



## **Consumer Satisfaction Services, Inc.**

### **Capital Region 4<sup>th</sup> Quarter Report April-June 2013**

**PREPARED FOR:**

**Capital Area Behavioral Health Collaborative (CABHC)**

**Prepared By**

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# **Consumer Satisfaction Services, Inc.**

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**Consumer Satisfaction Services, Inc. (CSS), is a non-profit, tax exempt organization recognized by the Internal Revenue Service under Section 501 (C) (3) of the United States Tax Code.**

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# 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=362) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.*

- The survey represents 362 (n=362) respondents from the Capital Region including 35 Adults (9.7%) and 327 Children (90.3%). The majority of adult consumers (91.4%) responded for themselves, 32 of the 35. Parents and guardians responded for the remaining 3 adult consumer (8.6%). Parents and guardians responded for 295 of the 327 child consumers (90.2%). The remaining 32 child consumers (9.8%) responded for themselves. There were no significant differences in total satisfaction based on who was interviewed.
- Data was collected by 4 interviewers from 9 treatment facilities in the Capital Region.
- Overall, 359 of the 362 interviews (99.2%) were face-to-face interviews, 3 (0.8%) were conducted by phone.
  - Of the 35 adult interviews, 33 (94.3%) were face-to-face interviews. 2 (5.7%) were conducted by phone.
  - Of the 327 child interviews, 326 (99.7%) were face-to-face interviews. 1 (0.3%) were conducted by phone.
- Gender: Overall, the sample is 35.2% female (131) and 64.8% male (231). Of the 35 adult consumers, 27 were female and 8 were male. Of the 327 child consumers, 104 were female and 223 were male.
- Level of Care: In all, 3 types of treatment were accessed by the respondents. The 35 recipients of adult services received 1 type of treatment, 35 (100%) Partial Hospitalization. The 327 recipients of child services received 3 type of treatment, 100 (30.6%) After School Program, 203 (62.1%) Summer Therapeutic Activities Program, and 24 (7.3%) Partial Hospitalization.
- Type of Services: Of the 35 adult consumers, 32 (99.2%) received Mental Health services. The remaining 3 (0.8%) received Both Mental Health and D&A services. (100%) of child respondents received Mental Health services.

## Implementation

According to survey responses, the majority of consumers are satisfied with their services. This is reflected in an 85.7% satisfaction rate (Mean Satisfaction Level/Highest Possible Score) among the reports received from consumers as well as consumer responses to Question# 16, "Overall, I am satisfied with the services..." with 88.7% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 94.3% overall satisfaction and consumers of child services reporting 88.1% overall satisfaction.

High satisfaction was reported when consumers were asked about communication with their providers and participation in their treatment. Consumers of adult and child services (97.8%) reported that they agreed they were informed about their rights (Q5), (97.0%) felt comfortable asking questions about their treatment (Q6) and (96.7%) agree that their provider does not share personal information without consent (Q8). Consumers of adult services reported high satisfaction (97.1%) with knowing who to call if they have questions about their services (Q1), that their provider respects their ethnic, cultural or religious background (97.1%) (Q9), trust in their service provider (97.1%) (Q10), (97.1%) feeling included in meetings (Q12) and (97.1%) being an equal partner in the treatment process (Q13).

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

- Respondents who received both adult and child services (34.8%) reported their service provider did not explain the disadvantages of their therapy or treatment (Q15).
- Adult respondents, about 1 in 4 (25.7%) reported they were not given a choice when selecting their service provider (Q3).
- Additionally, adult respondents (14.3%) reported they were not given information on how to get other services that they needed (Q2).
- Consumers of both adult (17.1%) and child services (12.5%) reported that they did not have the option to change their service provider should they choose to (Q4).

## **Outcomes**

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 41.7% to 71.5% of consumers believe services have improved their lives in each outcome area. Additionally 18.5% to 45.0% of consumers believe that no change has resulted from their services. Only 3.0% to 9.4% believes that things are worse as a result of services.

Recipients of adult services reported high levels of satisfaction in (Q17) managing daily problems (74.3%), enjoying their free time (74.3%) (Q22), (71.4%) and dealing with specific problems or issues that led them to seek services (Q27).

Both child (71.6%) and adult (71.4%) consumers reported satisfaction in strengthening their social support network (Q23).

Recipients of adult services (42.9%) and reported that things have improved with dealing with school or work (Q25) and (11.4%) reported it as worse than before. As noted, (34.3%) of the respondents reported this question did not apply to them. When these cases are removed, (65.2%) report they were better able to deal with school or work and (17.4%) reported it was worse. These figures represent a more accurate picture of the results.

Recipients of child (41.6%) and reported that things have improved with dealing with school or work (Q25) and (8.9%) reported it as worse than before. As noted, (30.3%) of the respondents reported this question did not apply to them. When these cases are removed, (59.6%) report they were better able to deal with school or work and (12.7%) reported it was worse. These figures represent a more accurate picture of the results.

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

- While 65.7% of adult consumers reported dealing with a personal crisis as better (Q19), approximately 1 in 5 (17.1%) reported things as worse.
- Additionally, adult consumers (71.4%) reported feeling good about the future (Q21) but (17.1%) did not feel this way.
- Adult consumers (71.4%) also reported high levels of satisfaction with how they feel about themselves (Q20), (14.3%) reported it as worse.

**We welcome questions, comments and suggestions. Please contact:**

**Ms. Abby Robinson**  
**C/FST 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.

CSS had no requests for assistance during the 4<sup>th</sup> Quarter 12-13.

## Capital Region 4<sup>th</sup> Quarter Report April-June 2013

This section presents information collected during the 2012-2013 contract year which includes data from April-June 2013.

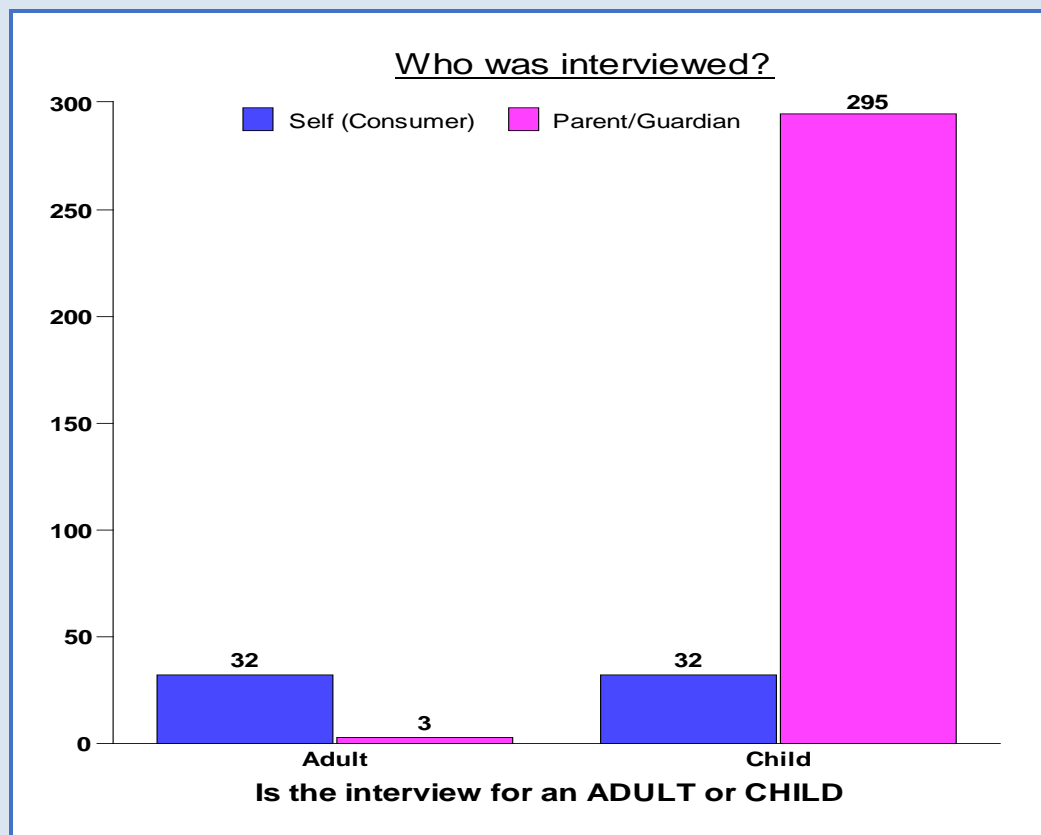
### Demographic and Survey Information

*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=362) as individuals may have chosen not to respond to certain questions.*

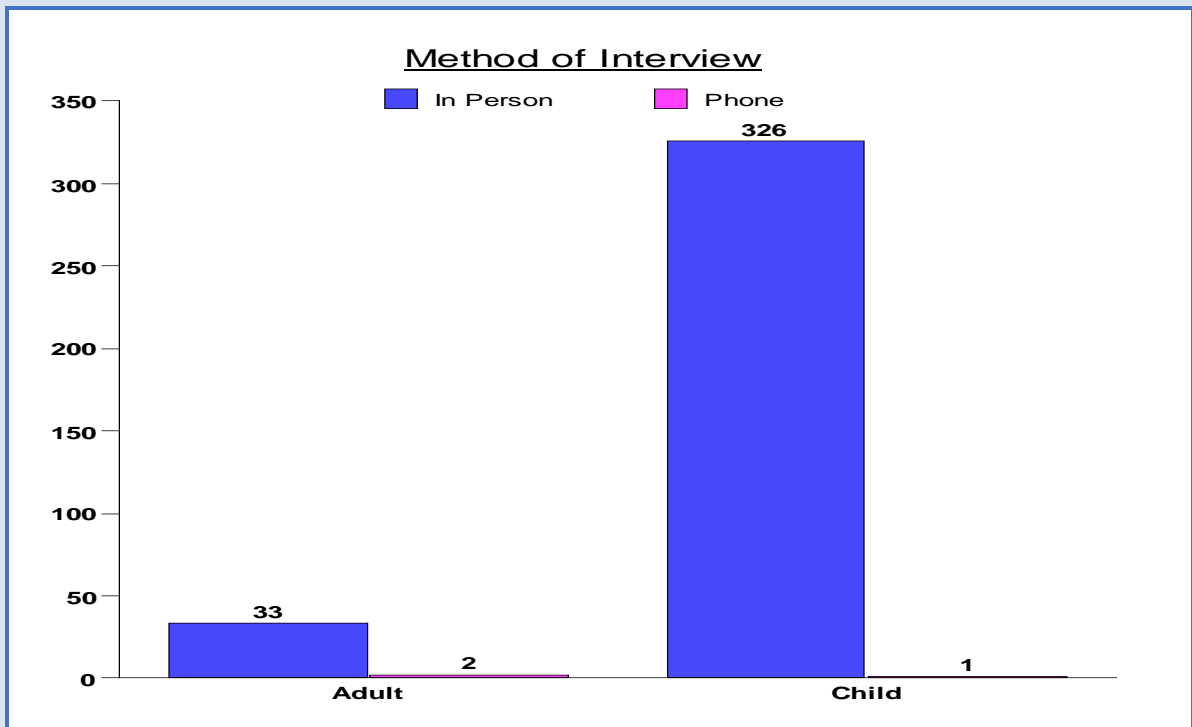
*Percentages may not sum to 100.0% due to rounding.*

- The survey represents 362 (n=362) respondents from the Capital Region including 35 Adults (9.7%) and 327 Children (90.3%). The majority of adult consumers (91.4%) responded for themselves, 32 of the 35. Parents and guardians responded for the remaining 3 adult consumer (8.6%). Parents and guardians responded for 295 of the 327 child consumers (90.2%). The remaining 32 child consumers (9.8%) responded for themselves. There were no significant differences in total satisfaction based on who was interviewed.





- Data was collected by 4 interviewers from 9 treatment facilities in the Capital Region.
- Overall, 359 of the 362 interviews (99.2%) were face-to-face interviews, 3 (0.8%) were conducted by phone.
  - Of the 35 adult interviews, 33 (94.3%) were face-to-face interviews. 2 (5.7%) were conducted by phone.
  - Of the 327 child interviews, 326 (99.7%) were face-to-face interviews. 1 (0.3%) were conducted by phone.

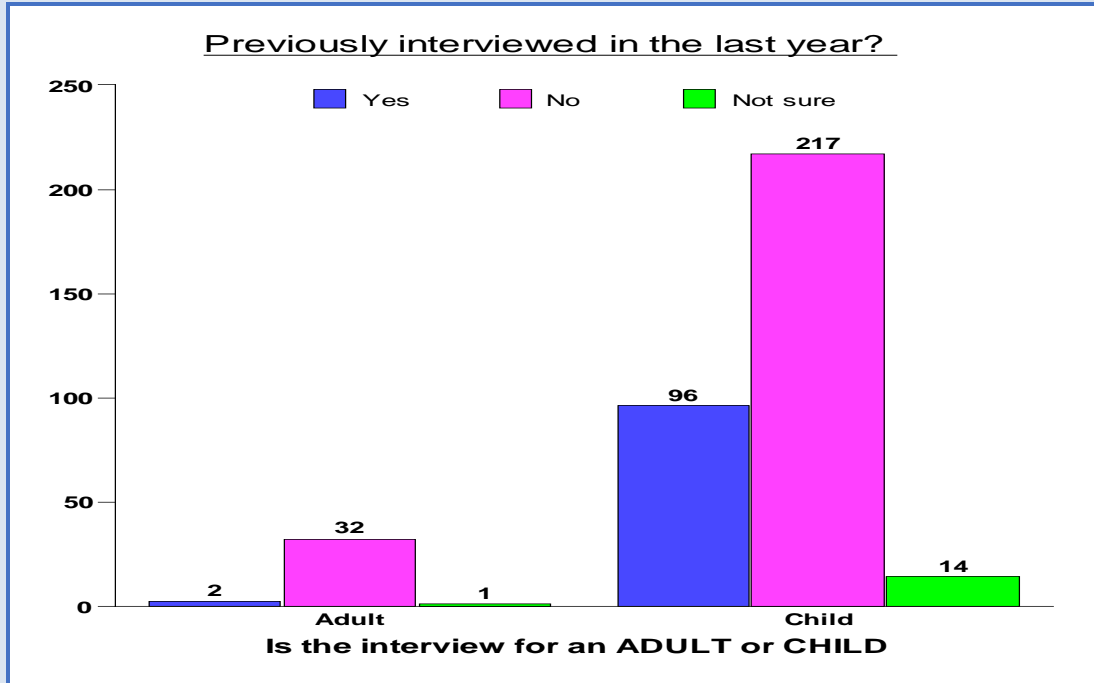


Our analysis did not indicate a significant difference in satisfaction with regard to method of interview.

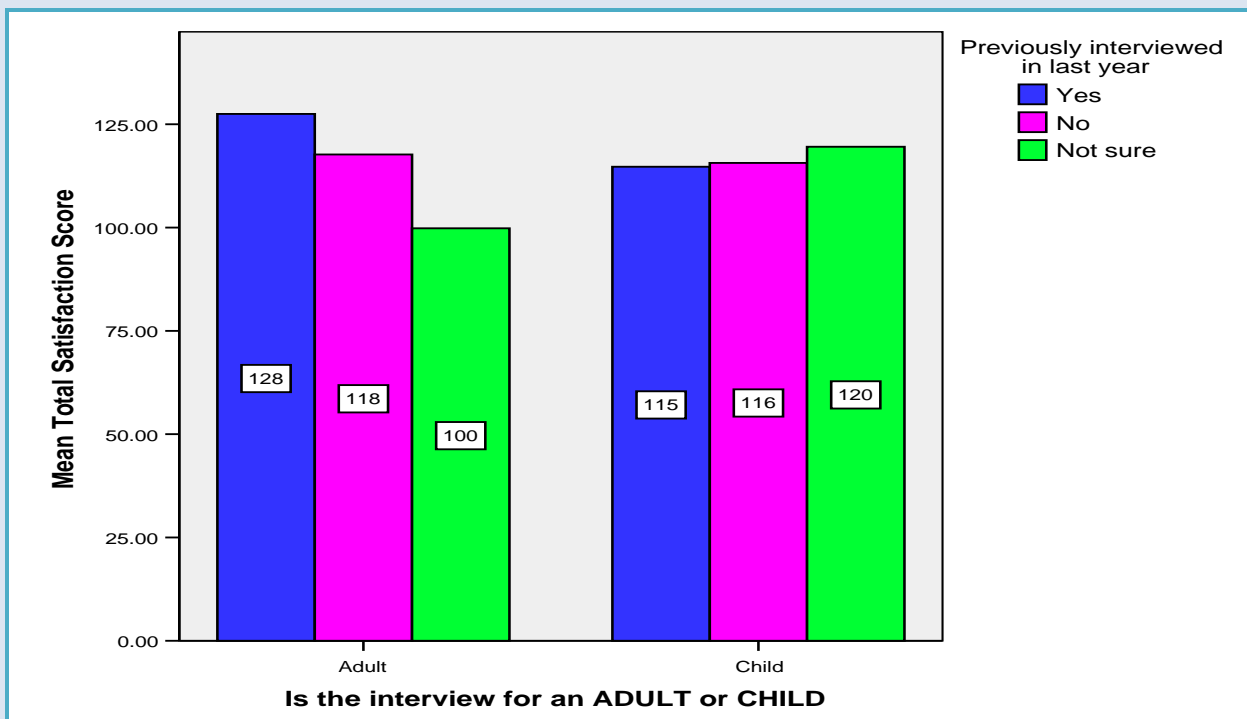
Below is a table of the method of interview by county for both Adult and Child services.

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Base</b>	<b>362</b>	<b>17</b>	<b>107</b>	<b>148</b>	<b>83</b>	<b>7</b>
<b>Adult- Method of Interview</b>						
<b>In Person</b>	<b>33</b> <b>9.10%</b>	<b>0</b> <b>0</b>	<b>11</b> <b>10.30%</b>	<b>12</b> <b>8.10%</b>	<b>10</b> <b>12.00%</b>	<b>0</b> <b>0</b>
<b>Phone</b>	<b>2</b> <b>0.60%</b>	<b>0</b> <b>0</b>	<b>1</b> <b>0.90%</b>	<b>1</b> <b>0.70%</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child- Method of Interview</b>						
<b>In Person</b>	<b>326</b> <b>90.10%</b>	<b>17</b> <b>100.00%</b>	<b>94</b> <b>87.90%</b>	<b>135</b> <b>91.20%</b>	<b>73</b> <b>88.00%</b>	<b>7</b> <b>100.00%</b>
<b>Phone</b>	<b>1</b> <b>0.30%</b>	<b>0</b> <b>0</b>	<b>1</b> <b>0.90%</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>

- Of the 362 consumers, 98 (27.1%) reported they had been previously interviewed in the last year, 249 (68.8%) reported they had not been interviewed previously and 15 respondents (4.1%) were not sure. 2 of the 35 adult consumers reported they were previously interviewed in the last year, 32 reported they had not been previously interviewed, and 1 reported they were not sure. 96 of the 327 child consumers reported they were previously interviewed in the last year, 217 reported they had not been previously interviewed, and 14 reported they were not sure.



