



Consumer Satisfaction Services, Inc.

Capital Region 1st Quarter Report July-September 2011

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

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Table of Contents

Executive Summary.....	I.
Request for Assistance.....	1
Demographic & Survey Information.....	2
Satisfaction Results.....	17
Implementation.....	21
Outcomes.....	25
Treatment Environment.....	30
Questions Regarding CBHNP.....	34
Supplemental Questions (Adult Respondents Only)	42
Supplemental Questions (Child Respondents Only)	44
Survey Question Tables by County and Age Group.....	46
Consumer Comments:.....	73

Executive Summary

The Capital Area Behavioral Health Collaborative (CABHC) represents Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties and annually contracts with CSS to survey a sampling of Medicaid recipients in this five county area who have received mental health or addiction related services.

Please Note: The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05.

Frequencies may not sum to total (n=359) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

- The survey represents 359 (n=359) respondents from the Capital Region representing 228 Adults (63.5%) and 131 Children (36.5%). 225 of the 228 adult consumers (98.7%) responded for themselves. Parents and guardians responded for the remaining 3 adult consumers (1.3%). Parents and guardians responded for 113 of the 131 child consumers (86.3%). The remaining 18 child consumers (13.7%) responded for themselves. There were no significant differences in reported total satisfaction for adult or child consumers.
- Data was collected by 6 interviewers from 8 treatment facilities in the Capital Region. The 228 adult consumers received treatment at 8 facilities. The 131 child consumers received services from 3 treatment facilities. Of the 8 treatment facilities, 5 provided services only to adult consumers, 1 facility provided both adult and child services and the remaining 2 treatment facilities provided services to child consumers only.
- Overall, 338 of the 359 interviews (94.2%) were face-to-face interviews, 21 (5.9%) were conducted by phone.
 - 217 of the 228 adult interviews (95.2%) were face-to-face interviews. 11 (4.8%) were conducted by phone.
 - 121 of the 131 child interviews (92.4%) were face-to-face interviews. 10 (7.6%) were conducted by phone.
- Gender: Overall, the sample is 57.4% female (206) and 42.6% male (153). Of the 228 adult consumers, 160 were female and 68 were male. Of the 131 child consumers, 46 were female and 85 were male.
- Type of Treatment: In all, 2 types of treatment were accessed by the respondents. The 228 recipients of adult services received 2 types of treatment including 223 Mental Health Outpatient Clinic (98.0%) and 5 (2.0%) D & A Supplemental. The 131 recipients of child services received 1 type of treatment, 131 (100%) Mental Health Outpatient.
- Type of Services: 344 of the 359 respondents (95.8%) received Mental Health services, 5 of the respondents (1.4%) received Drug & Alcohol services, and 10 respondents (3.1%) received both Mental Health and Drug & Alcohol services. When only the respondents who received adult services are considered, 213 of the 228 adult respondents received Mental Health services, 5 received Drug & Alcohol services, and 10 received both Mental Health and Drug & Alcohol services. When only the respondents who received child services are considered, 131 of the 131 (100%) child respondents received Mental Health services.

II. Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction reported by consumers of 80.0% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 87.2% agreement (4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 88.6% overall satisfaction and consumers of child services reporting 84.7% overall satisfaction.

Overall, consumers were satisfied with communication with their service providers. Respondents report they felt informed about their rights and responsibilities regarding the treatment they had received (Question 5) and comfortable asking questions regarding their treatment (Question 6). Respondents also felt confident that their service provider does not share their personal information without permission (Question 8). Additionally, respondents reported they felt satisfaction with the way the program staff respected the role of their ethnic, cultural, and religious background in their recovery/treatment (Question 9).

Consumers of child services reported high levels of satisfaction with being an equal partner in the treatment process (Question 13).

Consumers of adult services reported that they trust their service provider (Question 10) as is reflected in the high satisfaction scores.

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

- Overall, approximately 1 in 5 of both adult and child respondents (19.2%) reported they did not have a choice when selecting their service provider (Q3).
- 16.2% of respondents who received adult services and 24.4% of consumers who received child services reported their service provider did not explain the disadvantages of their therapy or treatment (Q15).
- While 78.5% of all consumers who received services reported they were offered the opportunity to involve their family, significant others or friends in the treatment process (Q11), approximately 1 in 7 consumers (12.0%) indicated they did not feel this way.
- Both those who received adult services (7.0%) and those who received child services (18.3%) reported they would like to spend more time with their service provider (Q7).
- For both adult and child services, approximately 1 in 5 adult respondents (17.1%) and 1 in 5 child respondents (17.1%) indicated that they were not given information about how to get other services that they needed (Q2).

Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 36% to 74% of consumers believe services have improved their lives in each outcome area. Approximately 17% to 31.0% of consumers believe that no change has resulted from their services. Only 3.9% to 12.0% believes that things are worse as a result of services.

- Overall, the highest ratings for all respondents were reported satisfaction with managing daily problems (Q17), (73.5%), enjoyment of free time (Q22), (69.4%), and feeling good (hopeful) about the future (Q21), (68.0%).
- Recipients of Adult Services also gave high ratings to dealing with the specific problems or issues that led them to seek services (Q27), how they feel about themselves (Q20) and feeling in control of their life.
- While 53.5% of Adult consumers reported improvement in dealing with a personal crisis (Q19) as better, approximately 1 in 6 (15.4%) reported things as worse in this area. Additionally, consumers of adult services approximately 1 in 10 (10.5%) reported things as worse in feeling good about the future and (10.5%) strengthening their social support network (Q23).
- 43.5% of recipients of Child services reported things were better dealing with personal crisis (Q19) and 6.1% reported things as worse. As noted, 27.5% of the respondents reported this question did not apply to them. When these cases are removed, 60% report they were better dealing with personal crisis and 8.4% report it as worse. These figures represent a more accurate picture of the results.
- While 61.8% of recipients of Child services reported improvement in how they feel about themselves (Q20), approximately 1 in 8 (12.2%) reported things in this area as worse.
- Overall, 36.8% of all respondents reported things were better dealing with work or school (Q25) and 3.9% reported things as worse. As noted, 42.3% of the respondents reported this question did not apply to them. When these cases are removed, 63.8% report they were better dealing with work or school and 6.8% report it as worse. These figures represent a more accurate picture of the results.

We welcome questions, comments and suggestions. Please contact:

**Ms. Abby Robinson
Capital Region Manager
4775 Linglestown Road
Harrisburg PA, 17112
(717) 651-1070**

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 will 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 follows up. There were two Requests for Assistance this contract year.

CSS completed two requests for assistance in the 1st Quarter 11-12

- An RFA submitted September 21, 2011 was made by the parent of a child consumer. The parent stated that the child had been attending Pressley Ridge but when the caseworker moved, they never received a call to return to the program. The desired resolution is the child's reentry into the program. CSS has not received a written resolution to this issue as of yet.
- The second RFA was also submitted by the parent of a child consumer on September 23, 2011. The parent stated that the doctor at the facility they were attending made comments, asking why she would bring another disabled child into the world. The doctor said that the child needed to remain highly medicated even though the mother reported undesirable side effects. The desired resolution is an investigation relating to this physician and his practice, as well as additional resources for her child. CSS has not received a written resolution to this issue as of yet.

Capital Region 1st Quarter Report July-September 2011

This section presents information collected during the 2011-2012 contract year which includes data from July-September 2011.

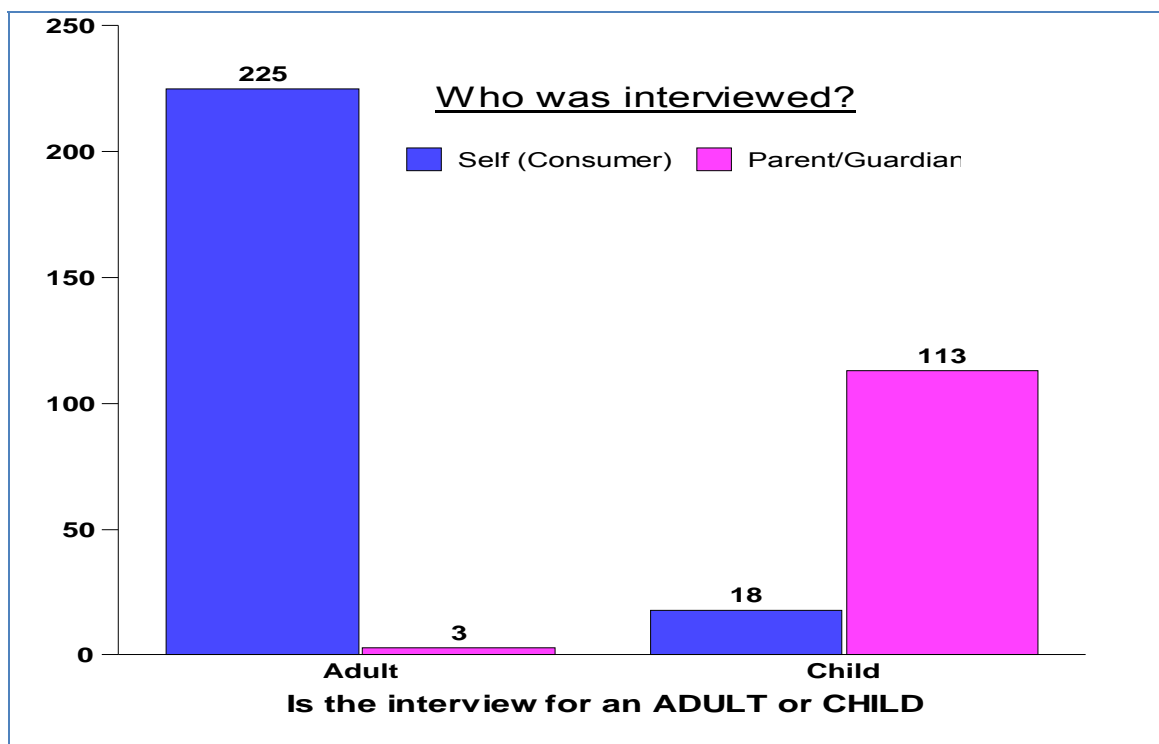
Demographic and Survey Information

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=359) as individuals may have chosen not to respond to certain questions.

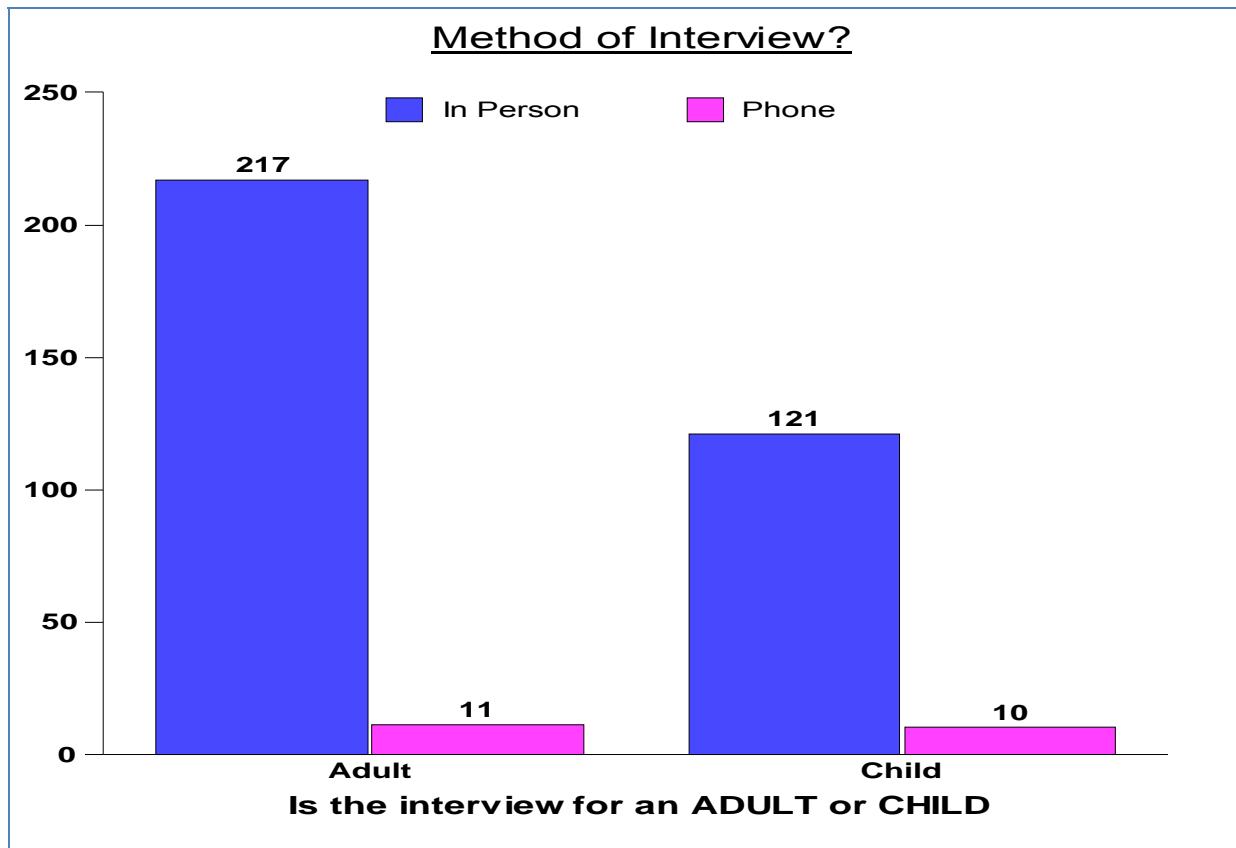
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- Data was collected by 6 interviewers from 8 treatment facilities in the Capital Region. The 228 adult consumers received treatment at 8 facilities. The 131 child consumers received services from 3 treatment facilities. Of the 8 treatment facilities, 5 provided services only to adult consumers, 1 facility provided both adult and child services, and the remaining 2 treatment facilities provided services to child consumers only.

- Overall, 338 of the 359 interviews (94.2%) were face-to-face interviews, 21 (5.9%) were conducted by phone.
 - 217 of the 228 adult interviews (95.2%) were face-to-face interviews. 11 (4.8%) were conducted by phone.
 - 121 of the 131 child interviews (92.4%) were face-to-face interviews. 10 (7.6%) were conducted by phone.

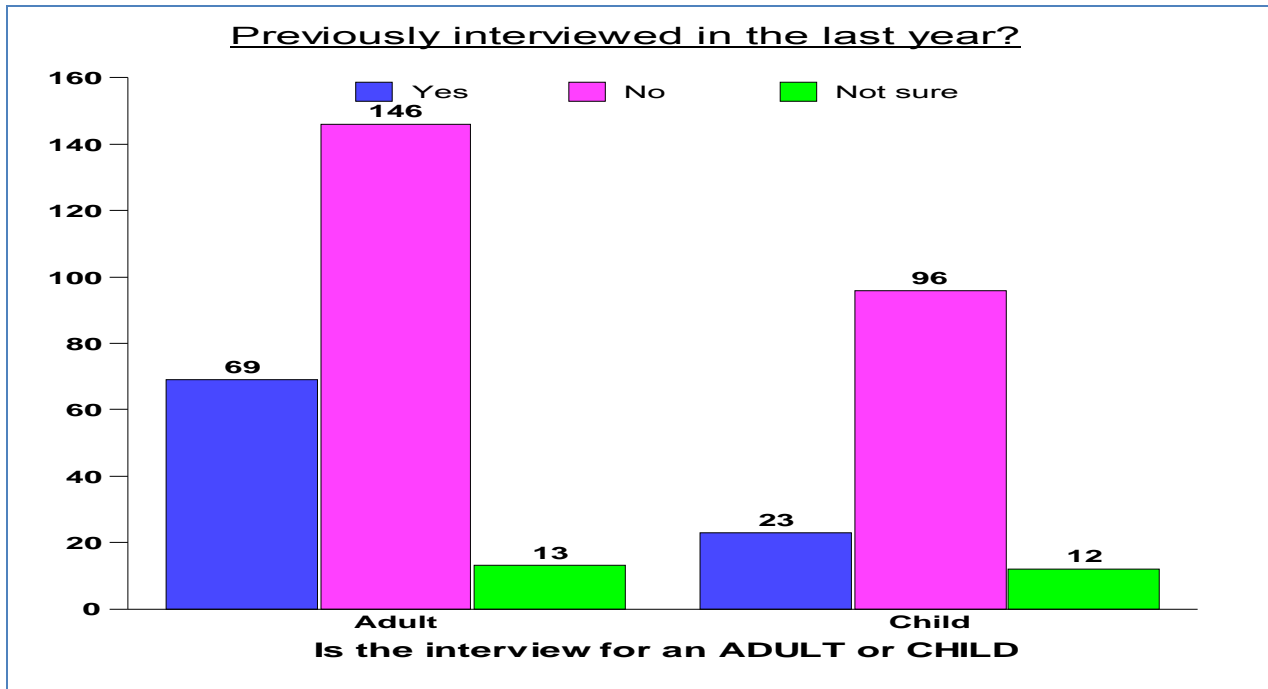


There were no significant differences between Adults and Children who were interviewed in person or over the phone.

