



CONSUMER SATISFACTION SERVICES

**Capital Region 4th Quarter Report
April-June 2011**

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 249 (n=249) 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 April-June 2011.

- The survey represents 249 (*n*=249) respondents from the Capital Region. Of the 249 respondents, 30 (12%) were consumers of Adult services and, 219 (88%) were recipients of Child/Adolescent services. Of the 30 adult consumers 30 (100%) responded for themselves. Of the 219 Child/Adolescent respondents, 11 (5%) answered for themselves and Parents and/or Guardians responded for the remaining 208 consumers (95%).
- Data was collected by 5 interviewers from 10 treatment facilities in the Capital Region.
- 28 of the 30 Adult interviews (93%) were in person interviews, with 2 (7%) conducted over the phone. 187 of the 219 Child/Adolescent (85.4%) surveys took place in person with 32 (14.6%) over the phone.
- Gender: Adult consumers were made up of 18 (60%) Female and 12 (40%) Male. Consumers of Child/Adolescent services consisted of 60 (27.4%) Female and 159 (72.6%) Male. Overall our analysis found no significant differences between the genders in reported level of satisfaction with services.
- Race: 154 respondents (62%) reported their race as White/Caucasian, 34 (14%) as African American, 27 (11%) as Latino/Hispanic, 28 (11%) as Multi-racial, 4 (1.6%) as Asian/Pacific Islander, 1 (0.4%) Native American/American Indian, and 1 (0.4%) as Other. Our analysis indicated no significant differences in Total Satisfaction with respect to race.
- Treatment Facility: Data was collected from 9 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: 249 total respondents: 105 (42.2%) Child/Adolescents received Summer Therapeutic Activities Program (STAP). 30 (12%) Adults and 46 (18.5%) Child/Adolescents consumers received Partial Hospitalization services. 68 (27.3%) Child/Adolescents received After School Program (ASP).
- Type of Services: 243 respondents (97.5%) received Mental Health services. While 2 (.8%) received Both Mental Health and Drug/Alcohol services and 4 (1.6%) reported receiving Other services.

Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction reported by consumers of 82.9% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question # 16, "Overall, I am satisfied with the services..." with 85.9% agreement (4 or 5).

Overall, consumers were quite satisfied with communication with their service providers. Adult respondents reported highest satisfaction with being informed about their rights and responsibilities (Question 5). Child/Adolescent consumers reported they are satisfied with the knowledge that their service provider does not share their personal information without permission (Question 8). All consumers also reported high satisfaction with knowing whom to call if they have questions about their treatment (Question 1) and feeling comfortable in asking questions regarding their treatment (Question 6). Adult consumers reported high satisfaction with trusting their service provider (Question 10).

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

- Approximately 1 in 5 of all consumers (17.3%) reported their service provider explained the disadvantages of their therapy or treatment (Q 15).
- All Adult consumers (13.3%) reported that they did not have a choice when selecting their service provider (Q 3). While (73.3%) of all Adult consumers reported they were satisfied with the option to change their provider (Q4), (13.3%) did not feel this way.

Summary responses from the Total group of respondents from this quarter (N=249) are presented in Table 1. Summary responses from the Adult group of respondents from this quarter (N=30) are presented in Table 2. Summary responses from the Child group of respondents from this quarter (N=219) are presented in Table 3.

Outcomes

Overall, approximately 36% to 77% of consumers believe services have improved their lives in each outcome area. Approximately 17% to 35% of consumers believe that no change has resulted from their services. Only 3.2% to 16.9% believes that things are worse as a result of services.

- Overall, the highest ratings (77.1%) were reported satisfaction with enjoying free time (Question 22) with combined Adult and Child/Adolescent scores.
- Recipients of adult and child services also gave high ratings to satisfaction with managing daily problems (Q17), dealing with the specific problem or issue that led them to seek services (Q27) and strengthening their social support network (Q23).
- While 57.4% of all respondents reported dealing with school or work as better, approximately 1 in 7 (13.3%) reported things in this area as worse. Also, approximately 1 in 6 recipients of Adult and Child/Adolescents (16.9%) reported dealing with a personal crisis as worse (Q18).
- Overall, 58.2% of all respondents reported that dealing with people in social situations (Q26) was better, approximately 1 in 9 (11.9%) reported things as worse.

Summary responses from the Total group of respondents from this quarter (N=249) are presented in Table 4. Summary responses from the Adult group of respondents from this quarter (N=30) are presented in Table 5. Summary responses from the Child group of respondents from this quarter (N=219) 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.

- This quarter, consumer issues did not meet the criteria of a Request for Assistance.

CSS Quarterly Report Capital Region 4th Quarter April-June 2011

This section presents information collected during the 4th Quarter 2010-2011 which includes data from April 2011-June 2011. Please note that respondents this quarter were consumers of Partial Hospitalization, Summer Therapeutic Activities Program (STAP) and After School Program (ASP).

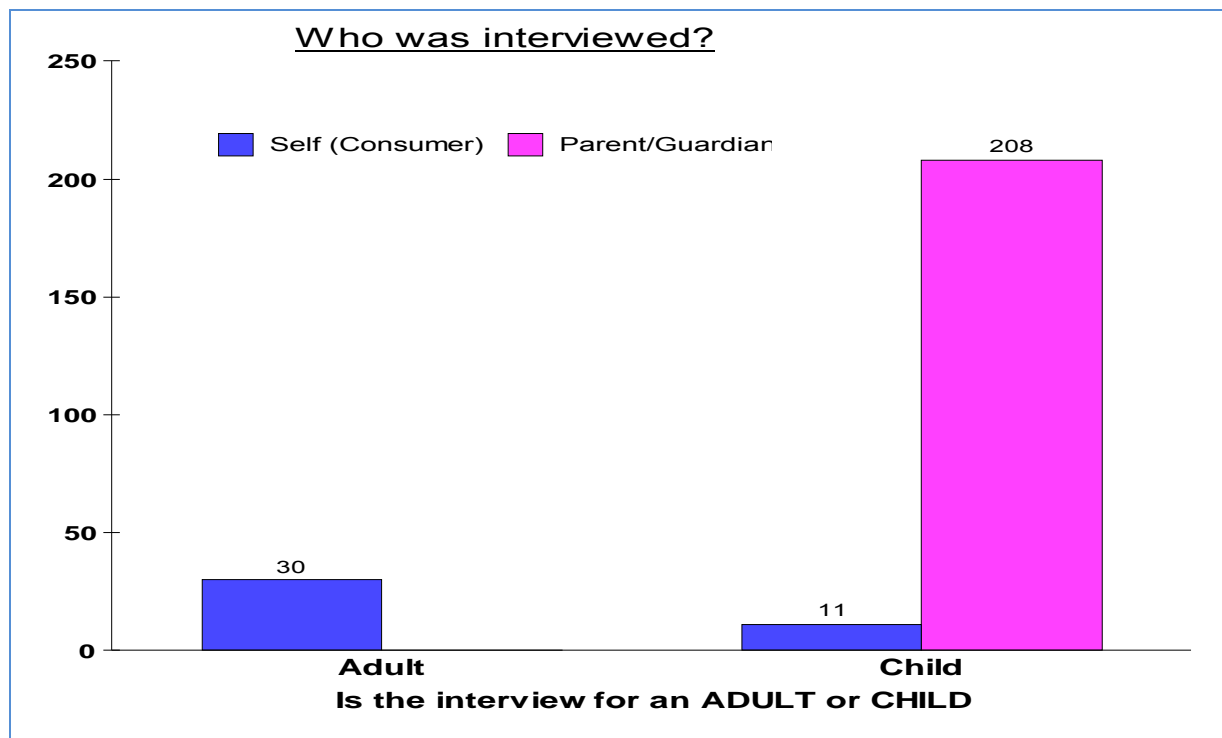
Demographic and Survey Information

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.

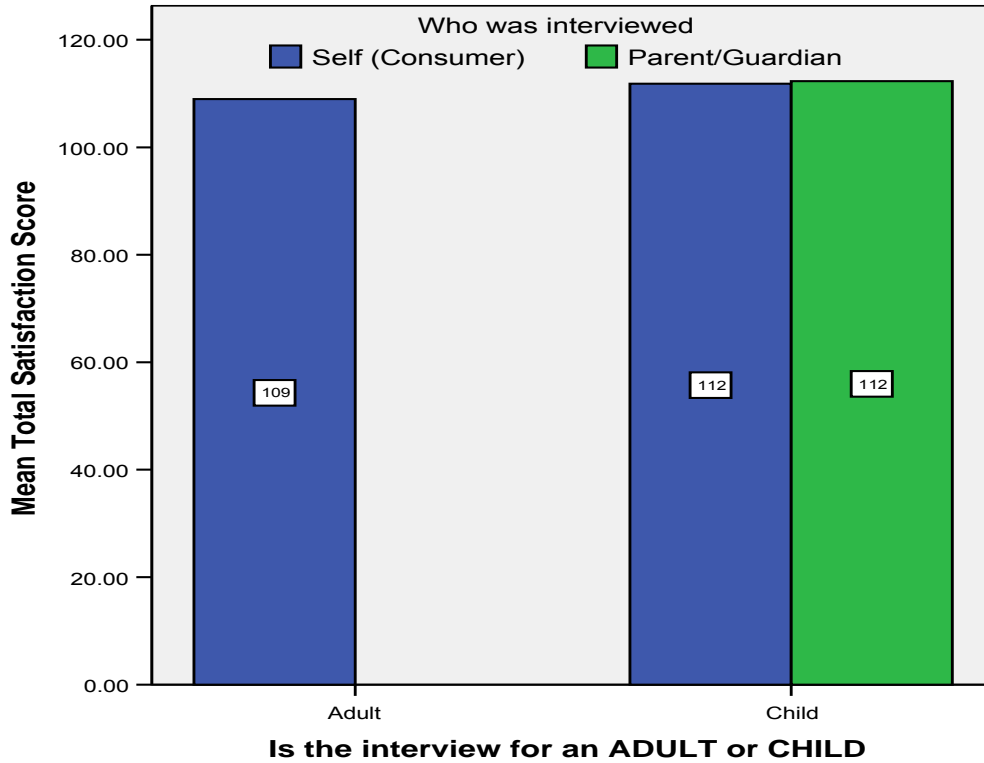
Frequencies may not sum to total (n=249) as individuals may have chosen not to respond to certain questions.

Percentages may not sum to 100.0% due to rounding.

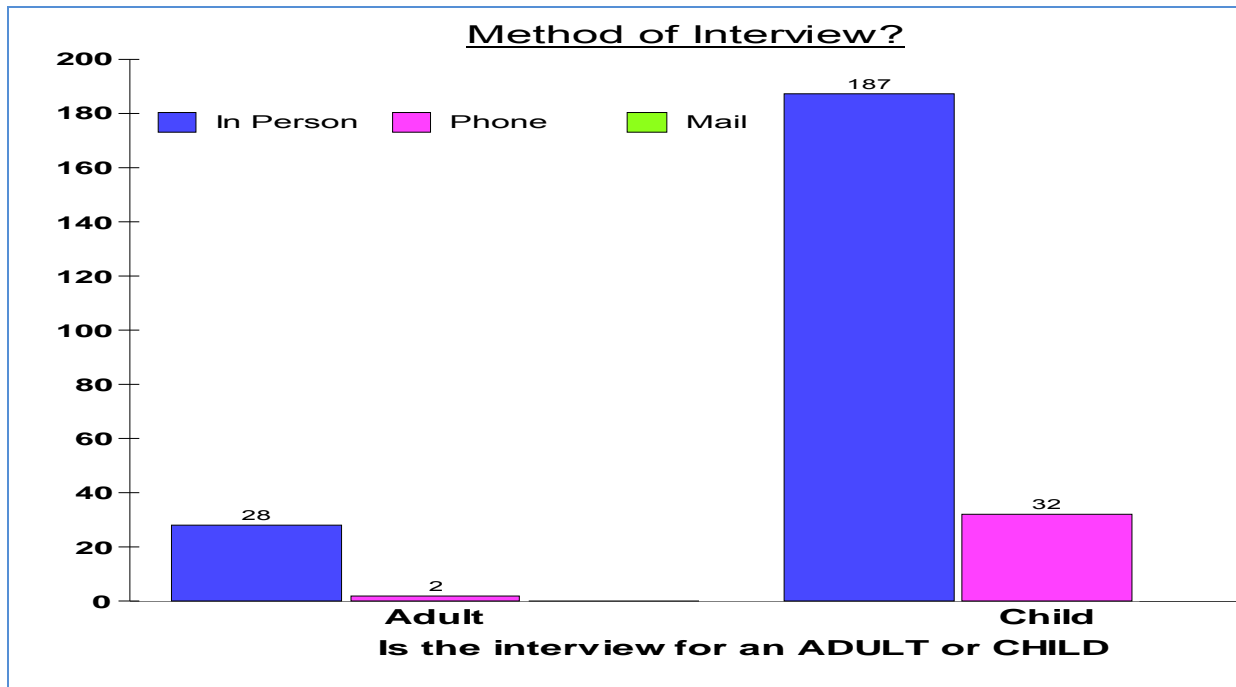
- The survey represents 249 (n=249) respondents from the Capital Region. Of the 249 respondents, 30 (12%) were consumers of Adult services and, 219 (88%) were recipients of Child/Adolescent services. Of the 30 adult consumers 30 (100%) responded for themselves. Of the 219 Child/Adolescent respondents, 11 (5%) answered for themselves and Parents and/or Guardians responded for the remaining 208 consumers (95%).



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



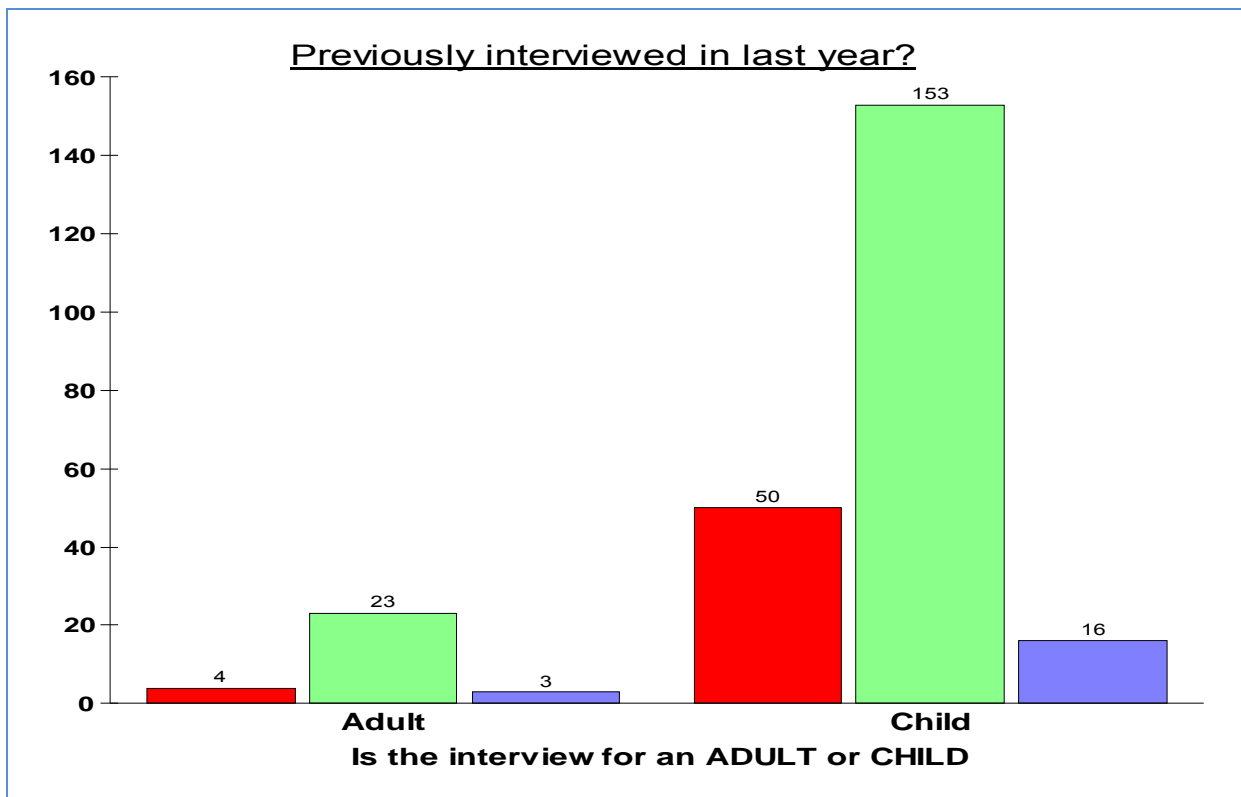
- Data was collected by 5 interviewers from 10 treatment facilities in the Capital Region.
- 28 of the 30 Adult interviews (93%) were in person interviews, with 2 (7%) conducted over the phone. 187 of the 219 Child/Adolescent (85.4%) surveys took place in person with 32 (14.6%) over the phone.