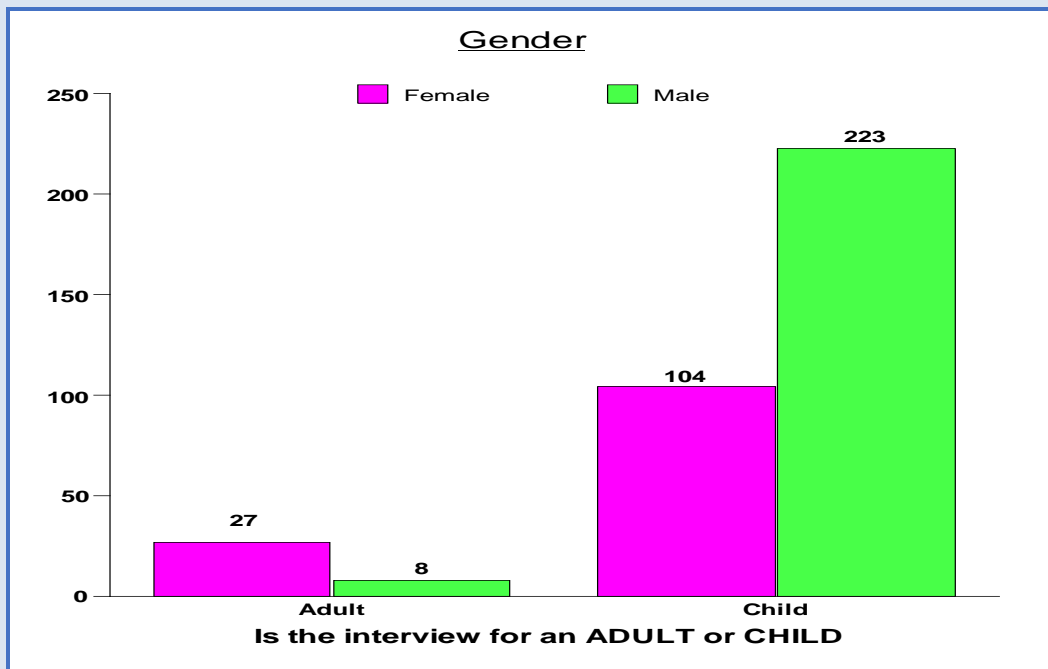
There were no significant differences in satisfaction regarding previous interview reported by consumers.



## Mean Satisfaction Levels of Respondents

Is the interview for an ADULT or CHILD		Previously interviewed in last year			
		Yes	No	Not sure	Total
Adult	N	2	32	1	35
	Mean	127.50	117.70	99.82	117.75
	Std. Deviation	.71	13.77	.	13.71
Child	N	96	217	14	327
	Mean	114.72	115.65	119.55	115.54
	Std. Deviation	14.36	13.11	9.11	13.35

- Gender: Overall, the sample is 35.2% female (131) and 64.8% male (231). Of the 35 adult consumers, 27 were female and 8 were male. Of the 327 child consumers, 104 were female and 223 were male.

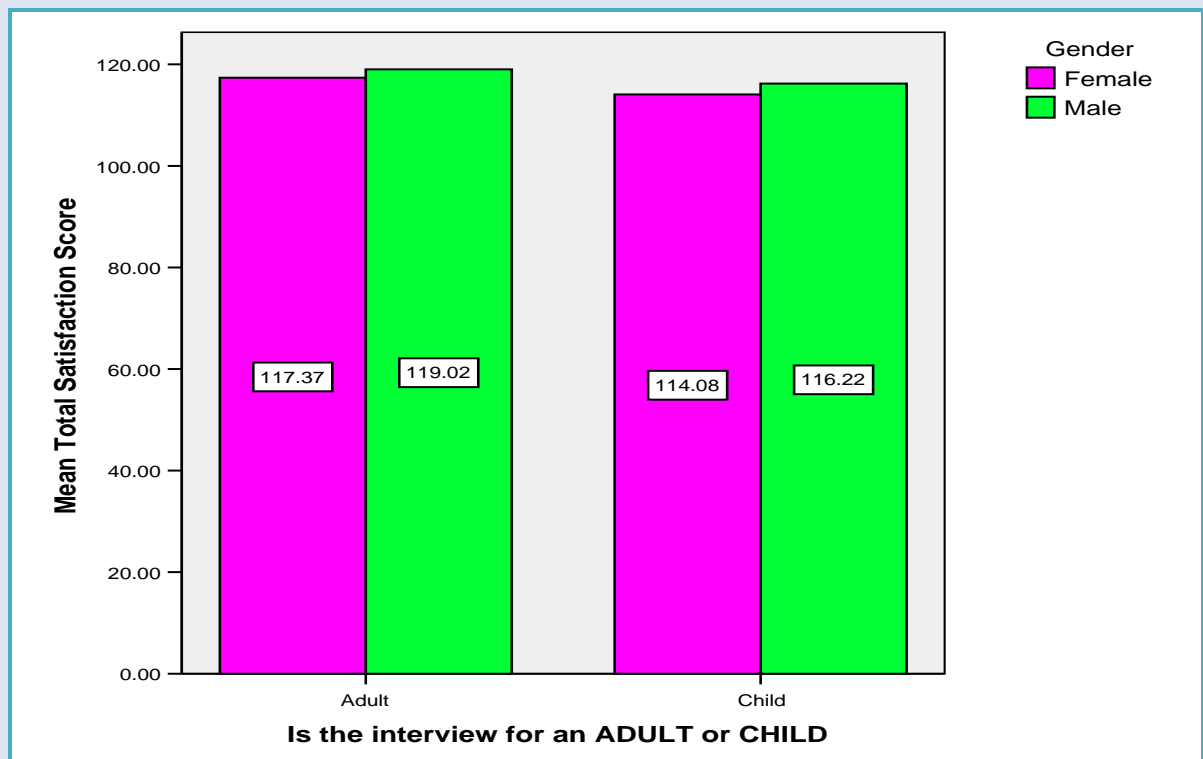


There were no significant differences in satisfaction based on gender.

## Mean Satisfaction Levels of Respondents

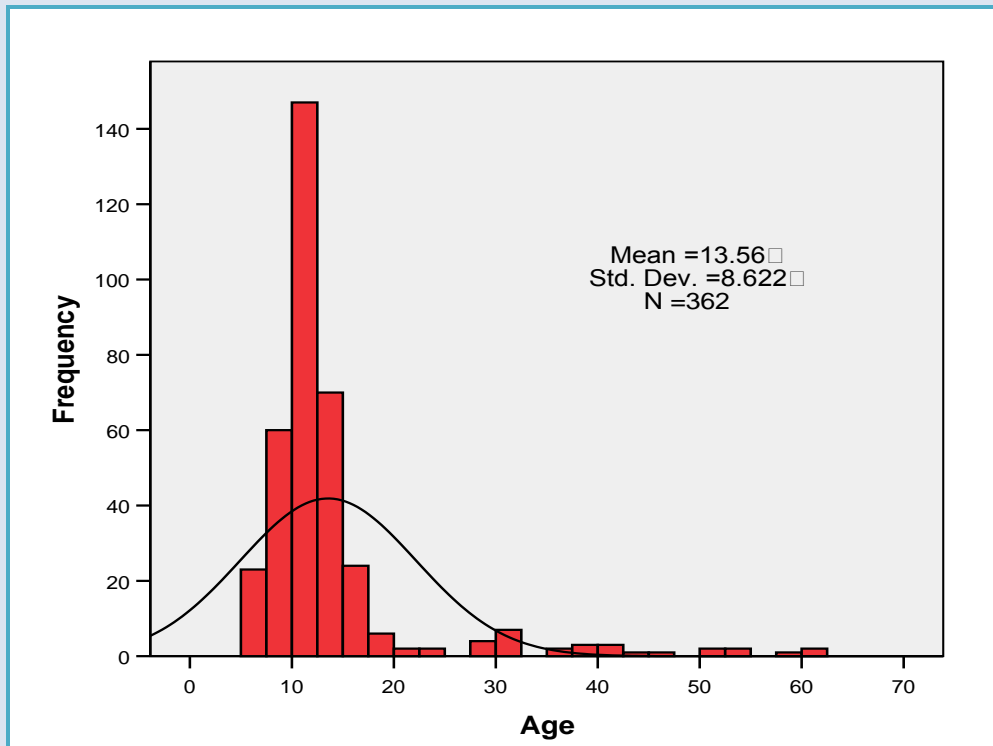
Total Satisfaction Score				
Is the interview for an ADULT or CHILD		Gender		
		Female	Male	Total
Adult	N	27	8	35
	Mean	117.37	119.02	117.75
	Std. Deviation	14.37	12.00	13.71
Child	N	104	223	327
	Mean	114.08	116.22	115.54
	Std. Deviation	12.47	13.71	13.35

### Mean Satisfaction Score By Gender

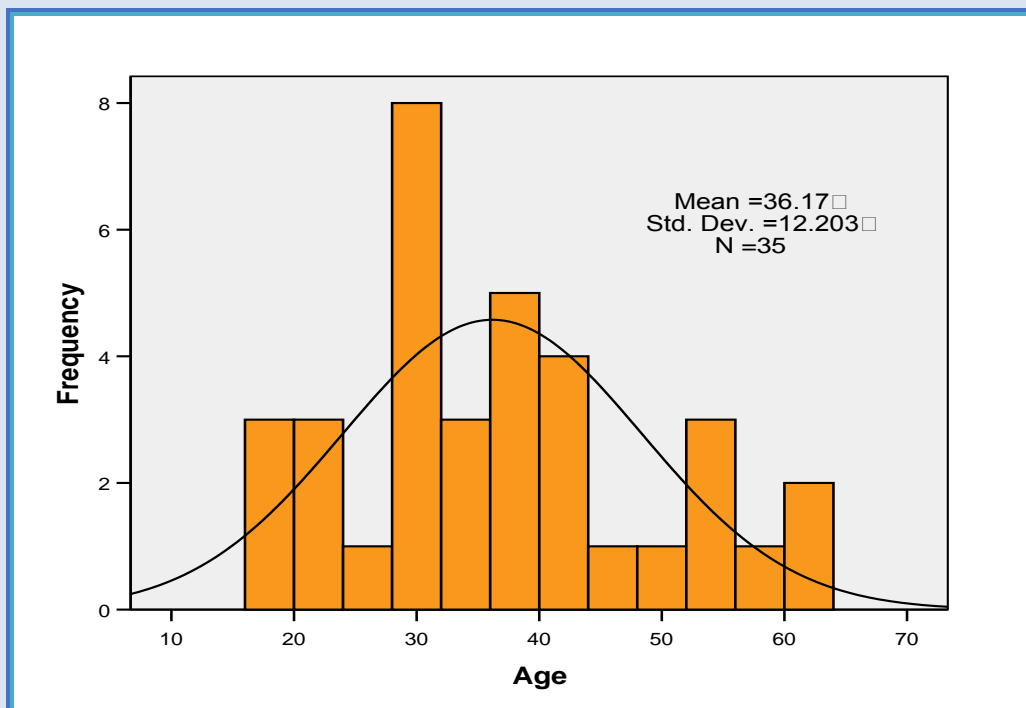


- Age: Age of all respondents ranged from 5-61 years, with a mean age of 13.5 (SD 8.478) and median age of 11. Our analysis found no relationship between age and Total Satisfaction.

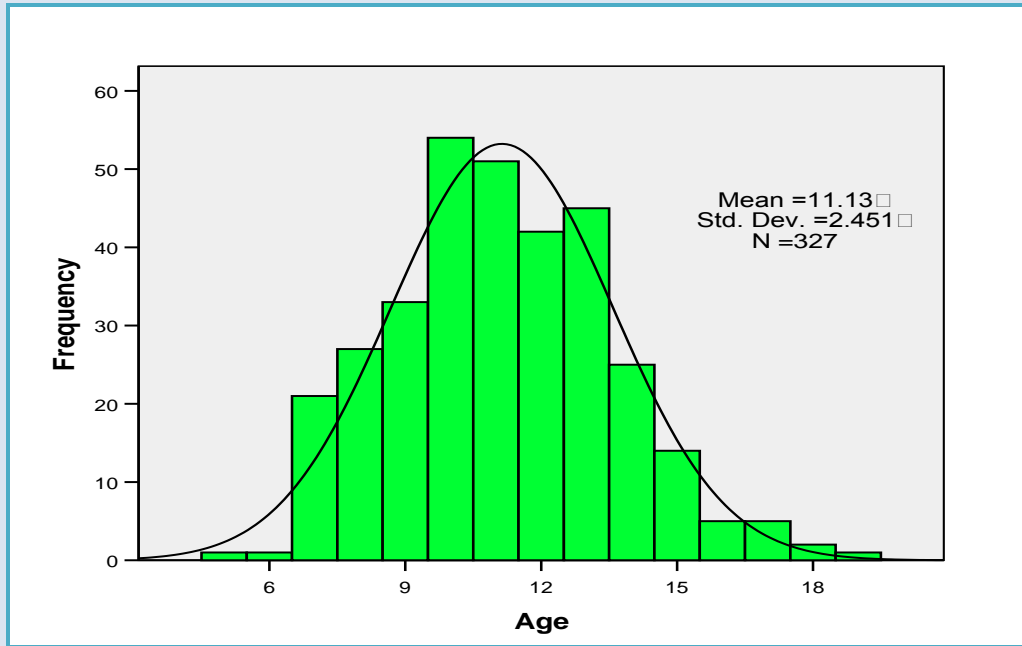
**Age of All Adult and Child Respondents**



Age of **Adult** respondents ranged from 18-61 years, with a mean age of 36.17 (SD= 12.203) and median age of 32. Our analysis found no relationship between age and reported total satisfaction for adult respondents.

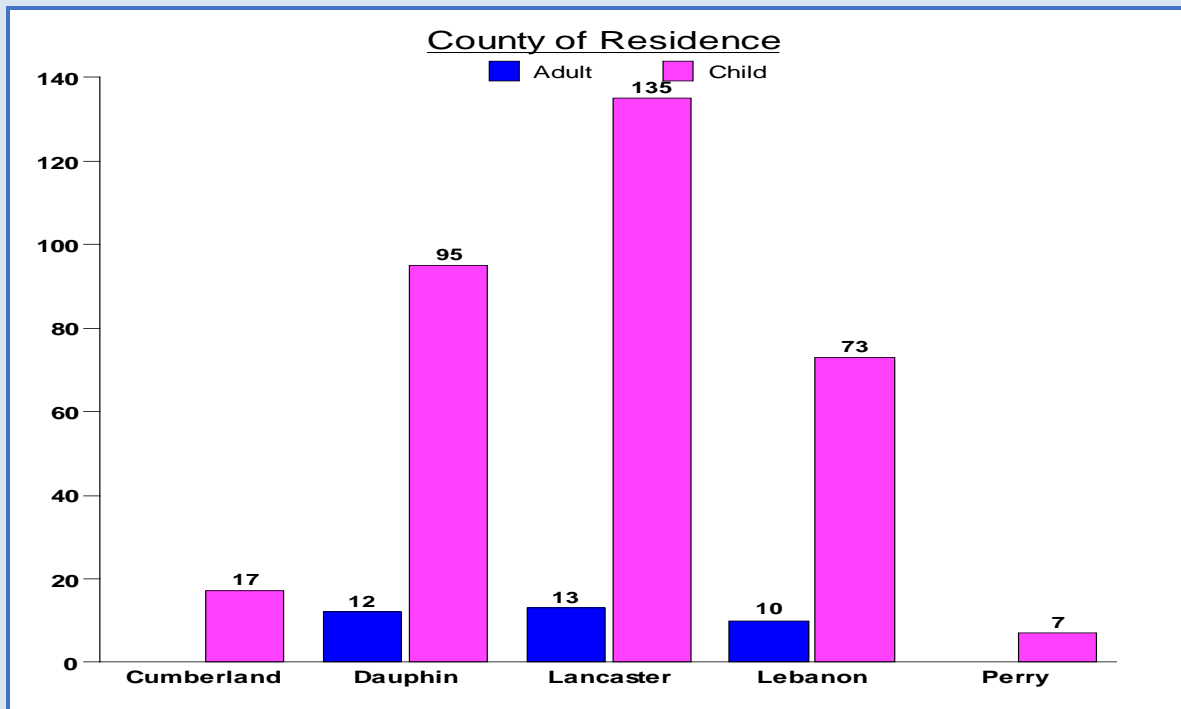


Age of **Child** respondents ranged from 5-19 years, with a mean age of 11.13 (SD= 2.451) and median age of 11. Our analysis found no relationship between age and reported total satisfaction for child respondents.



County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Lancaster County (40.9%). The remaining respondents reported residence in Dauphin (29.6%), Lebanon (22.9%), Cumberland (4.7%), and Perry (1.9%).



	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	362	17	107	148	83	7
Adult	35 9.70%	0 0	12 11.20%	13 8.80%	10 12.00%	0 0
Child	327 90.30%	17 100.00%	95 88.80%	135 91.20%	73 88.00%	7 100.00%

There were no significant differences in satisfaction based on county of residence.

### 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		12	13	10		35
	Mean		114.57	115.01	125.11		117.75
	Std. Deviation		12.87	16.65	7.31		13.71
Child	N	17	95	135	73	7	327
	Mean	115.81	117.49	113.15	117.00	119.45	115.54
	Std. Deviation	14.98	14.81	13.84	9.48	7.34	13.35

- Race: 210 respondents (58.0%) reported their race as White/Caucasian, 60 (16.6%) as African American, 47 (13.0%) as Latino/Hispanic, 39 (10.8%) as Multi-racial, 3 (0.8%) as Other, 2 (0.6%) as Native American/American Indian, 1 (0.3%) as Asian/Pacific Islander. Our analysis indicated no significant differences in Total Satisfaction with respect to race for either adult or child services.

	Base	Race						
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other
Total	362	60 16.60%	1 0.30%	47 13.00%	2 0.60%	210 58.00%	39 10.80%	3 0.80%
Adult	35	3 8.60%	0 0	1 2.90%	0 0	30 85.70%	1 2.90%	0 0
Child	327	57 17.40%	1 0.30%	46 14.10%	2 0.60%	180 55.00%	38 11.60%	3 0.90%

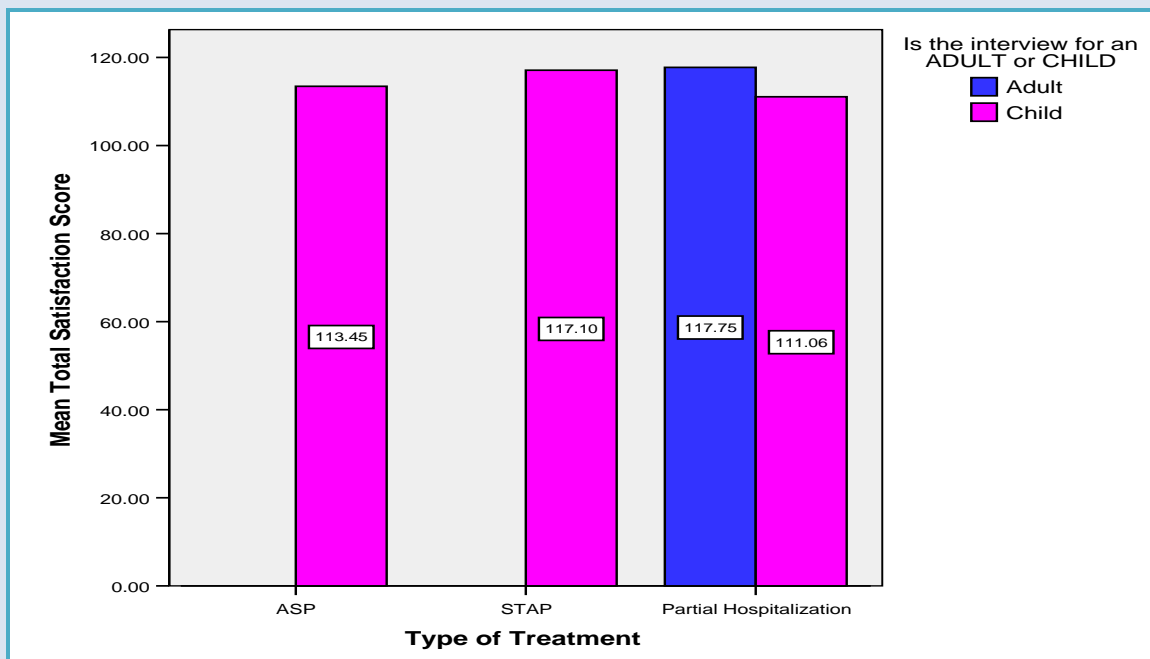
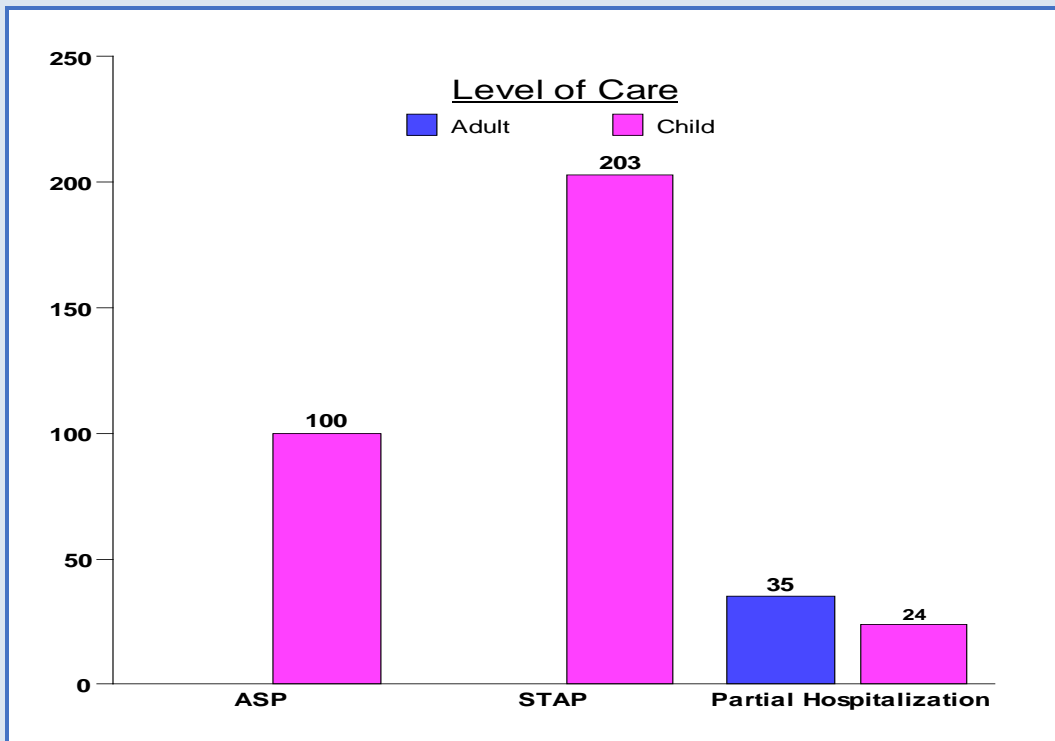
- Treatment Facility: Data was collected from 9 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed for Adult and Child Services for each facility. To help with interpretation, scores 108-135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.