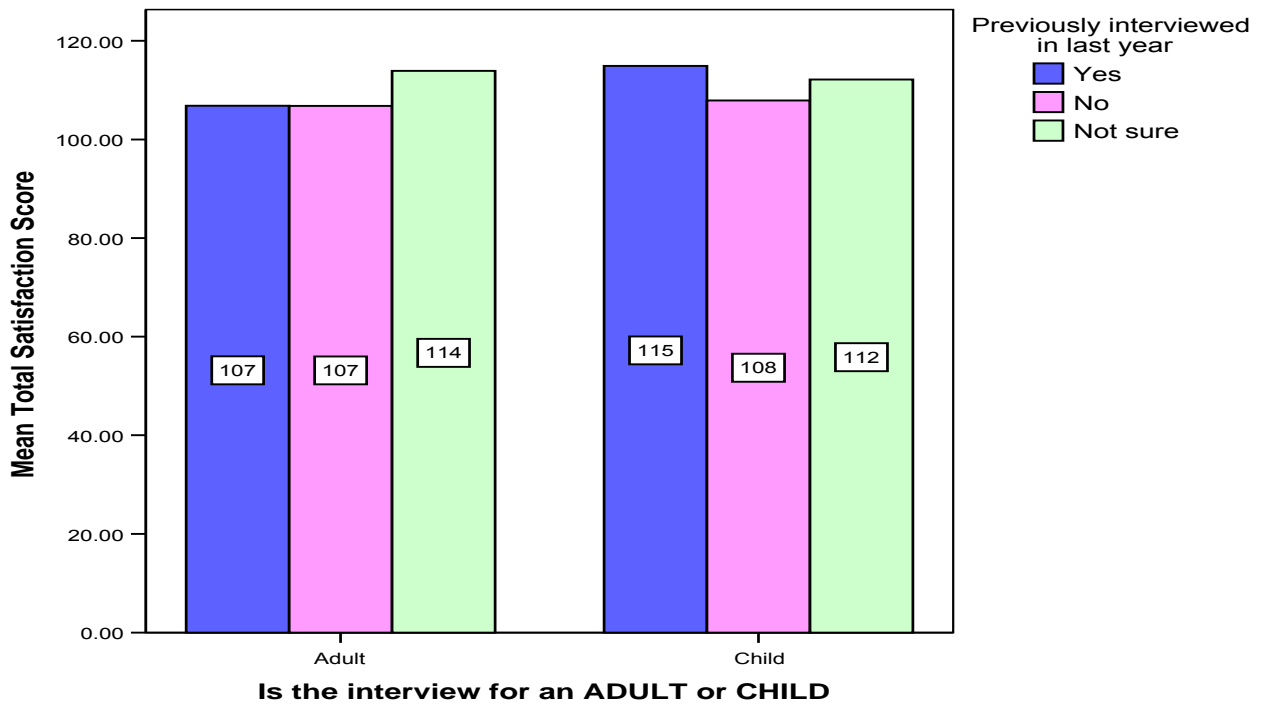
Below is a table of the method of interview by county for both Adult and Child services.

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	359	35	141	140	33	10
Adult- Method of Interview						
In Person	217 60.40%	34 97.10%	79 56.00%	65 46.40%	29 87.90%	10 100.00%
Phone	11 3.10%	0 0	4 2.80%	4 2.90%	3 9.10%	0 0
Child- Method of Interview						
In Person	121 33.70%	1 2.90%	56 39.70%	63 45.00%	1 3.00%	0 0
Phone	10 2.80%	0 0	2 1.40%	8 5.70%	0 0	0 0

- 92 of 359 consumers (25.6%) reported they had been previously interviewed in the last year, 242 (67.4%) reported they had not been interviewed previously and 25 respondents (7.0%) were not sure. 69 of the 228 adult consumers reported they were previously interviewed in the last year, 146 reported they had not been previously interviewed, and 13 reported they were not sure. 23 of the 131 child consumers reported they were previously interviewed in the last year, 96 reported they had not been previously interviewed, and 12 reported they were not sure.



Adults who were previously interviewed reported significantly lower mean Total Satisfaction than children who were previously interviewed. Analysis did not indicate further differences in satisfaction for the remaining groups.



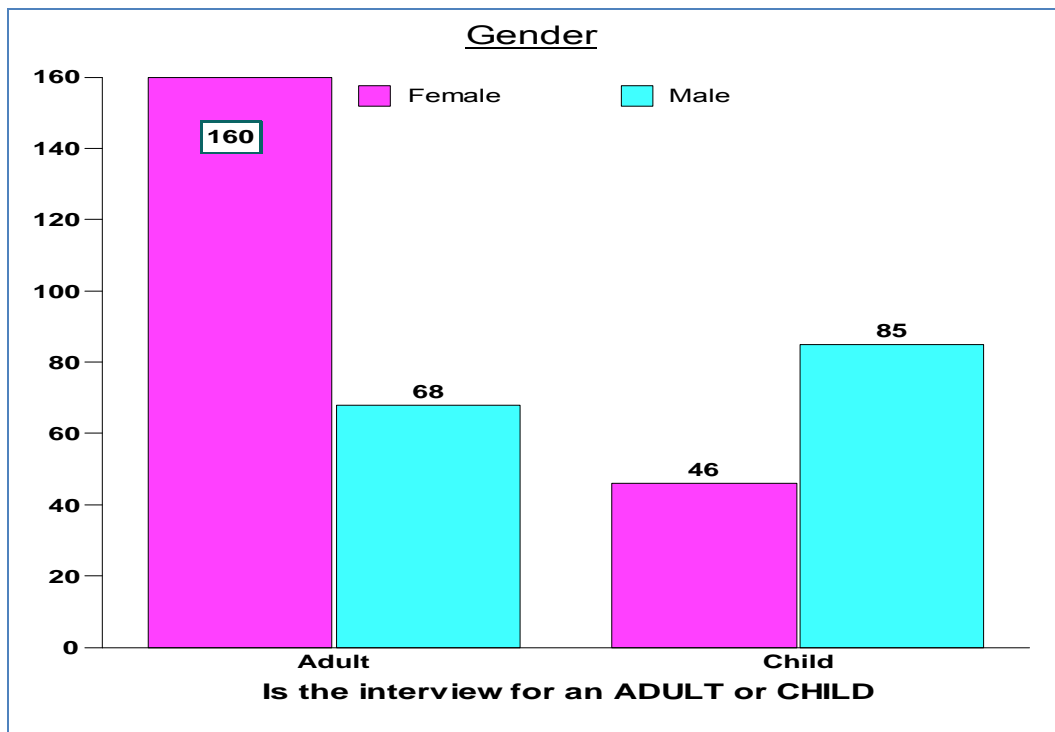
Mean Satisfaction Levels of Respondents

Mean Satisfaction Levels of Respondents

Total Satisfaction Score

Is the interview for an ADULT or CHILD		Previously interviewed in last year			
		Yes	No	Not sure	Total
Adult	N	69	146	13	228
	Mean	106.8	106.8	113.9	107.2
	Std. Deviation	11.6	13.4	11.2	12.8
Child	N	23	96	12	131
	Mean	114.9	107.9	112.2	109.5
	Std. Deviation	12.4	16.7	17.1	16.2

- **Gender:** Overall, the sample is 57.4% female (206) and 42.6% male (153). Of the 228 adult consumers, 160 were female and 68 were male. Of the 131 child consumers, 46 were female and 85 were male.



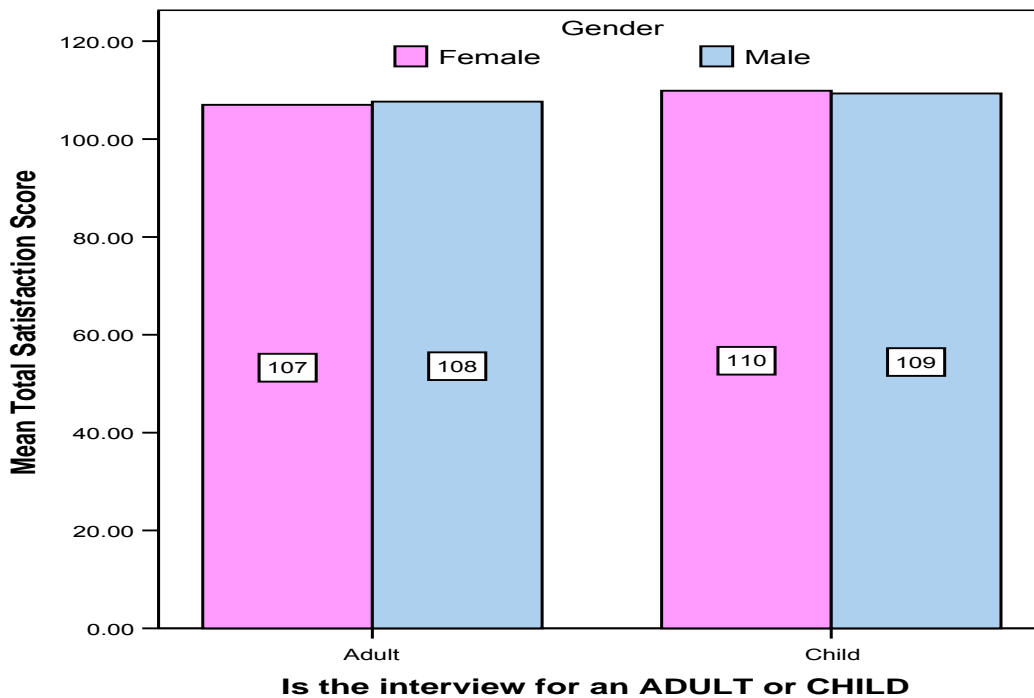
Our analysis found no significant differences between the genders in reported level of satisfaction with services.

Mean Satisfaction Levels of Respondents

Total Satisfaction Score

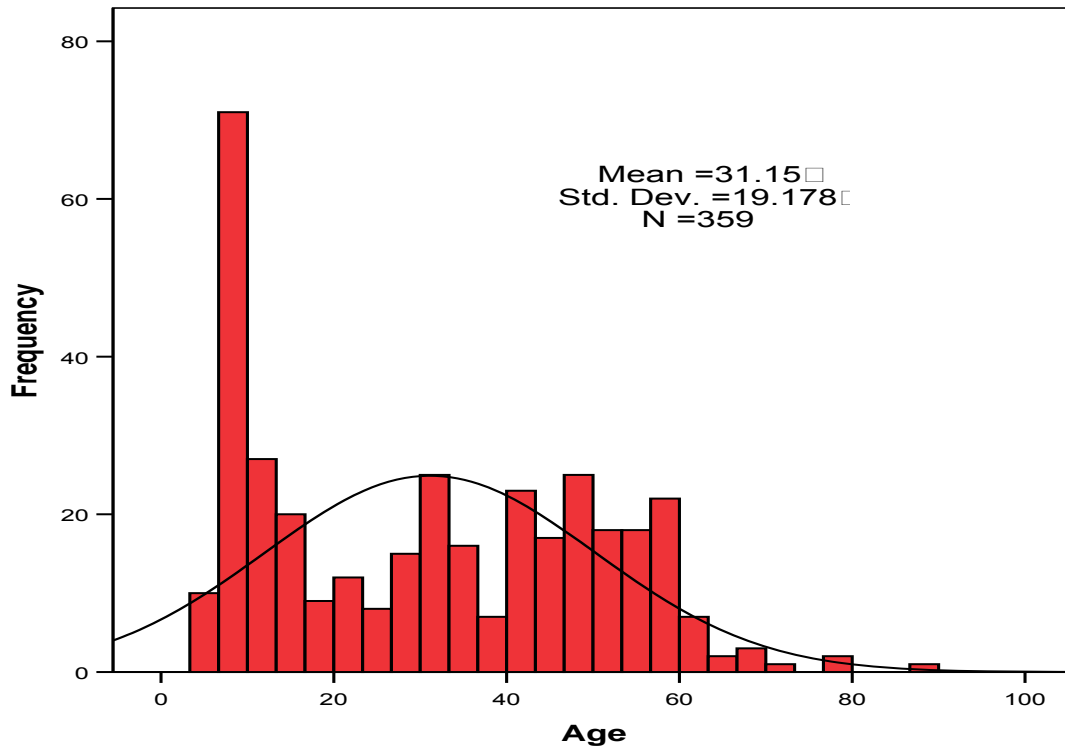
Is the interview for an ADULT or CHILD		Gender		
		Female	Male	Total
Adult	N	160	68	228
	Mean	107.0	107.6	107.2
	Std. Deviation	12.6	13.5	12.8
Child	N	46	85	131
	Mean	109.9	109.3	109.5
	Std. Deviation	15.7	16.6	16.2

Mean Satisfaction Score By Age Group

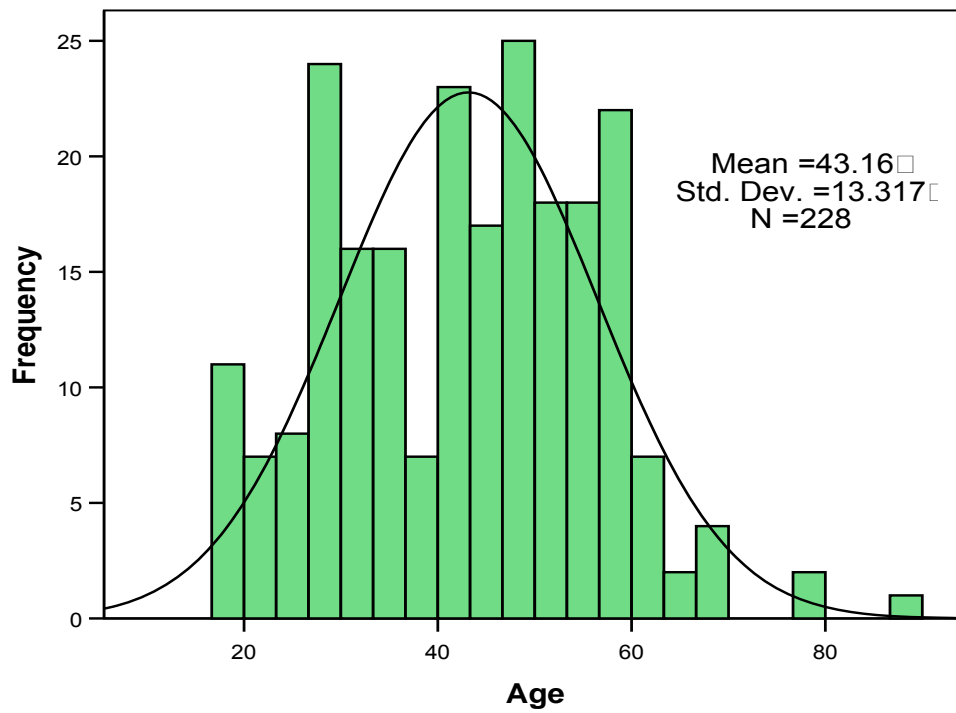


- Age: Age of all respondents ranged from 5-87 years, with a mean age of 31.15 (SD 19.178) and median age of 30. Our analysis found no relationship between age and Total Satisfaction.

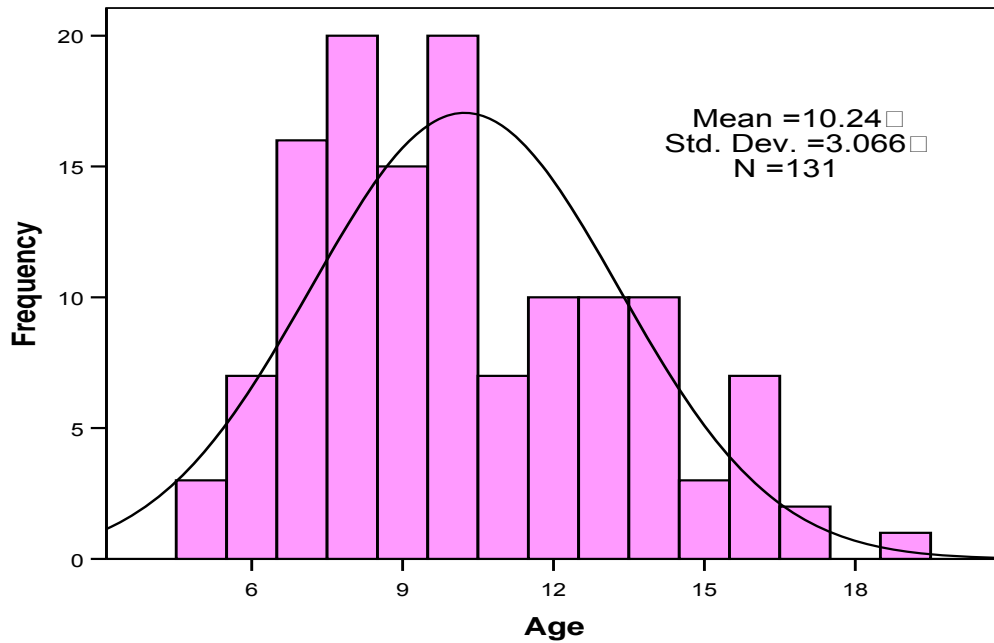
Age of All Adult and Child Respondents



Age of **Adult** respondents ranged from 18-87 years, with a mean age of 43.16 (SD= 13.317) and median age of 44.0. Our analysis found no relationship between age and reported total satisfaction for adult respondents.

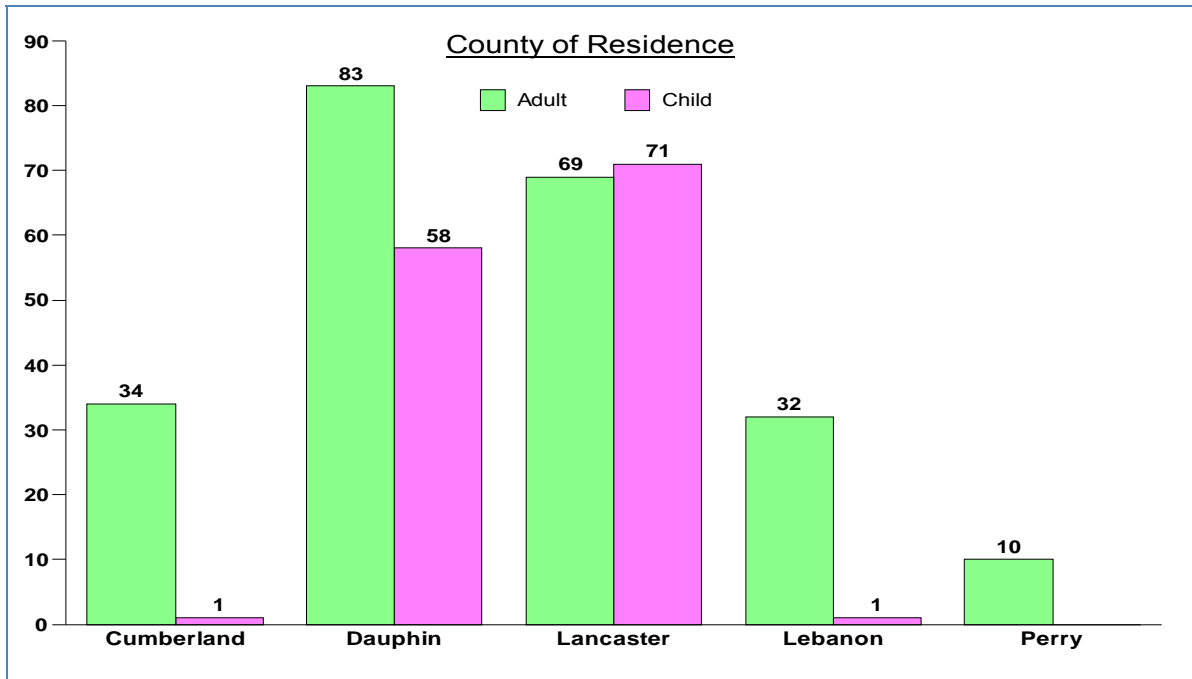


Age of **Child** respondents ranged from 5-19 years, with a mean age of 10.24 (SD= 3.066) and median age of 10.0. Our analysis found no relationship between age and reported total satisfaction for child respondents.



