



Consumer Satisfaction Services, Inc.

Capital Region Annual Report July 2014-June 2015

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

**Prepared By
Consumer Satisfaction Services**

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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

Who was surveyed?

- The survey represents 1,965 ($n=1,965$) respondents from the Capital Region representing 793 adults (40.4%) and 1,172 children (59.6%). Of the 793 adult consumers 783 (98.7%) responded for themselves. Parents and guardians responded for the remaining 10 adult consumers (1.3%). Parents and guardians responded for 1,109 of the 1,172 child consumers (94.6%). The remaining 63 child consumers (5.4%) responded for themselves.
- Data was collected by 7 interviewers from 52 treatment facilities in the Capital Region. The 793 adult consumers received treatment at 47 facilities. The 1,172 child consumers received services from 23 treatment facilities.
- Overall, 1,911 of the 1,965 interviews (97.3%) were face-to-face interviews and 54 (2.7%) were conducted by phone.
 - Of the 793 adult interviews 770 (97.1%) were face-to-face interviews, the remaining 23 (2.9%) were conducted by phone.
 - Of the 1,172 child interviews 1,141 (97.4%) were face-to-face interviews and the remaining 31 (2.6%) were conducted by phone.
- Gender: Overall, the sample is 43.2% female (849) and 56.8% male (1,116). Of the 793 adult consumers, 489 were female and 304 were male. Of the 1,172 child consumers, 360 were female and 812 were male.
- Level of Care: In all, 16 levels of care were accessed by the respondents.
- County of Residence: The largest number of respondents report residence in Dauphin County (36.5%). The remaining respondents reported residence in Lancaster (32.8%), Lebanon (14.8%), Cumberland (12.0%), and Perry (3.9%).

Implementation

Respondents of both adult and child services reported high levels of satisfaction (85% or greater) for the following questions:

- 94.4% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 92.8% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 92.6% I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 92.4% I feel comfortable in asking questions regarding my treatment Q19.
- 92.1% I am an important part of the treatment process Q27.
- 90.9% My provider asks my permission before sharing my personal information Q21.
- 87.5% I trust my service provider Q23.
- 86.9% I feel safe at this facility Q24.
- 86.9% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q25 (child consumers only).
- 85.8% My service provider spends adequate time with me Q20.
- 85.5% My service provider explained the advantages of my therapy or treatment Q28.

While satisfaction is generally high, further exploration is warranted regarding a few items (15% or greater):

- 25.8% I had a choice when selecting my service provider Q16.
- 20.0% I was given information on how to get other services that I needed Q14.
- 19.0% I have the option to change my service provider should I choose to Q17 (adult consumers only).
- 17.8% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13 (adult consumers only).
- 17.4% When I came to this program I was given information on all the services that were available to me Q15 (adult consumers only).

Outcomes

Consumers also describe their lives as being better as a result of their services in a number of cases. In total, 50.9% to 73.9% of consumers believe services have improved their lives in each outcome area. Additionally 19.9% to 26.9% of consumers believe that no change has resulted from their services, and 4.7% to 10.7% believes that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
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Overview of Improvement Activities

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

System Focus

The CABHC contract provides for a CSS System Improvement Committee (SIC). This committee is meant to identify where specific improvements may be made with services for consumers utilizing the data gathered by the CSS surveys. There are 12 members which includes individuals from CABHC, the five counties, consisting of providers of D&A services, Single County Authorities, county mental health agencies and representatives from Perform Care. This year the SIC focused on searching for new initiatives. They planned, created, and executed a survey that was intended to identify barriers to consumer supports. The demographic group selected for the focus survey included adult consumers who had been discharged from an inpatient facility and readmitted within 30 days.

Central Region C/FST

CSS facilitated the first Central Region C/FST (CR C/FST) since its dissolution following the closing of C/STAP. The CR C/FST brings together the Consumer Family Satisfaction Teams in the Central Region. It is the goal of this group to network, discuss trends, offer suggestions for improvement, and offer insight.

Certification

Consumer Satisfaction Services strives to give its employees the opportunity to grow personally and professionally. During the 14-15 contract year, CSS assisted three employees in obtaining a Certified Recovery Specialist (CRS) certification. CSS employees are required to be knowledgeable about mental illness and substance abuse but are not required to have special training or certification. We feel that these types of continued education are important for the surveyors so that they can provide useful information to consumers and offer assistance when appropriate.

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), Perform Care 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 Perform Care and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up. There were three Requests for Assistance this contract year.

CSS had no Request for Assistance for the 1st Quarter 14-15

CSS had three Requests for Assistance for the 2nd Quarter 14-15

- Consumer reported that she was experiencing problems with her provider who was making mistakes with her medication. She requested that a different staff member be assigned to handle her medications in the future. Her provider, Philhaven, responded that they would immediately assign a different staff member to address her medication needs in the future. The consumer was contacted by Perform Care and she reported satisfaction with the outcome.
- Consumer reported that her child was not being seen regularly by the therapist and that her appointments were canceled and rescheduled multiple times over a four month period. The consumer would like the facility to contact her in an appropriate amount of time prior to cancelling or rescheduling her child's appointments. Her child's provider, TW Ponessa, is responded to the consumer's concerns and will make sure that this situation does not happen again. The consumer resumed services for her child and reported satisfaction with the outcome.
- This consumer requested help regarding her diagnosis and medication. She felt that she had not been properly diagnosed or medicated correctly. In addition, she requested more staff at the outpatient facility and for those people to be more kind to consumers. Her provider, Philhaven, responded by offering to switch the consumer to a different office but stated that her medication was fine per a conversation earlier in the year between the consumer and her therapist. They did report that they had notified their front desk employees to be more courteous and polite to consumers in the future. The consumer reported that she is satisfied with the outcome during a follow up call with Perform Care.

CSS had no Request for Assistance for the 3rd Quarter 14-15

CSS had no Request for Assistance for the 4th Quarter 14-15

Capital Region Annual Report July 2014 - June 2015

This section presents information collected during the contract year which includes data from July 2014 - June 2015.

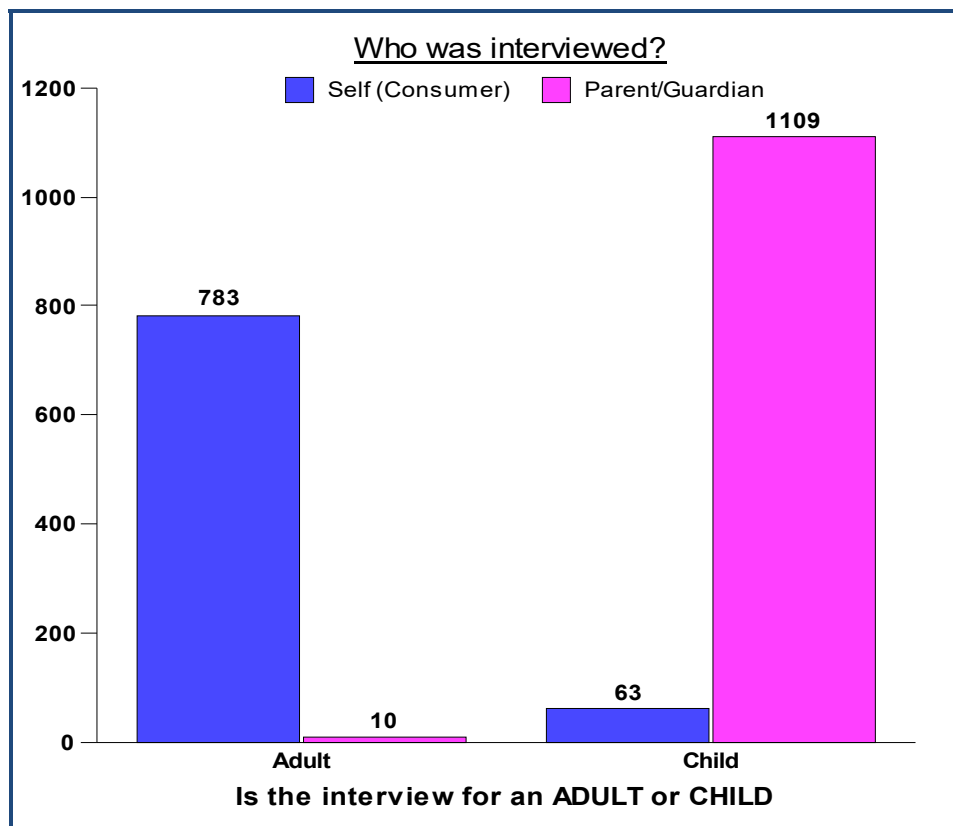
Demographic and Survey Information

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=1,965) as individuals may have chosen not to respond to certain questions.

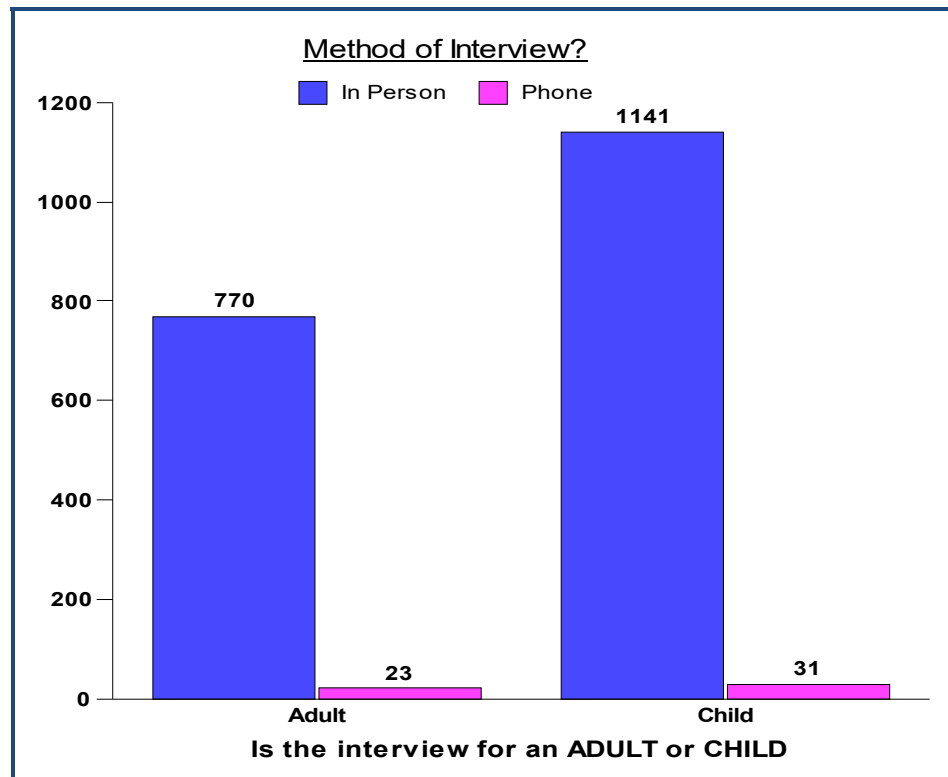
Percentages may not sum to 100.0% due to rounding.

- The survey represents 1,965 (n=1,965) respondents from the Capital Region representing 793 adults (40.4%) and 1,172 children (59.6%). Of the 793 adult consumers 783 (98.7%) responded for themselves. Parents and guardians responded for the remaining 10 adult consumers (1.3%). Parents and guardians responded for 1,109 of the 1,172 child consumers (94.6%). The remaining 63 child consumers (5.4%) responded for themselves.

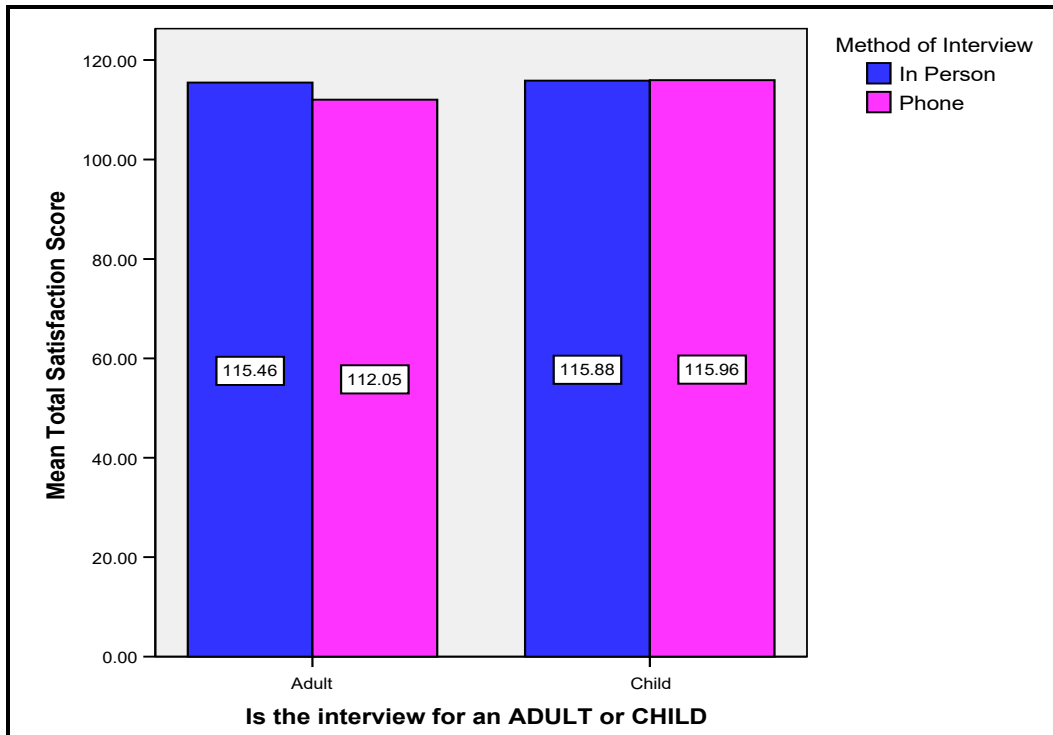


There were no significant differences in total satisfaction with regard to who was interviewed.

- Data was collected by 7 interviewers from 52 treatment facilities in the Capital Region. The 793 adult consumers received treatment at 47 facilities. The 1,172 child consumers received services from 23 treatment facilities.
- Overall, 1,911 of the 1,965 interviews (97.3%) were face-to-face interviews and 54 (2.7%) were conducted by phone.
 - Of the 793 adult interviews 770 (97.1%) were face-to-face interviews, the remaining 23 (2.9%) were conducted by phone.
 - Of the 1,172 child interviews 1,141 (97.4%) were face-to-face interviews and the remaining 31 (2.6%) were conducted by phone.



