.0%	2 40.0%	0 .0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>13 2.7%</b>	<b>19 4.0%</b>	<b>96 20.2%</b>	<b>209 43.9%</b>	<b>131 27.5%</b>	<b>8 1.7%</b>	<b>476 100.0%</b>

## Q19 Dealing with personal crisis

		Q19 Dealing with personal crisis.					Does Not Apply	Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
Cumberland	Count	2 7.1%	1 3.6%	5 17.9%	11 39.3%	4 14.3%	5 17.9%	28 100.0%
Dauphin	Count	6 4.6%	9 6.9%	26 20.0%	55 42.3%	26 20.0%	8 6.2%	130 100.0%
Lancaster	Count	4 2.2%	4 2.2%	46 25.6%	83 46.1%	34 18.9%	9 5.0%	180 100.0%
Lebanon	Count	1 .8%	6 4.6%	33 25.2%	56 42.7%	29 22.1%	6 4.6%	131 100.0%
Perry	Count	0 .0%	0 .0%	3 60.0%	1 20.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>13 2.7%</b>	<b>20 4.2%</b>	<b>113 23.8%</b>	<b>207 43.6%</b>	<b>94 19.8%</b>	<b>28 5.9%</b>	<b>475 100.0%</b>

## Q20 How I feel about myself

		Q20 How I feel about myself.					Does Not Apply	Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
Cumberland	Count	1 3.6%	3 10.7%	4 14.3%	9 32.1%	10 35.7%	1 3.6%	28 100.0%
Dauphin	Count	7 5.4%	7 5.4%	26 20.2%	55 42.6%	32 24.8%	2 1.6%	129 100.0%
Lancaster	Count	4 2.2%	4 2.2%	33 18.2%	89 49.2%	50 27.6%	1 .6%	181 100.0%
Lebanon	Count	3 2.3%	3 2.3%	28 21.5%	55 42.3%	38 29.2%	3 2.3%	130 100.0%
Perry	Count	0 .0%	0 .0%	1 20.0%	2 40.0%	2 40.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>15 3.2%</b>	<b>17 3.6%</b>	<b>92 19.4%</b>	<b>210 44.3%</b>	<b>133 28.1%</b>	<b>7 1.5%</b>	<b>474 100.0%</b>

## 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	Does Not Apply	
Cumberland	Count	0 .0%	0 .0%	5 17.9%	12 42.9%	7 25.0%	4 14.3%	28 100.0%
Dauphin	Count	4 3.1%	5 3.8%	20 15.4%	61 46.9%	33 25.4%	7 5.4%	130 100.0%
Lancaster	Count	4 2.2%	3 1.7%	36 19.9%	91 50.3%	46 25.4%	1 .6%	181 100.0%
Lebanon	Count	3 2.3%	6 4.6%	23 17.7%	63 48.5%	31 23.8%	4 3.1%	130 100.0%
Perry	Count	0 .0%	0 .0%	2 40.0%	3 60.0%	0 .0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>11 2.3%</b>	<b>14 2.9%</b>	<b>86 18.1%</b>	<b>230 48.4%</b>	<b>118 24.8%</b>	<b>16 3.4%</b>	<b>475 100.0%</b>

## Q22 Enjoying my free time

		Q22 Enjoying my free time.						Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
Cumberland	Count	1 3.6%	1 3.6%	3 10.7%	11 39.3%	10 35.7%	2 7.1%	28 100.0%
Dauphin	Count	4 3.1%	7 5.4%	25 19.4%	57 44.2%	35 27.1%	1 .8%	129 100.0%
Lancaster	Count	4 2.2%	1 .6%	30 16.7%	83 46.1%	56 31.1%	6 3.3%	180 100.0%
Lebanon	Count	1 .8%	4 3.1%	21 16.2%	59 45.4%	43 33.1%	2 1.5%	130 100.0%
Perry	Count	0 .0%	0 .0%	1 20.0%	2 40.0%	2 40.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
<b>Total</b>	<b>Count</b>	<b>10 2.1%</b>	<b>13 2.7%</b>	<b>80 16.9%</b>	<b>213 45.0%</b>	<b>146 30.9%</b>	<b>11 2.3%</b>	<b>473 100.0%</b>

## Q23 Strengthening my social support network

		Q23 Strengthening my social support network.					Does Not Apply	Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
Cumberland	Count	1 3.6%	1 3.6%	3 10.7%	11 39.3%	11 39.3%	1 3.6%	28 100.0%
Dauphin	Count	5 3.8%	5 3.8%	30 23.1%	56 43.1%	33 25.4%	1 .8%	130 100.0%
Lancaster	Count	3 1.7%	6 3.3%	34 18.8%	87 48.1%	48 26.5%	3 1.7%	181 100.0%
Lebanon	Count	0 .0%	7 5.4%	18 14.0%	66 51.2%	37 28.7%	1 .8%	129 100.0%
Perry	Count	0 .0%	0 .0%	2 40.0%	3 60.0%	0 .0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count	9 1.9%	19 4.0%	87 18.4%	223 47.0%	130 27.4%	6 1.3%	474 100.0%

## Q24 Being involved in community activities

		Q24 Being involved in the community or in organizations outside of MH or SA activities.					Does Not Apply	Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
Cumberland	Count	1 3.6%	0 .0%	8 28.6%	7 25.0%	7 25.0%	5 17.9%	28 100.0%
Dauphin	Count	2 1.5%	9 6.9%	26 20.0%	45 34.6%	22 16.9%	26 20.0%	130 100.0%
Lancaster	Count	3 1.7%	1 .6%	26 14.4%	66 36.5%	35 19.3%	50 27.6%	181 100.0%
Lebanon	Count	3 2.3%	4 3.1%	25 19.2%	46 35.4%	33 25.4%	19 14.6%	130 100.0%
Perry	Count	0 .0%	0 .0%	2 40.0%	0 .0%	2 40.0%	1 20.0%	5 100.0%
Other	Count	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
Total	Count	9 1.9%	14 2.9%	88 18.5%	164 34.5%	99 20.8%	101 21.3%	475 100.0%

## Q25 Dealing with school or work

		Q25 Dealing with school or work.					Does Not Apply	Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
Cumberland	Count	2 7.1%	0 .0%	3 10.7%	5 17.9%	9 32.1%	9 32.1%	28 100.0%
Dauphin	Count	3 2.3%	4 3.1%	10 7.8%	33 25.6%	26 20.2%	53 41.1%	129 100.0%
Lancaster	Count	1 .5%	2 1.1%	14 7.7%	57 31.3%	38 20.9%	70 38.5%	182 100.0%
Lebanon	Count	1 .8%	4 3.1%	14 10.9%	33 25.8%	23 18.0%	53 41.4%	128 100.0%
Perry	Count	0 .0%	0 .0%	1 20.0%	1 20.0%	2 40.0%	1 20.0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
Total	Count	7 1.5%	10 2.1%	42 8.9%	129 27.3%	98 20.7%	187 39.5%	473 100.0%

## Q26 Dealing with people in social situations

		Q26 Dealing with people in social situations.					Does Not Apply	Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
Cumberland	Count	1 3.6%	1 3.6%	8 28.6%	9 32.1%	8 28.6%	1 3.6%	28 100.0%
Dauphin	Count	4 3.1%	9 6.9%	31 23.8%	49 37.7%	36 27.7%	1 .8%	130 100.0%
Lancaster	Count	4 2.2%	4 2.2%	32 17.7%	85 47.0%	52 28.7%	4 2.2%	181 100.0%
Lebanon	Count	1 .8%	11 8.5%	16 12.4%	55 42.6%	45 34.9%	1 .8%	129 100.0%
Perry	Count	0 .0%	0 .0%	2 40.0%	2 40.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
Total	Count	10 2.1%	25 5.3%	89 18.8%	201 42.4%	142 30.0%	7 1.5%	474 100.0%

## 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.					Does Not Apply	Total
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
Cumberland	Count	1 3.6%	0 .0%	6 21.4%	10 35.7%	11 39.3%	0 .0%	28 100.0%
Dauphin	Count	5 3.8%	9 6.9%	24 18.5%	51 39.2%	40 30.8%	1 .8%	130 100.0%
Lancaster	Count	5 2.8%	2 1.1%	28 15.5%	94 51.9%	52 28.7%	0 .0%	181 100.0%
Lebanon	Count	0 .0%	7 5.4%	14 10.9%	66 51.2%	41 31.8%	1 .8%	129 100.0%
Perry	Count	0 .0%	0 .0%	1 20.0%	3 60.0%	1 20.0%	0 .0%	5 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Total	Count	11 2.3%	18 3.8%	73 15.4%	224 47.3%	146 30.8%	2 .4%	474 100.0%

## Survey Tables by Age Group by County of Residence

The following tables show the Cross tabulation of questions 1-27 by Age Group broken down by County of Residence (N=478).

