



CONSUMER SATISFACTION SERVICES, Inc.

Annual Report

July 2011-June 2012

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

4775 Linglestown Road

Building 1, 2nd Floor

Harrisburg, PA 17112

(717) 651-1070

www.css-pa.org

Consumer Satisfaction Services, Inc.

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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.

During this annual reporting period of July 2011 until June 2012 Consumer Satisfaction Services (CSS) conducted 1,654 interviews with consumers at various locations: drug and alcohol facilities, consumer homes and the CSS office. CSS was able to accomplish an increase of 719 surveys from last year to this year. Of the 1,654 interviews 1,564 (94.6%) were face-to-face interviews and 90 (5.4%) were conducted by phone. In the reporting year 2010-2011, 871 of the 935 interviews (93.2%) were face-to-face interviews, 62 (6.6%) were conducted by phone and 2 interviews (0.2%) were conducted by mail. This trend of increasing face to face interviews has given CSS the ability to collect more accurate information and get a better sense of a consumer's satisfaction.

Each provider that provided these services received individual reports. The providers review the findings and provide a written response. However, if during the interaction with our surveyor a current service issue is raised, the recipient is urged to contact the service provider to address this issue. Also, the appeal process to CBHNP (CAHBC's designated Medicaid provider) is explained. In the exceptionally rare instance that a severe problem with a provider is reported, CSS forwards that complaint to CABHC and CBHNP for immediate investigation and remedy.

The CABHC contract provides for a CSS System Improvement Committee. This committee is meant to identify specific improvements needed in services to consumers, utilizing the data gathered by the CSS surveys. There are 14 members from CABHC, the five counties, including but not limited to providers of D&A services, Single County Authorities, county mental health agencies, representatives from CBHNP, surveyors and consumers of mental health and addiction services. Due to a growing concern over early recidivism, the SIC decided to create a mini survey for individuals who had been readmitted to a mental health inpatient facility within thirty days following discharge from such a facility. The Readmission Survey Workgroup focused their efforts initially on the discharge process. CSS presented the committee with the discharge survey results in January of 2012. From that discussion, it was decided that CSS was only able to get a 12.4% response rate due to inaccurate consumer contact information. Based on this fact, the committee created a flyer. This flyer reminds consumers of the importance of updating their contact information through their county assistance office. The committee will disseminate the flyer to provider offices, drop in centers, etc in an attempt to reach as many consumers as possible.

Who was surveyed?

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=1,654) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

- The survey represents 1654 ($n=1654$) respondents from the Capital Region representing 1,192 Adults (72.1%) and 462 Children (29.9%). 1,178 of the 1,192 adult consumers (98.8%) responded for themselves. Parents and guardians responded for the remaining 14 adult consumers (1.2%). Parents and guardians responded for 331 of the 462 child consumers (71.6%). The remaining 131 child consumers (28.4%) responded for themselves. Analysis indicated that adult consumers who had a parent/guardian responded for them reported significantly lower levels of total satisfaction than those adult consumers who responded for themselves. There were no differences in reported total satisfaction for child consumers.
- Data was collected by 7 interviewers from 41 treatment facilities in the Capital Region. The 1,192 adult consumers received treatment at 32 facilities. The 462 child consumers received services from 16 treatment facilities. Of the 41 treatment facilities, 25 provided services only to adult consumers, 9 provided services only to child consumers, and the remaining 7 treatment facilities provided services to both adult and child consumers.
- Overall, 1564 of the 1,654 interviews (94.6%) were face-to-face interviews and 90 (5.4%) were conducted by phone.
 - Of the 1,192 adult interviews 1,147 (96.2%) were face-to-face interviews, the remaining 45 (3.8%) were conducted by phone.
 - Of the 462 child interviews 417 (90.3%) were face-to-face interviews and the remaining 45 (9.7%) were conducted by phone.
- Gender: Overall, the sample is 52.9% female (875) and 47.1% male (779). Of the 1,192 adult consumers, 704 were female and 488 were male. Of the 462 child consumers, 171 were female and 291 were male.
- Type of Treatment: In all, 11 types of treatment were accessed by the respondents. The 1,192 recipients of adult services received 10 types of treatment including 362 Targeted Case Management (30.4%), 230 Crisis Intervention (19.3%), 223 Outpatient Clinic (18.7%), 217 Mental Health Inpatient Hosp (18.2%), 122 D & A Non-Hosp Residential Rehab (10.2%), 16 D&A Non-Hosp Residential Detox (1.3%), 15 Buprenorphine (1.3%), 5 D&A Supplemental (0.4%), and 2 Blended Case Management (0.2%). The 462 recipients of child services received 6 types of treatment including 191 Family Based (41.3%), 131 Outpatient Clinic (28.4%), 58 Mental Health Inpatient Hosp (12.6%), 55 Blended Case Management (11.9%), 17 D&A Non-Hosp Residential Rehab (3.7%), and 10 Residential Treatment Facility (2.2%).
- Type of Services: Of the 1,654 respondents, 1,386 (83.8%) received Mental Health services, 172 of the respondents (10.4%) received Drug & Alcohol services, 84 respondents (5.1%) received both Mental Health and Drug & Alcohol services, and 12 respondents (0.7%) received Other services. When only the respondents who received adult services are considered, 947 of the 1,192 adult respondents received Mental Health services, 167 received both Mental Health and Drug & Alcohol services, 84 received Drug & Alcohol services, and 6 received Other services. When only the respondents who received child services are considered, 439 of the 462 child respondents received Mental Health services, 12 received Drug & Alcohol services, 5 received both Mental Health and Drug & Alcohol services, and the remaining 6 reported Other child services.

Implementation Questions

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction reported by consumers of 80.2% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 85.3% agreement (4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 85.1% overall satisfaction and consumers of child services reporting 85.9% overall satisfaction. As mentioned previously, respondents who received child services reported a significantly higher level of satisfaction in terms of Implementation.

Overall, consumers were satisfied with communication with their service providers. Respondents report they felt informed about their rights and responsibilities regarding the treatment they had received (Question 5). Respondents also felt confident that their service provider does not share their personal information without permission (Question 8).

Additionally, respondents reported they felt satisfaction with the way the program staff respected the role of their ethnic, cultural, and religious background in their recovery/treatment (Question 9) and felt comfortable asking questions regarding their treatment (Question 6).

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

- Overall, approximately 1 in 3 of both adult and child respondents (30.7%) reported they did not have a choice when selecting their service provider (Q3).
- For both adult and child services, approximately 1 in 4 adult respondents (25.3%) and 1 in 3 child respondents (27.5%) indicated that they were not given information about how to get other services that they needed (Q2).
- Respondents who received adult services (27.9%) and (21.6%) of consumers who received child services reported their service provider did not explain the disadvantages of their therapy or treatment (Q15).
- Both adult consumers (19.5%) and child consumers (13.6%) reported that they did not feel they had an option to change their service provider (Q4).
- Consumers who received child services (13.4%) reported they would like to spend more time with their service provider (Q7).

Summary responses from the Total group of respondents from this fiscal year (N=1,654) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=1,192) are presented in Table 2. Summary responses from the respondents who received Child services (N=462) are presented in Table 3.

Outcomes Questions

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 49.8% to 70.9% of consumers believe services have improved their lives in each outcome area. Approximately 14.6% to 30.3% of consumers believe that no change has resulted from their services. Only 5.3% to 12.8% believes that things are worse as a result of services.

- Overall, the highest ratings for all respondents were reported satisfaction with (Q27) dealing with the specific problems or issues that led them to seek services (70.9%), (Q21) feeling good (hopeful) about the future (70.5%), and (Q17) managing daily problems (70.2%).
- Consumers of child services reported high satisfaction (71.4%) with enjoying their free time (Q22). Additionally, recipients of adult services also gave high ratings (70.5%) to how they feel about themselves (Q20).
- While 55.9% of adult consumers reported improvement in dealing with a personal crisis (Q19), approximately 1 in 7 (14.3%) reported things as worse in this area.
- While 61.5% of recipients of child services reported improvement in dealing with school or work (Q25), approximately 1 in 9 (11.3%) reported things in this area as worse.
- Recipients of adult services (26.5%) reported things as being better when dealing with school or work (Q25) and 3.0% reported things as worse. As noted, 59.6% of the respondents reported this question did not apply to them. When these cases are removed, 65.6% report they were better dealing with school or work and 7.5% report it as worse. These figures represent a more accurate picture of the results.

Summary responses from the Total group of respondents from this fiscal year (N=1,654) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=1,192) are presented in Table 5. Summary responses from the consumers who received Child services (N=462) are presented in Table 6.

We welcome questions, comments and suggestions. Please contact:

**Ms. Abby Robinson
C/FST Manager
4775 Linglestown Road
Harrisburg PA, 17112
(717) 651-1070**

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.

Consumer Satisfaction Services instituted a few changes in the 2011-2012 contract year that have helped to strengthen our team, maintain the validity and consistency of our data and gain rapport with area service providers and the recovering community.

The Survey

During this annual reporting period of July 2011 until June 2012 Consumer Satisfaction Services (CSS) conducted 1,654 interviews with consumers at various locations: drug and alcohol facilities, consumer homes and the CSS office. CSS was able to accomplish an increase of 719 surveys from last year to this year. Of the 1,654 interviews 1,564 (94.6%) were face-to-face interviews and 90 (5.4%) were conducted by phone. In the reporting year 2010-2011, 871 of the 935 interviews (93.2%) were face-to-face interviews, 62 (6.6%) were conducted by phone and 2 interviews (0.2%) were conducted by mail. This trend of increasing face to face interviews has given CSS the ability to collect more accurate information and get a better sense of a consumer's satisfaction.

Staffing

During the 10-11 contract year, CSS changed the way it gathered and stored survey data. The introduction of PDA devices for each surveyor was a major change from the way surveys were traditionally taken. During the 11-12 contract year the PDA's were used almost exclusively, eliminating data entry completely, reducing human error and demanding more complete data. These devices have proven to be a worthwhile investment and CSS continues to use them daily.

System Focus

The CABHC contract provides for a CSS System Improvement Committee. This committee is meant to identify specific improvements needed in services to consumers, utilizing the data gathered by the CSS surveys. There are 14 members from CABHC, the five counties, including but not limited to providers of D&A services, Single County Authorities, county mental health agencies, representatives from CBHNP, surveyors and consumers of mental health and addiction services. Due to a growing concern over early recidivism, the SIC decided to create a mini survey for individuals who had been readmitted to a mental health inpatient facility within thirty days following discharge from such a facility. The Readmission Survey Workgroup focused their efforts initially on the discharge process. CSS presented the committee with the discharge survey results in January of 2012. From that discussion, it was decided that CSS was only able to get a 12.4% response rate due to inaccurate consumer contact information. Based on this fact, the committee created a flyer. This flyer reminds consumers of the importance of updating their contact information through their county assistance office. The committee will disseminate the flyer to provider offices, drop in centers, etc in an attempt to reach as many consumers as possible.

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 follow up. There were two Requests for Assistance this contract year.

CSS surveyors completed two Requests for Assistance for the 1st Quarter 2011-2012.

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

CSS surveyors completed one Request for Assistance in the 2nd Quarter 11-12.

- An RFA submitted October 19, 2011 was made by a consumer of mental health inpatient services. The consumer reported the staff at the facility they visited were neglectful and spoke disrespectfully to patients. They ignored simple questions and requests posed by consumers and went so far as to laugh at them. The consumer requested that an investigation occur at this facility in order to assure that they no longer behave in this manner with current consumers. A response from the facility to the consumer states that they have made many changes since her time of inpatient services and that staff development and performance are a core focus of their employee monitoring. Attempts to contact the consumer regarding this resolution have been unanswered.

CSS surveyors completed three Requests for Assistance in the 3rd Quarter 11-12.

- A RFA submitted February 2, 2012 was made by a consumer of mental health family based services. The consumer's father reported that his son's case manager has not given proper attention and concern to his sons needs. They have been working with this case worker for two years but repeated attempts to get further services or referrals have gone unfulfilled. The consumer and consumer's father want to have a different case worker so they receive better treatment and services. A resolution has been reached with the consumer and his father regarding a different case manager. As he is now above the age of 18 and considered an adult, he will be switched to an adult case manager.
- A RFA submitted February 27, 2012 was made by a consumer of mental health crisis intervention services. He reported constant issues with getting a peer specialist who will work with his schedule. He was told that he was the problem by the facility he was working

with. This consumer also feels that because he has spoken out about his frustrations that he is being punished by the facility. The consumer would like a formal apology from the staff at his facility. This consumer has had a meeting with the staff at his provider's office and they have addressed his concerns. He now has a peer support specialist who has been able to work with his schedule. CBHNP has also followed up and the consumer states that he has no further concerns.

- A RFA submitted March 30, 2012 was made by a consumer of mental health family based services. He reported that his family's counselor has been prompting his wife to divorce him. When his child began to get into trouble, they contacted CBHNP for family based services. The family is supposed to work on their problems together but the counselor is focusing only on private sessions with the mother of the child and leaving the father out. The consumer feels that the counselors are causing more harm to their marriage than focusing on the health of the child. The consumer has been notified of a resolution and informed that he has the option to file a formal complaint through CBHNP if he so chooses.

CSS surveyors completed one Request for Assistance in the 4th Quarter 11-12.

- A RFA submitted June 6, 2012 was made by a consumer who speaks dominantly Spanish and has difficulty understanding English. She reported that she has been receiving Intensive Case Management but that her case manager only speaks English. The consumer felt that she needed a Spanish speaking case manager in order to understand her services but that her request had not been addressed by the facility. CSS has received notification that the consumer has been switched from Intensive Case Management to Resource Coordination where she will get the Spanish speaking case manager that she requires. The consumer was satisfied with this resolution.

Capital Region Annual Report July 2010 - June 2011

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

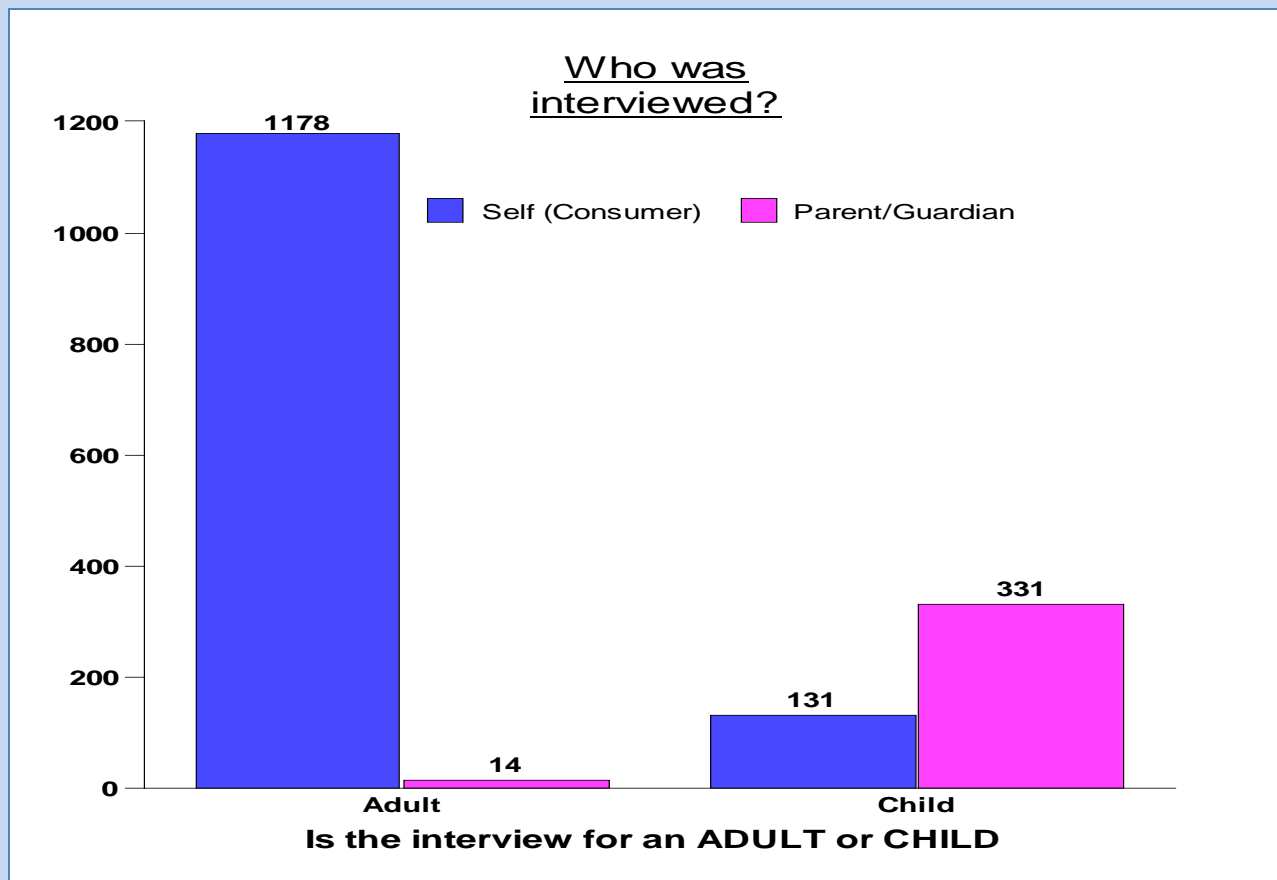
Demographic and Survey Information

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=1,654) as individuals may have chosen not to respond to certain questions.

Percentages may not sum to 100.0% due to rounding.

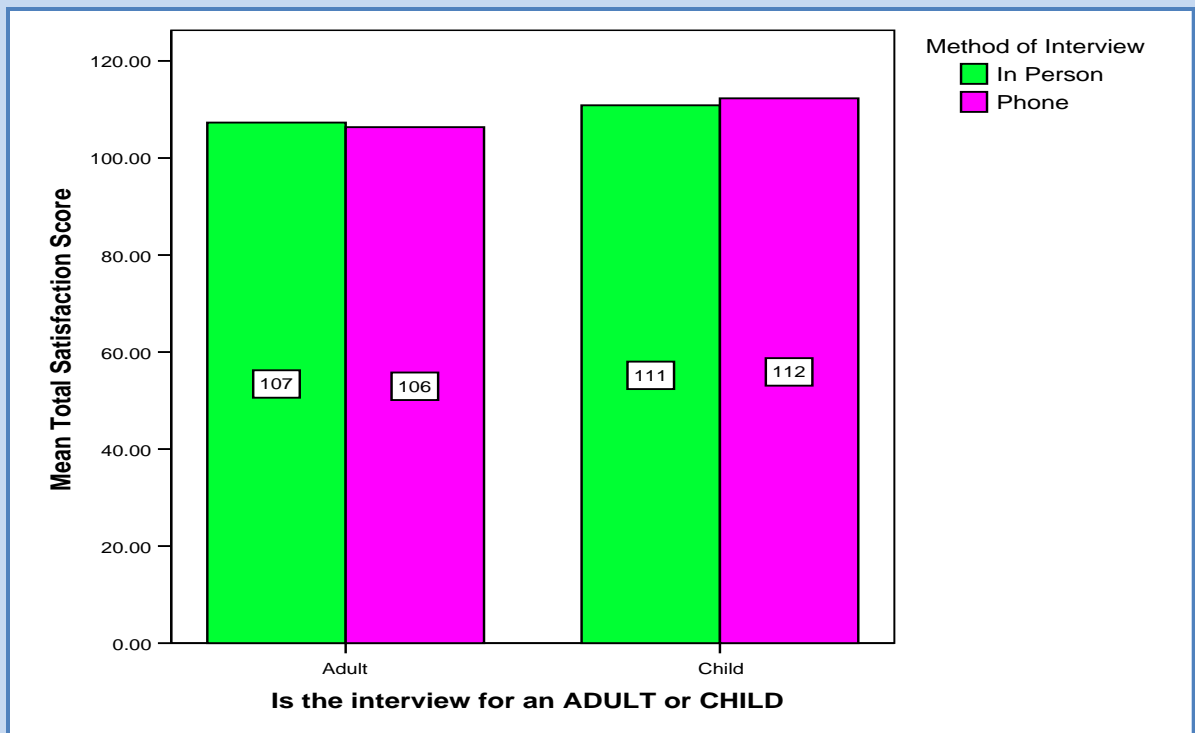
- The survey represents 1654 ($n=1654$) respondents from the Capital Region representing 1,192 Adults (72.1%) and 462 Children (29.9%). Of the 1,192 adult consumers 1,178 (98.8%) responded for themselves. Parents and guardians responded for the remaining 14 adult consumers (1.2%). Parents and guardians responded for 331 of the 462 child consumers (71.6%). The remaining 131 child consumers (28.4%) responded for themselves. Analysis indicated that adult consumers who had a parent/guardian responded for them reported significantly lower levels of total satisfaction than those adult consumers who responded for themselves. There were no differences in reported total satisfaction for child consumers.



- Data was collected by 7 interviewers from 41 treatment facilities in the Capital Region. The 1,192 adult consumers received treatment at 32 facilities. The 462 child consumers received services from 16 treatment facilities. Of the 41 treatment facilities, 25 provided services only to adult consumers, 9 provided services only to child consumers, and the remaining 7 treatment facilities provided services to both adult and child consumers.
- Overall, 1564 of the 1,654 interviews (94.6%) were face-to-face interviews and 90 (5.4%) were conducted by phone.
 - Of the 1,192 adult interviews 1,147 (96.2%) were face-to-face interviews, the remaining 45 (3.8%) were conducted by phone.
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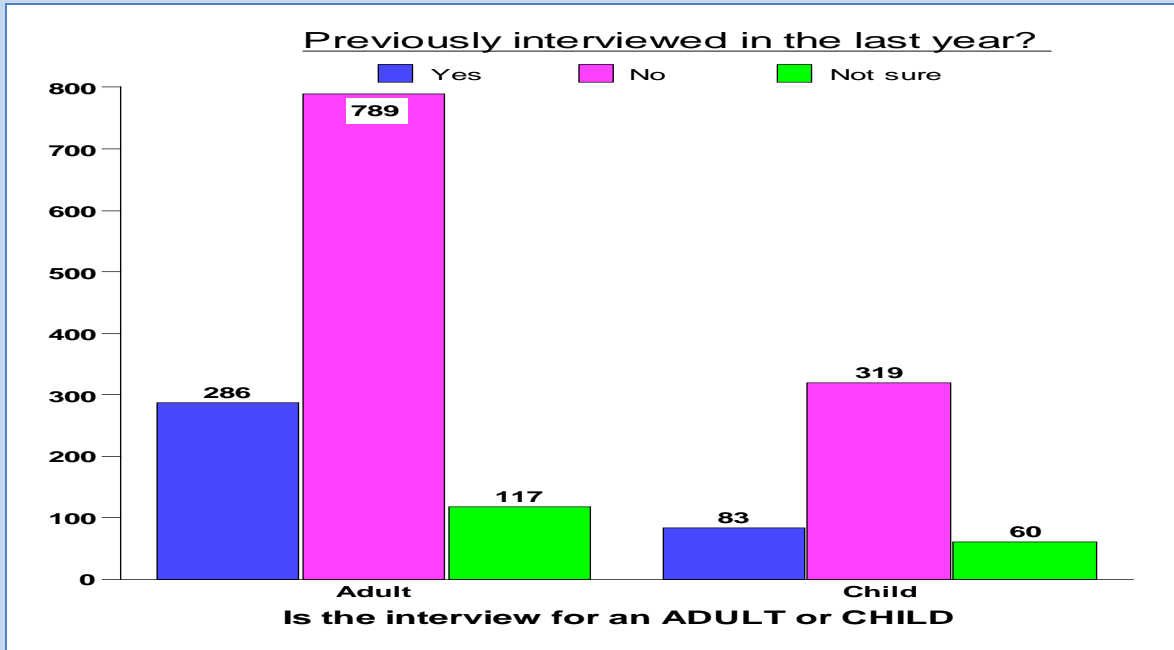
Analysis indicated that there were no significant differences in overall satisfaction for adults and children who completed their survey in person or over the phone.



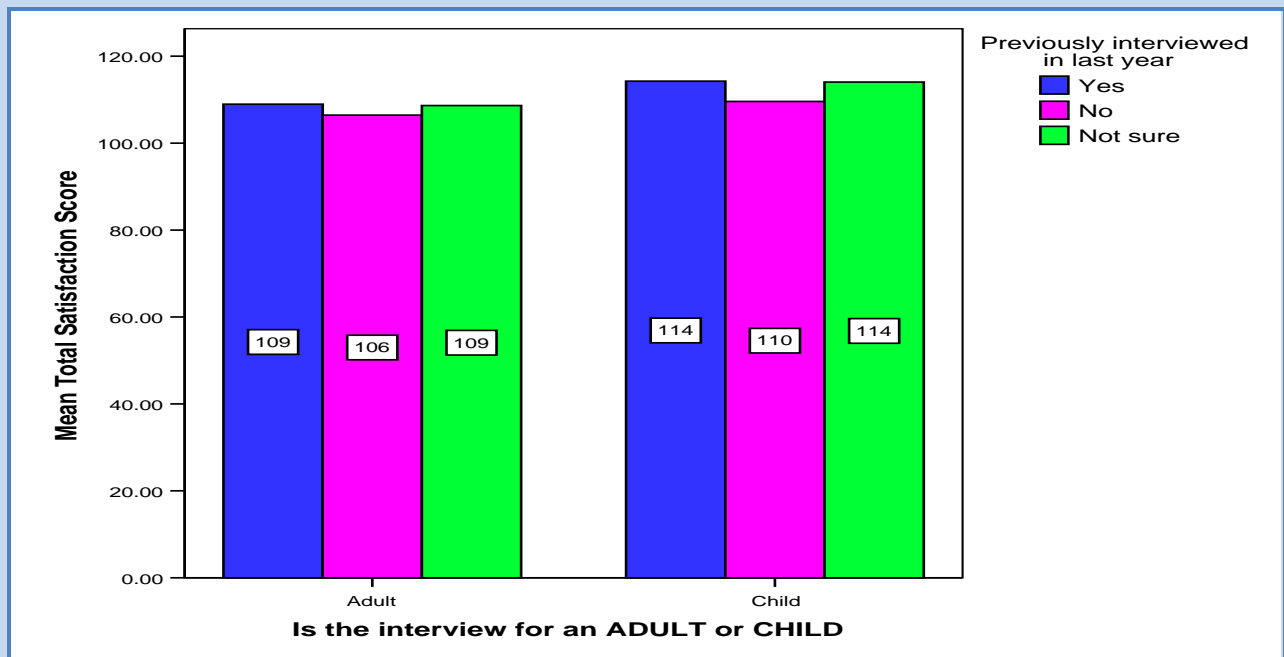
Below is a table of the method of interview by county for both Adult and Child services.

| | Base | Method of Interview | |
|-----------------------------------|-------------|-----------------------|---------------------|
| | | In Person | Phone |
| Total | 1654 | 1564 94.60% | 90 5.40% |
| Adult- County of Residence | | | |
| Cumberland | 167 | 159 95.20% | 8 4.80% |
| Dauphin | 412 | 401 97.30% | 11 2.70% |
| Lancaster | 404 | 389 96.30% | 15 3.70% |
| Lebanon | 180 | 172 95.60% | 8 4.40% |
| Perry | 29 | 26 89.70% | 3 10.30% |
| Child- County of Residence | | | |
| Cumberland | 53 | 42 79.20% | 11 20.80% |
| Dauphin | 167 | 159 95.20% | 8 4.80% |
| Lancaster | 166 | 149 89.80% | 17 10.20% |
| Lebanon | 62 | 56 90.30% | 6 9.70% |
| Perry | 14 | 11 78.60% | 3 21.40% |

- Of the 1,654 consumers, 369 (22.3%) reported they had been previously interviewed in the last year, 1,108 (67.0%) reported they had not been interviewed previously and 177 respondents (10.7%) were not sure. Of the 1,192 adult consumers, 286 (24.0%) reported they were previously interviewed in the last year, 789 (66.2%) reported they had not been previously interviewed, and 117 (9.8%) reported they were not sure. Of the 462 adult consumers, 83 (18.0%) reported they were previously interviewed in the last year, 319 (69.0%) reported they had not been previously interviewed, and 60 (13.0%) reported they were not sure.



