



CONSUMER SATISFACTION SERVICES

**Capital Region 3rd Quarter Report
January-March 2011**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

4775 Linglestown Road

Building 1, 2nd Floor

Harrisburg, PA 17112

(717) 651-1070

www.css-pa.org

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*** * * * ***

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Temple University – School of Social Administration
Consultant**

*** * * * ***

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Executive Summary

Consumer/Family Satisfaction Team members, trained and employed by Consumer Satisfaction Services conducted 205 (n=205) interviews with consumers at various locations under the authority granted to it by the Capital Area Behavioral Health Collaborative (CABHC) representing Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties during the period January-March 2011.

- The survey represents 205 (*n*=205) respondents from the Capital Region. Of the 205 respondents, 167 (81.5%) were consumers of Adult services and the remainder, 38 (18.5%) were recipients of Child/Adolescent services. Of the 167 adult consumers 166 (99.4%) responded for themselves and 1 (.6%) was represented by a Parent and/or Guardian. Of the 38 Child/Adolescent respondents, 9 (23.7%) answered for themselves and Parents and/or Guardians responded for the remaining 29 consumers (76.3%).
- Data was collected by 5 interviewers from 17 treatment facilities in the Capital Region.
- 161 of the 167 Adult interviews (96%) were in person interviews, with 5 (2.9%) conducted over the phone and 1 (0.6%) conducted by mail. 29 of the 38 Child/Adolescent (76%) surveys took place in person with 9 (24%) over the phone.
- Gender: Adult consumers were made up of 107 (64%) Female and 60 (36%) Male. Consumers of Child/Adolescent services consisted of 13 (34%) Female and 25 (66%) Male. Overall our analysis found no significant differences between the genders in reported level of satisfaction with services.
- Race: 153 respondents (74.6%) reported their race as White/Caucasian, 23 (11.2%) as African American, 19 (9.3%) as Latino/Hispanic, 7 (3.4%) as Multi-racial, 2 (1%) as Asian/Pacific Islander, and 1 (1%) as Other. Our analysis indicated no significant differences in Total Satisfaction with respect to race.
- Treatment Facility: Data was collected from 16 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 Treatment: 205 total respondents: 74 (36.1%) Adults and 22 (10.7%) Child/Adolescents received Crisis Intervention. 30 (14.6%) Adults received Peer Support services. 63 (30.8%) Adults received Drug and Alcohol Outpatient Clinic. 16 (7.8%) Child/Adolescents received Community Residential Rehabilitation Host Home services.
- Type of Services: 129 respondents (63%) received Mental Health services. While 39 (19%) received Drug/Alcohol services and 37 (18%) 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 83% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question # 16, "Overall, I am satisfied with the services..." with 87.3% agreement (4 or 5).

Overall, consumers were quite satisfied with communication with their service providers. Adult respondents reported highest satisfaction with feeling comfortable in asking questions about their treatment (Question 6). Child/Adolescent respondents reported highest satisfaction with being informed about their rights and responsibilities regarding their treatment (Question 5). All consumers also reported high satisfaction with knowing whom to call if they have questions about their treatment (Question 1) and being an equal partner in the treatment process (Question 13). All consumers reported high satisfaction with staff not sharing their personal information with others without permission (Question 8).

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

- Approximately 1 in 5 of all consumers (19.5%) reported they did not have a choice when selecting their service provider (Q 3).
- While 67.3% of all consumers reported that their provider explained the disadvantages of their treatment (Q15), approximately 1 in 5 consumers (18.0%), indicated they did not feel this way.
- Overall, 64.4% of all respondents reported that being given all the information on how to get other services (Q2) was better and 15.6% reported things as worse. As noted, 14.6% of the respondents reported this question did not apply to them. When these cases are removed, 75.4% report they did get the information on how to get other services and 18.3% 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=205) are presented in Table 1. Summary responses from the Adult group of respondents from this quarter (N=167) are presented in Table 2. Summary responses from the Child group of respondents from this quarter (N=38) are presented in Table 3.

Outcomes

Overall, approximately 38% to 75% of consumers believe services have improved their lives in each outcome area. Approximately 12% to 35% of consumers believe that no change has resulted from their services. Only 2.4% to 10.2% believes that things are worse as a result of services.

- Overall, the highest ratings (74.6%) were reported satisfaction with feeling good (hopeful) about the future (Question 21) with combined Adult and Child/Adolescent scores.
- Recipients of adult and child services also gave high ratings to satisfaction with managing daily problems (Q17), feeling in control of their life (Q18) and dealing with the specific problem or issue that led them to seek services (Q27).
- While 55.6% of all respondents reported dealing with a personal crisis was better, approximately 1 in 10 (10.2%) reported things in this area as worse. Also, approximately 1 in 8 Adults (12.0%) reported feeling in control of their life as worse (Q18).
- Overall, 46.8% of all respondents reported that being involved in community activities (Q24) was better and 5.9% reported things as worse. As noted, 15.6% of the respondents reported this question did not apply to them. When these cases are removed, 55.2% report they were better being involved in community activities and 6.9% report it as worse. These figures represent a more accurate picture of the results.
- Overall, 38.5% of all respondents reported that dealing with school or work (Q25) was better and 2.4% reported things as worse. As noted, 46.8% of the respondents reported this question did not apply to them. When these cases are removed, 72.5% report they were better dealing with school or work and 4.6% 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=205) are presented in Table 4. Summary responses from the Adult group of respondents from this quarter (N=167) are presented in Table 5. Summary responses from the Child group of respondents from this quarter (N=38) 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 in the 3rd Quarter 10-11. A consumer's parent/guardian notified the CSS surveyor about their displeasure with staff from a CRR Host Home. The parent/guardian claimed that there may have been situations regarding abuse to their child and others at the home. The parent/guardian requested that an individual be investigated for their questionable behaviors and pay consequences. As a result, this case has become more involved than initially anticipated. CSS did review the responses and it appears that the consumer will need to follow a more formal complaint/grievance procedure to attain the optimal resolution.

CSS Preliminary Report Capital Region 3rd Quarter January-March 2011

This section presents information collected during the 3rd Quarter 2010-2011 which includes data from January 2011 – March 2011. Please note that respondents this quarter were consumers of Crisis Intervention, Peer Support and Outpatient Substance Abuse Counseling.

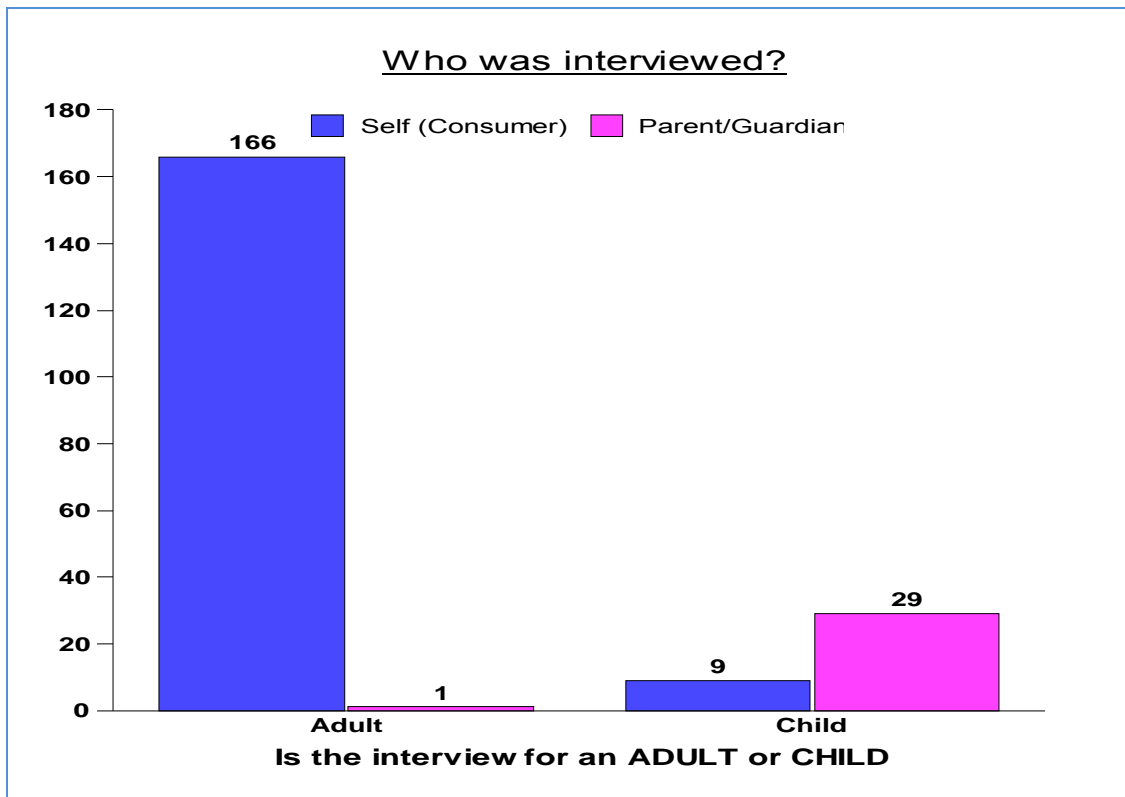
Demographic and Survey Information

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.

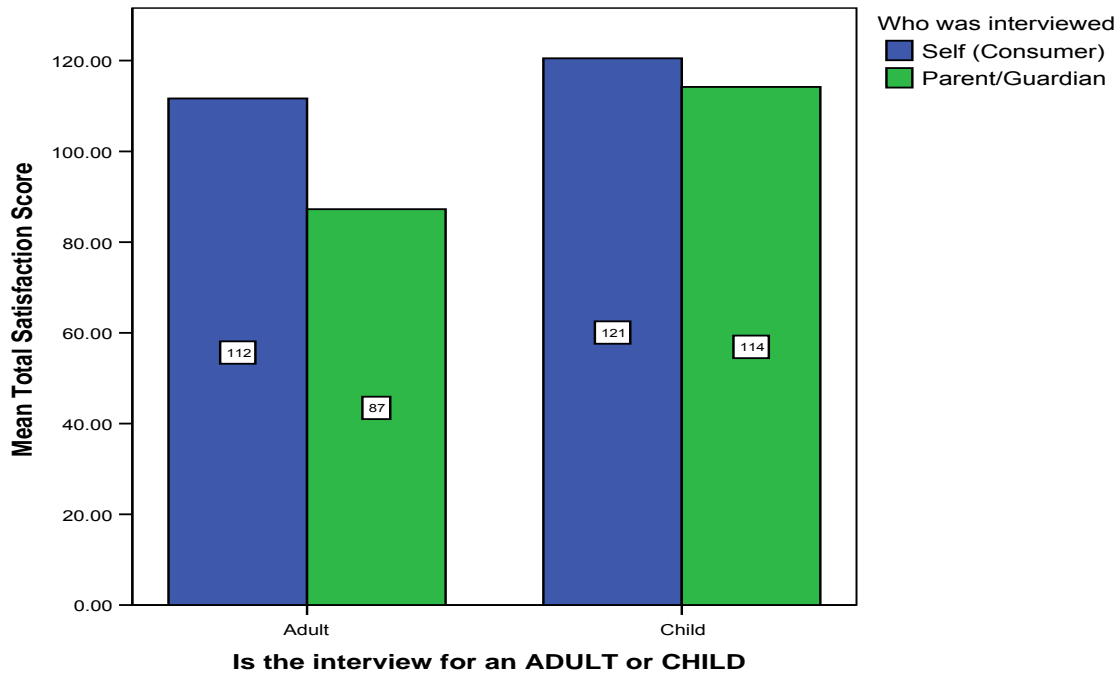
Frequencies may not sum to total (n=205) as individuals may have chosen not to respond to certain questions.

Percentages may not sum to 100.0% due to rounding.

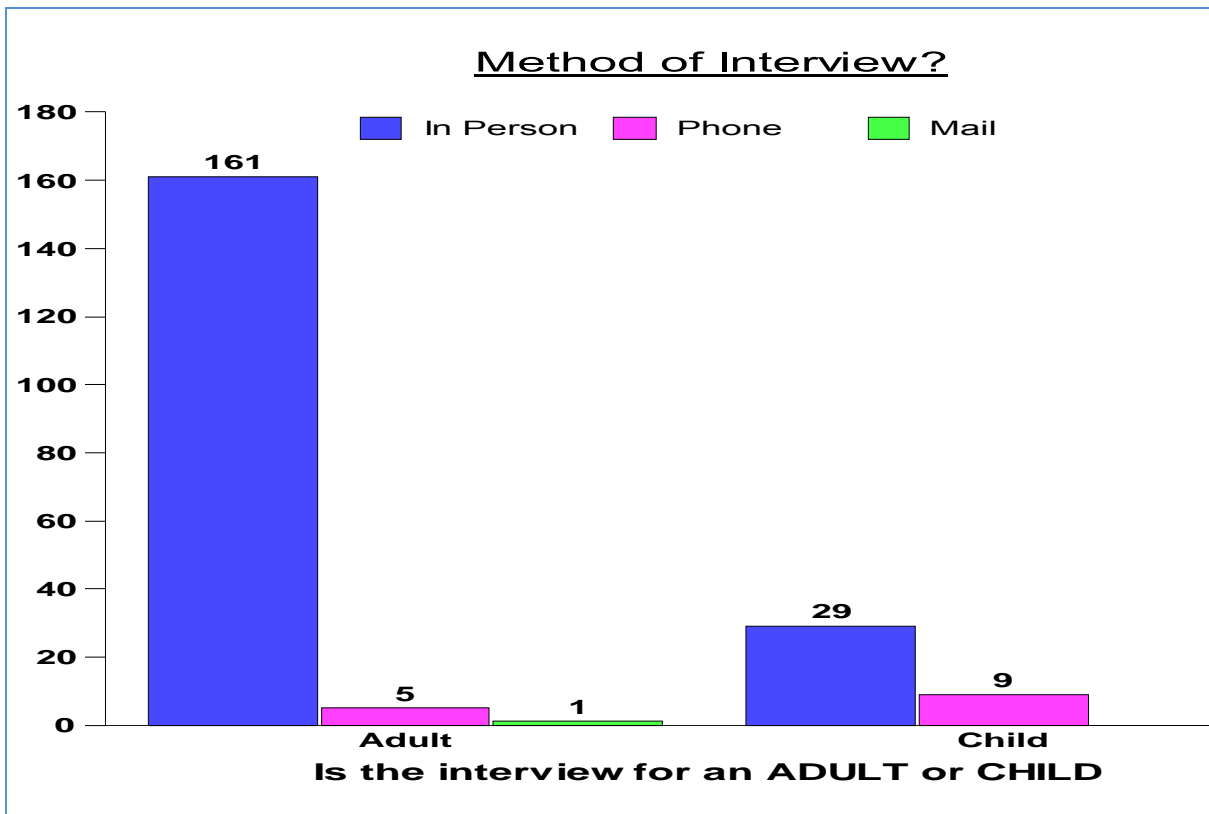
- The survey represents 205 (n=205) respondents from the Capital Region. Of the 205 respondents, 167 (81.5%) were consumers of Adult services and the remainder, 38 (18.5%) were recipients of Child/Adolescent services. Of the 167 adult consumers 166 (99.4%) responded for themselves and 1 (.6%) was represented by a Parent and/or Guardian. Of the 38 Child/Adolescent respondents, 9 (23.7%) answered for themselves and Parents and/or Guardians responded for the remaining 29 consumers (76.3%).



Analysis did not indicate a significant difference in satisfaction for Child and Adult consumers who responded for themselves.