### 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
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Adult	Cumberland	Count	0 .0%	1 6.3%	0 .0%	10 62.5%	5 31.3%	16 100.0%
	Dauphin	Count	7 7.3%	2 2.1%	3 3.1%	58 60.4%	26 27.1%	96 100.0%
	Lancaster	Count	4 2.9%	1 .7%	5 3.7%	95 69.9%	31 22.8%	136 100.0%
	Lebanon	Count	4 4.4%	1 1.1%	3 3.3%	58 64.4%	24 26.7%	90 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	2 100.0%	0 .0%	2 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
	<b>Total</b>	<b>Count</b>	<b>15 4.4%</b>	<b>5 1.5%</b>	<b>11 3.2%</b>	<b>224 65.7%</b>	<b>86 25.2%</b>	<b>341 100.0%</b>
Child	Cumberland	Count	0 .0%	1 8.3%		7 58.3%	4 33.3%	12 100.0%
	Dauphin	Count	0 .0%	0 .0%		22 64.7%	12 35.3%	34 100.0%
	Lancaster	Count	0 .0%	1 2.2%		33 73.3%	11 24.4%	45 100.0%
	Lebanon	Count	2 4.9%	1 2.4%		26 63.4%	11 26.8%	41 100.0%
	Perry	Count	0 .0%	0 .0%		2 66.7%	1 33.3%	3 100.0%
	<b>Total</b>	<b>Count</b>	<b>2 1.5%</b>	<b>3 2.2%</b>		<b>90 66.7%</b>	<b>39 28.9%</b>	<b>135 100.0%</b>

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

			Q2 I was given information on how to get other services.						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Adult	Cumberland	Count % within County of Residence	2 12.5%	3 18.8%	1 6.3%	4 25.0%	4 25.0%	2 12.5%	16 100.0%
	Dauphin	Count % within County of Residence	9 9.4%	12 12.5%	4 4.2%	52 54.2%	14 14.6%	5 5.2%	96 100.0%
	Lancaster	Count % within County of Residence	7 5.1%	12 8.8%	6 4.4%	79 58.1%	24 17.6%	8 5.9%	136 100.0%
	Lebanon	Count % within County of Residence	9 10.0%	11 12.2%	4 4.4%	46 51.1%	20 22.2%	0 .0%	90 100.0%
	Perry	Count % within County of Residence	1 50.0%	0 .0%	0 .0%	1 50.0%	0 .0%	0 .0%	2 100.0%
	Other	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total	Count % within County of Residence	28 8.2%	38 11.1%	15 4.4%	183 53.7%	62 18.2%	15 4.4%	341 100.0%
Child	Cumberland	Count % within County of Residence	1 8.3%	2 16.7%	0 .0%	6 50.0%	3 25.0%	0 .0%	12 100.0%
	Dauphin	Count % within County of Residence	2 5.9%	4 11.8%	2 5.9%	16 47.1%	9 26.5%	1 2.9%	34 100.0%
	Lancaster	Count % within County of Residence	0 .0%	1 2.2%	0 .0%	35 77.8%	8 17.8%	1 2.2%	45 100.0%
	Lebanon	Count % within County of Residence	2 4.9%	3 7.3%	0 .0%	26 63.4%	7 17.1%	3 7.3%	41 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	2 66.7%	1 33.3%	0 .0%	3 100.0%
	Total	Count % within County of Residence	5 3.7%	10 7.4%	2 1.5%	85 63.0%	28 20.7%	5 3.7%	135 100.0%

### Q3 I had a choice in 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	Does Not Apply	
Adult	Cumberland	Count % within County of Residence	2 12.5%	4 25.0%	0 .0%	7 43.8%	3 18.8%	0 .0%	16 100.0%
	Dauphin	Count % within County of Residence	5 5.2%	11 11.5%	2 2.1%	57 59.4%	18 18.8%	3 3.1%	96 100.0%
	Lancaster	Count % within County of Residence	4 2.9%	8 5.9%	4 2.9%	89 65.4%	27 19.9%	4 2.9%	136 100.0%
	Lebanon	Count % within County of Residence	4 4.5%	7 7.9%	3 3.4%	55 61.8%	18 20.2%	2 2.2%	89 100.0%
	Perry	Count % within County of Residence	0 .0%	1 50.0%	0 .0%	1 50.0%	0 .0%	0 .0%	2 100.0%
	Other	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total	Count % within County of Residence	15 4.4%	31 9.1%	9 2.6%	210 61.8%	66 19.4%	9 2.6%	340 100.0%
Child	Cumberland	Count % within County of Residence	1 8.3%	0 .0%	0 .0%	7 58.3%	3 25.0%	1 8.3%	12 100.0%
	Dauphin	Count % within County of Residence	0 .0%	6 17.6%	0 .0%	17 50.0%	9 26.5%	2 5.9%	34 100.0%
	Lancaster	Count % within County of Residence	0 .0%	4 8.9%	1 2.2%	33 73.3%	6 13.3%	1 2.2%	45 100.0%
	Lebanon	Count % within County of Residence	2 4.9%	3 7.3%	0 .0%	29 70.7%	7 17.1%	0 .0%	41 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	2 66.7%	1 33.3%	0 .0%	3 100.0%
	Total	Count % within County of Residence	3 2.2%	13 9.6%	1 .7%	88 65.2%	26 19.3%	4 3.0%	135 100.0%