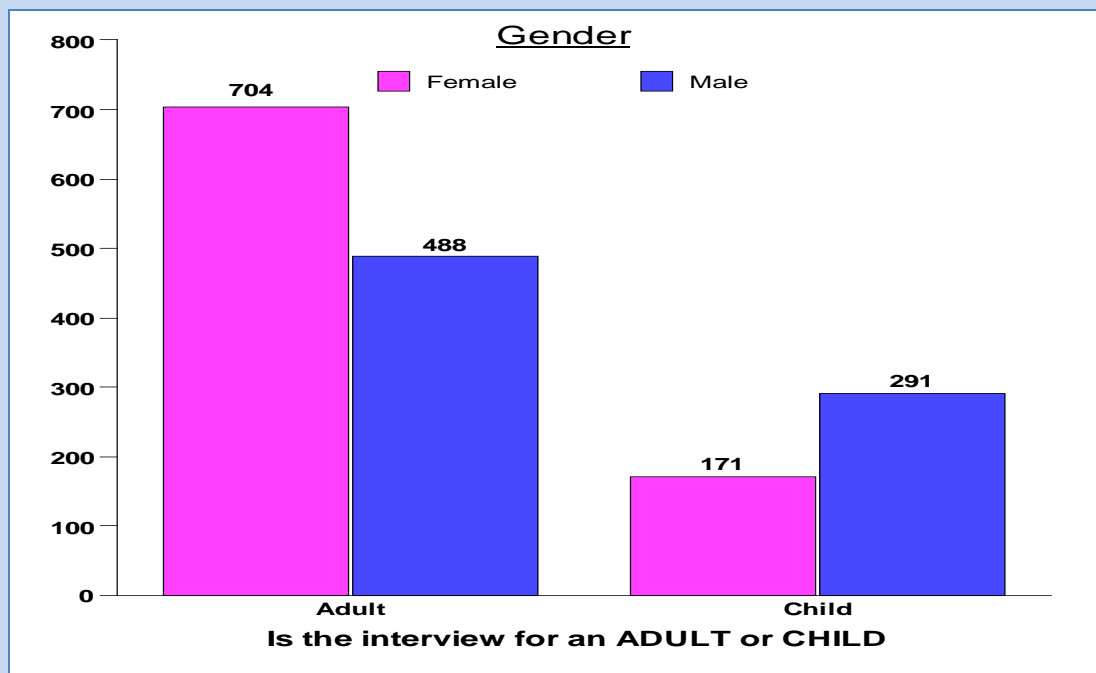
Child respondents who were not previously interviewed in the last year reported significantly lower satisfaction scores than children who were previously interviewed. There were no significant differences in satisfaction for adults in regard to previous interview in the last year.



Mean Satisfaction Levels of Respondents

| Total Satisfaction Score | | | | | |
|--|----------------|-------------------------------------|--------|----------|--------|
| Is the interview for an ADULT or CHILD | | Previously interviewed in last year | | | |
| | | Yes | No | Not sure | Total |
| Adult | N | 286 | 789 | 117 | 1192 |
| | Mean | 108.96 | 106.44 | 108.64 | 107.26 |
| | Std. Deviation | 14.95 | 16.51 | 15.26 | 16.06 |
| Child | N | 83 | 319 | 60 | 462 |
| | Mean | 114.26 | 109.58 | 114.05 | 111.00 |
| | Std. Deviation | 12.24 | 16.15 | 14.23 | 15.39 |

- Gender:** Overall, the sample is 52.9% female (875) and 47.1% male (779). Of the 1,192 adult consumers, 704 were female and 488 were male. Of the 462 child consumers, 171 were female and 291 were male.

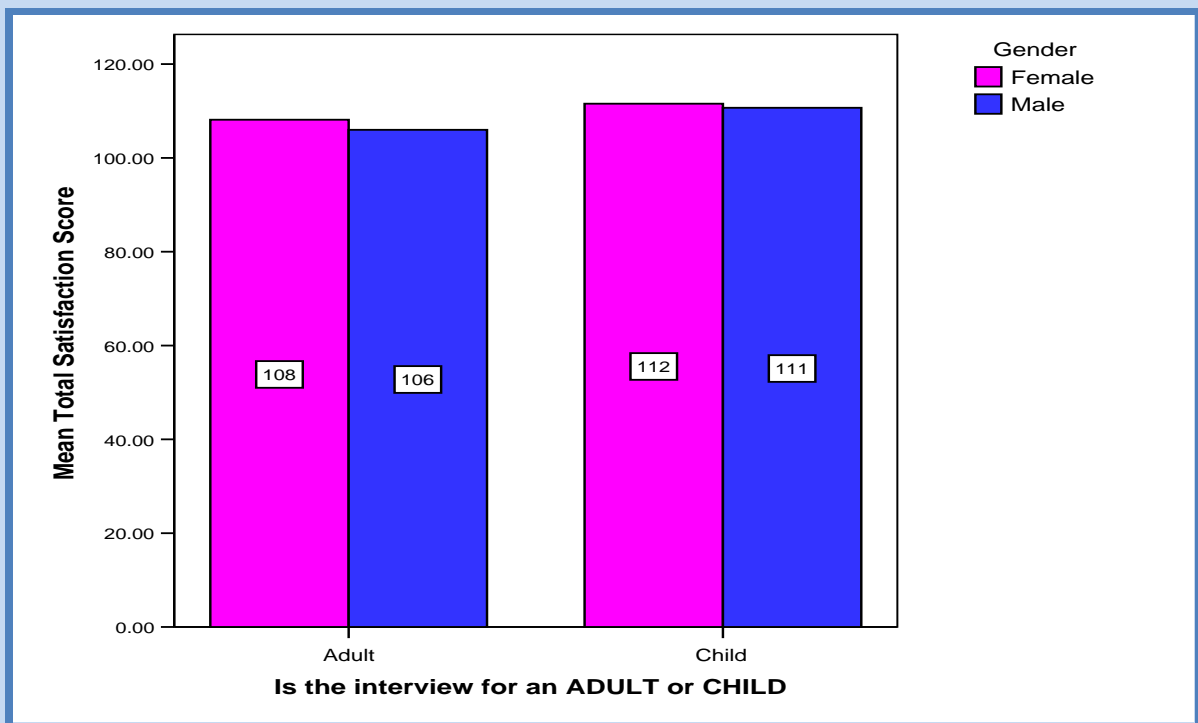


Adult male consumers reported significantly lower satisfaction than adult female consumers. There was no significant difference in satisfaction with regard to gender among child consumers.

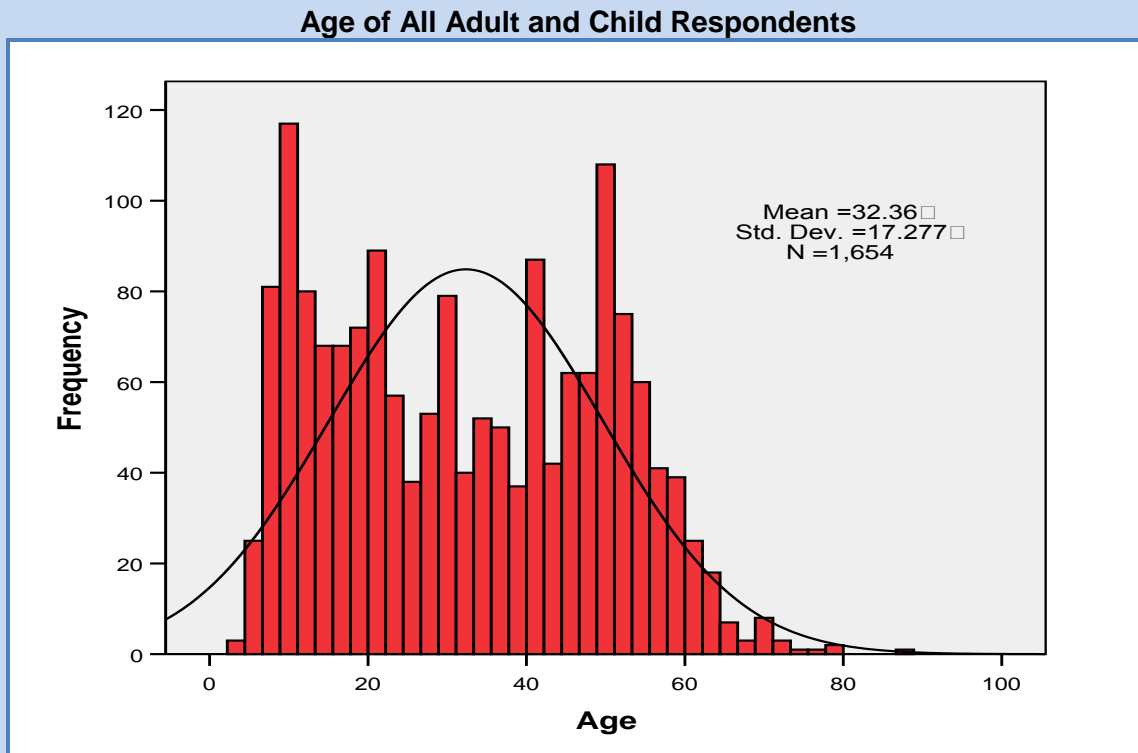
Mean Satisfaction Levels of Respondents

| Total Satisfaction Score | | | | |
|--|----------------|--------|--------|--------|
| Is the interview for an ADULT or CHILD | | Gender | | |
| | | Female | Male | Total |
| Adult | N | 704 | 488 | 1192 |
| | Mean | 108.14 | 105.99 | 107.26 |
| | Std. Deviation | 15.45 | 16.82 | 16.06 |
| Child | N | 171 | 291 | 462 |
| | Mean | 111.56 | 110.68 | 111.00 |
| | Std. Deviation | 15.45 | 15.38 | 15.39 |

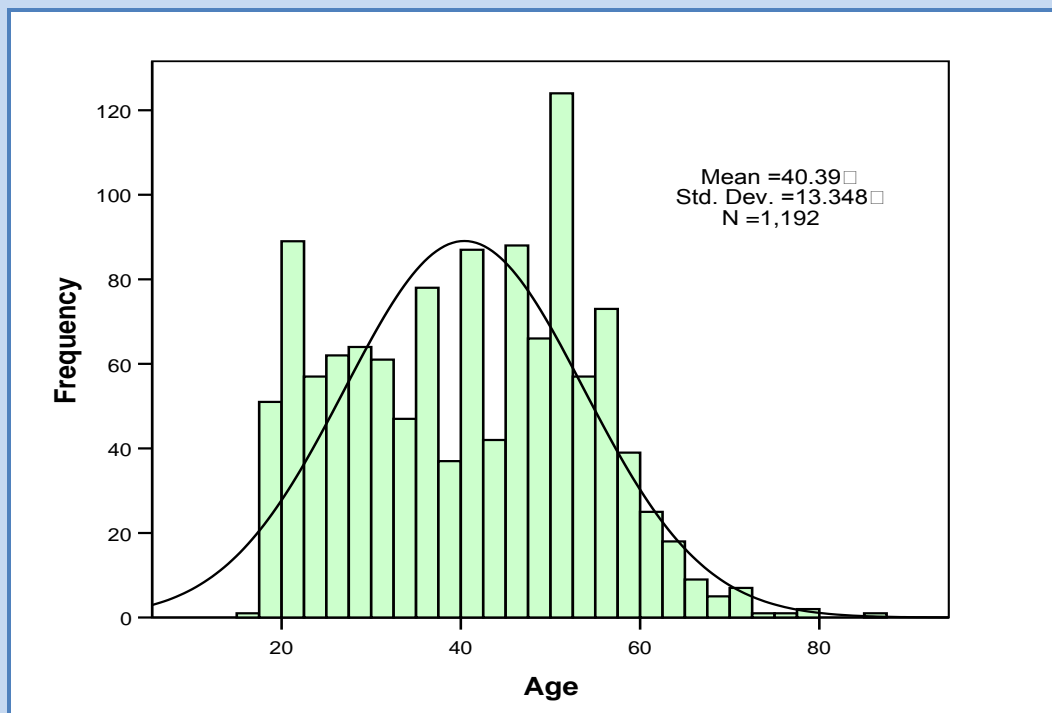
Mean Satisfaction Score By Age Group



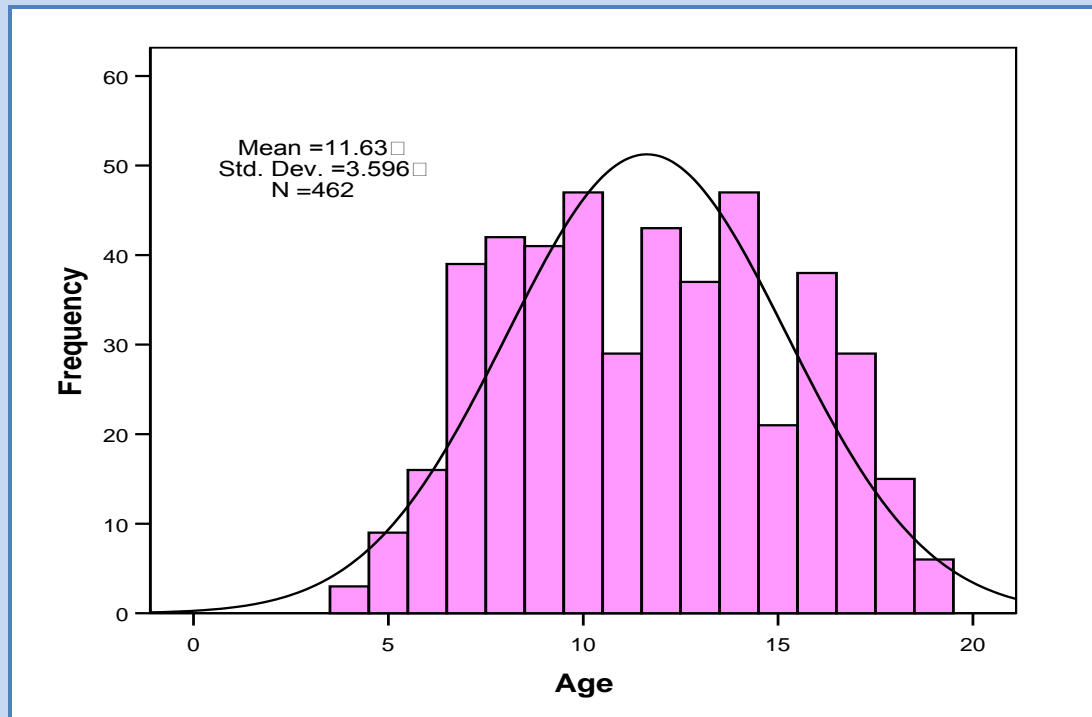
- Age: Age of all respondents ranged from 4-87 years, with a mean age of 32.36 (SD 17.277) and median age of 31.0. Our analysis found no relationship between age and Total Satisfaction.



Age of **Adult** respondents ranged from 17-87 years, with a mean age of 40.39 (SD= 13.348) and median age of 41.0. Our analysis found no relationship between age and reported total satisfaction for adult respondents.

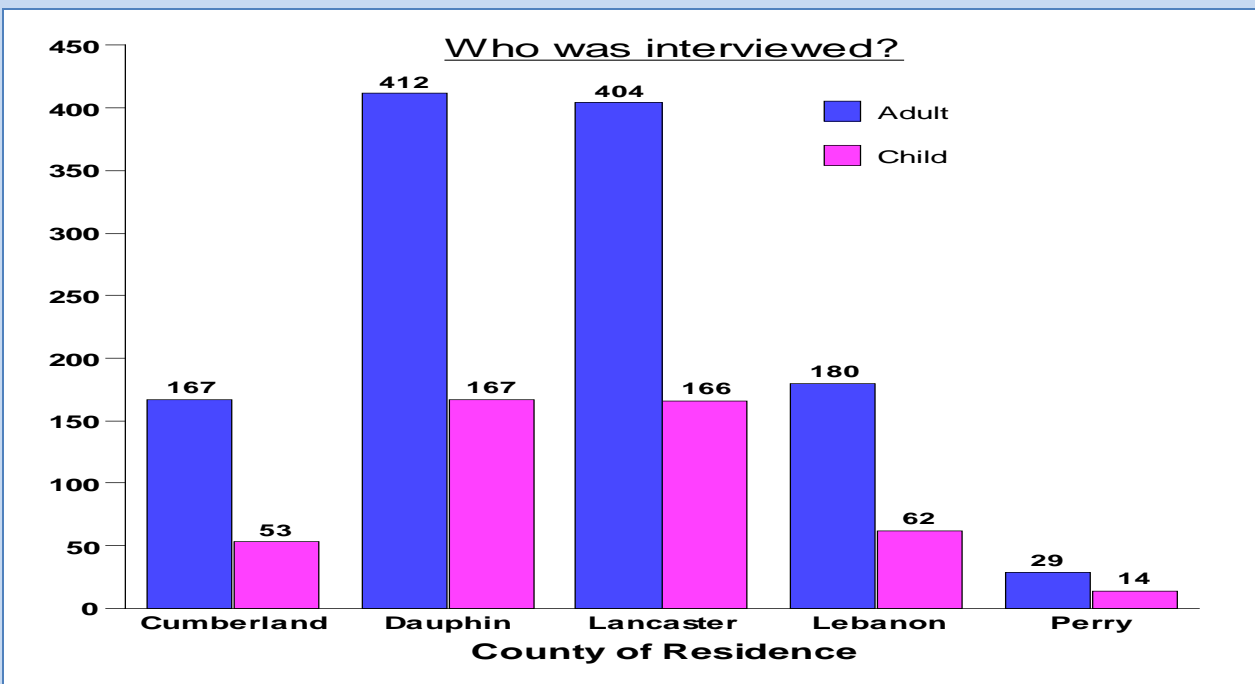


Age of **Child** respondents ranged from 4-19 years, with a mean age of 11.63 (SD= 3.596) and median age of 12.0. Our analysis found no relationship between age and reported total satisfaction for child respondents.



County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Dauphin County (35.0%). The remaining respondents reported residence in Lancaster (34.5%), Lebanon (14.6%), Cumberland (13.3%), and Perry (2.6%).



| | Base | County of Residence | | | | |
|--------------|-------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------------------|
| | | Cumberland | Dauphin | Lancaster | Lebanon | Perry |
| Total | 1654 | 220 13.30% | 579 35.00% | 570 34.50% | 242 14.60% | 43 2.60% |
| Adult | 1192 | 167 14.00% | 412 34.60% | 404 33.90% | 180 15.10% | 29 2.40% |
| Child | 462 | 53 11.50% | 167 36.10% | 166 35.90% | 62 13.40% | 14 3.00% |

Child consumers from Lebanon County reported significantly lower satisfaction than child consumers from the other counties. There were no significant differences in satisfaction with regard to adult consumers.

Mean Satisfaction Score by County of Residence

| Total Satisfaction Score | | | | | | | |
|--------------------------|----------------|---------------------|---------|-----------|---------|--------|--------|
| | | County of Residence | | | | | |
| | | Cumberland | Dauphin | Lancaster | Lebanon | Perry | Total |
| Adult | N | 167 | 412 | 404 | 180 | 29 | 1192 |
| | Mean | 108.74 | 106.86 | 106.34 | 108.32 | 110.69 | 107.26 |
| | Std. Deviation | 15.47 | 16.41 | 16.44 | 15.40 | 12.05 | 16.06 |
| Child | N | 53 | 167 | 166 | 62 | 14 | 462 |
| | Mean | 114.65 | 111.08 | 110.78 | 106.69 | 118.09 | 111.00 |
| | Std. Deviation | 13.86 | 15.16 | 13.90 | 20.37 | 10.12 | 15.39 |

- **Race:** 584 respondents (62.5%) reported their race as White/Caucasian, 143 (15.3%) as African American, 128 (13.7%) as Latino/Hispanic, 59 (6.3%) as Multi-racial, 9 (1.0%) as Asian/Pacific Islander, 8 (0.9%) as Other and 4 (0.4%) as Native American. Our analysis indicated no significant differences in Total Satisfaction with respect to race for either adult or child services.

| | Base | Race | | | | | | | |
|--------------|-------------|-----------------------------|---------------------------|-----------------------------|-----------------------------------|------------------------------|----------------------------|---------------------------|--------------------------|
| | | African American | Asian/Pacific Islander | Hispanic/Latino | Native American / American Indian | White / Caucasian | Multi-Racial | Other | Did not answer |
| Total | 1654 | 279 16.90% | 10 0.60% | 211 12.80% | 7 0.40% | 1034 62.50% | 100 6.00% | 12 0.70% | 1 0.10% |
| Adult | 1192 | 206 17.30% | 8 0.70% | 125 10.50% | 7 0.60% | 803 67.40% | 34 2.90% | 9 0.80% | 0 0 |
| Child | 462 | 73 15.80% | 2 0.40% | 86 18.60% | 0 0 | 231 50.00% | 66 14.30% | 3 0.60% | 1 0.20% |

- **Treatment Facility:** Data was collected from 41 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child Services for each facility. To help with interpretation, scores 108-135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.

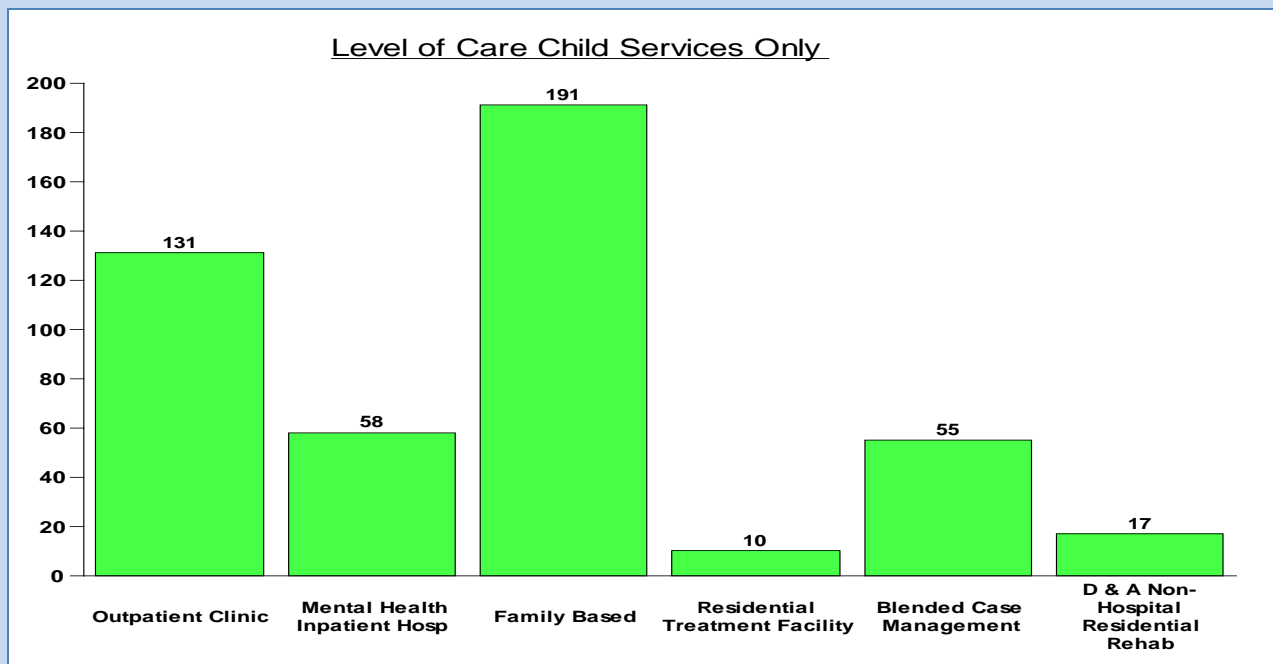
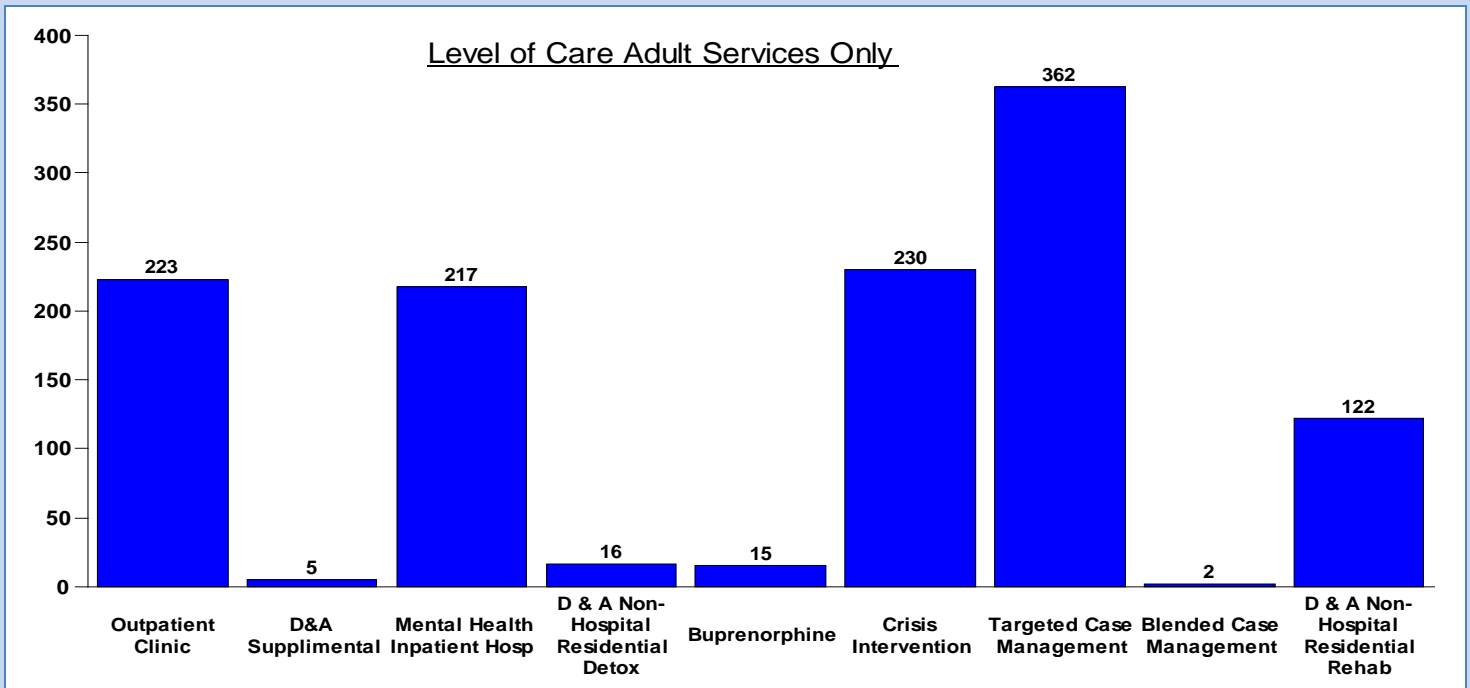
Mean Satisfaction of Treatment Facilities Adult Services Only

| Total Satisfaction Score | | | |
|------------------------------------|------|--------|----------------|
| Name of Treatment Facility | N | Mean | Std. Deviation |
| TW Ponessa | 89 | 106.33 | 12.51 |
| Behavioral Healthcare Corp | 34 | 102.28 | 14.41 |
| Catholic Charities | 25 | 111.02 | 14.32 |
| PA Psychiatric Institute | 88 | 107.75 | 15.32 |
| Stevens Center | 79 | 109.74 | 12.85 |
| HSA Counseling | 6 | 109.33 | 9.76 |
| Brooke Glen Behavioral Hosp | 31 | 99.07 | 12.37 |
| Ephrata Community Hosp | 24 | 107.42 | 17.80 |
| Roxbury Psychiatric Hosp | 26 | 99.78 | 16.58 |
| Philhaven Hosp | 95 | 112.73 | 16.81 |
| Holy Spirit Hosp | 69 | 109.33 | 17.73 |
| White Deer Run-Allenwood | 32 | 108.39 | 21.80 |
| Lancaster Co MH/MR | 197 | 105.07 | 15.37 |
| Lancaster General Hosp | 10 | 110.73 | 26.45 |
| Gaudenzia Common Ground | 2 | 93.33 | 25.92 |
| Dauphin County MH/MR | 59 | 100.17 | 11.12 |
| CMU | 153 | 108.40 | 15.73 |
| Lebanon Co MH/MR | 54 | 109.49 | 13.17 |
| Bowling Green/Brandywine | 13 | 93.35 | 30.67 |
| Roxbury D&A Center | 20 | 106.68 | 14.78 |
| Clear Brook Inc | 4 | 121.30 | 1.85 |
| D&A Rehab Service Inc | 2 | 113.10 | 23.89 |
| Eagleville Hosp | 14 | 100.20 | 18.77 |
| Firetree, LTD | 15 | 96.06 | 17.08 |
| Fairmount Behavioral Health System | 2 | 100.88 | 5.82 |
| Spanish American Civic Association | 3 | 122.97 | 19.90 |
| Valley Forge Hospital | 3 | 111.59 | 5.72 |
| WDR-Lebanon | 12 | 117.12 | 13.26 |
| WDR-Lancaster | 11 | 116.35 | 11.54 |
| WDR-York | 1 | 123.00 | . |
| WDR-Cove Forge | 4 | 115.89 | 4.23 |
| The Rase Project | 15 | 125.94 | 12.13 |
| Total | 1192 | 107.26 | 16.06 |

