



Consumer Satisfaction Services, Inc.

Capital Region 1st Quarter Report July-September 2013

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

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Executive Summary

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

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

Frequencies may not sum to total (n=267) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

- The survey represents 267 (n=267) respondents from the Capital Region including 200 Adults (74.9%) and 67 Children (25.1%). The majority of adult consumers (97.5%) responded for themselves, 195 of the 200. Parents and guardians responded for the remaining 5 adult consumers (2.5%). Parents and guardians responded for 54 of the 67 child consumers (80.6%). The remaining 13 child consumers (19.4%) responded for themselves. There were no significant differences in total satisfaction based on who was interviewed.
- Data was collected by 5 interviewers from 8 treatment facilities in the Capital Region.
- Overall, 251 of the 267 interviews (94.0%) were face-to-face interviews, 6 (16.0%) were conducted by phone.
 - Of the 200 adult interviews, 186 (93.0%) were face-to-face interviews. 14 (7.0%) were conducted by phone.
 - Of the 67 child interviews, 65 (97.0%) were face-to-face interviews. 2 (3.0%) were conducted by phone.
- Gender: Overall, the sample is 56.2% female (150) and 43.8% male (117). Of the 200 adult consumers, 125 were female and 75 were male. Of the 67 child consumers, 25 were female and 42 were male.
- Level of Care: In all, 2 types of treatment were accessed by the respondents. The 200 recipients of adult services received 1 type of treatment, 200 (100.0%) crisis intervention. The recipients of child services received 2 types of treatment, 39 (58.2%) crisis intervention and 28 (41.8%) Residential Treatment Facility (RTF).

Implementation

According to survey responses, the majority of consumers are satisfied with their services. This is reflected in an 78.2% satisfaction rate (Mean Satisfaction Level/Highest Possible Score) among the reports received from consumers as well as consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 85.5% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 87.0% overall satisfaction and consumers of child services reporting 82.1% overall satisfaction.

Respondents reported high levels of satisfaction for questions involving communication with their service provider and participation in their treatment. Consumers of child services (88.1%) reported that they were offered the opportunity to involve their family, significant other and friends into the treatment process (Q27). Respondents who received both child and adult services (87.0%) reported that they felt comfortable asking questions about their treatment (Q19), (85.8%) that their provider asks permission before sharing their information (Q21) and (85.8%) reported that the program staff respected their ethnic, cultural and religious backgrounds in their recovery (Q22). Additionally, adult consumers (85.5%) reported high satisfaction with the amount of time that their provider spends with them (Q20).

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

- Consumers of child services (31.3%) reported that they did not have a choice when selecting their service provider (Q16).
- Respondents who received both adult (33.0%) and child services (35.8%) reported their service provider did not explain the limitations of their therapy or treatment (Q29).
- Approximately 1 in 3 of both child and adult respondents (29.2%) reported they were not given information on how to get other services that they needed (Q14).
- Both adult and child respondents (25.1%) reported they were not given information on all the services that were available to them (Q15).
- Additionally, about 1 in 5 consumers who received both adult and child services (19.9%) reported that their service provider did not inform them who to call if they had questions about services (Q13).
- Respondents who received both adult and child (18.4%) reported their service provider did not explain the advantages of their therapy or treatment (Q28).
- Recipients of adult services (40.5%) reported they had a choice when selecting their provider and (26.5%) reported that they did not (Q16). As noted, (28.5%) of the respondents reported this question did not apply to them. When these cases are removed, (56.7%) reported they had a choice when selecting their provider and (37.1%) reported that they did not. These figures represent a more accurate picture of the results.
- Recipients of adult services (44.5%) reported they had the option to change their provider and (20.0%) reported that they did not (Q17). As noted, (29.0%) of the respondents reported this question did not apply to them. When these cases are removed, (62.7%) reported they had a choice when selecting their provider and (28.2%) reported that they did not. These figures represent a more accurate picture of the results.

Outcomes

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 34.5% to 71.9% of consumers believe services have improved their lives in each outcome area. Additionally 15.7% to 34.1% of consumers believe that no change has resulted from their services. Only 4.9% to 12.0% believes that things are worse as a result of services.

- Recipients of both adult and child services gave high ratings (71.9%) to coping with the specific problems or issues that led them to seek services (Q41).
- Child respondents (59.7%) reported strengthening their social support network was better (Q37).
- All respondents reported high satisfaction with feeling good (hopeful) about the future (59.6%) (Q35).
- Recipients of adult services also reported high levels of satisfaction with managing daily problems (58.0%) (Q31).
- Additionally, recipients of adult services reported high levels of satisfaction with how they feel about themselves (58.0%) (Q34).
- Recipients of adult services (27.5%) reported that things have improved with dealing with school or work (Q25) and (4.0%) reported it as worse than before. As noted, (49.5%) of the respondents reported this question did not apply to them. When these cases are removed, (54.5%) report they were better able to deal with school or work and (7.9%) reported it was worse. These figures represent a more accurate picture of the results.

We welcome questions, comments and suggestions. Please contact:

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

Request for Assistance

During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), CBHNP or any other part of the MH system that can reasonably be addressed, the surveyor will ask the Consumer if they would like them (surveyor/CSS) to communicate this concern to the party they have a concern with, this is known as the Request for Assistance (RFA). A completed Request for Assistance is forwarded to CBHNP and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follows up.

CSS had two requests for assistance during the 1st Quarter 13-14.

- A RFA submitted August 27, 2013 was made by a consumer of a Philhaven day program reported that she was discharged from the program without being given a chance. The new psychiatrist immediately discharged her when finding out that she was using an illicit substance without consulting her regular doctor. The consumer was upset because the new psychiatrist responded that if she was unwilling to quit, that there was nothing that they could do to help her. Her regular doctor apologized about the experience but she has since been unable to get back into the program. The consumer would like an apology from the facility and to be given a second chance. The program director responded from Philhaven by apologizing for the way that she was treated. This person also at the time of the incident requested that the discharging psychiatrist reconsider his decision but he remained firm that she was to be discharged. The program director mentioned in her letter that if the consumer was interested in re-admission that her case would be reviewed and she would not have to meet with the discharging psychiatrist. During a follow up call with this consumer, she stated that she was still not receiving services
- A RFA submitted July 30, 2013 was made by a consumer who visited the Holy Spirit hospital emergency room for depression. She talked with crisis intervention. After an extremely long wait, a doctor came into the room, talked for a few minutes then discharged her. She was very upset that her issues were not taken more seriously and that she was sent home in the state that she was in. This was the second time that she needed help but was not admitted. The consumer requested an apology from the provider and for them to change their procedure and not turn away people in need who may leave there and die. The provider responded to the request by stating that they regretted the consumer was not kept informed of the wait time during her stay. The consumer was not satisfied with this response as it did not address the issue at hand which was being discharged without getting the help that she needed.

Capital Region 1st Quarter Report July-September 2013

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

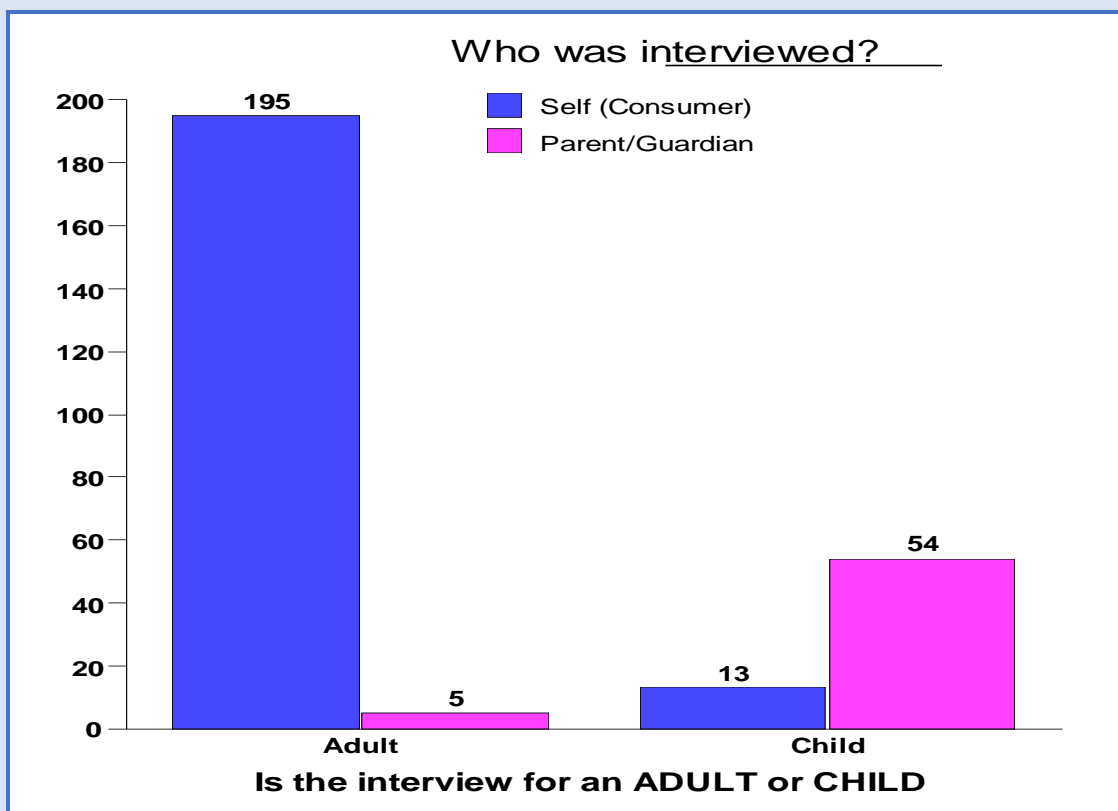
Demographic and Survey Information

Please Note: The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0.

Frequencies may not sum to total (n=267) as individuals may have chosen not to respond to certain questions.

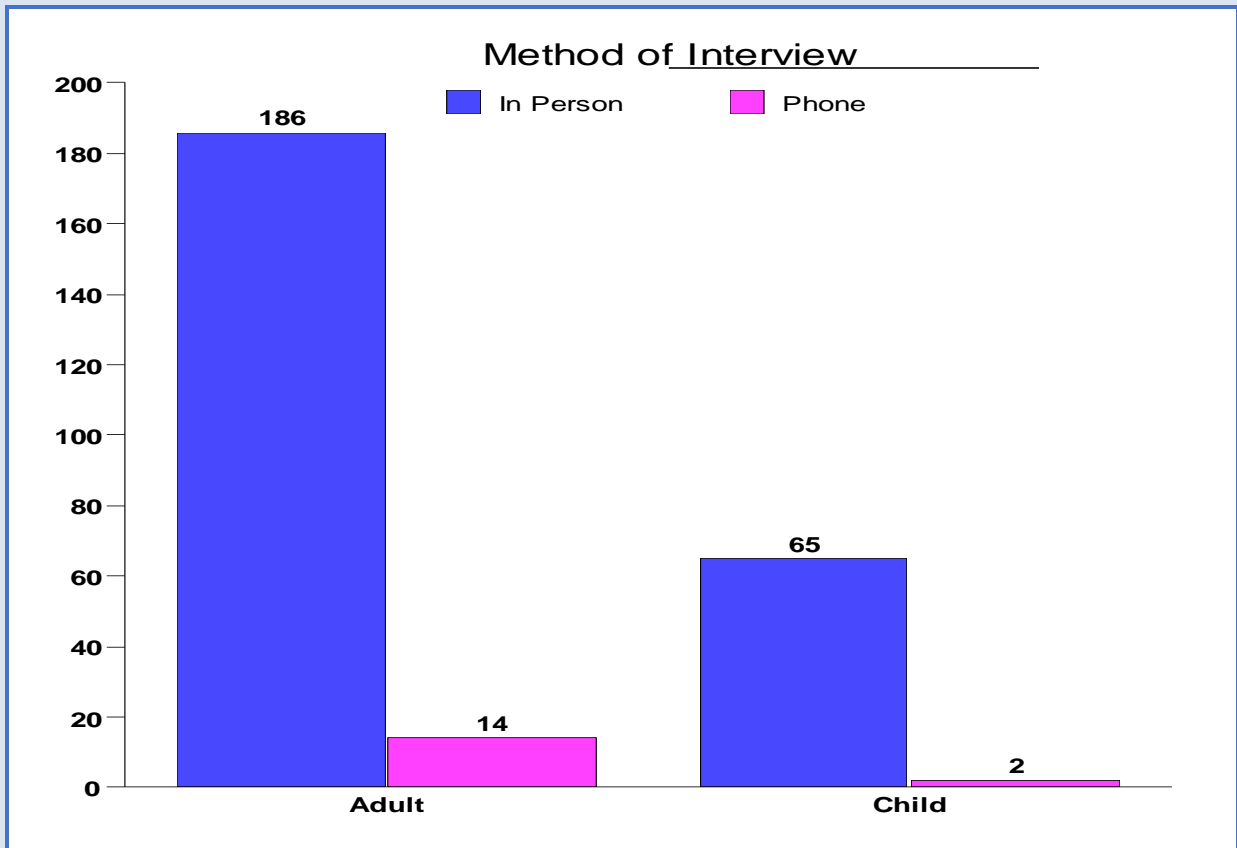
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- The survey represents 267 (n=267) respondents from the Capital Region including 200 Adults (74.9%) and 67 Children (25.1%). The majority of adult consumers (97.5%) responded for themselves, 195 of the 200. Parents and guardians responded for the remaining 5 adult consumers (2.5%). Parents and guardians responded for 54 of the 67 child consumers (80.6%). The remaining 13 child consumers (19.4%) responded for themselves. There were no significant differences in total satisfaction based on who was interviewed.



- Data was collected by 5 interviewers from 8 treatment facilities in the Capital Region.
- Overall, 251 of the 267 interviews (94.0%) were face-to-face interviews, 6 (16.0%) were conducted by phone.

- Of the 200 adult interviews, 186 (93.0%) were face-to-face interviews. 14 (7.0%) were conducted by phone.
- Of the 67 child interviews, 65 (97.0%) were face-to-face interviews. 2 (3.0%) were conducted by phone.

