



CONSUMER SATISFACTION SERVICES

Capital Region 2nd Quarter Report
October-December 2009

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

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Executive Summary

Consumer/Family Satisfaction Team members, trained and employed by Consumer Satisfaction Services conducted 303 (n=303) 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 October-December 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=303) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

- The survey represents 303 (n=303) respondents from the Capital Region, representing 229 (75.6%) Adults and 74 Children (24.4%). 228 of the 229 Adult consumers (99.6%) responded for themselves. Parents and Guardians responded for 68 of the 74 child consumers (91.9%), 6 child consumers responded for themselves (8.1%).
- Data was collected by 9 interviewers from 21 treatment facilities in the Capital Region. The 229 adult consumers received services from 19 treatment facilities. The 74 children received services from 5 treatment facilities. Of the 21 treatment facilities, 16 facilities provided services only to adult consumers, 2 provided services to only children and the remaining 3 facilities provided services to both adult and child consumers.
- 118 of the 229 adult interviews were conducted face-to face, 5 in the home and 113 outside of the home. The remaining 111 adult interviews were phone interviews, 104 were conducted in the home and 7 outside of the home. Of the 74 child interviews, 4 were conducted face-to-face outside of the home. The remaining 70 child interviews were conducted by phone, in the home.
- Gender: Overall, the sample is 55.4% female (168) and 44.6% male (135). Of the 229 adult consumers, 138 were female (60.3%) and 91 were male (39.7%). Of the 74 child consumers, 30 were female (40.5%) and 44 were male (59.5%). Our analysis found no significant differences by gender in the levels of reported satisfaction with services.
- Race: 205 respondents (67.7%) reported their race as White/Caucasian, 36 (11.9%) as African American, 32 (10.6%) as Latino/a Hispanic, 21 (6.9%) as Multi-racial, 3 (1.0%) as Native American, 2 (0.7%) as Asian/Pacific Islander, and 2 (0.7%) as Other. 2 respondents of Child services 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.
- Treatment Facility: Data was collected from 21 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.

Type of Services: Overall, approximately half of the respondents (168 of 303) reported receiving Mental Health Services, 81 (26.7%) received Drug/Alcohol Services, and 53 (17.5%) received both Mental Health and Drug/Alcohol Services. The remaining respondent reported receiving 'Other' Services. 99 (43.2%) of the adult respondents received Mental Health Services, 77 (33.6%) received Drug/Alcohol Services, and 52 (22.7%) received both Mental Health and Drug/Alcohol Services. The remaining adult respondent (0.4%) received Other Services. 69 (93.2%) of the children received Mental Health Services, 4 (5.4%) received Drug/Alcohol Services, and the remaining child (1.4%) received both Mental Health and Drug/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 79.6% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 86.5% agreement (4 or 5). This pattern is consistent when Adult and Child consumers are considered separately as well with Adult respondents reporting 86.0% overall satisfaction with services and those who received Child Services reporting 87.8% overall satisfaction with services received. As mentioned previously, there was no significant difference in the reported level of Total Satisfaction between those who received Adult Services and those who received Child services.

Overall, consumers were extremely satisfied with the way the program staff respected the role of their ethnic, cultural, and religious background in their recovery/treatment (Question 9). 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), feel comfortable asking questions regarding their treatment (Question 6), felt the program staff did not share personal mental health or substance abuse information without permission (Question 8) and reported trust in their service provider (Question 10). Respondents 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:

- While 66.3% of all consumers (both Adult & Child) reported they had a choice in selecting their service provider, approximately 1 in 4 consumers (24.1%), indicated they did not have a choice in selecting their service provider.
- Approximately 1 in 5 of all adult and child respondents (19.5%) indicated that they were not given information about how to get other services that they needed.
- Approximately 1 in 6 consumers (18.3%) who received Adult services reported their service provider did not explain the disadvantages of their therapy or treatment. Only 6.8% of those who received Child services felt this way.

CSS Preliminary Report Capital Region 2nd Quarter October - December 2009

This section presents information collected during the 2nd Quarter 2009-2010 which includes data from October 2009 - December 2009.

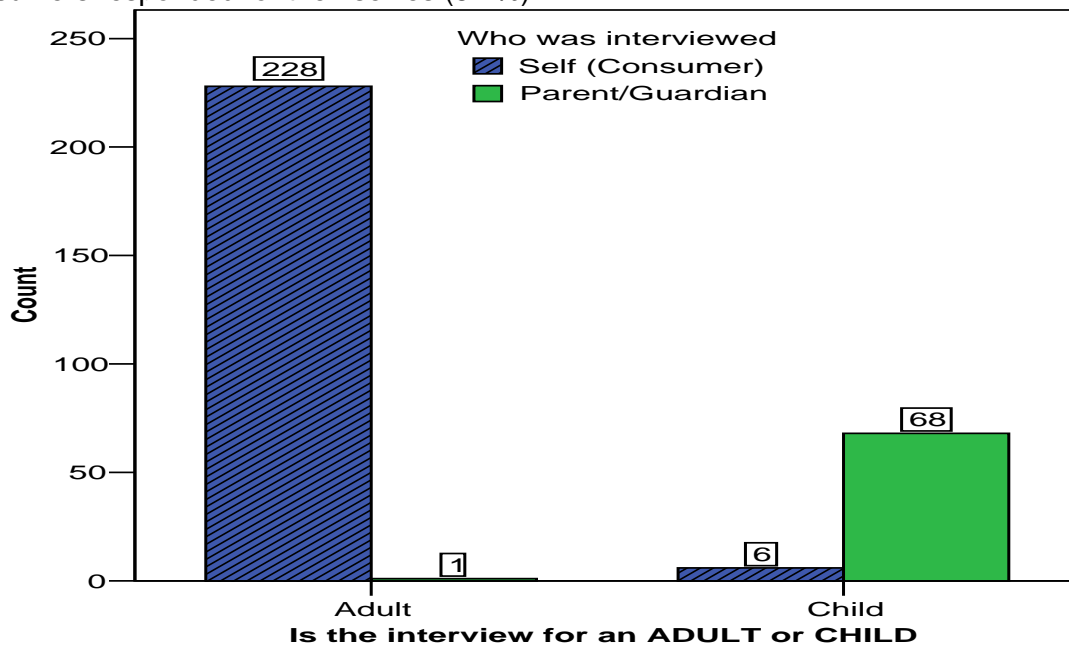
Demographic and Survey Information

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=303) as individuals may have chosen not to respond to certain questions.

Percentages may not sum to 100.0% due to rounding.

- The survey represents 303 (n=303) respondents from the Capital Region, representing 229 (75.6%) Adults and 74 Children (24.4%). 228 of the 229 Adult consumers (99.6%) responded for themselves. Parents and Guardians responded for 68 of the 74 child consumers (91.9%), 6 child consumers responded for themselves (8.1%).

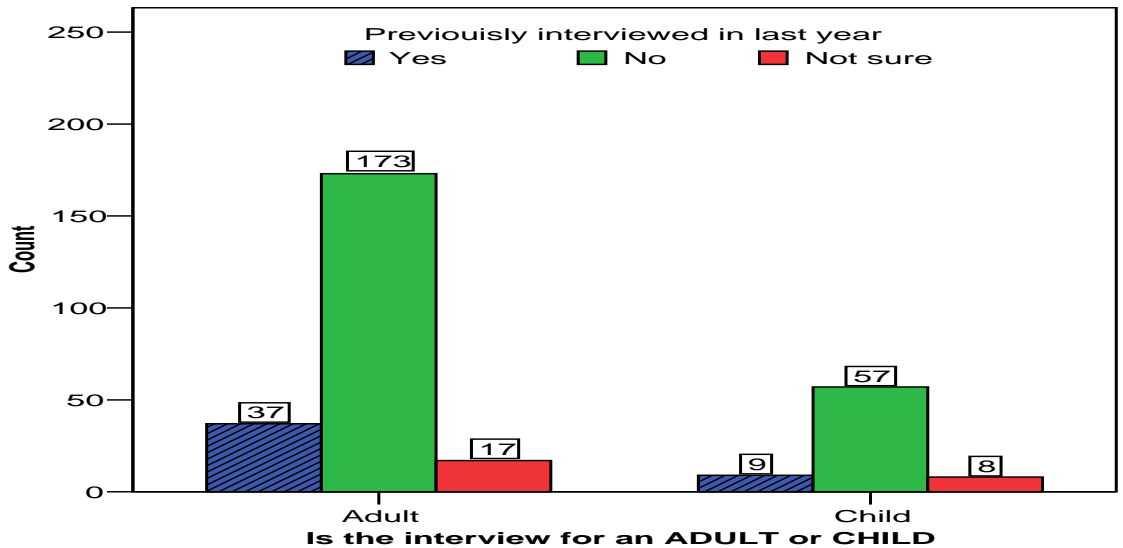


- Data was collected by 9 interviewers from 21 treatment facilities in the Capital Region. The 229 adult consumers received services from 19 treatment facilities. The 74 children received services from 5 treatment facilities. Of the 21 treatment facilities, 16 facilities provided services only to adult consumers, 2 provided services to only children and the remaining 3 facilities provided services to both adult and child consumers.

- 118 of the 229 adult interviews were conducted face-to face, 5 in the home and 113 outside of the home. The remaining 111 adult interviews were phone interviews, 104 were conducted in the home and 7 outside of the home. Of the 74 child interviews, 4 were conducted face-to-face outside of the home. The remaining 70 child interviews were conducted by phone, in the home.

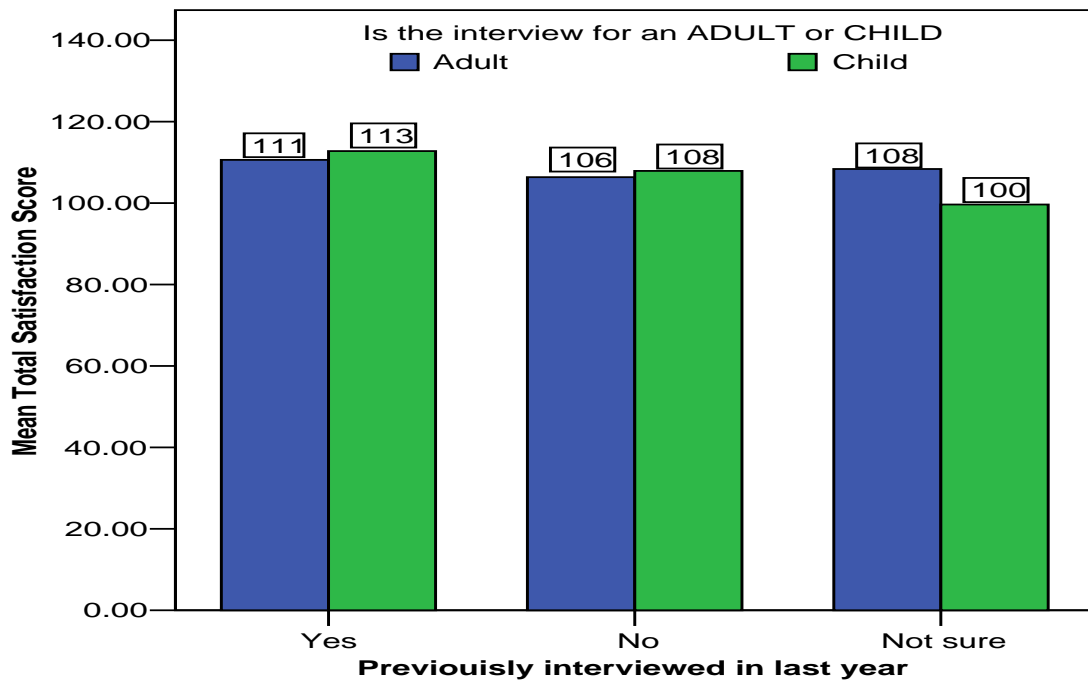
Is the interview for an ADULT or CHILD			Location of Interview		Total
			Home	Other	
Adult	In Person	Count	5	113	118
			2.2%	49.3%	51.5%
	Phone	Count	104	7	111
			45.4%	3.1%	48.5%
	Total	Count	109	120	229
			47.6%	52.4%	100.0%
Child	In Person	Count	0	4	4
			.0%	5.4%	5.4%
	Phone	Count	70	0	70
			94.6%	.0%	94.6%
	Total	Count	70	4	74
			94.6%	5.4%	100.0%

- 58 of 229 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 74 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. 2 adult respondents did not answer this question.



			Previously interviewed in last year			Total
			Yes	No	Not sure	
Is the interview for an ADULT or CHILD	Adult	Count	37 16.3%	173 76.2%	17 7.5%	227 100.0%
	Child	Count	9 12.2%	57 77.0%	8 10.8%	74 100.0%
Total		Count	46 15.3%	230 76.4%	25 8.3%	301 100.0%

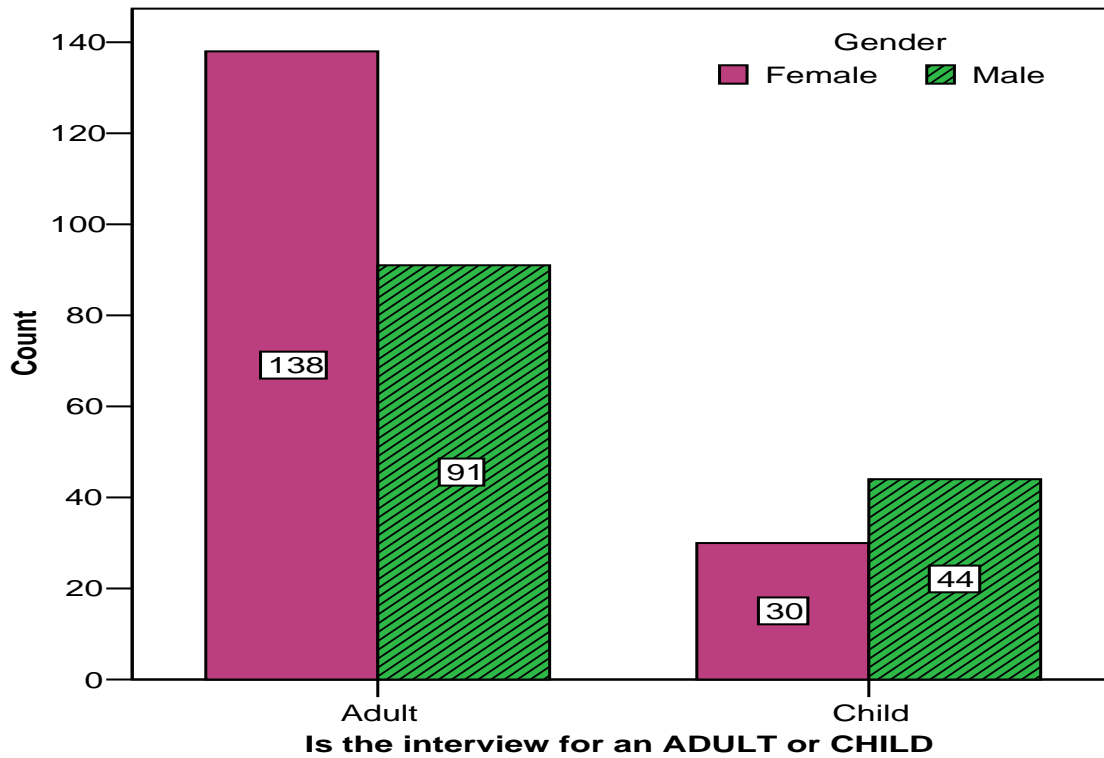
There were no significant differences in the reported level of mean Total Satisfaction between those who were previously interviewed, those interviewed for the first time, and those who were not sure if they had been interviewed.



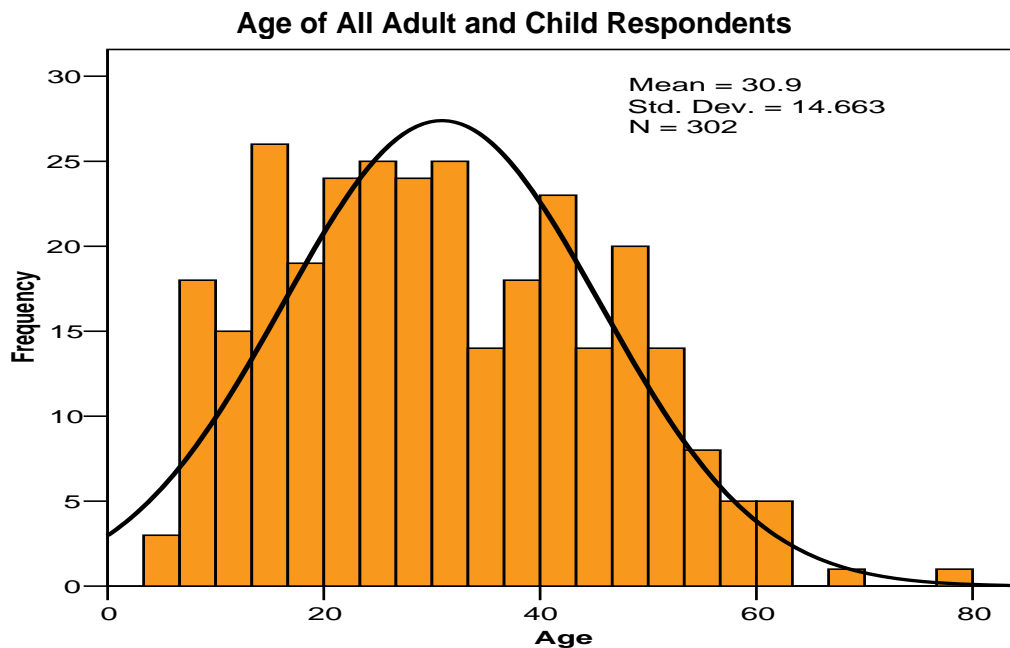
Mean Satisfaction Levels of Adult and Child Respondents

Previous Interview By Age Group	Previously Interviewed	No Previous Interview	Not Sure if Interviewed	Age Group Total	
Adult	N	37	173	17	227
Mean		110.6	106.4	108.4	107.2
St Dev		13.8	15.5	14.0	15.2
Child	N	9	57	8	74
Mean		112.8	107.9	99.6	107.6
St Dev		11.0	13.6	20.1	14.3
Total	N	46	230	25	301
Mean		111.0	106.8	105.6	107.3
St Dev		13.2	15.0	16.3	14.9

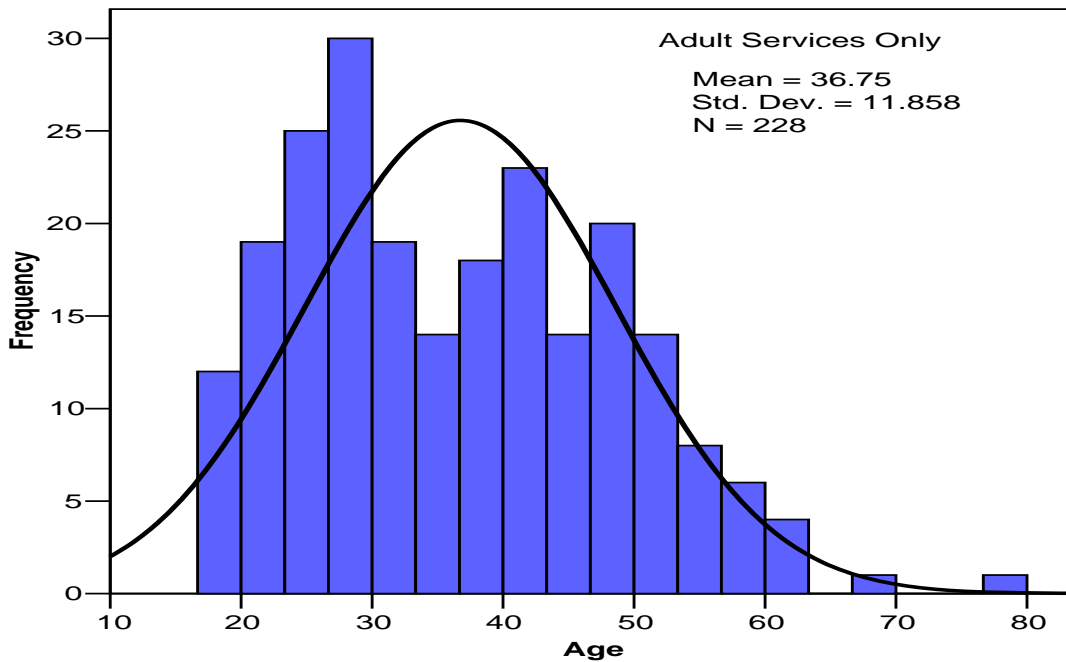
- Gender:** Overall, the sample is 55.4% female (168) and 44.6% male (135). Of the 229 adult consumers, 138 were female (60.3%) and 91 were male (39.7%). Of the 74 child consumers, 30 were female (40.5%) and 44 were male (59.5%). Our analysis found no significant differences by gender in the levels of reported satisfaction with services.



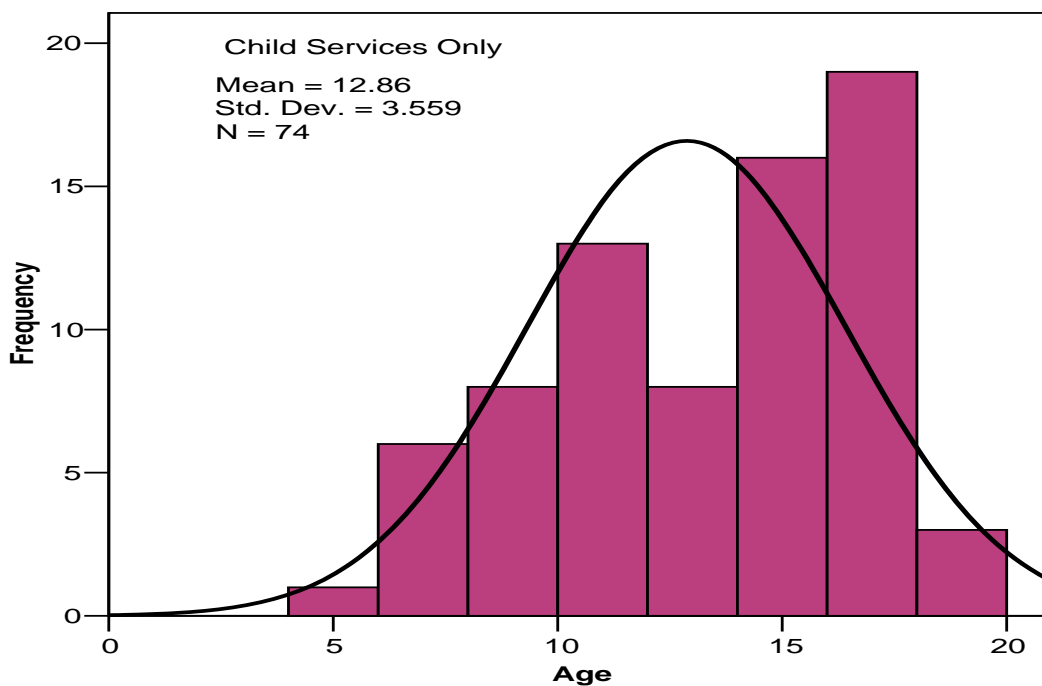
- Age:** Age of all respondents ranged from 4 - 77 years, with a mean age of 30.9 (SD 14.7) and median age of 29.0. 1 adult respondent did not report their age. Our analysis found no relationship between age and Total Satisfaction.



- Age of adult respondents ranged from 17-77 years, with a mean age of 36.8 (SD 11.9) and median age of 35.0. Our analysis found no relationship between age and Total Satisfaction for adult respondents.



- Age of child respondents ranged from 4 - 19 years, with a mean age of 12.9 (SD 3.6) and median age of 14.0. Our analysis found no relationship between age and Total Satisfaction for children receiving services.

