



CONSUMER SATISFACTION SERVICES

Capital Region 2nd Quarter Report
October-December 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 272 (n=272) 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 2011.

- The survey represents 272 (n=272) respondents from the Capital Region. Of the 272 respondents, 205 (75%) were consumers of Adult services and the remainder, 67 (25%) were recipients of Child/Adolescent services. Of the 205 adult consumers 204 (99.5%) responded for themselves and 1(.5%) was represented by a Parent and/or Guardian. Of the 67 Child/Adolescent respondents, 28 (41.8%) answered for themselves and Parents and/or Guardians responded for the remaining 39 consumers (58.2%).
- Data was collected by 6 interviewers from 18 treatment facilities in the Capital Region.
- 201 of the 205 Adult interviews (98%) were in person interviews, with 4 (1.9%) conducted over the phone. (100%) of the 67 Child/Adolescent surveys took place in person.
- Gender: Adult consumers were made up of 119 (58%) Female and 89 (42%) Male. Consumers of Child/Adolescent services consisted of 17 (25.3%) Female and 50 (74.6%) Male. Overall our analysis found no significant differences between the genders in reported level of satisfaction with services.
- Race: 141 respondents (51.8%) reported their race as White/Caucasian, 45 (16.5%) as Latino/Hispanic, 15 (5.5%) as Multi-racial, 64 (10.5%) as African American, 2 (0.5%) as Asian/Pacific Islander, 2 (0.5%) as Native American and 3 (%) as Other. Our analysis indicated no significant differences in Total Satisfaction with respect to race.
- Treatment Facility: Data was collected from 18 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 (57.7%) received Mental Health services. While 58 (21.3%) received Drug/Alcohol services and 57 (20.9%) 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 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 80.9% agreement (4 or 5).

Overall, consumers were quite satisfied with communication with their service providers. Adult respondents reported highest satisfaction with program staff's level of respect for their ethnic, cultural and religious background (Question 9). Child/Adolescent respondents reported highest satisfaction with being offered to involve their family (Question 11). All consumers also reported high satisfaction with being informed about their rights and responsibilities regarding the treatment they had received (Question 5) and confidence that their provider does not share their personal information without permission (Question 8). Also with their knowledge of whom to call if they have questions about their treatment (Question 1)

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

- Approximately 1 in 3 of all consumers (29.4%) reported they did not have a choice when selecting their service provider.
- Approximately 1 in 4 of all respondents (24.6%) indicated that they were not given information about how to get other services that they needed.
- Approximately 1 in 4 respondents (22.8%) indicated that their service provider does not spend enough time with them.
- While 68.4% of all consumers reported that their provider explained the disadvantages of their treatment, approximately 1 in 6 consumers (16.5%), indicated they did not feel this way.

Summary responses from the Total group of respondents from this quarter (N=272) are presented in Table 1. Summary responses from the Adult group of respondents from this quarter (N=205) are presented in Table 2. Summary responses from the Child group of respondents from this quarter (N=67) are presented in Table 3.

Outcomes

Overall, approximately 33% to 72% of consumers believe services have improved their lives in each outcome area. Approximately 15% to 33% of consumers believe that no change has resulted from their services. Only 4% to 12% believes that things are worse as a result of services.

- Overall, the highest ratings (72.4%) were reported satisfaction with feeling good (hopeful) about the future (Question 21) with combined Adult and Child/Adolescent scores. When reviewed separately, the Child/Adolescent consumers reported highest satisfaction in dealing with specific problems that led them to seek services (Question 27).
- Recipients of adult and child services also gave high ratings to satisfaction with managing daily problems (Q17), with how they feel about themselves (Q20) and dealing with the specific problem or issue that led them to seek services (Q27).
- While 54% of all respondents reported dealing with a personal crisis was better, approximately 1 in 9 (11.8%) reported things in this area as worse. Also, approximately 1 in 10 Adult (10.7%) reported feeling in control of their life as worse, while Children reported (14.9%) approximately 1 in 6 reported this as worse.
- Overall, 33.8% of all respondents reported that dealing with school or work was better and 4.8% reported things as worse. As noted, 46% of the respondents reported this question did not apply to them. When these cases are removed, 54% report they were better dealing with school or work and 4.8% 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=272) are presented in Table 4.

Summary responses from the Adult group of respondents from this quarter (N=205) are presented in Table 5.

- *Summary responses from the Child group of respondents from this quarter (N=67) are presented in Table 6.*

Request for Assistance

During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), CBHNP or any other part of the MH system that can reasonably be addressed, the surveyor can ask the Consumer if they would like them (surveyor/CSS) to communicate this concern to the party they have a concern with, this is known as the Request for Assistance (RFA). A completed Request for Assistance is forwarded to CBHNP and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

- CSS surveyors completed one Request for Assistance for the 2nd Quarter 2010-2011. The Request for Assistance was submitted by CSS to CBHNP on December 15, 2010. The consumer's concerns regarded a lack of Case Management services or possible discharge without notification and the absence of medications previously prescribed. In resolution to this RFA the service provider noted they had not discharged the consumer and were exploring options to better suit the mental health needs of this individual. An appointment was set for the consumer to resume their regular medication regimen. The consumer had responses from numerous organizations involved with his care and with follow up, it appears that the consumer is satisfied with the resolution.

CSS Preliminary Report Capital Region 2nd Quarter October-December 2011

This section presents information collected during the 2nd Quarter 2010-2011 which includes data from October 2010 – December 2010. Please note that respondents this quarter were consumers of Mental Health Targeted Case Management and Drug & Alcohol Non-Hospital Residential Rehab programs.

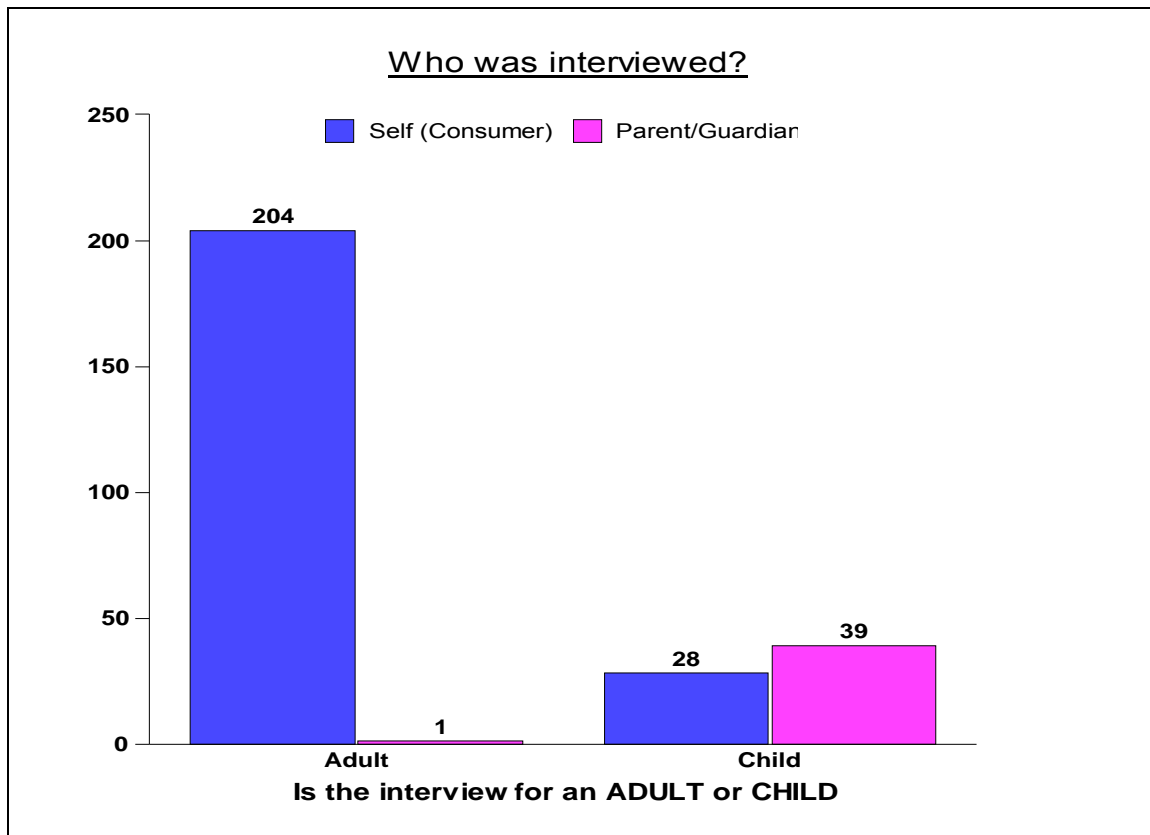
Demographic and Survey Information

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.

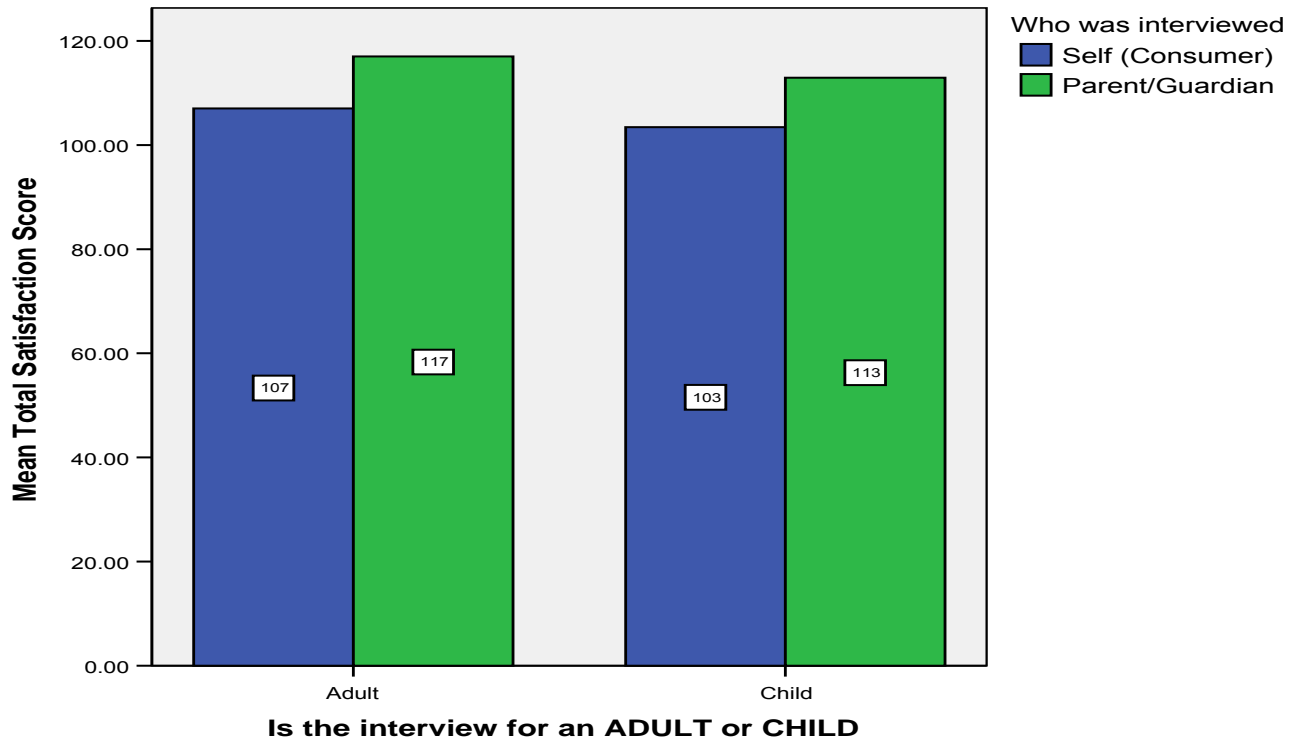
Frequencies may not sum to total (n=272) as individuals may have chosen not to respond to certain questions.

Percentages may not sum to 100.0% due to rounding.

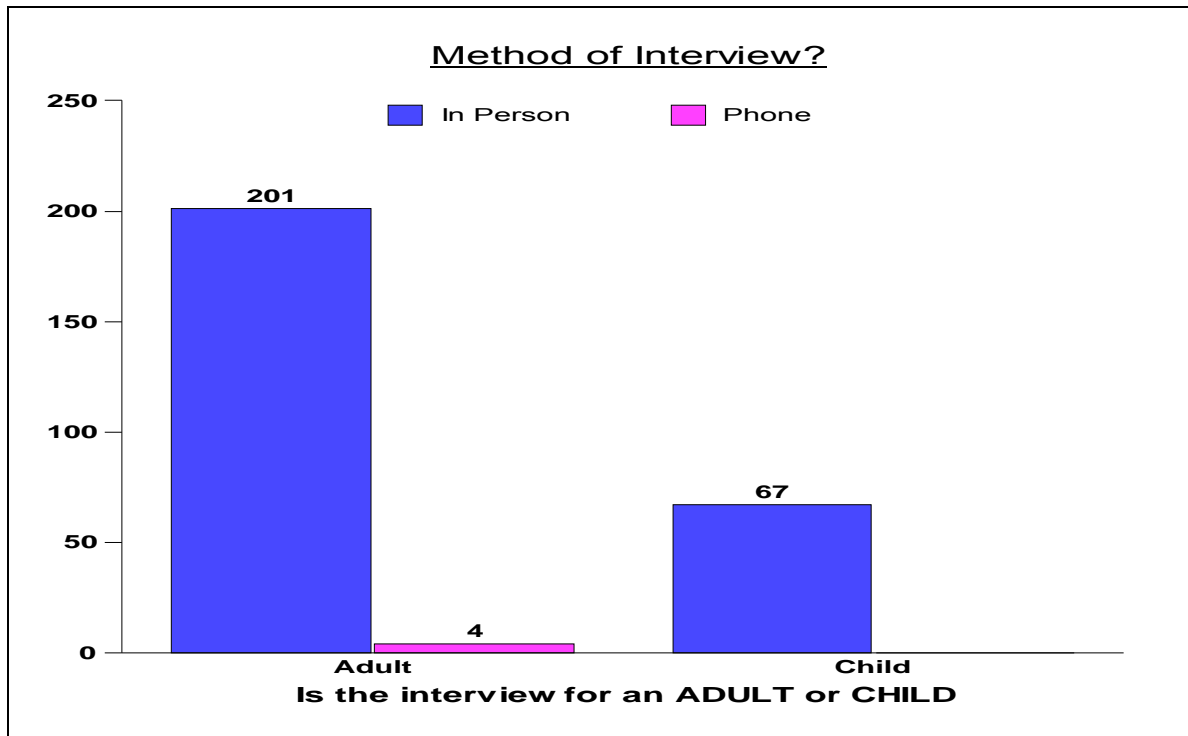
- The survey represents 272 (n=272) respondents from the Capital Region. Of the 272 respondents, 205 (75%) were consumers of Adult services and the remainder, 67 (25%) were recipients of Child/Adolescent services. Of the 205 adult consumers 204 (99.5%) responded for themselves and 1 (.5%) was represented by a Parent and/or Guardian. Of the 67 Child/Adolescent respondents, 28 (41.8%) answered for themselves and Parents and/or Guardians responded for the remaining 39 consumers (58.2%).



Analysis indicated that Child consumers who had a Parent/Guardian respond for them reported significantly higher levels of satisfaction than those who responded for themselves.



