



CONSUMER SATISFACTION SERVICES

**Capital Region 1st Quarter Report
July-September 2010**

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 209 (n=209) interviews with consumers at various locations under the authority granted to it by the Capital Area Behavioral Health Collaborative (CABHC) representing Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties during the period July-September 2010. .

- The survey represents 209 (*n=209*) respondents from the Capital Region. All of the respondents received adult services. No consumers of child services were interviewed this quarter. 202 of the 209 adult consumers (96.7%) responded for themselves. Parents and/or Guardians responded for the remaining 7 adult consumers (3.5%). Analysis indicated that there were no significant differences in the reported level of overall satisfaction between consumers of adult services who responded for themselves and those consumers of adult services who had a Parent and/or Guardian respond for them.
- Data was collected by 4 interviewers from 14 treatment facilities in the Capital Region.
- 198 of the 209 adult interviews (94.7%) were face-to-face interviews. The remaining 11 interviews (5.3%) were conducted by phone. The method of interview did not influence the reported level of satisfaction.
- Gender: Overall, the sample is 57.9% female (121) and 42.1% male (88). Overall our analysis found no significant differences between the genders in report level of satisfaction with services.
- Race: 136 respondents (65.1%) reported their race as White/Caucasian, 37 (17.7%) as Latino/Hispanic, 9 (4.3%) as Multi-racial, 22 (10.5%) as African American, 1 (0.5%) as Asian/Pacific Islander and 1 (0.5%) as Native American. Our analysis indicated no significant differences in Total Satisfaction with respect to race.
- Treatment Facility: Data was collected from 14 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed for each facility. To help with interpretation, scores 108-135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.
- Type of Services: 157 respondents (75.1%) received Mental Health services. While 23 (11%) received Drug/Alcohol services and 29 (13.9%) reported receiving both Mental Health and Drug/Alcohol services.

Implementation:

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction reported by consumers of 81.8% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question # 16, "Overall, I am satisfied with the services..." with 85.6% agreement (4 or 5).

Overall, consumers were quite satisfied with communication with their service providers. Respondents reported highest satisfaction with confidence that their provider does not share their personal mental health and/or substance abuse information with others without their permission (Question 8). Respondents also reported high satisfaction with being informed about their rights and responsibilities regarding the treatment they had received (Question 5) and felt comfortable asking questions regarding their treatment (Question 6). Consumers indicated that they are an equal partner in the treatment process (Question 13) and trust their service provider (Question 10).

Additionally, consumers felt they know who to call if they have questions about their mental health or substance abuse services (Question 1), also they report a high level of satisfaction with the respect they feel from the program staff regarding their ethnic, cultural and religious background in their recovery (Question 9).

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

- Approximately 1 in 4 consumers (27.3%) reported they did not have a choice when selecting their service provider.
- Approximately 1 in 4 of all respondents (26.3%) indicated that they were not given information about how to get other services that they needed.
- Approximately 1 in 6 respondents (17.2%) indicated that their service provider did not explain the disadvantages of their therapy or treatment.
- While 78% of all consumers reported were offered the opportunity to involve their family, significant others or friends in the treatment process, approximately 1 in 8 consumers (12.9%), indicated they did not feel this way.

Outcomes:

The majority of adult consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 46% to 77% of consumers believe services have improved their lives in each outcome area. Approximately 15% to 32% of consumers believe that no change has resulted from their services. Only 2% to 13% believes that things are worse as a result of services.

- Overall, the highest ratings (76.6%) were reported satisfaction with managing daily problems.
- Recipients of adult services also gave high ratings to satisfaction with how they feel about themselves (Q20), with enjoying their free time (Q22), feeling good (hopeful) about the future (Q21) and dealing with the specific problem or issue that led them to seek services (Q27).
- While 59.3% of all respondents reported dealing with a personal crisis was better, approximately 1 in 9 (10.5%) reported things in this area as worse.
- Overall, 28.2% of all respondents reported that dealing with school or work was better and 1.9% reported things as worse. As noted, 54.1% of the respondents reported this question did not apply to them. When these cases are removed, 62.1% report they were better dealing with school or work and 4.2% report it as worse. These figures represent a more accurate picture of the results.

CSS Preliminary Report Capital Region 1st Quarter July-September 2010

This section presents information collected during the 1st Quarter 2010-2011 which includes data from July 2010 – September 2010. Please note that respondents this quarter were consumers of Mental Health Outpatient Clinic, Residential Detox and Residential Halfway programs.

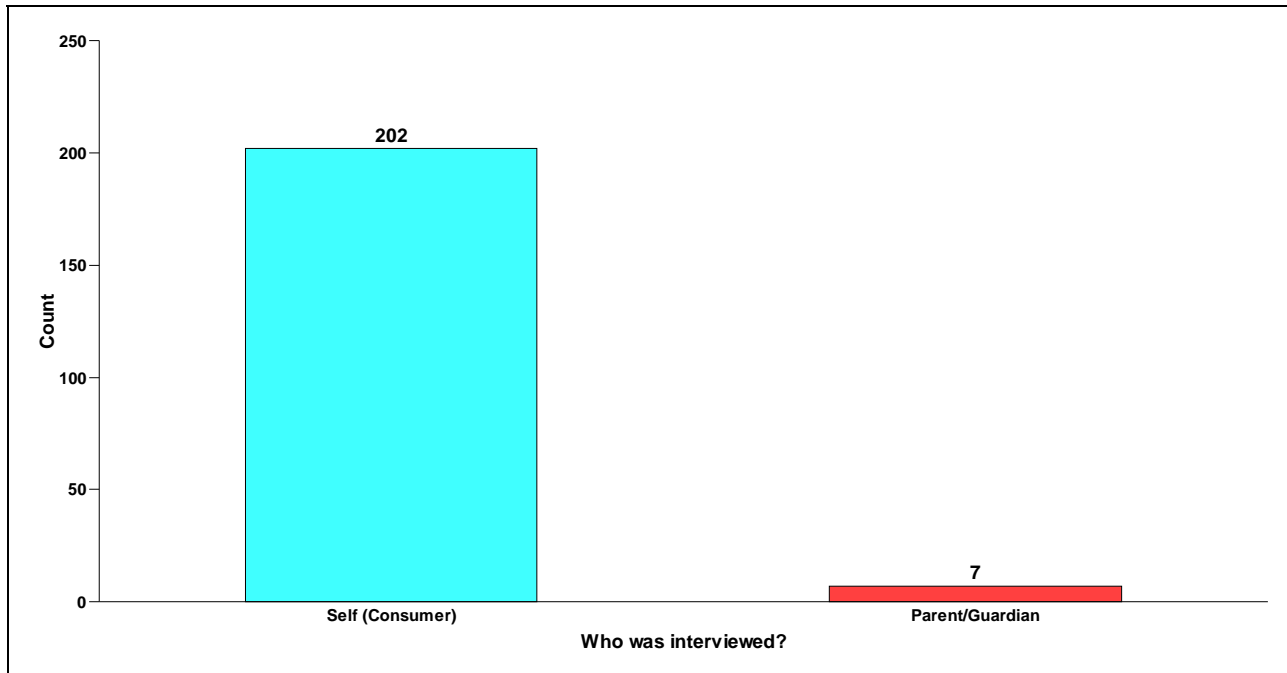
Demographic and Survey Information

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=209) as individuals may have chosen not to respond to certain questions.

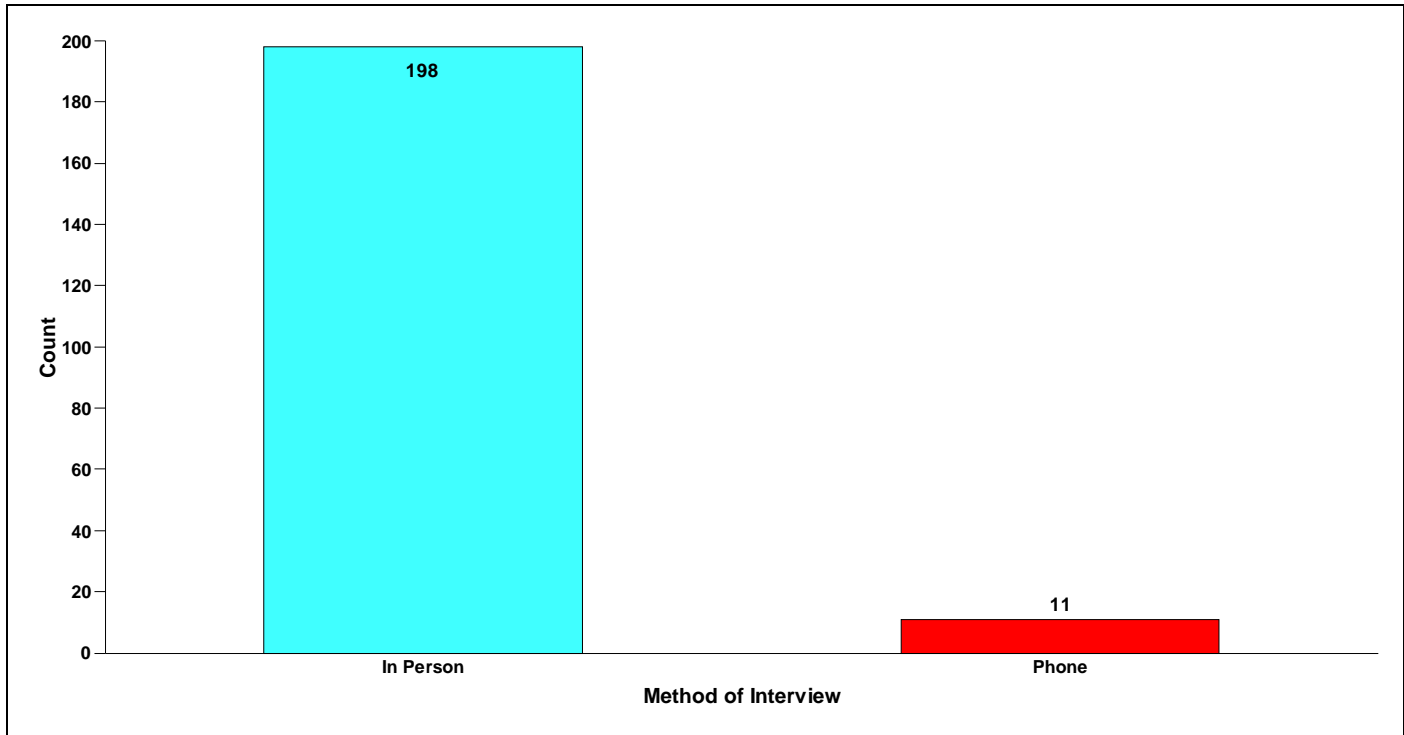
Percentages may not sum to 100.0% due to rounding.

- The survey represents 209 (n=209) respondents from the Capital Region. All (100%) of the respondents received adult services. No consumers of child services were interviewed this quarter. 202 of the 209 adult consumers (96.7%) responded for themselves. Parents and/or Guardians responded for the remaining 7 adult consumers (3.5%). Analysis indicated that there were no significant differences in the reported level of overall satisfaction between consumers of adult services who responded for themselves and those consumers of adult services who had a Parent and/or Guardian respond for them.



- Data was collected by 4 interviewers from 14 treatment facilities in the Capital Region.

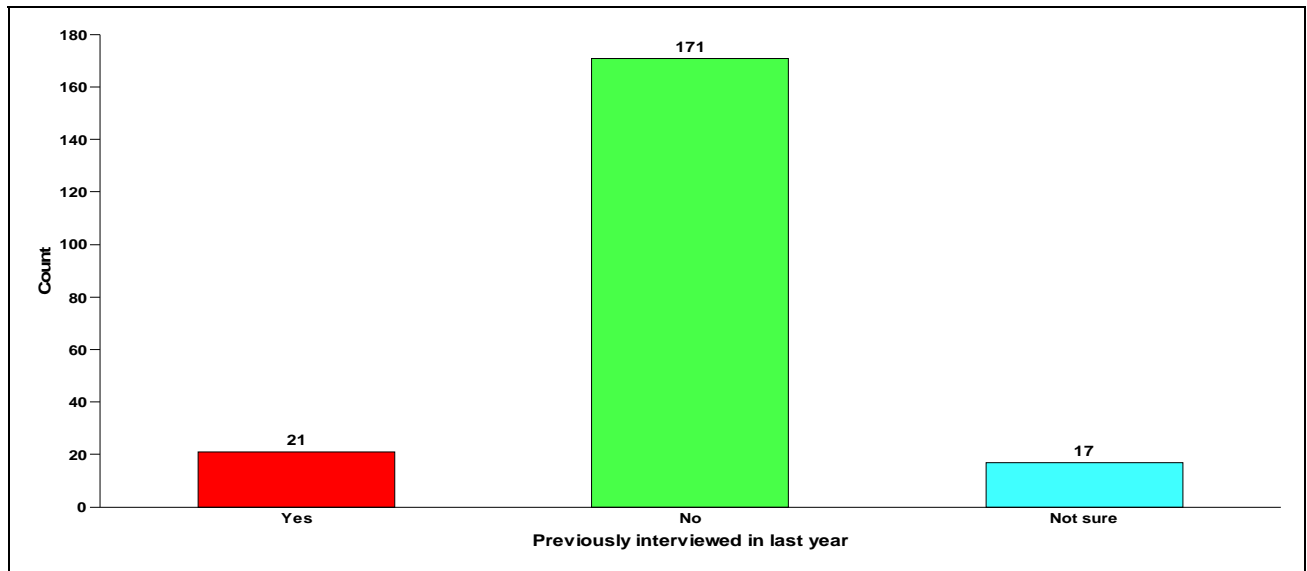
- 198 of the 209 adult interviews (94.7%) were face-to-face interviews. The remaining 11 interviews (5.3%) were conducted by phone. The method of interview did not influence the reported level of satisfaction.



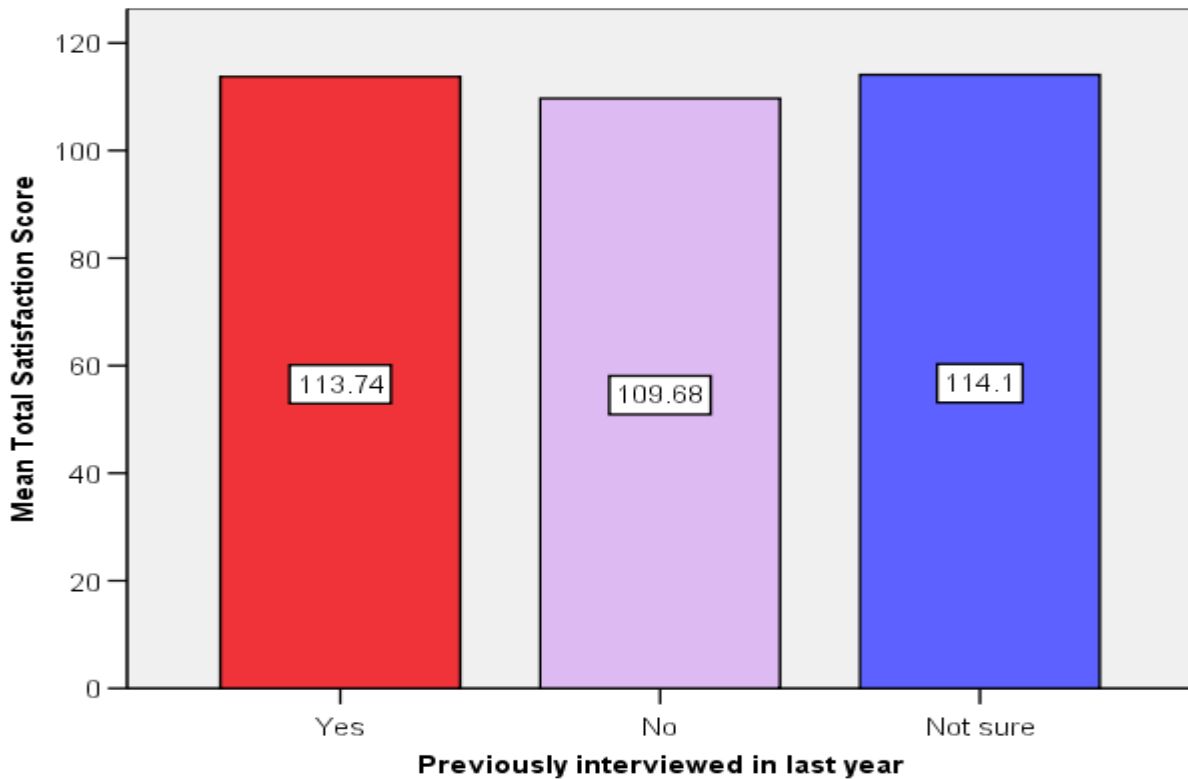
Below is a table of the method of interview by county.