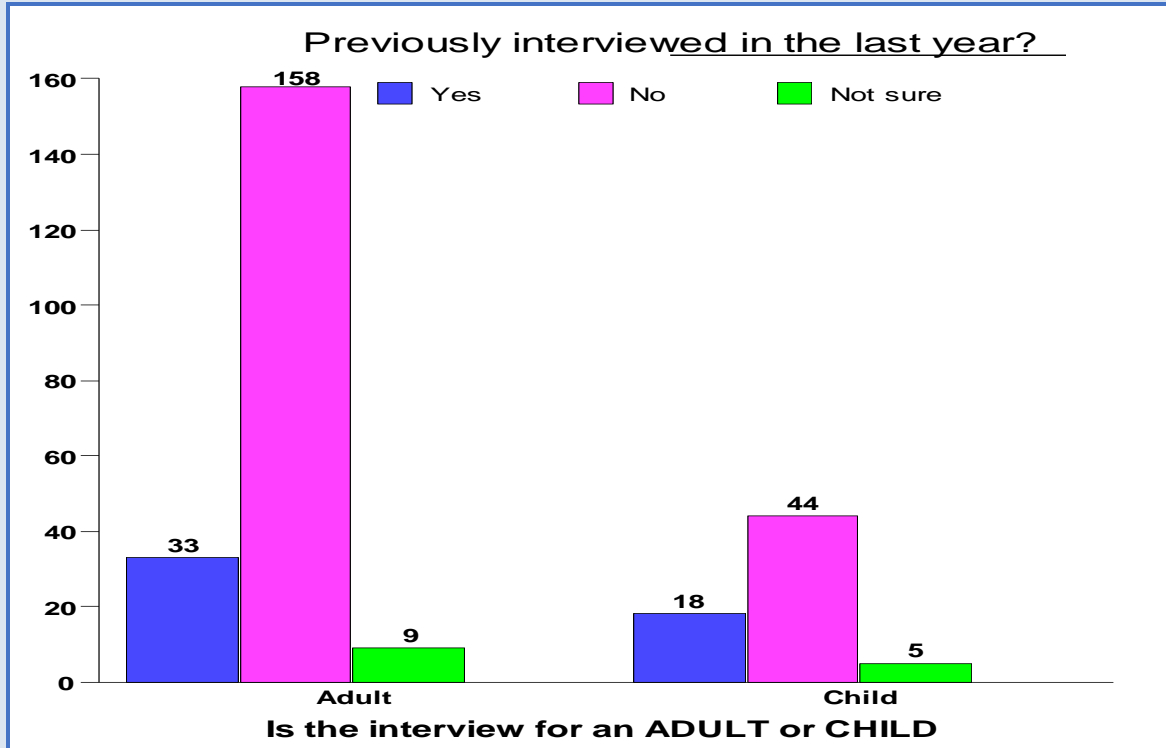


Our analysis did not indicate a significant difference in satisfaction with regard to method of interview.

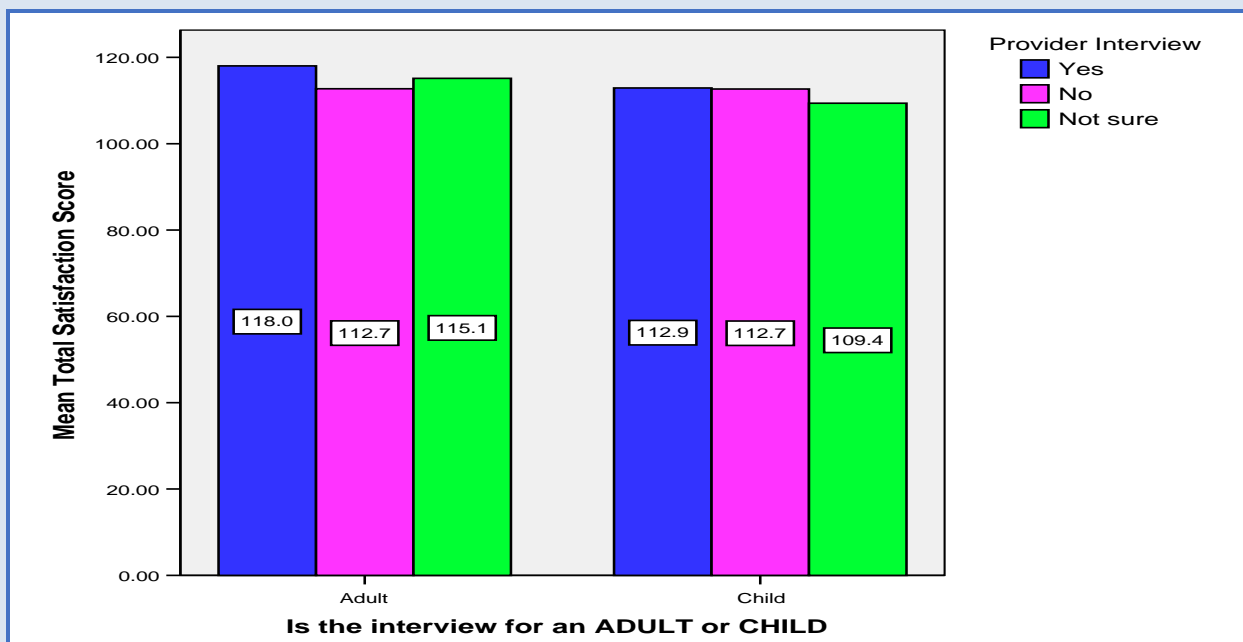
Below is a table of the method of interview by county for both Adult and Child services.

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Method	267	49	51	91	59	17
Adult						
In Person	186 69.70%	38 77.60%	38 74.50%	58 63.70%	39 66.10%	13 76.50%
Phone	14 5.20%	0 0	4 7.80%	4 4.40%	6 10.20%	0 0
Child						
In Person	65 24.30%	11 22.40%	9 17.60%	28 30.80%	14 23.70%	3 17.60%
Phone	2 0.70%	0 0	0 0	1 1.10%	0 0	1 5.90%

- Of the 267 consumers, 51 (19.1%) reported they had been previously interviewed in the last year, 202 (75.7%) reported they had not been interviewed previously and 14 respondents (5.2%) were not sure. 33 of the 200 adult consumers reported they were previously interviewed in the last year, 158 reported they had not been previously interviewed, and 9 reported they were not sure. 18 of the 67 child consumers reported they were previously interviewed in the last year, 44 reported they had not been previously interviewed, and 5 reported they were not sure.



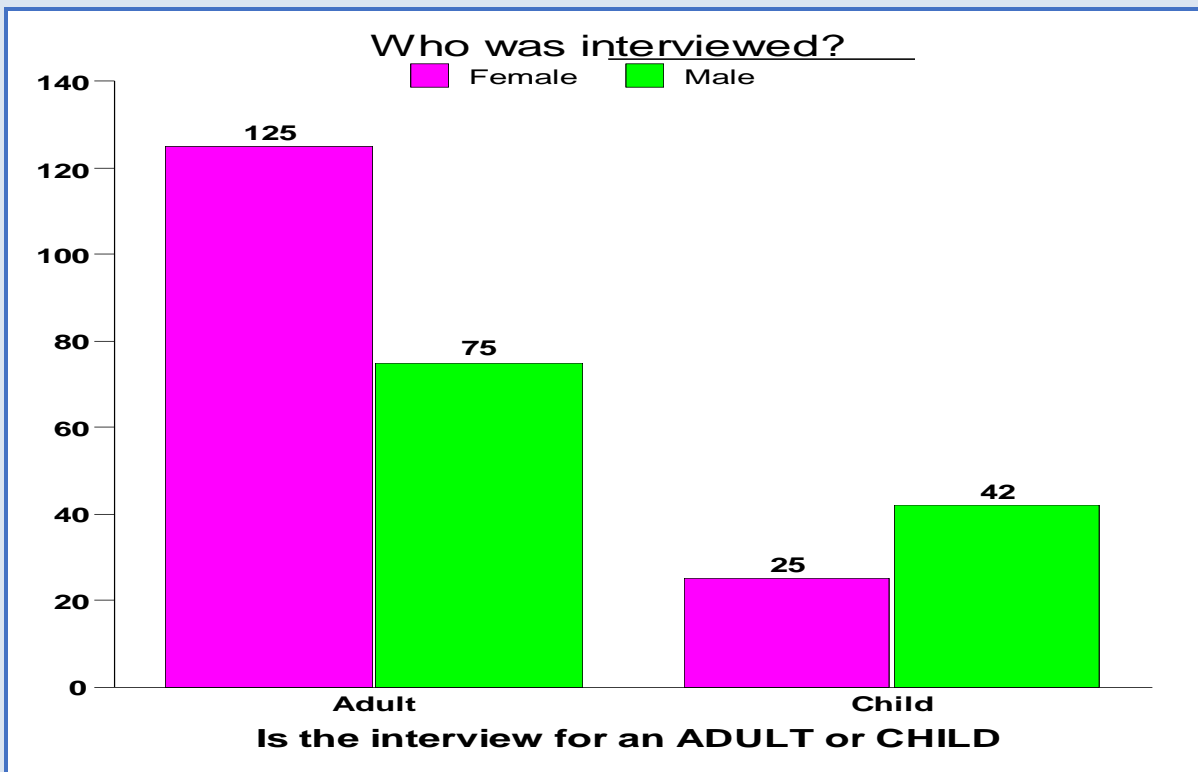
There were no significant differences in satisfaction regarding previous interview reported by consumers.



Mean Satisfaction Levels of Respondents

Total Satisfaction Score		Has your provider interviewed you on your satisfaction in the last year?			
		Yes	No	Not sure	Total
Adult	N	33	158	9	200
	Mean	118.03	112.73	115.14	113.71
	Std. Deviation	14.01	19.65	17.55	18.78
Child	N	18	44	5	67
	Mean	112.92	112.67	109.38	112.49
	Std. Deviation	13.48	18.48	18.53	17.06

- Gender: Overall, the sample is 56.2% female (150) and 43.8% male (117). Of the 200 adult consumers, 125 were female and 75 were male. Of the 67 child consumers, 25 were female and 42 were male.



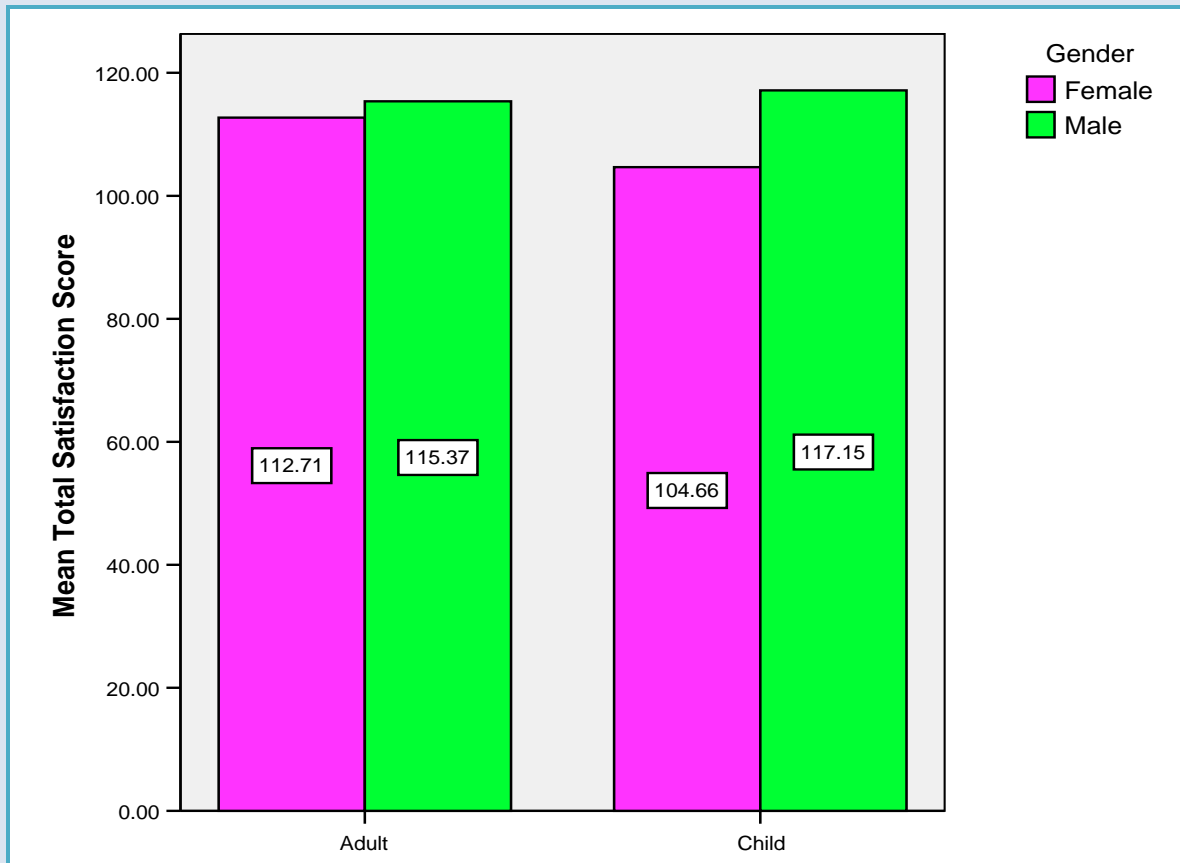
Of the respondents with child services, female consumers reported significantly lower satisfaction than male consumers. There were no significant differences in satisfaction between adult consumers based on gender.