### Mean Satisfaction of Treatment Facilities Adult and Child

Total Satisfaction Score				
Is the interview for an ADULT or CHILD	Name of Treatment Facility	N	Mean	Std. Deviation
Adult	Philhaven	26	119.84	13.40
	PA Psychiatric Institute	9	111.69	13.51
	Total	35	117.75	13.71
Child	Northw estern Human Services	22	115.70	13.28
	Philhaven	172	115.94	12.78
	CSG	24	111.11	12.60
	Adams-Hanover	30	118.15	11.63
	TeamCare Behavioral Health	35	114.77	12.41
	Keystone	8	119.65	7.71
	Milestones	11	120.11	13.61
	Vista School	1	123.00	.
	PA Psychiatric Institute	24	111.06	20.57
	Total	327	115.54	13.35



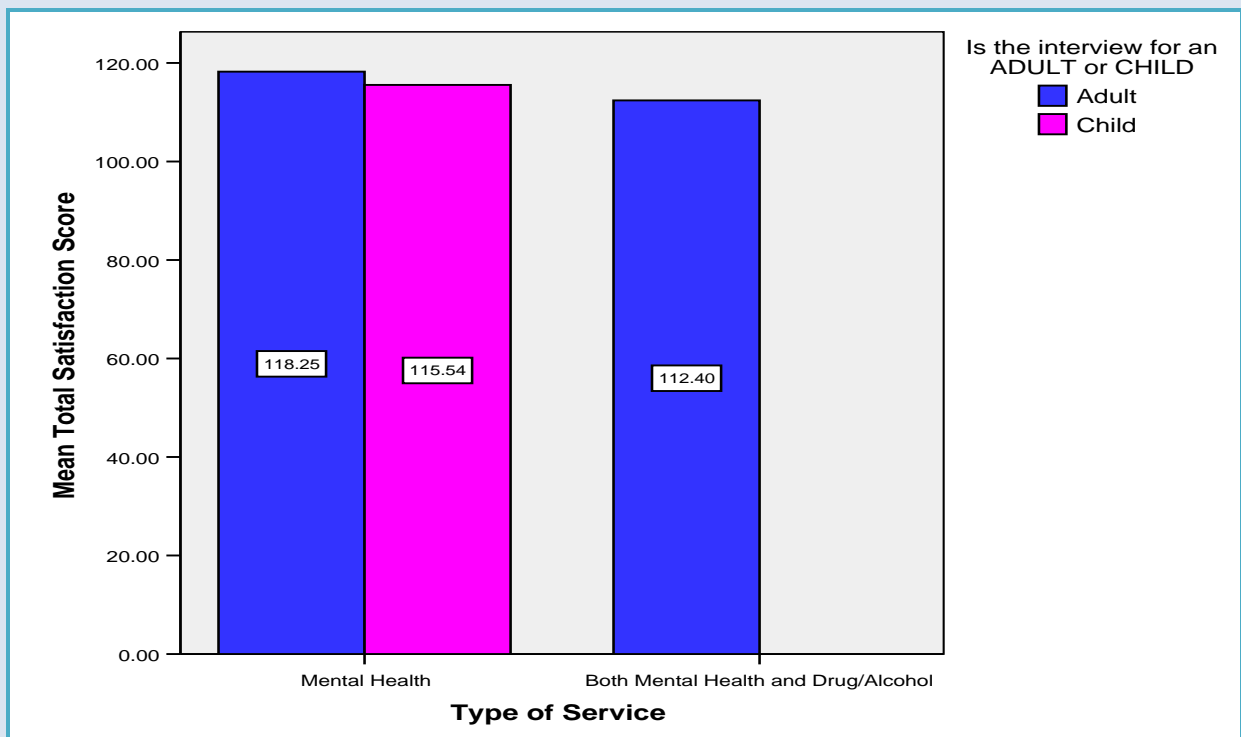
- Level of Care: In all, 3 types of treatment were accessed by the respondents. The 35 recipients of adult services received 1 type of treatment, 35 (100%) Partial Hospitalization. The 327 recipients of child services received 3 type of treatment, 100 (30.6%) After School Program, 203 (62.1%) Summer Therapeutic Activities Program, and 24 (7.3%) Partial Hospitalization.



Our analysis did not indicate a significant difference in satisfaction with regard to Level of Care.

- Type of Services: Of the 35 adult consumers, 32 (99.2%) received Mental Health services. The remaining 3 (0.8%) received Both Mental Health and D&A services. (100%) of child respondents received Mental Health services.

	Base	Type of Service			
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol	Other
Total	362	359 99.20%	0 0	3 0.80%	0 0
Adult	35	32 91.40%	0 0	3 8.60%	0 0
Child	327	327 100.00%	0 0	0 0	0 0



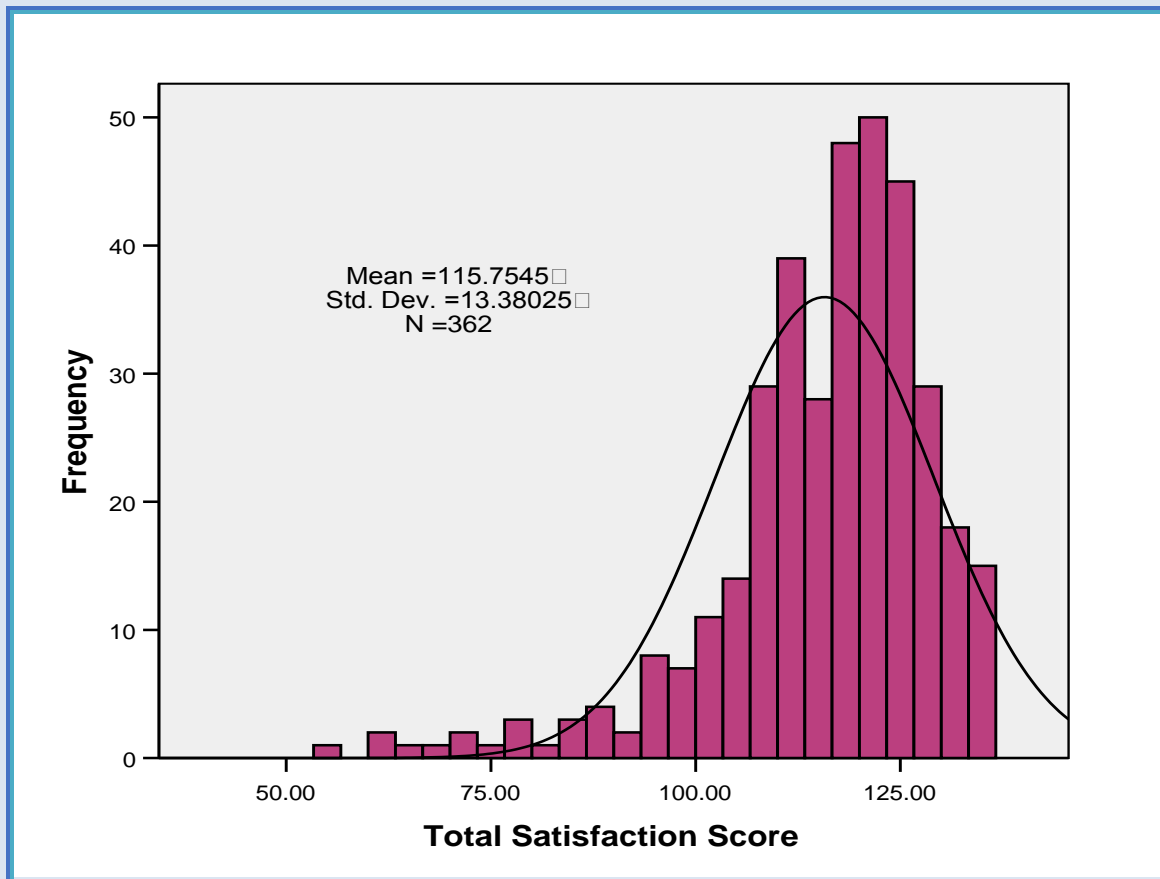
There were no significant differences in satisfaction based on type of services.

### Distribution of Services by County for All Respondents

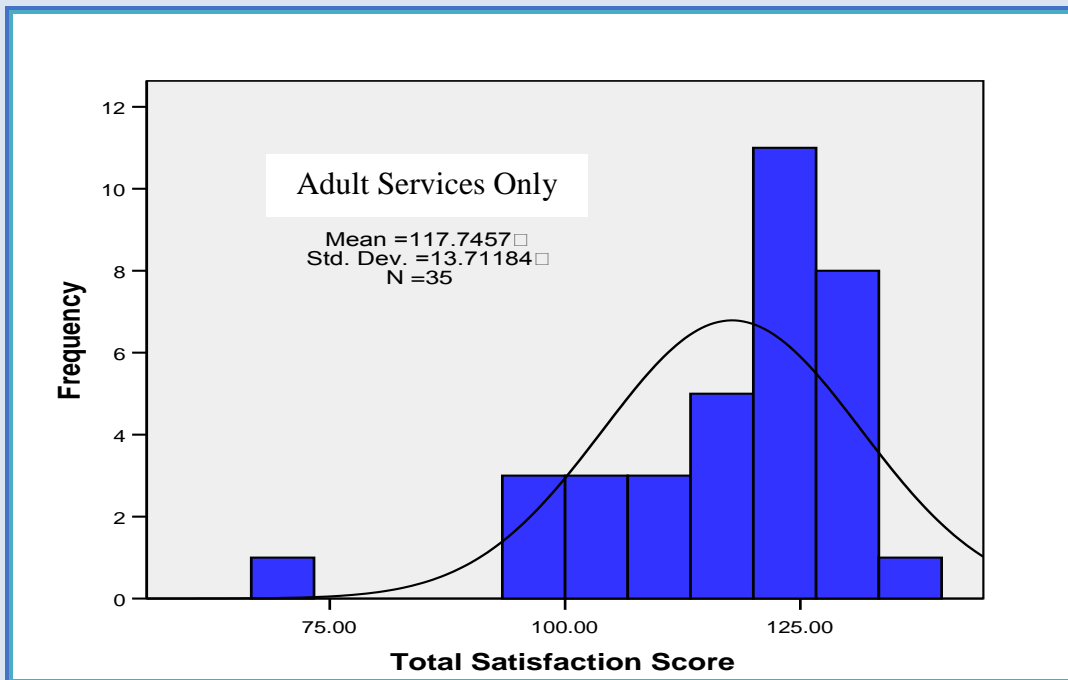
	Base	Type of Service			
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol	Other
Total	362	359 99.20%	0 0	3 0.80%	0 0
<b>County of Residence</b>					
<b>Cumberland</b>	17	17 100.00%	0 0	0 0	0 0
<b>Dauphin</b>	107	107 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	148	146 98.60%	0 0	2 1.40%	0 0
<b>Lebanon</b>	83	82 98.80%	0 0	1 1.20%	0 0
<b>Perry</b>	7	7 100.00%	0 0	0 0	0 0

## I. Satisfaction

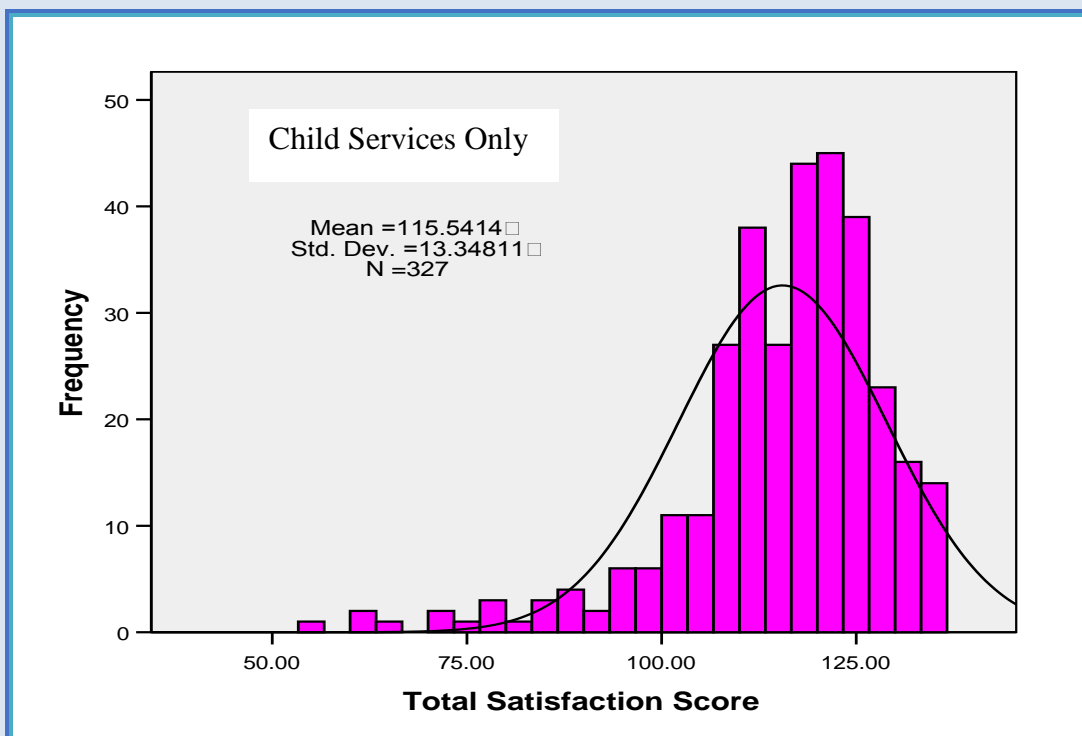
- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 27 - 135. 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 115.75 with a standard deviation 13.380 and median 118.82. The TSS scores ranged from 54 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



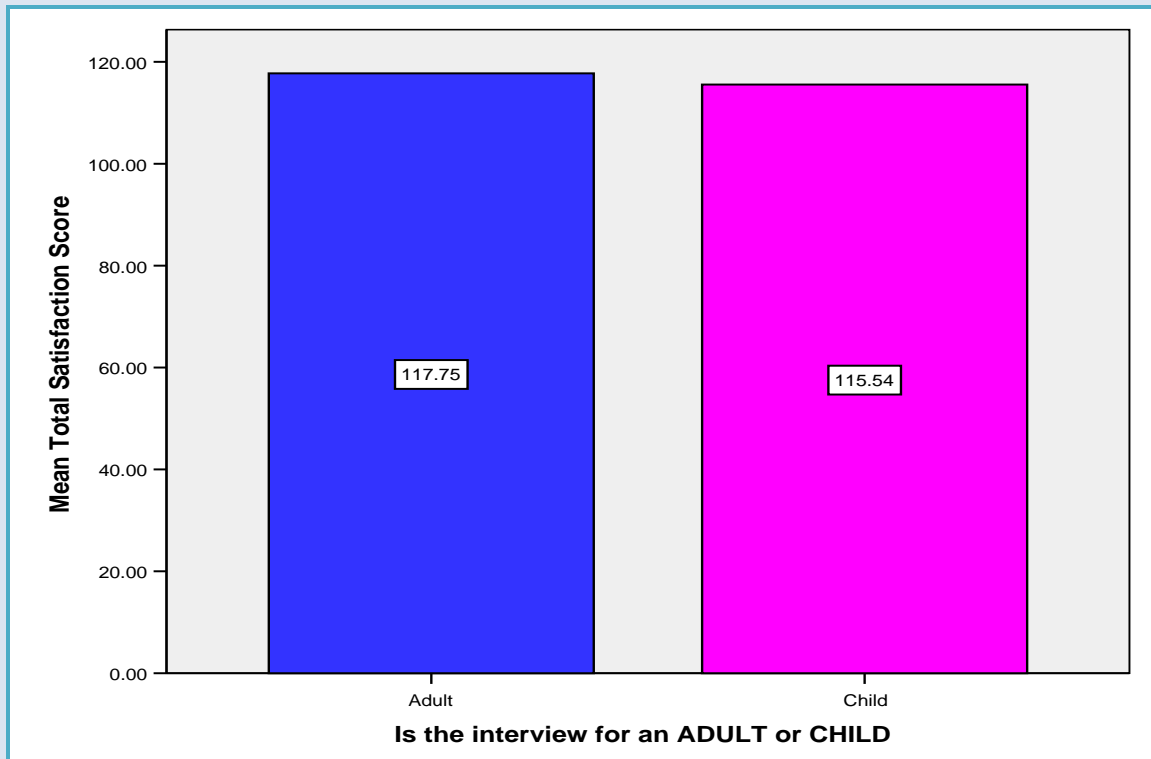
- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 117.75 with a standard deviation 13.71 and median 122.0. The TSS scores ranged from 68 – 135. Again, with a 5 point scale and 27 questions, scores above TSS= 81 (27\*3) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 115.54 with a standard deviation 13.35 and median 118.40. The TSS scores ranged from 54 – 135. Again, with a 5 point scale and 27 questions, scores above TSS= 81 (27\*3) indicate satisfaction on some level.