	Total	Method of Interview	
		In Person	Phone
Base	209	198 94.70%	11 5.30%
County of Residence			
Cumberland	46	43 93.50%	3 6.50%
Dauphin	37	37 100.00%	0 0
Lancaster	117	110 94.00%	7 6.00%
Lebanon	4	4 100.00%	0 0
Perry	5	4 80.00%	1 20.00%

- 21 of 209 consumers reported they had been previously interviewed in the last year, 171 reported they had not been interviewed previously and 17 respondents were not sure.



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

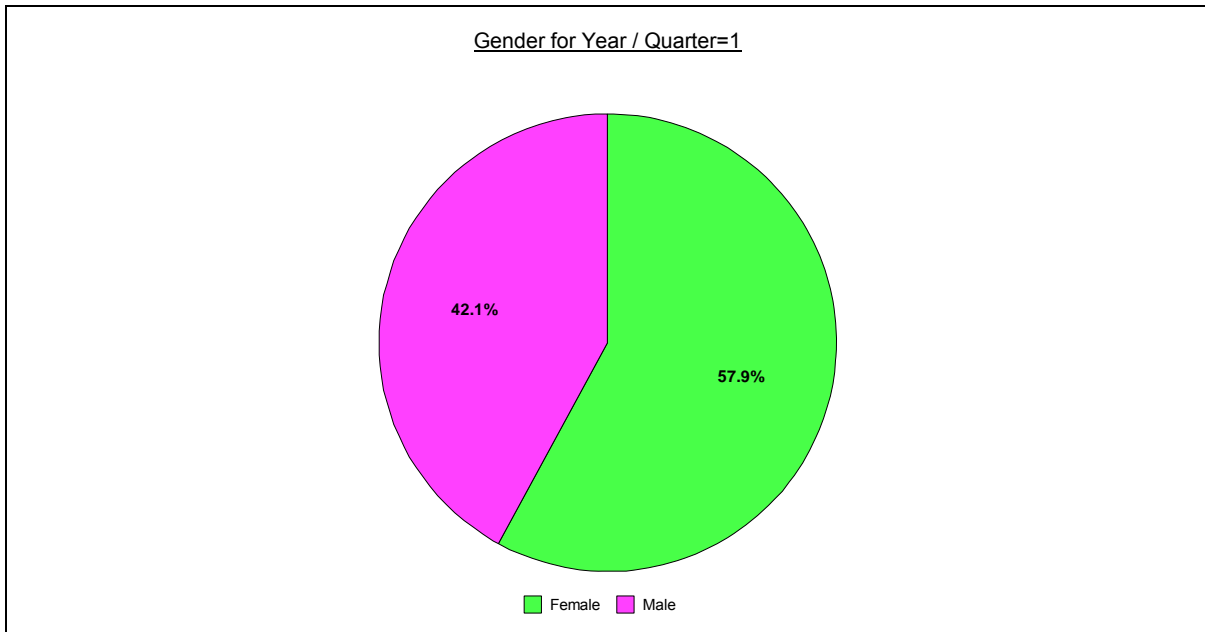


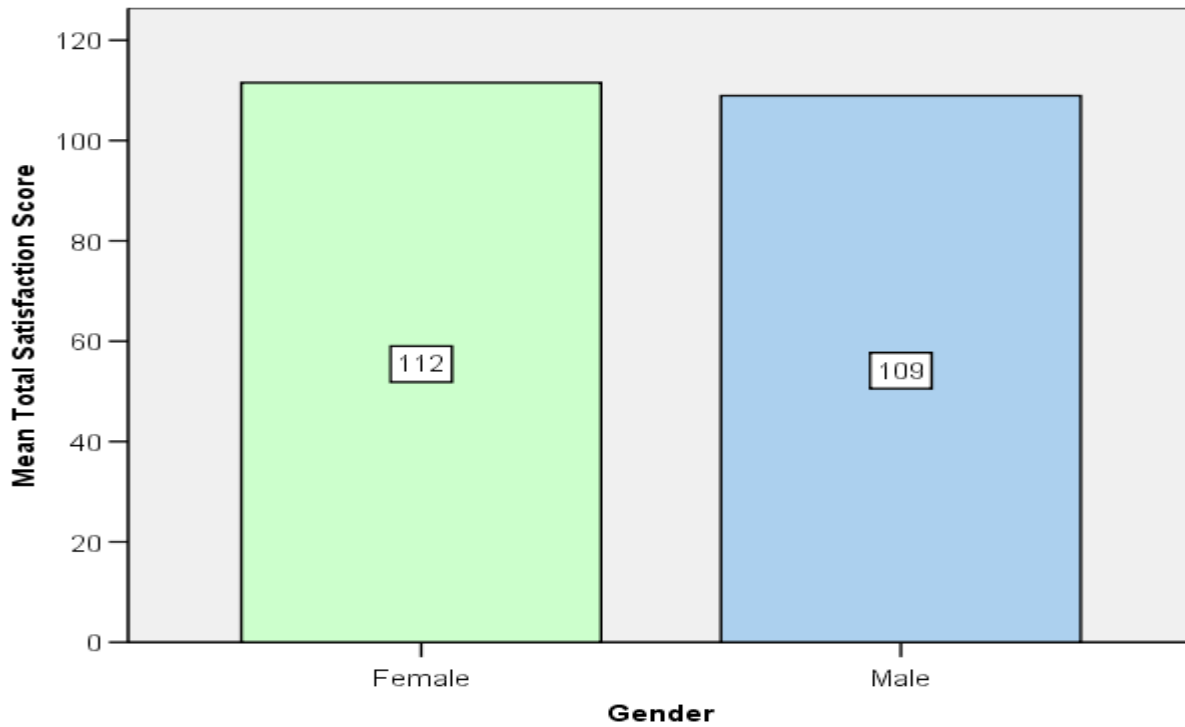
Mean Satisfaction Levels of Respondents

Total Satisfaction Score

	Previously interviewed in last year			
	Yes	No	Not sure	Total
N	21	171	17	209
Mean	113.74	109.68	114.10	110.44
Std. Deviation	9.786	16.343	14.933	15.727

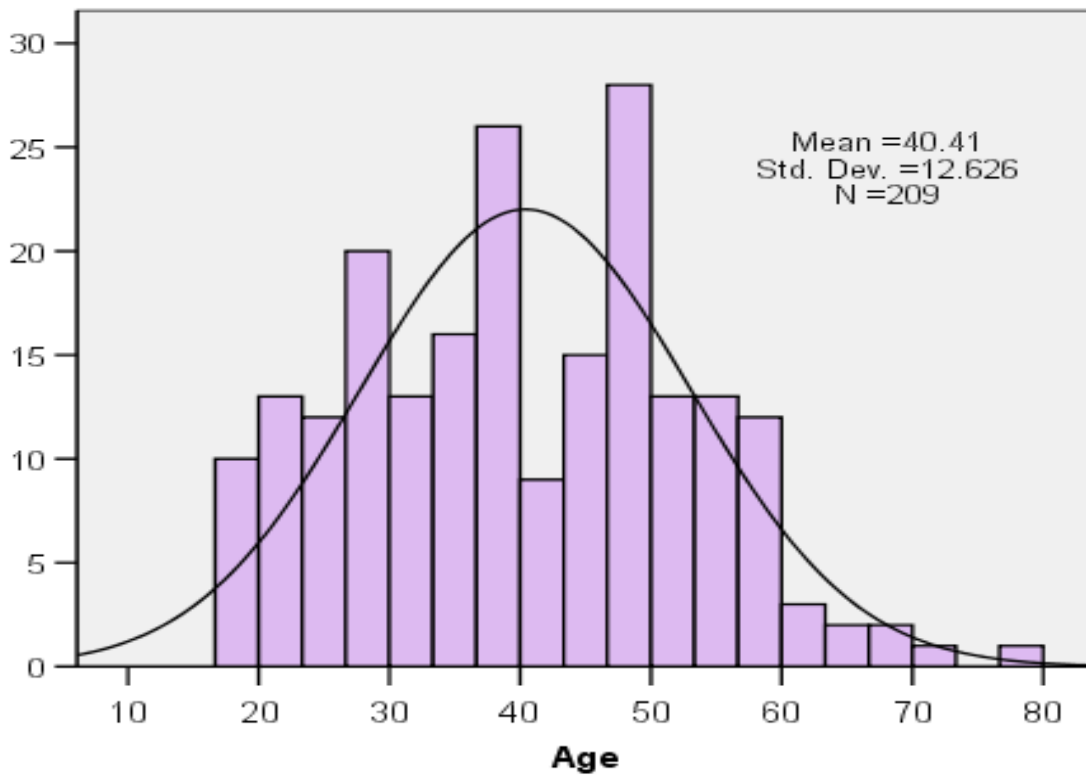
- Gender: Overall, the sample is 57.9% female (121) and 42.1% male (88). Overall our analysis found no significant differences between the genders in report level of satisfaction with services.





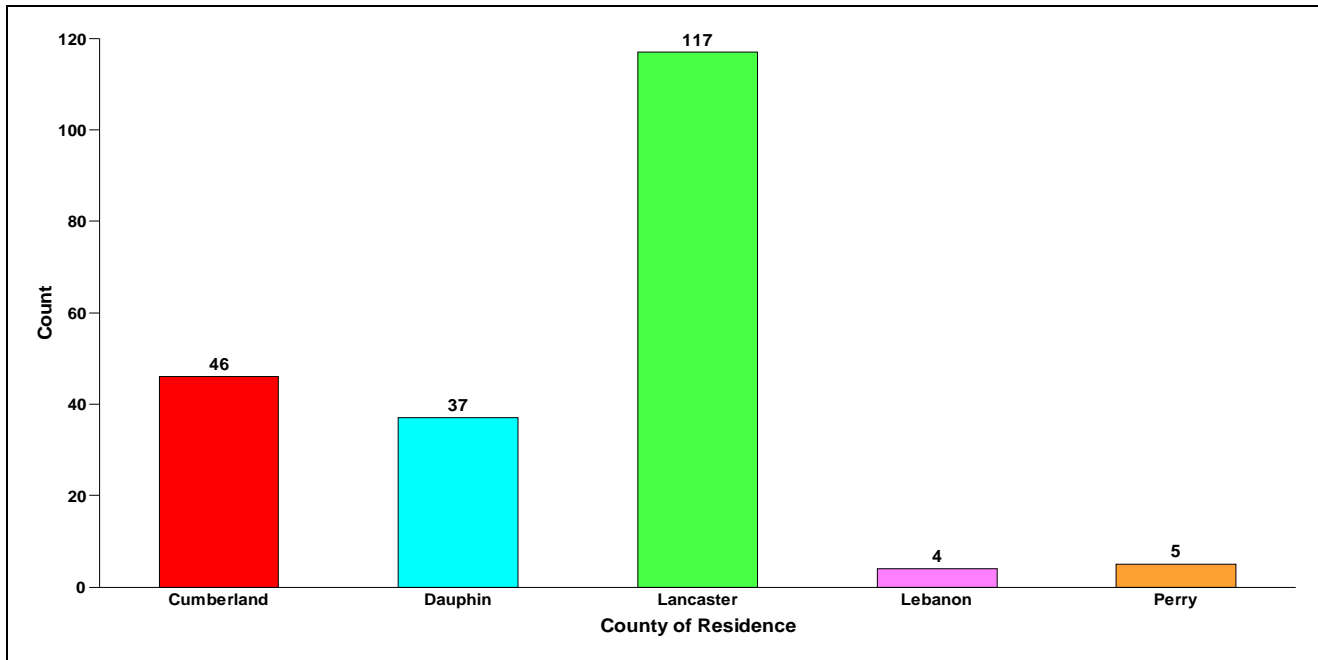
- Age: Age of all respondents ranged from 19-78 years, with a mean age of 40.41 (SD 12.626).

Age of Respondents



- Counties of Residence:

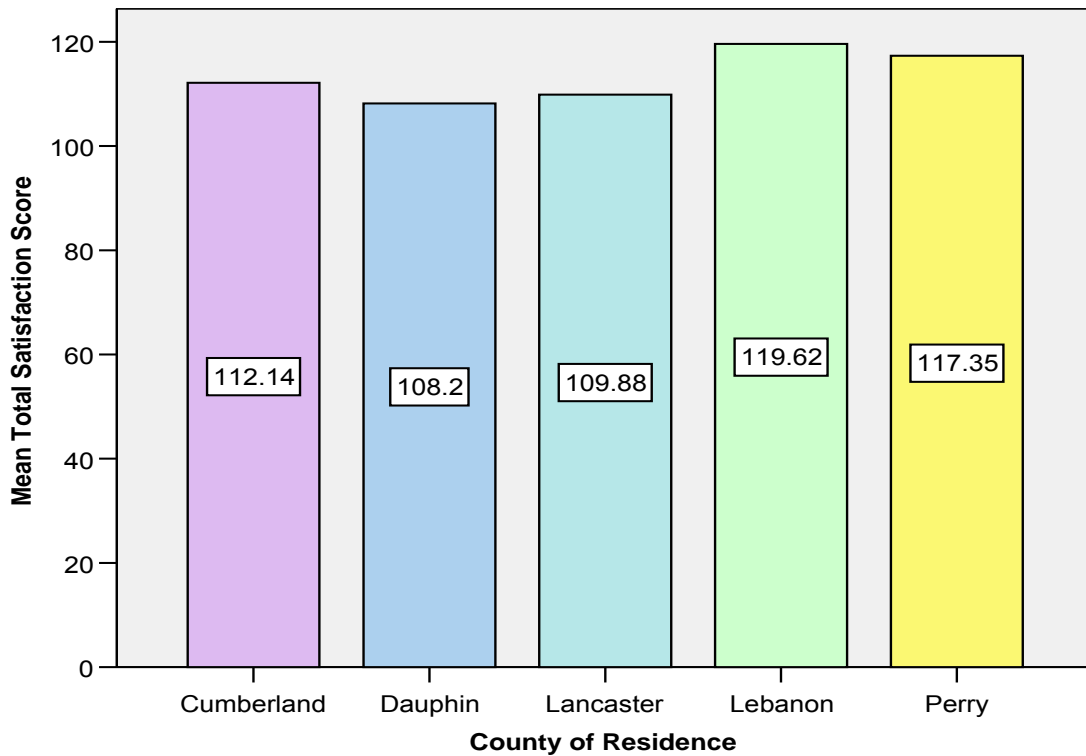
The table below shows the County of residence in alphabetical order. The largest number of respondents report residence in Lancaster County (44.6%). The remaining respondents reported residence in Dauphin (27.5%), Lebanon (16.3%), Cumberland (10.1%), and Perry (1.4%) counties.