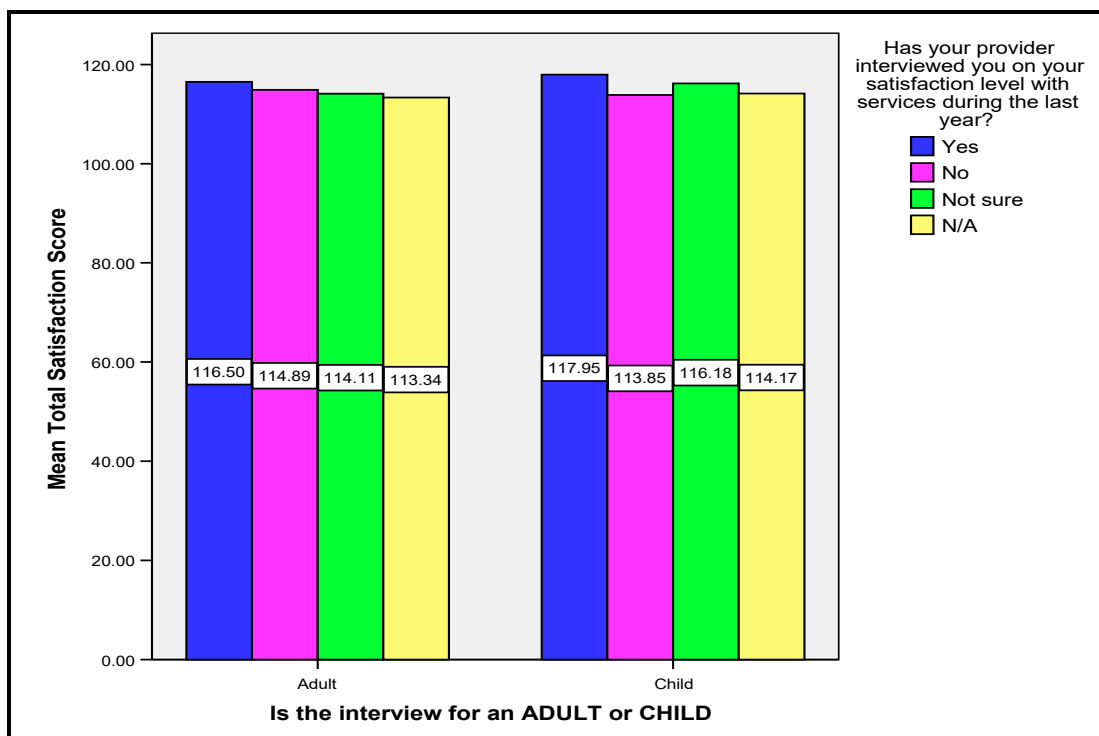
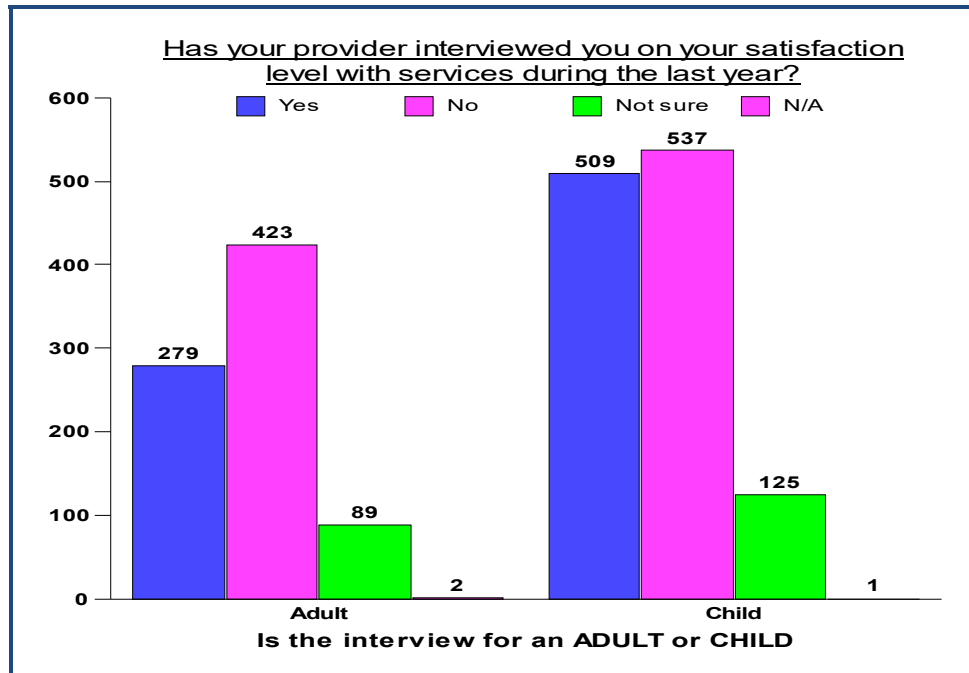
Our analysis did not identify significant differences in total satisfaction concerning method of interview for either adult or child consumers.



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

	Base	Method of Interview	
		In Person	Phone
Total	1965	1911 97.30%	54 2.70%
Adult			
Cumberland	109	104 95.40%	5 4.60%
Dauphin	250	243 97.20%	7 2.80%
Lancaster	290	283 97.60%	7 2.40%
Lebanon	111	107 96.40%	4 3.60%
Perry	33	33 100.00%	0 0
Child			
Cumberland	126	122 96.80%	4 3.20%
Dauphin	467	458 98.10%	9 1.90%
Lancaster	355	343 96.60%	12 3.40%
Lebanon	180	175 97.20%	5 2.80%
Perry	44	43 97.70%	1 2.30%

- Of the 1965 consumers, 788 (40.1%) reported they had been previously interviewed in the last year, 960 (48.9%) reported they had not been interviewed previously, 214 respondents (10.9%) were not sure, and 3 (0.2%) felt that this question did not apply to them.

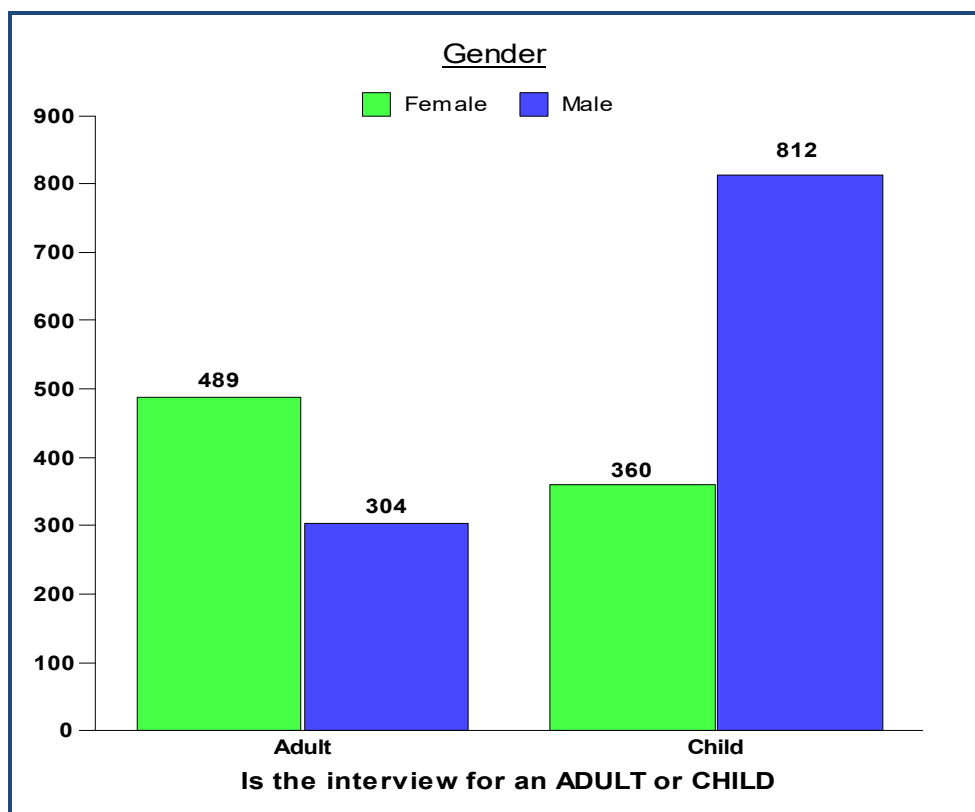


Our analysis indicates that child consumers whose provider did survey them within the last year reported significantly higher satisfaction than those who were not surveyed by their provider within the last year. There were no significant differences in reported satisfaction for adult consumers in regard to provider satisfaction interviews within that last year.

Mean Satisfaction Levels of Respondents

Total Satisfaction Score						
Is the interview for an ADULT or CHILD		Has your provider interviewed you on your satisfaction level with services during the last year?				
		Yes	No	Not sure	N/A	Total
Adult	N	279	423	89	2	793
	Mean	116.50	114.89	114.11	113.34	115.37
	Std. Deviation	14.46	17.69	16.49	33.28	16.51
Child	N	509	537	125	1	1172
	Mean	117.95	113.85	116.18	114.17	115.88
	Std. Deviation	14.14	17.75	13.11	.	15.90

- Gender:** Overall, the sample is 43.2% female (849) and 56.8% male (1,116). Of the 793 adult consumers, 489 were female and 304 were male. Of the 1,172 child consumers, 360 were female and 812 were male.

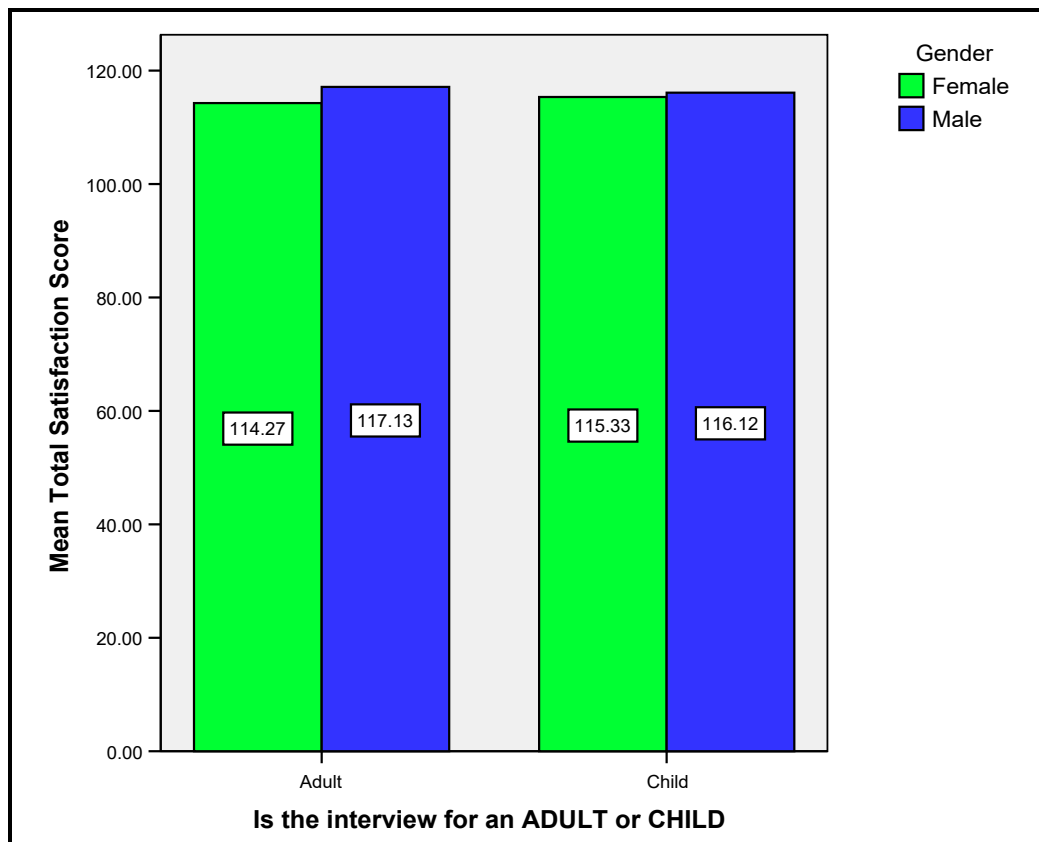


Our analysis indicates that adult female consumers reported significantly lower satisfaction than adult male consumers. There were no significant differences in reported satisfaction for child consumers in regard to gender.

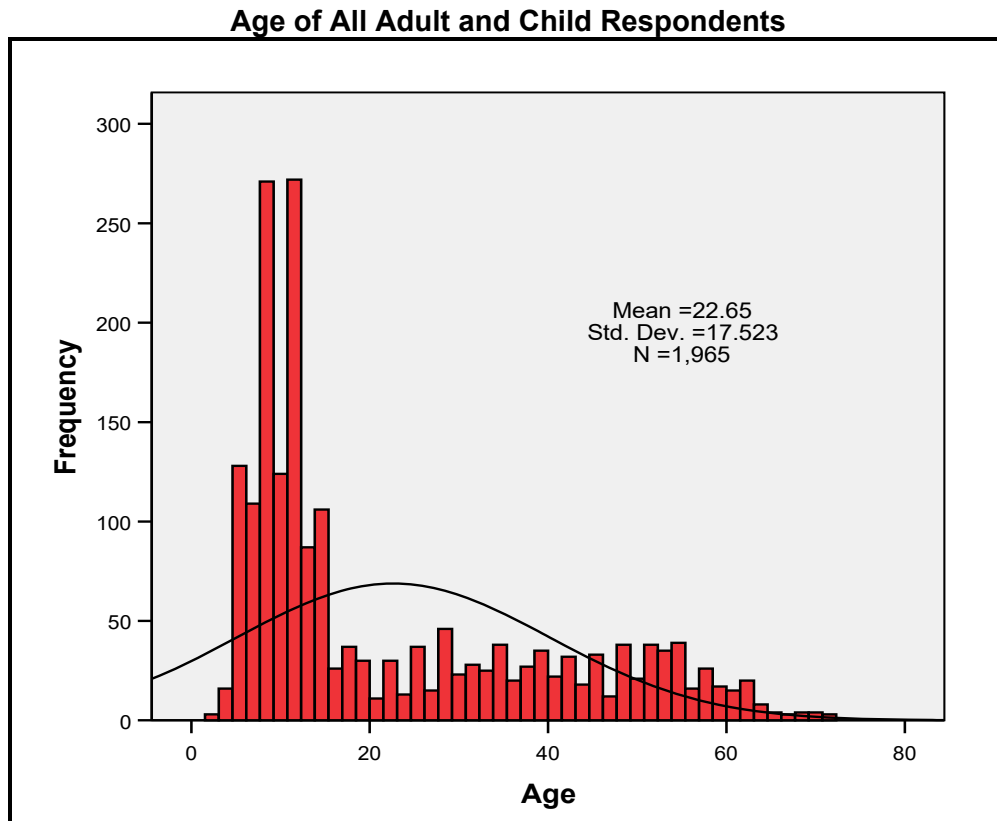
Mean Satisfaction Levels of Respondents

Total Satisfaction Score				
Is the interview for an ADULT or CHILD		Gender		
		Female	Male	Total
Adult	N	489	304	793
	Mean	114.27	117.13	115.37
	Std. Deviation	17.51	14.61	16.51
Child	N	360	812	1172
	Mean	115.33	116.12	115.88
	Std. Deviation	15.47	16.10	15.90

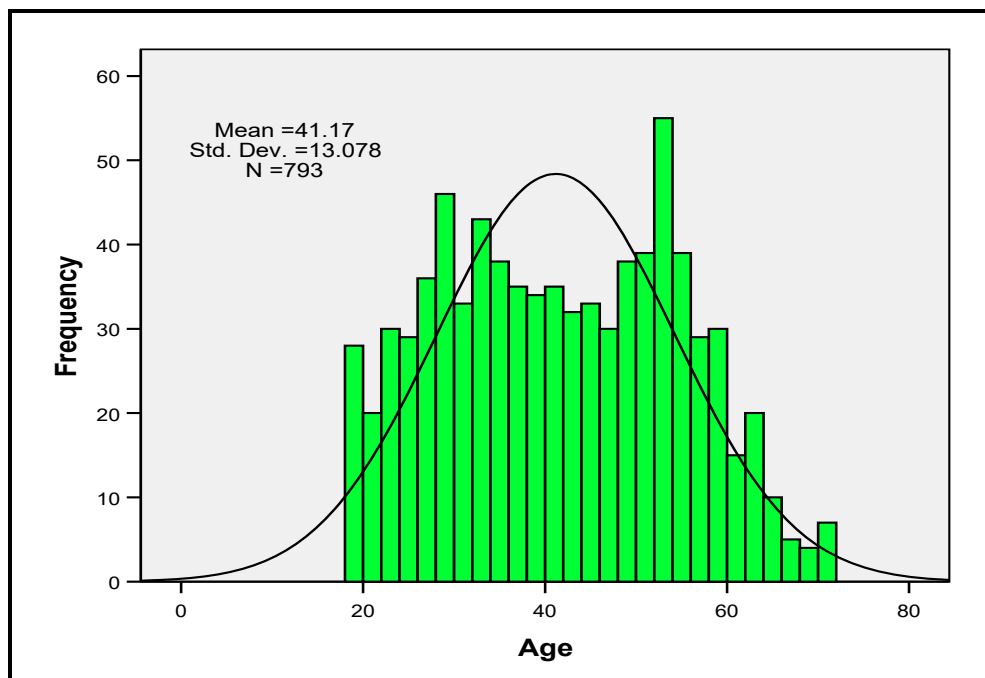
Mean Satisfaction Score By Age Group



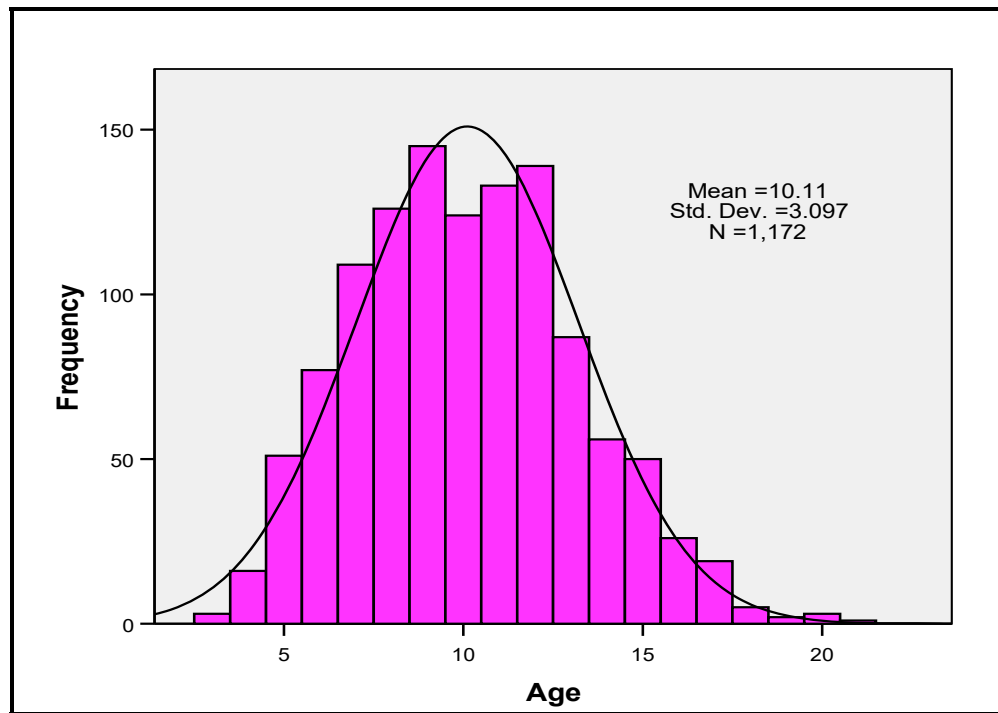
- Age: Age of all respondents ranged from 3-72 years, with a mean age of 22.65 (SD 17.525) and median age of 13. Our analysis found no relationship between age and satisfaction for consumers of child services.