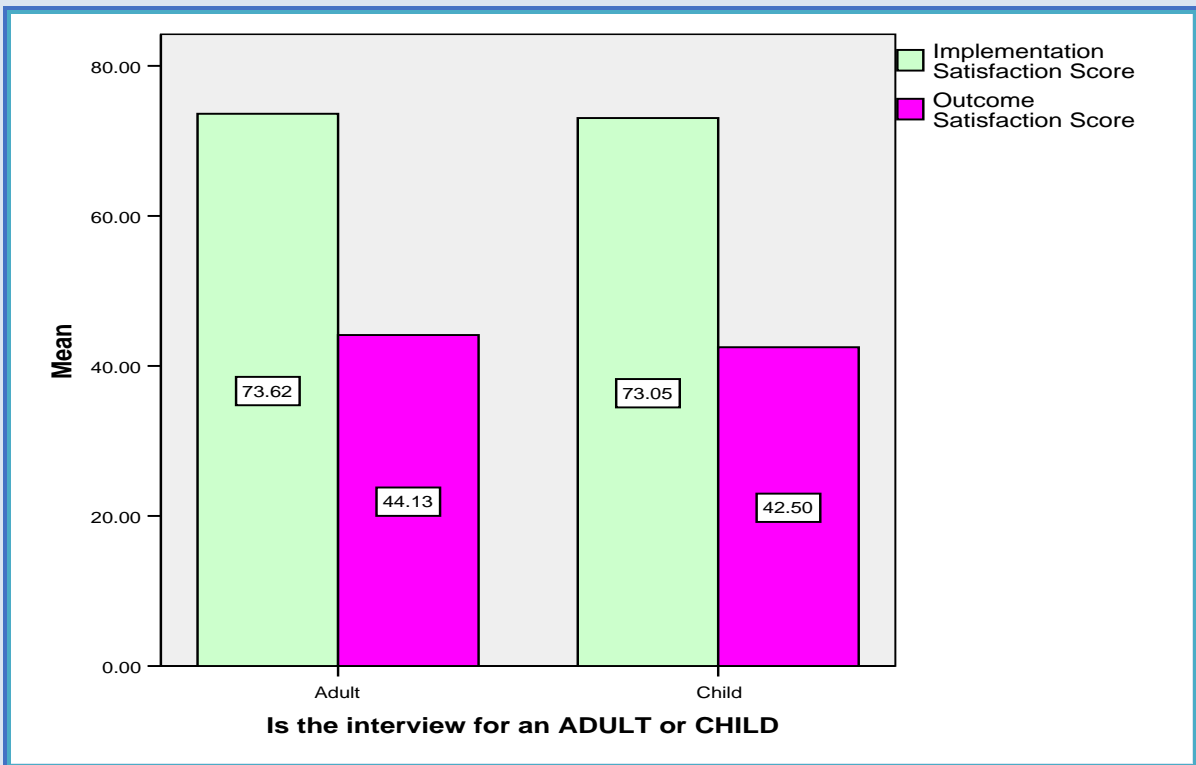
There were no significant differences in reported total satisfaction with regard to age type of respondents.



## Mean Satisfaction with Implementation and Outcomes

To help with interpretation, Implementation scores ranged from 22-80. 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 20-55. 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.

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 a significant difference in total satisfaction between implementation and outcomes.



## II. Implementation

According to survey responses, the majority of consumers are satisfied with their services. This is reflected in an 85.7% satisfaction rate (Mean Satisfaction Level/Highest Possible Score) among the reports received from consumers as well as consumer responses to Question# 16, "Overall, I am satisfied with the services..." with 88.7% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 94.3% overall satisfaction and consumers of child services reporting 88.1% overall satisfaction.

High satisfaction was reported when consumers were asked about communication with their providers and participation in their treatment. Consumers of adult and child services (97.8%) reported that they agreed they were informed about their rights (Q5), (97.0%) felt comfortable asking questions about their treatment (Q6) and (96.7%) agree that their provider does not share personal information without consent (Q8). Consumers of adult services reported high satisfaction (97.1%) with knowing who to call if they have questions about their services (Q1), that their provider respects their ethnic, cultural or religious background (97.1%) (Q9), trust in their service provider (97.1%) (Q10), (97.1%) feeling included in meetings (Q12) and (97.1%) being an equal partner in the treatment process (Q13).

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

- Respondents who received both adult and child services (34.8%) reported their service provider did not explain the disadvantages of their therapy or treatment (Q15).
- Adult respondents, about 1 in 4 (25.7%) reported they were not given a choice when selecting their service provider (Q3).
- Additionally, adult respondents (14.3%) reported they were not given information on how to get other services that they needed (Q2).
- Consumers of both adult (17.1%) and child services (12.5%) reported that they did not have the option to change their service provider should they choose to (Q4).

*Summary responses from the Total group of respondents from this fiscal year (N=362) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=35) are presented in Table 2. Summary responses from the respondents who received Child services (N=327) are presented in Table 3.*



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

N=362	% 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.	93.9	5.0	2.9	0.5	0.3
2. I was given information on how to get other services that I needed.	88.7	8.0	2.9	0.7	2.5
3. I had a choice in selecting my service provider.	89.0	9.4	2.8	0.6	0.0
4. I have the option to change my service provider should I choose to.	72.4	13.0	2.8	1.0	5.0
5. I was informed about my rights and responsibilities regarding the treatment I have received.	97.8	0.8	3.0	0.2	0.0
6. I feel comfortable in asking questions regarding my treatment.	97.0	2.5	3.0	0.4	0.3
7. My service provider spends enough time with me.	87.8	8.8	2.8	0.6	0.3
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	96.7	1.7	3.0	0.3	0.0
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	93.6	1.1	3.1	0.7	5.2
10. I trust my service provider.	94.2	3.6	2.9	0.4	0.3
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	68.5	4.1	3.6	1.4	23.2
12. I am included in all meetings regarding my treatment plan and goals for recovery.	94.2	4.7	2.9	0.5	0.6
13. I am an equal partner in the treatment process.	92.8	5.5	2.9	0.5	0.0
14. My service provider explained the advantages of my therapy or treatment.	86.7	9.1	2.8	0.7	0.8
15. My service provider explained the disadvantages of my therapy or treatment	55.8	34.8	2.3	1.1	2.2
16. Overall, I am satisfied with the services I am receiving.	88.7	8.6	2.8	0.6	0.3

**Table 2 – Total Satisfaction – Implementation Adult Services**

N=35	% 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.	97.1	2.9	2.9	0.3	0.0
2. I was given information on how to get other services that I needed.	71.4	14.3	3.0	1.3	11.4
3. I had a choice in selecting my service provider.	71.4	25.7	2.5	0.9	0.0
4. I have the option to change my service provider should I choose to.	65.7	17.1	3.1	1.4	14.3
5. I was informed about my rights and responsibilities regarding the treatment I have received.	97.1	2.9	3.0	0.2	0.0
6. I feel comfortable in asking questions regarding my treatment.	97.1	2.9	2.9	0.3	0.0
7. My service provider spends enough time with me.	94.3	5.7	2.9	0.4	0.0
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	100	0.0	3.0	0.0	0.0
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	97.1	0.0	3.1	0.5	2.9
10. I trust my service provider.	97.1	2.9	2.9	0.3	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	91.4	0.0	3.0	0.6	2.9
12. I am included in all meetings regarding my treatment plan and goals for recovery.	97.1	2.9	2.9	0.3	0.0
13. I am an equal partner in the treatment process.	97.1	2.9	2.9	0.3	0.0
14. My service provider explained the advantages of my therapy or treatment.	82.9	8.6	2.7	0.6	0.0
15. My service provider explained the disadvantages of my therapy or treatment	62.9	28.6	2.3	0.9	0.0
16. Overall, I am satisfied with the services I am receiving.	94.3	2.9	2.9	0.4	0.0

**Table 3 – Total Satisfaction – Implementation Child Services**

N=327	% 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.	93.6	5.2	2.9	0.5	0.3
2. I was given information on how to get other services that my child/adolescent needed.	90.5	7.3	2.9	0.7	1.5
3. I had a choice when selecting my child/adolescent's service provider.	90.8	7.6	2.8	0.5	0.0
4. I have the option to change my child/adolescent's service provider should I choose to.	73.1	12.5	2.8	1.0	4.0
5. I was informed about my rights and responsibilities regarding the treatment my child/adolescent has received.	97.9	0.9	3.0	0.2	0.0
6. I feel comfortable in asking questions regarding my child/adolescent's treatment.	96.9	2.4	3.0	0.4	0.3
7. My service provider spends enough time with my child/adolescent.	87.2	9.2	2.8	0.6	0.3
8. My provider does not share the personal mental health and/or substance abuse information of my child/adolescent with others without my permission.	96.3	1.8	2.9	0.3	0.0
9. Program staff respects the role of my ethnic, cultural and religious background in my child/adolescent's recovery/treatment.	93.3	1.2	3.1	0.7	5.5
10. I trust my child/adolescent's service provider.	93.9	3.7	2.9	0.4	0.3
11. My service provider offered me the opportunity to involve my family, significant others or friends into my child/adolescent's treatment process.	66.1	4.6	3.6	1.4	25.4
12. I am included in all meetings regarding my child/adolescent's treatment plan and goals for recovery.	93.9	4.9	2.9	0.5	0.6
13. I am an equal partner in the treatment process for my child/adolescent.	92.4	5.8	2.9	0.5	0.0
14. My service provider explained the advantages of my child/adolescent's therapy or treatment.	87.2	9.2	2.8	0.7	0.9
15. My service provider explained the disadvantages of my child/adolescent's therapy or treatment	55.0	35.5	2.3	1.1	2.4
16. Overall, I am satisfied with the services my child/adolescent is receiving.	88.1	9.2	2.8	0.6	0.3

### III. Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 41.7% to 71.5% of consumers believe services have improved their lives in each outcome area. Additionally 18.5% to 45.0% of consumers believe that no change has resulted from their services. Only 3.0% to 9.4% believes that things are worse as a result of services.

Recipients of adult services reported high levels of satisfaction in (Q17) managing daily problems (74.3%), enjoying their free time (74.3%) (Q22), (71.4%) and dealing with specific problems or issues that led them to seek services (Q27).

Both child (71.6%) and adult (71.4%) consumers reported satisfaction in strengthening their social support network (Q23).

Recipients of adult services (42.9%) and reported that things have improved with dealing with school or work (Q25) and (11.4%) reported it as worse than before. As noted, (34.3%) of the respondents reported this question did not apply to them. When these cases are removed, (65.2%) report they were better able to deal with school or work and (17.4%) reported it was worse. These figures represent a more accurate picture of the results.

Recipients of child (41.6%) and reported that things have improved with dealing with school or work (Q25) and (8.9%) reported it as worse than before. As noted, (30.3%) of the respondents reported this question did not apply to them. When these cases are removed, (59.6%) report they were better able to deal with school or work and (12.7%) reported it was worse. These figures represent a more accurate picture of the results.

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

- While 65.7% of adult consumers reported dealing with a personal crisis as better (Q19), approximately 1 in 5 (17.1%) reported things as worse.
- Additionally, adult consumers (71.4%) reported feeling good about the future (Q21) but (17.1%) did not feel this way.
- Adult consumers (71.4%) also reported high levels of satisfaction with how they feel about themselves (Q20), (14.3%) reported it as worse.

*Summary responses from the Total group of respondents from this fiscal year (N=362) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=35) are presented in Table 5. Summary responses from the consumers who received Child services (N=327) are presented in Table 6.*

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

Total N=362	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	60.8	7.2	2.6	0.7	0.8
18. Feeling in control of my life.	52.2	6.1	2.5	0.8	2.2
19. Dealing with personal crisis.	52.5	7.7	2.8	1.1	7.7
20. How I feel about myself.	58.8	7.2	2.6	0.8	1.7
21. Feeling good (hopeful) about the future.	59.1	5.8	2.6	0.8	2.5
22. Enjoying my free time.	51.1	3.3	2.5	0.6	0.6
23. Strengthening my social support network.	71.5	4.4	2.7	0.6	0.3
24. Being involved in community activities.	56.4	3.0	2.9	1.1	9.7
25. Dealing with school or work.	41.7	9.1	3.6	1.7	30.7
26. Dealing with people in social situations.	61.0	9.1	2.5	0.7	0.0
27. Dealing with specific problems or issue that led to seek services.	68.0	9.4	2.6	0.7	0.6

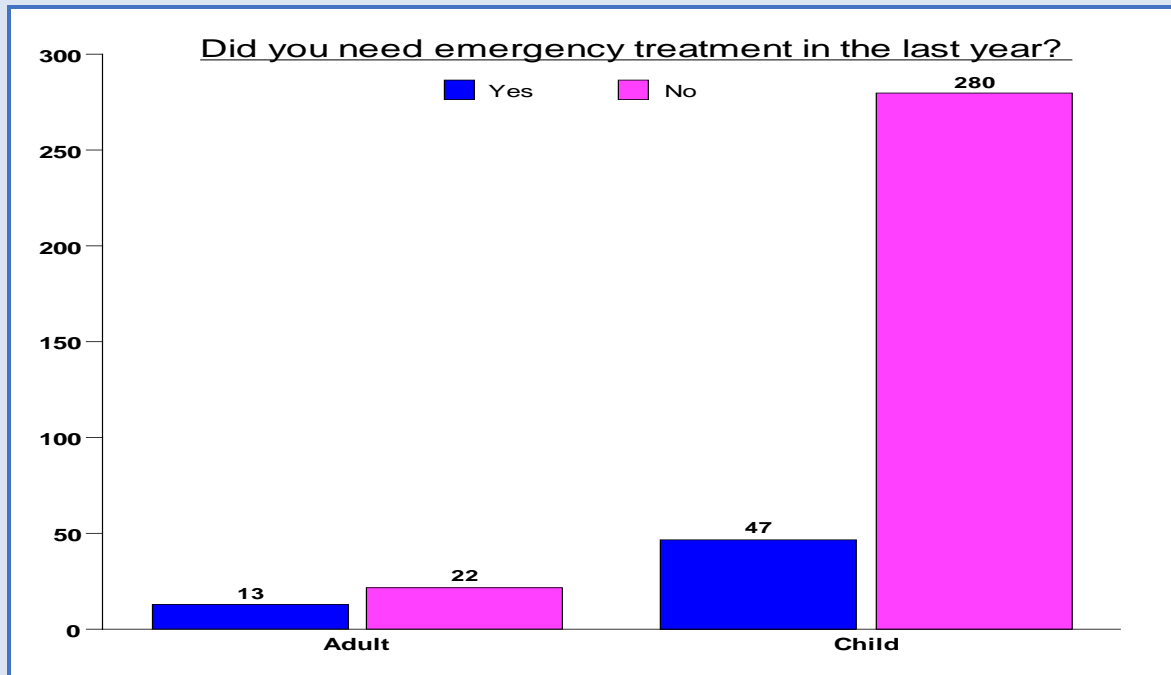
**Table 5 – Total Satisfaction – Outcome Questions Adult Services**

Total N=35	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	74.3	5.7	2.7	0.6	0.0
18. Feeling in control of my life.	68.6	5.7	2.6	0.6	0.0
19. Dealing with personal crisis.	65.7	17.1	2.7	1.1	5.7
20. How I feel about myself.	71.4	14.3	2.6	0.7	0.0
21. Feeling good (hopeful) about the future.	71.4	17.1	2.5	0.8	0.0
22. Enjoying my free time.	74.3	8.6	2.7	0.6	0.0
23. Strengthening my social support network.	71.4	5.7	2.7	0.6	5.7
24. Being involved in community activities.	45.7	5.7	2.5	0.9	2.9
25. Dealing with school or work.	42.9	11.4	3.7	1.8	34.3
26. Dealing with people in social situations.	60.0	11.4	2.5	0.7	0.0
27. Dealing with specific problems or issue that led to seek services.	71.4	8.6	2.6	0.6	0.0

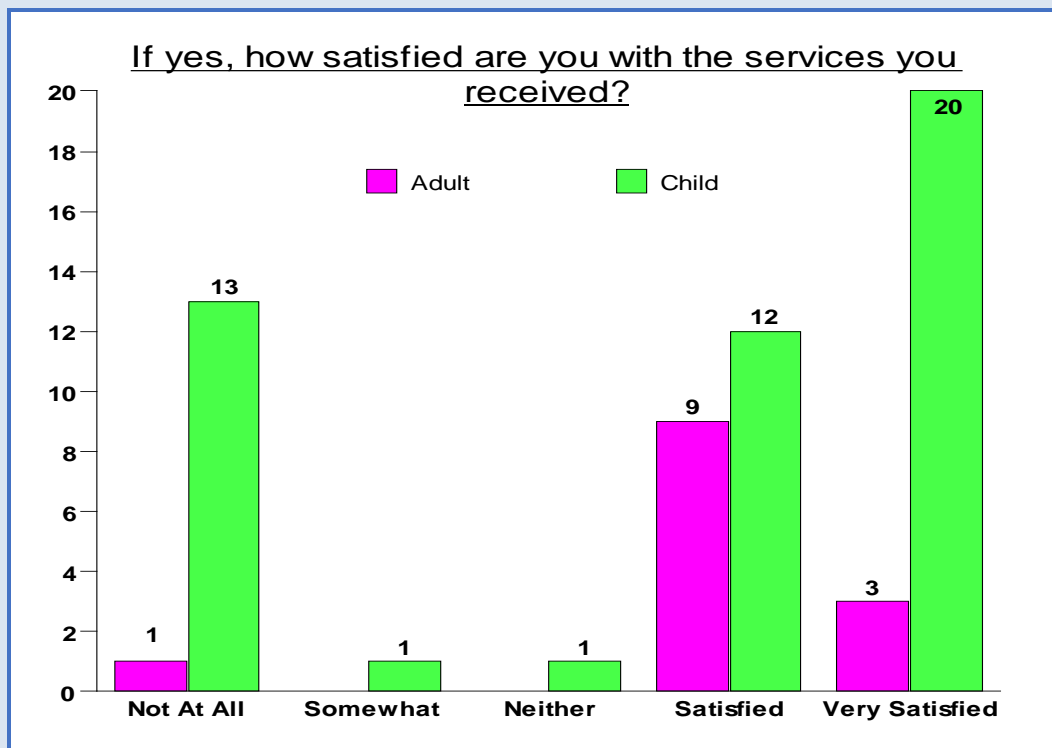
**Table 6 – Total Satisfaction – Outcome Questions Child Services**

	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=327					
17. Managing daily problems.	59.3	7.3	2.6	0.7	0.9
18. Feeling in control of my life.	50.5	6.1	2.5	0.8	2.4
19. Dealing with personal crisis.	51.1	6.7	2.8	1.1	8.0
20. How I feel about myself.	57.5	6.4	2.6	0.8	1.8
21. Feeling good (hopeful) about the future.	57.8	4.6	2.6	0.8	2.8
22. Enjoying my free time.	48.6	2.8	2.5	0.6	0.6
23. Strengthening my social support network.	71.6	4.3	2.7	0.6	0.3
24. Being involved in community activities.	57.5	2.8	3.0	1.2	10.4
25. Dealing with school or work.	41.6	8.9	3.5	1.7	30.3
26. Dealing with people in social situations.	61.2	8.9	2.5	0.7	0.0
27. Dealing with specific problems or issue that led to seek services.	67.6	9.5	2.6	0.7	0.6

Emergency Treatment: 60 of the 362 respondents (16.6%) indicated they needed emergency mental health or substance abuse service during the past year. 302 (83.4%) consumers reported they did not need emergency service during the past year.