Mean Satisfaction Levels of Respondents

Total Satisfaction Score

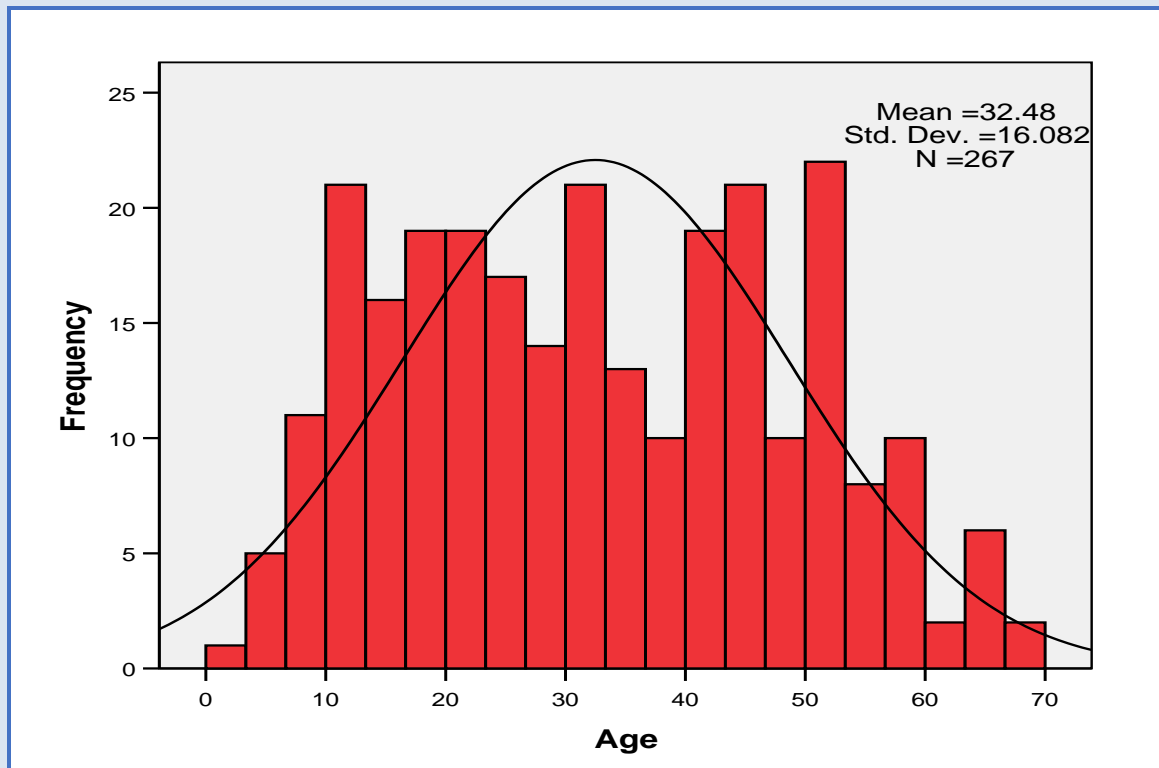
Is the interview for an ADULT or CHILD		Gender		
		Female	Male	Total
Adult	N	125	75	200
	Mean	112.71	115.37	113.71
	Std. Deviation	19.98	16.58	18.78
Child	N	25	42	67
	Mean	104.66	117.15	112.49
	Std. Deviation	18.08	14.74	17.06

Mean Satisfaction Score By Gender

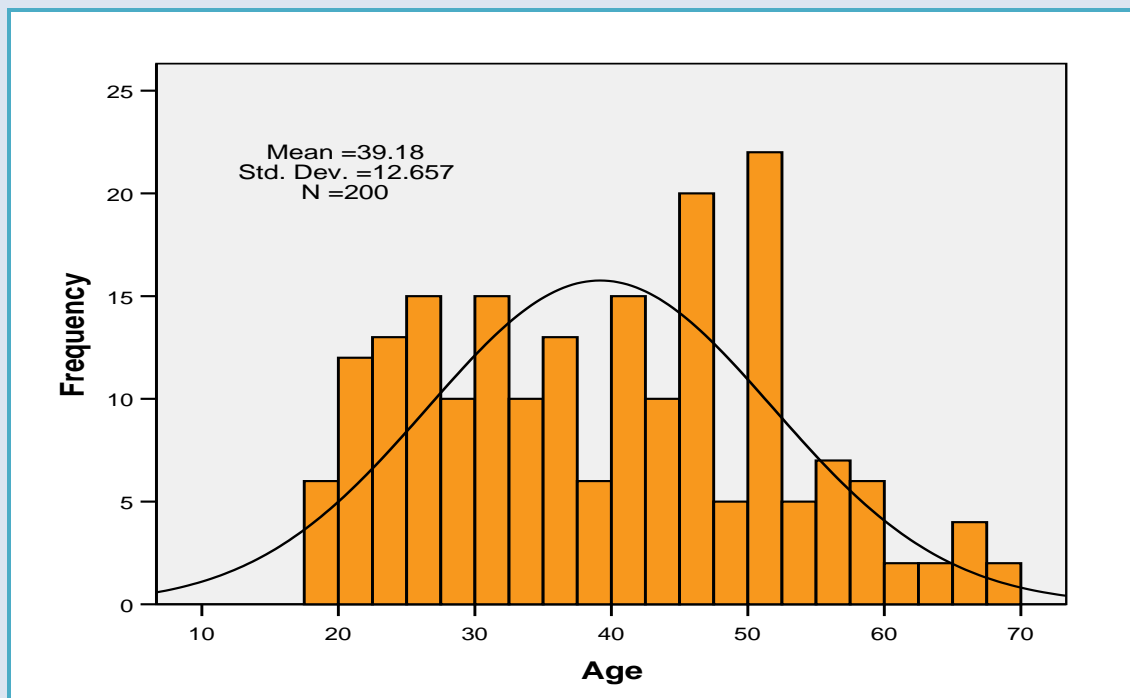


- Age: Age of all respondents ranged from 2-69 years, with a mean age of 32.48 (SD 16.082) and median age of 31. Our analysis found no relationship between age and Total Satisfaction.

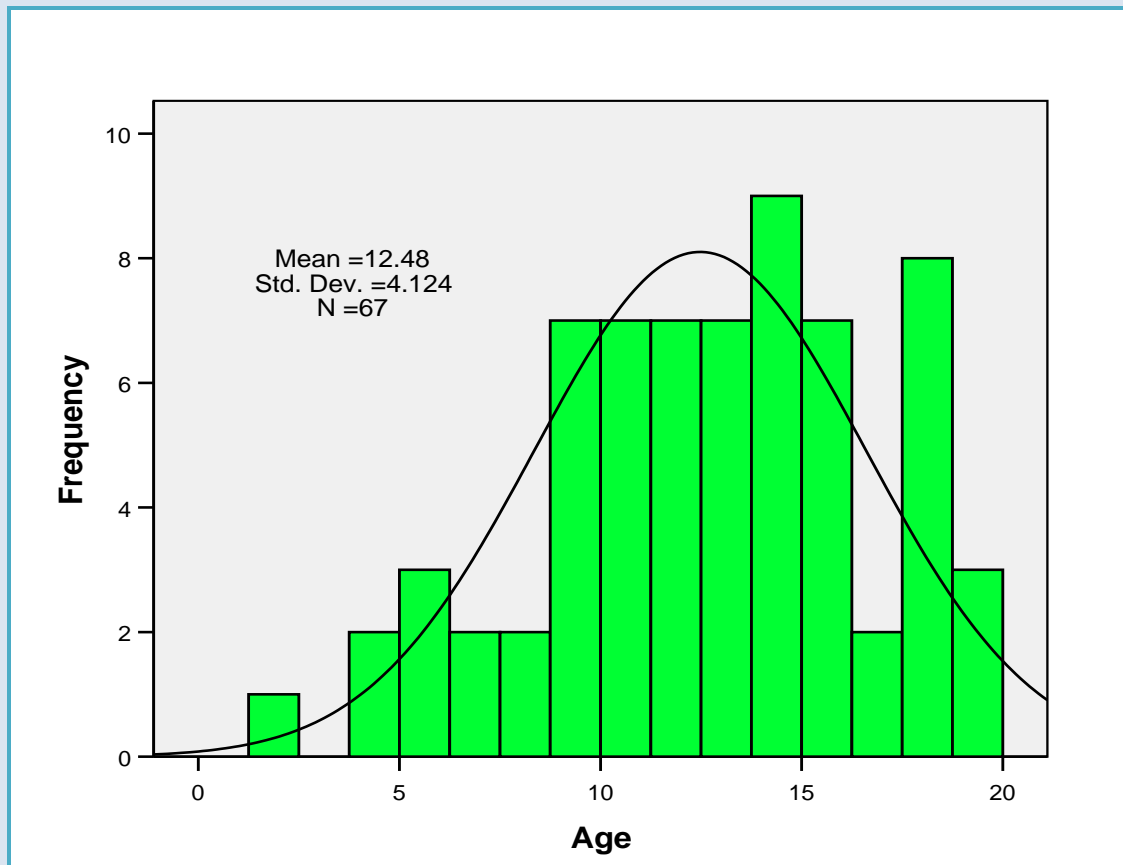
Age of All Adult and Child Respondents



Age of **Adult** respondents ranged from 18-69 years, with a mean age of 39.18 (SD= 12.657) and median age of 39.5. Our analysis found no relationship between age and reported total satisfaction for adult respondents.

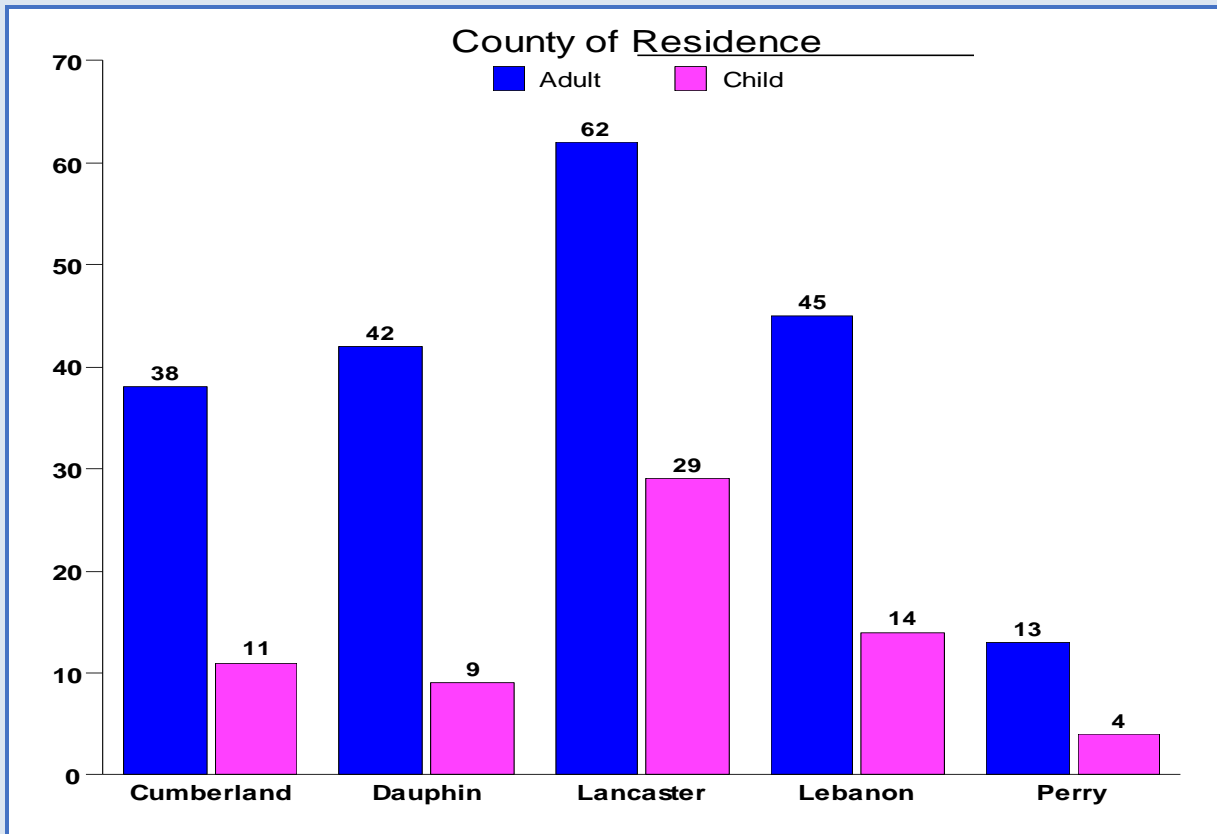


Age of **Child** respondents ranged from 2-19 years, with a mean age of 12.48 (SD= 4.124) and median age of 13. Our analysis found no relationship between age and reported total satisfaction for child respondents.



County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Lancaster County (41.2%). The remaining respondents reported residence in Dauphin (33.1%), Lebanon (12.0%), Cumberland (10.8%), and Perry (2.9%).



	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	267	49 18.40%	51 19.10%	91 34.10%	59 22.10%	17 6.40%
Adult	200	38 19.00%	42 21.00%	62 31.00%	45 22.50%	13 6.50%
Child	67	11 16.40%	9 13.40%	29 43.30%	14 20.90%	4 6.00%

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

Mean Satisfaction Score by County of Residence

Total Satisfaction Score		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	38	42	62	45	13	200
	Mean	110.65	116.89	110.26	118.58	112.02	113.71
	Std. Deviation	21.91	19.99	16.38	16.83	19.55	18.78
Child	N	11	9	29	14	4	67
	Mean	112.69	105.62	115.78	108.34	118.06	112.49
	Std. Deviation	19.39	8.29	15.65	23.01	3.97	17.06

- Race: 191 respondents (71.5%) reported their race as White/Caucasian, 31 (11.6%) as African American, 28 (10.5%) as Latino/Hispanic, 15 (5.6%) as Multi-racial, 1 (0.4%) as Asian/Pacific Islander, 1 (0.4%) as Other. Our analysis indicated no significant differences in Total Satisfaction with respect to race for either adult or child services.

	Base	Race						
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other
Total	267	31 11.60%	1 0.40%	28 10.50%	0 0	191 71.50%	15 5.60%	1 0.40%
Adult	200	23 11.50%	1 0.50%	18 9.00%	0 0	152 76.00%	5 2.50%	1 0.50%
Child	67	8 11.90%	0 0	10 14.90%	0 0	39 58.20%	10 14.90%	0 0

- Treatment Facility: Data was collected from 8 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child Services for each facility. To help with interpretation, scores 108-135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.