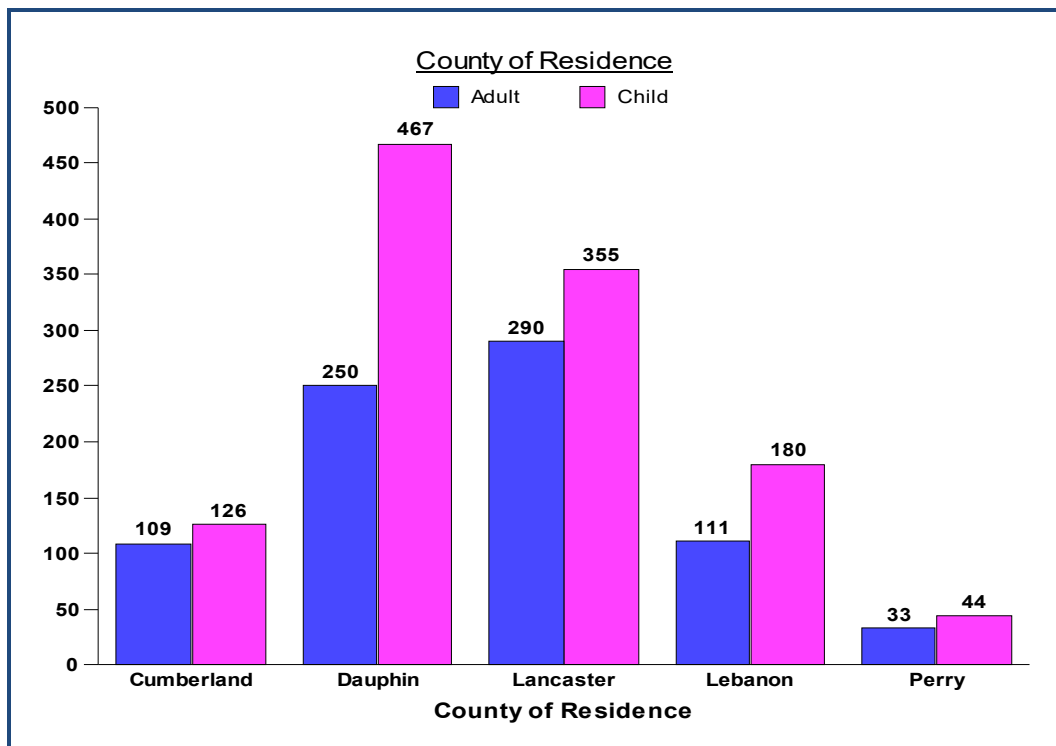
- Age: Age of adult respondents ranged from 18-72 years, with a mean age of 41.17 (SD= 13.078) and median age of 41. Our analysis found no relationship between age and reported total satisfaction for adult respondents.



- Age: Age of child respondents ranged from 3-21 years, with a mean age of 10.11 (SD= 3.097) and median age of 10.0. Our analysis found no relationship between age and reported total satisfaction for child respondents.



- County of Residence: The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Dauphin County (36.5%). The remaining respondents reported residence in Lancaster (32.8%), Lebanon (14.8%), Cumberland (12.0%), and Perry (3.9%).



	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	1965	235 12.00%	717 36.50%	645 32.80%	291 14.80%	77 3.90%
Adult	793	109 13.70%	250 31.50%	290 36.60%	111 14.00%	33 4.20%
Child	1172	126 10.80%	467 39.80%	355 30.30%	180 15.40%	44 3.80%

Our analysis indicates that child consumers from Dauphin County reported significantly lower satisfaction than child consumers from Lancaster County.

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	109	250	290	111	33	793
	Mean	116.21	114.89	115.93	112.97	119.25	115.37
	Std. Deviation	20.90	16.32	13.62	16.84	22.55	16.51
Child	N	126	467	355	180	44	1172
	Mean	117.85	114.44	117.56	114.72	116.71	115.88
	Std. Deviation	15.99	16.24	13.92	16.79	21.34	15.90

- **Race:** 1,135 respondents (57.8%) reported their race as White/Caucasian, 325 (16.5%) as African American, 262 (13.3%) as Latino/Hispanic, 199 (10.1%) as Multi-racial, 15 (0.8%) as chose not to answer this question, 12 (0.6%) as Asian/Pacific Islander, 10 (0.5%) as Other, and 7 (0.4%) as Native American.

Our analysis found no relationship between race and reported total satisfaction for adult respondents.

	Base	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
Total	1965	325 16.50%	12 0.60%	262 13.30%	7 0.40%	1135 57.80%	199 10.10%	10 0.50%	15 0.80%
Adult	793	128 16.10%	5 0.60%	72 9.10%	5 0.60%	541 68.20%	32 4.00%	4 0.50%	6 0.80%
Child	1172	197 16.80%	7 0.60%	190 16.20%	2 0.20%	594 50.70%	167 14.20%	6 0.50%	9 0.80%

- **Treatment Facility:** Data was collected from 52 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child Services for each facility. To help with interpretation, scores 117-145 indicate a high level of satisfaction, scores 87-116 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.

Mean Satisfaction of Treatment Facilities Adult Services Only

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
CSG	9	113.06	17.67
Keystone	14	121.76	14.58
NHS	30	117.30	14.79
PA Counseling	12	123.89	10.61
Philhaven	122	111.62	15.73
Stevens Center	44	118.11	17.59
TeamCare	12	106.64	23.55
TrueNorth	5	119.24	11.91
TW Ponessa	43	114.44	10.30
Youth Advocate Program	10	117.86	13.04
Kidspace	1	89.00	.
Catholic Charities	9	126.75	15.16
ARS of Lancaster	40	114.66	14.84
Discovery House	27	117.89	11.40
Lebanon Treatment Center	13	125.18	12.79
York Pharmacotherapy Services	3	123.58	17.92
ACA	4	112.58	13.50
Daystar Center for Spiritual Recovery	4	121.58	5.23
Clem-Mar House Inc. (Men)	2	136.25	7.60
Clem-Mar House Inc. (Women)	1	134.00	.
Gate House for Men	12	124.85	10.61
Gate House for Women	9	119.27	9.04
Gaudenzia New Destiny	1	128.00	.
Treatment Trends, Inc.-Halfway Home of the Lehigh Valley	3	106.12	8.73
White Deer Run Cove Forge Renewal Center	2	123.94	25.54
Pressley Ridge	10	110.00	15.53
Gaudenzia Inc.	12	126.71	10.69
Mazzitti & Sullivan Coun Services	9	118.02	9.05
Naaman Center	8	118.05	7.43
Roxbury	46	114.12	24.93
Gaudenzia Elsie Shenk	7	121.38	23.33
HSA Counseling	33	117.86	9.75
Lancaster Clinical Counseling	4	128.94	9.50
Perry Human Services	2	129.81	3.98
Diakon Family Life Services	4	133.09	10.07
Wellness Counseling Associates	3	133.50	7.91
Recovery Insight	40	115.62	16.17
Behavioral Healthcare Corp	53	117.07	14.25
Fairmount	13	99.33	23.01
Lancaster Region Medical Center	16	112.47	14.91
Holy Spirit	22	111.13	23.94
Lancaster General Hospital	18	109.74	15.74
Haven Behavioral Hospital Of Eastern Pennsylvania	11	103.03	18.83
PA Psychiatric Institute	41	110.83	15.86
The Meadows Psychiatric Center	6	106.94	19.04
White Deer Run Harrisburg	2	129.50	21.92
Universal Comm Behav Health	1	119.00	.
Total	793	115.3654	16.50952

Mean Satisfaction of Treatment Facilities Child Services Only

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Chester County IU	26	122.72	10.93
CSG	58	112.86	18.57
Vista School	8	131.34	13.19
Keystone	31	120.80	15.36
NHS	39	114.33	15.94
PA Counseling	49	119.71	14.23
Philhaven	348	113.31	15.85
Stevens Center	25	120.00	18.60
TeamCare	72	117.25	14.58
TrueNorth	31	127.48	12.50
TW Ponessa	216	116.91	15.26
Youth Advocate Program	149	116.99	14.39
PA Mentor	1	121.74	.
Kidspeace	10	106.21	21.91
Catholic Charities	4	117.06	5.64
Pressley Ridge	32	114.72	15.37
Mazzitti & Sullivan Coun Services	12	108.21	13.52
Behavioral Healthcare Corp	1	75.00	.
Fairmount	2	124.37	3.35
PA Psychiatric Institute	39	111.22	18.22
The Meadows Psychiatric Center	5	96.87	13.04
New Story	10	121.57	16.63
Capital Area Intermediate Unit	4	115.00	19.48
Total	1172	115.88	15.90

- Level of Care: In all, 16 levels of care were accessed by the respondents.

	Base	Is the interview for an ADULT or CHILD	
		Adult	Child
Total	1965	793	1172
Level of Care			
BHRS	565 28.80%	0 0	565 48.20%
CRR Host Home	3 0.20%	0 0	3 0.30%
EIBS	8 0.40%	0 0	8 0.70%
Family Based Services	69 3.50%	4 0.50%	65 5.50%
ACT	25 1.30%	25 3.20%	0 0
Methadone Maintenance	73 3.70%	73 9.20%	0 0
Residential Halfway House	48 2.40%	48 6.10%	0 0
Mental Health Outpatient	332 16.90%	117 14.80%	215 18.30%
Peer Support	100 5.10%	99 12.50%	1 0.10%
Mobile Psychiatric Nursing	52 2.60%	51 6.40%	1 0.10%
Intensive Outpatient (IOP)	69 3.50%	57 7.20%	12 1.00%
Outpatient (OP)	65 3.30%	63 7.90%	2 0.20%
Inpatient Hospitalization	258 13.10%	189 23.80%	69 5.90%
STAP BHRS	90 4.60%	0 0	90 7.70%
ASP BHRS	82 4.20%	0 0	82 7.00%
Partial Hospitalization	126 6.40%	67 8.40%	59 5.00%

Total Satisfaction Score				
Is the interview for	Level of Care	N	Mean	Std. Deviation
Adult	Family Based Services	4	103.51	16.54
	ACT	25	118.55	10.82
	Methadone Maintenance	73	117.13	14.53
	Residential Halfway House	48	123.06	12.28
	Mental Health Outpatient	117	113.20	16.33
	Peer Support	99	115.96	16.24
	Mobile Psychiatric Nursing	51	118.25	12.01
	Intensive Outpatient (IOP)	57	119.27	12.68
	Outpatient (OP)	63	122.18	12.47
	Inpatient Hospitalization	189	109.34	20.05
	Partial Hospitalization	67	115.43	15.66
	Total	793	115.37	16.51
Child	BHRS	565	117.93	14.49
	CRR Host Home	3	118.43	3.63
	EIBS	8	131.34	13.19
	Family Based Services	65	110.50	14.33
	Mental Health Outpatient	215	116.69	17.77
	Peer Support	1	122.00	.
	Mobile Psychiatric Nursing	1	75.00	.
	Intensive Outpatient (IOP)	12	108.21	13.52
	Outpatient (OP)	2	114.87	5.84
	Inpatient Hospitalization	69	109.51	18.11
	STAP BHRS	90	115.64	16.50
	ASP BHRS	82	114.45	13.79
	Partial Hospitalization	59	108.96	17.26
	Total	1172	115.88	15.90

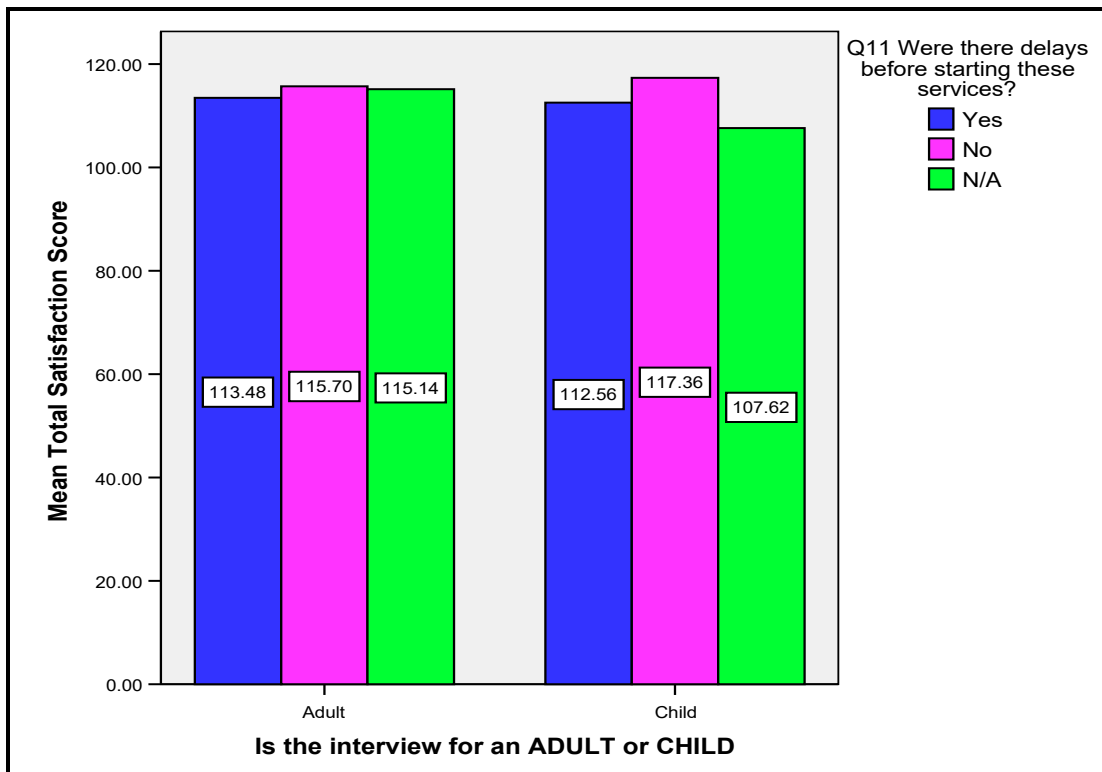
- Service Delays: Were there delays before starting these services?

	Base	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	1965	435 22.10%	1495 76.10%	35 1.80%
Adult	793	116 14.60%	663 83.60%	14 1.80%
Child	1172	319 27.20%	832 71.00%	21 1.80%

Child consumers who reported that there were no delays before starting services reported significantly higher total satisfaction than those who reported that they did have service delays or that this question did not apply to them.