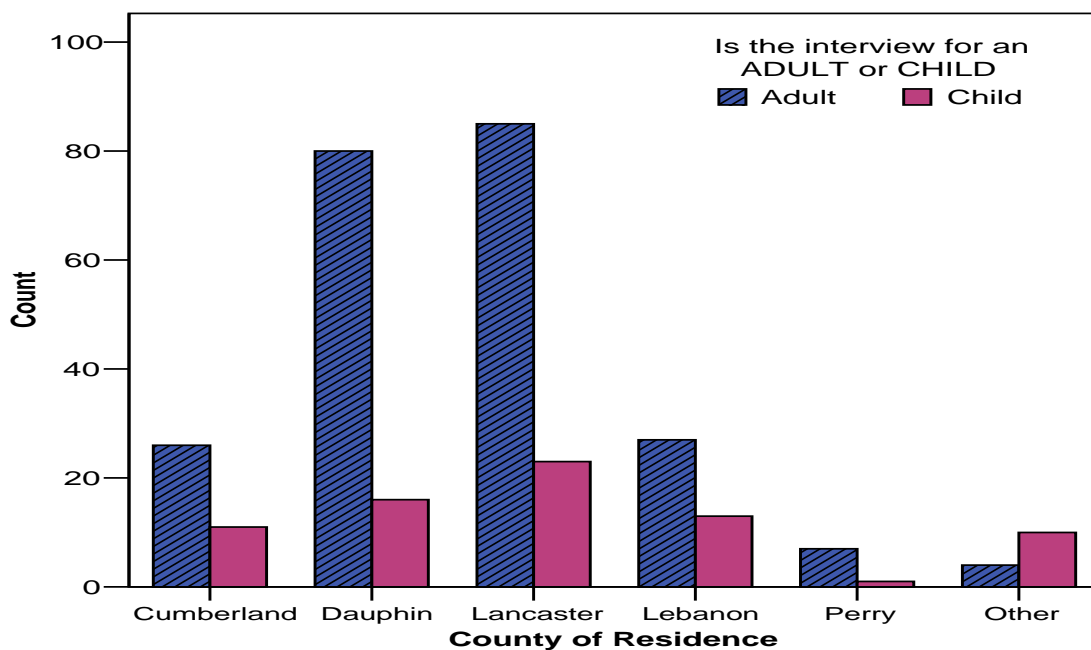


- Counties of Residence:

The table below shows the County of residence in alphabetical order. The largest number of respondents report residence in Lancaster county (35.6%). The remaining respondents reported residence in Dauphin (31.7%), Lebanon (13.2%), Cumberland (12.2%), Perry (2.6%), and Other (4.6%) counties.

County where you live

County by Age Group		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Other	Total
Adult								
	Count	26	80	85	27	7	4	229
	Row%	11.4	34.9	37.1	11.8	3.1	1.7	100.0
Child								
	Count	11	16	23	13	1	10	74
	Row%	14.9	21.6	31.1	17.6	1.4	13.5	100.0
Total								
	Count	37	96	108	40	8	14	303
	Row %	12.2	31.7	35.6	13.2	2.6	4.6	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	26	80	85	27	7	4	229
Mean	105.4	105.5	107.1	112.8	107.4	121.5	107.3
Std Dev	17.0	14.2	16.3	10.4	15.9	8.8	15.1
Child							
Count	11	16	23	13	1	10	74
Mean	113.3	103.9	104.6	106.6	94.0	116.5	107.6
Std Dev	12.6	19.4	14.6	6.1	*	9.5	14.3
Total							
Count	37	96	108	40	8	14	303
Mean	107.8	105.3	106.6	110.8	105.8	117.9	107.4
St Dev	16.1	15.1	15.9	9.6	15.5	9.3	14.9

* There is no variability with a single score

- **Race:** 205 respondents (67.7%) reported their race as White/Caucasian, 36 (11.9%) as African American, 32 (10.6%) as Latino/a Hispanic, 21 (6.9%) as Multi-racial, 3 (1.0%) as Native American, 2 (0.7%) as Asian/Pacific Islander, and 2 (0.7%) as Other. 2 respondents of Child services 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.

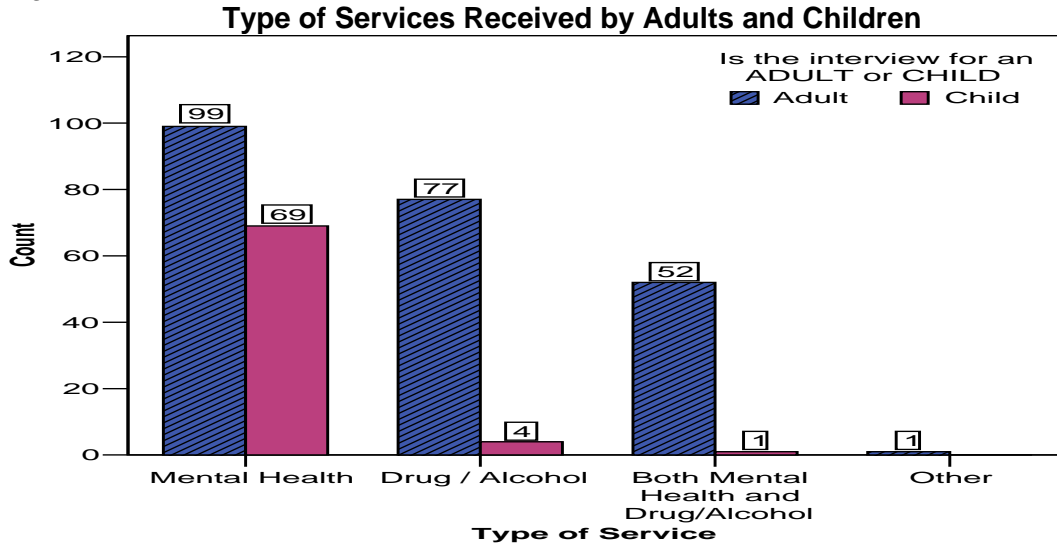
Race/Ethnicity

Age Group	African American	Asian Pacific Islander	Hispanic Latino	Native American Am Indian	White Caucasian	Multi-Racial	Other	Total
Adult								
Count	31	1	20	3	162	10	2	229
Row%	13.5	0.4	8.7	1.3	70.7	4.4	0.9	100.0
Child								
Count	5	1	12	0	43	11	0	72
Row%	6.8	1.4	16.2	0.0	58.1	14.9	0.0	100.0
Total								
Total Count	36	2	32	3	205	21	2	301
Total %	11.9	0.7	10.6	1.0	67.7	6.9	0.7	100.0

- Treatment Facility: Data was collected from 21 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.

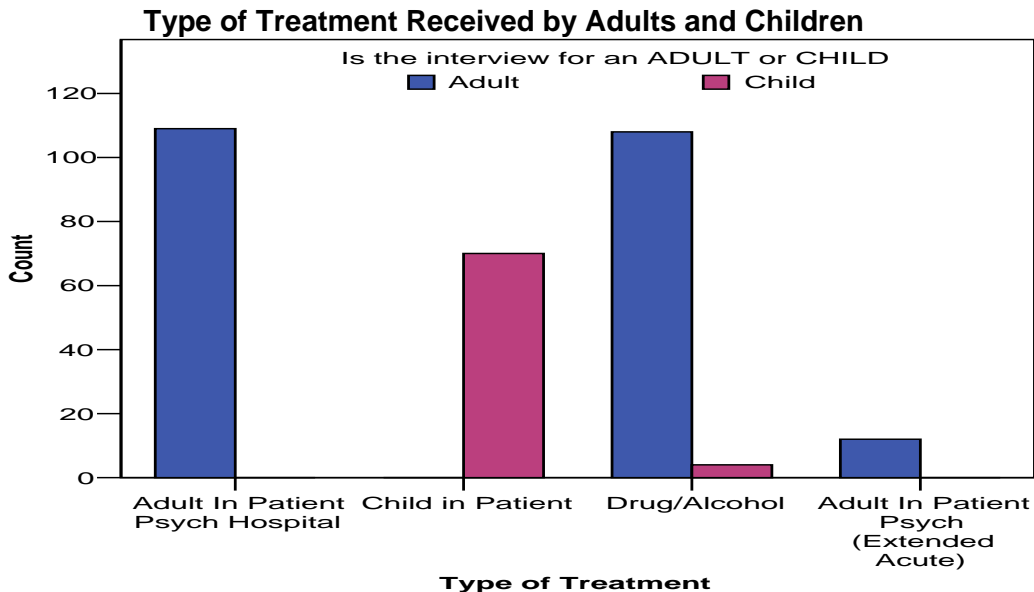
Name of Treatment Facility	Frequency	Mean	Standard Deviation
Adult Services			
Philhaven Hospital	29	106.2	14.1
Holy Spirit CMHC	20	106.3	20.5
Lancaster General Hospital	11	104.7	11.8
Roxbury Psychiatric Hospital	6	99.8	24.9
PA Psychiatric Institute	31	101.6	10.4
Lancaster Regional Medical Center	19	109.6	11.5
WDR Lebanon	3	113.7	13.4
Roxbury Carlisle	2	121.0	12.7
Gaudenzia Harrisburg	12	110.1	15.5
ARS of Lancaster	26	110.1	19.6
Mazzitti & Sullivan	4	108.7	17.3
PA Counseling Lancaster	8	99.9	23.5
Discovery House	12	107.2	8.3
WDR Harrisburg	8	115.0	9.4
Lancaster Freedom Center	10	104.5	12.7
Lebanon Treatment Center	11	118.3	7.1
Naaman Center	9	108.8	8.8
Gaudenzia West Shore	3	123.0	17.4
Holy Spirit Hospital	5	96.6	9.7
Adult Services Total	229	107.3	15.1
Child Services			
Philhaven Hospital	39	112.8	10.0
PA Psychiatric Institute	10	96.2	23.6
The Meadows Psychiatric Center	13	98.2	10.3
Gaudenzia West Shore	4	113.4	14.5
Kidspeace Hospital	8	108.4	8.7
Child Services Total	74	107.6	14.3
Total (Adult + Child)	303	107.4	14.9

- Type of Services:** Overall, approximately half of the respondents (168 of 303) reported receiving Mental Health Services, 81 (26.7%) received Drug/Alcohol Services, and 53 (17.5%) received both Mental Health and Drug/Alcohol Services. The remaining respondent reported receiving 'Other' Services. 99 (43.2%) of the adult respondents received Mental Health Services, 77 (33.6%) received Drug/Alcohol Services, and 52 (22.7%) received both Mental Health and Drug/Alcohol Services. The remaining adult respondent (0.4%) received Other Services. 69 (93.2%) of the children received Mental Health Services, 4 (5.4%) received Drug/Alcohol Services, and the remaining child (1.4%) received both Mental Health and Drug/Alcohol Services.

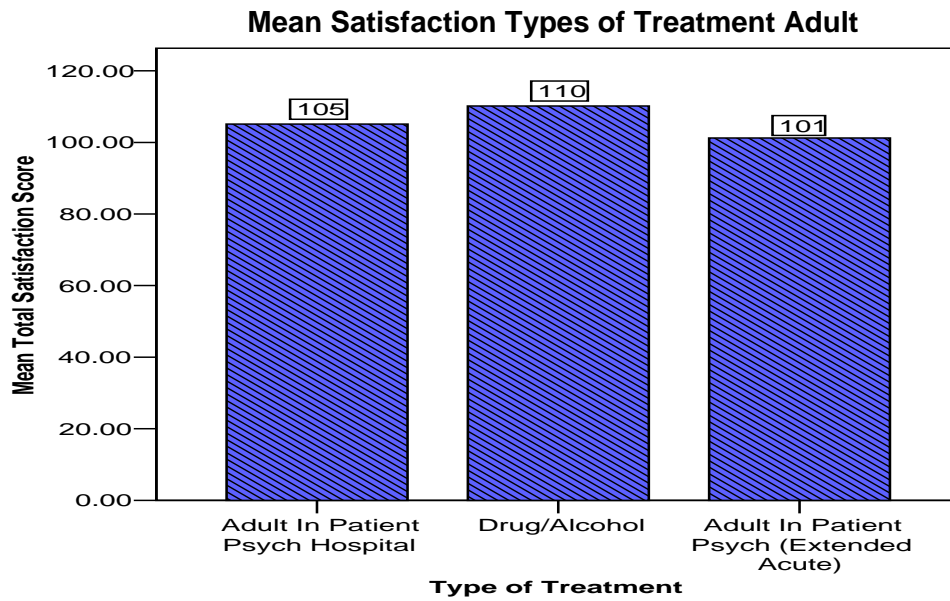


There were no significant differences in the level of Total Satisfaction among Adult or Child respondents and the Type of Services they received.

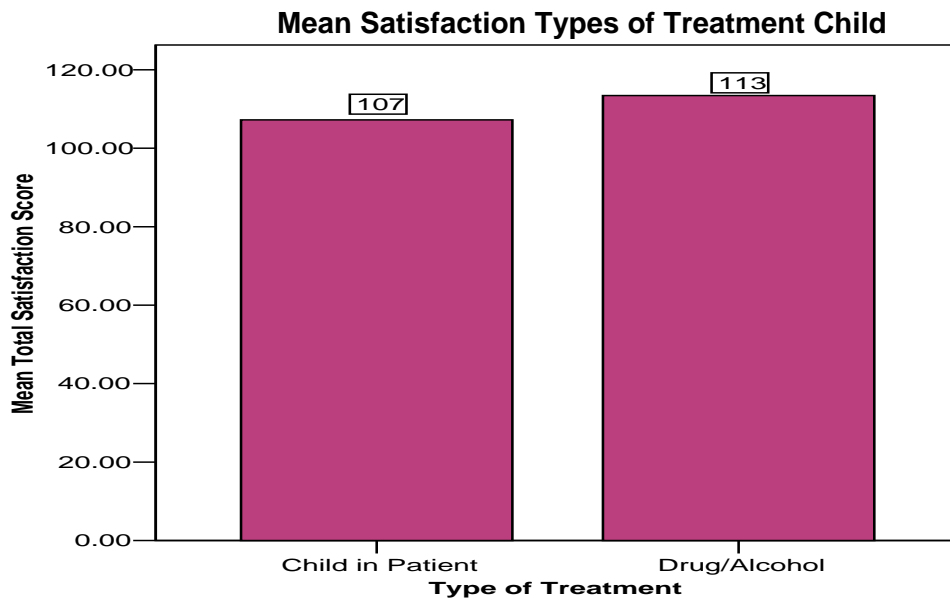
- Type of Treatment:** In all, 4 Types of Treatment were accessed by the respondents. 229 Adult respondents received 3 Types of Treatment, including 109 (47.6%) Adult Inpatient Psychiatric Hospital, 108 (47.2%) Drug/Alcohol Treatment, and 12 (5.2%) Adult Inpatient Psychiatric Hospital Extended Acute Care. 74 Children received 2 Types of Treatment including 70 (94.6%) Child Inpatient and 4 (5.4%) Drug/Alcohol Treatment.



A significant relationship emerged with those receiving Adult Services. Adult respondents who received Drug/Alcohol Services reported a significantly higher level of Total Satisfaction than those who received Adult Inpatient Psych Extended Acute Services.



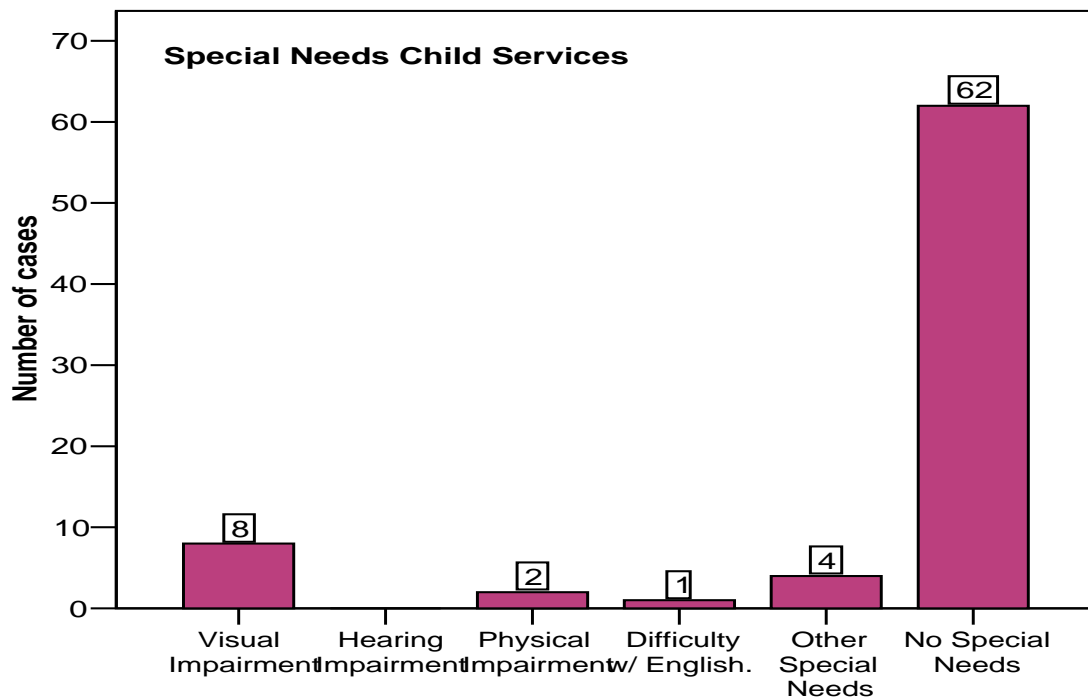
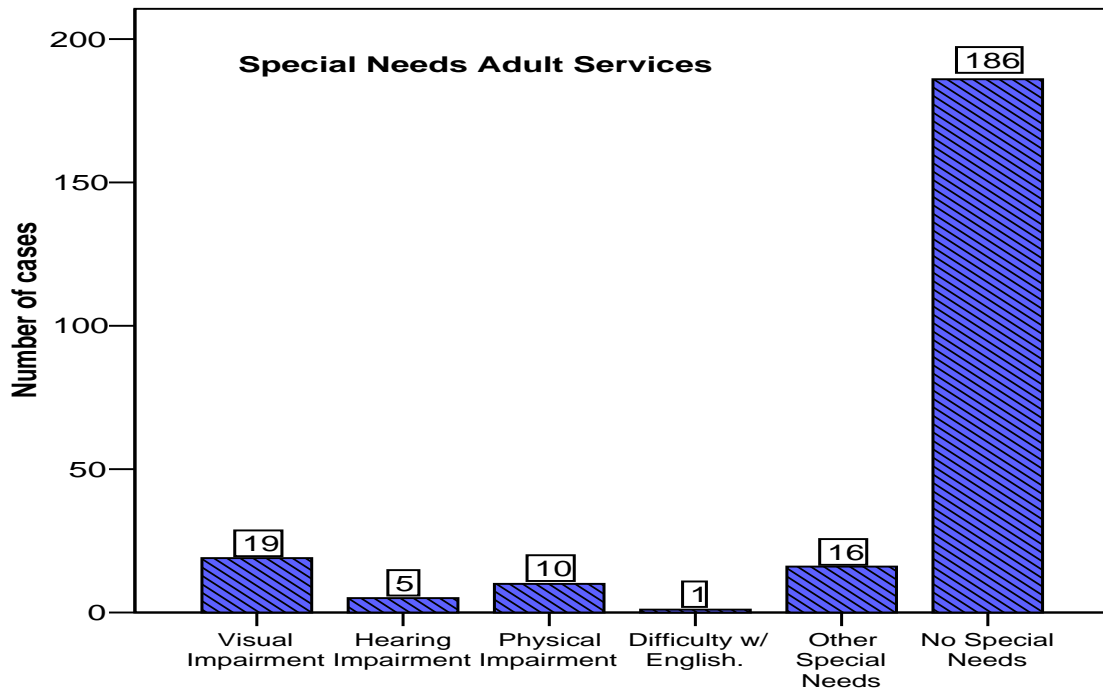
There were no significant differences in reported mean level of Total Satisfaction for Child Respondents in terms of the Type of Treatment they received.



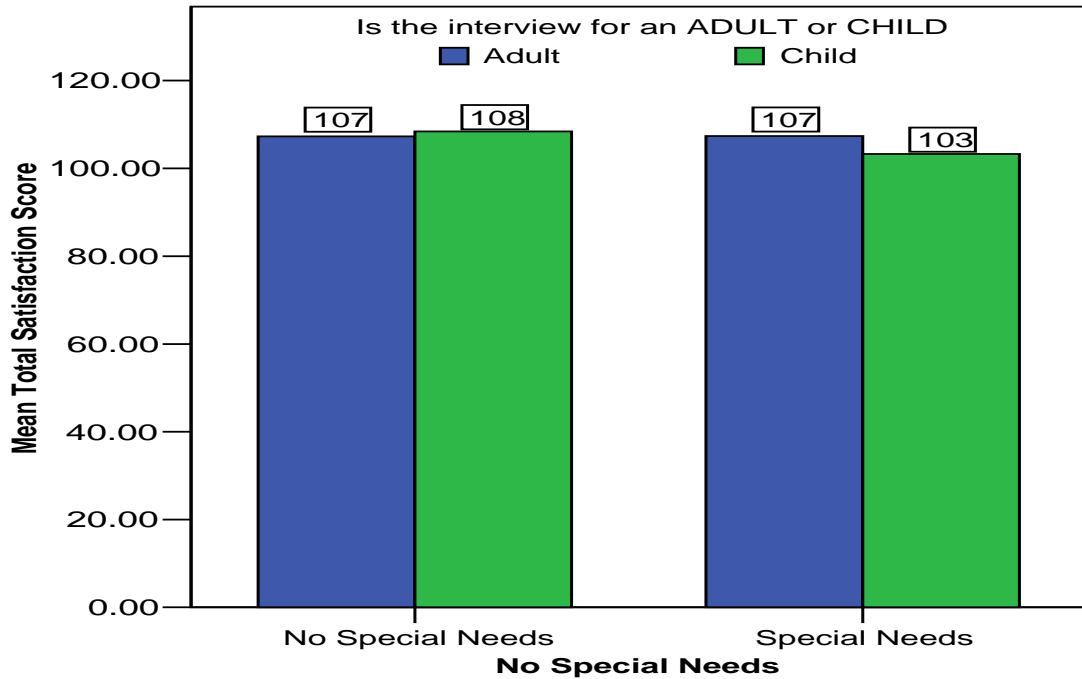
- Special Needs: 54 respondents, 42 adults and 12 children, reported they had Special Needs. One adult respondent did not answer these questions. Of the 42 adult respondents with special needs, 19 reported visual impairment, 5 reported hearing impairment, 10 reported physical impairment, 1 reported Difficulty with English, and 16 reported 'Other' types of impairment. Of the 12 children with special needs, 8 reported visual impairment, 2 reported physical impairment, 1 reported difficulties with English, and 4 reported 'Other' types of impairment.

Special Needs		Adult	Child	Total
Visual Impairment	N	19	8	27
% w/in Age Group		8.3%	10.8%	8.9%
Hearing Impairment	N	5	0	5
% w/in Age Group		2.2%	0.0%	1.7%
Physical Impairment	N	10	2	12
% w/in Age Group		4.4%	2.7%	4.0%
English difficulty	N	1	1	2
% w/in Age Group		0.4%	1.4%	0.7%
Other	N	16	4	20
% w/in Age Group		7.0%	5.4%	6.6%
No Special Needs	N	186	62	248
% w/in Age Group		81.2%	83.8%	81.8%
Total	N	229	74	303
% w/in Age Group		100.0%	100.0%	100.0%

Please Note: Frequencies may sum to more than the sample size (N = 303) as respondents can report multiple special needs.



There was no relationship between the presence or absence of Special Needs and the reported level of Total Satisfaction. This was true for recipients of both Adult and Child Services. The relationship between individuals with Special Needs and the reported level of Total Satisfaction which was present in the 1st Quarter 2009-2010 data, was not supported with the data from this quarter.