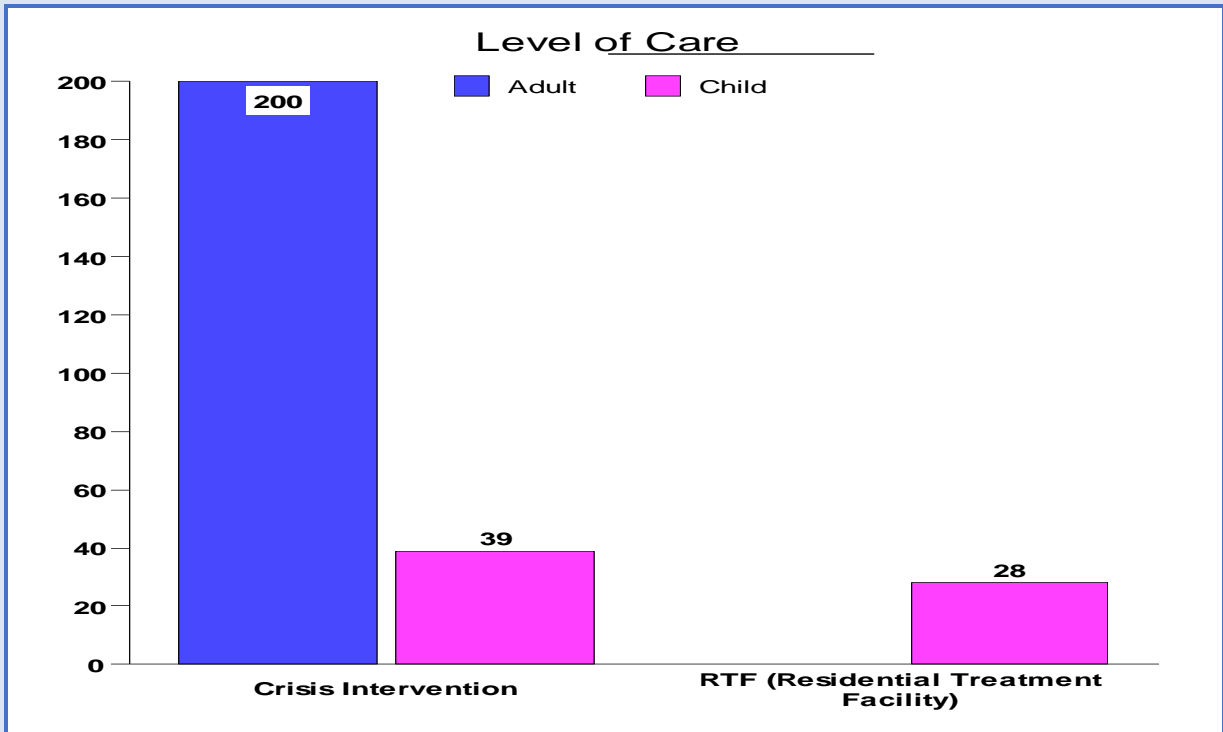
Mean Satisfaction of Treatment Facilities Adult

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Dauphin County (CIS & MH/MR)	27	116.56	18.65
Philhaven	50	118.32	16.83
Holy Spirit Hospital	64	113.05	21.85
Lancaster County Crisis Intervention	58	109.40	15.97
Devereaux	1	98.28	.
Total	200	113.71	18.78

Mean Satisfaction of Treatment Facilities Child

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Dauphin County (CIS & MH/MR)	5	109.75	10.95
Philhaven	12	115.67	16.45
Holy Spirit Hospital	10	110.17	16.14
Lancaster County Crisis Intervention	13	114.91	14.47
Devereaux	14	109.59	21.05
Hoffman Homes	1	112.00	.
Kidspace	9	116.15	20.25
George Jr Republic	3	104.33	23.69
Total	67	112.49	17.06

- **Level of Care:** In all, 2 types of treatment were accessed by the respondents. The 200 recipients of adult services received 1 type of treatment, 200 (100.0%) crisis intervention. The recipients of child services received 2 types of treatment, 39 (58.2%) crisis intervention and 28 (41.8%) Residential Treatment Facility (RTF).



Our analysis indicated no significant differences in Total Satisfaction with respect to level of care for child services. No analysis is conducted for adult consumers when only one level of care is listed.

Questions Regarding Community Behavioral Healthcare Network of PA (CBHNP)

- 57.3% of respondents (153 of 267) reported that they had received a copy of the CBHNP member handbook.

	Base	Q1 I have received a copy of the Member Handbook from CBHNP?			
		Yes	No	Not Sure	Does Not Apply
Total	267	153 57.30%	77 28.80%	36 13.50%	1 0.40%
Adult	200	106 53.00%	68 34.00%	25 12.50%	1 0.50%
Child	67	47 70.10%	9 13.40%	11 16.40%	0 0

	Base	Q1 I have received a copy of the Member Handbook from CBHNP?			
		Yes	No	Not Sure	Does Not Apply
Total	267	153 57.30%	77 28.80%	36 13.50%	1 0.40%
Adult- County of Residence					
Cumberland	38	20 52.60%	16 42.10%	2 5.30%	0 0
Dauphin	42	25 59.50%	11 26.20%	5 11.90%	1 2.40%
Lancaster	62	34 54.80%	15 24.20%	13 21.00%	0 0
Lebanon	45	23 51.10%	17 37.80%	5 11.10%	0 0
Perry	13	4 30.80%	9 69.20%	0 0	0 0
Child- County of Residence					
Cumberland	11	8 72.70%	3 27.30%	0 0	0 0
Dauphin	9	6 66.70%	1 11.10%	2 22.20%	0 0
Lancaster	29	20 69.00%	3 10.30%	6 20.70%	0 0
Lebanon	14	10 71.40%	1 7.10%	3 21.40%	0 0
Perry	4	3 75.00%	1 25.00%	0 0	0 0

- 84.3% of respondents (225 of the 267) report they are aware of their right to file a complaint or grievance. 13.9% (37 of the 267) did not feel this was the case and 1.5% (4 of the 267) were not sure.

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	267	225 84.30%	37 13.90%	4 1.50%	1 0.40%
Adult	200	165 82.50%	31 15.50%	3 1.50%	1 0.50%
Child	67	60 89.60%	6 9.00%	1 1.50%	0 0

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	267	225 84.30%	37 13.90%	4 1.50%	1 0.40%
Adult- County of Residence					
Cumberland	38	31 81.60%	5 13.20%	2 5.30%	0 0
Dauphin	42	37 88.10%	4 9.50%	0 0	1 2.40%
Lancaster	62	51 82.30%	11 17.70%	0 0	0 0
Lebanon	45	35 77.80%	9 20.00%	1 2.20%	0 0
Perry	13	11 84.60%	2 15.40%	0 0	0 0
Child- County of Residence					
Cumberland	11	9 81.80%	1 9.10%	1 9.10%	0 0
Dauphin	9	8 88.90%	1 11.10%	0 0	0 0
Lancaster	29	26 89.70%	3 10.30%	0 0	0 0
Lebanon	14	14 100.00%	0 0	0 0	0 0
Perry	4	3 75.00%	1 25.00%	0 0	0 0

- 50.2% of respondents (134 of the 267) report they know who to call to file a complaint or grievance. 40.8% respondents (109 of the 267) did not feel this was the case and 4.9% (11 of the 267) were not sure.

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	267	134 50.20%	109 40.80%	11 4.10%	13 4.90%
Adult	200	92 46.00%	87 43.50%	8 4.00%	13 6.50%
Child	67	42 62.70%	22 32.80%	3 4.50%	0 0

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	267	134 50.20%	109 40.80%	11 4.10%	13 4.90%
Adult- County of Residence					
Cumberland	38	18 47.40%	18 47.40%	2 5.30%	0 0
Dauphin	42	26 61.90%	12 28.60%	2 4.80%	2 4.80%
Lancaster	62	21 33.90%	30 48.40%	3 4.80%	8 12.90%
Lebanon	45	21 46.70%	20 44.40%	1 2.20%	3 6.70%
Perry	13	6 46.20%	7 53.80%	0 0	0 0
Child- County of Residence					
Cumberland	11	7 63.60%	4 36.40%	0 0	0 0
Dauphin	9	6 66.70%	3 33.30%	0 0	0 0
Lancaster	29	16 55.20%	10 34.50%	3 10.30%	0 0
Lebanon	14	10 71.40%	4 28.60%	0 0	0 0
Perry	4	3 75.00%	1 25.00%	0 0	0 0

- 18.7% (50 out of 267) 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	Q4 In the last twelve months, did you call member services at CBHNP to get information?			
		Yes	No	Not Sure	Does Not Apply
Total	267	50 18.70%	212 79.40%	3 1.10%	2 0.70%
Adult	200	32 16.00%	164 82.00%	2 1.00%	2 1.00%
Child	67	18 26.90%	48 71.60%	1 1.50%	0 0

	Base	Q4 In the last twelve months, did you call member services at CBHNP to get information?			
		Yes	No	Not Sure	Does Not Apply
Total	267	50 18.70%	212 79.40%	3 1.10%	2 0.70%
Adult- County of Residence					
Cumberland	38	3 7.90%	35 92.10%	0 0	0 0
Dauphin	42	7 16.70%	34 81.00%	1 2.40%	0 0
Lancaster	62	13 21.00%	46 74.20%	1 1.60%	2 3.20%
Lebanon	45	7 15.60%	38 84.40%	0 0	0 0
Perry	13	2 15.40%	11 84.60%	0 0	0 0
Child- County of Residence					
Cumberland	11	4 36.40%	7 63.60%	0 0	0 0
Dauphin	9	2 22.20%	7 77.80%	0 0	0 0
Lancaster	29	7 24.10%	21 72.40%	1 3.40%	0 0
Lebanon	14	3 21.40%	11 78.60%	0 0	0 0
Perry	4	2 50.00%	2 50.00%	0 0	0 0

- 82.4% of those that requested information from CBHNP (42 of 51) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 11.8% (6 of the 51) respondents did not feel this was the case. *As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.*

	Base	Q4f I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	267	42 15.73%	6 2.25%	3 1.12%	216 80.90%
Adult	200	25 12.50%	5 2.50%	2 1.00%	168 84.00%
Child	67	17 25.37%	1 1.49%	1 1.49%	48 71.64%

	Base	Q4f I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	267	42 15.73%	6 2.25%	3 1.12%	216 80.90%
Adult- County of Residence					
Cumberland	38	3 7.89%	0 0	0 0	35 92.11%
Dauphin	42	5 11.90%	1 2.38%	1 2.38%	35 83.33%
Lancaster	62	10 16.13%	3 4.84%	1 1.61%	48 77.42%
Lebanon	45	6 13.33%	1 2.22%	0 0	38 84.45%
Perry	13	1 7.69%	0 0	0 0	12 92.31%
Child- County of Residence					
Cumberland	11	4 36.36%	0 0	0 0	7 63.64%
Dauphin	9	2 22.22%	0 0	0 0	7 77.78%
Lancaster	29	7 24.14%	1 3.45%	0 0	21 72.41%
Lebanon	14	2 14.29%	0 0	1 7.14%	11 78.57%
Perry	4	2 50.00%	0 0	0 0	2 50.00%

- 63.4% of respondents who had called CBHNP staff (137 of 216) felt they were given a choice of at least 2 providers. 26.9% of respondents (58 of 216) 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	Q5 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	266	137 51.50%	58 21.80%	21 7.90%	50 18.80%
Adult	199	97 48.70%	47 23.60%	18 9.00%	37 18.60%
Child	67	40 59.70%	11 16.40%	3 4.50%	13 19.40%

	Base	Q5 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	266	137 51.50%	58 21.80%	21 7.90%	50 18.80%
Adult- County of Residence					
Cumberland	38	19 50.00%	12 31.60%	5 13.20%	2 5.30%
Dauphin	41	21 51.20%	13 31.70%	3 7.30%	4 9.80%
Lancaster	62	25 40.30%	9 14.50%	6 9.70%	22 35.50%
Lebanon	45	24 53.30%	9 20.00%	3 6.70%	9 20.00%
Perry	13	8 61.50%	4 30.80%	1 7.70%	0 0
Child- County of Residence					
Cumberland	11	6 54.50%	4 36.40%	1 9.10%	0 0
Dauphin	9	3 33.30%	4 44.40%	1 11.10%	1 11.10%
Lancaster	29	18 62.10%	2 6.90%	1 3.40%	8 27.60%
Lebanon	14	10 71.40%	1 7.10%	0 0	3 21.40%
Perry	4	3 75.00%	0 0	0 0	1 25.00%

- 51.1% (136 out of 266) of respondents reported that they were informed about the time approved for their services. 30.8% reported that this was not the case and 9.0% were not sure.

	Base	Q6 I was informed of the time approved for my services. (Example: Treatment Hours, Sessions, Etc.)			
		Yes	No	Not Sure	Does Not Apply
Total	266	136 51.10%	82 30.80%	24 9.00%	24 9.00%
Adult	199	89 44.70%	70 35.20%	22 11.10%	18 9.00%
Child	67	47 70.10%	12 17.90%	2 3.00%	6 9.00%

	Base	Q6 I was informed of the time approved for my services. (Example: Treatment Hours, Sessions, Etc.)			
		Yes	No	Not Sure	Does Not Apply
Total	266	136 51.10%	82 30.80%	24 9.00%	24 9.00%
Adult- County of Residence					
Cumberland	38	19 50.00%	8 21.10%	4 10.50%	7 18.40%
Dauphin	41	16 39.00%	13 31.70%	7 17.10%	5 12.20%
Lancaster	62	25 40.30%	29 46.80%	7 11.30%	1 1.60%
Lebanon	45	24 53.30%	13 28.90%	4 8.90%	4 8.90%
Perry	13	5 38.50%	7 53.80%	0 0	1 7.70%
Child- County of Residence					
Cumberland	11	7 63.60%	4 36.40%	0 0	0 0
Dauphin	9	3 33.30%	0 0	1 11.10%	5 55.60%
Lancaster	29	22 75.90%	6 20.70%	1 3.40%	0 0
Lebanon	14	12 85.70%	2 14.30%	0 0	0 0
Perry	4	3 75.00%	0 0	0 0	1 25.00%

- 95.2% of respondents who had called CBHNP staff (138 out of 145) felt they were treated with courtesy and respect when they called CBHNP. 3.4% of respondents (5 of 145) 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	Q7 When I call CBHNP staff treats me courteously and with respect			
		Yes	No	Not Sure	Does Not Apply
Total	266	138 51.90%	5 1.90%	2 0.80%	121 45.50%
Adult	200	90 45.00%	5 2.50%	2 1.00%	103 51.50%
Child	66	48 72.70%	0 0	0 0	18 27.30%

	Base	Q7 When I call CBHNP staff treats me courteously and with respect			
		Yes	No	Not Sure	Does Not Apply
Total	266	138 51.90%	5 1.90%	2 0.80%	121 45.50%
Adult- County of Residence					
Cumberland	38	18 47.40%	1 2.60%	1 2.60%	18 47.40%
Dauphin	42	18 42.90%	1 2.40%	0 0	23 54.80%
Lancaster	62	37 59.70%	1 1.60%	1 1.60%	23 37.10%
Lebanon	45	12 26.70%	2 4.40%	0 0	31 68.90%
Perry	13	5 38.50%	0 0	0 0	8 61.50%
Child- County of Residence					
Cumberland	10	7 70.00%	0 0	0 0	3 30.00%
Dauphin	9	6 66.70%	0 0	0 0	3 33.30%
Lancaster	29	21 72.40%	0 0	0 0	8 27.60%
Lebanon	14	11 78.60%	0 0	0 0	3 21.40%
Perry	4	3 75.00%	0 0	0 0	1 25.00%