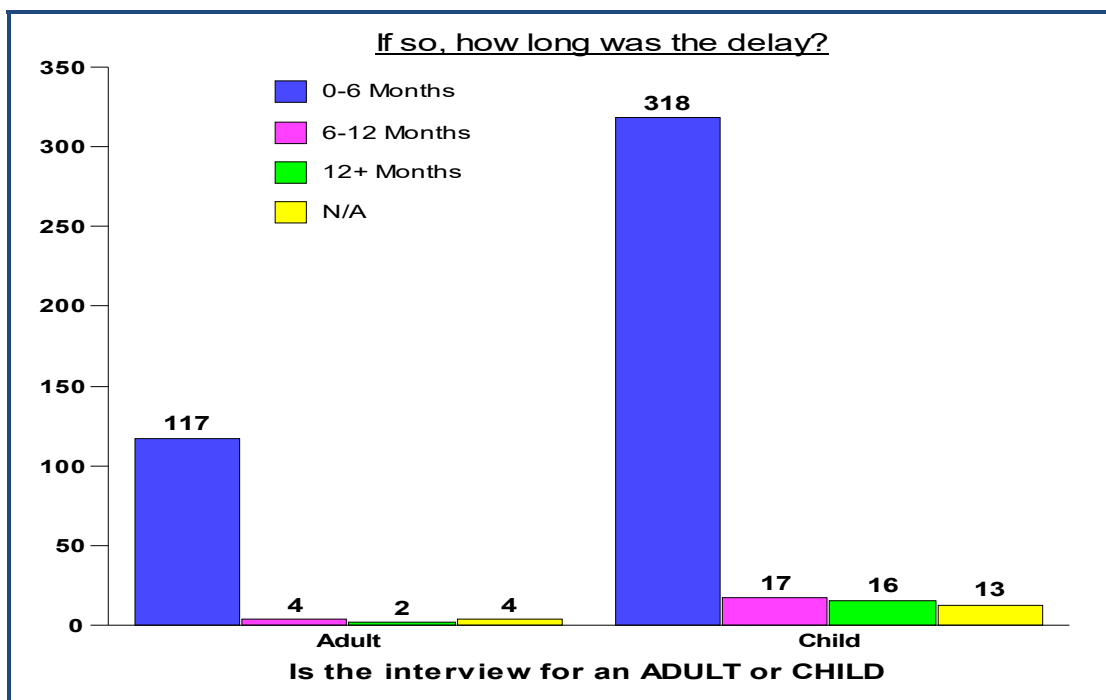
Mean Satisfaction of Service Delays

Total Satisfaction Score		Q11 Were there delays before starting these services?			
Is the interview for an ADULT or CHILD		Yes	No	N/A	Total
Adult	N	116	663	14	793
	Mean	113.48	115.70	115.14	115.37
	Std. Deviation	16.40	16.54	16.27	16.51
Child	N	319	832	21	1172
	Mean	112.56	117.36	107.62	115.88
	Std. Deviation	16.49	15.34	19.40	15.90



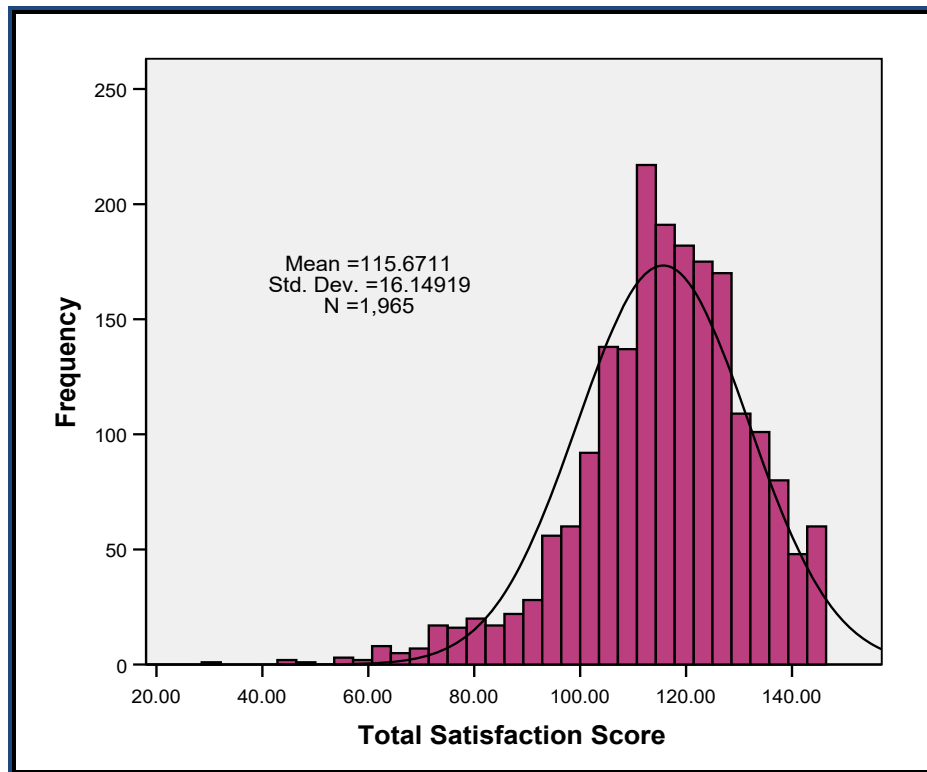
- Delay Length: If so, how long was the delay?

	Base	Q12 If so, how long was the delay?			
		0-6 Months	6-12 Months	12+ Months	N/A
Total	491	435 88.60%	21 4.30%	18 3.70%	17 3.50%
Adult	127	117 92.10%	4 3.10%	2 1.60%	4 3.10%
Child	364	318 87.40%	17 4.70%	16 4.40%	13 3.60%

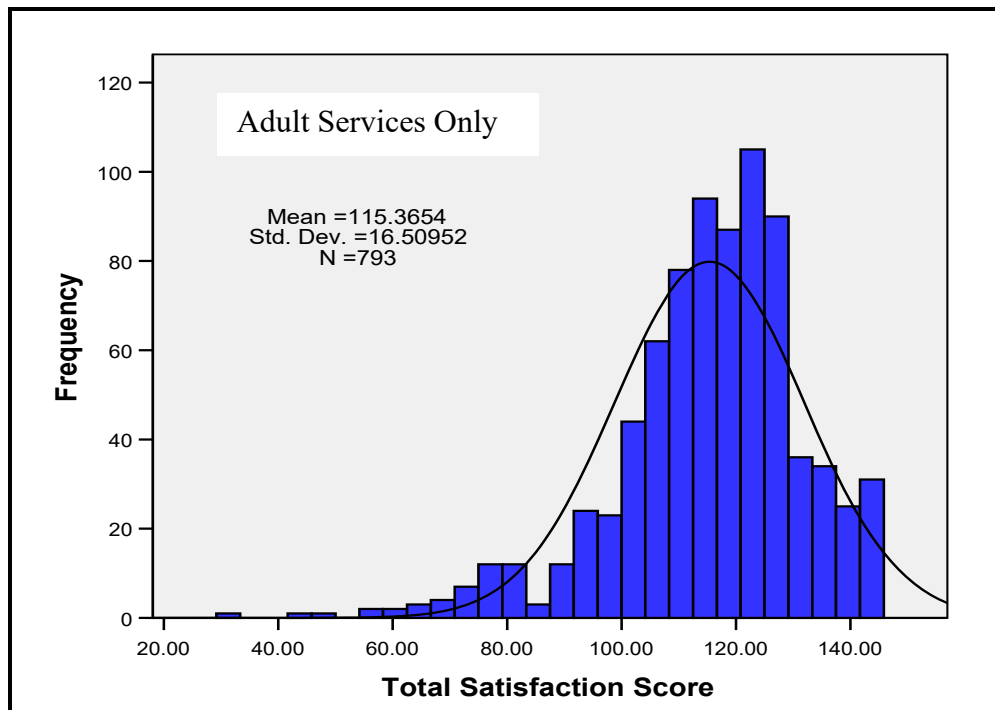


I. Satisfaction

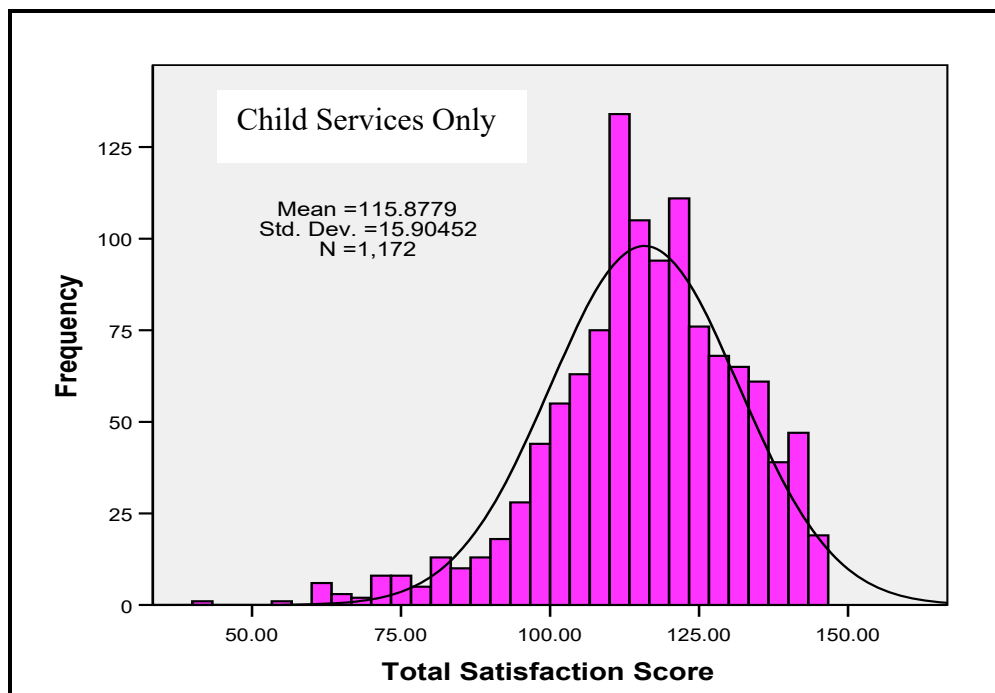
- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 29 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 29 - 145. Scores 117 -145 indicate a high level of satisfaction, scores 87-116 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.
 - The overall mean for all respondents for Total Satisfaction Score (TSS) was 115.6711 with a standard deviation 16.14919 and median 116.78. The TSS scores ranged from 31.88 – 145. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



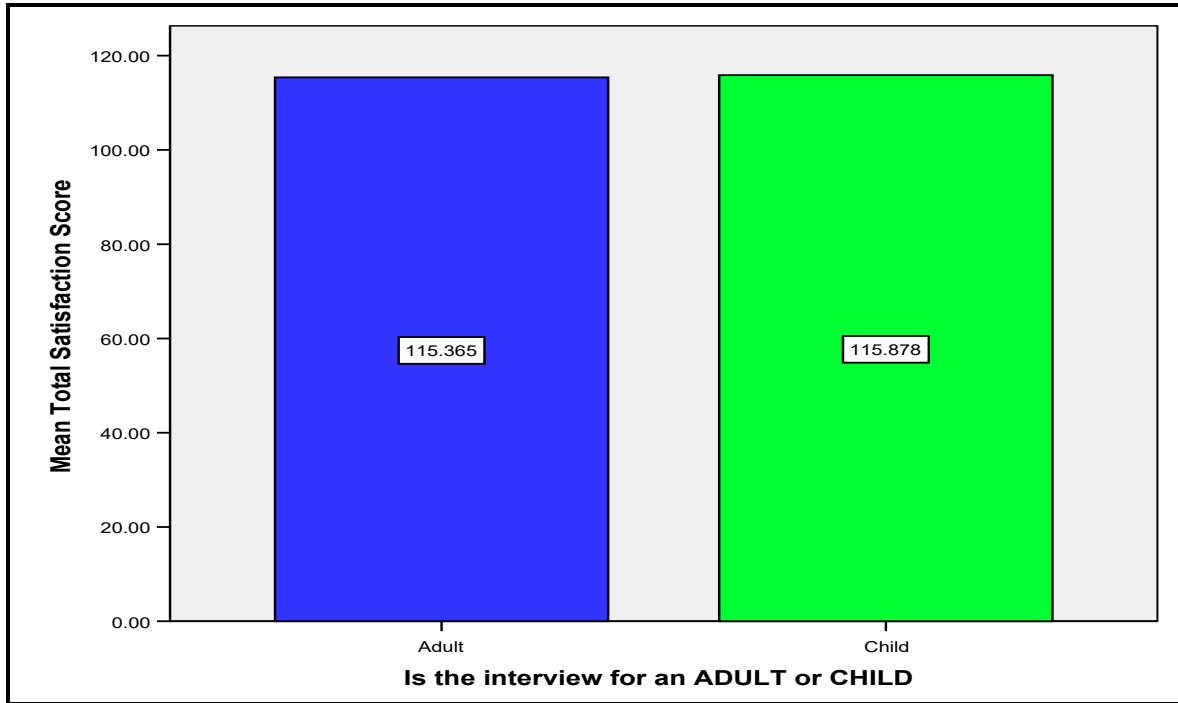
- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 114.41 with a standard deviation 18.38288 and median 116. The TSS scores ranged from 38 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29*3) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 117.82 with a standard deviation 16.2017 and median 119. The TSS scores ranged from 43 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29*3) indicate satisfaction on some level.

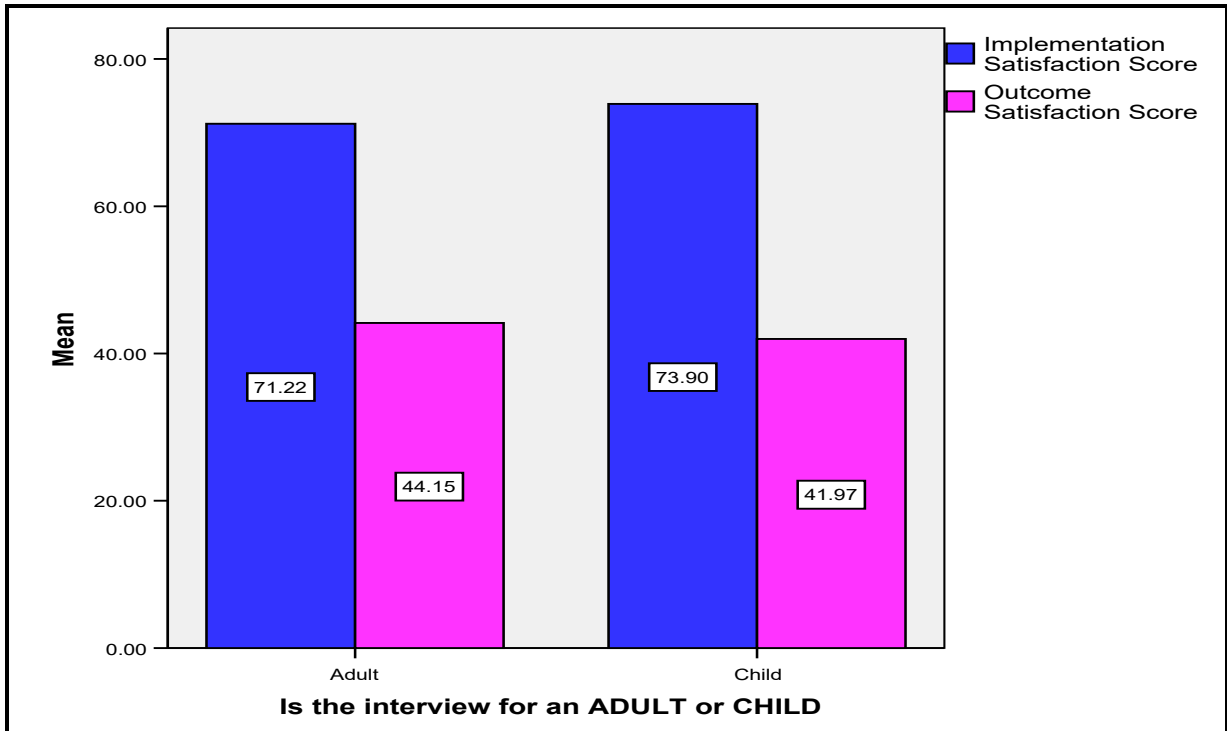


There were no significant differences in total satisfaction between respondents.



- 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.

Mean Satisfaction with Implementation and Outcomes



To help with interpretation, Implementation scores ranged from 18-90. Scores 72-90 indicate a high level of satisfaction, scores 54-71 indicate some level of satisfaction and scores below 36 indicate some level of dissatisfaction with Implementation.