**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
Adult	Cumberland	Count	0	3	2	8	3	0	16
		% within County of Residence	.0%	18.8%	12.5%	50.0%	18.8%	.0%	100.0%
	Dauphin	Count	5	4	4	60	18	5	96
		% within County of Residence	5.2%	4.2%	4.2%	62.5%	18.8%	5.2%	100.0%
	Lancaster	Count	2	4	2	101	27	0	136
		% within County of Residence	1.5%	2.9%	1.5%	74.3%	19.9%	.0%	100.0%
	Lebanon	Count	1	2	6	61	19	0	89
% within County of Residence		1.1%	2.2%	6.7%	68.5%	21.3%	.0%	100.0%	
Perry	Count	0	0	0	2	0	0	2	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total		Count	8	13	14	233	67	5	340
		% within County of Residence	2.4%	3.8%	4.1%	68.5%	19.7%	1.5%	100.0%
Child	Cumberland	Count	0	0	0	9	3	0	12
		% within County of Residence	.0%	.0%	.0%	75.0%	25.0%	.0%	100.0%
	Dauphin	Count	1	2	1	21	8	1	34
		% within County of Residence	2.9%	5.9%	2.9%	61.8%	23.5%	2.9%	100.0%
	Lancaster	Count	0	1	1	36	5	2	45
		% within County of Residence	.0%	2.2%	2.2%	80.0%	11.1%	4.4%	100.0%
	Lebanon	Count	2	1	0	30	8	0	41
% within County of Residence		4.9%	2.4%	.0%	73.2%	19.5%	.0%	100.0%	
Perry	Count	0	0	0	2	1	0	3	
	% within County of Residence	.0%	.0%	.0%	66.7%	33.3%	.0%	100.0%	
Total		Count	3	4	2	98	25	3	135
		% within County of Residence	2.2%	3.0%	1.5%	72.6%	18.5%	2.2%	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
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Adult	Cumberland	Count	1	1	0	8	6	16
		% within County of Residence	6.3%	6.3%	.0%	50.0%	37.5%	100.0%
	Dauphin	Count	5	1	2	66	22	96
		% within County of Residence	5.2%	1.0%	2.1%	68.8%	22.9%	100.0%
	Lancaster	Count	1	5	0	101	29	136
		% within County of Residence	.7%	3.7%	.0%	74.3%	21.3%	100.0%
	Lebanon	Count	2	3	1	57	27	90
	% within County of Residence	2.2%	3.3%	1.1%	63.3%	30.0%	100.0%	
Perry	Count	0	0	1	1	0	2	
	% within County of Residence	.0%	.0%	50.0%	50.0%	.0%	100.0%	
Other	Count	0	0	0	1	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	9	10	4	234	84	341	
	% within County of Residence	2.6%	2.9%	1.2%	68.6%	24.6%	100.0%	
Child	Cumberland	Count	0	0	0	8	4	12
		% within County of Residence	.0%	.0%	.0%	66.7%	33.3%	100.0%
	Dauphin	Count	1	0	1	22	10	34
		% within County of Residence	2.9%	.0%	2.9%	64.7%	29.4%	100.0%
	Lancaster	Count	0	0	0	36	9	45
		% within County of Residence	.0%	.0%	.0%	80.0%	20.0%	100.0%
	Lebanon	Count	0	1	0	30	10	41
	% within County of Residence	.0%	2.4%	.0%	73.2%	24.4%	100.0%	
Perry	Count	0	0	0	2	1	3	
	% within County of Residence	.0%	.0%	.0%	66.7%	33.3%	100.0%	
Total	Count	1	1	1	98	34	135	
	% within County of Residence	.7%	.7%	.7%	72.6%	25.2%	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
Adult	Cumberland	Count % within County of Residence	0 .0%	0 .0%	0 .0%	8 50.0%	8 50.0%	16 100.0%	
	Dauphin	Count % within County of Residence	4 4.2%	4 4.2%	3 3.1%	59 61.5%	26 27.1%	96 100.0%	
	Lancaster	Count % within County of Residence	0 .0%	2 1.5%	3 2.2%	94 69.6%	36 26.7%	135 100.0%	
	Lebanon	Count % within County of Residence	1 1.1%	1 1.1%	2 2.2%	47 52.2%	39 43.3%	90 100.0%	
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%	
	Other	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%	
	Total	Count % within County of Residence	5 1.5%	7 2.1%	8 2.4%	210 61.8%	110 32.4%	340 100.0%	
Child	Cumberland	Count % within County of Residence	0 .0%	0 .0%		6 50.0%	6 50.0%	0 .0%	12 100.0%
	Dauphin	Count % within County of Residence	1 2.9%	0 .0%		15 44.1%	18 52.9%	0 .0%	34 100.0%
	Lancaster	Count % within County of Residence	0 .0%	0 .0%		33 73.3%	12 26.7%	0 .0%	45 100.0%
	Lebanon	Count % within County of Residence	0 .0%	1 2.4%		23 56.1%	16 39.0%	1 2.4%	41 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%		2 66.7%	1 33.3%	0 .0%	3 100.0%
	Total	Count % within County of Residence	1 .7%	1 .7%		79 58.5%	53 39.3%	1 .7%	135 100.0%

## 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		Does Not Apply
Adult	Cumberland	Count	1	1	0	8	6		16
		% within County of Residence	6.3%	6.3%	.0%	50.0%	37.5%		100.0%
	Dauphin	Count	6	6	5	55	24		96
		% within County of Residence	6.3%	6.3%	5.2%	57.3%	25.0%		100.0%
	Lancaster	Count	3	5	4	84	40		136
		% within County of Residence	2.2%	3.7%	2.9%	61.8%	29.4%		100.0%
	Lebanon	Count	2	2	4	53	28		89
% within County of Residence		2.2%	2.2%	4.5%	59.6%	31.5%		100.0%	
Perry	Count	1	0	0	0	1		2	
	% within County of Residence	50.0%	.0%	.0%	.0%	50.0%		100.0%	
Other	Count	0	0	0	1	0		1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%		100.0%	
Total	Count	13	14	13	201	99		340	
	% within County of Residence	3.8%	4.1%	3.8%	59.1%	29.1%		100.0%	
Child	Cumberland	Count	0	1	0	5	6	0	12
		% within County of Residence	.0%	8.3%	.0%	41.7%	50.0%	.0%	100.0%
	Dauphin	Count	1	2	0	18	13	0	34
		% within County of Residence	2.9%	5.9%	.0%	52.9%	38.2%	.0%	100.0%
	Lancaster	Count	1	0	0	33	11	0	45
		% within County of Residence	2.2%	.0%	.0%	73.3%	24.4%	.0%	100.0%
	Lebanon	Count	1	3	1	18	17	1	41
% within County of Residence		2.4%	7.3%	2.4%	43.9%	41.5%	2.4%	100.0%	
Perry	Count	0	0	0	2	1	0	3	
	% within County of Residence	.0%	.0%	.0%	66.7%	33.3%	.0%	100.0%	
Total	Count	3	6	1	76	48	1	135	
	% within County of Residence	2.2%	4.4%	.7%	56.3%	35.6%	.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.						
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Adult	Cumberland	Count % within County of Residence	0 .0%	0 .0%	0 .0%	11 68.8%	5 31.3%	0 .0%	16 100.0%
	Dauphin	Count % within County of Residence	3 3.1%	2 2.1%	3 3.1%	57 59.4%	30 31.3%	1 1.0%	96 100.0%
	Lancaster	Count % within County of Residence	3 2.2%	1 .7%	4 3.0%	88 65.2%	39 28.9%	0 .0%	135 100.0%
	Lebanon	Count % within County of Residence	1 1.1%	1 1.1%	1 1.1%	57 63.3%	30 33.3%	0 .0%	90 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	2 100.0%	0 .0%	0 .0%	2 100.0%
	Other	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total	Count % within County of Residence	7 2.1%	4 1.2%	8 2.4%	216 63.5%	104 30.6%	1 .3%	340 100.0%
Child	Cumberland	Count % within County of Residence		0 .0%		7 58.3%	5 41.7%	0 .0%	12 100.0%
	Dauphin	Count % within County of Residence		0 .0%		18 52.9%	16 47.1%	0 .0%	34 100.0%
	Lancaster	Count % within County of Residence		0 .0%		34 75.6%	11 24.4%	0 .0%	45 100.0%
	Lebanon	Count % within County of Residence		1 2.4%		25 61.0%	14 34.1%	1 2.4%	41 100.0%
	Perry	Count % within County of Residence		0 .0%		2 66.7%	1 33.3%	0 .0%	3 100.0%
	Total	Count % within County of Residence		1 .7%		86 63.7%	47 34.8%	1 .7%	135 100.0%