County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Dauphin County (39.4%). The remaining respondents reported residence in Lancaster (39.0%), Cumberland (9.7%), Lebanon (9.2%), and Perry (2.7%).



	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	359	35	141	140	33	10
Is the interview for an ADULT or CHILD						
Adult	228 63.50%	34 97.10%	83 58.90%	69 49.30%	32 97.00%	10 100.00%
Child	131 36.50%	1 2.90%	58 41.10%	71 50.70%	1 3.00%	0 0

Our analysis indicated a significantly higher level of total satisfaction for child services in Cumberland and Lebanon counties. It is important to note that there was only one child respondent from each of those counties.

Mean Satisfaction Score by County of Residence

Total Satisfaction Score

Is the interview for an ADULT or CHILD		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	34	83	69	32	10	228
	Mean	107.0	108.6	107.0	104.0	108.3	107.2
	Std. Deviation	13.1	13.4	12.9	11.9	8.9	12.8
Child	N	1	58	71	1		131
	Mean	124.0	107.5	110.7	125.0		109.5
	Std. Deviation	.	17.3	15.3	.		16.2

- Race: 167 respondents (46.5%) reported their race as White/Caucasian, 81 (22.6%) as African American, 80 (22.3%) as Latino/Hispanic, 29 (8.1%) as Multi-racial, 1 (0.3%) as Other and 1 (0.3%) as Native American. Our analysis indicated no significant differences in Total Satisfaction with respect to race for either adult or child services.

	Base	Race					
		African American	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other
Total	359	81	80	1	167	29	1
Is the interview for an ADULT or CHILD							
Adult	228 63.50%	42 51.90%	45 56.30%	1 100.00%	132 79.00%	8 27.60%	0 0
Child	131 36.50%	39 48.10%	35 43.80%	0 0	35 21.00%	21 72.40%	1 100.00%

- Treatment Facility: Data was collected from 8 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child Services 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.

Mean Satisfaction of Treatment Facilities Adult Services Only

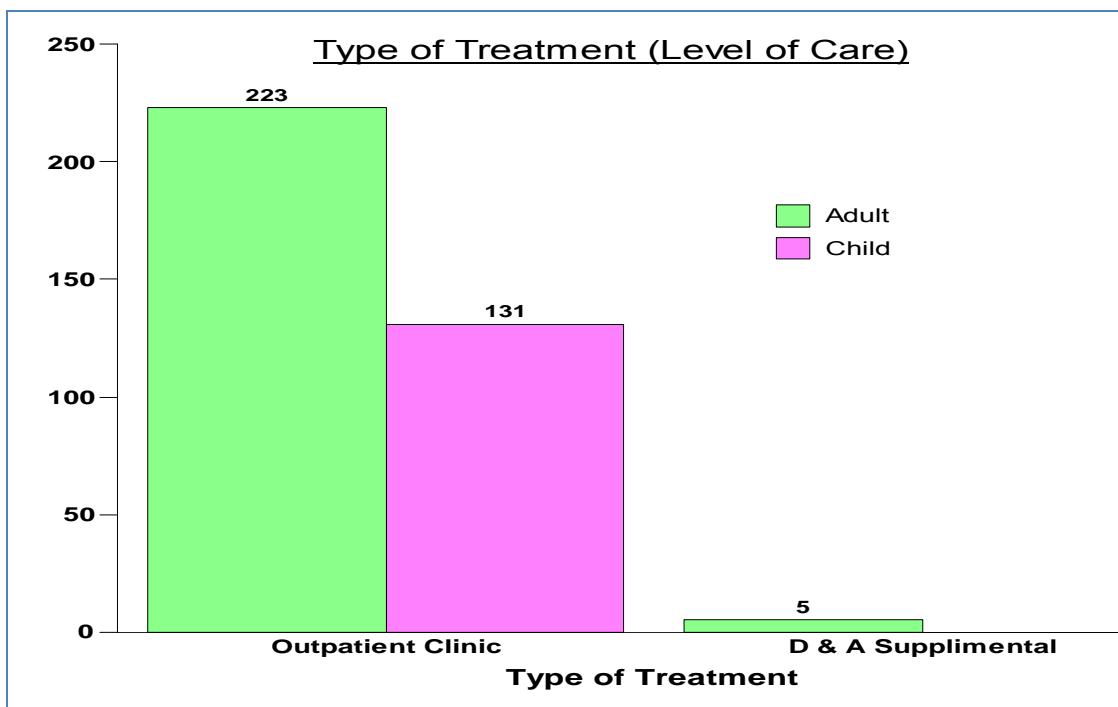
Total Satisfaction Score

Name of Treatment Facility	N	Mean	Std. Deviation
TW Ponessa	89	106.29	12.52
Behavioral Healthcare Corp	34	102.24	14.42
Catholic Charities	25	111.01	14.34
PA Psychiatric Institute	41	110.35	9.87
NHS-Stevens Center	33	107.62	13.22
HSA Counseling	6	109.33	9.69
Total	228	107.21	12.81

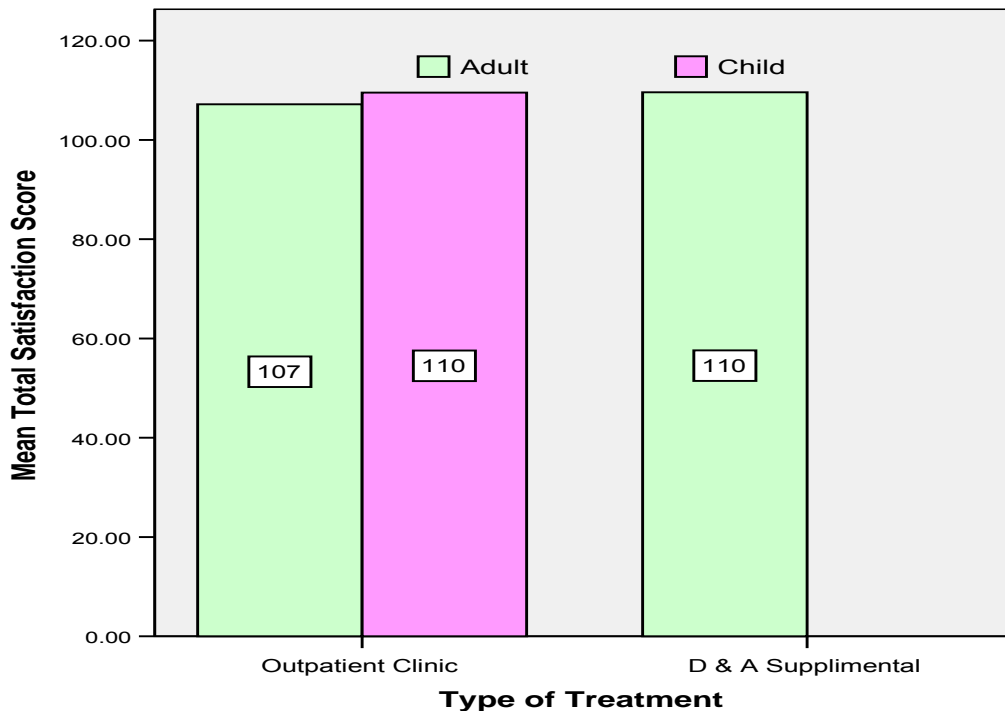
Mean Satisfaction of Treatment Facilities Child Services Only

Total Satisfaction Score

Name of Treatment Facility	N	Mean	Std. Deviation
Pressley Ridge	74	107.89	16.98
TeamCare Behavioral Health	57	111.61	15.08
Total	131	109.51	16.23

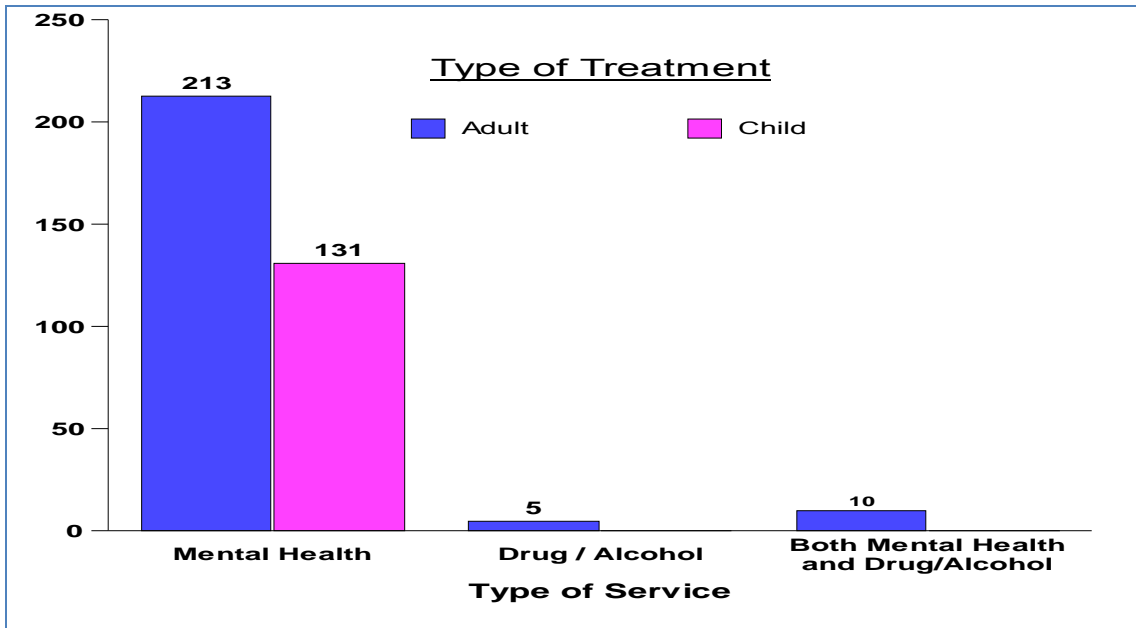


- **Type of Treatment:** In all, 2 types of treatment were accessed by the respondents. The 228 recipients of adult services received 2 types of treatment including 223 Mental Health Outpatient Clinic (98.0%) and 5 (2.0%) D & A Supplemental. The 131 recipients of child services received 1 type of treatment, 131 (100%) Mental Health Outpatient.



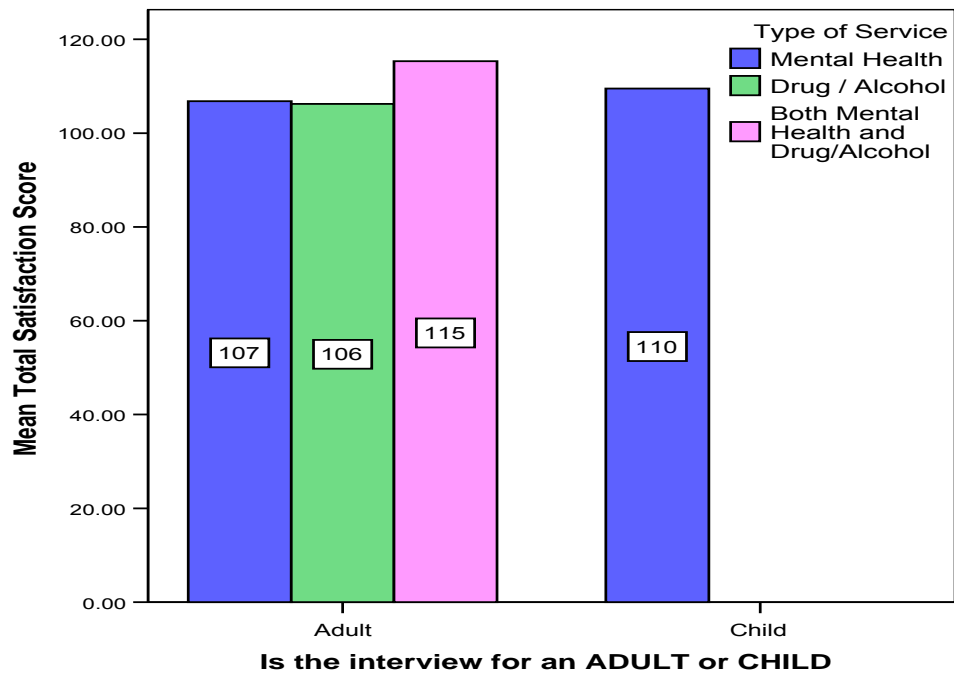
Our analysis indicated no significant differences in Total Satisfaction with respect to race for either adult or child services.

- **Type of Services:** 344 of the 359 respondents (95.8%) received Mental Health services, 5 of the respondents (1.4%) received Drug & Alcohol services, and 10 respondents (3.1%) received both Mental Health and Drug & Alcohol services. When only the respondents who received adult services are considered, 213 of the 228 adult respondents received Mental Health services, 5 received Drug & Alcohol services, and 10 received both Mental Health and Drug & Alcohol services. When only the respondents who received child services are considered, 131 of the 131 child respondents received Mental Health services.

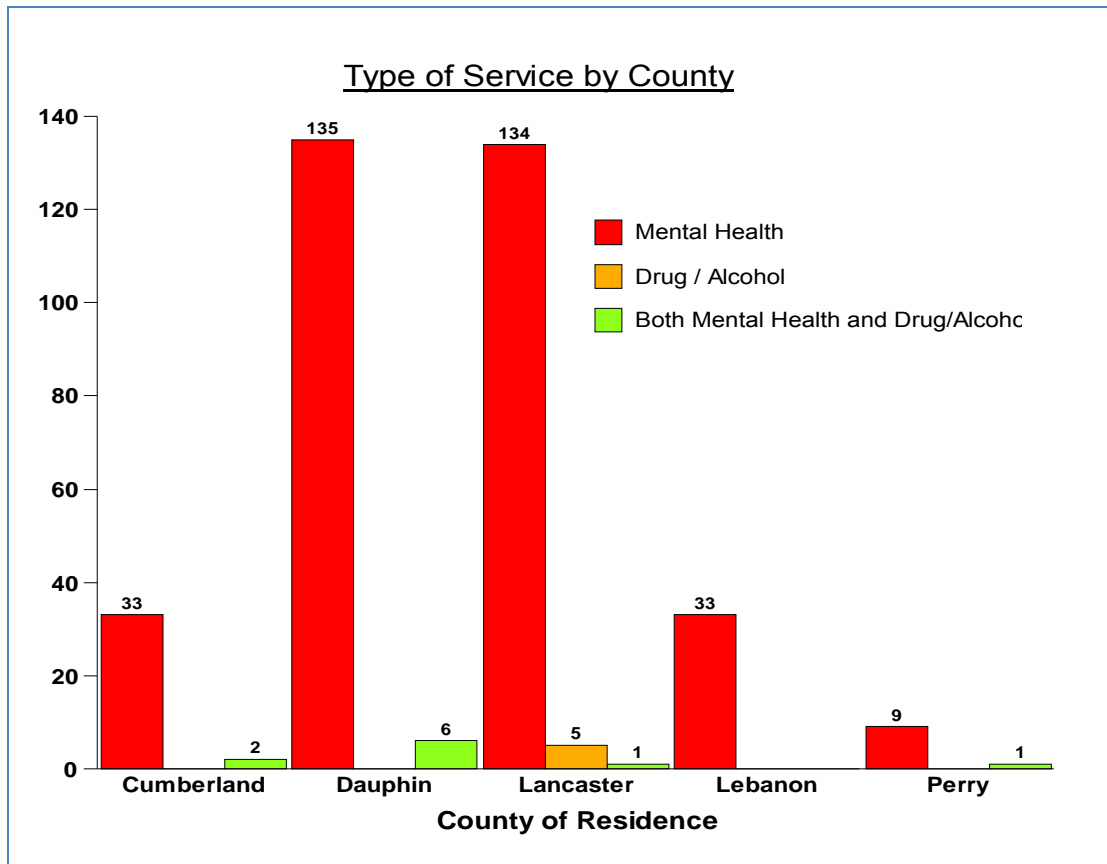


	Base	Type of Service		
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol
Total	359	343 95.50%	5 1.40%	11 3.10%
Is the interview for an ADULT or CHILD				
Adult	228	213 93.40%	5 2.20%	10 4.40%
Child	131	130 99.20%	0 0	1 0.80%

Our analysis indicated no significant differences in Total Satisfaction with respect to race for either adult or child services.