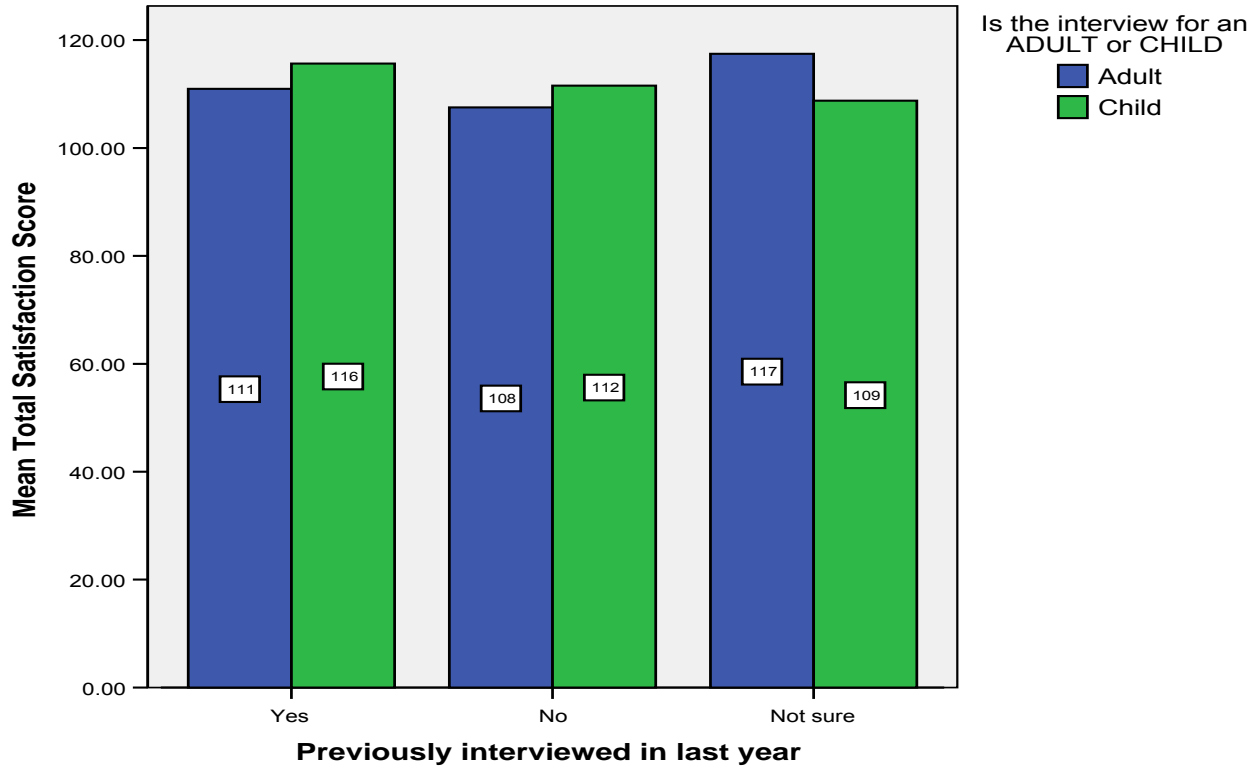
Below is a table of the method of interview by county.

	Base	Method of Interview		
		In Person	Phone	Mail
Total	249	215 86.30%	34 13.70%	0 0
County of Residence				
Cumberland	37	30 81.10%	7 18.90%	0 0
Dauphin	87	71 81.60%	16 18.40%	0 0
Lancaster	74	67 90.50%	7 9.50%	0 0
Lebanon	44	40 90.90%	4 9.10%	0 0
Perry	7	7 100.00%	0 0	0 0

- 54 of 249 Adult and Child/Adolescent consumers reported they had been previously interviewed in the last year, 176 reported they had not been interviewed previously and 19 respondents were not sure.



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

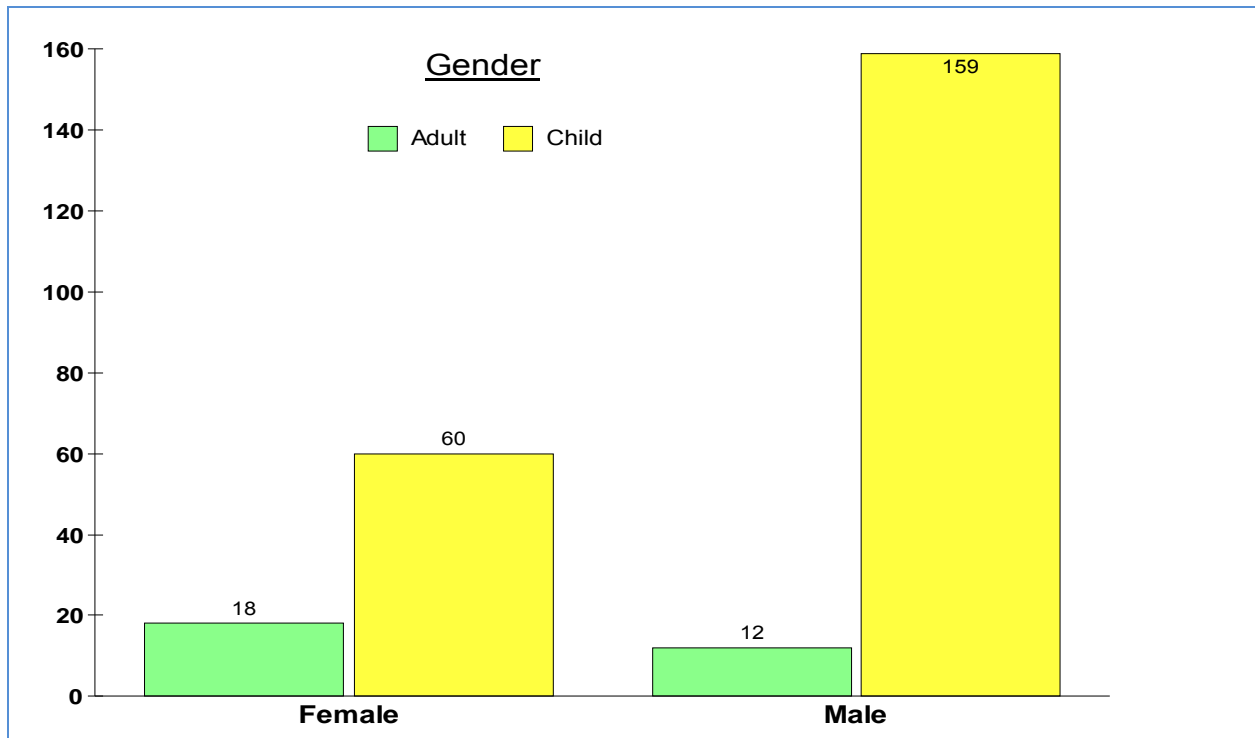


Mean Satisfaction Levels of Respondents

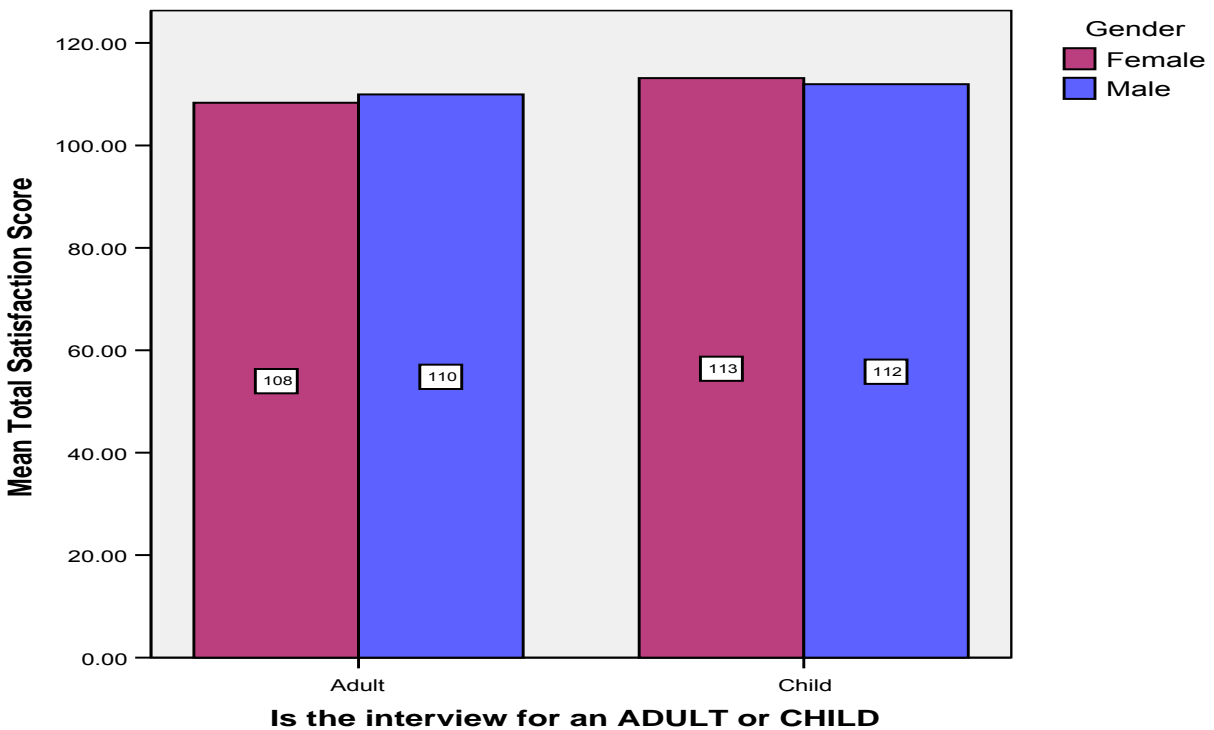
Total Satisfaction Score

	Previously interviewed in last year			
	Yes	No	Not sure	Total
N	54	176	19	249
Mean	115.30	111.02	110.12	111.88
Std. Deviation	10.00	12.71	12.08	12.22

- **Gender:** Adult consumers were made up of 18 (60%) Female and 12 (40%) Male. Consumers of Child/Adolescent services consisted of 60 (27.4%) Female and 159 (72.6%) Male. Overall our analysis found no significant differences between the genders in reported level of satisfaction with services.

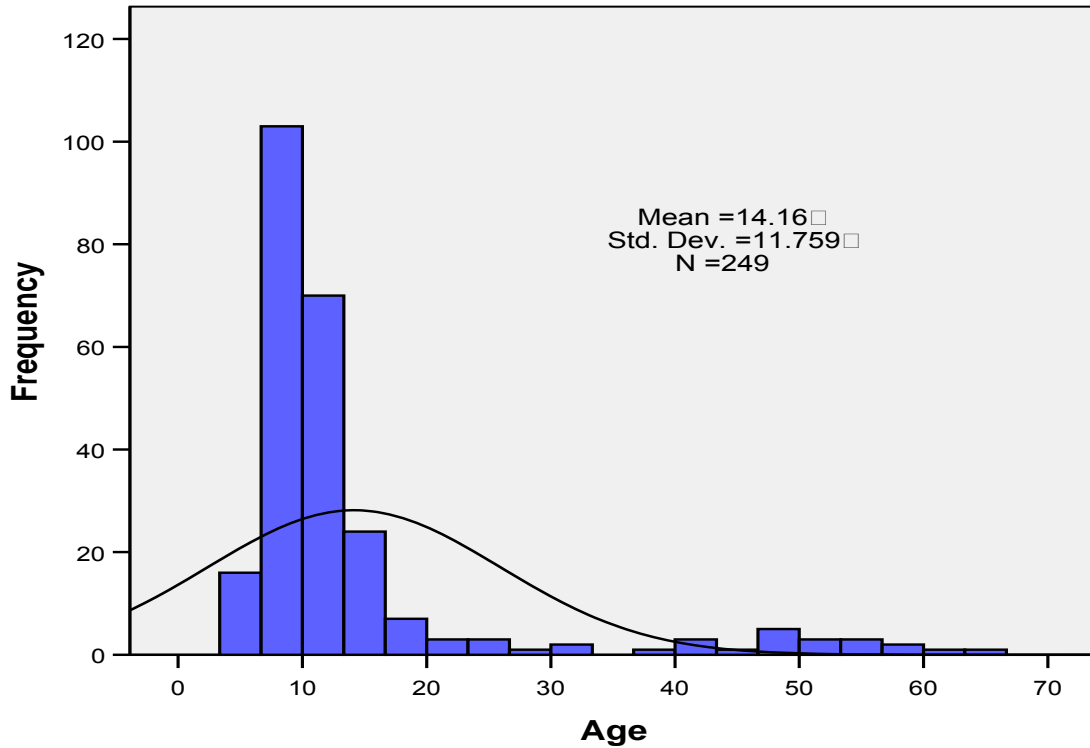


Our research did not indicate a significant difference in Total Satisfaction based on gender.

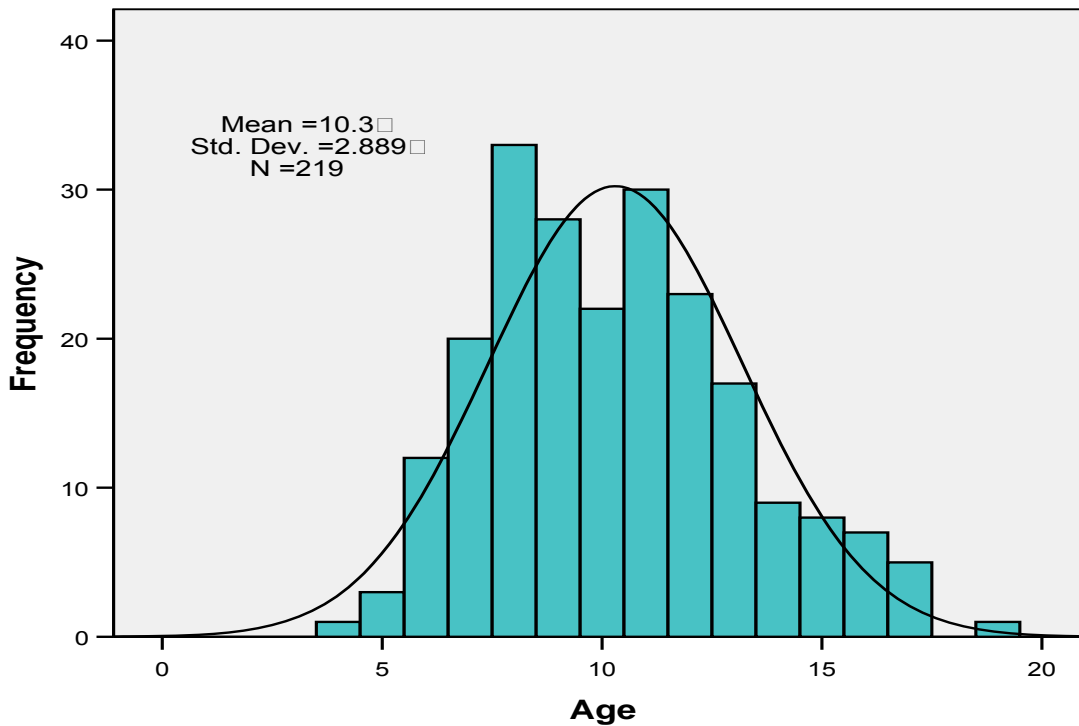


- Age: Age of all respondents ranged from 4-65 years, with a mean age of 14.16 (SD 11.759).