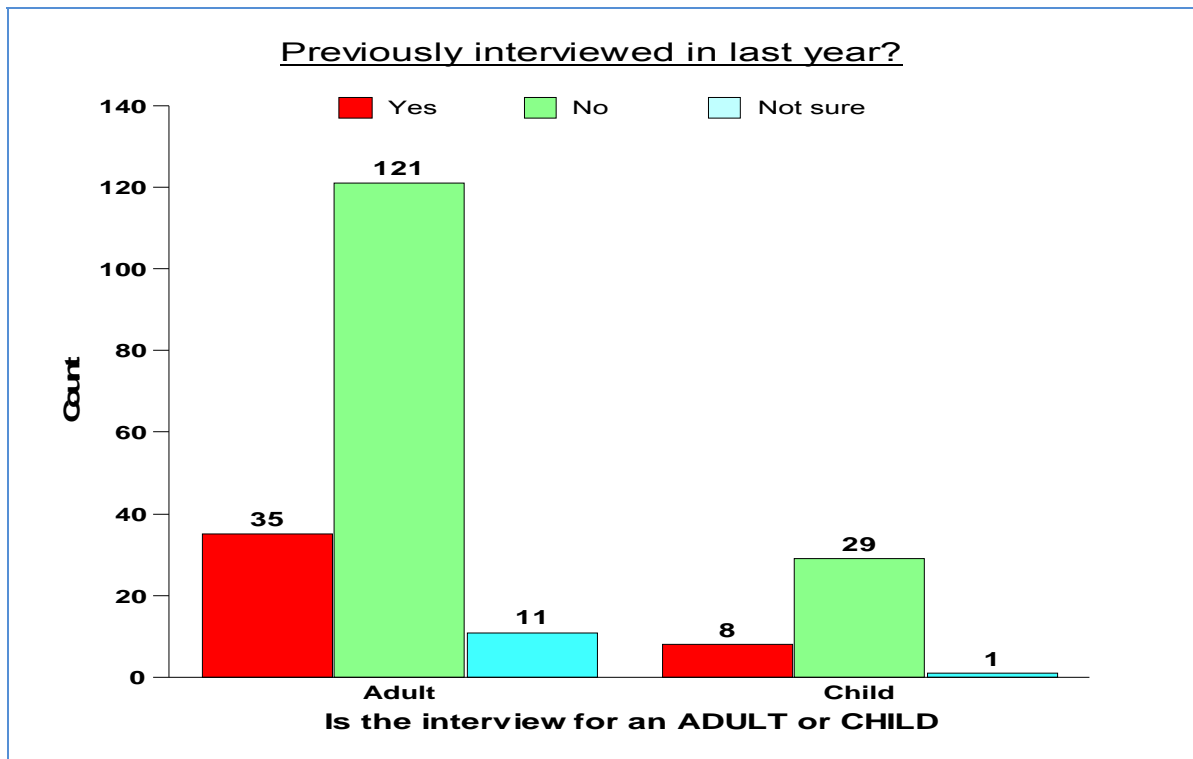
- Data was collected by 5 interviewers from 16 treatment facilities in the Capital Region.
- 161 of the 167 Adult interviews (96%) were in person interviews, with 5 (2.9%) conducted over the phone and 1 (0.6%) conducted by mail. 29 of the 38 Child/Adolescent (76%) surveys took place in person with 9 (24%) over the phone.



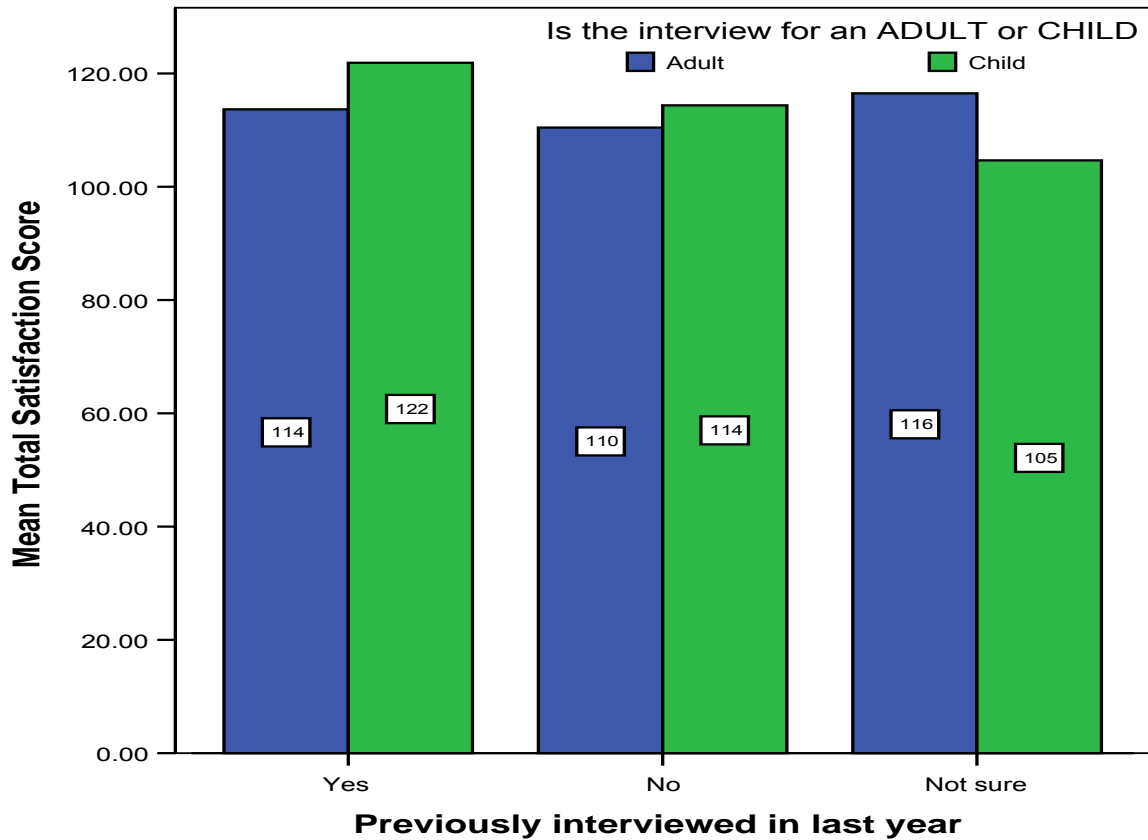
Below is a table of the method of interview by county.

	Base	Method of Interview		
		In Person	Phone	Mail
Total	205	190 92.7%	14 6.8%	1 0.5%
County of Residence				
Cumberland	40 19.5%	36 17.6%	4 2.0%	0 0%
Dauphin	36 17.6%	33 16.1%	3 1.5%	0 0%
Lancaster	105 51.2%	101 49.3%	3 1.5%	1 0.5%
Lebanon	11 5.4%	8 3.9%	3 1.5%	0 0%
Perry	13 6.3%	12 5.9%	1 0.5%	0 0%

- 43 of 205 Adult and Child/Adolescent consumers reported they had been previously interviewed in the last year, 150 reported they had not been interviewed previously and 12 respondents were not sure.



Our analysis indicated no differences in satisfaction for Adult and Child consumers who were previously interviewed during the last year.

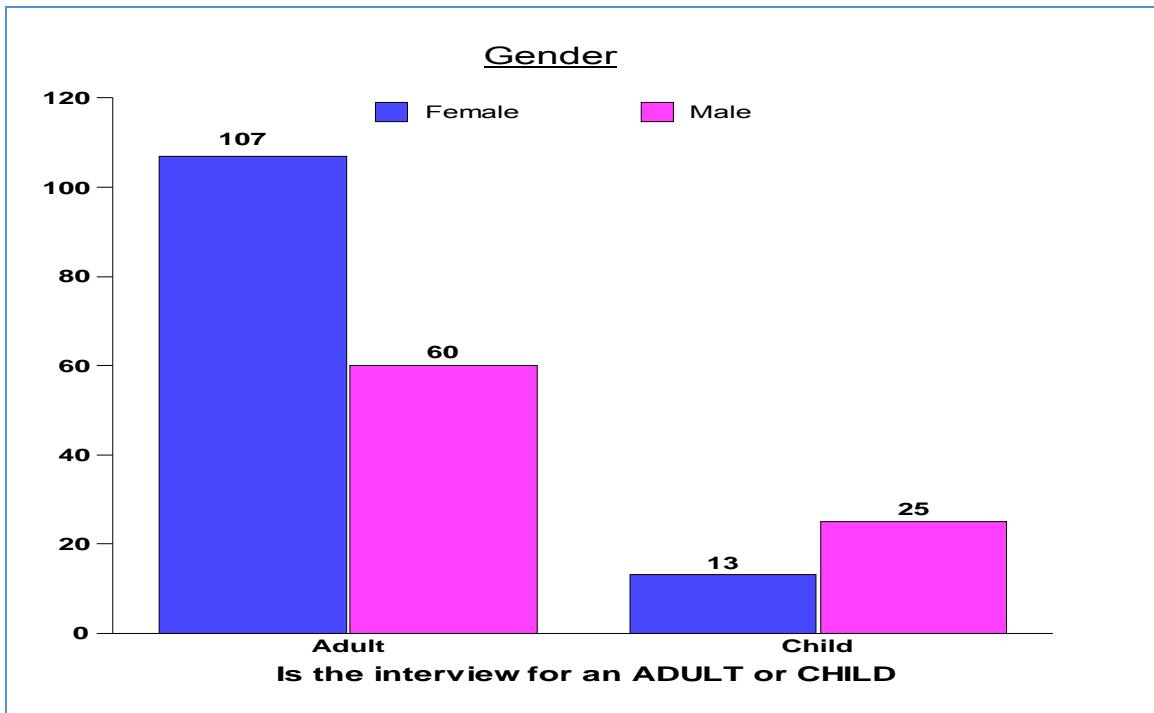


Mean Satisfaction Levels of Respondents

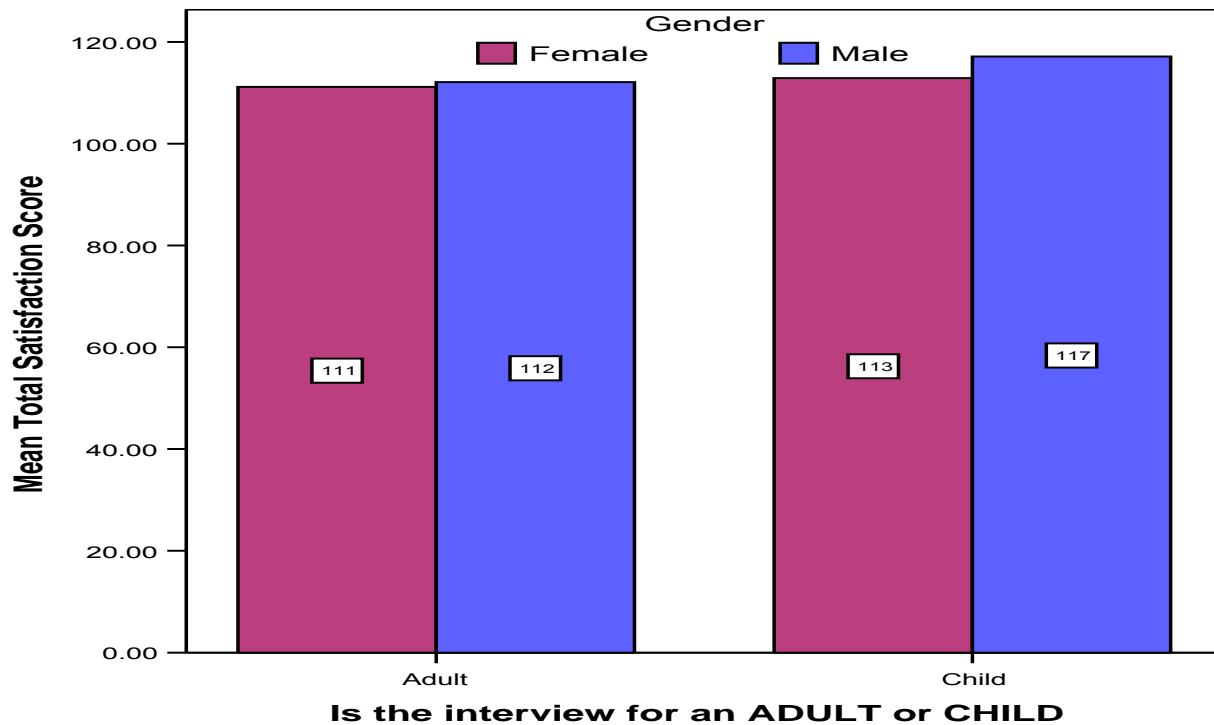
Total Satisfaction Score

	Previously interviewed in last year			
	Yes	No	Not sure	Total
N	43	150	12	205
Mean	115.18	111.20	115.49	112.29
Std. Deviation	12.67	14.01	13.20	13.75

- Gender:** Adult consumers were made up of 107 (64%) Female and 60 (36%) Male. Consumers of Child/Adolescent services consisted of 13 (34%) Female and 25 (66%) Male. Overall our analysis found no significant differences between the genders in reported level of satisfaction with services.

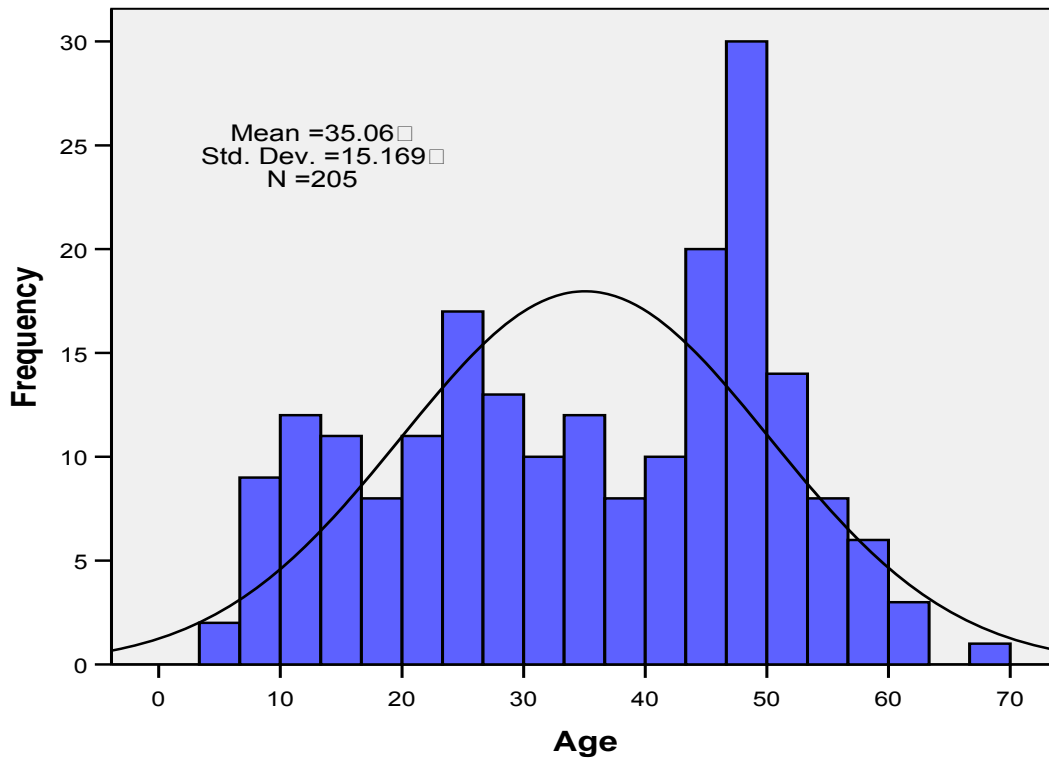


Our research did not indicate a significant difference in Total Satisfaction based on gender.

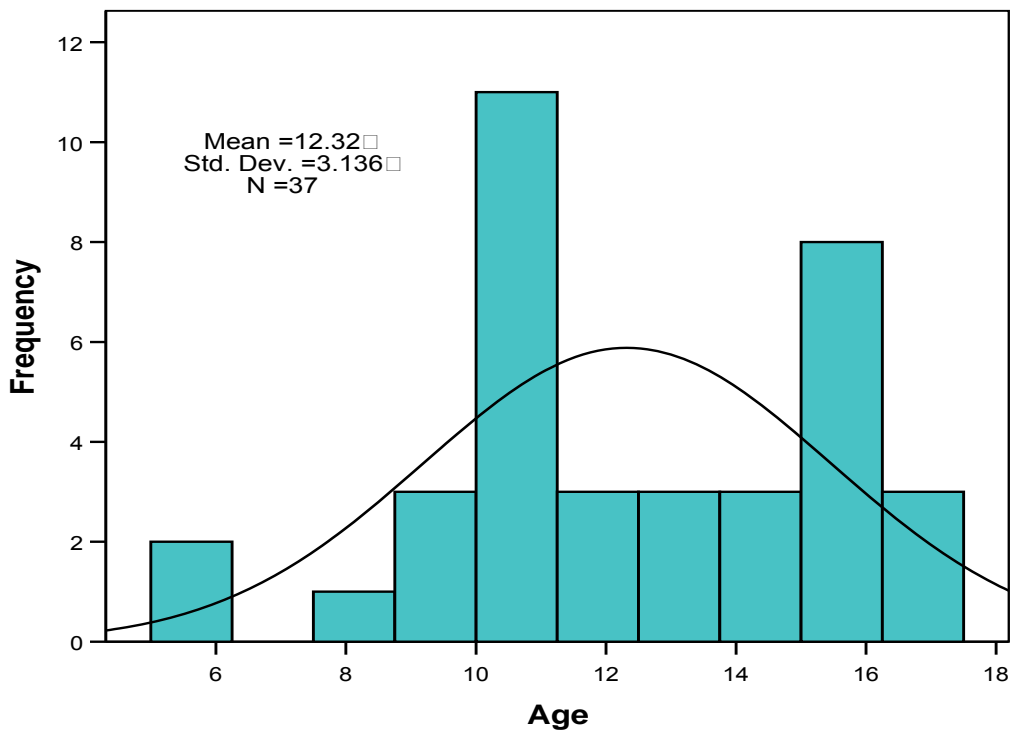


- Age: Age of all respondents ranged from 5-69 years, with a mean age of 35.06 (SD 15.169).