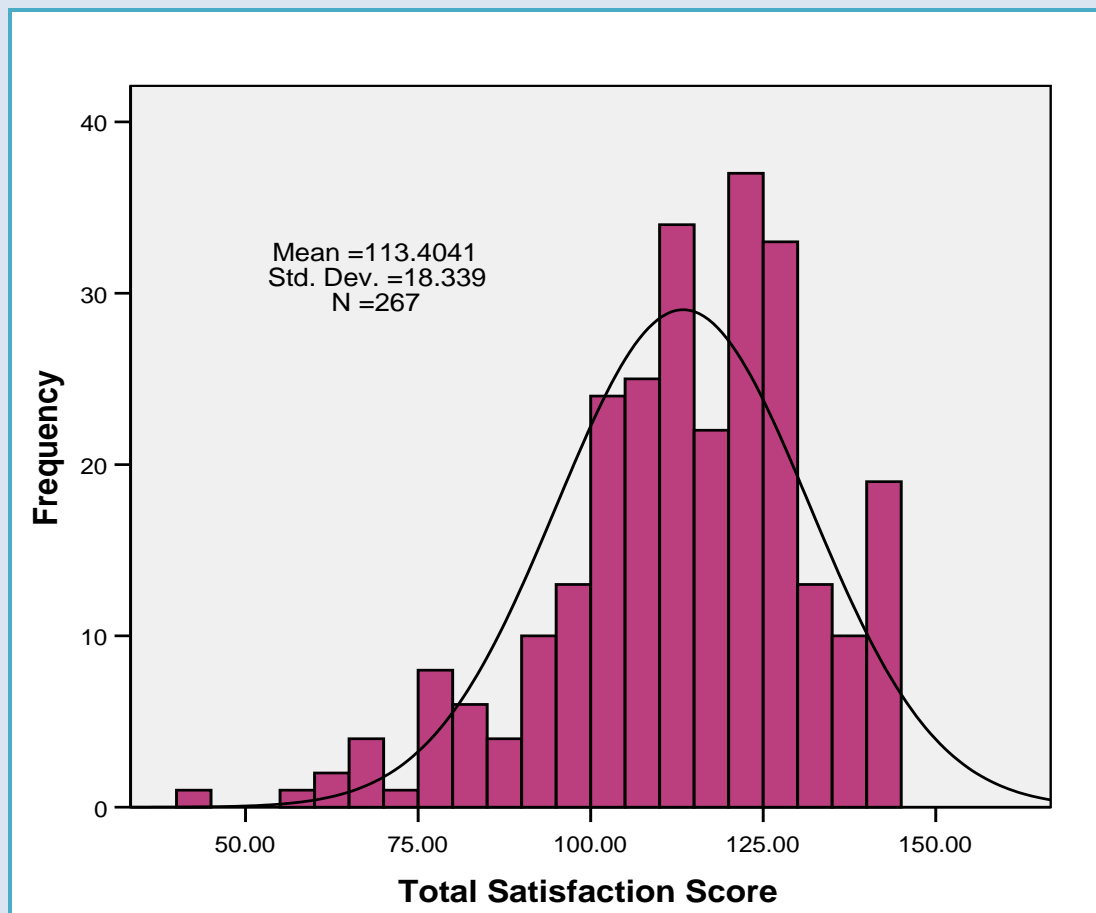
- 77.2% of respondents (206 out of 267) who stated that this question applies to them report they are satisfied with their interactions with CBHNP. 3.4% of respondents (9 of 267) did not feel this was the case.

	Base	Q8 Overall, I am satisfied with the interactions I have had with CBHNP.			
		Yes	No	Not Sure	Does Not Apply
Total	267	206 77.20%	9 3.40%	6 2.20%	46 17.20%
Adult	200	150 75.00%	5 2.50%	6 3.00%	39 19.50%
Child	67	56 83.60%	4 6.00%	0 0	7 10.40%

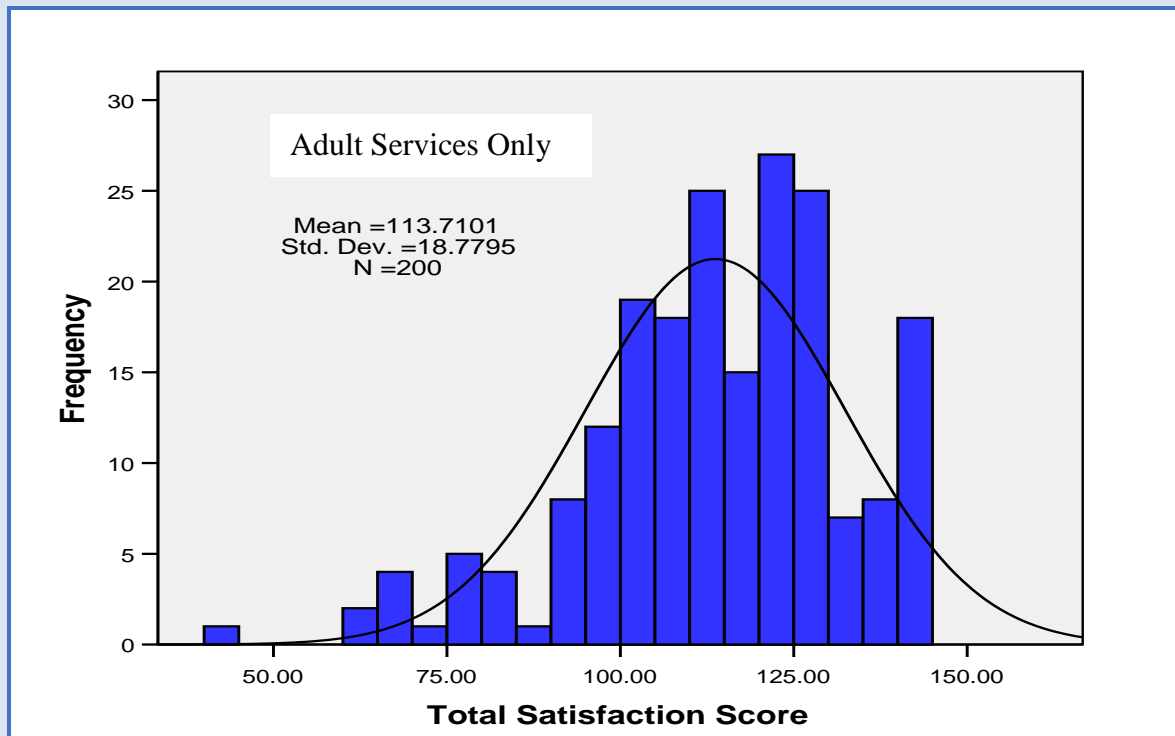
	Base	Q8 Overall, I am satisfied with the interactions I have had with CBHNP.			
		Yes	No	Not Sure	Does Not Apply
Total	267	206 77.20%	9 3.40%	6 2.20%	46 17.20%
Adult- County of Residence					
Cumberland	38	30 78.90%	0 0	1 2.60%	7 18.40%
Dauphin	42	32 76.20%	2 4.80%	1 2.40%	7 16.70%
Lancaster	62	55 88.70%	1 1.60%	3 4.80%	3 4.80%
Lebanon	45	28 62.20%	2 4.40%	1 2.20%	14 31.10%
Perry	13	5 38.50%	0 0	0 0	8 61.50%
Child- County of Residence					
Cumberland	11	6 54.50%	2 18.20%	0 0	3 27.30%
Dauphin	9	6 66.70%	1 11.10%	0 0	2 22.20%
Lancaster	29	27 93.10%	1 3.40%	0 0	1 3.40%
Lebanon	14	14 100.00%	0 0	0 0	0 0
Perry	4	3 75.00%	0 0	0 0	1 25.00%

Satisfaction

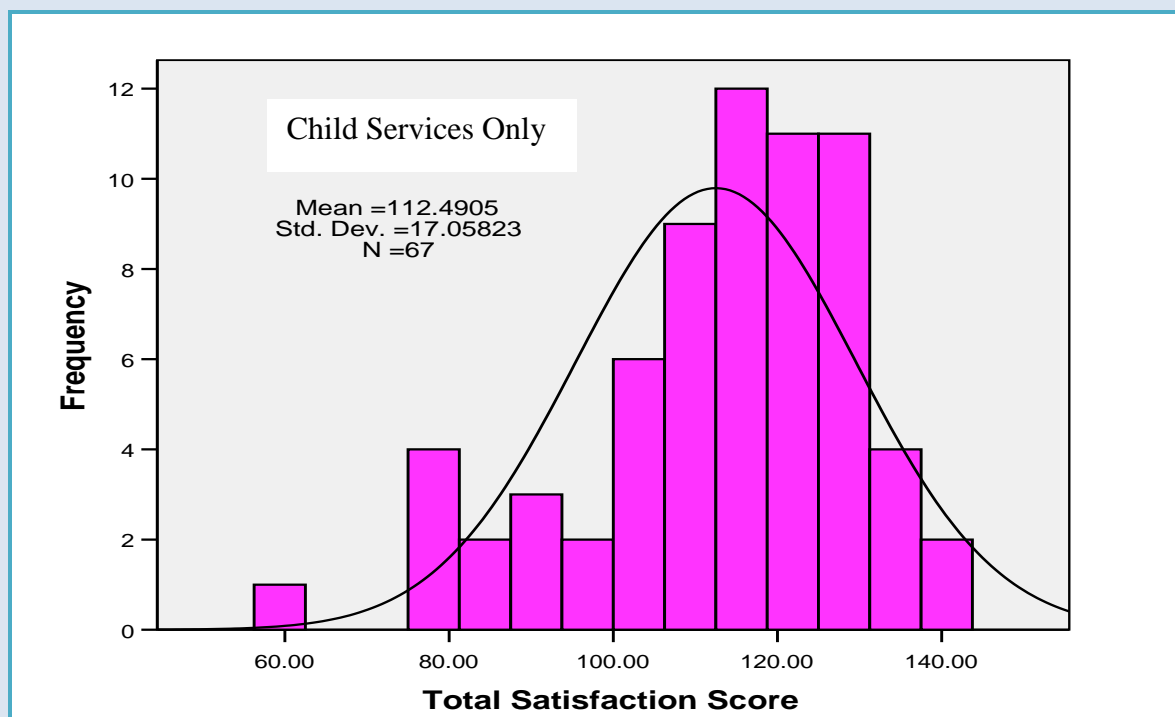
- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 29 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 29 - 145. Scores 116 -145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 113.40 with a standard deviation 18.34 and median 115.0. The TSS scores ranged from 44.17 – 145. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



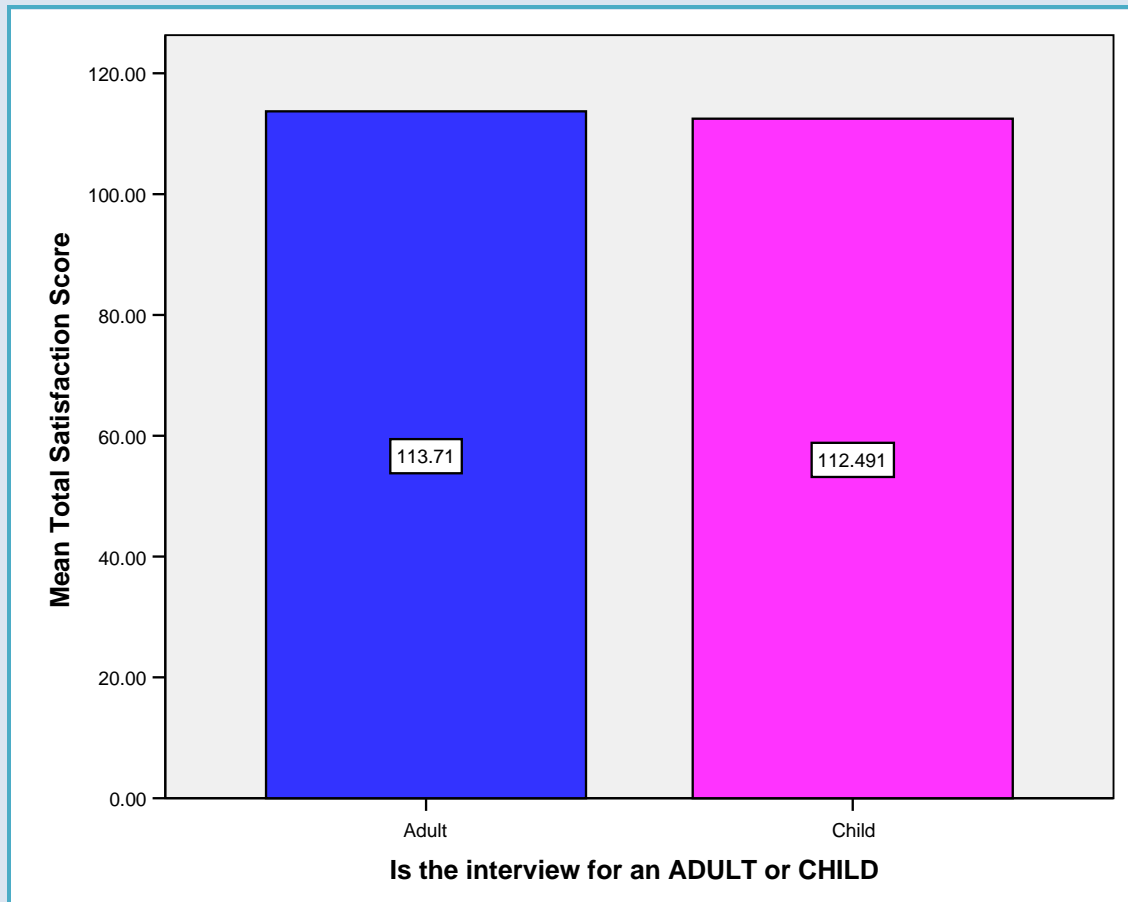
- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 113.71 with a standard deviation 18.78 and median 114.9. The TSS scores ranged from 44.17 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29×3) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 112.49 with a standard deviation 17.05 and median 115.0. The TSS scores ranged from 57 – 141. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29×3) indicate satisfaction on some level.