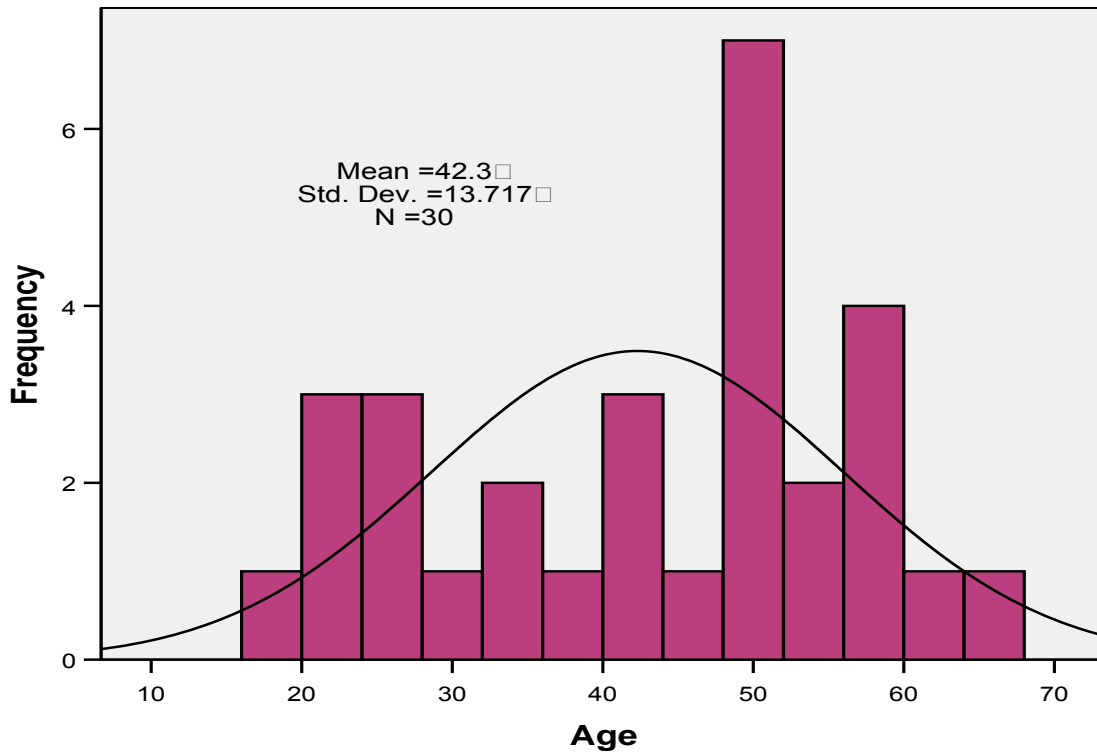
Age of all Child and Adult Respondents



- Age of **Child/Adolescents** ranged from 4-19 years, with a mean age of 10.3 (SD 2.889). Our analysis found no relationship between age and Total Satisfaction for children/adolescents receiving services.

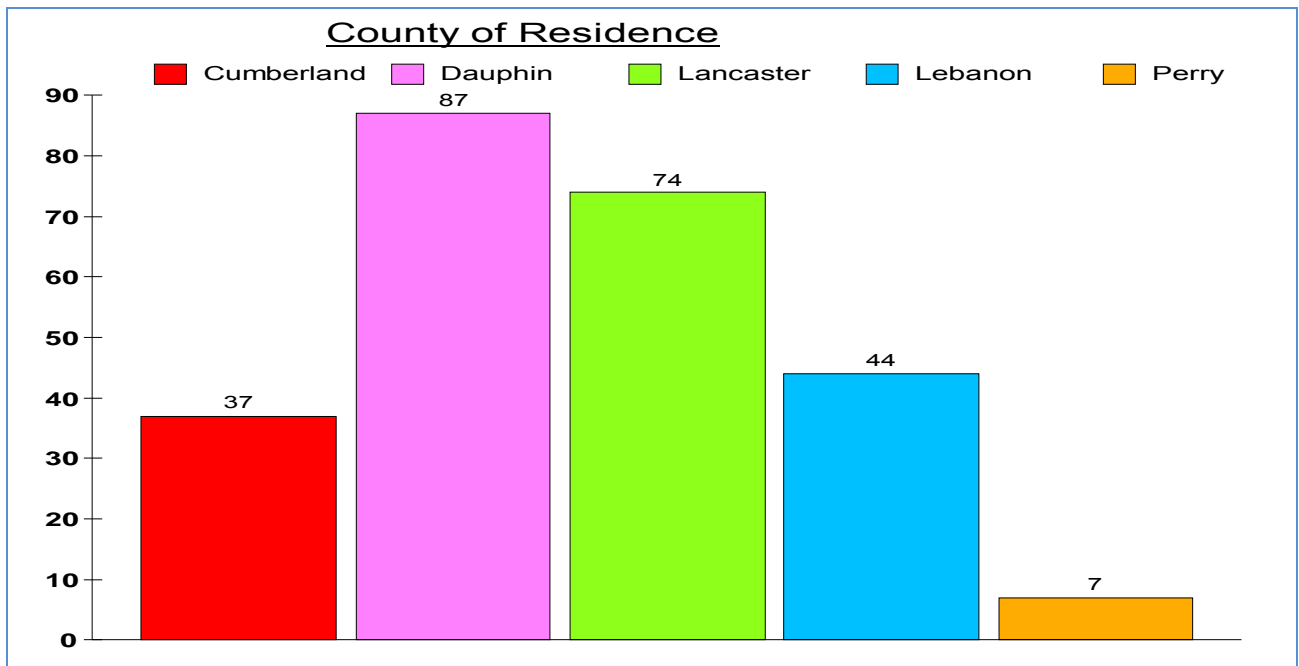


- Age of **Adult** respondents ranged from 18-69 years with a mean age of 42.3 (SD13.7). Our analysis found no relationship between age and Total Satisfaction for adults receiving services.



Counties of Residence:

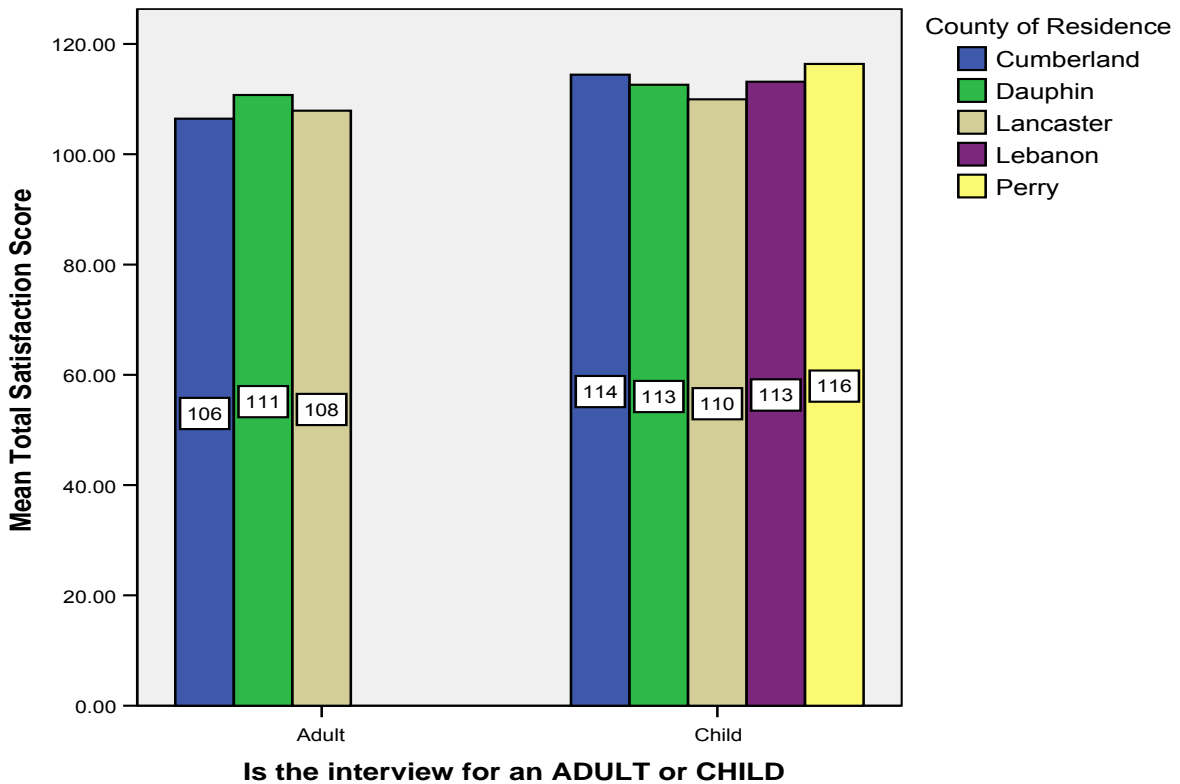
The table below shows the County of residence in alphabetical order. The largest number of respondents report residence in Dauphin County (35%). The remaining respondents reported residence in Lancaster (30%), Lebanon (17.7%), Cumberland (15%), and Perry (2.8%) counties.



County where you live

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	249	37 14.90%	87 34.90%	74 29.70%	44 17.70%	7 2.80%
Is the interview for an ADULT or CHILD						
Adult	30	7 23.30%	15 50.00%	8 26.70%	0 0	0 0
Child	219	30 13.70%	72 32.90%	66 30.10%	44 20.10%	7 3.20%

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	37	87	74	44	7	249
Mean	112.90	112.27	109.74	113.15	116.38	111.88
Std. Deviation	12.81	12.44	12.71	10.29	12.00	12.22

- Race: 154 respondents (62%) reported their race as White/Caucasian, 34 (14%) as African American, 27 (11%) as Latino/Hispanic, 28 (11%) as Multi-racial, 4 (1.6%) as Asian/Pacific Islander, 1 (0.4%) Native American/American Indian, and 1 (0.4%) 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	Multi-Racial	Other
Total	249	34	4	27	1	154	28	1
Is the interview for an ADULT or CHILD								
Adult	30 12.00%	5 14.70%	1 25.00%	1 3.70%	1 100.00%	19 12.30%	3 10.70%	0 0
Child	219 88.00%	29 85.30%	3 75.00%	26 96.30%	0 0	135 87.70%	25 89.30%	1 100.00%

- Treatment Facility: Data was collected from 9 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
Milestones Community Healthcare Inc	31	115.92	12.86
Adams-Hanover Counseling	24	110.95	12.09
Philhaven	110	111.13	13.51
Vista Foundation	2	112.35	.00
CSG	9	110.13	7.66
Edgewater	10	106.75	10.75
Stevens Ctr	7	106.92	11.03
NHS	49	112.86	9.78
Keystone	7	116.56	10.83
Total	249	111.88	12.22

- Type of Treatment: 249 total respondents: 105 (42.2%) Child/Adolescents received Summer Therapeutic Activities Program (STAP). 30 (12%) Adults and 46 (18.5%) Child/Adolescents consumers received Partial Hospitalization services. 68 (27.3%) Child/Adolescents received After School Program (ASP).

	Total	Is the interview for an ADULT or CHILD	
		Adult	Child
Base	249	30	219
Type of Treatment			
Summer Therapeutic Activities Program	105 42.20%	0 0	105 47.90%
Partial Hospitalization	76 30.50%	30 100.00%	46 21.00%
After School Program	68 27.30%	0 0	68 31.10%

Distribution of Treatment by County of Residence

	Base	Type of Treatment		
		Summer Therapeutic Activities Program	Partial Hospitalization	After School Program
Total	249	105 42.20%	76 30.50%	68 27.30%
Adult- County of Residence				
Cumberland	7	0 0	7 100.00%	0 0
Dauphin	15	0 0	15 100.00%	0 0

Lancaster	8	0 0	8 100.00%	0 0
Child- County of Residence				
Cumberland	30	21 70.00%	0 0	9 30.00%
Dauphin	72	44 61.10%	2 2.80%	26 36.10%
Lancaster	66	20 30.30%	31 47.00%	15 22.70%
Lebanon	44	14 31.80%	13 29.50%	17 38.60%
Perry	7	6 85.70%	0 0	1 14.30%

- Type of Services: 243 respondents (97.5%) received Mental Health services. While 2 (.8%) received Both Mental Health and Drug/Alcohol services and 4 (1.6%) reported receiving Other services.

	Total	Is the interview for an ADULT or CHILD	
		Adult	Child
Base	249	30	219
Type of Service			
Mental Health	243 97.60%	30 100.00%	213 97.30%
Both Mental Health and Drug/Alcohol	2 0.80%	0 0	2 0.90%
Other	4 1.60%	0 0	4 1.80%

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	22	25

		48.9%	23.9%	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.