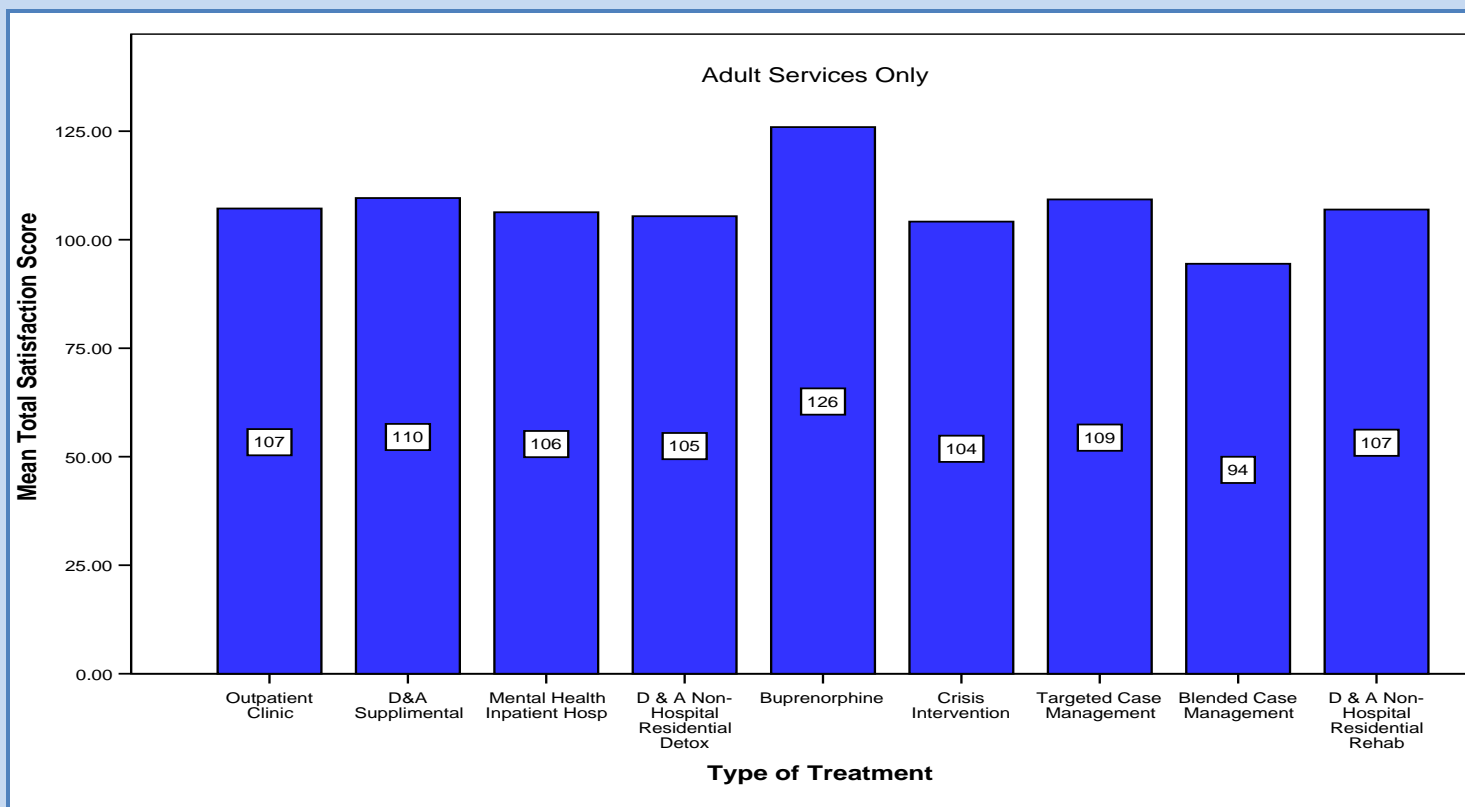
Mean Satisfaction of Treatment Facilities Child Services Only

| Total Satisfaction Score | | | |
|----------------------------|-----|--------|----------------|
| Name of Treatment Facility | N | Mean | Std. Deviation |
| Catholic Charities | 7 | 106.69 | 18.35 |
| PA Psychiatric Institute | 13 | 111.35 | 12.90 |
| Stevens Center | 7 | 119.50 | 14.32 |
| Pressley Ridge | 74 | 107.91 | 16.98 |
| TeamCare Behavioral Health | 57 | 111.64 | 15.05 |
| Philhaven Hosp | 106 | 111.96 | 16.77 |
| PA Counseling | 65 | 112.54 | 11.32 |
| Community Services Group | 16 | 116.38 | 8.53 |
| Keystone Service System | 25 | 118.34 | 13.88 |
| Family Life Services | 11 | 115.20 | 8.50 |
| Devereux Foundation | 4 | 104.44 | 11.68 |
| Hoffman Homes for Youth | 3 | 119.95 | 8.02 |
| Children's Home of Reading | 2 | 104.78 | 15.87 |
| CMU | 55 | 110.36 | 13.51 |
| Clear Brook Inc | 2 | 127.00 | 9.90 |
| D&A Rehab Service Inc | 15 | 88.18 | 14.36 |
| Total | 462 | 111.00 | 15.39 |

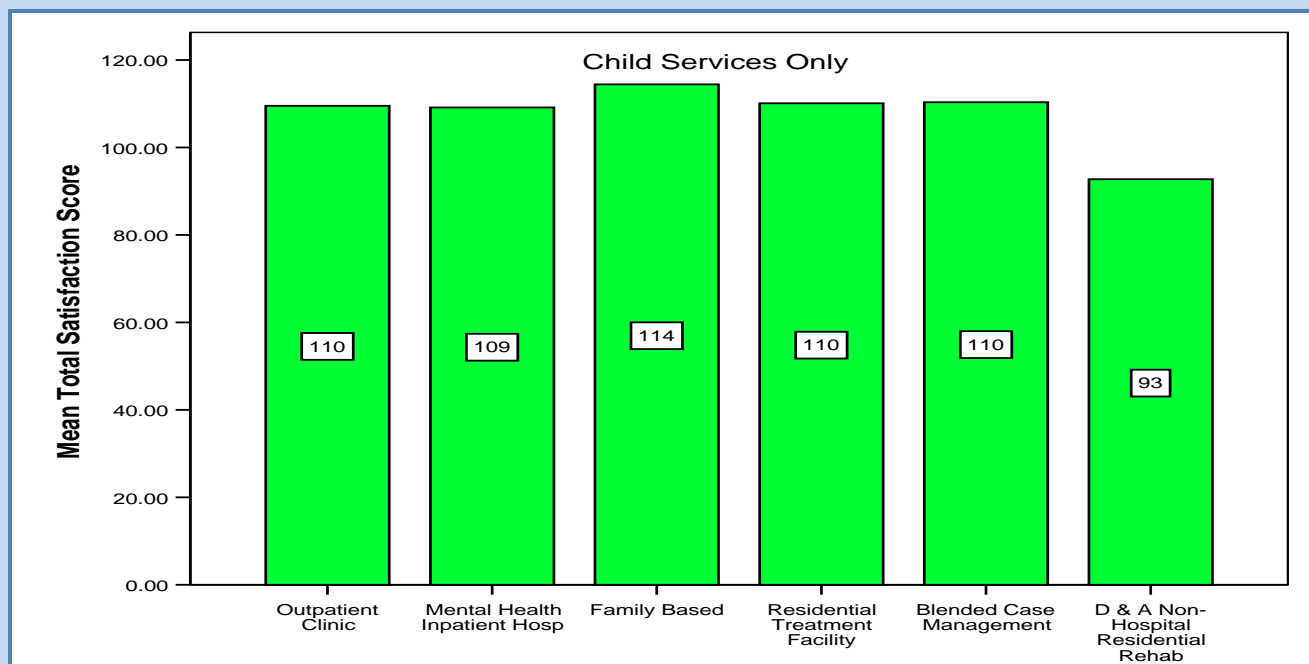
- Type of Treatment:** In all, 11 types of treatment were accessed by the respondents. The 1,192 recipients of adult services received 10 types of treatment including 362 Targeted Case Management (30.4%), 230 Crisis Intervention (19.3%), 223 Outpatient Clinic (18.7%), 217 Mental Health Inpatient Hosp (18.2%), 122 D & A Non-Hosp Residential Rehab (10.2%), 16 D&A Non-Hosp Residential Detox (1.3%), 15 Buprenorphine (1.3%), 5 D&A Supplemental (0.4%), and 2 Blended Case Management (0.2%). The 462 recipients of child services received 6 types of treatment including 191 Family Based (41.3%), 131 Outpatient Clinic (28.4%), 58 Mental Health Inpatient Hosp (12.6%), 55 Blended Case Management (11.9%), 17 D&A Non-Hosp Residential Rehab (3.7%), and 10 Residential Treatment Facility (2.2%).



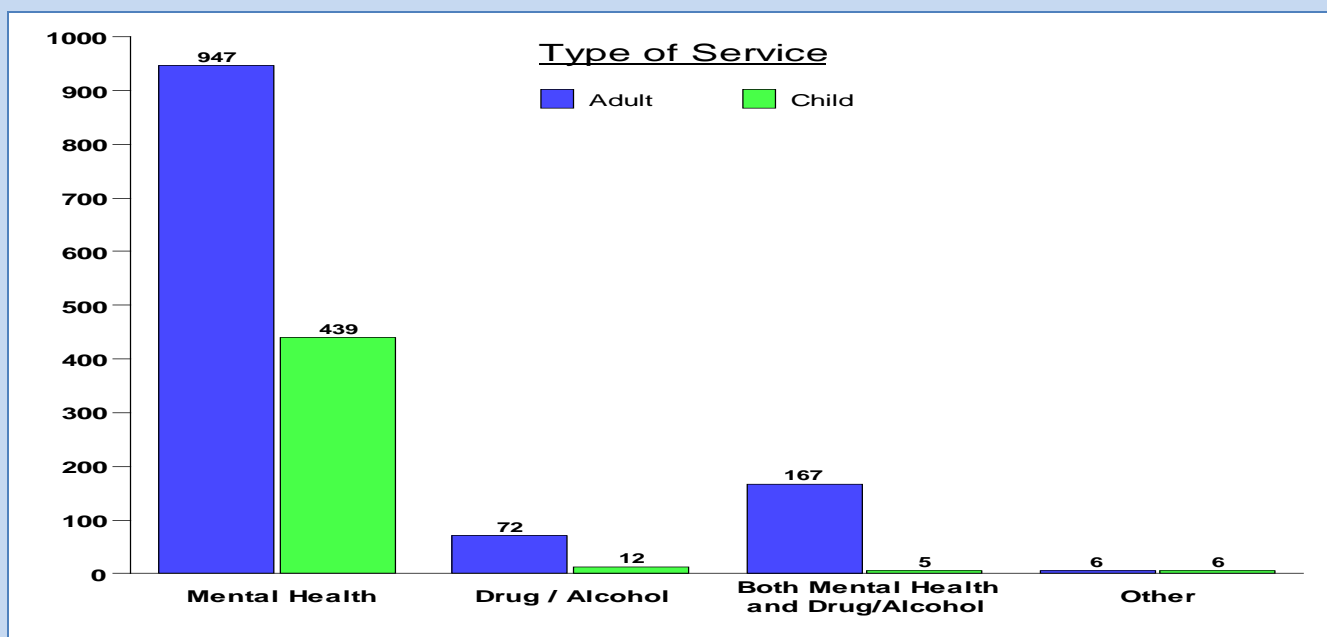
Adult consumers who received Buprenorphine services reported significantly higher satisfaction than consumers who received other adult services.



Child consumers of D&A Non-Hospital Residential Rehab reported significantly lower levels of total satisfaction than consumers who received other child services. Additionally, child consumers who received Outpatient Clinic reported significantly lower satisfaction than those child consumers who received Family Based services.

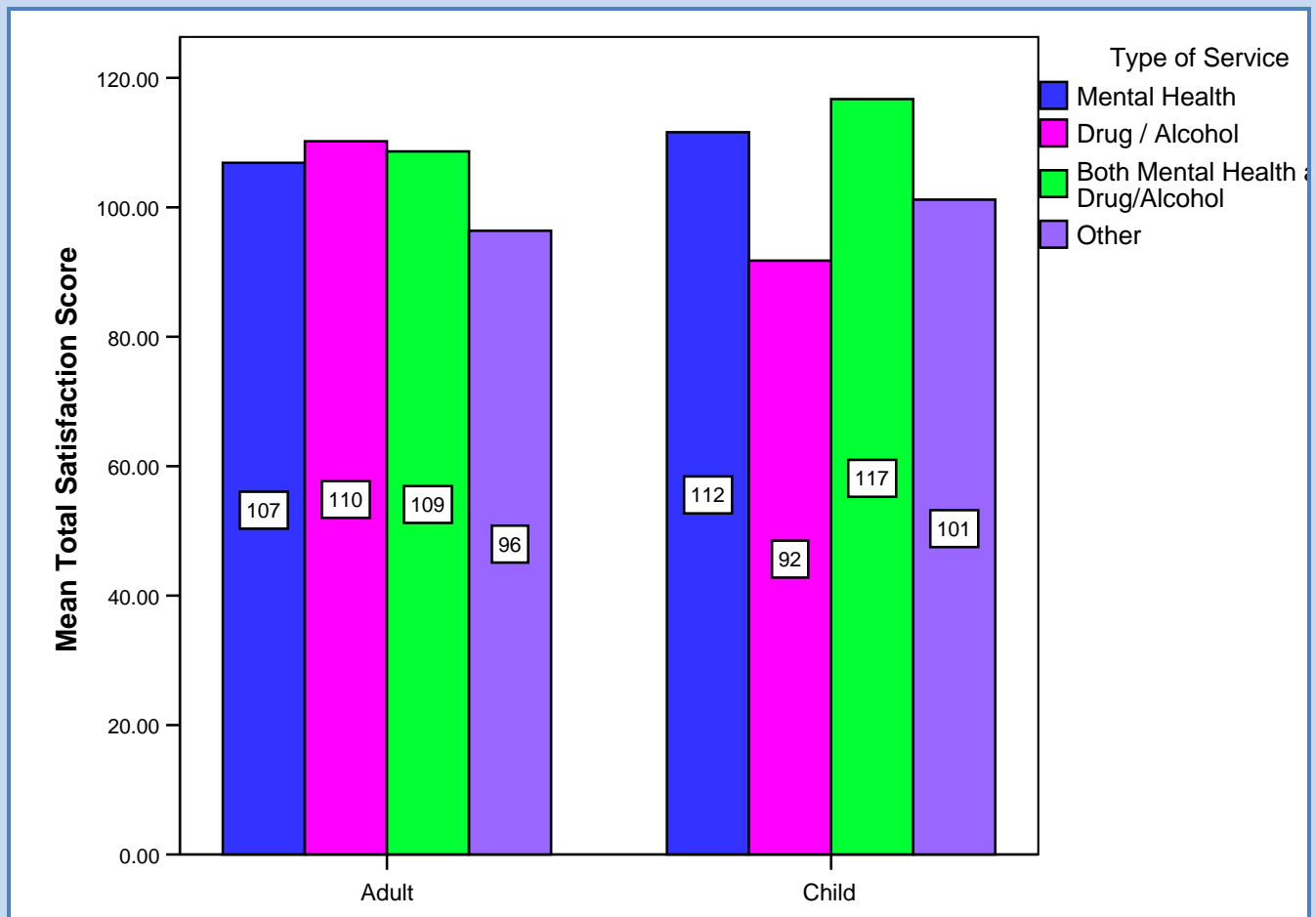


- Type of Services: Of the 1,654 respondents, 1,386 (83.8%) received Mental Health services, 172 of the respondents (10.4%) received Drug & Alcohol services, 84 respondents (5.1%) received both Mental Health and Drug & Alcohol services, and 12 respondents (0.7%) received Other services. When only the respondents who received adult services are considered, 947 of the 1,192 adult respondents received Mental Health services, 167 received both Mental Health and Drug & Alcohol services, 84 received Drug & Alcohol services, and 6 received Other services. When only the respondents who received child services are considered, 439 of the 462 child respondents received Mental Health services, 12 received Drug & Alcohol services, 5 received both Mental Health and Drug & Alcohol services, and the remaining 6 reported Other child services.



| | Base | Type of Service | | | |
|-------|------|-----------------|----------------|-------------------------------------|-------------|
| | | Mental Health | Drug / Alcohol | Both Mental Health and Drug/Alcohol | Other |
| Total | 1654 | 1386 83.80% | 84 5.10% | 172 10.40% | 12 0.70% |
| Adult | 1192 | 947 79.40% | 72 6.00% | 167 14.00% | 6 0.50% |
| Child | 462 | 439 95.00% | 12 2.60% | 5 1.10% | 6 1.30% |

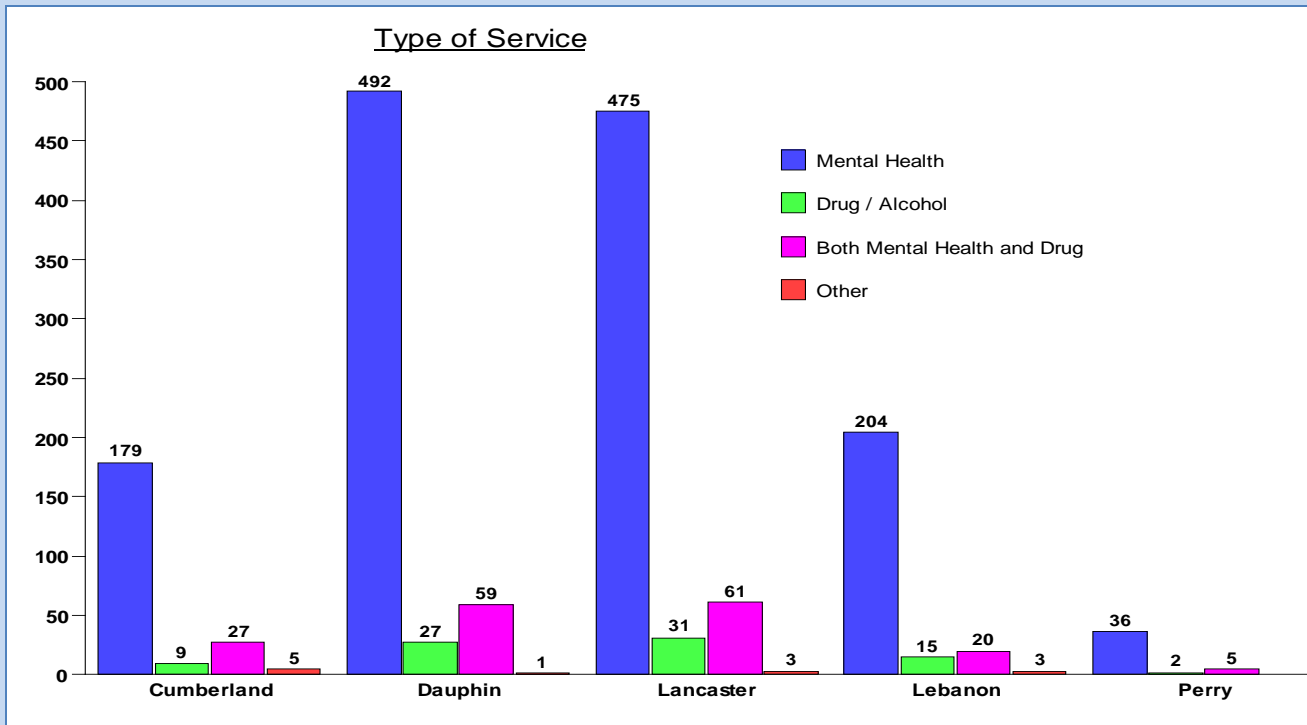
Child consumers who received Drug and Alcohol services reported significantly lower satisfaction than those child consumers who received Mental Health and Both Mental Health and Drug and Alcohol services. There were no significant differences in total satisfaction with type of services in regard to adult consumers.



Distribution of Services by County of Residence:

| | Base | Type of Service | | | |
|----------------------------|------|-----------------|----------------|-------------------------------------|-------------|
| | | Mental Health | Drug / Alcohol | Both Mental Health and Drug/Alcohol | Other |
| Total | 1654 | 1386 83.80% | 84 5.10% | 172 10.40% | 12 0.70% |
| County of Residence | | | | | |
| Cumberland | 220 | 179 81.40% | 9 4.10% | 27 12.30% | 5 2.30% |
| Dauphin | 579 | 492 85.00% | 27 4.70% | 59 10.20% | 1 0.20% |
| Lancaster | 570 | 475 83.30% | 31 5.40% | 61 10.70% | 3 0.50% |
| Lebanon | 242 | 204 84.30% | 15 6.20% | 20 8.30% | 3 1.20% |
| Perry | 43 | 36 83.70% | 2 4.70% | 5 11.60% | 0 0 |

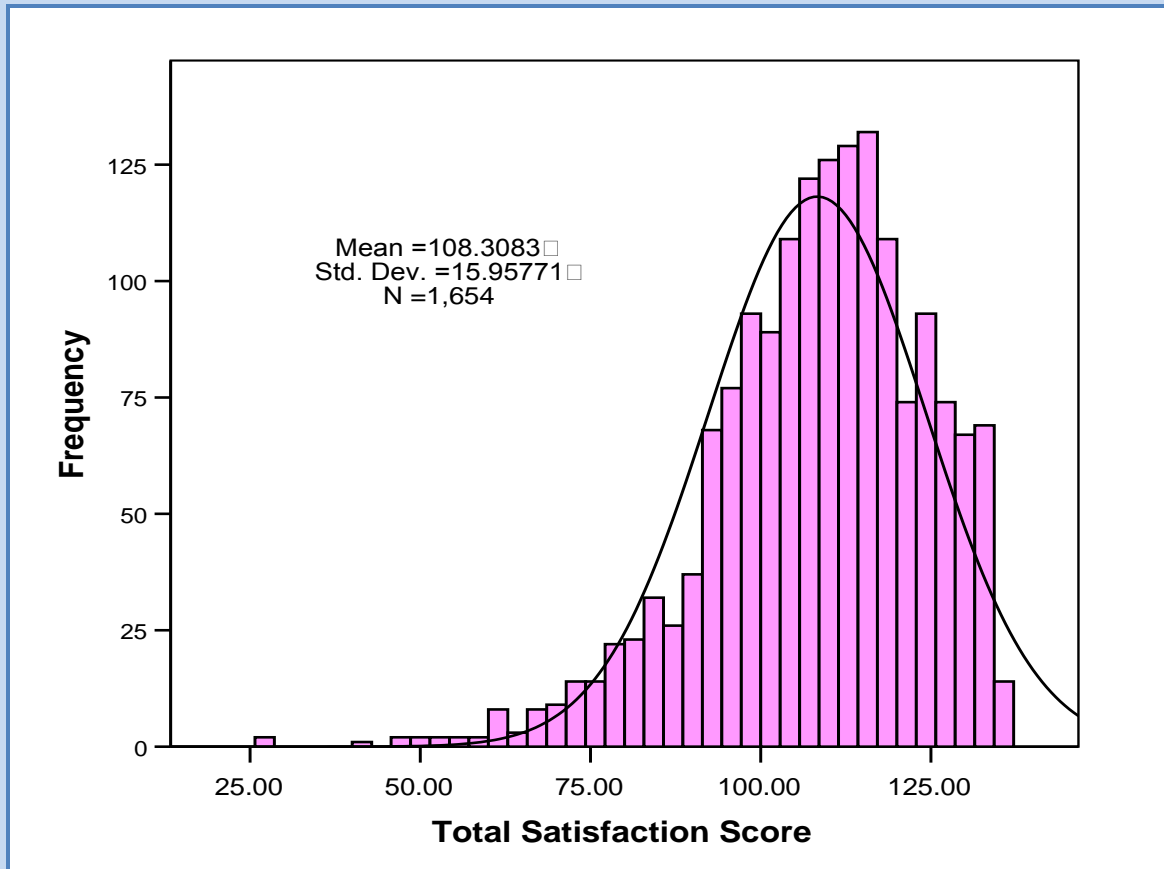
Distribution of Services by County for All Respondents



| | Base | Type of Service | | | |
|-----------------------------------|-------------|-----------------------|--------------------|-------------------------------------|--------------------|
| | | Mental Health | Drug / Alcohol | Both Mental Health and Drug/Alcohol | Other |
| Total | 1654 | 1386 83.80% | 84 5.10% | 172 10.40% | 12 0.70% |
| Adult- County of Residence | | | | | |
| Cumberland | 167 | 135 80.80% | 5 3.00% | 25 15.00% | 2 1.20% |
| Dauphin | 412 | 327 79.40% | 26 6.30% | 58 14.10% | 1 0.20% |
| Lancaster | 404 | 312 77.20% | 29 7.20% | 60 14.90% | 3 0.70% |
| Lebanon | 180 | 151 83.90% | 10 5.60% | 19 10.60% | 0 0 |
| Perry | 29 | 22 75.90% | 2 6.90% | 5 17.20% | 0 0 |
| Child- County of Residence | | | | | |
| Cumberland | 53 | 44 83.00% | 4 7.50% | 2 3.80% | 3 5.70% |
| Dauphin | 167 | 165 98.80% | 1 0.60% | 1 0.60% | 0 0 |
| Lancaster | 166 | 163 98.20% | 2 1.20% | 1 0.60% | 0 0 |
| Lebanon | 62 | 53 85.50% | 5 8.10% | 1 1.60% | 3 4.80% |
| Perry | 14 | 14 100.00% | 0 0 | 0 0 | 0 0 |