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

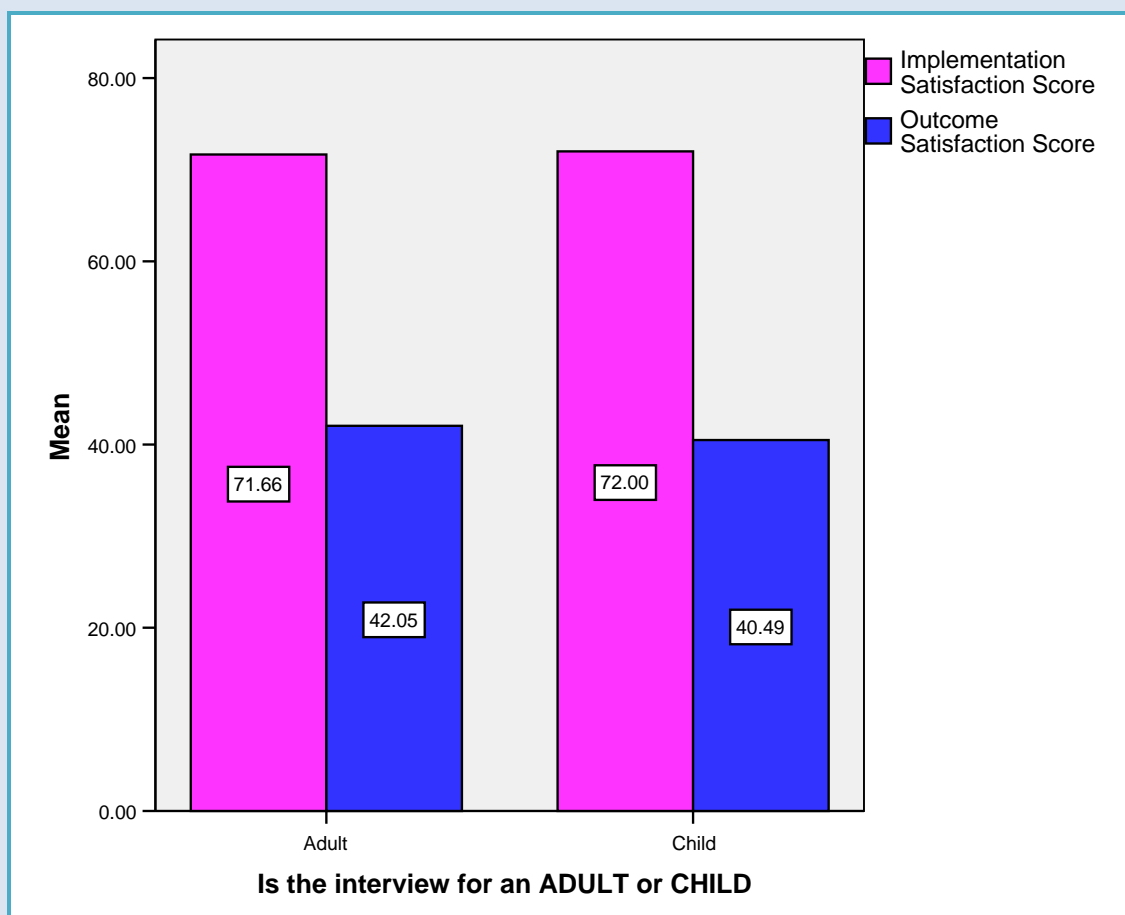


Mean Satisfaction with Implementation and Outcomes

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

Outcome scores ranged from 11-55. Scores 44-55 indicate a high level of satisfaction, scores 33-43 indicate some level of satisfaction and scores below 33 indicate some level of dissatisfaction with Outcomes.

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



Implementation

According to survey responses, the majority of consumers are satisfied with their services. This is reflected in an 78.2% satisfaction rate (Mean Satisfaction Level/Highest Possible Score) among the reports received from consumers as well as consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 85.5% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 87.0% overall satisfaction and consumers of child services reporting 82.1% overall satisfaction.

Respondents reported high levels of satisfaction for questions involving communication with their service provider and participation in their treatment. Consumers of child services (88.1%) reported that they were offered the opportunity to involve their family, significant other and friends into the treatment process (Q27). Respondents who received both child and adult services (87.0%) reported that they felt comfortable asking questions about their treatment (Q19), (85.8%) that their provider asks permission before sharing their information (Q21) and (85.8%) reported that the program staff respected their ethnic, cultural and religious backgrounds in their recovery (Q22). Additionally, adult consumers (85.5%) reported high satisfaction with the amount of time that their provider spends with them (Q20).

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

- Consumers of child services (31.3%) reported that they did not have a choice when selecting their service provider (Q16).
- Respondents who received both adult (33.0%) and child services (35.8%) reported their service provider did not explain the limitations of their therapy or treatment (Q29).
- Approximately 1 in 3 of both child and adult respondents (29.2%) reported they were not given information on how to get other services that they needed (Q14).
- Both adult and child respondents (25.1%) reported they were not given information on all the services that were available to them (Q15).
- Additionally, about 1 in 5 consumers who received both adult and child services (19.9%) reported that their service provider did not inform them who to call if they had questions about services (Q13).
- Respondents who received both adult and child (18.4%) reported their service provider did not explain the advantages of their therapy or treatment (Q28).
- Recipients of adult services (40.5%) reported they had a choice when selecting their provider and (26.5%) reported that they did not (Q16). As noted, (28.5%) of the respondents reported this question did not apply to them. When these cases are removed, (56.7%) reported they had a choice when selecting their provider and (37.1%) reported that they did not. These figures represent a more accurate picture of the results.
- Recipients of adult services (44.5%) reported they had the option to change their provider and (20.0%) reported that they did not (Q17). As noted, (29.0%) of the respondents reported this question did not apply to them. When these cases are removed, (62.7%) reported they had a choice when selecting their provider and (28.2%) reported that they did not. These figures represent a more accurate picture of the results.

Summary responses from the Total group of respondents from this fiscal year (N=267) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=200) are presented in Table 2. Summary responses from the respondents who received Child services (N=67) are presented in Table 3.

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

N=267	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	72.3	19.9	2.6	1.0	2.6
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	50.2	29.2	2.8	1.6	13.9
15. When I came to this program I was given information on all the services that were available to me.	65.5	25.1	2.6	1.2	5.2
16. I had a choice when selecting my service provider.	44.9	27.7	3.1	1.8	23.2
17. I have the option to change my service provider should I choose to.	49.4	19.5	3.3	1.7	24.3
18. I was informed about my rights and responsibilities regarding the treatment I have received.	82.0	12.7	2.7	0.7	0.4
19. I feel comfortable in asking questions regarding my treatment.	87.6	10.1	2.8	0.7	0.7
20. My service provider spends adequate time with me.	84.3	10.5	2.8	0.7	0.7
21. My provider asks my permission before sharing my personal information.	85.8	8.6	2.8	0.7	1.1
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	85.8	2.6	3.1	0.9	7.5
23. I trust my service provider. (Facility as a whole)	80.9	13.5	2.7	0.7	0.4
24. I feel safe at this facility.	78.7	9.7	3.1	1.1	9.4
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	73.4	12.7	3.0	1.2	10.5
26. I am included in the development of my treatment/recovery plan and goals for recovery.	73.8	10.5	3.1	1.2	11.2
27. I am an important part of the treatment process.	80.1	13.5	2.7	0.8	1.9
28. My service provider explained the advantages of my therapy or treatment.	75.3	18.4	2.7	1.0	2.6
29. My service provider explained the limitations of my therapy or treatment.	57.7	33.7	2.4	1.1	3.0
30. Overall, I am satisfied with the services I am receiving.	85.8	11.6	2.8	0.7	0.4

Table 2 – Total Satisfaction – Implementation Adult Services

N=200	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	71.5	20.5	2.6	1.0	2.5
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	48.5	29.5	2.8	1.6	14.5
15. When I came to this program I was given information on all the services that were available to me.	64.5	26.0	2.6	1.2	5.5
16. I had a choice when selecting my service provider.	40.5	26.5	3.3	1.9	28.5
17. I have the option to change my service provider should I choose to.	44.5	20.0	3.4	1.8	29.0
18. I was informed about my rights and responsibilities regarding the treatment I have received.	78.5	15.0	2.7	0.8	0.5
19. I feel comfortable in asking questions regarding my treatment.	87.5	10.0	2.8	0.7	1.0
20. My service provider spends adequate time with me.	85.5	11.0	2.8	0.7	0.5
21. My provider asks my permission before sharing my personal information.	82.5	10.5	2.8	0.8	1.5
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	84.5	3.0	3.2	1.0	8.5
23. I trust my service provider. (Facility as a whole)	80.5	14.5	2.7	0.8	0.5
24. I feel safe at this facility.	77.0	9.0	3.2	1.2	12.5
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	68.5	15.0	3.1	1.3	13.0
26. I am included in the development of my treatment/recovery plan and goals for recovery.	69.5	12.5	3.1	1.3	13.5
27. I am an important part of the treatment process.	79.0	15.5	2.7	0.8	0.5
28. My service provider explained the advantages of my therapy or treatment.	72.5	21.0	2.7	1.0	3.5
29. My service provider explained the limitations of my therapy or treatment.	58.5	33.0	2.4	1.2	3.5
30. Overall, I am satisfied with the services I am receiving.	87.0	11.0	2.8	0.7	0.5

Table 3 – Total Satisfaction – Implementation Child Services

N=67	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	74.6	17.9	2.7	1.0	3.0
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	55.2	28.4	2.7	1.5	11.9
15. When I came to this program I was given information on all the services that were available to me.	68.7	22.4	2.7	1.1	4.5
16. I had a choice when selecting my service provider.	58.2	31.3	2.6	1.3	7.5
17. I have the option to change my service provider should I choose to.	64.2	17.9	2.9	1.3	10.4
18. I was informed about my rights and responsibilities regarding the treatment I have received.	92.5	6.0	2.9	0.5	0.0
19. I feel comfortable in asking questions regarding my treatment.	88.1	10.4	2.8	0.6	0.0
20. My service provider spends adequate time with me.	80.6	9.0	2.8	0.7	1.5
21. My provider asks my permission before sharing my personal information.	95.5	3.0	2.9	0.4	0.0
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	89.6	1.5	3.1	0.7	4.5
23. I trust my service provider. (Facility as a whole)	82.1	10.4	2.7	0.6	0.0
24. I feel safe at this facility.	83.6	11.9	2.7	0.7	0.0
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	88.1	6.0	2.9	0.7	3.0
26. I am included in the development of my treatment/recovery plan and goals for recovery.	86.6	4.5	3.0	0.8	4.5
27. I am an important part of the treatment process.	83.6	7.5	3.0	0.9	6.0
28. My service provider explained the advantages of my therapy or treatment.	83.6	10.4	2.7	0.6	0.0
29. My service provider explained the limitations of my therapy or treatment.	55.2	35.8	2.3	1.0	1.5
30. Overall, I am satisfied with the services I am receiving.	82.1	13.4	2.7	0.7	0.0

Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 34.5% to 71.9% of consumers believe services have improved their lives in each outcome area. Additionally 15.7% to 34.1% of consumers believe that no change has resulted from their services. Only 4.9% to 12.0% believes that things are worse as a result of services.

- Recipients of both adult and child services gave high ratings (71.9%) to coping with the specific problems or issues that led them to seek services (Q41).
- Child respondents (59.7%) reported strengthening their social support network was better (Q37).
- All respondents reported high satisfaction with feeling good (hopeful) about the future (59.6%) (Q 35).
- Recipients of adult services also reported high levels of satisfaction with managing daily problems (58.0%) (Q31).
- Additionally, recipients of adult services reported high levels of satisfaction with how they feel about themselves (58.0%) (Q34).
- Recipients of adult services (27.5%) reported that things have improved with dealing with school or work (Q25) and (4.0%) reported it as worse than before. As noted, (49.5%) of the respondents reported this question did not apply to them. When these cases are removed, (54.5%) report they were better able to deal with school or work and (7.9%) reported it was worse. These figures represent a more accurate picture of the results.

Summary responses from the Total group of respondents from this fiscal year (N=267) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=200) are presented in Table 5. Summary responses from the consumers who received Child services (N=67) are presented in Table 6.