**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	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Adult	Cumberland	Count	0	0	0	10	5	1	16
		% within County of Residence	.0%	.0%	.0%	62.5%	31.3%	6.3%	100.0%
	Dauphin	Count	2	1	2	59	30	2	96
		% within County of Residence	2.1%	1.0%	2.1%	61.5%	31.3%	2.1%	100.0%
	Lancaster	Count	0	1	0	93	34	7	135
		% within County of Residence	.0%	.7%	.0%	68.9%	25.2%	5.2%	100.0%
	Lebanon	Count	1	0	1	52	36	0	90
% within County of Residence		1.1%	.0%	1.1%	57.8%	40.0%	.0%	100.0%	
Perry	Count	0	0	0	2	0	0	2	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total		Count	3	2	3	217	105	10	340
		% within County of Residence	.9%	.6%	.9%	63.8%	30.9%	2.9%	100.0%
Child	Cumberland	Count				7	4	1	12
		% within County of Residence				58.3%	33.3%	8.3%	100.0%
	Dauphin	Count				11	18	5	34
		% within County of Residence				32.4%	52.9%	14.7%	100.0%
	Lancaster	Count				35	9	1	45
		% within County of Residence				77.8%	20.0%	2.2%	100.0%
	Lebanon	Count				27	12	2	41
% within County of Residence					65.9%	29.3%	4.9%	100.0%	
Perry	Count				2	1	0	3	
	% within County of Residence				66.7%	33.3%	.0%	100.0%	
Total		Count				82	44	9	135
		% within County of Residence				60.7%	32.6%	6.7%	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	
Adult	Cumberland	Count	0	0	1	7	8	16
		% within County of Residence	.0%	.0%	6.3%	43.8%	50.0%	100.0%
	Dauphin	Count	4	2	2	58	30	96
		% within County of Residence	4.2%	2.1%	2.1%	60.4%	31.3%	100.0%
	Lancaster	Count	1	4	4	82	44	135
		% within County of Residence	.7%	3.0%	3.0%	60.7%	32.6%	100.0%
	Lebanon	Count	2	0	1	53	34	90
% within County of Residence		2.2%	.0%	1.1%	58.9%	37.8%	100.0%	
Perry	Count	0	0	0	1	1	2	
	% within County of Residence	.0%	.0%	.0%	50.0%	50.0%	100.0%	
Other	Count	0	0	0	1	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	7	6	8	202	117	340	
	% within County of Residence	2.1%	1.8%	2.4%	59.4%	34.4%	100.0%	
Child	Cumberland	Count	0	0	0	6	6	12
		% within County of Residence	.0%	.0%	.0%	50.0%	50.0%	100.0%
	Dauphin	Count	0	1	0	15	18	34
		% within County of Residence	.0%	2.9%	.0%	44.1%	52.9%	100.0%
	Lancaster	Count	1	0	0	34	10	45
		% within County of Residence	2.2%	.0%	.0%	75.6%	22.2%	100.0%
	Lebanon	Count	0	0	2	19	20	41
% within County of Residence		.0%	.0%	4.9%	46.3%	48.8%	100.0%	
Perry	Count	0	0	0	2	1	3	
	% within County of Residence	.0%	.0%	.0%	66.7%	33.3%	100.0%	
Total	Count	1	1	2	76	55	135	
	% within County of Residence	.7%	.7%	1.5%	56.3%	40.7%	100.0%	

**Q11 My service provider offered me the opportunity to involve my family, significant others or 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	Does Not Apply	
Adult	Cumberland	Count % within County of Residence	1 6.3%	0 .0%	0 .0%	8 50.0%	7 43.8%	0 .0%	16 100.0%
	Dauphin	Count % within County of Residence	9 9.4%	9 9.4%	2 2.1%	48 50.0%	22 22.9%	6 6.3%	96 100.0%
	Lancaster	Count % within County of Residence	4 3.0%	7 5.2%	1 .7%	82 60.7%	35 25.9%	6 4.4%	135 100.0%
	Lebanon	Count % within County of Residence	2 2.2%	1 1.1%	2 2.2%	50 55.6%	34 37.8%	1 1.1%	90 100.0%
	Perry	Count % within County of Residence	0 .0%	1 50.0%	0 .0%	0 .0%	1 50.0%	0 .0%	2 100.0%
	Other	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Total	Count % within County of Residence	16 4.7%	18 5.3%	5 1.5%	189 55.6%	99 29.1%	13 3.8%	340 100.0%
Child	Cumberland	Count % within County of Residence	0 .0%	0 .0%	0 .0%	7 58.3%	5 41.7%	0 .0%	12 100.0%
	Dauphin	Count % within County of Residence	1 2.9%	3 8.8%	2 5.9%	14 41.2%	14 41.2%	0 .0%	34 100.0%
	Lancaster	Count % within County of Residence	0 .0%	0 .0%	1 2.2%	37 82.2%	6 13.3%	1 2.2%	45 100.0%
	Lebanon	Count % within County of Residence	1 2.4%	1 2.4%	0 .0%	26 63.4%	8 19.5%	5 12.2%	41 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	2 66.7%	1 33.3%	0 .0%	3 100.0%
	Total	Count % within County of Residence	2 1.5%	4 3.0%	3 2.2%	86 63.7%	34 25.2%	6 4.4%	135 100.0%

## 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	Does Not Apply	
Adult	Cumberland	Count	1	0	0	9	6	0	16
		% within County of Residence	6.3%	.0%	.0%	56.3%	37.5%	.0%	100.0%
	Dauphin	Count	3	3	2	62	23	3	96
		% within County of Residence	3.1%	3.1%	2.1%	64.6%	24.0%	3.1%	100.0%
	Lancaster	Count	3	4	2	92	32	2	135
		% within County of Residence	2.2%	3.0%	1.5%	68.1%	23.7%	1.5%	100.0%
	Lebanon	Count	1	2	3	57	26	1	90
% within County of Residence		1.1%	2.2%	3.3%	63.3%	28.9%	1.1%	100.0%	
Perry	Count	0	0	0	2	0	0	2	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total	Count	8	9	7	223	87	6	340	
	% within County of Residence	2.4%	2.6%	2.1%	65.6%	25.6%	1.8%	100.0%	
Child	Cumberland	Count	0	0		3	9	0	12
		% within County of Residence	.0%	.0%		25.0%	75.0%	.0%	100.0%
	Dauphin	Count	0	0		16	17	1	34
		% within County of Residence	.0%	.0%		47.1%	50.0%	2.9%	100.0%
	Lancaster	Count	0	0		36	9	0	45
		% within County of Residence	.0%	.0%		80.0%	20.0%	.0%	100.0%
	Lebanon	Count	1	2		23	14	1	41
% within County of Residence		2.4%	4.9%		56.1%	34.1%	2.4%	100.0%	
Perry	Count	0	0		2	1	0	3	
	% within County of Residence	.0%	.0%		66.7%	33.3%	.0%	100.0%	
Total	Count	1	2		80	50	2	135	
	% within County of Residence	.7%	1.5%		59.3%	37.0%	1.5%	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		Does Not Apply
Adult	Cumberland	Count	0	1	1	5	9	0	16
		% within County of Residence	.0%	6.3%	6.3%	31.3%	56.3%	.0%	100.0%
	Dauphin	Count	6	4	2	58	26	0	96
		% within County of Residence	6.3%	4.2%	2.1%	60.4%	27.1%	.0%	100.0%
	Lancaster	Count	2	5	2	89	35	2	135
		% within County of Residence	1.5%	3.7%	1.5%	65.9%	25.9%	1.5%	100.0%
	Lebanon	Count	2	2	0	59	26	1	90
	% within County of Residence	2.2%	2.2%	.0%	65.6%	28.9%	1.1%	100.0%	
	Perry	Count	0	0	0	2	0	0	2
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%
	Other	Count	0	0	0	1	0	0	1
		% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%
	Total	Count	10	12	5	214	96	3	340
		% within County of Residence	2.9%	3.5%	1.5%	62.9%	28.2%	.9%	100.0%
Child	Cumberland	Count	0	0		4	8		12
		% within County of Residence	.0%	.0%		33.3%	66.7%		100.0%
	Dauphin	Count	0	0		16	18		34
		% within County of Residence	.0%	.0%		47.1%	52.9%		100.0%
	Lancaster	Count	0	1		33	11		45
		% within County of Residence	.0%	2.2%		73.3%	24.4%		100.0%
	Lebanon	Count	1	1		25	14		41
	% within County of Residence	2.4%	2.4%		61.0%	34.1%		100.0%	
	Perry	Count	0	0		2	1		3
		% within County of Residence	.0%	.0%		66.7%	33.3%		100.0%
	Total	Count	1	2		80	52		135
		% within County of Residence	.7%	1.5%		59.3%	38.5%		100.0%