County where you live

Base	County of Residence				
	Cumberland	Dauphin	Lancaster	Lebanon	Perry
209 100.00%	46 22.00%	37 17.70%	117 56.00%	4 1.90%	5 2.40%

Overall, our analysis indicated residents of Lebanon County reported higher levels of Total Satisfaction than residents of Cumberland, Perry, Dauphin, and Lancaster counties.



Mean Satisfaction Score by County of Residence

Total Satisfaction Score

	County of Residence					Total
	Cumberland	Dauphin	Lancaster	Lebanon	Perry	
N	46	37	117	4	5	209
Mean	112.14	108.20	109.88	119.62	117.35	110.44
Std. Deviation	16.14	19.25	14.58	10.96	10.67	15.73

- **Race:** 136 respondents (65.1%) reported their race as White/Caucasian, 37 (17.7%) as Latino/Hispanic, 9 (4.3%) as Multi-racial, 22 (10.5%) as African American, 1 (0.5%) as Asian/Pacific Islander and 1 (0.5%) as Native American. Our analysis indicated no significant differences in Total Satisfaction with respect to race.

Race/Ethnicity

Base	Race						
	African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other
209	22	1	37	1	136	9	3
100.00%	10.50%	0.50%	17.70%	0.50%	65.10%	4.30%	1.40%

- **Treatment Facility:** Data was collected from 14 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed for each facility. To help with interpretation, scores 108-135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.

Total Satisfaction Score

Name of Treatment Facility	N	Mean	Std. Deviation
Holy Spirit Hospital	37	114.6	9.6
Community Services Group	102	110.0	14.4
Adams Hanover Counseling Services	6	113.3	21.7
Diakon Family Life Services	17	111.7	17.8
Gate House for Men	6	128.0	7.7
Gate House for Women	6	112.3	14.7
White Deer Run-Allenwood	3	94.6	8.0
White Deer Run-York	2	95.0	2.8
White Deer Run-Lancaster	3	101.8	5.4
White Deer Run-New Perspectives	2	106.9	3.5
Alternative Counseling Associates	5	97.2	13.0
Gaudenzia-Common Ground	6	120.3	10.0
Catholic Charities Evergreen House	8	102.7	28.9
Daystar Center for Spiritual Recovery	6	97.5	28.8
Total	209	110.4	15.7

- **Type of Treatment:** 162 respondents (77.5%) received Mental Health Outpatient Clinic services. 16 (7.7%) received Residential Detox and 31 respondents (14.8%) received Residential-Halfway services

Total	Type of Treatment		
	Mental Health Outpatient Clinic	Detox	Residential-Halfway
209	162 77.50%	16 7.70%	31 14.80%

Distribution of Treatment by County of Residence

	Base	Type of Treatment		
		Mental Health Outpatient Clinic	Detox	Residential- Halfway
Total	209	162 77.50%	16 7.70%	31 14.80%
County of Residence				
Cumberland	46	40 87.00%	3 6.50%	3 6.50%
Dauphin	37	15 40.50%	5 13.50%	17 45.90%
Lancaster	117	102 87.20%	6 5.10%	9 7.70%
Lebanon	4	0 0	2 50.00%	2 50.00%
Perry	5	5 100.00%	0 0	0 0

- Type of Services: 157 respondents (75.1%) received Mental Health services. While 23 (11%) received Drug/Alcohol services and 29 (13.9%) reported receiving both Mental Health and Drug/Alcohol services.

Base	Type of Service		
	Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol
209	157 75.10%	23 11.00%	29 13.90%

Distribution of Services by County

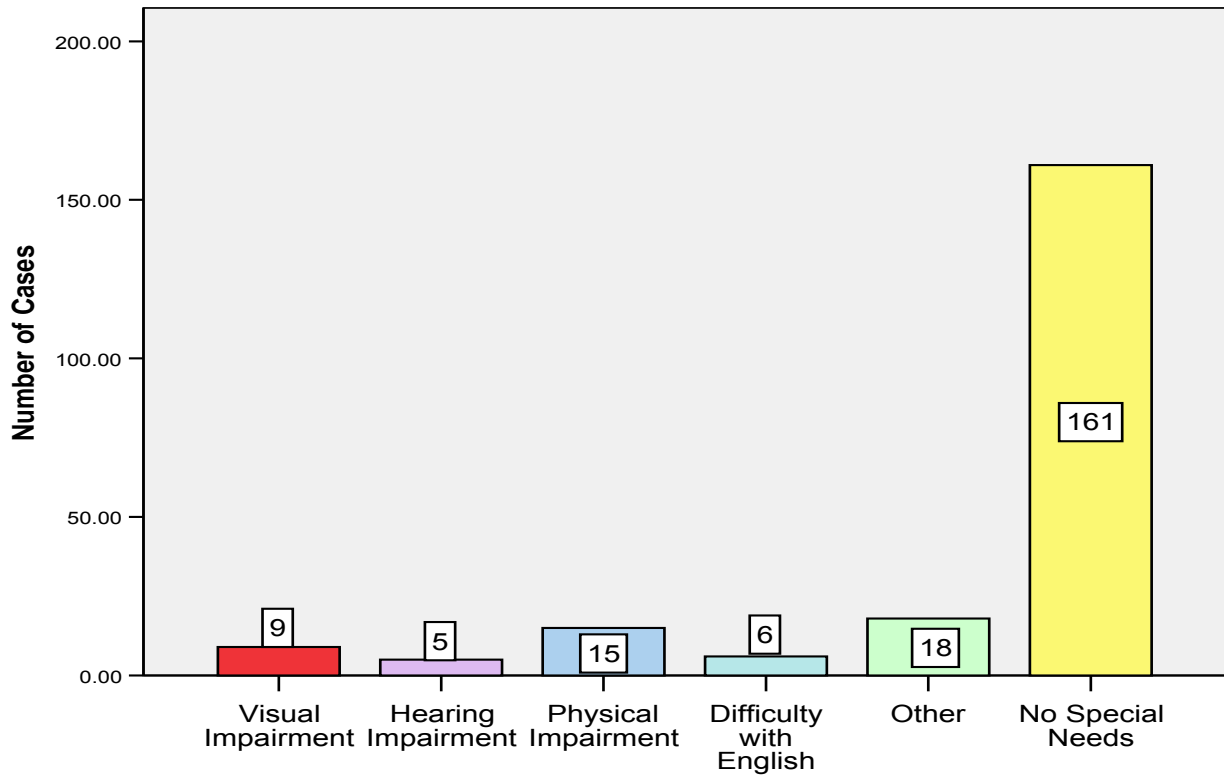
	Base	Type of Service		
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol
Total	209	157 75.10%	23 11.00%	29 13.90%
County of Residence				
Cumberland	46	39 84.80%	4 8.70%	3 6.50%
Dauphin	37	16 43.20%	7 18.90%	14 37.80%
Lancaster	117	99 84.60%	9 7.70%	9 7.70%
Lebanon	4	0 0%	3 75.00%	1 25.00%
Perry	5	3 60.00%	0 0%	2 40.00%

- Special Needs: 53 respondents (25.4%) reported they had Special Needs. Of the 53 adults with special needs, 9 reported visual impairment, 5 reported hearing impairment, 15 reported physical impairment, 6 reported difficulties with English, and 18 reported 'Other' types of impairment.

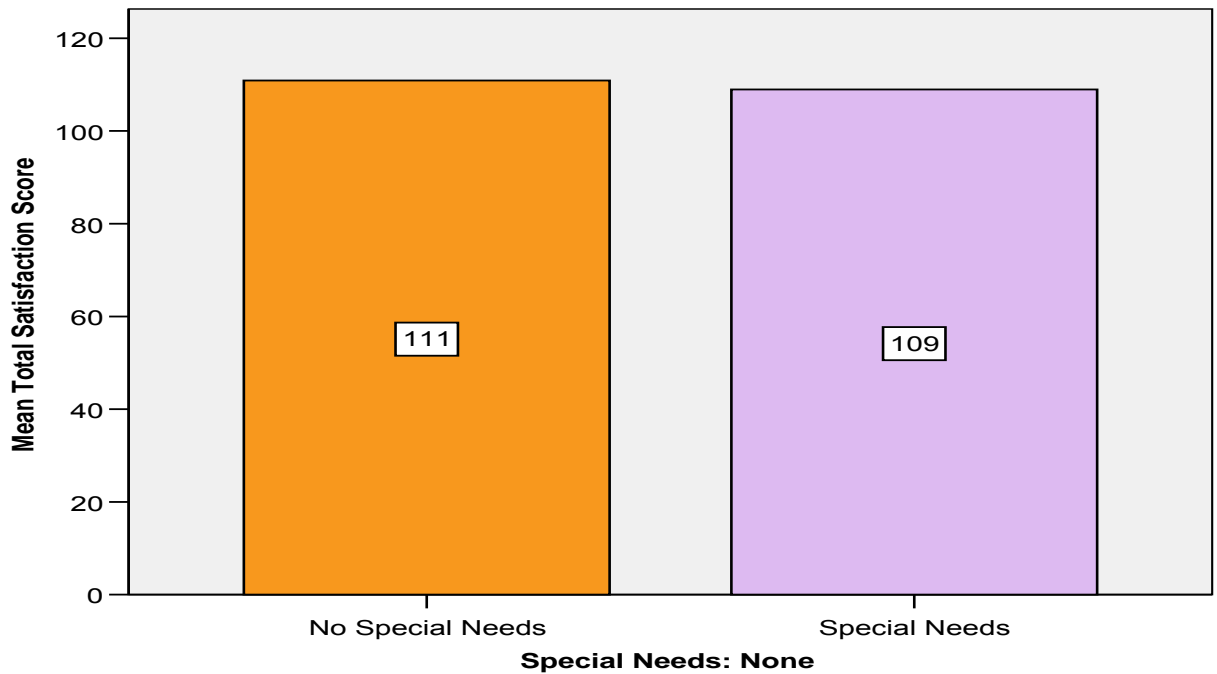
Special Needs	Adult	Total
Visual Impairment N	9 4.3%	9 4.3%
Hearing Impairment N	5 2.4%	5 2.4%
Physical Impairment N	15 7.2%	15 7.2%
English difficulty N	6 2.9%	6 2.9%
Other N	18 8.6%	18 8.6%
No Special Needs N	161 77%	161 77%
Total N	209	209
% w/in Age Group	100.0%	100.0%

Please Note: Frequencies may sum to more than the sample size (N = 209) as respondents can report multiple special needs.

Special Needs 4th Quarter July-September 2010

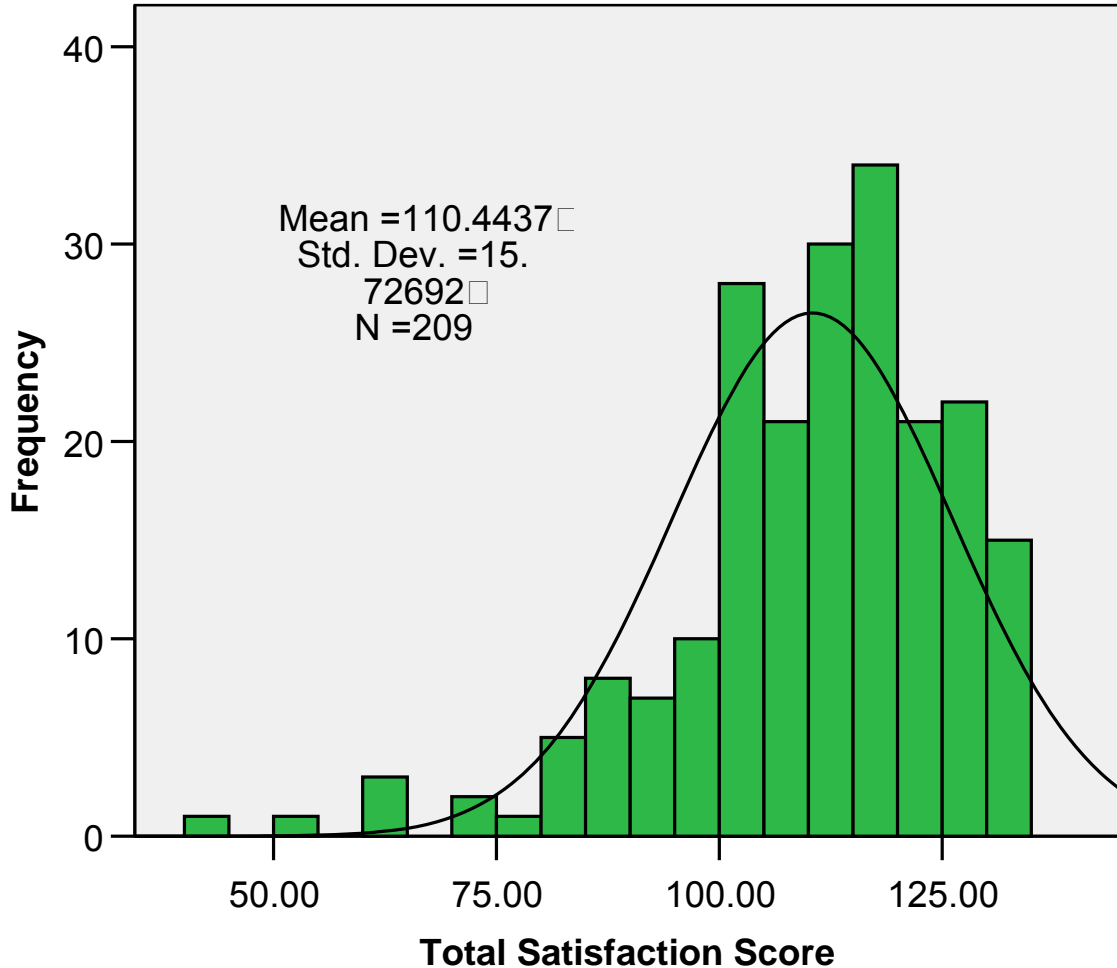


There was no significant difference in the level of total satisfaction between those who reported having special needs and those who did not report special needs.