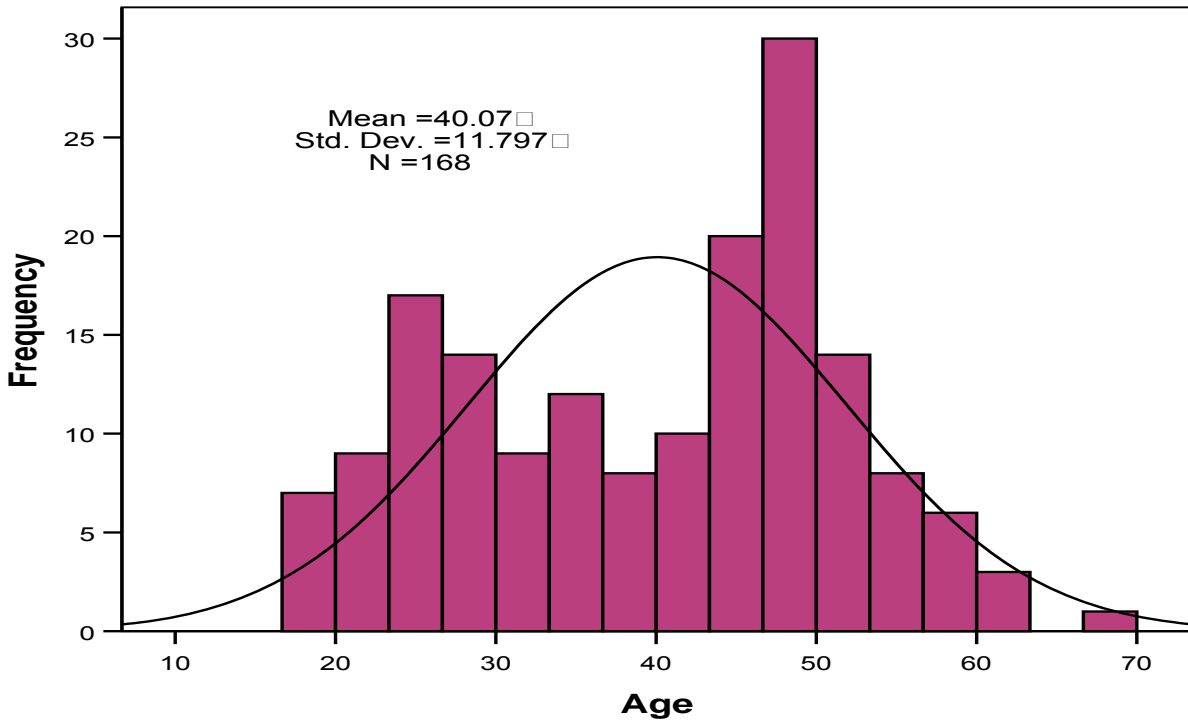
Age of all Child and Adult Respondents



- Age of **Child/Adolescents** ranged from 5-17 years, with a mean age of 12.32 (SD 3.1). Our analysis found no relationship between age and Total Satisfaction for children/adolescents receiving services.

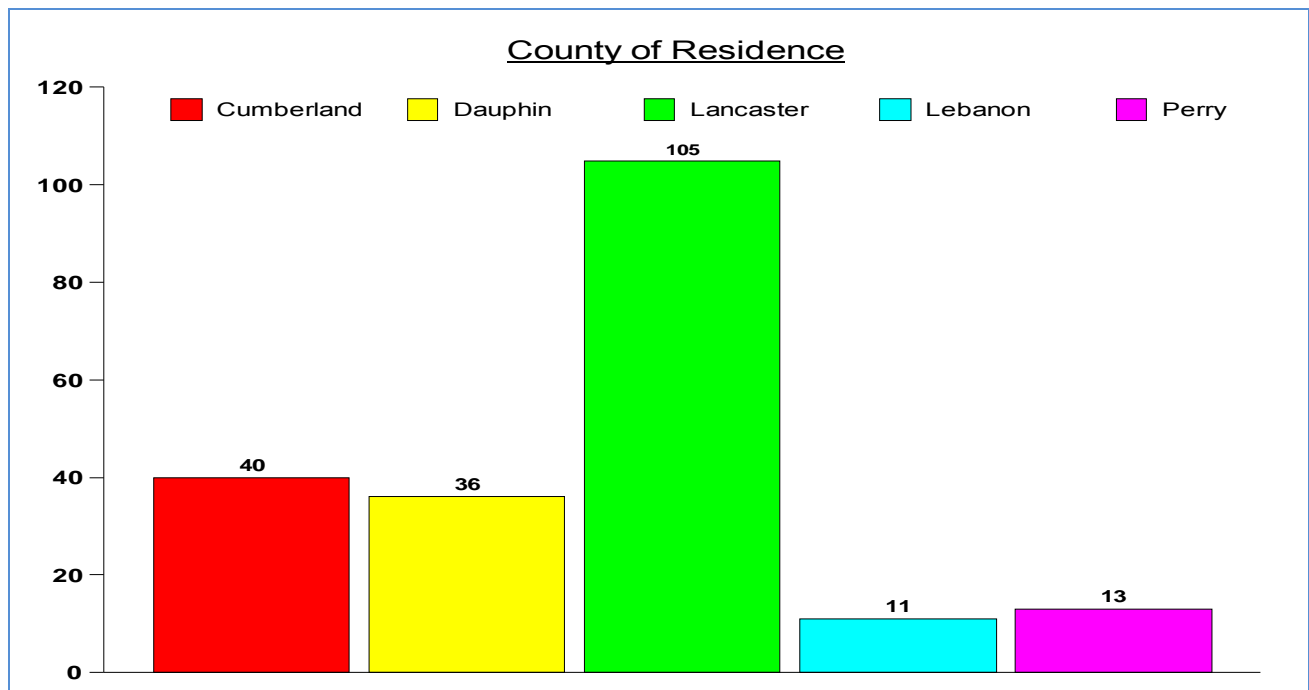


- Age of **Adult** respondents ranged from 18-69 years with a mean age of 40.07(SD11.8). Our analysis found no relationship between age and Total Satisfaction for adults receiving services.



Counties of Residence:

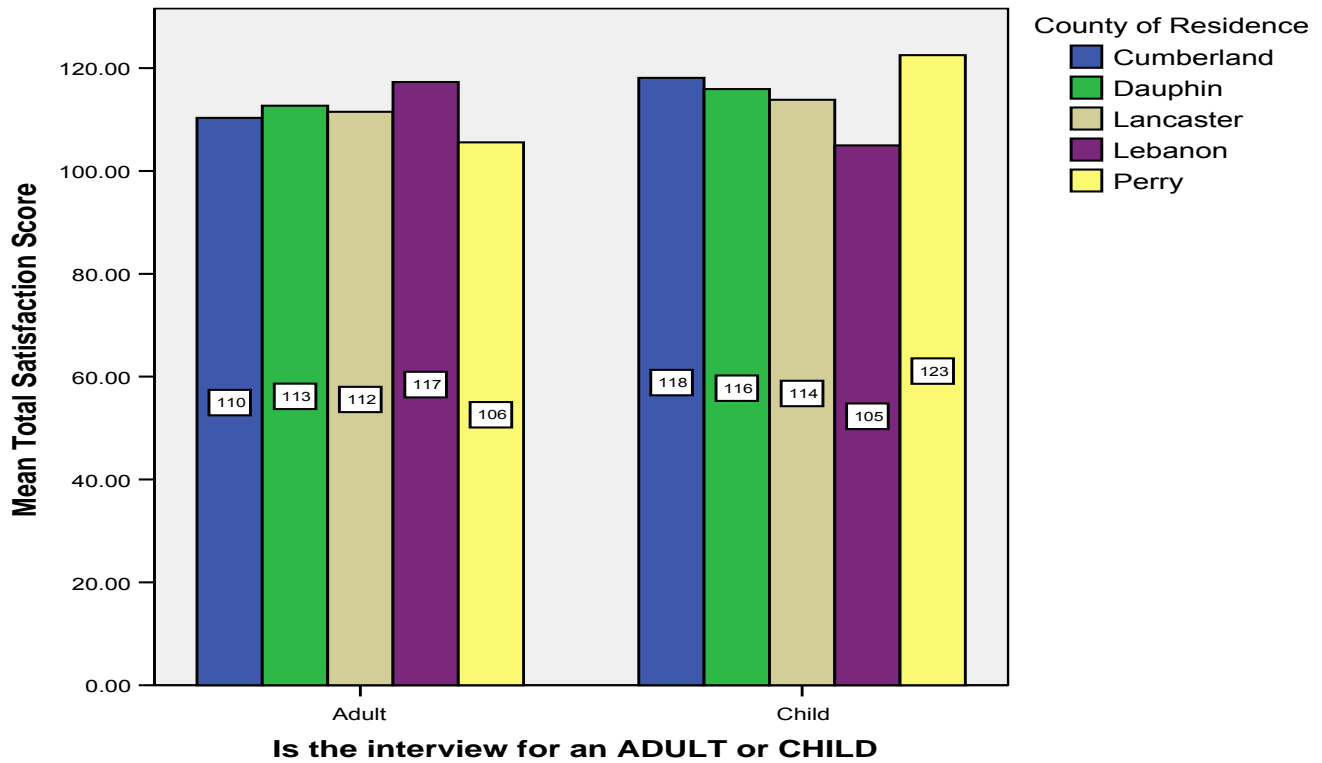
The table below shows the County of residence in alphabetical order. The largest number of respondents report residence in Lancaster County (51.2%). The remaining respondents reported residence in Cumberland (19.5%), Dauphin (17.5%), Perry (6.3%), and Lebanon (5.3%) counties.



County where you live

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	205	40	36	105	11	13
Is the interview for an ADULT or CHILD						
Adult	167 81.50%	33 82.50%	29 80.60%	92 87.60%	7 63.60%	6 46.20%
Child	38 18.50%	7 17.50%	7 19.40%	13 12.40%	4 36.40%	7 53.80%

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					
	Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
N	40	36	105	11	13	205
Mean	111.68	113.34	111.81	112.82	114.70	112.29
Std. Deviation	15.00	10.61	14.21	17.72	11.38	13.75

- Race: 153 respondents (74.6%) reported their race as White/Caucasian, 23 (11.2%) as African American, 19 (9.3%) as Latino/Hispanic, 7 (3.4%) as Multi-racial, 2 (1%) as Asian/Pacific Islander, and 1 (1%) as Other. 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	Multi0Racial	Other
Total	205	23	2	19	0	153	7	1
Is the interview for an ADULT or CHILD								
Adult	167 81.50%	18 78.30%	2 100.00%	19 100.00%	0 0	122 79.70%	5 71.40%	1 100.00%
Child	38 18.50%	5 21.70%	0 0	0 0	0 0	31 20.30%	2 28.60%	0 0

- **Treatment Facility:** Data was collected from 17 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	43	109.68	13.64
Philhaven	17	108.02	12.31
Lancaster Co MH/MR	53	108.18	13.08
Keystone Service System	12	111.56	10.29
Mission New Life	5	120.78	5.45
Diakon	4	128.76	3.40
Lancaster Freedom Center	5	114.37	18.13
Gaudenzia Elsie Shenk	5	122.06	8.85
WDR New Perspectives	3	134.00	1.73
Naaman Center	7	107.02	11.39
Gaudenzia Harrisburg	6	116.46	8.71
Gaudenzia West Shore	3	117.49	5.43
PA Counseling Lancaster	5	118.03	14.14
Addiction Recover Systems	19	117.37	17.13
SACA-Nuestra Clinica	2	124.00	2.83
Community Services Management Corp	11	111.48	15.88
NHS of PA	5	119.36	7.55
Total	205	112.29	13.75

- **Type of Treatment:** 205 total respondents: 74 (36.1%) Adults and 22 (10.7%) Child/Adolescents received Crisis Intervention. 30 (14.6%) Adults received Peer Support services. 63 (30.8%) Adults received Drug and Alcohol Outpatient Clinic. 16 (7.8%) Child/Adolescents received Community Residential Rehabilitation Host Home services.

	Total	Is the interview for an ADULT or CHILD	
		Adult	Child
Base	205	167	38
Type of Treatment			
Crisis Intervention	96 46.80%	74 44.30%	22 57.90%
Peer Support	30 14.60%	30 18.00%	0 0
D & A Outpatient Clinic	63 30.70%	63 37.70%	0 0
CRR Host Home	16 7.80%	0 0	16 42.10%

Distribution of Treatment by County of Residence

	Base	Type of Treatment			
		Crisis Intervention	Peer Support	D & A Outpatient Clinic	CRR Host Home
Total	205	96 46.80%	30 14.60%	63 30.70%	16 7.80%
Adult-County of Residence					
Cumberland	33	24 72.70%	1 3.00%	8 24.20%	0 0
Dauphin	29	2 6.90%	18 62.10%	9 31.00%	0 0
Lancaster	92	42 45.70%	7 7.60%	43 46.70%	0 0
Lebanon	7	0 0	4 57.10%	3 42.90%	0 0
Perry	6	6 100.00%	0 0	0 0	0 0
Child-County of Residence					
Cumberland	7	5 71.40%	0 0	0 0	2 28.60%
Dauphin	7	2 28.60%	0 0	0 0	5 71.40%
Lancaster	13	9 69.20%	0 0	0 0	4 30.80%
Lebanon	4	0 0	0 0	0 0	4 100.00%
Perry	7	6 85.70%	0 0	0 0	1 14.30%

- Type of Services: 129 respondents (63%) received Mental Health services. While 39 (19%) received Drug/Alcohol services and 37 (18%) reported receiving both Mental Health and Drug/Alcohol services.

	Base	Type of Service		
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol
Total	205	129 62.90%	39 19.00%	37 18.00%
Is the interview for an ADULT or CHILD				
Adult	167	93 55.70%	39 23.40%	35 21.00%
Child	38	36 94.70%	0 0	2 5.30%

Distribution of Services by County

	Base	Type of Service		
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol
Total	205	129 62.9%	39 19.0%	37 18.0%
Adult- County of Residence				
Cumberland	33	22 66.7%	6 18.2%	5 15.2%
Dauphin	29	16 55.2%	9 31.0%	4 13.8%
Lancaster	92	45 48.9%	22 23.9%	25 27.2%
Lebanon	7	4 57.1%	2 28.6%	1 14.3%
Perry	6	6 100.0%	0 0	0 0
Child- County of Residence				
Cumberland	7	6 85.7%	0 0	1 14.3%
Dauphin	7	7 100.0%	0 0	0 0
Lancaster	13	12 92.3%	0 0	1 7.7%
Lebanon	4	4 100.0%	0 0	0 0
Perry	7	7 100.0%	0 0	0 0

- Special Needs: Of the 205 Adult respondents, 65 special needs were identified (some adults may have reported more than one special need), while 114 reported no special needs. Of the 38 Child/Adolescent respondents, 6 special needs were identified (some child/adolescents may have reported more than one special need), while 32 reported no special needs.

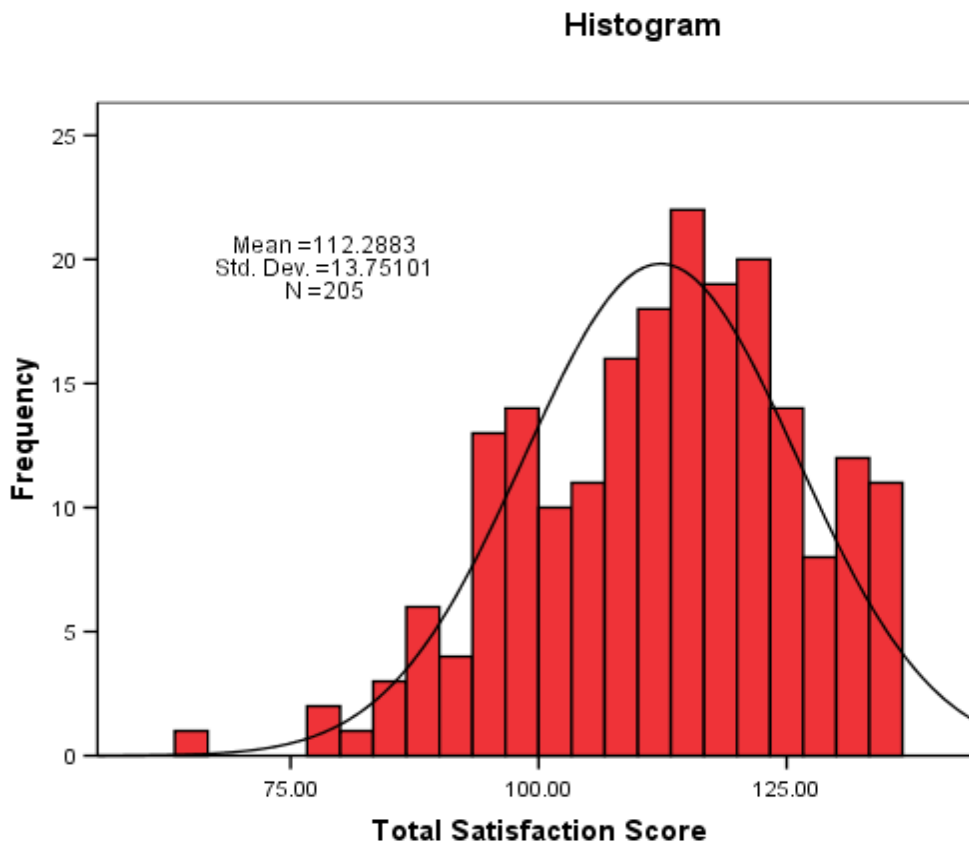
Special Needs	Adult	Child	Total
Visual Impairment N	13 7.8%	2 5.3%	18 7.3%
Hearing Impairment N	9 5.4%	0 0%	9 4.4%
Physical Impairment N	19 11.4%	0 .0%	19 9.3%
English Difficulty N	9 5.4%	0 0%	9 4.4%
Other N	15 9.0%	4 10.5%	19 9.3%
No Special Needs N	114 68.3%	32 84.2%	146 71.2%
Total N	167	38	205
% w/in Age Group	100.0%	100%	100.0%

Please Note: Frequencies may sum to more than the sample size (N = 205) as respondents can report multiple special needs.