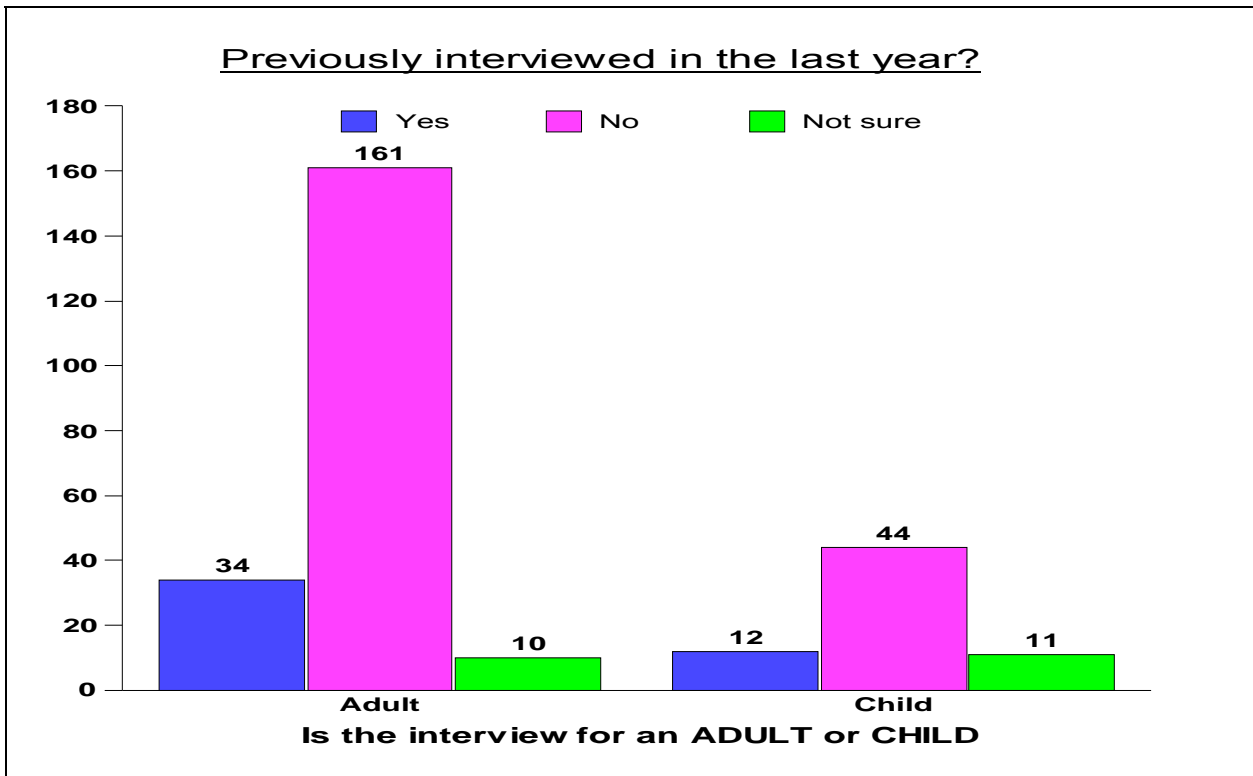
- Data was collected by 6 interviewers from 18 treatment facilities in the Capital Region.
- 201 of the 205 Adult interviews (98%) were in person interviews, with 4 (1.9%) conducted over the phone. (100%) of the 67 Child/Adolescent surveys took place in person.



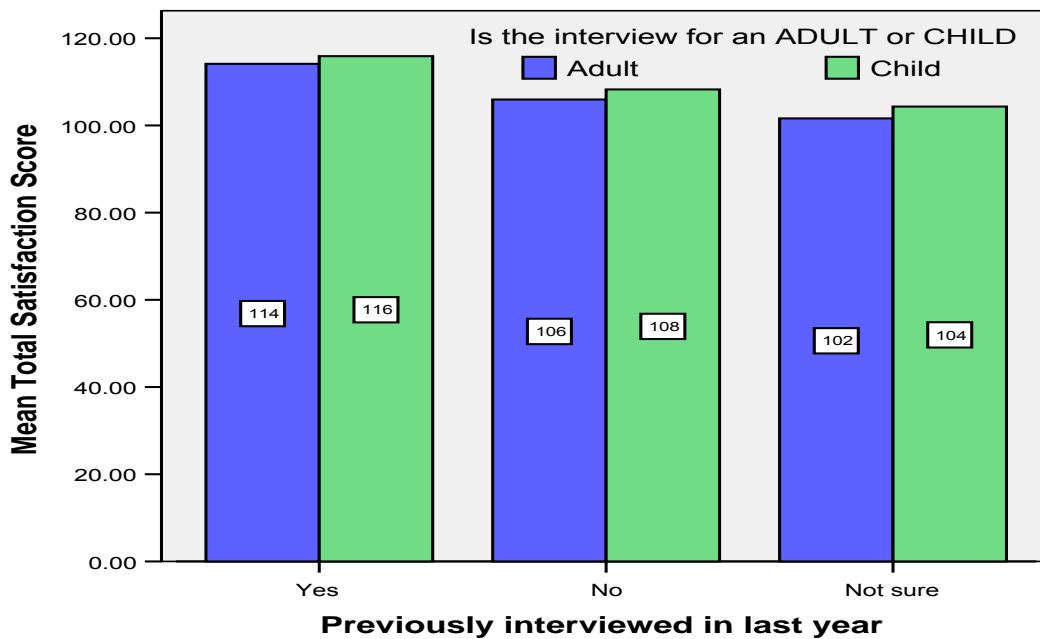
Below is a table of the method of interview by county.

	Base	Method of Interview	
		In Person	Phone
Total	272	268 98.50%	4 1.50%
County of Residence			
Cumberland	12	12 100.00%	0 0%
Dauphin	123	119 96.70%	4 3.30%
Lancaster	119	119 100.00%	0 0%
Lebanon	15	15 100.00%	0 0%
Perry	3	3 100.00%	0 0%

- 46 of 272 Adult and Child/Adolescent consumers reported they had been previously interviewed in the last year, 205 reported they had not been interviewed previously and 21 respondents were not sure.



Adult consumers who were interviewed previously during the last year expressed a significantly higher level of satisfaction than those who answered no.

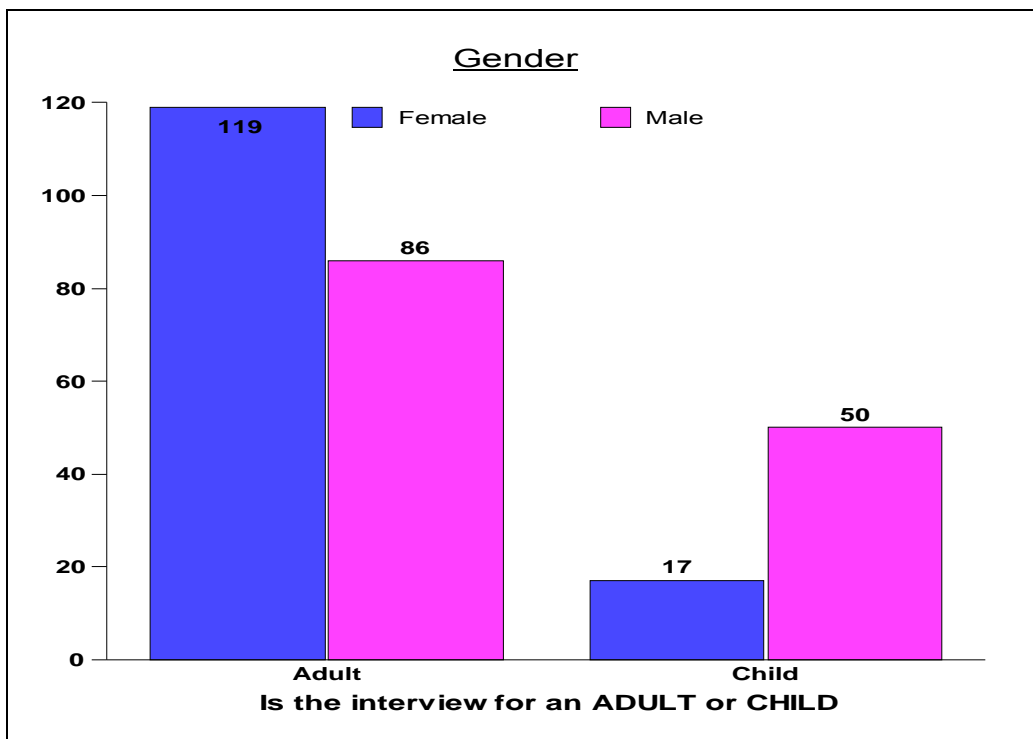


Mean Satisfaction Levels of Respondents

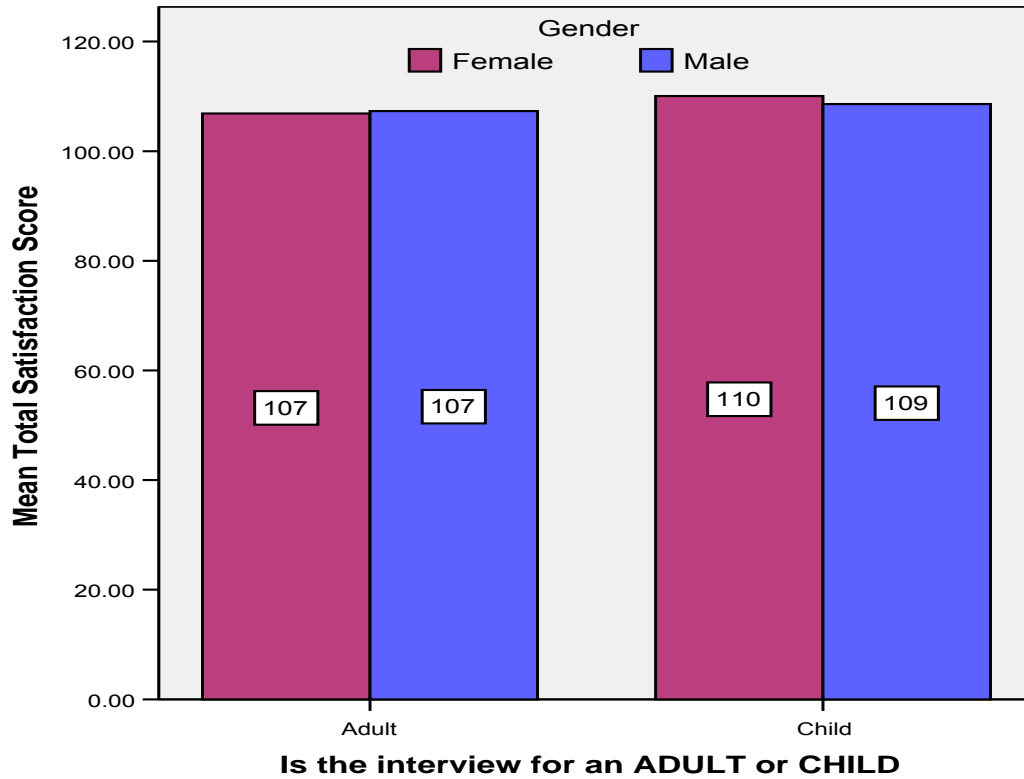
Total Satisfaction Score

	Previously interviewed in last year			
	Yes	No	Not sure	Total
N	46	205	21	272
Mean	114.57	106.42	103.03	107.54
Std. Deviation	13.815	16.116	14.648	15.936

- Gender:** Adult consumers were made up of 119 (58%) Female and 89 (42%) Male. Consumers of Child/Adolescent services consisted of 17 (25.3%) Female and 50 (74.6%) Male. Overall our analysis found no significant differences between the genders in reported level of satisfaction with services.

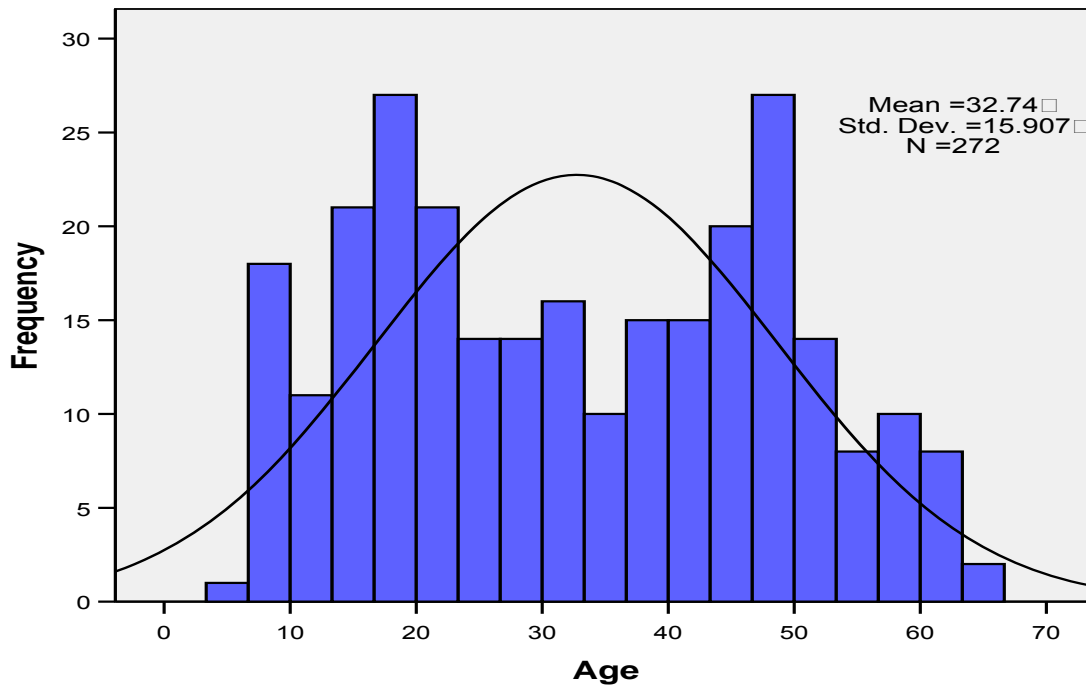


Our research did not indicate a significant difference in Total Satisfaction based on gender.

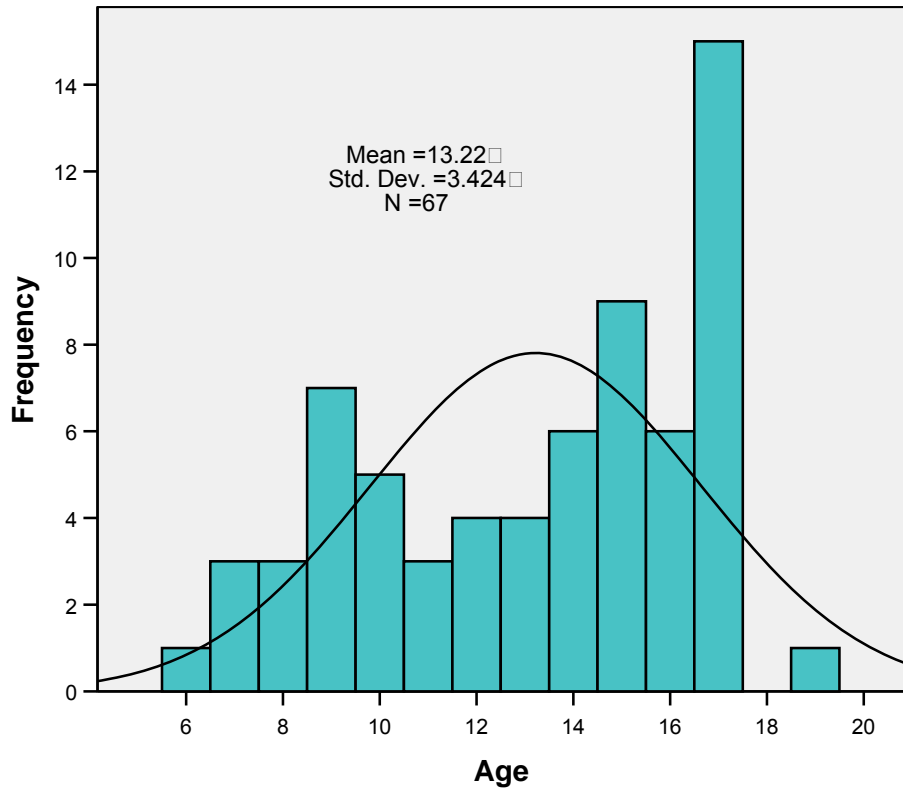


- Age: Age of all respondents ranged from 6-66 years, with a mean age of 32.74 (SD 15.907).

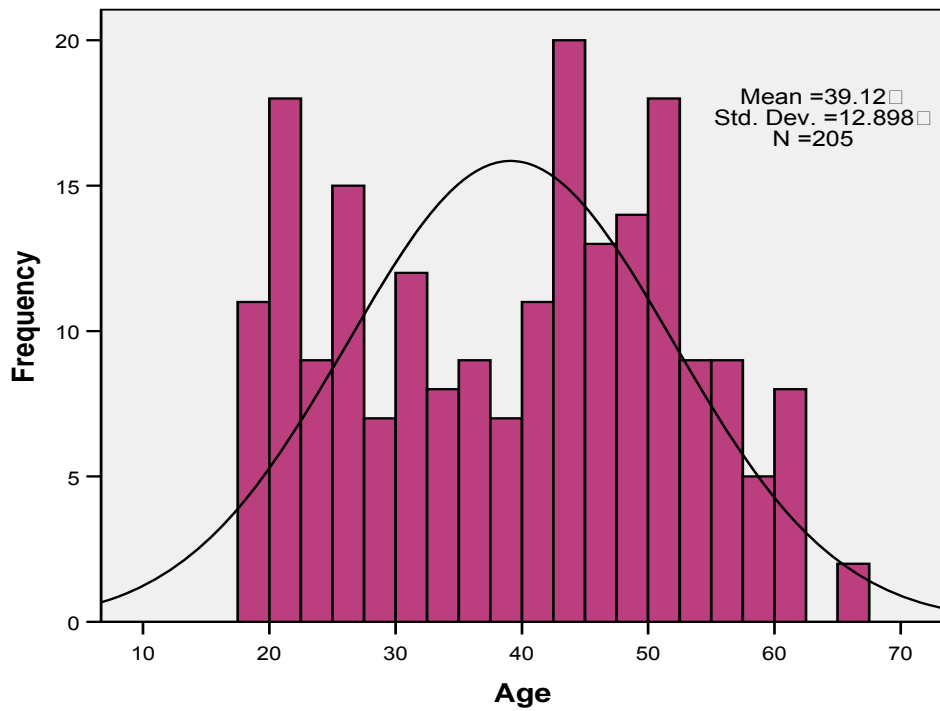
Age of all Child and Adult Respondents



- Age of **Child/Adolescents** ranged from 6-19 years, with a mean age of 13.2 (SD 3.4). Our analysis found no relationship between age and Total Satisfaction for children/adolescents receiving services.