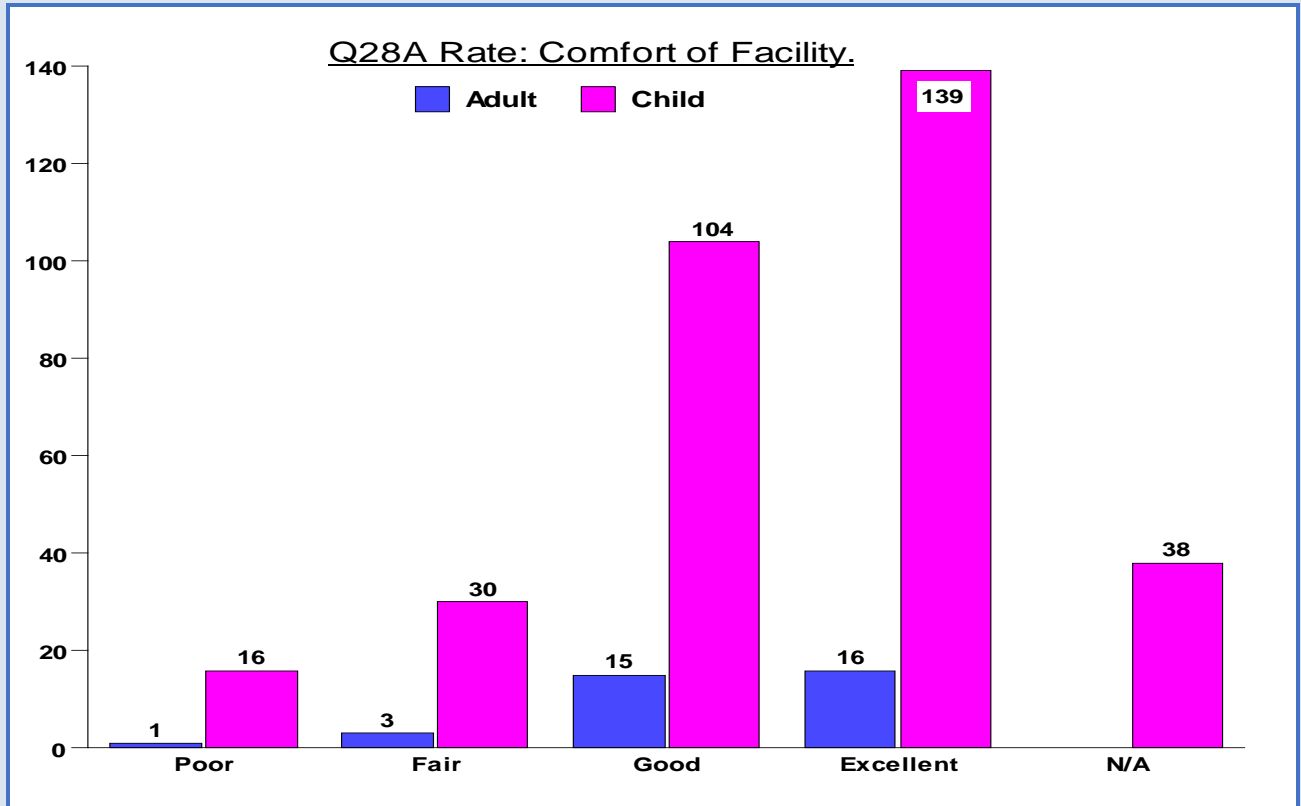
Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.63 with standard deviation 1.57. Of the consumers who felt that this question pertained to them 73.3% (44 of the 60) reported they were either Very Satisfied, or Satisfied, 25.0% (15 of 60), Somewhat or Not at all Satisfied.





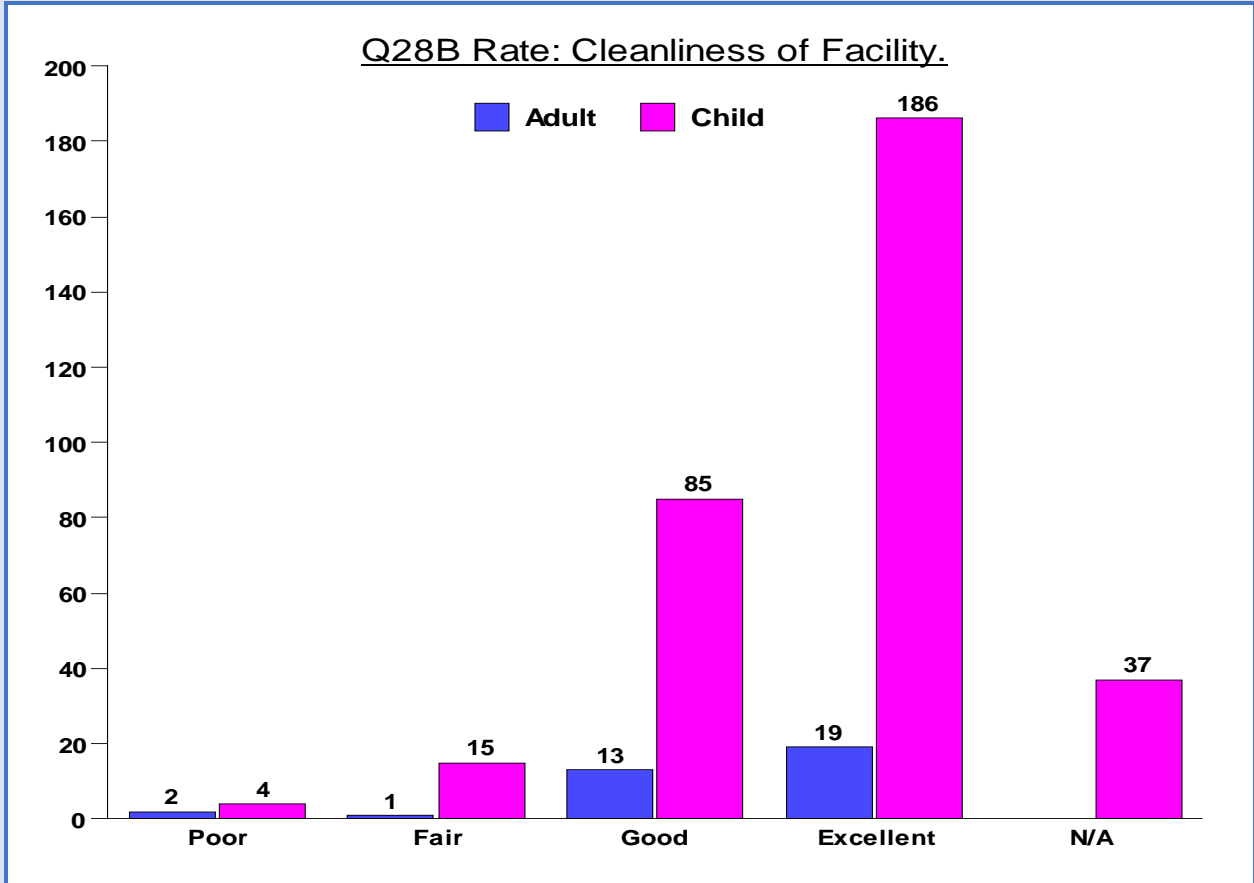
## Questions Regarding Treatment Environment

Comfort of Facility: 75.7% of all respondents rated the comfort of their treatment facility as Excellent or Good. 13.8% of all respondents rated the comfort of their treatment facility as Fair or Poor. 10.5% of consumers felt this question did not apply to them.



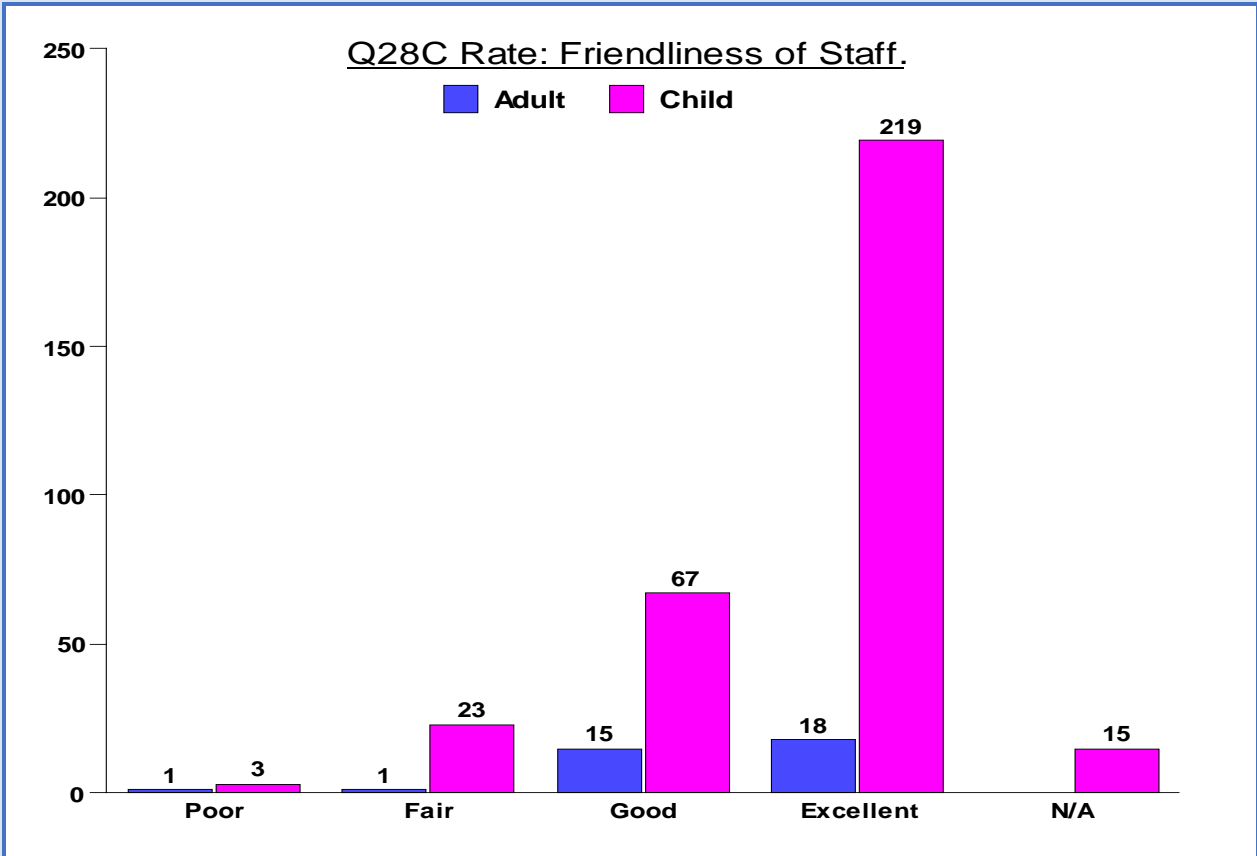
	Base	Q28A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	N/A
<b>Total</b>	362	17 4.70%	33 9.10%	119 32.90%	155 42.80%	38 10.50%
<b>Adult</b>	35	1 2.90%	3 8.60%	15 42.90%	16 45.70%	0 0
<b>Child</b>	327	16 4.90%	30 9.20%	104 31.80%	139 42.50%	38 11.60%

Cleanliness of Facility: 83.7% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 6.1% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 10.2% of consumers felt that this question did not apply to them.



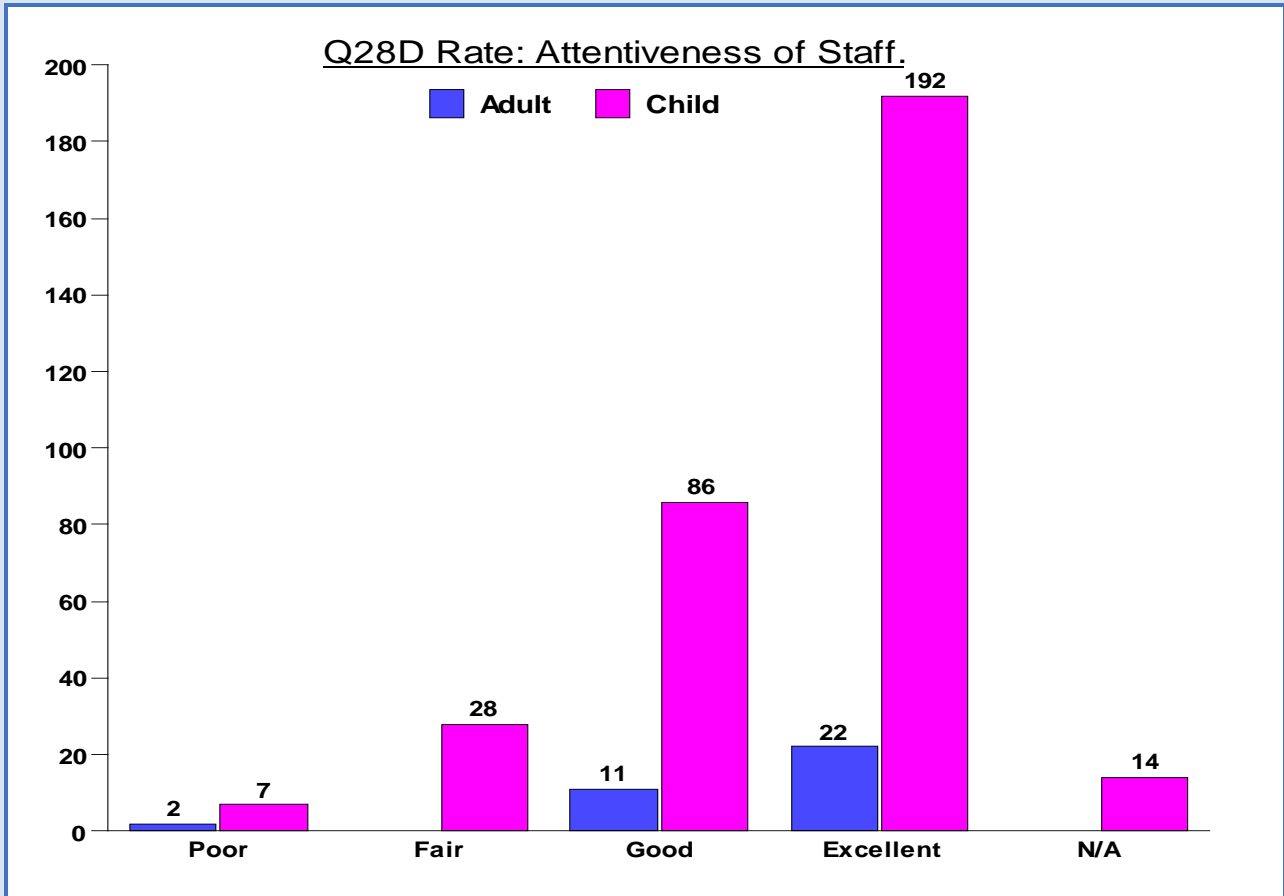
	Base	Q28B Rate: Cleanliness of Facility.				
		Poor	Fair	Good	Excellent	N/A
Total	362	6 1.70%	16 4.40%	98 27.10%	205 56.60%	37 10.20%
Adult	35	2 5.70%	1 2.90%	13 37.10%	19 54.30%	0 0
Child	327	4 1.20%	15 4.60%	85 26.00%	186 56.90%	37 11.30%

Friendliness of Staff: 84.1% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 10.9% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 5.1% of consumers felt that this question did not apply to them.



	Base	Q28C Rate: Friendliness of Staff.				
		Poor	Fair	Good	Excellent	N/A
Total	362	4 1.10%	24 6.60%	82 22.70%	237 65.50%	15 4.10%
Adult	35	1 2.90%	1 2.90%	15 42.90%	18 51.40%	0 0
Child	327	3 0.90%	23 7.00%	67 20.50%	219 67.00%	15 4.60%

Attentiveness of Staff: 81.4% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 13.4% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 5.3% of consumers felt that this question did not apply to them.



	Base	Q28D Rate: Attentiveness of Staff.				
		Poor	Fair	Good	Excellent	N/A
Total	362	9 2.50%	28 7.70%	97 26.80%	214 59.10%	14 3.90%
Adult	35	2 5.70%	0 0	11 31.40%	22 62.90%	0 0
Child	327	7 2.10%	28 8.60%	86 26.30%	192 58.70%	14 4.30%

## Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

- 85.9% of respondents (311 of 362) 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
<b>Total</b>	<b>362</b>	<b>311</b> <b>85.90%</b>	<b>39</b> <b>10.80%</b>	<b>12</b> <b>3.30%</b>
<b>Adult</b>	<b>35</b>	<b>22</b> <b>62.90%</b>	<b>11</b> <b>31.40%</b>	<b>2</b> <b>5.70%</b>
<b>Child</b>	<b>327</b>	<b>289</b> <b>88.40%</b>	<b>28</b> <b>8.60%</b>	<b>10</b> <b>3.10%</b>

	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
<b>Total</b>	<b>362</b>	<b>311</b> <b>85.90%</b>	<b>39</b> <b>10.80%</b>	<b>12</b> <b>3.30%</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>7</b> <b>58.30%</b>	<b>4</b> <b>33.30%</b>	<b>1</b> <b>8.30%</b>
<b>Lancaster</b>	<b>13</b>	<b>9</b> <b>69.20%</b>	<b>4</b> <b>30.80%</b>	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>6</b> <b>60.00%</b>	<b>3</b> <b>30.00%</b>	<b>1</b> <b>10.00%</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>17</b>	<b>17</b> <b>100.00%</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>86</b> <b>90.50%</b>	<b>9</b> <b>9.50%</b>	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>135</b>	<b>118</b> <b>87.40%</b>	<b>11</b> <b>8.10%</b>	<b>6</b> <b>4.40%</b>
<b>Lebanon</b>	<b>73</b>	<b>61</b> <b>83.60%</b>	<b>8</b> <b>11.00%</b>	<b>4</b> <b>5.50%</b>
<b>Perry</b>	<b>7</b>	<b>7</b> <b>100.00%</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>

- 25.1% (91 out of 362) 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
<b>Total</b>	<b>362</b>	<b>91</b> <b>25.10%</b>	<b>269</b> <b>74.30%</b>	<b>2</b> <b>0.60%</b>
<b>Adult</b>	<b>35</b>	<b>4</b> <b>11.40%</b>	<b>31</b> <b>88.60%</b>	<b>0</b> <b>0</b>
<b>Child</b>	<b>327</b>	<b>87</b> <b>26.60%</b>	<b>238</b> <b>72.80%</b>	<b>2</b> <b>0.60%</b>

	Base	Q34 In the last 12 months, did you call member services at CBHNP to get information or help...		
		Yes	No	Does Not Apply
<b>Total</b>	<b>362</b>	<b>91</b> <b>25.10%</b>	<b>269</b> <b>74.30%</b>	<b>2</b> <b>0.60%</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>2</b> <b>16.70%</b>	<b>10</b> <b>83.30%</b>	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>1</b> <b>7.70%</b>	<b>12</b> <b>92.30%</b>	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>1</b> <b>10.00%</b>	<b>9</b> <b>90.00%</b>	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>17</b>	<b>4</b> <b>23.50%</b>	<b>13</b> <b>76.50%</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>22</b> <b>23.20%</b>	<b>72</b> <b>75.80%</b>	<b>1</b> <b>1.10%</b>
<b>Lancaster</b>	<b>135</b>	<b>38</b> <b>28.10%</b>	<b>97</b> <b>71.90%</b>	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>73</b>	<b>21</b> <b>28.80%</b>	<b>51</b> <b>69.90%</b>	<b>1</b> <b>1.40%</b>
<b>Perry</b>	<b>7</b>	<b>2</b> <b>28.60%</b>	<b>5</b> <b>71.40%</b>	<b>0</b> <b>0</b>

- 78.4% of those that requested information from CBHNP (76 of 97) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 21.6% (21 of the 97) 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	Q34.a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>362</b>	<b>76</b> <b>21.00%</b>	<b>21</b> <b>5.80%</b>	<b>265</b> <b>73.20%</b>
<b>Adult</b>	<b>35</b>	<b>3</b> <b>8.60%</b>	<b>1</b> <b>2.90%</b>	<b>31</b> <b>88.60%</b>
<b>Child</b>	<b>327</b>	<b>73</b> <b>22.30%</b>	<b>20</b> <b>6.10%</b>	<b>234</b> <b>71.60%</b>

	Base	Q34.a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>362</b>	<b>76</b> <b>21.00%</b>	<b>21</b> <b>5.80%</b>	<b>265</b> <b>73.20%</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>1</b> <b>8.30%</b>	<b>1</b> <b>8.30%</b>	<b>10</b> <b>83.30%</b>
<b>Lancaster</b>	<b>13</b>	<b>1</b> <b>7.70%</b>	<b>0</b> <b>0</b>	<b>12</b> <b>92.30%</b>
<b>Lebanon</b>	<b>10</b>	<b>1</b> <b>10.00%</b>	<b>0</b> <b>0</b>	<b>9</b> <b>90.00%</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>17</b>	<b>4</b> <b>23.50%</b>	<b>0</b> <b>0</b>	<b>13</b> <b>76.50%</b>
<b>Dauphin</b>	<b>95</b>	<b>22</b> <b>23.20%</b>	<b>5</b> <b>5.30%</b>	<b>68</b> <b>71.60%</b>
<b>Lancaster</b>	<b>135</b>	<b>25</b> <b>18.50%</b>	<b>13</b> <b>9.60%</b>	<b>97</b> <b>71.90%</b>
<b>Lebanon</b>	<b>73</b>	<b>20</b> <b>27.40%</b>	<b>2</b> <b>2.70%</b>	<b>51</b> <b>69.90%</b>
<b>Perry</b>	<b>7</b>	<b>2</b> <b>28.60%</b>	<b>0</b> <b>0</b>	<b>5</b> <b>71.40%</b>