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

			Q 14 My service provider explained the advantages of my therapy or treatment.						Total
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Adult	Cumberland	Count	0	1	0	11	4	0	16
		% within County of Residence	.0%	6.3%	.0%	68.8%	25.0%	.0%	100.0%
	Dauphin	Count	4	2	3	60	26	1	96
		% within County of Residence	4.2%	2.1%	3.1%	62.5%	27.1%	1.0%	100.0%
	Lancaster	Count	1	2	4	94	34	0	135
		% within County of Residence	.7%	1.5%	3.0%	69.6%	25.2%	.0%	100.0%
	Lebanon	Count	2	2	6	53	27	0	90
% within County of Residence		2.2%	2.2%	6.7%	58.9%	30.0%	.0%	100.0%	
Perry	Count	0	1	0	1	0	0	2	
	% within County of Residence	.0%	50.0%	.0%	50.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total	Count	7	8	13	220	91	1	340	
	% within County of Residence	2.1%	2.4%	3.8%	64.7%	26.8%	.3%	100.0%	
Child	Cumberland	Count	0	0	0	9	3	0	12
		% within County of Residence	.0%	.0%	.0%	75.0%	25.0%	.0%	100.0%
	Dauphin	Count	0	1	1	19	12	1	34
		% within County of Residence	.0%	2.9%	2.9%	55.9%	35.3%	2.9%	100.0%
	Lancaster	Count	0	1	1	32	11	0	45
		% within County of Residence	.0%	2.2%	2.2%	71.1%	24.4%	.0%	100.0%
	Lebanon	Count	1	2	0	29	8	1	41
% within County of Residence		2.4%	4.9%	.0%	70.7%	19.5%	2.4%	100.0%	
Perry	Count	0	0	0	2	1	0	3	
	% within County of Residence	.0%	.0%	.0%	66.7%	33.3%	.0%	100.0%	
Total	Count	1	4	2	91	35	2	135	
	% within County of Residence	.7%	3.0%	1.5%	67.4%	25.9%	1.5%	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	Does Not Apply	
Adult	Cumberland	Count	0	3	0	9	4	0	16
		% within County of Residence	.0%	18.8%	.0%	56.3%	25.0%	.0%	100.0%
	Dauphin	Count	5	7	3	59	20	2	96
		% within County of Residence	5.2%	7.3%	3.1%	61.5%	20.8%	2.1%	100.0%
	Lancaster	Count	2	10	5	88	30	0	135
		% within County of Residence	1.5%	7.4%	3.7%	65.2%	22.2%	.0%	100.0%
	Lebanon	Count	4	10	2	52	21	0	89
	% within County of Residence	4.5%	11.2%	2.2%	58.4%	23.6%	.0%	100.0%	
Perry	Count	0	1	0	1	0	0	2	
	% within County of Residence	.0%	50.0%	.0%	50.0%	.0%	.0%	100.0%	
Other	Count	0	1	0	0	0	0	1	
	% within County of Residence	.0%	100.0%	.0%	.0%	.0%	.0%	100.0%	
Total	Count	11	32	10	209	75	2	339	
	% within County of Residence	3.2%	9.4%	2.9%	61.7%	22.1%	.6%	100.0%	
Child	Cumberland	Count	0	0	0	8	2	2	12
		% within County of Residence	.0%	.0%	.0%	66.7%	16.7%	16.7%	100.0%
	Dauphin	Count	0	1	1	19	11	2	34
		% within County of Residence	.0%	2.9%	2.9%	55.9%	32.4%	5.9%	100.0%
	Lancaster	Count	0	1	1	35	8	0	45
		% within County of Residence	.0%	2.2%	2.2%	77.8%	17.8%	.0%	100.0%
	Lebanon	Count	1	3	0	27	8	2	41
	% within County of Residence	2.4%	7.3%	.0%	65.9%	19.5%	4.9%	100.0%	
Perry	Count	0	0	0	2	1	0	3	
	% within County of Residence	.0%	.0%	.0%	66.7%	33.3%	.0%	100.0%	
Total	Count	1	5	2	91	30	6	135	
	% within County of Residence	.7%	3.7%	1.5%	67.4%	22.2%	4.4%	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	
Adult	Cumberland	Count % within County of Residence	0 .0%	1 6.3%	0 .0%	8 50.0%	7 43.8%	16 100.0%
	Dauphin	Count % within County of Residence	7 7.3%	3 3.1%	4 4.2%	55 57.3%	27 28.1%	96 100.0%
	Lancaster	Count % within County of Residence	3 2.2%	2 1.5%	5 3.7%	80 59.3%	45 33.3%	135 100.0%
	Lebanon	Count % within County of Residence	1 1.1%	0 .0%	1 1.1%	45 50.0%	43 47.8%	90 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
	Other	Count % within County of Residence	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	1 100.0%
	Total	Count % within County of Residence	11 3.2%	6 1.8%	10 2.9%	189 55.6%	124 36.5%	340 100.0%
Child	Cumberland	Count % within County of Residence	0 .0%	1 8.3%		2 16.7%	9 75.0%	12 100.0%
	Dauphin	Count % within County of Residence	1 2.9%	2 5.9%		11 32.4%	20 58.8%	34 100.0%
	Lancaster	Count % within County of Residence	1 2.2%	0 .0%		31 68.9%	13 28.9%	45 100.0%
	Lebanon	Count % within County of Residence	1 2.4%	3 7.3%		16 39.0%	21 51.2%	41 100.0%
	Perry	Count % within County of Residence	0 .0%	0 .0%		2 66.7%	1 33.3%	3 100.0%
	Total	Count % within County of Residence	3 2.2%	6 4.4%		62 45.9%	64 47.4%	135 100.0%