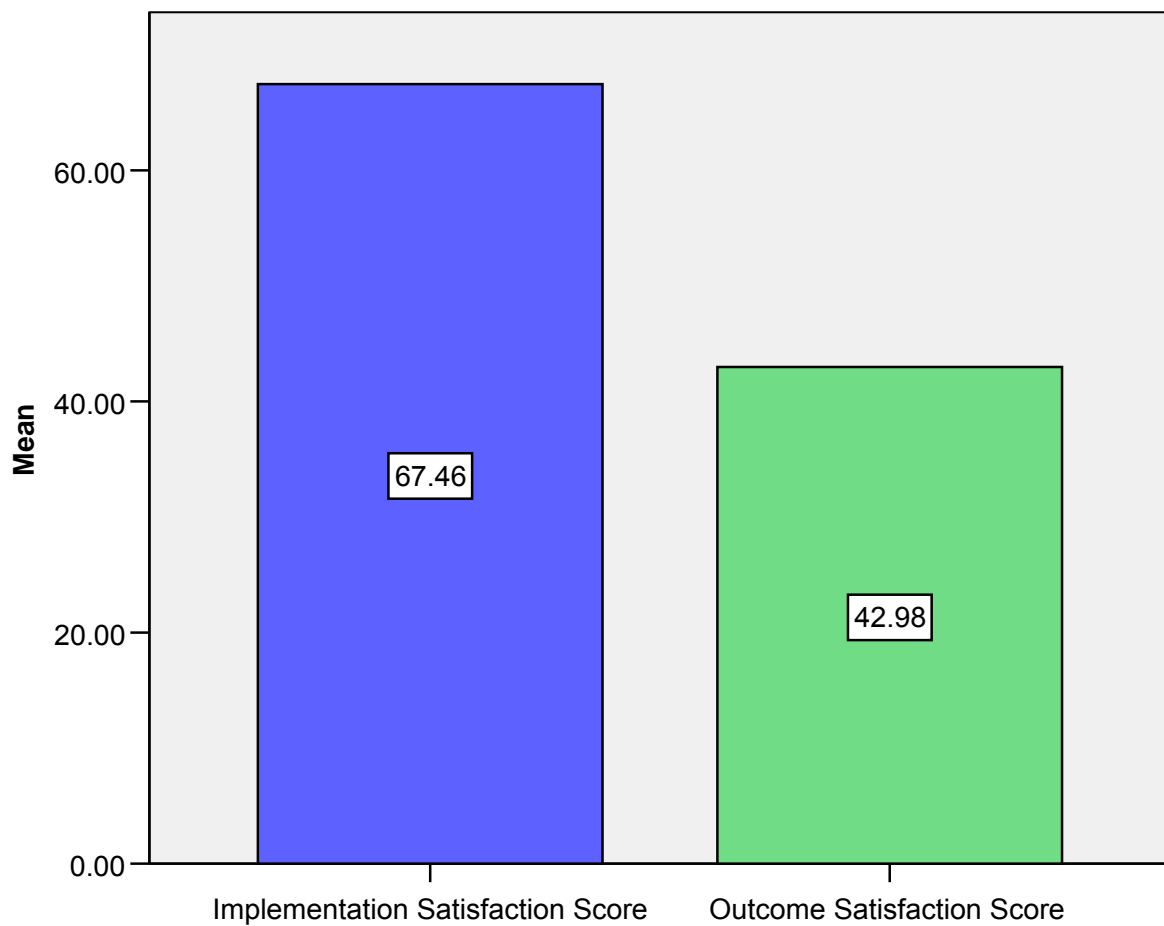
I. Satisfaction

- **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 110.4 with a standard deviation 15.6 and a median of 113.2. The TSS scores ranged from 58 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction. Please note for comparison with other reports, all respondents for this quarter received Adult Services.



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

Mean Satisfaction with Implementation and Outcomes



To help with interpretation, Implementation scores ranged from 19-80. 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 15-55. Scores 47-55 indicate a high level of satisfaction, scores 36-46 indicate some level of satisfaction and scores below 35 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 reported by consumers of 81.8% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question # 16, "Overall, I am satisfied with the services..." with 85.6% agreement (4 or 5).

Overall, consumers were quite satisfied with communication with their service providers. Respondents reported highest satisfaction with confidence that their provider does not share their personal mental health and/or substance abuse information with others without their permission (Question 8). Respondents also reported high satisfaction with being informed about their rights and responsibilities regarding the treatment they had received (Question 5) and felt comfortable asking questions regarding their treatment (Question 6). Consumers indicated that they are an equal partner in the treatment process (Question 13) and trust their service provider (Question 10).

Additionally, consumers felt they know who to call if they have questions about their mental health or substance abuse services (Question 1), also they report a high level of satisfaction with the respect they feel from the program staff regarding their ethnic, cultural and religious background in their recovery (Question 9).

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

- Approximately 1 in 4 consumers (27.3%) reported they did not have a choice when selecting their service provider.
- Approximately 1 in 4 of all respondents (26.3%) indicated that they were not given information about how to get other services that they needed.
- Approximately 1 in 6 respondents (17.2%) indicated that their service provider did not explain the disadvantages of their therapy or treatment.
- While 78% of all consumers reported were offered the opportunity to involve their family, significant others or friends in the treatment process, approximately 1 in 8 consumers (12.9%), indicated they did not feel this way.

Summary responses from the Total group of respondents from this quarter (N=209) are presented in Table 1.

Table 1 – Total Satisfaction – Implementation All Adult Services

N=209	% 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.	86.1	13.4	4.2	1.1	0
2. I was given information on how to get other services that I needed.	57.4	26.3	3.6	1.3	8.6
3. I had a choice in selecting my service provider.	65.6	27.3	3.7	1.3	5.3
4. I have the option to change my service provider should I choose to.	76.6	11.0	4.1	1.0	1.4
5. I was informed about my rights and responsibilities regarding the treatment I have received.	92.8	2.9	4.5	0.7	0.5
6. I feel comfortable in asking questions regarding my treatment.	91.4	5.7	4.4	0.8	1.0
7. My service provider spends enough time with me.	82.8	11.0	4.2	1.0	1.4
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	95.7	2.4	4.6	0.7	0
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	88.0	1.4	4.6	0.7	8.6
10. I trust my service provider.	89.5	6.2	4.4	0.9	0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	78.0	12.9	4.1	1.1	2.4
12. I am included in all meetings regarding my treatment plan and goals for recovery.	82.8	8.1	4.3	1.0	3.8
13. I am an equal partner in the treatment process.	90.4	7.2	4.3	0.9	0
14. My service provider explained the advantages of my therapy or treatment.	83.7	10.5	4.2	1.0	0
15. My service provider explained the disadvantages of my therapy or treatment	72.7	17.2	4.0	1.2	3.3
16. Overall, I am satisfied with the services I am receiving.	85.6	9.1	4.3	1.0	1.0

III. Outcomes

The majority of adult consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 46% to 77% of consumers believe services have improved their lives in each outcome area. Approximately 15% to 32% of consumers believe that no change has resulted from their services. Only 2% to 13% believes that things are worse as a result of services.

- Overall, the highest ratings (76.6%) were reported satisfaction with managing daily problems.
- Recipients of adult services also gave high ratings to satisfaction with how they feel about themselves (Q20), with enjoying their free time (Q22), feeling good (hopeful) about the future (Q21) and dealing with the specific problem or issue that led them to seek services (Q27).
- While 59.3% of all respondents reported dealing with a personal crisis was better, approximately 1 in 9 (10.5%) reported things in this area as worse.
- Overall, 28.2% of all respondents reported that dealing with school or work was better and 1.9% reported things as worse. As noted, 54.1% of the respondents reported this question did not apply to them. When these cases are removed, 62.1% report they were better dealing with school or work and 4.2% report it as worse. These figures represent a more accurate picture of the results.

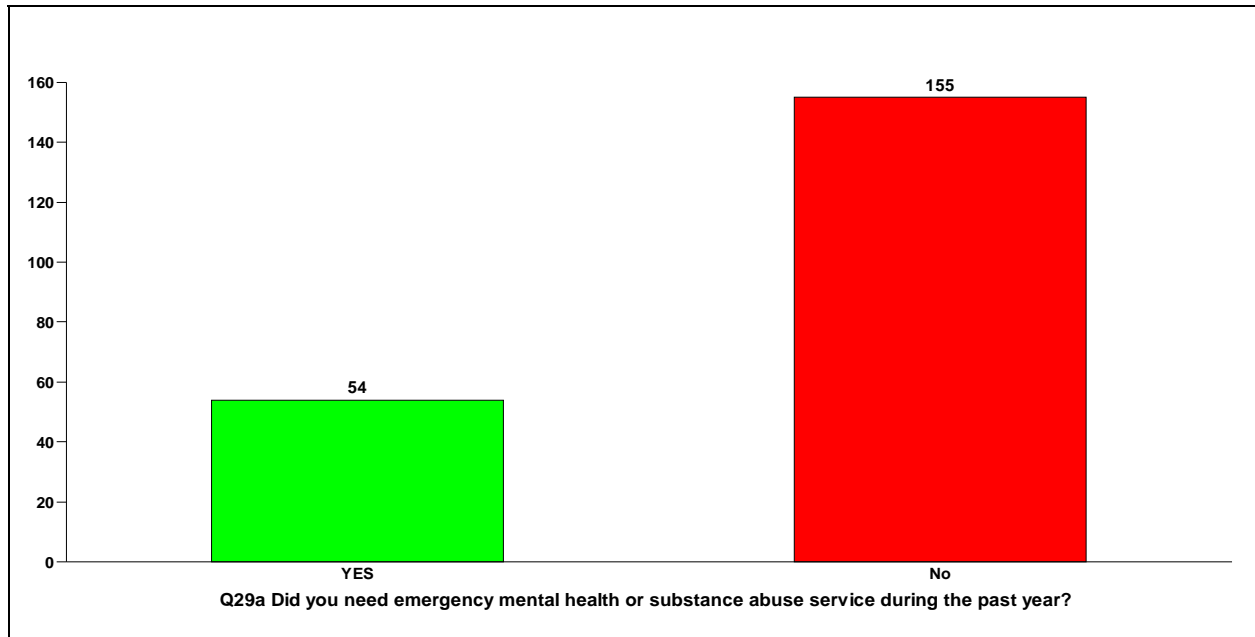
Summary responses from the Total group of respondents from this quarter (N=209) are presented in Table 2.

Table 2 – Total Satisfaction – Outcome Questions All Adult Services

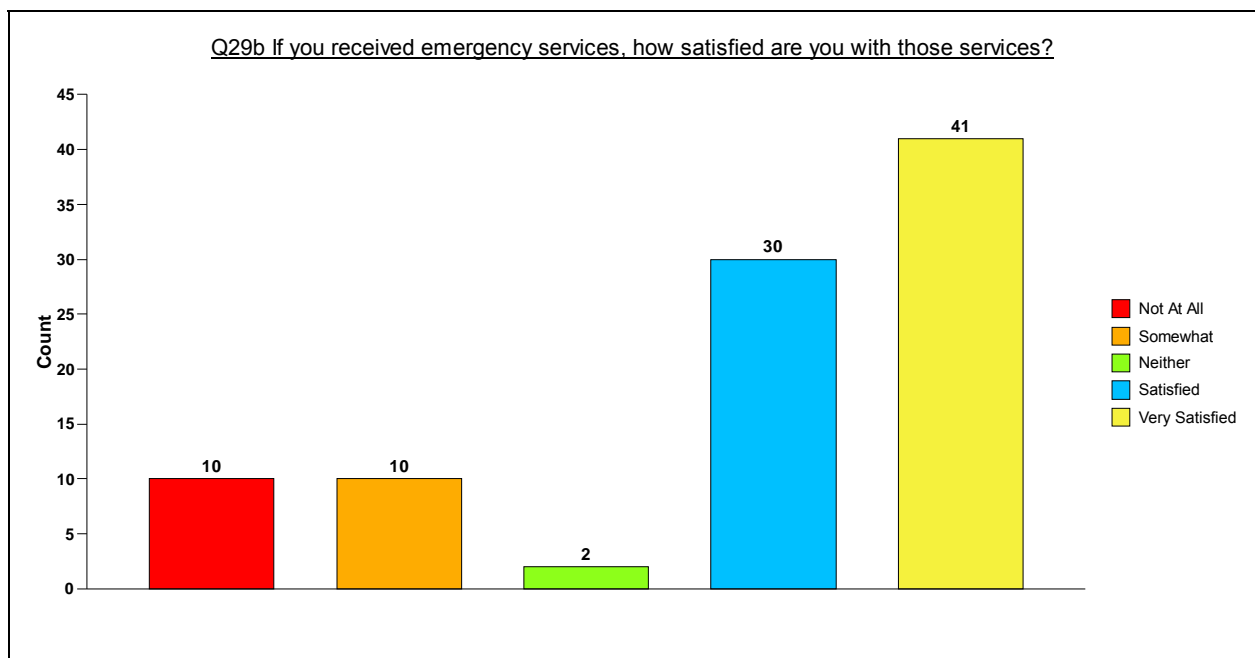
	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=209					
17. Managing daily problems.	76.6	7.7	4.0	1.0	0.5
18. Feeling in control of my life.	67.5	5.7	3.9	1.0	0.5
19. Dealing with personal crisis.	59.3	10.5	3.8	1.1	6.7
20. How I feel about myself.	73.2	7.2	4.0	1.0	0
21. Feeling good (hopeful) about the future.	71.8	7.2	4.1	1.0	0.5
22. Enjoying my free time.	70.3	8.1	4.0	1.0	1.4
23. Strengthening my social support network.	64.1	7.7	3.9	1.0	1.0
24. Being involved in community activities.	46.4	7.2	3.7	1.0	13.5
25. Dealing with school or work.	28.2	1.9	3.9	1.0	54.1
26. Dealing with people in social situations.	64.1	7.2	3.8	0.9	1.4
27. Dealing with specific problems or issue that led to seek services.	70.8	6.2	4.0	1.0	0.5

Emergency Treatment: 54 of the 209 respondents (25.8%) indicated they needed emergency mental health or substance abuse service during the past year.

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

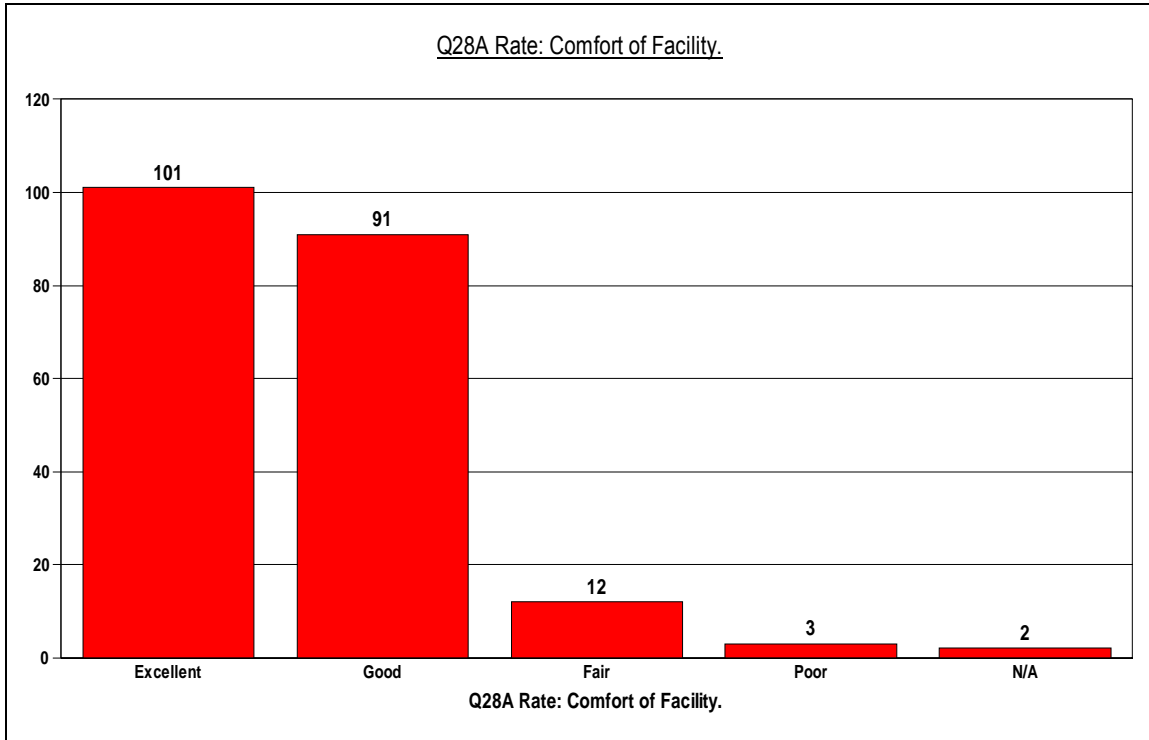


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.9 with standard deviation 1.3. 76.3% (71 of 93) reported they were either Very Satisfied, or Satisfied, 21.5% (20 of 93), Somewhat or Not at all Satisfied.