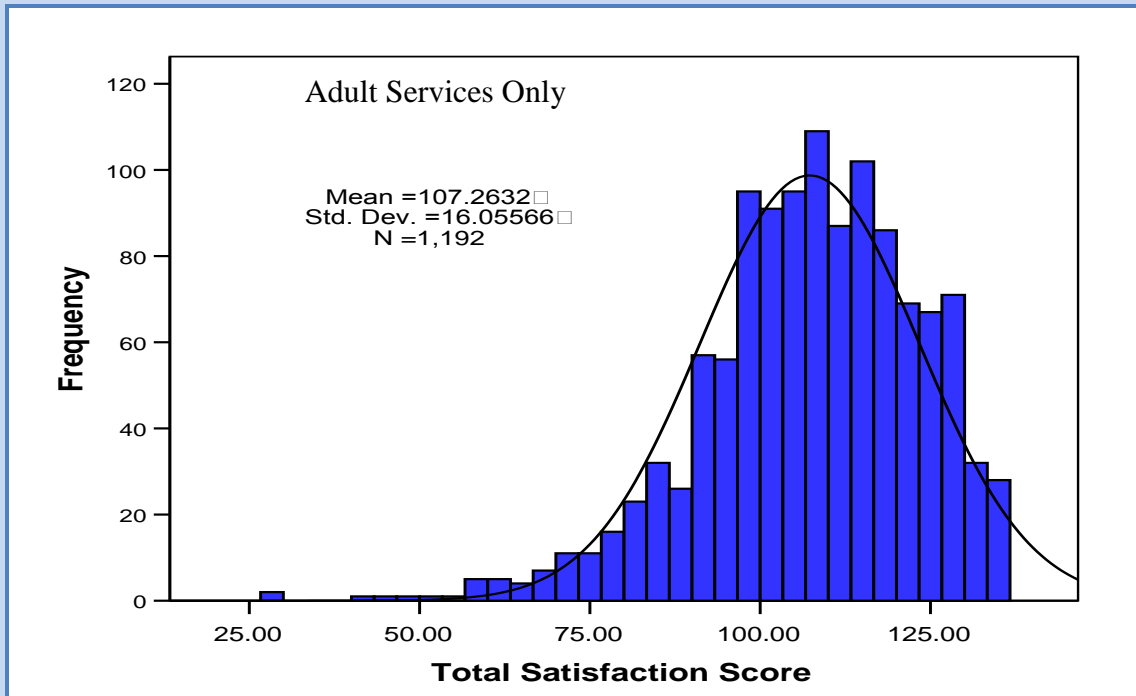
I. Satisfaction

- 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 108.3 with a standard deviation 15.96 and median 109.92. The TSS scores ranged from 27 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

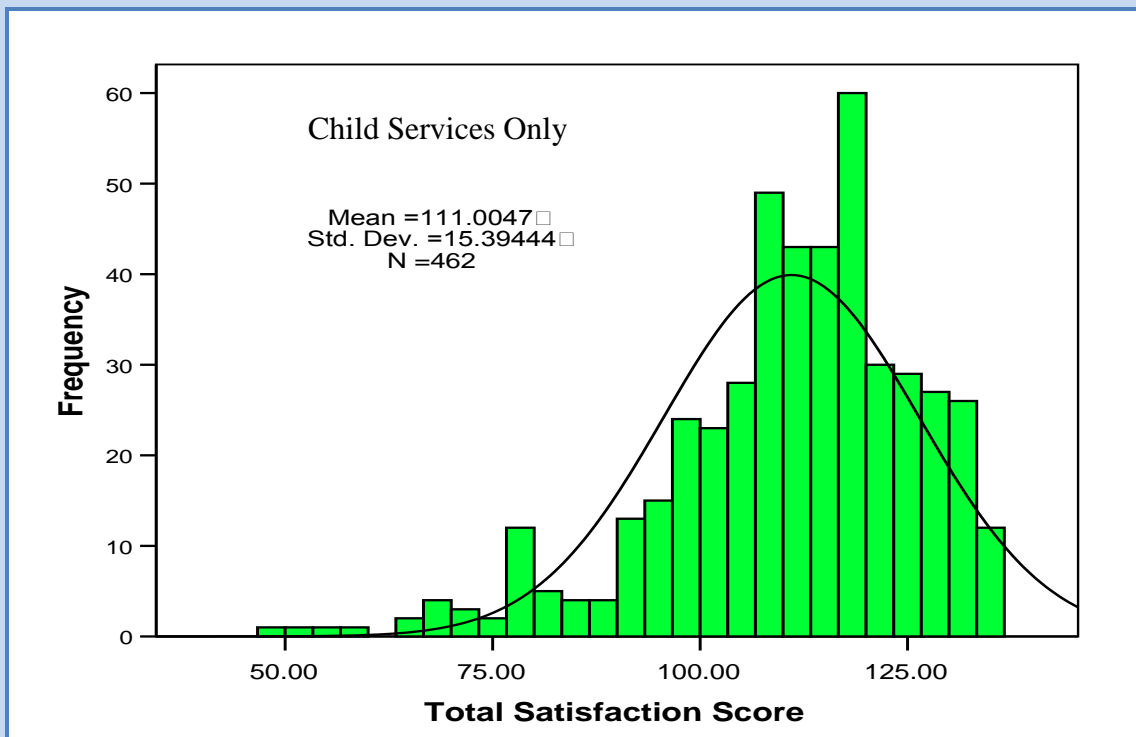


- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 107.26 with a standard deviation 16.05 and median 108.02. The TSS

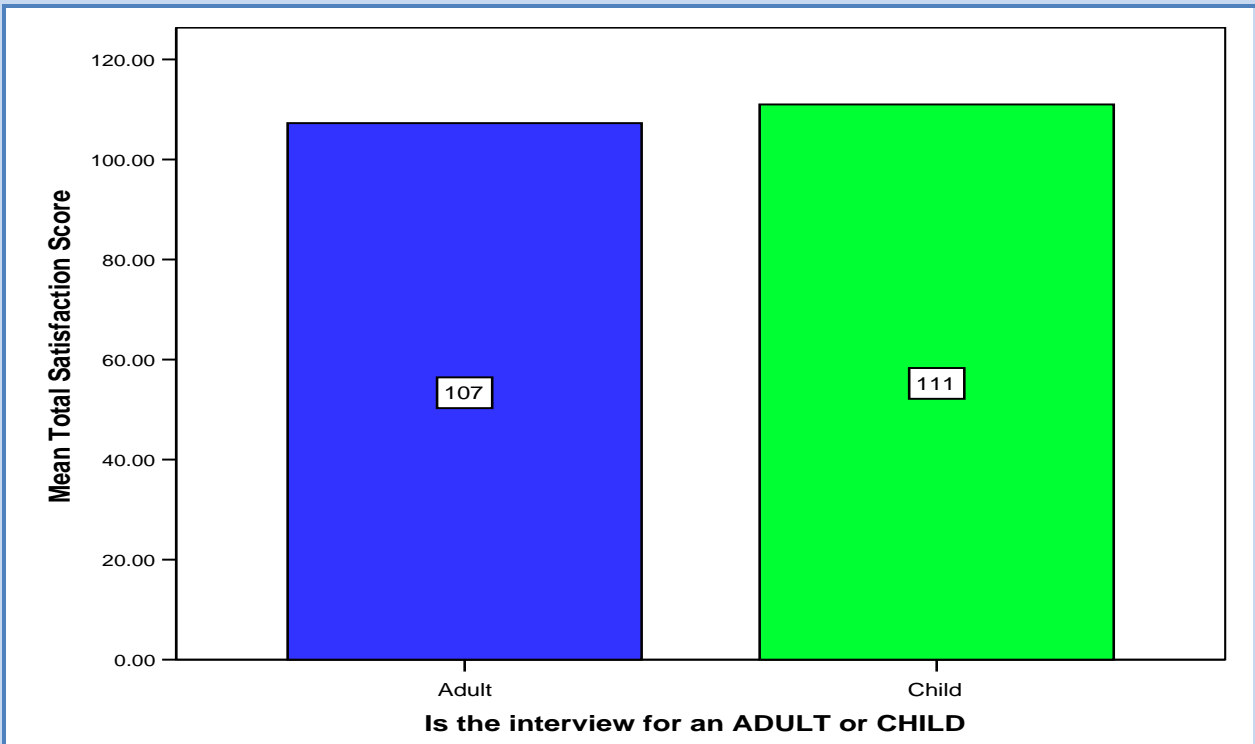
scores ranged from 27 – 135. Again, with a 5 point scale and 27 questions, scores above TSS= 81 (27×3) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 109.6 with a standard deviation 14.5 and median 110.0. The TSS scores ranged from 49.52 – 135. Again, with a 5 point scale and 27 questions, scores above TSS= 81 (27×3) indicate satisfaction on some level.

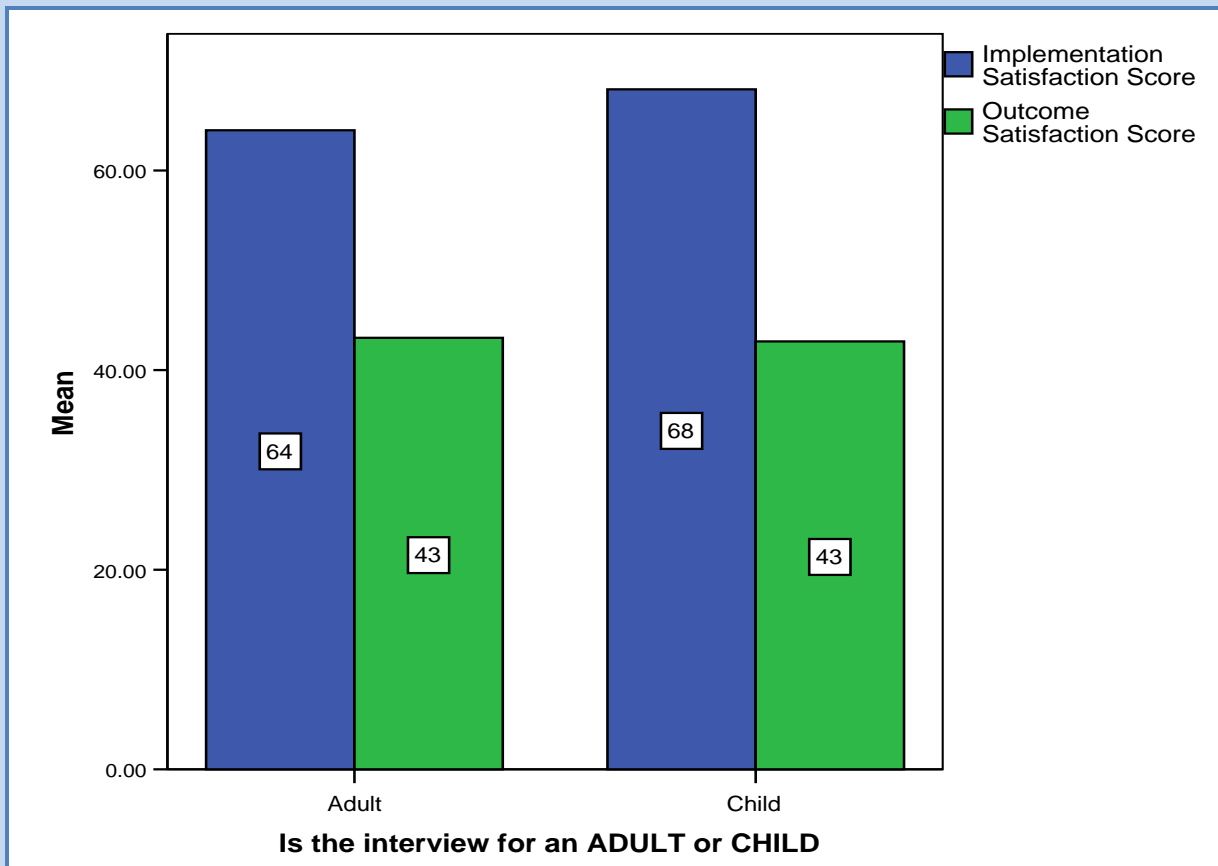


Respondents who received child services reported a significantly higher level of Total Satisfaction than those who received adult services. It is important to note that although this difference is statistically significant, respondents in both groups are reporting a high level of satisfaction with their services.



- To try to understand what aspects of service were influencing satisfaction, the set of satisfaction items were sorted into items relating to Implementation of services and items relating to Outcomes. The mean levels of satisfaction on these two sub-scales are presented below for reference. Our analysis did not indicate significant differences in total satisfaction for all consumers in regard to Outcomes. Respondents who received child services reported a significantly higher level of satisfaction in terms of Implementation. It is important to note that adult consumers also reported high satisfaction in this area.

Mean Satisfaction with Implementation and Outcomes



To help with interpretation, Implementation scores ranged from 16-80. 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 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.

II. Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction reported by consumers of 80.2% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 85.3% agreement (4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 85.1% overall satisfaction and consumers of child services reporting 85.9% overall satisfaction. As mentioned previously, respondents who received child services reported a significantly higher level of satisfaction in terms of Implementation.

Overall, consumers were satisfied with communication with their service providers. Respondents report they felt informed about their rights and responsibilities regarding the treatment they had received (Question 5). Respondents also felt confident that their service provider does not share their personal information without permission (Question 8).

Additionally, respondents reported they felt satisfaction with the way the program staff respected the role of their ethnic, cultural, and religious background in their recovery/treatment (Question 9) and felt comfortable asking questions regarding their treatment (Question 6).

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

- Overall, approximately 1 in 3 of both adult and child respondents (30.7%) reported they did not have a choice when selecting their service provider (Q3).
- For both adult and child services, approximately 1 in 4 adult respondents (25.3%) and 1 in 3 child respondents (27.5%) indicated that they were not given information about how to get other services that they needed (Q2).
- Respondents who received adult services (27.9%) and (21.6%) of consumers who received child services reported their service provider did not explain the disadvantages of their therapy or treatment (Q15).
- Both adult consumers (19.5%) and child consumers (13.6%) reported that they did not feel they had an option to change their service provider (Q4).
- Consumers who received child services (13.4%) reported they would like to spend more time with their service provider (Q7).

Summary responses from the Total group of respondents from this fiscal year (N=1,654) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=1,192) are presented in Table 2. Summary responses from the respondents who received Child services (N=462) are presented in Table 3.

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

| N=1,654 | % 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. | 83.1 | 12.8 | 2.8 | 0.8 | 2.4 |
| 2. I was given information on how to get other services that I needed. | 61.4 | 25.9 | 2.7 | 1.3 | 8.6 |
| 3. I had a choice in selecting my service provider. | 56.5 | 30.7 | 2.5 | 1.3 | 7.0 |
| 4. I have the option to change my service provider should I choose to. | 66.0 | 17.8 | 2.8 | 1.2 | 8.5 |
| 5. I was informed about my rights and responsibilities regarding the treatment I have received. | 91.0 | 5.3 | 2.9 | 0.5 | 0.7 |
| 6. I feel comfortable in asking questions regarding my treatment. | 89.4 | 6.8 | 2.8 | 0.6 | 0.5 |
| 7. My service provider spends enough time with me. | 79.9 | 14.3 | 2.7 | 0.8 | 1.0 |
| 8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission. | 93.9 | 2.3 | 2.9 | 0.4 | 0.8 |
| 9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment. | 92.9 | 2.7 | 3.0 | 0.6 | 3.3 |
| 10. I trust my service provider. | 87.3 | 7.3 | 2.8 | 0.6 | 0.5 |
| 11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. | 80.9 | 12.2 | 2.8 | 0.9 | 3.3 |
| 12. I am included in all meetings regarding my treatment plan and goals for recovery. | 82.3 | 9.1 | 2.9 | 0.9 | 4.7 |
| 13. I am an equal partner in the treatment process. | 88.0 | 7.8 | 2.8 | 0.6 | 1.1 |
| 14. My service provider explained the advantages of my therapy or treatment. | 80.7 | 12.6 | 2.8 | 0.8 | 2.0 |
| 15. My service provider explained the disadvantages of my therapy or treatment | 62.3 | 26.1 | 2.5 | 1.1 | 3.9 |
| 16. Overall, I am satisfied with the services I am receiving. | 85.3 | 10.7 | 2.8 | 0.7 | 0.4 |

Table 2 – Total Satisfaction – Implementation Adult Services

| N= 1,192 | % 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. | 83.2 | 13.5 | 2.8 | 0.8 | 1.6 |
| 2. I was given information on how to get other services that I needed. | 61.7 | 25.3 | 2.7 | 1.3 | 8.4 |
| 3. I had a choice in selecting my service provider. | 49.2 | 34.8 | 2.5 | 1.4 | 9.1 |
| 4. I have the option to change my service provider should I choose to. | 61.1 | 19.5 | 2.8 | 1.3 | 10.7 |
| 5. I was informed about my rights and responsibilities regarding the treatment I have received. | 89.3 | 6.4 | 2.9 | 0.6 | 0.8 |
| 6. I feel comfortable in asking questions regarding my treatment. | 87.8 | 7.9 | 2.8 | 0.6 | 0.7 |
| 7. My service provider spends enough time with me. | 79.4 | 14.7 | 2.7 | 0.8 | 0.9 |
| 8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission. | 93.0 | 2.6 | 2.9 | 0.5 | 1.0 |
| 9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment. | 92.0 | 3.0 | 3.0 | 0.7 | 3.6 |
| 10. I trust my service provider. | 86.7 | 7.6 | 2.8 | 0.6 | 0.5 |
| 11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. | 77.3 | 14.0 | 2.8 | 1.0 | 3.9 |
| 12. I am included in all meetings regarding my treatment plan and goals for recovery. | 78.6 | 10.8 | 2.9 | 1.0 | 6.1 |
| 13. I am an equal partner in the treatment process. | 86.2 | 8.8 | 2.8 | 0.7 | 1.4 |
| 14. My service provider explained the advantages of my therapy or treatment. | 77.5 | 15.0 | 2.7 | 0.9 | 2.3 |
| 15. My service provider explained the disadvantages of my therapy or treatment | 59.1 | 27.9 | 2.5 | 1.1 | 4.1 |
| 16. Overall, I am satisfied with the services I am receiving. | 85.1 | 10.4 | 2.8 | 0.7 | 0.5 |

Table 3 – Total Satisfaction – Implementation Child Services

| N=462 | % 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. | 82.9 | 11.0 | 2.9 | 0.9 | 4.5 |
| 2. I was given information on how to get other services that my child/adolescent needed. | 60.6 | 27.5 | 2.7 | 1.4 | 9.3 |
| 3. I had a choice when selecting my child/adolescent's service provider. | 75.1 | 20.1 | 2.6 | 0.9 | 1.3 |
| 4. I have the option to change my child/adolescent's service provider should I choose to. | 78.8 | 13.6 | 2.8 | 0.9 | 2.8 |
| 5. I was informed about my rights and responsibilities regarding the treatment my child/adolescent has received. | 95.2 | 2.4 | 2.9 | 0.4 | 0.4 |
| 6. I feel comfortable in asking questions regarding my child/adolescent's treatment. | 93.5 | 4.1 | 2.9 | 0.4 | 0.2 |
| 7. My service provider spends enough time with my child/adolescent. | 81.2 | 13.4 | 2.7 | 0.8 | 1.1 |
| 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 | 1.5 | 3.0 | 0.3 | 0.2 |
| 9. Program staff respects the role of my ethnic, cultural and religious background in my child/adolescent's recovery/treatment. | 95.0 | 1.7 | 3.0 | 0.6 | 2.6 |
| 10. I trust my child/adolescent's service provider. | 88.7 | 6.5 | 2.8 | 0.6 | 0.4 |
| 11. My service provider offered me the opportunity to involve my family, significant others or friends into my child/adolescent's treatment process. | 90.3 | 7.6 | 2.9 | 0.7 | 1.5 |
| 12. I am included in all meetings regarding my child/adolescent's treatment plan and goals for recovery. | 91.8 | 4.8 | 2.9 | 0.5 | 0.9 |
| 13. I am an equal partner in the treatment process for my child/adolescent. | 92.9 | 5.2 | 2.9 | 0.5 | 0.2 |
| 14. My service provider explained the advantages of my child/adolescent's therapy or treatment. | 89.0 | 6.3 | 2.9 | 0.6 | 1.1 |
| 15. My service provider explained the disadvantages of my child/adolescent's therapy or treatment | 70.6 | 21.6 | 2.6 | 1.0 | 3.2 |
| 16. Overall, I am satisfied with the services my child/adolescent is receiving. | 85.9 | 11.5 | 2.7 | 0.6 | 0.0 |

III. Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 49.8% to 70.9% of consumers believe services have improved their lives in each outcome area. Approximately 14.6% to 30.3% of consumers believe that no change has resulted from their services. Only 5.3% to 12.8% believes that things are worse as a result of services.

- Overall, the highest ratings for all respondents were reported satisfaction with (Q27) dealing with the specific problems or issues that led them to seek services (70.9%), (Q21) feeling good (hopeful) about the future (70.5%), and (Q17) managing daily problems (70.2%).
- Consumers of child services reported high satisfaction (71.4%) with enjoying their free time (Q22). Additionally, recipients of adult services also gave high ratings (70.5%) to how they feel about themselves (Q20).
- While 55.9% of adult consumers reported improvement in dealing with a personal crisis (Q19), approximately 1 in 7 (14.3%) reported things as worse in this area.
- While 61.5% of recipients of child services reported improvement in dealing with school or work (Q25), approximately 1 in 9 (11.3%) reported things in this area as worse.
- Recipients of adult services (26.5%) reported things as being better when dealing with school or work (Q25) and 3.0% reported things as worse. As noted, 59.6% of the respondents reported this question did not apply to them. When these cases are removed, 65.6% report they were better dealing with school or work and 7.5% report it as worse. These figures represent a more accurate picture of the results.

Summary responses from the Total group of respondents from this fiscal year (N=1,654) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=1,192) are presented in Table 5. Summary responses from the consumers who received Child services (N=462) are presented in Table 6.

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

| | % Better or Much Better | % Worse or Much Worse | Mean | Std. Deviation | % Reported Does Not Apply |
|--|-------------------------------|-----------------------------|------|-------------------|------------------------------------|
| Total N=1,654 | | | | | |
| 17. Managing daily problems. | 70.2 | 6.2 | 2.7 | 0.7 | 1.6 |
| 18. Feeling in control of my life. | 66.6 | 9.1 | 2.6 | 0.8 | 1.8 |
| 19. Dealing with personal crisis. | 53.6 | 12.8 | 2.7 | 1.2 | 8.3 |
| 20. How I feel about myself. | 67.9 | 8.2 | 2.7 | 0.8 | 1.7 |
| 21. Feeling good (hopeful) about the future. | 70.5 | 8.6 | 2.7 | 0.8 | 1.9 |
| 22. Enjoying my free time. | 68.1 | 7.8 | 2.7 | 0.8 | 2.8 |
| 23. Strengthening my social support network. | 60.8 | 8.6 | 2.6 | 0.8 | 2.2 |
| 24. Being involved in community activities. | 49.8 | 5.8 | 3.0 | 1.3 | 14.1 |
| 25. Dealing with school or work. | 36.3 | 5.3 | 4.0 | 1.8 | 43.8 |
| 26. Dealing with people in social situations. | 60.6 | 8.0 | 2.6 | 0.8 | 2.2 |
| 27. Dealing with specific problems or issue that led to seek services. | 70.9 | 6.8 | 2.7 | 0.7 | 1.5 |

Table 5 – Total Satisfaction – Outcome Questions Adult Services

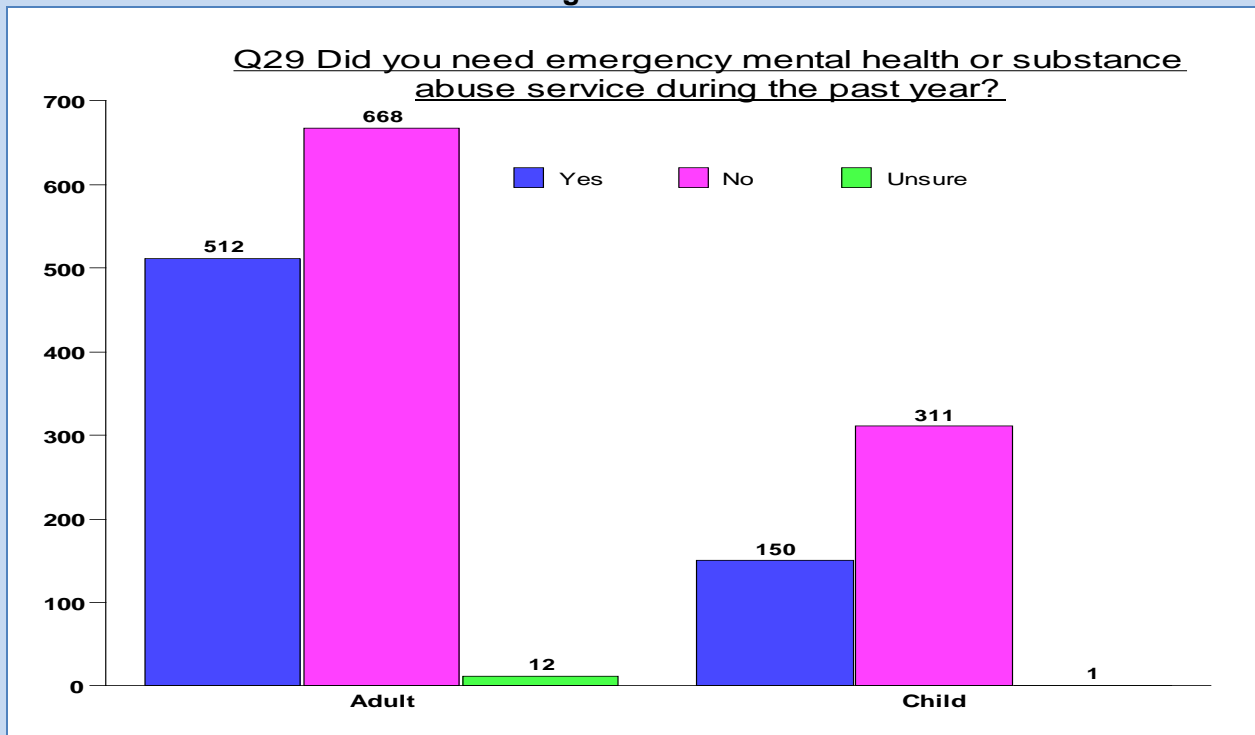
| | % Better or Much Better | % Worse or Much Worse | Mean | Std. Deviation | % Reported Does Not Apply |
|--|-------------------------------|-----------------------------|------|-------------------|------------------------------------|
| Total N=1,192 | | | | | |
| 17. Managing daily problems. | 71.3 | 6.2 | 2.7 | 0.7 | 1.7 |
| 18. Feeling in control of my life. | 69.1 | 9.3 | 2.7 | 0.8 | 1.3 |
| 19. Dealing with personal crisis. | 55.9 | 14.3 | 2.7 | 1.1 | 6.1 |
| 20. How I feel about myself. | 70.5 | 8.2 | 2.7 | 0.7 | 1.1 |
| 21. Feeling good (hopeful) about the future. | 71.1 | 9.6 | 2.7 | 0.8 | 1.4 |
| 22. Enjoying my free time. | 66.8 | 8.8 | 2.7 | 0.9 | 3.4 |
| 23. Strengthening my social support network. | 60.2 | 9.1 | 2.6 | 0.8 | 2.4 |
| 24. Being involved in community activities. | 48.8 | 6.5 | 3.0 | 1.4 | 14.5 |
| 25. Dealing with school or work. | 26.5 | 3.0 | 4.6 | 1.7 | 59.6 |
| 26. Dealing with people in social situations. | 60.8 | 8.2 | 2.6 | 0.8 | 2.7 |
| 27. Dealing with specific problems or issue that led to seek services. | 73.4 | 6.9 | 2.7 | 0.7 | 1.5 |

Table 6 – Total Satisfaction – Outcome Questions Child Services

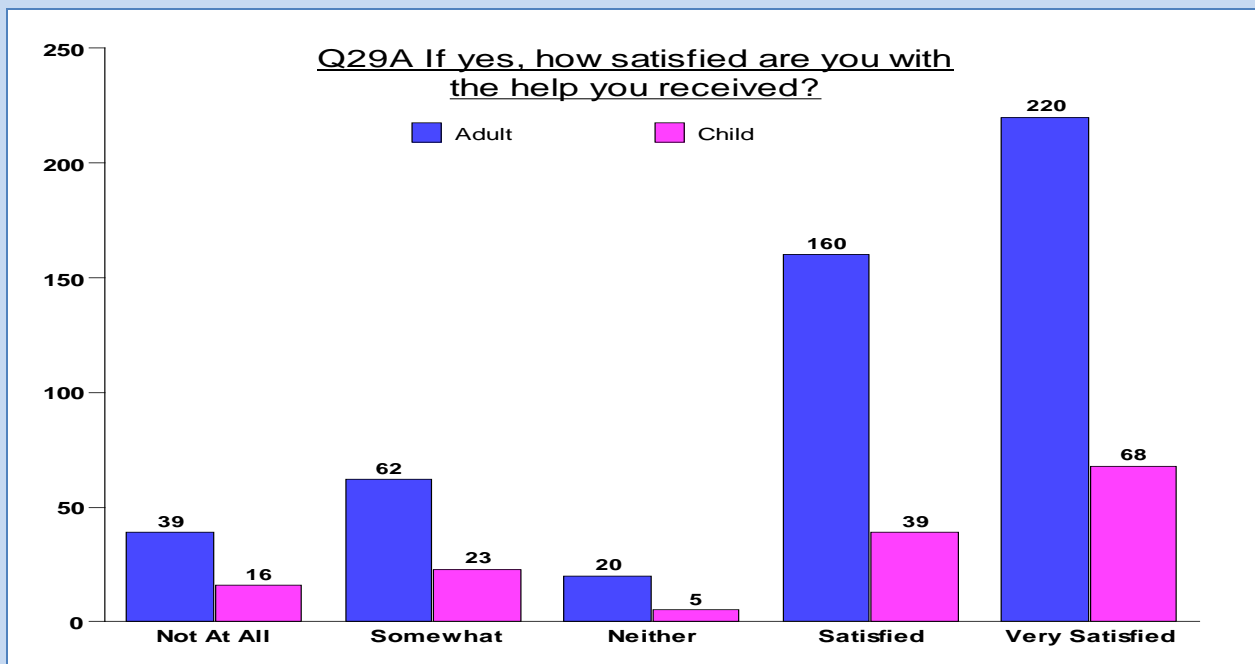
| | % Better or Much Better | % Worse or Much Worse | Mean | Std. Deviation | % Reported Does Not Apply |
|--|-------------------------------|-----------------------------|------|-------------------|------------------------------------|
| Total N=462 | | | | | |
| 17. Managing daily problems. | 67.3 | 6.3 | 2.7 | 0.7 | 1.5 |
| 18. Feeling in control of my life. | 60.2 | 8.4 | 2.6 | 0.9 | 3.0 |
| 19. Dealing with personal crisis. | 47.6 | 8.9 | 3.0 | 1.4 | 14.1 |
| 20. How I feel about myself. | 61.3 | 8.0 | 2.7 | 0.7 | 3.2 |
| 21. Feeling good (hopeful) about the future. | 68.8 | 5.8 | 2.8 | 0.8 | 3.2 |
| 22. Enjoying my free time. | 71.4 | 5.2 | 2.7 | 0.7 | 1.5 |
| 23. Strengthening my social support network. | 62.3 | 7.1 | 2.6 | 0.8 | 1.7 |
| 24. Being involved in community activities. | 52.4 | 3.9 | 3.0 | 1.3 | 13.0 |
| 25. Dealing with school or work. | 61.5 | 11.3 | 2.6 | 0.9 | 3.0 |
| 26. Dealing with people in social situations. | 60.0 | 7.6 | 2.6 | 0.7 | 0.9 |
| 27. Dealing with specific problems or issue that led to seek services. | 64.3 | 6.7 | 2.6 | 0.7 | 1.5 |

Emergency Treatment: 662 of the 1,654 respondents (40.0%) indicated they needed emergency mental health or substance abuse service during the past year. 512 of the 662 (77.3%) received Adult services and the remaining 150 (22.7%) received Child services.