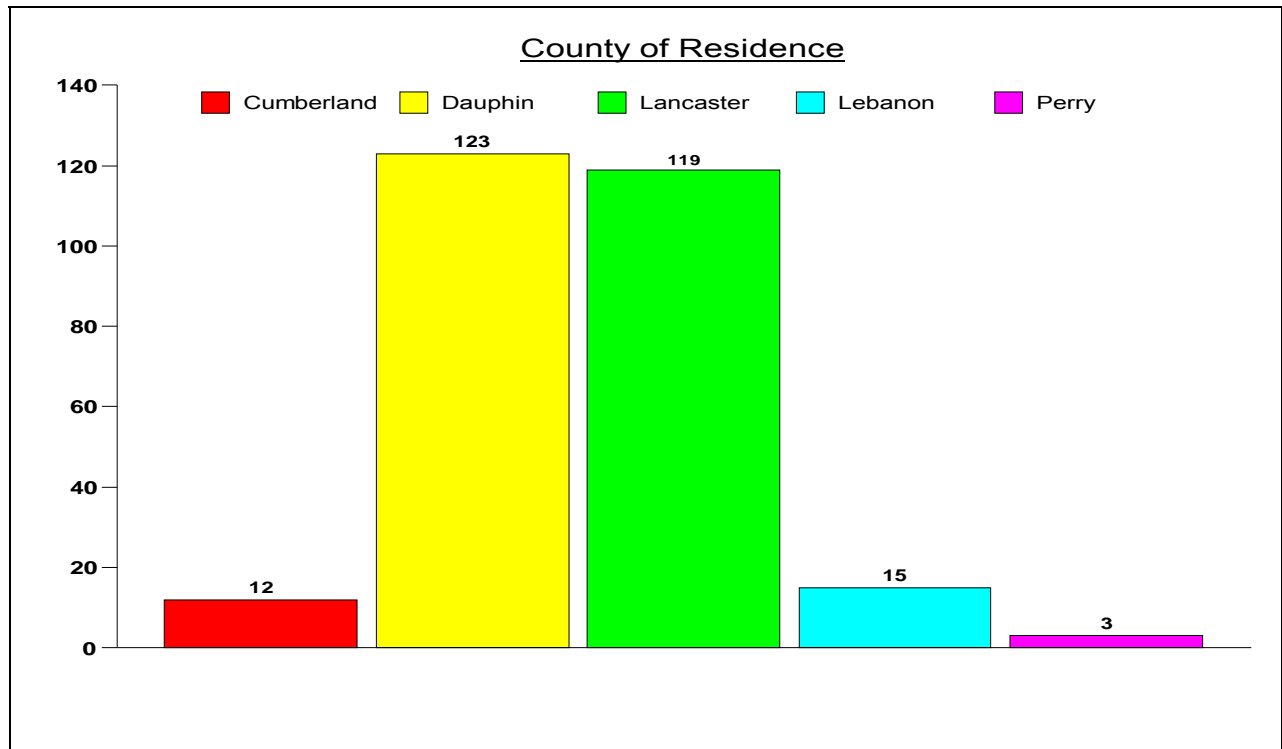


- Age of **Adult** respondents ranged from 18-66 years with a mean age of 39.1 (SD12.9). Our analysis found no relationship between age and Total Satisfaction for adults receiving services.



- Counties of Residence:

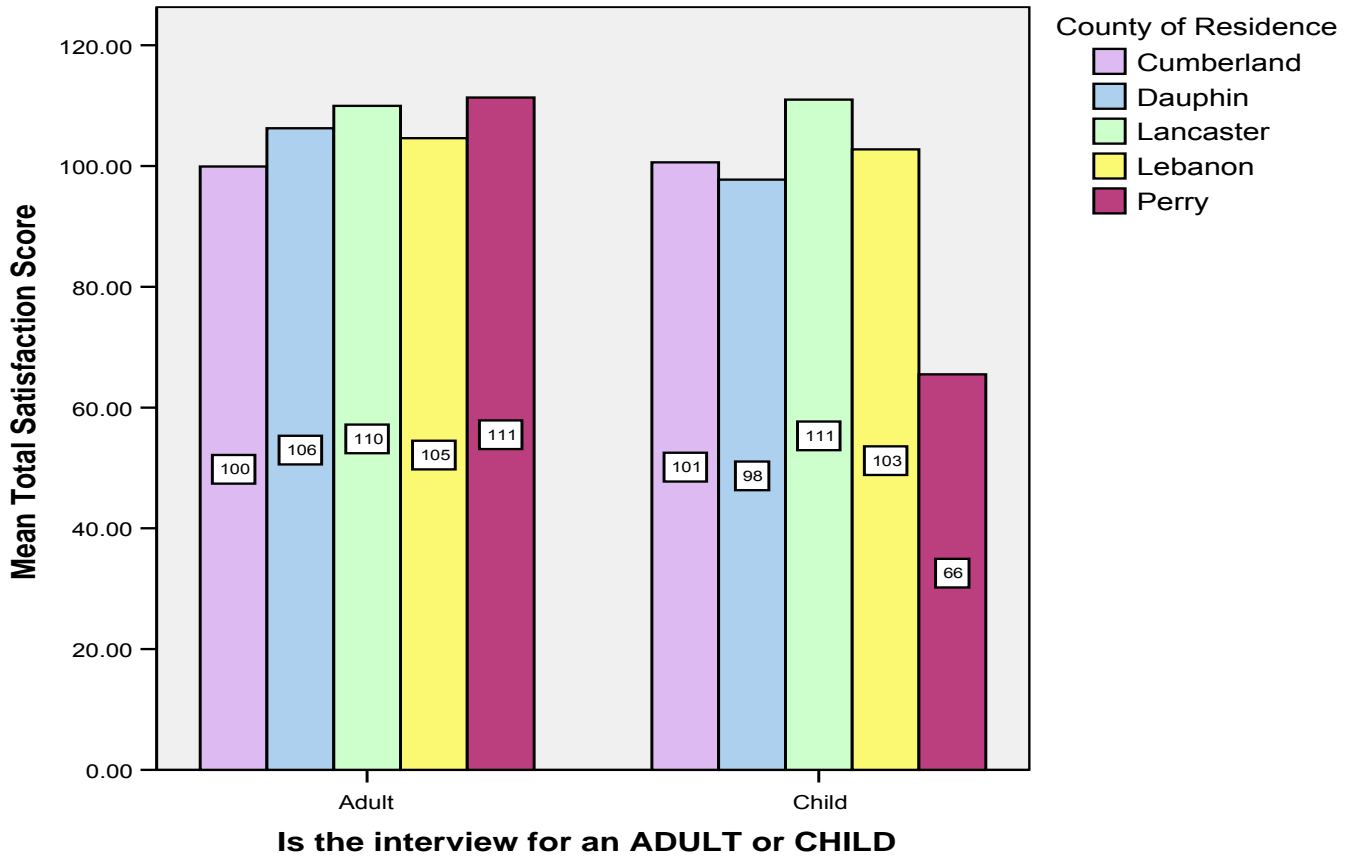
The table below shows the County of residence in alphabetical order. The largest number of respondents report residence in Dauphin County (45.2%). The remaining respondents reported residence in Lancaster (43.7%), Lebanon (5.5%), Cumberland (4.4%), and Perry (1.1%) counties.



County where you live

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	272	12 4.40%	123 45.20%	119 43.80%	15 5.50%	3 1.10%
Is the interview for an ADULT or CHILD						
Adult	205	9 4.40%	121 59.00%	62 30.20%	11 5.40%	2 1.00%
Child	67	3 4.50%	2 3.00%	57 85.10%	4 6.00%	1 1.50%

Overall, our analysis indicated that there were no significant differences between counties in terms of Total Satisfaction for both adult and child services.



Mean Satisfaction Score by County of Residence

Total Satisfaction Score

	County of Residence					Total
	Cumberland	Dauphin	Lancaster	Lebanon	Perry	
N	12	123	119	15	3	272
Mean	110.09	106.12	110.46	104.24	96.07	107.54
Std. Deviation	18.35	16.36	14.76	13.73	28.42	15.94

- **Race:** 141 respondents (51.8%) reported their race as White/Caucasian, 45 (16.5%) as Latino/Hispanic, 15 (5.5%) as Multi-racial, 64 (10.5%) as African American, 2 (0.5%) as Asian/Pacific Islander, 2 (0.5%) as Native American and 3 (%) as Other. Our analysis indicated no significant differences in Total Satisfaction with respect to race.

Race/Ethnicity

Base	Race
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		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other
Total	272	64	2	45	2	141	15	3
Is the interview for an ADULT or CHILD								
Adult	205 75.40%	63 98.40%	1 50.00%	37 82.20%	2 100.00%	94 66.70%	6 40.00%	2 66.70%
Child	67 24.60%	1 1.60%	1 50.00%	8 17.80%	0 0.00%	47 33.30%	9 60.00%	1 33.30%

- Treatment Facility: Data was collected from 18 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	N	Mean	Std. Deviation
White Deer Run-Allenwood	18	100.1	22.8
White Deer Run-York	5	103.9	14.8
White Deer Run-Lancaster	4	124.8	6.6
White Deer Run-New Perspectives	9	102.0	13.9
Gaudenzia-Common Ground	5	112.9	10.7
CMU Dauphin County MH/MR	108	106.2	16.0
Behavioral Healthcare Corporation	13	102.9	12.9
Eagleville	6	101.5	14.2
Gaudenzia-Concept 90	3	116.2	6.5
Roxbury Treatment Center	6	115.8	14.0
Fairmount Behavioral Health System	3	108.1	11.5
Drug and Alcohol Rehab Srvs Inc (MANOS)	20	99.9	17.1
Children's Home of York	5	102.3	7.6
Gaudenzia Vantage Lancaster	4	121.6	9.2
Gaudenzia Fountain Springs	4	112.6	17.1
Nuestra Clinica	9	118.3	11.9
Valley Forge Medical Center	2	112.4	7.9
Lancaster County MH/MR	48	113.0	13.4
Total	272	107.5	15.9

- Type of Treatment: 156 respondents: 108 (39.7%) Adults and 48 (17.6%) Child/Adolescents received Targeted Case Management. 13 (4.8%) Adults received Mobile Psychiatric Nursing services, no children received this service. 103 respondents: 84 (30.8%) Adults and 19 (6.9%) Child/Adolescents received Non-Hospital Residential Rehab.

	Total	Is the interview for an ADULT or CHILD
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		Adult	Child
Base	272	205 75.4%	67 24.6%
Type of Treatment			
Targeted Case Management	156	108 69.2%	48 30.8%
Mobile Psychiatric Nursing	13	13 100.0%	0 0%
Non-Hospital Residential Rehab	103	84 81.6%	19 18.4%

Distribution of Treatment by County of Residence

	Base	Type of Treatment		
		Targeted Case Management	Mobile Psychiatric Nursing	Non-Hospital Residential Rehab
Total	272	156 57.40%	13 4.80%	103 37.90%
Adult- County of Residence				
Cumberland	9	2 22.20%	2 22.20%	5 55.60%
Dauphin	121	104 86.00%	2 1.70%	15 12.40%
Lancaster	62	1 1.60%	8 12.90%	53 85.50%
Lebanon	11	0 0%	1 9.10%	10 90.90%
Perry	2	1 50.00%	0 0%	1 50.00%
Child- County of Residence				
Cumberland	3	0 0%	0 0%	3 100.00%
Dauphin	2	0 0%	0 0%	2 100.00%
Lancaster	57	48 84.20%	0 0%	9 15.80%
Lebanon	4	0 0%	0 0%	4 100.00%
Perry	1	0 0%	0 0%	1 100.00%

- Type of Services: 157 respondents (57.7%) received Mental Health services. While 58 (21.3%) received Drug/Alcohol services and 57 (20.9%) reported receiving both Mental Health and Drug/Alcohol services.

	Base	Type of Service
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		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol
Total	272	157 57.70%	58 21.30%	57 21.00%
Is the interview for an ADULT or CHILD				
Adult	205	109 53.20%	45 22.00%	51 24.90%
Child	67	48 71.60%	13 19.40%	6 9.00%

Distribution of Services by County

	Base	Type of Service		
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol
Total	272	157 57.70%	58 21.30%	57 21.00%
Adult0% County of Residence				
Cumberland	9	4 44.40%	4 44.40%	1 11.10%
Dauphin	121	91 75.20%	9 7.40%	21 17.40%
Lancaster	62	12 19.40%	25 40.30%	25 40.30%
Lebanon	11	1 9.10%	6 54.50%	4 36.40%
Perry	2	1 50.00%	1 50.00%	0 0%
Child0% County of Residence				
Cumberland	3	0 0%	2 66.70%	1 33.30%
Dauphin	2	0 0%	2 100.00%	0 0%
Lancaster	57	48 84.20%	5 8.80%	4 7.00%
Lebanon	4	0 0%	3 75.00%	1 25.00%

- Special Needs: Of the 205 Adult respondents, 56 special needs were identified (some adults may have reported more than one special need), while 158 reported no special needs. Of the 67 Child/Adolescent respondents, 23 special needs were identified (some child/adolescents may have reported more than one special need), while 49 reported no special needs.

Special Needs	Adult	Child	Total
Visual Impairment N	12 5.9%	6 9.0%	18 6.6%
Hearing Impairment N	7 3.4%	1 1.5%	8 2.9%
Physical Impairment N	17 8.3%	0 .0%	17 6.3%
English difficulty N	11 5.4%	2 3.0%	13 4.8%
Other N	9 4.4%	14 20.9%	23 8.5%
No Special Needs N	158 77.1%	49 73.1%	207 76.1%
Total N	205	67	272
% w/in Age Group	100.0%	100%	100.0%

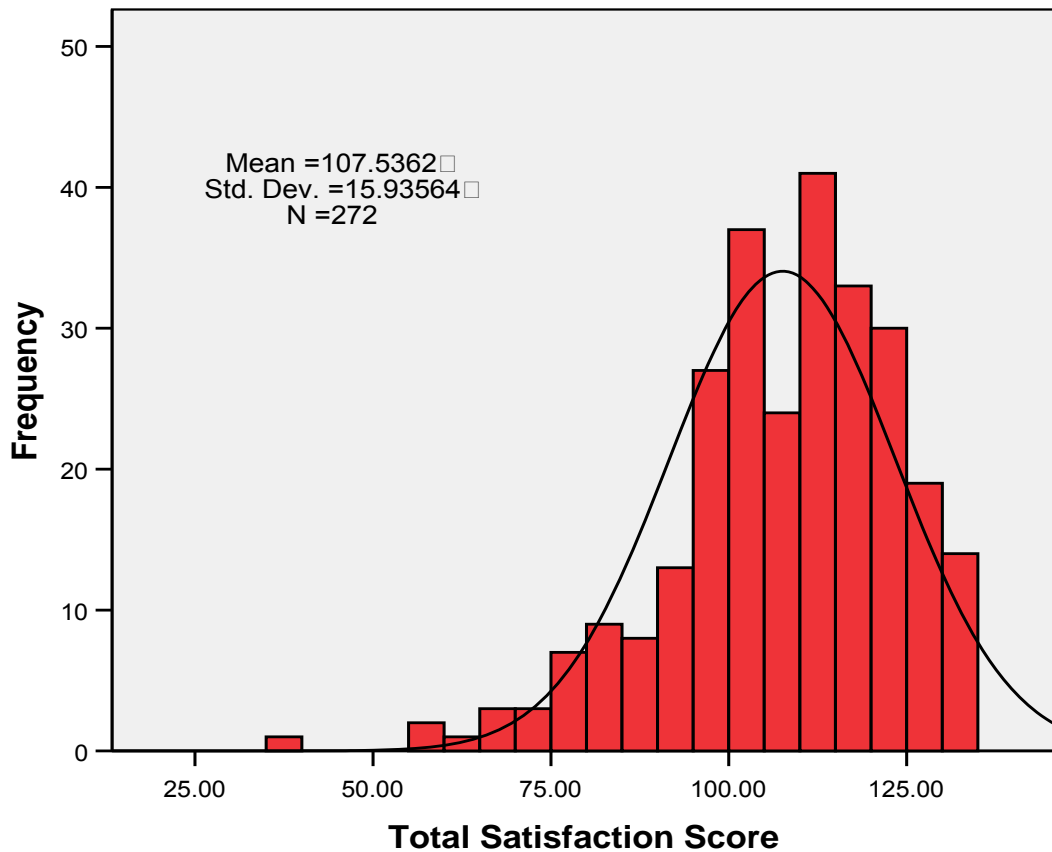
Please Note: Frequencies may sum to more than the sample size (N = 272) as respondents can report multiple special needs.