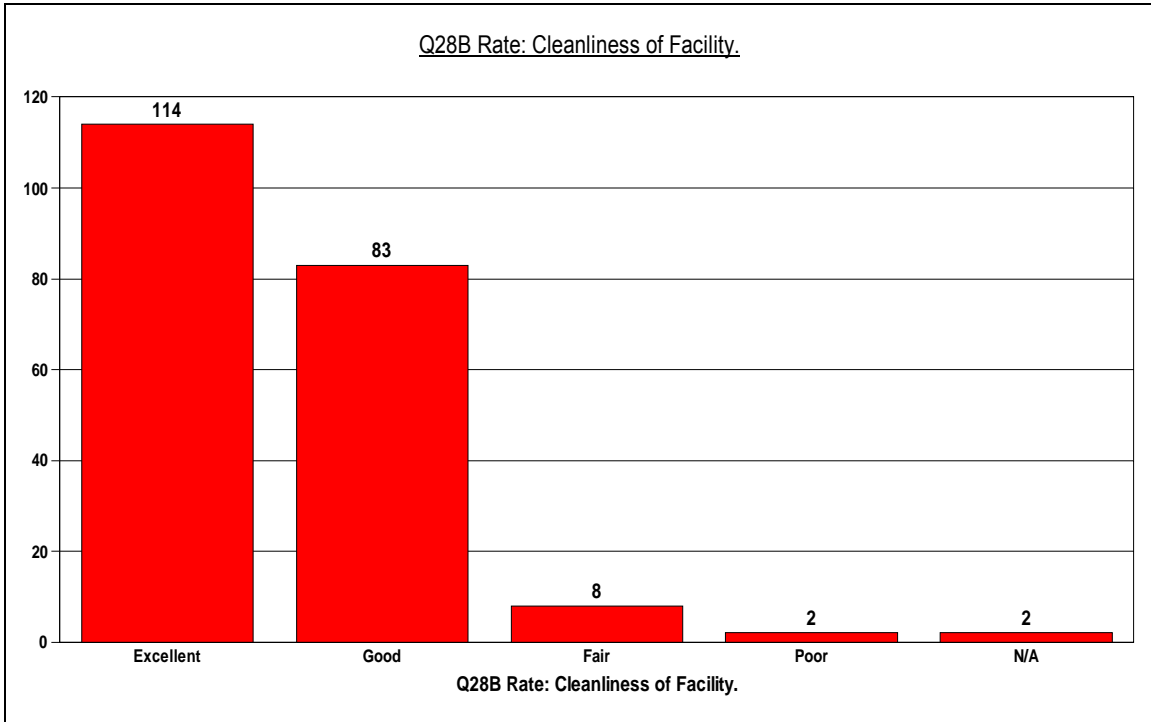
Questions Regarding Treatment Environment

Comfort of Facility: 91.9% of all respondents rated the comfort of their treatment facility as Excellent or Good. 7.2% of all respondents rated the comfort of their treatment facility as Fair or Poor.



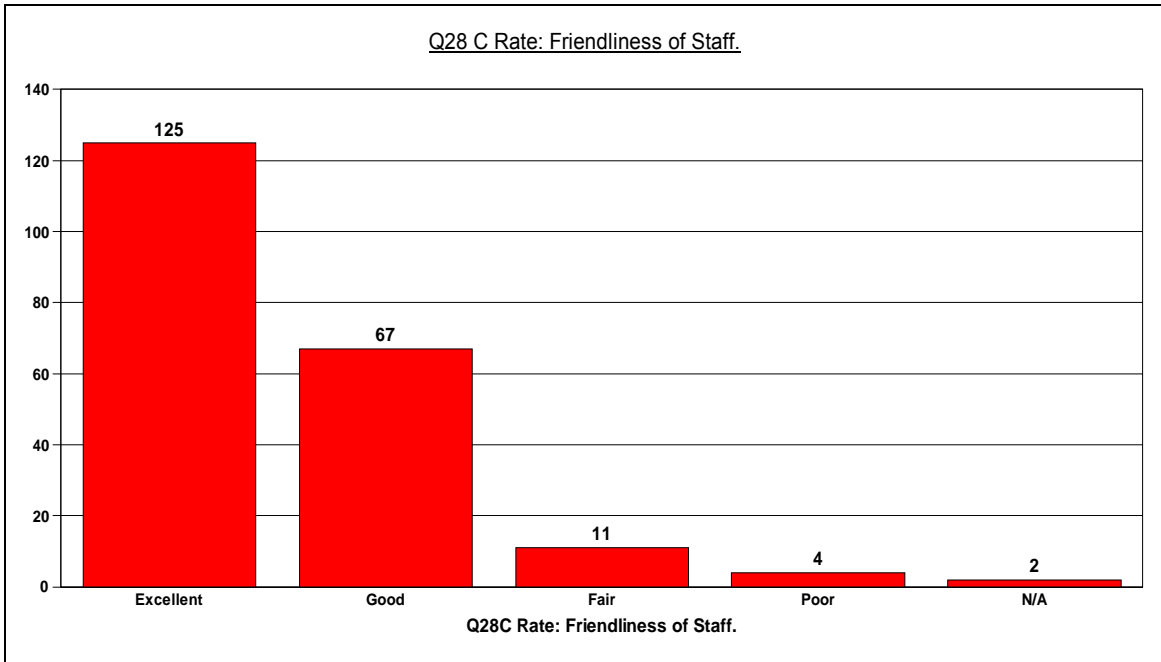
Base	Q28A Rate: Comfort of Facility.				
	Excellent	Good	Fair	Poor	N/A
209	101 48.30%	91 43.50%	12 5.70%	3 1.40%	2 1.00%

Cleanliness of Facility: 94.3% of respondents reported the cleanliness of their treatment facility as Excellent or Good. 4.8% of respondents reported the cleanliness of their treatment facility as Fair or Poor.



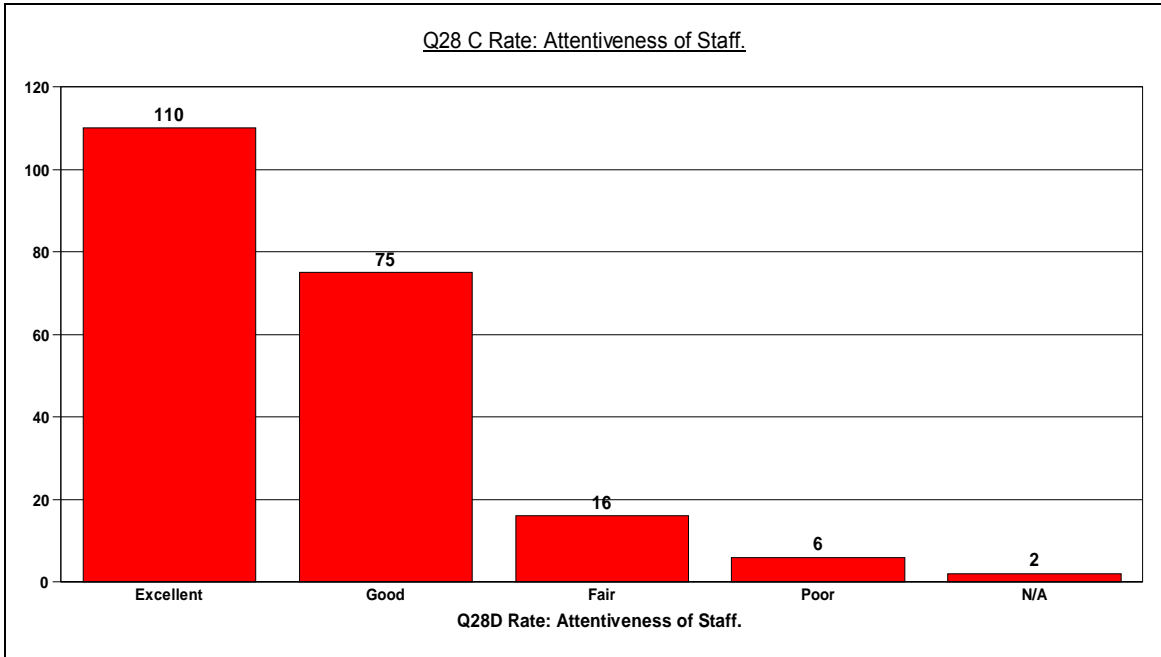
Base	Q28B Rate: Cleanliness of Facility.				
	Excellent	Good	Fair	Poor	N/A
209	114 54.50%	83 39.70%	8 3.80%	2 1.00%	2 1.00%

Friendliness of Staff: 91.9% of respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 7.2% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor.



Base	Q28C Rate: Friendliness of Staff.				
	Excellent	Good	Fair	Poor	N/A
209	125 59.80%	67 32.10%	11 5.30%	4 1.90%	2 1.00%

Attentiveness of Staff: 88.5% of respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 10.5% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor.

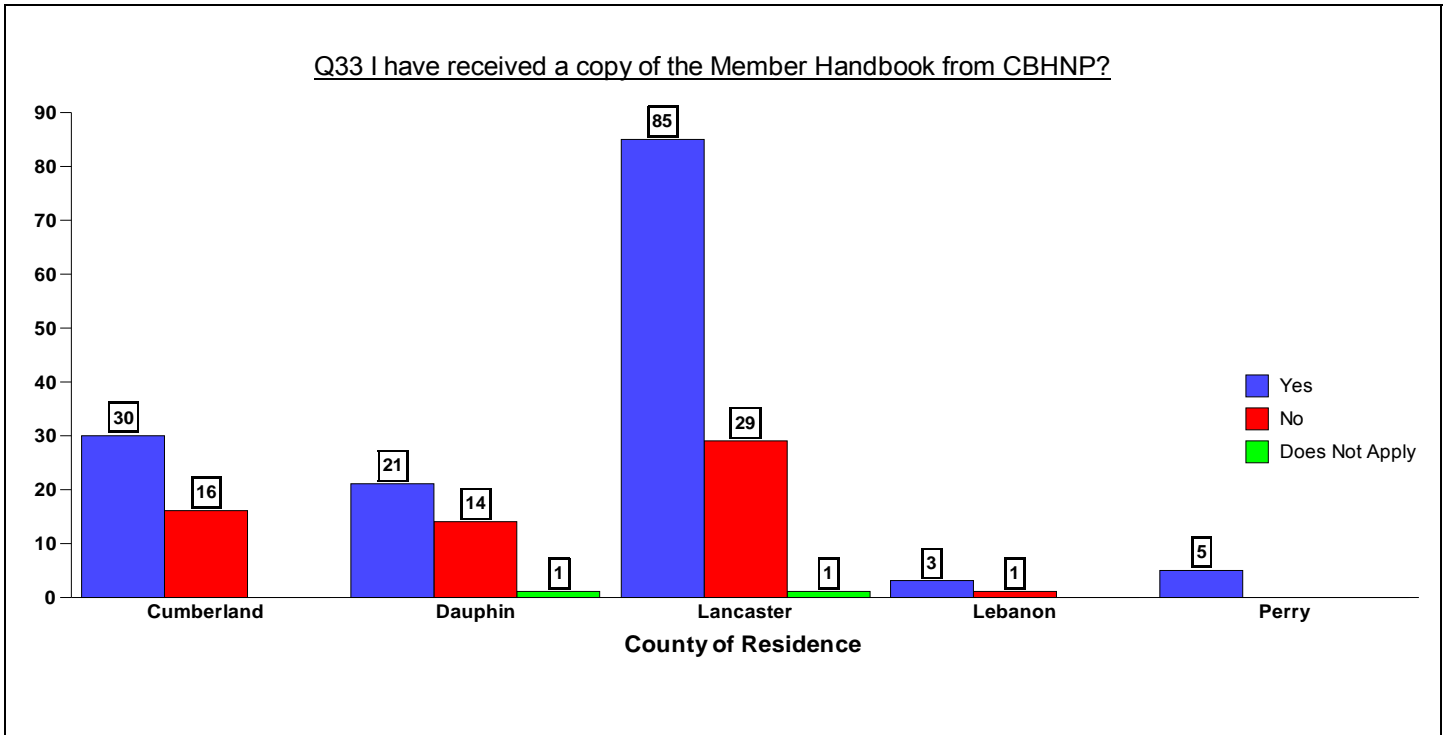


Base	Q28D Rate: Attentiveness of Staff.				
	Excellent	Good	Fair	Poor	N/A
209	110 52.60%	75 35.90%	16 7.70%	6 2.90%	2 1.00%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

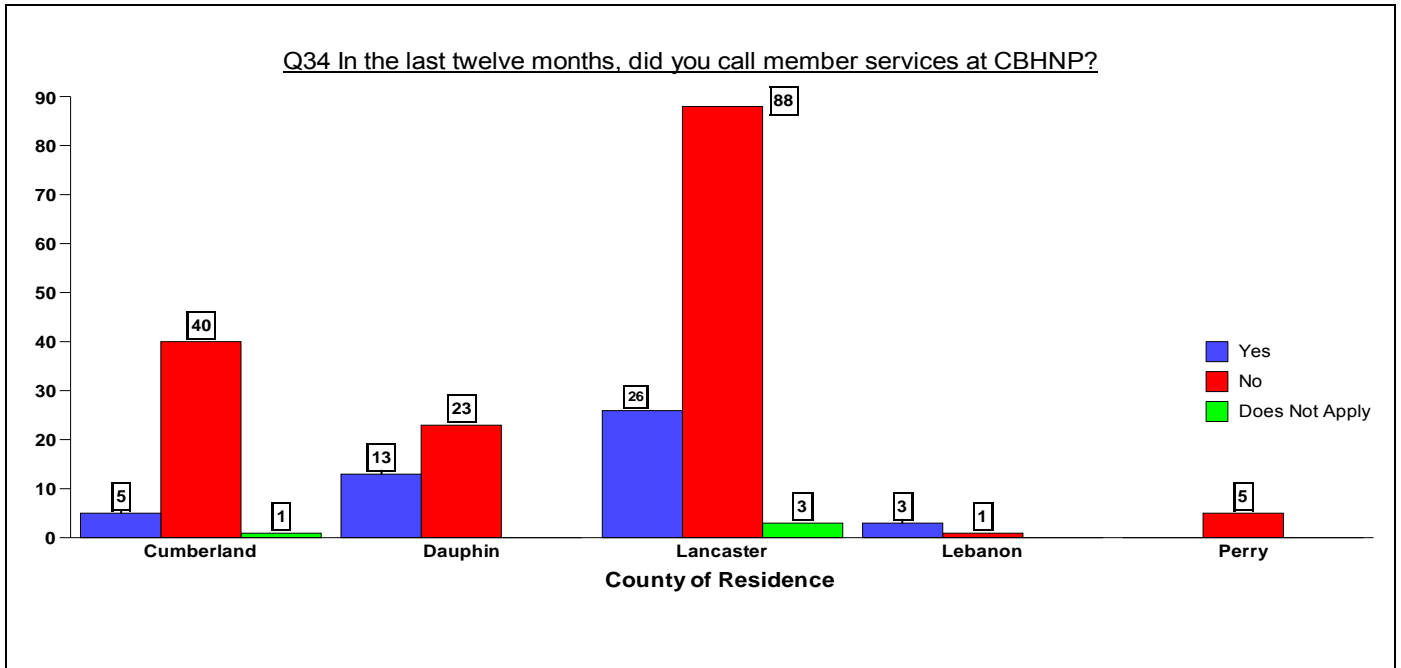
- 70.6 % of respondents (144 out of 204) reported that they had received a copy of the CBHNP member handbook. 29.4% said they had not and 3 respondents did not answer this question.