Outcome scores ranged from 11-55. 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.

Implementation

Respondents of both adult and child services reported high levels of satisfaction (85% or greater) for the following questions:

- 94.4% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 92.8% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 92.6% I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 92.4% I feel comfortable in asking questions regarding my treatment Q19.
- 92.1% I am an important part of the treatment process Q27.
- 90.9% My provider asks my permission before sharing my personal information Q21.
- 87.5% I trust my service provider Q23.
- 86.9% I feel safe at this facility Q24.
- 86.9% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q25 (child consumers only).
- 85.8% My service provider spends adequate time with me Q20.
- 85.5% My service provider explained the advantages of my therapy or treatment Q28.

While satisfaction is generally high, further exploration is warranted regarding a few items (15% or greater):

- 25.8% I had a choice when selecting my service provider Q16.
- 20.0% I was given information on how to get other services that I needed Q14.
- 19.0% I have the option to change my service provider should I choose to Q17 (adult consumers only).
- 17.8% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13 (adult consumers only).
- 17.4% When I came to this program I was given information on all the services that were available to me Q15 (adult consumers only).

Summary responses from the Total group of respondents from this quarter (N=1,965) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=793) are presented in Table 2. Summary responses from the respondents who received Child services (N=1,172) are presented in Table 3.

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

N=1965	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	83.1	11.8	2.7	0.7	0.9
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	70.8	20.0	2.7	1.0	4.6
15. When I came to this program I was given information on all the services that were available to me.	81.1	14.7	2.7	0.8	0.5
16. I had a choice when selecting my service provider.	68.8	25.8	2.5	1.0	1.5
17. I have the option to change my service provider should I choose to.	80.6	13.7	2.7	0.8	1.3
18. I was informed about my rights and responsibilities regarding the treatment I have received.	94.4	3.1	2.9	0.4	0.3
19. I feel comfortable in asking questions regarding my treatment.	92.3	5.8	2.9	0.5	0.3
20. My service provider spends adequate time with me.	85.8	10.5	2.8	0.7	0.6
21. My provider asks my permission before sharing my personal information.	90.9	3.2	3.0	0.6	2.7
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.8	2.4	3.0	0.6	3.1
23. I trust my service provider. (Facility as a whole)	87.5	8.7	2.8	0.6	0.3
24. I feel safe at this facility.	86.9	5.2	3.0	0.9	5.8
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	83.4	10.5	2.8	0.8	2.0
26. I am included in the development of my treatment/recovery plan and goals for recovery.	92.6	4.8	2.9	0.5	0.2
27. I am an important part of the treatment process.	92.1	5.9	2.9	0.5	0.2
28. My service provider explained the advantages of my therapy or treatment.	85.5	9.9	2.8	0.7	0.5
29. My service provider explained the limitations of my therapy or treatment.	80.9	12.7	2.7	0.8	1.4
30. Overall, I am satisfied with the services I am receiving.	86.2	10.1	2.8	0.6	0.3

Table 2 – Total Satisfaction – Implementation Adult Services

N=793	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	75.2	17.8	2.6	0.8	1.0
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	70.0	20.3	2.7	1.1	4.4
15. When I came to this program I was given information on all the services that were available to me.	77.3	17.4	2.6	0.8	0.8
16. I had a choice when selecting my service provider.	58.0	34.9	2.3	1.1	1.8
17. I have the option to change my service provider should I choose to.	73.4	19.0	2.6	0.9	2.3
18. I was informed about my rights and responsibilities regarding the treatment I have received.	91.8	4.9	2.9	0.5	0.5
19. I feel comfortable in asking questions regarding my treatment.	89.7	8.3	2.8	0.6	0.3
20. My service provider spends adequate time with me.	85.8	10.6	2.8	0.7	0.4
21. My provider asks my permission before sharing my personal information.	87.5	4.3	3.0	0.7	3.3
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.2	3.7	3.0	0.6	2.9
23. I trust my service provider. (Facility as a whole)	85.6	10.1	2.8	0.7	0.5
24. I feel safe at this facility.	83.2	7.4	3.1	1.0	7.3
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	78.3	13.2	2.8	0.9	3.0
26. I am included in the development of my treatment/recovery plan and goals for recovery.	89.2	6.8	2.8	0.6	0.3
27. I am an important part of the treatment process.	89.7	7.4	2.8	0.6	0.1
28. My service provider explained the advantages of my therapy or treatment.	83.4	10.8	2.8	0.7	0.6
29. My service provider explained the limitations of my therapy or treatment.	78.9	13.2	2.7	0.8	1.1
30. Overall, I am satisfied with the services I am receiving.	87.3	9.1	2.8	0.6	0.5

Table 3 – Total Satisfaction – Implementation Child Services

N=1,172	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	88.5	7.7	2.8	0.6	0.9
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	71.3	19.8	2.7	1.1	4.8
15. When I came to this program I was given information on all the services that were available to me.	83.7	12.8	2.7	0.7	0.3
16. I had a choice when selecting my service provider.	76.0	19.6	2.6	0.9	1.4
17. I have the option to change my service provider should I choose to.	85.4	10.2	2.8	0.7	0.7
18. I was informed about my rights and responsibilities regarding the treatment I have received.	96.2	1.8	3.0	0.3	0.2
19. I feel comfortable in asking questions regarding my treatment.	84.1	4.0	2.9	0.4	0.3
20. My service provider spends adequate time with me.	85.8	10.5	2.8	0.7	0.8
21. My provider asks my permission before sharing my personal information.	93.2	2.5	3.0	0.6	2.4
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.3	1.6	3.0	0.6	3.2
23. I trust my service provider. (Facility as a whole)	88.7	7.8	2.8	0.6	0.2
24. I feel safe at this facility.	89.3	3.7	3.0	0.8	4.7
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	86.9	8.7	2.8	0.7	1.3
26. I am included in the development of my treatment/recovery plan and goals for recovery.	94.9	3.5	2.9	0.4	0.2
27. I am an important part of the treatment process.	93.7	4.8	2.9	0.5	0.2
28. My service provider explained the advantages of my therapy or treatment.	87.0	9.3	2.8	0.6	0.4
29. My service provider explained the limitations of my therapy or treatment.	82.3	12.4	2.8	0.8	1.5
30. Overall, I am satisfied with the services I am receiving.	85.4	10.8	2.8	0.6	0.2

Outcomes

Consumers also describe their lives as being better as a result of their services in a number of cases. In total, 50.9% to 73.9% of consumers believe services have improved their lives in each outcome area. Additionally 19.9% to 26.9% of consumers believe that no change has resulted from their services, and 4.7% to 10.7% believes that things are worse as a result of services.

Summary responses from the Total group of respondents from this quarter (N=1,965) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=793) are presented in Table 5. Summary responses from the consumers who received Child services (N=1,172) are presented in Table 6.

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

Total N=1,965	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	69.9	21.2	8.5	2.6	0.7	0.4
32. Feeling in control of my life.	63.5	26.0	9.3	2.6	0.8	1.3
33. Coping with personal crisis.	58.0	24.3	10.7	2.8	1.1	7.0
34. How I feel about myself.	64.9	24.6	8.3	2.7	0.8	2.2
35. Feeling good (hopeful) about the future.	67.3	22.3	6.2	2.8	0.9	4.3
36. Enjoying my free time.	73.9	19.9	4.7	2.7	0.7	1.4
37. Strengthening my social support network.	65.1	26.9	6.4	2.7	0.7	1.6
38. Being involved in community activities.	55.1	31.3	6.4	2.8	1.1	7.2
39. Participating with school or work activities.	50.9	20.1	6.8	3.3	1.5	22.2
40. Interacting with people in social situations.	64.5	26.4	8.0	2.6	0.7	1.0
41. Coping with specific problems or issue that led to seek services.	69.1	22.0	8.4	2.6	0.7	0.5

Table 5 – Total Satisfaction – Outcome Questions Adult Services

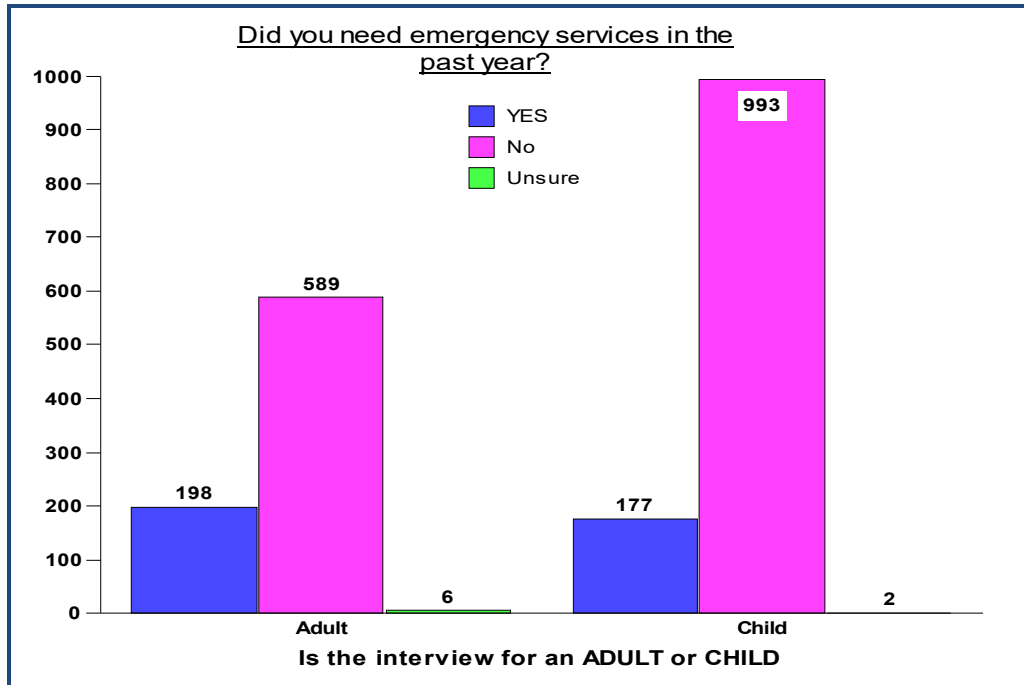
	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=793						
31. Managing daily problems.	77.8	16.4	5.5	2.7	0.6	0.3
32. Feeling in control of my life.	71.2	20.4	8.1	2.6	0.6	0.3
33. Coping with personal crisis.	69.1	20.7	7.7	2.7	0.8	2.5
34. How I feel about myself.	72.1	19.2	8.1	2.7	0.7	0.6
35. Feeling good (hopeful) about the future.	76.4	15.5	6.9	2.7	0.7	1.1
36. Enjoying my free time.	74.7	17.4	6.3	2.7	0.7	1.6
37. Strengthening my social support network.	68.7	23.5	6.6	2.7	0.7	1.3
38. Being involved in community activities.	55.9	30.3	7.6	2.7	1.1	6.3
39. Participating with school or work activities.	33.7	14.9	3.4	4.2	1.8	48.0
40. Interacting with people in social situations.	67.6	23.0	7.7	2.7	0.8	1.8
41. Coping with specific problems or issue that led to seek services.	79.4	14.8	5.3	2.8	0.6	0.5

Table 6 – Total Satisfaction – Outcome Questions Child Services

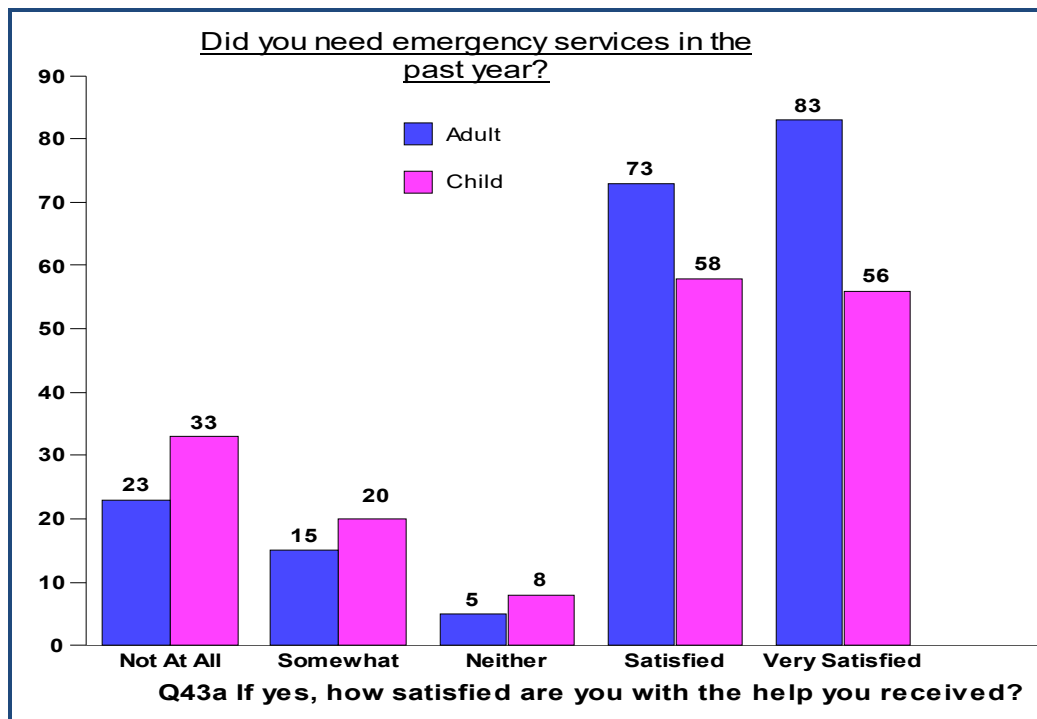
	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=1,965						
31. Managing daily problems.	64.6	24.6	10.5	2.6	0.7	0.5
32. Feeling in control of my life.	58.2	29.7	10.1	2.6	0.8	2.0
33. Coping with personal crisis.	50.4	26.7	12.8	2.8	1.3	10.1
34. How I feel about myself.	60.1	28.2	8.4	2.6	0.9	3.2
35. Feeling good (hopeful) about the future.	61.1	26.9	5.6	2.8	1.0	6.4
36. Enjoying my free time.	73.5	21.7	3.7	2.7	0.6	1.2
37. Strengthening my social support network.	62.6	29.3	6.2	2.6	0.8	1.9
38. Being involved in community activities.	54.6	32.0	5.6	2.8	1.1	7.8
39. Participating with school or work activities.	62.6	23.5	9.1	2.7	1.0	4.7
40. Interacting with people in social situations.	62.5	28.8	8.3	2.6	0.7	0.5
41. Coping with specific problems or issue that led to seek services.	62.0	27.0	10.5	2.5	0.7	0.5

- **Emergency Treatment:** 375 of the 1,965 respondents (19.1%) indicated they needed emergency mental health or substance abuse service during the past year. Adult consumers 198 of the 793 (25.0%) reported needing emergency treatment. Out of 1,172 child consumers 177 (15.1%) received emergency services.

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



Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.7 with standard deviation 1.43. 72.2% (270 of 374) reported they were either Very Satisfied, or Satisfied, 24.3% (95 of 374), Somewhat or Not at all Satisfied.



Questions Regarding Treatment Environment

- Comfort of Facility: 75.3% of all respondents rated the comfort of their treatment facility as Excellent or Good. 14.6% of all respondents rated the comfort of their treatment facility as Fair or Poor. 10.1% of all respondents did not feel that this question applied to them.

	Base	Q42A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	1965	72 3.70%	214 10.90%	826 42.00%	654 33.30%	199 10.10%
Adult	793	38 4.80%	92 11.60%	304 38.30%	262 33.00%	97 12.20%
Child	1172	34 2.90%	122 10.40%	522 44.50%	392 33.40%	102 8.70%

- Cleanliness of Facility: 80.0% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 9.8% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 10.2% of all respondents did not feel that this question applied to them.

	Base	Q42B Rate: Cleanliness of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	1965	47 2.40%	146 7.40%	803 40.90%	768 39.10%	201 10.20%
Adult	793	26 3.30%	71 9.00%	317 40.00%	282 35.60%	97 12.20%
Child	1172	21 1.80%	75 6.40%	486 41.50%	486 41.50%	104 8.90%

Friendliness of Staff: 84.0% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 11.2% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 4.8% of all respondents did not feel that this question applied to them.