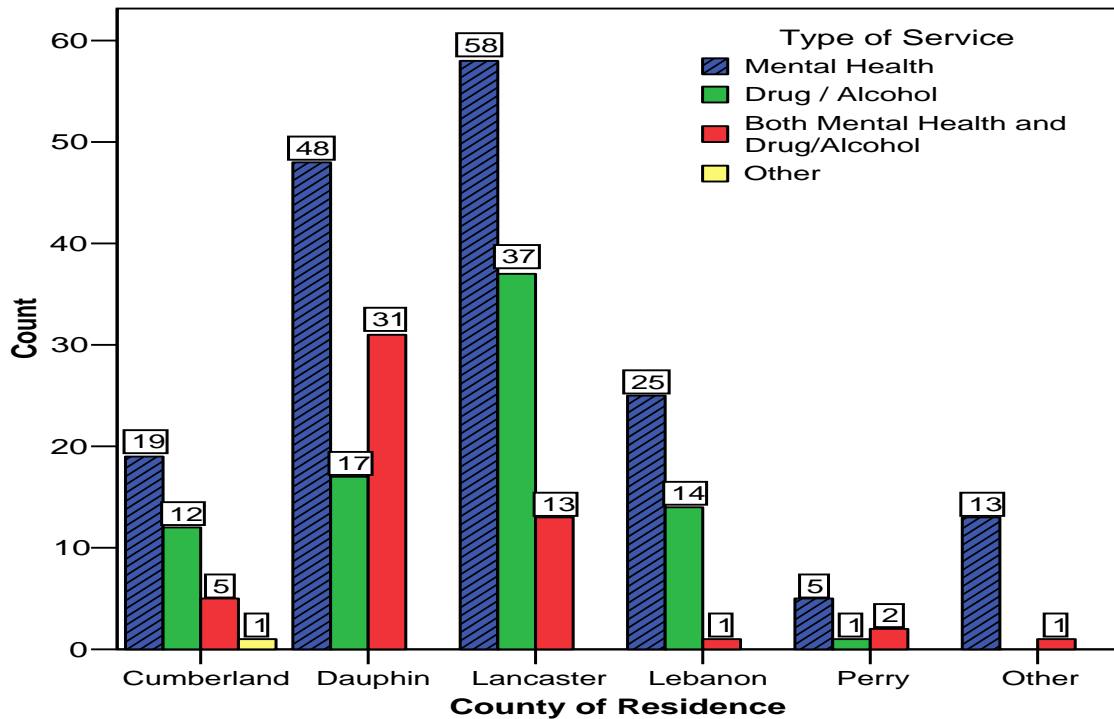


Distribution of Services by County of Residence:

55.4% of respondents received Mental Health Services, 26.7% of respondents received Drug/Alcohol Services, and 17.5% of respondents received both Mental Health and Drug/Alcohol services. The remaining 0.3% of respondents received other services. The table below lists the distribution of services by county of residence for all respondents.

		Type of Service				Total
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol	Other	
Cumberland	Count	19	12	5	1	37
		51.4%	32.4%	13.5%	2.7%	100.0%
Dauphin	Count	48	17	31	0	96
		50.0%	17.7%	32.3%	.0%	100.0%
Lancaster	Count	58	37	13	0	108
		53.7%	34.3%	12.0%	.0%	100.0%
Lebanon	Count	25	14	1	0	40
		62.5%	35.0%	2.5%	.0%	100.0%
Perry	Count	5	1	2	0	8
		62.5%	12.5%	25.0%	.0%	100.0%
Other	Count	13	0	1	0	14
		92.9%	.0%	7.1%	.0%	100.0%
Total	Count	168	81	53	1	303
		55.4%	26.7%	17.5%	.3%	100.0%

Distribution of Services By County for All Respondents

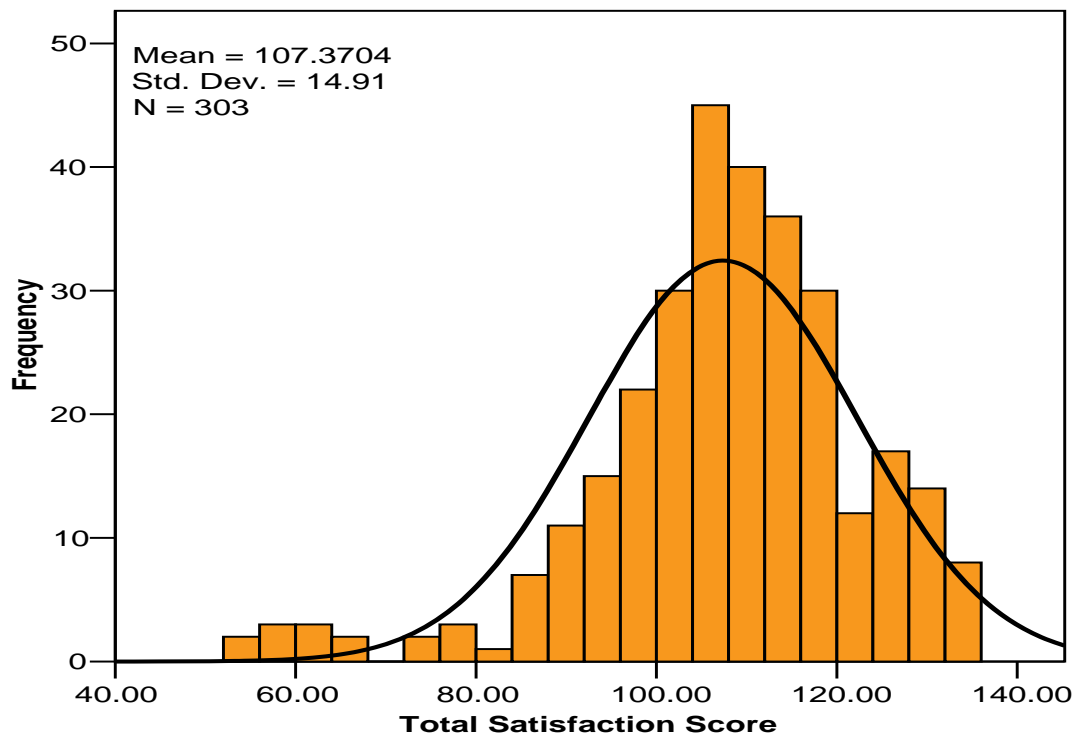


43.2% of the Adult respondents received Mental Health Services, 33.6% of adults received Drug/Alcohol services, and 22.7% of adults received both Mental Health and Drug/Alcohol services. The remaining Adult respondent received other services. 93.2% of the Children received Mental Health Services, 5.4% of children received Drug/Alcohol, and 1.4% received both Mental Health and Drug/Alcohol Services. The table below lists the distribution of services by County of residence for both Adult and Child Services.

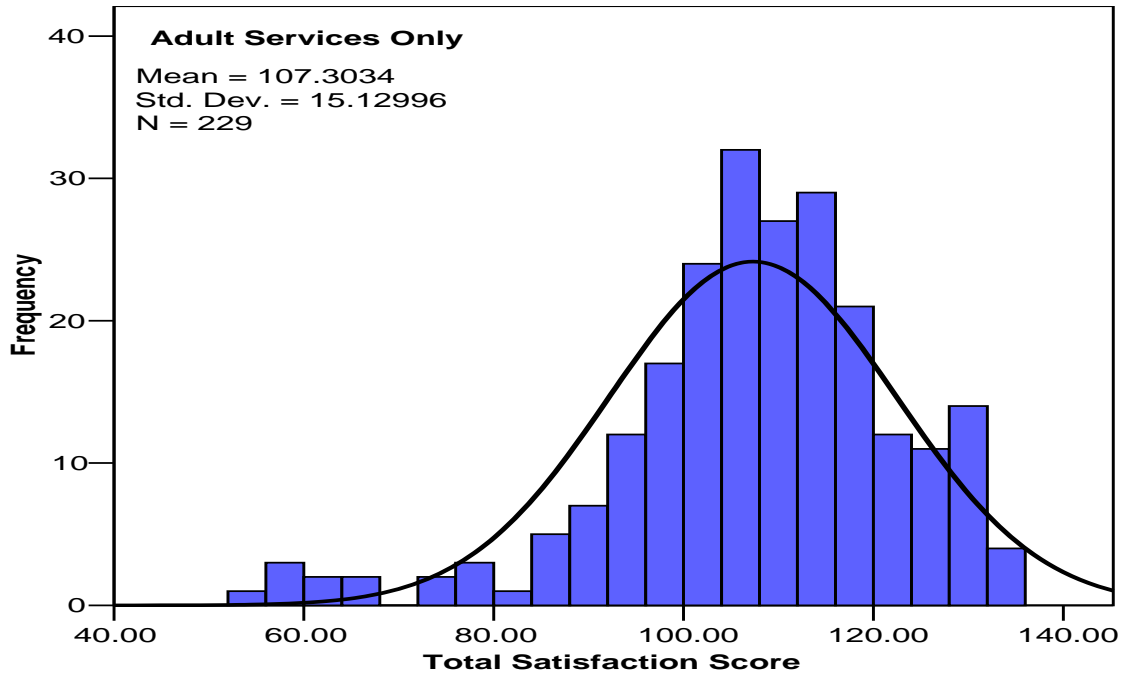
Is the interview for an ADULT or CHILD			Type of Service				Total
			Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol	Other	
Adult	Cumberland	Count	12 46.2%	8 30.8%	5 19.2%	1 3.8%	26 100.0%
	Dauphin	Count	32 40.0%	17 21.3%	31 38.8%	0 .0%	80 100.0%
	Lancaster	Count	36 42.4%	37 43.5%	12 14.1%	0 .0%	85 100.0%
	Lebanon	Count	12 44.4%	14 51.9%	1 3.7%	0 .0%	27 100.0%
	Perry	Count	4 57.1%	1 14.3%	2 28.6%	0 .0%	7 100.0%
	Other	Count	3 75.0%	0 .0%	1 25.0%	0 .0%	4 100.0%
	Total	Count	99 43.2%	77 33.6%	52 22.7%	1 .4%	229 100.0%
Child	Cumberland	Count	7 63.6%	4 36.4%	0 .0%		11 100.0%
	Dauphin	Count	16 100.0%	0 .0%	0 .0%		16 100.0%
	Lancaster	Count	22 95.7%	0 .0%	1 4.3%		23 100.0%
	Lebanon	Count	13 100.0%	0 .0%	0 .0%		13 100.0%
	Perry	Count	1 100.0%	0 .0%	0 .0%		1 100.0%
	Other	Count	10 100.0%	0 .0%	0 .0%		10 100.0%
	Total	Count	69 93.2%	4 5.4%	1 1.4%		74 100.0%

I. Satisfaction

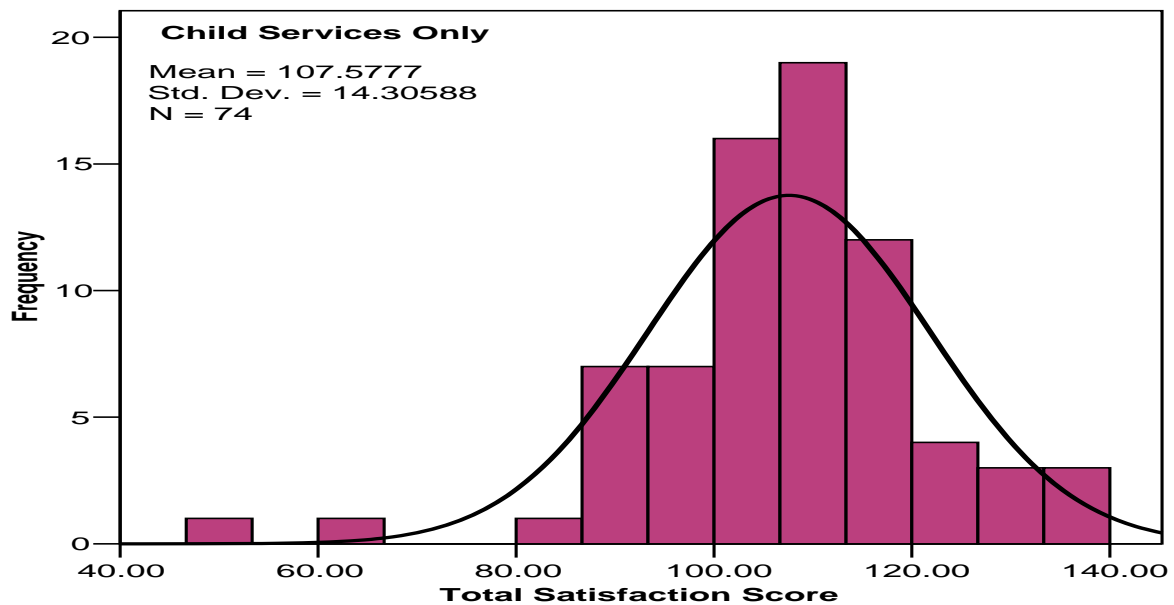
- Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 27 - 135. Scores 108 -135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.
- The overall mean for all respondents for TSS was 107.4 with a standard deviation 14.9 and median 108.1. The TSS scores ranged from 52 - 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



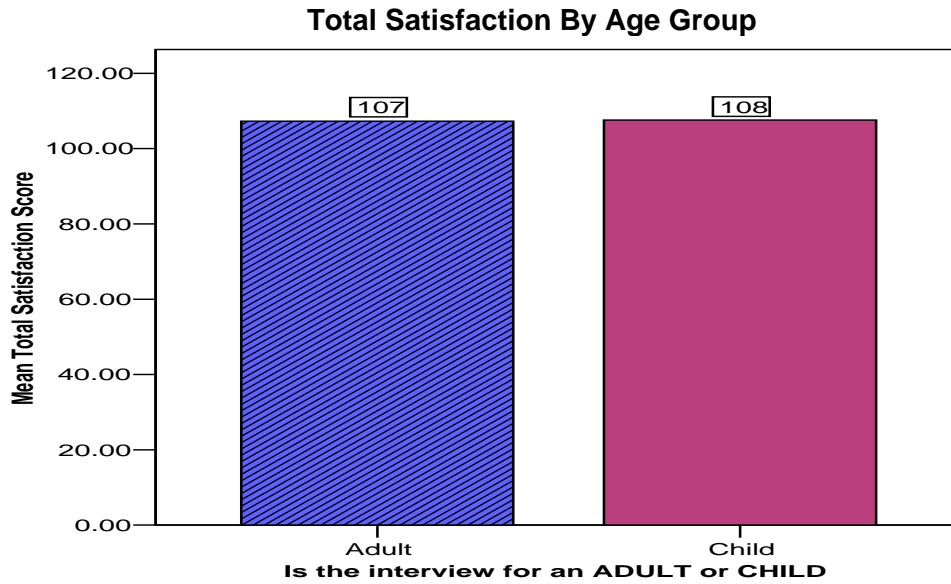
- The overall mean for Total Satisfaction Score for Adult consumers was 107.3 with a standard deviation 15.1, median 108.0. The TSS scores for Adult services ranged from 54 – 135. Scores 108 -135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction, and scores below 81 indicate some level of dissatisfaction.



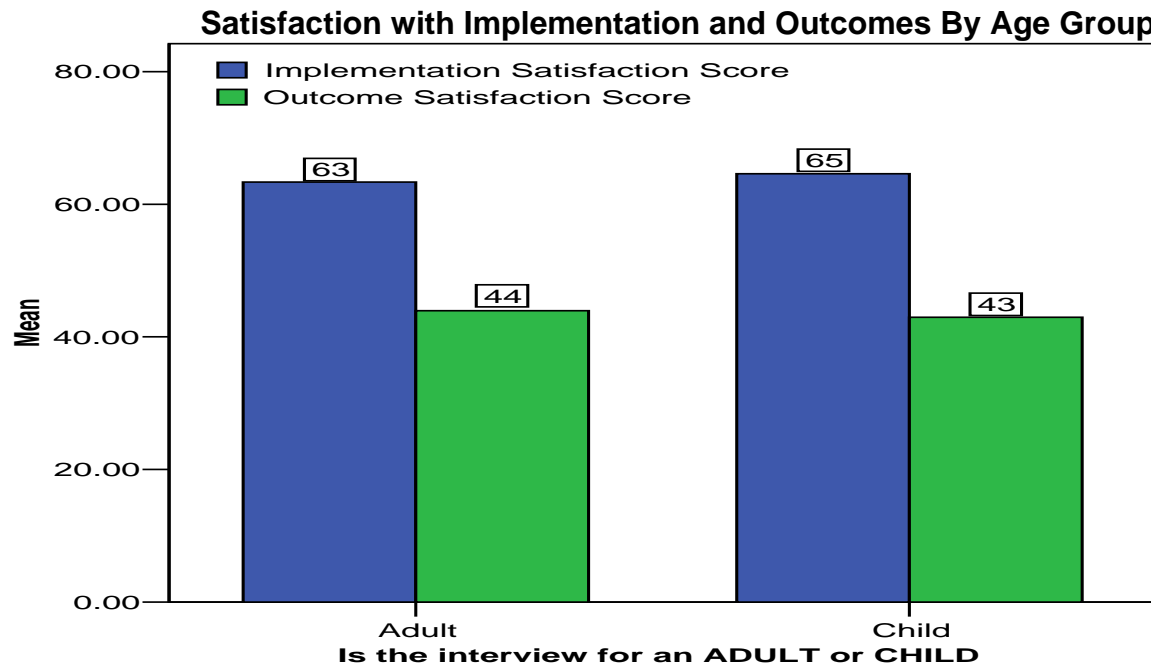
- The overall mean for TSS for Child consumers was 107.6 with a standard deviation 14.3, median 108.0. The TSS scores for child services ranged from 52 - 135. Scores 108 -135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction, and scores below 81 indicate some level of dissatisfaction.



- There was no significant difference in the reported level of Total Satisfaction for Adult and Child Services.



- When the set of satisfaction items are sorted into items relating to Implementation and items relating to Outcomes, there was no significant difference in the reported levels of satisfaction on the implementation or outcome items between the two groups. This is a shift from the previous quarter's data where significant differences were observed in 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.

II. Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction of both Adult and Child consumers of 79.6% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 86.5% agreement (4 or 5). This pattern is consistent when Adult and Child consumers are considered separately as well with Adult respondents reporting 86.0% overall satisfaction with services and those who received Child Services reporting 87.8% overall satisfaction with services received. As mentioned previously, there was no significant difference in the reported level of Total Satisfaction between those who received Adult Services and those who received Child services.

Overall, consumers were extremely satisfied with the way the program staff respected the role of their ethnic, cultural, and religious background in their recovery/treatment (Question 9). 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), feel comfortable asking questions regarding their treatment (Question 6), felt the program staff did not share personal mental health or substance abuse information without permission (Question 8) and reported trust in their service provider (Question 10). Respondents 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:

- While 66.3% of all consumers (both Adult & Child) reported they had a choice in selecting their service provider, approximately 1 in 4 consumers (24.1%), indicated they did not have a choice in selecting their service provider.
- Approximately 1 in 5 of all adult and child respondents (19.5%) indicated that they were not given information about how to get other services that they needed.
- Approximately 1 in 6 consumers (18.3%) who received Adult services reported their service provider did not explain the disadvantages of their therapy or treatment. Only 6.8% of those who received Child services felt this way.

Summary responses from the Total group of respondents from this quarter (N=303) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=229) are presented in Table 2. Summary responses from the respondents who received Child Services (N=74) are presented in Table 3.

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

N=303	% 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.	91.1	7.9	4.1	0.9	0.0
2. I was given information on how to get other services that I needed.	73.6	19.5	3.7	1.2	3.6
3. I had a choice in selecting my service provider.	66.3	24.1	3.6	1.2	3.0
4. I have the option to change my service provider should I choose to.	77.2	11.9	3.8	1.0	2.6
5. I was informed about my rights and responsibilities regarding the treatment I have received.	91.4	4.6	4.1	0.8	1.0
6. I feel comfortable in asking questions regarding my treatment.	90.8	5.9	4.2	0.8	0.7
7. My service provider spends enough time with me.	84.2	10.9	4.0	1.0	1.0
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	90.4	5.9	4.2	0.9	1.3
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	91.7	4.0	4.2	0.8	2.3
10. I trust my service provider.	85.8	9.2	4.1	1.0	1.3
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	79.9	13.9	3.9	1.1	3.3
12. I am included in all meetings regarding my treatment plan and goals for recovery.	85.8	9.9	4.0	0.9	1.0
13. I am an equal partner in the treatment process.	88.4	9.2	4.0	0.9	0.3
14. My service provider explained the advantages of my therapy or treatment.	89.4	8.6	4.1	0.9	0.3
15. My service provider explained the disadvantages of my therapy or treatment	77.6	15.5	3.8	1.1	1.3
16. Overall, I am satisfied with the services I am receiving.	86.5	9.9	4.1	1.0	0.3

Table 2 – Total Satisfaction – Implementation Adult Services

N= 229	% 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.	90.00	9.2	4.1	0.9	0.0
2. I was given information on how to get other services that I needed.	70.7	21.8	3.6	1.2	4.4
3. I had a choice in selecting my service provider.	64.2	25.3	3.6	1.2	3.5
4. I have the option to change my service provider should I choose to.	73.4	14.0	3.7	1.0	3.5
5. I was informed about my rights and responsibilities regarding the treatment I have received.	90.8	4.8	4.1	0.8	1.3
6. I feel comfortable in asking questions regarding my treatment.	89.5	7.4	4.1	0.8	0.9
7. My service provider spends enough time with me.	83.8	11.8	4.0	1.0	0.4
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	89.1	7.0	4.1	1.0	1.7
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	91.3	5.2	4.2	0.9	1.7
10. I trust my service provider.	83.4	10.9	4.0	1.0	1.7
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	76.9	15.7	3.9	1.1	4.4
12. I am included in all meetings regarding my treatment plan and goals for recovery.	83.4	11.4	4.0	1.0	1.3
13. I am an equal partner in the treatment process.	87.8	9.6	4.0	0.9	0.4
14. My service provider explained the advantages of my therapy or treatment.	88.6	9.6	4.1	0.9	0.4
15. My service provider explained the disadvantages of my therapy or treatment	74.2	18.3	3.8	1.2	1.3
16. Overall, I am satisfied with the services I am receiving.	86.0	10.5	4.1	1.0	0.4

Table 3 – Total Satisfaction – Implementation Child Services

N=74	% 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.	94.6	4.1	4.1	0.6	0.0
2. I was given information on how to get other services that my child/adolescent needed.	82.4	12.2	3.8	1.0	1.4
3. I had a choice when selecting my child/adolescent's service provider.	73.0	20.3	3.6	1.0	1.4
4. I have the option to change my child/adolescent's service provider should I choose to.	73.4	14.0	4.0	0.6	3.5
5. I was informed about my rights and responsibilities regarding the treatment my child/adolescent has received.	90.8	4.8	4.1	0.7	1.3
6. I feel comfortable in asking questions regarding my child/adolescent's treatment.	94.6	1.4	4.2	0.6	0.0
7. My service provider spends enough time with my child/adolescent.	85.1	8.1	4.0	0.9	2.7
8. My provider does not share the personal mental health and/or substance abuse information of my child/adolescent with others without my permission.	94.6	2.7	4.2	0.7	0.0
9. Program staff respects the role of my ethnic, cultural and religious background in my child/adolescent's recovery/treatment.	93.2	0.0	4.2	0.4	4.1
10. I trust my child/adolescent's service provider.	93.2	4.1	4.1	0.8	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my child/adolescent's treatment process.	89.2	8.1	4.0	0.9	0.0
12. I am included in all meetings regarding my child/adolescent's treatment plan and goals for recovery.	93.2	5.4	4.2	0.8	0.0
13. I am an equal partner in the treatment process for my child/adolescent.	90.5	8.1	4.1	0.9	0.0
14. My service provider explained the advantages of my child/adolescent's therapy or treatment.	91.9	5.4	4.0	0.7	0.0
15. My service provider explained the disadvantages of my child/adolescent's therapy or treatment	87.8	6.8	4.0	0.8	1.4
16. Overall, I am satisfied with the services my child/adolescent is receiving.	87.8	8.1	4.1	0.9	0.0

III. Outcomes

The majority of adult and child consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 63% to 76% of consumers believe services have improved their lives in each outcome area. Approximately 17% to 28% 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. 76.4% of those receiving Adult services and 71.6% of those receiving Child services reported satisfaction in this area.
- Adult respondents gave high ratings to questions that are recovery-related questions rather than symptom-related, with approximately 76% of consumers reporting improvement. These include questions related to enjoying free time (Q22), managing daily problems (Q17), self-worth (Q20), and feeling hopeful about the future (Q21).
- Recipients of Child Services gave high ratings to dealing with school or work (Q25), enjoying their free time (Q22), strengthening their social network (Q23) and dealing with people in social situations (Q26).
- Overall, 48.8% of all respondents reported things were better dealing with school or work and 3.3% reported things as worse. As noted, 34.7% of the respondents reported this question did not apply to them. When these cases are removed, 74.7% report dealing with school or work as better and 5.1% report it as worse. These figures represent a more accurate picture of the results.
- Overall, 56.4% of all respondents reported things were better dealing with becoming involved in community activities and 4.0% reported things as worse. As noted, 18.8% of the respondents reported this question did not apply to them. When these cases are removed, 69.5% report becoming involved in community activities as better and 4.9% 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 consistent with data from the previous quarter.