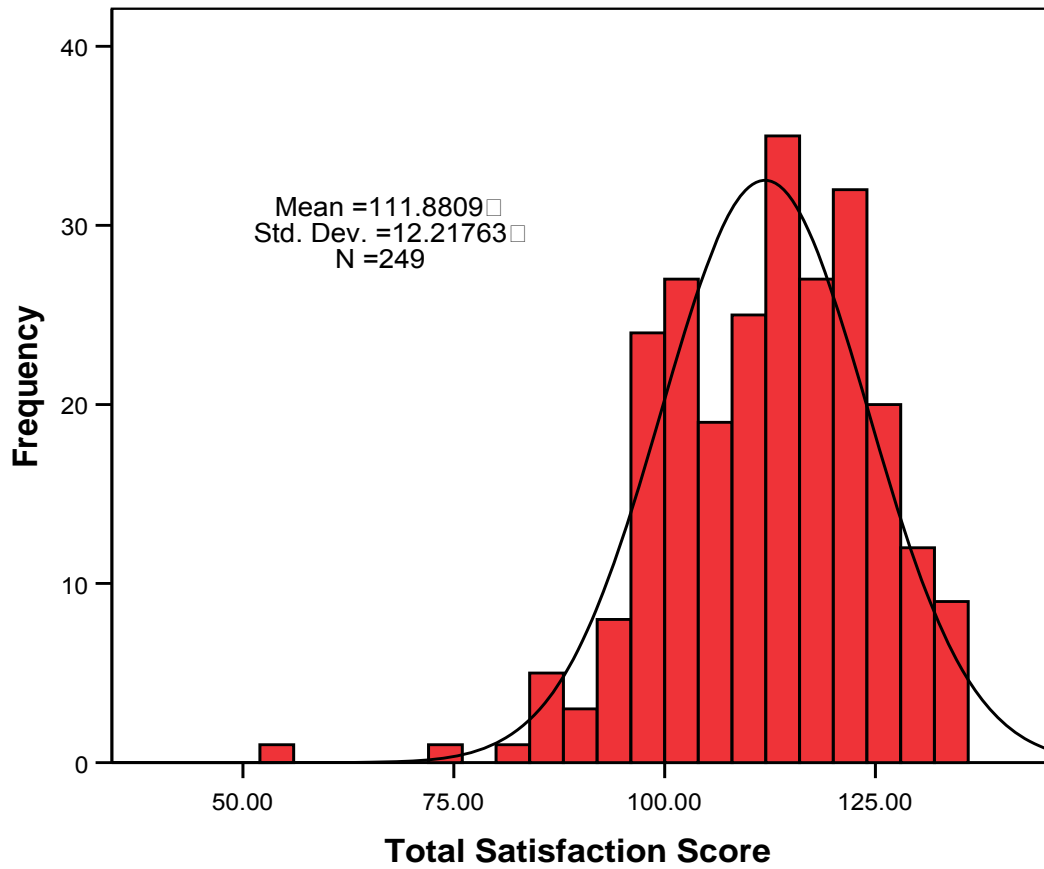
Special Needs	Adult	Child	Total
Visual Impairment N	8 26.7	16 7.3%	24 9.6%
Hearing Impairment N	1 3.3%	7 3.2%	8 3.2%
Physical Impairment N	3 10.0%	4 1.8%	7 2.8%
English Difficulty N	1 3.3%	9 4.1%	10 4.0%
Other N	2 6.7%	54 24.7%	56 22.5%
No Special Needs N	25 83.3%	164 74.9%	189 75.9%
Total N	39	254	293
% 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

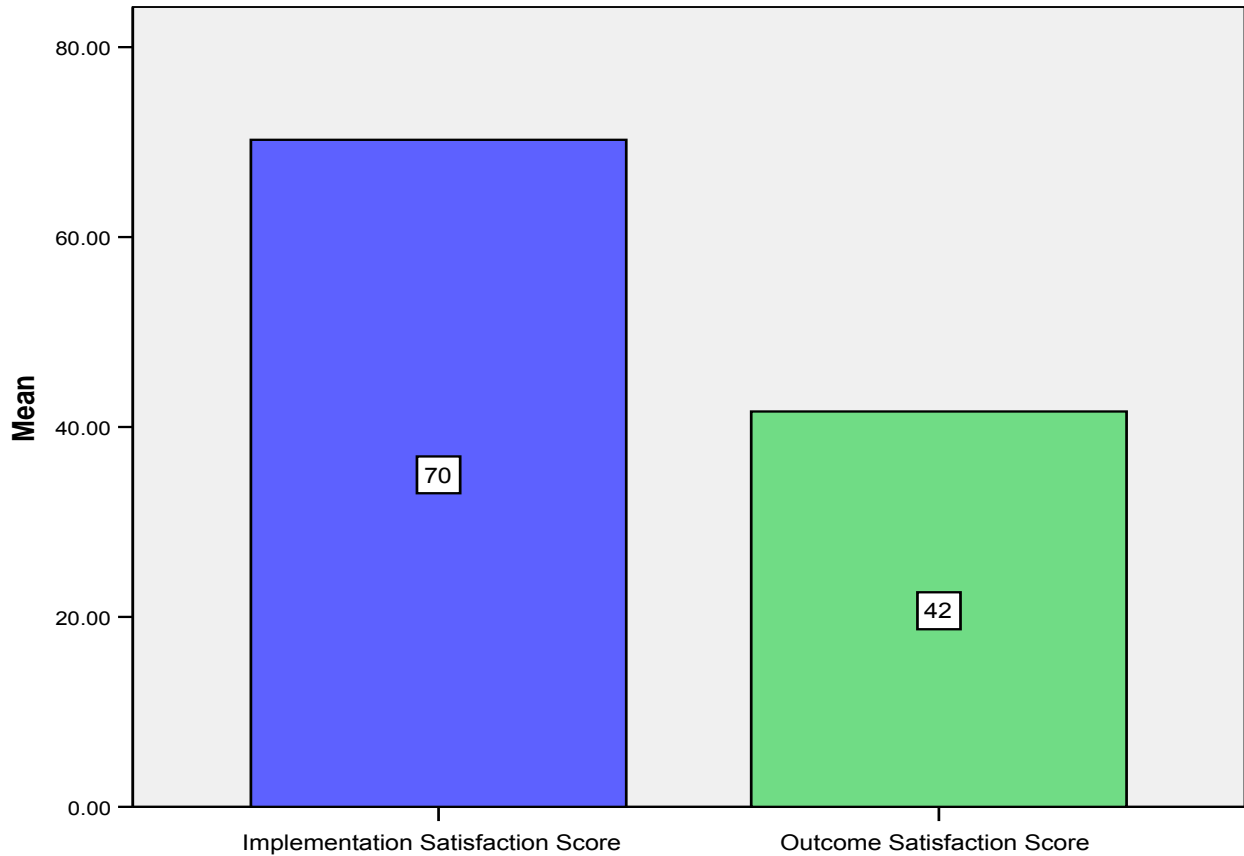
- Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 27 - 135. Scores 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 111.88 with a standard deviation 12.2 and a median of 113. The TSS scores ranged from 53– 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 36-80. 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 16-55. 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 82.9% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's

responses to Question # 16, “Overall, I am satisfied with the services...” with 85.9% agreement (4 or 5). Individuals who received Child/Adolescent services reported significantly more dissatisfaction (11.4%) than Adult consumers.

Overall, consumers were quite satisfied with communication with their service providers. All Adult and child/adolescent respondents reported highest satisfaction with being informed about their rights and responsibilities (Question 5). Child/Adolescent consumers reported they are satisfied with the knowledge that their service provider does not share their personal information without permission (Question 8). All consumers also reported high satisfaction with knowing whom to call if they have questions about their treatment (Question 1) and feeling comfortable in asking questions regarding their treatment (Question 6). Adult consumers reported high satisfaction with trusting their service provider (Question 10).

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

- Approximately 1 in 5 of all consumers (17.3%) reported they did not feel their service provider explained the disadvantages of their therapy or treatment (Q 15).
- Adult consumers, approximately 1 in 6 (16.7%) felt that their personal mental health and/or substance abuse information was being shared without their permission (Q8).
- Adult consumers, approximately 1 in 7 (13.3%) reported that their service provider did not spend enough time with them (Q7)
- Approximately 1 in 7 of all Adult consumers (13.3%) reported that they did not have a choice when selecting their service provider (Q3). While (73.3%) of all Adult consumers reported they were satisfied with the option to change their provider (Q4), (13.3%) did not feel this way.

Summary responses from the Total group of respondents from this quarter (N=249) are presented in Table 1. Summary responses from the Adult group of respondents from this quarter (N=30) are presented in Table 2. Summary responses from the Child group of respondents from this quarter (N=219) are presented in Table 3.

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

N=249	% 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.	96.4	2.8	0	2.9	0.3
2. I was given information on how to get other services that I needed.	85.1	6.0	5.6	3.0	0.9
3. I had a choice in selecting my service provider.	81.9	9.2	4.0	2.9	0.9
4. I have the option to change my service provider should I choose to.	85.9	6.4	3.6	2.9	0.8
5. I was informed about my rights and responsibilities regarding the treatment I have received.	97.6	1.2	0.8	3.0	0.4
6. I feel comfortable in asking questions regarding my treatment.	95.6	2.8	0.4	2.9	0.4
7. My service provider spends enough time with me.	87.6	8.4	0.8	2.8	0.6
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	93.6	3.2	2.4	3.0	0.6
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	92.0	2.8	4.4	3.0	0.7
10. I trust my service provider.	89.6	4.8	0.8	2.9	0.5
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	88.8	4.4	4.0	3.0	0.8
12. I am included in all meetings regarding my treatment plan and goals for recovery.	92.0	3.2	2.0	3.0	0.6
13. I am an equal partner in the treatment process.	93.6	2.0	2.8	3.0	0.6
14. My service provider explained the advantages of my therapy or treatment.	88.0	6.4	1.2	3.0	0.6
15. My service provider explained the disadvantages of my therapy or treatment	67.5	17.3	7.6	2.8	1.2
16. Overall, I am satisfied with the services I am receiving.	85.9	10.4	0.0	2.7	0.6

Table 2 – Total Satisfaction – Implementation All Adult Services

N=30	% 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.	93.3	3.3	0.0	2.9	0.4
2. I was given information on how to get other services that I needed.	86.7	3.3	3.3	3.0	0.7
3. I had a choice in selecting my service provider.	60.00	13.3	13.3	3.0	1.4
4. I have the option to change my service provider should I choose to.	73.3	13.3	6.7	2.9	1.1
5. I was informed about my rights and responsibilities regarding the treatment I have received.	100.0	0.0	0.0	3.0	0.0
6. I feel comfortable in asking questions regarding my treatment.	86.7	6.7	3.3	2.9	0.8
7. My service provider spends enough time with me.	83.3	13.3	0.0	2.7	0.7
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	80.0	16.7	3.3	2.8	1.0
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	90.0	6.7	0.0	2.8	0.5
10. I trust my service provider.	96.7	0.0	3.3	3.1	0.5
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	86.7	6.7	6.7	3.1	0.9
12. I am included in all meetings regarding my treatment plan and goals for recovery.	80.0	6.7	6.7	3.0	1.0
13. I am an equal partner in the treatment process.	86.7	3.3	6.7	3.1	0.9
14. My service provider explained the advantages of my therapy or treatment.	86.7	0.0	0.0	2.9	0.3
15. My service provider explained the disadvantages of my therapy or treatment	70.0	20.0	10.0	2.9	1.3
16. Overall, I am satisfied with the services I am receiving.	86.7	3.3	0.0	2.8	0.5

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

N=219	% 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.	96.8	2.7	0.0	2.9	0.3
2. I was given information on how to get other services that I needed.	84.9	6.4	5.9	3.0	0.9
3. I had a choice in selecting my service provider.	84.9	8.7	2.7	2.9	0.8
4. I have the option to change my service provider should I choose to.	87.7	5.5	3.2	2.9	0.7
5. I was informed about my rights and responsibilities regarding the treatment I have received.	97.3	1.4	0.9	3.0	0.4
6. I feel comfortable in asking questions regarding my treatment.	96.8	2.3	0.0	2.9	0.3
7. My service provider spends enough time with me.	88.1	7.8	0.9	2.8	0.6
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	95.4	1.4	2.3	3.0	0.5
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	92.2	2.3	5.0	3.1	0.7
10. I trust my service provider.	88.6	5.5	0.5	2.8	0.5
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	89.0	4.1	3.7	3.0	0.7
12. I am included in all meetings regarding my treatment plan and goals for recovery.	93.6	2.7	1.4	3.0	0.5
13. I am an equal partner in the treatment process.	94.5	1.8	2.6	3.0	0.5
14. My service provider explained the advantages of my therapy or treatment.	88.1	7.3	1.4	2.9	0.7
15. My service provider explained the disadvantages of my therapy or treatment	67.1	16.9	7.3	2.8	1.2
16. Overall, I am satisfied with the services I am receiving.	85.8	11.4	0.0	2.7	0.6

III. Outcomes

Overall, approximately 36% to 77% of consumers believe services have improved their lives in each outcome area. Approximately 17% to 35% of consumers believe that no change has resulted from their services. Only 3.2% to 16.9% believes that things are worse as a result of services.

- Overall, the highest ratings (77.1%) were reported satisfaction with enjoying free time (Question 22) with combined Adult and Child/Adolescent scores.
- Recipients of adult and child services also gave high ratings to satisfaction with managing daily problems (Q17), dealing with the specific problem or issue that led them to seek services (Q27) and strengthening their social support network (Q23).
- While 57.4% of all respondents reported dealing with school or work as better, approximately 1 in 7 (13.3%) reported things in this area as worse. It is important to note that (11.6%) of respondents felt that this question did not apply to them. When these cases are removed (81.3%) reported dealing with school or work as better and (18.8%) reported things as worse in this area. These numbers give a more accurate representation of the data.
- Approximately 1 in 6 recipients of Adult and Child/Adolescents services (16.9%) reported dealing with a personal crisis as worse (Q19). It is important to note that (26.1%) of respondents felt that this question did not apply to them. When these cases are removed (51.1%) reported dealing with a personal crisis as better and (22.8%) reported things as worse in this area. These numbers give a more accurate representation of the data.
- Consumers of both Adult and Child/Adolescents services (60.2%) reported feeling hopeful about the future as better (Q21). It is important to note that (12.9%) of respondents felt that this question did not apply to them. When these cases are removed (69.1%) reported feeling hopeful about the future as better and (5.5%) reported things as worse in this area. These numbers give a more accurate representation of the data.
- Overall, 58.2% of all respondents reported that dealing with people in social situations (Q26) was better, approximately 1 in 9 (11.9%) reported things as worse.

Summary responses from the Total group of respondents from this quarter (N=249) are presented in Table 4. Summary responses from the Adult group of respondents from this quarter (N=30) are presented in Table 5. Summary responses from the Child group of respondents from this quarter (N=219) 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=249					
17. Managing daily problems.	63.1	9.2	1.2	2.6	0.8
18. Feeling in control of my life.	51.8	8.4	6.8	2.7	1.1
19. Dealing with personal crisis.	37.8	16.9	26.1	3.3	1.7
20. How I feel about myself.	57.8	9.6	6.0	2.7	1.1
21. Feeling good (hopeful) about the future.	60.2	4.8	12.9	3.1	1.3
22. Enjoying my free time.	77.1	3.2	1.2	2.8	0.6
23. Strengthening my social support network.	60.6	7.2	2.4	2.6	0.8
24. Being involved in community activities.	55.8	6.0	8.4	2.8	1.1
25. Dealing with school or work.	57.4	13.3	11.6	2.9	1.3
26. Dealing with people in social situations.	58.2	11.9	0.8	2.5	0.8
27. Dealing with specific problems or issue that led to seek services.	63.5	7.6	1.2	2.6	0.7

Table 5 – Total Satisfaction – Outcome Questions All Adult Services

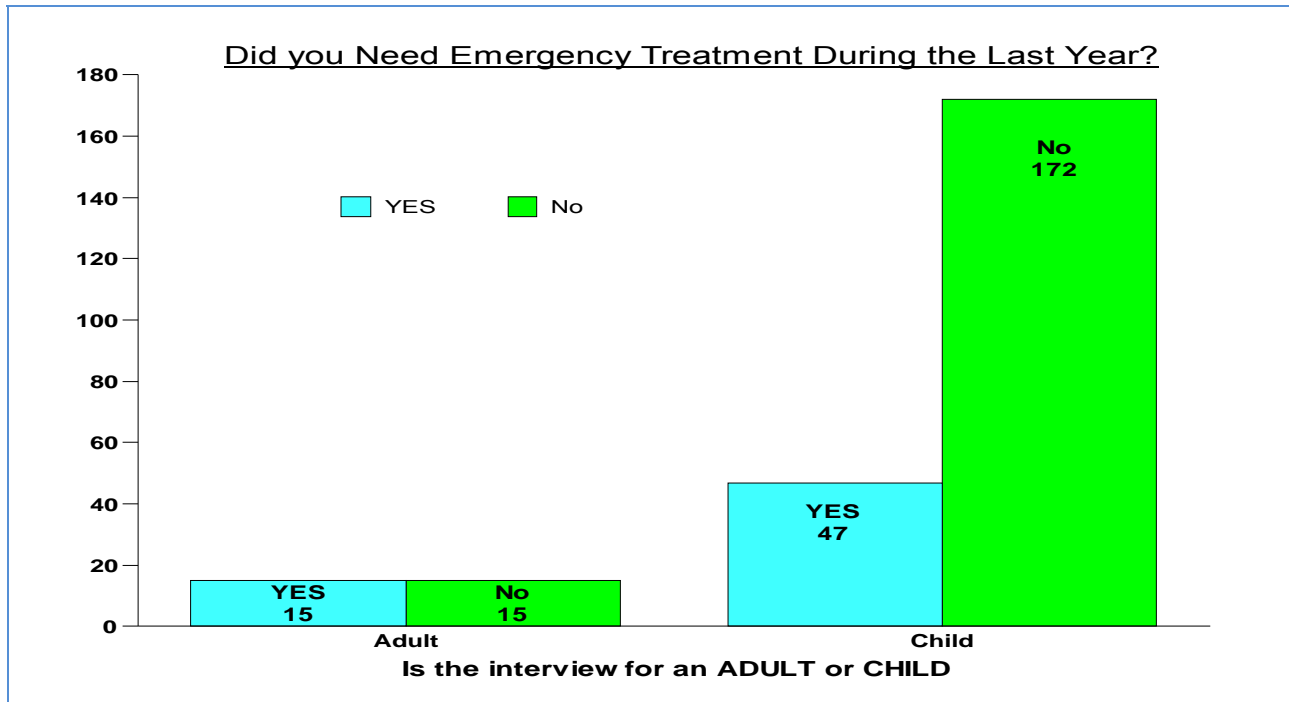
	% Better or Much Better	% Worse or Much Worse	% Reported Does Not Apply	Mean	Std. Deviation
Total N=30					
17. Managing daily problems.	63.3	6.7	0.0	2.6	0.6
18. Feeling in control of my life.	56.7	16.7	3.3	2.5	1.0
19. Dealing with personal crisis.	53.3	33.3	3.3	2.3	1.2
20. How I feel about myself.	56.7	13.3	3.3	2.6	1.0
21. Feeling good (hopeful) about the future.	60.0	13.3	0.0	2.5	0.7
22. Enjoying my free time.	66.7	3.3	0.0	2.6	0.6
23. Strengthening my social support network.	53.3	16.7	3.3	2.5	1.0
24. Being involved in community activities.	50.0	10.0	3.3	2.5	0.9
25. Dealing with school or work.	20.0	3.3	73.3	5.1	1.6
26. Dealing with people in social situations.	66.7	13.3	0.0	2.5	0.7
27. Dealing with specific problems or issue that led to seek services.	73.3	3.3	0.0	2.7	0.5