- 93.9% of respondents (340 of the 362) report they are aware of their right to file a complaint or grievance. 6.1% (22 of the 362) 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
<b>Total</b>	<b>362</b>	<b>340</b> <b>93.90%</b>	<b>22</b> <b>6.10%</b>	<b>0</b> <b>0</b>
<b>Adult</b>	<b>35</b>	<b>34</b> <b>97.10%</b>	<b>1</b> <b>2.90%</b>	<b>0</b> <b>0</b>
<b>Child</b>	<b>327</b>	<b>306</b> <b>93.60%</b>	<b>21</b> <b>6.40%</b>	<b>0</b> <b>0</b>

	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>362</b>	<b>340</b> <b>93.90%</b>	<b>22</b> <b>6.10%</b>	<b>0</b> <b>0</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>12</b> <b>100.00%</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>13</b> <b>100.00%</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>9</b> <b>90.00%</b>	<b>1</b> <b>10.00%</b>	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>17</b>	<b>16</b> <b>94.10%</b>	<b>1</b> <b>5.90%</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>91</b> <b>95.80%</b>	<b>4</b> <b>4.20%</b>	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>135</b>	<b>123</b> <b>91.10%</b>	<b>12</b> <b>8.90%</b>	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>73</b>	<b>69</b> <b>94.50%</b>	<b>4</b> <b>5.50%</b>	<b>0</b> <b>0</b>
<b>Perry</b>	<b>7</b>	<b>7</b> <b>100.00%</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>



- 72.1% of respondents (261 of the 362) report they know who to call to file a complaint or grievance. 24.9% respondents (90 of the 362) 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
<b>Total</b>	<b>362</b>	<b>261</b> 72.10%	<b>90</b> 24.90%	<b>11</b> 3.00%
<b>Adult</b>	<b>35</b>	<b>22</b> 62.90%	<b>13</b> 37.10%	<b>0</b> 0
<b>Child</b>	<b>327</b>	<b>239</b> 73.10%	<b>77</b> 23.50%	<b>11</b> 3.40%

	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>362</b>	<b>261</b> 72.10%	<b>90</b> 24.90%	<b>11</b> 3.00%
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>7</b> 58.30%	<b>5</b> 41.70%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>8</b> 61.50%	<b>5</b> 38.50%	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>7</b> 70.00%	<b>3</b> 30.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>17</b>	<b>16</b> 94.10%	<b>1</b> 5.90%	<b>0</b> 0
<b>Dauphin</b>	<b>95</b>	<b>80</b> 84.20%	<b>15</b> 15.80%	<b>0</b> 0
<b>Lancaster</b>	<b>135</b>	<b>80</b> 59.30%	<b>47</b> 34.80%	<b>8</b> 5.90%
<b>Lebanon</b>	<b>73</b>	<b>57</b> 78.10%	<b>13</b> 17.80%	<b>3</b> 4.10%
<b>Perry</b>	<b>7</b>	<b>6</b> 85.70%	<b>1</b> 14.30%	<b>0</b> 0

- 88.6% of respondents who had called CBHNP staff (210 of 237) felt they were given a choice of at least 2 providers. 11.4% of respondents (27 of 237) 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
<b>Total</b>	<b>362</b>	<b>210 58.00%</b>	<b>27 7.50%</b>	<b>125 34.50%</b>
<b>Adult</b>	<b>35</b>	<b>20 57.10%</b>	<b>5 14.30%</b>	<b>10 28.60%</b>
<b>Child</b>	<b>327</b>	<b>190 58.10%</b>	<b>22 6.70%</b>	<b>115 35.20%</b>

	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
<b>Total</b>	<b>362</b>	<b>210 58.00%</b>	<b>27 7.50%</b>	<b>125 34.50%</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>
<b>Dauphin</b>	<b>12</b>	<b>10 83.30%</b>	<b>1 8.30%</b>	<b>1 8.30%</b>
<b>Lancaster</b>	<b>13</b>	<b>6 46.20%</b>	<b>1 7.70%</b>	<b>6 46.20%</b>
<b>Lebanon</b>	<b>10</b>	<b>4 40.00%</b>	<b>3 30.00%</b>	<b>3 30.00%</b>
<b>Perry</b>	<b>0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>17</b>	<b>16 94.10%</b>	<b>1 5.90%</b>	<b>0 0</b>
<b>Dauphin</b>	<b>95</b>	<b>85 89.50%</b>	<b>9 9.50%</b>	<b>1 1.10%</b>
<b>Lancaster</b>	<b>135</b>	<b>49 36.30%</b>	<b>7 5.20%</b>	<b>79 58.50%</b>
<b>Lebanon</b>	<b>73</b>	<b>35 47.90%</b>	<b>3 4.10%</b>	<b>35 47.90%</b>
<b>Perry</b>	<b>7</b>	<b>5 71.40%</b>	<b>2 28.60%</b>	<b>0 0</b>

- 96.3% of respondents who had called CBHNP staff (182 out of 189) felt they were treated with courtesy and respect when they called CBHNP. 4.0% of respondents (7 of 173) 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
<b>Total</b>	<b>362</b>	<b>182</b> <b>50.30%</b>	<b>7</b> <b>1.90%</b>	<b>173</b> <b>47.80%</b>
<b>Adult</b>	<b>35</b>	<b>11</b> <b>31.40%</b>	<b>0</b> <b>0</b>	<b>24</b> <b>68.60%</b>
<b>Child</b>	<b>327</b>	<b>171</b> <b>52.30%</b>	<b>7</b> <b>2.10%</b>	<b>149</b> <b>45.60%</b>

	Base	Q38 When I call CBHNP staff treats me courteously and with respect.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>362</b>	<b>182</b> <b>50.30%</b>	<b>7</b> <b>1.90%</b>	<b>173</b> <b>47.80%</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>4</b> <b>33.30%</b>	<b>0</b> <b>0</b>	<b>8</b> <b>66.70%</b>
<b>Lancaster</b>	<b>13</b>	<b>6</b> <b>46.20%</b>	<b>0</b> <b>0</b>	<b>7</b> <b>53.80%</b>
<b>Lebanon</b>	<b>10</b>	<b>1</b> <b>10.00%</b>	<b>0</b> <b>0</b>	<b>9</b> <b>90.00%</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>17</b>	<b>7</b> <b>41.20%</b>	<b>0</b> <b>0</b>	<b>10</b> <b>58.80%</b>
<b>Dauphin</b>	<b>95</b>	<b>47</b> <b>49.50%</b>	<b>5</b> <b>5.30%</b>	<b>43</b> <b>45.30%</b>
<b>Lancaster</b>	<b>135</b>	<b>69</b> <b>51.10%</b>	<b>1</b> <b>0.70%</b>	<b>65</b> <b>48.10%</b>
<b>Lebanon</b>	<b>73</b>	<b>45</b> <b>61.60%</b>	<b>1</b> <b>1.40%</b>	<b>27</b> <b>37.00%</b>
<b>Perry</b>	<b>7</b>	<b>3</b> <b>42.90%</b>	<b>0</b> <b>0</b>	<b>4</b> <b>57.10%</b>

- 93.4% of respondents (338 out of 362) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. 3.9% of respondents (14 of 362) did not feel this was the case.

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>362</b>	<b>338</b> 93.40%	<b>14</b> 3.90%	<b>10</b> 2.80%
<b>Adult</b>	<b>35</b>	<b>33</b> 94.30%	<b>0</b> 0	<b>2</b> 5.70%
<b>Child</b>	<b>327</b>	<b>305</b> 93.30%	<b>14</b> 4.30%	<b>8</b> 2.40%

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>362</b>	<b>338</b> 93.40%	<b>14</b> 3.90%	<b>10</b> 2.80%
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>11</b> 91.70%	<b>0</b> 0	<b>1</b> 8.30%
<b>Lancaster</b>	<b>13</b>	<b>13</b> 100.00%	<b>0</b> 0	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>9</b> 90.00%	<b>0</b> 0	<b>1</b> 10.00%
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>17</b>	<b>17</b> 100.00%	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>95</b>	<b>83</b> 87.40%	<b>5</b> 5.30%	<b>7</b> 7.40%
<b>Lancaster</b>	<b>135</b>	<b>129</b> 95.60%	<b>6</b> 4.40%	<b>0</b> 0
<b>Lebanon</b>	<b>73</b>	<b>69</b> 94.50%	<b>3</b> 4.10%	<b>1</b> 1.40%
<b>Perry</b>	<b>7</b>	<b>7</b> 100.00%	<b>0</b> 0	<b>0</b> 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 35 respondents who were surveyed regarding their Adult services.

- 100% of Adult respondents (35 of 35) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 0 respondents (0%) 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
<b>Total</b>	<b>35</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>3</b> <b>8.60%</b>	<b>32</b> <b>91.40%</b>	<b>0</b> <b>0</b>
<b>County of Residence</b>							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	12	0 0	0 0	0 0	3 25.00%	9 75.00%	0 0
Lancaster	13	0 0	0 0	0 0	0 0	13 100.00%	0 0
Lebanon	10	0 0	0 0	0 0	0 0	10 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

- 85.7% of Adult respondents (30 of 35) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 2 respondents (5.7%) 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
<b>Total</b>	<b>35</b>	<b>2</b> <b>5.70%</b>	<b>0</b> <b>0</b>	<b>2</b> <b>5.70%</b>	<b>6</b> <b>17.10%</b>	<b>24</b> <b>68.60%</b>	<b>1</b> <b>2.90%</b>
<b>County of Residence</b>							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	12	0 0	0 0	2 16.70%	2 16.70%	8 66.70%	0 0
Lancaster	13	2 15.40%	0 0	0 0	4 30.80%	6 46.20%	1 7.70%
Lebanon	10	0 0	0 0	0 0	0 0	10 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

- 82.8% of Adult respondents (29 of 35) 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. 1 respondents (2.9%) 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
<b>Total</b>	<b>35</b>	<b>1</b> 2.90%	<b>0</b> 0	<b>4</b> 11.40%	<b>2</b> 5.70%	<b>27</b> 77.10%	<b>1</b> 2.90%
<b>County of Residence</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>0</b> 0	<b>0</b> 0	<b>1</b> 8.30%	<b>1</b> 8.30%	<b>10</b> 83.30%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>1</b> 7.70%	<b>0</b> 0	<b>3</b> 23.10%	<b>0</b> 0	<b>8</b> 61.50%	<b>1</b> 7.70%
<b>Lebanon</b>	<b>10</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>1</b> 10.00%	<b>9</b> 90.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0

- 100% of Adult respondents (35 of 35) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 0 of the respondents (0%) 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
<b>Total</b>	<b>35</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>4</b> 11.40%	<b>31</b> 88.60%	<b>0</b> 0
<b>County of Residence</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>2</b> 16.70%	<b>10</b> 83.30%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>2</b> 15.40%	<b>11</b> 84.60%	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>10</b> 100.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 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 327 respondents who were surveyed regarding their Child services.

- 89.9% of Child respondents (294 of 327) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 12 respondents (3.7%) 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
<b>Total</b>	<b>327</b>	<b>3</b> 0.90%	<b>9</b> 2.80%	<b>16</b> 4.90%	<b>30</b> 9.20%	<b>264</b> 80.70%	<b>5</b> 1.50%
<b>County of Residence</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> 0	<b>1</b> 5.90%	<b>0</b> 0	<b>3</b> 17.60%	<b>13</b> 76.50%	<b>0</b> 0
<b>Dauphin</b>	<b>95</b>	<b>0</b> 0	<b>4</b> 4.20%	<b>2</b> 2.10%	<b>12</b> 12.60%	<b>75</b> 78.90%	<b>2</b> 2.10%
<b>Lancaster</b>	<b>135</b>	<b>3</b> 2.20%	<b>4</b> 3.00%	<b>12</b> 8.90%	<b>11</b> 8.10%	<b>103</b> 76.30%	<b>2</b> 1.50%
<b>Lebanon</b>	<b>73</b>	<b>0</b> 0	<b>0</b> 0	<b>2</b> 2.70%	<b>4</b> 5.50%	<b>66</b> 90.40%	<b>1</b> 1.40%
<b>Perry</b>	<b>7</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>7</b> 100.00%	<b>0</b> 0

- 79.8% of Child respondents (261 of 327) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 34 respondents (10.4%) 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
<b>Total</b>	<b>327</b>	<b>21</b> 6.40%	<b>13</b> 4.00%	<b>25</b> 7.60%	<b>62</b> 19.00%	<b>199</b> 60.90%	<b>7</b> 2.10%
<b>County of Residence</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> 0	<b>2</b> 11.80%	<b>0</b> 0	<b>3</b> 17.60%	<b>12</b> 70.60%	<b>0</b> 0
<b>Dauphin</b>	<b>95</b>	<b>0</b> 0	<b>1</b> 1.10%	<b>3</b> 3.20%	<b>19</b> 20.00%	<b>72</b> 75.80%	<b>0</b> 0
<b>Lancaster</b>	<b>135</b>	<b>16</b> 11.90%	<b>6</b> 4.40%	<b>18</b> 13.30%	<b>23</b> 17.00%	<b>66</b> 48.90%	<b>6</b> 4.40%
<b>Lebanon</b>	<b>73</b>	<b>5</b> 6.80%	<b>4</b> 5.50%	<b>4</b> 5.50%	<b>15</b> 20.50%	<b>44</b> 60.30%	<b>1</b> 1.40%
<b>Perry</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>0</b>

		0	0	0	28.60%	71.40%	0
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- 69.7% of Child respondents (228 of 327) 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. 36 respondents (11.0%) 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
<b>Total</b>	<b>327</b>	<b>28</b> 8.60%	<b>8</b> 2.40%	<b>14</b> 4.30%	<b>28</b> 8.60%	<b>200</b> 61.20%	<b>49</b> 15.00%
<b>County of Residence</b>							
Cumberland	17	0 0	1 5.90%	1 5.90%	3 17.60%	10 58.80%	2 11.80%
Dauphin	95	2 2.10%	4 4.20%	3 3.20%	10 10.50%	75 78.90%	1 1.10%
Lancaster	135	24 17.80%	1 0.70%	4 3.00%	6 4.40%	67 49.60%	33 24.40%
Lebanon	73	2 2.70%	1 1.40%	6 8.20%	6 8.20%	45 61.60%	13 17.80%
Perry	7	0 0	1 14.30%	0 0	3 42.90%	3 42.90%	0 0

- 93.6% of Child respondents (306 of 327) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 14 of the respondents (4.3%) 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
<b>Total</b>	<b>327</b>	<b>10</b> 3.10%	<b>4</b> 1.20%	<b>5</b> 1.50%	<b>26</b> 8.00%	<b>280</b> 85.60%	<b>2</b> 0.60%
<b>County of Residence</b>							
Cumberland	17	0 0	1 5.90%	0 0	1 5.90%	15 88.20%	0 0
Dauphin	95	2 2.10%	1 1.10%	2 2.10%	8 8.40%	80 84.20%	2 2.10%
Lancaster	135	6 4.40%	2 1.50%	2 1.50%	10 7.40%	115 85.20%	0 0
Lebanon	73	2 2.70%	0 0	1 1.40%	7 9.60%	63 86.30%	0 0
Perry	7	0 0	0 0	0 0	0 0	7 100.00%	0 0



## Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of questions 1-27 by Age Group and County of residence for all respondents (N=362).

	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
<b>Total</b>	<b>362</b>	<b>14</b> 3.90%	<b>4</b> 1.10%	<b>3</b> 0.80%	<b>30</b> 8.30%	<b>310</b> 85.60%	<b>1</b> 0.30%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>1</b> 8.30%	<b>0</b> <b>0</b>	<b>1</b> 8.30%	<b>10</b> 83.30%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 7.70%	<b>12</b> 92.30%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>10</b> 100.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>1</b> 5.90%	<b>0</b> <b>0</b>	<b>1</b> 5.90%	<b>15</b> 88.20%	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>3</b> 3.20%	<b>1</b> 1.10%	<b>0</b> <b>0</b>	<b>9</b> 9.50%	<b>82</b> 86.30%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>135</b>	<b>7</b> 5.20%	<b>1</b> 0.70%	<b>2</b> 1.50%	<b>11</b> 8.10%	<b>113</b> 83.70%	<b>1</b> 0.70%
<b>Lebanon</b>	<b>73</b>	<b>4</b> 5.50%	<b>0</b> <b>0</b>	<b>1</b> 1.40%	<b>6</b> 8.20%	<b>62</b> 84.90%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 14.30%	<b>6</b> 85.70%	<b>0</b> <b>0</b>

	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
<b>Total</b>	<b>362</b>	<b>15</b> 4.10%	<b>14</b> 3.90%	<b>3</b> 0.80%	<b>27</b> 7.50%	<b>294</b> 81.20%	<b>9</b> 2.50%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>1</b> 8.30%	<b>1</b> 8.30%	<b>1</b> 8.30%	<b>1</b> 8.30%	<b>8</b> 66.70%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>0</b> 0	<b>3</b> 23.10%	<b>0</b> 0	<b>1</b> 7.70%	<b>5</b> 38.50%	<b>4</b> 30.80%
<b>Lebanon</b>	<b>10</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>10</b> 100.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> 0	<b>1</b> 5.90%	<b>0</b> 0	<b>4</b> 23.50%	<b>12</b> 70.60%	<b>0</b> 0
<b>Dauphin</b>	<b>95</b>	<b>6</b> 6.30%	<b>3</b> 3.20%	<b>2</b> 2.10%	<b>10</b> 10.50%	<b>74</b> 77.90%	<b>0</b> 0
<b>Lancaster</b>	<b>135</b>	<b>4</b> 3.00%	<b>4</b> 3.00%	<b>0</b> 0	<b>8</b> 5.90%	<b>117</b> 86.70%	<b>2</b> 1.50%
<b>Lebanon</b>	<b>73</b>	<b>4</b> 5.50%	<b>1</b> 1.40%	<b>0</b> 0	<b>3</b> 4.10%	<b>63</b> 86.30%	<b>2</b> 2.70%
<b>Perry</b>	<b>7</b>	<b>0</b> 0	<b>1</b> 14.30%	<b>0</b> 0	<b>0</b> 0	<b>5</b> 71.40%	<b>1</b> 14.30%

	Base	Q3 I had a choice when selecting my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
<b>Total</b>	<b>362</b>	<b>14</b> 3.90%	<b>20</b> 5.50%	<b>6</b> 1.70%	<b>34</b> 9.40%	<b>288</b> 79.60%	<b>0</b> 0
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>1</b> 8.30%	<b>0</b> 0	<b>0</b> 0	<b>4</b> 33.30%	<b>7</b> 58.30%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>1</b> 7.70%	<b>4</b> 30.80%	<b>1</b> 7.70%	<b>1</b> 7.70%	<b>6</b> 46.20%	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>0</b> 0	<b>3</b> 30.00%	<b>0</b> 0	<b>1</b> 10.00%	<b>6</b> 60.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> 0	<b>1</b> 5.90%	<b>0</b> 0	<b>1</b> 5.90%	<b>15</b> 88.20%	<b>0</b> 0
<b>Dauphin</b>	<b>95</b>	<b>6</b> 6.30%	<b>4</b> 4.20%	<b>1</b> 1.10%	<b>9</b> 9.50%	<b>75</b> 78.90%	<b>0</b> 0
<b>Lancaster</b>	<b>135</b>	<b>6</b> 4.40%	<b>5</b> 3.70%	<b>1</b> 0.70%	<b>10</b> 7.40%	<b>113</b> 83.70%	<b>0</b> 0
<b>Lebanon</b>	<b>73</b>	<b>0</b> 0	<b>2</b> 2.70%	<b>3</b> 4.10%	<b>7</b> 9.60%	<b>61</b> 83.60%	<b>0</b> 0
<b>Perry</b>	<b>7</b>	<b>0</b> 0	<b>1</b> 14.30%	<b>0</b> 0	<b>1</b> 14.30%	<b>5</b> 71.40%	<b>0</b> 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
<b>Total</b>	<b>362</b>	<b>33</b> 9.10%	<b>14</b> 3.90%	<b>35</b> 9.70%	<b>30</b> 8.30%	<b>232</b> 64.10%	<b>18</b> 5.00%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 8.30%	<b>1</b> 8.30%	<b>10</b> 83.30%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>4</b> 30.80%	<b>1</b> 7.70%	<b>0</b> <b>0</b>	<b>1</b> 7.70%	<b>2</b> 15.40%	<b>5</b> 38.50%
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>1</b> 10.00%	<b>0</b> <b>0</b>	<b>1</b> 10.00%	<b>8</b> 80.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>1</b> 5.90%	<b>0</b> <b>0</b>	<b>2</b> 11.80%	<b>14</b> 82.40%	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>4</b> 4.20%	<b>3</b> 3.20%	<b>5</b> 5.30%	<b>10</b> 10.50%	<b>72</b> 75.80%	<b>1</b> 1.10%
<b>Lancaster</b>	<b>135</b>	<b>17</b> 12.60%	<b>4</b> 3.00%	<b>23</b> 17.00%	<b>12</b> 8.90%	<b>74</b> 54.80%	<b>5</b> 3.70%
<b>Lebanon</b>	<b>73</b>	<b>8</b> 11.00%	<b>4</b> 5.50%	<b>6</b> 8.20%	<b>2</b> 2.70%	<b>46</b> 63.00%	<b>7</b> 9.60%
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 14.30%	<b>6</b> 85.70%	<b>0</b> <b>0</b>