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

Total N=267	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	56.9	6.4	2.8	1.1	7.1
32. Feeling in control of my life.	55.4	8.6	2.7	1.0	5.6
33. Coping with personal crisis.	57.7	10.5	2.7	1.1	6.7
34. How I feel about myself.	55.8	12.0	2.6	1.0	5.2
35. Feeling good (hopeful) about the future.	59.6	10.5	2.7	1.0	5.6
36. Enjoying my free time.	47.6	8.6	3.0	1.4	14.2
37. Strengthening my social support network.	52.1	9.7	2.9	1.3	11.6
38. Being involved in community activities.	39.0	8.6	3.0	1.5	18.4
39. Participating with school or work activities.	34.5	4.9	3.8	1.8	38.6
40. Interacting with people in social situations.	50.9	9.4	2.9	1.3	10.9
41. Coping with specific problems or issue that led to seek services.	71.9	10.9	2.7	0.8	1.5

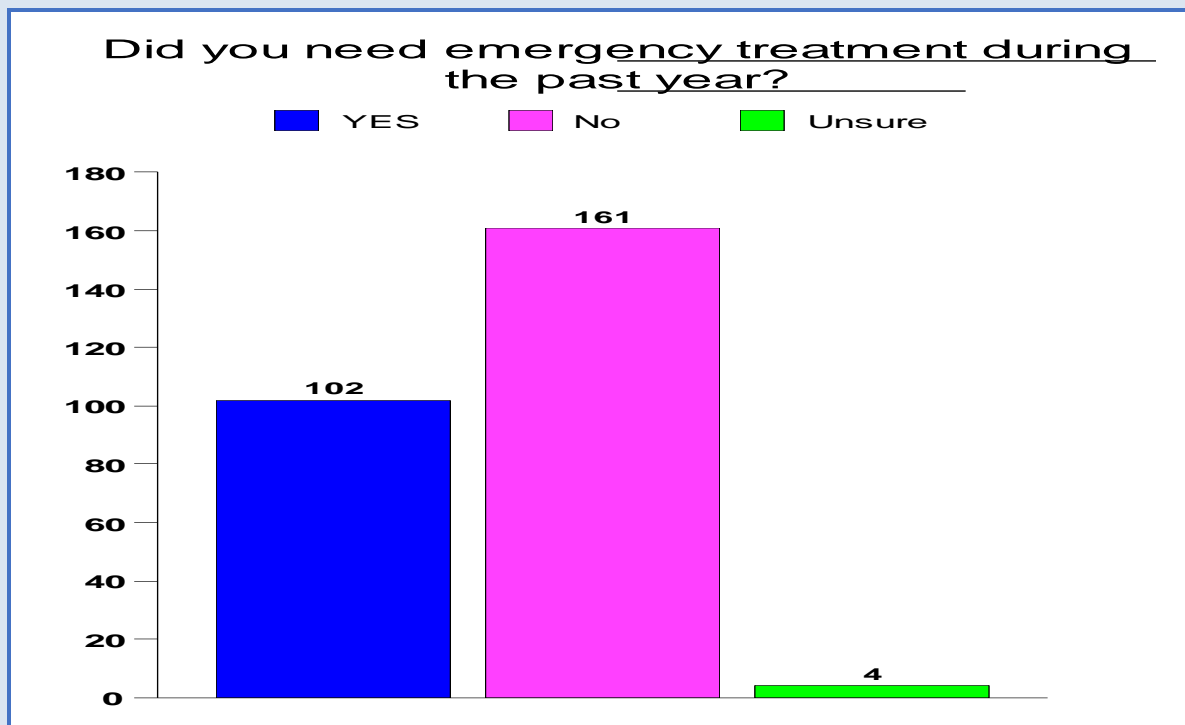
Table 5 – Total Satisfaction – Outcome Questions Adult Services

Total N=200	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	58.0	5.5	2.8	1.1	7.5
32. Feeling in control of my life.	57.5	7.5	2.7	0.9	4.0
33. Coping with personal crisis.	60.5	9.5	2.7	1.0	4.5
34. How I feel about myself.	58.0	11.0	2.7	1.0	4.5
35. Feeling good (hopeful) about the future.	62.5	9.0	2.7	0.9	3.0
36. Enjoying my free time.	47.5	9.0	3.1	1.5	17.0
37. Strengthening my social support network.	49.5	10.5	2.9	1.3	12.0
38. Being involved in community activities.	41.5	9.5	3.0	1.5	17.0
39. Participating with school or work activities.	27.5	4.0	4.2	1.8	49.5
40. Interacting with people in social situations.	52.5	7.5	3.0	1.3	12.5
41. Coping with specific problems or issue that led to seek services.	75.0	9.0	2.7	0.7	1.0

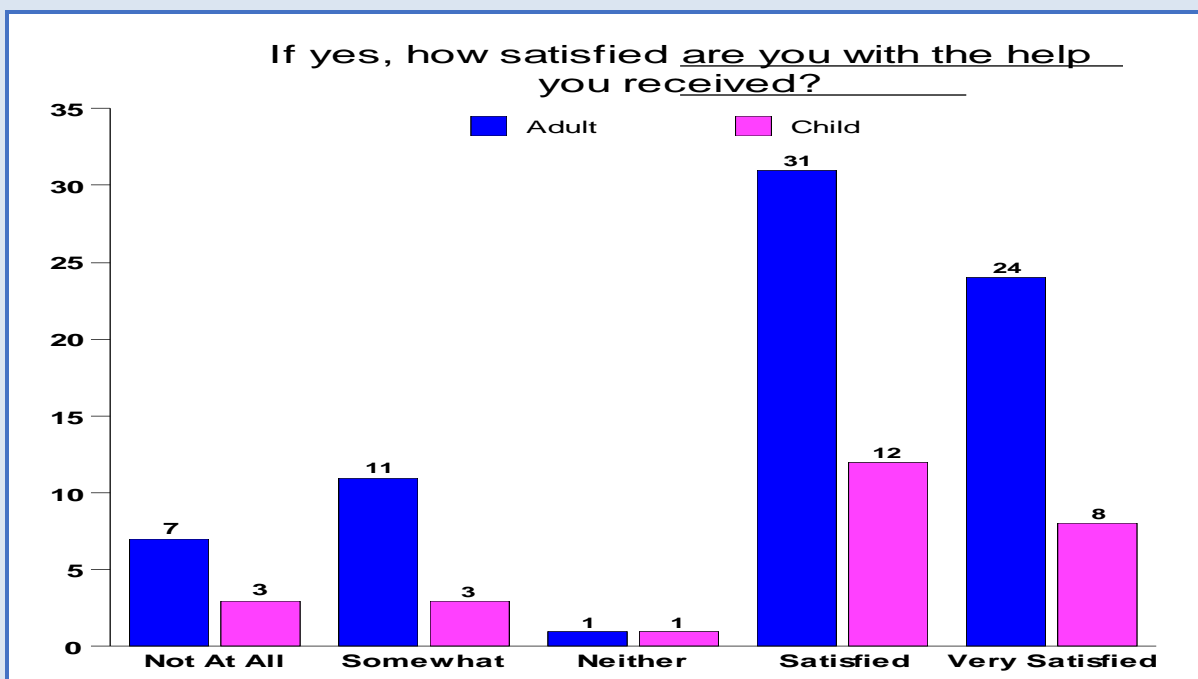
Table 6 – Total Satisfaction – Outcome Questions Child Services

	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=67					
31. Managing daily problems.	53.7	9.0	2.7	1.1	6.0
32. Feeling in control of my life.	49.3	11.9	2.8	1.3	10.4
33. Coping with personal crisis.	49.3	13.4	2.9	1.4	13.4
34. How I feel about myself.	49.3	14.9	2.6	1.2	7.5
35. Feeling good (hopeful) about the future.	50.7	14.9	2.9	1.4	13.4
36. Enjoying my free time.	47.8	7.5	2.6	1.1	6.0
37. Strengthening my social support network.	59.7	7.5	2.9	1.2	10.4
38. Being involved in community activities.	31.3	6.0	3.1	1.6	22.4
39. Participating with school or work activities.	55.2	7.5	2.7	1.0	6.0
40. Interacting with people in social situations.	46.3	14.9	2.6	1.1	6.0
41. Coping with specific problems or issue that led to seek services.	62.7	16.4	2.6	1.0	3.0

Emergency Treatment: 102 of the 267 respondents (38.2%) indicated they needed emergency mental health or substance abuse service during the past year. 161 (60.3%) consumers reported they did not need emergency service during the past year and the remaining 4 (1.5%) were unsure.

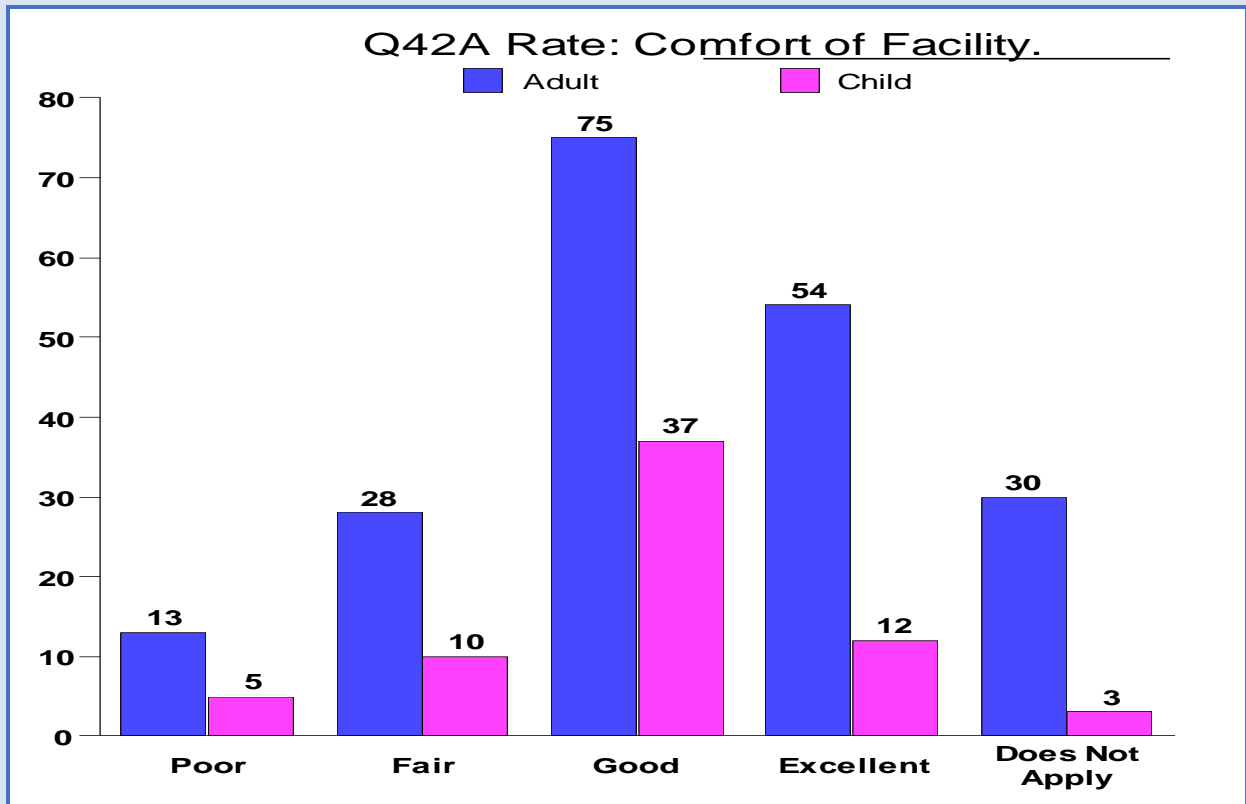


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.72 with standard deviation 1.31. Of the consumers who felt that this question pertained to them 74.3% (75 of the 101) reported they were either Very Satisfied, or Satisfied, 23.8% (24 of 101), Somewhat or Not at all Satisfied.



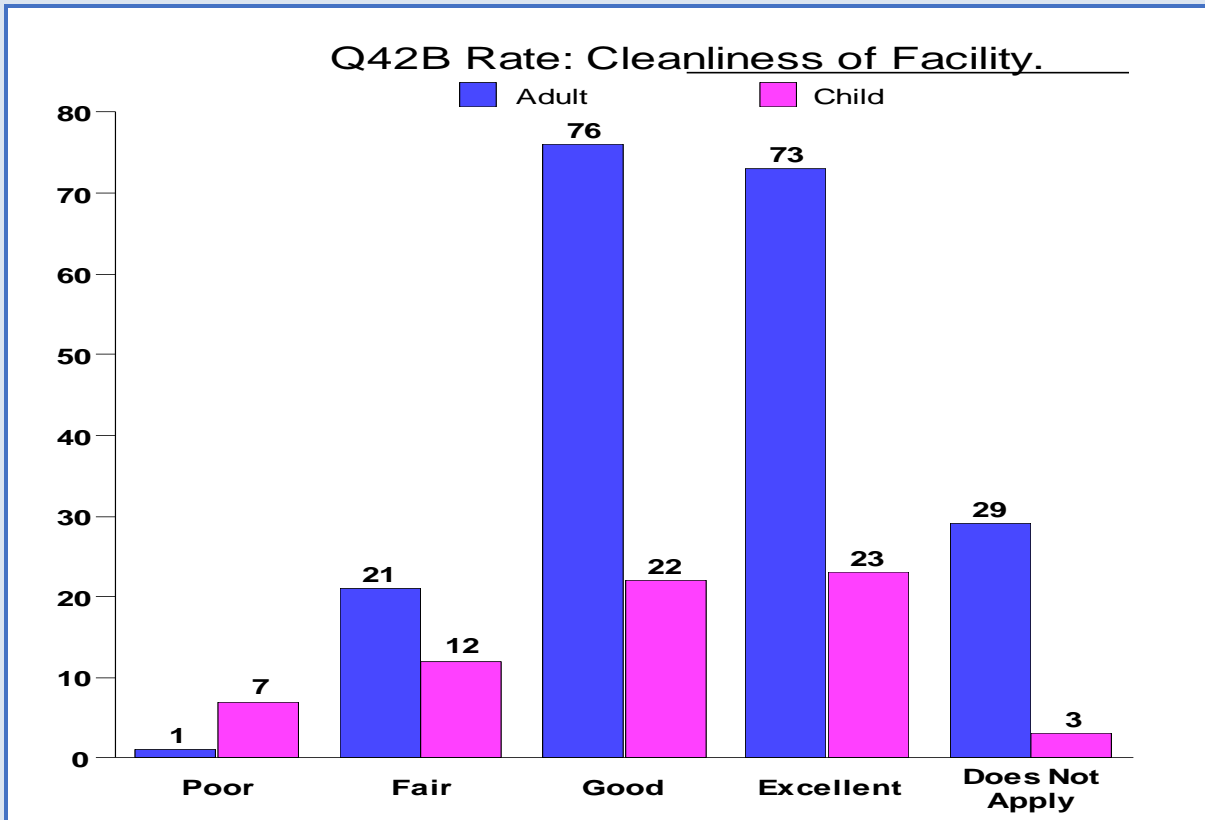
Questions Regarding Treatment Environment

Comfort of Facility: 66.6% of all respondents rated the comfort of their treatment facility as Excellent or Good. 20.9% of all respondents rated the comfort of their treatment facility as Fair or Poor. 12.4% of consumers felt this question did not apply to them.