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

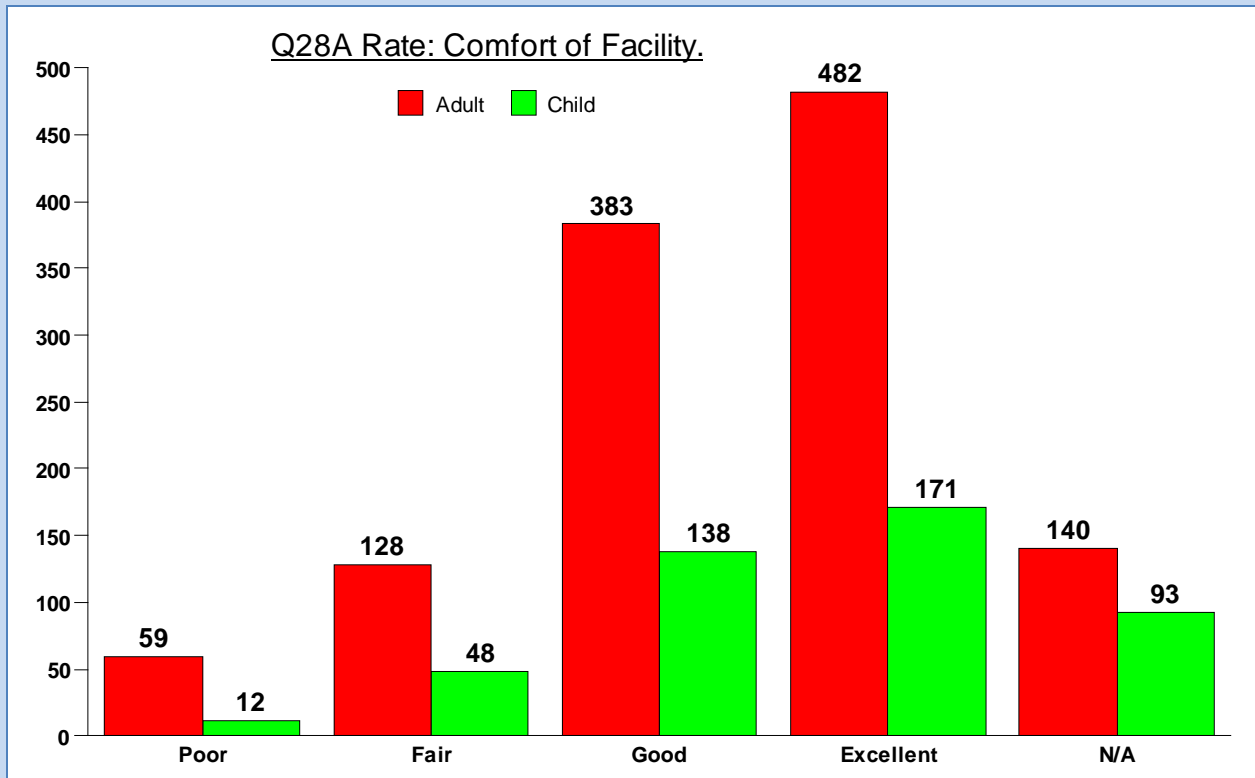


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.89 with standard deviation 1.3. 74.7% (487 of 652) reported they were either Very Satisfied, or Satisfied, 21.5% (140 of 652), Somewhat or Not at all Satisfied.



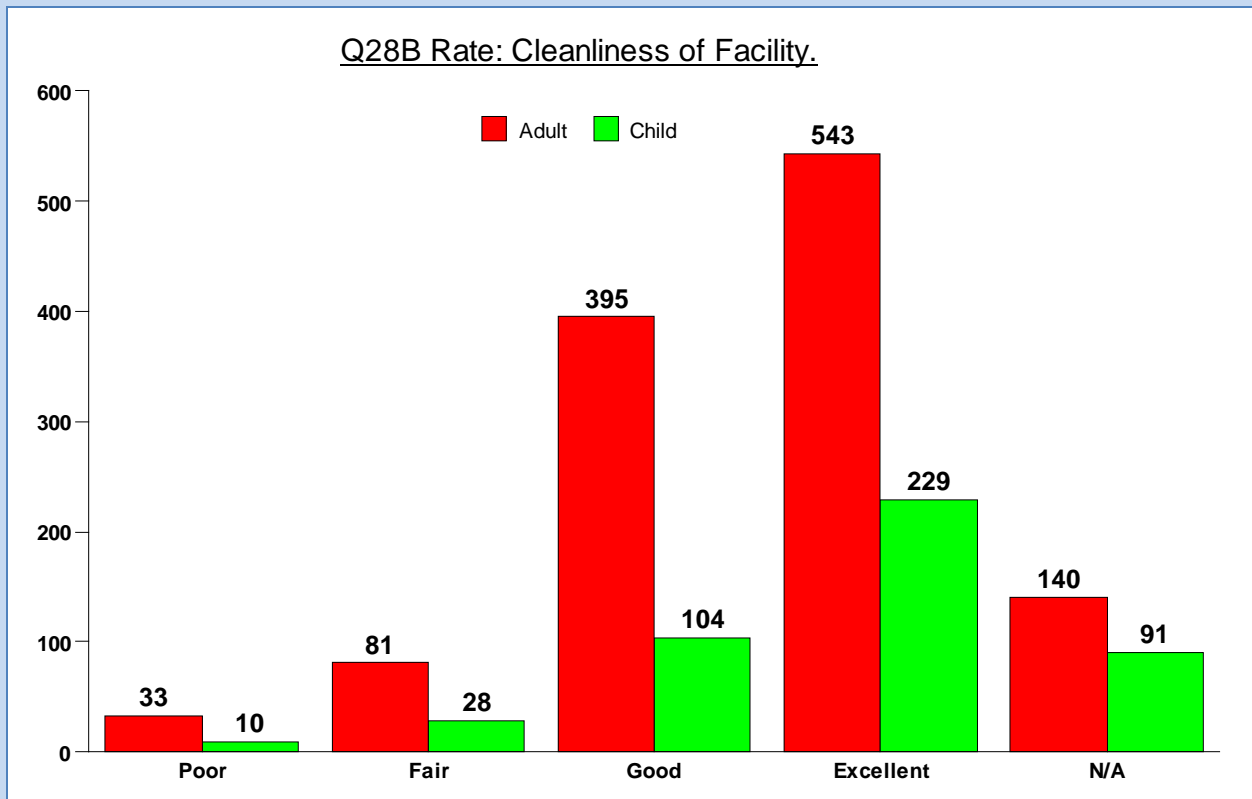
Questions Regarding Treatment Environment

Comfort of Facility: 82.6% of all respondents rated the comfort of their treatment facility as Excellent or Good. 17.4% of all respondents rated the comfort of their treatment facility as Fair or Poor. 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.



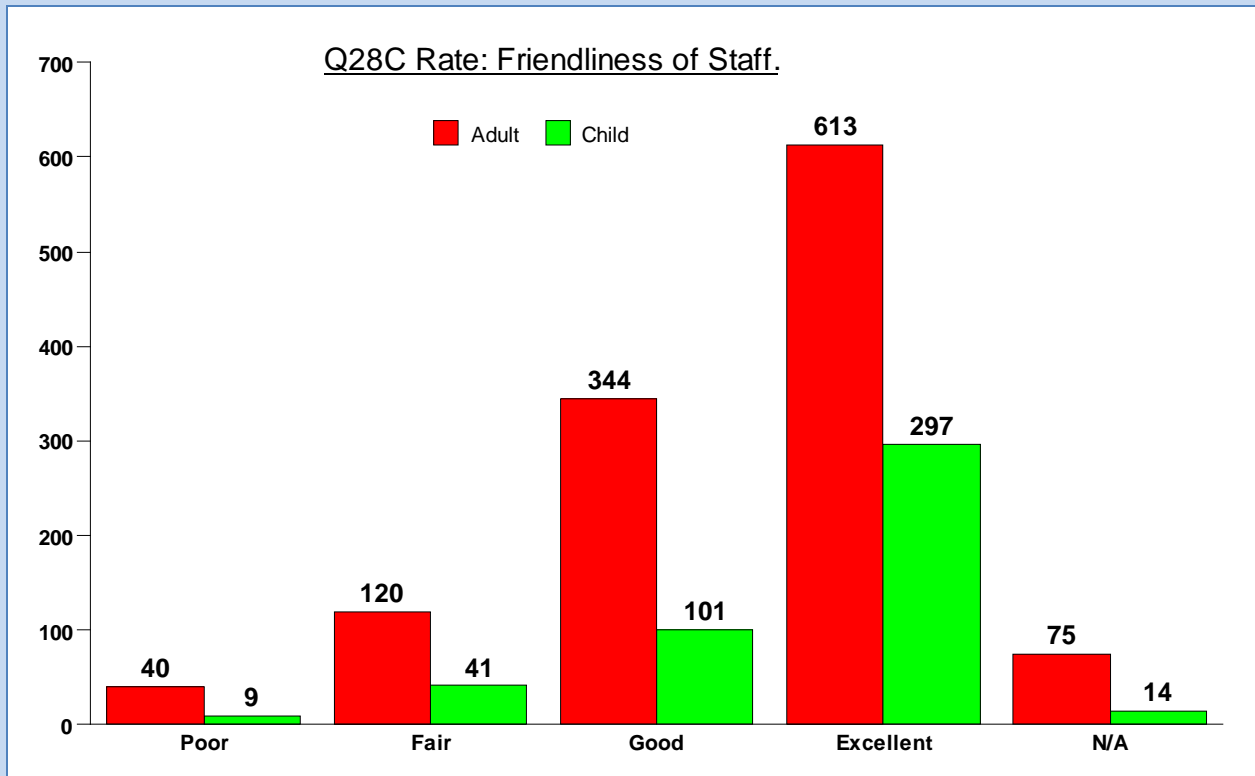
| | Base | Q28A Rate: Comfort of Facility. | | | | |
|-------|------|---------------------------------|---------------|---------------|---------------|---------------|
| | | Poor | Fair | Good | Excellent | N/A |
| Total | 1654 | 71 4.30% | 176 10.60% | 521 31.50% | 653 39.50% | 233 14.10% |
| Adult | 1192 | 59 4.90% | 128 10.70% | 383 32.10% | 482 40.40% | 140 11.70% |
| Child | 462 | 12 2.60% | 48 10.40% | 138 29.90% | 171 37.00% | 93 20.10% |

Cleanliness of Facility: 89.3% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 10.7% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 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.



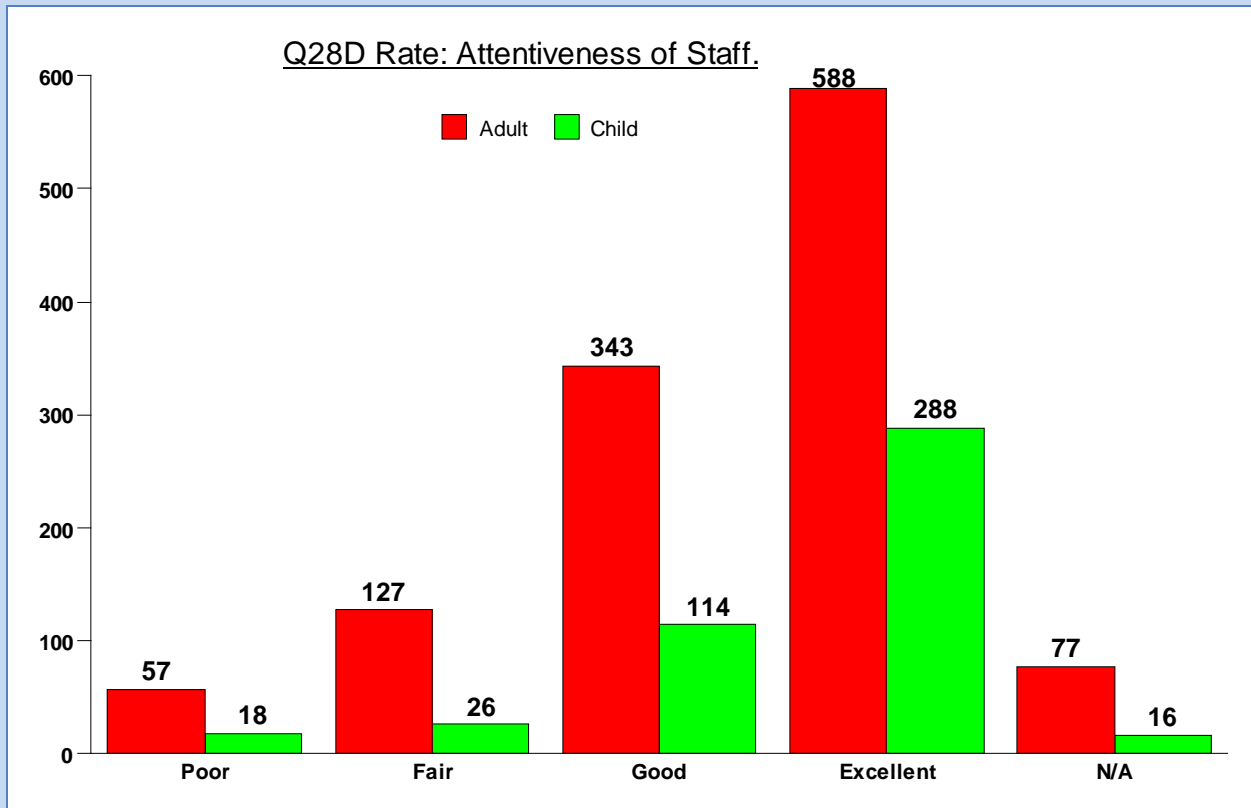
| | Base | Q28b Rate: Cleanliness of Facility. | | | | |
|-------|------|-------------------------------------|--------------|---------------|---------------|---------------|
| | | Poor | Fair | Good | Excellent | N/A |
| Total | 1654 | 43 2.60% | 109 6.60% | 499 30.20% | 772 46.70% | 231 14.00% |
| Adult | 1192 | 33 2.80% | 81 6.80% | 395 33.10% | 543 45.60% | 140 11.70% |
| Child | 462 | 10 2.20% | 28 6.10% | 104 22.50% | 229 49.60% | 91 19.70% |

Friendliness of Staff: 81.9% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 12.7% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor.



| | Base | Q28C Rate: Friendliness of Staff. | | | | |
|-------|------|-----------------------------------|---------------|---------------|---------------|-------------|
| | | Poor | Fair | Good | Excellent | N/A |
| Total | 1654 | 49 3.00% | 161 9.70% | 445 26.90% | 910 55.00% | 89 5.40% |
| Adult | 1192 | 40 3.40% | 120 10.10% | 344 28.90% | 613 51.40% | 75 6.30% |
| Child | 462 | 9 1.90% | 41 8.90% | 101 21.90% | 297 64.30% | 14 3.00% |

Attentiveness of Staff: 80.6% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 13.8% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor.



| | Base | Q28D Rate: Attentiveness of Staff. | | | | |
|-------|------|------------------------------------|---------------|---------------|---------------|-------------|
| | | Poor | Fair | Good | Excellent | N/A |
| Total | 1654 | 75 4.50% | 153 9.30% | 457 27.60% | 876 53.00% | 93 5.60% |
| Adult | 1192 | 57 4.80% | 127 10.70% | 343 28.80% | 588 49.30% | 77 6.50% |
| Child | 462 | 18 3.90% | 26 5.60% | 114 24.70% | 288 62.30% | 16 3.50% |

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

I have received a copy of the Member Handbook from CBHNP

- 65.9 % of respondents (1,090 of 1,654) reported that they had received a copy of the CBHNP member handbook.

| | Base | Q33 I have received a copy of the Member Handbook from CBHNP? | | |
|-------|------|---|---------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1654 | 1090 65.90% | 457 27.60% | 107 6.50% |
| Adult | 1192 | 736 61.70% | 369 31.00% | 87 7.30% |
| Child | 462 | 354 76.60% | 88 19.00% | 20 4.30% |

| | Base | Q33 I have received a copy of the Member Handbook from CBHNP? | | |
|----------------------------|------|---|---------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1654 | 1090 65.90% | 457 27.60% | 107 6.50% |
| Adult- County of Residence | | | | |
| Cumberland | 167 | 109 65.30% | 50 29.90% | 8 4.80% |
| Dauphin | 412 | 251 60.90% | 143 34.70% | 18 4.40% |
| Lancaster | 404 | 226 55.90% | 135 33.40% | 43 10.60% |
| Lebanon | 180 | 129 71.70% | 34 18.90% | 17 9.40% |
| Perry | 29 | 21 72.40% | 7 24.10% | 1 3.40% |
| Child- County of Residence | | | | |
| Cumberland | 53 | 38 71.70% | 11 20.80% | 4 7.50% |
| Dauphin | 167 | 132 79.00% | 33 19.80% | 2 1.20% |
| Lancaster | 166 | 128 77.10% | 30 18.10% | 8 4.80% |
| Lebanon | 62 | 45 72.60% | 13 21.00% | 4 6.50% |
| Perry | 14 | 11 78.60% | 1 7.10% | 2 14.30% |

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

- 25.0% (414 out of 1,654) reported they had called member services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months.

| | Base | Q34 In the last 12 months, did you call member services at CBHNP to get information or help... | | |
|--------------|-------------|--|-----------------------|--------------------|
| | | Yes | No | Does Not Apply |
| Total | 1654 | 414 25.00% | 1193 72.10% | 47 2.80% |
| Adult | 1192 | 286 24.00% | 866 72.70% | 40 3.40% |
| Child | 462 | 128 27.70% | 327 70.80% | 7 1.50% |

| | Base | Q34 In the last 12 months, did you call member services at CBHNP to get information or help... | | |
|-----------------------------------|-------------|--|-----------------------|--------------------|
| | | Yes | No | Does Not Apply |
| Total | 1654 | 414 25.00% | 1193 72.10% | 47 2.80% |
| Adult- County of Residence | | | | |
| Cumberland | 167 | 35 21.00% | 130 77.80% | 2 1.20% |
| Dauphin | 412 | 97 23.50% | 302 73.30% | 13 3.20% |
| Lancaster | 404 | 116 28.70% | 269 66.60% | 19 4.70% |
| Lebanon | 180 | 35 19.40% | 141 78.30% | 4 2.20% |
| Perry | 29 | 3 10.30% | 24 82.80% | 2 6.90% |
| Child- County of Residence | | | | |
| Cumberland | 53 | 22 41.50% | 29 54.70% | 2 3.80% |
| Dauphin | 167 | 44 26.30% | 120 71.90% | 3 1.80% |
| Lancaster | 166 | 41 24.70% | 124 74.70% | 1 0.60% |
| Lebanon | 62 | 17 27.40% | 44 71.00% | 1 1.60% |
| Perry | 14 | 4 28.60% | 10 71.40% | 0 0 |

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

- 83.5% of those that requested information from CBHNP (365 of 437) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 72 of the 437 respondents did not feel this was the case.

| | Base | Q34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays. | | |
|-------|------|---|-------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1654 | 365 22.10% | 72 4.40% | 1217 73.60% |
| Adult | 1192 | 259 21.70% | 51 4.30% | 882 74.00% |
| Child | 462 | 106 22.90% | 21 4.50% | 335 72.50% |

| | Base | Q34a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays. | | |
|----------------------------|------|---|-------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1654 | 365 22.10% | 72 4.40% | 1217 73.60% |
| Adult- County of Residence | | | | |
| Cumberland | 167 | 28 16.80% | 7 4.20% | 132 79.00% |
| Dauphin | 412 | 91 22.10% | 18 4.40% | 303 73.50% |
| Lancaster | 404 | 106 26.20% | 19 4.70% | 279 69.10% |
| Lebanon | 180 | 32 17.80% | 7 3.90% | 141 78.30% |
| Perry | 29 | 2 6.90% | 0 0 | 27 93.10% |
| Child- County of Residence | | | | |
| Cumberland | 53 | 18 34.00% | 5 9.40% | 30 56.60% |
| Dauphin | 167 | 33 19.80% | 10 6.00% | 124 74.30% |
| Lancaster | 166 | 36 21.70% | 3 1.80% | 127 76.50% |
| Lebanon | 62 | 15 24.20% | 3 4.80% | 44 71.00% |
| Perry | 14 | 4 28.60% | 0 0 | 10 71.40% |

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

- 85.8% of respondents (1,418 of the 1,654) report they are aware of their right to file a complaint or grievance. 13.5% (223 of the 1,654) did not feel this was the case.

| | Base | Q35 I am aware of my right to file a complaint or grievance. | | |
|-------|------|--|---------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1653 | 1418 85.80% | 223 13.50% | 12 0.70% |
| Adult | 1191 | 1001 84.00% | 180 15.10% | 10 0.80% |
| Child | 462 | 417 90.30% | 43 9.30% | 2 0.40% |

| | Base | Q35 I am aware of my right to file a complaint or grievance. | | |
|----------------------------|------|--|---------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1653 | 1418 85.80% | 223 13.50% | 12 0.70% |
| Adult- County of Residence | | | | |
| Cumberland | 166 | 142 85.50% | 22 13.30% | 2 1.20% |
| Dauphin | 412 | 355 86.20% | 56 13.60% | 1 0.20% |
| Lancaster | 404 | 330 81.70% | 68 16.80% | 6 1.50% |
| Lebanon | 180 | 150 83.30% | 30 16.70% | 0 0 |
| Perry | 29 | 24 82.80% | 4 13.80% | 1 3.40% |
| Child- County of Residence | | | | |
| Cumberland | 53 | 48 90.60% | 5 9.40% | 0 0 |
| Dauphin | 167 | 158 94.60% | 8 4.80% | 1 0.60% |
| Lancaster | 166 | 144 86.70% | 22 13.30% | 0 0 |
| Lebanon | 62 | 54 87.10% | 7 11.30% | 1 1.60% |
| Perry | 14 | 13 92.90% | 1 7.10% | 0 0 |

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

- Overall, 51.1% of respondents (844 of the 1,654) report they know who to call to file a complaint or grievance. 44.1% respondents (729 of the 1,654) did not feel this was the case.

| | Base | Q36 I know whom to call to file a complaint or grievance. | | |
|-------|------|---|---------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1653 | 844 51.10% | 729 44.10% | 80 4.80% |
| Adult | 1191 | 566 47.50% | 563 47.30% | 62 5.20% |
| Child | 462 | 278 60.20% | 166 35.90% | 18 3.90% |

| | Base | Q36 I know whom to call to file a complaint or grievance. | | |
|----------------------------|------|---|---------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1653 | 844 51.10% | 729 44.10% | 80 4.80% |
| Adult- County of Residence | | | | |
| Cumberland | 166 | 94 56.60% | 68 41.00% | 4 2.40% |
| Dauphin | 412 | 218 52.90% | 188 45.60% | 6 1.50% |
| Lancaster | 404 | 168 41.60% | 202 50.00% | 34 8.40% |
| Lebanon | 180 | 67 37.20% | 96 53.30% | 17 9.40% |
| Perry | 29 | 19 65.50% | 9 31.00% | 1 3.40% |
| Child- County of Residence | | | | |
| Cumberland | 53 | 35 66.00% | 17 32.10% | 1 1.90% |
| Dauphin | 167 | 117 70.10% | 46 27.50% | 4 2.40% |
| Lancaster | 166 | 91 54.80% | 66 39.80% | 9 5.40% |
| Lebanon | 62 | 24 38.70% | 35 56.50% | 3 4.80% |
| Perry | 14 | 11 78.60% | 2 14.30% | 1 7.10% |

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

- 65.6% of respondents who had called CBHNP staff (693 of 1,056) felt they were given a choice of at least 2 providers. 34.4% of respondents (363 of 1,056) did not feel this was the case. As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.