I. Satisfaction

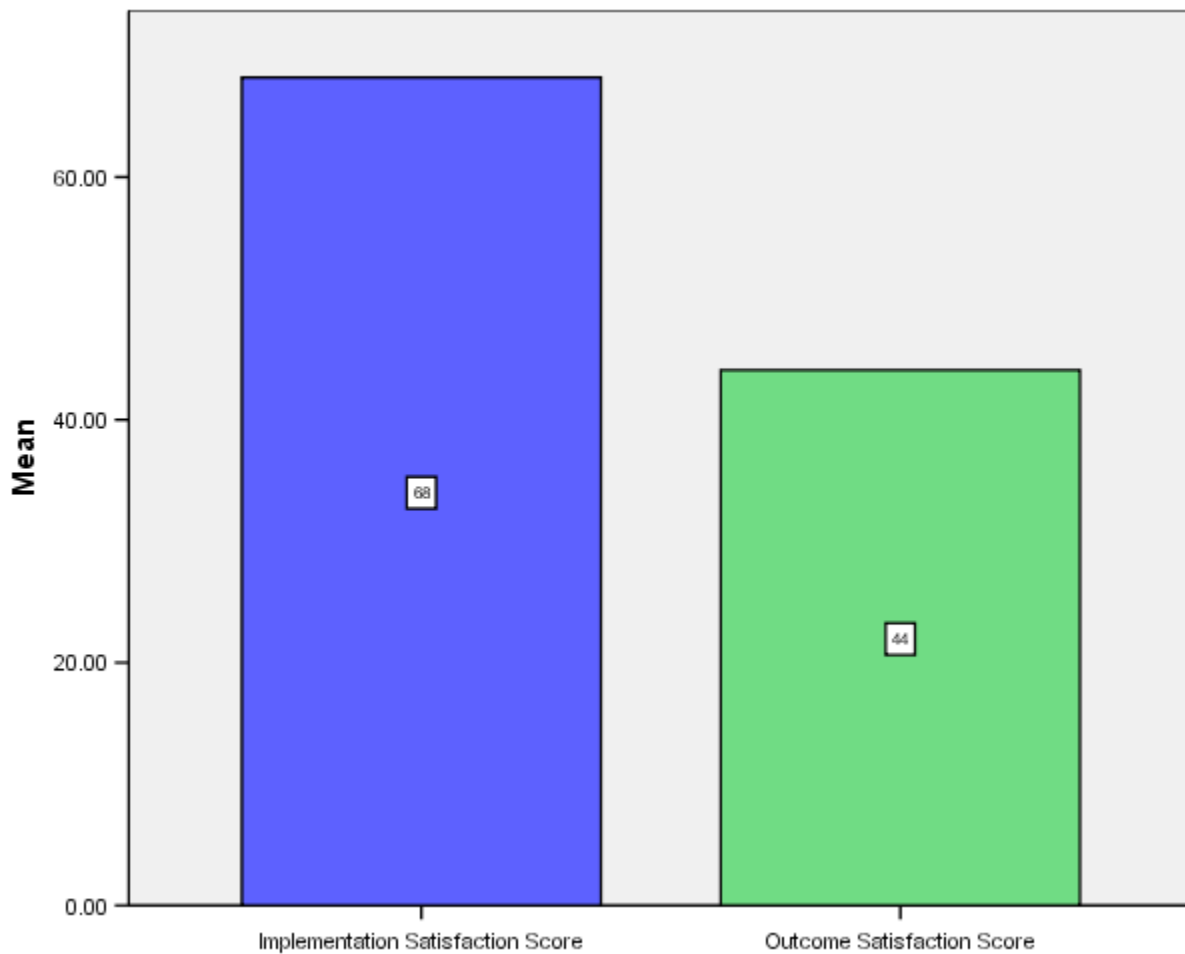
- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 27 - 135. 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 112.29 with a standard deviation 13.8 and a median of 114. 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 83% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question # 16, "Overall, I am satisfied with the services..." with 87.3% agreement (4 or 5).

Overall, consumers were quite satisfied with communication with their service providers. Adult respondents reported highest satisfaction with feeling comfortable in asking questions about their treatment (Question 6). Child/Adolescent respondents reported highest satisfaction with being informed about their rights and responsibilities regarding their treatment (Question 5). All consumers also reported high satisfaction with knowing whom to call if they have questions about their treatment (Question 1) and being an equal partner in the treatment process (Question 13). All consumers reported high satisfaction with staff not sharing their personal information with others without permission (Question 8).

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

- Approximately 1 in 5 of all consumers (19.5%) reported they did not have a choice when selecting their service provider (Q 3).
- While 67.3% of all consumers reported that their provider explained the disadvantages of their treatment (Q15), approximately 1 in 5 consumers (18.0%), indicated they did not feel this way.
- Overall, 64.4% of all respondents reported that being given all the information on how to get other services (Q2) was better and 15.6% reported things as worse. As noted, 14.6% of the respondents reported this question did not apply to them. When these cases are removed, 75.4% report they did get the information on how to get other services and 18.3% report it as worse. These figures represent a more accurate picture of the results.

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

N=205	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	% Reported Does Not Apply	Mean	Standard Deviation
1. I know whom to call if I have questions about my mental health or substance abuse services.	90.2	6.8	1.0	2.9	0.6
2. I was given information on how to get other services that I needed.	64.4	15.6	14.6	3.1	1.4
3. I had a choice in selecting my service provider.	70.7	19.5	2.9	2.6	1.0
4. I have the option to change my service provider should I choose to.	76.6	12.2	2.0	2.7	0.8
5. I was informed about my rights and responsibilities regarding the treatment I have received.	87.8	6.3	2.0	2.9	0.7
6. I feel comfortable in asking questions regarding my treatment.	93.7	3.9	1.5	3.0	0.5
7. My service provider spends enough time with me.	82.4	9.8	3.4	2.9	0.9
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	88.7	4.4	1.5	2.9	0.6
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	87.8	3.4	6.3	3.1	0.9
10. I trust my service provider.	87.8	5.4	1.0	2.9	0.6
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	77.6	11.7	4.4	2.8	1.0
12. I am included in all meetings regarding my treatment plan and goals for recovery.	85.9	4.4	6.8	3.1	0.9
13. I am an equal partner in the treatment process.	88.8	6.3	3.9	3.0	0.8
14. My service provider explained the advantages of my therapy or treatment.	83.4	7.3	4.9	3.0	0.9
15. My service provider explained the disadvantages of my therapy or treatment	67.3	18.0	6.8	2.8	1.2
16. Overall, I am satisfied with the services I am receiving.	87.3	5.9	3.4	3.0	0.8

Table 2 – Total Satisfaction – Implementation All Adult Services

N=167	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	% Reported Does Not Apply	Mean	Standard Deviation
1. I know whom to call if I have questions about my mental health or substance abuse services.	88.6	7.8	1.2	2.9	0.7
2. I was given information on how to get other services that I needed.	64.7	16.2	13.2	3.0	1.4
3. I had a choice in selecting my service provider.	69.5	20.4	2.4	2.6	1.0
4. I have the option to change my service provider should I choose to.	73.1	13.8	2.4	2.7	0.9
5. I was informed about my rights and responsibilities regarding the treatment I have received.	85.0	7.8	2.4	2.7	0.7
6. I feel comfortable in asking questions regarding my treatment.	94.0	3.6	1.8	3.0	0.6
7. My service provider spends enough time with me.	80.8	10.8	4.2	2.9	0.9
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	89.2	3.0	1.2	2.9	0.5
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	86.2	3.6	7.2	3.1	0.9
10. I trust my service provider.	86.8	6.0	0.6	2.8	0.6
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	74.3	13.8	4.2	2.8	1.0
12. I am included in all meetings regarding my treatment plan and goals for recovery.	83.2	5.4	7.8	3.1	1.0
13. I am an equal partner in the treatment process.	87.4	7.8	4.2	3.0	0.8
14. My service provider explained the advantages of my therapy or treatment.	83.8	7.2	4.2	2.9	0.8
15. My service provider explained the disadvantages of my therapy or treatment	65.9	20.4	6.0	2.7	1.1
16. Overall, I am satisfied with the services I am receiving.	88.0	6.0	3.0	3.0	0.7

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

N=38	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	% Reported Does Not Apply	Mean	Standard Deviation
1. I know whom to call if I have questions about my mental health or substance abuse services.	97.4	2.6	0.0	2.9	0.3
2. I was given information on how to get other services that I needed.	63.2	13.2	21.1	3.3	1.5
3. I had a choice in selecting my service provider.	76.3	15.8	5.3	2.8	1.1
4. I have the option to change my service provider should I choose to.	92.1	5.3	0.0	2.9	0.5
5. I was informed about my rights and responsibilities regarding the treatment I have received.	100	0.0	0.0	3.0	0.0
6. I feel comfortable in asking questions regarding my treatment.	92.1	5.3	0.0	2.9	0.5
7. My service provider spends enough time with me.	89.5	5.3	0.0	2.8	0.5
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	86.8	10.5	2.6	2.9	0.8
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	94.7	2.6	2.6	3.0	0.6
10. I trust my service provider.	92.1	2.6	2.6	3.0	0.6
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	92.1	2.6	5.3	3.1	0.8
12. I am included in all meetings regarding my treatment plan and goals for recovery.	97.4	0.0	2.6	3.1	0.5
13. I am an equal partner in the treatment process.	94.7	0.0	2.6	3.1	0.5
14. My service provider explained the advantages of my therapy or treatment.	81.6	7.9	7.9	3.1	1.0
15. My service provider explained the disadvantages of my therapy or treatment	73.7	7.9	10.5	3.1	1.2
16. Overall, I am satisfied with the services I am receiving.	84.2	5.3	5.3	3.0	0.9

III. Outcomes

Overall, approximately 38% to 75% of consumers believe services have improved their lives in each outcome area. Approximately 12% to 35% of consumers believe that no change has resulted from their services. Only 2.4% to 10.2% believes that things are worse as a result of services.

- Overall, the highest ratings (74.6%) were reported satisfaction with feeling good (hopeful) about the future (Question 21) with combined Adult and Child/Adolescent scores.
- Recipients of adult and child services also gave high ratings to satisfaction with managing daily problems (Q17), feeling in control of their life (Q18) and dealing with the specific problem or issue that led them to seek services (Q27).
- While 55.6% of all respondents reported dealing with a personal crisis was better, approximately 1 in 10 (10.2%) reported things in this area as worse. Also, approximately 1 in 8 Adults (12.0%) reported feeling in control of their live as worse (Q18).
- Overall, 46.8% of all respondents reported that being involved in community activities (Q24) was better and 5.9% reported things as worse. As noted, 15.6% of the respondents reported this question did not apply to them. When these cases are removed, 55.2% report they were better being involved in community activities and 6.9% report it as worse. These figures represent a more accurate picture of the results.
- Overall, 38.5% of all respondents reported that dealing with school or work (Q25) was better and 2.4% reported things as worse. As noted, 46.8% of the respondents reported this question did not apply to them. When these cases are removed, 72.5% report they were better dealing with school or work and 4.6% 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=205) are presented in Table 4. Summary responses from the Adult group of respondents from this quarter (N=167) are presented in Table 5. Summary responses from the Child group of respondents from this quarter (N=38) 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	% Reported Does Not Apply	Mean	Std. Deviation
Total N=205					
17. Managing daily problems.	73.2	4.9	3.9	2.8	0.8
18. Feeling in control of my life.	71.7	7.3	3.4	2.9	0.9
19. Dealing with personal crisis.	55.6	10.2	15.1	3.1	1.4
20. How I feel about myself.	65.9	10.2	3.9	2.7	0.9
21. Feeling good (hopeful) about the future.	74.6	7.3	4.4	2.8	0.9
22. Enjoying my free time.	72.7	3.9	3.4	2.8	0.8
23. Strengthening my social support network.	64.9	5.4	6.3	2.8	1.0
24. Being involved in community activities.	46.8	5.9	15.6	3.0	1.4
25. Dealing with school or work.	38.5	2.4	46.8	4.2	1.7
26. Dealing with people in social situations.	54.6	4.9	4.9	2.7	0.9
27. Dealing with specific problems or issue that led to seek services.	74.1	5.4	3.4	2.8	0.8

Table 5 – Total Satisfaction – Outcome Questions All Adult Services

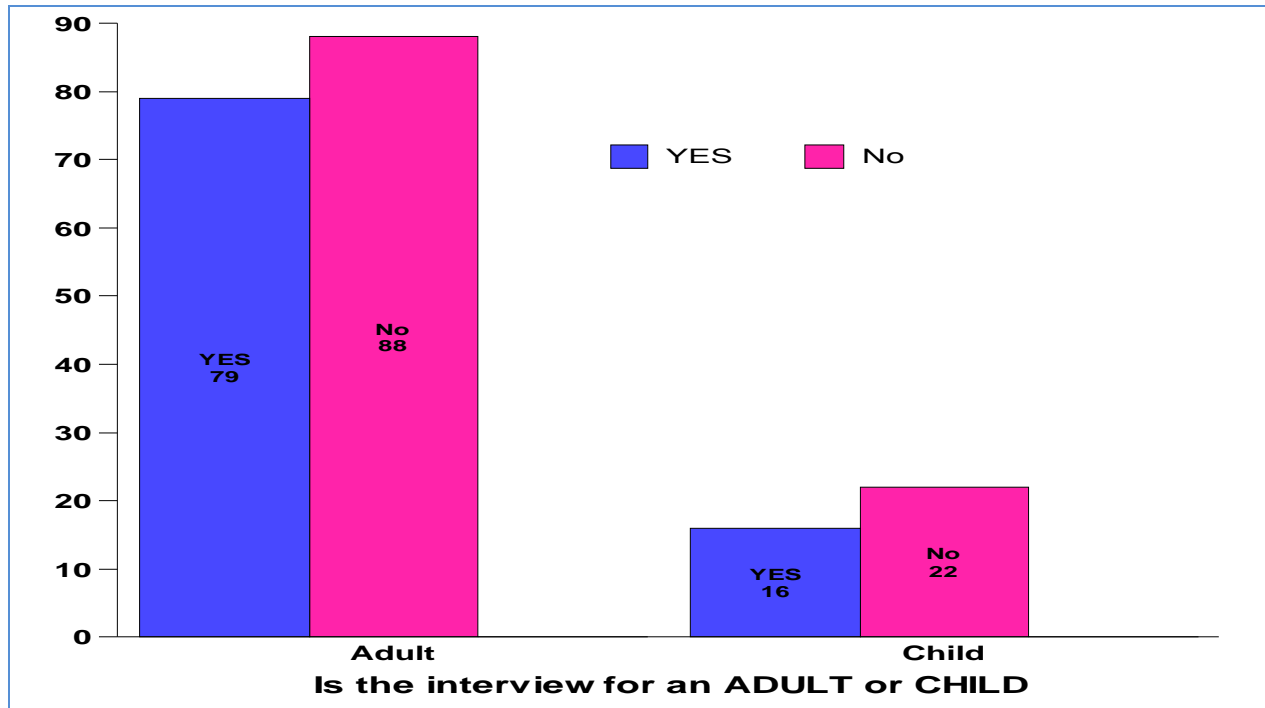
	% Better or Much Better	% Worse or Much Worse	% Reported Does Not Apply	Mean	Std. Deviation
Total N=167					
17. Managing daily problems.	73.1	5.4	3.0	2.8	0.8
18. Feeling in control of my life.	70.1	8.4	2.4	2.7	0.8
19. Dealing with personal crisis.	55.7	12.0	12.6	2.9	1.3
20. How I feel about myself.	67.1	11.4	3.0	2.7	0.9
21. Feeling good (hopeful) about the future.	73.1	9.6	3.0	2.8	0.9
22. Enjoying my free time.	72.5	4.8	3.0	2.8	0.8
23. Strengthening my social support network.	66.5	5.4	6.6	2.9	1.0
24. Being involved in community activities.	47.3	5.4	13.2	2.9	1.3
25. Dealing with school or work.	31.7	3.0	55.7	4.5	1.7
26. Dealing with people in social situations.	56.9	6.0	4.8	2.7	1.0
27. Dealing with specific problems or issue that led to seek services.	73.1	5.4	3.0	2.8	0.8