Distribution of Services by County for All Respondents

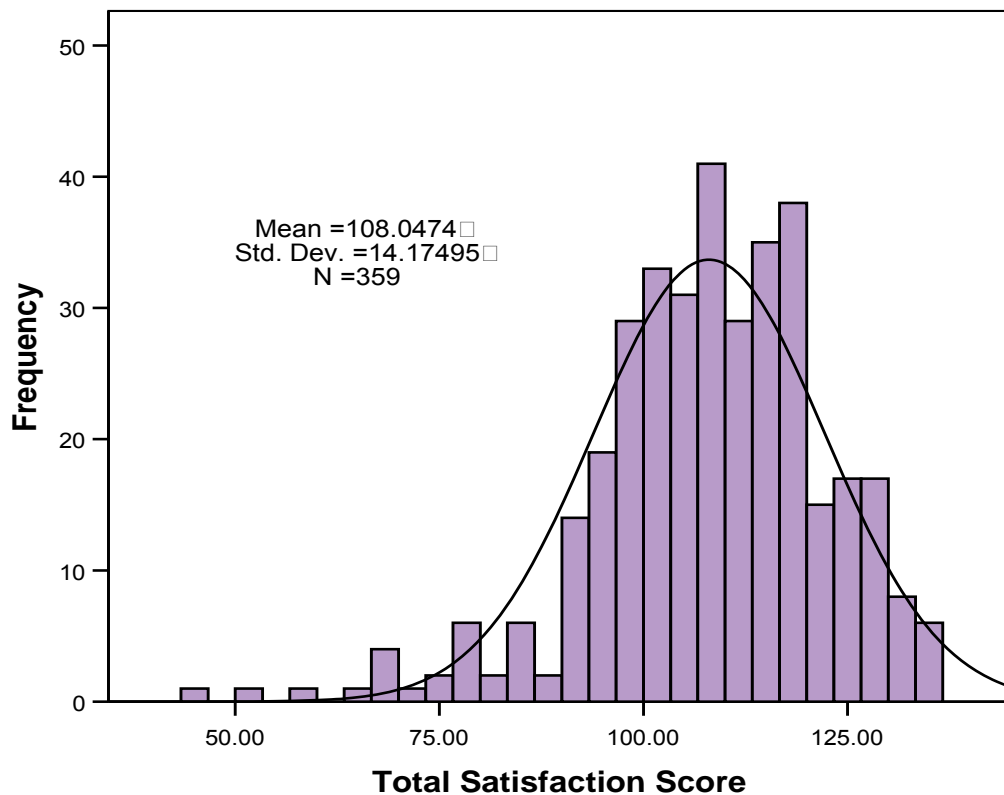


	Base	Type of Service		
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol
Total	359	344 95.80%	5 1.40%	10 2.80%
Adult- County of Residence				
Cumberland	34	32 94.10%	0 0	2 5.90%
Dauphin	83	77 92.80%	0 0	6 7.20%
Lancaster	69	63 91.30%	5 7.20%	1 1.40%
Lebanon	32	32 100.00%	0 0	0 0
Perry	10	9 90.00%	0 0	1 10.00%
Child- County of Residence				
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	58	58 100.00%	0 0	0 0
Lancaster	71	71 100.00%	0 0	0 0
Lebanon	1	1 100.00%	0 0	0 0

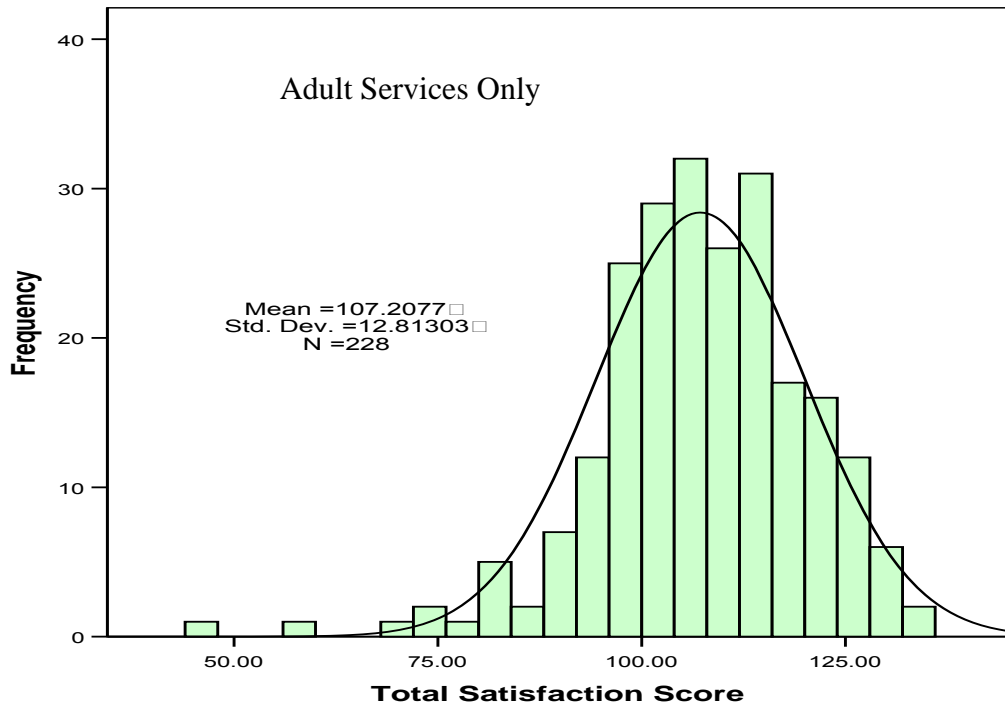
Our analysis indicated no significant differences in Total Satisfaction with respect to Type of Treatment for either adult or child services.

I. Satisfaction

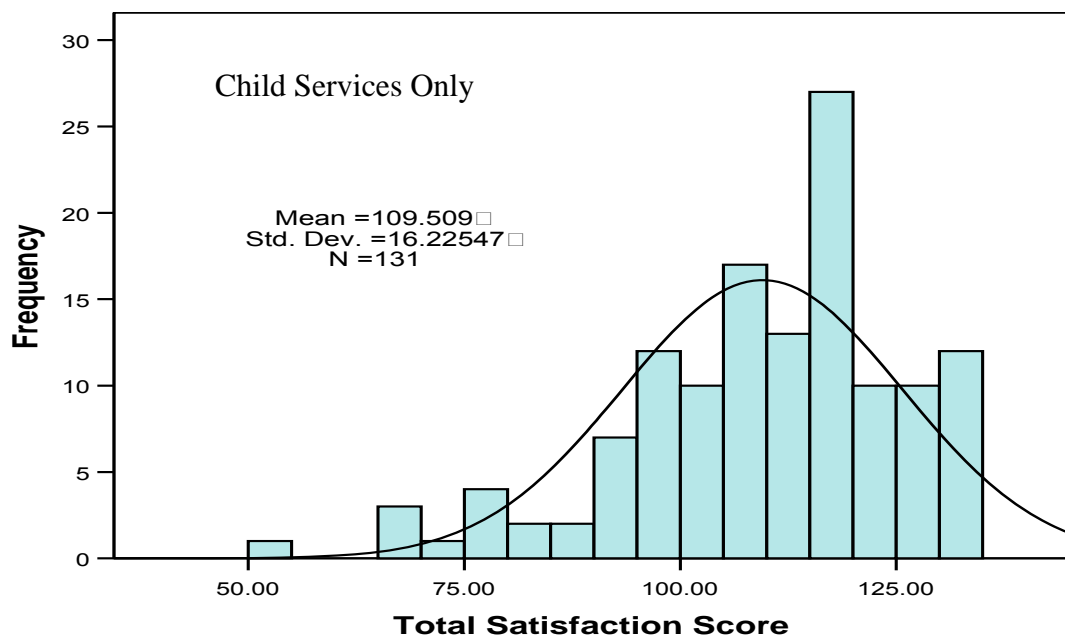
- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 27 - 135. 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 Total Satisfaction Score (TSS) was 108.0 with a standard deviation 14.2 and median 108.9. The TSS scores ranged from 45 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



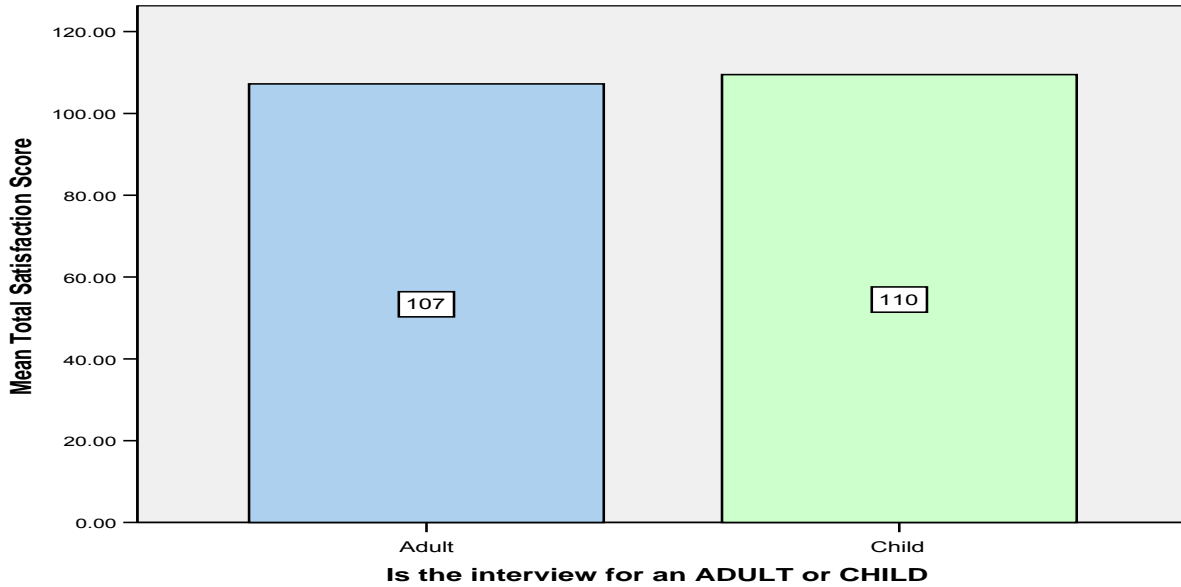
- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 107.2 with a standard deviation 12.8 and median 107.8. The TSS scores ranged from 45 – 135. Again, with a 5 point scale and 27 questions, scores above TSS= 81 (27*3) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 109.5 with a standard deviation 14.5 and median 110.0. The TSS scores ranged from 52 – 135. Again, with a 5 point scale and 27 questions, scores above TSS= 81 (27*3) indicate satisfaction on some level.

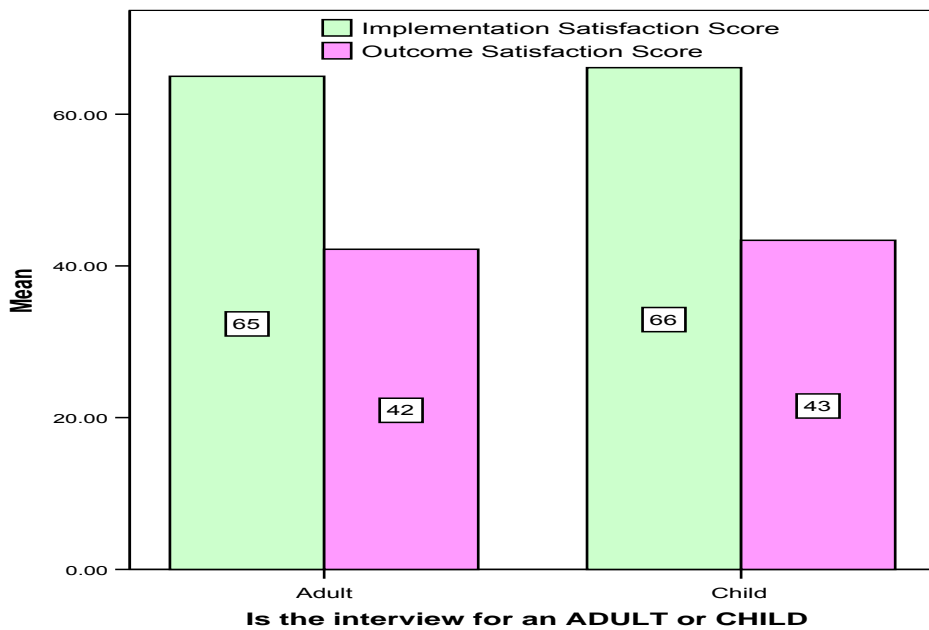


Our analysis indicated no significant differences in Total Satisfaction with respect to adult or child services.



- To try to understand what aspects of service were influencing satisfaction, the set of satisfaction items were sorted into items relating to Implementation of services and items relating to Outcomes. The mean levels of satisfaction on these two sub-scales are presented below for reference. Our analysis did not indicate significant differences in total satisfaction for all consumers in regard to Implementation and Outcomes.

Mean Satisfaction with Implementation and Outcomes



To help with interpretation, Implementation scores ranged from 26-80. 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 12-55. Scores 44-55 indicate a high level of satisfaction, scores 33-43 indicate some level of satisfaction and scores below 33 indicate some level of dissatisfaction with Outcomes

III. Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction reported by consumers of 80.0% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 87.2% agreement (4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 88.6% overall satisfaction and consumers of child services reporting 84.7% overall satisfaction.

Overall, consumers were satisfied with communication with their service providers. Respondents report they felt informed about their rights and responsibilities regarding the treatment they had received (Question 5) and comfortable asking questions regarding their treatment (Question 6). Respondents also felt confident that their service provider does not share their personal information without permission (Question 8). Additionally, respondents reported they felt satisfaction with the way the program staff respected the role of their ethnic, cultural, and religious background in their recovery/treatment (Question 9).

Consumers of child services reported high levels of satisfaction with being an equal partner in the treatment process (Question 13).

Consumers of adult services reported that they trust their service provider (Question 10) as is reflected in the high satisfaction scores.

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

- Overall, approximately 1 in 5 of both adult and child respondents (19.2%) reported they did not have a choice when selecting their service provider (Q3).
- 16.2% of respondents who received adult services and 24.4% of consumers who received child services reported their service provider did not explain the disadvantages of their therapy or treatment (Q15).
- While 78.5% of all consumers who received services reported they were offered the opportunity to involve their family, significant others or friends in the treatment process (Q11), approximately 1 in 7 consumers (12.0%) indicated they did not feel this way.
- Both those who received adult services (7.0%) and those who received child services (18.3%) reported they would like to spend more time with their service provider (Q7).
- For both adult and child services, approximately 1 in 5 adult respondents (17.1%) and 1 in 5 child respondents (17.1%) indicated that they were not given information about how to get other services that they needed (Q2).

Summary responses from the Total group of respondents from this fiscal year (N=359) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=228) are presented in Table 2. Summary responses from the respondents who received Child services (N=131) are presented in Table 3.

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

N=359	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
1. I know whom to call if I have questions about my mental health or substance abuse services.	88.6	9.5	2.8	0.6	0.8
2. I was given information on how to get other services that I needed.	65.8	22.8	3.0	1.6	16.4
3. I had a choice in selecting my service provider.	71.9	19.2	2.6	1.0	2.8
4. I have the option to change my service provider should I choose to.	83.8	8.6	2.8	0.7	1.9
5. I was informed about my rights and responsibilities regarding the treatment I have received.	93.6	2.5	2.6	0.5	1.1
6. I feel comfortable in asking questions regarding my treatment.	93.3	3.9	2.9	0.4	0.3
7. My service provider spends enough time with me.	83.3	11.1	2.8	0.8	1.9
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	95.8	1.1	3.0	0.4	1.1
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	95.3	0.8	3.1	0.6	3.6
10. I trust my service provider.	91.9	5.8	2.9	0.5	0.3
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	81.3	12.0	2.8	0.9	2.8
12. I am included in all meetings regarding my treatment plan and goals for recovery.	89.4	4.7	3.0	0.7	3.9
13. I am an equal partner in the treatment process.	92.8	4.7	2.9	0.7	4.7
14. My service provider explained the advantages of my therapy or treatment.	88.3	7.2	2.8	0.6	0.8
15. My service provider explained the disadvantages of my therapy or treatment	72.7	19.2	2.7	1.0	3.6
16. Overall, I am satisfied with the services I am receiving.	87.2	10.6	2.8	0.7	0.3

Table 2 – Total Satisfaction – Implementation Adult Services

N= 228	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
1. I know whom to call if I have questions about my mental health or substance abuse services.	91.2	7.0	2.9	0.6	0.9
2. I was given information on how to get other services that I needed.	59.6	17.1	3.1	1.5	17.5
3. I had a choice in selecting my service provider.	71.9	17.5	2.7	1.0	3.5
4. I have the option to change my service provider should I choose to.	84.2	8.3	2.8	0.7	1.3
5. I was informed about my rights and responsibilities regarding the treatment I have received.	94.7	1.8	3.0	0.5	1.3
6. I feel comfortable in asking questions regarding my treatment.	92.5	3.5	2.9	0.5	3.5
7. My service provider spends enough time with me.	88.2	7.0	2.9	0.7	1.8
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	96.1	0.9	3.0	0.4	1.3
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	95.2	0.9	3.1	0.6	3.5
10. I trust my service provider.	93.9	3.9	2.9	0.4	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	78.5	13.2	2.7	0.8	2.2
12. I am included in all meetings regarding my treatment plan and goals for recovery.	88.6	3.9	3.0	0.8	4.8
13. I am an equal partner in the treatment process.	91.7	4.4	2.9	0.6	1.8
14. My service provider explained the advantages of my therapy or treatment.	87.7	7.5	2.9	0.7	1.3
15. My service provider explained the disadvantages of my therapy or treatment	73.2	16.2	2.7	1.0	4.4
16. Overall, I am satisfied with the services I am receiving.	88.6	8.3	2.8	0.6	0.4

Table 3 – Total Satisfaction – Implementation Child Services

N=131	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
1. I know whom to call if I have questions about my child/adolescent's mental health or substance abuse services.	84.0	7.0	2.7	0.8	0.8
2. I was given information on how to get other services that my child/adolescent needed.	59.6	17.1	2.8	1.6	17.5
3. I had a choice when selecting my child/adolescent's service provider.	71.8	22.1	2.7	1.0	1.5
4. I have the option to change my child/adolescent's service provider should I choose to.	83.2	9.2	2.8	0.7	3.1
5. I was informed about my rights and responsibilities regarding the treatment my child/adolescent has received.	91.6	3.8	2.9	0.5	0.8
6. I feel comfortable in asking questions regarding my child/adolescent's treatment.	94.7	4.6	2.9	0.4	0.0
7. My service provider spends enough time with my child/adolescent.	74.8	18.3	2.7	0.9	2.3
8. My provider does not share the personal mental health and/or substance abuse information of my child/adolescent with others without my permission.	95.4	1.5	3.0	0.4	0.8
9. Program staff respects the role of my ethnic, cultural and religious background in my child/adolescent's recovery/treatment.	95.4	0.8	3.1	0.6	3.8
10. I trust my child/adolescent's service provider.	88.5	9.2	2.8	0.7	0.8
11. My service provider offered me the opportunity to involve my family, significant others or friends into my child/adolescent's treatment process.	86.3	9.9	2.9	0.9	3.8
12. I am included in all meetings regarding my child/adolescent's treatment plan and goals for recovery.	90.8	6.1	2.9	0.7	2.3
13. I am an equal partner in the treatment process for my child/adolescent.	94.7	5.3	2.9	0.5	0.0
14. My service provider explained the advantages of my child/adolescent's therapy or treatment.	89.3	6.9	2.8	0.5	0.0
15. My service provider explained the disadvantages of my child/adolescent's therapy or treatment	71.8	24.4	2.6	1.0	2.3
16. Overall, I am satisfied with the services my child/adolescent is receiving.	84.7	14.5	2.7	0.7	0.0

IV. Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 36% to 74% of consumers believe services have improved their lives in each outcome area. Approximately 17% to 31.0% of consumers believe that no change has resulted from their services. Only 3.9% to 12.0% believes that things are worse as a result of services.