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

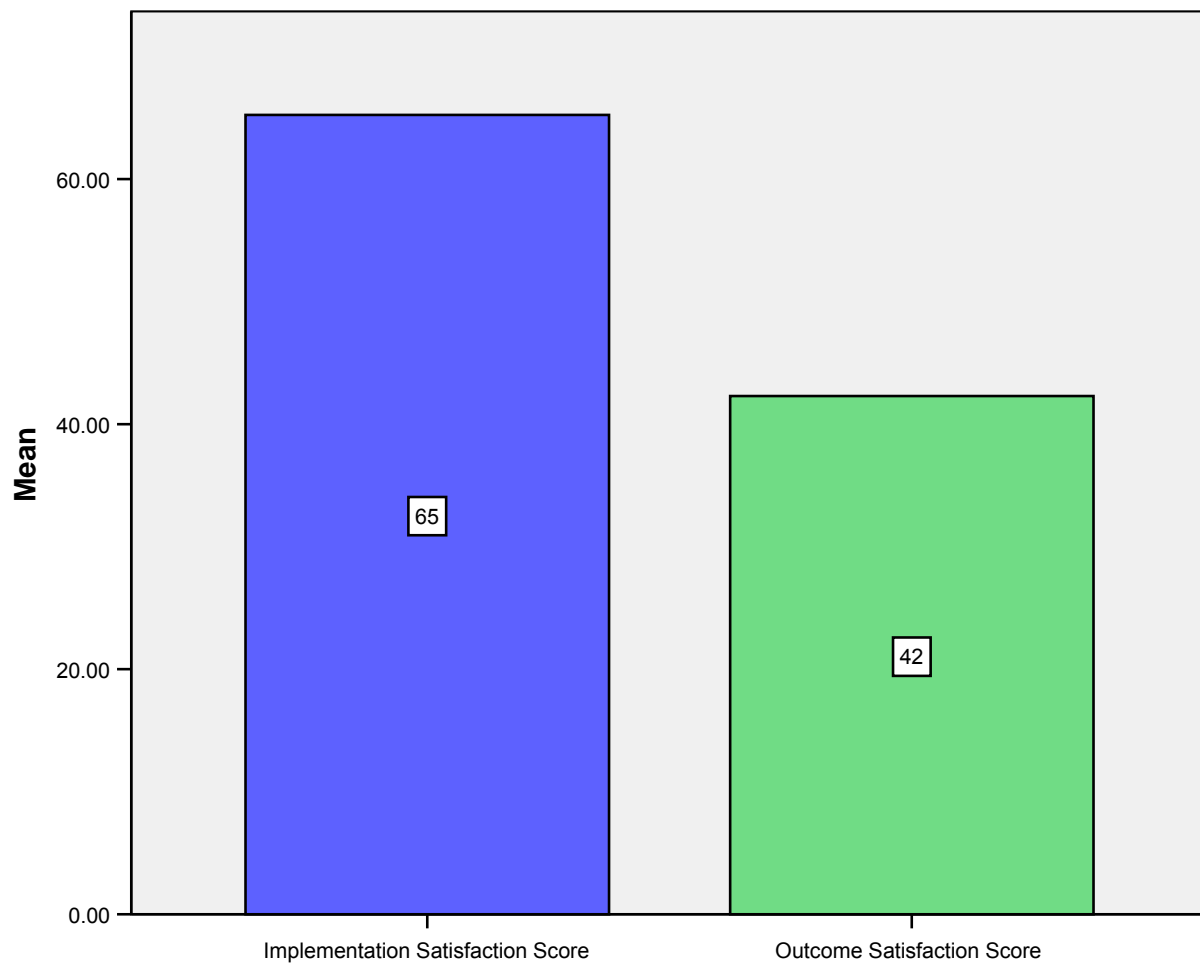
represent higher satisfaction. The scale had a possible range of 27 - 135. Scores 108 -135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.

The overall mean for all respondents for TSS was 107.54 with a standard deviation 15.9 and a median of 110.36. The TSS scores ranged from 38 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



- 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 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 80.9% agreement (4 or 5).

Overall, consumers were quite satisfied with communication with their service providers. Adult respondents reported highest satisfaction with program staff's level of respect for their ethnic, cultural and religious background (Question 9). Child/Adolescent respondents reported highest satisfaction with being offered to involve their family (Question 11). All consumers also reported high satisfaction with being informed about their rights and responsibilities regarding the treatment they had received (Question 5) and confidence that their provider does not share their personal information without permission (Question 8). Also with their knowledge of whom to call if they have questions about their treatment (Question 1)

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

- Approximately 1 in 3 of all consumers (29.4%) reported they did not have a choice when selecting their service provider.
- Approximately 1 in 4 of all respondents (24.6%) indicated that they were not given information about how to get other services that they needed.
- Approximately 1 in 4 respondents (22.8%) indicated that their service provider does not spend enough time with them.
- While 68.4% of all consumers reported that their provider explained the disadvantages of their treatment, approximately 1 in 6 consumers (16.5%), indicated they did not feel this way.

Summary responses from the Total group of respondents from this quarter (N=272) are presented in Table 1. Summary responses from the Adult group of respondents from this quarter (N=205) are presented in Table 2. Summary responses from the Child group of respondents from this quarter (N=67) are presented in Table 3.

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

N=272	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
1. I know whom to call if I have questions about my mental health or substance abuse services.	87.6	11.4	2.8	0.7	0.7
2. I was given information on how to get other services that I needed.	68.8	24.6	2.5	1.0	1.8
3. I had a choice in selecting my service provider.	58.5	29.4	2.5	1.2	5.1
4. I have the option to change my service provider should I choose to.	67.3	15.4	2.8	1.1	6.3
5. I was informed about my rights and responsibilities regarding the treatment I have received.	89.3	5.5	2.8	0.5	0
6. I feel comfortable in asking questions regarding my treatment.	86.4	8.5	2.8	0.7	1.1
7. My service provider spends enough time with me.	69.9	22.8	2.5	1.0	1.8
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	88.2	6.3	2.9	0.6	1.5
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	90.4	3.7	3.0	0.7	3.3
10. I trust my service provider.	81.3	9.6	2.7	0.7	0.4
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	80.1	11.0	2.8	0.9	2.9
12. I am included in all meetings regarding my treatment plan and goals for recovery.	80.9	10.3	2.8	0.9	3.3
13. I am an equal partner in the treatment process.	86.0	7.7	2.9	0.7	1.8
14. My service provider explained the advantages of my therapy or treatment.	84.9	9.2	2.9	0.8	2.9
15. My service provider explained the disadvantages of my therapy or treatment	68.4	16.5	2.8	1.1	6.3
16. Overall, I am satisfied with the services I am receiving.	80.9	11.4	2.7	0.7	0.7

Table 2 – Total Satisfaction – Implementation All Adult Services

N=205	% 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.	86.8	11.7	2.8	0.7	0.5
2. I was given information on how to get other services that I needed.	69.8	24.9	2.5	1.0	1.5
3. I had a choice in selecting my service provider.	57.1	32.7	2.4	1.1	2.9
4. I have the option to change my service provider should I choose to.	68.3	15.6	2.7	1.0	3.4
5. I was informed about my rights and responsibilities regarding the treatment I have received.	88.3	5.4	2.8	0.5	0
6. I feel comfortable in asking questions regarding my treatment.	87.3	8.8	2.8	0.7	1.5
7. My service provider spends enough time with me.	70.7	22.4	2.5	0.9	1.5
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	87.8	6.8	2.9	0.7	1.5
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	91.2	2.9	3.0	0.6	2.4
10. I trust my service provider.	82.9	9.3	2.8	0.7	0.5
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	75.6	13.7	2.8	0.9	3.4
12. I am included in all meetings regarding my treatment plan and goals for recovery.	79.0	10.7	2.8	0.9	3.9
13. I am an equal partner in the treatment process.	85.9	8.3	2.9	0.7	2.0
14. My service provider explained the advantages of my therapy or treatment.	87.3	8.8	2.9	0.7	2.0
15. My service provider explained the disadvantages of my therapy or treatment	70.7	16.6	2.7	1.1	4.9
16. Overall, I am satisfied with the services I am receiving.	83.4	12.2	2.7	0.7	0

Table 3 – Total Satisfaction – Implementation All Child/Adolescent Services

N=67	% 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.	88.1	10.4	2.8	0.7	0
2. I was given information on how to get other services that I needed.	65.7	24.9	2.5	1.0	3.0
3. I had a choice in selecting my service provider.	62.7	19.4	2.9	1.4	11.9
4. I have the option to change my service provider should I choose to.	64.2	14.9	3.1	1.4	14.9
5. I was informed about my rights and responsibilities regarding the treatment I have received.	92.5	6.0	2.8	0.5	0
6. I feel comfortable in asking questions regarding my treatment.	83.6	7.5	2.8	0.6	0
7. My service provider spends enough time with me.	67.2	23.9	2.6	1.0	3.0
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	89.6	4.5	2.9	0.6	1.5
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	88.1	6.0	3.0	0.9	6.0
10. I trust my service provider.	76.1	10.4	2.7	0.7	0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	94.0	3.0	3.0	0.5	1.5
12. I am included in all meetings regarding my treatment plan and goals for recovery.	86.6	9.0	2.8	0.7	1.5
13. I am an equal partner in the treatment process.	86.6	6.0	2.9	0.6	1.5
14. My service provider explained the advantages of my therapy or treatment.	77.6	10.4	2.9	1.0	6.0
15. My service provider explained the disadvantages of my therapy or treatment	61.2	16.4	2.9	1.3	10.4
16. Overall, I am satisfied with the services I am receiving.	73.1	9.0	2.8	0.9	3.0

III. Outcomes

Overall, approximately 33% to 72% of consumers believe services have improved their lives in each outcome area. Approximately 15% to 33% of consumers believe that no change has resulted from their services. Only 4% to 12% believes that things are worse as a result of services.

- Overall, the highest ratings (72.4%) were reported satisfaction with feeling good (hopeful) about the future (Question 21) with combined Adult and Child/Adolescent scores. When reviewed separately, the Child/Adolescent consumers reported highest satisfaction in dealing with specific problems that led them to seek services (Question 27).
- Recipients of adult and child services also gave high ratings to satisfaction with managing daily problems (Q17), with how they feel about themselves (Q20) and dealing with the specific problem or issue that led them to seek services (Q27).
- While 54% of all respondents reported dealing with a personal crisis was better, approximately 1 in 9 (11.8%) reported things in this area as worse. Also, approximately 1 in 10 Adult (10.7%) reported feeling in control of their live as worse, while Children reported (14.9%) approximately 1 in 6 reported this as worse.
- Overall, 33.8% of all respondents reported that dealing with school or work was better and 4.8% reported things as worse. As noted, 46% of the respondents reported this question did not apply to them. When these cases are removed, 54% report they were better dealing with school or work and 4.8% 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=272) are presented in Table 4. Summary responses from the Adult group of respondents from this quarter (N=205) are presented in Table 5. Summary responses from the Child group of respondents from this quarter (N=67) are presented in Table 6.

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

	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=272					
17. Managing daily problems.	69.5	8.5	2.7	0.9	2.9
18. Feeling in control of my life.	65.8	11.8	2.7	0.9	3.7
19. Dealing with personal crisis.	54.0	11.8	2.9	1.4	12.9
20. How I feel about myself.	68.4	7.7	2.8	0.9	3.7
21. Feeling good (hopeful) about the future.	72.4	8.1	2.8	0.9	3.3
22. Enjoying my free time.	60.3	11.0	2.6	0.9	3.7
23. Strengthening my social support network.	57.4	9.2	2.7	1.0	4.4
24. Being involved in community activities.	46.0	8.1	2.9	1.3	12.1
25. Dealing with school or work.	33.8	4.8	4.1	1.8	46.0
26. Dealing with people in social situations.	59.6	9.6	2.9	1.0	5.5
27. Dealing with specific problems or issue that led to seek services.	67.3	7.7	2.7	0.8	2.9

Table 5 – Total Satisfaction – Outcome Questions All Adult Services

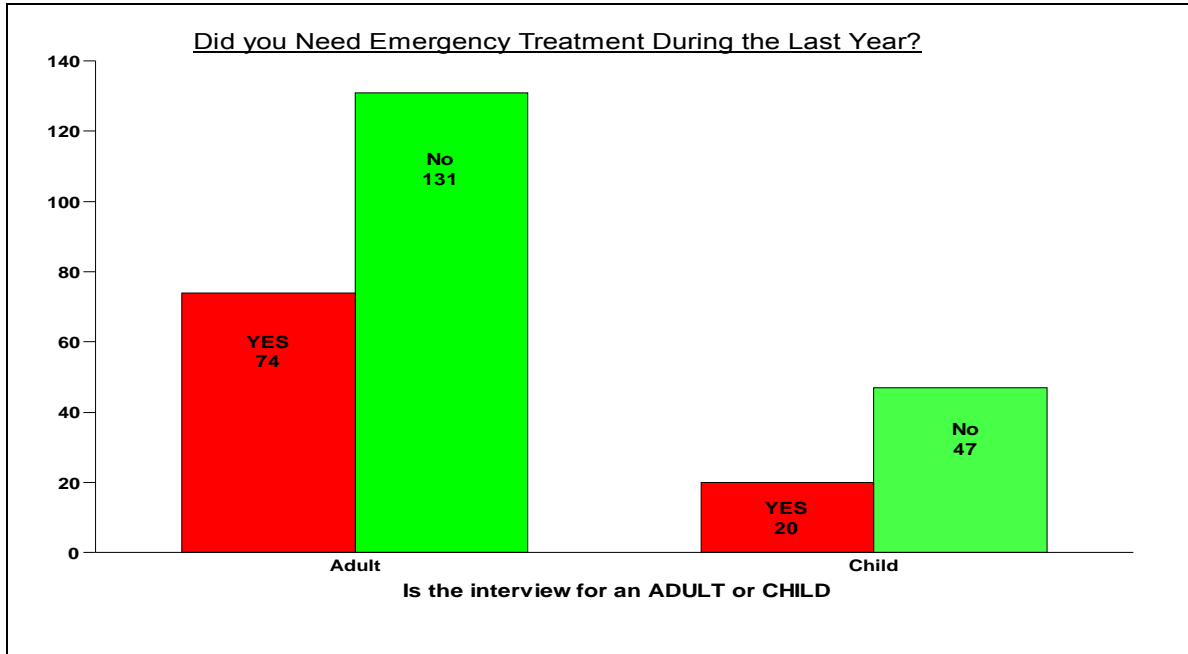
	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=205					
17. Managing daily problems.	71.2	9.3	2.7	0.8	1.5
18. Feeling in control of my life.	67.8	10.7	2.6	0.8	1.5
19. Dealing with personal crisis.	58.0	11.7	2.8	1.2	9.3
20. How I feel about myself.	72.7	8.8	2.7	0.8	1.5
21. Feeling good (hopeful) about the future.	76.1	8.8	2.7	0.7	0.5
22. Enjoying my free time.	62.4	11.7	2.6	0.9	2.4
23. Strengthening my social support network.	59.0	8.8	2.6	.9	2.9
24. Being involved in community activities.	48.8	7.3	2.9	1.3	11.7
25. Dealing with school or work.	56.6	3.4	4.5	1.8	56.6
26. Dealing with people in social situations.	61.0	8.8	2.7	1.0	4.4
27. Dealing with specific problems or issue that led to seek services.	69.8	7.8	2.7	0.7	1.5