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

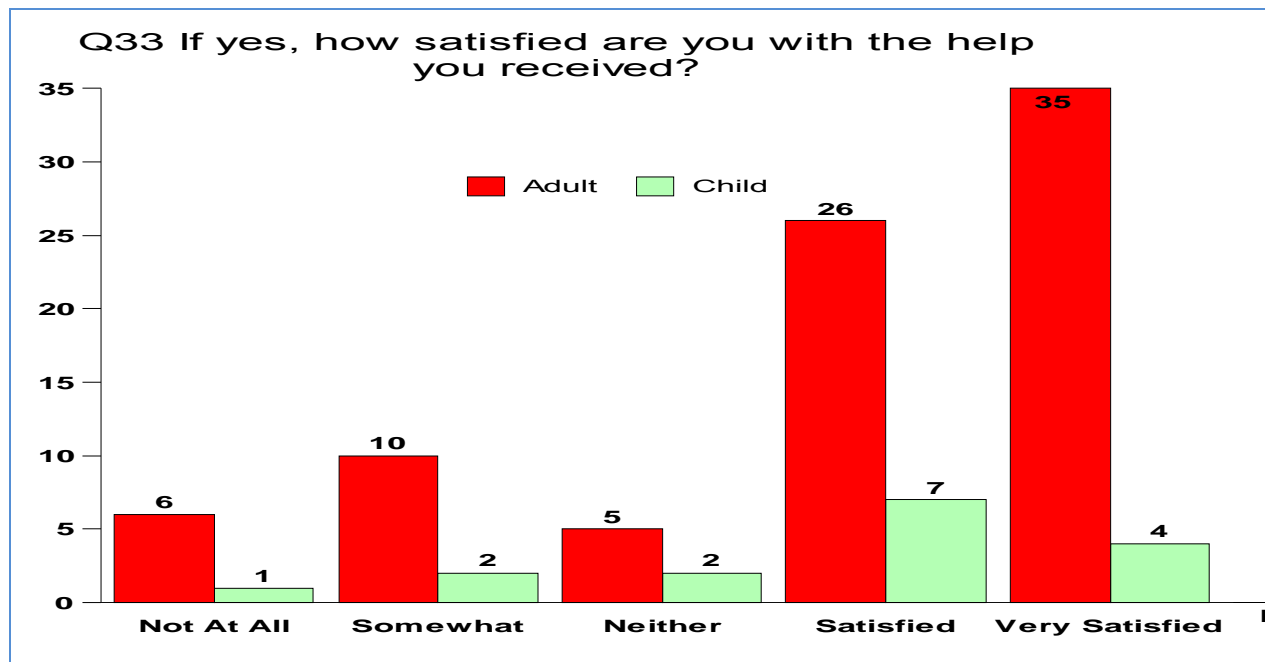
	% Better or Much Better	% Worse or Much Worse	% Reported Does Not Apply	Mean	Std. Deviation
Total N=38					
17. Managing daily problems.	73.7	2.6	7.9	3.2	1.0
18. Feeling in control of my life.	78.9	2.6	7.9	3.1	1.0
19. Dealing with personal crisis.	55.3	2.6	26.3	3.6	1.5
20. How I feel about myself.	60.5	5.3	7.9	2.9	1.1
21. Feeling good (hopeful) about the future.	81.6	0.0	10.5	3.2	1.0
22. Enjoying my free time.	73.7	0.0	5.3	3.0	0.8
23. Strengthening my social support network.	57.9	5.3	5.3	2.7	1.0
24. Being involved in community activities.	44.7	7.9	26.3	3.4	1.7
25. Dealing with school or work.	68.4	0.0	7.9	3.0	1.0
26. Dealing with people in social situations.	44.7	0.0	5.3	2.7	0.9
27. Dealing with specific problems or issue that led to seek services.	78.9	5.3	5.3	2.9	0.9

Emergency Treatment: 79 of the 167 Adult respondents (47.3%) indicated they needed emergency mental health or substance abuse service during the past year. 16 of the 38 Child respondents (42.1%) 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?

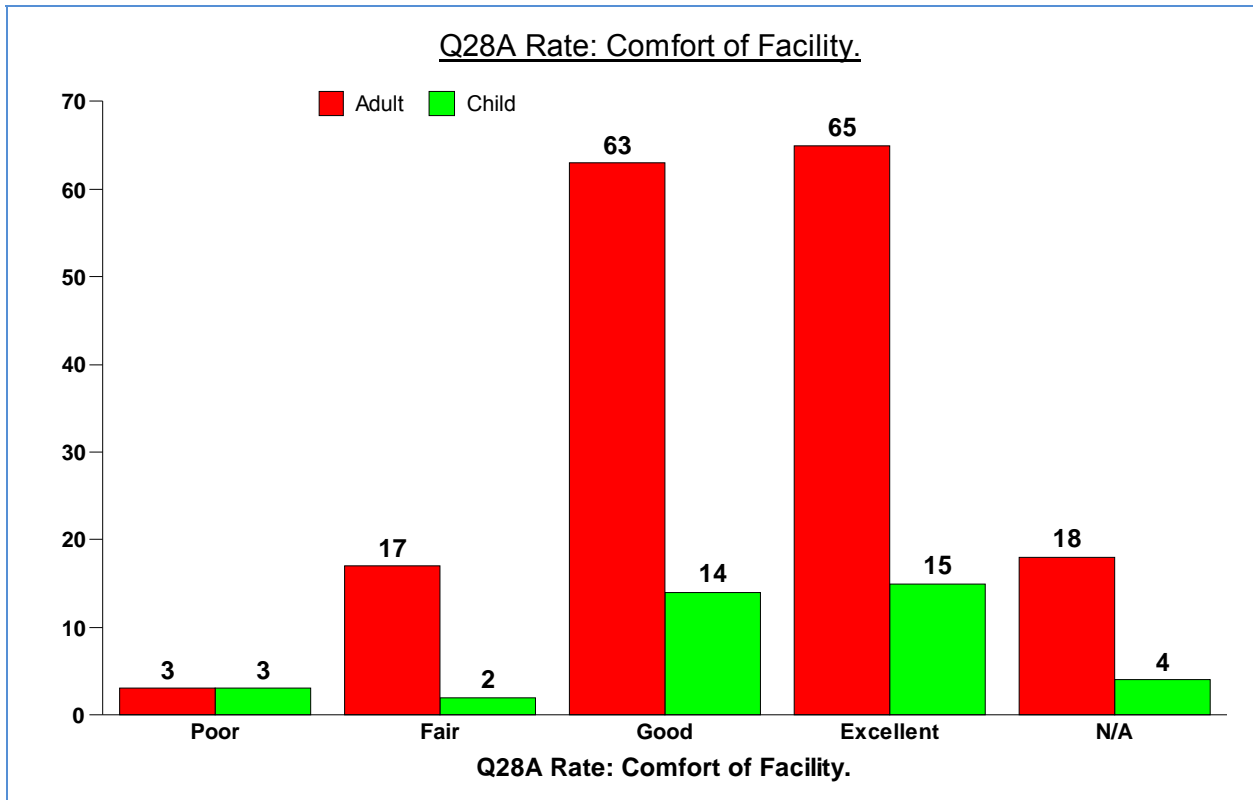


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). Significantly more adult respondents reported higher levels of satisfaction. 74.4% (61 of 82) Adult respondents reported they were either Very Satisfied, or Satisfied, 19.5% (16 of 82), Somewhat or Not at all Satisfied. 69% (11 of 16) Child respondents reported they were either Very Satisfied, or Satisfied, 19% (3 of 16), Somewhat or Not at all Satisfied.



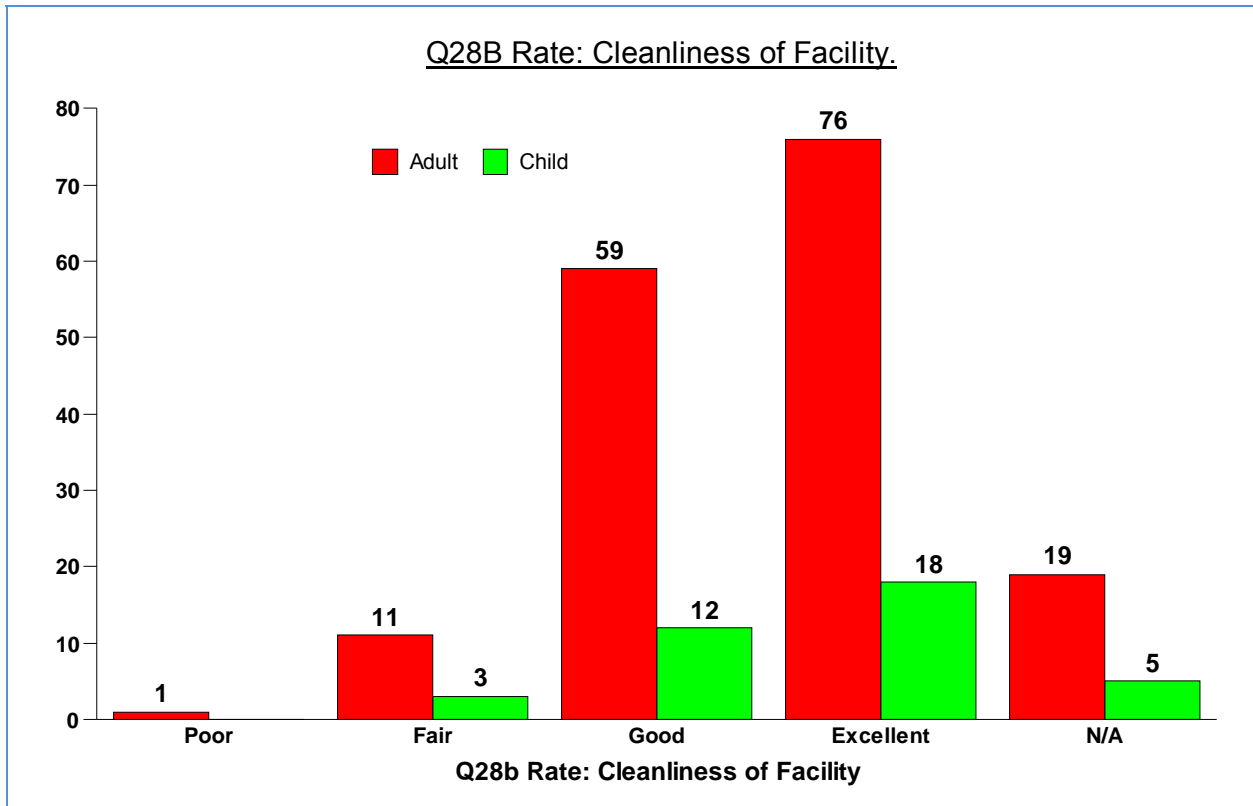
Questions Regarding Treatment Environment

Comfort of Facility: 76.9% of all respondents rated the comfort of their treatment facility as Excellent or Good. 12.3% of all respondents rated the comfort of their treatment facility as Fair or Poor.



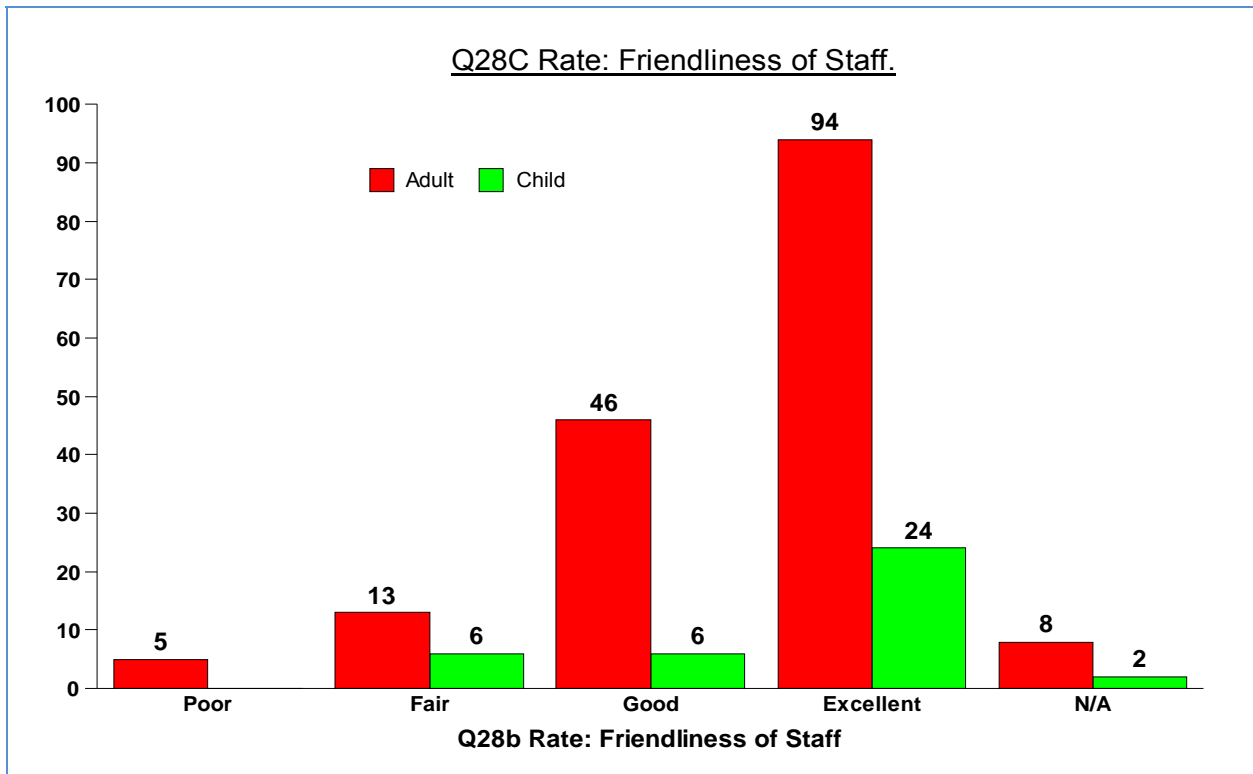
	Base	Q28A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	N/A
Total	204	6 2.90%	19 9.30%	77 37.70%	80 39.20%	22 10.80%
Is the interview for an ADULT or CHILD						
Adult	166	3 1.80%	17 10.20%	63 38.00%	65 39.20%	18 10.80%
Child	38	3 7.90%	2 5.30%	14 36.80%	15 39.50%	4 10.50%

Cleanliness of Facility: 81% of respondents reported the cleanliness of their treatment facility as Excellent or Good. 7.4% of respondents reported the cleanliness of their treatment facility as Fair or Poor.