- Overall, the highest ratings for all respondents were reported satisfaction with managing daily problems (Q17), (73.5%), enjoyment of free time (Q22), (69.4%), and feeling good (hopeful) about the future (Q21), (68.0%).
- Recipients of Adult Services also gave high ratings to dealing with the specific problems or issues that led them to seek services (Q27), how they feel about themselves (Q20) and feeling in control of their life.
- While 53.5% of Adult consumers reported improvement in dealing with a personal crisis (Q19) as better, approximately 1 in 6 (15.4%) reported things as worse in this area. Additionally, consumers of adult services approximately 1 in 10 (10.5%) reported things as worse in feeling good about the future and (10.5%) strengthening their social support network (Q23).
- 43.5% of recipients of Child services reported things were better dealing with personal crisis (Q19) and 6.1% reported things as worse. As noted, 27.5% of the respondents reported this question did not apply to them. When these cases are removed, 60% report they were better dealing with personal crisis and 8.4% report it as worse. These figures represent a more accurate picture of the results.
- While 61.8% of recipients of Child services reported improvement in how they feel about themselves (Q20), approximately 1 in 8 (12.2%) reported things in this area as worse.
- Overall, 36.8% of all respondents reported things were better dealing with work or school (Q25) and 3.9% reported things as worse. As noted, 42.3% of the respondents reported this question did not apply to them. When these cases are removed, 63.8% report they were better dealing with work or school and 6.8% report it as worse. These figures represent a more accurate picture of the results.

Summary responses from the Total group of respondents from this fiscal year (N=359) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=228) are presented in Table 5. Summary responses from the consumers who received Child services (N=131) are presented in Table 6.

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

Total N=359	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	73.5	5.3	2.7	0.7	1.1
18. Feeling in control of my life.	67.4	7.2	2.7	0.8	3.1
19. Dealing with personal crisis.	49.9	12.0	2.9	1.4	13.1
20. How I feel about myself.	66.0	10.3	2.6	0.8	2.2
21. Feeling good (hopeful) about the future.	68.0	8.9	2.7	0.9	3.1
22. Enjoying my free time.	69.4	8.1	2.7	0.8	1.7
23. Strengthening my social support network.	60.2	9.2	2.6	0.9	3.3
24. Being involved in community activities.	51.3	4.2	3.0	1.2	12.8
25. Dealing with school or work.	36.8	3.9	4.0	1.8	42.3
26. Dealing with people in social situations.	61.6	7.5	2.6	0.8	1.9
27. Dealing with specific problems or issue that led to seek services.	67.7	8.1	2.7	0.7	1.4

Table 5 – Total Satisfaction – Outcome Questions Adult Services

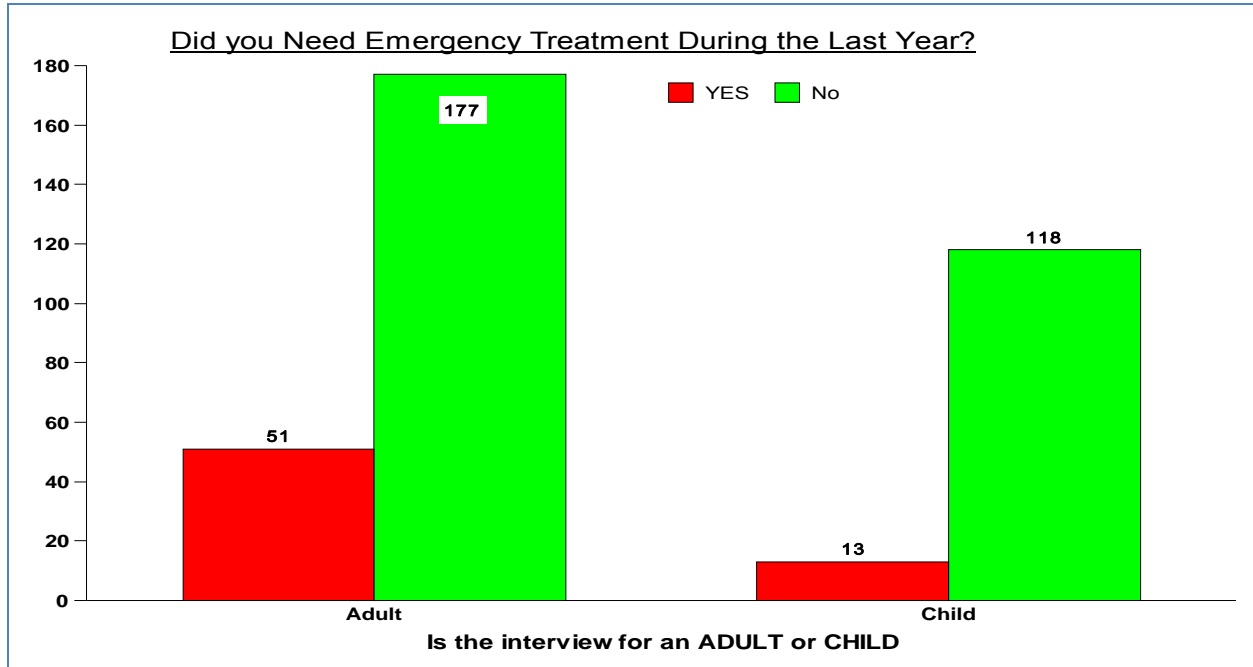
Total N=228	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	74.6	5.7	2.7	0.6	0.9
18. Feeling in control of my life.	68.4	7.5	2.7	0.7	1.3
19. Dealing with personal crisis.	53.5	15.4	2.6	1.1	4.8
20. How I feel about myself.	68.4	9.2	2.6	1.0	0.4
21. Feeling good (hopeful) about the future.	65.8	10.5	2.6	0.8	2.2
22. Enjoying my free time.	66.7	9.6	2.7	0.9	2.6
23. Strengthening my social support network.	57.5	10.5	2.6	1.0	3.9
24. Being involved in community activities.	49.1	4.8	2.6	1.0	12.3
25. Dealing with school or work.	21.5	3.1	4.8	1.7	64.5
26. Dealing with people in social situations.	61.8	7.0	2.7	0.8	2.6
27. Dealing with specific problems or issue that led to seek services.	68.4	9.2	2.6	0.8	1.3

Table 6 – Total Satisfaction – Outcome Questions Child Services

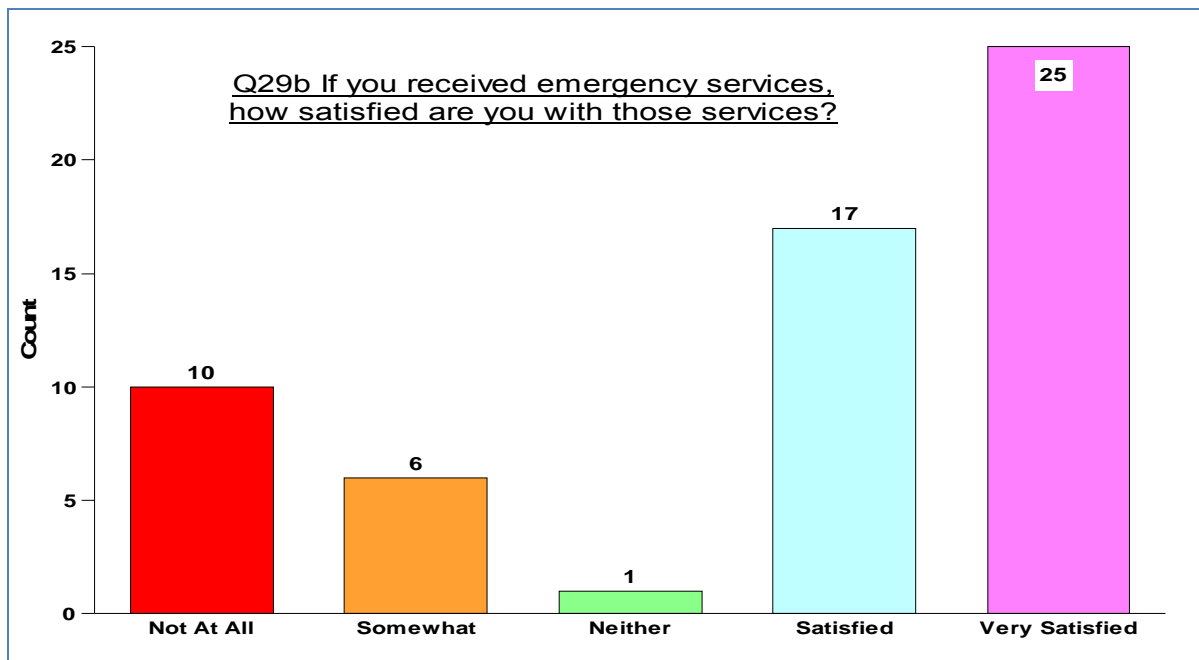
Total N=131	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	74.6	5.7	2.7	0.7	1.5
18. Feeling in control of my life.	65.6	6.9	2.8	1.0	6.1
19. Dealing with personal crisis.	43.5	6.1	3.5	1.7	27.5
20. How I feel about myself.	61.8	12.2	2.7	1.0	5.3
21. Feeling good (hopeful) about the future.	71.8	6.1	2.8	0.9	4.6
22. Enjoying my free time.	74.0	5.3	2.7	0.6	0.0
23. Strengthening my social support network.	64.9	6.9	2.7	0.8	2.3
24. Being involved in community activities.	55.0	3.1	3.1	1.3	13.7
25. Dealing with school or work.	63.4	5.3	2.7	0.9	3.8
26. Dealing with people in social situations.	61.1	8.4	2.6	0.7	8.4
27. Dealing with specific problems or issue that led to seek services.	66.4	6.1	2.7	0.7	1.5

Emergency Treatment: 64 of the 359 respondents (17.8%) indicated they needed emergency mental health or substance abuse service during the past year. The remaining 295 (82.2%) consumers reported they did not need emergency service during the past year.

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

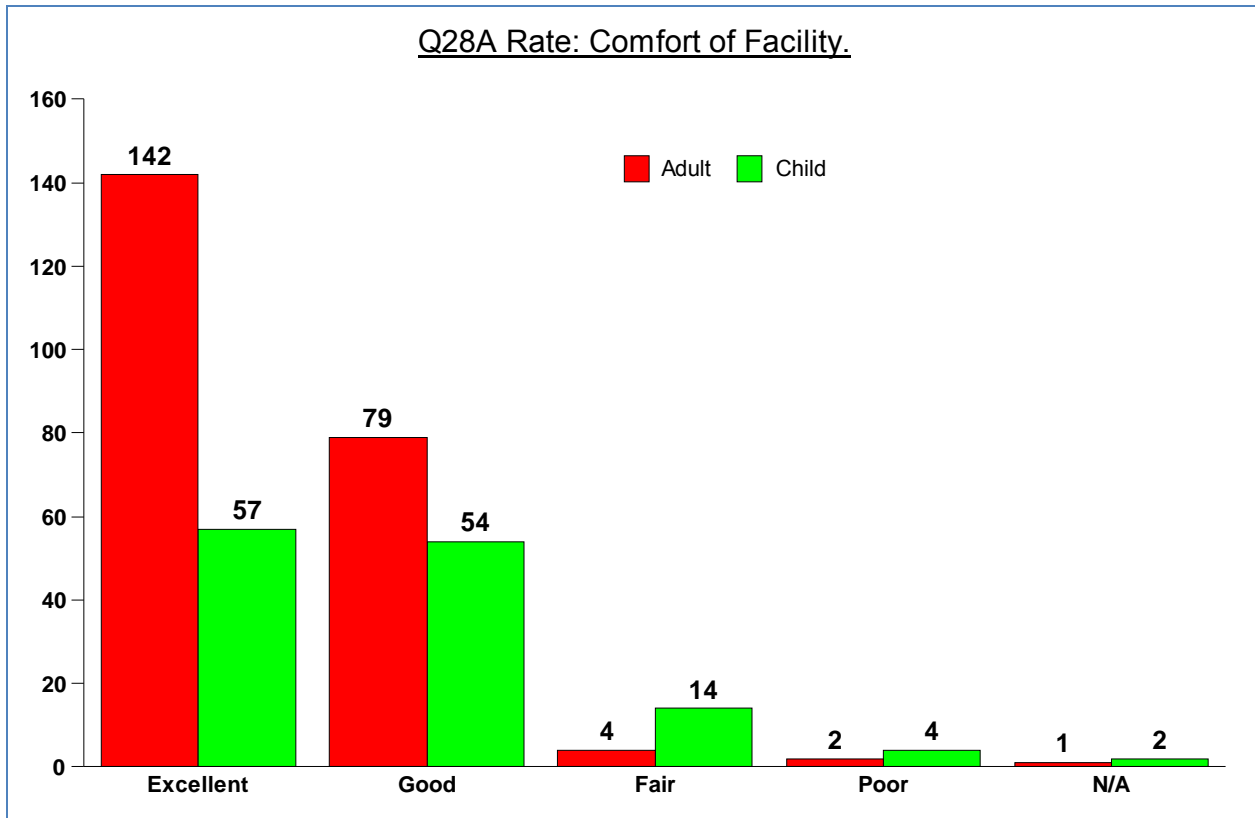


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.7 with standard deviation 1.5. Of the consumers who felt that this question pertained to them 71.2% (42 of the 59) reported they were either Very Satisfied, or Satisfied, 27.2% (16 of 59), Somewhat or Not at all Satisfied.



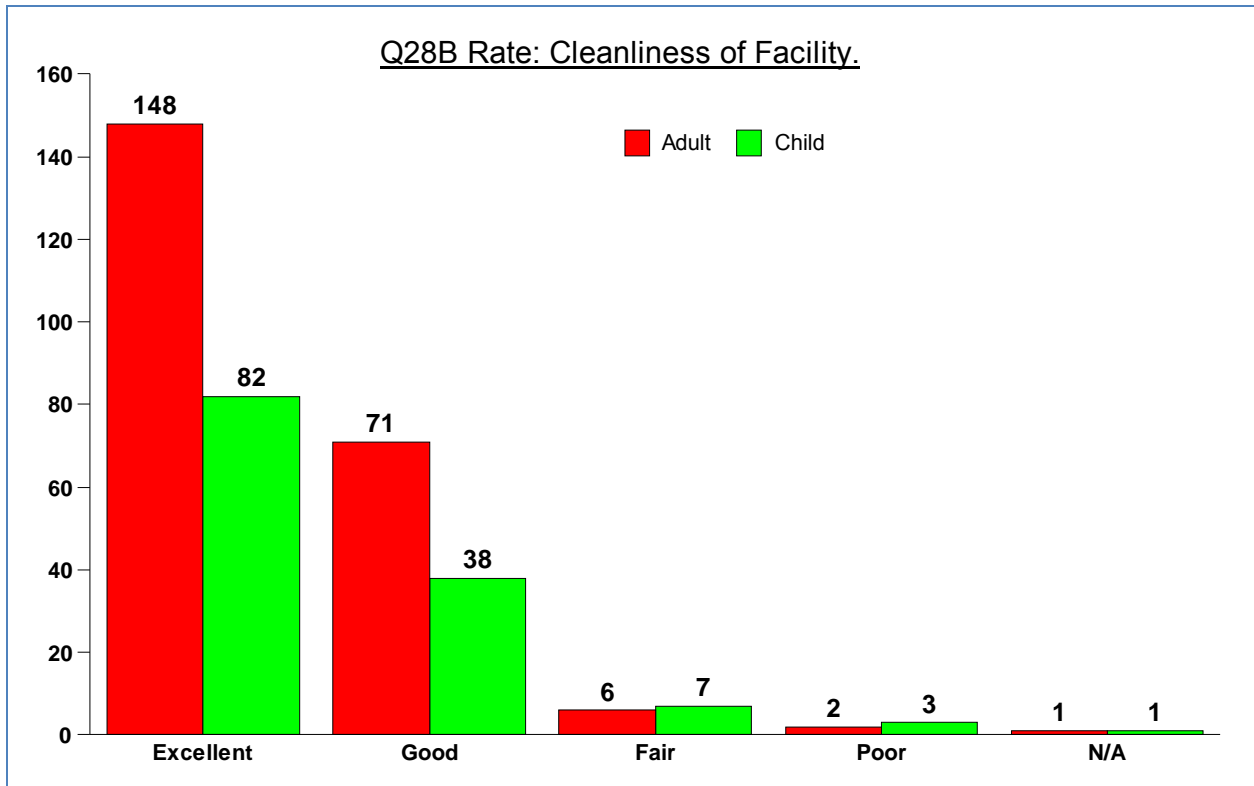
Questions Regarding Treatment Environment

Comfort of Facility: 92.5% of all respondents rated the comfort of their treatment facility as Excellent or Good. 6.7% of all respondents rated the comfort of their treatment facility as Fair or Poor. 0.8% of consumers felt this question did not apply to them.