Table 6 – Total Satisfaction – Outcome Questions All Child/Adolescent Services

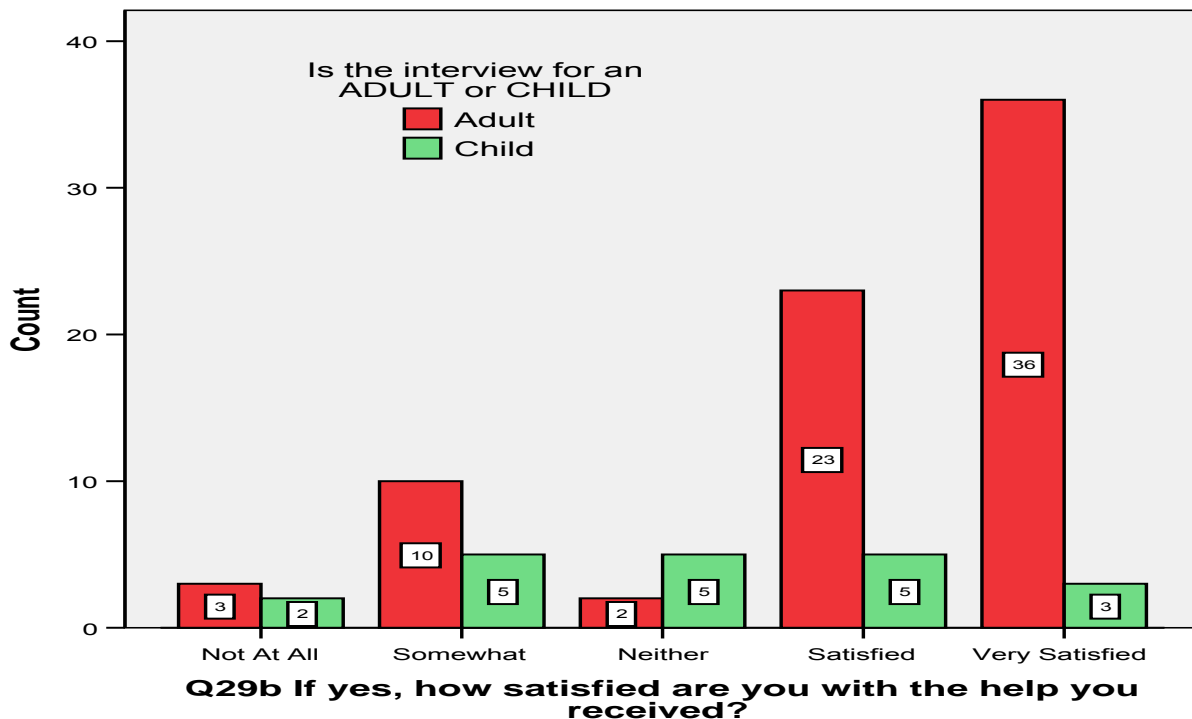
	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=67					
17. Managing daily problems.	64.2	6.0	2.9	1.1	7.5
18. Feeling in control of my life.	59.7	14.9	2.9	1.3	10.4
19. Dealing with personal crisis.	41.8	11.9	3.3	1.7	23.9
20. How I feel about myself.	55.2	4.5	2.9	1.2	10.4
21. Feeling good (hopeful) about the future.	61.2	6.0	3.0	1.2	11.9
22. Enjoying my free time.	53.7	9.0	2.7	1.1	7.5
23. Strengthening my social support network.	52.2	10.4	2.8	1.2	9.0
24. Being involved in community activities.	37.3	10.4	2.8	1.4	13.4
25. Dealing with school or work.	58.2	9.0	3.0	1.3	13.4
26. Dealing with people in social situations.	55.2	11.9	2.8	1.2	9.0
27. Dealing with specific problems or issue that led to seek services.	69.8	7.5	2.8	1.1	7.5

Emergency Treatment: 74 of the 205 Adult respondents (36.1%) indicated they needed emergency mental health or substance abuse service during the past year. 20 of the 67 Child respondents (29.9%) indicated they needed emergency mental health or substance abuse services during the past year.

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

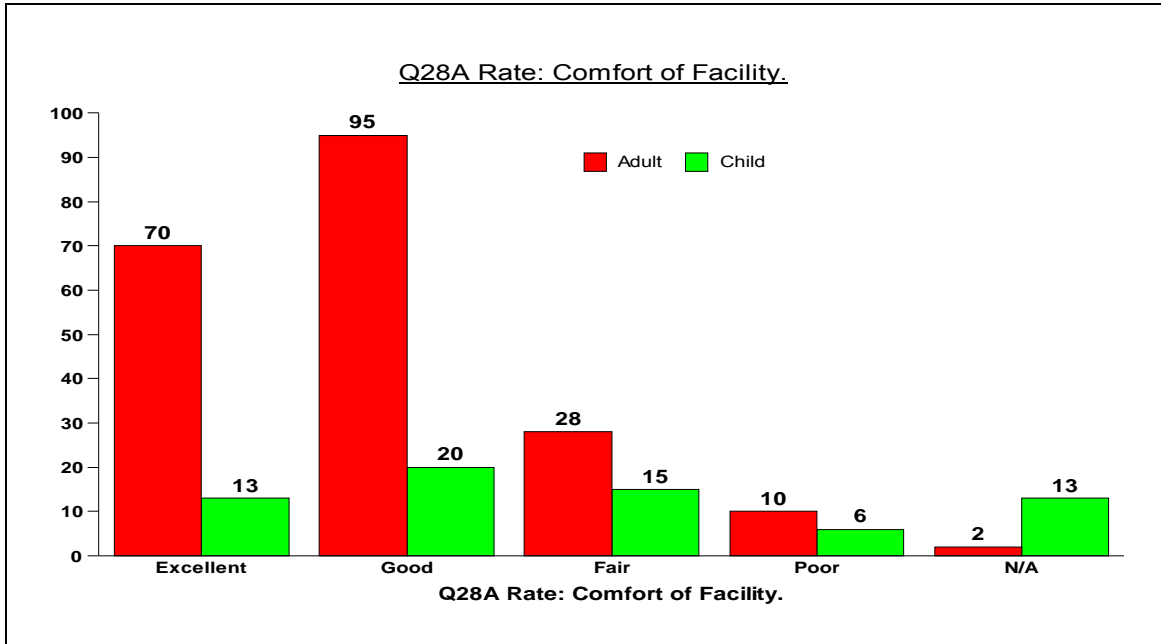


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). Significantly more adult respondents reported higher levels of satisfaction. 79.7% (59 of 74) Adult respondents reported they were either Very Satisfied, or Satisfied, 17.6% (13 of 74), Somewhat or Not at all Satisfied. 0.4% (8 of 20) Child respondents reported they were either Very Satisfied, or Satisfied, 0.4% (7 of 20), Somewhat or Not at all Satisfied.



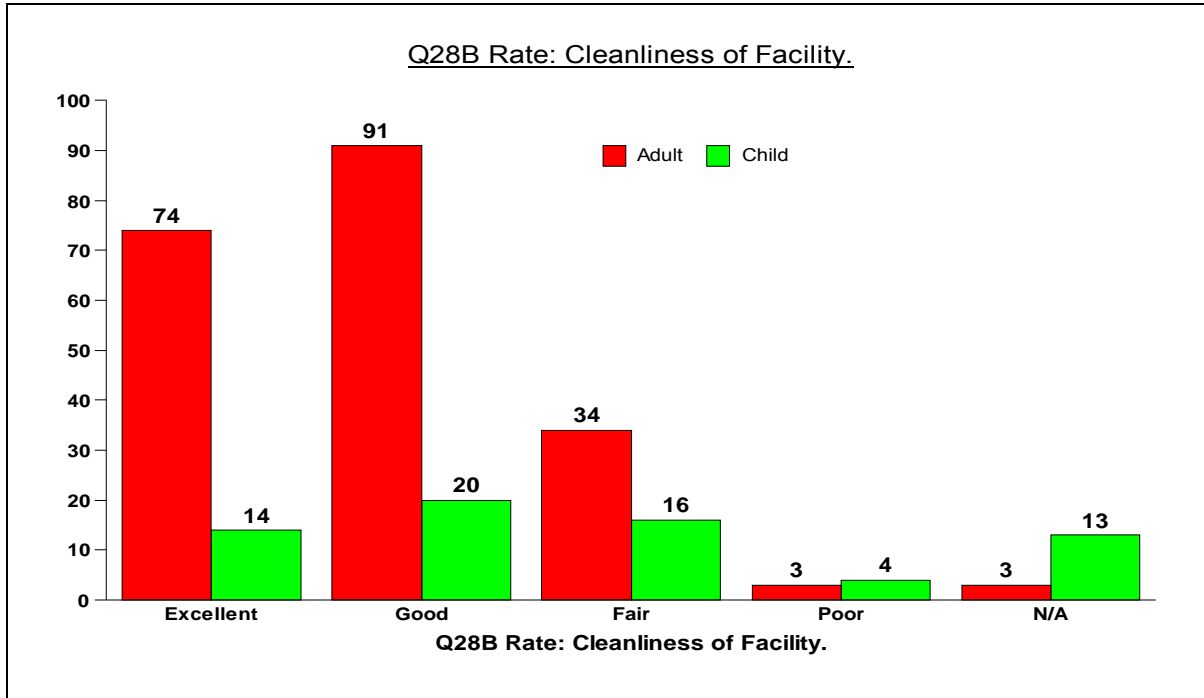
Questions Regarding Treatment Environment

Comfort of Facility: 72.8% of all respondents rated the comfort of their treatment facility as Excellent or Good. 21.7% of all respondents rated the comfort of their treatment facility as Fair or Poor.



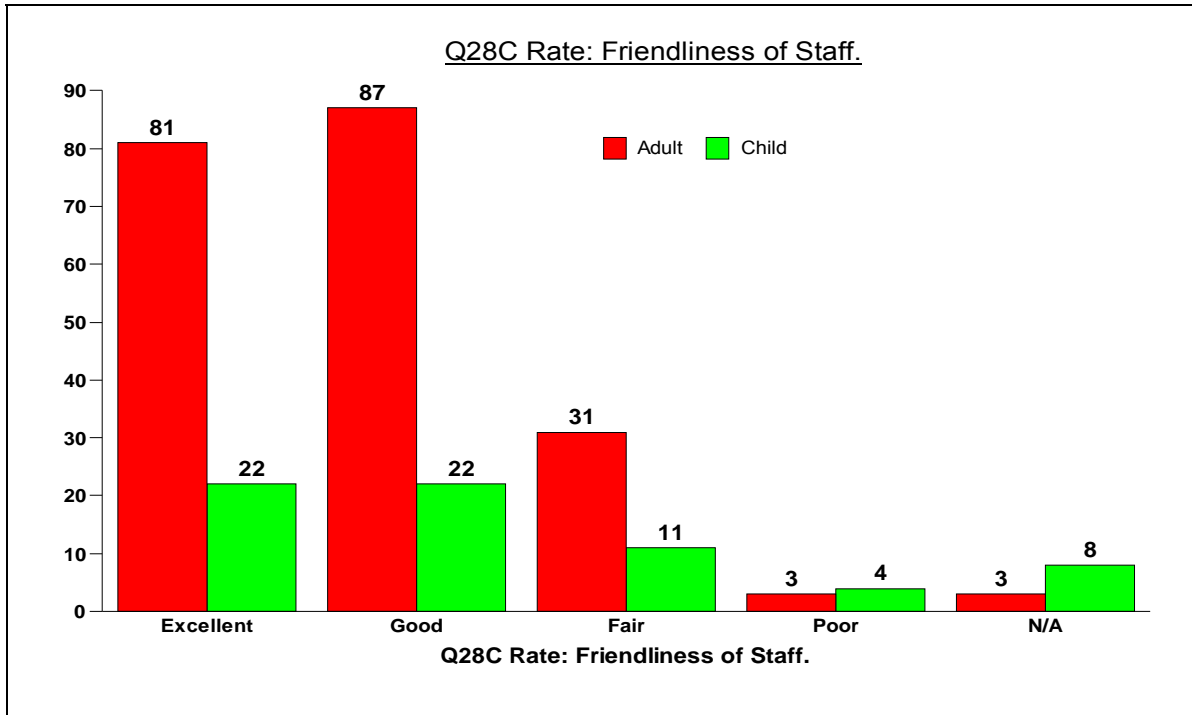
	Base	Q28A Rate: Comfort of Facility.				
		Excellent	Good	Fair	Poor	N/A
Total	272	83 30.50%	115 42.30%	43 15.80%	16 5.90%	15 5.50%
Is the interview for an ADULT or CHILD						
Adult	205	70 34.10%	95 46.30%	28 13.70%	10 4.90%	2 1.00%
Child	67	13 19.40%	20 29.90%	15 22.40%	6 9.00%	13 19.40%

Cleanliness of Facility: 73.2% of respondents reported the cleanliness of their treatment facility as Excellent or Good. 21% of respondents reported the cleanliness of their treatment facility as Fair or Poor.



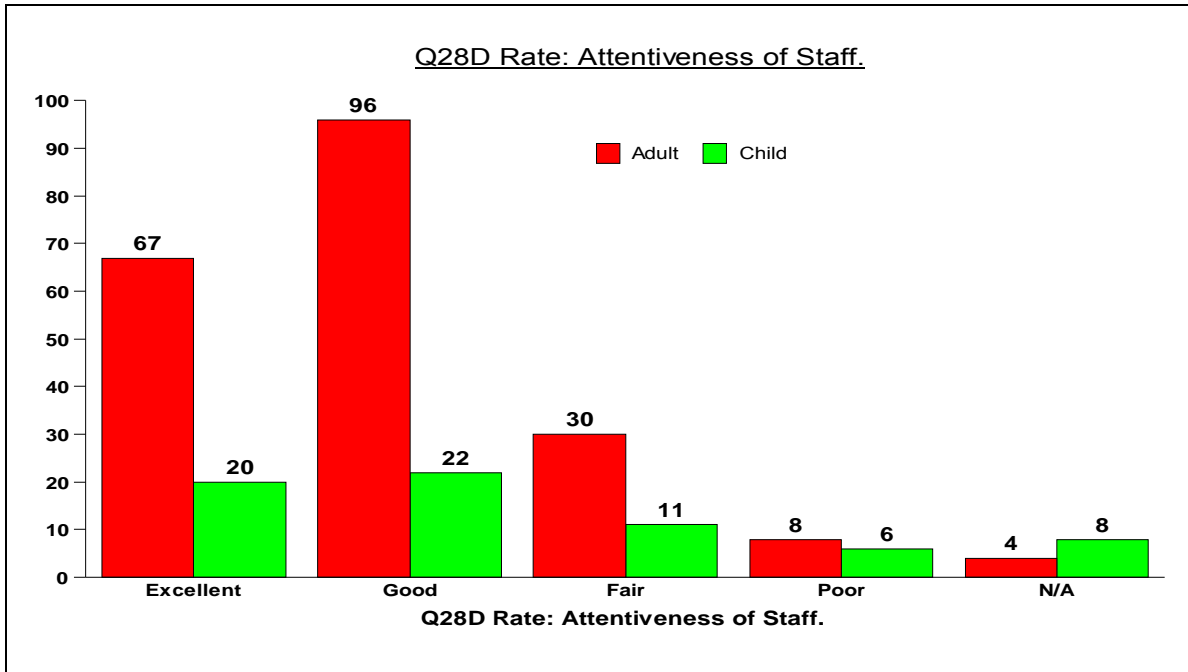
	Base	Q28B Rate: Cleanliness of Facility.				
		Excellent	Good	Fair	Poor	N/A
Total	272	88 32.40%	111 40.80%	50 18.40%	7 2.60%	16 5.90%
Is the interview for an ADULT or CHILD						
Adult	205	74 36.10%	91 44.40%	34 16.60%	3 1.50%	3 1.50%
Child	67	14 20.90%	20 29.90%	16 23.90%	4 6.00%	13 19.40%

Friendliness of Staff: 78% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 18% 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
Total	272	103 37.90%	109 40.10%	42 15.40%	7 2.60%	11 4.00%
Is the interview for an ADULT or CHILD						
Adult	205	81 39.50%	87 42.40%	31 15.10%	3 1.50%	3 1.50%
Child	67	22 32.80%	22 32.80%	11 16.40%	4 6.00%	8 11.90%

Attentiveness of Staff: 75.4% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 20.0% 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
Total	272	87 32.00%	118 43.40%	41 15.10%	14 5.10%	12 4.40%
Is the interview for an ADULT or CHILD						
Adult	205	67 32.70%	96 46.80%	30 14.60%	8 3.90%	4 2.00%
Child	67	20 29.90%	22 32.80%	11 16.40%	6 9.00%	8 11.90%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

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

	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
Total	270	162 60.00%	104 38.50%	4 1.50%
Is the interview for an ADULT or CHILD				
Adult	204	121 59.30%	80 39.20%	3 1.50%
Child	66	41 62.10%	24 36.40%	1 1.50%

	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
Total	270	162 60.00%	104 38.50%	4 1.50%
Adult- County of Residence				
Cumberland	9	3 33.30%	6 66.70%	0 0%
Dauphin	120	74 61.70%	44 36.70%	2 1.70%
Lancaster	62	37 59.70%	25 40.30%	0 0%
Lebanon	11	5 45.50%	5 45.50%	1 9.10%
Perry	2	2 100.00%	0 0%	0 0%
Child- County of Residence				
Cumberland	3	0 0%	3 100.00%	0 0%
Dauphin	2	0 0%	2 100.00%	0 0%
Lancaster	56	39 69.60%	16 28.60%	1 1.80%
Lebanon	4	1 25.00%	3 75.00%	0 0%
Perry	1	1 100.00%	0 0%	0 0%

Q. 34 In the last 12 months, did you call member services at CBHNP to get information or help for counseling, treatment or other services?