Summary responses from the Total group of respondents from this quarter (N=303) are presented in Table 4. Summary responses from just the Adult Respondents (N=229) are presented in Table 5. Summary responses from the respondents who received Child Services (N=74) 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=303					
17. Managing daily problems.	76.6	5.0	4.0	0.9	0.7
18. Feeling in control of my life.	72.6	6.9	4.0	1.0	0.3
19. Dealing with personal crisis.	63.4	5.9	3.8	0.9	2.3
20. How I feel about myself.	75.2	5.3	4.1	0.9	0.7
21. Feeling good (hopeful) about the future.	68.0	7.3	4.0	1.0	2.3
22. Enjoying my free time.	74.9	5.3	4.1	0.9	1.0
23. Strengthening my social support network.	69.0	5.6	3.9	0.9	1.7
24. Being involved in community activities.	56.4	4.0	3.9	0.9	18.8
25. Dealing with school or work.	48.8	3.3	4.0	0.9	34.7
26. Dealing with people in social situations.	72.3	5.9	3.9	0.9	1.3
27. Dealing with specific problems or issue that led to seek services.	75.2	4.6	4.1	0.9	0.3

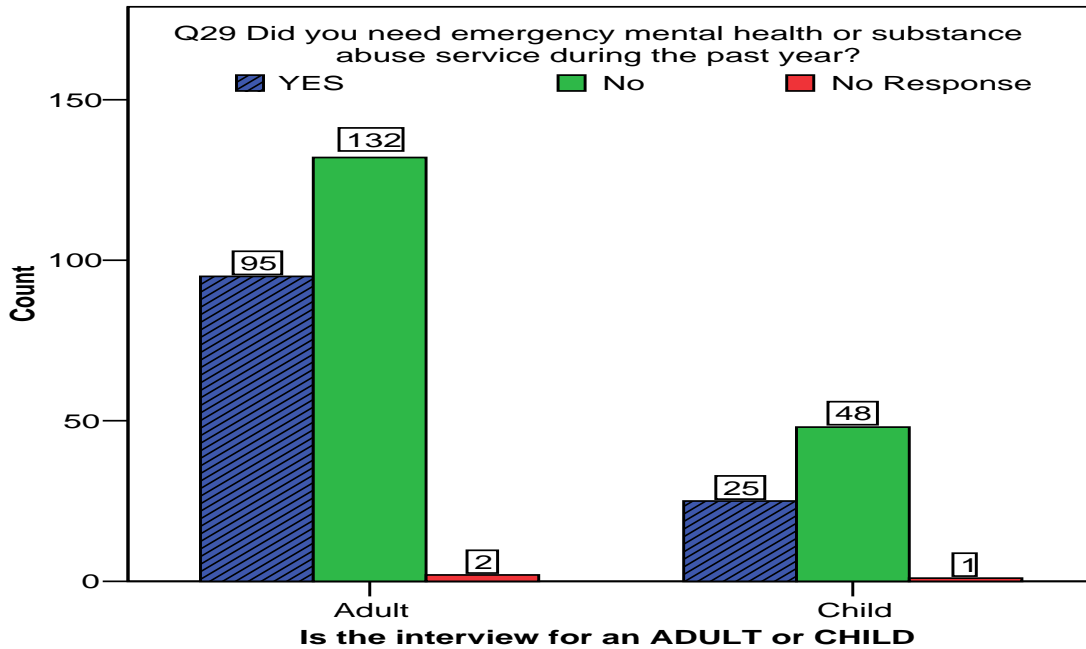
Table 5 – Total Satisfaction – Outcome Questions Adult Services

Total N=229	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	79.9	4.4	4.1	0.9	0.4
18. Feeling in control of my life.	75.5	5.7	4.0	0.9	0.0
19. Dealing with personal crisis.	64.6	5.7	3.9	1.0	2.6
20. How I feel about myself.	77.3	5.7	4.1	1.0	0.0
21. Feeling good (hopeful) about the future.	69.9	7.9	4.0	1.0	0.0
22. Enjoying my free time.	74.2	5.2	4.1	0.9	0.9
23. Strengthening my social support network.	66.8	6.6	3.9	0.9	1.7
24. Being involved in community activities.	53.3	4.4	3.9	0.9	21.8
25. Dealing with school or work.	39.3	3.1	3.9	1.0	44.5
26. Dealing with people in social situations.	72.1	6.1	4.0	0.9	1.7
27. Dealing with specific problems or issue that led to seek services.	76.4	3.9	4.1	0.9	0.4

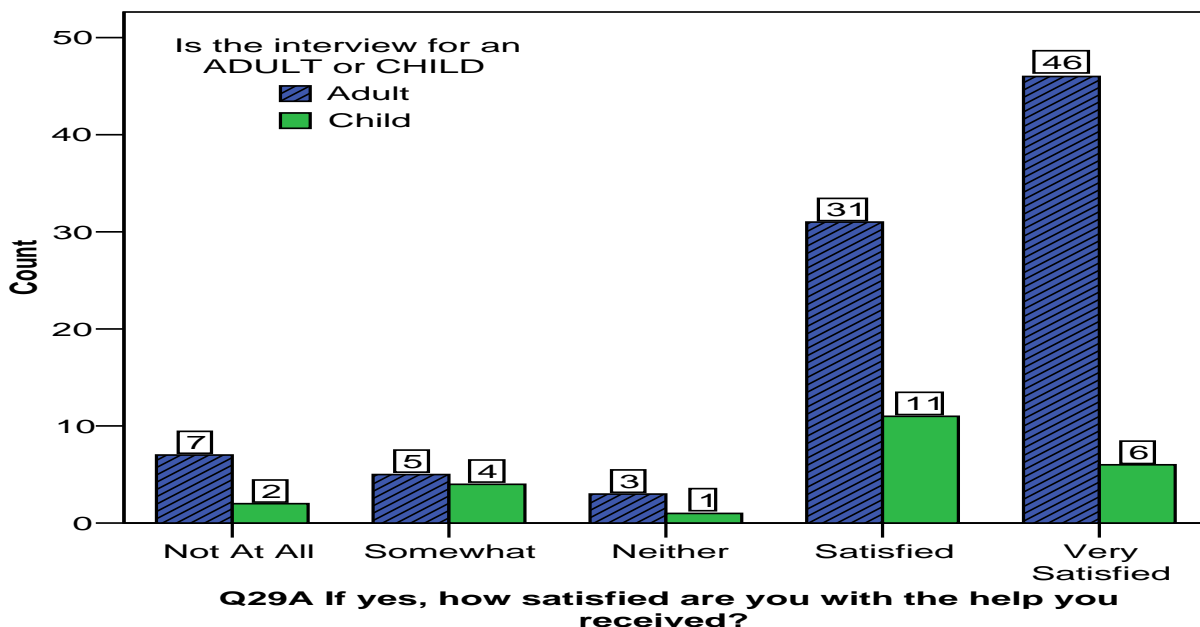
Table 6 – Total Satisfaction – Outcome Questions Child Services

Total N=74	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	66.2	6.8	3.9	1.0	1.4
18. Feeling in control of my life.	63.5	10.8	3.7	1.0	1.4
19. Dealing with personal crisis.	59.5	6.8	3.8	0.9	1.4
20. How I feel about myself.	68.9	4.1	3.9	0.8	2.7
21. Feeling good (hopeful) about the future.	62.2	5.4	3.9	0.9	9.5
22. Enjoying my free time.	77.0	5.4	4.0	0.8	1.4
23. Strengthening my social support network.	75.7	2.7	4.0	0.8	1.4
24. Being involved in community activities.	66.2	2.7	4.0	0.8	9.5
25. Dealing with school or work.	78.4	4.1	4.1	0.8	4.1
26. Dealing with people in social situations.	73.0	5.4	3.9	0.8	0.0
27. Dealing with specific problems or issue that led to seek services.	71.6	6.8	3.9	0.9	0.0

Emergency Treatment: 120 of the 303 respondents (39.6%) indicated they needed emergency mental health or substance abuse services during the past year. 95 of the 120 (79.2%) received Adult services and the remaining 25 (20.8%) 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 4.0 with standard deviation 1.2. 81.0% (94 of 116) reported they were either Very Satisfied, or Satisfied, 15.5% Somewhat or Not at all Satisfied. Two adult and one child respondent did not respond to this question.

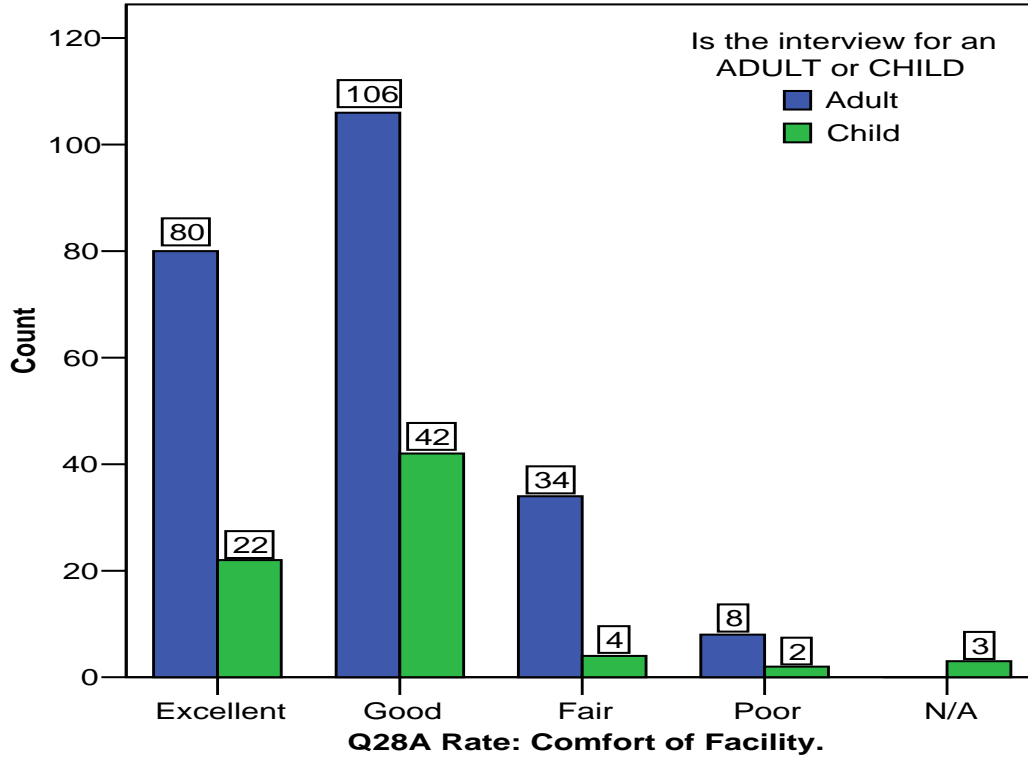


There was a significant trend for Individuals who received Adult services reported a higher level of satisfaction with emergency services than those who received Child services. This is a switch from the previous quarter in which individuals who received Child services reported a significantly higher level of satisfaction with emergency services.



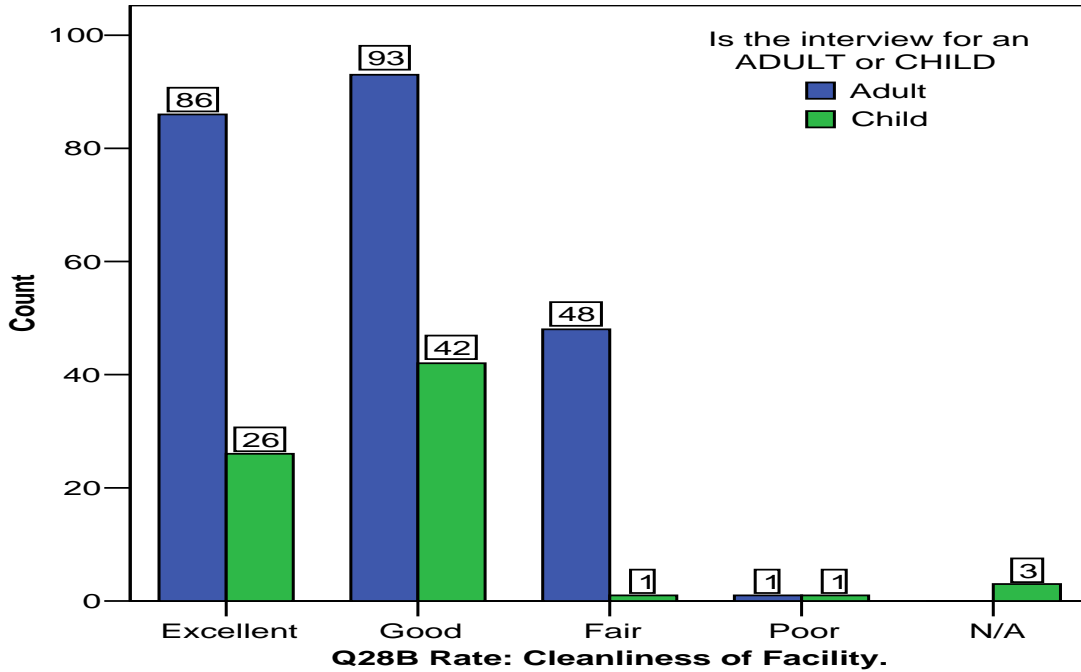
Questions Regarding Treatment Environment

Comfort of Facility: 83.1% of all respondents rated the comfort of their treatment facility as Excellent or Good. 15.9% of all respondents rated the comfort of their treatment facility as Fair or Poor.



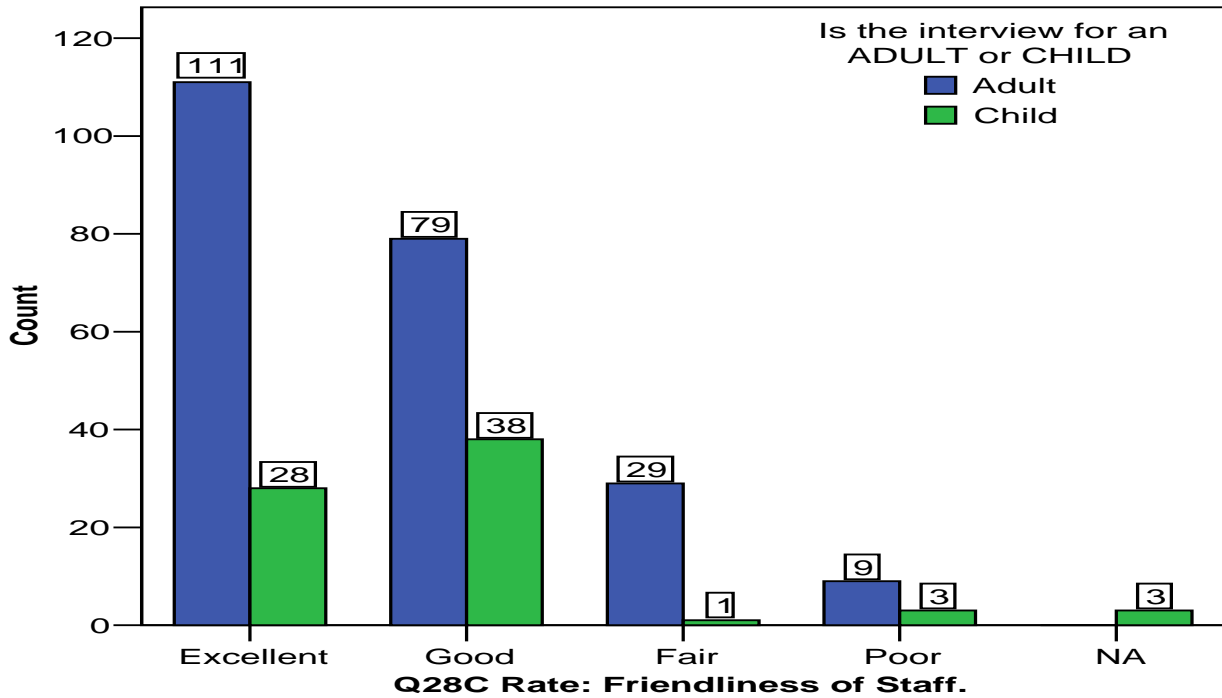
		Q28A Rate: Comfort of Facility.					Total
		Excellent	Good	Fair	Poor	N/A	
Adult	Count	80	106	34	8	0	228
		35.1%	46.5%	14.9%	3.5%	.0%	100.0%
Child	Count	22	42	4	2	3	73
		30.1%	57.5%	5.5%	2.7%	4.1%	100.0%
Total	Count	102	148	38	10	3	301
		33.9%	49.2%	12.6%	3.3%	1.0%	100.0%

Cleanliness of Facility: 82.1% of respondents reported the cleanliness of their treatment facility as Excellent or Good. 20.0% of respondents reported the cleanliness of their treatment facility as Fair or Poor.



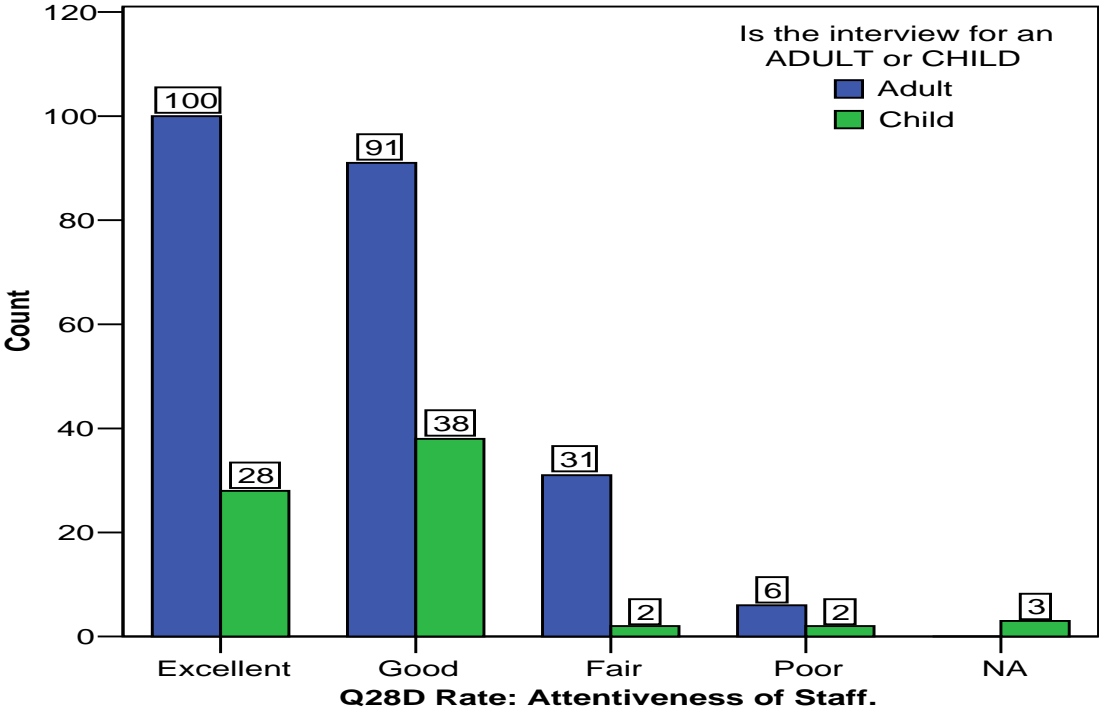
		Q28B Rate: Cleanliness of Facility.					Total
		Excellent	Good	Fair	Poor	N/A	
Adult	Count	86	93	48	1	0	228
		37.7%	40.8%	21.1%	.4%	.0%	100.0%
Child	Count	26	42	1	1	3	73
		35.6%	57.5%	1.4%	1.4%	4.1%	100.0%
Total	Count	112	135	49	2	3	301
		37.2%	44.9%	16.3%	.7%	1.0%	100.0%

Friendliness of Staff: 85.1% of respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 14.0% 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	NA	
Adult	Count	111	79	29	9	0	228
		48.7%	34.6%	12.7%	3.9%	.0%	100.0%
Child	Count	28	38	1	3	3	73
		38.4%	52.1%	1.4%	4.1%	4.1%	100.0%
Total	Count	139	117	30	12	3	301
		46.2%	38.9%	10.0%	4.0%	1.0%	100.0%

Attentiveness of Staff: 85.4% of respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 13.7% 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	NA	
Adult	Count	100	91	31	6	0	228
		43.9%	39.9%	13.6%	2.6%	.0%	100.0%
Child	Count	28	38	2	2	3	73
		38.4%	52.1%	2.7%	2.7%	4.1%	100.0%
Total	Count	128	129	33	8	3	301
		42.5%	42.9%	11.0%	2.7%	1.0%	100.0%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- 71.8% of respondents (216 out of 301) reported that they had received a copy of the CBHNP member handbook. 2 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	158 69.6%	62 27.3%	7 3.1%	227 100.0%
	Child	Count	58 78.4%	16 21.6%	0 .0%	74 100.0%
Total		Count	216 71.8%	78 25.9%	7 2.3%	301 100.0%

			Q33 I have received a copy of the Member Handbook from CBHNP?			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	24 64.9%	12 32.4%	1 2.7%	37 100.0%
	Dauphin	Count	58 60.4%	38 39.6%	0 .0%	96 100.0%
	Lancaster	Count	90 84.1%	13 12.1%	4 3.7%	107 100.0%
	Lebanon	Count	31 79.5%	6 15.4%	2 5.1%	39 100.0%
	Perry	Count	3 37.5%	5 62.5%	0 .0%	8 100.0%
	Other	Count	10 71.4%	4 28.6%	0 .0%	14 100.0%
	Total		Count	216 71.8%	78 25.9%	7 2.3%

County of Residence			Q33 I have received a copy of the Member Handbook from CBHNP?			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	17 65.4%	8 30.8%	1 3.8%	26 100.0%
	Child	Count	7 63.6%	4 36.4%	0 .0%	11 100.0%
	Total	Count	24 64.9%	12 32.4%	1 2.7%	37 100.0%
Dauphin	Adult	Count	47 58.8%	33 41.3%		80 100.0%
	Child	Count	11 68.8%	5 31.3%		16 100.0%
	Total	Count	58 60.4%	38 39.6%		96 100.0%
Lancaster	Adult	Count	70 83.3%	10 11.9%	4 4.8%	84 100.0%
	Child	Count	20 87.0%	3 13.0%	0 .0%	23 100.0%
	Total	Count	90 84.1%	13 12.1%	4 3.7%	107 100.0%
Lebanon	Adult	Count	20 76.9%	4 15.4%	2 7.7%	26 100.0%
	Child	Count	11 84.6%	2 15.4%	0 .0%	13 100.0%
	Total	Count	31 79.5%	6 15.4%	2 5.1%	39 100.0%
Perry	Adult	Count	3 42.9%	4 57.1%		7 100.0%
	Child	Count	0 .0%	1 100.0%		1 100.0%
	Total	Count	3 37.5%	5 62.5%		8 100.0%
Other	Adult	Count	1 25.0%	3 75.0%		4 100.0%
	Child	Count	9 90.0%	1 10.0%		10 100.0%
	Total	Count	10 71.4%	4 28.6%		14 100.0%

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

- 32.4% (92 out of 284) 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. 19 respondents did not answer this question.