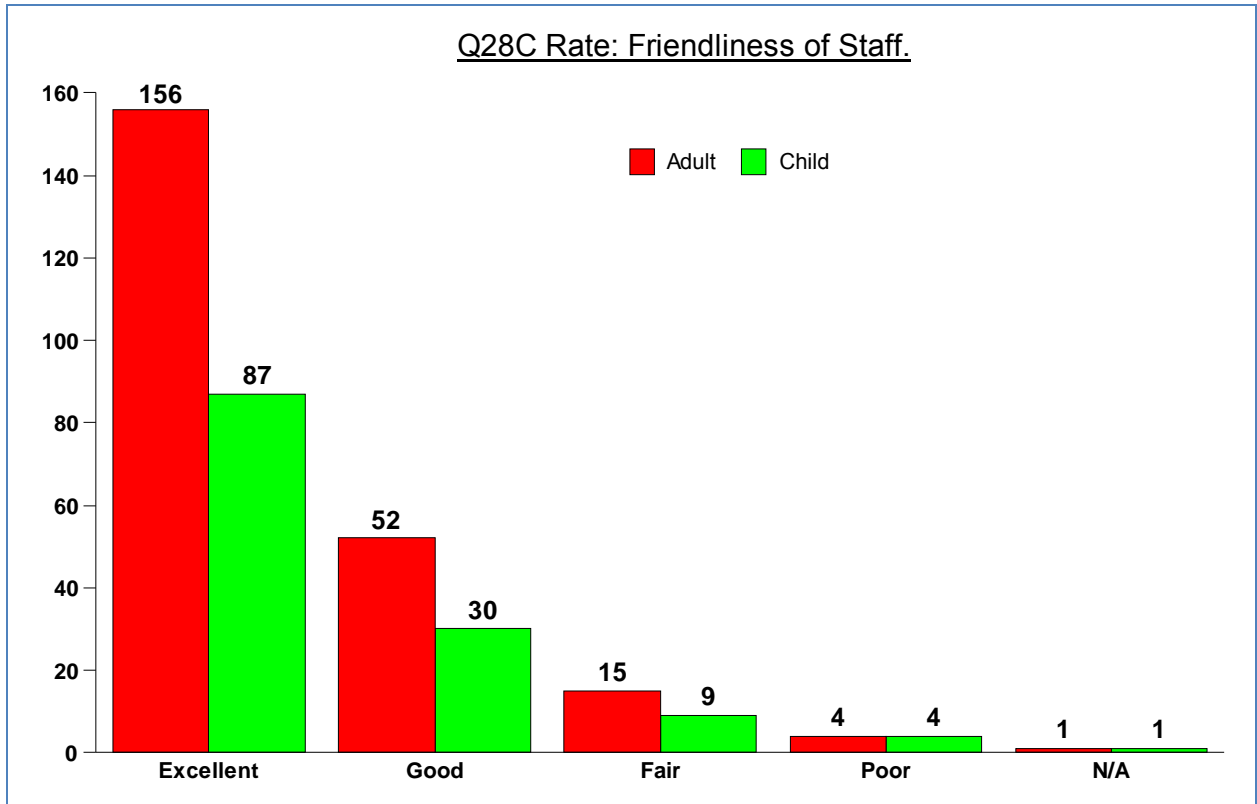
	Base	Q28A Rate: Comfort of Facility.				
		Excellent	Good	Fair	Poor	N/A
Total	359	199 55.40%	133 37.00%	18 5.00%	6 1.70%	3 0.80%
Is the interview for an ADULT or CHILD						
Adult	228	142 62.30%	79 34.60%	4 1.80%	2 0.90%	1 0.40%
Child	131	57 43.50%	54 41.20%	14 10.70%	4 3.10%	2 1.50%

Cleanliness of Facility: 94.4% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 5.0% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 0.6% of consumers felt that this question did not apply to them.



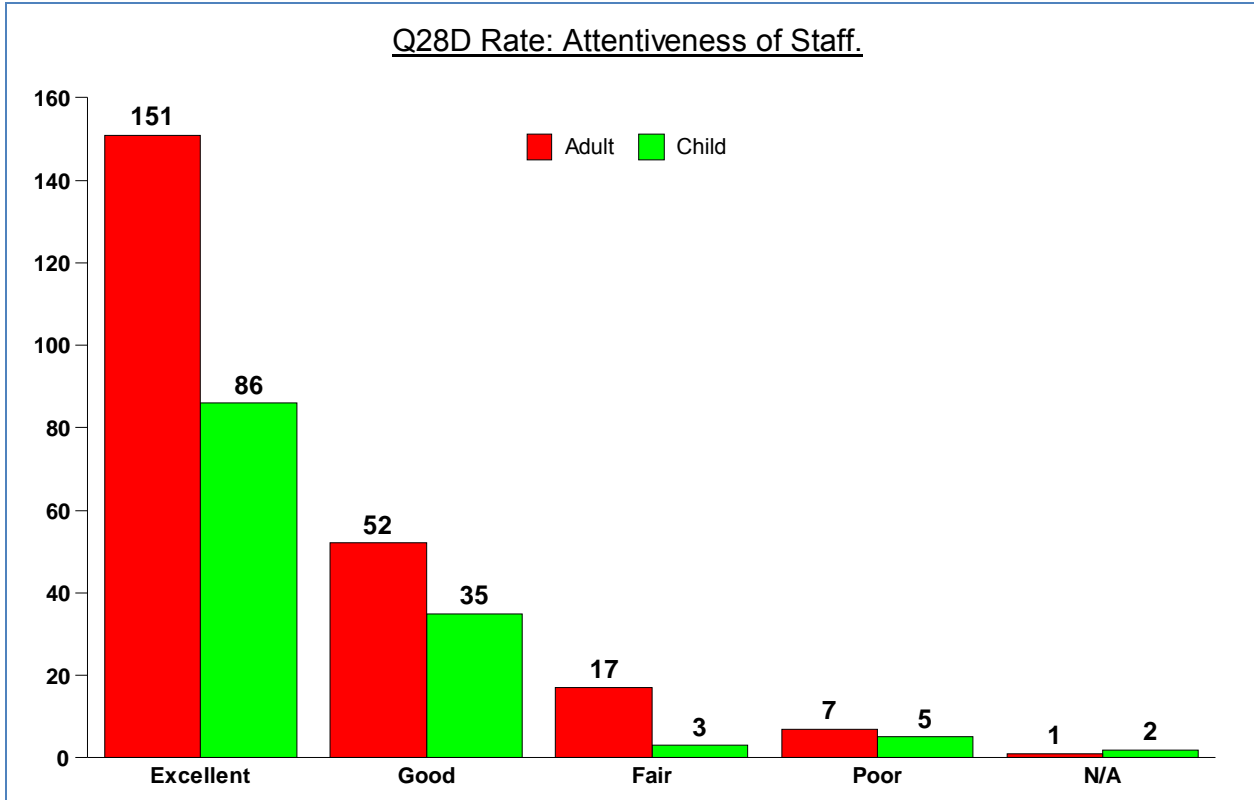
	Base	Q28B Rate: Cleanliness of Facility.				
		Excellent	Good	Fair	Poor	N/A
Total	359	230 64.10%	109 30.40%	13 3.60%	5 1.40%	2 0.60%
Is the interview for an ADULT or CHILD						
Adult	228	148 64.90%	71 31.10%	6 2.60%	2 0.90%	1 0.40%
Child	131	82 62.60%	38 29.00%	7 5.30%	3 2.30%	1 0.80%

Friendliness of Staff: 90.6% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 8.9% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 0.5% of consumers felt that this question did not apply to them.



	Base	Q28C Rate: Friendliness of Staff.				
		Excellent	Good	Fair	Poor	N/A
Total	359	243 67.70%	82 22.80%	24 6.70%	8 2.20%	2 0.60%
Is the interview for an ADULT or CHILD						
Adult	228	156 68.40%	52 22.80%	15 6.60%	4 1.80%	1 0.40%
Child	131	87 66.40%	30 22.90%	9 6.90%	4 3.10%	1 0.80%

Attentiveness of Staff: 90.3% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 8.9% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 0.8% of consumers felt that this question did not apply to them.



	Base	Q28D Rate: Attentiveness of Staff.				
		Excellent	Good	Fair	Poor	N/A
Total	359	237 66.00%	87 24.20%	20 5.60%	12 3.30%	3 0.80%
Is the interview for an ADULT or CHILD						
Adult	228	151 66.20%	52 22.80%	17 7.50%	7 3.10%	1 0.40%
Child	131	86 65.60%	35 26.70%	3 2.30%	5 3.80%	2 1.50%

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- 73.3 % of respondents (263 of 359) reported that they had received a copy of the CBHNP member handbook.

	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
Total	359	263 73.30%	88 24.50%	8 2.20%
Is the interview for an ADULT or CHILD				
Adult	228	158 69.30%	63 27.60%	7 3.10%
Child	131	105 80.20%	25 19.10%	1 0.80%

	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
Total	359	263 73.30%	88 24.50%	8 2.20%
Adult- County of Residence				
Cumberland	34	27 79.40%	6 17.60%	1 2.90%
Dauphin	83	45 54.20%	37 44.60%	1 1.20%
Lancaster	69	53 76.80%	12 17.40%	4 5.80%
Lebanon	32	25 78.10%	6 18.80%	1 3.10%
Perry	10	8 80.00%	2 20.00%	0 0
Child- County of Residence				
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	58	48 82.80%	10 17.20%	0 0
Lancaster	71	55 77.50%	15 21.10%	1 1.40%
Lebanon	1	1 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0

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

- 20.9% (75 out of 359) 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	359	75 20.90%	270 75.20%	14 3.90%
Is the interview for an ADULT or CHILD				
Adult	228	53 23.20%	163 71.50%	12 5.30%
Child	131	22 16.80%	107 81.70%	2 1.50%

	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	359	75 20.90%	270 75.20%	14 3.90%
Adult- County of Residence				
Cumberland	34	7 20.60%	26 76.50%	1 2.90%
Dauphin	83	13 15.70%	64 77.10%	6 7.20%
Lancaster	69	25 36.20%	41 59.40%	3 4.30%
Lebanon	32	6 18.80%	25 78.10%	1 3.10%
Perry	10	2 20.00%	7 70.00%	1 10.00%
Child- County of Residence				
Cumberland	1	0 0	1 100.00%	0 0
Dauphin	58	9 15.50%	48 82.80%	1 1.70%
Lancaster	71	13 18.30%	57 80.30%	1 1.40%
Lebanon	1	0 0	1 100.00%	0 0

Perry	0	0	0	0
		0	0	0

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

- 74.4% of those that requested information from CBHNP (61 of 82) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 25.6% (21 of the 82) respondents did not feel this was the case. *As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.*

	Base	Q34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
		Yes	No	Does Not Apply
Total	359	61 17.00%	21 5.80%	277 77.20%
Is the interview for an ADULT or CHILD				
Adult	228	46 20.20%	15 6.60%	167 73.20%
Child	131	15 11.50%	6 4.60%	110 84.00%

	Base	Q34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
		Yes	No	Does Not Apply
Total	359	61 17.00%	21 5.80%	277 77.20%
Adult- County of Residence				
Cumberland	34	5 14.70%	3 8.80%	26 76.50%
Dauphin	83	11 13.30%	5 6.00%	67 80.70%
Lancaster	69	24 34.80%	5 7.20%	40 58.00%
Lebanon	32	5 15.60%	2 6.30%	25 78.10%
Perry	10	1 10.00%	0 0	9 90.00%
Child- County of Residence				
Cumberland	1	0 0	0 0	1 100.00%
Dauphin	58	6 10.30%	3 5.20%	49 84.50%
Lancaster	71	9 12.70%	3 4.20%	59 83.10%
Lebanon	1	0 0	0 0	1 100.00%

Perry	0	0 0	0 0	0 0
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I am aware of my right to file a complaint or grievance.

- 86.9% of respondents (312 of the 359) report they are aware of their right to file a complaint or grievance. 11.9% (43 of the 359) did not feel this was the case.

	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	359	312 86.90%	43 12.00%	4 1.10%
Is the interview for an ADULT or CHILD				
Adult	228	195 85.50%	30 13.20%	3 1.30%
Child	131	117 89.30%	13 9.90%	1 0.80%

	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	359	312 86.90%	43 12.00%	4 1.10%
Adult- County of Residence				
Cumberland	34	31 91.20%	2 5.90%	1 2.90%
Dauphin	83	68 81.90%	14 16.90%	1 1.20%
Lancaster	69	62 89.90%	6 8.70%	1 1.40%
Lebanon	32	26 81.30%	6 18.80%	0 0
Perry	10	8 80.00%	2 20.00%	0 0
Child- County of Residence				
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	58	53 91.40%	4 6.90%	1 1.70%
Lancaster	71	63 88.70%	8 11.30%	0 0
Lebanon	1	0 0	1 100.00%	0 0

Perry	0	0 0	0 0	0 0
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I know whom to call to file a complaint or grievance.

- Overall, 62.4% of respondents (224 of the 359) report they know who to call to file a complaint or grievance. 34.5% respondents (131 of the 359) did not feel this was the case.

	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	359	224 62.40%	131 36.50%	4 1.10%
Is the interview for an ADULT or CHILD				
Adult	228	143 62.70%	84 36.80%	1 0.40%
Child	131	81 61.80%	47 35.90%	3 2.30%

	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
Total	359	224 62.40%	131 36.50%	4 1.10%
Adult- County of Residence				
Cumberland	34	25 73.50%	9 26.50%	0 0
Dauphin	83	48 57.80%	35 42.20%	0 0
Lancaster	69	45 65.20%	23 33.30%	1 1.40%
Lebanon	32	18 56.30%	14 43.80%	0 0
Perry	10	7 70.00%	3 30.00%	0 0
Child- County of Residence				
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	58	41 70.70%	16 27.60%	1 1.70%
Lancaster	71	39 54.90%	31 43.70%	1 1.40%
Lebanon	1	0 0	0 0	1 100.00%
Perry	0	0 0	0 0	0 0

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

- 63.7% of respondents who had called CBHNP staff (174 of 273) felt they were given a choice of at least 2 providers. 36.3% of respondents (99 of 273) did not feel this was the case. *As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.*

	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	359	174 48.50%	99 27.60%	86 24.00%
Is the interview for an ADULT or CHILD				
Adult	228	93 40.80%	70 30.70%	65 28.50%
Child	131	81 61.80%	29 22.10%	21 16.00%

	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	359	174 48.50%	99 27.60%	86 24.00%
Adult- County of Residence				
Cumberland	34	9 26.50%	12 35.30%	13 38.20%
Dauphin	83	34 41.00%	30 36.10%	19 22.90%
Lancaster	69	41 59.40%	14 20.30%	14 20.30%
Lebanon	32	7 21.90%	10 31.30%	15 46.90%
Perry	10	2 20.00%	4 40.00%	4 40.00%
Child- County of Residence				
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	58	38 65.50%	13 22.40%	7 12.10%
Lancaster	71	42 59.20%	16 22.50%	13 18.30%
Lebanon	1	0 0	0 0	1 100.00%
Perry	0	0 0	0 0	0 0

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

- 87.6% of respondents who had called CBHNP staff (177 out of 202) felt they were treated with courtesy and respect when they called CBHNP. 12.4% of respondents (25 of 202) did not feel this was the case. *As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.*

	Base	Q38 When I call CBHNP staff treats me courteously and with respect.		
		Yes	No	Does Not Apply
Total	359	177 49.30%	25 7.00%	157 43.70%
Is the interview for an ADULT or CHILD				
Adult	228	105 46.10%	21 9.20%	102 44.70%
Child	131	72 55.00%	4 3.10%	55 42.00%

	Base	Q38 When I call CBHNP staff treats me courteously and with respect.		
		Yes	No	Does Not Apply
Total	359	177 49.30%	25 7.00%	157 43.70%
Adult- County of Residence				
Cumberland	34	16 47.10%	1 2.90%	17 50.00%
Dauphin	83	31 37.30%	12 14.50%	40 48.20%
Lancaster	69	43 62.30%	5 7.20%	21 30.40%
Lebanon	32	12 37.50%	3 9.40%	17 53.10%
Perry	10	3 30.00%	0 0	7 70.00%
Child- County of Residence				
Cumberland	1	0 0	0 0	1 100.00%
Dauphin	58	30 51.70%	1 1.70%	27 46.60%
Lancaster	71	42 59.20%	3 4.20%	26 36.60%
Lebanon	1	0 0	0 0	1 100.00%

Perry	0	0	0	0
		0	0	0

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

- 93.4% of respondents (231 out of 254) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. 9.1% of respondents (23 of 254) did not feel this was the case. *Because of the number of respondents who felt this question did not apply, the percentages reflect those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.*

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
Total	359	231 64.30%	23 6.40%	105 29.20%
Is the interview for an ADULT or CHILD				
Adult	228	130 57.00%	18 7.90%	80 35.10%
Child	131	101 77.10%	5 3.80%	25 19.10%

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
Total	359	231 64.30%	23 6.40%	105 29.20%
Adult- County of Residence				
Cumberland	34	21 61.80%	2 5.90%	11 32.40%
Dauphin	83	42 50.60%	8 9.60%	33 39.80%
Lancaster	69	47 68.10%	5 7.20%	17 24.60%
Lebanon	32	16 50.00%	3 9.40%	13 40.60%
Perry	10	4 40.00%	0 0	6 60.00%
Child- County of Residence				
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	58	42 72.40%	2 3.40%	14 24.10%
Lancaster	71	58 81.70%	2 2.80%	11 15.50%
Lebanon	1	0	1	0

		0	100.00%	0
Perry	0	0	0	0
		0	0	0

Supplemental Questions for Adult Respondents Only

These 4 supplemental questions were presented only to respondents who received Adult Services. This fiscal year there were 228 respondents who were surveyed regarding their Adult services.