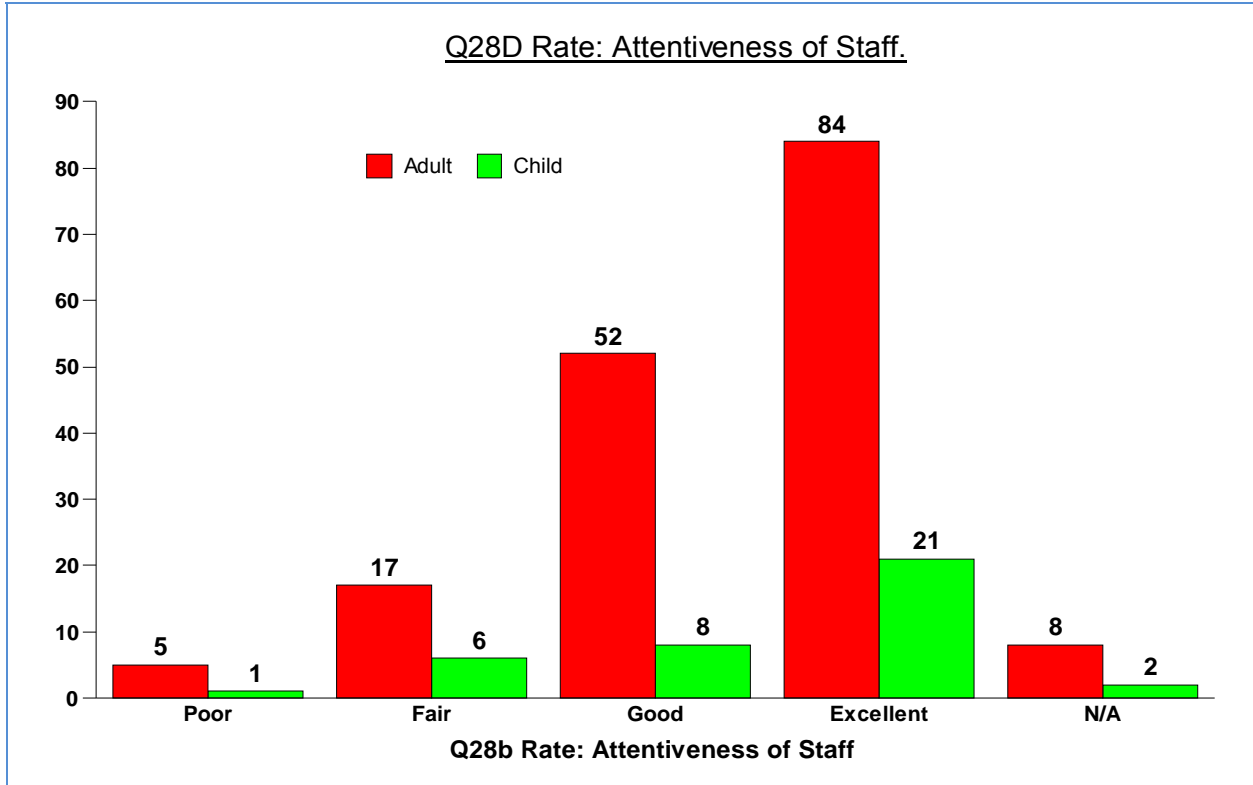
	Base	Q28b Rate: Cleanliness of Facility				
		Poor	Fair	Good	Excellent	N/A
Total	204	1 0.50%	14 6.90%	71 34.80%	94 46.10%	24 11.80%
Is the interview for an ADULT or CHILD						
Adult	166	1 0.60%	11 6.60%	59 35.50%	76 45.80%	19 11.40%
Child	38	0 0	3 7.90%	12 31.60%	18 47.40%	5 13.20%

Friendliness of Staff: 83% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 12% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor.



	Base	Q28b Rate: Friendliness of Staff				
		Poor	Fair	Good	Excellent	N/A
Total	204	5 2.50%	19 9.30%	52 25.50%	118 57.80%	10 4.90%
Is the interview for an ADULT or CHILD						
Adult	166	5 3.00%	13 7.80%	46 27.70%	94 56.60%	8 4.80%
Child	38	0 0	6 15.80%	6 15.80%	24 63.20%	2 5.30%

Attentiveness of Staff: 81% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 14.2% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor.



	Base	Q28b Rate: Attentiveness of Staff				
		Poor	Fair	Good	Excellent	N/A
Total	204	6 2.90%	23 11.30%	60 29.40%	105 51.50%	10 4.90%
Is the interview for an ADULT or CHILD						
Adult	166	5 3.00%	17 10.20%	52 31.30%	84 50.60%	8 4.80%
Child	38	1 2.60%	6 15.80%	8 21.10%	21 55.30%	2 5.30%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

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

- 68.3 % of respondents (138 out of 202) reported that they had received a copy of the CBHNP member handbook. 28.7% 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	202	138 68.30%	58 28.70%	6 0.03
Is the interview for an ADULT or CHILD				
Adult	164	107 65.20%	51 31.10%	6 0.037
Child	38	31 81.60%	7 18.40%	0 0

	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
Total	202	138 68.30%	58 28.70%	6 0.03
Adult-County of Residence				
Cumberland	33	21 63.60%	11 33.30%	1 0.03
Dauphin	29	17 58.60%	10 34.50%	2 0.069
Lancaster	89	61 68.50%	26 29.20%	2 0.022
Lebanon	7	5 71.40%	1 14.30%	1 0.143
Perry	6	3 50.00%	3 50.00%	0 0
Child-County of Residence				
Cumberland	7	4 57.10%	3 42.90%	0 0
Dauphin	7	5 71.40%	2 28.60%	0 0
Lancaster	13	13 100.00%	0 0.00%	0 0
Lebanon	4	3 75.00%	1 25.00%	0 0
Perry	7	6 85.70%	1 14.30%	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?

- 27.9% (57 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	204	57 27.90%	143 70.10%	4 0.02
Is the interview for an ADULT or CHILD				
Adult	166	43 25.90%	119 71.70%	4 0.024
Child	38	14 36.80%	24 63.20%	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	204	57 27.90%	143 70.10%	4 0.02
Adult-County of Residence				
Cumberland	33	7 21.20%	24 72.70%	2 0.061
Dauphin	29	4 13.80%	24 82.80%	1 0.034
Lancaster	91	28 30.80%	62 68.10%	1 0.011
Lebanon	7	1 14.30%	6 85.70%	0 0
Perry	6	3 50.00%	3 50.00%	0 0
Child-County of Residence				
Cumberland	7	2 28.60%	5 71.40%	0 0
Dauphin	7	4 57.10%	3 42.90%	0 0
Lancaster	13	7 53.80%	6 46.20%	0 0
Lebanon	4	0 0.00%	4 100.00%	0 0

Perry	7	1 14.30%	6 85.70%	0 0
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Q. 34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays

- 85.9% of those that requested information from CBHNP (49 of 57) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 8 of the 57 respondents did not feel this was the case.

	Base	Q34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
		Yes	No	Does Not Apply
Total	205	49 23.90%	8 3.90%	148 0.722
Is the interview for an ADULT or CHILD				
Adult	167	37 22.20%	6 3.60%	124 0.743
Child	38	12 31.60%	2 5.30%	24 0.632

	Base	Q34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
		Yes	No	Does Not Apply
Total	205	49 23.90%	8 3.90%	148 0.722
Adult-County of Residence				
Cumberland	33	6 18.20%	1 3.00%	26 0.788
Dauphin	29	4 13.80%	0 0.00%	25 0.862
Lancaster	92	24 26.10%	3 3.30%	65 0.707
Lebanon	7	0 0.00%	1 14.30%	6 0.857
Perry	6	3 50.00%	1 16.70%	2 0.333
Child-County of Residence				
Cumberland	7	1 14.30%	1 14.30%	5 0.714
Dauphin	7	4 57.10%	0 0.00%	3 0.429
Lancaster	13	6 46.20%	1 7.70%	6 0.462
Lebanon	4	0	0	4

		0.00%	0.00%	1
Perry	7	1 14.30%	0 0.00%	6 0.857

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

- 85.5% of respondents (176 of 205) report they are aware of their right to file a complaint or grievance. 13% reported they were not aware of this right.

	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	205	176 85.90%	27 13.20%	2 0.01
Is the interview for an ADULT or CHILD				
Adult	167	138 82.60%	27 16.20%	2 0.012
Child	38	38 100.00%	0 0.00%	0 0

	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	205	176 85.90%	27 13.20%	2 0.01
Adult-County of Residence				
Cumberland	33	26 78.80%	6 18.20%	1 0.03
Dauphin	29	24 82.80%	5 17.20%	0 0
Lancaster	92	78 84.80%	13 14.10%	1 0.011
Lebanon	7	5 71.40%	2 28.60%	0 0
Perry	6	5 83.30%	1 16.70%	0 0
Child-County of Residence				
Cumberland	7	7 100.00%	0 0.00%	0 0
Dauphin	7	7 100.00%	0 0.00%	0 0
Lancaster	13	13 100.00%	0 0.00%	0 0
Lebanon	4	4 100.00%	0 0.00%	0 0

Perry	7	7 100.00%	0 0.00%	0 0
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Q. 36 I know whom to call to file a complaint or grievance.

- Overall, 57.1% of respondents (117 of 205) report they know who 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	205	117 57.10%	86 42.00%	2 0.01
Is the interview for an ADULT or CHILD				
Adult	167	87 52.10%	78 46.70%	2 0.012
Child	38	30 78.90%	8 21.10%	0 0

	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	205	117 57.10%	86 42.00%	2 0.01
Adult-County of Residence				
Cumberland	33	18 54.50%	14 42.40%	1 0.03
Dauphin	29	15 51.70%	14 48.30%	0 0
Lancaster	92	45 48.90%	46 50.00%	1 0.011
Lebanon	7	5 71.40%	2 28.60%	0 0
Perry	6	4 66.70%	2 33.30%	0 0
Child-County of Residence				
Cumberland	7	5 71.40%	2 28.60%	0 0
Dauphin	7	6 85.70%	1 14.30%	0 0
Lancaster	13	10 76.90%	3 23.10%	0 0
Lebanon	4	4 100.00%	0 0.00%	0 0
Perry	7	5 71.40%	2 28.60%	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.

- 57% of respondents (103 of 181) 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. 2 respondents 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	203	103 50.70%	78 38.40%	22 0.108
Is the interview for an ADULT or CHILD				
Adult	165	75 45.50%	68 41.20%	22 0.133
Child	38	28 73.70%	10 26.30%	0 0

	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	203	103 50.70%	78 38.40%	22 0.108
Adult-County of Residence				
Cumberland	33	12 36.40%	14 42.40%	7 0.212
Dauphin	29	11 37.90%	15 51.70%	3 0.103
Lancaster	90	48 53.30%	30 33.30%	12 0.133
Lebanon	7	2 28.60%	5 71.40%	0 0
Perry	6	2 33.30%	4 66.70%	0 0
Child-County of Residence				
Cumberland	7	3 42.90%	4 57.10%	0 0
Dauphin	7	6 85.70%	1 14.30%	0 0
Lancaster	13	8 61.50%	5 38.50%	0 0
Lebanon	4	4 100.00%	0 0.00%	0 0
Perry	7	7	0	0

		100.00%	0.00%	0
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Q. 38 When I call CBHNP staff treats me courteously and with respect.

- 91.3% of respondents who had called CBHNP staff (116 of 127) 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	205	116 56.60%	11 5.40%	78 0.38
Is the interview for an ADULT or CHILD				
Adult	167	87 52.10%	9 5.40%	71 0.425
Child	38	29 76.30%	2 5.30%	7 0.184

	Base	Q38 When I call CBHNP staff treats me courteously and with respect.		
		Yes	No	Does Not Apply
Total	205	116 56.60%	11 5.40%	78 0.38
Adult-County of Residence				
Cumberland	33	12 36.40%	0 0.00%	21 0.636
Dauphin	29	12 41.40%	1 3.40%	16 0.552
Lancaster	92	57 62.00%	6 6.50%	29 0.315
Lebanon	7	3 42.90%	1 14.30%	3 0.429
Perry	6	3 50.00%	1 16.70%	2 0.333
Child-County of Residence				
Cumberland	7	2 28.60%	1 14.30%	4 0.571
Dauphin	7	7 100.00%	0 0.00%	0 0
Lancaster	13	11 84.60%	1 7.70%	1 0.077
Lebanon	4	3 75.00%	0 0.00%	1 0.25
Perry	7	6 85.70%	0 0.00%	1 0.143

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

- 94.4% of respondents (134 of 142) who stated that this question applies to them report they are satisfied with their interactions with CBHNP.

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
Total	205	134 65.40%	8 3.90%	63 0.307
Is the interview for an ADULT or CHILD				
Adult	167	104 62.30%	7 4.20%	56 0.335
Child	38	30 78.90%	1 2.60%	7 0.184

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
Total	205	134 65.40%	8 3.90%	63 0.307
Adult-County of Residence				
Cumberland	33	12 36.40%	2 6.10%	19 0.576
Dauphin	29	19 65.50%	1 3.40%	9 0.31
Lancaster	92	64 69.60%	3 3.30%	25 0.272
Lebanon	7	5 71.40%	0 0.00%	2 0.286
Perry	6	4 66.70%	1 16.70%	1 0.167
Child-County of Residence				
Cumberland	7	3 42.90%	0 0.00%	4 0.571
Dauphin	7	7 100.00%	0 0.00%	0 0
Lancaster	13	11 84.60%	1 7.70%	1 0.077
Lebanon	4	3 75.00%	0 0.00%	1 0.25
Perry	7	6 85.70%	0 0.00%	1 0.143

Supplemental Questions for Adult Respondents

- 81% of respondents (134 of 166) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. (15) Respondents 9% disagreed or strongly disagreed with this statement.

	Base	SQA 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	166	5 3.00%	10 6.00%	11 6.60%	61 36.70%	73 44.00%	6 3.60%
County of Residence							
Cumberland	33	1 3.00%	4 12.10%	2 6.10%	14 42.40%	12 36.40%	0 0
Dauphin	29	1 3.40%	1 3.40%	0 0	15 51.70%	11 37.90%	1 3.40%
Lancaster	91	3 3.30%	4 4.40%	7 7.70%	30 33.00%	42 46.20%	5 5.50%
Lebanon	7	0 0	0 0	2 28.60%	1 14.30%	4 57.10%	0 0
Perry	6	0 0	1 16.70%	0 0	1 16.70%	4 66.70%	0 0

- 83.2% of respondents (139 of 167) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. (5) Respondents, 3% 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	167	1 0.60%	4 2.40%	11 6.60%	79 47.30%	60 35.90%	12 7.20%
County of Residence							
Cumberland	33	0 0	0 0	3 9.10%	19 57.60%	9 27.30%	2 6.10%
Dauphin	29	0 0	2 6.90%	1 3.40%	16 55.20%	8 27.60%	2 6.90%
Lancaster	92	1 1.10%	2 2.20%	6 6.50%	39 42.40%	37 40.20%	7 7.60%
Lebanon	7	0 0	0 0	1 14.30%	3 42.90%	3 42.90%	0 0
Perry	6	0 0	0 0	0 0	2 33.30%	3 50.00%	1 16.70%

- 79.6% of respondents (133 of 167) 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. (13) respondents, 7.8% 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	167	3 1.80%	10 6.00%	12 7.20%	55 32.90%	78 46.70%	9 5.40%
County of Residence							
Cumberland	33	1 3.00%	3 9.10%	4 12.10%	11 33.30%	11 33.30%	3 9.10%
Dauphin	29	0 0	0 0	0 0	13 44.80%	14 48.30%	2 6.90%
Lancaster	92	1 1.10%	7 7.60%	8 8.70%	26 28.30%	47 51.10%	3 3.30%
Lebanon	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Perry	6	1 16.70%	0 0	0 0	2 33.30%	2 33.30%	1 16.70%

- 85% of respondents (142 of 167) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. (7) of the respondents 4.2% 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	167	3 1.80%	4 2.40%	8 4.80%	52 31.10%	90 53.90%	10 6.00%
County of Residence							
Cumberland	33	0 0	2 6.10%	3 9.10%	11 33.30%	17 51.50%	0 0
Dauphin	29	0 0	1 3.40%	2 6.90%	11 37.90%	13 44.80%	2 6.90%
Lancaster	92	3 3.30%	1 1.10%	3 3.30%	25 27.20%	52 56.50%	8 8.70%
Lebanon	7	0 0	0 0	0 0	1 14.30%	6 85.70%	0 0
Perry	6	0 0	0 0	0 0	4 66.70%	2 33.30%	0 0

Supplemental Questions for Child/Adolescent Respondents

- 92.1% of respondents (35 of 38) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. (2) Respondents, 5.3% disagreed or strongly disagreed with this statement.