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

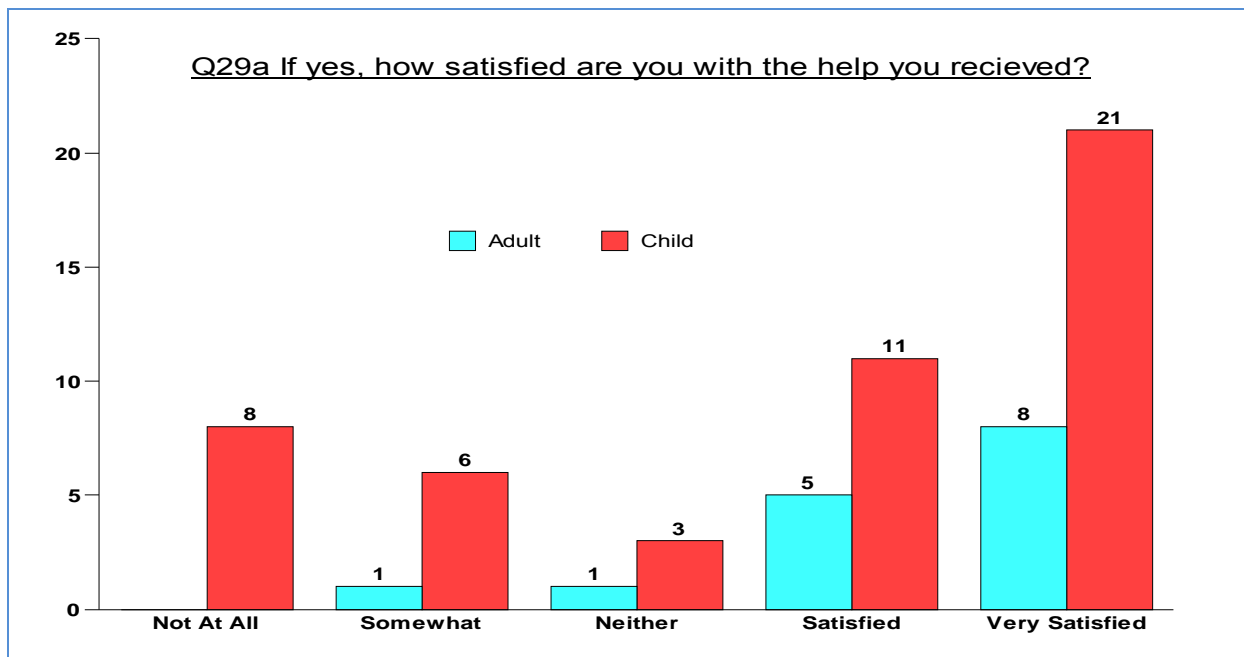
	% Better or Much Better	% Worse or Much Worse	% Reported Does Not Apply	Mean	Std. Deviation
Total N=219					
17. Managing daily problems.	63.0	9.6	1.4	2.6	0.8
18. Feeling in control of my life.	51.1	7.3	7.3	2.7	1.1
19. Dealing with personal crisis.	35.6	14.6	29.2	3.4	1.8
20. How I feel about myself.	58.0	9.1	6.4	2.7	1.1
21. Feeling good (hopeful) about the future.	60.3	3.7	14.6	3.2	1.3
22. Enjoying my free time.	78.5	3.2	1.4	2.8	0.6
23. Strengthening my social support network.	61.6	5.9	2.3	2.6	0.8
24. Being involved in community activities.	56.6	5.5	9.1	2.9	1.1
25. Dealing with school or work.	62.6	14.6	3.2	2.6	1.0
26. Dealing with people in social situations.	57.1	11.4	0.9	2.5	0.8
27. Dealing with specific problems or issue that led to seek services.	62.1	8.2	1.4	2.6	0.8

Emergency Treatment: 15 of the 30 Adult respondents (50%) indicated they needed emergency mental health or substance abuse service during the past year. 47 of the 219 Child respondents (21%) 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?

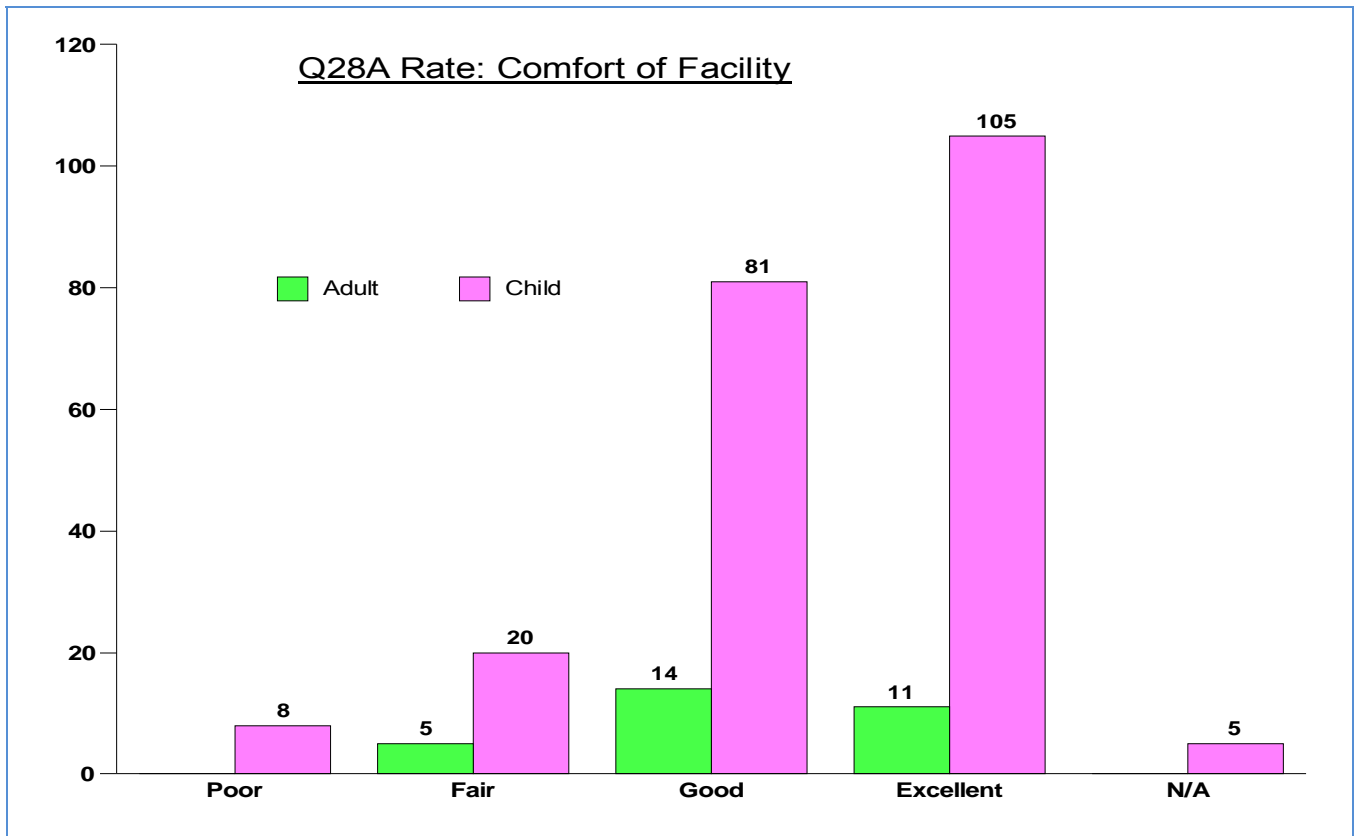


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). Significantly more adult respondents reported higher levels of satisfaction. 86.6% (13 of 30) Adult respondents reported they were either Very Satisfied, or Satisfied, 19.5% (16 of 82), Somewhat or Not at all Satisfied. 65% (32 of 49) Child respondents reported they were either Very Satisfied, or Satisfied, 29% (14 of 49), Somewhat or Not at all Satisfied.



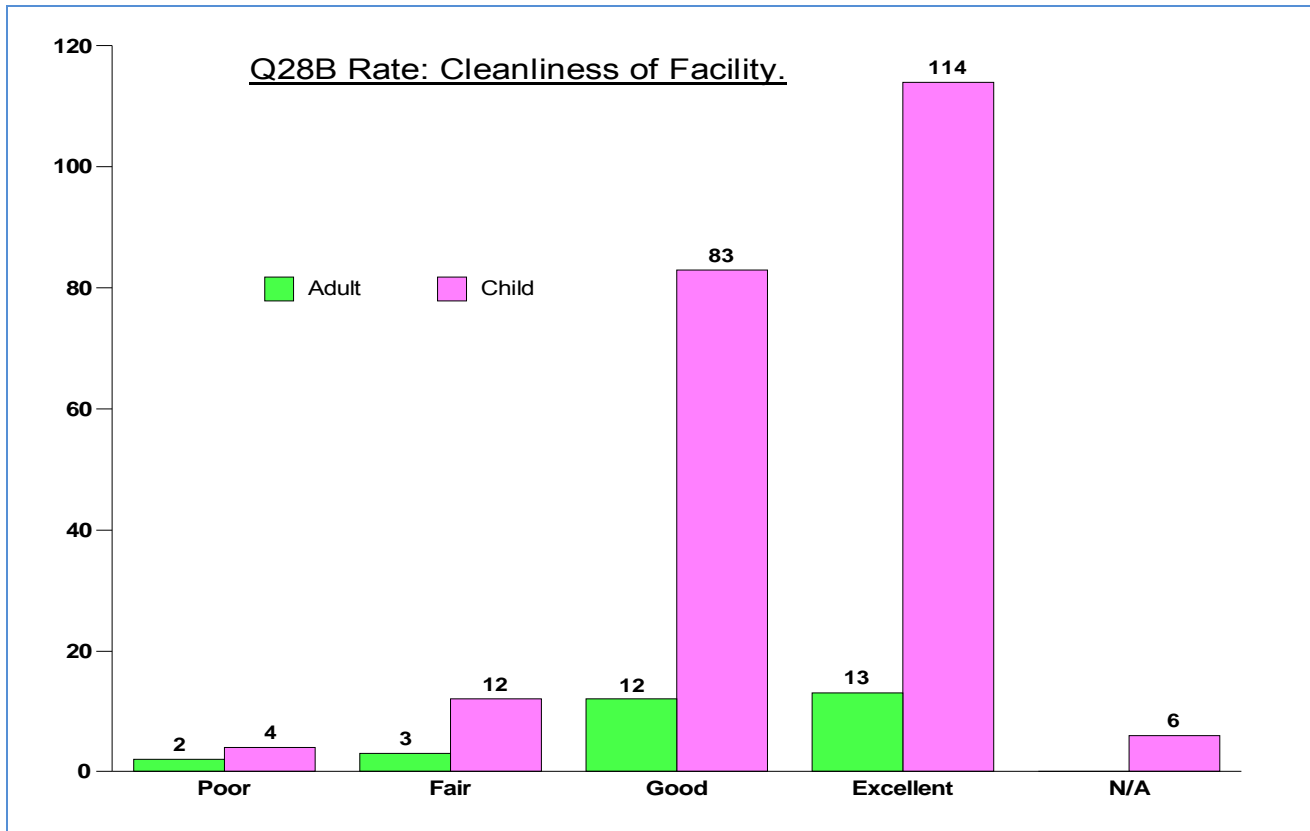
Questions Regarding Treatment Environment

Comfort of Facility: 84.7% of all respondents rated the comfort of their treatment facility as Excellent or Good. 13.3% of all respondents rated the comfort of their treatment facility as Fair or Poor.



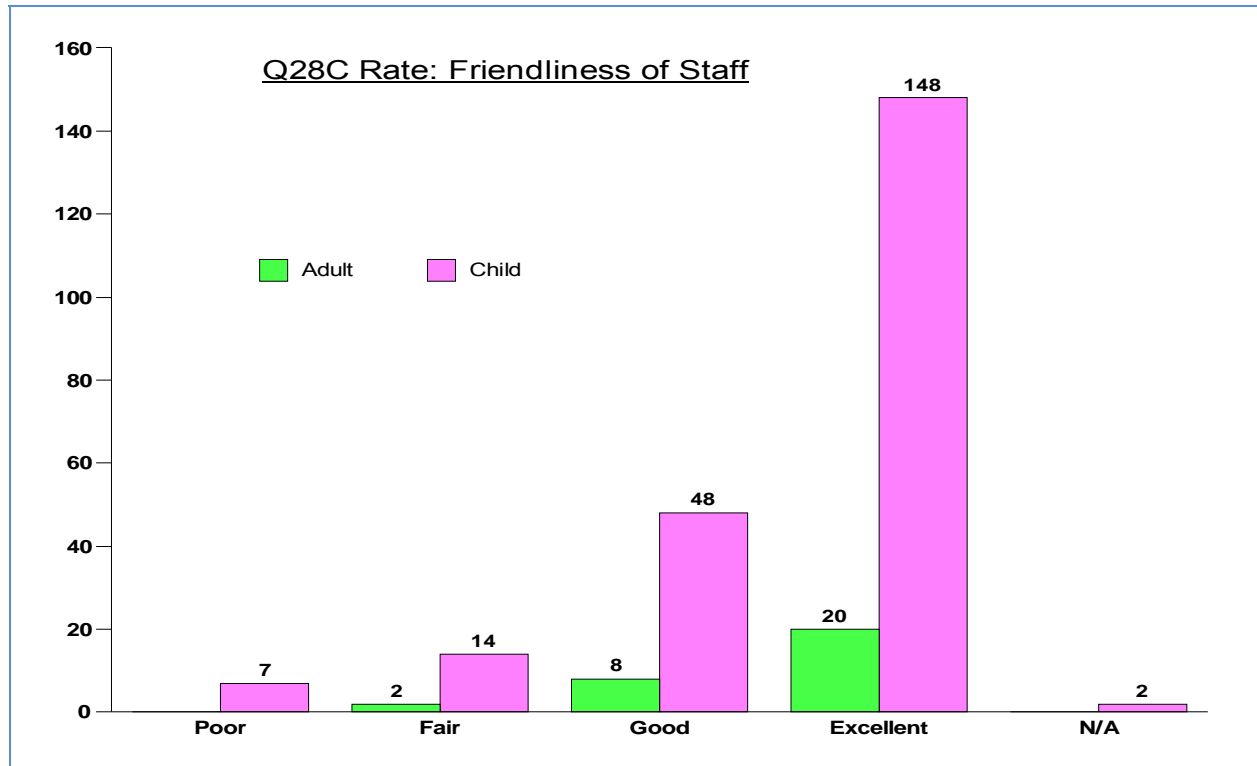
	Base	Q28A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	N/A
Total	249	8 3.20%	25 10.00%	95 38.20%	116 46.60%	5 2.00%
Is the interview for an ADULT or CHILD						
Adult	30	0 0	5 16.70%	14 46.70%	11 36.70%	0 0
Child	219	8 3.70%	20 9.10%	81 37.00%	105 47.90%	5 2.30%

Cleanliness of Facility: 89.2% of respondents reported the cleanliness of their treatment facility as Excellent or Good. 8.4% of respondents reported the cleanliness of their treatment facility as Fair or Poor.