	Base	Q42C Rate: Friendliness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	1965	54 2.70%	167 8.50%	662 33.70%	988 50.30%	94 4.80%
Adult	793	25 3.20%	71 9.00%	272 34.30%	389 49.10%	36 4.50%
Child	1172	29 2.50%	96 8.20%	390 33.30%	599 51.10%	58 4.90%

Attentiveness of Staff: 82.2% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 13.1% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 4.6% of all respondents did not feel that this question applied to them.

	Base	Q42D Rate: Attentiveness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	1965	73 3.70%	185 9.40%	684 34.80%	932 47.40%	91 4.60%
Adult	793	33 4.20%	75 9.50%	292 36.80%	356 44.90%	37 4.70%
Child	1172	40 3.40%	110 9.40%	392 33.40%	576 49.10%	54 4.60%

Questions Regarding Perform Care

I have received a copy of the Member Handbook from Perform Care

- 52.4% of respondents (1030 out of 1965) reported that they had received a copy of the Perform Care member handbook.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	1965	1030 52.40%	587 29.90%	342 17.40%	6 0.30%
Adult					
Cumberland	109	40 36.70%	47 43.10%	21 19.30%	1 0.90%
Dauphin	250	95 38.00%	104 41.60%	50 20.00%	1 0.40%
Lancaster	290	119 41.00%	115 39.70%	55 19.00%	1 0.30%
Lebanon	111	47 42.30%	43 38.70%	20 18.00%	1 0.90%
Perry	33	12 36.40%	18 54.50%	3 9.10%	0 0
Child					
Cumberland	126	77 61.10%	24 19.00%	24 19.00%	1 0.80%
Dauphin	467	290 62.10%	107 22.90%	70 15.00%	0 0
Lancaster	355	203 57.20%	75 21.10%	77 21.70%	0 0
Lebanon	180	125 69.40%	37 20.60%	17 9.40%	1 0.60%
Perry	44	22 50.00%	17 38.60%	5 11.40%	0 0

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

- 98.7% (1763 out of 1965) reported they are aware of their right to file a complaint or grievance.

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	1965	1763 89.70%	160 8.10%	25 1.30%	17 0.90%
Adult					
Cumberland	109	89 81.70%	17 15.60%	0 0	3 2.80%
Dauphin	250	214 85.60%	29 11.60%	3 1.20%	4 1.60%
Lancaster	290	252 86.90%	30 10.30%	3 1.00%	5 1.70%
Lebanon	111	98 88.30%	10 9.00%	2 1.80%	1 0.90%
Perry	33	26 78.80%	6 18.20%	0 0	1 3.00%
Child					
Cumberland	126	117 92.90%	6 4.80%	2 1.60%	1 0.80%
Dauphin	467	427 91.40%	34 7.30%	6 1.30%	0 0
Lancaster	355	330 93.00%	19 5.40%	6 1.70%	0 0
Lebanon	180	168 93.30%	7 3.90%	3 1.70%	2 1.10%
Perry	44	42 95.50%	2 4.50%	0 0	0 0

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

- 67.7% of respondents (1331 of the 1965) report they are aware of their right to file a complaint or grievance. 27.7% (545 of the 1965) did not feel this was the case.

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	1965	1331 67.70%	545 27.70%	70 3.60%	19 1.00%
Adult					
Cumberland	109	62 56.90%	39 35.80%	5 4.60%	3 2.80%
Dauphin	250	131 52.40%	107 42.80%	11 4.40%	1 0.40%
Lancaster	290	184 63.40%	84 29.00%	16 5.50%	6 2.10%
Lebanon	111	77 69.40%	26 23.40%	6 5.40%	2 1.80%
Perry	33	18 54.50%	13 39.40%	0 0	2 6.10%
Child					
Cumberland	126	106 84.10%	17 13.50%	2 1.60%	1 0.80%
Dauphin	467	331 70.90%	119 25.50%	16 3.40%	1 0.20%
Lancaster	355	252 71.00%	92 25.90%	11 3.10%	0 0
Lebanon	180	144 80.00%	31 17.20%	3 1.70%	2 1.10%
Perry	44	26 59.10%	17 38.60%	0 0	1 2.30%

In the last twelve months, did you call member services at Perform Care to get information?

- Overall, 16.3% of respondents (321 of the 1965) report that they did call members services within the last 12 months to get information.

	Base	Q4 In the last twelve months, did you call member services at CBHNP to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	1965	321 16.30%	1593 81.10%	22 1.10%	29 1.50%
Adult					
Cumberland	109	16 14.70%	89 81.70%	1 0.90%	3 2.80%
Dauphin	250	26 10.40%	218 87.20%	5 2.00%	1 0.40%
Lancaster	290	49 16.90%	235 81.00%	2 0.70%	4 1.40%
Lebanon	111	16 14.40%	91 82.00%	1 0.90%	3 2.70%
Perry	33	2 6.10%	30 90.90%	0 0	1 3.00%
Child					
Cumberland	126	26 20.60%	97 77.00%	1 0.80%	2 1.60%
Dauphin	467	94 20.10%	360 77.10%	6 1.30%	7 1.50%
Lancaster	355	55 15.50%	295 83.10%	2 0.60%	3 0.80%
Lebanon	180	35 19.40%	140 77.80%	1 0.60%	4 2.20%
Perry	44	2 4.50%	38 86.40%	3 6.80%	1 2.30%

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

- 77.4% of respondents who had called Perform Care staff (266 of 394) felt they were able to obtain information without delays. *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	Q4A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	1965	305 15.50%	72 3.70%	17 0.90%	1571 79.90%
Adult					
Cumberland	109	17 15.60%	1 0.90%	0 0	91 83.50%
Dauphin	250	25 10.00%	8 3.20%	3 1.20%	214 85.60%
Lancaster	290	48 16.60%	6 2.10%	3 1.00%	233 80.30%
Lebanon	111	13 11.70%	13 11.70%	1 0.90%	84 75.70%
Perry	33	2 6.10%	0 0	0 0	31 93.90%
Child					
Cumberland	126	26 20.60%	2 1.60%	2 1.60%	96 76.20%
Dauphin	467	79 16.90%	19 4.10%	3 0.60%	366 78.40%
Lancaster	355	51 14.40%	8 2.30%	4 1.10%	292 82.30%
Lebanon	180	41 22.80%	15 8.30%	1 0.60%	123 68.30%
Perry	44	3 6.80%	0 0	0 0	41 93.20%

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

- 63.2% of respondents who had called Perform Care staff (1242 out of 1965) felt they were given a choice of at least (2) providers regarding the type of service they were seeking.

	Base	Q5 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	1965	1242 63.20%	507 25.80%	148 7.50%	68 3.50%
Adult					
Cumberland	109	54 49.50%	43 39.40%	6 5.50%	6 5.50%
Dauphin	250	108 43.20%	102 40.80%	35 14.00%	5 2.00%
Lancaster	290	148 51.00%	95 32.80%	34 11.70%	13 4.50%
Lebanon	111	56 50.50%	36 32.40%	13 11.70%	6 5.40%
Perry	33	18 54.50%	7 21.20%	2 6.10%	6 18.20%
Child					
Cumberland	126	95 75.40%	23 18.30%	4 3.20%	4 3.20%
Dauphin	467	347 74.30%	94 20.10%	18 3.90%	8 1.70%
Lancaster	355	248 69.90%	66 18.60%	25 7.00%	16 4.50%
Lebanon	180	131 72.80%	38 21.10%	8 4.40%	3 1.70%
Perry	44	37 84.10%	3 6.80%	3 6.80%	1 2.30%

I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)

- 75.1% of respondents (1475 out of 1965) report that they were informed of the time approved for their services.

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	1965	1475 75.10%	360 18.30%	87 4.40%	43 2.20%
Adult					
Cumberland	109	58 53.20%	38 34.90%	7 6.40%	6 5.50%
Dauphin	250	145 58.00%	83 33.20%	17 6.80%	5 2.00%
Lancaster	290	172 59.30%	79 27.20%	27 9.30%	12 4.10%
Lebanon	111	66 59.50%	35 31.50%	6 5.40%	4 3.60%
Perry	33	11 33.30%	13 39.40%	3 9.10%	6 18.20%
Child					
Cumberland	126	107 84.90%	13 10.30%	4 3.20%	2 1.60%
Dauphin	467	418 89.50%	40 8.60%	5 1.10%	4 0.90%
Lancaster	355	315 88.70%	28 7.90%	11 3.10%	1 0.30%
Lebanon	180	144 80.00%	26 14.40%	7 3.90%	3 1.70%
Perry	44	39 88.60%	5 11.40%	0 0	0 0

When I call Perform Care staff treats me courteously and with respect.

- 89.8% of respondents who had called Perform Care staff (721 out of 803) felt they were treated with courtesy and respect when they called Perform Care. *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, i.e. those who actually called Perform Care. This is a more accurate representation of the data. However, for completeness, the entire table is presented.*

	Base	Q7 When I call CBHNP staff treats me courteously and with respect.			
		Yes	No	Not Sure	Does Not Apply
Total	1965	721 36.70%	50 2.50%	32 1.60%	1162 59.10%
Adult					
Cumberland	109	23 21.10%	3 2.80%	0 0	83 76.10%
Dauphin	250	58 23.20%	10 4.00%	6 2.40%	176 70.40%
Lancaster	290	69 23.80%	4 1.40%	11 3.80%	206 71.00%
Lebanon	111	25 22.50%	4 3.60%	3 2.70%	79 71.20%
Perry	33	4 12.10%	0 0	0 0	29 87.90%
Child					
Cumberland	126	44 34.90%	2 1.60%	0 0	80 63.50%
Dauphin	467	240 51.40%	13 2.80%	6 1.30%	208 44.50%
Lancaster	355	189 53.20%	2 0.60%	3 0.80%	161 45.40%
Lebanon	180	54 30.00%	12 6.70%	3 1.70%	111 61.70%
Perry	44	15 34.10%	0 0	0 0	29 65.90%

Overall, I am satisfied with the interactions I have had with Perform Care.

- 82.4% of respondents (1619 out of 1965) reported that overall, they were satisfied with the interactions they had with Perform Care.

	Base	Q8 Overall, I am satisfied with the interactions I have had with CBHNP.			
		Yes	No	Not Sure	Does Not Apply
Total	1965	1619 82.40%	66 3.40%	35 1.80%	245 12.50%
Adult					
Cumberland	109	74 67.90%	3 2.80%	1 0.90%	31 28.40%
Dauphin	250	195 78.00%	12 4.80%	5 2.00%	38 15.20%
Lancaster	290	226 77.90%	16 5.50%	4 1.40%	44 15.20%
Lebanon	111	87 78.40%	4 3.60%	3 2.70%	17 15.30%
Perry	33	18 54.50%	0 0	0 0	15 45.50%
Child					
Cumberland	126	112 88.90%	4 3.20%	0 0	10 7.90%
Dauphin	467	411 88.00%	11 2.40%	12 2.60%	33 7.10%
Lancaster	355	317 89.30%	7 2.00%	6 1.70%	25 7.00%
Lebanon	180	150 83.30%	9 5.00%	4 2.20%	17 9.40%
Perry	44	29 65.90%	0 0	0 0	15 34.10%

Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of questions 13-41 by County of Residence and by Age Group and County of residence for all respondents (N=1,965).

	Base	Q13 I know whom to call if I have questions about MH or SA services.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	47 2.40%	184 9.40%	83 4.20%	1069 54.40%	564 28.70%	18 0.90%
Adult							
Cumberland	109	7 6.40%	14 12.80%	5 4.60%	49 45.00%	33 30.30%	1 0.90%
Dauphin	250	6 2.40%	44 17.60%	15 6.00%	125 50.00%	58 23.20%	2 0.80%
Lancaster	290	8 2.80%	37 12.80%	20 6.90%	157 54.10%	64 22.10%	4 1.40%
Lebanon	111	7 6.30%	13 11.70%	7 6.30%	55 49.50%	28 25.20%	1 0.90%
Perry	33	3 9.10%	2 6.10%	1 3.00%	8 24.20%	19 57.60%	0 0
Child							
Cumberland	126	1 0.80%	7 5.60%	3 2.40%	59 46.80%	56 44.40%	0 0
Dauphin	467	4 0.90%	36 7.70%	15 3.20%	280 60.00%	127 27.20%	5 1.10%
Lancaster	355	1 0.30%	17 4.80%	15 4.20%	205 57.70%	115 32.40%	2 0.60%
Lebanon	180	5 2.80%	8 4.40%	1 0.60%	117 65.00%	46 25.60%	3 1.70%
Perry	44	5 11.40%	6 13.60%	1 2.30%	14 31.80%	18 40.90%	0 0

	Base	Q14 I was given information on how to get other services that I needed (example: transportation, child care, employment training).					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	61 3.10%	332 16.90%	90 4.60%	944 48.00%	447 22.70%	91 4.60%
Adult							
Cumberland	109	7 6.40%	10 9.20%	3 2.80%	50 45.90%	36 33.00%	3 2.80%
Dauphin	250	4 1.60%	49 19.60%	9 3.60%	122 48.80%	52 20.80%	14 5.60%
Lancaster	290	9 3.10%	49 16.90%	21 7.20%	154 53.10%	44 15.20%	13 4.50%
Lebanon	111	5 4.50%	21 18.90%	9 8.10%	49 44.10%	24 21.60%	3 2.70%
Perry	33	3 9.10%	4 12.10%	0 0	6 18.20%	18 54.50%	2 6.10%
Child							
Cumberland	126	7 5.60%	22 17.50%	9 7.10%	43 34.10%	37 29.40%	8 6.30%
Dauphin	467	11 2.40%	93 19.90%	17 3.60%	222 47.50%	100 21.40%	24 5.10%
Lancaster	355	5 1.40%	59 16.60%	14 3.90%	181 51.00%	82 23.10%	14 3.90%
Lebanon	180	8 4.40%	18 10.00%	7 3.90%	105 58.30%	37 20.60%	5 2.80%
Perry	44	2 4.50%	7 15.90%	1 2.30%	12 27.30%	17 38.60%	5 11.40%

	Base	Q15 When I came to this program I was given information on all the services that were available to me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	48 2.40%	240 12.20%	74 3.80%	1089 55.40%	505 25.70%	9 0.50%
Adult							
Cumberland	109	5 4.60%	13 11.90%	3 2.80%	53 48.60%	35 32.10%	0 0
Dauphin	250	2 0.80%	42 16.80%	11 4.40%	141 56.40%	52 20.80%	2 0.80%
Lancaster	290	5 1.70%	45 15.50%	17 5.90%	163 56.20%	57 19.70%	3 1.00%
Lebanon	111	3 2.70%	16 14.40%	5 4.50%	56 50.50%	30 27.00%	1 0.90%
Perry	33	3 9.10%	4 12.10%	0 0	10 30.30%	16 48.50%	0 0
Child							
Cumberland	126	9 7.10%	14 11.10%	3 2.40%	56 44.40%	44 34.90%	0 0
Dauphin	467	12 2.60%	60 12.80%	18 3.90%	275 58.90%	101 21.60%	1 0.20%
Lancaster	355	1 0.30%	32 9.00%	12 3.40%	208 58.60%	101 28.50%	1 0.30%
Lebanon	180	4 2.20%	12 6.70%	1 0.60%	112 62.20%	50 27.80%	1 0.60%
Perry	44	4 9.10%	2 4.50%	4 9.10%	15 34.10%	19 43.20%	0 0

	Base	Q16 I had a choice when selecting my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	65 3.30%	442 22.50%	77 3.90%	923 47.00%	428 21.80%	30 1.50%
Adult							
Cumberland	109	6 5.50%	29 26.60%	11 10.10%	40 36.70%	23 21.10%	0 0
Dauphin	250	9 3.60%	74 29.60%	8 3.20%	116 46.40%	40 16.00%	3 1.20%
Lancaster	290	11 3.80%	100 34.50%	15 5.20%	121 41.70%	34 11.70%	9 3.10%
Lebanon	111	6 5.40%	30 27.00%	7 6.30%	46 41.40%	21 18.90%	1 0.90%
Perry	33	3 9.10%	9 27.30%	1 3.00%	4 12.10%	15 45.50%	1 3.00%
Child							
Cumberland	126	8 6.30%	33 26.20%	6 4.80%	42 33.30%	37 29.40%	0 0
Dauphin	467	7 1.50%	68 14.60%	15 3.20%	269 57.60%	104 22.30%	4 0.90%
Lancaster	355	5 1.40%	62 17.50%	11 3.10%	177 49.90%	92 25.90%	8 2.30%
Lebanon	180	8 4.40%	35 19.40%	3 1.70%	93 51.70%	38 21.10%	3 1.70%
Perry	44	2 4.50%	2 4.50%	0 0	15 34.10%	24 54.50%	1 2.30%