			Q34 In the last 12 months, did you call member services at CBHNP to get information or help...			Total
			Yes	No	Does Not Apply	
Is the interview for an ADULT or CHILD	Adult	Count	57 25.8%	149 67.4%	15 6.8%	221 100.0%
	Child	Count	35 55.6%	22 34.9%	6 9.5%	63 100.0%
Total		Count	92 32.4%	171 60.2%	21 7.4%	284 100.0%

			Q34 In the last 12 months, did you call member services at CBHNP to get information or help...			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	4 11.4%	29 82.9%	2 5.7%	35 100.0%
	Dauphin	Count	20 21.1%	67 70.5%	8 8.4%	95 100.0%
	Lancaster	Count	44 44.4%	48 48.5%	7 7.1%	99 100.0%
	Lebanon	Count	15 41.7%	18 50.0%	3 8.3%	36 100.0%
	Perry	Count	0 .0%	7 87.5%	1 12.5%	8 100.0%
	Other	Count	9 81.8%	2 18.2%	0 .0%	11 100.0%
	Total		Count	92 32.4%	171 60.2%	21 7.4%

County of Residence			Q34 In the last 12 months, did you call member services at CBHNP to get information or help...			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	2 8.0%	22 88.0%	1 4.0%	25 100.0%
	Child	Count	2 20.0%	7 70.0%	1 10.0%	10 100.0%
	Total	Count	4 11.4%	29 82.9%	2 5.7%	35 100.0%
Dauphin	Adult	Count	16 20.0%	59 73.8%	5 6.3%	80 100.0%
	Child	Count	4 26.7%	8 53.3%	3 20.0%	15 100.0%
	Total	Count	20 21.1%	67 70.5%	8 8.4%	95 100.0%
Lancaster	Adult	Count	29 36.3%	45 56.3%	6 7.5%	80 100.0%
	Child	Count	15 78.9%	3 15.8%	1 5.3%	19 100.0%
	Total	Count	44 44.4%	48 48.5%	7 7.1%	99 100.0%
Lebanon	Adult	Count	9 34.6%	14 53.8%	3 11.5%	26 100.0%
	Child	Count	6 60.0%	4 40.0%	0 .0%	10 100.0%
	Total	Count	15 41.7%	18 50.0%	3 8.3%	36 100.0%
Perry	Adult	Count		7 100.0%	0 .0%	7 100.0%
	Child	Count		0 .0%	1 100.0%	1 100.0%
	Total	Count		7 87.5%	1 12.5%	8 100.0%
Other	Adult	Count	1 33.3%	2 66.7%		3 100.0%
	Child	Count	8 100.0%	0 .0%		8 100.0%
	Total	Count	9 81.8%	2 18.2%		11 100.0%

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

- 87.1% of those that requested information from CBHNP (138 of 116) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 15 of the 116 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	61 28.1%	11 5.1%	145 66.8%	217 100.0%
	Child	Count	40 61.5%	4 6.2%	21 32.3%	65 100.0%
Total		Count	101 35.8%	15 5.3%	166 58.9%	282 100.0%

			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	5 15.2%	2 6.1%	26 78.8%	33 100.0%
	Dauphin	Count	22 24.2%	4 4.4%	65 71.4%	91 100.0%
	Lancaster	Count	47 46.1%	7 6.9%	48 47.1%	102 100.0%
	Lebanon	Count	16 44.4%	1 2.8%	19 52.8%	36 100.0%
	Perry	Count	0 .0%	1 14.3%	6 85.7%	7 100.0%
	Other	Count	11 84.6%	0 .0%	2 15.4%	13 100.0%
Total		Count	101 35.8%	15 5.3%	166 58.9%	282 100.0%

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	2 8.0%	2 8.0%	21 84.0%	25 100.0%
	Child	Count	3 37.5%	0 .0%	5 62.5%	8 100.0%
	Total	Count	5 15.2%	2 6.1%	26 78.8%	33 100.0%
Dauphin	Adult	Count	18 23.1%	2 2.6%	58 74.4%	78 100.0%
	Child	Count	4 30.8%	2 15.4%	7 53.8%	13 100.0%
	Total	Count	22 24.2%	4 4.4%	65 71.4%	91 100.0%
Lancaster	Adult	Count	31 38.8%	5 6.3%	44 55.0%	80 100.0%
	Child	Count	16 72.7%	2 9.1%	4 18.2%	22 100.0%
	Total	Count	47 46.1%	7 6.9%	48 47.1%	102 100.0%
Lebanon	Adult	Count	9 36.0%	1 4.0%	15 60.0%	25 100.0%
	Child	Count	7 63.6%	0 .0%	4 36.4%	11 100.0%
	Total	Count	16 44.4%	1 2.8%	19 52.8%	36 100.0%
Perry	Adult	Count		1 16.7%	5 83.3%	6 100.0%
	Child	Count		0 .0%	1 100.0%	1 100.0%
	Total	Count		1 14.3%	6 85.7%	7 100.0%
Other	Adult	Count	1 33.3%		2 66.7%	3 100.0%
	Child	Count	10 100.0%		0 .0%	10 100.0%
	Total	Count	11 84.6%		2 15.4%	13 100.0%

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

- 89.3% of respondents (267 of 299) report they are aware of their right to file a complaint or grievance. 4 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	197 87.6%	24 10.7%	4 1.8%	225 100.0%
	Child	Count	70 94.6%	3 4.1%	1 1.4%	74 100.0%
Total		Count	267 89.3%	27 9.0%	5 1.7%	299 100.0%

			Q35 I am aware of my right to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	36 97.3%	0 .0%	1 2.7%	37 100.0%
	Dauphin	Count	84 88.4%	10 10.5%	1 1.1%	95 100.0%
	Lancaster	Count	95 88.8%	11 10.3%	1 .9%	107 100.0%
	Lebanon	Count	34 87.2%	3 7.7%	2 5.1%	39 100.0%
	Perry	Count	4 57.1%	3 42.9%	0 .0%	7 100.0%
	Other	Count	14 100.0%	0 .0%	0 .0%	14 100.0%
	Total		Count	267 89.3%	27 9.0%	5 1.7%

County of Residence			Q35 I am aware of my right to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	25 96.2%		1 3.8%	26 100.0%
	Child	Count	11 100.0%		0 .0%	11 100.0%
	Total	Count	36 97.3%		1 2.7%	37 100.0%
Dauphin	Adult	Count	69 87.3%	9 11.4%	1 1.3%	79 100.0%
	Child	Count	15 93.8%	1 6.3%	0 .0%	16 100.0%
	Total	Count	84 88.4%	10 10.5%	1 1.1%	95 100.0%
Lancaster	Adult	Count	74 88.1%	10 11.9%	0 .0%	84 100.0%
	Child	Count	21 91.3%	1 4.3%	1 4.3%	23 100.0%
	Total	Count	95 88.8%	11 10.3%	1 .9%	107 100.0%
Lebanon	Adult	Count	22 84.6%	2 7.7%	2 7.7%	26 100.0%
	Child	Count	12 92.3%	1 7.7%	0 .0%	13 100.0%
	Total	Count	34 87.2%	3 7.7%	2 5.1%	39 100.0%
Perry	Adult	Count	3 50.0%	3 50.0%		6 100.0%
	Child	Count	1 100.0%	0 .0%		1 100.0%
	Total	Count	4 57.1%	3 42.9%		7 100.0%
Other	Adult	Count	4 100.0%			4 100.0%
	Child	Count	10 100.0%			10 100.0%
	Total	Count	14 100.0%			14 100.0%

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

- Overall, 72.6% of respondents (217 of 299) report they know who to call to file a complaint or grievance. 4 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	154 68.4%	67 29.8%	4 1.8%	225 100.0%
	Child	Count	63 85.1%	8 10.8%	3 4.1%	74 100.0%
Total		Count	217 72.6%	75 25.1%	7 2.3%	299 100.0%

			Q36 I know whom to call to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	25 67.6%	11 29.7%	1 2.7%	37 100.0%
	Dauphin	Count	66 69.5%	28 29.5%	1 1.1%	95 100.0%
	Lancaster	Count	83 77.6%	21 19.6%	3 2.8%	107 100.0%
	Lebanon	Count	27 69.2%	10 25.6%	2 5.1%	39 100.0%
	Perry	Count	2 28.6%	5 71.4%	0 .0%	7 100.0%
	Other	Count	14 100.0%	0 .0%	0 .0%	14 100.0%
Total		Count	217 72.6%	75 25.1%	7 2.3%	299 100.0%

County of Residence			Q36 I know whom to call to file a complaint or grievance.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	17 65.4%	8 30.8%	1 3.8%	26 100.0%
	Child	Count	8 72.7%	3 27.3%	0 .0%	11 100.0%
	Total	Count	25 67.6%	11 29.7%	1 2.7%	37 100.0%
Dauphin	Adult	Count	54 68.4%	24 30.4%	1 1.3%	79 100.0%
	Child	Count	12 75.0%	4 25.0%	0 .0%	16 100.0%
	Total	Count	66 69.5%	28 29.5%	1 1.1%	95 100.0%
Lancaster	Adult	Count	64 76.2%	20 23.8%	0 .0%	84 100.0%
	Child	Count	19 82.6%	1 4.3%	3 13.0%	23 100.0%
	Total	Count	83 77.6%	21 19.6%	3 2.8%	107 100.0%
Lebanon	Adult	Count	14 53.8%	10 38.5%	2 7.7%	26 100.0%
	Child	Count	13 100.0%	0 .0%	0 .0%	13 100.0%
	Total	Count	27 69.2%	10 25.6%	2 5.1%	39 100.0%
Perry	Adult	Count	1 16.7%	5 83.3%		6 100.0%
	Child	Count	1 100.0%	0 .0%		1 100.0%
	Total	Count	2 28.6%	5 71.4%		7 100.0%
Other	Adult	Count	4 100.0%			4 100.0%
	Child	Count	10 100.0%			10 100.0%
	Total	Count	14 100.0%			14 100.0%

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

- 65.5% of respondents (148 of 226) report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. 5 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	93 41.5%	69 30.8%	62 27.7%	224 100.0%
	Child	Count	55 74.3%	9 12.2%	10 13.5%	74 100.0%
Total		Count	148 49.7%	78 26.2%	72 24.2%	298 100.0%

			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	11 30.6%	10 27.8%	15 41.7%	36 100.0%
	Dauphin	Count	37 38.9%	37 38.9%	21 22.1%	95 100.0%
	Lancaster	Count	68 63.6%	19 17.8%	20 18.7%	107 100.0%
	Lebanon	Count	19 48.7%	9 23.1%	11 28.2%	39 100.0%
	Perry	Count	1 14.3%	3 42.9%	3 42.9%	7 100.0%
	Other	Count	12 85.7%	0 .0%	2 14.3%	14 100.0%
Total		Count	148 49.7%	78 26.2%	72 24.2%	298 100.0%

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	4 16.0%	10 40.0%	11 44.0%	25 100.0%
	Child	Count	7 63.6%	0 .0%	4 36.4%	11 100.0%
	Total	Count	11 30.6%	10 27.8%	15 41.7%	36 100.0%
Dauphin	Adult	Count	28 35.4%	35 44.3%	16 20.3%	79 100.0%
	Child	Count	9 56.3%	2 12.5%	5 31.3%	16 100.0%
	Total	Count	37 38.9%	37 38.9%	21 22.1%	95 100.0%
Lancaster	Adult	Count	50 59.5%	15 17.9%	19 22.6%	84 100.0%
	Child	Count	18 78.3%	4 17.4%	1 4.3%	23 100.0%
	Total	Count	68 63.6%	19 17.8%	20 18.7%	107 100.0%
Lebanon	Adult	Count	8 30.8%	7 26.9%	11 42.3%	26 100.0%
	Child	Count	11 84.6%	2 15.4%	0 .0%	13 100.0%
	Total	Count	19 48.7%	9 23.1%	11 28.2%	39 100.0%
Perry	Adult	Count	1 16.7%	2 33.3%	3 50.0%	6 100.0%
	Child	Count	0 .0%	1 100.0%	0 .0%	1 100.0%
	Total	Count	1 14.3%	3 42.9%	3 42.9%	7 100.0%
Other	Adult	Count	2 50.0%		2 50.0%	4 100.0%
	Child	Count	10 100.0%		0 .0%	10 100.0%
	Total	Count	12 85.7%		2 14.3%	14 100.0%

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

- 88.7% of respondents who had called CBHNP staff (141 of 159) 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. 4 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	89 39.6%	15 6.7%	121 53.8%	225 100.0%
	Child	Count	52 70.3%	3 4.1%	19 25.7%	74 100.0%
Total		Count	141 47.2%	18 6.0%	140 46.8%	299 100.0%

			Q38 When I call CBHNP staff treats me courteously and with respect.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	10 27.0%	1 2.7%	26 70.3%	37 100.0%
	Dauphin	Count	35 36.8%	6 6.3%	54 56.8%	95 100.0%
	Lancaster	Count	60 56.1%	8 7.5%	39 36.4%	107 100.0%
	Lebanon	Count	23 59.0%	3 7.7%	13 33.3%	39 100.0%
	Perry	Count	1 14.3%	0 .0%	6 85.7%	7 100.0%
	Other	Count	12 85.7%	0 .0%	2 14.3%	14 100.0%
Total		Count	141 47.2%	18 6.0%	140 46.8%	299 100.0%

County of Residence			Q38 When I call CBHNP staff treats me courteously and with respect.			Total
			Yes	No	Does Not Apply	
Cumberland	Adult	Count	5	1	20	26
			19.2%	3.8%	76.9%	100.0%
	Child	Count	5	0	6	11
			45.5%	.0%	54.5%	100.0%
	Total	Count	10	1	26	37
			27.0%	2.7%	70.3%	100.0%
Dauphin	Adult	Count	28	6	45	79
			35.4%	7.6%	57.0%	100.0%
	Child	Count	7	0	9	16
			43.8%	.0%	56.3%	100.0%
	Total	Count	35	6	54	95
			36.8%	6.3%	56.8%	100.0%
Lancaster	Adult	Count	43	5	36	84
			51.2%	6.0%	42.9%	100.0%
	Child	Count	17	3	3	23
			73.9%	13.0%	13.0%	100.0%
	Total	Count	60	8	39	107
			56.1%	7.5%	36.4%	100.0%
Lebanon	Adult	Count	10	3	13	26
			38.5%	11.5%	50.0%	100.0%
	Child	Count	13	0	0	13
			100.0%	.0%	.0%	100.0%
	Total	Count	23	3	13	39
			59.0%	7.7%	33.3%	100.0%
Perry	Adult	Count	1		5	6
			16.7%		83.3%	100.0%
	Child	Count	0		1	1
			.0%		100.0%	100.0%
	Total	Count	1		6	7
			14.3%		85.7%	100.0%
Other	Adult	Count	2		2	4
			50.0%		50.0%	100.0%
	Child	Count	10		0	10
			100.0%		.0%	100.0%
	Total	Count	12		2	14
			85.7%		14.3%	100.0%

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

- 88.8% of respondents (151 of 170) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. Please note that 43.1% of all respondents report this question does not apply. Because of the large number of respondents who felt this question did not apply, the percentages reflect those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented. 4 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	99 44.0%	15 6.7%	111 49.3%	225 100.0%
	Child	Count	52 70.3%	4 5.4%	18 24.3%	74 100.0%
Total		Count	151 50.5%	19 6.4%	129 43.1%	299 100.0%

			Q39 Overall, I am satisfied with the interactions I have had with CBHNP.			Total
			Yes	No	Does Not Apply	
County of Residence	Cumberland	Count	12 32.4%	1 2.7%	24 64.9%	37 100.0%
	Dauphin	Count	37 38.9%	9 9.5%	49 51.6%	95 100.0%
	Lancaster	Count	64 59.8%	8 7.5%	35 32.7%	107 100.0%
	Lebanon	Count	25 64.1%	1 2.6%	13 33.3%	39 100.0%
	Perry	Count	1 14.3%	0 .0%	6 85.7%	7 100.0%
	Other	Count	12 85.7%	0 .0%	2 14.3%	14 100.0%
Total		Count	151 50.5%	19 6.4%	129 43.1%	299 100.0%

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	6	1	19	26
			23.1%	3.8%	73.1%	100.0%
	Child	Count	6	0	5	11
			54.5%	.0%	45.5%	100.0%
	Total	Count	12	1	24	37
			32.4%	2.7%	64.9%	100.0%
Dauphin	Adult	Count	31	8	40	79
			39.2%	10.1%	50.6%	100.0%
	Child	Count	6	1	9	16
			37.5%	6.3%	56.3%	100.0%
	Total	Count	37	9	49	95
			38.9%	9.5%	51.6%	100.0%
Lancaster	Adult	Count	47	5	32	84
			56.0%	6.0%	38.1%	100.0%
	Child	Count	17	3	3	23
			73.9%	13.0%	13.0%	100.0%
	Total	Count	64	8	35	107
			59.8%	7.5%	32.7%	100.0%
Lebanon	Adult	Count	12	1	13	26
			46.2%	3.8%	50.0%	100.0%
	Child	Count	13	0	0	13
			100.0%	.0%	.0%	100.0%
	Total	Count	25	1	13	39
			64.1%	2.6%	33.3%	100.0%
Perry	Adult	Count	1		5	6
			16.7%		83.3%	100.0%
	Child	Count	0		1	1
			.0%		100.0%	100.0%
	Total	Count	1		6	7
			14.3%		85.7%	100.0%
Other	Adult	Count	2		2	4
			50.0%		50.0%	100.0%
	Child	Count	10		0	10
			100.0%		.0%	100.0%
	Total	Count	12		2	14
			85.7%		14.3%	100.0%

Supplemental Questions Adult Respondents Only:

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

- 85.9% of Adult respondents (194 of 226) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 20 respondents (8.8%) 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	
Cumberland	Count	0 .0%	2 7.7%	1 3.8%	14 53.8%	9 34.6%	26 100.0%
Dauphin	Count	3 3.8%	3 3.8%	5 6.3%	55 68.8%	14 17.5%	80 100.0%
Lancaster	Count	5 6.0%	2 2.4%	3 3.6%	49 59.0%	24 28.9%	83 100.0%
Lebanon	Count	0 .0%	4 14.8%	3 11.1%	12 44.4%	8 29.6%	27 100.0%
Perry	Count	0 .0%	1 16.7%	0 .0%	3 50.0%	2 33.3%	6 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	3 75.0%	1 25.0%	4 100.0%
Total	Count	8 3.5%	12 5.3%	12 5.3%	136 60.2%	58 25.7%	226 100.0%

- 88.9% of Adult respondents (201 of 226) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 16 respondents (7.1%) 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%	1 3.8%	1 3.8%	18 69.2%	6 23.1%	0 .0%	26 100.0%
Dauphin	Count	3 3.8%	3 3.8%	4 5.0%	60 75.0%	10 12.5%	0 .0%	80 100.0%
Lancaster	Count	6 7.2%	1 1.2%	2 2.4%	57 68.7%	16 19.3%	1 1.2%	83 100.0%
Lebanon	Count	0 .0%	2 7.4%	1 3.7%	17 63.0%	7 25.9%	0 .0%	27 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	2 33.3%	4 66.7%	0 .0%	6 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	3 75.0%	1 25.0%	0 .0%	4 100.0%
Total	Count	9 4.0%	7 3.1%	8 3.5%	157 69.5%	44 19.5%	1 .4%	226 100.0%

- 81.9% of Adult respondents (185 of 226) 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. 27 respondents (12.0%) disagreed or strongly disagreed with this statement.

		When I came to this program I was given information on all the services were available to me.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	3 11.5%	0 .0%	19 73.1%	4 15.4%	0 .0%	26 100.0%
Dauphin	Count	2 2.5%	6 7.5%	2 2.5%	56 70.0%	13 16.3%	1 1.3%	80 100.0%
Lancaster	Count	12 14.5%	1 1.2%	3 3.6%	46 55.4%	17 20.5%	4 4.8%	83 100.0%
Lebanon	Count	0 .0%	3 11.1%	2 7.4%	17 63.0%	5 18.5%	0 .0%	27 100.0%
Perry	Count	0 .0%	0 .0%	2 33.3%	2 33.3%	2 33.3%	0 .0%	6 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	3 75.0%	1 25.0%	0 .0%	4 100.0%
Total	Count	14 6.2%	13 5.8%	9 4.0%	143 63.3%	42 18.6%	5 2.2%	226 100.0%

- 92.9% of Adult respondents (210 of 226) indicated they agreed or strongly agreed they felt safe at the facility where they received their treatment. 10 respondents (4.4%) 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	1 3.8%	0 .0%	0 .0%	16 61.5%	8 30.8%	1 3.8%	26 100.0%
Dauphin	Count	2 2.5%	0 .0%	2 2.5%	56 70.0%	20 25.0%	0 .0%	80 100.0%
Lancaster	Count	6 7.2%	1 1.2%	3 3.6%	46 55.4%	27 32.5%	0 .0%	83 100.0%
Lebanon	Count	0 .0%	0 .0%	0 .0%	16 59.3%	11 40.7%	0 .0%	27 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	4 66.7%	2 33.3%	0 .0%	6 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	3 75.0%	1 25.0%	0 .0%	4 100.0%
Total	Count	9 4.0%	1 .4%	5 2.2%	141 62.4%	69 30.5%	1 .4%	226 100.0%

Supplemental Questions Child Respondents Only

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

- 84.9% of Child respondents (62 of 73) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 3 respondents (4.1%) disagreed with this statement. 1 respondent did not answer this question.

		SQ1 I am encouraged by staff to share my feelings with others.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	0 .0%	2 18.2%	7 63.6%	2 18.2%	0 .0%	11 100.0%
Dauphin	Count	0 .0%	2 13.3%	1 6.7%	8 53.3%	3 20.0%	1 6.7%	15 100.0%
Lancaster	Count	1 4.3%	0 .0%	3 13.0%	16 69.6%	3 13.0%	0 .0%	23 100.0%
Lebanon	Count	0 .0%	0 .0%	1 7.7%	11 84.6%	1 7.7%	0 .0%	13 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	9 90.0%	1 10.0%	0 .0%	10 100.0%
Total	Count	1 1.4%	2 2.7%	7 9.6%	52 71.2%	10 13.7%	1 1.4%	73 100.0%

- 87.6% of Child respondents (64 of 73) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 2 respondents (2.8%) disagreed or with this statement. 1 respondent did not answer this question.

		SQ2 I decide whether or not to participate in activities.					Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	
Cumberland	Count	0 .0%	0 .0%	2 18.2%	6 54.5%	3 27.3%	11 100.0%
Dauphin	Count	0 .0%	1 6.7%	1 6.7%	10 66.7%	3 20.0%	15 100.0%
Lancaster	Count	1 4.3%	0 .0%	3 13.0%	15 65.2%	4 17.4%	23 100.0%
Lebanon	Count	0 .0%	0 .0%	1 7.7%	11 84.6%	1 7.7%	13 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	9 90.0%	1 10.0%	10 100.0%
Total	Count	1 1.4%	1 1.4%	7 9.6%	52 71.2%	12 16.4%	73 100.0%

- 81.2% of Child respondents (60 of 73) 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 (8.2%) disagreed or strongly disagreed with this statement. 1 respondent did not answer this question.