	Base	SQA 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	38	1 2.60%	1 2.60%	0 0	12 31.60%	23 60.50%	1 2.60%
County of Residence							
Cumberland	7	1 14.30%	0 0	0 0	2 28.60%	4 57.10%	0 0
Dauphin	7	0 0	1 14.30%	0 0	1 14.30%	5 71.40%	0 0
Lancaster	13	0 0	0 0	0 0	6 46.20%	6 46.20%	1 7.70%
Lebanon	4	0 0	0 0	0 0	1 25.00%	3 75.00%	0 0
Perry	7	0 0	0 0	0 0	2 28.60%	5 71.40%	0 0

- 89.5% of respondents (34 of 38) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. (4) Respondents 10.5% 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	38	1 2.60%	3 7.90%	0 0	23 60.50%	11 28.90%	0 0
County of Residence							
Cumberland	7	0 0	1 14.30%	0 0	2 28.60%	4 57.10%	0 0
Dauphin	7	0 0	1 14.30%	0 0	5 71.40%	1 14.30%	0 0
Lancaster	13	1 7.70%	0 0	0 0	10 76.90%	2 15.40%	0 0
Lebanon	4	0 0	1 25.00%	0 0	3 75.00%	0 0	0 0
Perry	7	0 0	0 0	0 0	3 42.86%	4 57.14%	0 0

		0	0	0	42.90%	57.10%	0
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- 81.5% of respondents (31 of 38) 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. No respondents 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	38	0 0	0 0	5 13.20%	15 39.50%	16 42.10%	2 5.30%
County of Residence							
Cumberland	7	0 0	0 0	2 28.60%	0 0	5 71.40%	0 0
Dauphin	7	0 0	0 0	1 14.30%	3 42.90%	3 42.90%	0 0
Lancaster	13	0 0	0 0	0 0	9 69.20%	2 15.40%	2 15.40%
Lebanon	4	0 0	0 0	1 25.00%	1 25.00%	2 50.00%	0 0
Perry	7	0 0	0 0	1 14.30%	2 28.60%	4 57.10%	0 0

- 86.8% of respondents (33 of 38) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. (3) of the respondents 7.9% 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	38	0 0	3 7.90%	0 0	12 31.60%	21 55.30%	2 5.30%
County of Residence							
Cumberland	7	0 0	1 14.30%	0 0	1 14.30%	5 71.40%	0 0
Dauphin	7	0 0	1 14.30%	0 0	1 14.30%	5 71.40%	0 0
Lancaster	13	0 0	0 0	0 0	6 46.20%	5 38.50%	2 15.40%
Lebanon	4	0 0	1 25.00%	0 0	1 25.00%	2 50.00%	0 0
Perry	7	0	0	0	3	4	0

		0	0	0	42.90%	57.10%	0
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Survey Tables by County of Residence

The following tables show the Cross tabulation of questions 1-27 by County of Residence and Adult or Child/Adolescent for all respondents (N=205).

	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	205	2 1.00%	12 5.90%	4 2.00%	68 33.20%	117 57.10%	2 1.00%
Adult- County of Residence							
Cumberland	33	0 0	4 12.10%	2 6.10%	9 27.30%	18 54.50%	0 0
Dauphin	29	2 6.90%	1 3.40%	0 0	8 27.60%	18 62.10%	0 0
Lancaster	92	0 0	6 6.50%	1 1.10%	32 34.80%	51 55.40%	2 2.20%
Lebanon	7	0 0	0 0	0 0	2 28.60%	5 71.40%	0 0
Perry	6	0 0	0 0	1 16.70%	3 50.00%	2 33.30%	0 0
Child- County of Residence							
Cumberland	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Dauphin	7	0 0	1 14.30%	0 0	1 14.30%	5 71.40%	0 0
Lancaster	13	0 0	0 0	0 0	7 53.80%	6 46.20%	0 0
Lebanon	4	0 0	0 0	0 0	2 50.00%	2 50.00%	0 0
Perry	7	0 0	0 0	0 0	1 14.30%	6 85.70%	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	205	9 4.40%	23 11.20%	11 5.40%	57 27.80%	75 36.60%	30 14.60%
Adult- County of Residence							
Cumberland	33	3 9.10%	3 9.10%	3 9.10%	10 30.30%	9 27.30%	5 15.20%
Dauphin	29	0 0	2 6.90%	0 0	10 34.50%	14 48.30%	3 10.30%
Lancaster	92	5 5.40%	13 14.10%	7 7.60%	24 26.10%	31 33.70%	12 13.00%
Lebanon	7	0 0	1 14.30%	0 0	4 57.10%	2 28.60%	0 0
Perry	6	0 0	0 0	0 0	2 33.30%	2 33.30%	2 33.30%
Child- County of Residence							
Cumberland	7	0 0	2 28.60%	0 0	2 28.60%	2 28.60%	1 14.30%
Dauphin	7	0 0	0 0	0 0	2 28.60%	4 57.10%	1 14.30%
Lancaster	13	1 7.70%	1 7.70%	0 0	1 7.70%	4 30.80%	6 46.20%
Lebanon	4	0 0	1 25.00%	0 0	1 25.00%	2 50.00%	0 0
Perry	7	0 0	0 0	1 14.30%	1 14.30%	5 71.40%	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	205	9 4.40%	31 15.10%	14 6.80%	69 33.70%	76 37.10%	6 2.90%
Adult-County of Residence							
Cumberland	33	1 3.00%	8 24.20%	4 12.10%	11 33.30%	9 27.30%	0 0
Dauphin	29	0 0	2 6.90%	4 13.80%	11 37.90%	12 41.40%	0 0
Lancaster	92	6 6.50%	13 14.10%	5 5.40%	30 32.60%	34 37.00%	4 4.30%
Lebanon	7	1 14.30%	1 14.30%	0 0	1 14.30%	4 57.10%	0 0
Perry	6	0 0	2 33.30%	0 0	2 33.30%	2 33.30%	0 0
Child-County of Residence							
Cumberland	7	0 0	1 14.30%	0 0	5 71.40%	1 14.30%	0 0
Dauphin	7	0 0	1 14.30%	0 0	2 28.60%	3 42.90%	1 14.30%
Lancaster	13	1 7.70%	1 7.70%	1 7.70%	6 46.20%	3 23.10%	1 7.70%
Lebanon	4	0 0	1 25.00%	0 0	1 25.00%	2 50.00%	0 0
Perry	7	0 0	1 14.30%	0 0	0 0	6 85.70%	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	205	7 3.40%	18 8.80%	19 9.30%	77 37.60%	80 39.00%	4 2.00%
Adult- County of Residence							
Cumberland	33	0 0	5 15.20%	4 12.10%	15 45.50%	8 24.20%	1 3.00%
Dauphin	29	1 3.40%	2 6.90%	3 10.30%	13 44.80%	10 34.50%	0 0
Lancaster	92	5 5.40%	8 8.70%	10 10.90%	26 28.30%	40 43.50%	3 3.30%
Lebanon	7	0 0	1 14.30%	0 0	2 28.60%	4 57.10%	0 0
Perry	6	0 0	1 16.70%	1 16.70%	2 33.30%	2 33.30%	0 0
Child- County of Residence							
Cumberland	7	0 0	0 0	1 14.30%	4 57.10%	2 28.60%	0 0
Dauphin	7	0 0	0 0	0 0	4 57.10%	3 42.90%	0 0
Lancaster	13	1 7.70%	0 0	0 0	9 69.20%	3 23.10%	0 0
Lebanon	4	0 0	1 25.00%	0 0	2 50.00%	1 25.00%	0 0
Perry	7	0 0	0 0	0 0	0 0	7 100.00%	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	205	5 2.40%	8 3.90%	8 3.90%	81 39.50%	99 48.30%	4 2.00%
Adult-County of Residence							
Cumberland	33	0 0	2 6.10%	5 15.20%	10 30.30%	15 45.50%	1 3.00%
Dauphin	29	1 3.40%	0 0	0 0	14 48.30%	14 48.30%	0 0
Lancaster	92	4 4.30%	5 5.40%	2 2.20%	36 39.10%	42 45.70%	3 3.30%
Lebanon	7	0 0	1 14.30%	0 0	1 14.30%	5 71.40%	0 0
Perry	6	0 0	0 0	1 16.70%	3 50.00%	2 33.30%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Dauphin	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Lancaster	13	0 0	0 0	0 0	9 69.20%	4 30.80%	0 0
Lebanon	4	0 0	0 0	0 0	2 50.00%	2 50.00%	0 0
Perry	7	0 0	0 0	0 0	0 0	7 100.00%	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	205	2 1.00%	6 2.90%	2 1.00%	78 38.00%	114 55.60%	3 1.50%
Adult-County of Residence							
Cumberland	33	0 0	1 3.00%	1 3.00%	14 42.40%	17 51.50%	0 0
Dauphin	29	0 0	0 0	0 0	14 48.30%	15 51.70%	0 0
Lancaster	92	1 1.10%	3 3.30%	0 0	36 39.10%	49 53.30%	3 3.30%
Lebanon	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Perry	6	0 0	1 16.70%	0 0	3 50.00%	2 33.30%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	1 14.30%	1 14.30%	5 71.40%	0 0
Dauphin	7	0 0	0 0	0 0	2 28.60%	5 71.40%	0 0
Lancaster	13	0 0	1 7.70%	0 0	3 23.10%	9 69.20%	0 0
Lebanon	4	1 25.00%	0 0	0 0	2 50.00%	1 25.00%	0 0
Perry	7	0 0	0 0	0 0	0 0	7 100.00%	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	205	8 3.90%	12 5.90%	9 4.40%	69 33.70%	100 48.80%	7 3.40%
Adult-County of Residence							
Cumberland	33	2 6.10%	3 9.10%	2 6.10%	9 27.30%	15 45.50%	2 6.10%
Dauphin	29	1 3.40%	1 3.40%	1 3.40%	15 51.70%	11 37.90%	0 0
Lancaster	92	3 3.30%	7 7.60%	4 4.30%	28 30.40%	45 48.90%	5 5.40%
Lebanon	7	0 0	1 14.30%	0 0	1 14.30%	5 71.40%	0 0
Perry	6	0 0	0 0	0 0	3 50.00%	3 50.00%	0 0
Child-County of Residence							
Cumberland	7	1 14.30%	0 0	0 0	3 42.90%	3 42.90%	0 0
Dauphin	7	0 0	0 0	1 14.30%	2 28.60%	4 57.10%	0 0
Lancaster	13	1 7.70%	0 0	1 7.70%	5 38.50%	6 46.20%	0 0
Lebanon	4	0 0	0 0	0 0	3 75.00%	1 25.00%	0 0
Perry	7	0 0	0 0	0 0	0 0	7 100.00%	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	204	6 2.90%	3 1.50%	11 5.40%	61 29.90%	120 58.80%	3 1.50%
Adult-County of Residence							
Cumberland	33	1 3.00%	1 3.00%	3 9.10%	10 30.30%	17 51.50%	1 3.00%
Dauphin	28	0 0	0 0	1 3.60%	10 35.70%	17 60.70%	0 0
Lancaster	92	2 2.20%	0 0	7 7.60%	24 26.10%	58 63.00%	1 1.10%
Lebanon	7	0 0	0 0	0 0	2 28.60%	5 71.40%	0 0
Perry	6	1 16.70%	0 0	0 0	3 50.00%	2 33.30%	0 0
Child-County of Residence							
Cumberland	7	2 28.60%	0 0	0 0	1 14.30%	4 57.10%	0 0
Dauphin	7	0 0	1 14.30%	0 0	1 14.30%	5 71.40%	0 0
Lancaster	13	0 0	1 7.70%	0 0	5 38.50%	6 46.20%	1 7.70%
Lebanon	4	0 0	0 0	0 0	3 75.00%	1 25.00%	0 0
Perry	7	0 0	0 0	0 0	2 28.60%	5 71.40%	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	205	2 1.00%	5 2.40%	5 2.40%	57 27.80%	123 60.00%	13 6.30%
Adult- County of Residence							
Cumberland	33	0 0	0 0	2 6.10%	9 27.30%	18 54.50%	4 12.10%
Dauphin	29	0 0	1 3.40%	0 0	7 24.10%	21 72.40%	0 0
Lancaster	92	1 1.10%	3 3.30%	3 3.30%	25 27.20%	53 57.60%	7 7.60%
Lebanon	7	0 0	1 14.30%	0 0	1 14.30%	5 71.40%	0 0
Perry	6	0 0	0 0	0 0	2 33.30%	3 50.00%	1 16.70%
Child- County of Residence							
Cumberland	7	1 14.30%	0 0	0 0	1 14.30%	5 71.40%	0 0
Dauphin	7	0 0	0 0	0 0	2 28.60%	5 71.40%	0 0
Lancaster	13	0 0	0 0	0 0	6 46.20%	6 46.20%	1 7.70%
Lebanon	4	0 0	0 0	0 0	3 75.00%	1 25.00%	0 0
Perry	7	0 0	0 0	0 0	1 14.30%	6 85.70%	0 0

	Base	Q10 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	205	6 2.90%	5 2.40%	12 5.90%	57 27.80%	123 60.00%	2 1.00%
Adult-County of Residence							
Cumberland	33	0 0	2 6.10%	3 9.10%	11 33.30%	17 51.50%	0 0
Dauphin	29	1 3.40%	1 3.40%	2 6.90%	7 24.10%	18 62.10%	0 0
Lancaster	92	4 4.30%	2 2.20%	6 6.50%	26 28.30%	53 57.60%	1 1.10%
Lebanon	7	0 0	0 0	0 0	1 14.30%	6 85.70%	0 0
Perry	6	0 0	0 0	0 0	3 50.00%	3 50.00%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	0 0	2 28.60%	5 71.40%	0 0
Dauphin	7	0 0	0 0	1 14.30%	1 14.30%	5 71.40%	0 0
Lancaster	13	0 0	0 0	0 0	3 23.10%	9 69.20%	1 7.70%
Lebanon	4	1 25.00%	0 0	0 0	1 25.00%	2 50.00%	0 0
Perry	7	0 0	0 0	0 0	2 28.60%	5 71.40%	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	205	6 2.90%	18 8.80%	13 6.30%	57 27.80%	102 49.80%	9 4.40%
Adult-County of Residence							
Cumberland	33	1 3.00%	4 12.10%	1 3.00%	9 27.30%	14 42.40%	4 12.10%
Dauphin	29	0 0	3 10.30%	0 0	13 44.80%	11 37.90%	2 6.90%
Lancaster	92	4 4.30%	10 10.90%	12 13.00%	24 26.10%	41 44.60%	1 1.10%
Lebanon	7	0 0	1 14.30%	0 0	0 0	6 85.70%	0 0
Perry	6	0 0	0 0	0 0	3 50.00%	3 50.00%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	0 0	2 28.60%	5 71.40%	0 0
Dauphin	7	0 0	0 0	0 0	0 0	7 100.00%	0 0
Lancaster	13	0 0	0 0	0 0	5 38.50%	7 53.80%	1 7.70%
Lebanon	4	1 25.00%	0 0	0 0	1 25.00%	2 50.00%	0 0
Perry	7	0 0	0 0	0 0	0 0	6 85.70%	1 14.30%

	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	205	2 1.00%	7 3.40%	6 2.90%	62 30.20%	114 55.60%	14 6.80%
Adult- County of Residence							
Cumberland	33	0 0	0 0	2 6.10%	11 33.30%	15 45.50%	5 15.20%
Dauphin	29	1 3.40%	0 0	0 0	15 51.70%	13 44.80%	0 0
Lancaster	92	1 1.10%	7 7.60%	3 3.30%	24 26.10%	49 53.30%	8 8.70%
Lebanon	7	0 0	0 0	1 14.30%	1 14.30%	5 71.40%	0 0
Perry	6	0 0	0 0	0 0	5 83.30%	1 16.70%	0 0
Child- County of Residence							
Cumberland	7	0 0	0 0	0 0	1 14.30%	6 85.70%	0 0
Dauphin	7	0 0	0 0	0 0	1 14.30%	6 85.70%	0 0
Lancaster	13	0 0	0 0	0 0	2 15.40%	10 76.90%	1 7.70%
Lebanon	4	0 0	0 0	0 0	2 50.00%	2 50.00%	0 0
Perry	7	0 0	0 0	0 0	0 0	7 100.00%	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	205	3 1.50%	10 4.90%	2 1.00%	81 39.50%	101 49.30%	8 3.90%
Adult-County of Residence							
Cumberland	33	0 0	0 0	1 3.00%	14 42.40%	16 48.50%	2 6.10%
Dauphin	29	2 6.90%	0 0	0 0	19 65.50%	8 27.60%	0 0
Lancaster	92	1 1.10%	8 8.70%	0 0	32 34.80%	46 50.00%	5 5.40%
Lebanon	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Perry	6	0 0	2 33.30%	0 0	2 33.30%	2 33.30%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	1 14.30%	0 0	6 85.70%	0 0
Dauphin	7	0 0	0 0	0 0	2 28.60%	5 71.40%	0 0
Lancaster	13	0 0	0 0	0 0	7 53.80%	5 38.50%	1 7.70%
Lebanon	4	0 0	0 0	0 0	2 50.00%	2 50.00%	0 0
Perry	7	0 0	0 0	0 0	0 0	7 100.00%	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	205	4 2.00%	11 5.40%	9 4.40%	68 33.20%	103 50.20%	10 4.90%
Adult-County of Residence							
Cumberland	33	2 6.10%	3 9.10%	2 6.10%	11 33.30%	14 42.40%	1 3.00%
Dauphin	29	0 0	0 0	0 0	16 55.20%	12 41.40%	1 3.40%
Lancaster	92	1 1.10%	6 6.50%	5 5.40%	29 31.50%	46 50.00%	5 5.40%
Lebanon	7	0 0	0 0	0 0	2 28.60%	5 71.40%	0 0
Perry	6	0 0	0 0	1 16.70%	2 33.30%	3 50.00%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	0 0	0 0	7 100.00%	0 0
Dauphin	7	0 0	1 14.30%	0 0	1 14.30%	5 71.40%	0 0
Lancaster	13	0 0	0 0	1 7.70%	6 46.20%	3 23.10%	3 23.10%
Lebanon	4	1 25.00%	0 0	0 0	1 25.00%	2 50.00%	0 0
Perry	7	0 0	1 14.30%	0 0	0 0	6 85.70%	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	205	13 6.30%	24 11.70%	16 7.80%	59 28.80%	79 38.50%	14 6.80%
Adult-County of Residence							
Cumberland	33	1 3.00%	6 18.20%	2 6.10%	7 21.20%	15 45.50%	2 6.10%
Dauphin	29	1 3.40%	4 13.80%	1 3.40%	16 55.20%	6 20.70%	1 3.40%
Lancaster	92	9 9.80%	11 12.00%	8 8.70%	19 20.70%	38 41.30%	7 7.60%
Lebanon	7	1 14.30%	0 0	0 0	2 28.60%	4 57.10%	0 0
Perry	6	1 16.70%	0 0	2 33.30%	2 33.30%	1 16.70%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	1 14.30%	2 28.60%	4 57.10%	0 0
Dauphin	7	0 0	0 0	0 0	4 57.10%	3 42.90%	0 0
Lancaster	13	0 0	0 0	2 15.40%	4 30.80%	3 23.10%	4 30.80%
Lebanon	4	0 0	1 25.00%	0 0	2 50.00%	1 25.00%	0 0
Perry	7	0 0	2 28.60%	0 0	1 14.30%	4 57.10%	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	205	6 2.90%	6 2.90%	7 3.40%	56 27.30%	123 60.00%	7 3.40%
Adult-County of Residence							
Cumberland	33	0 0	0 0	1 3.00%	10 30.30%	20 60.60%	2 6.10%
Dauphin	29	1 3.40%	1 3.40%	1 3.40%	8 27.60%	18 62.10%	0 0
Lancaster	92	3 3.30%	5 5.40%	3 3.30%	25 27.20%	53 57.60%	3 3.30%
Lebanon	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Perry	6	0 0	0 0	0 0	4 66.70%	2 33.30%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	1 14.30%	1 14.30%	5 71.40%	0 0
Dauphin	7	0 0	0 0	0 0	1 14.30%	6 85.70%	0 0
Lancaster	13	1 7.70%	0 0	1 7.70%	4 30.80%	5 38.50%	2 15.40%
Lebanon	4	1 25.00%	0 0	0 0	0 0	3 75.00%	0 0
Perry	7	0 0	0 0	0 0	0 0	7 100.00%	0 0