## Q17 Managing daily problems

			Q17 Managing daily problems.					Total	
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		Does Not Apply
Adult	Cumberland	Count	0	1	3	7	5	0	16
		% within County of Residence	.0%	6.3%	18.8%	43.8%	31.3%	.0%	100.0%
	Dauphin	Count	6	3	15	42	28	2	96
		% within County of Residence	6.3%	3.1%	15.6%	43.8%	29.2%	2.1%	100.0%
	Lancaster	Count	1	3	21	72	35	2	134
		% within County of Residence	.7%	2.2%	15.7%	53.7%	26.1%	1.5%	100.0%
	Lebanon	Count	1	4	14	46	25	0	90
% within County of Residence		1.1%	4.4%	15.6%	51.1%	27.8%	.0%	100.0%	
Perry	Count	0	0	1	1	0	0	2	
	% within County of Residence	.0%	.0%	50.0%	50.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	0	1	0	1	
	% within County of Residence	.0%	.0%	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	8	11	54	168	94	4	339	
	% within County of Residence	2.4%	3.2%	15.9%	49.6%	27.7%	1.2%	100.0%	
Child	Cumberland	Count	1	1	0	6	3	1	12
		% within County of Residence	8.3%	8.3%	.0%	50.0%	25.0%	8.3%	100.0%
	Dauphin	Count	0	2	8	12	11	1	34
		% within County of Residence	.0%	5.9%	23.5%	35.3%	32.4%	2.9%	100.0%
	Lancaster	Count	2	0	5	25	13	1	46
		% within County of Residence	4.3%	.0%	10.9%	54.3%	28.3%	2.2%	100.0%
	Lebanon	Count	0	4	4	21	12	0	41
% within County of Residence		.0%	9.8%	9.8%	51.2%	29.3%	.0%	100.0%	
Perry	Count	0	0	1	1	1	0	3	
	% within County of Residence	.0%	.0%	33.3%	33.3%	33.3%	.0%	100.0%	
Total	Count	3	7	18	65	40	3	136	
	% within County of Residence	2.2%	5.1%	13.2%	47.8%	29.4%	2.2%	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		Does Not Apply
Adult	Cumberland	Count	0	0	2	7	7	0	16
		% within County of Residence	.0%	.0%	12.5%	43.8%	43.8%	.0%	100.0%
	Dauphin	Count	6	5	14	47	23	1	96
		% within County of Residence	6.3%	5.2%	14.6%	49.0%	24.0%	1.0%	100.0%
	Lancaster	Count	4	4	29	57	41	0	135
		% within County of Residence	3.0%	3.0%	21.5%	42.2%	30.4%	.0%	100.0%
	Lebanon	Count	1	5	19	34	31	0	90
% within County of Residence		1.1%	5.6%	21.1%	37.8%	34.4%	.0%	100.0%	
Perry	Count	0	0	2	0	0	0	2	
	% within County of Residence	.0%	.0%	100.0%	.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total		Count	11	14	66	146	102	1	340
		% within County of Residence	3.2%	4.1%	19.4%	42.9%	30.0%	.3%	100.0%
Child	Cumberland	Count	1	0	3	4	3	1	12
		% within County of Residence	8.3%	.0%	25.0%	33.3%	25.0%	8.3%	100.0%
	Dauphin	Count	0	2	11	12	8	1	34
		% within County of Residence	.0%	5.9%	32.4%	35.3%	23.5%	2.9%	100.0%
	Lancaster	Count	1	0	7	26	10	2	46
		% within County of Residence	2.2%	.0%	15.2%	56.5%	21.7%	4.3%	100.0%
	Lebanon	Count	0	3	8	19	8	3	41
% within County of Residence		.0%	7.3%	19.5%	46.3%	19.5%	7.3%	100.0%	
Perry	Count	0	0	1	2	0	0	3	
	% within County of Residence	.0%	.0%	33.3%	66.7%	.0%	.0%	100.0%	
Total		Count	2	5	30	63	29	7	136
		% within County of Residence	1.5%	3.7%	22.1%	46.3%	21.3%	5.1%	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		Does Not Apply
Adult	Cumberland	Count	1	0	4	7	3	1	16
		% within County of Residence	6.3%	.0%	25.0%	43.8%	18.8%	6.3%	100.0%
	Dauphin	Count	5	8	20	42	17	4	96
		% within County of Residence	5.2%	8.3%	20.8%	43.8%	17.7%	4.2%	100.0%
	Lancaster	Count	2	4	38	63	23	4	134
		% within County of Residence	1.5%	3.0%	28.4%	47.0%	17.2%	3.0%	100.0%
	Lebanon	Count	0	2	23	40	21	4	90
% within County of Residence		.0%	2.2%	25.6%	44.4%	23.3%	4.4%	100.0%	
Perry	Count	0	0	2	0	0	0	2	
	% within County of Residence	.0%	.0%	100.0%	.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total		Count	8	14	87	153	64	13	339
		% within County of Residence	2.4%	4.1%	25.7%	45.1%	18.9%	3.8%	100.0%
Child	Cumberland	Count	1	1	1	4	1	4	12
		% within County of Residence	8.3%	8.3%	8.3%	33.3%	8.3%	33.3%	100.0%
	Dauphin	Count	1	1	6	13	9	4	34
		% within County of Residence	2.9%	2.9%	17.6%	38.2%	26.5%	11.8%	100.0%
	Lancaster	Count	2	0	8	20	11	5	46
		% within County of Residence	4.3%	.0%	17.4%	43.5%	23.9%	10.9%	100.0%
	Lebanon	Count	1	4	10	16	8	2	41
% within County of Residence		2.4%	9.8%	24.4%	39.0%	19.5%	4.9%	100.0%	
Perry	Count	0	0	1	1	1	0	3	
	% within County of Residence	.0%	.0%	33.3%	33.3%	33.3%	.0%	100.0%	
Total		Count	5	6	26	54	30	15	136
		% within County of Residence	3.7%	4.4%	19.1%	39.7%	22.1%	11.0%	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		Does Not Apply
Adult	Cumberland	Count	0	1	3	7	5	0	16
		% within County of Residence	.0%	6.3%	18.8%	43.8%	31.3%	.0%	100.0%
	Dauphin	Count	7	6	16	42	23	1	95
		% within County of Residence	7.4%	6.3%	16.8%	44.2%	24.2%	1.1%	100.0%
	Lancaster	Count	3	4	25	64	39	0	135
		% within County of Residence	2.2%	3.0%	18.5%	47.4%	28.9%	.0%	100.0%
	Lebanon	Count	3	2	17	39	28	1	90
% within County of Residence		3.3%	2.2%	18.9%	43.3%	31.1%	1.1%	100.0%	
Perry	Count	0	0	1	1	0	0	2	
	% within County of Residence	.0%	.0%	50.0%	50.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	0	1	0	1	
	% within County of Residence	.0%	.0%	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	13	13	62	153	96	2	339	
	% within County of Residence	3.8%	3.8%	18.3%	45.1%	28.3%	.6%	100.0%	
Child	Cumberland	Count	1	2	1	2	5	1	12
		% within County of Residence	8.3%	16.7%	8.3%	16.7%	41.7%	8.3%	100.0%
	Dauphin	Count	0	1	10	13	9	1	34
		% within County of Residence	.0%	2.9%	29.4%	38.2%	26.5%	2.9%	100.0%
	Lancaster	Count	1	0	8	25	11	1	46
		% within County of Residence	2.2%	.0%	17.4%	54.3%	23.9%	2.2%	100.0%
	Lebanon	Count	0	1	11	16	10	2	40
% within County of Residence		.0%	2.5%	27.5%	40.0%	25.0%	5.0%	100.0%	
Perry	Count	0	0	0	1	2	0	3	
	% within County of Residence	.0%	.0%	.0%	33.3%	66.7%	.0%	100.0%	
Total	Count	2	4	30	57	37	5	135	
	% within County of Residence	1.5%	3.0%	22.2%	42.2%	27.4%	3.7%	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		Does Not Apply
Adult	Cumberland	Count	0	0	3	7	6	0	16
		% within County of Residence	.0%	.0%	18.8%	43.8%	37.5%	.0%	100.0%
	Dauphin	Count	4	5	10	48	26	3	96
		% within County of Residence	4.2%	5.2%	10.4%	50.0%	27.1%	3.1%	100.0%
	Lancaster	Count	3	3	29	69	31	0	135
		% within County of Residence	2.2%	2.2%	21.5%	51.1%	23.0%	.0%	100.0%
	Lebanon	Count	3	5	12	46	23	1	90
% within County of Residence		3.3%	5.6%	13.3%	51.1%	25.6%	1.1%	100.0%	
Perry	Count	0	0	1	1	0	0	2	
	% within County of Residence	.0%	.0%	50.0%	50.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	0	1	0	1	
	% within County of Residence	.0%	.0%	.0%	.0%	100.0%	.0%	100.0%	
Total	Count	10	13	55	171	87	4	340	
	% within County of Residence	2.9%	3.8%	16.2%	50.3%	25.6%	1.2%	100.0%	
Child	Cumberland	Count	0	0	2	5	1	4	12
		% within County of Residence	.0%	.0%	16.7%	41.7%	8.3%	33.3%	100.0%
	Dauphin	Count	0	0	10	13	7	4	34
		% within County of Residence	.0%	.0%	29.4%	38.2%	20.6%	11.8%	100.0%
	Lancaster	Count	1	0	7	22	15	1	46
		% within County of Residence	2.2%	.0%	15.2%	47.8%	32.6%	2.2%	100.0%
	Lebanon	Count	0	1	11	17	8	3	40
% within County of Residence		.0%	2.5%	27.5%	42.5%	20.0%	7.5%	100.0%	
Perry	Count	0	0	1	2	0	0	3	
	% within County of Residence	.0%	.0%	33.3%	66.7%	.0%	.0%	100.0%	
Total	Count	1	1	31	59	31	12	135	
	% within County of Residence	.7%	.7%	23.0%	43.7%	23.0%	8.9%	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		Does Not Apply
Adult	Cumberland	Count	1	1	3	5	5	1	16
		% within County of Residence	6.3%	6.3%	18.8%	31.3%	31.3%	6.3%	100.0%
	Dauphin	Count	4	6	17	41	26	1	95
		% within County of Residence	4.2%	6.3%	17.9%	43.2%	27.4%	1.1%	100.0%
	Lancaster	Count	2	1	24	61	40	6	134
		% within County of Residence	1.5%	.7%	17.9%	45.5%	29.9%	4.5%	100.0%
	Lebanon	Count	1	3	15	39	31	1	90
% within County of Residence		1.1%	3.3%	16.7%	43.3%	34.4%	1.1%	100.0%	
Perry	Count	0	0	1	1	0	0	2	
	% within County of Residence	.0%	.0%	50.0%	50.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total	Count	8	11	60	148	102	9	338	
	% within County of Residence	2.4%	3.3%	17.8%	43.8%	30.2%	2.7%	100.0%	
Child	Cumberland	Count	0	0	0	6	5	1	12
		% within County of Residence	.0%	.0%	.0%	50.0%	41.7%	8.3%	100.0%
	Dauphin	Count	0	1	8	16	9	0	34
		% within County of Residence	.0%	2.9%	23.5%	47.1%	26.5%	.0%	100.0%
	Lancaster	Count	2	0	6	22	16	0	46
		% within County of Residence	4.3%	.0%	13.0%	47.8%	34.8%	.0%	100.0%
	Lebanon	Count	0	1	6	20	12	1	40
% within County of Residence		.0%	2.5%	15.0%	50.0%	30.0%	2.5%	100.0%	
Perry	Count	0	0	0	1	2	0	3	
	% within County of Residence	.0%	.0%	.0%	33.3%	66.7%	.0%	100.0%	
Total	Count	2	2	20	65	44	2	135	
	% within County of Residence	1.5%	1.5%	14.8%	48.1%	32.6%	1.5%	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		Does Not Apply
Adult	Cumberland	Count	0	1	1	9	5	0	16
		% within County of Residence	.0%	6.3%	6.3%	56.3%	31.3%	.0%	100.0%
	Dauphin	Count	5	4	19	43	24	1	96
		% within County of Residence	5.2%	4.2%	19.8%	44.8%	25.0%	1.0%	100.0%
	Lancaster	Count	2	6	25	65	35	2	135
		% within County of Residence	1.5%	4.4%	18.5%	48.1%	25.9%	1.5%	100.0%
	Lebanon	Count	0	4	11	49	25	1	90
% within County of Residence		.0%	4.4%	12.2%	54.4%	27.8%	1.1%	100.0%	
Perry	Count	0	0	2	0	0	0	2	
	% within County of Residence	.0%	.0%	100.0%	.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	0	1	0	1	
	% within County of Residence	.0%	.0%	.0%	.0%	100.0%	.0%	100.0%	
Total		Count	7	15	58	166	90	4	340
		% within County of Residence	2.1%	4.4%	17.1%	48.8%	26.5%	1.2%	100.0%
Child	Cumberland	Count	1	0	2	2	6	1	12
		% within County of Residence	8.3%	.0%	16.7%	16.7%	50.0%	8.3%	100.0%
	Dauphin	Count	0	1	11	13	9	0	34
		% within County of Residence	.0%	2.9%	32.4%	38.2%	26.5%	.0%	100.0%
	Lancaster	Count	1	0	9	22	13	1	46
		% within County of Residence	2.2%	.0%	19.6%	47.8%	28.3%	2.2%	100.0%
	Lebanon	Count	0	3	7	17	12	0	39
% within County of Residence		.0%	7.7%	17.9%	43.6%	30.8%	.0%	100.0%	
Perry	Count	0	0	0	3	0	0	3	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total		Count	2	4	29	57	40	2	134
		% within County of Residence	1.5%	3.0%	21.6%	42.5%	29.9%	1.5%	100.0%