	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
Total	206	144 69.90%	60 29.10%	2 1.00%
County of Residence				
Cumberland	46	30 65.20%	16 34.80%	0 0%
Dauphin	36	21 58.30%	14 38.90%	1 2.80%
Lancaster	115	85 73.90%	29 25.20%	1 0.90%
Lebanon	4	3 75.00%	1 25.00%	0 0%
Perry	5	5 100.00%	0 0%	0 0%

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

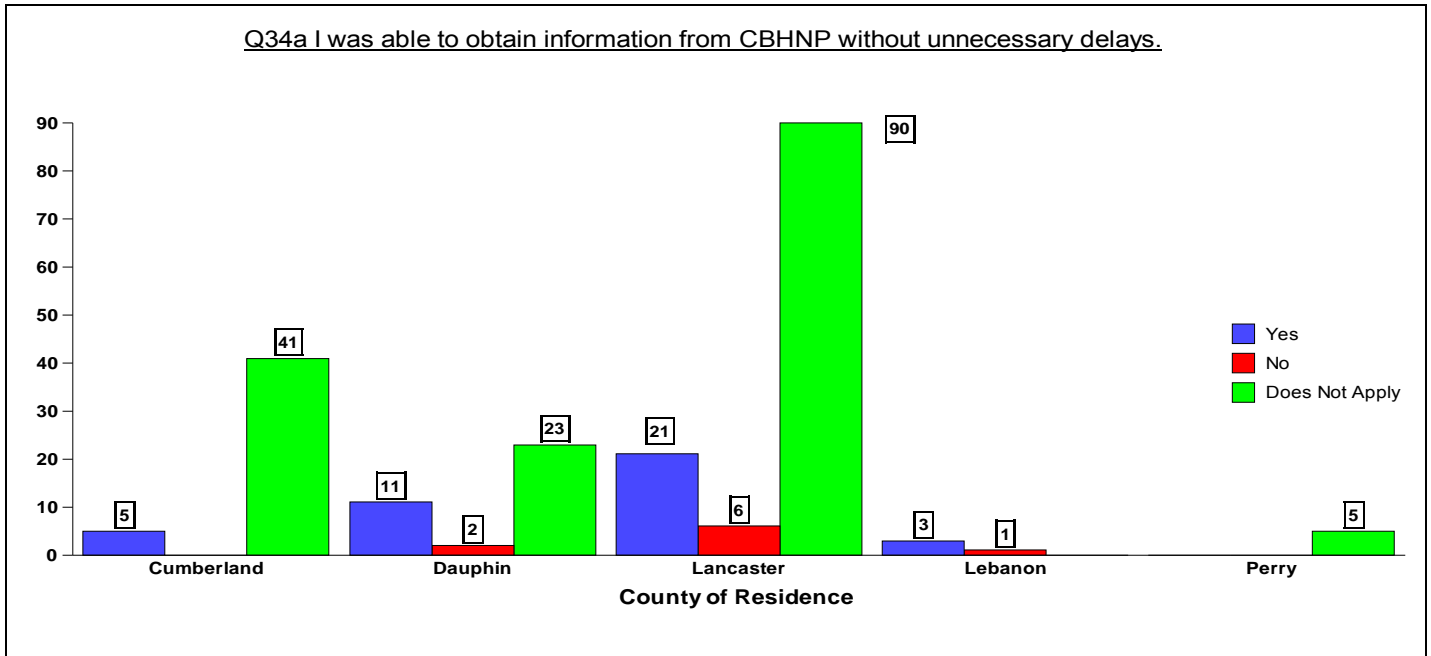
- 23% (47 out of 204) reported they had called member services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months. 1 respondent did not answer this question.



	Base	Q34 In the last 12 months, did you call member services at CBHNP to get information or help...		
		Yes	No	Does Not Apply
Total	208	47 22.60%	157 75.50%	4 1.90%
County of Residence				
Cumberland	46	5 10.90%	40 87.00%	1 2.20%
Dauphin	36	13 36.10%	23 63.90%	0 0%
Lancaster	117	26 22.20%	88 75.20%	3 2.60%
Lebanon	4	3 75.00%	1 25.00%	0 0%
Perry	5	0 0%	5 100.00%	0 0%

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

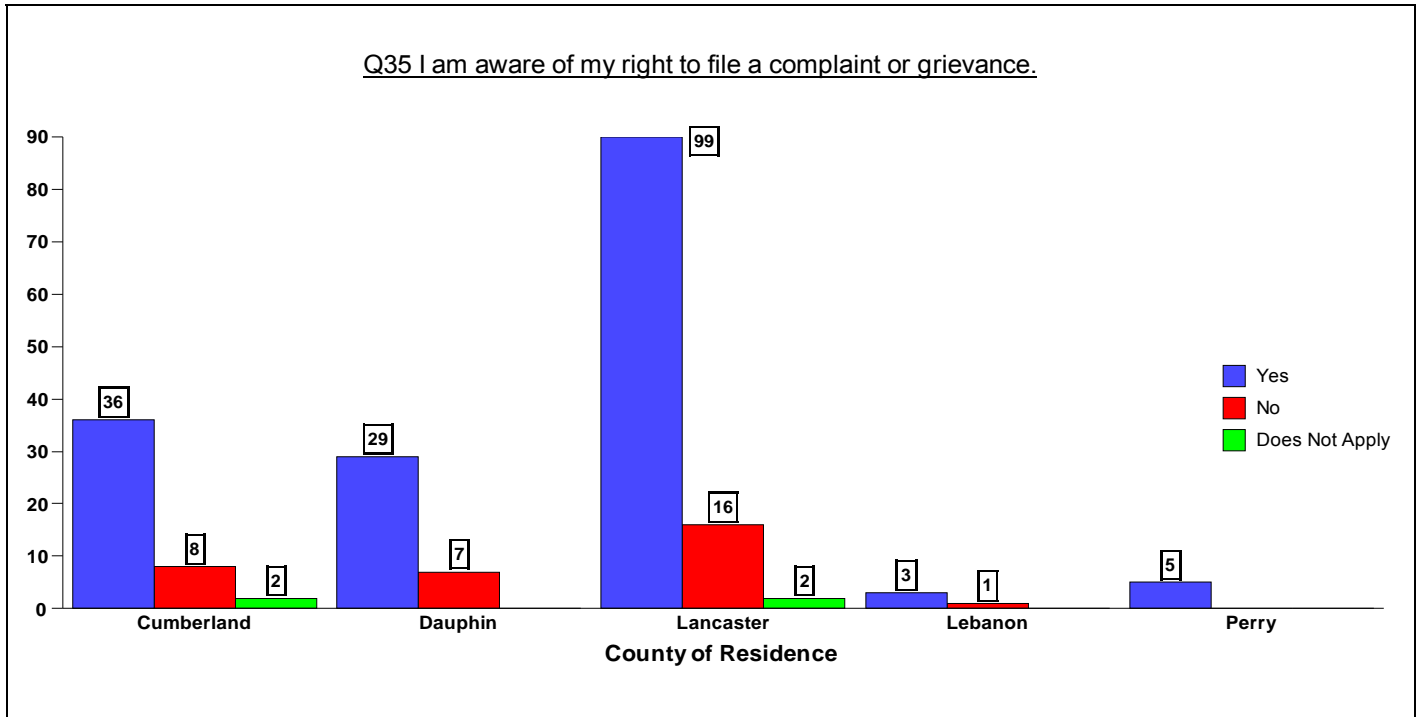
- 81.6% of those that requested information from CBHNP (40 of 49) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 9 of the 49 respondents did not feel this was the case. 1 respondent did not answer this question.



	Base	Q34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
		Yes	No	Does Not Apply
Total	208	40 19.20%	9 4.30%	159 76.40%
County of Residence				
Cumberland	46	5 10.90%	0 0%	41 89.10%
Dauphin	36	11 30.60%	2 5.60%	23 63.90%
Lancaster	117	21 17.90%	6 5.10%	90 76.90%
Lebanon	4	3 75.00%	1 25.00%	0 0%
Perry	5	0 0%	0 0%	5 100.00%

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

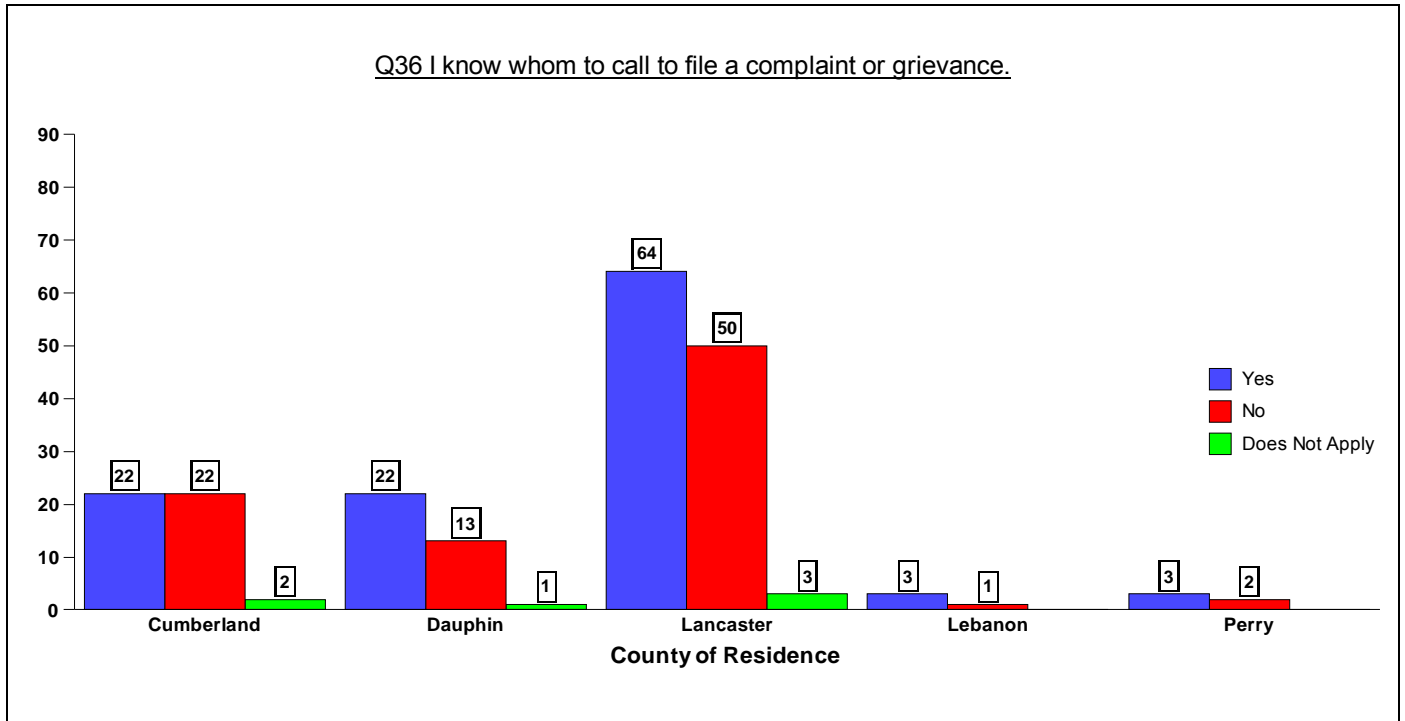
- 82.7% of respondents (172 of 208) report they are aware of their right to file a complaint or grievance. 1 respondent did not answer this question.



	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	208	172 82.70%	32 15.40%	4 1.90%
County of Residence				
Cumberland	46	36 78.30%	8 17.40%	2 4.30%
Dauphin	36	29 80.60%	7 19.40%	0 0%
Lancaster	117	99 84.60%	16 13.70%	2 1.70%
Lebanon	4	3 75.00%	1 25.00%	0 0%
Perry	5	5 100.00%	0 0%	0 0%

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

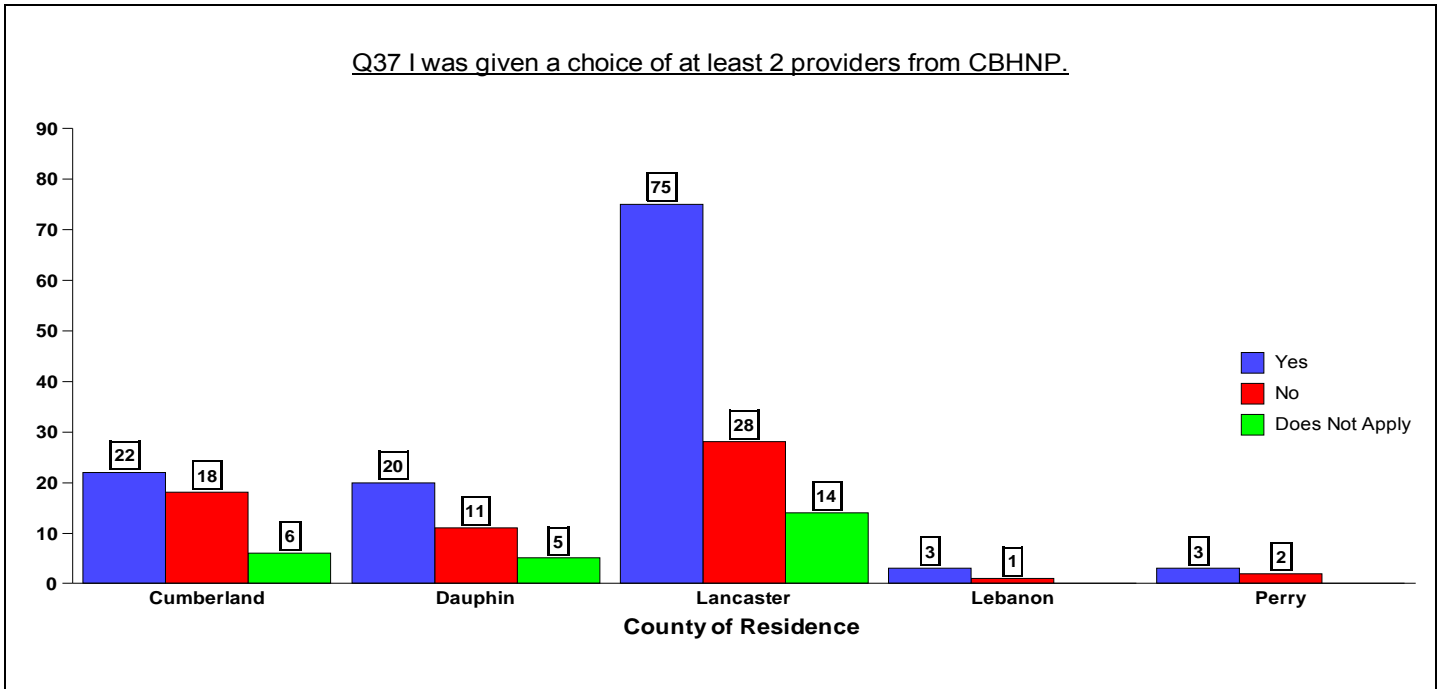
- Overall, 56.4% of respondents (114 of 202) report they know who to call to file a complaint or grievance. 1 respondent did not answer this question.