	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	270	66 24.40%	201 74.40%	3 1.10%
Is the interview for an ADULT or CHILD				
Adult	204	48 23.50%	153 75.00%	3 1.50%
Child	66	18 27.30%	48 72.70%	0 0%

	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	270	66 24.40%	201 74.40%	3 1.10%
Adult- County of Residence				
Cumberland	9	2 22.20%	7 77.80%	0 0%
Dauphin	120	27 22.50%	91 75.80%	2 1.70%
Lancaster	62	15 24.20%	46 74.20%	1 1.60%
Lebanon	11	3 27.30%	8 72.70%	0 0%
Perry	2	1 50.00%	1 50.00%	0 0%
Child- County of Residence				
Cumberland	3	0 0%	3 100.00%	0 0%
Dauphin	2	0 0%	2 100.00%	0 0%
Lancaster	56	17 30.40%	39 69.60%	0 0%
Lebanon	4	0 0%	4 100.00%	0 0%
Perry	1	1 100.00%	0 0%	0 0%

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

	Base	Q34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
		Yes	No	Does Not Apply
Total	270	58 21.50%	11 4.10%	201 74.40%
Is the interview for an ADULT or CHILD				
Adult	204	45 22.10%	6 2.90%	153 75.00%
Child	66	13 19.70%	5 7.60%	48 72.70%

	Base	Q34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
		Yes	No	Does Not Apply
Total	270	58 21.50%	11 4.10%	201 74.40%
Adult- County of Residence				
Cumberland	9	2 22.20%	0 0%	7 77.80%
Dauphin	120	26 21.70%	4 3.30%	90 75.00%
Lancaster	62	13 21.00%	1 1.60%	48 77.40%
Lebanon	11	3 27.30%	1 9.10%	7 63.60%
Perry	2	1 50.00%	0 0%	1 50.00%
Child- County of Residence				
Cumberland	3	0 0%	0 0%	3 100.00%
Dauphin	2	0 0%	0 0%	2 100.00%
Lancaster	56	12 21.40%	5 8.90%	39 69.60%
Lebanon	4	0 0%	0 0%	4 100.00%
Perry	1	1 100.00%	0 0%	0 0%

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

	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	270	227 84.10%	39 14.40%	4 1.50%
Is the interview for an ADULT or CHILD				
Adult	204	169 82.80%	33 16.20%	2 1.00%
Child	66	58 87.90%	6 9.10%	2 3.00%

	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	270	227 84.10%	39 14.40%	4 1.50%
Adult- County of Residence				
Cumberland	9	8 88.90%	1 11.10%	0 0%
Dauphin	120	97 80.80%	21 17.50%	2 1.70%
Lancaster	62	55 88.70%	7 11.30%	0 0%
Lebanon	11	8 72.70%	3 27.30%	0 0%
Perry	2	1 50.00%	1 50.00%	0 0%
Child- County of Residence				
Cumberland	3	3 100.00%	0 0%	0 0%
Dauphin	2	1 50.00%	1 50.00%	0 0%
Lancaster	56	51 91.10%	3 5.40%	2 3.60%
Lebanon	4	2 50.00%	2 50.00%	0 0%
Perry	1	1 100.00%	0 0%	0 0%

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

	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	270	140 51.90%	124 45.90%	6 2.20%
Is the interview for an ADULT or CHILD				
Adult	204	101 49.50%	99 48.50%	4 2.00%
Child	66	39 59.10%	25 37.90%	2 3.00%

	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	270	140 51.90%	124 45.90%	6 2.20%
Adult- County of Residence				
Cumberland	9	3 33.30%	6 66.70%	0 0%
Dauphin	120	58 48.30%	60 50.00%	2 1.70%
Lancaster	62	32 51.60%	28 45.20%	2 3.20%
Lebanon	11	6 54.50%	5 45.50%	0 0%
Perry	2	2 100.00%	0 0%	0 0%
Child- County of Residence				
Cumberland	3	0 0%	3 100.00%	0 0%
Dauphin	2	1 50.00%	1 50.00%	0 0%
Lancaster	56	37 66.10%	17 30.40%	2 3.60%
Lebanon	4	1 25.00%	3 75.00%	0 0%
Perry	1	0 0%	1 100.00%	0 0%

Q. 37 I was given the choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.

	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	270	141 52.20%	93 34.40%	36 13.30%
Is the interview for an ADULT or CHILD				
Adult	204	102 50.00%	74 36.30%	28 13.70%
Child	66	39 59.10%	19 28.80%	8 12.10%

	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	270	141 52.20%	93 34.40%	36 13.30%
Adult- County of Residence				
Cumberland	9	3 33.30%	3 33.30%	3 33.30%
Dauphin	120	62 51.70%	41 34.20%	17 14.20%
Lancaster	62	30 48.40%	24 38.70%	8 12.90%
Lebanon	11	5 45.50%	6 54.50%	0 0%
Perry	2	2 100.00%	0 0%	0 0%
Child- County of Residence				
Cumberland	3	0 0%	2 66.70%	1 33.30%
Dauphin	2	0 0%	2 100.00%	0 0%
Lancaster	56	38 67.90%	14 25.00%	4 7.10%
Lebanon	4	0 0%	1 25.00%	3 75.00%
Perry	1	1 100.00%	0 0%	0 0%

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

	Base	Q38 When I call CBHNP staff treats me courteously and with respect.		
		Yes	No	Does Not Apply
Total	270	136 50.40%	22 8.10%	112 41.50%
Is the interview for an ADULT or CHILD				
Adult	204	99 48.50%	15 7.40%	90 44.10%
Child	66	37 56.10%	7 10.60%	22 33.30%

	Base	Q38 When I call CBHNP staff treats me courteously and with respect.		
		Yes	No	Does Not Apply
Total	270	136 50.40%	22 8.10%	112 41.50%
Adult- County of Residence				
Cumberland	9	3 33.30%	0 0%	6 66.70%
Dauphin	120	58 48.30%	8 6.70%	54 45.00%
Lancaster	62	33 53.20%	6 9.70%	23 37.10%
Lebanon	11	3 27.30%	1 9.10%	7 63.60%
Perry	2	2 100.00%	0 0%	0 0%
Child- County of Residence				
Cumberland	3	0 0%	0 0%	3 100.00%
Dauphin	2	0 0%	0 0%	2 100.00%
Lancaster	56	35 62.50%	7 12.50%	14 25.00%
Lebanon	4	1 25.00%	0 0%	3 75.00%
Perry	1	1 100.00%	0 0%	0 0%

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

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
Total	270	184 68.10%	17 6.30%	69 25.60%
Is the interview for an ADULT or CHILD				
Adult	204	139 68.10%	11 5.40%	54 26.50%
Child	66	45 68.20%	6 9.10%	15 22.70%

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
Total	270	184 68.10%	17 6.30%	69 25.60%
Adult- County of Residence				
Cumberland	9	6 66.70%	1 11.10%	2 22.20%
Dauphin	120	71 59.20%	7 5.80%	42 35.00%
Lancaster	62	52 83.90%	2 3.20%	8 12.90%
Lebanon	11	8 72.70%	1 9.10%	2 18.20%
Perry	2	2 100.00%	0 0%	0 0%
Child- County of Residence				
Cumberland	3	0 0%	0 0%	3 100.00%
Dauphin	2	1 50.00%	0 0%	1 50.00%
Lancaster	56	42 75.00%	5 8.90%	9 16.10%
Lebanon	4	1 25.00%	1 25.00%	2 50.00%
Perry	1	1 100.00%	0 0%	0 0%

Supplemental Questions for Adult Respondents

- 80% of respondents (164 of 205) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. (26) respondents 12.7% disagreed or strongly disagreed with this statement.

	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	205	5 2.40%	21 10.20%	7 3.40%	69 33.70%	95 46.30%	8 3.90%
County of Residence							
Cumberland	9	1 11.10%	1 11.10%	1 11.10%	2 22.20%	4 44.40%	0 0%
Dauphin	121	3 2.50%	14 11.60%	2 1.70%	44 36.40%	51 42.10%	7 5.80%
Lancaster	62	0 0%	5 8.10%	4 6.50%	17 27.40%	35 56.50%	1 1.60%
Lebanon	11	1 9.10%	1 9.10%	0 0%	6 54.50%	3 27.30%	0 0%
Perry	2	0 0%	0 0%	0 0%	0 0%	2 100.00%	0 0%

- 76.1% of respondents (156 of 205) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. (25) Respondents 12.2% disagreed or strongly disagreed with this statement.

	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	205	11 5.40%	14 6.80%	8 3.90%	86 42.00%	70 34.10%	16 7.80%
County of Residence							
Cumberland	9	1 11.10%	0 0%	1 11.10%	4 44.40%	3 33.30%	0 0%
Dauphin	121	1 0.80%	4 3.30%	4 3.30%	56 46.30%	44 36.40%	12 9.90%
Lancaster	62	8 12.90%	8 12.90%	3 4.80%	19 30.60%	21 33.90%	3 4.80%
Lebanon	11	1 9.10%	2 18.20%	0 0%	6 54.50%	1 9.10%	1 9.10%
Perry	2	0 0%	0 0%	0 0%	1 50.00%	1 50.00%	0 0%

- 76.6% of respondents (157 of 205) 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. (27) respondents 13.2% disagreed or strongly disagreed with this statement.

	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	205	11 5.40%	16 7.80%	16 7.80%	86 42.00%	71 34.60%	5 2.40%
County of Residence							
Cumberland	9	0 0%	0 0%	0 0%	6 66.70%	3 33.30%	0 0%
Dauphin	121	10 8.30%	10 8.30%	7 5.80%	49 40.50%	42 34.70%	3 2.50%
Lancaster	62	0 0%	3 4.80%	8 12.90%	26 41.90%	24 38.70%	1 1.60%
Lebanon	11	1 9.10%	3 27.30%	1 9.10%	5 45.50%	0 0%	1 9.10%
Perry	2	0 0%	0 0%	0 0%	0 0%	2 100.00%	0 0%

- 92.7% of respondents (190 of 205) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. (6) of the respondents 2.9% disagreed or strongly disagreed with this statement.

	Base	SQ4 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	205	2 1.00%	4 2.00%	5 2.40%	95 46.30%	95 46.30%	4 2.00%
County of Residence							
Cumberland	9	0 0%	0 0%	0 0%	7 77.80%	2 22.20%	0 0%
Dauphin	121	2 1.70%	2 1.70%	2 1.70%	61 50.40%	51 42.10%	3 2.50%
Lancaster	62	0 0%	2 3.20%	2 3.20%	22 35.50%	35 56.50%	1 1.60%
Lebanon	11	0 0%	0 0%	1 9.10%	5 45.50%	5 45.50%	0 0%
Perry	2	0 0%	0 0%	0 0%	0 0%	2 100.00%	0 0%

Supplemental Questions for Child/Adolescent Respondents

- 77.6% of respondents (52 of 67) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. (10) respondents 14.9% disagreed or strongly disagreed with this statement.

	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	67	5 7.50%	5 7.50%	3 4.50%	22 32.80%	30 44.80%	2 3.00%
County of Residence							
Cumberland	3	0 0%	1 33.30%	2 66.70%	0 0%	0 0%	0 0%
Dauphin	2	0 0%	1 50.00%	0 0%	1 50.00%	0 0%	0 0%
Lancaster	57	5 8.80%	2 3.50%	0 0%	18 31.60%	30 52.60%	2 3.50%
Lebanon	4	0 0%	1 25.00%	0 0%	3 75.00%	0 0%	0 0%
Perry	1	0 0%	0 0%	1 100.00%	0 0%	0 0%	0 0%

- 71.6% of respondents (48 of 67) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. (11) Respondents 16.4% disagreed or strongly disagreed with this statement.

	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	67	7 10.40%	4 6.00%	3 4.50%	23 34.30%	25 37.30%	5 7.50%
County of Residence							
Cumberland	3	0 0%	1 33.30%	1 33.30%	1 33.30%	0 0%	0 0%
Dauphin	2	0 0%	0 0%	1 50.00%	1 50.00%	0 0%	0 0%
Lancaster	57	6 10.50%	2 3.50%	1 1.80%	20 35.10%	23 40.40%	5 8.80%
Lebanon	4	1 25.00%	0 0%	0 0%	1 25.00%	2 50.00%	0 0%
Perry	1	0 0%	1 100.00%	0 0%	0 0%	0 0%	0 0%

- 64.2% of respondents (43 of 67) 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. (12) respondents 17.9% disagreed or strongly disagreed with this statement.

	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	67	6 9.00%	6 9.00%	7 10.40%	21 31.30%	22 32.80%	5 7.50%
County of Residence							
Cumberland	3	0 0%	0 0%	0 0%	2 66.70%	1 33.30%	0 0%
Dauphin	2	0 0%	0 0%	1 50.00%	1 50.00%	0 0%	0 0%
Lancaster	57	5 8.80%	5 8.80%	5 8.80%	17 29.80%	20 35.10%	5 8.80%
Lebanon	4	0 0%	1 25.00%	1 25.00%	1 25.00%	1 25.00%	0 0%
Perry	1	1 100.00%	0 0%	0 0%	0 0%	0 0%	0 0%

- 73.1% of respondents (49 of 67) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. (6) of the respondents 11.9% disagreed or strongly disagreed with this statement.

	Base	SQ4 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	67	3 4.50%	5 7.50%	6 9.00%	21 31.30%	28 41.80%	4 6.00%
County of Residence							
Cumberland	3	0 0%	0 0%	1 33.30%	2 66.70%	0 0%	0 0%
Dauphin	2	0 0%	1 50.00%	0 0%	1 50.00%	0 0%	0 0%
Lancaster	57	2 3.50%	3 5.30%	4 7.00%	17 29.80%	27 47.40%	4 7.00%
Lebanon	4	0 0%	1 25.00%	1 25.00%	1 25.00%	1 25.00%	0 0%
Perry	1	1 100.00%	0 0%	0 0%	0 0%	0 0%	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=272).