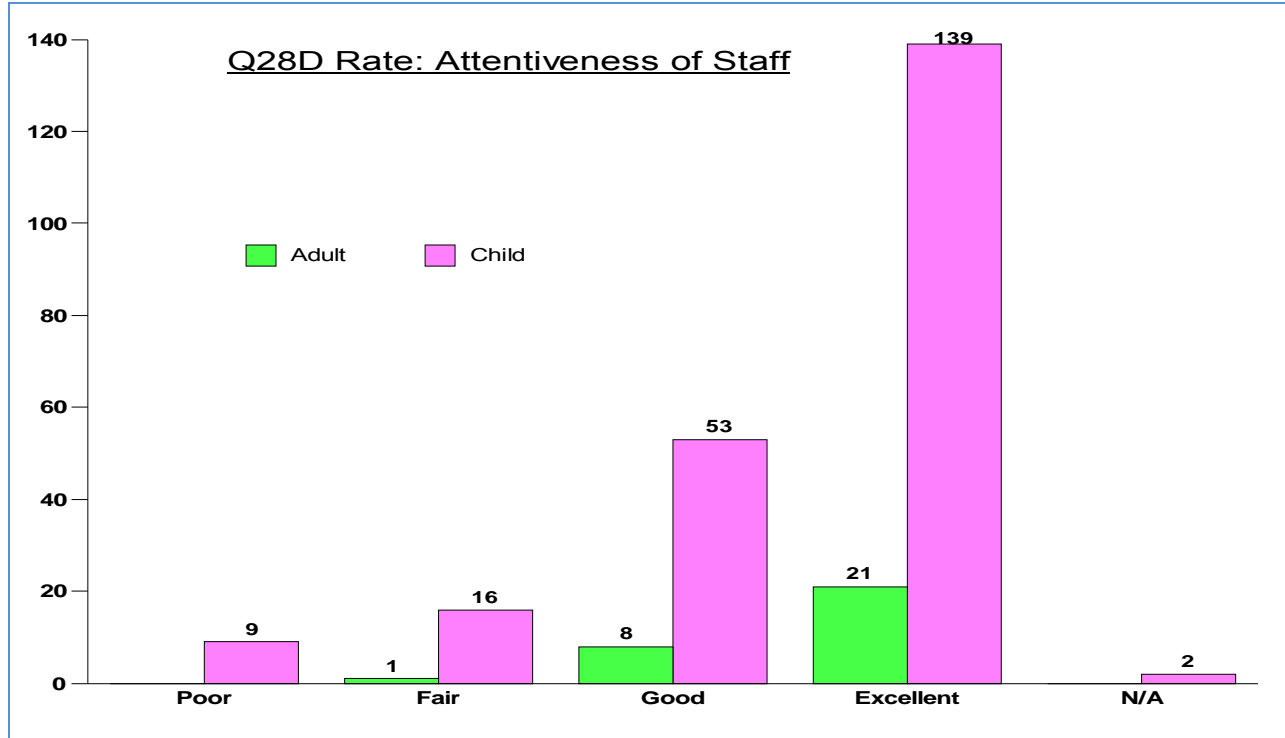
	Base	Q28B Rate: Cleanliness of Facility.				
		Poor	Fair	Good	Excellent	N/A
Total	249	6 2.40%	15 6.00%	95 38.20%	127 51.00%	6 2.40%
Is the interview for an ADULT or CHILD						
Adult	30	2 6.70%	3 10.00%	12 40.00%	13 43.30%	0 0
Child	219	4 1.80%	12 5.50%	83 37.90%	114 52.10%	6 2.70%

Friendliness of Staff: 90% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 9% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor.



	Base	Q28C Rate: Friendliness of Staff				
		Poor	Fair	Good	Excellent	N/A
Total	249	7 2.80%	16 6.40%	56 22.50%	168 67.50%	2 0.80%
Is the interview for an ADULT or CHILD						
Adult	30	0 0	2 6.70%	8 26.70%	20 66.70%	0 0
Child	219	7 3.20%	14 6.40%	48 21.90%	148 67.60%	2 0.90%

Attentiveness of Staff: 89% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 10% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor.



	Base	Q28D Rate: Attentiveness of Staff				
		Poor	Fair	Good	Excellent	N/A
Total	249	9 3.60%	17 6.80%	61 24.50%	160 64.30%	2 0.80%
Is the interview for an ADULT or CHILD						
Adult	30	0 0	1 3.30%	8 26.70%	21 70.00%	0 0
Child	219	9 4.10%	16 7.30%	53 24.20%	139 63.50%	2 0.90%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

~Individual responses of “Does not apply” have been removed in analysis of the following tables to reflect a more accurate picture of the data.

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

- 86 % of respondents (206 out of 240) reported that they had received a copy of the CBHNP member handbook. 14% said they had not.

	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
Total	249	206 82.70%	34 13.70%	9 3.60%
Is the interview for an ADULT or CHILD				
Adult	30	23 76.70%	6 20.00%	1 3.30%
Child	219	183 83.60%	28 12.80%	8 3.70%

	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
Total	249	206 82.70%	34 13.70%	9 3.60%
Adult- County of Residence				
Cumberland	7	5 71.40%	1 14.30%	1 14.30%
Dauphin	15	12 80.00%	3 20.00%	0 0
Lancaster	8	6 75.00%	2 25.00%	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0
Child- County of Residence				
Cumberland	30	24 80.00%	6 20.00%	0 0
Dauphin	72	65 90.30%	5 6.90%	2 2.80%
Lancaster	66	49 74.20%	11 16.70%	6 9.10%
Lebanon	44	39 88.60%	5 11.40%	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?

- 40% (98 out of 245) reported they had called member services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months.

	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	249	98 39.40%	147 59.00%	4 1.60%
Is the interview for an ADULT or CHILD				
Adult	30	6 20.00%	23 76.70%	1 3.30%
Child	219	92 42.00%	124 56.60%	3 1.40%

	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	249	98 39.40%	147 59.00%	4 1.60%
Adult- County of Residence				
Cumberland	7	1 14.30%	6 85.70%	0 0
Dauphin	15	4 26.70%	11 73.30%	0 0
Lancaster	8	1 12.50%	6 75.00%	1 12.50%
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0
Child- County of Residence				
Cumberland	30	7 23.30%	23 76.70%	0 0
Dauphin	72	31 43.10%	40 55.60%	1 1.40%
Lancaster	66	32 48.50%	32 48.50%	2 3.00%
Lebanon	44	19 43.20%	25 56.80%	0 0
Perry	7	3 42.90%	4 57.10%	0 0

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

- 72.6% of those that requested information from CBHNP (77 of 106) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 29 of the 106 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	249	77 30.90%	29 11.60%	143 57.40%
Is the interview for an ADULT or CHILD				
Adult	30	4 13.30%	1 3.30%	25 83.30%
Child	219	73 33.30%	28 12.80%	118 53.90%

	Base	Q34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
		Yes	No	Does Not Apply
Total	249	77 30.90%	29 11.60%	143 57.40%
Adult- County of Residence				
Cumberland	7	0 0	0 0	7 100.00%
Dauphin	15	4 26.70%	0 0	11 73.30%
Lancaster	8	0 0	1 12.50%	7 87.50%
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0
Child- County of Residence				
Cumberland	30	5 16.70%	2 6.70%	23 76.70%
Dauphin	72	30 41.70%	8 11.10%	34 47.20%
Lancaster	66	26 39.40%	7 10.60%	33 50.00%
Lebanon	44	11 25.00%	9 20.50%	24 54.50%
Perry	7	1 14.30%	2 28.60%	4 57.10%

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

- 96.7% of respondents (238 of 246) report they are aware of their right to file a complaint or grievance. 3% 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	249	238 95.60%	8 3.20%	3 1.20%
Is the interview for an ADULT or CHILD				
Adult	30	30 100.00%	0 0	0 0
Child	219	208 95.00%	8 3.70%	3 1.40%

	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	249	238 95.60%	8 3.20%	3 1.20%
Adult- County of Residence				
Cumberland	7	7 100.00%	0 0	0 0
Dauphin	15	15 100.00%	0 0	0 0
Lancaster	8	8 100.00%	0 0	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0
Child- County of Residence				
Cumberland	30	30 100.00%	0 0	0 0
Dauphin	72	72 100.00%	0 0	0 0
Lancaster	66	58 87.90%	5 7.60%	3 4.50%
Lebanon	44	42 95.50%	2 4.50%	0 0
Perry	7	6	1	0

		85.70%	14.30%	0
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Q. 36 I know whom to call to file a complaint or grievance.

- Overall, 80% of respondents (198 of 247) report they know who to call to file a complaint or grievance. 20% (49 of 247) reported they did not know who to call.

	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	249	198 79.50%	49 19.70%	2 0.80%
Is the interview for an ADULT or CHILD				
Adult	30	18 60.00%	12 40.00%	0 0
Child	219	180 82.20%	37 16.90%	2 0.90%

	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	249	198 79.50%	49 19.70%	2 0.80%
Adult- County of Residence				
Cumberland	7	7 100.00%	0 0	0 0
Dauphin	15	6 40.00%	9 60.00%	0 0
Lancaster	8	5 62.50%	3 37.50%	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0
Child- County of Residence				
Cumberland	30	25 83.30%	5 16.70%	0 0
Dauphin	72	63 87.50%	9 12.50%	0 0
Lancaster	66	51 77.30%	13 19.70%	2 3.00%
Lebanon	44	36 81.80%	8 18.20%	0 0

Perry	7	5 71.40%	2 28.60%	0 0
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Q. 37 I was given the choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.

- 77.6% of respondents (177 of 228) 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. 22.3% of respondents (51 of 228) answered that they were not given a choice of (2) providers.

	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	249	177 71.10%	51 20.50%	21 8.40%
Is the interview for an ADULT or CHILD				
Adult	30	11 36.70%	10 33.30%	9 30.00%
Child	219	166 75.80%	41 18.70%	12 5.50%

	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	249	177 71.10%	51 20.50%	21 8.40%
Adult- County of Residence				
Cumberland	7	2 28.60%	3 42.90%	2 28.60%
Dauphin	15	7 46.70%	6 40.00%	2 13.30%
Lancaster	8	2 25.00%	1 12.50%	5 62.50%
Lebanon	0	0	0	0
Perry	0	0	0	0
Child- County of Residence				
Cumberland	30	25 83.30%	4 13.30%	1 3.30%
Dauphin	72	55 76.40%	10 13.90%	7 9.70%
Lancaster	66	46 69.70%	18 27.30%	2 3.00%
Lebanon	44	35 79.50%	7 15.90%	2 4.50%

Perry	7	5 71.40%	2 28.60%	0 0
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Q. 38 When I call CBHNP staff treats me courteously and with respect.

- 95.6% of respondents who had called CBHNP staff (174 of 182) 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	249	174 69.90%	8 3.20%	67 26.90%
Is the interview for an ADULT or CHILD				
Adult	30	8 26.70%	0 0	22 73.30%
Child	219	166 75.80%	8 3.70%	45 20.50%

	Base	Q38 When I call CBHNP staff treats me courteously and with respect.		
		Yes	No	Does Not Apply
Total	249	174 69.90%	8 3.20%	67 26.90%
Adult- County of Residence				
Cumberland	7	2 28.60%	0 0	5 71.40%
Dauphin	15	5 33.30%	0 0	10 66.70%
Lancaster	8	1 12.50%	0 0	7 87.50%
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0
Child- County of Residence				
Cumberland	30	20 66.70%	0 0	10 33.30%
Dauphin	72	60 83.30%	1 1.40%	11 15.30%
Lancaster	66	46 69.70%	5 7.60%	15 22.70%
Lebanon	44	33 75.00%	2 4.50%	9 20.50%
Perry	7	7	0	0

		100.00%	0	0
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Q. 39 Overall, I am satisfied with the interactions I have had with CBHNP.

- 95.8% of respondents (205 of 214) 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	249	205 82.30%	9 3.60%	35 14.10%
Is the interview for an ADULT or CHILD				
Adult	30	17 56.70%	0 0	13 43.30%
Child	219	188 85.80%	9 4.10%	22 10.00%

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
Total	249	205 82.30%	9 3.60%	35 14.10%
Adult- County of Residence				
Cumberland	7	2 28.60%	0 0	5 71.40%
Dauphin	15	12 80.00%	0 0	3 20.00%
Lancaster	8	3 37.50%	0 0	5 62.50%
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0
Child- County of Residence				
Cumberland	30	25 83.30%	1 3.30%	4 13.30%
Dauphin	72	63 87.50%	3 4.20%	6 8.30%
Lancaster	66	56 84.80%	4 6.10%	6 9.10%
Lebanon	44	37 84.10%	1 2.30%	6 13.60%

Perry	7	7 100.00%	0 0	0 0
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Supplemental Questions for Adult Respondents

- 96.7% of respondents (29 of 30) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others.

	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	30	0 0	0 0	1 3.30%	21 70.00%	8 26.70%	0 0
County of Residence							
Cumberland	7	0 0	0 0	0 0	7 100.00%	0 0	0 0
Dauphin	15	0 0	0 0	1 6.70%	8 53.30%	6 40.00%	0 0
Lancaster	8	0 0	0 0	0 0	6 75.00%	2 25.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

- 90% of respondents (27 of 30) indicated they agreed or strongly agreed that they decided whether or not to participate in activities.

	Base	SQB I decide whether or not to participate in activities.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	30	0 0	0 0	3 10.00%	17 56.70%	10 33.30%	0 0
County of Residence							
Cumberland	7	0 0	0 0	1 14.30%	6 85.70%	0 0	0 0
Dauphin	15	0 0	0 0	1 6.70%	6 40.00%	8 53.30%	0 0
Lancaster	8	0 0	0 0	1 12.50%	5 62.50%	2 25.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0

Perry	0	0	0	0	0	0	0
		0	0	0	0	0	0

- 83.3% of respondents (25 of 30) 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. (4) respondents, 13.3% disagreed or strongly disagreed with this statement.