- 78.1% of Adult respondents (178 of 228) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 31 respondents (13.6%) 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	228	9 3.90%	22 9.60%	13 5.70%	146 64.00%	32 14.00%	6 2.60%
County of Residence							
Cumberland	34	3 8.80%	3 8.80%	2 5.90%	18 52.90%	8 23.50%	0 0
Dauphin	83	5 6.00%	7 8.40%	3 3.60%	52 62.70%	12 14.50%	4 4.80%
Lancaster	69	1 1.40%	7 10.10%	5 7.20%	47 68.10%	7 10.10%	2 2.90%
Lebanon	32	0 0	4 12.50%	3 9.40%	21 65.60%	4 12.50%	0 0
Perry	10	0 0	1 10.00%	0 0	8 80.00%	1 10.00%	0 0

- 85.5% of Adult respondents (195 of 228) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 7 respondents (3.1%) disagreed or 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	228	1 0.40%	6 2.60%	8 3.50%	153 67.10%	42 18.40%	18 7.90%
County of Residence							
Cumberland	34	0 0	0 0	1 2.90%	18 52.90%	11 32.40%	4 11.80%
Dauphin	83	0 0	4 4.80%	3 3.60%	54 65.10%	12 14.50%	10 12.00%
Lancaster	69	1 1.40%	1 1.40%	2 2.90%	50 72.50%	13 18.80%	2 2.90%

Lebanon	32	0 0	1 3.10%	2 6.30%	23 71.90%	5 15.60%	1 3.10%
Perry	10	0 0	0 0	0 0	8 80.00%	1 10.00%	1 10.00%

- 76.8% of Adult respondents (175 of 228) 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. 30 respondents (13.2%) 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	228	7 3.10%	23 10.10%	16 7.00%	136 59.60%	39 17.10%	7 3.10%
County of Residence							
Cumberland	34	1 2.90%	5 14.70%	1 2.90%	21 61.80%	6 17.60%	0 0
Dauphin	83	5 6.00%	9 10.80%	8 9.60%	40 48.20%	16 19.30%	5 6.00%
Lancaster	69	1 1.40%	4 5.80%	5 7.20%	47 68.10%	10 14.50%	2 2.90%
Lebanon	32	0 0	4 12.50%	2 6.30%	21 65.60%	5 15.60%	0 0
Perry	10	0 0	1 10.00%	0 0	7 70.00%	2 20.00%	0 0

- 95.6% of Adult respondents (218 of 228) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 7 of the respondents (3.1%) 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	228	3 1.30%	4 1.80%	3 1.30%	148 64.90%	70 30.70%	0 0
County of Residence							
Cumberland	34	0 0	1 2.90%	0 0	20 58.80%	13 38.20%	0 0
Dauphin	83	2 2.40%	3 3.60%	1 1.20%	53 63.90%	24 28.90%	0 0
Lancaster	69	1	0	1	44	23	0

		1.40%	0	1.40%	63.80%	33.30%	0
Lebanon	32	0	0	1	24	7	0
		0	0	3.10%	75.00%	21.90%	0
Perry	10	0	0	0	7	3	0
		0	0	0	70.00%	30.00%	0

Supplemental Questions for Child Respondents Only

These 4 supplemental questions were presented only to respondents who received Child Services. This fiscal year there were 676 respondents who were surveyed regarding their Child services.

- 96.9% of Child respondents (127 of 131) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 10 respondents (7.6%) 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	131	7 5.30%	3 2.30%	3 2.30%	66 50.40%	51 38.90%	1 0.80%
County of Residence							
Cumberland	1	0 0	0 0	0 0	0 0	1 100.00%	0 0
Dauphin	58	3 5.20%	2 3.40%	2 3.40%	26 44.80%	25 43.10%	0 0
Lancaster	71	4 5.60%	1 1.40%	1 1.40%	40 56.30%	24 33.80%	1 1.40%
Lebanon	1	0 0	0 0	0 0	0 0	1 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

- 84.7% of Child respondents (111 of 131) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 6 respondents (4.6%) disagreed or 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	131	1 0.80%	5 3.80%	6 4.60%	60 45.80%	51 38.90%	7 5.30%
County of Residence							
Cumberland	1	0 0	0 0	0 0	0 0	1 100.00%	0 0

Dauphin	58	1 1.70%	2 3.40%	1 1.70%	29 50.00%	24 41.40%	1 1.70%
Lancaster	71	0 0	3 4.20%	5 7.00%	31 43.70%	25 35.20%	6 8.50%
Lebanon	1	0 0	0 0	0 0	0 0	1 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

- 77.1% of Child respondents (101 of 131) 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. 25 respondents (19.1%) 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	131	17 13.00%	8 6.10%	2 1.50%	59 45.00%	42 32.10%	2 1.50%
County of Residence							
Cumberland	1	0 0	0 0	0 0	0 0	1 100.00%	0 0
Dauphin	58	9 15.50%	4 6.90%	0 0	25 43.10%	20 34.50%	0 0
Lancaster	71	8 11.30%	4 5.60%	2 2.80%	34 47.90%	20 28.20%	2 2.80%
Lebanon	1	0 0	0 0	0 0	0 0	1 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

- 92.4% of Child respondents (121 of 131) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 5 of the respondents (3.8%) 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	131	5 3.80%	0 0	2 1.50%	61 46.60%	60 45.80%	1 0.80%
County of Residence							
Cumberland	1	0 0	0 0	0 0	0 0	1 100.00%	0 0

Dauphin	58	2 3.40%	0 0	1 1.70%	25 43.10%	29 50.00%	1 1.70%
Lancaster	71	3 4.20%	0 0	1 1.40%	36 50.70%	29 40.80%	0 0
Lebanon	1	0 0	0 0	0 0	0 0	1 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of questions 1-27 by County of Residence and by Age Group and County of residence for all respondents (N=359).

	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	359	11	23	4	200	118	3
Adult- County of Residence							
Cumberland	34 9.50%	2 18.20%	3 13.00%	0 0	19 9.50%	10 8.50%	0 0
Dauphin	84 23.40%	0 0	6 26.10%	1 25.00%	53 26.50%	23 19.50%	1 33.30%
Lancaster	70 19.50%	0 0	2 8.70%	1 25.00%	52 26.00%	15 12.70%	0 0
Lebanon	32 8.90%	0 0	2 8.70%	0 0	15 7.50%	14 11.90%	1 33.30%
Perry	10 2.80%	0 0	1 4.30%	0 0	3 1.50%	6 5.10%	0 0
Child- County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Dauphin	57 15.90%	4 36.40%	6 26.10%	0 0	22 11.00%	25 21.20%	0 0
Lancaster	70 19.50%	4 36.40%	3 13.00%	2 50.00%	36 18.00%	24 20.30%	1 33.30%
Lebanon	1 0.30%	1 9.10%	0 0	0 0	0 0	0 0	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	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	359	28	54	14	131	73	59
Adult-County of Residence							
Cumberland	34 9.50%	1 3.60%	5 9.30%	2 14.30%	15 11.50%	8 11.00%	3 5.10%
Dauphin	84 23.40%	1 3.60%	18 33.30%	3 21.40%	25 19.10%	18 24.70%	19 32.20%
Lancaster	70 19.50%	2 7.10%	7 13.00%	5 35.70%	34 26.00%	10 13.70%	12 20.30%
Lebanon	32 8.90%	0 0	4 7.40%	2 14.30%	14 10.70%	6 8.20%	6 10.20%
Perry	10 2.80%	1 3.60%	1 1.90%	1 7.10%	3 2.30%	4 5.50%	0 0
Child-County of Residence							
Cumberland	1 0.30%	1 3.60%	0 0	0 0	0 0	0 0	0 0
Dauphin	57 15.90%	10 35.70%	12 22.20%	0 0	16 12.20%	12 16.40%	7 11.90%
Lancaster	70 19.50%	12 42.90%	7 13.00%	1 7.10%	24 18.30%	14 19.20%	12 20.30%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 1.40%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q3 I had a choice when selecting my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	20	49	22	177	81	10
Adult- County of Residence							
Cumberland	34 9.50%	3 15.00%	5 10.20%	2 9.10%	16 9.00%	7 8.60%	1 10.00%
Dauphin	84 23.40%	3 15.00%	13 26.50%	7 31.80%	41 23.20%	17 21.00%	3 30.00%
Lancaster	70 19.50%	2 10.00%	6 12.20%	3 13.60%	49 27.70%	6 7.40%	4 40.00%
Lebanon	32 8.90%	2 10.00%	3 6.10%	4 18.20%	18 10.20%	5 6.20%	0 0
Perry	10 2.80%	1 5.00%	2 4.10%	0 0	7 4.00%	0 0	0 0
Child- County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 1.20%	0 0
Dauphin	57 15.90%	5 25.00%	15 30.60%	2 9.10%	16 9.00%	19 23.50%	0 0
Lancaster	70 19.50%	4 20.00%	5 10.20%	4 18.20%	30 16.90%	25 30.90%	2 20.00%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 1.20%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q4 I have the option to change my service provider should I choose to.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	7	24	20	207	94	7
Adult-County of Residence							
Cumberland	34 9.50%	0 0	2 8.30%	3 15.00%	21 10.10%	8 8.50%	0 0
Dauphin	84 23.40%	1 14.30%	7 29.20%	3 15.00%	52 25.10%	19 20.20%	2 28.60%
Lancaster	70 19.50%	0 0	3 12.50%	2 10.00%	58 28.00%	6 6.40%	1 14.30%
Lebanon	32 8.90%	1 14.30%	3 12.50%	4 20.00%	19 9.20%	5 5.30%	0 0
Perry	10 2.80%	1 14.30%	2 8.30%	2 10.00%	4 1.90%	1 1.10%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 1.10%	0 0
Dauphin	57 15.90%	2 28.60%	5 20.80%	3 15.00%	19 9.20%	25 26.60%	3 42.90%
Lancaster	70 19.50%	2 28.60%	2 8.30%	3 15.00%	34 16.40%	28 29.80%	1 14.30%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 1.10%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q5 I was informed about my rights and responsibilities regarding treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	4	5	10	211	125	4
Adult- County of Residence							
Cumberland	34 9.50%	0 0	0 0	2 20.00%	19 9.00%	13 10.40%	0 0
Dauphin	84 23.40%	0 0	2 40.00%	1 10.00%	52 24.60%	26 20.80%	3 75.00%
Lancaster	70 19.50%	1 25.00%	0 0	0 0	57 27.00%	12 9.60%	0 0
Lebanon	32 8.90%	0 0	1 20.00%	2 20.00%	21 10.00%	8 6.40%	0 0
Perry	10 2.80%	0 0	0 0	0 0	7 3.30%	3 2.40%	0 0
Child- County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Dauphin	57 15.90%	0 0	2 40.00%	2 20.00%	22 10.40%	30 24.00%	1 25.00%
Lancaster	70 19.50%	3 75.00%	0 0	3 30.00%	33 15.60%	31 24.80%	0 0
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q6 I feel comfortable in asking questions regarding my treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	6	8	9	198	137	1
Adult- County of Residence							
Cumberland	34 9.50%	2 33.30%	0 0	0 0	22 11.10%	10 7.30%	0 0
Dauphin	84 23.40%	1 16.70%	2 25.00%	6 66.70%	51 25.80%	24 17.50%	0 0
Lancaster	70 19.50%	1 16.70%	0 0	2 22.20%	47 23.70%	19 13.90%	1 100.00%
Lebanon	32 8.90%	0 0	2 25.00%	0 0	21 10.60%	9 6.60%	0 0
Perry	10 2.80%	0 0	0 0	0 0	7 3.50%	3 2.20%	0 0
Child- County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.70%	0 0
Dauphin	57 15.90%	2 33.30%	2 25.00%	0 0	21 10.60%	32 23.40%	0 0
Lancaster	70 19.50%	0 0	2 25.00%	1 11.10%	29 14.60%	38 27.70%	0 0
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.70%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q7 My service provider spends enough time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	18	22	13	199	100	7
Adult-County of Residence							
Cumberland	34 9.50%	2 11.10%	1 4.50%	0 0	20 10.10%	11 11.00%	0 0
Dauphin	84 23.40%	1 5.60%	6 27.30%	3 23.10%	50 25.10%	23 23.00%	1 14.30%
Lancaster	70 19.50%	1 5.60%	2 9.10%	1 7.70%	47 23.60%	17 17.00%	2 28.60%
Lebanon	32 8.90%	0 0	2 9.10%	2 15.40%	22 11.10%	5 5.00%	1 14.30%
Perry	10 2.80%	1 5.60%	0 0	1 7.70%	6 3.00%	2 2.00%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 1.00%	0 0
Dauphin	57 15.90%	7 38.90%	8 36.40%	2 15.40%	23 11.60%	16 16.00%	1 14.30%
Lancaster	70 19.50%	6 33.30%	3 13.60%	4 30.80%	30 15.10%	25 25.00%	2 28.60%
Lebanon	1 0.30%	0 0	0 0	0 0	1 0.50%	0 0	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q8 My provider does not share my personal MH and/or SA information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	2	2	7	159	185	4
Adult-County of Residence							
Cumberland	34 9.50%	0 0	0 0	0 0	14 8.80%	18 9.70%	2 50.00%
Dauphin	84 23.40%	0 0	1 50.00%	3 42.90%	38 23.90%	41 22.20%	1 25.00%
Lancaster	70 19.50%	0 0	1 50.00%	1 14.30%	45 28.30%	23 12.40%	0 0
Lebanon	32 8.90%	0 0	0 0	0 0	13 8.20%	19 10.30%	0 0
Perry	10 2.80%	0 0	0 0	0 0	2 1.30%	8 4.30%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.50%	0 0
Dauphin	57 15.90%	0 0	0 0	2 28.60%	20 12.60%	34 18.40%	1 25.00%
Lancaster	70 19.50%	2 100.00%	0 0	1 14.30%	27 17.00%	40 21.60%	0 0
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.50%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q9 Program staff respects the role of my ethnic, cultural, religious background.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	3	0	1	185	157	13
Adult-County of Residence							
Cumberland	34 9.50%	0 0	0 0	0 0	16 8.60%	14 8.90%	4 30.80%
Dauphin	84 23.40%	1 33.30%	0 0	1 100.00%	48 25.90%	31 19.70%	3 23.10%
Lancaster	70 19.50%	1 33.30%	0 0	0 0	48 25.90%	21 13.40%	0 0
Lebanon	32 8.90%	0 0	0 0	0 0	18 9.70%	13 8.30%	1 7.70%
Perry	10 2.80%	0 0	0 0	0 0	4 2.20%	6 3.80%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.60%	0 0
Dauphin	57 15.90%	1 33.30%	0 0	0 0	22 11.90%	34 21.70%	0 0
Lancaster	70 19.50%	0 0	0 0	0 0	29 15.70%	37 23.60%	4 30.80%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	0 0	1 7.70%
Perry	0	0	0	0	0	0	0

	0	0	0	0	0	0	0
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	Base	Q10 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	10	11	7	185	145	1
Adult-County of Residence							
Cumberland	34 9.50%	1 10.00%	0 0	1 14.30%	15 8.10%	17 11.70%	0 0
Dauphin	84 23.40%	1 10.00%	3 27.30%	2 28.60%	49 26.50%	29 20.00%	0 0
Lancaster	70 19.50%	1 10.00%	1 9.10%	2 28.60%	46 24.90%	20 13.80%	0 0
Lebanon	32 8.90%	0 0	1 9.10%	0 0	19 10.30%	12 8.30%	0 0
Perry	10 2.80%	0 0	1 9.10%	0 0	6 3.20%	3 2.10%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.70%	0 0
Dauphin	57 15.90%	3 30.00%	4 36.40%	2 28.60%	20 10.80%	27 18.60%	1 100.00%
Lancaster	70 19.50%	4 40.00%	1 9.10%	0 0	30 16.20%	35 24.10%	0 0
Lebanon	1	0	0	0	0	1	0

	0.30%	0	0	0	0	0.70%	0
Perry	0	0	0	0	0	0	0
	0	0	0	0	0	0	0

	Base	Q11 My service provider offered me the opportunity to involve my family, significant others and friends.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	8	35	14	173	119	10
Adult-County of Residence							
Cumberland	34 9.50%	1 12.50%	2 5.70%	5 35.70%	14 8.10%	11 9.20%	1 10.00%
Dauphin	84 23.40%	1 12.50%	11 31.40%	4 28.60%	44 25.40%	23 19.30%	1 10.00%
Lancaster	70 19.50%	2 25.00%	5 14.30%	2 14.30%	46 26.60%	13 10.90%	2 20.00%
Lebanon	32 8.90%	0 0	7 20.00%	2 14.30%	11 6.40%	11 9.20%	1 10.00%
Perry	10 2.80%	0 0	1 2.90%	1 7.10%	6 3.50%	2 1.70%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Dauphin	57 15.90%	1 12.50%	6 17.10%	0 0	21 12.10%	27 22.70%	2 20.00%
Lancaster	70	3	3	0	31	30	3

	19.50%	37.50%	8.60%	0	17.90%	25.20%	30.00%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q12 I am included in all meetings regarding my treatment plan & goals for recovery.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	3	14	7	199	122	14
Adult-County of Residence							
Cumberland	34 9.50%	1 33.30%	0 0	0 0	19 9.50%	14 11.50%	0 0
Dauphin	84 23.40%	0 0	3 21.40%	2 28.60%	53 26.60%	19 15.60%	7 50.00%
Lancaster	70 19.50%	1 33.30%	2 14.30%	2 28.60%	46 23.10%	17 13.90%	2 14.30%
Lebanon	32 8.90%	0 0	2 14.30%	2 28.60%	14 7.00%	12 9.80%	2 14.30%
Perry	10 2.80%	0 0	0 0	0 0	8 4.00%	2 1.60%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	1 0.50%	0 0	0 0
Dauphin	57 15.90%	1 33.30%	5 35.70%	1 14.30%	24 12.10%	26 21.30%	0 0