	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	208	114 54.80%	88 42.30%	6 2.90%
County of Residence				
Cumberland	46	22 47.80%	22 47.80%	2 4.30%
Dauphin	36	22 61.10%	13 36.10%	1 2.80%
Lancaster	117	64 54.70%	50 42.70%	3 2.60%
Lebanon	4	3 75.00%	1 25.00%	0 0%
Perry	5	3 60.00%	2 40.00%	0 0%

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

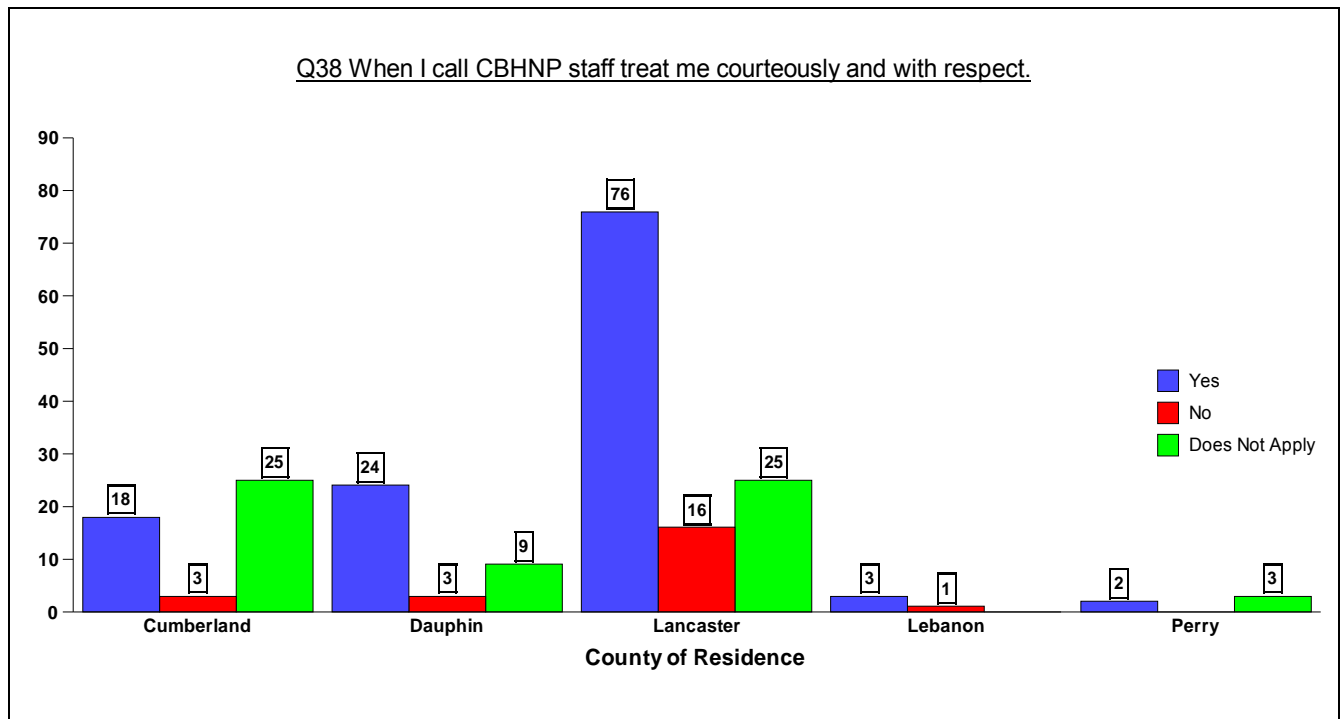
- 67.2% of respondents (123 of 183) that requested information, report they were given a choice of at least two (2) providers from CBHNP regarding the type of services they were seeking. 1 respondent did not answer this question.



	Base	Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.		
		Yes	No	Does Not Apply
Total	208	123 59.10%	60 28.80%	25 12.00%
County of Residence				
Cumberland	46	22 47.80%	18 39.10%	6 13.00%
Dauphin	36	20 55.60%	11 30.60%	5 13.90%
Lancaster	117	75 64.10%	28 23.90%	14 12.00%
Lebanon	4	3 75.00%	1 25.00%	0 0%
Perry	5	3 60.00%	2 40.00%	0 0%

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

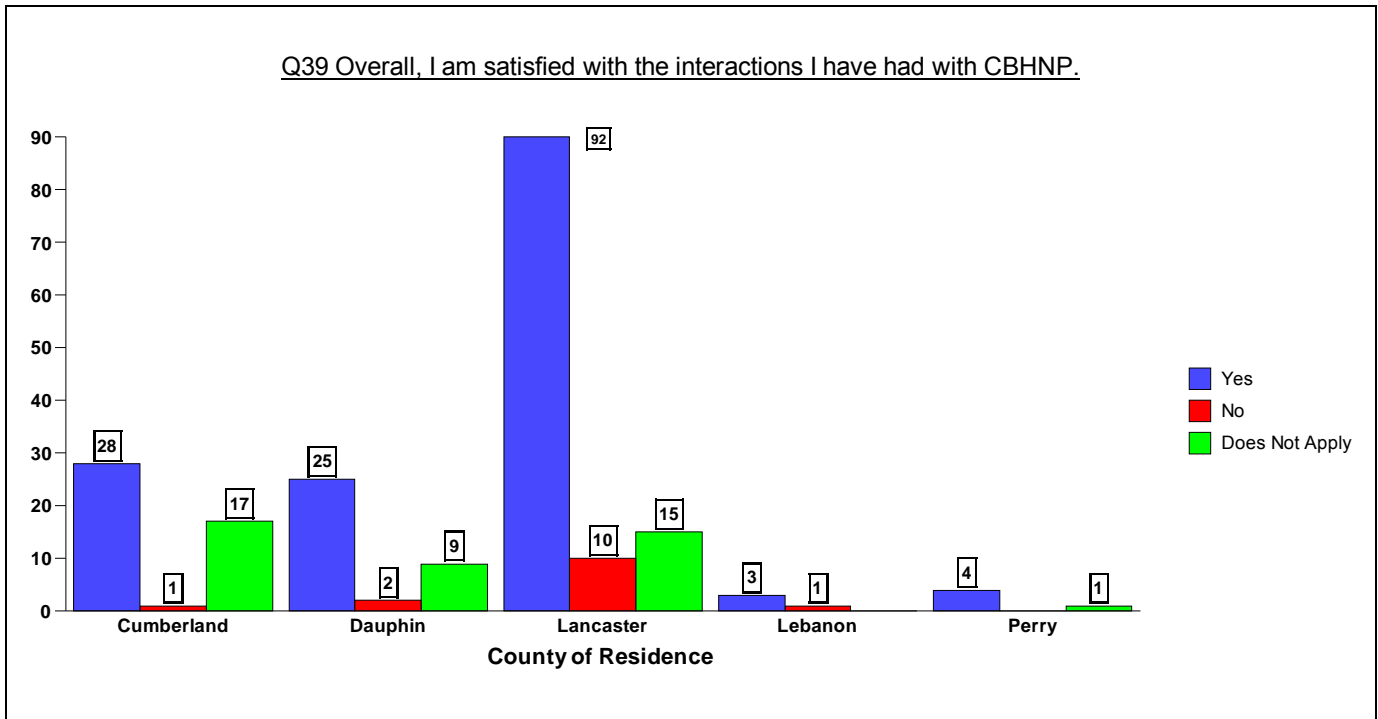
- 84.2% of respondents who had called CBHNP staff (123 of 146) felt they were treated with courtesy and respect when they called CBHNP.



	Base	Q38 When I call CBHNP staff treats me courteously and with respect.		
		Yes	No	Does Not Apply
Total	208	123 59.10%	23 11.10%	62 29.80%
County of Residence				
Cumberland	46	18 39.10%	3 6.50%	25 54.30%
Dauphin	36	24 66.70%	3 8.30%	9 25.00%
Lancaster	117	76 65.00%	16 13.70%	25 21.40%
Lebanon	4	3 75.00%	1 25.00%	0 0%
Perry	5	2 40.00%	0 0%	3 60.00%

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

- 91.6% of respondents (152 of 166) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. 1 respondent did not answer this question.



	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
Total	208	152 73.10%	14 6.70%	42 20.20%
County of Residence				
Cumberland	46	28 60.90%	1 2.20%	17 37.00%
Dauphin	36	25 69.40%	2 5.60%	9 25.00%
Lancaster	117	92 78.60%	10 8.50%	15 12.80%
Lebanon	4	3 75.00%	1 25.00%	0 0%
Perry	5	4 80.00%	0 0%	1 20.00%

Supplemental Questions for Adult Respondents

- 77.9% of respondents (162 of 208) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. (32) respondents 15.4% disagreed with this statement. 1 respondent did not answer this question.

	Base	SQ1 I am encouraged by staff to share my feelings with others.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	208	4 1.90%	28 13.50%	12 5.80%	78 37.50%	84 40.40%	2 1.00%
County of Residence							
Cumberland	46	1 2.20%	7 15.20%	1 2.20%	13 28.30%	23 50.00%	1 2.20%
Dauphin	36	3 8.30%	2 5.60%	3 8.30%	15 41.70%	13 36.10%	0 0
Lancaster	117	0 0	17 14.50%	8 6.80%	47 40.20%	44 37.60%	1 0.90%
Lebanon	4	0 0	1 25.00%	0 0	3 75.00%	0 0	0 0
Perry	5	0 0	1 20.00%	0 0	0 0	4 80.00%	0 0

- 81.7% of respondents (170 of 208) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. (20) respondents 9.6% disagreed with this statement. 1 respondent did not answer this question.

	Base	SQ2 I decide whether or not to participate in activities.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	208	7 3.40%	13 6.30%	7 3.40%	89 42.80%	81 38.90%	11 5.30%
County of Residence							
Cumberland	46	1 2.20%	1 2.20%	1 2.20%	15 32.60%	25 54.30%	3 6.50%
Dauphin	36	1 2.80%	6 16.70%	3 8.30%	12 33.30%	13 36.10%	1 2.80%
Lancaster	117	5 4.30%	6 5.10%	3 2.60%	55 47.00%	41 35.00%	7 6.00%
Lebanon	4	0 0	0 0	0 0	4 100.00%	0 0	0 0
Perry	5	0 0	0 0	0 0	3 60.00%	2 40.00%	0 0

- 76.4% of respondents (159 of 208) 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. (26) respondents 12.5% disagreed or strongly disagreed with this statement. 1 respondent did not answer this question

	Base	SQ3 When I came to this program I was given information on all the services that were available to me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	208	6 2.90%	20 9.60%	17 8.20%	82 39.40%	77 37.00%	6 2.90%
County of Residence							
Cumberland	46	1 2.20%	8 17.40%	4 8.70%	15 32.60%	18 39.10%	0 0
Dauphin	36	4 11.10%	3 8.30%	4 11.10%	11 30.60%	13 36.10%	1 2.80%
Lancaster	117	1 0.90%	9 7.70%	9 7.70%	50 42.70%	43 36.80%	5 4.30%
Lebanon	4	0 0	0 0	0 0	4 100.00%	0 0	0 0
Perry	5	0 0	0 0	0 0	2 40.00%	3 60.00%	0 0

- 93.8% of respondents (195 of 208) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. (3) of the respondents 1.4% disagreed with this statement. 1 respondent did not answer this question.

	Base	SQ4 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	208	2 1.00%	1 0.50%	9 4.30%	77 37.00%	118 56.70%	1 0.50%
County of Residence							
Cumberland	46	1 2.20%	0 0	1 2.20%	12 26.10%	32 69.60%	0 0
Dauphin	36	1 2.80%	1 2.80%	3 8.30%	12 33.30%	19 52.80%	0 0
Lancaster	117	0 0	0 0	4 3.40%	51 43.60%	61 52.10%	1 0.90%
Lebanon	4	0 0	0 0	1 25.00%	1 25.00%	2 50.00%	0 0
Perry	5	0 0	0 0	0 0	1 20.00%	4 80.00%	0 0

Survey Tables by County of Residence

The following tables show the Cross tabulation of questions 1-27 by County of Residence for all respondents (N=209).

	Total	Q1 I know whom to call if I have questions about MH or SA services.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	7 3.30%	21 10.00%	1 0.50%	71 34.00%	109 52.20%	0 0%
County of Residence							
Cumberland	46	0 0%	6 13.00%	0 0%	12 26.10%	28 60.90%	0 0%
Dauphin	37	4 10.80%	3 8.10%	0 0%	13 35.10%	17 45.90%	0 0%
Lancaster	117	2 1.70%	12 10.30%	1 0.90%	43 36.80%	59 50.40%	0 0%
Lebanon	4	1 25.00%	0 0%	0 0%	1 25.00%	2 50.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	2 40.00%	3 60.00%	0 0%

	Total	Q2 I was given information on how to get other services.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	12 5.70%	43 20.60%	16 7.70%	50 23.90%	70 33.50%	18 8.60%
County of Residence							
Cumberland	46	2 4.30%	5 10.90%	5 10.90%	11 23.90%	18 39.10%	5 10.90%
Dauphin	37	6 16.20%	4 10.80%	2 5.40%	9 24.30%	14 37.80%	2 5.40%
Lancaster	117	4 3.40%	34 29.10%	8 6.80%	27 23.10%	33 28.20%	11 9.40%
Lebanon	4	0 0%	0 0%	1 25.00%	2 50.00%	1 25.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	1 20.00%	4 80.00%	0 0%

	Total	Q3 I had a choice when selecting my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	10 4.80%	47 22.50%	11 5.30%	64 30.60%	73 34.90%	4 1.90%
County of Residence							
Cumberland	46	4 8.70%	10 21.70%	5 10.90%	10 21.70%	17 37.00%	0 0%
Dauphin	37	3 8.10%	6 16.20%	2 5.40%	11 29.70%	14 37.80%	1 2.70%
Lancaster	117	3 2.60%	29 24.80%	4 3.40%	41 35.00%	38 32.50%	2 1.70%
Lebanon	4	0 0%	1 25.00%	0 0%	2 50.00%	1 25.00%	0 0%
Perry	5	0 0%	1 20.00%	0 0%	0 0%	3 60.00%	1 20.00%

	Total	Q4 I have the option to change my service provider should I choose to.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	4 1.90%	19 9.10%	23 11.00%	77 36.80%	83 39.70%	3 1.40%
County of Residence							
Cumberland	46	1 2.20%	3 6.50%	7 15.20%	12 26.10%	23 50.00%	0 0%
Dauphin	37	1 2.70%	3 8.10%	4 10.80%	12 32.40%	16 43.20%	1 2.70%
Lancaster	117	2 1.70%	13 11.10%	12 10.30%	50 42.70%	39 33.30%	1 0.90%
Lebanon	4	0 0%	0 0%	0 0%	3 75.00%	1 25.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	0 0%	4 80.00%	1 20.00%

	Total	Q5 I was informed about my rights and responsibilities regarding treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	1 0.50%	5 2.40%	8 3.80%	80 38.30%	114 54.50%	1 0.50%
County of Residence							
Cumberland	46	0 0%	2 4.30%	3 6.50%	13 28.30%	28 60.90%	0 0%
Dauphin	37	1 2.70%	1 2.70%	2 5.40%	15 40.50%	17 45.90%	1 2.70%
Lancaster	117	0 0%	2 1.70%	3 2.60%	49 41.90%	63 53.80%	0 0%
Lebanon	4	0 0%	0 0%	0 0%	2 50.00%	2 50.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	1 20.00%	4 80.00%	0 0%

	Total	Q6 I feel comfortable in asking questions regarding my treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	2 1.00%	10 4.80%	4 1.90%	70 33.50%	121 57.90%	2 1.00%
County of Residence							
Cumberland	46	0 0%	2 4.30%	0 0%	13 28.30%	31 67.40%	0 0%
Dauphin	37	2 5.40%	3 8.10%	2 5.40%	8 21.60%	21 56.80%	1 2.70%
Lancaster	117	0 0%	4 3.40%	2 1.70%	48 41.00%	62 53.00%	1 0.90%
Lebanon	4	0 0%	1 25.00%	0 0%	1 25.00%	2 50.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	0 0%	5 100.00%	0 0%