		When I came to this program I was given information on all the services were available to me.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	0 .0%	0 .0%	7 63.6%	3 27.3%	1 9.1%	11 100.0%
Dauphin	Count	0 .0%	1 6.7%	2 13.3%	9 60.0%	1 6.7%	2 13.3%	15 100.0%
Lancaster	Count	1 4.3%	2 8.7%	2 8.7%	14 60.9%	4 17.4%	0 .0%	23 100.0%
Lebanon	Count	0 .0%	1 7.7%	0 .0%	11 84.6%	1 7.7%	0 .0%	13 100.0%
Perry	Count	1 100.0%	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	9 90.0%	1 10.0%	0 .0%	10 100.0%
Total	Count	2 2.7%	4 5.5%	4 5.5%	50 68.5%	10 13.7%	3 4.1%	73 100.0%

- 89.1% of Child respondents (65 of 73) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 5 of the respondents (6.9%) disagreed with this statement. 1 respondent did not answer this question.

		SQ4 I feel safe at this facility.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	0 .0%	0 .0%	8 72.7%	3 27.3%	0 .0%	11 100.0%
Dauphin	Count	0 .0%	1 6.7%	1 6.7%	10 66.7%	2 13.3%	1 6.7%	15 100.0%
Lancaster	Count	1 4.3%	2 8.7%	1 4.3%	13 56.5%	6 26.1%	0 .0%	23 100.0%
Lebanon	Count	0 .0%	1 7.7%	0 .0%	11 84.6%	1 7.7%	0 .0%	13 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	9 90.0%	1 10.0%	0 .0%	10 100.0%
Total	Count	1 1.4%	4 5.5%	2 2.7%	51 69.9%	14 19.2%	1 1.4%	73 100.0%

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=303).

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	
Cumberland	Count	0 .0%	3 8.1%	0 .0%	16 43.2%	18 48.6%	37 100.0%
Dauphin	Count	2 2.1%	4 4.2%	1 1.0%	60 62.5%	29 30.2%	96 100.0%
Lancaster	Count	6 5.6%	6 5.6%	1 .9%	69 63.9%	26 24.1%	108 100.0%
Lebanon	Count	0 .0%	2 5.1%	0 .0%	25 64.1%	12 30.8%	39 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	6 75.0%	2 25.0%	8 100.0%
Other	Count	1 7.1%	0 .0%	0 .0%	11 78.6%	2 14.3%	14 100.0%
Total	Count	9 3.0%	15 5.0%	2 .7%	187 61.9%	89 29.5%	302 100.0%

Q2 I was given information on how to get other services

		Q2 I was given information on how to get other services.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	6 16.2%	2 5.4%	15 40.5%	12 32.4%	2 5.4%	37 100.0%
Dauphin	Count	7 7.3%	13 13.5%	3 3.1%	52 54.2%	18 18.8%	3 3.1%	96 100.0%
Lancaster	Count	13 12.0%	12 11.1%	3 2.8%	61 56.5%	14 13.0%	5 4.6%	108 100.0%
Lebanon	Count	4 10.3%	0 .0%	1 2.6%	26 66.7%	7 17.9%	1 2.6%	39 100.0%
Perry	Count	1 12.5%	3 37.5%	0 .0%	2 25.0%	2 25.0%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	10 71.4%	4 28.6%	0 .0%	14 100.0%
Total	Count	25 8.3%	34 11.3%	9 3.0%	166 55.0%	57 18.9%	11 3.6%	302 100.0%

Q3 I had a choice when selecting my service provider

		Q3 I had a choice when selecting my service provider.					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	9 24.3%	5 13.5%	15 40.5%	6 16.2%	2 5.4%	37 100.0%
Dauphin	Count	6 6.3%	25 26.0%	4 4.2%	44 45.8%	15 15.6%	2 2.1%	96 100.0%
Lancaster	Count	10 9.3%	14 13.0%	6 5.6%	56 51.9%	18 16.7%	4 3.7%	108 100.0%
Lebanon	Count	1 2.6%	4 10.3%	3 7.7%	23 59.0%	7 17.9%	1 2.6%	39 100.0%
Perry	Count	0 .0%	4 50.0%	1 12.5%	1 12.5%	2 25.0%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	10 71.4%	4 28.6%	0 .0%	14 100.0%
Total	Count	17 5.6%	56 18.5%	19 6.3%	149 49.3%	52 17.2%	9 3.0%	302 100.0%

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

		I have the option to change my service provider should I choose					Total	
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Cumberland	Count	0 .0%	4 10.8%	2 5.4%	24 64.9%	7 18.9%	0 .0%	37 100.0%
Dauphin	Count	5 5.2%	8 8.3%	10 10.4%	57 59.4%	13 13.5%	3 3.1%	96 100.0%
Lancaster	Count	6 5.6%	7 6.5%	7 6.5%	67 62.0%	18 16.7%	3 2.8%	108 100.0%
Lebanon	Count	1 2.6%	4 10.3%	2 5.1%	24 61.5%	6 15.4%	2 5.1%	39 100.0%
Perry	Count	0 .0%	1 12.5%	2 25.0%	3 37.5%	2 25.0%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	1 7.1%	10 71.4%	3 21.4%	0 .0%	14 100.0%
Total	Count	12 4.0%	24 7.9%	24 7.9%	185 61.3%	49 16.2%	8 2.6%	302 100.0%

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

		I was informed about my rights and responsibilities regarding treatment						
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Cumberland	Count	0 .0%	1 2.7%	0 .0%	23 62.2%	13 35.1%	0 .0%	37 100.0%
Dauphin	Count	1 1.0%	1 1.0%	5 5.2%	64 66.7%	24 25.0%	1 1.0%	96 100.0%
Lancaster	Count	7 6.5%	4 3.7%	2 1.9%	70 64.8%	24 22.2%	1 .9%	108 100.0%
Lebanon	Count	0 .0%	0 .0%	1 2.6%	28 71.8%	10 25.6%	0 .0%	39 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	5 62.5%	3 37.5%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	11 78.6%	2 14.3%	1 7.1%	14 100.0%
Total	Count	8 2.6%	6 2.0%	8 2.6%	201 66.6%	76 25.2%	3 1.0%	302 100.0%

Q6 I feel comfortable asking questions regarding my treatment

		Q6 I feel comfortable in asking questions regarding my treatment.						
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Cumberland	Count	0 .0%	5 13.5%	0 .0%	17 45.9%	15 40.5%	0 .0%	37 100.0%
Dauphin	Count	1 1.0%	6 6.3%	2 2.1%	56 58.3%	29 30.2%	2 2.1%	96 100.0%
Lancaster	Count	3 2.8%	3 2.8%	3 2.8%	68 63.0%	31 28.7%	0 .0%	108 100.0%
Lebanon	Count	0 .0%	0 .0%	2 5.1%	25 64.1%	12 30.8%	0 .0%	39 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	6 75.0%	2 25.0%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	10 71.4%	4 28.6%	0 .0%	14 100.0%
Total	Count	4 1.3%	14 4.6%	7 2.3%	182 60.3%	93 30.8%	2 .7%	302 100.0%

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	
Cumberland Count	1 2.7%	6 16.2%	1 2.7%	17 45.9%	12 32.4%	0 .0%	37 100.0%
Dauphin Count	4 4.2%	11 11.5%	5 5.2%	50 52.1%	26 27.1%	0 .0%	96 100.0%
Lancaster Count	4 3.7%	4 3.7%	3 2.8%	67 62.0%	27 25.0%	3 2.8%	108 100.0%
Lebanon Count	2 5.1%	1 2.6%	1 2.6%	28 71.8%	7 17.9%	0 .0%	39 100.0%
Perry Count	0 .0%	0 .0%	1 12.5%	6 75.0%	1 12.5%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	0 .0%	10 71.4%	4 28.6%	0 .0%	14 100.0%
Total Count	11 3.6%	22 7.3%	11 3.6%	178 58.9%	77 25.5%	3 1.0%	302 100.0%

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

	My provider does not share my personal MH and/or SA information with others without my permission.						Total
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland Count	1 2.7%	1 2.7%	0 .0%	20 54.1%	14 37.8%	1 2.7%	37 100.0%
Dauphin Count	3 3.1%	2 2.1%	4 4.2%	58 60.4%	28 29.2%	1 1.0%	96 100.0%
Lancaster Count	9 8.4%	0 .0%	2 1.9%	59 55.1%	35 32.7%	2 1.9%	107 100.0%
Lebanon Count	0 .0%	2 5.0%	0 .0%	23 57.5%	15 37.5%	0 .0%	40 100.0%
Perry Count	0 .0%	0 .0%	0 .0%	4 50.0%	4 50.0%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	0 .0%	10 71.4%	4 28.6%	0 .0%	14 100.0%
Total Count	13 4.3%	5 1.7%	6 2.0%	174 57.6%	100 33.1%	4 1.3%	302 100.0%

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

		Program staff respects the role of my ethnic, cultural, religious background						
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Cumberland	Count	2 5.4%	1 2.7%	0 .0%	20 54.1%	14 37.8%	0 .0%	37 100.0%
Dauphin	Count	3 3.1%	0 .0%	1 1.0%	62 64.6%	27 28.1%	3 3.1%	96 100.0%
Lancaster	Count	4 3.7%	2 1.9%	4 3.7%	61 57.0%	33 30.8%	3 2.8%	107 100.0%
Lebanon	Count	0 .0%	0 .0%	0 .0%	30 75.0%	9 22.5%	1 2.5%	40 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	2 25.0%	6 75.0%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	9 64.3%	5 35.7%	0 .0%	14 100.0%
Total	Count	9 3.0%	3 1.0%	5 1.7%	184 60.9%	94 31.1%	7 2.3%	302 100.0%

Q10 I trust my service provider

		Q10 I trust my service provider.						
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Cumberland	Count	0 .0%	4 11.1%	1 2.8%	14 38.9%	16 44.4%	1 2.8%	36 100.0%
Dauphin	Count	4 4.2%	6 6.3%	3 3.1%	47 49.0%	34 35.4%	2 2.1%	96 100.0%
Lancaster	Count	8 7.5%	3 2.8%	4 3.7%	64 59.8%	27 25.2%	1 .9%	107 100.0%
Lebanon	Count	0 .0%	3 7.5%	0 .0%	25 62.5%	12 30.0%	0 .0%	40 100.0%
Perry	Count	0 .0%	0 .0%	1 12.5%	4 50.0%	3 37.5%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	9 64.3%	5 35.7%	0 .0%	14 100.0%
Total	Count	12 4.0%	16 5.3%	9 3.0%	163 54.2%	97 32.2%	4 1.3%	301 100.0%

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

		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 2.7%	3 8.1%	0 .0%	21 56.8%	12 32.4%	0 .0%	37 100.0%
Dauphin	Count	5 5.2%	8 8.3%	1 1.0%	52 54.2%	25 26.0%	5 5.2%	96 100.0%
Lancaster	Count	11 10.3%	9 8.4%	6 5.6%	52 48.6%	25 23.4%	4 3.7%	107 100.0%
Lebanon	Count	1 2.6%	2 5.1%	0 .0%	26 66.7%	9 23.1%	1 2.6%	39 100.0%
Perry	Count	1 12.5%	1 12.5%	0 .0%	3 37.5%	3 37.5%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	9 64.3%	5 35.7%	0 .0%	14 100.0%
Total	Count	19 6.3%	23 7.6%	7 2.3%	163 54.2%	79 26.2%	10 3.3%	301 100.0%

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

		I am included in all meetings regarding my treatment plan & goals for recovery.						
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Cumberland	Count	1 2.7%	5 13.5%	0 .0%	19 51.4%	12 32.4%	0 .0%	37 100.0%
Dauphin	Count	2 2.1%	10 10.4%	2 2.1%	60 62.5%	21 21.9%	1 1.0%	96 100.0%
Lancaster	Count	5 4.7%	5 4.7%	5 4.7%	61 57.0%	30 28.0%	1 .9%	107 100.0%
Lebanon	Count	1 2.5%	0 .0%	2 5.0%	26 65.0%	10 25.0%	1 2.5%	40 100.0%
Perry	Count	0 .0%	1 12.5%	0 .0%	4 50.0%	3 37.5%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	9 64.3%	5 35.7%	0 .0%	14 100.0%
Total	Count	9 3.0%	21 7.0%	9 3.0%	179 59.3%	81 26.8%	3 1.0%	302 100.0%

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	
Cumberland Count	1 2.7%	4 10.8%	1 2.7%	20 54.1%	11 29.7%	0 .0%	37 100.0%
Dauphin Count	3 3.1%	4 4.2%	1 1.0%	62 64.6%	25 26.0%	1 1.0%	96 100.0%
Lancaster Count	5 4.7%	7 6.5%	1 .9%	66 61.7%	28 26.2%	0 .0%	107 100.0%
Lebanon Count	1 2.6%	2 5.1%	1 2.6%	27 69.2%	8 20.5%	0 .0%	39 100.0%
Perry Count	0 .0%	1 12.5%	0 .0%	4 50.0%	3 37.5%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	0 .0%	9 64.3%	5 35.7%	0 .0%	14 100.0%
Total Count	10 3.3%	18 6.0%	4 1.3%	188 62.5%	80 26.6%	1 .3%	301 100.0%

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

	My service provider explained the advantages of my therapy or treatment						Total
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	
Cumberland Count	1 2.7%	2 5.4%	0 .0%	25 67.6%	9 24.3%	0 .0%	37 100.0%
Dauphin Count	3 3.1%	7 7.3%	1 1.0%	57 59.4%	27 28.1%	1 1.0%	96 100.0%
Lancaster Count	6 5.6%	4 3.7%	1 .9%	65 60.7%	31 29.0%	0 .0%	107 100.0%
Lebanon Count	0 .0%	1 2.5%	1 2.5%	31 77.5%	7 17.5%	0 .0%	40 100.0%
Perry Count	0 .0%	2 25.0%	1 12.5%	2 25.0%	3 37.5%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	0 .0%	9 64.3%	5 35.7%	0 .0%	14 100.0%
Total Count	10 3.3%	16 5.3%	4 1.3%	189 62.6%	82 27.2%	1 .3%	302 100.0%

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

		Service provider explained the disadvantages of my therapy or treatment					Does Not Apply	Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		
Cumberland	Count	2 5.4%	4 10.8%	2 5.4%	21 56.8%	7 18.9%	1 2.7%	37 100.0%
Dauphin	Count	3 3.1%	12 12.5%	4 4.2%	49 51.0%	27 28.1%	1 1.0%	96 100.0%
Lancaster	Count	11 10.3%	7 6.5%	6 5.6%	55 51.4%	26 24.3%	2 1.9%	107 100.0%
Lebanon	Count	1 2.5%	4 10.0%	2 5.0%	26 65.0%	7 17.5%	0 .0%	40 100.0%
Perry	Count	0 .0%	3 37.5%	1 12.5%	2 25.0%	2 25.0%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	1 7.1%	9 64.3%	4 28.6%	0 .0%	14 100.0%
Total	Count	17 5.6%	30 9.9%	16 5.3%	162 53.6%	73 24.2%	4 1.3%	302 100.0%

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

		Q16 Overall, I am satisfied with the services I am receiving.					Does Not Apply	Total
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		
Cumberland	Count	1 2.7%	4 10.8%	0 .0%	18 48.6%	14 37.8%	0 .0%	37 100.0%
Dauphin	Count	5 5.2%	6 6.3%	2 2.1%	47 49.0%	36 37.5%	0 .0%	96 100.0%
Lancaster	Count	6 5.6%	7 6.5%	5 4.7%	57 53.3%	31 29.0%	1 .9%	107 100.0%
Lebanon	Count	0 .0%	1 2.5%	1 2.5%	27 67.5%	11 27.5%	0 .0%	40 100.0%
Perry	Count	0 .0%	0 .0%	0 .0%	4 50.0%	4 50.0%	0 .0%	8 100.0%
Other	Count	0 .0%	0 .0%	0 .0%	10 76.9%	3 23.1%	0 .0%	13 100.0%
Total	Count	12 4.0%	18 6.0%	8 2.7%	163 54.2%	99 32.9%	1 .3%	301 100.0%

Q17 Managing daily problems

	Q17 Managing daily problems.						Total
	Much Worse	Little Worse	About the Same	Little Better	Much Better	Does Not Apply	
Cumberland Count	1 2.7%	0 .0%	8 21.6%	16 43.2%	12 32.4%	0 .0%	37 100.0%
Dauphin Count	2 2.1%	4 4.2%	16 16.7%	48 50.0%	24 25.0%	2 2.1%	96 100.0%
Lancaster Count	3 2.8%	2 1.9%	17 15.9%	52 48.6%	33 30.8%	0 .0%	107 100.0%
Lebanon Count	1 2.5%	1 2.5%	8 20.0%	14 35.0%	16 40.0%	0 .0%	40 100.0%
Perry Count	0 .0%	1 12.5%	2 25.0%	2 25.0%	3 37.5%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	2 14.3%	3 21.4%	9 64.3%	0 .0%	14 100.0%
Total Count	7 2.3%	8 2.6%	53 17.5%	135 44.7%	97 32.1%	2 .7%	302 100.0%

Q18 Feeling in control of my life

	Q18 Feeling in control of my life.						Total
	Much Worse	Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
Cumberland Count	1 2.7%	1 2.7%	10 27.0%	12 32.4%	13 35.1%	0 .0%	37 100.0%
Dauphin Count	2 2.1%	6 6.3%	25 26.0%	38 39.6%	24 25.0%	1 1.0%	96 100.0%
Lancaster Count	4 3.7%	5 4.7%	13 12.1%	55 51.4%	30 28.0%	0 .0%	107 100.0%
Lebanon Count	0 .0%	1 2.5%	8 20.0%	15 37.5%	16 40.0%	0 .0%	40 100.0%
Perry Count	0 .0%	1 12.5%	2 25.0%	3 37.5%	2 25.0%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	2 14.3%	3 21.4%	9 64.3%	0 .0%	14 100.0%
Total Count	7 2.3%	14 4.6%	60 19.9%	126 41.7%	94 31.1%	1 .3%	302 100.0%

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	
Cumberland Count	1 2.7%	4 10.8%	13 35.1%	9 24.3%	9 24.3%	1 2.7%	37 100.0%
Dauphin Count	3 3.2%	3 3.2%	38 40.0%	33 34.7%	16 16.8%	2 2.1%	95 100.0%
Lancaster Count	2 1.9%	2 1.9%	18 16.8%	58 54.2%	26 24.3%	1 .9%	107 100.0%
Lebanon Count	2 5.0%	1 2.5%	9 22.5%	10 25.0%	15 37.5%	3 7.5%	40 100.0%
Perry Count	0 .0%	0 .0%	4 50.0%	3 37.5%	1 12.5%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	2 14.3%	2 14.3%	10 71.4%	0 .0%	14 100.0%
Total Count	8 2.7%	10 3.3%	84 27.9%	115 38.2%	77 25.6%	7 2.3%	301 100.0%

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	
Cumberland Count	0 .0%	0 .0%	10 27.0%	13 35.1%	13 35.1%	1 2.7%	37 100.0%
Dauphin Count	4 4.2%	4 4.2%	20 20.8%	42 43.8%	25 26.0%	1 1.0%	96 100.0%
Lancaster Count	3 2.8%	3 2.8%	18 16.8%	42 39.3%	41 38.3%	0 .0%	107 100.0%
Lebanon Count	0 .0%	1 2.5%	5 12.5%	15 37.5%	19 47.5%	0 .0%	40 100.0%
Perry Count	0 .0%	1 12.5%	1 12.5%	4 50.0%	2 25.0%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	2 14.3%	2 14.3%	10 71.4%	0 .0%	14 100.0%
Total Count	7 2.3%	9 3.0%	56 18.5%	118 39.1%	110 36.4%	2 .7%	302 100.0%

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	
Cumberland Count	0 .0%	3 8.1%	7 18.9%	11 29.7%	15 40.5%	1 2.7%	37 100.0%
Dauphin Count	3 3.1%	7 7.3%	31 32.3%	26 27.1%	26 27.1%	3 3.1%	96 100.0%
Lancaster Count	4 3.7%	4 3.7%	19 17.8%	38 35.5%	41 38.3%	1 .9%	107 100.0%
Lebanon Count	0 .0%	0 .0%	6 15.0%	15 37.5%	17 42.5%	2 5.0%	40 100.0%
Perry Count	0 .0%	1 12.5%	2 25.0%	3 37.5%	2 25.0%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	2 14.3%	2 14.3%	10 71.4%	0 .0%	14 100.0%
Total Count	7 2.3%	15 5.0%	67 22.2%	95 31.5%	111 36.8%	7 2.3%	302 100.0%

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	
Cumberland Count	0 .0%	1 2.7%	7 18.9%	16 43.2%	13 35.1%	0 .0%	37 100.0%
Dauphin Count	2 2.1%	6 6.3%	23 24.0%	33 34.4%	30 31.3%	2 2.1%	96 100.0%
Lancaster Count	2 1.9%	4 3.7%	19 17.6%	48 44.4%	34 31.5%	1 .9%	108 100.0%
Lebanon Count	0 .0%	1 2.5%	5 12.5%	15 37.5%	19 47.5%	0 .0%	40 100.0%
Perry Count	0 .0%	0 .0%	2 25.0%	3 37.5%	3 37.5%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	1 7.1%	3 21.4%	10 71.4%	0 .0%	14 100.0%
Total Count	4 1.3%	12 4.0%	57 18.8%	118 38.9%	109 36.0%	3 1.0%	303 100.0%

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	
Cumberland Count	0 .0%	3 8.1%	6 16.2%	16 43.2%	11 29.7%	1 2.7%	37 100.0%
Dauphin Count	3 3.2%	6 6.3%	23 24.2%	42 44.2%	19 20.0%	2 2.1%	95 100.0%
Lancaster Count	1 .9%	3 2.8%	29 27.1%	42 39.3%	31 29.0%	1 .9%	107 100.0%
Lebanon Count	0 .0%	0 .0%	10 25.0%	15 37.5%	14 35.0%	1 2.5%	40 100.0%
Perry Count	0 .0%	1 12.5%	2 25.0%	5 62.5%	0 .0%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	0 .0%	4 28.6%	10 71.4%	0 .0%	14 100.0%
Total Count	4 1.3%	13 4.3%	70 23.3%	124 41.2%	85 28.2%	5 1.7%	301 100.0%

Q24 Being involved in community activities

	Being involved in the community or in organizations outside of MH or SA a						Total
	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
Cumberland Count	0 .0%	3 8.1%	12 32.4%	9 24.3%	9 24.3%	4 10.8%	37 100.0%
Dauphin Count	1 1.0%	3 3.1%	20 20.8%	32 33.3%	11 11.5%	29 30.2%	96 100.0%
Lancaster Count	3 2.8%	1 .9%	23 21.3%	35 32.4%	29 26.9%	17 15.7%	108 100.0%
Lebanon Count	0 .0%	1 2.5%	5 12.5%	15 37.5%	13 32.5%	6 15.0%	40 100.0%
Perry Count	0 .0%	0 .0%	2 25.0%	5 62.5%	1 12.5%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	1 7.1%	5 35.7%	7 50.0%	1 7.1%	14 100.0%
Total Count	4 1.3%	8 2.6%	63 20.8%	101 33.3%	70 23.1%	57 18.8%	303 100.0%

Q25 Dealing with school or work

	Q25 Dealing with school or work.						Total
	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
Cumberland Count	0 .0%	1 2.7%	6 16.2%	7 18.9%	8 21.6%	15 40.5%	37 100.0%
Dauphin Count	2 2.1%	2 2.1%	13 13.5%	26 27.1%	13 13.5%	40 41.7%	96 100.0%
Lancaster Count	2 1.9%	0 .0%	16 14.8%	31 28.7%	26 24.1%	33 30.6%	108 100.0%
Lebanon Count	1 2.5%	1 2.5%	4 10.0%	11 27.5%	12 30.0%	11 27.5%	40 100.0%
Perry Count	0 .0%	1 12.5%	1 12.5%	2 25.0%	1 12.5%	3 37.5%	8 100.0%
Other Count	0 .0%	0 .0%	0 .0%	6 42.9%	5 35.7%	3 21.4%	14 100.0%
Total Count	5 1.7%	5 1.7%	40 13.2%	83 27.4%	65 21.5%	105 34.7%	303 100.0%

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	
Cumberland Count	1 2.7%	4 10.8%	7 18.9%	16 43.2%	9 24.3%	0 .0%	37 100.0%
Dauphin Count	2 2.1%	4 4.2%	21 21.9%	48 50.0%	18 18.8%	3 3.1%	96 100.0%
Lancaster Count	1 .9%	3 2.8%	24 22.4%	47 43.9%	31 29.0%	1 .9%	107 100.0%
Lebanon Count	0 .0%	3 7.5%	6 15.0%	17 42.5%	14 35.0%	0 .0%	40 100.0%
Perry Count	0 .0%	0 .0%	2 25.0%	4 50.0%	2 25.0%	0 .0%	8 100.0%
Other Count	0 .0%	0 .0%	1 7.1%	5 35.7%	8 57.1%	0 .0%	14 100.0%
Total Count	4 1.3%	14 4.6%	61 20.2%	137 45.4%	82 27.2%	4 1.3%	302 100.0%

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

		27 Dealing with specific problems or issues that led me to seek services						
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	Total
Cumberland	Count	0 .0%	2 5.4%	11 29.7%	12 32.4%	12 32.4%	0 .0%	37 100.0%
Dauphin	Count	3 3.1%	2 2.1%	25 26.0%	40 41.7%	25 26.0%	1 1.0%	96 100.0%
Lancaster	Count	0 .0%	4 3.7%	16 15.0%	46 43.0%	41 38.3%	0 .0%	107 100.0%
Lebanon	Count	0 .0%	1 2.5%	3 7.5%	18 45.0%	18 45.0%	0 .0%	40 100.0%
Perry	Count	0 .0%	1 12.5%	2 25.0%	4 50.0%	1 12.5%	0 .0%	8 100.0%
Other	Count	0 .0%	1 7.1%	2 14.3%	2 14.3%	9 64.3%	0 .0%	14 100.0%
Total	Count	3 1.0%	11 3.6%	59 19.5%	122 40.4%	106 35.1%	1 .3%	302 100.0%

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=303).