## Q24 Being involved in community events outside MH or SA activities

			Q24 Being involved in the community or in organizations outside of MH or SA activities.					Total	
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		Does Not Apply
Adult	Cumberland	Count	0	0	7	4	4	1	16
		% within County of Residence	.0%	.0%	43.8%	25.0%	25.0%	6.3%	100.0%
	Dauphin	Count	2	6	21	36	13	18	96
		% within County of Residence	2.1%	6.3%	21.9%	37.5%	13.5%	18.8%	100.0%
	Lancaster	Count	2	0	18	47	23	45	135
		% within County of Residence	1.5%	.0%	13.3%	34.8%	17.0%	33.3%	100.0%
	Lebanon	Count	3	3	17	33	21	13	90
% within County of Residence		3.3%	3.3%	18.9%	36.7%	23.3%	14.4%	100.0%	
Perry	Count	0	0	2	0	0	0	2	
	% within County of Residence	.0%	.0%	100.0%	.0%	.0%	.0%	100.0%	
Other	Count	0	0	1	0	0	0	1	
	% within County of Residence	.0%	.0%	100.0%	.0%	.0%	.0%	100.0%	
Total		Count	7	9	66	120	61	77	340
		% within County of Residence	2.1%	2.6%	19.4%	35.3%	17.9%	22.6%	100.0%
Child	Cumberland	Count	1	0	1	3	3	4	12
		% within County of Residence	8.3%	.0%	8.3%	25.0%	25.0%	33.3%	100.0%
	Dauphin	Count	0	3	5	9	9	8	34
		% within County of Residence	.0%	8.8%	14.7%	26.5%	26.5%	23.5%	100.0%
	Lancaster	Count	1	1	8	19	12	5	46
		% within County of Residence	2.2%	2.2%	17.4%	41.3%	26.1%	10.9%	100.0%
	Lebanon	Count	0	1	8	13	12	6	40
% within County of Residence		.0%	2.5%	20.0%	32.5%	30.0%	15.0%	100.0%	
Perry	Count	0	0	0	0	2	1	3	
	% within County of Residence	.0%	.0%	.0%	.0%	66.7%	33.3%	100.0%	
Total		Count	2	5	22	44	38	24	135
		% within County of Residence	1.5%	3.7%	16.3%	32.6%	28.1%	17.8%	100.0%