	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
<b>Total</b>	<b>362</b>	<b>2</b> 0.60%	<b>1</b> 0.30%	<b>5</b> 1.40%	<b>19</b> 5.20%	<b>335</b> 92.50%	<b>0</b> 0
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 8.30%	<b>2</b> 16.70%	<b>9</b> 75.00%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>13</b> 100.00%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>10</b> 100.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 5.90%	<b>16</b> 94.10%	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>1</b> 1.10%	<b>1</b> 1.10%	<b>0</b> <b>0</b>	<b>9</b> 9.50%	<b>84</b> 88.40%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>135</b>	<b>1</b> 0.70%	<b>0</b> <b>0</b>	<b>4</b> 3.00%	<b>3</b> 2.20%	<b>127</b> 94.10%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>73</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>3</b> 4.10%	<b>70</b> 95.90%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 14.30%	<b>6</b> 85.70%	<b>0</b> <b>0</b>

	Base	Q6 I feel comfortable in asking questions regarding my treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
<b>Total</b>	<b>362</b>	<b>4</b> 1.10%	<b>5</b> 1.40%	<b>1</b> 0.30%	<b>23</b> 6.40%	<b>328</b> 90.60%	<b>1</b> 0.30%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 8.30%	<b>11</b> 91.70%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>0</b> <b>0</b>	<b>1</b> 7.70%	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>12</b> 92.30%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>10</b> 100.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>2</b> 11.80%	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>15</b> 88.20%	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>1</b> 1.10%	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>10</b> 10.50%	<b>84</b> 88.40%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>135</b>	<b>2</b> 1.50%	<b>2</b> 1.50%	<b>1</b> 0.70%	<b>9</b> 6.70%	<b>120</b> 88.90%	<b>1</b> 0.70%
<b>Lebanon</b>	<b>73</b>	<b>1</b> 1.40%	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>3</b> 4.10%	<b>69</b> 94.50%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>7</b> 100.00%	<b>0</b> <b>0</b>

	Base	Q7 My service provider spends enough time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
<b>Total</b>	<b>362</b>	<b>19</b> 5.20%	<b>13</b> 3.60%	<b>11</b> 3.00%	<b>45</b> 12.40%	<b>273</b> 75.40%	<b>1</b> 0.30%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>1</b> 8.30%	<b>0</b> <b>0</b>	<b>2</b> 16.70%	<b>9</b> 75.00%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>1</b> 7.70%	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>12</b> 92.30%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 10.00%	<b>9</b> 90.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>1</b> 5.90%	<b>1</b> 5.90%	<b>3</b> 17.60%	<b>12</b> 70.60%	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>4</b> 4.20%	<b>4</b> 4.20%	<b>0</b> <b>0</b>	<b>16</b> 16.80%	<b>70</b> 73.70%	<b>1</b> 1.10%
<b>Lancaster</b>	<b>135</b>	<b>13</b> 9.60%	<b>5</b> 3.70%	<b>8</b> 5.90%	<b>17</b> 12.60%	<b>92</b> 68.10%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>73</b>	<b>1</b> 1.40%	<b>2</b> 2.70%	<b>2</b> 2.70%	<b>6</b> 8.20%	<b>62</b> 84.90%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>7</b> 100.00%	<b>0</b> <b>0</b>

	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
<b>Total</b>	<b>362</b>	<b>4</b> 1.10%	<b>2</b> 0.60%	<b>6</b> 1.70%	<b>21</b> 5.80%	<b>329</b> 90.90%	<b>0</b> 0
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 8.30%	<b>11</b> 91.70%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 7.70%	<b>12</b> 92.30%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>10</b> 100.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>1</b> 5.90%	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>16</b> 94.10%	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>0</b> <b>0</b>	<b>2</b> 2.10%	<b>5</b> 5.30%	<b>10</b> 10.50%	<b>78</b> 82.10%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>135</b>	<b>2</b> 1.50%	<b>0</b> <b>0</b>	<b>1</b> 0.70%	<b>5</b> 3.70%	<b>127</b> 94.10%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>73</b>	<b>1</b> 1.40%	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>4</b> 5.50%	<b>68</b> 93.20%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>7</b> 100.00%	<b>0</b> <b>0</b>



	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
<b>Total</b>	<b>362</b>	<b>1</b> 0.30%	<b>3</b> 0.80%	<b>0</b> 0	<b>23</b> 6.40%	<b>316</b> 87.30%	<b>19</b> 5.20%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>3</b> 25.00%	<b>9</b> 75.00%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>13</b> 100.00%	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>9</b> 90.00%	<b>1</b> 10.00%
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>2</b> 11.80%	<b>11</b> 64.70%	<b>4</b> 23.50%
<b>Dauphin</b>	<b>95</b>	<b>0</b> 0	<b>3</b> 3.20%	<b>0</b> 0	<b>11</b> 11.60%	<b>76</b> 80.00%	<b>5</b> 5.30%
<b>Lancaster</b>	<b>135</b>	<b>1</b> 0.70%	<b>0</b> 0	<b>0</b> 0	<b>2</b> 1.50%	<b>126</b> 93.30%	<b>6</b> 4.40%
<b>Lebanon</b>	<b>73</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>4</b> 5.50%	<b>68</b> 93.20%	<b>1</b> 1.40%
<b>Perry</b>	<b>7</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>1</b> 14.30%	<b>4</b> 57.10%	<b>2</b> 28.60%

	Base	Q10 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
<b>Total</b>	<b>362</b>	<b>8</b> 2.20%	<b>5</b> 1.40%	<b>7</b> 1.90%	<b>52</b> 14.40%	<b>289</b> 79.80%	<b>1</b> 0.30%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>4</b> 33.30%	<b>8</b> 66.70%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>1</b> 7.70%	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>2</b> 15.40%	<b>10</b> 76.90%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>10</b> 100.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>1</b> 5.90%	<b>0</b> <b>0</b>	<b>1</b> 5.90%	<b>14</b> 82.40%	<b>1</b> 5.90%
<b>Dauphin</b>	<b>95</b>	<b>2</b> 2.10%	<b>1</b> 1.10%	<b>3</b> 3.20%	<b>18</b> 18.90%	<b>71</b> 74.70%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>135</b>	<b>4</b> 3.00%	<b>3</b> 2.20%	<b>0</b> <b>0</b>	<b>22</b> 16.30%	<b>106</b> 78.50%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>73</b>	<b>1</b> 1.40%	<b>0</b> <b>0</b>	<b>4</b> 5.50%	<b>4</b> 5.50%	<b>64</b> 87.70%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 14.30%	<b>6</b> 85.70%	<b>0</b> <b>0</b>

	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
<b>Total</b>	<b>362</b>	<b>11 3.00%</b>	<b>4 1.10%</b>	<b>15 4.10%</b>	<b>30 8.30%</b>	<b>218 60.20%</b>	<b>84 23.20%</b>
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>
<b>Dauphin</b>	<b>12</b>	<b>0 0</b>	<b>0 0</b>	<b>1 8.30%</b>	<b>1 8.30%</b>	<b>9 75.00%</b>	<b>1 8.30%</b>
<b>Lancaster</b>	<b>13</b>	<b>0 0</b>	<b>0 0</b>	<b>1 7.70%</b>	<b>1 7.70%</b>	<b>11 84.60%</b>	<b>0 0</b>
<b>Lebanon</b>	<b>10</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>10 100.00%</b>	<b>0 0</b>
<b>Perry</b>	<b>0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0 0</b>	<b>2 11.80%</b>	<b>0 0</b>	<b>1 5.90%</b>	<b>13 76.50%</b>	<b>1 5.90%</b>
<b>Dauphin</b>	<b>95</b>	<b>3 3.20%</b>	<b>1 1.10%</b>	<b>3 3.20%</b>	<b>12 12.60%</b>	<b>69 72.60%</b>	<b>7 7.40%</b>
<b>Lancaster</b>	<b>135</b>	<b>7 5.20%</b>	<b>1 0.70%</b>	<b>6 4.40%</b>	<b>9 6.70%</b>	<b>60 44.40%</b>	<b>52 38.50%</b>
<b>Lebanon</b>	<b>73</b>	<b>1 1.40%</b>	<b>0 0</b>	<b>4 5.50%</b>	<b>4 5.50%</b>	<b>41 56.20%</b>	<b>23 31.50%</b>
<b>Perry</b>	<b>7</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>2 28.60%</b>	<b>5 71.40%</b>	<b>0 0</b>

	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
<b>Total</b>	<b>362</b>	11 3.00%	6 1.70%	2 0.60%	32 8.80%	309 85.40%	2 0.60%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	0 0	0 0	0 0	0 0	0 0	0 0
<b>Dauphin</b>	<b>12</b>	0 0	0 0	0 0	3 25.00%	9 75.00%	0 0
<b>Lancaster</b>	<b>13</b>	0 0	0 0	0 0	0 0	13 100.00%	0 0
<b>Lebanon</b>	<b>10</b>	0 0	1 10.00%	0 0	1 10.00%	8 80.00%	0 0
<b>Perry</b>	<b>0</b>	0 0	0 0	0 0	0 0	0 0	0 0
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	0 0	0 0	0 0	2 11.80%	15 88.20%	0 0
<b>Dauphin</b>	<b>95</b>	1 1.10%	1 1.10%	0 0	12 12.60%	80 84.20%	1 1.10%
<b>Lancaster</b>	<b>135</b>	9 6.70%	3 2.20%	2 1.50%	7 5.20%	113 83.70%	1 0.70%
<b>Lebanon</b>	<b>73</b>	1 1.40%	0 0	0 0	7 9.60%	65 89.00%	0 0
<b>Perry</b>	<b>7</b>	0 0	1 14.30%	0 0	0 0	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
<b>Total</b>	<b>362</b>	<b>10</b> 2.80%	<b>10</b> 2.80%	<b>6</b> 1.70%	<b>39</b> 10.80%	<b>297</b> 82.00%	<b>0</b> 0
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>1</b> 8.30%	<b>0</b> 0	<b>0</b> 0	<b>3</b> 25.00%	<b>8</b> 66.70%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>13</b> 100.00%	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>2</b> 20.00%	<b>8</b> 80.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>1</b> 5.90%	<b>16</b> 94.10%	<b>0</b> 0
<b>Dauphin</b>	<b>95</b>	<b>3</b> 3.20%	<b>2</b> 2.10%	<b>2</b> 2.10%	<b>7</b> 7.40%	<b>81</b> 85.30%	<b>0</b> 0
<b>Lancaster</b>	<b>135</b>	<b>4</b> 3.00%	<b>4</b> 3.00%	<b>3</b> 2.20%	<b>15</b> 11.10%	<b>109</b> 80.70%	<b>0</b> 0
<b>Lebanon</b>	<b>73</b>	<b>2</b> 2.70%	<b>3</b> 4.10%	<b>1</b> 1.40%	<b>11</b> 15.10%	<b>56</b> 76.70%	<b>0</b> 0
<b>Perry</b>	<b>7</b>	<b>0</b> 0	<b>1</b> 14.30%	<b>0</b> 0	<b>0</b> 0	<b>6</b> 85.70%	<b>0</b> 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
<b>Total</b>	<b>362</b>	26 7.20%	7 1.90%	12 3.30%	36 9.90%	278 76.80%	3 0.80%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	0 0	0 0	0 0	0 0	0 0	0 0
<b>Dauphin</b>	<b>12</b>	0 0	1 8.30%	1 8.30%	3 25.00%	7 58.30%	0 0
<b>Lancaster</b>	<b>13</b>	0 0	1 7.70%	1 7.70%	0 0	11 84.60%	0 0
<b>Lebanon</b>	<b>10</b>	0 0	1 10.00%	1 10.00%	0 0	8 80.00%	0 0
<b>Perry</b>	<b>0</b>	0 0	0 0	0 0	0 0	0 0	0 0
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	0 0	1 5.90%	1 5.90%	2 11.80%	12 70.60%	1 5.90%
<b>Dauphin</b>	<b>95</b>	4 4.20%	2 2.10%	3 3.20%	12 12.60%	73 76.80%	1 1.10%
<b>Lancaster</b>	<b>135</b>	17 12.60%	1 0.70%	4 3.00%	10 7.40%	102 75.60%	1 0.70%
<b>Lebanon</b>	<b>73</b>	5 6.80%	0 0	0 0	8 11.00%	60 82.20%	0 0
<b>Perry</b>	<b>7</b>	0 0	0 0	1 14.30%	1 14.30%	5 71.40%	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
<b>Total</b>	<b>362</b>	<b>111 30.70%</b>	<b>15 4.10%</b>	<b>26 7.20%</b>	<b>33 9.10%</b>	<b>169 46.70%</b>	<b>8 2.20%</b>
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>
<b>Dauphin</b>	<b>12</b>	<b>0 0</b>	<b>1 8.30%</b>	<b>1 8.30%</b>	<b>2 16.70%</b>	<b>8 66.70%</b>	<b>0 0</b>
<b>Lancaster</b>	<b>13</b>	<b>6 46.20%</b>	<b>0 0</b>	<b>2 15.40%</b>	<b>1 7.70%</b>	<b>4 30.80%</b>	<b>0 0</b>
<b>Lebanon</b>	<b>10</b>	<b>2 20.00%</b>	<b>1 10.00%</b>	<b>0 0</b>	<b>0 0</b>	<b>7 70.00%</b>	<b>0 0</b>
<b>Perry</b>	<b>0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>	<b>0 0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0 0</b>	<b>3 17.60%</b>	<b>1 5.90%</b>	<b>2 11.80%</b>	<b>9 52.90%</b>	<b>2 11.80%</b>
<b>Dauphin</b>	<b>95</b>	<b>7 7.40%</b>	<b>8 8.40%</b>	<b>2 2.10%</b>	<b>10 10.50%</b>	<b>66 69.50%</b>	<b>2 2.10%</b>
<b>Lancaster</b>	<b>135</b>	<b>65 48.10%</b>	<b>1 0.70%</b>	<b>15 11.10%</b>	<b>12 8.90%</b>	<b>40 29.60%</b>	<b>2 1.50%</b>
<b>Lebanon</b>	<b>73</b>	<b>31 42.50%</b>	<b>0 0</b>	<b>4 5.50%</b>	<b>5 6.80%</b>	<b>32 43.80%</b>	<b>1 1.40%</b>
<b>Perry</b>	<b>7</b>	<b>0 0</b>	<b>1 14.30%</b>	<b>1 14.30%</b>	<b>1 14.30%</b>	<b>3 42.90%</b>	<b>1 14.30%</b>

	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
<b>Total</b>	<b>362</b>	<b>22</b> 6.10%	<b>9</b> 2.50%	<b>9</b> 2.50%	<b>38</b> 10.50%	<b>283</b> 78.20%	<b>1</b> 0.30%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>2</b> 16.70%	<b>10</b> 83.30%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>1</b> 7.70%	<b>0</b> 0	<b>1</b> 7.70%	<b>0</b> 0	<b>11</b> 84.60%	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>10</b> 100.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>1</b> 5.90%	<b>2</b> 11.80%	<b>0</b> 0	<b>0</b> 0	<b>14</b> 82.40%	<b>0</b> 0
<b>Dauphin</b>	<b>95</b>	<b>3</b> 3.20%	<b>2</b> 2.10%	<b>3</b> 3.20%	<b>13</b> 13.70%	<b>73</b> 76.80%	<b>1</b> 1.10%
<b>Lancaster</b>	<b>135</b>	<b>15</b> 11.10%	<b>5</b> 3.70%	<b>4</b> 3.00%	<b>16</b> 11.90%	<b>95</b> 70.40%	<b>0</b> 0
<b>Lebanon</b>	<b>73</b>	<b>2</b> 2.70%	<b>0</b> 0	<b>1</b> 1.40%	<b>7</b> 9.60%	<b>63</b> 86.30%	<b>0</b> 0
<b>Perry</b>	<b>7</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>7</b> 100.00%	<b>0</b> 0



	Base	Q17 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
<b>Total</b>	<b>362</b>	<b>14</b> 3.90%	<b>12</b> 3.30%	<b>113</b> 31.20%	<b>110</b> 30.40%	<b>110</b> 30.40%	<b>3</b> 0.80%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>0</b>
		<b>0</b>	<b>8.30%</b>	<b>25.00%</b>	<b>33.30%</b>	<b>33.30%</b>	<b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>0</b>
		<b>0</b>	<b>7.70%</b>	<b>23.10%</b>	<b>23.10%</b>	<b>46.20%</b>	<b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>0</b>
		<b>0</b>	<b>0</b>	<b>10.00%</b>	<b>20.00%</b>	<b>70.00%</b>	<b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>0</b>
		<b>0</b>	<b>5.90%</b>	<b>35.30%</b>	<b>17.60%</b>	<b>41.20%</b>	<b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>2</b>	<b>4</b>	<b>25</b>	<b>32</b>	<b>32</b>	<b>0</b>
		<b>2.10%</b>	<b>4.20%</b>	<b>26.30%</b>	<b>33.70%</b>	<b>33.70%</b>	<b>0</b>
<b>Lancaster</b>	<b>135</b>	<b>9</b>	<b>2</b>	<b>46</b>	<b>42</b>	<b>33</b>	<b>3</b>
		<b>6.70%</b>	<b>1.50%</b>	<b>34.10%</b>	<b>31.10%</b>	<b>24.40%</b>	<b>2.20%</b>
<b>Lebanon</b>	<b>73</b>	<b>3</b>	<b>3</b>	<b>28</b>	<b>20</b>	<b>19</b>	<b>0</b>
		<b>4.10%</b>	<b>4.10%</b>	<b>38.40%</b>	<b>27.40%</b>	<b>26.00%</b>	<b>0</b>
<b>Perry</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>0</b>
		<b>0</b>	<b>0</b>	<b>14.30%</b>	<b>57.10%</b>	<b>28.60%</b>	<b>0</b>

	Base	Q18 Feeling in control of my life.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
<b>Total</b>	<b>362</b>	<b>10</b> 2.80%	<b>12</b> 3.30%	<b>143</b> 39.50%	<b>94</b> 26.00%	<b>95</b> 26.20%	<b>8</b> 2.20%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>1</b> 8.30%	<b>4</b> 33.30%	<b>4</b> 33.30%	<b>3</b> 25.00%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>1</b> 7.70%	<b>0</b> <b>0</b>	<b>4</b> 30.80%	<b>4</b> 30.80%	<b>4</b> 30.80%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 10.00%	<b>2</b> 20.00%	<b>7</b> 70.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>2</b> 11.80%	<b>7</b> 41.20%	<b>2</b> 11.80%	<b>4</b> 23.50%	<b>2</b> 11.80%
<b>Dauphin</b>	<b>95</b>	<b>3</b> 3.20%	<b>3</b> 3.20%	<b>32</b> 33.70%	<b>32</b> 33.70%	<b>25</b> 26.30%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>135</b>	<b>5</b> 3.70%	<b>3</b> 2.20%	<b>60</b> 44.40%	<b>33</b> 24.40%	<b>31</b> 23.00%	<b>3</b> 2.20%
<b>Lebanon</b>	<b>73</b>	<b>1</b> 1.40%	<b>3</b> 4.10%	<b>33</b> 45.20%	<b>12</b> 16.40%	<b>21</b> 28.80%	<b>3</b> 4.10%
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>2</b> 28.60%	<b>5</b> 71.40%	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>