	Base	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
Total	272	18 6.60%	13 4.80%	2 0.70%	105 38.60%	132 48.50%	2 0.70%
Adult- County of Residence							
Cumberland	9	2 22.20%	1 11.10%	0% 0%	3 33.30%	3 33.30%	0% 0%
Dauphin	121	7 5.80%	4 3.30%	0% 0%	49 40.50%	60 49.60%	1 0.80%
Lancaster	62	6 9.70%	3 4.80%	1 1.60%	24 38.70%	28 45.20%	0% 0%
Lebanon	11	0% 0%	0% 0%	1 9.10%	7 63.60%	3 27.30%	0% 0%
Perry	2	0% 0%	1 50.00%	0% 0%	1 50.00%	0% 0%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	1 33.30%	2 66.70%	0% 0%
Dauphin	2	2 100.00%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%
Lancaster	57	1 1.80%	3 5.30%	0% 0%	19 33.30%	33 57.90%	1 1.80%
Lebanon	4	0% 0%	1 25.00%	0% 0%	1 25.00%	2 50.00%	0% 0%
Perry	1	0% 0%	0% 0%	0% 0%	0% 0%	1 100.00%	0% 0%

	Base	Q2 I was given information on how to get other services.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	272	27 9.90%	40 14.70%	13 4.80%	101 37.10%	86 31.60%	5 1.80%
Adult- County of Residence							
Cumberland	9	2 22.20%	1 11.10%	0% 0%	4 44.40%	2 22.20%	0% 0%
Dauphin	121	11 9.10%	16 13.20%	3 2.50%	48 39.70%	43 35.50%	0% 0%
Lancaster	62	8 12.90%	9 14.50%	3 4.80%	23 37.10%	16 25.80%	3 4.80%
Lebanon	11	1 9.10%	3 27.30%	2 18.20%	4 36.40%	1 9.10%	0% 0%
Perry	2	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	2 66.70%	1 33.30%	0% 0%
Dauphin	2	0% 0%	1 50.00%	0% 0%	1 50.00%	0% 0%	0% 0%
Lancaster	57	4 7.00%	9 15.80%	5 8.80%	15 26.30%	22 38.60%	2 3.50%
Lebanon	4	1 25.00%	0% 0%	0% 0%	2 50.00%	1 25.00%	0% 0%
Perry	1	0% 0%	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%

	Base	Q3 I had a choice when selecting my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	272	20 7.40%	60 22.10%	19 7.00%	71 26.10%	88 32.40%	14 5.10%
Adult- County of Residence							
Cumberland	9	1 11.10%	2 22.20%	0% 0%	2 22.20%	4 44.40%	0% 0%
Dauphin	121	10 8.30%	36 29.80%	10 8.30%	31 25.60%	33 27.30%	1 0.80%
Lancaster	62	4 6.50%	11 17.70%	2 3.20%	20 32.30%	21 33.90%	4 6.50%
Lebanon	11	2 18.20%	1 9.10%	3 27.30%	3 27.30%	1 9.10%	1 9.10%
Perry	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Child- County of Residence							
Cumberland	3	1 33.30%	0% 0%	0% 0%	0% 0%	1 33.30%	1 33.30%
Dauphin	2	0% 0%	0% 0%	1 50.00%	0% 0%	0% 0%	1 50.00%
Lancaster	57	2 3.50%	9 15.80%	3 5.30%	11 19.30%	27 47.40%	5 8.80%
Lebanon	4	0% 0%	1 25.00%	0% 0%	2 50.00%	0% 0%	1 25.00%
Perry	1	0% 0%	0% 0%	0% 0%	1 100.00%	0% 0%	0% 0%

	Base	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
Total	272	19 7.00%	23 8.50%	30 11.00%	96 35.30%	87 32.00%	17 6.30%
Adult- County of Residence							
Cumberland	9	3 33.30%	1 11.10%	0% 0%	3 33.30%	2 22.20%	0% 0%
Dauphin	121	4 3.30%	12 9.90%	12 9.90%	54 44.60%	38 31.40%	1 0.80%
Lancaster	62	4 6.50%	6 9.70%	8 12.90%	24 38.70%	14 22.60%	6 9.70%
Lebanon	11	1 9.10%	1 9.10%	5 45.50%	4 36.40%	0% 0%	0% 0%
Perry	2	0% 0%	0% 0%	1 50.00%	0% 0%	1 50.00%	0% 0%
Child- County of Residence							
Cumberland	3	2 66.70%	0% 0%	0% 0%	0% 0%	0% 0%	1 33.30%
Dauphin	2	1 50.00%	1 50.00%	0% 0%	0% 0%	0% 0%	0% 0%
Lancaster	57	2 3.50%	2 3.50%	4 7.00%	11 19.30%	32 56.10%	6 10.50%
Lebanon	4	1 25.00%	0% 0%	0% 0%	0% 0%	0% 0%	3 75.00%
Perry	1	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%

	Base	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	272	7 2.60%	8 2.90%	14 5.10%	107 39.30%	136 50.00%	0% 0%
Adult- County of Residence							
Cumberland	9	0% 0%	0% 0%	0% 0%	5 55.60%	4 44.40%	0% 0%
Dauphin	121	3 2.50%	2 1.70%	7 5.80%	51 42.10%	58 47.90%	0% 0%
Lancaster	62	3 4.80%	1 1.60%	5 8.10%	26 41.90%	27 43.50%	0% 0%
Lebanon	11	0% 0%	2 18.20%	1 9.10%	6 54.50%	2 18.20%	0% 0%
Perry	2	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	1 33.30%	2 66.70%	0% 0%
Dauphin	2	1 50.00%	0% 0%	0% 0%	1 50.00%	0% 0%	0% 0%
Lancaster	57	0% 0%	3 5.30%	1 1.80%	10 17.50%	43 75.40%	0% 0%
Lebanon	4	0% 0%	0% 0%	0% 0%	4 100.00%	0% 0%	0% 0%
Perry	1	0% 0%	0% 0%	0% 0%	1 100.00%	0% 0%	0% 0%

	Base	Q6 I feel comfortable in asking questions regarding my treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	272	9 3.30%	14 5.10%	11 4.00%	109 40.10%	126 46.30%	3 1.10%
Adult- County of Residence							
Cumberland	9	2 22.20%	2 22.20%	0 0%	4 44.40%	1 11.10%	0 0%
Dauphin	121	3 2.50%	4 3.30%	4 3.30%	58 47.90%	51 42.10%	1 0.80%
Lancaster	62	4 6.50%	2 3.20%	0 0%	26 41.90%	29 46.80%	1 1.60%
Lebanon	11	0 0%	1 9.10%	1 9.10%	6 54.50%	2 18.20%	1 9.10%
Perry	2	0 0%	0 0%	0 0%	1 50.00%	1 50.00%	0 0%
Child- County of Residence							
Cumberland	3	0 0%	0 0%	0 0%	3 100.00%	0 0%	0 0%
Dauphin	2	0 0%	0 0%	1 50.00%	1 50.00%	0 0%	0 0%
Lancaster	57	0 0%	3 5.30%	5 8.80%	9 15.80%	40 70.20%	0 0%
Lebanon	4	0 0%	1 25.00%	0 0%	1 25.00%	2 50.00%	0 0%
Perry	1	0 0%	1 100.00%	0 0%	0 0%	0 0%	0 0%

	Base	Q7 My service provider spends enough time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	272	32 11.80%	30 11.00%	15 5.50%	90 33.10%	100 36.80%	5 1.80%
Adult- County of Residence							
Cumberland	9	3 33.30%	2 22.20%	1 11.10%	3 33.30%	0% 0%	0% 0%
Dauphin	121	15 12.40%	14 11.60%	5 4.10%	46 38.00%	40 33.10%	1 0.80%
Lancaster	62	5 8.10%	4 6.50%	4 6.50%	21 33.90%	26 41.90%	2 3.20%
Lebanon	11	2 18.20%	1 9.10%	1 9.10%	6 54.50%	1 9.10%	0% 0%
Perry	2	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	1 33.30%	0% 0%	2 66.70%	0% 0%	0% 0%
Dauphin	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Lancaster	57	5 8.80%	7 12.30%	3 5.30%	9 15.80%	31 54.40%	2 3.50%
Lebanon	4	1 25.00%	1 25.00%	1 25.00%	0% 0%	1 25.00%	0% 0%
Perry	1	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%

	Base	Q8 My provider does not share my personal MH and/or SA information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	272	7 2.60%	10 3.70%	11 4.00%	95 34.90%	145 53.30%	4 1.50%
Adult- County of Residence							
Cumberland	9	0% 0%	1 11.10%	0% 0%	7 77.80%	1 11.10%	0% 0%
Dauphin	121	2 1.70%	5 4.10%	3 2.50%	45 37.20%	65 53.70%	1 0.80%
Lancaster	62	2 3.20%	2 3.20%	4 6.50%	24 38.70%	29 46.80%	1 1.60%
Lebanon	11	2 18.20%	0% 0%	1 9.10%	2 18.20%	5 45.50%	1 9.10%
Perry	2	0% 0%	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	1 33.30%	2 66.70%	0% 0%
Dauphin	2	0% 0%	1 50.00%	0% 0%	0% 0%	1 50.00%	0% 0%
Lancaster	57	1 1.80%	0% 0%	3 5.30%	13 22.80%	39 68.40%	1 1.80%
Lebanon	4	0% 0%	1 25.00%	0% 0%	2 50.00%	1 25.00%	0% 0%
Perry	1	0% 0%	0% 0%	0% 0%	1 100.00%	0% 0%	0% 0%

	Base	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
Total	272	2 0.70%	8 2.90%	7 2.60%	107 39.30%	139 51.10%	9 3.30%
Adult- County of Residence							
Cumberland	9	0% 0%	0% 0%	0% 0%	6 66.70%	3 33.30%	0% 0%
Dauphin	121	0% 0%	1 0.80%	5 4.10%	54 44.60%	56 46.30%	5 4.10%
Lancaster	62	1 1.60%	3 4.80%	1 1.60%	24 38.70%	33 53.20%	0% 0%
Lebanon	11	0% 0%	1 9.10%	1 9.10%	4 36.40%	5 45.50%	0% 0%
Perry	2	0% 0%	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	2 66.70%	0% 0%	1 33.30%
Dauphin	2	1 50.00%	0% 0%	0% 0%	0% 0%	1 50.00%	0% 0%
Lancaster	57	0% 0%	3 5.30%	0% 0%	13 22.80%	39 68.40%	2 3.50%
Lebanon	4	0% 0%	0% 0%	0% 0%	4 100.00%	0% 0%	0% 0%
Perry	1	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%	1 100.00%

	Base	Q10 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	272	12 4.40%	14 5.10%	24 8.80%	86 31.60%	135 49.60%	1 0.40%
Adult- County of Residence							
Cumberland	9	1 11.10%	3 33.30%	1 11.10%	3 33.30%	1 11.10%	0% 0%
Dauphin	121	5 4.10%	5 4.10%	5 4.10%	45 37.20%	61 50.40%	0% 0%
Lancaster	62	2 3.20%	2 3.20%	8 12.90%	20 32.30%	29 46.80%	1 1.60%
Lebanon	11	0% 0%	1 9.10%	1 9.10%	6 54.50%	3 27.30%	0% 0%
Perry	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	2 66.70%	1 33.30%	0% 0%	0% 0%
Dauphin	2	1 50.00%	0% 0%	0% 0%	0% 0%	1 50.00%	0% 0%
Lancaster	57	3 5.30%	2 3.50%	5 8.80%	9 15.80%	38 66.70%	0% 0%
Lebanon	4	0% 0%	0% 0%	2 50.00%	1 25.00%	1 25.00%	0% 0%
Perry	1	0% 0%	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%

	Base	Q11 My service provider offered me the opportunity to involve my family, significant others and friends.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	272	9 3.30%	21 7.70%	16 5.90%	100 36.80%	118 43.40%	8 2.90%
Adult- County of Residence							
Cumberland	9	0% 0%	1 11.10%	0% 0%	6 66.70%	2 22.20%	0% 0%
Dauphin	121	5 4.10%	16 13.20%	10 8.30%	42 34.70%	45 37.20%	3 2.50%
Lancaster	62	3 4.80%	3 4.80%	4 6.50%	23 37.10%	26 41.90%	3 4.80%
Lebanon	11	0% 0%	0% 0%	1 9.10%	6 54.50%	3 27.30%	1 9.10%
Perry	2	0% 0%	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	3 100.00%	0% 0%	0% 0%
Dauphin	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Lancaster	57	1 1.80%	1 1.80%	0% 0%	16 28.10%	38 66.70%	1 1.80%
Lebanon	4	0% 0%	0% 0%	0% 0%	3 75.00%	1 25.00%	0% 0%
Perry	1	0% 0%	0% 0%	1 100.00%	0% 0%	0% 0%	0% 0%

	Base	Q12 I am included in all meetings regarding my treatment plan & goals for recovery.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	272	7 2.60%	21 7.70%	15 5.50%	95 34.90%	125 46.00%	9 3.30%
Adult- County of Residence							
Cumberland	9	0% 0%	2 22.20%	0% 0%	6 66.70%	1 11.10%	0% 0%
Dauphin	121	3 2.50%	9 7.40%	9 7.40%	52 43.00%	43 35.50%	5 4.10%
Lancaster	62	0% 0%	7 11.30%	4 6.50%	17 27.40%	32 51.60%	2 3.20%
Lebanon	11	0% 0%	1 9.10%	0% 0%	3 27.30%	6 54.50%	1 9.10%
Perry	2	0% 0%	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	3 100.00%	0% 0%	0% 0%
Dauphin	2	1 50.00%	0% 0%	0% 0%	0% 0%	1 50.00%	0% 0%
Lancaster	57	1 1.80%	2 3.50%	2 3.50%	12 21.10%	39 68.40%	1 1.80%
Lebanon	4	1 25.00%	0% 0%	0% 0%	2 50.00%	1 25.00%	0% 0%
Perry	1	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%

	Base	Q13 I am an equal partner in the treatment process.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	272	7 2.60%	14 5.10%	12 4.40%	111 40.80%	123 45.20%	5 1.80%
Adult- County of Residence							
Cumberland	9	0% 0%	3 33.30%	1 11.10%	3 33.30%	2 22.20%	0% 0%
Dauphin	121	3 2.50%	7 5.80%	4 3.30%	57 47.10%	47 38.80%	3 2.50%
Lancaster	62	1 1.60%	1 1.60%	2 3.20%	30 48.40%	27 43.50%	1 1.60%
Lebanon	11	1 9.10%	1 9.10%	1 9.10%	3 27.30%	5 45.50%	0% 0%
Perry	2	0% 0%	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	2 66.70%	1 33.30%	0% 0%
Dauphin	2	0% 0%	1 50.00%	0% 0%	0% 0%	1 50.00%	0% 0%
Lancaster	57	1 1.80%	1 1.80%	3 5.30%	13 22.80%	38 66.70%	1 1.80%
Lebanon	4	0% 0%	0% 0%	1 25.00%	3 75.00%	0% 0%	0% 0%
Perry	1	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%

	Base	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	272	10 3.70%	15 5.50%	8 2.90%	112 41.20%	119 43.80%	8 2.90%
Adult- County of Residence							
Cumberland	9	0% 0%	0% 0%	1 11.10%	5 55.60%	3 33.30%	0% 0%
Dauphin	121	4 3.30%	8 6.60%	1 0.80%	58 47.90%	47 38.80%	3 2.50%
Lancaster	62	3 4.80%	3 4.80%	0% 0%	25 40.30%	30 48.40%	1 1.60%
Lebanon	11	0% 0%	0% 0%	2 18.20%	6 54.50%	3 27.30%	0% 0%
Perry	2	0% 0%	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	2 66.70%	1 33.30%	0% 0%
Dauphin	2	1 50.00%	0% 0%	0% 0%	0% 0%	1 50.00%	0% 0%
Lancaster	57	2 3.50%	3 5.30%	4 7.00%	13 22.80%	31 54.40%	4 7.00%
Lebanon	4	0% 0%	0% 0%	0% 0%	3 75.00%	1 25.00%	0% 0%
Perry	1	0% 0%	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%

	Base	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
Total	272	16 5.90%	29 10.70%	24 8.80%	89 32.70%	97 35.70%	17 6.30%
Adult- County of Residence							
Cumberland	9	0% 0%	2 22.20%	1 11.10%	3 33.30%	3 33.30%	0% 0%
Dauphin	121	8 6.60%	16 13.20%	6 5.00%	45 37.20%	39 32.20%	7 5.80%
Lancaster	62	4 6.50%	4 6.50%	5 8.10%	19 30.60%	27 43.50%	3 4.80%
Lebanon	11	0% 0%	0% 0%	3 27.30%	6 54.50%	2 18.20%	0% 0%
Perry	2	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	3 100.00%	0% 0%	0% 0%
Dauphin	2	1 50.00%	0% 0%	0% 0%	0% 0%	1 50.00%	0% 0%
Lancaster	57	3 5.30%	5 8.80%	7 12.30%	10 17.50%	25 43.90%	7 12.30%
Lebanon	4	0% 0%	1 25.00%	1 25.00%	2 50.00%	0% 0%	0% 0%
Perry	1	0% 0%	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%

	Base	Q16 Overall, I am satisfied with the services I am receiving.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	272	14 5.10%	17 6.30%	19 7.00%	91 33.50%	129 47.40%	2 0.70%
Adult- County of Residence							
Cumberland	9	0% 0%	2 22.20%	2 22.20%	4 44.40%	1 11.10%	0% 0%
Dauphin	121	8 6.60%	7 5.80%	3 2.50%	53 43.80%	50 41.30%	0% 0%
Lancaster	62	2 3.20%	5 8.10%	3 4.80%	15 24.20%	37 59.70%	0% 0%
Lebanon	11	0% 0%	1 9.10%	1 9.10%	4 36.40%	5 45.50%	0% 0%
Perry	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	3 100.00%	0% 0%	0% 0%	0% 0%
Dauphin	2	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%	0% 0%
Lancaster	57	4 7.00%	2 3.50%	4 7.00%	11 19.30%	35 61.40%	1 1.80%
Lebanon	4	0% 0%	0% 0%	1 25.00%	2 50.00%	0% 0%	1 25.00%
Perry	1	0% 0%	0% 0%	1 100.00%	0% 0%	0% 0%	0% 0%