Lancaster	70 19.50%	0 0	2 14.30%	0 0	34 17.10%	31 25.40%	3 21.40%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q13 I am an equal partner in the treatment process.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	8	9	5	200	133	4
Adult-County of Residence							
Cumberland	34 9.50%	2 25.00%	0 0	0 0	17 8.50%	14 10.50%	1 25.00%
Dauphin	84 23.40%	0 0	3 33.30%	2 40.00%	53 26.50%	23 17.30%	3 75.00%
Lancaster	70 19.50%	1 12.50%	0 0	2 40.00%	49 24.50%	18 13.50%	0 0
Lebanon	32 8.90%	1 12.50%	3 33.30%	1 20.00%	16 8.00%	11 8.30%	0 0
Perry	10 2.80%	0 0	0 0	0 0	8 4.00%	2 1.50%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Dauphin	57 15.90%	2 25.00%	3 33.30%	0 0	25 12.50%	27 20.30%	0 0
Lancaster	70 19.50%	2 25.00%	0 0	0 0	32 16.00%	36 27.10%	0 0
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Perry	0	0	0	0	0	0	0

	0	0	0	0	0	0	0
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	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	359	7	19	13	209	108	3
Adult-County of Residence							
Cumberland	34 9.50%	2 28.60%	0 0	1 7.70%	20 9.60%	9 8.30%	2 66.70%
Dauphin	84 23.40%	0 0	8 42.10%	2 15.40%	53 25.40%	20 18.50%	1 33.30%
Lancaster	70 19.50%	1 14.30%	3 15.80%	4 30.80%	49 23.40%	13 12.00%	0 0
Lebanon	32 8.90%	0 0	3 15.80%	1 7.70%	21 10.00%	7 6.50%	0 0
Perry	10 2.80%	0 0	0 0	0 0	8 3.80%	2 1.90%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.90%	0 0
Dauphin	57 15.90%	1 14.30%	3 15.80%	1 7.70%	27 12.90%	25 23.10%	0 0
Lancaster	70 19.50%	3 42.90%	2 10.50%	4 30.80%	31 14.80%	30 27.80%	0 0

Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.90%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q15 My service provider explained the disadvantages of my therapy or treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	16	53	16	186	75	13
Adult-County of Residence							
Cumberland	34 9.50%	6 37.50%	3 5.70%	2 12.50%	17 9.10%	4 5.30%	2 15.40%
Dauphin	84 23.40%	0 0	13 24.50%	6 37.50%	47 25.30%	15 20.00%	3 23.10%
Lancaster	70 19.50%	1 6.30%	4 7.50%	5 31.30%	53 28.50%	4 5.30%	3 23.10%
Lebanon	32 8.90%	0 0	7 13.20%	1 6.30%	17 9.10%	6 8.00%	1 7.70%
Perry	10 2.80%	0 0	3 5.70%	0 0	4 2.20%	2 2.70%	1 7.70%
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 1.30%	0 0
Dauphin	57 15.90%	4 25.00%	13 24.50%	0 0	21 11.30%	19 25.30%	0 0

Lancaster	70 19.50%	5 31.30%	10 18.90%	2 12.50%	27 14.50%	23 30.70%	3 23.10%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 1.30%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q16 Overall, I am satisfied with the services I am receiving.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	359	23	15	7	179	134	1
Adult-County of Residence							
Cumberland	34 9.50%	2 8.70%	2 13.30%	1 14.30%	17 9.50%	12 9.00%	0 0
Dauphin	84 23.40%	6 26.10%	4 26.70%	3 42.90%	48 26.80%	23 17.20%	0 0
Lancaster	70 19.50%	2 8.70%	2 13.30%	1 14.30%	39 21.80%	25 18.70%	1 100.00%
Lebanon	32 8.90%	0 0	1 6.70%	1 14.30%	21 11.70%	9 6.70%	0 0
Perry	10 2.80%	0 0	0 0	0 0	6 3.40%	4 3.00%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.70%	0 0
Dauphin	57	7	5	1	19	25	0

	15.90%	30.40%	33.30%	14.30%	10.60%	18.70%	0
Lancaster	70 19.50%	6 26.10%	1 6.70%	0 0	29 16.20%	34 25.40%	0 0
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.70%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q17 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	11	8	72	140	124	4
Adult-County of Residence							
Cumberland	34 9.50%	0 0	1 12.50%	10 13.90%	13 9.30%	10 8.10%	0 0
Dauphin	84 23.40%	2 18.20%	3 37.50%	14 19.40%	28 20.00%	36 29.00%	1 25.00%
Lancaster	70 19.50%	3 27.30%	0 0	13 18.10%	34 24.30%	19 15.30%	1 25.00%
Lebanon	32 8.90%	1 9.10%	3 37.50%	5 6.90%	17 12.10%	6 4.80%	0 0
Perry	10 2.80%	0 0	0 0	2 2.80%	5 3.60%	3 2.40%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	1 0.70%	0 0	0 0

Dauphin	57 15.90%	2 18.20%	1 12.50%	17 23.60%	19 13.60%	18 14.50%	0 0
Lancaster	70 19.50%	3 27.30%	0 0	11 15.30%	23 16.40%	31 25.00%	2 50.00%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q18 Feeling in control of my life.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	11	15	80	134	108	11
Adult- County of Residence							
Cumberland	34 9.50%	1 9.10%	3 20.00%	3 3.80%	12 9.00%	13 12.00%	2 18.20%
Dauphin	84 23.40%	2 18.20%	4 26.70%	17 21.30%	32 23.90%	29 26.90%	0 0
Lancaster	70 19.50%	2 18.20%	2 13.30%	19 23.80%	26 19.40%	21 19.40%	0 0
Lebanon	32 8.90%	0 0	3 20.00%	12 15.00%	11 8.20%	6 5.60%	0 0
Perry	10 2.80%	0 0	0 0	2 2.50%	5 3.70%	2 1.90%	1 9.10%
Child- County of Residence							
Cumberland	1	0	0	0	1	0	0

	0.30%	0	0	0	0.70%	0	0
Dauphin	57 15.90%	5 45.50%	0 0	16 20.00%	17 12.70%	18 16.70%	1 9.10%
Lancaster	70 19.50%	1 9.10%	3 20.00%	11 13.80%	29 21.60%	19 17.60%	7 63.60%
Lebanon	1 0.30%	0 0	0 0	0 0	1 0.70%	0 0	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q19 Dealing with personal crisis.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	19	24	90	103	76	47
Adult-County of Residence							
Cumberland	34 9.50%	5 26.30%	3 12.50%	13 14.40%	4 3.90%	9 11.80%	0 0
Dauphin	84 23.40%	5 26.30%	7 29.20%	17 18.90%	25 24.30%	26 34.20%	4 8.50%
Lancaster	70 19.50%	4 21.10%	5 20.80%	19 21.10%	25 24.30%	12 15.80%	5 10.60%
Lebanon	32 8.90%	2 10.50%	5 20.80%	10 11.10%	12 11.70%	1 1.30%	2 4.30%
Perry	10 2.80%	0 0	0 0	2 2.20%	6 5.80%	2 2.60%	0 0
Child-County of Residence							

Cumberland	1 0.30%	0 0	0 0	0 0	1 1.00%	0 0	0 0
Dauphin	57 15.90%	3 15.80%	2 8.30%	13 14.40%	11 10.70%	11 14.50%	17 36.20%
Lancaster	70 19.50%	0 0	2 8.30%	16 17.80%	19 18.40%	15 19.70%	18 38.30%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	0 0	1 2.10%
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q20 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	10	27	77	105	132	8
Adult-County of Residence							
Cumberland	34 9.50%	0 0	3 11.10%	11 14.30%	6 5.70%	14 10.60%	0 0
Dauphin	84 23.40%	1 10.00%	4 14.80%	19 24.70%	24 22.90%	36 27.30%	0 0
Lancaster	70 19.50%	1 10.00%	5 18.50%	12 15.60%	30 28.60%	22 16.70%	0 0
Lebanon	32 8.90%	2 20.00%	5 18.50%	8 10.40%	10 9.50%	6 4.50%	1 12.50%
Perry	10 2.80%	1 10.00%	0 0	1 1.30%	5 4.80%	3 2.30%	0 0

Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Dauphin	57 15.90%	3 30.00%	6 22.20%	14 18.20%	12 11.40%	21 15.90%	1 12.50%
Lancaster	70 19.50%	2 20.00%	4 14.80%	12 15.60%	18 17.10%	28 21.20%	6 75.00%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q21 Feeling good (hopeful) about the future.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	10	22	72	122	122	11
Adult-County of Residence							
Cumberland	34 9.50%	1 10.00%	4 18.20%	7 9.70%	10 8.20%	11 9.00%	1 9.10%
Dauphin	84 23.40%	1 10.00%	2 9.10%	18 25.00%	28 23.00%	32 26.20%	3 27.30%
Lancaster	70 19.50%	4 40.00%	7 31.80%	11 15.30%	27 22.10%	20 16.40%	1 9.10%
Lebanon	32 8.90%	1 10.00%	3 13.60%	11 15.30%	12 9.80%	5 4.10%	0 0

Perry	10 2.80%	1 10.00%	0 0	2 2.80%	5 4.10%	2 1.60%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.80%	0 0
Dauphin	57 15.90%	1 10.00%	2 9.10%	11 15.30%	16 13.10%	27 22.10%	0 0
Lancaster	70 19.50%	1 10.00%	4 18.20%	12 16.70%	23 18.90%	24 19.70%	6 54.50%
Lebanon	1 0.30%	0 0	0 0	0 0	1 0.80%	0 0	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q22 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	8	21	75	104	145	6
Adult-County of Residence							
Cumberland	34 9.50%	2 25.00%	3 14.30%	9 12.00%	10 9.60%	10 6.90%	0 0
Dauphin	84 23.40%	0 0	7 33.30%	15 20.00%	26 25.00%	35 24.10%	1 16.70%
Lancaster	70 19.50%	2 25.00%	6 28.60%	12 16.00%	26 25.00%	21 14.50%	3 50.00%
Lebanon	32	1	1	12	10	7	1

	8.90%	12.50%	4.80%	16.00%	9.60%	4.80%	16.70%
Perry	10 2.80%	0 0	0 0	1 1.30%	3 2.90%	5 3.40%	1 16.70%
Child- County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.70%	0 0
Dauphin	57 15.90%	1 12.50%	3 14.30%	10 13.30%	10 9.60%	33 22.80%	0 0
Lancaster	70 19.50%	2 25.00%	1 4.80%	16 21.30%	18 17.30%	33 22.80%	0 0
Lebanon	1 0.30%	0 0	0 0	0 0	1 1.00%	0 0	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q23 Strengthening my social support network.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	9	24	98	107	109	12
Adult- County of Residence							
Cumberland	34 9.50%	0 0	3 12.50%	9 9.20%	11 10.30%	8 7.30%	3 25.00%
Dauphin	84 23.40%	2 22.20%	5 20.80%	22 22.40%	20 18.70%	33 30.30%	2 16.70%
Lancaster	70 19.50%	2 22.20%	5 20.80%	17 17.30%	27 25.20%	18 16.50%	1 8.30%
Lebanon	32	2	3	14	8	3	2

	8.90%	22.20%	12.50%	14.30%	7.50%	2.80%	16.70%
Perry	10 2.80%	0 0	2 8.30%	2 2.00%	3 2.80%	2 1.80%	1 8.30%
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	1 0.90%	0 0	0 0
Dauphin	57 15.90%	2 22.20%	3 12.50%	18 18.40%	14 13.10%	19 17.40%	1 8.30%
Lancaster	70 19.50%	1 11.10%	3 12.50%	16 16.30%	23 21.50%	25 22.90%	2 16.70%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.90%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q24 Being involved in the community or in organizations outside of MH or SA activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	7	8	114	73	111	46
Adult-County of Residence							
Cumberland	34 9.50%	0 0	2 25.00%	13 11.40%	5 6.80%	9 8.10%	5 10.90%
Dauphin	84	2	0	22	19	32	9

	23.40%	28.60%	0	19.30%	26.00%	28.80%	19.60%
Lancaster	70 19.50%	1 14.30%	5 62.50%	21 18.40%	19 26.00%	17 15.30%	7 15.20%
Lebanon	32 8.90%	1 14.30%	0 0	19 16.70%	7 9.60%	0 0	5 10.90%
Perry	10 2.80%	0 0	0 0	4 3.50%	0 0	4 3.60%	2 4.30%
Child- County of Residence							
Cumberland	1 0.30%	0 0	0 0	1 0.90%	0 0	0 0	0 0
Dauphin	57 15.90%	1 14.30%	1 12.50%	20 17.50%	8 11.00%	23 20.70%	4 8.70%
Lancaster	70 19.50%	2 28.60%	0 0	14 12.30%	15 20.50%	25 22.50%	14 30.40%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.90%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q25 Dealing with school or work.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	6	8	61	67	65	152
Adult- County of Residence							
Cumberland	34	0	0	4	2	3	25

	9.50%	0	0	6.60%	3.00%	4.60%	16.40%
Dauphin	84 23.40%	2 33.30%	1 12.50%	8 13.10%	7 10.40%	9 13.80%	57 37.50%
Lancaster	70 19.50%	2 33.30%	1 12.50%	8 13.10%	14 20.90%	7 10.80%	38 25.00%
Lebanon	32 8.90%	0 0	0 0	5 8.20%	4 6.00%	3 4.60%	20 13.20%
Perry	10 2.80%	0 0	1 12.50%	0 0	0 0	2 3.10%	7 4.60%
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 1.50%	0 0
Dauphin	57 15.90%	2 33.30%	1 12.50%	16 26.20%	19 28.40%	17 26.20%	2 1.30%
Lancaster	70 19.50%	0 0	4 50.00%	20 32.80%	21 31.30%	22 33.80%	3 2.00%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 1.50%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q26 Dealing with people in social situations.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	9	18	104	123	98	7
Adult-County of Residence							
Cumberland	34	0	2	11	8	12	1

	9.50%	0	11.10%	10.60%	6.50%	12.20%	14.30%
Dauphin	84 23.40%	2 22.20%	4 22.20%	20 19.20%	31 25.20%	26 26.50%	1 14.30%
Lancaster	70 19.50%	2 22.20%	4 22.20%	19 18.30%	34 27.60%	10 10.20%	1 14.30%
Lebanon	32 8.90%	0 0	2 11.10%	13 12.50%	10 8.10%	5 5.10%	2 28.60%
Perry	10 2.80%	0 0	0 0	3 2.90%	5 4.10%	1 1.00%	1 14.30%
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 1.00%	0 0
Dauphin	57 15.90%	2 22.20%	3 16.70%	22 21.20%	13 10.60%	17 17.30%	0 0
Lancaster	70 19.50%	3 33.30%	3 16.70%	16 15.40%	22 17.90%	25 25.50%	1 14.30%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 1.00%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q27 Dealing with specific problems or issues that led me to seek services.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	359	12	17	82	129	114	5
Adult-County of Residence							
Cumberland	34 9.50%	1 8.30%	3 17.60%	7 8.50%	10 7.80%	13 11.40%	0 0
Dauphin	84 23.40%	3 25.00%	4 23.50%	17 20.70%	26 20.20%	32 28.10%	2 40.00%

Lancaster	70 19.50%	1 8.30%	6 35.30%	12 14.60%	32 24.80%	18 15.80%	1 20.00%
Lebanon	32 8.90%	0 0	3 17.60%	9 11.00%	16 12.40%	4 3.50%	0 0
Perry	10 2.80%	0 0	0 0	4 4.90%	3 2.30%	3 2.60%	0 0
Child-County of Residence							
Cumberland	1 0.30%	0 0	0 0	0 0	0 0	1 0.90%	0 0
Dauphin	57 15.90%	4 33.30%	0 0	19 23.20%	17 13.20%	17 14.90%	0 0
Lancaster	70 19.50%	3 25.00%	1 5.90%	14 17.10%	25 19.40%	25 21.90%	2 40.00%
Lebanon	1 0.30%	0 0	0 0	0 0	0 0	1 0.90%	0 0
Perry	0 0	0 0	0 0	0 0	0 0	0 0	0 0

CBHNP Comments:

Q33 I have received a copy of the Member Handbook from CBHNP.
I may have

Q34 In the last twelve months, did you call members services at CBHNP to get information on services?
Seeing current therapist over a year.
Made error on child's paperwork.

Q34a I was able to obtain information on treatment without unnecessary delays.
Dealt w/ that day.

Q35 I am aware of my right to file a complaint or grievance.
I am now.

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

Call agency.
In pamphlet.

Q37 I was given a choice of at least two providers regarding the type of service I am seeking.

They give you more than 2.
Went thru crisis.
Wanted to go to Stevens Ctr.
They only gave me one name.
I don't remember.
My case manager did it.

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

They took me to Catholic Charities from C-90.
I can't remember is I had a choice.
After school starts I will seek services, now I have my child to take care of.
Not sure if I ever called.

Additional Comments:

Just wanted to get help
Would be nice to leave a message with PPI, when unable to keep appointments
My doctor planned it for me.
They call me.
I don't know who they are; I have to fight every time for services.
She needs to get him more help – moved.
Upset cannot get copy of past evaluations.
Just mail.
I get mail.
I just get mail from them.
Co-pay goes up for physical but behavioral health coverage is fine.
I think my interaction with CBHNP is great, love getting their flyers.
Receptionist is nice, but not happy w/ provider.
No billing problems.
My son is much better now since he has been receiving the services.
Thank you for being there.
Wants to thank CBHNP for the help, things have been much better now.
No complaints – without them I wouldn't have any services.
But they were the only one's taking my insurance. (Ponessa).
My case manager hasn't been staying in touch. My former case manager was always available.
They sent me letters.
I was given papers about CBHNP. * It was uncomfortable because of the questions they asked me about why I wanted to change my therapist. I wish they would be nicer or more respectful toward what we need.
I've had to call for other reasons to CBHNP and everyone was very helpful & knowledgeable in helping me get the information I needed right away.
Consumer was dropped from TW Ponessa, miss too many appt. due to illness, consumer would like to be reinstated because she was getting the help she needed.
Very satisfied with CBHNP.
They have been very helpful prompt fast and help with other resource.
Was drop receiving services, unable to keep appts because no transportation between point A & B and has other medical conditions.