	Base	SQC 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	30	0	4	1	17	8	0
		0	13.30%	3.30%	56.70%	26.70%	0
County of Residence							
Cumberland	7	0	2	0	5	0	0
		0	28.60%	0	71.40%	0	0
Dauphin	15	0	2	0	7	6	0
		0	13.30%	0	46.70%	40.00%	0
Lancaster	8	0	0	1	5	2	0
		0	0	12.50%	62.50%	25.00%	0
Lebanon	0	0	0	0	0	0	0
		0	0	0	0	0	0
Perry	0	0	0	0	0	0	0
		0	0	0	0	0	0

- 86.7% of respondents (26 of 30) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. (2) of the respondents 6.7% disagreed or strongly disagreed with this statement.

	Base	SQD I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	30	1	1	2	14	12	0
		3.30%	3.30%	6.70%	46.70%	40.00%	0
County of Residence							
Cumberland	7	1	0	0	5	1	0
		14.30%	0	0	71.40%	14.30%	0
Dauphin	15	0	0	1	5	9	0
		0	0	6.70%	33.30%	60.00%	0
Lancaster	8	0	1	1	4	2	0
		0	12.50%	12.50%	50.00%	25.00%	0
Lebanon	0	0	0	0	0	0	0
		0	0	0	0	0	0

		0	0	0	0	0	0
Perry	0	0	0	0	0	0	0
		0	0	0	0	0	0

Supplemental Questions for Child/Adolescent Respondents

- 91.5% of respondents (195 of 213) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. (14) Respondents, 6.6% 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	219	4 1.80%	10 4.60%	4 1.80%	118 53.90%	77 35.20%	6 2.70%
County of Residence							
Cumberland	30	1 3.30%	0 0	1 3.30%	14 46.70%	14 46.70%	0 0
Dauphin	72	2 2.80%	3 4.20%	0 0	42 58.30%	23 31.90%	2 2.80%
Lancaster	66	1 1.50%	6 9.10%	2 3.00%	34 51.50%	19 28.80%	4 6.10%
Lebanon	44	0 0	1 2.30%	1 2.30%	23 52.30%	19 43.20%	0 0
Perry	7	0 0	0 0	0 0	5 71.40%	2 28.60%	0 0

- 89.7% of respondents (191 of 213) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. (13) Respondents 6.1% disagreed or strongly disagreed with this statement.

	Base	SQB I decide whether or not to participate in activities.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	219	4 1.80%	9 4.10%	9 4.10%	123 56.20%	68 31.10%	6 2.70%
County of Residence							
Cumberland	30	0 0	1 3.30%	2 6.70%	16 53.30%	11 36.70%	0 0
Dauphin	72	2 2.80%	3 4.20%	1 1.40%	43 59.70%	19 26.40%	4 5.60%
Lancaster	66	2 3.00%	3 4.50%	4 6.10%	37 56.10%	18 27.30%	2 3.00%
Lebanon	44	0 0	2 4.50%	1 2.30%	23 52.30%	18 40.90%	0 0
Perry	7	0	0	1	4	2	0

		0	0	14.30%	57.10%	28.60%	0
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- 82.8% of respondents (168 of 203) 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. (15) Respondents 7.4% disagreed or strongly disagreed with this statement.

	Base	SQC 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	219	2 0.90%	13 5.90%	20 9.10%	105 47.90%	63 28.80%	16 7.30%
County of Residence							
Cumberland	30	0 0	1 3.30%	3 10.00%	14 46.70%	11 36.70%	1 3.30%
Dauphin	72	2 2.80%	3 4.20%	7 9.70%	31 43.10%	22 30.60%	7 9.70%
Lancaster	66	0 0	7 10.60%	6 9.10%	31 47.00%	16 24.20%	6 9.10%
Lebanon	44	0 0	2 4.50%	3 6.80%	25 56.80%	12 27.30%	2 4.50%
Perry	7	0 0	0 0	1 14.30%	4 57.10%	2 28.60%	0 0

- 87.4% of respondents (187 of 214) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. (18) of the respondents 8.4% disagreed or strongly disagreed with this statement.

	Base	SQD I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	219	5 2.30%	13 5.90%	9 4.10%	93 42.50%	94 42.90%	5 2.30%
County of Residence							
Cumberland	30	0 0	0 0	2 6.70%	8 26.70%	20 66.70%	0 0
Dauphin	72	1 1.40%	4 5.60%	4 5.60%	32 44.40%	30 41.70%	1 1.40%
Lancaster	66	3 4.50%	8 12.10%	3 4.50%	28 42.40%	21 31.80%	3 4.50%
Lebanon	44	1 2.30%	1 2.30%	0 0	21 47.70%	21 47.70%	0 0
Perry	7	0 0	0 0	0 0	4 57.10%	2 28.60%	1 14.30%

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=249).

	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	249	2 0.80%	5 2.00%	2 0.80%	95 38.20%	145 58.20%	0 0
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	7 100.00%	0 0	0 0
Dauphin	15	0 0	0 0	1 6.70%	6 40.00%	8 53.30%	0 0
Lancaster	8	1 12.50%	0 0	0 0	3 37.50%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	0 0	0 0	13 43.30%	17 56.70%	0 0
Dauphin	72	0 0	0 0	1 1.40%	22 30.60%	49 68.10%	0 0
Lancaster	66	1 1.50%	4 6.10%	0 0	22 33.30%	39 59.10%	0 0
Lebanon	44	0 0	1 2.30%	0 0	20 45.50%	23 52.30%	0 0
Perry	7	0 0	0 0	0 0	2 28.60%	5 71.40%	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	249	3 1.20%	12 4.80%	8 3.20%	97 39.00%	115 46.20%	14 5.60%
Adult- County of Residence							
Cumberland	7	0 0	0 0	1 14.30%	4 57.10%	1 14.30%	1 14.30%
Dauphin	15	0 0	0 0	1 6.70%	6 40.00%	8 53.30%	0 0
Lancaster	8	0 0	1 12.50%	0 0	3 37.50%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	1 3.30%	4 13.30%	11 36.70%	12 40.00%	1 3.30%
Dauphin	72	2 2.80%	4 5.60%	2 2.80%	20 27.80%	41 56.90%	3 4.20%
Lancaster	66	0 0	5 7.60%	0 0	28 42.40%	27 40.90%	6 9.10%
Lebanon	44	0 0	1 2.30%	0 0	22 50.00%	18 40.90%	3 6.80%
Perry	7	0 0	0 0	0 0	3 42.90%	4 57.10%	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	249	1 0.40%	22 8.80%	12 4.80%	82 32.90%	122 49.00%	10 4.00%
Adult- County of Residence							
Cumberland	7	0 0	0 0	1 14.30%	0 0	2 28.60%	4 57.10%
Dauphin	15	0 0	2 13.30%	2 13.30%	5 33.30%	6 40.00%	0 0
Lancaster	8	0 0	2 25.00%	1 12.50%	0 0	5 62.50%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	2 6.70%	1 3.30%	10 33.30%	14 46.70%	2 6.70%
Dauphin	72	0 0	4 5.60%	2 2.80%	25 34.70%	39 54.20%	2 2.80%
Lancaster	66	0 0	9 13.60%	4 6.10%	23 34.80%	28 42.40%	2 3.00%
Lebanon	44	0 0	2 4.50%	1 2.30%	16 36.40%	25 56.80%	0 0
Perry	7	0 0	1 14.30%	0 0	3 42.90%	3 42.90%	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	249	3 1.20%	13 5.20%	10 4.00%	93 37.30%	121 48.60%	9 3.60%
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	4 57.10%	1 14.30%	2 28.60%
Dauphin	15	0 0	2 13.30%	1 6.70%	7 46.70%	5 33.30%	0 0
Lancaster	8	2 25.00%	0 0	1 12.50%	1 12.50%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	1 3.30%	2 6.70%	12 40.00%	10 33.30%	5 16.70%
Dauphin	72	1 1.40%	5 6.90%	2 2.80%	22 30.60%	42 58.30%	0 0
Lancaster	66	0 0	4 6.10%	4 6.10%	29 43.90%	29 43.90%	0 0
Lebanon	44	0 0	0 0	0 0	16 36.40%	26 59.10%	2 4.50%
Perry	7	0 0	1 14.30%	0 0	2 28.60%	4 57.10%	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	249	1 0.40%	2 0.80%	1 0.40%	93 37.30%	150 60.20%	2 0.80%
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	6 85.70%	1 14.30%	0 0
Dauphin	15	0 0	0 0	0 0	7 46.70%	8 53.30%	0 0
Lancaster	8	0 0	0 0	0 0	4 50.00%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	0 0	1 3.30%	10 33.30%	18 60.00%	1 3.30%
Dauphin	72	1 1.40%	0 0	0 0	21 29.20%	50 69.40%	0 0
Lancaster	66	0 0	2 3.00%	0 0	28 42.40%	35 53.00%	1 1.50%
Lebanon	44	0 0	0 0	0 0	16 36.40%	28 63.60%	0 0
Perry	7	0 0	0 0	0 0	1 14.30%	6 85.70%	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	249	1 0.40%	6 2.40%	3 1.20%	84 33.70%	154 61.80%	1 0.40%
Adult- County of Residence							
Cumberland	7	0 0	1 14.30%	0 0	3 42.90%	2 28.60%	1 14.30%
Dauphin	15	0 0	0 0	0 0	7 46.70%	8 53.30%	0 0
Lancaster	8	0 0	1 12.50%	1 12.50%	2 25.00%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	0 0	0 0	10 33.30%	20 66.70%	0 0
Dauphin	72	0 0	2 2.80%	0 0	15 20.80%	55 76.40%	0 0
Lancaster	66	1 1.50%	2 3.00%	0 0	28 42.40%	35 53.00%	0 0
Lebanon	44	0 0	0 0	2 4.50%	18 40.90%	24 54.50%	0 0
Perry	7	0 0	0 0	0 0	1 14.30%	6 85.70%	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	249	3 1.20%	18 7.20%	8 3.20%	87 34.90%	131 52.60%	2 0.80%
Adult- County of Residence							
Cumberland	7	1 14.30%	1 14.30%	0 0	4 57.10%	1 14.30%	0 0
Dauphin	15	0 0	1 6.70%	1 6.70%	6 40.00%	7 46.70%	0 0
Lancaster	8	0 0	1 12.50%	0 0	2 25.00%	5 62.50%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	0 0	0 0	10 33.30%	19 63.30%	1 3.30%
Dauphin	72	1 1.40%	3 4.20%	2 2.80%	20 27.80%	45 62.50%	1 1.40%
Lancaster	66	1 1.50%	9 13.60%	3 4.50%	26 39.40%	27 40.90%	0 0
Lebanon	44	0 0	3 6.80%	2 4.50%	18 40.90%	21 47.70%	0 0
Perry	7	0 0	0 0	0 0	1 14.30%	6 85.70%	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	249	4 1.60%	4 1.60%	2 0.80%	73 29.30%	160 64.30%	6 2.40%
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	4 57.10%	2 28.60%	1 14.30%
Dauphin	15	1 6.70%	2 13.30%	0 0	3 20.00%	9 60.00%	0 0
Lancaster	8	2 25.00%	0 0	0 0	1 12.50%	5 62.50%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	0 0	0 0	10 33.30%	18 60.00%	1 3.30%
Dauphin	72	0 0	0 0	1 1.40%	19 26.40%	49 68.10%	3 4.20%
Lancaster	66	0 0	2 3.00%	1 1.50%	21 31.80%	42 63.60%	0 0
Lebanon	44	0 0	0 0	0 0	14 31.80%	29 65.90%	1 2.30%
Perry	7	0 0	0 0	0 0	1 14.30%	6 85.70%	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	249	5 2.00%	2 0.80%	2 0.80%	80 32.10%	149 59.80%	11 4.40%
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	5 71.40%	2 28.60%	0 0
Dauphin	15	0 0	0 0	1 6.70%	4 26.70%	10 66.70%	0 0
Lancaster	8	2 25.00%	0 0	0 0	2 25.00%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	0 0	0 0	9 30.00%	17 56.70%	4 13.30%
Dauphin	72	2 2.80%	0 0	0 0	26 36.10%	41 56.90%	3 4.20%
Lancaster	66	1 1.50%	2 3.00%	0 0	20 30.30%	42 63.60%	1 1.50%
Lebanon	44	0 0	0 0	1 2.30%	13 29.50%	27 61.40%	3 6.80%
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	249	4 1.60%	8 3.20%	12 4.80%	78 31.30%	145 58.20%	2 0.80%
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	4 57.10%	2 28.60%	1 14.30%
Dauphin	15	0 0	0 0	0 0	4 26.70%	11 73.30%	0 0
Lancaster	8	0 0	0 0	0 0	4 50.00%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	1 3.30%	1 3.30%	10 33.30%	18 60.00%	0 0
Dauphin	72	1 1.40%	2 2.80%	5 6.90%	19 26.40%	45 62.50%	0 0
Lancaster	66	3 4.50%	5 7.60%	5 7.60%	21 31.80%	31 47.00%	1 1.50%
Lebanon	44	0 0	0 0	1 2.30%	15 34.10%	28 63.60%	0 0
Perry	7	0 0	0 0	0 0	1 14.30%	6 85.70%	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	249	2 0.80%	9 3.60%	7 2.80%	95 38.20%	126 50.60%	10 4.00%
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	4 57.10%	2 28.60%	1 14.30%
Dauphin	15	0 0	1 6.70%	0 0	7 46.70%	6 40.00%	1 6.70%
Lancaster	8	1 12.50%	0 0	0 0	3 37.50%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	0 0	1 3.30%	12 40.00%	17 56.70%	0 0
Dauphin	72	1 1.40%	2 2.80%	5 6.90%	22 30.60%	39 54.20%	3 4.20%
Lancaster	66	0 0	6 9.10%	1 1.50%	26 39.40%	30 45.50%	3 4.50%
Lebanon	44	0 0	0 0	0 0	18 40.90%	24 54.50%	2 4.50%
Perry	7	0 0	0 0	0 0	3 42.90%	4 57.10%	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	249	2 0.80%	6 2.40%	7 2.80%	88 35.30%	141 56.60%	5 2.00%
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	4 57.10%	1 14.30%	2 28.60%
Dauphin	15	0 0	0 0	1 6.70%	7 46.70%	7 46.70%	0 0
Lancaster	8	1 12.50%	1 12.50%	1 12.50%	2 25.00%	3 37.50%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	0 0	0 0	11 36.70%	18 60.00%	1 3.30%
Dauphin	72	1 1.40%	1 1.40%	3 4.20%	30 41.70%	37 51.40%	0 0
Lancaster	66	0 0	4 6.10%	1 1.50%	22 33.30%	37 56.10%	2 3.00%
Lebanon	44	0 0	0 0	1 2.30%	11 25.00%	32 72.70%	0 0
Perry	7	0 0	0 0	0 0	1 14.30%	6 85.70%	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	249	1 0.40%	4 1.60%	4 1.60%	99 39.80%	134 53.80%	7 2.80%
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	4 57.10%	1 14.30%	2 28.60%
Dauphin	15	0 0	0 0	1 6.70%	10 66.70%	4 26.70%	0 0
Lancaster	8	0 0	1 12.50%	0 0	3 37.50%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	0 0	0 0	15 50.00%	14 46.70%	1 3.30%
Dauphin	72	1 1.40%	1 1.40%	1 1.40%	23 31.90%	46 63.90%	0 0
Lancaster	66	0 0	2 3.00%	2 3.00%	23 34.80%	37 56.10%	2 3.00%
Lebanon	44	0 0	0 0	0 0	19 43.20%	23 52.30%	2 4.50%
Perry	7	0 0	0 0	0 0	2 28.60%	5 71.40%	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	249	2 0.80%	14 5.60%	11 4.40%	100 40.20%	119 47.80%	3 1.20%
Adult- County of Residence							
Cumberland	7	0 0	0 0	1 14.30%	5 71.40%	1 14.30%	0 0
Dauphin	15	0 0	0 0	3 20.00%	7 46.70%	5 33.30%	0 0
Lancaster	8	0 0	0 0	0 0	4 50.00%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	1 3.30%	1 3.30%	14 46.70%	12 40.00%	1 3.30%
Dauphin	72	1 1.40%	2 2.80%	3 4.20%	25 34.70%	41 56.90%	0 0
Lancaster	66	0 0	9 13.60%	2 3.00%	22 33.30%	31 47.00%	2 3.00%
Lebanon	44	0 0	2 4.50%	1 2.30%	20 45.50%	21 47.70%	0 0
Perry	7	0 0	0 0	0 0	3 42.90%	4 57.10%	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	249	3 1.20%	40 16.10%	19 7.60%	79 31.70%	89 35.70%	19 7.60%
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	3 42.90%	1 14.30%	3 42.90%
Dauphin	15	0 0	4 26.70%	0 0	7 46.70%	4 26.70%	0 0
Lancaster	8	0 0	2 25.00%	0 0	2 25.00%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	4 13.30%	4 13.30%	11 36.70%	7 23.30%	3 10.00%
Dauphin	72	1 1.40%	10 13.90%	7 9.70%	17 23.60%	29 40.30%	8 11.10%
Lancaster	66	1 1.50%	15 22.70%	5 7.60%	17 25.80%	26 39.40%	2 3.00%
Lebanon	44	0 0	5 11.40%	2 4.50%	19 43.20%	16 36.40%	2 4.50%
Perry	7	0 0	0 0	1 14.30%	3 42.90%	2 28.60%	1 14.30%