	Base	Q17 I have the option to change my service provider should I choose to.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	46 2.30%	224 11.40%	86 4.40%	1111 56.50%	472 24.00%	26 1.30%
Adult							
Cumberland	109	5 4.60%	14 12.80%	8 7.30%	56 51.40%	26 23.90%	0 0
Dauphin	250	7 2.80%	44 17.60%	13 5.20%	141 56.40%	42 16.80%	3 1.20%
Lancaster	290	7 2.40%	41 14.10%	18 6.20%	165 56.90%	45 15.50%	14 4.80%
Lebanon	111	4 3.60%	19 17.10%	3 2.70%	63 56.80%	22 19.80%	0 0
Perry	33	2 6.10%	8 24.20%	0 0	6 18.20%	16 48.50%	1 3.00%
Child							
Cumberland	126	5 4.00%	7 5.60%	10 7.90%	62 49.20%	42 33.30%	0 0
Dauphin	467	6 1.30%	44 9.40%	16 3.40%	293 62.70%	105 22.50%	3 0.60%
Lancaster	355	4 1.10%	27 7.60%	14 3.90%	205 57.70%	102 28.70%	3 0.80%
Lebanon	180	4 2.20%	19 10.60%	1 0.60%	107 59.40%	47 26.10%	2 1.10%
Perry	44	2 4.50%	1 2.30%	3 6.80%	13 29.50%	25 56.80%	0 0

	Base	Q18 I was informed about my rights and responsibilities regarding treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	17 0.90%	43 2.20%	44 2.20%	1264 64.30%	591 30.10%	6 0.30%
Adult							
Cumberland	109	1 0.90%	6 5.50%	2 1.80%	61 56.00%	39 35.80%	0 0
Dauphin	250	5 2.00%	5 2.00%	8 3.20%	171 68.40%	60 24.00%	1 0.40%
Lancaster	290	8 2.80%	9 3.10%	9 3.10%	191 65.90%	70 24.10%	3 1.00%
Lebanon	111	1 0.90%	2 1.80%	2 1.80%	69 62.20%	37 33.30%	0 0
Perry	33	0 0	2 6.10%	1 3.00%	11 33.30%	19 57.60%	0 0
Child							
Cumberland	126	0 0	0 0	2 1.60%	71 56.30%	53 42.10%	0 0
Dauphin	467	1 0.20%	8 1.70%	11 2.40%	325 69.60%	122 26.10%	0 0
Lancaster	355	0 0	6 1.70%	5 1.40%	224 63.10%	120 33.80%	0 0
Lebanon	180	0 0	4 2.20%	1 0.60%	126 70.00%	47 26.10%	2 1.10%
Perry	44	1 2.30%	1 2.30%	3 6.80%	15 34.10%	24 54.50%	0 0

	Base	Q19 I feel comfortable in asking questions regarding my treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	32 1.60%	81 4.10%	32 1.60%	1112 56.60%	702 35.70%	6 0.30%
Adult							
Cumberland	109	5 4.60%	4 3.70%	1 0.90%	56 51.40%	42 38.50%	1 0.90%
Dauphin	250	6 2.40%	21 8.40%	7 2.80%	145 58.00%	71 28.40%	0 0
Lancaster	290	3 1.00%	16 5.50%	2 0.70%	194 66.90%	74 25.50%	1 0.30%
Lebanon	111	3 2.70%	5 4.50%	4 3.60%	57 51.40%	42 37.80%	0 0
Perry	33	0 0	3 9.10%	0 0	7 21.20%	23 69.70%	0 0
Child							
Cumberland	126	1 0.80%	3 2.40%	0 0	71 56.30%	51 40.50%	0 0
Dauphin	467	5 1.10%	14 3.00%	12 2.60%	258 55.20%	174 37.30%	4 0.90%
Lancaster	355	1 0.30%	5 1.40%	3 0.80%	208 58.60%	138 38.90%	0 0
Lebanon	180	2 1.10%	7 3.90%	2 1.10%	106 58.90%	63 35.00%	0 0
Perry	44	6 13.60%	3 6.80%	1 2.30%	10 22.70%	24 54.50%	0 0

	Base	Q20 My service provider spends adequate time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	57 2.90%	150 7.60%	61 3.10%	1051 53.50%	634 32.30%	12 0.60%
Adult							
Cumberland	109	5 4.60%	9 8.30%	2 1.80%	49 45.00%	43 39.40%	1 0.90%
Dauphin	250	11 4.40%	19 7.60%	8 3.20%	141 56.40%	71 28.40%	0 0
Lancaster	290	3 1.00%	18 6.20%	13 4.50%	177 61.00%	77 26.60%	2 0.70%
Lebanon	111	2 1.80%	10 9.00%	2 1.80%	60 54.10%	37 33.30%	0 0
Perry	33	3 9.10%	4 12.10%	1 3.00%	9 27.30%	16 48.50%	0 0
Child							
Cumberland	126	4 3.20%	13 10.30%	2 1.60%	55 43.70%	50 39.70%	2 1.60%
Dauphin	467	21 4.50%	34 7.30%	19 4.10%	251 53.70%	138 29.60%	4 0.90%
Lancaster	355	2 0.60%	30 8.50%	8 2.30%	189 53.20%	124 34.90%	2 0.60%
Lebanon	180	3 1.70%	10 5.60%	3 1.70%	104 57.80%	59 32.80%	1 0.60%
Perry	44	3 6.80%	3 6.80%	3 6.80%	16 36.40%	19 43.20%	0 0

	Base	Q21 My provider does not share my personal MH and/or SA information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	18 0.90%	45 2.30%	62 3.20%	1157 58.90%	629 32.00%	54 2.70%
Adult							
Cumberland	109	3 2.80%	1 0.90%	4 3.70%	66 60.60%	34 31.20%	1 0.90%
Dauphin	250	3 1.20%	10 4.00%	8 3.20%	152 60.80%	71 28.40%	6 2.40%
Lancaster	290	5 1.70%	6 2.10%	21 7.20%	178 61.40%	71 24.50%	9 3.10%
Lebanon	111	2 1.80%	3 2.70%	5 4.50%	58 52.30%	36 32.40%	7 6.30%
Perry	33	0 0	1 3.00%	1 3.00%	9 27.30%	19 57.60%	3 9.10%
Child							
Cumberland	126	0 0	4 3.20%	3 2.40%	69 54.80%	50 39.70%	0 0
Dauphin	467	3 0.60%	11 2.40%	13 2.80%	286 61.20%	141 30.20%	13 2.80%
Lancaster	355	0 0	6 1.70%	4 1.10%	214 60.30%	123 34.60%	8 2.30%
Lebanon	180	2 1.10%	3 1.70%	1 0.60%	110 61.10%	61 33.90%	3 1.70%
Perry	44	0 0	0 0	2 4.50%	15 34.10%	23 52.30%	4 9.10%

	Base	Q22 Program staff respects the role of my ethnic, cultural, religious background.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	16 0.80%	32 1.60%	33 1.70%	1198 61.00%	626 31.90%	60 3.10%
Adult							
Cumberland	109	4 3.70%	3 2.80%	0 0	62 56.90%	36 33.00%	4 3.70%
Dauphin	250	3 1.20%	6 2.40%	6 2.40%	157 62.80%	74 29.60%	4 1.60%
Lancaster	290	3 1.00%	6 2.10%	2 0.70%	198 68.30%	74 25.50%	7 2.40%
Lebanon	111	2 1.80%	2 1.80%	1 0.90%	62 55.90%	39 35.10%	5 4.50%
Perry	33	0 0	0 0	1 3.00%	11 33.30%	18 54.50%	3 9.10%
Child							
Cumberland	126	0 0	1 0.80%	3 2.40%	67 53.20%	51 40.50%	4 3.20%
Dauphin	467	3 0.60%	6 1.30%	15 3.20%	288 61.70%	134 28.70%	21 4.50%
Lancaster	355	1 0.30%	1 0.30%	4 1.10%	227 63.90%	118 33.20%	4 1.10%
Lebanon	180	0 0	6 3.30%	1 0.60%	112 62.20%	57 31.70%	4 2.20%
Perry	44	0 0	1 2.30%	0 0	14 31.80%	25 56.80%	4 9.10%

	Base	Q23 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	52 2.60%	119 6.10%	69 3.50%	1088 55.40%	631 32.10%	6 0.30%
Adult							
Cumberland	109	8 7.30%	8 7.30%	6 5.50%	46 42.20%	41 37.60%	0 0
Dauphin	250	9 3.60%	20 8.00%	7 2.80%	150 60.00%	64 25.60%	0 0
Lancaster	290	6 2.10%	15 5.20%	11 3.80%	182 62.80%	72 24.80%	4 1.40%
Lebanon	111	7 6.30%	3 2.70%	4 3.60%	61 55.00%	36 32.40%	0 0
Perry	33	0 0	4 12.10%	2 6.10%	7 21.20%	20 60.60%	0 0
Child							
Cumberland	126	1 0.80%	8 6.30%	3 2.40%	63 50.00%	51 40.50%	0 0
Dauphin	467	13 2.80%	38 8.10%	17 3.60%	255 54.60%	143 30.60%	1 0.20%
Lancaster	355	1 0.30%	11 3.10%	12 3.40%	204 57.50%	126 35.50%	1 0.30%
Lebanon	180	3 1.70%	9 5.00%	6 3.30%	105 58.30%	57 31.70%	0 0
Perry	44	4 9.10%	3 6.80%	1 2.30%	15 34.10%	21 47.70%	0 0

	Base	Q24 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	35 1.80%	67 3.40%	43 2.20%	1105 56.20%	602 30.60%	113 5.80%
Adult							
Cumberland	109	4 3.70%	8 7.30%	4 3.70%	49 45.00%	42 38.50%	2 1.80%
Dauphin	250	7 2.80%	16 6.40%	1 0.40%	157 62.80%	60 24.00%	9 3.60%
Lancaster	290	4 1.40%	9 3.10%	9 3.10%	158 54.50%	69 23.80%	41 14.10%
Lebanon	111	4 3.60%	3 2.70%	2 1.80%	59 53.20%	38 34.20%	5 4.50%
Perry	33	0 0	4 12.10%	0 0	7 21.20%	21 63.60%	1 3.00%
Child							
Cumberland	126	0 0	3 2.40%	5 4.00%	57 45.20%	55 43.70%	6 4.80%
Dauphin	467	8 1.70%	12 2.60%	11 2.40%	283 60.60%	124 26.60%	29 6.20%
Lancaster	355	3 0.80%	6 1.70%	5 1.40%	211 59.40%	116 32.70%	14 3.90%
Lebanon	180	4 2.20%	5 2.80%	3 1.70%	112 62.20%	56 31.10%	0 0
Perry	44	1 2.30%	1 2.30%	3 6.80%	12 27.30%	21 47.70%	6 13.60%

	Base	Q25 My service provider offered me the opportunity to involve my family, significant others and friends.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	37 1.90%	170 8.70%	80 4.10%	1075 54.70%	564 28.70%	39 2.00%
Adult							
Cumberland	109	5 4.60%	8 7.30%	6 5.50%	54 49.50%	36 33.00%	0 0
Dauphin	250	6 2.40%	32 12.80%	16 6.40%	142 56.80%	45 18.00%	9 3.60%
Lancaster	290	7 2.40%	32 11.00%	19 6.60%	158 54.50%	64 22.10%	10 3.40%
Lebanon	111	1 0.90%	9 8.10%	2 1.80%	65 58.60%	30 27.00%	4 3.60%
Perry	33	2 6.10%	3 9.10%	0 0	8 24.20%	19 57.60%	1 3.00%
Child							
Cumberland	126	1 0.80%	5 4.00%	4 3.20%	62 49.20%	52 41.30%	2 1.60%
Dauphin	467	6 1.30%	48 10.30%	20 4.30%	265 56.70%	121 25.90%	7 1.50%
Lancaster	355	2 0.60%	25 7.00%	11 3.10%	198 55.80%	116 32.70%	3 0.80%
Lebanon	180	6 3.30%	5 2.80%	0 0	111 61.70%	55 30.60%	3 1.70%
Perry	44	1 2.30%	3 6.80%	2 4.50%	12 27.30%	26 59.10%	0 0

	Base	Q26 I am included in all meetings regarding my treatment plan & goals for recovery.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	33 1.70%	62 3.20%	47 2.40%	1143 58.20%	676 34.40%	4 0.20%
Adult							
Cumberland	109	5 4.60%	5 4.60%	5 4.60%	54 49.50%	39 35.80%	1 0.90%
Dauphin	250	6 2.40%	14 5.60%	4 1.60%	160 64.00%	66 26.40%	0 0
Lancaster	290	5 1.70%	10 3.40%	19 6.60%	181 62.40%	74 25.50%	1 0.30%
Lebanon	111	2 1.80%	6 5.40%	2 1.80%	65 58.60%	36 32.40%	0 0
Perry	33	1 3.00%	0 0	0 0	12 36.40%	20 60.60%	0 0
Child							
Cumberland	126	2 1.60%	2 1.60%	1 0.80%	64 50.80%	57 45.20%	0 0
Dauphin	467	7 1.50%	14 3.00%	9 1.90%	278 59.50%	158 33.80%	1 0.20%
Lancaster	355	1 0.30%	4 1.10%	6 1.70%	211 59.40%	133 37.50%	0 0
Lebanon	180	3 1.70%	5 2.80%	1 0.60%	107 59.40%	64 35.60%	0 0
Perry	44	1 2.30%	2 4.50%	0 0	11 25.00%	29 65.90%	1 2.30%

	Base	Q27 I am an important part of the treatment process.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	33 1.70%	82 4.20%	38 1.90%	1084 55.20%	725 36.90%	3 0.20%
Adult							
Cumberland	109	4 3.70%	8 7.30%	5 4.60%	52 47.70%	40 36.70%	0 0
Dauphin	250	7 2.80%	15 6.00%	5 2.00%	152 60.80%	71 28.40%	0 0
Lancaster	290	3 1.00%	10 3.40%	10 3.40%	184 63.40%	82 28.30%	1 0.30%
Lebanon	111	2 1.80%	8 7.20%	2 1.80%	62 55.90%	37 33.30%	0 0
Perry	33	1 3.00%	1 3.00%	0 0	10 30.30%	21 63.60%	0 0
Child							
Cumberland	126	0 0	5 4.00%	1 0.80%	57 45.20%	63 50.00%	0 0
Dauphin	467	8 1.70%	17 3.60%	9 1.90%	254 54.40%	178 38.10%	1 0.20%
Lancaster	355	1 0.30%	13 3.70%	5 1.40%	196 55.20%	139 39.20%	1 0.30%
Lebanon	180	5 2.80%	2 1.10%	0 0	107 59.40%	66 36.70%	0 0
Perry	44	2 4.50%	3 6.80%	1 2.30%	10 22.70%	28 63.60%	0 0

	Base	Q28 My service provider explained the advantages of my therapy or treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	31 1.60%	164 8.30%	79 4.00%	1153 58.70%	528 26.90%	10 0.50%
Adult							
Cumberland	109	3 2.80%	16 14.70%	5 4.60%	48 44.00%	35 32.10%	2 1.80%
Dauphin	250	5 2.00%	14 5.60%	11 4.40%	171 68.40%	48 19.20%	1 0.40%
Lancaster	290	4 1.40%	24 8.30%	18 6.20%	183 63.10%	59 20.30%	2 0.70%
Lebanon	111	2 1.80%	13 11.70%	6 5.40%	61 55.00%	29 26.10%	0 0
Perry	33	2 6.10%	3 9.10%	1 3.00%	11 33.30%	16 48.50%	0 0
Child							
Cumberland	126	2 1.60%	7 5.60%	4 3.20%	64 50.80%	49 38.90%	0 0
Dauphin	467	7 1.50%	47 10.10%	21 4.50%	275 58.90%	113 24.20%	4 0.90%
Lancaster	355	2 0.60%	26 7.30%	11 3.10%	212 59.70%	103 29.00%	1 0.30%
Lebanon	180	2 1.10%	8 4.40%	1 0.60%	115 63.90%	54 30.00%	0 0
Perry	44	2 4.50%	6 13.60%	1 2.30%	13 29.50%	22 50.00%	0 0