## Q25 Dealing with school or work

			Q25 Dealing with school or work.					Does Not Apply	Total
			Much Worse	A Little Worse	About the Same	A Little Better	Much Better		
Adult	Cumberland	Count	0	0	1	3	4	8	16
		% within County of Residence	.0%	.0%	6.3%	18.8%	25.0%	50.0%	100.0%
	Dauphin	Count	3	3	5	20	13	52	96
		% within County of Residence	3.1%	3.1%	5.2%	20.8%	13.5%	54.2%	100.0%
	Lancaster	Count	0	2	9	36	21	67	135
		% within County of Residence	.0%	1.5%	6.7%	26.7%	15.6%	49.6%	100.0%
	Lebanon	Count	0	1	4	18	12	53	88
% within County of Residence		.0%	1.1%	4.5%	20.5%	13.6%	60.2%	100.0%	
Perry	Count	0	0	1	0	0	1	2	
	% within County of Residence	.0%	.0%	50.0%	.0%	.0%	50.0%	100.0%	
Other	Count	0	0	0	0	0	1	1	
	% within County of Residence	.0%	.0%	.0%	.0%	.0%	100.0%	100.0%	
Total	Count	3	6	20	77	50	182	338	
	% within County of Residence	.9%	1.8%	5.9%	22.8%	14.8%	53.8%	100.0%	
Child	Cumberland	Count	2	0	2	2	5	1	12
		% within County of Residence	16.7%	.0%	16.7%	16.7%	41.7%	8.3%	100.0%
	Dauphin	Count	0	1	5	13	13	1	33
		% within County of Residence	.0%	3.0%	15.2%	39.4%	39.4%	3.0%	100.0%
	Lancaster	Count	1	0	5	21	17	3	47
		% within County of Residence	2.1%	.0%	10.6%	44.7%	36.2%	6.4%	100.0%
	Lebanon	Count	1	3	10	15	11	0	40
% within County of Residence		2.5%	7.5%	25.0%	37.5%	27.5%	.0%	100.0%	
Perry	Count	0	0	0	1	2	0	3	
	% within County of Residence	.0%	.0%	.0%	33.3%	66.7%	.0%	100.0%	
Total	Count	4	4	22	52	48	5	135	
	% within County of Residence	3.0%	3.0%	16.3%	38.5%	35.6%	3.7%	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		Does Not Apply
Adult	Cumberland	Count	0	0	7	4	4	1	16
		% within County of Residence	.0%	.0%	43.8%	25.0%	25.0%	6.3%	100.0%
	Dauphin	Count	4	7	22	39	23	1	96
		% within County of Residence	4.2%	7.3%	22.9%	40.6%	24.0%	1.0%	100.0%
	Lancaster	Count	2	4	30	59	37	3	135
		% within County of Residence	1.5%	3.0%	22.2%	43.7%	27.4%	2.2%	100.0%
	Lebanon	Count	1	6	10	40	31	1	89
% within County of Residence		1.1%	6.7%	11.2%	44.9%	34.8%	1.1%	100.0%	
Perry	Count	0	0	2	0	0	0	2	
	% within County of Residence	.0%	.0%	100.0%	.0%	.0%	.0%	100.0%	
Other	Count	0	0	0	1	0	0	1	
	% within County of Residence	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%	
Total		Count	7	17	71	143	95	6	339
		% within County of Residence	2.1%	5.0%	20.9%	42.2%	28.0%	1.8%	100.0%
Child	Cumberland	Count	1	1	1	5	4	0	12
		% within County of Residence	8.3%	8.3%	8.3%	41.7%	33.3%	.0%	100.0%
	Dauphin	Count	0	2	9	10	13	0	34
		% within County of Residence	.0%	5.9%	26.5%	29.4%	38.2%	.0%	100.0%
	Lancaster	Count	2	0	2	26	15	1	46
		% within County of Residence	4.3%	.0%	4.3%	56.5%	32.6%	2.2%	100.0%
	Lebanon	Count	0	5	6	15	14	0	40
% within County of Residence		.0%	12.5%	15.0%	37.5%	35.0%	.0%	100.0%	
Perry	Count	0	0	0	2	1	0	3	
	% within County of Residence	.0%	.0%	.0%	66.7%	33.3%	.0%	100.0%	
Total		Count	3	8	18	58	47	1	135
		% within County of Residence	2.2%	5.9%	13.3%	43.0%	34.8%	.7%	100.0%

## Q27 Dealing with the specific problems or issue 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	
Adult	Cumberland	Count	0	0	3	7	6	16
		% within County of Residence	.0%	.0%	18.8%	43.8%	37.5%	100.0%
	Dauphin	Count	5	7	19	37	28	96
		% within County of Residence	5.2%	7.3%	19.8%	38.5%	29.2%	100.0%
	Lancaster	Count	2	2	23	69	39	135
		% within County of Residence	1.5%	1.5%	17.0%	51.1%	28.9%	100.0%
	Lebanon	Count	0	4	10	45	30	89
% within County of Residence		.0%	4.5%	11.2%	50.6%	33.7%	100.0%	
Perry	Count	0	0	1	1	0	2	
	% within County of Residence	.0%	.0%	50.0%	50.0%	.0%	100.0%	
Other	Count	0	0	0	0	1	1	
	% within County of Residence	.0%	.0%	.0%	.0%	100.0%	100.0%	
Total	Count	7	13	56	159	104	339	
	% within County of Residence	2.1%	3.8%	16.5%	46.9%	30.7%	100.0%	
Child	Cumberland	Count	1	0	3	3	5	12
		% within County of Residence	8.3%	.0%	25.0%	25.0%	41.7%	100.0%
	Dauphin	Count	0	2	5	14	12	34
		% within County of Residence	.0%	5.9%	14.7%	41.2%	35.3%	100.0%
	Lancaster	Count	3	0	5	25	13	46
		% within County of Residence	6.5%	.0%	10.9%	54.3%	28.3%	100.0%
	Lebanon	Count	0	3	4	21	11	40
% within County of Residence		.0%	7.5%	10.0%	52.5%	27.5%	100.0%	
Perry	Count	0	0	0	2	1	3	
	% within County of Residence	.0%	.0%	.0%	66.7%	33.3%	100.0%	
Total	Count	4	5	17	65	42	135	
	% within County of Residence	3.0%	3.7%	12.6%	48.1%	31.1%	100.0%	

## **CBHNP COMMENTS:**

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

Not sure.

Could use a new one.

Not sure.

Not sure.

Don't remember.

Never received member services handbook, nor has any knowledge of CBHNP.

Can't remember.

My parents probably have it.

**Q 34. In the last twelve months, did you call member services at CBHNP to get information or help for counseling, treatment or other services?**

Yes for help with mobile therapist.

Haven't gotten the help asked for.

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

Could get help if needed.

It is probably in the handbook that I have.

I could find it in the handbook.

I could probably find it somewhere.

I am sure that I could find the contact information from someone 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.**

Cannot remember.

Parents were.

Just sent me to one.

Can't remember.

## **ADDITIONAL COMMENTS:**

Caseworker handles CBHNP.

Do not have medical assistance any longer.

Seems like they don't want to be bothered sometimes.

Osteopathic complaint.

Medications caused erectile dysfunction.

CFST member gave parent number to contact member services to request member handbook as well as information on how to contact CSS.

It was that service or nothing.

Never received handbook. Only knew they paid the bill.

CBHNP did not have funding for childcare.

Was given two books.

Feel as if getting the run around from welfare. Department of Public Welfare never knows how to answer my questions. Cannot get in touch with supervisor. Not satisfied with services.

Front desk at welfare is not courteous.

CBHNP is refusing to pay for counseling and treatment services.

Client's parents were extremely displeased with their initial involvement with CBHNP, they would not elaborate.

I gave out the toll-free number. Things are much better than before.

Parents call for him.

It has been long ago since they re-sent a book. She receives lots of materials.

Requested an up to date member hand book be sent to him.

She no longer participates with Unison, They were not courteous and respectful on the phone.

I gave her the toll free phone number in order to receive a handbook.

Gave phone number for the CBHNP telephone.

She didn't have a handbook.

At present she is happy with her provider services.

He needs a CBHNP handbook.

I gave out the telephone # 1-888-722-8646.

He needs child care services a single parent with 2 children.

Needs housing funding for education.

He needs a member handbook from CBHNP.

I gave him the telephone #.

Having difficulties with care manager.

Back on track back to work.

Doing fine no longer with CBHNP.

Declined the toll free number.

Needs staff to be more consistent. Consistency would better serve the customer.

I gave her toll free number to his mother.

Getting the member handbook for CBHNP.

I gave the toll free number. Requested a book.

They didn't give enough though or care into my treatment or doctor. Feels there was a backlash when filing a complaint.

Gave the CBHNP toll free number to customer.

It has been delays in services for child treatment.

I gave toll free # to the parents.