	Total	Q7 My service provider spends enough time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	6 2.90%	17 8.10%	10 4.80%	74 35.40%	99 47.40%	3 1.40%
County of Residence							
Cumberland	46	1 2.20%	5 10.90%	2 4.30%	12 26.10%	26 56.50%	0 0%
Dauphin	37	3 8.10%	3 8.10%	3 8.10%	10 27.00%	16 43.20%	2 5.40%
Lancaster	117	2 1.70%	9 7.70%	5 4.30%	51 43.60%	50 42.70%	0 0%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	2 50.00%	1 25.00%
Perry	5	0 0%	0 0%	0 0%	0 0%	5 100.00%	0 0%

	Total	Q8 My provider does not share my personal MH and/or SA information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	3 1.40%	2 1.00%	4 1.90%	56 26.80%	144 68.90%	0 0
County of Residence							
Cumberland	46	1 2.20%	1 2.20%	2 4.30%	8 17.40%	34 73.90%	0 0%
Dauphin	37	2 5.40%	0 0%	1 2.70%	13 35.10%	21 56.80%	0 0%
Lancaster	117	0 0%	1 0.90%	1 0.90%	35 29.90%	80 68.40%	0 0%
Lebanon	4	0 0%	0 0%	0 0%	0 0%	4 100.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	0 0%	5 100.00%	0 0%

	Total	Q9 Program staff respects the role of my ethnic, cultural, religious background.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	3 1.40%	0 0	4 1.90%	57 27.30%	127 60.80%	18 8.60%
County of Residence							
Cumberland	46	0 0%	0 0%	0 0%	8 17.40%	33 71.70%	5 10.90%
Dauphin	37	3 8.10%	0 0%	4 10.80%	10 27.00%	19 51.40%	1 2.70%
Lancaster	117	0 0%	0 0%	0 0%	38 32.50%	67 57.30%	12 10.30%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	3 75.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	0 0%	5 100.00%	0 0%

	Total	Q10 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	4 1.90%	9 4.30%	9 4.30%	68 32.50%	119 56.90%	0 0%
County of Residence							
Cumberland	46	1 2.20%	3 6.50%	0 0%	10 21.70%	32 69.60%	0 0%
Dauphin	37	2 5.40%	1 2.70%	3 8.10%	15 40.50%	16 43.20%	0 0%
Lancaster	117	1 0.90%	5 4.30%	5 4.30%	41 35.00%	65 55.60%	0 0%
Lebanon	4	0 0%	0 0%	0 0%	2 50.00%	2 50.00%	0 0%
Perry	5	0 0%	0 0%	1 20.00%	0 0%	4 80.00%	0 0%

	Total	Q11 My service provider offered me the opportunity to involve my family, significant others and friends.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	6 2.90%	21 10.00%	14 6.70%	65 31.10%	98 46.90%	5 2.40%
County of Residence							
Cumberland	46	2 4.30%	2 4.30%	5 10.90%	7 15.20%	29 63.00%	1 2.20%
Dauphin	37	2 5.40%	3 8.10%	3 8.10%	17 45.90%	11 29.70%	1 2.70%
Lancaster	117	2 1.70%	16 13.70%	6 5.10%	39 33.30%	52 44.40%	2 1.70%
Lebanon	4	0 0%	0 0%	0 0%	2 50.00%	2 50.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	0 0%	4 80.00%	1 20.00%

	Total	Q12 I am included in all meetings regarding my treatment plan & goals for recovery.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	4 1.90%	13 6.20%	11 5.30%	70 33.50%	103 49.30%	8 3.80%
County of Residence							
Cumberland	46	1 2.20%	1 2.20%	2 4.30%	13 28.30%	27 58.70%	2 4.30%
Dauphin	37	2 5.40%	5 13.50%	0 0%	16 43.20%	14 37.80%	0 0%
Lancaster	117	1 0.90%	7 6.00%	7 6.00%	38 32.50%	58 49.60%	6 5.10%
Lebanon	4	0 0%	0 0%	1 25.00%	1 25.00%	2 50.00%	0 0%
Perry	5	0 0%	0 0%	1 20.00%	2 40.00%	2 40.00%	0 0%

	Total	Q13 I am an equal partner in the treatment process.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	4 1.90%	11 5.30%	5 2.40%	80 38.30%	109 52.20%	0 0%
County of Residence							
Cumberland	46	1 2.20%	1 2.20%	2 4.30%	13 28.30%	29 63.00%	0 0%
Dauphin	37	3 8.10%	2 5.40%	1 2.70%	18 48.60%	13 35.10%	0 0%
Lancaster	117	0 0%	8 6.80%	2 1.70%	47 40.20%	60 51.30%	0 0%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	3 75.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	1 20.00%	4 80.00%	0 0%

	Total	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
Base	209	3 1.40%	19 9.10%	12 5.70%	79 37.80%	96 45.90%	0 0%
County of Residence							
Cumberland	46	1 2.20%	4 8.70%	4 8.70%	14 30.40%	23 50.00%	0 0%
Dauphin	37	1 2.70%	5 13.50%	5 13.50%	16 43.20%	10 27.00%	0 0%
Lancaster	117	1 0.90%	10 8.50%	3 2.60%	47 40.20%	56 47.90%	0 0%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	3 75.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	1 20.00%	4 80.00%	0 0%

	Total	Q15 My service provider explained the disadvantages of my therapy or treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	6 2.90%	30 14.40%	14 6.70%	67 32.10%	85 40.70%	7 3.30%
County of Residence							
Cumberland	46	1 2.20%	7 15.20%	7 15.20%	12 26.10%	19 41.30%	0 0%
Dauphin	37	3 8.10%	5 13.50%	5 13.50%	11 29.70%	11 29.70%	2 5.40%
Lancaster	117	2 1.70%	18 15.40%	2 1.70%	42 35.90%	49 41.90%	4 3.40%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	3 75.00%	0 0%
Perry	5	0 0%	0 0%	0 0%	1 20.00%	3 60.00%	1 20.00%

	Total	Q16 Overall, I am satisfied with the services I am receiving.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Base	209	3 1.40%	16 7.70%	9 4.30%	63 30.10%	116 55.50%	2 1.00%
County of Residence							
Cumberland	46	1 2.20%	5 10.90%	2 4.30%	9 19.60%	29 63.00%	0 0%
Dauphin	37	2 5.40%	4 10.80%	1 2.70%	13 35.10%	17 45.90%	0 0%
Lancaster	117	0 0%	7 6.00%	6 5.10%	38 32.50%	65 55.60%	1 0.90%
Lebanon	4	0 0%	0 0%	0 0%	2 50.00%	1 25.00%	1 25.00%
Perry	5	0 0%	0 0%	0 0%	1 20.00%	4 80.00%	0 0%

	Base	Q17 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	209	5 2.40%	11 5.30%	32 15.30%	84 40.20%	76 36.40%	1 0.50%
County of Residence							
Cumberland	46	2 4.30%	1 2.20%	10 21.70%	16 34.80%	17 37.00%	0 0%
Dauphin	37	1 2.70%	2 5.40%	5 13.50%	17 45.90%	12 32.40%	0 0%
Lancaster	117	2 1.70%	7 6.00%	17 14.50%	47 40.20%	43 36.80%	1 0.90%
Lebanon	4	0 0%	0 0%	0 0%	2 50.00%	2 50.00%	0 0%
Perry	5	0 0%	1 20.00%	0 0%	2 40.00%	2 40.00%	0 0%

	Base	Q18 Feeling in control of my life.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	208	5 2.40%	7 3.40%	54 26.00%	71 34.10%	70 33.70%	1 0.50%
County of Residence							
Cumberland	46	2 4.30%	0 0%	11 23.90%	16 34.80%	17 37.00%	0 0%
Dauphin	37	0 0%	2 5.40%	11 29.70%	8 21.60%	16 43.20%	0 0%
Lancaster	116	3 2.60%	5 4.30%	31 26.70%	43 37.10%	33 28.40%	1 0.90%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	3 75.00%	0 0%
Perry	5	0 0%	0 0%	1 20.00%	3 60.00%	1 20.00%	0 0%

	Base	Q19 Dealing with personal crisis.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	208	12 5.80%	10 4.80%	48 23.10%	69 33.20%	55 26.40%	14 6.70%
County of Residence							
Cumberland	46	1 2.20%	1 2.20%	12 26.10%	16 34.80%	14 30.40%	2 4.30%
Dauphin	37	1 2.70%	2 5.40%	6 16.20%	13 35.10%	14 37.80%	1 2.70%
Lancaster	116	10 8.60%	6 5.20%	29 25.00%	38 32.80%	24 20.70%	9 7.80%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	2 50.00%	1 25.00%
Perry	5	0 0%	1 20.00%	1 20.00%	1 20.00%	1 20.00%	1 20.00%

	Base	Q20 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	208	5 2.40%	10 4.80%	40 19.20%	76 36.50%	77 37.00%	0 0%
County of Residence							
Cumberland	46	2 4.30%	3 6.50%	6 13.00%	17 37.00%	18 39.10%	0 0%
Dauphin	37	1 2.70%	2 5.40%	5 13.50%	13 35.10%	16 43.20%	0 0%
Lancaster	116	2 1.70%	5 4.30%	26 22.40%	45 38.80%	38 32.80%	0 0%
Lebanon	4	0 0%	0 0%	1 25.00%	0 0%	3 75.00%	0 0%
Perry	5	0 0%	0 0%	2 40.00%	1 20.00%	2 40.00%	0 0%

	Base	Q21 Feeling good (hopeful) about the future.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	208	4 1.90%	11 5.30%	42 20.20%	63 30.30%	87 41.80%	1 0.50%
County of Residence							
Cumberland	46	0 0%	2 4.30%	13 28.30%	12 26.10%	19 41.30%	0 0%
Dauphin	37	0 0%	2 5.40%	4 10.80%	11 29.70%	19 51.40%	1 2.70%
Lancaster	116	4 3.40%	6 5.20%	22 19.00%	39 33.60%	45 38.80%	0 0%
Lebanon	4	0 0%	0 0%	1 25.00%	0 0%	3 75.00%	0 0%
Perry	5	0 0%	1 20.00%	2 40.00%	1 20.00%	1 20.00%	0 0%

	Base	Q22 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	209	4 1.90%	13 6.20%	42 20.10%	71 34.00%	76 36.40%	3 1.40%
County of Residence							
Cumberland	46	1 2.20%	2 4.30%	8 17.40%	17 37.00%	17 37.00%	1 2.20%
Dauphin	37	1 2.70%	2 5.40%	4 10.80%	12 32.40%	18 48.60%	0 0%
Lancaster	117	2 1.70%	8 6.80%	28 23.90%	39 33.30%	38 32.50%	2 1.70%
Lebanon	4	0 0%	0 0%	1 25.00%	1 25.00%	2 50.00%	0 0%
Perry	5	0 0%	1 20.00%	1 20.00%	2 40.00%	1 20.00%	0 0%

	Base	Q23 Strengthening my social support network.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	208	7 3.40%	9 4.30%	56 26.90%	67 32.20%	67 32.20%	2 1.00%
County of Residence							
Cumberland	46	2 4.30%	2 4.30%	10 21.70%	15 32.60%	17 37.00%	0 0%
Dauphin	37	1 2.70%	2 5.40%	6 16.20%	12 32.40%	16 43.20%	0 0%
Lancaster	116	4 3.40%	5 4.30%	37 31.90%	37 31.90%	31 26.70%	2 1.70%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	3 75.00%	0 0%
Perry	5	0 0%	0 0%	3 60.00%	2 40.00%	0 0%	0 0%

	Base	Q24 Being involved in the community or in organizations outside of MH or SA activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	208	7 3.40%	8 3.80%	68 32.70%	48 23.10%	49 23.60%	28 13.50%
County of Residence							
Cumberland	46	1 2.20%	2 4.30%	14 30.40%	16 34.80%	10 21.70%	3 6.50%
Dauphin	37	1 2.70%	1 2.70%	11 29.70%	7 18.90%	12 32.40%	5 13.50%
Lancaster	116	5 4.30%	5 4.30%	41 35.30%	21 18.10%	25 21.60%	19 16.40%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	2 50.00%	1 25.00%
Perry	5	0 0%	0 0%	2 40.00%	3 60.00%	0 0%	0 0%

	Base	Q25 Dealing with school or work.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	208	4 1.90%	0 0%	32 15.40%	27 13.00%	32 15.40%	113 54.30%
County of Residence							
Cumberland	46	1 2.20%	0 0%	5 10.90%	7 15.20%	7 15.20%	26 56.50%
Dauphin	37	1 2.70%	0 0%	9 24.30%	5 13.50%	7 18.90%	15 40.50%
Lancaster	116	2 1.70%	0 0%	18 15.50%	13 11.20%	16 13.80%	67 57.80%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	1 25.00%	2 50.00%
Perry	5	0 0%	0 0%	0 0%	1 20.00%	1 20.00%	3 60.00%

	Base	Q26 Dealing with people in social situations.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	209	4 1.90%	11 5.30%	57 27.30%	83 39.70%	51 24.40%	3 1.40%
County of Residence							
Cumberland	46	3 6.50%	0 0%	10 21.70%	16 34.80%	16 34.80%	1 2.20%
Dauphin	37	1 2.70%	3 8.10%	6 16.20%	16 43.20%	9 24.30%	2 5.40%
Lancaster	117	0 0%	8 6.80%	38 32.50%	49 41.90%	22 18.80%	0 0%
Lebanon	4	0 0%	0 0%	1 25.00%	1 25.00%	2 50.00%	0 0%
Perry	5	0 0%	0 0%	2 40.00%	1 20.00%	2 40.00%	0 0%

	Base	Q27 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	208	7 3.40%	6 2.90%	46 22.10%	70 33.70%	78 37.50%	1 0.50%
County of Residence							
Cumberland	46	2 4.30%	2 4.30%	10 21.70%	16 34.80%	16 34.80%	0 0%
Dauphin	37	2 5.40%	0 0%	6 16.20%	11 29.70%	17 45.90%	1 2.70%
Lancaster	116	2 1.70%	4 3.40%	29 25.00%	42 36.20%	39 33.60%	0 0%
Lebanon	4	0 0%	0 0%	0 0%	1 25.00%	3 75.00%	0 0%
Perry	5	1 20.00%	0 0%	1 20.00%	0 0%	3 60.00%	0 0%

CBHNP COMMENT-ADDITIONAL COMMENTS:

Called for a drug formulary (list) of covered medications to be sure it's covered by insurance, and that it gets updated.

Moved-don't have handbook.

Chose Holy Spirit because I was there before.

Once I got past the recordings.

I would call CBHNP.

Gateway and Medicare-not aware of calling.

I would ask my therapist. I know to ask.

Very much so.

Has been at this facility for a long time.

They were very helpful.

Never called.

Think I have Handbook.

Have never talked with them.

In a 90 day program and need more time but CBHNP will not cover. I am accepted into a Sober House but a bed isn't available until a few days after 90 days is up CBHNP will not pay for more than 90 days and I have nowhere to go—need more time.

Son went to a facility and they treated him so she called CBHNP to file a grievance. Always send paper work with info and notice of appointments.

Got book 5 years ago, got info in the mail.

Had to change doctor, due to insurance coverage. Got list of providers.

Not aware of CBHNP, only Gateway.

When consumer calls, has trouble getting through to assistance.

Two women got cocky with me and told me about Community Service Group -that helped.

Mom knows.

Can't force consumer to go.

Called gave me list-has no transportation.

Uses website and phone-line. Had a list of providers, called and only said they could help- rest couldn't take insurance and others any openings for patients with CBHNP.

Consumer had a complaint and CBHNP never followed through with any results.

Consumer has to keep getting authorization for medication every time she goes to refill.

They did not explain benefits fully; had to pay out of pocket.