	Base	Q30 Overall, I am satisfied with the services I am receiving.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	1965	95 4.80%	103 5.20%	68 3.50%	949 48.30%	744 37.90%	6 0.30%
Adult							
Cumberland	109	8 7.30%	6 5.50%	6 5.50%	43 39.40%	46 42.20%	0 0
Dauphin	250	11 4.40%	16 6.40%	8 3.20%	126 50.40%	89 35.60%	0 0
Lancaster	290	7 2.40%	8 2.80%	9 3.10%	167 57.60%	95 32.80%	4 1.40%
Lebanon	111	6 5.40%	6 5.40%	0 0	62 55.90%	37 33.30%	0 0
Perry	33	3 9.10%	1 3.00%	2 6.10%	8 24.20%	19 57.60%	0 0
Child							
Cumberland	126	7 5.60%	6 4.80%	7 5.60%	55 43.70%	51 40.50%	0 0
Dauphin	467	32 6.90%	29 6.20%	14 3.00%	221 47.30%	170 36.40%	1 0.20%
Lancaster	355	8 2.30%	21 5.90%	10 2.80%	166 46.80%	149 42.00%	1 0.30%
Lebanon	180	8 4.40%	8 4.40%	9 5.00%	92 51.10%	63 35.00%	0 0
Perry	44	5 11.40%	2 4.50%	3 6.80%	9 20.50%	25 56.80%	0 0

	Base	Q31 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	66 3.40%	101 5.10%	416 21.20%	704 35.80%	670 34.10%	8 0.40%
Adult							
Cumberland	109	2 1.80%	3 2.80%	17 15.60%	31 28.40%	56 51.40%	0 0
Dauphin	250	5 2.00%	11 4.40%	41 16.40%	80 32.00%	113 45.20%	0 0
Lancaster	290	2 0.70%	7 2.40%	49 16.90%	100 34.50%	130 44.80%	2 0.70%
Lebanon	111	5 4.50%	6 5.40%	18 16.20%	47 42.30%	35 31.50%	0 0
Perry	33	1 3.00%	2 6.10%	5 15.20%	8 24.20%	17 51.50%	0 0
Child							
Cumberland	126	1 0.80%	9 7.10%	24 19.00%	49 38.90%	43 34.10%	0 0
Dauphin	467	23 4.90%	34 7.30%	110 23.60%	180 38.50%	115 24.60%	5 1.10%
Lancaster	355	10 2.80%	13 3.70%	95 26.80%	126 35.50%	111 31.30%	0 0
Lebanon	180	15 8.30%	12 6.70%	45 25.00%	69 38.30%	38 21.10%	1 0.60%
Perry	44	2 4.50%	4 9.10%	12 27.30%	14 31.80%	12 27.30%	0 0

	Base	Q32 Feeling in control of my life.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	69 3.50%	113 5.80%	510 26.00%	669 34.00%	578 29.40%	26 1.30%
Adult							
Cumberland	109	3 2.80%	6 5.50%	22 20.20%	39 35.80%	39 35.80%	0 0
Dauphin	250	11 4.40%	11 4.40%	42 16.80%	79 31.60%	107 42.80%	0 0
Lancaster	290	3 1.00%	12 4.10%	61 21.00%	92 31.70%	120 41.40%	2 0.70%
Lebanon	111	7 6.30%	7 6.30%	31 27.90%	33 29.70%	33 29.70%	0 0
Perry	33	1 3.00%	3 9.10%	6 18.20%	7 21.20%	16 48.50%	0 0
Child							
Cumberland	126	3 2.40%	13 10.30%	33 26.20%	43 34.10%	33 26.20%	1 0.80%
Dauphin	467	20 4.30%	26 5.60%	142 30.40%	167 35.80%	95 20.30%	17 3.60%
Lancaster	355	9 2.50%	17 4.80%	102 28.70%	131 36.90%	92 25.90%	4 1.10%
Lebanon	180	11 6.10%	15 8.30%	57 31.70%	64 35.60%	32 17.80%	1 0.60%
Perry	44	1 2.30%	3 6.80%	14 31.80%	14 31.80%	11 25.00%	1 2.30%

	Base	Q33 Coping with personal crisis (example: relapse, serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	79 4.00%	132 6.70%	477 24.30%	622 31.70%	517 26.30%	138 7.00%
Adult							
Cumberland	109	2 1.80%	6 5.50%	24 22.00%	30 27.50%	45 41.30%	2 1.80%
Dauphin	250	5 2.00%	11 4.40%	54 21.60%	81 32.40%	91 36.40%	8 3.20%
Lancaster	290	8 2.80%	9 3.10%	50 17.20%	101 34.80%	113 39.00%	9 3.10%
Lebanon	111	9 8.10%	8 7.20%	31 27.90%	29 26.10%	33 29.70%	1 0.90%
Perry	33	2 6.10%	1 3.00%	5 15.20%	9 27.30%	16 48.50%	0 0
Child							
Cumberland	126	1 0.80%	11 8.70%	34 27.00%	42 33.30%	31 24.60%	7 5.60%
Dauphin	467	23 4.90%	37 7.90%	123 26.30%	150 32.10%	73 15.60%	61 13.10%
Lancaster	355	8 2.30%	24 6.80%	98 27.60%	114 32.10%	79 22.30%	32 9.00%
Lebanon	180	19 10.60%	24 13.30%	48 26.70%	57 31.70%	24 13.30%	8 4.40%
Perry	44	2 4.50%	1 2.30%	10 22.70%	9 20.50%	12 27.30%	10 22.70%

	Base	Q34 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	63 3.20%	100 5.10%	483 24.60%	604 30.70%	672 34.20%	43 2.20%
Adult							
Cumberland	109	6 5.50%	2 1.80%	23 21.10%	27 24.80%	50 45.90%	1 0.90%
Dauphin	250	11 4.40%	9 3.60%	48 19.20%	80 32.00%	101 40.40%	1 0.40%
Lancaster	290	4 1.40%	14 4.80%	46 15.90%	96 33.10%	128 44.10%	2 0.70%
Lebanon	111	7 6.30%	8 7.20%	30 27.00%	32 28.80%	33 29.70%	1 0.90%
Perry	33	1 3.00%	2 6.10%	5 15.20%	11 33.30%	14 42.40%	0 0
Child							
Cumberland	126	1 0.80%	10 7.90%	29 23.00%	42 33.30%	42 33.30%	2 1.60%
Dauphin	467	17 3.60%	26 5.60%	126 27.00%	140 30.00%	138 29.60%	20 4.30%
Lancaster	355	5 1.40%	14 3.90%	106 29.90%	106 29.90%	111 31.30%	13 3.70%
Lebanon	180	8 4.40%	14 7.80%	56 31.10%	57 31.70%	43 23.90%	2 1.10%
Perry	44	3 6.80%	1 2.30%	14 31.80%	13 29.50%	12 27.30%	1 2.30%

	Base	Q35 Feeling good (hopeful) about the future.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	51 2.60%	70 3.60%	438 22.30%	621 31.60%	701 35.70%	84 4.30%
Adult							
Cumberland	109	5 4.60%	4 3.70%	16 14.70%	31 28.40%	52 47.70%	1 0.90%
Dauphin	250	7 2.80%	9 3.60%	43 17.20%	83 33.20%	106 42.40%	2 0.80%
Lancaster	290	3 1.00%	10 3.40%	40 13.80%	96 33.10%	136 46.90%	5 1.70%
Lebanon	111	5 4.50%	9 8.10%	20 18.00%	32 28.80%	44 39.60%	1 0.90%
Perry	33	1 3.00%	2 6.10%	4 12.10%	10 30.30%	16 48.50%	0 0
Child							
Cumberland	126	2 1.60%	2 1.60%	38 30.20%	46 36.50%	35 27.80%	3 2.40%
Dauphin	467	15 3.20%	12 2.60%	131 28.10%	128 27.40%	141 30.20%	40 8.60%
Lancaster	355	6 1.70%	12 3.40%	89 25.10%	116 32.70%	109 30.70%	23 6.50%
Lebanon	180	6 3.30%	8 4.40%	46 25.60%	67 37.20%	46 25.60%	7 3.90%
Perry	44	1 2.30%	2 4.50%	11 25.00%	12 27.30%	16 36.40%	2 4.50%

	Base	Q36 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	45 2.30%	48 2.40%	392 19.90%	548 27.90%	905 46.10%	27 1.40%
Adult							
Cumberland	109	5 4.60%	2 1.80%	24 22.00%	24 22.00%	53 48.60%	1 0.90%
Dauphin	250	9 3.60%	9 3.60%	34 13.60%	80 32.00%	111 44.40%	7 2.80%
Lancaster	290	3 1.00%	7 2.40%	43 14.80%	92 31.70%	141 48.60%	4 1.40%
Lebanon	111	6 5.40%	7 6.30%	27 24.30%	27 24.30%	43 38.70%	1 0.90%
Perry	33	1 3.00%	1 3.00%	10 30.30%	6 18.20%	15 45.50%	0 0
Child							
Cumberland	126	2 1.60%	2 1.60%	28 22.20%	35 27.80%	58 46.00%	1 0.80%
Dauphin	467	9 1.90%	5 1.10%	98 21.00%	129 27.60%	217 46.50%	9 1.90%
Lancaster	355	4 1.10%	7 2.00%	83 23.40%	87 24.50%	173 48.70%	1 0.30%
Lebanon	180	5 2.80%	7 3.90%	31 17.20%	59 32.80%	77 42.80%	1 0.60%
Perry	44	1 2.30%	1 2.30%	14 31.80%	9 20.50%	17 38.60%	2 4.50%

	Base	Q37 Strengthening my social support network.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	46 2.30%	79 4.00%	529 26.90%	635 32.30%	644 32.80%	32 1.60%
Adult							
Cumberland	109	2 1.80%	3 2.80%	28 25.70%	27 24.80%	49 45.00%	0 0
Dauphin	250	8 3.20%	5 2.00%	57 22.80%	81 32.40%	95 38.00%	4 1.60%
Lancaster	290	3 1.00%	15 5.20%	56 19.30%	102 35.20%	109 37.60%	5 1.70%
Lebanon	111	6 5.40%	8 7.20%	32 28.80%	33 29.70%	31 27.90%	1 0.90%
Perry	33	1 3.00%	1 3.00%	13 39.40%	12 36.40%	6 18.20%	0 0
Child							
Cumberland	126	3 2.40%	8 6.30%	35 27.80%	32 25.40%	47 37.30%	1 0.80%
Dauphin	467	11 2.40%	12 2.60%	132 28.30%	165 35.30%	131 28.10%	16 3.40%
Lancaster	355	5 1.40%	15 4.20%	113 31.80%	111 31.30%	107 30.10%	4 1.10%
Lebanon	180	6 3.30%	10 5.60%	48 26.70%	61 33.90%	55 30.60%	0 0
Perry	44	1 2.30%	2 4.50%	15 34.10%	11 25.00%	14 31.80%	1 2.30%

	Base	Q38 Being involved in the community or in organizations outside of MH or SA activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	53 2.70%	73 3.70%	615 31.30%	557 28.30%	526 26.80%	141 7.20%
Adult							
Cumberland	109	3 2.80%	1 0.90%	35 32.10%	34 31.20%	34 31.20%	2 1.80%
Dauphin	250	7 2.80%	16 6.40%	64 25.60%	81 32.40%	65 26.00%	17 6.80%
Lancaster	290	6 2.10%	13 4.50%	78 26.90%	88 30.30%	80 27.60%	25 8.60%
Lebanon	111	7 6.30%	5 4.50%	46 41.40%	20 18.00%	28 25.20%	5 4.50%
Perry	33	1 3.00%	1 3.00%	17 51.50%	7 21.20%	6 18.20%	1 3.00%
Child							
Cumberland	126	3 2.40%	5 4.00%	52 41.30%	23 18.30%	40 31.70%	3 2.40%
Dauphin	467	7 1.50%	11 2.40%	147 31.50%	134 28.70%	124 26.60%	44 9.40%
Lancaster	355	5 1.40%	10 2.80%	114 32.10%	108 30.40%	89 25.10%	29 8.20%
Lebanon	180	10 5.60%	7 3.90%	48 26.70%	57 31.70%	48 26.70%	10 5.60%
Perry	44	4 9.10%	4 9.10%	14 31.80%	5 11.40%	12 27.30%	5 11.40%

	Base	Q39 Participation in school and/or work activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	54 2.70%	80 4.10%	394 20.10%	467 23.80%	534 27.20%	436 22.20%
Adult							
Cumberland	109	0 0	1 0.90%	20 18.30%	19 17.40%	21 19.30%	48 44.00%
Dauphin	250	5 2.00%	3 1.20%	37 14.80%	43 17.20%	46 18.40%	116 46.40%
Lancaster	290	4 1.40%	7 2.40%	37 12.80%	53 18.30%	53 18.30%	136 46.90%
Lebanon	111	3 2.70%	3 2.70%	20 18.00%	13 11.70%	15 13.50%	57 51.40%
Perry	33	1 3.00%	0 0	4 12.10%	1 3.00%	3 9.10%	24 72.70%
Child							
Cumberland	126	4 3.20%	6 4.80%	31 24.60%	34 27.00%	43 34.10%	8 6.30%
Dauphin	467	24 5.10%	24 5.10%	111 23.80%	139 29.80%	145 31.00%	24 5.10%
Lancaster	355	7 2.00%	24 6.80%	80 22.50%	99 27.90%	133 37.50%	12 3.40%
Lebanon	180	5 2.80%	10 5.60%	42 23.30%	55 30.60%	60 33.30%	8 4.40%
Perry	44	1 2.30%	2 4.50%	12 27.30%	11 25.00%	15 34.10%	3 6.80%

	Base	Q40 Interacting with people in social situations.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	52 2.60%	106 5.40%	519 26.40%	670 34.10%	598 30.40%	20 1.00%
Adult							
Cumberland	109	3 2.80%	3 2.80%	21 19.30%	39 35.80%	42 38.50%	1 0.90%
Dauphin	250	7 2.80%	10 4.00%	56 22.40%	80 32.00%	94 37.60%	3 1.20%
Lancaster	290	5 1.70%	14 4.80%	62 21.40%	99 34.10%	103 35.50%	7 2.40%
Lebanon	111	7 6.30%	10 9.00%	31 27.90%	34 30.60%	28 25.20%	1 0.90%
Perry	33	1 3.00%	1 3.00%	12 36.40%	5 15.20%	12 36.40%	2 6.10%
Child							
Cumberland	126	2 1.60%	10 7.90%	34 27.00%	36 28.60%	44 34.90%	0 0
Dauphin	467	8 1.70%	21 4.50%	149 31.90%	176 37.70%	108 23.10%	5 1.10%
Lancaster	355	6 1.70%	22 6.20%	98 27.60%	125 35.20%	104 29.30%	0 0
Lebanon	180	9 5.00%	15 8.30%	40 22.20%	66 36.70%	50 27.80%	0 0
Perry	44	4 9.10%	0 0	16 36.40%	10 22.70%	13 29.50%	1 2.30%

	Base	Q41 Dealing with specific problems or issues that led me to seek services.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	1965	75 3.80%	90 4.60%	433 22.00%	680 34.60%	677 34.50%	10 0.50%
Adult							
Cumberland	109	4 3.70%	3 2.80%	13 11.90%	28 25.70%	61 56.00%	0 0
Dauphin	250	7 2.80%	6 2.40%	41 16.40%	82 32.80%	114 45.60%	0 0
Lancaster	290	4 1.40%	9 3.10%	39 13.40%	104 35.90%	130 44.80%	4 1.40%
Lebanon	111	4 3.60%	4 3.60%	20 18.00%	43 38.70%	40 36.00%	0 0
Perry	33	1 3.00%	0 0	4 12.10%	7 21.20%	21 63.60%	0 0
Child							
Cumberland	126	4 3.20%	8 6.30%	28 22.20%	34 27.00%	52 41.30%	0 0
Dauphin	467	24 5.10%	29 6.20%	125 26.80%	172 36.80%	112 24.00%	5 1.10%
Lancaster	355	11 3.10%	16 4.50%	105 29.60%	125 35.20%	97 27.30%	1 0.30%
Lebanon	180	14 7.80%	13 7.20%	45 25.00%	73 40.60%	35 19.40%	0 0
Perry	44	2 4.50%	2 4.50%	13 29.50%	12 27.30%	15 34.10%	0 0