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%	2 7.7%	0 .0%	11 42.3%	13 50.0%	26 100.0%
	Dauphin	Count	2 2.5%	3 3.8%	1 1.3%	49 61.3%	25 31.3%	80 100.0%
	Lancaster	Count	6 7.1%	5 5.9%	1 1.2%	50 58.8%	23 27.1%	85 100.0%
	Lebanon	Count	0 .0%	2 7.4%	0 .0%	16 59.3%	9 33.3%	27 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	5 71.4%	2 28.6%	7 100.0%
	Other	Count	1 25.0%	0 .0%	0 .0%	2 50.0%	1 25.0%	4 100.0%
	Total	Count	9 3.9%	12 5.2%	2 .9%	133 58.1%	73 31.9%	229 100.0%
Child	Cumberland	Count		1 9.1%		5 45.5%	5 45.5%	11 100.0%
	Dauphin	Count		1 6.3%		11 68.8%	4 25.0%	16 100.0%
	Lancaster	Count		1 4.3%		19 82.6%	3 13.0%	23 100.0%
	Lebanon	Count		0 .0%		9 75.0%	3 25.0%	12 100.0%
	Perry	Count		0 .0%		1 100.0%	0 .0%	1 100.0%
	Other	Count		0 .0%		9 90.0%	1 10.0%	10 100.0%
	Total	Count		3 4.1%		54 74.0%	16 21.9%	73 100.0%

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	0 .0%	5 19.2%	1 3.8%	10 38.5%	8 30.8%	2 7.7%	26 100.0%
	Dauphin	Count	5 6.3%	10 12.5%	2 2.5%	45 56.3%	15 18.8%	3 3.8%	80 100.0%
	Lancaster	Count	12 14.1%	11 12.9%	3 3.5%	42 49.4%	13 15.3%	4 4.7%	85 100.0%
	Lebanon	Count	4 14.8%	0 .0%	1 3.7%	15 55.6%	6 22.2%	1 3.7%	27 100.0%
	Perry	Count	0 .0%	3 42.9%	0 .0%	2 28.6%	2 28.6%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	21 9.2%	29 12.7%	7 3.1%	115 50.2%	47 20.5%	10 4.4%	229 100.0%
Child	Cumberland	Count	0 .0%	1 9.1%	1 9.1%	5 45.5%	4 36.4%	0 .0%	11 100.0%
	Dauphin	Count	2 12.5%	3 18.8%	1 6.3%	7 43.8%	3 18.8%	0 .0%	16 100.0%
	Lancaster	Count	1 4.3%	1 4.3%	0 .0%	19 82.6%	1 4.3%	1 4.3%	23 100.0%
	Lebanon	Count	0 .0%	0 .0%	0 .0%	11 91.7%	1 8.3%	0 .0%	12 100.0%
	Perry	Count	1 100.0%	0 .0%	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	9 90.0%	1 10.0%	0 .0%	10 100.0%
	Total	Count	4 5.5%	5 6.8%	2 2.7%	51 69.9%	10 13.7%	1 1.4%	73 100.0%

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	0 .0%	8 30.8%	4 15.4%	9 34.6%	4 15.4%	1 3.8%	26 100.0%
	Dauphin	Count	5 6.3%	21 26.3%	2 2.5%	37 46.3%	13 16.3%	2 2.5%	80 100.0%
	Lancaster	Count	8 9.4%	8 9.4%	6 7.1%	42 49.4%	17 20.0%	4 4.7%	85 100.0%
	Lebanon	Count	1 3.7%	4 14.8%	3 11.1%	11 40.7%	7 25.9%	1 3.7%	27 100.0%
	Perry	Count	0 .0%	3 42.9%	1 14.3%	1 14.3%	2 28.6%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	14 6.1%	44 19.2%	16 7.0%	101 44.1%	46 20.1%	8 3.5%	229 100.0%
Child	Cumberland	Count	0 .0%	1 9.1%	1 9.1%	6 54.5%	2 18.2%	1 9.1%	11 100.0%
	Dauphin	Count	1 6.3%	4 25.0%	2 12.5%	7 43.8%	2 12.5%	0 .0%	16 100.0%
	Lancaster	Count	2 8.7%	6 26.1%	0 .0%	14 60.9%	1 4.3%	0 .0%	23 100.0%
	Lebanon	Count	0 .0%	0 .0%	0 .0%	12 100.0%	0 .0%	0 .0%	12 100.0%
	Perry	Count	0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	9 90.0%	1 10.0%	0 .0%	10 100.0%
	Total	Count	3 4.1%	12 16.4%	3 4.1%	48 65.8%	6 8.2%	1 1.4%	73 100.0%

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 .0%	4 15.4%	1 3.8%	17 65.4%	4 15.4%	0 .0%	26 100.0%
	Dauphin	Count	5 6.3%	7 8.8%	8 10.0%	47 58.8%	10 12.5%	3 3.8%	80 100.0%
	Lancaster	Count	6 7.1%	4 4.7%	7 8.2%	49 57.6%	16 18.8%	3 3.5%	85 100.0%
	Lebanon	Count	1 3.7%	4 14.8%	2 7.4%	12 44.4%	6 22.2%	2 7.4%	27 100.0%
	Perry	Count	0 .0%	1 14.3%	2 28.6%	2 28.6%	2 28.6%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	1 25.0%	1 25.0%	2 50.0%	0 .0%	4 100.0%
	Total	Count	12 5.2%	20 8.7%	21 9.2%	128 55.9%	40 17.5%	8 3.5%	229 100.0%
Child	Cumberland	Count		0 .0%	1 9.1%	7 63.6%	3 27.3%		11 100.0%
	Dauphin	Count		1 6.3%	2 12.5%	10 62.5%	3 18.8%		16 100.0%
	Lancaster	Count		3 13.0%	0 .0%	18 78.3%	2 8.7%		23 100.0%
	Lebanon	Count		0 .0%	0 .0%	12 100.0%	0 .0%		12 100.0%
	Perry	Count		0 .0%	0 .0%	1 100.0%	0 .0%		1 100.0%
	Other	Count		0 .0%	0 .0%	9 90.0%	1 10.0%		10 100.0%
	Total	Count		4 5.5%	3 4.1%	57 78.1%	9 12.3%		73 100.0%

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						
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Adult	Cumberland	Count	0	1	0	16	9	0	26
			.0%	3.8%	.0%	61.5%	34.6%	.0%	100.0%
	Dauphin	Count	1	1	4	52	21	1	80
			1.3%	1.3%	5.0%	65.0%	26.3%	1.3%	100.0%
	Lancaster	Count	6	2	2	53	21	1	85
			7.1%	2.4%	2.4%	62.4%	24.7%	1.2%	100.0%
	Lebanon	Count	0	0	1	19	7	0	27
		.0%	.0%	3.7%	70.4%	25.9%	.0%	100.0%	
Perry	Count	0	0	0	4	3	0	7	
		.0%	.0%	.0%	57.1%	42.9%	.0%	100.0%	
Other	Count	0	0	0	2	1	1	4	
		.0%	.0%	.0%	50.0%	25.0%	25.0%	100.0%	
Total	Count	7	4	7	146	62	3	229	
		3.1%	1.7%	3.1%	63.8%	27.1%	1.3%	100.0%	
Child	Cumberland	Count	0	0	0	7	4		11
			.0%	.0%	.0%	63.6%	36.4%		100.0%
	Dauphin	Count	0	0	1	12	3		16
			.0%	.0%	6.3%	75.0%	18.8%		100.0%
	Lancaster	Count	1	2	0	17	3		23
			4.3%	8.7%	.0%	73.9%	13.0%		100.0%
	Lebanon	Count	0	0	0	9	3		12
		.0%	.0%	.0%	75.0%	25.0%		100.0%	
Perry	Count	0	0	0	1	0		1	
		.0%	.0%	.0%	100.0%	.0%		100.0%	
Other	Count	0	0	0	9	1		10	
		.0%	.0%	.0%	90.0%	10.0%		100.0%	
Total	Count	1	2	1	55	14		73	
		1.4%	2.7%	1.4%	75.3%	19.2%		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	0 .0%	5 19.2%	0 .0%	11 42.3%	10 38.5%	0 .0%	26 100.0%
	Dauphin	Count	1 1.3%	6 7.5%	1 1.3%	45 56.3%	25 31.3%	2 2.5%	80 100.0%
	Lancaster	Count	3 3.5%	2 2.4%	2 2.4%	50 58.8%	28 32.9%	0 .0%	85 100.0%
	Lebanon	Count	0 .0%	0 .0%	2 7.4%	18 66.7%	7 25.9%	0 .0%	27 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	5 71.4%	2 28.6%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	2 50.0%	2 50.0%	0 .0%	4 100.0%
	Total	Count	4 1.7%	13 5.7%	5 2.2%	131 57.2%	74 32.3%	2 .9%	229 100.0%
Child	Cumberland	Count		0 .0%	0 .0%	6 54.5%	5 45.5%		11 100.0%
	Dauphin	Count		0 .0%	1 6.3%	11 68.8%	4 25.0%		16 100.0%
	Lancaster	Count		1 4.3%	1 4.3%	18 78.3%	3 13.0%		23 100.0%
	Lebanon	Count		0 .0%	0 .0%	7 58.3%	5 41.7%		12 100.0%
	Perry	Count		0 .0%	0 .0%	1 100.0%	0 .0%		1 100.0%
	Other	Count		0 .0%	0 .0%	8 80.0%	2 20.0%		10 100.0%
	Total	Count		1 1.4%	2 2.7%	51 69.9%	19 26.0%		73 100.0%

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 3.8%	4 15.4%	0 .0%	13 50.0%	8 30.8%	0 .0%	26 100.0%
	Dauphin	Count	3 3.8%	9 11.3%	5 6.3%	43 53.8%	20 25.0%	0 .0%	80 100.0%
	Lancaster	Count	3 3.5%	4 4.7%	2 2.4%	50 58.8%	25 29.4%	1 1.2%	85 100.0%
	Lebanon	Count	2 7.4%	1 3.7%	1 3.7%	17 63.0%	6 22.2%	0 .0%	27 100.0%
	Perry	Count	0 .0%	0 .0%	1 14.3%	5 71.4%	1 14.3%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	2 50.0%	2 50.0%	0 .0%	4 100.0%
	Total	Count	9 3.9%	18 7.9%	9 3.9%	130 56.8%	62 27.1%	1 .4%	229 100.0%
Child	Cumberland	Count	0 .0%	2 18.2%	1 9.1%	4 36.4%	4 36.4%	0 .0%	11 100.0%
	Dauphin	Count	1 6.3%	2 12.5%	0 .0%	7 43.8%	6 37.5%	0 .0%	16 100.0%
	Lancaster	Count	1 4.3%	0 .0%	1 4.3%	17 73.9%	2 8.7%	2 8.7%	23 100.0%
	Lebanon	Count	0 .0%	0 .0%	0 .0%	11 91.7%	1 8.3%	0 .0%	12 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	8 80.0%	2 20.0%	0 .0%	10 100.0%
	Total	Count	2 2.7%	4 5.5%	2 2.7%	48 65.8%	15 20.5%	2 2.7%	73 100.0%

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

			My provider does not share my personal MH and/or SA information with others without my permission.					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Adult	Cumberland	Count	1 3.8%	1 3.8%	0 .0%	15 57.7%	8 30.8%	1 3.8%	26 100.0%
	Dauphin	Count	2 2.5%	1 1.3%	4 5.0%	49 61.3%	23 28.8%	1 1.3%	80 100.0%
	Lancaster	Count	9 10.6%	0 .0%	1 1.2%	42 49.4%	31 36.5%	2 2.4%	85 100.0%
	Lebanon	Count	0 .0%	2 7.4%	0 .0%	12 44.4%	13 48.1%	0 .0%	27 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	4 57.1%	3 42.9%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	2 50.0%	2 50.0%	0 .0%	4 100.0%
	Total	Count	12 5.2%	4 1.7%	5 2.2%	124 54.1%	80 34.9%	4 1.7%	229 100.0%
Child	Cumberland	Count	0 .0%	0 .0%	0 .0%	5 45.5%	6 54.5%		11 100.0%
	Dauphin	Count	1 6.3%	1 6.3%	0 .0%	9 56.3%	5 31.3%		16 100.0%
	Lancaster	Count	0 .0%	0 .0%	1 4.5%	17 77.3%	4 18.2%		22 100.0%
	Lebanon	Count	0 .0%	0 .0%	0 .0%	11 84.6%	2 15.4%		13 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%		1 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	8 80.0%	2 20.0%		10 100.0%
	Total	Count	1 1.4%	1 1.4%	1 1.4%	50 68.5%	20 27.4%		73 100.0%

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

			9 Program staff respects the role of my ethnic, cultural, religious background						
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Adult	Cumberland	Count	2 7.7%	1 3.8%	0 .0%	13 50.0%	10 38.5%	0 .0%	26 100.0%
	Dauphin	Count	3 3.8%	0 .0%	1 1.3%	53 66.3%	22 27.5%	1 1.3%	80 100.0%
	Lancaster	Count	4 4.7%	2 2.4%	3 3.5%	44 51.8%	30 35.3%	2 2.4%	85 100.0%
	Lebanon	Count	0 .0%	0 .0%	0 .0%	18 66.7%	8 29.6%	1 3.7%	27 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	2 28.6%	5 71.4%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	9 3.9%	3 1.3%	4 1.7%	131 57.2%	78 34.1%	4 1.7%	229 100.0%
Child	Cumberland	Count			0 .0%	7 63.6%	4 36.4%	0 .0%	11 100.0%
	Dauphin	Count			0 .0%	9 56.3%	5 31.3%	2 12.5%	16 100.0%
	Lancaster	Count			1 4.5%	17 77.3%	3 13.6%	1 4.5%	22 100.0%
	Lebanon	Count			0 .0%	12 92.3%	1 7.7%	0 .0%	13 100.0%
	Perry	Count			0 .0%	0 .0%	1 100.0%	0 .0%	1 100.0%
	Other	Count			0 .0%	8 80.0%	2 20.0%	0 .0%	10 100.0%
	Total	Count			1 1.4%	53 72.6%	16 21.9%	3 4.1%	73 100.0%

Q10 I trust my service provider

			Q10 I trust my service provider.					Total	
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree		Does Not Apply
Adult	Cumberland	Count	0 .0%	4 16.0%	1 4.0%	8 32.0%	11 44.0%	1 4.0%	25 100.0%
	Dauphin	Count	3 3.8%	5 6.3%	3 3.8%	39 48.8%	28 35.0%	2 2.5%	80 100.0%
	Lancaster	Count	7 8.2%	3 3.5%	3 3.5%	47 55.3%	24 28.2%	1 1.2%	85 100.0%
	Lebanon	Count	0 .0%	3 11.1%	0 .0%	14 51.9%	10 37.0%	0 .0%	27 100.0%
	Perry	Count	0 .0%	0 .0%	1 14.3%	4 57.1%	2 28.6%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	10 4.4%	15 6.6%	8 3.5%	113 49.6%	78 34.2%	4 1.8%	228 100.0%
	Child	Cumberland	Count	0 .0%	0 .0%	0 .0%	6 54.5%	5 45.5%	
Dauphin		Count	1 6.3%	1 6.3%	0 .0%	8 50.0%	6 37.5%		16 100.0%
Lancaster		Count	1 4.5%	0 .0%	1 4.5%	17 77.3%	3 13.6%		22 100.0%
Lebanon		Count	0 .0%	0 .0%	0 .0%	11 84.6%	2 15.4%		13 100.0%
Perry		Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%		1 100.0%
Other		Count	0 .0%	0 .0%	0 .0%	8 80.0%	2 20.0%		10 100.0%
Total		Count	2 2.7%	1 1.4%	1 1.4%	50 68.5%	19 26.0%		73 100.0%

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

			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	1 3.8%	3 11.5%	0 .0%	14 53.8%	8 30.8%	0 .0%	26 100.0%
	Dauphin	Count	4 5.0%	8 10.0%	1 1.3%	44 55.0%	18 22.5%	5 6.3%	80 100.0%
	Lancaster	Count	9 10.6%	7 8.2%	6 7.1%	37 43.5%	22 25.9%	4 4.7%	85 100.0%
	Lebanon	Count	1 3.7%	2 7.4%	0 .0%	16 59.3%	7 25.9%	1 3.7%	27 100.0%
	Perry	Count	0 .0%	1 14.3%	0 .0%	3 42.9%	3 42.9%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	15 6.6%	21 9.2%	7 3.1%	115 50.2%	61 26.6%	10 4.4%	229 100.0%
Child	Cumberland	Count	0 .0%	0 .0%		7 63.6%	4 36.4%		11 100.0%
	Dauphin	Count	1 6.3%	0 .0%		8 50.0%	7 43.8%		16 100.0%
	Lancaster	Count	2 9.1%	2 9.1%		15 68.2%	3 13.6%		22 100.0%
	Lebanon	Count	0 .0%	0 .0%		10 83.3%	2 16.7%		12 100.0%
	Perry	Count	1 100.0%	0 .0%		0 .0%	0 .0%		1 100.0%
	Other	Count	0 .0%	0 .0%		8 80.0%	2 20.0%		10 100.0%
	Total	Count	4 5.6%	2 2.8%		48 66.7%	18 25.0%		72 100.0%

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 3.8%	5 19.2%	0 .0%	12 46.2%	8 30.8%	0 .0%	26 100.0%
	Dauphin	Count	1 1.3%	8 10.0%	2 2.5%	53 66.3%	15 18.8%	1 1.3%	80 100.0%
	Lancaster	Count	4 4.7%	5 5.9%	5 5.9%	45 52.9%	25 29.4%	1 1.2%	85 100.0%
	Lebanon	Count	1 3.7%	0 .0%	2 7.4%	17 63.0%	6 22.2%	1 3.7%	27 100.0%
	Perry	Count	0 .0%	1 14.3%	0 .0%	3 42.9%	3 42.9%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	7 3.1%	19 8.3%	9 3.9%	131 57.2%	60 26.2%	3 1.3%	229 100.0%
Child	Cumberland	Count	0 .0%	0 .0%		7 63.6%	4 36.4%		11 100.0%
	Dauphin	Count	1 6.3%	2 12.5%		7 43.8%	6 37.5%		16 100.0%
	Lancaster	Count	1 4.5%	0 .0%		16 72.7%	5 22.7%		22 100.0%
	Lebanon	Count	0 .0%	0 .0%		9 69.2%	4 30.8%		13 100.0%
	Perry	Count	0 .0%	0 .0%		1 100.0%	0 .0%		1 100.0%
	Other	Count	0 .0%	0 .0%		8 80.0%	2 20.0%		10 100.0%
	Total	Count	2 2.7%	2 2.7%		48 65.8%	21 28.8%		73 100.0%

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	1 3.8%	4 15.4%	1 3.8%	14 53.8%	6 23.1%	0 .0%	26 100.0%
	Dauphin	Count	2 2.5%	3 3.8%	1 1.3%	54 67.5%	19 23.8%	1 1.3%	80 100.0%
	Lancaster	Count	4 4.7%	4 4.7%	1 1.2%	52 61.2%	24 28.2%	0 .0%	85 100.0%
	Lebanon	Count	1 3.8%	2 7.7%	1 3.8%	17 65.4%	5 19.2%	0 .0%	26 100.0%
	Perry	Count	0 .0%	1 14.3%	0 .0%	3 42.9%	3 42.9%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	8 3.5%	14 6.1%	4 1.8%	141 61.8%	60 26.3%	1 .4%	228 100.0%
Child	Cumberland	Count	0 .0%	0 .0%		6 54.5%	5 45.5%		11 100.0%
	Dauphin	Count	1 6.3%	1 6.3%		8 50.0%	6 37.5%		16 100.0%
	Lancaster	Count	1 4.5%	3 13.6%		14 63.6%	4 18.2%		22 100.0%
	Lebanon	Count	0 .0%	0 .0%		10 76.9%	3 23.1%		13 100.0%
	Perry	Count	0 .0%	0 .0%		1 100.0%	0 .0%		1 100.0%
	Other	Count	0 .0%	0 .0%		8 80.0%	2 20.0%		10 100.0%
	Total	Count	2 2.7%	4 5.5%		47 64.4%	20 27.4%		73 100.0%

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

			Q14 My service provider explained the advantages of my therapy or treatment						
			Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply	Total
Adult	Cumberland	Count	1 3.8%	2 7.7%	0 .0%	16 61.5%	7 26.9%	0 .0%	26 100.0%
	Dauphin	Count	2 2.5%	6 7.5%	0 .0%	48 60.0%	23 28.8%	1 1.3%	80 100.0%
	Lancaster	Count	5 5.9%	3 3.5%	1 1.2%	48 56.5%	28 32.9%	0 .0%	85 100.0%
	Lebanon	Count	0 .0%	1 3.7%	1 3.7%	18 66.7%	7 25.9%	0 .0%	27 100.0%
	Perry	Count	0 .0%	2 28.6%	1 14.3%	1 14.3%	3 42.9%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	8 3.5%	14 6.1%	3 1.3%	132 57.6%	71 31.0%	1 .4%	229 100.0%
Child	Cumberland	Count	0 .0%	0 .0%	0 .0%	9 81.8%	2 18.2%		11 100.0%
	Dauphin	Count	1 6.3%	1 6.3%	1 6.3%	9 56.3%	4 25.0%		16 100.0%
	Lancaster	Count	1 4.5%	1 4.5%	0 .0%	17 77.3%	3 13.6%		22 100.0%
	Lebanon	Count	0 .0%	0 .0%	0 .0%	13 100.0%	0 .0%		13 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%		1 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	8 80.0%	2 20.0%		10 100.0%
	Total	Count	2 2.7%	2 2.7%	1 1.4%	57 78.1%	11 15.1%		73 100.0%