	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	249	9 3.60%	17 6.80%	9 3.60%	73 29.30%	141 56.60%	0 0
Adult- County of Residence							
Cumberland	7	1 14.30%	0 0	2 28.60%	3 42.90%	1 14.30%	0 0
Dauphin	15	0 0	0 0	0 0	8 53.30%	7 46.70%	0 0
Lancaster	8	0 0	0 0	1 12.50%	3 37.50%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	2 6.70%	1 3.30%	8 26.70%	19 63.30%	0 0
Dauphin	72	4 5.60%	4 5.60%	1 1.40%	21 29.20%	42 58.30%	0 0
Lancaster	66	4 6.10%	10 15.20%	2 3.00%	17 25.80%	33 50.00%	0 0
Lebanon	44	0 0	1 2.30%	2 4.50%	12 27.30%	29 65.90%	0 0
Perry	7	0 0	0 0	0 0	1 14.30%	6 85.70%	0 0

	Base	Q17 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	249	6 2.40%	17 6.80%	66 26.50%	99 39.80%	58 23.30%	3 1.20%
Adult- County of Residence							
Cumberland	7	0 0	0 0	3 42.90%	1 14.30%	3 42.90%	0 0
Dauphin	15	0 0	2 13.30%	2 13.30%	5 33.30%	6 40.00%	0 0
Lancaster	8	0 0	0 0	4 50.00%	3 37.50%	1 12.50%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	0 0	6 20.00%	18 60.00%	4 13.30%	1 3.30%
Dauphin	72	2 2.80%	5 6.90%	19 26.40%	29 40.30%	17 23.60%	0 0
Lancaster	66	2 3.00%	6 9.10%	12 18.20%	27 40.90%	17 25.80%	2 3.00%
Lebanon	44	1 2.30%	4 9.10%	17 38.60%	14 31.80%	8 18.20%	0 0
Perry	7	0 0	0 0	3 42.90%	2 28.60%	2 28.60%	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	249	6 2.40%	15 6.00%	82 32.90%	79 31.70%	50 20.10%	17 6.80%
Adult- County of Residence							
Cumberland	7	0 0	1 14.30%	2 28.60%	3 42.90%	1 14.30%	0 0
Dauphin	15	0 0	2 13.30%	4 26.70%	5 33.30%	4 26.70%	0 0
Lancaster	8	0 0	2 25.00%	1 12.50%	1 12.50%	3 37.50%	1 12.50%
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	2 6.70%	7 23.30%	12 40.00%	6 20.00%	2 6.70%
Dauphin	72	1 1.40%	4 5.60%	28 38.90%	20 27.80%	11 15.30%	8 11.10%
Lancaster	66	3 4.50%	1 1.50%	21 31.80%	24 36.40%	14 21.20%	3 4.50%
Lebanon	44	1 2.30%	3 6.80%	15 34.10%	13 29.50%	9 20.50%	3 6.80%
Perry	7	0 0	0 0	4 57.10%	1 14.30%	2 28.60%	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	249	13 5.20%	29 11.60%	48 19.30%	63 25.30%	31 12.40%	65 26.10%
Adult- County of Residence							
Cumberland	7	1 14.30%	1 14.30%	1 14.30%	2 28.60%	2 28.60%	0 0
Dauphin	15	4 26.70%	2 13.30%	1 6.70%	3 20.00%	5 33.30%	0 0
Lancaster	8	1 12.50%	1 12.50%	1 12.50%	3 37.50%	1 12.50%	1 12.50%
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	0 0	6 20.00%	10 33.30%	6 20.00%	8 26.70%
Dauphin	72	1 1.40%	6 8.30%	18 25.00%	16 22.20%	2 2.80%	29 40.30%
Lancaster	66	4 6.10%	8 12.10%	10 15.20%	18 27.30%	6 9.10%	20 30.30%
Lebanon	44	2 4.50%	10 22.70%	9 20.50%	10 22.70%	7 15.90%	6 13.60%
Perry	7	0 0	1 14.30%	2 28.60%	1 14.30%	2 28.60%	1 14.30%

	Base	Q20 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	249	2 0.80%	22 8.80%	66 26.50%	78 31.30%	66 26.50%	15 6.00%
Adult- County of Residence							
Cumberland	7	0 0	2 28.60%	2 28.60%	0 0	3 42.90%	0 0
Dauphin	15	0 0	1 6.70%	4 26.70%	5 33.30%	5 33.30%	0 0
Lancaster	8	0 0	1 12.50%	2 25.00%	1 12.50%	3 37.50%	1 12.50%
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	2 6.70%	6 20.00%	12 40.00%	8 26.70%	2 6.70%
Dauphin	72	1 1.40%	7 9.70%	17 23.60%	22 30.60%	18 25.00%	7 9.70%
Lancaster	66	0 0	4 6.10%	22 33.30%	21 31.80%	16 24.20%	3 4.50%
Lebanon	44	1 2.30%	5 11.40%	12 27.30%	13 29.50%	12 27.30%	1 2.30%
Perry	7	0 0	0 0	1 14.30%	4 57.10%	1 14.30%	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	249	5 2.00%	7 2.80%	55 22.10%	83 33.30%	67 26.90%	32 12.90%
Adult- County of Residence							
Cumberland	7	0 0	1 14.30%	1 14.30%	3 42.90%	2 28.60%	0 0
Dauphin	15	1 6.70%	1 6.70%	4 26.70%	2 13.30%	7 46.70%	0 0
Lancaster	8	1 12.50%	0 0	3 37.50%	2 25.00%	2 25.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	1 3.30%	7 23.30%	6 20.00%	7 23.30%	8 26.70%
Dauphin	72	0 0	2 2.80%	9 12.50%	34 47.20%	17 23.60%	10 13.90%
Lancaster	66	1 1.50%	2 3.00%	18 27.30%	20 30.30%	19 28.80%	6 9.10%
Lebanon	44	1 2.30%	0 0	11 25.00%	14 31.80%	12 27.30%	6 13.60%
Perry	7	0 0	0 0	2 28.60%	2 28.60%	1 14.30%	2 28.60%

	Base	Q22 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	249	2 0.80%	6 2.40%	46 18.50%	76 30.50%	116 46.60%	3 1.20%
Adult- County of Residence							
Cumberland	7	0 0	0 0	2 28.60%	3 42.90%	2 28.60%	0 0
Dauphin	15	0 0	1 6.70%	5 33.30%	3 20.00%	6 40.00%	0 0
Lancaster	8	0 0	0 0	2 25.00%	0 0	6 75.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	1 3.30%	7 23.30%	7 23.30%	14 46.70%	0 0
Dauphin	72	1 1.40%	1 1.40%	13 18.10%	24 33.30%	32 44.40%	1 1.40%
Lancaster	66	0 0	2 3.00%	11 16.70%	20 30.30%	31 47.00%	2 3.00%
Lebanon	44	0 0	1 2.30%	4 9.10%	17 38.60%	22 50.00%	0 0
Perry	7	0 0	0 0	2 28.60%	2 28.60%	3 42.90%	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	249	7 2.80%	11 4.40%	74 29.70%	71 28.50%	80 32.10%	6 2.40%
Adult- County of Residence							
Cumberland	7	0 0	1 14.30%	2 28.60%	3 42.90%	0 0	1 14.30%
Dauphin	15	1 6.70%	1 6.70%	4 26.70%	4 26.70%	5 33.30%	0 0
Lancaster	8	2 25.00%	0 0	2 25.00%	1 12.50%	3 37.50%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	0 0	7 23.30%	8 26.70%	15 50.00%	0 0
Dauphin	72	3 4.20%	4 5.60%	27 37.50%	18 25.00%	19 26.40%	1 1.40%
Lancaster	66	1 1.50%	1 1.50%	18 27.30%	19 28.80%	24 36.40%	3 4.50%
Lebanon	44	0 0	4 9.10%	11 25.00%	17 38.60%	12 27.30%	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	249	4 1.60%	11 4.40%	74 29.70%	63 25.30%	76 30.50%	21 8.40%
Adult- County of Residence							
Cumberland	7	0 0	0 0	4 57.10%	3 42.90%	0 0	0 0
Dauphin	15	0 0	2 13.30%	6 40.00%	2 13.30%	4 26.70%	1 6.70%
Lancaster	8	0 0	1 12.50%	1 12.50%	2 25.00%	4 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	0 0	6 20.00%	9 30.00%	9 30.00%	5 16.70%
Dauphin	72	1 1.40%	1 1.40%	23 31.90%	15 20.80%	24 33.30%	8 11.10%
Lancaster	66	1 1.50%	6 9.10%	21 31.80%	17 25.80%	17 25.80%	4 6.10%
Lebanon	44	1 2.30%	1 2.30%	9 20.50%	15 34.10%	16 36.40%	2 4.50%
Perry	7	0 0	0 0	4 57.10%	0 0	2 28.60%	1 14.30%

	Base	Q25 Dealing with school or work.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	249	15 6.00%	18 7.20%	44 17.70%	72 28.90%	71 28.50%	29 11.60%
Adult- County of Residence							
Cumberland	7	0 0	0 0	0 0	1 14.30%	0 0	6 85.70%
Dauphin	15	0 0	0 0	1 6.70%	0 0	1 6.70%	13 86.70%
Lancaster	8	0 0	1 12.50%	0 0	3 37.50%	1 12.50%	3 37.50%
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	0 0	1 3.30%	6 20.00%	10 33.30%	12 40.00%	1 3.30%
Dauphin	72	3 4.20%	6 8.30%	20 27.80%	19 26.40%	21 29.20%	3 4.20%
Lancaster	66	6 9.10%	4 6.10%	8 12.10%	25 37.90%	20 30.30%	3 4.50%
Lebanon	44	6 13.60%	5 11.40%	7 15.90%	12 27.30%	14 31.80%	0 0
Perry	7	0 0	1 14.30%	2 28.60%	2 28.60%	2 28.60%	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	249	12 4.80%	17 6.80%	73 29.30%	88 35.30%	57 22.90%	2 0.80%
Adult- County of Residence							
Cumberland	7	0 0	0 0	2 28.60%	3 42.90%	2 28.60%	0 0
Dauphin	15	0 0	2 13.30%	4 26.70%	4 26.70%	5 33.30%	0 0
Lancaster	8	1 12.50%	1 12.50%	0 0	3 37.50%	3 37.50%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	0 0	7 23.30%	11 36.70%	11 36.70%	0 0
Dauphin	72	3 4.20%	7 9.70%	23 31.90%	25 34.70%	13 18.10%	1 1.40%
Lancaster	66	4 6.10%	5 7.60%	20 30.30%	21 31.80%	15 22.70%	1 1.50%
Lebanon	44	3 6.80%	1 2.30%	13 29.50%	20 45.50%	7 15.90%	0 0
Perry	7	0 0	1 14.30%	4 57.10%	1 14.30%	1 14.30%	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	249	6 2.40%	13 5.20%	69 27.70%	91 36.50%	67 26.90%	3 1.20%
Adult- County of Residence							
Cumberland	7	0 0	0 0	3 42.90%	3 42.90%	1 14.30%	0 0
Dauphin	15	0 0	1 6.70%	2 13.30%	5 33.30%	7 46.70%	0 0
Lancaster	8	0 0	0 0	2 25.00%	1 12.50%	5 62.50%	0 0
Lebanon	0	0 0	0 0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0
Child- County of Residence							
Cumberland	30	1 3.30%	0 0	5 16.70%	13 43.30%	11 36.70%	0 0
Dauphin	72	1 1.40%	3 4.20%	24 33.30%	27 37.50%	16 22.20%	1 1.40%
Lancaster	66	3 4.50%	5 7.60%	18 27.30%	19 28.80%	19 28.80%	2 3.00%
Lebanon	44	1 2.30%	4 9.10%	14 31.80%	19 43.20%	6 13.60%	0 0
Perry	7	0 0	0 0	1 14.30%	4 57.10%	2 28.60%	0 0

CBHNP COMMENTS-

- Q33 I think.
I don't know.
- Q34 Contacted every three months.
- Q34a It took awhile to get paperwork completed.
Didn't get to meet them.
Very disappointed.
Small delay.
Sometimes no treatment available.
- Q36 I don't know.
Probably look in handbook.
I would know how to find it.
- Q37 No choice for summer camp.
Took first available.
Information was not updated or incorrect and far away.
I think so.
- Q38 Not all the time.
- Q39 Very much so.

Additional Comments

Got rid of case worker at CBHNP and had a hard time replacing case worker. Now have a much better case worker.

Have had other services, was not content with these but with CBHNP it is a wonderful service.

Mother got the ball rolling with everything for my child at Philhaven.

I never talked to anyone. My family doctor put everything in motion.

Tony House is awesome.

Called once last early summer.

I had a hard time talking because my son was 14. When I had Michelle B she gave me answers about how to help after he was discharged. Our contact at CBHNP doesn't return calls.

Philhaven was a great program. Needed to be longer than 14 days. Felt it would have been more helpful if my child could have stayed longer. I don't know if this was because of my insurance.

Kim is an awesome case manager.

The relationship with CBHNP has improved now that Yvonne Small is my child's case manager.

They do not return my calls. I have 3 calls in with no response but once they called they were very helpful.

Before the grievances no, but now yes.

Did not contact me by phone or in person to let me know they were cutting back his hours. They sent a letter and I wasn't aware about the change.

I called CMU to get rid of.

For the most part.

It's a good think that I get the help I receive from CBHNP.
Very disappointed.
When I had my son evaluated they were there.
But I wish they would give me more information.
We started with a TSS this year.
Need social skill services that is not out of pocket money plus transportation.
Did file a complaint.
I'm on a 3rd level grievance with them now. I wish there were other MCOs besides CBHNP, like we have with Medicare.
Only one time interaction.
Filed complaint with a doctor.
I did file a grievance and got what I needed.
Our case managers are switched without notice.
They went on an IEP with me.
As long as I deal with Tony House. Reactive Attachment Disorder information incorrect.
Hasn't had interactions.
I did one complaint on TW Ponessa. One TSS was good not the other.
Always have been helpful.
Favorites are Michelle and Maureen.
Everything is good, no need to enroll into the summer camp this summer cause he is doing really good.
None, all is well with my son.
My child is adapting well, all is good.
What other programs and services.
What other programs can he get into.
Parent is concerned that when child turns 18 years of age he will no longer be able to get the services.