| | Base | Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking. | | |
|--------------|-------------|---|----------------------|----------------------|
| | | Yes | No | Does Not Apply |
| Total | 1653 | 693 41.90% | 363 22.00% | 597 36.10% |
| Adult | 1191 | 437 36.70% | 289 24.30% | 465 39.00% |
| Child | 462 | 256 55.40% | 74 16.00% | 132 28.60% |

| | Base | Q37 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking. | | |
|-----------------------------------|-------------|---|----------------------|----------------------|
| | | Yes | No | Does Not Apply |
| Total | 1653 | 693 41.90% | 363 22.00% | 597 36.10% |
| Adult- County of Residence | | | | |
| Cumberland | 166 | 68 41.00% | 53 31.90% | 45 27.10% |
| Dauphin | 412 | 159 38.60% | 119 28.90% | 134 32.50% |
| Lancaster | 404 | 159 39.40% | 78 19.30% | 167 41.30% |
| Lebanon | 180 | 40 22.20% | 27 15.00% | 113 62.80% |
| Perry | 29 | 11 37.90% | 12 41.40% | 6 20.70% |
| Child- County of Residence | | | | |
| Cumberland | 53 | 33 62.30% | 12 22.60% | 8 15.10% |
| Dauphin | 167 | 100 59.90% | 25 15.00% | 42 25.10% |
| Lancaster | 166 | 87 52.40% | 25 15.10% | 54 32.50% |
| Lebanon | 62 | 28 45.20% | 10 16.10% | 24 38.70% |
| Perry | 14 | 8 57.10% | 2 14.30% | 4 28.60% |

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

- 93.5% of respondents who had called CBHNP staff (785 out of 840) felt they were treated with courtesy and respect when they called CBHNP. 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 CBHNP. This is a more accurate representation of the data. However, for completeness, the entire table is presented.

| | Base | Q38 When I call CBHNP staff treats me courteously and with respect. | | |
|-------|------|---|-------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1653 | 785 47.50% | 55 3.30% | 813 49.20% |
| Adult | 1191 | 520 43.70% | 44 3.70% | 627 52.60% |
| Child | 462 | 265 57.40% | 11 2.40% | 186 40.30% |

| | Base | Q38 When I call CBHNP staff treats me courteously and with respect. | | |
|----------------------------|------|---|-------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1653 | 785 47.50% | 55 3.30% | 813 49.20% |
| Adult- County of Residence | | | | |
| Cumberland | 166 | 69 41.60% | 4 2.40% | 93 56.00% |
| Dauphin | 412 | 175 42.50% | 17 4.10% | 220 53.40% |
| Lancaster | 404 | 194 48.00% | 15 3.70% | 195 48.30% |
| Lebanon | 180 | 68 37.80% | 8 4.40% | 104 57.80% |
| Perry | 29 | 14 48.30% | 0 0 | 15 51.70% |
| Child- County of Residence | | | | |
| Cumberland | 53 | 32 60.40% | 2 3.80% | 19 35.80% |
| Dauphin | 167 | 102 61.10% | 4 2.40% | 61 36.50% |
| Lancaster | 166 | 90 54.20% | 3 1.80% | 73 44.00% |
| Lebanon | 62 | 29 46.80% | 2 3.20% | 31 50.00% |
| Perry | 14 | 12 | 0 | 2 |

| | | | | |
|--|--|--------|---|--------|
| | | 85.70% | 0 | 14.30% |
|--|--|--------|---|--------|

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

- 94.1% of respondents (1,173 out of 1,246) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. Please note that 24.6% of all respondents report this question does not apply. Because of the number of respondents who felt this question did not apply, the percentages reflect those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.

| | Base | Q39 Overall, I am satisfied with the interactions I have had with CBHNP. | | |
|-------|------|--|-------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1653 | 1173 71.00% | 73 4.40% | 407 24.60% |
| Adult | 1191 | 805 67.60% | 58 4.90% | 328 27.50% |
| Child | 462 | 368 79.70% | 15 3.20% | 79 17.10% |

| | Base | Q39 Overall, I am satisfied with the interactions I have had with CBHNP. | | |
|----------------------------|------|--|-------------|----------------|
| | | Yes | No | Does Not Apply |
| Total | 1653 | 1173 71.00% | 73 4.40% | 407 24.60% |
| Adult- County of Residence | | | | |
| Cumberland | 166 | 98 59.00% | 7 4.20% | 61 36.70% |
| Dauphin | 412 | 245 59.50% | 18 4.40% | 149 36.20% |
| Lancaster | 404 | 304 75.20% | 23 5.70% | 77 19.10% |
| Lebanon | 180 | 142 78.90% | 10 5.60% | 28 15.60% |
| Perry | 29 | 16 55.20% | 0 0 | 13 44.80% |
| Child- County of Residence | | | | |
| Cumberland | 53 | 46 86.80% | 0 0 | 7 13.20% |
| Dauphin | 167 | 136 81.40% | 6 3.60% | 25 15.00% |
| Lancaster | 166 | 126 75.90% | 5 3.00% | 35 21.10% |
| Lebanon | 62 | 47 75.80% | 4 6.50% | 11 17.70% |
| Perry | 14 | 13 92.90% | 0 0 | 1 7.10% |

Supplemental Questions for Adult Respondents Only

These 4 supplemental questions were presented only to respondents who received Adult Services. This fiscal year there were 1,192 respondents who were surveyed regarding their Adult services.

- 78.2% of Adult respondents (929 of 1,188) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 150 respondents (12.6%) disagreed with this statement. 4 respondents did not answer this question.

| | Base | SQA I am encouraged by staff to share my feelings with others. | | | | | |
|----------------------------|-------------|--|--------------------|----------------------------|----------------------|----------------------|--------------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1188 | 73 6.10% | 77 6.50% | 56 4.70% | 465 39.10% | 464 39.10% | 53 4.50% |
| County of Residence | | | | | | | |
| Cumberland | 167 | 8 4.80% | 8 4.80% | 9 5.40% | 70 41.90% | 69 41.30% | 3 1.80% |
| Dauphin | 411 | 23 5.60% | 32 7.80% | 17 4.10% | 179 43.60% | 148 36.00% | 12 2.90% |
| Lancaster | 402 | 26 6.50% | 26 6.50% | 19 4.70% | 140 34.80% | 161 40.00% | 30 7.50% |
| Lebanon | 179 | 16 8.90% | 8 4.50% | 10 5.60% | 63 35.20% | 76 42.50% | 6 3.40% |
| Perry | 29 | 0 0 | 3 10.30% | 1 3.40% | 13 44.80% | 10 34.50% | 2 6.90% |

- 72.6% of Adult respondents (863 of 1,188) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 71 respondents (6.0%) disagreed or with this statement. 4 respondents did not answer this question

| | Base | SQB I decide whether or not to participate in activities. | | | | | |
|----------------------------|-------------|---|--------------------|----------------------------|----------------------|----------------------|----------------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1188 | 34 2.90% | 37 3.10% | 31 2.60% | 442 37.20% | 421 35.40% | 223 18.80% |
| County of Residence | | | | | | | |
| Cumberland | 167 | 3 1.80% | 4 2.40% | 6 3.60% | 79 47.30% | 62 37.10% | 13 7.80% |
| Dauphin | 411 | 10 2.40% | 14 3.40% | 9 2.20% | 178 43.30% | 156 38.00% | 44 10.70% |
| Lancaster | 402 | 11 2.70% | 17 4.20% | 9 2.20% | 128 31.80% | 140 34.80% | 97 24.10% |
| Lebanon | 179 | 7 3.90% | 2 1.10% | 7 3.90% | 41 22.90% | 55 30.70% | 67 37.40% |
| Perry | 29 | 3 10.30% | 0 0 | 0 0 | 16 55.20% | 8 27.60% | 2 6.90% |

- 73.7% of Adult respondents (874 of 1,186) 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. 207 respondents (17.4%) disagreed or strongly disagreed with this statement. 6 respondents did not answer this question.

| | Base | SQC When I came to this program I was given information on all the services that were available to me. | | | | | |
|----------------------------|-------------|--|----------------------------|----------------------------|-----------------------------|-----------------------------|---------------------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1186 | 99 8.30% | 108 9.10% | 84 7.10% | 455 38.40% | 419 35.30% | 21 1.80% |
| County of Residence | | | | | | | |
| Cumberland | 165 | 11 6.70% | 18 10.90% | 14 8.50% | 74 44.80% | 46 27.90% | 2 1.20% |
| Dauphin | 411 | 24 5.80% | 41 10.00% | 27 6.60% | 153 37.20% | 160 38.90% | 6 1.50% |
| Lancaster | 402 | 42 10.40% | 31 7.70% | 34 8.50% | 155 38.60% | 128 31.80% | 12 3.00% |
| Lebanon | 179 | 21 11.70% | 14 7.80% | 8 4.50% | 58 32.40% | 77 43.00% | 1 0.60% |
| Perry | 29 | 1 3.40% | 4 13.80% | 1 3.40% | 15 51.70% | 8 27.60% | 0 0 |

- 83.8% of Adult respondents (995 of 1,188) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 75 of the respondents (6.3%) disagreed with this statement. 4 respondents did not answer this question.

| | Base | SQ4 I feel safe at this facility. | | | | | |
|----------------------------|-------------|-----------------------------------|---------------------------|----------------------------|-----------------------------|-----------------------------|---------------------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1188 | 40 3.40% | 35 2.90% | 35 2.90% | 469 39.50% | 526 44.30% | 83 7.00% |
| County of Residence | | | | | | | |
| Cumberland | 167 | 6 3.60% | 8 4.80% | 3 1.80% | 70 41.90% | 76 45.50% | 4 2.40% |
| Dauphin | 411 | 8 1.90% | 9 2.20% | 16 3.90% | 176 42.80% | 188 45.70% | 14 3.40% |
| Lancaster | 402 | 20 5.00% | 14 3.50% | 10 2.50% | 153 38.10% | 180 44.80% | 25 6.20% |
| Lebanon | 179 | 6 3.40% | 3 1.70% | 6 3.40% | 57 31.80% | 67 37.40% | 40 22.30% |
| Perry | 29 | 0 0 | 1 3.40% | 0 0 | 13 44.80% | 15 51.70% | 0 0 |

Supplemental Questions for Child Respondents Only

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

- 88.7% of Child respondents (410 of 462) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 35 respondents (7.6%) disagreed with this statement.

| | Base | SQA I am encouraged by staff to share my feelings with others. | | | | | |
|----------------------------|------------|--|--------------------|----------------------------|----------------------|----------------------|-------------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 462 | 16 3.50% | 19 4.10% | 11 2.40% | 147 31.80% | 263 56.90% | 6 1.30% |
| County of Residence | | | | | | | |
| Cumberland | 53 | 1 1.90% | 0 0 | 3 5.70% | 8 15.10% | 41 77.40% | 0 0 |
| Dauphin | 167 | 6 3.60% | 10 6.00% | 4 2.40% | 53 31.70% | 92 55.10% | 2 1.20% |
| Lancaster | 166 | 7 4.20% | 6 3.60% | 2 1.20% | 66 39.80% | 83 50.00% | 2 1.20% |
| Lebanon | 62 | 2 3.20% | 2 3.20% | 2 3.20% | 15 24.20% | 39 62.90% | 2 3.20% |
| Perry | 14 | 0 0 | 1 7.10% | 0 0 | 5 35.70% | 8 57.10% | 0 0 |

- 87.4% of Child respondents (403 of 461) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 21 respondents (4.6%) disagreed or with this statement. 1 respondent did not answer this question.

| | Base | SQB I decide whether or not to participate in activities. | | | | | |
|----------------------------|------------|---|--------------------|----------------------------|----------------------|----------------------|--------------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 461 | 11 2.40% | 10 2.20% | 15 3.30% | 168 36.40% | 235 51.00% | 22 4.80% |
| County of Residence | | | | | | | |
| Cumberland | 53 | 1 1.90% | 0 0 | 1 1.90% | 13 24.50% | 38 71.70% | 0 0 |
| Dauphin | 167 | 6 3.60% | 2 1.20% | 5 3.00% | 62 37.10% | 80 47.90% | 12 7.20% |
| Lancaster | 165 | 2 1.20% | 6 3.60% | 7 4.20% | 73 44.20% | 70 42.40% | 7 4.20% |
| Lebanon | 62 | 2 3.20% | 2 3.20% | 2 3.20% | 17 27.40% | 36 58.10% | 3 4.80% |
| Perry | 14 | 0 0 | 0 0 | 0 0 | 3 21.40% | 11 78.60% | 0 0 |

- 81.8% of Child respondents (377 of 461) 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. 53 respondents (11.5%) disagreed or strongly disagreed with this statement. 1 respondent did not answer this question.

| | Base | SQC When I came to this program I was given information on all the services that were available to me. | | | | | |
|----------------------------|------------|--|---------------------------|----------------------------|-----------------------------|-----------------------------|--------------------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 461 | 32 6.90% | 21 4.60% | 24 5.20% | 150 32.50% | 227 49.20% | 7 1.50% |
| County of Residence | | | | | | | |
| Cumberland | 53 | 1 1.90% | 5 9.40% | 1 1.90% | 10 18.90% | 36 67.90% | 0 0 |
| Dauphin | 167 | 14 8.40% | 5 3.00% | 10 6.00% | 53 31.70% | 84 50.30% | 1 0.60% |
| Lancaster | 165 | 14 8.50% | 7 4.20% | 6 3.60% | 68 41.20% | 66 40.00% | 4 2.40% |
| Lebanon | 62 | 3 4.80% | 4 6.50% | 7 11.30% | 14 22.60% | 32 51.60% | 2 3.20% |
| Perry | 14 | 0 0 | 0 0 | 0 0 | 5 35.70% | 9 64.30% | 0 0 |

- 85.9% of Child respondents (395 of 460) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 18 of the respondents (3.9%) disagreed with this statement. 2 respondents did not answer this question.

| | Base | SQD I feel safe at this facility. | | | | | |
|----------------------------|------------|-----------------------------------|--------------------------|----------------------------|-----------------------------|-----------------------------|----------------------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 460 | 11 2.40% | 7 1.50% | 12 2.60% | 126 27.40% | 269 58.50% | 35 7.60% |
| County of Residence | | | | | | | |
| Cumberland | 53 | 0 0 | 0 0 | 4 7.50% | 10 18.90% | 34 64.20% | 5 9.40% |
| Dauphin | 167 | 3 1.80% | 2 1.20% | 1 0.60% | 46 27.50% | 105 62.90% | 10 6.00% |
| Lancaster | 164 | 5 3.00% | 1 0.60% | 3 1.80% | 60 36.60% | 88 53.70% | 7 4.30% |
| Lebanon | 62 | 3 4.80% | 4 6.50% | 4 6.50% | 7 11.30% | 33 53.20% | 11 17.70% |
| Perry | 14 | 0 0 | 0 0 | 0 0 | 3 21.40% | 9 64.30% | 2 14.30% |

Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of questions 1-27 by County of Residence and by Age Group and County of residence for all respondents (N=1,654).

Q1 I know whom to call if I have questions about MH or SA services

| | Base | Q1 I know whom to call if I have questions about MH or SA services. | | | | | |
|---------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 120 7.30% | 92 5.60% | 27 1.60% | 639 38.60% | 736 44.50% | 40 2.40% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 12 5.50% | 12 5.50% | 3 1.40% | 79 35.90% | 108 49.10% | 6 2.70% |
| Dauphin | 579 | 34 5.90% | 38 6.60% | 10 1.70% | 235 40.60% | 257 44.40% | 5 0.90% |
| Lancaster | 570 | 51 8.90% | 27 4.70% | 9 1.60% | 236 41.40% | 225 39.50% | 22 3.90% |
| Lebanon | 242 | 23 9.50% | 13 5.40% | 4 1.70% | 71 29.30% | 126 52.10% | 5 2.10% |
| Perry | 43 | 0 0 | 2 4.70% | 1 2.30% | 18 41.90% | 20 46.50% | 2 4.70% |

| | Base | Q1 I know whom to call if I have questions about MH or SA services. | | | | | |
|----------------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 120 7.30% | 92 5.60% | 27 1.60% | 639 38.60% | 736 44.50% | 40 2.40% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 12 7.20% | 10 6.00% | 2 1.20% | 68 40.70% | 73 43.70% | 2 1.20% |
| Dauphin | 412 | 25 6.10% | 30 7.30% | 8 1.90% | 185 44.90% | 162 39.30% | 2 0.50% |
| Lancaster | 404 | 39 9.70% | 19 4.70% | 7 1.70% | 171 42.30% | 156 38.60% | 12 3.00% |
| Lebanon | 180 | 17 9.40% | 7 3.90% | 2 1.10% | 56 31.10% | 95 52.80% | 3 1.70% |
| Perry | 29 | 0 0 | 2 6.90% | 1 3.40% | 12 41.40% | 14 48.30% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 0 0 | 2 3.80% | 1 1.90% | 11 20.80% | 35 66.00% | 4 7.50% |
| Dauphin | 167 | 9 5.40% | 8 4.80% | 2 1.20% | 50 29.90% | 95 56.90% | 3 1.80% |
| Lancaster | 166 | 12 7.20% | 8 4.80% | 2 1.20% | 65 39.20% | 69 41.60% | 10 6.00% |
| Lebanon | 62 | 6 9.70% | 6 9.70% | 2 3.20% | 15 24.20% | 31 50.00% | 2 3.20% |

| | | | | | | | |
|-------|----|--------|--------|--------|-------------|-------------|-------------|
| Perry | 14 | 0 0 | 0 0 | 0 0 | 6 42.90% | 6 42.90% | 2 14.30% |
|-------|----|--------|--------|--------|-------------|-------------|-------------|

Q2 I was given information on how to get other services

| | Base | Q2 I was given information on how to get other services. | | | | | |
|---------------------|------|--|---------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 243 14.70% | 186 11.20% | 66 4.00% | 512 31.00% | 504 30.50% | 143 8.60% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 18 8.20% | 22 10.00% | 12 5.50% | 69 31.40% | 83 37.70% | 16 7.30% |
| Dauphin | 579 | 60 10.40% | 81 14.00% | 16 2.80% | 191 33.00% | 190 32.80% | 41 7.10% |
| Lancaster | 570 | 105 18.40% | 59 10.40% | 27 4.70% | 180 31.60% | 136 23.90% | 63 11.10% |
| Lebanon | 242 | 58 24.00% | 17 7.00% | 9 3.70% | 58 24.00% | 78 32.20% | 22 9.10% |
| Perry | 43 | 2 4.70% | 7 16.30% | 2 4.70% | 14 32.60% | 17 39.50% | 1 2.30% |

| | Base | Q2 I was given information on how to get other services. | | | | | |
|----------------------------|------|--|---------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 243 14.70% | 186 11.20% | 66 4.00% | 512 31.00% | 504 30.50% | 143 8.60% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 13 7.80% | 17 10.20% | 9 5.40% | 62 37.10% | 56 33.50% | 10 6.00% |
| Dauphin | 412 | 35 8.50% | 62 15.00% | 12 2.90% | 144 35.00% | 131 31.80% | 28 6.80% |
| Lancaster | 404 | 69 17.10% | 44 10.90% | 24 5.90% | 121 30.00% | 101 25.00% | 45 11.10% |
| Lebanon | 180 | 45 25.00% | 10 5.60% | 7 3.90% | 40 22.20% | 61 33.90% | 17 9.40% |
| Perry | 29 | 1 3.40% | 6 20.70% | 2 6.90% | 7 24.10% | 13 44.80% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 5 9.40% | 5 9.40% | 3 5.70% | 7 13.20% | 27 50.90% | 6 11.30% |
| Dauphin | 167 | 25 15.00% | 19 11.40% | 4 2.40% | 47 28.10% | 59 35.30% | 13 7.80% |
| Lancaster | 166 | 36 21.70% | 15 9.00% | 3 1.80% | 59 35.50% | 35 21.10% | 18 10.80% |
| Lebanon | 62 | 13 21.00% | 7 11.30% | 2 3.20% | 18 29.00% | 17 27.40% | 5 8.10% |
| Perry | 14 | 1 7.10% | 1 7.10% | 0 0 | 7 50.00% | 4 28.60% | 1 7.10% |

Q3 I had a choice when selecting my service provider

| | Base | Q3 I had a choice when selecting my service provider. | | | | | |
|---------------------|------|---|---------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 234 14.10% | 274 16.60% | 97 5.90% | 474 28.70% | 460 27.80% | 115 7.00% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 19 8.60% | 44 20.00% | 18 8.20% | 59 26.80% | 71 32.30% | 9 4.10% |
| Dauphin | 579 | 77 13.30% | 128 22.10% | 33 5.70% | 158 27.30% | 172 29.70% | 11 1.90% |
| Lancaster | 570 | 84 14.70% | 69 12.10% | 33 5.80% | 181 31.80% | 146 25.60% | 57 10.00% |
| Lebanon | 242 | 52 21.50% | 26 10.70% | 10 4.10% | 56 23.10% | 61 25.20% | 37 15.30% |
| Perry | 43 | 2 4.70% | 7 16.30% | 3 7.00% | 20 46.50% | 10 23.30% | 1 2.30% |

| | Base | Q3 I had a choice when selecting my service provider. | | | | | |
|----------------------------|------|---|---------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 234 14.10% | 274 16.60% | 97 5.90% | 474 28.70% | 460 27.80% | 115 7.00% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 15 9.00% | 40 24.00% | 16 9.60% | 49 29.30% | 38 22.80% | 9 5.40% |
| Dauphin | 412 | 58 14.10% | 102 24.80% | 27 6.60% | 117 28.40% | 98 23.80% | 10 2.40% |
| Lancaster | 404 | 72 17.80% | 55 13.60% | 27 6.70% | 114 28.20% | 81 20.00% | 55 13.60% |
| Lebanon | 180 | 46 25.60% | 18 10.00% | 8 4.40% | 44 24.40% | 29 16.10% | 35 19.40% |
| Perry | 29 | 2 6.90% | 7 24.10% | 3 10.30% | 11 37.90% | 6 20.70% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 4 7.50% | 4 7.50% | 2 3.80% | 10 18.90% | 33 62.30% | 0 0 |
| Dauphin | 167 | 19 11.40% | 26 15.60% | 6 3.60% | 41 24.60% | 74 44.30% | 1 0.60% |
| Lancaster | 166 | 12 7.20% | 14 8.40% | 6 3.60% | 67 40.40% | 65 39.20% | 2 1.20% |
| Lebanon | 62 | 6 9.70% | 8 12.90% | 2 3.20% | 12 19.40% | 32 51.60% | 2 3.20% |
| Perry | 14 | 0 0 | 0 0 | 0 0 | 9 64.30% | 4 28.60% | 1 7.10% |

Q4 I have the option to change my service provider should I choose to

| | Base | Q4 I have the option to change my service provider should I choose to. | | | | | |
|---------------------|------|--|--------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 153 9.30% | 142 8.60% | 127 7.70% | 636 38.50% | 456 27.60% | 140 8.50% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 9 4.10% | 14 6.40% | 16 7.30% | 103 46.80% | 71 32.30% | 7 3.20% |
| Dauphin | 579 | 40 6.90% | 63 10.90% | 45 7.80% | 214 37.00% | 188 32.50% | 29 5.00% |
| Lancaster | 570 | 65 11.40% | 48 8.40% | 37 6.50% | 229 40.20% | 127 22.30% | 64 11.20% |
| Lebanon | 242 | 37 15.30% | 14 5.80% | 25 10.30% | 71 29.30% | 56 23.10% | 39 16.10% |
| Perry | 43 | 2 4.70% | 3 7.00% | 4 9.30% | 19 44.20% | 14 32.60% | 1 2.30% |

| | Base | Q4 I have the option to change my service provider should I choose to. | | | | | |
|----------------------------|------|--|--------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 153 9.30% | 142 8.60% | 127 7.70% | 636 38.50% | 456 27.60% | 140 8.50% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 7 4.20% | 11 6.60% | 14 8.40% | 84 50.30% | 45 26.90% | 6 3.60% |
| Dauphin | 412 | 29 7.00% | 49 11.90% | 37 9.00% | 162 39.30% | 112 27.20% | 23 5.60% |
| Lancaster | 404 | 50 12.40% | 40 9.90% | 31 7.70% | 156 38.60% | 67 16.60% | 60 14.90% |
| Lebanon | 180 | 32 17.80% | 9 5.00% | 19 10.60% | 52 28.90% | 30 16.70% | 38 21.10% |
| Perry | 29 | 2 6.90% | 3 10.30% | 4 13.80% | 12 41.40% | 8 27.60% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 2 3.80% | 3 5.70% | 2 3.80% | 19 35.80% | 26 49.10% | 1 1.90% |
| Dauphin | 167 | 11 6.60% | 14 8.40% | 8 4.80% | 52 31.10% | 76 45.50% | 6 3.60% |
| Lancaster | 166 | 15 9.00% | 8 4.80% | 6 3.60% | 73 44.00% | 60 36.10% | 4 2.40% |
| Lebanon | 62 | 5 8.10% | 5 8.10% | 6 9.70% | 19 30.60% | 26 41.90% | 1 1.60% |
| Perry | 14 | 0 | 0 | 0 | 7 | 6 | 1 |

| | | | | | | | |
|--|--|---|---|---|--------|--------|-------|
| | | 0 | 0 | 0 | 50.00% | 42.90% | 7.10% |
|--|--|---|---|---|--------|--------|-------|

Q5 I was informed about my rights and responsibilities re: my treatment

| | Base | Q5 I was informed about my rights and responsibilities regarding treatment. | | | | | |
|---------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 52 3.10% | 35 2.10% | 51 3.10% | 655 39.60% | 850 51.40% | 11 0.70% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 4 1.80% | 3 1.40% | 8 3.60% | 80 36.40% | 124 56.40% | 1 0.50% |
| Dauphin | 579 | 10 1.70% | 15 2.60% | 11 1.90% | 228 39.40% | 311 53.70% | 4 0.70% |
| Lancaster | 570 | 28 4.90% | 12 2.10% | 23 4.00% | 242 42.50% | 260 45.60% | 5 0.90% |
| Lebanon | 242 | 10 4.10% | 4 1.70% | 8 3.30% | 84 34.70% | 135 55.80% | 1 0.40% |
| Perry | 43 | 0 0 | 1 2.30% | 1 2.30% | 21 48.80% | 20 46.50% | 0 0 |

| | Base | Q5 I was informed about my rights and responsibilities regarding treatment. | | | | | |
|----------------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 52 3.10% | 35 2.10% | 51 3.10% | 655 39.60% | 850 51.40% | 11 0.70% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 3 1.80% | 3 1.80% | 7 4.20% | 69 41.30% | 84 50.30% | 1 0.60% |
| Dauphin | 412 | 9 2.20% | 13 3.20% | 8 1.90% | 182 44.20% | 197 47.80% | 3 0.70% |
| Lancaster | 404 | 24 5.90% | 11 2.70% | 20 5.00% | 173 42.80% | 171 42.30% | 5 1.20% |
| Lebanon | 180 | 10 5.60% | 2 1.10% | 6 3.30% | 66 36.70% | 96 53.30% | 0 0 |
| Perry | 29 | 0 0 | 1 3.40% | 1 3.40% | 15 51.70% | 12 41.40% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 1 1.90% | 0 0 | 1 1.90% | 11 20.80% | 40 75.50% | 0 0 |
| Dauphin | 167 | 1 0.60% | 2 1.20% | 3 1.80% | 46 27.50% | 114 68.30% | 1 0.60% |
| Lancaster | 166 | 4 2.40% | 1 0.60% | 3 1.80% | 69 41.60% | 89 53.60% | 0 0 |
| Lebanon | 62 | 0 0 | 2 3.20% | 2 3.20% | 18 29.00% | 39 62.90% | 1 1.60% |

| | | | | | | | |
|--------------|-----------|----------|----------|----------|---------------|---------------|----------|
| Perry | 14 | 0 | 0 | 0 | 6 | 8 | 0 |
| | | 0 | 0 | 0 | 42.90% | 57.10% | 0 |