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

			5 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	2 7.7%	4 15.4%	1 3.8%	13 50.0%	5 19.2%	1 3.8%	26 100.0%
	Dauphin	Count	2 2.5%	10 12.5%	3 3.8%	42 52.5%	22 27.5%	1 1.3%	80 100.0%
	Lancaster	Count	10 11.8%	6 7.1%	6 7.1%	39 45.9%	23 27.1%	1 1.2%	85 100.0%
	Lebanon	Count	1 3.7%	4 14.8%	2 7.4%	13 48.1%	7 25.9%	0 .0%	27 100.0%
	Perry	Count	0 .0%	3 42.9%	1 14.3%	1 14.3%	2 28.6%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	1 25.0%	1 25.0%	2 50.0%	0 .0%	4 100.0%
	Total	Count	15 6.6%	27 11.8%	14 6.1%	109 47.6%	61 26.6%	3 1.3%	229 100.0%
Child	Cumberland	Count	0 .0%	0 .0%	1 9.1%	8 72.7%	2 18.2%	0 .0%	11 100.0%
	Dauphin	Count	1 6.3%	2 12.5%	1 6.3%	7 43.8%	5 31.3%	0 .0%	16 100.0%
	Lancaster	Count	1 4.5%	1 4.5%	0 .0%	16 72.7%	3 13.6%	1 4.5%	22 100.0%
	Lebanon	Count	0 .0%	0 .0%	0 .0%	13 100.0%	0 .0%	0 .0%	13 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	8 80.0%	2 20.0%	0 .0%	10 100.0%
	Total	Count	2 2.7%	3 4.1%	2 2.7%	53 72.6%	12 16.4%	1 1.4%	73 100.0%

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		Does Not Apply
Adult	Cumberland	Count	1 3.8%	4 15.4%	0 .0%	12 46.2%	9 34.6%	0 .0%	26 100.0%
	Dauphin	Count	4 5.0%	5 6.3%	2 2.5%	39 48.8%	30 37.5%	0 .0%	80 100.0%
	Lancaster	Count	4 4.7%	5 5.9%	5 5.9%	44 51.8%	26 30.6%	1 1.2%	85 100.0%
	Lebanon	Count	0 .0%	1 3.7%	0 .0%	17 63.0%	9 33.3%	0 .0%	27 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	4 57.1%	3 42.9%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	2 50.0%	2 50.0%	0 .0%	4 100.0%
	Total	Count	9 3.9%	15 6.6%	7 3.1%	118 51.5%	79 34.5%	1 .4%	229 100.0%
Child	Cumberland	Count	0 .0%	0 .0%	0 .0%	6 54.5%	5 45.5%		11 100.0%
	Dauphin	Count	1 6.3%	1 6.3%	0 .0%	8 50.0%	6 37.5%		16 100.0%
	Lancaster	Count	2 9.1%	2 9.1%	0 .0%	13 59.1%	5 22.7%		22 100.0%
	Lebanon	Count	0 .0%	0 .0%	1 7.7%	10 76.9%	2 15.4%		13 100.0%
	Perry	Count	0 .0%	0 .0%	0 .0%	0 .0%	1 100.0%		1 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	8 88.9%	1 11.1%		9 100.0%
	Total	Count	3 4.2%	3 4.2%	1 1.4%	45 62.5%	20 27.8%		72 100.0%

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	1 3.8%	0 .0%	6 23.1%	10 38.5%	9 34.6%	0 .0%	26 100.0%
	Dauphin	Count	2 2.5%	2 2.5%	13 16.3%	44 55.0%	18 22.5%	1 1.3%	80 100.0%
	Lancaster	Count	1 1.2%	1 1.2%	11 13.1%	43 51.2%	28 33.3%	0 .0%	84 100.0%
	Lebanon	Count	1 3.7%	1 3.7%	2 7.4%	7 25.9%	16 59.3%	0 .0%	27 100.0%
	Perry	Count	0 .0%	1 14.3%	1 14.3%	2 28.6%	3 42.9%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	1 25.0%	0 .0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	5 2.2%	5 2.2%	34 14.9%	106 46.5%	77 33.8%	1 .4%	228 100.0%
	Child	Cumberland	Count	0 .0%	0 .0%	2 18.2%	6 54.5%	3 27.3%	0 .0%
	Dauphin	Count	0 .0%	2 12.5%	3 18.8%	4 25.0%	6 37.5%	1 6.3%	16 100.0%
	Lancaster	Count	2 8.7%	1 4.3%	6 26.1%	9 39.1%	5 21.7%	0 .0%	23 100.0%
	Lebanon	Count	0 .0%	0 .0%	6 46.2%	7 53.8%	0 .0%	0 .0%	13 100.0%
	Perry	Count	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
	Other	Count	0 .0%	0 .0%	1 10.0%	3 30.0%	6 60.0%	0 .0%	10 100.0%
Total	Count	2 2.7%	3 4.1%	19 25.7%	29 39.2%	20 27.0%	1 1.4%	74 100.0%	

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%	1 3.8%	7 26.9%	8 30.8%	10 38.5%	26 100.0%	
	Dauphin	Count	1 1.3%	5 6.3%	20 25.0%	32 40.0%	22 27.5%	80 100.0%	
	Lancaster	Count	3 3.6%	1 1.2%	10 11.9%	45 53.6%	25 29.8%	84 100.0%	
	Lebanon	Count	0 .0%	1 3.7%	3 11.1%	8 29.6%	15 55.6%	27 100.0%	
	Perry	Count	0 .0%	1 14.3%	1 14.3%	3 42.9%	2 28.6%	7 100.0%	
	Other	Count	0 .0%	0 .0%	1 25.0%	0 .0%	3 75.0%	4 100.0%	
	Total	Count	4 1.8%	9 3.9%	42 18.4%	96 42.1%	77 33.8%	228 100.0%	
Child	Cumberland	Count	1 9.1%	0 .0%	3 27.3%	4 36.4%	3 27.3%	0 .0%	11 100.0%
	Dauphin	Count	1 6.3%	1 6.3%	5 31.3%	6 37.5%	2 12.5%	1 6.3%	16 100.0%
	Lancaster	Count	1 4.3%	4 17.4%	3 13.0%	10 43.5%	5 21.7%	0 .0%	23 100.0%
	Lebanon	Count	0 .0%	0 .0%	5 38.5%	7 53.8%	1 7.7%	0 .0%	13 100.0%
	Perry	Count	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
	Other	Count	0 .0%	0 .0%	1 10.0%	3 30.0%	6 60.0%	0 .0%	10 100.0%
	Total	Count	3 4.1%	5 6.8%	18 24.3%	30 40.5%	17 23.0%	1 1.4%	74 100.0%

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 3.8%	3 11.5%	9 34.6%	6 23.1%	6 23.1%	1 3.8%	26 100.0%
	Dauphin	Count	3 3.8%	1 1.3%	32 40.0%	29 36.3%	13 16.3%	2 2.5%	80 100.0%
	Lancaster	Count	1 1.2%	1 1.2%	14 16.7%	45 53.6%	22 26.2%	1 1.2%	84 100.0%
	Lebanon	Count	2 7.4%	1 3.7%	2 7.4%	5 18.5%	15 55.6%	2 7.4%	27 100.0%
	Perry	Count	0 .0%	0 .0%	3 42.9%	3 42.9%	1 14.3%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	1 25.0%	0 .0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	7 3.1%	6 2.6%	61 26.8%	88 38.6%	60 26.3%	6 2.6%	228 100.0%
	Child	Cumberland	Count	0 .0%	1 9.1%	4 36.4%	3 27.3%	3 27.3%	0 .0%
Dauphin		Count	0 .0%	2 13.3%	6 40.0%	4 26.7%	3 20.0%	0 .0%	15 100.0%
Lancaster		Count	1 4.3%	1 4.3%	4 17.4%	13 56.5%	4 17.4%	0 .0%	23 100.0%
Lebanon		Count	0 .0%	0 .0%	7 53.8%	5 38.5%	0 .0%	1 7.7%	13 100.0%
Perry		Count	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
Other		Count	0 .0%	0 .0%	1 10.0%	2 20.0%	7 70.0%	0 .0%	10 100.0%
Total		Count	1 1.4%	4 5.5%	23 31.5%	27 37.0%	17 23.3%	1 1.4%	73 100.0%

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			
Adult	Cumberland	Count	0	0	8	8	10		26
			.0%	.0%	30.8%	30.8%	38.5%		100.0%
	Dauphin	Count	3	3	15	37	22		80
			3.8%	3.8%	18.8%	46.3%	27.5%		100.0%
	Lancaster	Count	3	2	12	30	37		84
			3.6%	2.4%	14.3%	35.7%	44.0%		100.0%
	Lebanon	Count	0	1	2	5	19		27
		.0%	3.7%	7.4%	18.5%	70.4%		100.0%	
Perry	Count	0	1	0	4	2		7	
		.0%	14.3%	.0%	57.1%	28.6%		100.0%	
Other	Count	0	0	1	0	3		4	
		.0%	.0%	25.0%	.0%	75.0%		100.0%	
Total	Count	6	7	38	84	93		228	
		2.6%	3.1%	16.7%	36.8%	40.8%		100.0%	
Child	Cumberland	Count	0	0	2	5	3	1	11
			.0%	.0%	18.2%	45.5%	27.3%	9.1%	100.0%
	Dauphin	Count	1	1	5	5	3	1	16
			6.3%	6.3%	31.3%	31.3%	18.8%	6.3%	100.0%
	Lancaster	Count	0	1	6	12	4	0	23
			.0%	4.3%	26.1%	52.2%	17.4%	.0%	100.0%
	Lebanon	Count	0	0	3	10	0	0	13
		.0%	.0%	23.1%	76.9%	.0%	.0%	100.0%	
Perry	Count	0	0	1	0	0	0	1	
		.0%	.0%	100.0%	.0%	.0%	.0%	100.0%	
Other	Count	0	0	1	2	7	0	10	
		.0%	.0%	10.0%	20.0%	70.0%	.0%	100.0%	
Total	Count	1	2	18	34	17	2	74	
		1.4%	2.7%	24.3%	45.9%	23.0%	2.7%	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 11.5%	4 15.4%	8 30.8%	11 42.3%	26 100.0%	
	Dauphin	Count	2 2.5%	7 8.8%	26 32.5%	22 27.5%	23 28.8%	80 100.0%	
	Lancaster	Count	4 4.8%	1 1.2%	16 19.0%	27 32.1%	36 42.9%	84 100.0%	
	Lebanon	Count	0 .0%	0 .0%	2 7.4%	8 29.6%	17 63.0%	27 100.0%	
	Perry	Count	0 .0%	1 14.3%	1 14.3%	3 42.9%	2 28.6%	7 100.0%	
	Other	Count	0 .0%	0 .0%	1 25.0%	0 .0%	3 75.0%	4 100.0%	
	Total	Count	6 2.6%	12 5.3%	50 21.9%	68 29.8%	92 40.4%	228 100.0%	
	Child	Cumberland	Count	0 .0%	0 .0%	3 27.3%	3 27.3%	4 36.4%	1 9.1%
	Dauphin	Count	1 6.3%	0 .0%	5 31.3%	4 25.0%	3 18.8%	3 18.8%	16 100.0%
	Lancaster	Count	0 .0%	3 13.0%	3 13.0%	11 47.8%	5 21.7%	1 4.3%	23 100.0%
	Lebanon	Count	0 .0%	0 .0%	4 30.8%	7 53.8%	0 .0%	2 15.4%	13 100.0%
	Perry	Count	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
	Other	Count	0 .0%	0 .0%	1 10.0%	2 20.0%	7 70.0%	0 .0%	10 100.0%
Total	Count	1 1.4%	3 4.1%	17 23.0%	27 36.5%	19 25.7%	7 9.5%	74 100.0%	

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	0 .0%	1 3.8%	6 23.1%	9 34.6%	10 38.5%	0 .0%	26 100.0%
	Dauphin	Count	2 2.5%	4 5.0%	20 25.0%	27 33.8%	26 32.5%	1 1.3%	80 100.0%
	Lancaster	Count	2 2.4%	2 2.4%	15 17.6%	35 41.2%	30 35.3%	1 1.2%	85 100.0%
	Lebanon	Count	0 .0%	1 3.7%	2 7.4%	5 18.5%	19 70.4%	0 .0%	27 100.0%
	Perry	Count	0 .0%	0 .0%	1 14.3%	3 42.9%	3 42.9%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	1 25.0%	0 .0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	4 1.7%	8 3.5%	45 19.7%	79 34.5%	91 39.7%	2 .9%	229 100.0%
	Child	Cumberland	Count		0 .0%	1 9.1%	7 63.6%	3 27.3%	0 .0%
	Dauphin	Count		2 12.5%	3 18.8%	6 37.5%	4 25.0%	1 6.3%	16 100.0%
	Lancaster	Count		2 8.7%	4 17.4%	13 56.5%	4 17.4%	0 .0%	23 100.0%
	Lebanon	Count		0 .0%	3 23.1%	10 76.9%	0 .0%	0 .0%	13 100.0%
	Perry	Count		0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
	Other	Count		0 .0%	0 .0%	3 30.0%	7 70.0%	0 .0%	10 100.0%
	Total	Count		4 5.4%	12 16.2%	39 52.7%	18 24.3%	1 1.4%	74 100.0%

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 .0%	3 11.5%	4 15.4%	10 38.5%	8 30.8%	1 3.8%	26 100.0%
	Dauphin	Count	3 3.8%	5 6.3%	20 25.3%	34 43.0%	16 20.3%	1 1.3%	79 100.0%
	Lancaster	Count	1 1.2%	2 2.4%	23 27.4%	32 38.1%	25 29.8%	1 1.2%	84 100.0%
	Lebanon	Count	0 .0%	0 .0%	6 22.2%	6 22.2%	14 51.9%	1 3.7%	27 100.0%
	Perry	Count	0 .0%	1 14.3%	2 28.6%	4 57.1%	0 .0%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 25.0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	4 1.8%	11 4.8%	55 24.2%	87 38.3%	66 29.1%	4 1.8%	227 100.0%
Child	Cumberland	Count		0 .0%	2 18.2%	6 54.5%	3 27.3%	0 .0%	11 100.0%
	Dauphin	Count		1 6.3%	3 18.8%	8 50.0%	3 18.8%	1 6.3%	16 100.0%
	Lancaster	Count		1 4.3%	6 26.1%	10 43.5%	6 26.1%	0 .0%	23 100.0%
	Lebanon	Count		0 .0%	4 30.8%	9 69.2%	0 .0%	0 .0%	13 100.0%
	Perry	Count		0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%	1 100.0%
	Other	Count		0 .0%	0 .0%	3 30.0%	7 70.0%	0 .0%	10 100.0%
	Total	Count		2 2.7%	15 20.3%	37 50.0%	19 25.7%	1 1.4%	74 100.0%

Q24 Being involved in community events outside MH or SA activities

			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%	3 11.5%	9 34.6%	5 19.2%	5 19.2%	4 15.4%	26 100.0%
	Dauphin	Count	1 1.3%	3 3.8%	15 18.8%	28 35.0%	8 10.0%	25 31.3%	80 100.0%
	Lancaster	Count	3 3.5%	0 .0%	20 23.5%	22 25.9%	24 28.2%	16 18.8%	85 100.0%
	Lebanon	Count	0 .0%	0 .0%	2 7.4%	8 29.6%	13 48.1%	4 14.8%	27 100.0%
	Perry	Count	0 .0%	0 .0%	1 14.3%	5 71.4%	1 14.3%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	1 25.0%	2 50.0%	1 25.0%	4 100.0%
	Total	Count	4 1.7%	6 2.6%	47 20.5%	69 30.1%	53 23.1%	50 21.8%	229 100.0%
Child	Cumberland	Count		0 .0%	3 27.3%	4 36.4%	4 36.4%	0 .0%	11 100.0%
	Dauphin	Count		0 .0%	5 31.3%	4 25.0%	3 18.8%	4 25.0%	16 100.0%
	Lancaster	Count		1 4.3%	3 13.0%	13 56.5%	5 21.7%	1 4.3%	23 100.0%
	Lebanon	Count		1 7.7%	3 23.1%	7 53.8%	0 .0%	2 15.4%	13 100.0%
	Perry	Count		0 .0%	1 100.0%	0 .0%	0 .0%	0 .0%	1 100.0%
	Other	Count		0 .0%	1 10.0%	4 40.0%	5 50.0%	0 .0%	10 100.0%
	Total	Count		2 2.7%	16 21.6%	32 43.2%	17 23.0%	7 9.5%	74 100.0%

Q25 Dealing with school or work

		Q25 Dealing with school or work.						Total	
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply		
Adult	Cumberland	Count	0	1	6	2	3	14	26
			.0%	3.8%	23.1%	7.7%	11.5%	53.8%	100.0%
	Dauphin	Count	2	0	8	21	10	39	80
			2.5%	.0%	10.0%	26.3%	12.5%	48.8%	100.0%
	Lancaster	Count	2	0	13	21	17	32	85
			2.4%	.0%	15.3%	24.7%	20.0%	37.6%	100.0%
	Lebanon	Count	1	0	3	3	9	11	27
			3.7%	.0%	11.1%	11.1%	33.3%	40.7%	100.0%
Perry	Count	0	1	0	2	1	3	7	
		.0%	14.3%	.0%	28.6%	14.3%	42.9%	100.0%	
Other	Count	0	0	0	1	0	3	4	
		.0%	.0%	.0%	25.0%	.0%	75.0%	100.0%	
Total	Count	5	2	30	50	40	102	229	
		2.2%	.9%	13.1%	21.8%	17.5%	44.5%	100.0%	
Child	Cumberland	Count		0	0	5	5	1	11
				.0%	.0%	45.5%	45.5%	9.1%	100.0%
	Dauphin	Count		2	5	5	3	1	16
				12.5%	31.3%	31.3%	18.8%	6.3%	100.0%
	Lancaster	Count		0	3	10	9	1	23
				.0%	13.0%	43.5%	39.1%	4.3%	100.0%
	Lebanon	Count		1	1	8	3	0	13
				7.7%	7.7%	61.5%	23.1%	.0%	100.0%
Perry	Count		0	1	0	0	0	1	
			.0%	100.0%	.0%	.0%	.0%	100.0%	
Other	Count		0	0	5	5	0	10	
			.0%	.0%	50.0%	50.0%	.0%	100.0%	
Total	Count		3	10	33	25	3	74	
			4.1%	13.5%	44.6%	33.8%	4.1%	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	1 3.8%	4 15.4%	7 26.9%	8 30.8%	6 23.1%	0 .0%	26 100.0%
	Dauphin	Count	2 2.5%	2 2.5%	16 20.0%	41 51.3%	16 20.0%	3 3.8%	80 100.0%
	Lancaster	Count	1 1.2%	2 2.4%	18 21.4%	35 41.7%	27 32.1%	1 1.2%	84 100.0%
	Lebanon	Count	0 .0%	2 7.4%	3 11.1%	8 29.6%	14 51.9%	0 .0%	27 100.0%
	Perry	Count	0 .0%	0 .0%	1 14.3%	4 57.1%	2 28.6%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	0 .0%	2 50.0%	2 50.0%	0 .0%	4 100.0%
	Total	Count	4 1.8%	10 4.4%	45 19.7%	98 43.0%	67 29.4%	4 1.8%	228 100.0%
Child	Cumberland	Count		0 .0%	0 .0%	8 72.7%	3 27.3%		11 100.0%
	Dauphin	Count		2 12.5%	5 31.3%	7 43.8%	2 12.5%		16 100.0%
	Lancaster	Count		1 4.3%	6 26.1%	12 52.2%	4 17.4%		23 100.0%
	Lebanon	Count		1 7.7%	3 23.1%	9 69.2%	0 .0%		13 100.0%
	Perry	Count		0 .0%	1 100.0%	0 .0%	0 .0%		1 100.0%
	Other	Count		0 .0%	1 10.0%	3 30.0%	6 60.0%		10 100.0%
	Total	Count		4 5.4%	16 21.6%	39 52.7%	15 20.3%		74 100.0%

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		Does Not Apply
Adult	Cumberland	Count	0 .0%	2 7.7%	9 34.6%	6 23.1%	9 34.6%	0 .0%	26 100.0%
	Dauphin	Count	2 2.5%	1 1.3%	19 23.8%	36 45.0%	21 26.3%	1 1.3%	80 100.0%
	Lancaster	Count	0 .0%	3 3.6%	12 14.3%	35 41.7%	34 40.5%	0 .0%	84 100.0%
	Lebanon	Count	0 .0%	0 .0%	1 3.7%	8 29.6%	18 66.7%	0 .0%	27 100.0%
	Perry	Count	0 .0%	1 14.3%	1 14.3%	4 57.1%	1 14.3%	0 .0%	7 100.0%
	Other	Count	0 .0%	0 .0%	1 25.0%	0 .0%	3 75.0%	0 .0%	4 100.0%
	Total	Count	2 .9%	7 3.1%	43 18.9%	89 39.0%	86 37.7%	1 .4%	228 100.0%
Child	Cumberland	Count	0 .0%	0 .0%	2 18.2%	6 54.5%	3 27.3%		11 100.0%
	Dauphin	Count	1 6.3%	1 6.3%	6 37.5%	4 25.0%	4 25.0%		16 100.0%
	Lancaster	Count	0 .0%	1 4.3%	4 17.4%	11 47.8%	7 30.4%		23 100.0%
	Lebanon	Count	0 .0%	1 7.7%	2 15.4%	10 76.9%	0 .0%		13 100.0%
	Perry	Count	0 .0%	0 .0%	1 100.0%	0 .0%	0 .0%		1 100.0%
	Other	Count	0 .0%	1 10.0%	1 10.0%	2 20.0%	6 60.0%		10 100.0%
	Total	Count	1 1.4%	4 5.4%	16 21.6%	33 44.6%	20 27.0%		74 100.0%

CBHNP COMMENTS

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

Not until now.

Yes, but I lost it.

Don't remember.

No, but I was given some papers from CBHNP.

I don't think.

Don't remember.

Can't remember.

Yes but I threw it away.

Not sure.

Not sure.

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?

Don't remember.

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

On hold forever.

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

Not sure.

No, but I could find it.

My mom would know.

Now I do.

I could find it.

I do now.

Parents do.

I think.

I can find it.

I can find it.

I don't know, but I could find out somehow.

CBHNP.

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

Not sure.

Can't remember.

Not sure.

Given more than two.

Already had my mind made up.

Don't know.

Chose Naaman Center.

Don't remember.

Rehab sent me here.

Not sure.

I chose Lancaster Freedom Center.

Q 38. When I call CBHNP staff treats me courteously and with respect.

Somewhat.

Cold, distant attitudes.

Once I am able to get in touch with someone.

ADDITIONAL COMMENTS

Not familiar with CBHNP.

No problems with CBHNP.

I have gateway services. Unfamiliar with CBHNP.

CBHNP has expired because I make too much money. Now have medicare.

Just received the information today.

I just became familiar with CBHNP.

It took forever to get in touch with a person. The person that I spoke to was rude and didn't seem qualified to answer my questions.

Receiving great services. Happy with provider and I feel much better about my life.

Great insurance. They cover what they say they are going to cover.

Glad they are here.

I don't really deal with them.

This is the first time I have heard about CBHNP.

Had a difficult time getting services. Had to go to court to see what services he needed, couldn't get mental health services.

I think they are great.

Need better informed socially skilled employees.

They are great. I do not have to worry about referrals.

They need clearer instructions.

Some employees are very disrespectful. Not all of them. Department of welfare in Lancaster does not treat you with respect, they never return calls, they do not like to answer your questions. Overall, they treat you unfairly.

More respect for clients would help. Need to factor in mental state of callers and need more training for talking to callers personally.

When I requested information I never got a thorough response.

Recently made a call to CBHNP. Call was very helpful.