	Base	Q19 Dealing with personal crisis.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
<b>Total</b>	<b>362</b>	<b>12</b> 3.30%	<b>16</b> 4.40%	<b>116</b> 32.00%	<b>85</b> 23.50%	<b>105</b> 29.00%	<b>28</b> 7.70%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>4</b> 33.30%	<b>1</b> 8.30%	<b>3</b> 25.00%	<b>3</b> 25.00%	<b>1</b> 8.30%
<b>Lancaster</b>	<b>13</b>	<b>0</b> <b>0</b>	<b>2</b> 15.40%	<b>1</b> 7.70%	<b>2</b> 15.40%	<b>7</b> 53.80%	<b>1</b> 7.70%
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>2</b> 20.00%	<b>1</b> 10.00%	<b>7</b> 70.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>11</b> 64.70%	<b>1</b> 5.90%	<b>2</b> 11.80%	<b>3</b> 17.60%
<b>Dauphin</b>	<b>95</b>	<b>2</b> 2.10%	<b>7</b> 7.40%	<b>25</b> 26.30%	<b>23</b> 24.20%	<b>22</b> 23.20%	<b>16</b> 16.80%
<b>Lancaster</b>	<b>135</b>	<b>7</b> 5.20%	<b>2</b> 1.50%	<b>53</b> 39.30%	<b>30</b> 22.20%	<b>39</b> 28.90%	<b>4</b> 3.00%
<b>Lebanon</b>	<b>73</b>	<b>3</b> 4.10%	<b>1</b> 1.40%	<b>22</b> 30.10%	<b>22</b> 30.10%	<b>24</b> 32.90%	<b>1</b> 1.40%
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 14.30%	<b>3</b> 42.90%	<b>1</b> 14.30%	<b>2</b> 28.60%

	Base	Q20 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
<b>Total</b>	<b>362</b>	<b>15</b> 4.10%	<b>11</b> 3.00%	<b>117</b> 32.30%	<b>82</b> 22.70%	<b>131</b> 36.20%	<b>6</b> 1.70%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>1</b> 8.30%	<b>1</b> 8.30%	<b>3</b> 25.00%	<b>3</b> 25.00%	<b>4</b> 33.30%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>3</b> 23.10%	<b>0</b> 0	<b>1</b> 7.70%	<b>2</b> 15.40%	<b>7</b> 53.80%	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 10.00%	<b>3</b> 30.00%	<b>6</b> 60.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>1</b> 5.90%	<b>7</b> 41.20%	<b>1</b> 5.90%	<b>6</b> 35.30%	<b>2</b> 11.80%
<b>Dauphin</b>	<b>95</b>	<b>2</b> 2.10%	<b>5</b> 5.30%	<b>21</b> 22.10%	<b>28</b> 29.50%	<b>37</b> 38.90%	<b>2</b> 2.10%
<b>Lancaster</b>	<b>135</b>	<b>5</b> 3.70%	<b>2</b> 1.50%	<b>55</b> 40.70%	<b>27</b> 20.00%	<b>44</b> 32.60%	<b>2</b> 1.50%
<b>Lebanon</b>	<b>73</b>	<b>4</b> 5.50%	<b>2</b> 2.70%	<b>28</b> 38.40%	<b>15</b> 20.50%	<b>24</b> 32.90%	<b>0</b> 0
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 14.30%	<b>3</b> 42.90%	<b>3</b> 42.90%	<b>0</b> 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
<b>Total</b>	<b>362</b>	<b>9</b> 2.50%	<b>12</b> 3.30%	<b>118</b> 32.60%	<b>84</b> 23.20%	<b>130</b> 35.90%	<b>9</b> 2.50%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>1</b> 8.30%	<b>2</b> 16.70%	<b>0</b> 0	<b>6</b> 50.00%	<b>3</b> 25.00%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>3</b> 23.10%	<b>0</b> 0	<b>2</b> 15.40%	<b>1</b> 7.70%	<b>7</b> 53.80%	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>0</b> 0	<b>0</b> 0	<b>2</b> 20.00%	<b>2</b> 20.00%	<b>6</b> 60.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> 0	<b>1</b> 5.90%	<b>5</b> 29.40%	<b>4</b> 23.50%	<b>4</b> 23.50%	<b>3</b> 17.60%
<b>Dauphin</b>	<b>95</b>	<b>2</b> 2.10%	<b>2</b> 2.10%	<b>18</b> 18.90%	<b>33</b> 34.70%	<b>40</b> 42.10%	<b>0</b> 0
<b>Lancaster</b>	<b>135</b>	<b>3</b> 2.20%	<b>3</b> 2.20%	<b>61</b> 45.20%	<b>25</b> 18.50%	<b>40</b> 29.60%	<b>3</b> 2.20%
<b>Lebanon</b>	<b>73</b>	<b>0</b> 0	<b>4</b> 5.50%	<b>29</b> 39.70%	<b>7</b> 9.60%	<b>30</b> 41.10%	<b>3</b> 4.10%
<b>Perry</b>	<b>7</b>	<b>0</b> 0	<b>0</b> 0	<b>1</b> 14.30%	<b>6</b> 85.70%	<b>0</b> 0	<b>0</b> 0

	Base	Q22 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
<b>Total</b>	<b>362</b>	<b>2</b> 0.60%	<b>10</b> 2.80%	<b>163</b> 45.00%	<b>51</b> 14.10%	<b>134</b> 37.00%	<b>2</b> 0.60%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>3</b> 25.00%	<b>2</b> 16.70%	<b>2</b> 16.70%	<b>5</b> 41.70%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>4</b> 30.80%	<b>2</b> 15.40%	<b>7</b> 53.80%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>10</b> 100.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>8</b> 47.10%	<b>3</b> 17.60%	<b>6</b> 35.30%	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>1</b> 1.10%	<b>3</b> 3.20%	<b>22</b> 23.20%	<b>24</b> 25.30%	<b>44</b> 46.30%	<b>1</b> 1.10%
<b>Lancaster</b>	<b>135</b>	<b>1</b> 0.70%	<b>3</b> 2.20%	<b>90</b> 66.70%	<b>9</b> 6.70%	<b>31</b> 23.00%	<b>1</b> 0.70%
<b>Lebanon</b>	<b>73</b>	<b>0</b> <b>0</b>	<b>1</b> 1.40%	<b>37</b> 50.70%	<b>9</b> 12.30%	<b>26</b> 35.60%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>2</b> 28.60%	<b>5</b> 71.40%	<b>0</b> <b>0</b>

	Base	Q23 Strengthening my social support network.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
<b>Total</b>	<b>362</b>	<b>4</b> 1.10%	<b>12</b> 3.30%	<b>86</b> 23.80%	<b>80</b> 22.10%	<b>179</b> 49.40%	<b>1</b> 0.30%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>1</b> 8.30%	<b>5</b> 41.70%	<b>0</b> <b>0</b>	<b>6</b> 50.00%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>13</b>	<b>1</b> 7.70%	<b>0</b> <b>0</b>	<b>1</b> 7.70%	<b>2</b> 15.40%	<b>9</b> 69.20%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>2</b> 20.00%	<b>2</b> 20.00%	<b>6</b> 60.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>2</b> 11.80%	<b>5</b> 29.40%	<b>3</b> 17.60%	<b>7</b> 41.20%	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>1</b> 1.10%	<b>3</b> 3.20%	<b>23</b> 24.20%	<b>25</b> 26.30%	<b>43</b> 45.30%	<b>0</b> <b>0</b>
<b>Lancaster</b>	<b>135</b>	<b>2</b> 1.50%	<b>4</b> 3.00%	<b>36</b> 26.70%	<b>29</b> 21.50%	<b>63</b> 46.70%	<b>1</b> 0.70%
<b>Lebanon</b>	<b>73</b>	<b>0</b> <b>0</b>	<b>1</b> 1.40%	<b>13</b> 17.80%	<b>16</b> 21.90%	<b>43</b> 58.90%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>1</b> 14.30%	<b>1</b> 14.30%	<b>3</b> 42.90%	<b>2</b> 28.60%	<b>0</b> <b>0</b>

	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
<b>Total</b>	<b>362</b>	<b>4</b> 1.10%	<b>7</b> 1.90%	<b>112</b> 30.90%	<b>58</b> 16.00%	<b>146</b> 40.30%	<b>35</b> 9.70%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>0</b> <b>0</b>	<b>2</b> 16.70%	<b>5</b> 41.70%	<b>1</b> 8.30%	<b>3</b> 25.00%	<b>1</b> 8.30%
<b>Lancaster</b>	<b>13</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>5</b> 38.50%	<b>2</b> 15.40%	<b>6</b> 46.20%	<b>0</b> <b>0</b>
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>6</b> 60.00%	<b>0</b> <b>0</b>	<b>4</b> 40.00%	<b>0</b> <b>0</b>
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>1</b> 5.90%	<b>8</b> 47.10%	<b>4</b> 23.50%	<b>4</b> 23.50%	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>1</b> 1.10%	<b>2</b> 2.10%	<b>33</b> 34.70%	<b>11</b> 11.60%	<b>43</b> 45.30%	<b>5</b> 5.30%
<b>Lancaster</b>	<b>135</b>	<b>1</b> 0.70%	<b>2</b> 1.50%	<b>39</b> 28.90%	<b>21</b> 15.60%	<b>52</b> 38.50%	<b>20</b> 14.80%
<b>Lebanon</b>	<b>73</b>	<b>2</b> 2.70%	<b>0</b> <b>0</b>	<b>13</b> 17.80%	<b>17</b> 23.30%	<b>32</b> 43.80%	<b>9</b> 12.30%
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>3</b> 42.90%	<b>2</b> 28.60%	<b>2</b> 28.60%	<b>0</b> <b>0</b>



	Base	Q25 Dealing with school or work.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
<b>Total</b>	<b>362</b>	<b>14</b> 3.90%	<b>19</b> 5.20%	<b>67</b> 18.50%	<b>50</b> 13.80%	<b>101</b> 27.90%	<b>111</b> 30.70%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>1</b> 8.30%	<b>2</b> 16.70%	<b>1</b> 8.30%	<b>0</b> 0	<b>5</b> 41.70%	<b>3</b> 25.00%
<b>Lancaster</b>	<b>13</b>	<b>1</b> 7.70%	<b>0</b> 0	<b>2</b> 15.40%	<b>1</b> 7.70%	<b>4</b> 30.80%	<b>5</b> 38.50%
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 10.00%	<b>2</b> 20.00%	<b>3</b> 30.00%	<b>4</b> 40.00%
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>1</b> 5.90%	<b>7</b> 41.20%	<b>4</b> 23.50%	<b>5</b> 29.40%	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>95</b>	<b>4</b> 4.20%	<b>9</b> 9.50%	<b>19</b> 20.00%	<b>23</b> 24.20%	<b>37</b> 38.90%	<b>3</b> 3.20%
<b>Lancaster</b>	<b>135</b>	<b>4</b> 3.00%	<b>3</b> 2.20%	<b>21</b> 15.60%	<b>10</b> 7.40%	<b>20</b> 14.80%	<b>77</b> 57.00%
<b>Lebanon</b>	<b>73</b>	<b>4</b> 5.50%	<b>3</b> 4.10%	<b>13</b> 17.80%	<b>8</b> 11.00%	<b>26</b> 35.60%	<b>19</b> 26.00%
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>1</b> 14.30%	<b>3</b> 42.90%	<b>2</b> 28.60%	<b>1</b> 14.30%	<b>0</b> <b>0</b>

	Base	Q26 Dealing with people in social situations.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
<b>Total</b>	<b>362</b>	<b>11</b> 3.00%	<b>22</b> 6.10%	<b>108</b> 29.80%	<b>82</b> 22.70%	<b>139</b> 38.40%	<b>0</b> 0
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Dauphin</b>	<b>12</b>	<b>0</b> 0	<b>3</b> 25.00%	<b>2</b> 16.70%	<b>2</b> 16.70%	<b>5</b> 41.70%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>0</b> 0	<b>1</b> 7.70%	<b>6</b> 46.20%	<b>3</b> 23.10%	<b>3</b> 23.10%	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>0</b> 0	<b>0</b> 0	<b>2</b> 20.00%	<b>4</b> 40.00%	<b>4</b> 40.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> 0	<b>3</b> 17.60%	<b>5</b> 29.40%	<b>3</b> 17.60%	<b>6</b> 35.30%	<b>0</b> 0
<b>Dauphin</b>	<b>95</b>	<b>4</b> 4.20%	<b>9</b> 9.50%	<b>26</b> 27.40%	<b>24</b> 25.30%	<b>32</b> 33.70%	<b>0</b> 0
<b>Lancaster</b>	<b>135</b>	<b>4</b> 3.00%	<b>4</b> 3.00%	<b>46</b> 34.10%	<b>25</b> 18.50%	<b>56</b> 41.50%	<b>0</b> 0
<b>Lebanon</b>	<b>73</b>	<b>3</b> 4.10%	<b>2</b> 2.70%	<b>20</b> 27.40%	<b>16</b> 21.90%	<b>32</b> 43.80%	<b>0</b> 0
<b>Perry</b>	<b>7</b>	<b>0</b> 0	<b>0</b> 0	<b>1</b> 14.30%	<b>5</b> 71.40%	<b>1</b> 14.30%	<b>0</b> 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
<b>Total</b>	<b>362</b>	<b>16</b> 4.40%	<b>18</b> 5.00%	<b>80</b> 22.10%	<b>114</b> 31.50%	<b>132</b> 36.50%	<b>2</b> 0.60%
<b>Adult</b>							
<b>Cumberland</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Dauphin</b>	<b>12</b>	<b>1</b> 8.30%	<b>2</b> 16.70%	<b>2</b> 16.70%	<b>3</b> 25.00%	<b>4</b> 33.30%	<b>0</b> 0
<b>Lancaster</b>	<b>13</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>4</b> 30.80%	<b>4</b> 30.80%	<b>5</b> 38.50%	<b>0</b> 0
<b>Lebanon</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>1</b> 10.00%	<b>1</b> 10.00%	<b>8</b> 80.00%	<b>0</b> 0
<b>Perry</b>	<b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>
<b>Child</b>							
<b>Cumberland</b>	<b>17</b>	<b>0</b> <b>0</b>	<b>3</b> 17.60%	<b>5</b> 29.40%	<b>3</b> 17.60%	<b>6</b> 35.30%	<b>0</b> 0
<b>Dauphin</b>	<b>95</b>	<b>5</b> 5.30%	<b>4</b> 4.20%	<b>20</b> 21.10%	<b>36</b> 37.90%	<b>30</b> 31.60%	<b>0</b> 0
<b>Lancaster</b>	<b>135</b>	<b>8</b> 5.90%	<b>5</b> 3.70%	<b>30</b> 22.20%	<b>36</b> 26.70%	<b>55</b> 40.70%	<b>1</b> 0.70%
<b>Lebanon</b>	<b>73</b>	<b>2</b> 2.70%	<b>4</b> 5.50%	<b>18</b> 24.70%	<b>25</b> 34.20%	<b>23</b> 31.50%	<b>1</b> 1.40%
<b>Perry</b>	<b>7</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>6</b> 85.70%	<b>1</b> 14.30%	<b>0</b> <b>0</b>

## CBHNP Comments

### **Q33 I have received a copy of the Member Handbook from CBHNP?**

- Would like updated version.
- There isn't enough information about services that may be available, and you have a hard time getting any info out of them.
- Somewhere.
- Not that I can remember.
- Not sure.
- I have no idea.
- Don't know we do anymore.

### **Q34 In the last 12 months, did you call member services at CBHNP to get information or help...**

- Our case manager does that.
- Her case manager happened to check her status and thought it was closed, so they fixed it right away with a phone call.
- CBHNP called client's mother.

### **Q34.a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.**

- We played a little phone tag, but finally made the connection and my questions were answered.
- We are back to our original CM, which we are very happy about. But when she was switched over to a different one when she had to go to residential placement, who never returned any calls nor would she be a part of the conference calls that the first one does. Kim Towns has been the best CM and really cares about her people and we're so happy to have her back!
- They wanted records and I tried to call the lady and left a message, but she never called me back. Then I got a letter four months later saying I wasn't in compliance with their request. But the lady never returned my call and I didn't know what records she wanted.
- They give me great info. The providers are often not responsive without delay.
- They don't know anything and I always have to ask for his CM. And they try everything in their power to not let you talk to your CM. I'm very frustrated with member services!
- The issue is still unresolved from two months ago.
- Somewhat.
- People returning phone calls and not getting back to her was a big problem.
- It takes a day for them to return a call, which I'm happy they do return your calls.
- I was somewhat able to get the information I wanted.
- I was asking some difficult questions and it took them a while to get any info, even though it wasn't exactly what I wanted. They did try though.
- I still haven't gotten an answer about the service I was interested in from two weeks ago.

- I had to team up with the school to get them to listen to me.
- I called two weeks ago and still haven't gotten the information I wanted.
- Denial of TSS, service is still needed.
- Called to get an insurance card a year ago hasn't gotten it.
- Always waiting.

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

- No Comments

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

- They didn't tell her at facility.
- I could find out.
- Feel nothing gets done.
- Christina was very helpful and nice when I called. Even though it was a "no" it was a nice no.
- But I could find out.

**Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.**

- We had problems with PA Counseling not providing any services. When I told CM, she got so angry and we called places together, both on the phone.
- This was the only place that offered these services.
- They were sometimes filled or the girls didn't fit the qualifications.
- They give you a paper and you're supposed to check off the one you want after each evaluation.
- They gave me a whole list to choose from and I'd tell them my first, second, and third choices.
- They didn't respond as of yet.
- Kim Towns always calls me first when she finds out things are not working and tells me what would be best for my daughter. She's always given me options.
- Just called facility.
- I was on the stakeholders committee.
- I guess.
- I've always taken his BSC's recommendations.
- Eight years ago there wasn't much of a choice.

**Q38 When I call CBHNP staff treats me courteously and with respect.**

- Voicemail.
- They don't listen to you at all in member services.
- They are respectful, very businesslike but not very friendly.
- They've always been very polite and kind even when we had to file appeals and grievance.
- Kim Towns is wonderful!
- Kim Towns is very good has helped the family over the last few years
- Had a problem with a lady on the phone.

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

- They have been a little difficult. Has had problems with pre-authorization and being talked down to.
- They drastically cut back, needs TSS hours at school and he's not doing very well there now.
- Never knew of them.

- Never had any.
- It's not the service that bothers me it's the lack of funding and lack of staff that's frustrating. We ended all services because of this issue.
- It would be better if I could get the information we need easier and had an easier time getting services paid for.
- In the mail.
- If they'd return my call it'd be better.
- I would like to see some more services available that CBHNP pays for.
- I wish I had a response from a private insurance that I get from CBHNP. They're very quick to get things done and I appreciate how they handle us.
- I think there's room for improvement in getting recommended services in place so they are affective. The prior authorization for meds is also frustrating because coming from an inpatient care, he's been taking the meds, but then has a break for 3 days until the system catches up? Just doesn't make sense.
- I am somewhat, just not member services.
- I'm frustrated when they deny services I need.
- I'm disappointed to have to fight them on needed services. They feel since he's had services for so long they're cutting him off, even though he's not improving. They should look at all the factors individually.
- I'm concerned that Teamcare has been charging for services that both of my children have NEVER received. They need to look into that.
- Hasn't had good interactions always a fight.