Q6 I feel comfortable asking questions regarding my treatment

| | Base | Q6 I feel comfortable in asking questions regarding my treatment. | | | | | |
|---------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 59 3.60% | 54 3.30% | 54 3.30% | 651 39.40% | 827 50.00% | 9 0.50% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 7 3.20% | 5 2.30% | 9 4.10% | 88 40.00% | 110 50.00% | 1 0.50% |
| Dauphin | 579 | 15 2.60% | 19 3.30% | 17 2.90% | 227 39.20% | 298 51.50% | 3 0.50% |
| Lancaster | 570 | 21 3.70% | 19 3.30% | 20 3.50% | 237 41.60% | 269 47.20% | 4 0.70% |
| Lebanon | 242 | 15 6.20% | 11 4.50% | 5 2.10% | 80 33.10% | 130 53.70% | 1 0.40% |
| Perry | 43 | 1 2.30% | 0 0 | 3 7.00% | 19 44.20% | 20 46.50% | 0 0 |

| | Base | Q6 I feel comfortable in asking questions regarding my treatment. | | | | | |
|----------------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 59 3.60% | 54 3.30% | 54 3.30% | 651 39.40% | 827 50.00% | 9 0.50% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 7 4.20% | 3 1.80% | 6 3.60% | 78 46.70% | 72 43.10% | 1 0.60% |
| Dauphin | 412 | 10 2.40% | 16 3.90% | 16 3.90% | 186 45.10% | 182 44.20% | 2 0.50% |
| Lancaster | 404 | 19 4.70% | 16 4.00% | 16 4.00% | 167 41.30% | 182 45.00% | 4 1.00% |
| Lebanon | 180 | 13 7.20% | 9 5.00% | 4 2.20% | 59 32.80% | 94 52.20% | 1 0.60% |
| Perry | 29 | 1 3.40% | 0 0 | 2 6.90% | 12 41.40% | 14 48.30% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 0 0 | 2 3.80% | 3 5.70% | 10 18.90% | 38 71.70% | 0 0 |
| Dauphin | 167 | 5 3.00% | 3 1.80% | 1 0.60% | 41 24.60% | 116 69.50% | 1 0.60% |
| Lancaster | 166 | 2 1.20% | 3 1.80% | 4 2.40% | 70 42.20% | 87 52.40% | 0 0 |
| Lebanon | 62 | 2 3.20% | 2 3.20% | 1 1.60% | 21 33.90% | 36 58.10% | 0 0 |
| Perry | 14 | 0 0 | 0 0 | 1 7.10% | 7 50.00% | 6 42.90% | 0 0 |

Q7 My service provider spends enough time with me

| | Base | Q7 My service provider spends enough time with me. | | | | | |
|---------------------|------|--|--------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 118 7.10% | 119 7.20% | 79 4.80% | 632 38.20% | 690 41.70% | 16 1.00% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 14 6.40% | 13 5.90% | 16 7.30% | 77 35.00% | 99 45.00% | 1 0.50% |
| Dauphin | 579 | 41 7.10% | 52 9.00% | 21 3.60% | 223 38.50% | 235 40.60% | 7 1.20% |
| Lancaster | 570 | 44 7.70% | 37 6.50% | 26 4.60% | 228 40.00% | 228 40.00% | 7 1.20% |
| Lebanon | 242 | 17 7.00% | 15 6.20% | 13 5.40% | 83 34.30% | 113 46.70% | 1 0.40% |
| Perry | 43 | 2 4.70% | 2 4.70% | 3 7.00% | 21 48.80% | 15 34.90% | 0 0 |

| | Base | Q7 My service provider spends enough time with me. | | | | | |
|----------------------------|------|--|--------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 118 7.10% | 119 7.20% | 79 4.80% | 632 38.20% | 690 41.70% | 16 1.00% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 12 7.20% | 11 6.60% | 11 6.60% | 64 38.30% | 69 41.30% | 0 0 |
| Dauphin | 412 | 26 6.30% | 39 9.50% | 17 4.10% | 174 42.20% | 151 36.70% | 5 1.20% |
| Lancaster | 404 | 35 8.70% | 28 6.90% | 18 4.50% | 163 40.30% | 155 38.40% | 5 1.20% |
| Lebanon | 180 | 11 6.10% | 10 5.60% | 10 5.60% | 65 36.10% | 83 46.10% | 1 0.60% |
| Perry | 29 | 2 6.90% | 1 3.40% | 3 10.30% | 14 48.30% | 9 31.00% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 2 3.80% | 2 3.80% | 5 9.40% | 13 24.50% | 30 56.60% | 1 1.90% |
| Dauphin | 167 | 15 9.00% | 13 7.80% | 4 2.40% | 49 29.30% | 84 50.30% | 2 1.20% |
| Lancaster | 166 | 9 5.40% | 9 5.40% | 8 4.80% | 65 39.20% | 73 44.00% | 2 1.20% |
| Lebanon | 62 | 6 9.70% | 5 8.10% | 3 4.80% | 18 29.00% | 30 48.40% | 0 0 |
| Perry | 14 | 0 0 | 1 7.10% | 0 0 | 7 50.00% | 6 42.90% | 0 0 |

Q8 My provider does not share my personal MH and/or SA information

| | Base | Q8 My provider does not share my personal MH and/or SA information with others without my permission. | | | | | |
|---------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 26 1.60% | 12 0.70% | 50 3.00% | 572 34.60% | 981 59.30% | 13 0.80% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 1 0.50% | 1 0.50% | 7 3.20% | 76 34.50% | 132 60.00% | 3 1.40% |
| Dauphin | 579 | 2 0.30% | 2 0.30% | 17 2.90% | 204 35.20% | 348 60.10% | 6 1.00% |
| Lancaster | 570 | 16 2.80% | 6 1.10% | 18 3.20% | 219 38.40% | 308 54.00% | 3 0.50% |
| Lebanon | 242 | 7 2.90% | 3 1.20% | 8 3.30% | 60 24.80% | 163 67.40% | 1 0.40% |
| Perry | 43 | 0 0 | 0 0 | 0 0 | 13 30.20% | 30 69.80% | 0 0 |

| | Base | Q8 My provider does not share my personal MH and/or SA information with others without my permission. | | | | | |
|----------------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 26 1.60% | 12 0.70% | 50 3.00% | 572 34.60% | 981 59.30% | 13 0.80% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 1 0.60% | 1 0.60% | 7 4.20% | 62 37.10% | 93 55.70% | 3 1.80% |
| Dauphin | 412 | 2 0.50% | 2 0.50% | 14 3.40% | 164 39.80% | 225 54.60% | 5 1.20% |
| Lancaster | 404 | 12 3.00% | 5 1.20% | 17 4.20% | 159 39.40% | 208 51.50% | 3 0.70% |
| Lebanon | 180 | 6 3.30% | 2 1.10% | 3 1.70% | 48 26.70% | 120 66.70% | 1 0.60% |
| Perry | 29 | 0 0 | 0 0 | 0 0 | 8 27.60% | 21 72.40% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 0 0 | 0 0 | 0 0 | 14 26.40% | 39 73.60% | 0 0 |
| Dauphin | 167 | 0 0 | 0 0 | 3 1.80% | 40 24.00% | 123 73.70% | 1 0.60% |
| Lancaster | 166 | 4 2.40% | 1 0.60% | 1 0.60% | 60 36.10% | 100 60.20% | 0 0 |
| Lebanon | 62 | 1 1.60% | 1 1.60% | 5 8.10% | 12 19.40% | 43 69.40% | 0 0 |
| Perry | 14 | 0 0 | 0 0 | 0 0 | 5 35.70% | 9 64.30% | 0 0 |

Q9 Program staff respects the role of my ethnic, cultural & religious background

| | Base | Q9 Program staff respects the role of my ethnic, cultural, religious background. | | | | | |
|---------------------|------|--|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 22 1.30% | 22 1.30% | 19 1.10% | 571 34.50% | 965 58.30% | 55 3.30% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 3 1.40% | 1 0.50% | 4 1.80% | 85 38.60% | 120 54.50% | 7 3.20% |
| Dauphin | 579 | 8 1.40% | 6 1.00% | 4 0.70% | 207 35.80% | 335 57.90% | 19 3.30% |
| Lancaster | 570 | 9 1.60% | 6 1.10% | 5 0.90% | 203 35.60% | 326 57.20% | 21 3.70% |
| Lebanon | 242 | 2 0.80% | 8 3.30% | 6 2.50% | 60 24.80% | 159 65.70% | 7 2.90% |
| Perry | 43 | 0 0 | 1 2.30% | 0 0 | 16 37.20% | 25 58.10% | 1 2.30% |

| | Base | Q9 Program staff respects the role of my ethnic, cultural, religious background. | | | | | |
|----------------------------|------|--|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 22 1.30% | 22 1.30% | 19 1.10% | 571 34.50% | 965 58.30% | 55 3.30% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 3 1.80% | 1 0.60% | 3 1.80% | 72 43.10% | 82 49.10% | 6 3.60% |
| Dauphin | 412 | 5 1.20% | 6 1.50% | 4 1.00% | 166 40.30% | 215 52.20% | 16 3.90% |
| Lancaster | 404 | 8 2.00% | 5 1.20% | 4 1.00% | 149 36.90% | 222 55.00% | 16 4.00% |
| Lebanon | 180 | 2 1.10% | 5 2.80% | 5 2.80% | 44 24.40% | 119 66.10% | 5 2.80% |
| Perry | 29 | 0 0 | 1 3.40% | 0 0 | 10 34.50% | 18 62.10% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 0 0 | 0 0 | 1 1.90% | 13 24.50% | 38 71.70% | 1 1.90% |
| Dauphin | 167 | 3 1.80% | 0 0 | 0 0 | 41 24.60% | 120 71.90% | 3 1.80% |
| Lancaster | 166 | 1 0.60% | 1 0.60% | 1 0.60% | 54 32.50% | 104 62.70% | 5 3.00% |
| Lebanon | 62 | 0 0 | 3 4.80% | 1 1.60% | 16 25.80% | 40 64.50% | 2 3.20% |
| Perry | 14 | 0 | 0 | 0 | 6 | 7 | 1 |

| | | | | | | | |
|--|--|---|---|---|--------|--------|-------|
| | | 0 | 0 | 0 | 42.90% | 50.00% | 7.10% |
|--|--|---|---|---|--------|--------|-------|

Q10 I trust my service provider

| | Base | Q10 I trust my service provider. | | | | | |
|---------------------|------|----------------------------------|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 62 3.70% | 59 3.60% | 81 4.90% | 630 38.10% | 814 49.20% | 8 0.50% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 7 3.20% | 8 3.60% | 13 5.90% | 72 32.70% | 119 54.10% | 1 0.50% |
| Dauphin | 579 | 18 3.10% | 22 3.80% | 34 5.90% | 225 38.90% | 277 47.80% | 3 0.50% |
| Lancaster | 570 | 26 4.60% | 16 2.80% | 23 4.00% | 241 42.30% | 261 45.80% | 3 0.50% |
| Lebanon | 242 | 11 4.50% | 11 4.50% | 10 4.10% | 72 29.80% | 137 56.60% | 1 0.40% |
| Perry | 43 | 0 0 | 2 4.70% | 1 2.30% | 20 46.50% | 20 46.50% | 0 0 |

| | Base | Q10 I trust my service provider. | | | | | |
|----------------------------|------|----------------------------------|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 62 3.70% | 59 3.60% | 81 4.90% | 630 38.10% | 814 49.20% | 8 0.50% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 5 3.00% | 8 4.80% | 9 5.40% | 61 36.50% | 83 49.70% | 1 0.60% |
| Dauphin | 412 | 14 3.40% | 17 4.10% | 26 6.30% | 179 43.40% | 175 42.50% | 1 0.20% |
| Lancaster | 404 | 19 4.70% | 11 2.70% | 22 5.40% | 175 43.30% | 174 43.10% | 3 0.70% |
| Lebanon | 180 | 9 5.00% | 6 3.30% | 4 2.20% | 56 31.10% | 104 57.80% | 1 0.60% |
| Perry | 29 | 0 0 | 2 6.90% | 0 0 | 14 48.30% | 13 44.80% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 2 3.80% | 0 0 | 4 7.50% | 11 20.80% | 36 67.90% | 0 0 |
| Dauphin | 167 | 4 2.40% | 5 3.00% | 8 4.80% | 46 27.50% | 102 61.10% | 2 1.20% |
| Lancaster | 166 | 7 4.20% | 5 3.00% | 1 0.60% | 66 39.80% | 87 52.40% | 0 0 |
| Lebanon | 62 | 2 3.20% | 5 8.10% | 6 9.70% | 16 25.80% | 33 53.20% | 0 0 |
| Perry | 14 | 0 0 | 0 0 | 1 7.10% | 6 42.90% | 7 50.00% | 0 0 |

Q11 My service provider offered me the opportunity to involve my family, significant others, and friends

| | Base | Q11 My service provider offered me the opportunity to involve my family, significant others and friends. | | | | | |
|---------------------|------|--|--------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 86 5.20% | 116 7.00% | 60 3.60% | 586 35.40% | 752 45.50% | 54 3.30% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 7 3.20% | 16 7.30% | 15 6.80% | 71 32.30% | 110 50.00% | 1 0.50% |
| Dauphin | 579 | 22 3.80% | 46 7.90% | 16 2.80% | 205 35.40% | 273 47.20% | 17 2.90% |
| Lancaster | 570 | 40 7.00% | 34 6.00% | 18 3.20% | 232 40.70% | 222 38.90% | 24 4.20% |
| Lebanon | 242 | 16 6.60% | 19 7.90% | 9 3.70% | 58 24.00% | 129 53.30% | 11 4.50% |
| Perry | 43 | 1 2.30% | 1 2.30% | 2 4.70% | 20 46.50% | 18 41.90% | 1 2.30% |

| | Base | Q11 My service provider offered me the opportunity to involve my family, significant others and friends. | | | | | |
|----------------------------|------|--|--------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 86 5.20% | 116 7.00% | 60 3.60% | 586 35.40% | 752 45.50% | 54 3.30% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 5 3.00% | 16 9.60% | 15 9.00% | 58 34.70% | 72 43.10% | 1 0.60% |
| Dauphin | 412 | 18 4.40% | 38 9.20% | 14 3.40% | 157 38.10% | 172 41.70% | 13 3.20% |
| Lancaster | 404 | 34 8.40% | 27 6.70% | 18 4.50% | 161 39.90% | 143 35.40% | 21 5.20% |
| Lebanon | 180 | 13 7.20% | 14 7.80% | 8 4.40% | 44 24.40% | 90 50.00% | 11 6.10% |
| Perry | 29 | 1 3.40% | 1 3.40% | 2 6.90% | 13 44.80% | 11 37.90% | 1 3.40% |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 2 3.80% | 0 0 | 0 0 | 13 24.50% | 38 71.70% | 0 0 |
| Dauphin | 167 | 4 2.40% | 8 4.80% | 2 1.20% | 48 28.70% | 101 60.50% | 4 2.40% |
| Lancaster | 166 | 6 3.60% | 7 4.20% | 0 0 | 71 42.80% | 79 47.60% | 3 1.80% |
| Lebanon | 62 | 3 4.80% | 5 8.10% | 1 1.60% | 14 22.60% | 39 62.90% | 0 0 |
| Perry | 14 | 0 | 0 | 0 | 7 | 7 | 0 |

| | | | | | | | |
|--|--|---|---|---|--------|--------|---|
| | | 0 | 0 | 0 | 50.00% | 50.00% | 0 |
|--|--|---|---|---|--------|--------|---|

Q12 I am included in all meetings re: my treatment plan & goals for recovery

| | Base | Q12 I am included in all meetings regarding my treatment plan & goals for recovery. | | | | | |
|---------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 77 4.70% | 74 4.50% | 65 3.90% | 602 36.40% | 759 45.90% | 77 4.70% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 5 2.30% | 9 4.10% | 9 4.10% | 85 38.60% | 106 48.20% | 6 2.70% |
| Dauphin | 579 | 22 3.80% | 30 5.20% | 18 3.10% | 214 37.00% | 280 48.40% | 15 2.60% |
| Lancaster | 570 | 35 6.10% | 25 4.40% | 22 3.90% | 214 37.50% | 233 40.90% | 41 7.20% |
| Lebanon | 242 | 15 6.20% | 9 3.70% | 13 5.40% | 72 29.80% | 118 48.80% | 15 6.20% |
| Perry | 43 | 0 0 | 1 2.30% | 3 7.00% | 17 39.50% | 22 51.20% | 0 0 |

| | Base | Q12 I am included in all meetings regarding my treatment plan & goals for recovery. | | | | | |
|----------------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 77 4.70% | 74 4.50% | 65 3.90% | 602 36.40% | 759 45.90% | 77 4.70% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 5 3.00% | 8 4.80% | 8 4.80% | 70 41.90% | 70 41.90% | 6 3.60% |
| Dauphin | 412 | 18 4.40% | 25 6.10% | 14 3.40% | 166 40.30% | 175 42.50% | 14 3.40% |
| Lancaster | 404 | 35 8.70% | 20 5.00% | 19 4.70% | 149 36.90% | 143 35.40% | 38 9.40% |
| Lebanon | 180 | 12 6.70% | 5 2.80% | 9 5.00% | 58 32.20% | 81 45.00% | 15 8.30% |
| Perry | 29 | 0 0 | 1 3.40% | 3 10.30% | 13 44.80% | 12 41.40% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 0 0 | 1 1.90% | 1 1.90% | 15 28.30% | 36 67.90% | 0 0 |
| Dauphin | 167 | 4 2.40% | 5 3.00% | 4 2.40% | 48 28.70% | 105 62.90% | 1 0.60% |
| Lancaster | 166 | 0 0 | 5 3.00% | 3 1.80% | 65 39.20% | 90 54.20% | 3 1.80% |
| Lebanon | 62 | 3 4.80% | 4 6.50% | 4 6.50% | 14 22.60% | 37 59.70% | 0 0 |
| Perry | 14 | 0 0 | 0 0 | 0 0 | 4 28.60% | 10 71.40% | 0 0 |

Q13 I am an equal partner in the treatment process

| | Base | Q13 I am an equal partner in the treatment process. | | | | | |
|---------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 57 3.40% | 72 4.40% | 51 3.10% | 611 36.90% | 845 51.10% | 18 1.10% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 8 3.60% | 11 5.00% | 8 3.60% | 77 35.00% | 114 51.80% | 2 0.90% |
| Dauphin | 579 | 16 2.80% | 31 5.40% | 11 1.90% | 237 40.90% | 278 48.00% | 6 1.00% |
| Lancaster | 570 | 22 3.90% | 17 3.00% | 22 3.90% | 217 38.10% | 283 49.60% | 9 1.60% |
| Lebanon | 242 | 11 4.50% | 13 5.40% | 8 3.30% | 61 25.20% | 148 61.20% | 1 0.40% |
| Perry | 43 | 0 0 | 0 0 | 2 4.70% | 19 44.20% | 22 51.20% | 0 0 |

| | Base | Q13 I am an equal partner in the treatment process. | | | | | |
|----------------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 57 3.40% | 72 4.40% | 51 3.10% | 611 36.90% | 845 51.10% | 18 1.10% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 6 3.60% | 11 6.60% | 6 3.60% | 64 38.30% | 78 46.70% | 2 1.20% |
| Dauphin | 412 | 10 2.40% | 27 6.60% | 9 2.20% | 180 43.70% | 181 43.90% | 5 1.20% |
| Lancaster | 404 | 20 5.00% | 16 4.00% | 20 5.00% | 156 38.60% | 183 45.30% | 9 2.20% |
| Lebanon | 180 | 8 4.40% | 7 3.90% | 7 3.90% | 49 27.20% | 108 60.00% | 1 0.60% |
| Perry | 29 | 0 0 | 0 0 | 1 3.40% | 16 55.20% | 12 41.40% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 2 3.80% | 0 0 | 2 3.80% | 13 24.50% | 36 67.90% | 0 0 |
| Dauphin | 167 | 6 3.60% | 4 2.40% | 2 1.20% | 57 34.10% | 97 58.10% | 1 0.60% |
| Lancaster | 166 | 2 1.20% | 1 0.60% | 2 1.20% | 61 36.70% | 100 60.20% | 0 0 |
| Lebanon | 62 | 3 4.80% | 6 9.70% | 1 1.60% | 12 19.40% | 40 64.50% | 0 0 |
| Perry | 14 | 0 0 | 0 0 | 1 7.10% | 3 21.40% | 10 71.40% | 0 0 |

Q14 My service provider explained the advantages of my treatment or therapy

| | Base | Q14 My service provider explained the advantages of my therapy or treatment. | | | | | |
|---------------------|------|--|--------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 101 6.10% | 107 6.50% | 78 4.70% | 660 39.90% | 675 40.80% | 33 2.00% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 9 4.10% | 13 5.90% | 18 8.20% | 81 36.80% | 95 43.20% | 4 1.80% |
| Dauphin | 579 | 22 3.80% | 45 7.80% | 13 2.20% | 249 43.00% | 242 41.80% | 8 1.40% |
| Lancaster | 570 | 44 7.70% | 37 6.50% | 34 6.00% | 227 39.80% | 215 37.70% | 13 2.30% |
| Lebanon | 242 | 26 10.70% | 11 4.50% | 12 5.00% | 78 32.20% | 107 44.20% | 8 3.30% |
| Perry | 43 | 0 0 | 1 2.30% | 1 2.30% | 25 58.10% | 16 37.20% | 0 0 |

| | Base | Q14 My service provider explained the advantages of my therapy or treatment. | | | | | |
|----------------------------|------|--|--------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 101 6.10% | 107 6.50% | 78 4.70% | 660 39.90% | 675 40.80% | 33 2.00% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 9 5.40% | 12 7.20% | 14 8.40% | 66 39.50% | 63 37.70% | 3 1.80% |
| Dauphin | 412 | 17 4.10% | 37 9.00% | 10 2.40% | 189 45.90% | 154 37.40% | 5 1.20% |
| Lancaster | 404 | 40 9.90% | 32 7.90% | 27 6.70% | 162 40.10% | 130 32.20% | 13 3.20% |
| Lebanon | 180 | 23 12.80% | 8 4.40% | 9 5.00% | 56 31.10% | 77 42.80% | 7 3.90% |
| Perry | 29 | 0 0 | 1 3.40% | 1 3.40% | 18 62.10% | 9 31.00% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 0 0 | 1 1.90% | 4 7.50% | 15 28.30% | 32 60.40% | 1 1.90% |
| Dauphin | 167 | 5 3.00% | 8 4.80% | 3 1.80% | 60 35.90% | 88 52.70% | 3 1.80% |
| Lancaster | 166 | 4 2.40% | 5 3.00% | 7 4.20% | 65 39.20% | 85 51.20% | 0 0 |
| Lebanon | 62 | 3 4.80% | 3 4.80% | 3 4.80% | 22 35.50% | 30 48.40% | 1 1.60% |
| Perry | 14 | 0 | 0 | 0 | 7 | 7 | 0 |

| | | | | | | | |
|--|--|---|---|---|--------|--------|---|
| | | 0 | 0 | 0 | 50.00% | 50.00% | 0 |
|--|--|---|---|---|--------|--------|---|

Q15 My service provider explained the disadvantages of my therapy or treatment

| | Base | Q15 My service provider explained the disadvantages of my therapy or treatment. | | | | | |
|---------------------|------|---|---------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 218 13.20% | 214 12.90% | 127 7.70% | 539 32.60% | 492 29.70% | 64 3.90% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 25 11.40% | 28 12.70% | 24 10.90% | 65 29.50% | 71 32.30% | 7 3.20% |
| Dauphin | 579 | 56 9.70% | 107 18.50% | 31 5.40% | 180 31.10% | 186 32.10% | 19 3.30% |
| Lancaster | 570 | 87 15.30% | 55 9.60% | 47 8.20% | 207 36.30% | 153 26.80% | 21 3.70% |
| Lebanon | 242 | 48 19.80% | 18 7.40% | 22 9.10% | 66 27.30% | 73 30.20% | 15 6.20% |
| Perry | 43 | 2 4.70% | 6 14.00% | 3 7.00% | 21 48.80% | 9 20.90% | 2 4.70% |

| | Base | Q15 My service provider explained the disadvantages of my therapy or treatment. | | | | | |
|----------------------------|------|---|---------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 218 13.20% | 214 12.90% | 127 7.70% | 539 32.60% | 492 29.70% | 64 3.90% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 21 12.60% | 22 13.20% | 18 10.80% | 57 34.10% | 45 26.90% | 4 2.40% |
| Dauphin | 412 | 32 7.80% | 85 20.60% | 31 7.50% | 136 33.00% | 115 27.90% | 13 3.20% |
| Lancaster | 404 | 72 17.80% | 43 10.60% | 38 9.40% | 142 35.10% | 91 22.50% | 18 4.50% |
| Lebanon | 180 | 38 21.10% | 12 6.70% | 17 9.40% | 50 27.80% | 51 28.30% | 12 6.70% |
| Perry | 29 | 1 3.40% | 6 20.70% | 2 6.90% | 12 41.40% | 6 20.70% | 2 6.90% |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 4 7.50% | 6 11.30% | 6 11.30% | 8 15.10% | 26 49.10% | 3 5.70% |
| Dauphin | 167 | 24 14.40% | 22 13.20% | 0 0 | 44 26.30% | 71 42.50% | 6 3.60% |
| Lancaster | 166 | 15 9.00% | 12 7.20% | 9 5.40% | 65 39.20% | 62 37.30% | 3 1.80% |
| Lebanon | 62 | 10 16.10% | 6 9.70% | 5 8.10% | 16 25.80% | 22 35.50% | 3 4.80% |
| Perry | 14 | 1 | 0 | 1 | 9 | 3 | 0 |

| | | | | | | | |
|--|--|-------|---|-------|--------|--------|---|
| | | 7.10% | 0 | 7.10% | 64.30% | 21.40% | 0 |
|--|--|-------|---|-------|--------|--------|---|

Q16 Overall, I am satisfied with the services I am receiving

| | Base | Q16 Overall, I am satisfied with the services I am receiving. | | | | | |
|---------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 102 6.20% | 75 4.50% | 60 3.60% | 569 34.40% | 842 50.90% | 6 0.40% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 13 5.90% | 12 5.50% | 8 3.60% | 73 33.20% | 114 51.80% | 0 0 |
| Dauphin | 579 | 33 5.70% | 31 5.40% | 32 5.50% | 204 35.20% | 276 47.70% | 3 0.50% |
| Lancaster | 570 | 40 7.00% | 24 4.20% | 12 2.10% | 205 36.00% | 286 50.20% | 3 0.50% |
| Lebanon | 242 | 15 6.20% | 8 3.30% | 7 2.90% | 70 28.90% | 142 58.70% | 0 0 |
| Perry | 43 | 1 2.30% | 0 0 | 1 2.30% | 17 39.50% | 24 55.80% | 0 0 |

| | Base | Q16 Overall, I am satisfied with the services I am receiving. | | | | | |
|----------------------------|------|---|-------------|----------------------------|---------------|----------------|----------------|
| | | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Does Not Apply |
| Total | 1654 | 102 6.20% | 75 4.50% | 60 3.60% | 569 34.40% | 842 50.90% | 6 0.40% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 11 6.60% | 10 6.00% | 7 4.20% | 65 38.90% | 74 44.30% | 0 0 |
| Dauphin | 412 | 21 5.10% | 24 5.80% | 25 6.10% | 162 39.30% | 177 43.00% | 3 0.70% |
| Lancaster | 404 | 29 7.20% | 16 4.00% | 11 2.70% | 148 36.60% | 197 48.80% | 3 0.70% |
| Lebanon | 180 | 8 4.40% | 4 2.20% | 4 2.20% | 54 30.00% | 110 61.10% | 0 0 |
| Perry | 29 | 1 3.40% | 0 0 | 1 3.40% | 10 34.50% | 17 58.60% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 2 3.80% | 2 3.80% | 1 1.90% | 8 15.10% | 40 75.50% | 0 0 |
| Dauphin | 167 | 12 7.20% | 7 4.20% | 7 4.20% | 42 25.10% | 99 59.30% | 0 0 |
| Lancaster | 166 | 11 6.60% | 8 4.80% | 1 0.60% | 57 34.30% | 89 53.60% | 0 0 |
| Lebanon | 62 | 7 11.30% | 4 6.50% | 3 4.80% | 16 25.80% | 32 51.60% | 0 0 |
| Perry | 14 | 0 0 | 0 0 | 0 0 | 7 50.00% | 7 50.00% | 0 0 |