	Base	Q17 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	205	4 2.00%	6 2.90%	37 18.00%	76 37.10%	74 36.10%	8 3.90%
Adult- County of Residence							
Cumberland	33	0 0	2 6.10%	8 24.20%	10 30.30%	12 36.40%	1 3.00%
Dauphin	29	1 3.40%	1 3.40%	4 13.80%	12 41.40%	11 37.90%	0 0
Lancaster	92	2 2.20%	2 2.20%	18 19.60%	31 33.70%	35 38.00%	4 4.30%
Lebanon	7	1 14.30%	0 0	1 14.30%	3 42.90%	2 28.60%	0 0
Perry	6	0 0	0 0	0 0	4 66.70%	2 33.30%	0 0
Child- County of Residence							
Cumberland	7	0 0	1 14.30%	0 0	3 42.90%	3 42.90%	0 0
Dauphin	7	0 0	0 0	1 14.30%	4 57.10%	1 14.30%	1 14.30%
Lancaster	13	0 0	0 0	2 15.40%	6 46.20%	4 30.80%	1 7.70%
Lebanon	4	0 0	0 0	2 50.00%	1 25.00%	1 25.00%	0 0
Perry	7	0 0	0 0	1 14.30%	2 28.60%	3 42.90%	1 14.30%

	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	205	4 2.00%	11 5.40%	36 17.60%	66 32.20%	81 39.50%	7 3.40%
Adult- County of Residence							
Cumberland	33	0 0	3 9.10%	9 27.30%	8 24.20%	12 36.40%	1 3.00%
Dauphin	29	0 0	1 3.40%	9 31.00%	6 20.70%	13 44.80%	0 0
Lancaster	92	4 4.30%	5 5.40%	10 10.90%	29 31.50%	41 44.60%	3 3.30%
Lebanon	7	0 0	1 14.30%	1 14.30%	2 28.60%	3 42.90%	0 0
Perry	6	0 0	0 0	3 50.00%	2 33.30%	1 16.70%	0 0
Child- County of Residence							
Cumberland	7	0 0	0 0	0 0	4 57.10%	3 42.90%	0 0
Dauphin	7	0 0	0 0	1 14.30%	4 57.10%	2 28.60%	0 0
Lancaster	13	0 0	0 0	2 15.40%	6 46.20%	3 23.10%	2 15.40%
Lebanon	4	0 0	1 25.00%	1 25.00%	1 25.00%	1 25.00%	0 0
Perry	7	0 0	0 0	0 0	4 57.10%	2 28.60%	1 14.30%

	Base	Q19 Dealing with personal crisis.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	205	8 3.90%	13 6.30%	39 19.00%	46 22.40%	68 33.20%	31 15.10%
Adult-County of Residence							
Cumberland	33	2 6.10%	4 12.10%	6 18.20%	6 18.20%	14 42.40%	1 3.00%
Dauphin	29	3 10.30%	2 6.90%	4 13.80%	7 24.10%	7 24.10%	6 20.70%
Lancaster	92	2 2.20%	4 4.30%	19 20.70%	19 20.70%	34 37.00%	14 15.20%
Lebanon	7	0 0	0 0	2 28.60%	2 28.60%	3 42.90%	0 0
Perry	6	1 16.70%	2 33.30%	2 33.30%	0 0	1 16.70%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Dauphin	7	0 0	1 14.30%	1 14.30%	1 14.30%	2 28.60%	2 28.60%
Lancaster	13	0 0	0 0	3 23.10%	5 38.50%	1 7.70%	4 30.80%
Lebanon	4	0 0	0 0	1 25.00%	1 25.00%	0 0	2 50.00%
Perry	7	0 0	0 0	1 14.30%	2 28.60%	2 28.60%	2 28.60%

	Base	Q20 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	205	7 3.40%	14 6.80%	41 20.00%	49 23.90%	86 42.00%	8 3.90%
Adult-County of Residence							
Cumberland	33	1 3.00%	4 12.10%	4 12.10%	6 18.20%	16 48.50%	2 6.10%
Dauphin	29	3 10.30%	1 3.40%	5 17.20%	7 24.10%	13 44.80%	0 0
Lancaster	92	2 2.20%	7 7.60%	17 18.50%	25 27.20%	38 41.30%	3 3.30%
Lebanon	7	0 0	1 14.30%	2 28.60%	1 14.30%	3 42.90%	0 0
Perry	6	0 0	0 0	3 50.00%	1 16.70%	2 33.30%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	2 28.60%	1 14.30%	4 57.10%	0 0
Dauphin	7	0 0	0 0	3 42.90%	2 28.60%	2 28.60%	0 0
Lancaster	13	0 0	0 0	3 23.10%	3 23.10%	5 38.50%	2 15.40%
Lebanon	4	1 25.00%	1 25.00%	1 25.00%	0 0	1 25.00%	0 0
Perry	7	0 0	0 0	1 14.30%	3 42.90%	2 28.60%	1 14.30%

	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	205	6 2.90%	10 4.90%	27 13.20%	59 28.80%	94 45.90%	9 4.40%
Adult-County of Residence							
Cumberland	33	1 3.00%	3 9.10%	6 18.20%	9 27.30%	12 36.40%	2 6.10%
Dauphin	29	2 6.90%	1 3.40%	3 10.30%	10 34.50%	13 44.80%	0 0
Lancaster	92	3 3.30%	4 4.30%	13 14.10%	22 23.90%	47 51.10%	3 3.30%
Lebanon	7	0 0	1 14.30%	1 14.30%	2 28.60%	3 42.90%	0 0
Perry	6	0 0	1 16.70%	1 16.70%	3 50.00%	1 16.70%	0 0
Child-County of Residence							
Cumberland	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Dauphin	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Lancaster	13	0 0	0 0	2 15.40%	3 23.10%	6 46.20%	2 15.40%
Lebanon	4	0 0	0 0	1 25.00%	0 0	2 50.00%	1 25.00%
Perry	7	0	0	0	4	2	1

		0	0	0	57.10%	28.60%	14.30%
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	Base	Q22 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	205	3 1.50%	5 2.40%	41 20.00%	53 25.90%	96 46.80%	7 3.40%
Adult- County of Residence							
Cumberland	33	1 3.00%	2 6.10%	7 21.20%	5 15.20%	16 48.50%	2 6.10%
Dauphin	29	0 0	0 0	2 6.90%	12 41.40%	15 51.70%	0 0
Lancaster	92	2 2.20%	2 2.20%	22 23.90%	24 26.10%	39 42.40%	3 3.30%
Lebanon	7	0 0	0 0	1 14.30%	3 42.90%	3 42.90%	0 0
Perry	6	0 0	1 16.70%	1 16.70%	1 16.70%	3 50.00%	0 0
Child- County of Residence							
Cumberland	7	0 0	0 0	2 28.60%	0 0	5 71.40%	0 0
Dauphin	7	0 0	0 0	1 14.30%	1 14.30%	5 71.40%	0 0
Lancaster	13	0 0	0 0	2 15.40%	4 30.80%	6 46.20%	1 7.70%
Lebanon	4	0 0	0 0	2 50.00%	1 25.00%	1 25.00%	0 0
Perry	7	0 0	0 0	1 14.30%	2 28.60%	3 42.90%	1 14.30%

	Base	Q23 Strengthening my social support network.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	205	2 1.00%	9 4.40%	48 23.40%	60 29.30%	73 35.60%	13 6.30%
Adult- County of Residence							
Cumberland	33	1 3.00%	1 3.00%	8 24.20%	9 27.30%	11 33.30%	3 9.10%
Dauphin	29	0 0	2 6.90%	4 13.80%	13 44.80%	9 31.00%	1 3.40%
Lancaster	92	1 1.10%	4 4.30%	22 23.90%	23 25.00%	36 39.10%	6 6.50%
Lebanon	7	0 0	0 0	0 0	4 57.10%	3 42.90%	0 0
Perry	6	0 0	0 0	2 33.30%	1 16.70%	2 33.30%	1 16.70%
Child- County of Residence							
Cumberland	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Dauphin	7	0 0	2 28.60%	3 42.90%	1 14.30%	1 14.30%	0 0
Lancaster	13	0 0	0 0	4 30.80%	5 38.50%	3 23.10%	1 7.70%
Lebanon	4	0 0	0 0	2 50.00%	0 0	2 50.00%	0 0
Perry	7	0 0	0 0	3 42.90%	1 14.30%	2 28.60%	1 14.30%

	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	205	4 2.00%	8 3.90%	65 31.70%	44 21.50%	52 25.40%	32 15.60%
Adult- County of Residence							
Cumberland	33	0 0	0 0	11 33.30%	6 18.20%	10 30.30%	6 18.20%
Dauphin	29	0 0	3 10.30%	9 31.00%	7 24.10%	8 27.60%	2 6.90%
Lancaster	92	1 1.10%	4 4.30%	33 35.90%	20 21.70%	21 22.80%	13 14.10%
Lebanon	7	0 0	0 0	1 14.30%	3 42.90%	3 42.90%	0 0
Perry	6	1 16.70%	0 0	3 50.00%	1 16.70%	0 0	1 16.70%
Child- County of Residence							
Cumberland	7	1 14.30%	0 0	1 14.30%	2 28.60%	2 28.60%	1 14.30%
Dauphin	7	1 14.30%	0 0	2 28.60%	2 28.60%	1 14.30%	1 14.30%
Lancaster	13	0 0	0 0	2 15.40%	1 7.70%	5 38.50%	5 38.50%
Lebanon	4	0 0	1 25.00%	2 50.00%	1 25.00%	0 0	0 0
Perry	7	0 0	0 0	1 14.30%	1 14.30%	2 28.60%	3 42.90%

	Base	Q25 Dealing with school or work.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	205	0 0	5 2.40%	25 12.20%	39 19.00%	40 19.50%	96 46.80%
Adult- County of Residence							
Cumberland	33	0 0	2 6.10%	4 12.10%	6 18.20%	8 24.20%	13 39.40%
Dauphin	29	0 0	1 3.40%	0 0	5 17.20%	3 10.30%	20 69.00%
Lancaster	92	0 0	2 2.20%	10 10.90%	13 14.10%	14 15.20%	53 57.60%
Lebanon	7	0 0	0 0	1 14.30%	1 14.30%	3 42.90%	2 28.60%
Perry	6	0 0	0 0	1 16.70%	0 0	0 0	5 83.30%
Child- County of Residence							
Cumberland	7	0 0	0 0	1 14.30%	3 42.90%	3 42.90%	0 0
Dauphin	7	0 0	0 0	2 28.60%	4 57.10%	1 14.30%	0 0
Lancaster	13	0 0	0 0	4 30.80%	4 30.80%	4 30.80%	1 7.70%
Lebanon	4	0 0	0 0	1 25.00%	1 25.00%	2 50.00%	0 0
Perry	7	0 0	0 0	1 14.30%	2 28.60%	2 28.60%	2 28.60%

	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	205	5 2.40%	5 2.40%	73 35.60%	46 22.40%	66 32.20%	10 4.90%
Adult- County of Residence							
Cumberland	33	2 6.10%	1 3.00%	10 30.30%	7 21.20%	11 33.30%	2 6.10%
Dauphin	29	1 3.40%	1 3.40%	9 31.00%	9 31.00%	9 31.00%	0 0
Lancaster	92	2 2.20%	2 2.20%	31 33.70%	19 20.70%	32 34.80%	6 6.50%
Lebanon	7	0 0	0 0	1 14.30%	3 42.90%	3 42.90%	0 0
Perry	6	0 0	1 16.70%	3 50.00%	2 33.30%	0 0	0 0
Child- County of Residence							
Cumberland	7	0 0	0 0	2 28.60%	1 14.30%	4 57.10%	0 0
Dauphin	7	0 0	0 0	5 71.40%	1 14.30%	1 14.30%	0 0
Lancaster	13	0 0	0 0	6 46.20%	2 15.40%	4 30.80%	1 7.70%
Lebanon	4	0 0	0 0	3 75.00%	1 25.00%	0 0	0 0
Perry	7	0 0	0 0	3 42.90%	1 14.30%	2 28.60%	1 14.30%

	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	205	1 0.50%	10 4.90%	35 17.10%	68 33.20%	84 41.00%	7 3.40%
Adult- County of Residence							
Cumberland	33	0 0	1 3.00%	7 21.20%	8 24.20%	15 45.50%	2 6.10%
Dauphin	29	0 0	0 0	8 27.60%	8 27.60%	12 41.40%	1 3.40%
Lancaster	92	1 1.10%	6 6.50%	14 15.20%	32 34.80%	37 40.20%	2 2.20%
Lebanon	7	0 0	0 0	0 0	3 42.90%	4 57.10%	0 0
Perry	6	0 0	1 16.70%	2 33.30%	2 33.30%	1 16.70%	0 0
Child- County of Residence							
Cumberland	7	0 0	1 14.30%	0 0	1 14.30%	5 71.40%	0 0
Dauphin	7	0 0	1 14.30%	1 14.30%	3 42.90%	2 28.60%	0 0
Lancaster	13	0 0	0 0	1 7.70%	7 53.80%	4 30.80%	1 7.70%
Lebanon	4	0 0	0 0	2 50.00%	1 25.00%	1 25.00%	0 0
Perry	7	0 0	0 0	0 0	3 42.90%	3 42.90%	1 14.30%

CBHNP COMMENTS-

Q36. I know whom to call to file a complaint or grievance.

Probably

Q39. Overall, I am satisfied with the interactions I have had with CBHNP.

Very, Had everything I needed.

Gave Ryan a new book, he will call regarding additional help.

Would like to take care of himself, make private from his parents.

The only ones I know are Holy Spirit, and private practice, pay cash.

Complaint was filed with Gateway.

I deal with my case worker.

Yes and No, tried to call, left messages, they never called back.

Limited choice where she resides.

Caseworker called.

My son was in the hospital, his doctor recommended he go to a RTF, but CBHNP turned me down.

And they reprimanded the doctor. CBHNP thinks he is too young for a RTF.

Can't tell you.

Called four times and was unable to speak with a live person for help. Difficult to get help with coverage for medication prescribed by the Naaman Center. Nothing has been resolved for the last month now, had to pay out of pocket because coverage ended.

The treatment I have received from this program has been a life changing experience and I am so grateful to the staff and everyone involved in my recovery. It has been and I know it will continue to be a blessing to my family. Thank You.