	Base	Q17 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	272	9 3.30%	14 5.10%	52 19.10%	97 35.70%	92 33.80%	8 2.90%
Adult- County of Residence							
Cumberland	9	0% 0%	1 11.10%	1 11.10%	2 22.20%	5 55.60%	0% 0%
Dauphin	121	6 5.00%	7 5.80%	28 23.10%	42 34.70%	36 29.80%	2 1.70%
Lancaster	62	2 3.20%	2 3.20%	8 12.90%	25 40.30%	24 38.70%	1 1.60%
Lebanon	11	0% 0%	1 9.10%	0% 0%	5 45.50%	5 45.50%	0% 0%
Perry	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	1 33.30%	2 66.70%	0% 0%	0% 0%
Dauphin	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Lancaster	57	1 1.80%	3 5.30%	12 21.10%	18 31.60%	18 31.60%	5 8.80%
Lebanon	4	0% 0%	0% 0%	1 25.00%	1 25.00%	2 50.00%	0% 0%
Perry	1	0% 0%	0% 0%	1 100.00%	0% 0%	0% 0%	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	272	11 4.00%	21 7.70%	51 18.80%	91 33.50%	88 32.40%	10 3.70%
Adult- County of Residence							
Cumberland	9	0% 0%	1 11.10%	2 22.20%	1 11.10%	5 55.60%	0% 0%
Dauphin	121	6 5.00%	9 7.40%	24 19.80%	45 37.20%	34 28.10%	3 2.50%
Lancaster	62	3 4.80%	1 1.60%	11 17.70%	22 35.50%	25 40.30%	0% 0%
Lebanon	11	0% 0%	2 18.20%	3 27.30%	2 18.20%	4 36.40%	0% 0%
Perry	2	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%	0% 0%
Child- County of Residence							
Cumberland	3	1 33.30%	1 33.30%	0% 0%	1 33.30%	0% 0%	0% 0%
Dauphin	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Lancaster	57	0% 0%	6 10.50%	10 17.50%	16 28.10%	18 31.60%	7 12.30%
Lebanon	4	1 25.00%	0% 0%	0% 0%	2 50.00%	1 25.00%	0% 0%
Perry	1	0% 0%	1 100.00%	0% 0%	0% 0%	0% 0%	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	272	10 3.70%	22 8.10%	58 21.30%	76 27.90%	71 26.10%	35 12.90%
Adult- County of Residence							
Cumberland	9	1 11.10%	1 11.10%	2 22.20%	0% 0%	5 55.60%	0% 0%
Dauphin	121	5 4.10%	15 12.40%	20 16.50%	37 30.60%	28 23.10%	16 13.20%
Lancaster	62	2 3.20%	0% 0%	15 24.20%	19 30.60%	24 38.70%	2 3.20%
Lebanon	11	0% 0%	0% 0%	5 45.50%	4 36.40%	2 18.20%	0% 0%
Perry	2	0% 0%	0% 0%	1 50.00%	0% 0%	0% 0%	1 50.00%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	0% 0%	1 33.30%	0% 0%	2 66.70%
Dauphin	2	0% 0%	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%
Lancaster	57	2 3.50%	4 7.00%	13 22.80%	15 26.30%	10 17.50%	13 22.80%
Lebanon	4	0% 0%	1 25.00%	2 50.00%	0% 0%	1 25.00%	0% 0%
Perry	1	0% 0%	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%

	Base	Q20 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	272	6 2.20%	15 5.50%	55 20.20%	79 29.00%	107 39.30%	10 3.70%
Adult- County of Residence							
Cumberland	9	1 11.10%	0% 0%	2 22.20%	2 22.20%	4 44.40%	0% 0%
Dauphin	121	3 2.50%	12 9.90%	21 17.40%	37 30.60%	45 37.20%	3 2.50%
Lancaster	62	2 3.20%	0% 0%	11 17.70%	20 32.30%	29 46.80%	0% 0%
Lebanon	11	0% 0%	0% 0%	1 9.10%	4 36.40%	6 54.50%	0% 0%
Perry	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	2 66.70%	1 33.30%	0% 0%	0% 0%
Dauphin	2	0% 0%	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%
Lancaster	57	0% 0%	3 5.30%	17 29.80%	12 21.10%	18 31.60%	7 12.30%
Lebanon	4	0% 0%	0% 0%	1 25.00%	1 25.00%	2 50.00%	0% 0%
Perry	1	0% 0%	0% 0%	0% 0%	1 100.00%	0% 0%	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	272	9 3.30%	13 4.80%	44 16.20%	103 37.90%	94 34.60%	9 3.30%
Adult- County of Residence							
Cumberland	9	1 11.10%	0% 0%	0% 0%	3 33.30%	5 55.60%	0% 0%
Dauphin	121	6 5.00%	10 8.30%	22 18.20%	46 38.00%	36 29.80%	1 0.80%
Lancaster	62	1 1.60%	0% 0%	6 9.70%	28 45.20%	27 43.50%	0% 0%
Lebanon	11	0% 0%	0% 0%	1 9.10%	4 36.40%	6 54.50%	0% 0%
Perry	2	0% 0%	0% 0%	1 50.00%	0% 0%	1 50.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	1 33.30%	1 33.30%	1 33.30%	0% 0%
Dauphin	2	0% 0%	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%
Lancaster	57	1 1.80%	3 5.30%	11 19.30%	19 33.30%	15 26.30%	8 14.00%
Lebanon	4	0% 0%	0% 0%	2 50.00%	1 25.00%	1 25.00%	0% 0%
Perry	1	0% 0%	0% 0%	0% 0%	1 100.00%	0% 0%	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	272	11 4.00%	19 7.00%	68 25.00%	76 27.90%	88 32.40%	10 3.70%
Adult- County of Residence							
Cumberland	9	2 22.20%	0% 0%	2 22.20%	1 11.10%	4 44.40%	0% 0%
Dauphin	121	5 4.10%	7 5.80%	32 26.40%	38 31.40%	36 29.80%	3 2.50%
Lancaster	62	2 3.20%	6 9.70%	13 21.00%	14 22.60%	26 41.90%	1 1.60%
Lebanon	11	1 9.10%	0% 0%	1 9.10%	6 54.50%	2 18.20%	1 9.10%
Perry	2	0% 0%	1 50.00%	0% 0%	1 50.00%	0% 0%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	1 33.30%	1 33.30%	1 33.30%	0% 0%	0% 0%
Dauphin	2	0% 0%	0% 0%	0% 0%	0% 0%	2 100.00%	0% 0%
Lancaster	57	0% 0%	3 5.30%	17 29.80%	15 26.30%	17 29.80%	5 8.80%
Lebanon	4	0% 0%	1 25.00%	2 50.00%	0% 0%	1 25.00%	0% 0%
Perry	1	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%	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	272	10 3.70%	15 5.50%	79 29.00%	83 30.50%	73 26.80%	12 4.40%
Adult- County of Residence							
Cumberland	9	2 22.20%	0% 0%	1 11.10%	1 11.10%	5 55.60%	0% 0%
Dauphin	121	4 3.30%	7 5.80%	42 34.70%	30 24.80%	33 27.30%	5 4.10%
Lancaster	62	1 1.60%	3 4.80%	13 21.00%	26 41.90%	18 29.00%	1 1.60%
Lebanon	11	0% 0%	1 9.10%	3 27.30%	4 36.40%	3 27.30%	0% 0%
Perry	2	0% 0%	0% 0%	1 50.00%	0% 0%	1 50.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	1 33.30%	2 66.70%	0% 0%	0% 0%
Dauphin	2	0% 0%	0% 0%	1 50.00%	0% 0%	1 50.00%	0% 0%
Lancaster	57	2 3.50%	4 7.00%	16 28.10%	19 33.30%	10 17.50%	6 10.50%
Lebanon	4	0% 0%	0% 0%	1 25.00%	1 25.00%	2 50.00%	0% 0%
Perry	1	1 100.00%	0% 0%	0% 0%	0% 0%	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	272	11 4.00%	11 4.00%	92 33.80%	61 22.40%	64 23.50%	33 12.10%
Adult- County of Residence							
Cumberland	9	1 11.10%	0% 0%	2 22.20%	1 11.10%	2 22.20%	3 33.30%
Dauphin	121	6 5.00%	6 5.00%	42 34.70%	30 24.80%	25 20.70%	12 9.90%
Lancaster	62	1 1.60%	0% 0%	17 27.40%	15 24.20%	22 35.50%	7 11.30%
Lebanon	11	1 9.10%	0% 0%	3 27.30%	3 27.30%	2 18.20%	2 18.20%
Perry	2	0% 0%	0% 0%	2 100.00%	0% 0%	0% 0%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	1 33.30%	1 33.30%	0% 0%	1 33.30%	0% 0%
Dauphin	2	0% 0%	0% 0%	1 50.00%	0% 0%	1 50.00%	0% 0%
Lancaster	57	2 3.50%	2 3.50%	24 42.10%	11 19.30%	10 17.50%	8 14.00%
Lebanon	4	0% 0%	1 25.00%	0% 0%	1 25.00%	1 25.00%	1 25.00%
Perry	1	0% 0%	1 100.00%	0% 0%	0% 0%	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	272	8 2.90%	5 1.80%	42 15.40%	43 15.80%	49 18.00%	125 46.00%
Adult- County of Residence							
Cumberland	9	1 11.10%	0% 0%	0% 0%	0% 0%	2 22.20%	6 66.70%
Dauphin	121	3 2.50%	2 1.70%	11 9.10%	13 10.70%	10 8.30%	82 67.80%
Lancaster	62	1 1.60%	0% 0%	14 22.60%	9 14.50%	15 24.20%	23 37.10%
Lebanon	11	0% 0%	0% 0%	3 27.30%	2 18.20%	1 9.10%	5 45.50%
Perry	2	0% 0%	0% 0%	1 50.00%	0% 0%	1 50.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	1 33.30%	1 33.30%	1 33.30%	0% 0%
Dauphin	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Lancaster	57	2 3.50%	3 5.30%	12 21.10%	15 26.30%	16 28.10%	9 15.80%
Lebanon	4	0% 0%	0% 0%	0% 0%	2 50.00%	2 50.00%	0% 0%
Perry	1	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%

	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	272	7 2.60%	19 7.00%	69 25.40%	87 32.00%	75 27.60%	15 5.50%
Adult- County of Residence							
Cumberland	9	0% 0%	0% 0%	4 44.40%	0% 0%	5 55.60%	0% 0%
Dauphin	121	4 3.30%	10 8.30%	33 27.30%	37 30.60%	30 24.80%	7 5.80%
Lancaster	62	2 3.20%	1 1.60%	13 21.00%	20 32.30%	24 38.70%	2 3.20%
Lebanon	11	0% 0%	0% 0%	3 27.30%	5 45.50%	3 27.30%	0% 0%
Perry	2	0% 0%	1 50.00%	0% 0%	0% 0%	1 50.00%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	1 33.30%	2 66.70%	0% 0%	0% 0%
Dauphin	2	0% 0%	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%
Lancaster	57	1 1.80%	7 12.30%	13 22.80%	21 36.80%	9 15.80%	6 10.50%
Lebanon	4	0% 0%	0% 0%	1 25.00%	1 25.00%	2 50.00%	0% 0%
Perry	1	0% 0%	0% 0%	1 100.00%	0% 0%	0% 0%	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	272	12 4.40%	9 3.30%	60 22.10%	89 32.70%	94 34.60%	8 2.90%
Adult- County of Residence							
Cumberland	9	1 11.10%	0% 0%	3 33.30%	1 11.10%	4 44.40%	0% 0%
Dauphin	121	4 3.30%	6 5.00%	27 22.30%	40 33.10%	43 35.50%	1 0.80%
Lancaster	62	4 6.50%	0% 0%	10 16.10%	23 37.10%	24 38.70%	1 1.60%
Lebanon	11	0% 0%	1 9.10%	2 18.20%	4 36.40%	3 27.30%	1 9.10%
Perry	2	0% 0%	0% 0%	1 50.00%	1 50.00%	0% 0%	0% 0%
Child- County of Residence							
Cumberland	3	0% 0%	0% 0%	1 33.30%	2 66.70%	0% 0%	0% 0%
Dauphin	2	0% 0%	1 50.00%	0% 0%	0% 0%	0% 0%	1 50.00%
Lancaster	57	2 3.50%	1 1.80%	16 28.10%	16 28.10%	18 31.60%	4 7.00%
Lebanon	4	0% 0%	0% 0%	0% 0%	2 50.00%	2 50.00%	0% 0%
Perry	1	1 100.00%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%

CBHNP COMMENTS-

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

Lost it.

Doesn't know.

I don't think so.

It's been many year's I don't know.

I think so.

Would like a new one.

If I had one I don't remember.

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?

Doesn't know.

Called when I was in the shelter.

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

Still waiting.

Doesn't know.

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

Does not know.

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

Does not know.

No but my mother does.

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

At Hershey.

Got from MHMR.

Does not know.

Years ago.

Don't remember.

Not that I know of. I don't think.

Gateway did.

I don't know.

Not sure.

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

Sometimes.

Does not know.

People at member services give me an attitude.

It depends on who you talk to, if they know your case or not, sometimes it is frustrating.

People at Member services give me attitude.

I don't think I ever called. Never called.

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

Sometimes.

Does not know.

ADDITIONAL COMMENTS

I would call MH/MR.

Case manager found me help at Holy Spirit and Family Services.

Psychologist and medical Dr. sent me to Edgewater.

Did not ever call.

I chose TW Ponesa.

I don't read too good.

Has no contact yet.

Nicole Wade and Michelle are very attentive and listen to my needs and concerns. They call me if they do not hear from me.

I call and get voice mail.

Get voice mail a lot, but they return my call or I call back.

CBHNP would not cooperate with me, I had to have case manager help. Had issues with wrap around, they referred me to CBHNP and MHMR case manager straightened it out.

We have been really lucky with everyone involved in my sons life. Really understanding and courteous.

Was at Philhaven and switched to T.W. Ponessa and we love their services. I really appreciate my services because my son, he would not have come so far without them.

Talk to CBHNP monthly. Filed grievance with school twice.

I am calling tomorrow.

They make you pick three with referral.

Went to Ephrata I.U. 13 and Manheim Central.

I suppose you call them.

So far they are just great, I am amazed. How helpful they are. Always liked all my dealing with CBHNP they are great.

Never talked to them.

No interactions.

Called for list of Providers was told it would be here in three days and it's been three months.

Nichole Wade and her supervisor Michelle are very attentive and listen to my needs and concerns. They call me.

Kim Town is excellent. It took too long to get H.B.

Mother handled interaction with CBHNP.

I have applied to get into program transition project, I have received no information. The counselor and case worker are discharging me on Oct. 19, 2010. I have to go back into the fire where there is a good chance I may lose my life and no one cares, and I know it's about the money.

They have been overall very helpful to me.
I thank this for helping me with my problems that I had or have.
Call CMU.
Don't know who my case manager is they help me with med ck and therapy at MHMR.
Been thru about 5 case managers.
Don't call CBHNP.
Going to welfare today for access card.
I have medicine problems- I have to pay now never talked.
Not sure where handbook is. Not happy with issues about my son.
If I had one I don't remember (handbook) called when I was in the shelter.
Always very nice and help.
I need to call for a doctor, medical family.
Between inpatient at Roxbury and home-DPW stopped services-but I have reapplied and haven't
Got any bill's-so I guess CBHNP is paying. When I called them I was put on hold but could still
hear the person and they used the F-word. But I was able to speak to a lady and she was really nice.
I get letter's and packet's from them.
Much better.
They don't take me seriously.
Need treatment plan to go to OVR-so I can start working.
Not familiar, I am going to welfare today for access card.
Consumer feels he is not getting any help from CBHNP or caseworker. He says the counselor's don't know
anything. He feels his life is in jeopardy. "I have applied to get into program transi-
tion project, I have received no information. The counselor and caseworker are discharging me on 10/19/10 I
have to go back into the fire where there is a good chance I may lose my life and no one cares, and I know it's
about the money."