Q17 Managing daily problems

| | Base | Q17 Managing daily problems. | | | | | |
|---------------------|------|------------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 51 3.10% | 52 3.10% | 363 21.90% | 561 33.90% | 600 36.30% | 27 1.60% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 6 2.70% | 4 1.80% | 45 20.50% | 75 34.10% | 86 39.10% | 4 1.80% |
| Dauphin | 579 | 18 3.10% | 19 3.30% | 136 23.50% | 196 33.90% | 205 35.40% | 5 0.90% |
| Lancaster | 570 | 18 3.20% | 18 3.20% | 125 21.90% | 194 34.00% | 202 35.40% | 13 2.30% |
| Lebanon | 242 | 9 3.70% | 10 4.10% | 52 21.50% | 75 31.00% | 91 37.60% | 5 2.10% |
| Perry | 43 | 0 0 | 1 2.30% | 5 11.60% | 21 48.80% | 16 37.20% | 0 0 |

| | Base | Q17 Managing daily problems. | | | | | |
|----------------------------|------|------------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 51 3.10% | 52 3.10% | 363 21.90% | 561 33.90% | 600 36.30% | 27 1.60% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 5 3.00% | 4 2.40% | 32 19.20% | 54 32.30% | 70 41.90% | 2 1.20% |
| Dauphin | 412 | 14 3.40% | 14 3.40% | 86 20.90% | 140 34.00% | 154 37.40% | 4 1.00% |
| Lancaster | 404 | 12 3.00% | 9 2.20% | 93 23.00% | 135 33.40% | 145 35.90% | 10 2.50% |
| Lebanon | 180 | 6 3.30% | 9 5.00% | 33 18.30% | 55 30.60% | 73 40.60% | 4 2.20% |
| Perry | 29 | 0 0 | 1 3.40% | 4 13.80% | 13 44.80% | 11 37.90% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 1 1.90% | 0 0 | 13 24.50% | 21 39.60% | 16 30.20% | 2 3.80% |
| Dauphin | 167 | 4 2.40% | 5 3.00% | 50 29.90% | 56 33.50% | 51 30.50% | 1 0.60% |
| Lancaster | 166 | 6 3.60% | 9 5.40% | 32 19.30% | 59 35.50% | 57 34.30% | 3 1.80% |
| Lebanon | 62 | 3 4.80% | 1 1.60% | 19 30.60% | 20 32.30% | 18 29.00% | 1 1.60% |
| Perry | 14 | 0 0 | 0 0 | 1 7.10% | 8 57.10% | 5 35.70% | 0 0 |

Q18 Feeling in control of my life

| | Base | Q18 Feeling in control of my life. | | | | | |
|---------------------|------|------------------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 66 4.00% | 84 5.10% | 372 22.50% | 535 32.30% | 567 34.30% | 30 1.80% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 7 3.20% | 18 8.20% | 37 16.80% | 73 33.20% | 80 36.40% | 5 2.30% |
| Dauphin | 579 | 27 4.70% | 21 3.60% | 155 26.80% | 187 32.30% | 183 31.60% | 6 1.00% |
| Lancaster | 570 | 16 2.80% | 28 4.90% | 116 20.40% | 196 34.40% | 200 35.10% | 14 2.50% |
| Lebanon | 242 | 16 6.60% | 15 6.20% | 57 23.60% | 62 25.60% | 88 36.40% | 4 1.70% |
| Perry | 43 | 0 0 | 2 4.70% | 7 16.30% | 17 39.50% | 16 37.20% | 1 2.30% |

| | Base | Q18 Feeling in control of my life. | | | | | |
|----------------------------|------|------------------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 66 4.00% | 84 5.10% | 372 22.50% | 535 32.30% | 567 34.30% | 30 1.80% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 4 2.40% | 17 10.20% | 21 12.60% | 59 35.30% | 62 37.10% | 4 2.40% |
| Dauphin | 412 | 17 4.10% | 20 4.90% | 100 24.30% | 135 32.80% | 136 33.00% | 4 1.00% |
| Lancaster | 404 | 12 3.00% | 18 4.50% | 79 19.60% | 134 33.20% | 156 38.60% | 5 1.20% |
| Lebanon | 180 | 12 6.70% | 9 5.00% | 37 20.60% | 49 27.20% | 71 39.40% | 2 1.10% |
| Perry | 29 | 0 0 | 2 6.90% | 4 13.80% | 13 44.80% | 9 31.00% | 1 3.40% |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 3 5.70% | 1 1.90% | 16 30.20% | 14 26.40% | 18 34.00% | 1 1.90% |
| Dauphin | 167 | 10 6.00% | 1 0.60% | 55 32.90% | 52 31.10% | 47 28.10% | 2 1.20% |
| Lancaster | 166 | 4 2.40% | 10 6.00% | 37 22.30% | 62 37.30% | 44 26.50% | 9 5.40% |
| Lebanon | 62 | 4 6.50% | 6 9.70% | 20 32.30% | 13 21.00% | 17 27.40% | 2 3.20% |
| Perry | 14 | 0 0 | 0 0 | 3 21.40% | 4 28.60% | 7 50.00% | 0 0 |

Q19 Dealing with personal crisis

| | Base | Q19 Dealing with personal crisis. | | | | | |
|---------------------|------|-----------------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 93 5.60% | 119 7.20% | 418 25.30% | 417 25.20% | 469 28.40% | 138 8.30% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 9 4.10% | 13 5.90% | 54 24.50% | 62 28.20% | 69 31.40% | 13 5.90% |
| Dauphin | 579 | 38 6.60% | 56 9.70% | 158 27.30% | 128 22.10% | 149 25.70% | 50 8.60% |
| Lancaster | 570 | 29 5.10% | 34 6.00% | 134 23.50% | 154 27.00% | 162 28.40% | 57 10.00% |
| Lebanon | 242 | 16 6.60% | 16 6.60% | 63 26.00% | 57 23.60% | 76 31.40% | 14 5.80% |
| Perry | 43 | 1 2.30% | 0 0 | 9 20.90% | 16 37.20% | 13 30.20% | 4 9.30% |

| | Base | Q19 Dealing with personal crisis. | | | | | |
|----------------------------|------|-----------------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 93 5.60% | 119 7.20% | 418 25.30% | 417 25.20% | 469 28.40% | 138 8.30% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 8 4.80% | 10 6.00% | 41 24.60% | 47 28.10% | 52 31.10% | 9 5.40% |
| Dauphin | 412 | 33 8.00% | 48 11.70% | 101 24.50% | 95 23.10% | 107 26.00% | 28 6.80% |
| Lancaster | 404 | 22 5.40% | 25 6.20% | 95 23.50% | 113 28.00% | 121 30.00% | 28 6.90% |
| Lebanon | 180 | 13 7.20% | 11 6.10% | 38 21.10% | 47 26.10% | 64 35.60% | 7 3.90% |
| Perry | 29 | 1 3.40% | 0 0 | 7 24.10% | 13 44.80% | 7 24.10% | 1 3.40% |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 1 1.90% | 3 5.70% | 13 24.50% | 15 28.30% | 17 32.10% | 4 7.50% |
| Dauphin | 167 | 5 3.00% | 8 4.80% | 57 34.10% | 33 19.80% | 42 25.10% | 22 13.20% |
| Lancaster | 166 | 7 4.20% | 9 5.40% | 39 23.50% | 41 24.70% | 41 24.70% | 29 17.50% |
| Lebanon | 62 | 3 4.80% | 5 8.10% | 25 40.30% | 10 16.10% | 12 19.40% | 7 11.30% |
| Perry | 14 | 0 0 | 0 0 | 2 14.30% | 3 21.40% | 6 42.90% | 3 21.40% |

Q20 How I feel about myself

| | Base | Q20 How I feel about myself. | | | | | |
|---------------------|------|------------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 50 3.00% | 85 5.10% | 368 22.20% | 474 28.70% | 649 39.20% | 28 1.70% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 9 4.10% | 7 3.20% | 41 18.60% | 68 30.90% | 90 40.90% | 5 2.30% |
| Dauphin | 579 | 16 2.80% | 34 5.90% | 145 25.00% | 158 27.30% | 218 37.70% | 8 1.40% |
| Lancaster | 570 | 17 3.00% | 30 5.30% | 117 20.50% | 172 30.20% | 222 38.90% | 12 2.10% |
| Lebanon | 242 | 7 2.90% | 14 5.80% | 58 24.00% | 54 22.30% | 106 43.80% | 3 1.20% |
| Perry | 43 | 1 2.30% | 0 0 | 7 16.30% | 22 51.20% | 13 30.20% | 0 0 |

| | Base | Q20 How I feel about myself. | | | | | |
|----------------------------|------|------------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 50 3.00% | 85 5.10% | 368 22.20% | 474 28.70% | 649 39.20% | 28 1.70% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 6 3.60% | 6 3.60% | 30 18.00% | 53 31.70% | 70 41.90% | 2 1.20% |
| Dauphin | 412 | 12 2.90% | 24 5.80% | 92 22.30% | 117 28.40% | 162 39.30% | 5 1.20% |
| Lancaster | 404 | 12 3.00% | 24 5.90% | 76 18.80% | 128 31.70% | 160 39.60% | 4 1.00% |
| Lebanon | 180 | 4 2.20% | 9 5.00% | 39 21.70% | 41 22.80% | 85 47.20% | 2 1.10% |
| Perry | 29 | 1 3.40% | 0 0 | 4 13.80% | 16 55.20% | 8 27.60% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 3 5.70% | 1 1.90% | 11 20.80% | 15 28.30% | 20 37.70% | 3 5.70% |
| Dauphin | 167 | 4 2.40% | 10 6.00% | 53 31.70% | 41 24.60% | 56 33.50% | 3 1.80% |
| Lancaster | 166 | 5 3.00% | 6 3.60% | 41 24.70% | 44 26.50% | 62 37.30% | 8 4.80% |
| Lebanon | 62 | 3 4.80% | 5 8.10% | 19 30.60% | 13 21.00% | 21 33.90% | 1 1.60% |
| Perry | 14 | 0 0 | 0 0 | 3 21.40% | 6 42.90% | 5 35.70% | 0 0 |

Q21 Feeling good (hopeful) about the future

| | Base | Q21 Feeling good (hopeful) about the future. | | | | | |
|---------------------|------|--|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 57 3.40% | 85 5.10% | 314 19.00% | 469 28.40% | 697 42.10% | 32 1.90% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 9 4.10% | 15 6.80% | 34 15.50% | 61 27.70% | 96 43.60% | 5 2.30% |
| Dauphin | 579 | 15 2.60% | 27 4.70% | 130 22.50% | 168 29.00% | 230 39.70% | 9 1.60% |
| Lancaster | 570 | 23 4.00% | 29 5.10% | 97 17.00% | 158 27.70% | 251 44.00% | 12 2.10% |
| Lebanon | 242 | 9 3.70% | 14 5.80% | 48 19.80% | 64 26.40% | 103 42.60% | 4 1.70% |
| Perry | 43 | 1 2.30% | 0 0 | 5 11.60% | 18 41.90% | 17 39.50% | 2 4.70% |

| | Base | Q21 Feeling good (hopeful) about the future. | | | | | |
|----------------------------|------|--|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 57 3.40% | 85 5.10% | 314 19.00% | 469 28.40% | 697 42.10% | 32 1.90% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 6 3.60% | 14 8.40% | 25 15.00% | 44 26.30% | 75 44.90% | 3 1.80% |
| Dauphin | 412 | 13 3.20% | 21 5.10% | 88 21.40% | 123 29.90% | 160 38.80% | 7 1.70% |
| Lancaster | 404 | 19 4.70% | 24 5.90% | 61 15.10% | 109 27.00% | 186 46.00% | 5 1.20% |
| Lebanon | 180 | 7 3.90% | 10 5.60% | 34 18.90% | 48 26.70% | 79 43.90% | 2 1.10% |
| Perry | 29 | 1 3.40% | 0 0 | 4 13.80% | 14 48.30% | 10 34.50% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 3 5.70% | 1 1.90% | 9 17.00% | 17 32.10% | 21 39.60% | 2 3.80% |
| Dauphin | 167 | 2 1.20% | 6 3.60% | 42 25.10% | 45 26.90% | 70 41.90% | 2 1.20% |
| Lancaster | 166 | 4 2.40% | 5 3.00% | 36 21.70% | 49 29.50% | 65 39.20% | 7 4.20% |
| Lebanon | 62 | 2 3.20% | 4 6.50% | 14 22.60% | 16 25.80% | 24 38.70% | 2 3.20% |
| Perry | 14 | 0 0 | 0 0 | 1 7.10% | 4 28.60% | 7 50.00% | 2 14.30% |

Q22 Enjoying my free time

| | Base | Q22 Enjoying my free time. | | | | | |
|---------------------|------|----------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 37 2.20% | 92 5.60% | 352 21.30% | 377 22.80% | 749 45.30% | 47 2.80% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 5 2.30% | 12 5.50% | 49 22.30% | 51 23.20% | 98 44.50% | 5 2.30% |
| Dauphin | 579 | 13 2.20% | 41 7.10% | 129 22.30% | 136 23.50% | 245 42.30% | 15 2.60% |
| Lancaster | 570 | 11 1.90% | 27 4.70% | 119 20.90% | 137 24.00% | 264 46.30% | 12 2.10% |
| Lebanon | 242 | 8 3.30% | 12 5.00% | 47 19.40% | 41 16.90% | 120 49.60% | 14 5.80% |
| Perry | 43 | 0 0 | 0 0 | 8 18.60% | 12 27.90% | 22 51.20% | 1 2.30% |

| | Base | Q22 Enjoying my free time. | | | | | |
|----------------------------|------|----------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 37 2.20% | 92 5.60% | 352 21.30% | 377 22.80% | 749 45.30% | 47 2.80% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 3 1.80% | 11 6.60% | 38 22.80% | 41 24.60% | 70 41.90% | 4 2.40% |
| Dauphin | 412 | 11 2.70% | 36 8.70% | 93 22.60% | 100 24.30% | 160 38.80% | 12 2.90% |
| Lancaster | 404 | 8 2.00% | 24 5.90% | 79 19.60% | 103 25.50% | 179 44.30% | 11 2.70% |
| Lebanon | 180 | 4 2.20% | 8 4.40% | 35 19.40% | 28 15.60% | 93 51.70% | 12 6.70% |
| Perry | 29 | 0 0 | 0 0 | 6 20.70% | 8 27.60% | 14 48.30% | 1 3.40% |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 2 3.80% | 1 1.90% | 11 20.80% | 10 18.90% | 28 52.80% | 1 1.90% |
| Dauphin | 167 | 2 1.20% | 5 3.00% | 36 21.60% | 36 21.60% | 85 50.90% | 3 1.80% |
| Lancaster | 166 | 3 1.80% | 3 1.80% | 40 24.10% | 34 20.50% | 85 51.20% | 1 0.60% |
| Lebanon | 62 | 4 6.50% | 4 6.50% | 12 19.40% | 13 21.00% | 27 43.50% | 2 3.20% |
| Perry | 14 | 0 0 | 0 0 | 2 14.30% | 4 28.60% | 8 57.10% | 0 0 |

Q23 Strengthening my social support network

| | Base | Q23 Strengthening my social support network. | | | | | |
|---------------------|------|--|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 53 3.20% | 89 5.40% | 470 28.40% | 436 26.40% | 569 34.40% | 37 2.20% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 5 2.30% | 12 5.50% | 59 26.80% | 58 26.40% | 77 35.00% | 9 4.10% |
| Dauphin | 579 | 24 4.10% | 24 4.10% | 191 33.00% | 144 24.90% | 183 31.60% | 13 2.20% |
| Lancaster | 570 | 13 2.30% | 35 6.10% | 153 26.80% | 157 27.50% | 202 35.40% | 10 1.80% |
| Lebanon | 242 | 11 4.50% | 14 5.80% | 62 25.60% | 61 25.20% | 90 37.20% | 4 1.70% |
| Perry | 43 | 0 0 | 4 9.30% | 5 11.60% | 16 37.20% | 17 39.50% | 1 2.30% |

| | Base | Q23 Strengthening my social support network. | | | | | |
|----------------------------|------|--|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 53 3.20% | 89 5.40% | 470 28.40% | 436 26.40% | 569 34.40% | 37 2.20% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 4 2.40% | 9 5.40% | 46 27.50% | 44 26.30% | 56 33.50% | 8 4.80% |
| Dauphin | 412 | 20 4.90% | 19 4.60% | 137 33.30% | 98 23.80% | 127 30.80% | 11 2.70% |
| Lancaster | 404 | 11 2.70% | 27 6.70% | 107 26.50% | 102 25.20% | 150 37.10% | 7 1.70% |
| Lebanon | 180 | 6 3.30% | 9 5.00% | 43 23.90% | 47 26.10% | 73 40.60% | 2 1.10% |
| Perry | 29 | 0 0 | 4 13.80% | 4 13.80% | 11 37.90% | 9 31.00% | 1 3.40% |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 1 1.90% | 3 5.70% | 13 24.50% | 14 26.40% | 21 39.60% | 1 1.90% |
| Dauphin | 167 | 4 2.40% | 5 3.00% | 54 32.30% | 46 27.50% | 56 33.50% | 2 1.20% |
| Lancaster | 166 | 2 1.20% | 8 4.80% | 46 27.70% | 55 33.10% | 52 31.30% | 3 1.80% |
| Lebanon | 62 | 5 8.10% | 5 8.10% | 19 30.60% | 14 22.60% | 17 27.40% | 2 3.20% |
| Perry | 14 | 0 0 | 0 0 | 1 7.10% | 5 35.70% | 8 57.10% | 0 0 |

Q24 Being involved in the community activities

| | Base | Q24 Being involved in the community or in organizations outside of MH or SA activities. | | | | | |
|---------------------|------|---|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 43 2.60% | 53 3.20% | 501 30.30% | 305 18.40% | 519 31.40% | 233 14.10% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 2 0.90% | 7 3.20% | 81 36.80% | 35 15.90% | 74 33.60% | 21 9.50% |
| Dauphin | 579 | 17 2.90% | 19 3.30% | 189 32.60% | 101 17.40% | 178 30.70% | 75 13.00% |
| Lancaster | 570 | 14 2.50% | 20 3.50% | 152 26.70% | 119 20.90% | 174 30.50% | 91 16.00% |
| Lebanon | 242 | 10 4.10% | 7 2.90% | 63 26.00% | 41 16.90% | 80 33.10% | 41 16.90% |
| Perry | 43 | 0 0 | 0 0 | 16 37.20% | 9 20.90% | 13 30.20% | 5 11.60% |

| | Base | Q24 Being involved in the community or in organizations outside of MH or SA activities. | | | | | |
|----------------------------|------|---|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 43 2.60% | 53 3.20% | 501 30.30% | 305 18.40% | 519 31.40% | 233 14.10% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 1 0.60% | 6 3.60% | 60 35.90% | 26 15.60% | 57 34.10% | 17 10.20% |
| Dauphin | 412 | 16 3.90% | 17 4.10% | 132 32.00% | 69 16.70% | 121 29.40% | 57 13.80% |
| Lancaster | 404 | 11 2.70% | 18 4.50% | 108 26.70% | 86 21.30% | 118 29.20% | 63 15.60% |
| Lebanon | 180 | 5 2.80% | 4 2.20% | 47 26.10% | 35 19.40% | 56 31.10% | 33 18.30% |
| Perry | 29 | 0 0 | 0 0 | 12 41.40% | 6 20.70% | 8 27.60% | 3 10.30% |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 1 1.90% | 1 1.90% | 21 39.60% | 9 17.00% | 17 32.10% | 4 7.50% |
| Dauphin | 167 | 1 0.60% | 2 1.20% | 57 34.10% | 32 19.20% | 57 34.10% | 18 10.80% |
| Lancaster | 166 | 3 1.80% | 2 1.20% | 44 26.50% | 33 19.90% | 56 33.70% | 28 16.90% |
| Lebanon | 62 | 5 8.10% | 3 4.80% | 16 25.80% | 6 9.70% | 24 38.70% | 8 12.90% |
| Perry | 14 | 0 0 | 0 0 | 4 28.60% | 3 21.40% | 5 35.70% | 2 14.30% |

Q25 Dealing with school or work

| | Base | Q25 Dealing with school or work. | | | | | |
|---------------------|------|----------------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 39 2.40% | 49 3.00% | 242 14.60% | 217 13.10% | 383 23.20% | 724 43.80% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 2 0.90% | 9 4.10% | 34 15.50% | 23 10.50% | 56 25.50% | 96 43.60% |
| Dauphin | 579 | 12 2.10% | 13 2.20% | 93 16.10% | 80 13.80% | 115 19.90% | 266 45.90% |
| Lancaster | 570 | 15 2.60% | 17 3.00% | 80 14.00% | 84 14.70% | 132 23.20% | 242 42.50% |
| Lebanon | 242 | 10 4.10% | 7 2.90% | 29 12.00% | 26 10.70% | 64 26.40% | 106 43.80% |
| Perry | 43 | 0 0 | 3 7.00% | 6 14.00% | 4 9.30% | 16 37.20% | 14 32.60% |

| | Base | Q25 Dealing with school or work. | | | | | |
|----------------------------|------|----------------------------------|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 39 2.40% | 49 3.00% | 242 14.60% | 217 13.10% | 383 23.20% | 724 43.80% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 1 0.60% | 3 1.80% | 23 13.80% | 13 7.80% | 33 19.80% | 94 56.30% |
| Dauphin | 412 | 6 1.50% | 5 1.20% | 47 11.40% | 36 8.70% | 56 13.60% | 262 63.60% |
| Lancaster | 404 | 6 1.50% | 6 1.50% | 40 9.90% | 47 11.60% | 68 16.80% | 237 58.70% |
| Lebanon | 180 | 3 1.70% | 3 1.70% | 17 9.40% | 9 5.00% | 45 25.00% | 103 57.20% |
| Perry | 29 | 0 0 | 3 10.30% | 3 10.30% | 1 3.40% | 8 27.60% | 14 48.30% |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 1 1.90% | 6 11.30% | 11 20.80% | 10 18.90% | 23 43.40% | 2 3.80% |
| Dauphin | 167 | 6 3.60% | 8 4.80% | 46 27.50% | 44 26.30% | 59 35.30% | 4 2.40% |
| Lancaster | 166 | 9 5.40% | 11 6.60% | 40 24.10% | 37 22.30% | 64 38.60% | 5 3.00% |
| Lebanon | 62 | 7 11.30% | 4 6.50% | 12 19.40% | 17 27.40% | 19 30.60% | 3 4.80% |
| Perry | 14 | 0 0 | 0 0 | 3 21.40% | 3 21.40% | 8 57.10% | 0 0 |

Q26 Dealing with people in social situations

| | Base | Q26 Dealing with people in social situations. | | | | | |
|---------------------|------|---|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 47 2.80% | 86 5.20% | 483 29.20% | 479 29.00% | 523 31.60% | 36 2.20% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 1 0.50% | 10 4.50% | 68 30.90% | 62 28.20% | 74 33.60% | 5 2.30% |
| Dauphin | 579 | 24 4.10% | 35 6.00% | 167 28.80% | 172 29.70% | 169 29.20% | 12 2.10% |
| Lancaster | 570 | 17 3.00% | 26 4.60% | 155 27.20% | 171 30.00% | 191 33.50% | 10 1.80% |
| Lebanon | 242 | 5 2.10% | 14 5.80% | 83 34.30% | 59 24.40% | 73 30.20% | 8 3.30% |
| Perry | 43 | 0 0 | 1 2.30% | 10 23.30% | 15 34.90% | 16 37.20% | 1 2.30% |

| | Base | Q26 Dealing with people in social situations. | | | | | |
|----------------------------|------|---|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 47 2.80% | 86 5.20% | 483 29.20% | 479 29.00% | 523 31.60% | 36 2.20% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 0 0 | 9 5.40% | 53 31.70% | 46 27.50% | 55 32.90% | 4 2.40% |
| Dauphin | 412 | 17 4.10% | 26 6.30% | 114 27.70% | 124 30.10% | 120 29.10% | 11 2.70% |
| Lancaster | 404 | 12 3.00% | 19 4.70% | 107 26.50% | 124 30.70% | 133 32.90% | 9 2.20% |
| Lebanon | 180 | 2 1.10% | 12 6.70% | 56 31.10% | 44 24.40% | 59 32.80% | 7 3.90% |
| Perry | 29 | 0 0 | 1 3.40% | 7 24.10% | 12 41.40% | 8 27.60% | 1 3.40% |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 1 1.90% | 1 1.90% | 15 28.30% | 16 30.20% | 19 35.80% | 1 1.90% |
| Dauphin | 167 | 7 4.20% | 9 5.40% | 53 31.70% | 48 28.70% | 49 29.30% | 1 0.60% |
| Lancaster | 166 | 5 3.00% | 7 4.20% | 48 28.90% | 47 28.30% | 58 34.90% | 1 0.60% |
| Lebanon | 62 | 3 4.80% | 2 3.20% | 27 43.50% | 15 24.20% | 14 22.60% | 1 1.60% |
| Perry | 14 | 0 0 | 0 0 | 3 21.40% | 3 21.40% | 8 57.10% | 0 0 |

Q27 Dealing with the specific problems or issue that led to seek service

| | Base | Q27 Dealing with specific problems or issues that led me to seek services. | | | | | |
|---------------------|------|--|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 56 3.40% | 57 3.40% | 344 20.80% | 478 28.90% | 694 42.00% | 25 1.50% |
| County of Residence | | | | | | | |
| Cumberland | 220 | 6 2.70% | 6 2.70% | 41 18.60% | 60 27.30% | 102 46.40% | 5 2.30% |
| Dauphin | 579 | 25 4.30% | 16 2.80% | 141 24.40% | 173 29.90% | 213 36.80% | 11 1.90% |
| Lancaster | 570 | 20 3.50% | 21 3.70% | 110 19.30% | 175 30.70% | 237 41.60% | 7 1.20% |
| Lebanon | 242 | 5 2.10% | 14 5.80% | 41 16.90% | 58 24.00% | 122 50.40% | 2 0.80% |
| Perry | 43 | 0 0 | 0 0 | 11 25.60% | 12 27.90% | 20 46.50% | 0 0 |

| | Base | Q27 Dealing with specific problems or issues that led me to seek services. | | | | | |
|----------------------------|------|--|----------------|----------------|-----------------|---------------|----------------|
| | | Much Worse | A Little Worse | About the Same | A Little Better | Much Better | Does Not Apply |
| Total | 1654 | 56 3.40% | 57 3.40% | 344 20.80% | 478 28.90% | 694 42.00% | 25 1.50% |
| Adult- County of Residence | | | | | | | |
| Cumberland | 167 | 4 2.40% | 5 3.00% | 27 16.20% | 46 27.50% | 82 49.10% | 3 1.80% |
| Dauphin | 412 | 18 4.40% | 12 2.90% | 90 21.80% | 126 30.60% | 156 37.90% | 10 2.40% |
| Lancaster | 404 | 15 3.70% | 16 4.00% | 69 17.10% | 123 30.40% | 176 43.60% | 5 1.20% |
| Lebanon | 180 | 3 1.70% | 9 5.00% | 22 12.20% | 44 24.40% | 102 56.70% | 0 0 |
| Perry | 29 | 0 0 | 0 0 | 9 31.00% | 8 27.60% | 12 41.40% | 0 0 |
| Child- County of Residence | | | | | | | |
| Cumberland | 53 | 2 3.80% | 1 1.90% | 14 26.40% | 14 26.40% | 20 37.70% | 2 3.80% |
| Dauphin | 167 | 7 4.20% | 4 2.40% | 51 30.50% | 47 28.10% | 57 34.10% | 1 0.60% |
| Lancaster | 166 | 5 3.00% | 5 3.00% | 41 24.70% | 52 31.30% | 61 36.70% | 2 1.20% |
| Lebanon | 62 | 2 3.20% | 5 8.10% | 19 30.60% | 14 22.60% | 20 32.30% | 2 3.20% |
| Perry | 14 | 0 0 | 0 0 | 2 14.30% | 4 28.60% | 8 57.10% | 0 0 |