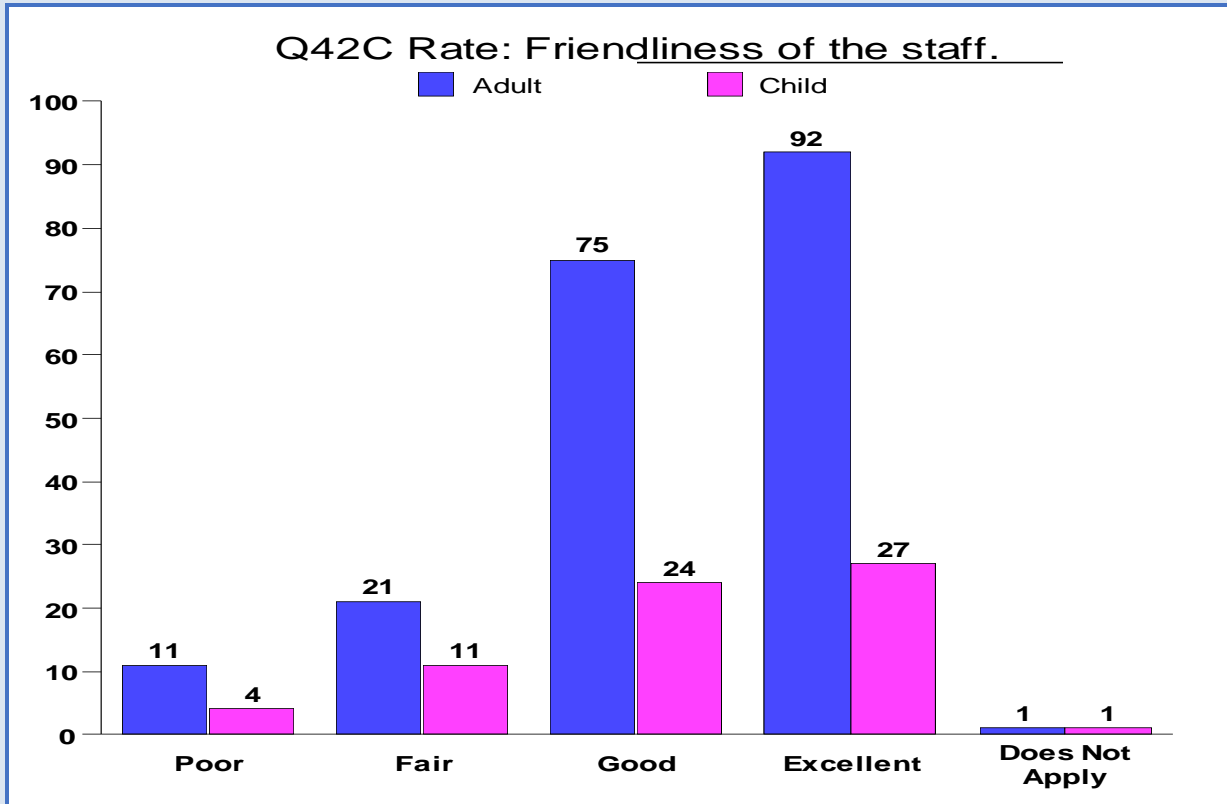
	Base	Q42A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	267	18 6.70%	38 14.20%	112 41.90%	66 24.70%	33 12.40%
Adult	200	13 6.50%	28 14.00%	75 37.50%	54 27.00%	30 15.00%
Child	67	5 7.50%	10 14.90%	37 55.20%	12 17.90%	3 4.50%

Cleanliness of Facility: 72.7% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 15.4% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 12% of consumers felt that this question did not apply to them.



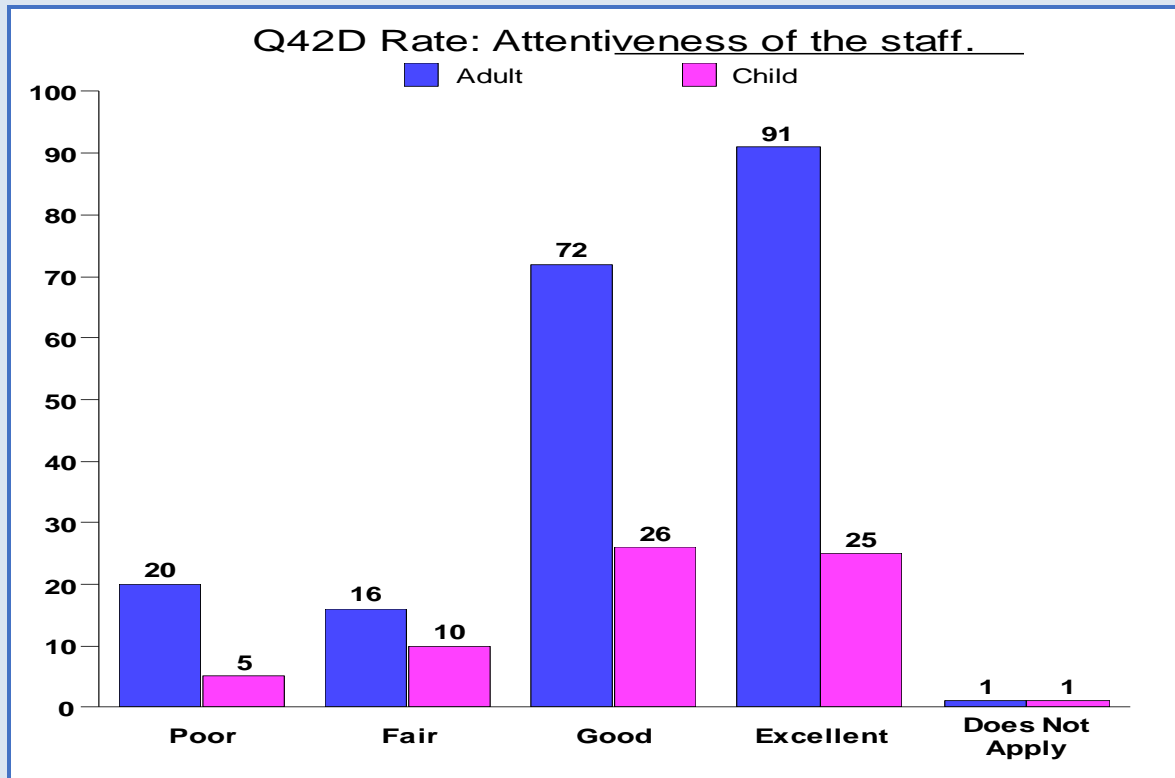
	Base	Q42B Rate: Cleanliness of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	267	8 3.00%	33 12.40%	98 36.70%	96 36.00%	32 12.00%
Adult	200	1 0.50%	21 10.50%	76 38.00%	73 36.50%	29 14.50%
Child	67	7 10.40%	12 17.90%	22 32.80%	23 34.30%	3 4.50%

Friendliness of Staff: 81.7% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 17.6% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 0.7% of consumers felt that this question did not apply to them.



	Base	Q42C Rate: Friendliness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	267	15 5.60%	32 12.00%	99 37.10%	119 44.60%	2 0.70%
Adult	200	11 5.50%	21 10.50%	75 37.50%	92 46.00%	1 0.50%
Child	67	4 6.00%	11 16.40%	24 35.80%	27 40.30%	1 1.50%

Attentiveness of Staff: 80.1% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 19.1% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 0.7% of consumers felt that this question did not apply to them.



	Base	Q42D Rate: Attentiveness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	267	25 9.40%	26 9.70%	98 36.70%	116 43.40%	2 0.70%
Adult	200	20 10.00%	16 8.00%	72 36.00%	91 45.50%	1 0.50%
Child	67	5 7.50%	10 14.90%	26 38.80%	25 37.30%	1 1.50%

Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of the 29 questions by Age Group and County of residence for all respondents (N=267).

	Base	Q13 I know whom to call if I have questions about MH or SA services.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	33 12.40%	20 7.50%	14 5.20%	81 30.30%	112 41.90%	7 2.60%
Adult- County of Residence							
Cumberland	38	3 7.90%	3 7.90%	4 10.50%	13 34.20%	15 39.50%	0 0
Dauphin	42	2 4.80%	4 9.50%	2 4.80%	11 26.20%	23 54.80%	0 0
Lancaster	62	17 27.40%	4 6.50%	3 4.80%	9 14.50%	24 38.70%	5 8.10%
Lebanon	45	3 6.70%	3 6.70%	1 2.20%	15 33.30%	23 51.10%	0 0
Perry	13	1 7.70%	1 7.70%	1 7.70%	4 30.80%	6 46.20%	0 0
Child- County of Residence							
Cumberland	11	0 0	2 18.20%	1 9.10%	3 27.30%	5 45.50%	0 0
Dauphin	9	0 0	2 22.20%	1 11.10%	6 66.70%	0 0	0 0
Lancaster	29	6 20.70%	0 0	1 3.40%	11 37.90%	10 34.50%	1 3.40%
Lebanon	14	1 7.10%	1 7.10%	0 0	7 50.00%	4 28.60%	1 7.10%
Perry	4	0 0	0 0	0 0	2 50.00%	2 50.00%	0 0

	Base	Q14 I was given information on how to get other services t.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	45 16.90%	33 12.40%	18 6.70%	62 23.20%	72 27.00%	37 13.90%
Adult- County of Residence							
Cumberland	38	3 7.90%	7 18.40%	3 7.90%	7 18.40%	15 39.50%	3 7.90%
Dauphin	42	3 7.10%	4 9.50%	4 9.50%	10 23.80%	19 45.20%	2 4.80%
Lancaster	62	22 35.50%	1 1.60%	4 6.50%	9 14.50%	9 14.50%	17 27.40%
Lebanon	45	4 8.90%	10 22.20%	2 4.40%	9 20.00%	14 31.10%	6 13.30%
Perry	13	0 0	5 38.50%	2 15.40%	4 30.80%	1 7.70%	1 7.70%
Child- County of Residence							
Cumberland	11	1 9.10%	2 18.20%	1 9.10%	2 18.20%	4 36.40%	1 9.10%
Dauphin	9	0 0	3 33.30%	1 11.10%	4 44.40%	0 0	1 11.10%
Lancaster	29	9 31.00%	0 0	0 0	10 34.50%	7 24.10%	3 10.30%
Lebanon	14	3 21.40%	1 7.10%	1 7.10%	5 35.70%	2 14.30%	2 14.30%
Perry	4	0 0	0 0	0 0	2 50.00%	1 25.00%	1 25.00%

	Base	Q15 When I came to this program I was given information o...					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	39 14.60%	28 10.50%	11 4.10%	67 25.10%	108 40.40%	14 5.20%
Adult- County of Residence							
Cumberland	38	2 5.30%	6 15.80%	2 5.30%	8 21.10%	18 47.40%	2 5.30%
Dauphin	42	5 11.90%	3 7.10%	2 4.80%	10 23.80%	22 52.40%	0 0
Lancaster	62	25 40.30%	2 3.20%	2 3.20%	10 16.10%	16 25.80%	7 11.30%
Lebanon	45	1 2.20%	5 11.10%	2 4.40%	12 26.70%	23 51.10%	2 4.40%
Perry	13	1 7.70%	2 15.40%	0 0	6 46.20%	4 30.80%	0 0
Child- County of Residence							
Cumberland	11	0 0	3 27.30%	1 9.10%	4 36.40%	3 27.30%	0 0
Dauphin	9	0 0	4 44.40%	0 0	5 55.60%	0 0	0 0
Lancaster	29	4 13.80%	1 3.40%	1 3.40%	6 20.70%	17 58.60%	0 0
Lebanon	14	1 7.10%	2 14.30%	1 7.10%	4 28.60%	3 21.40%	3 21.40%
Perry	4	0 0	0 0	0 0	2 50.00%	2 50.00%	0 0

	Base	Q16 I had a choice when selecting my service provider. (Th...					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	25 9.40%	49 18.40%	11 4.10%	45 16.90%	75 28.10%	62 23.20%
Adult- County of Residence							
Cumberland	38	5 13.20%	12 31.60%	4 10.50%	4 10.50%	13 34.20%	0 0
Dauphin	42	10 23.80%	6 14.30%	1 2.40%	7 16.70%	16 38.10%	2 4.80%
Lancaster	62	1 1.60%	1 1.60%	1 1.60%	3 4.80%	7 11.30%	49 79.00%
Lebanon	45	3 6.70%	13 28.90%	3 6.70%	5 11.10%	15 33.30%	6 13.30%
Perry	13	0 0	2 15.40%	0 0	5 38.50%	6 46.20%	0 0
Child- County of Residence							
Cumberland	11	1 9.10%	2 18.20%	1 9.10%	3 27.30%	4 36.40%	0 0
Dauphin	9	0 0	8 88.90%	0 0	1 11.10%	0 0	0 0
Lancaster	29	5 17.20%	3 10.30%	0 0	11 37.90%	10 34.50%	0 0
Lebanon	14	0 0	1 7.10%	0 0	4 28.60%	4 28.60%	5 35.70%
Perry	4	0 0	1 25.00%	1 25.00%	2 50.00%	0 0	0 0

	Base	Q17 I have the option to change my service provider should I choose to.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	18 6.70%	34 12.70%	18 6.70%	52 19.50%	80 30.00%	65 24.30%
Adult- County of Residence							
Cumberland	38	6 15.80%	8 21.10%	4 10.50%	6 15.80%	13 34.20%	1 2.60%
Dauphin	42	7 16.70%	5 11.90%	3 7.10%	8 19.00%	18 42.90%	1 2.40%
Lancaster	62	0 0	2 3.20%	1 1.60%	2 3.20%	8 12.90%	49 79.00%
Lebanon	45	2 4.40%	9 20.00%	4 8.90%	7 15.60%	17 37.80%	6 13.30%
Perry	13	0 0	1 7.70%	1 7.70%	7 53.80%	3 23.10%	1 7.70%
Child- County of Residence							
Cumberland	11	1 9.10%	2 18.20%	1 9.10%	3 27.30%	3 27.30%	1 9.10%
Dauphin	9	0 0	4 44.40%	1 11.10%	4 44.40%	0 0	0 0
Lancaster	29	2 6.90%	1 3.40%	2 6.90%	10 34.50%	13 44.80%	1 3.40%
Lebanon	14	0 0	2 14.30%	0 0	3 21.40%	4 28.60%	5 35.70%
Perry	4	0 0	0 0	1 25.00%	2 50.00%	1 25.00%	0 0

	Base	Q18 I was informed about my rights and responsibilities regarding treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	26 9.70%	8 3.00%	13 4.90%	81 30.30%	138 51.70%	1 0.40%
Adult- County of Residence							
Cumberland	38	1 2.60%	2 5.30%	2 5.30%	12 31.60%	21 55.30%	0 0
Dauphin	42	3 7.10%	0 0	1 2.40%	12 28.60%	26 61.90%	0 0
Lancaster	62	20 32.30%	0 0	7 11.30%	11 17.70%	23 37.10%	1 1.60%
Lebanon	45	1 2.20%	2 4.40%	2 4.40%	11 24.40%	29 64.40%	0 0
Perry	13	0 0	1 7.70%	0 0	5 38.50%	7 53.80%	0 0
Child- County of Residence							
Cumberland	11	0 0	1 9.10%	0 0	4 36.40%	6 54.50%	0 0
Dauphin	9	0 0	0 0	0 0	9 100.00%	0 0	0 0
Lancaster	29	1 3.40%	1 3.40%	0 0	10 34.50%	17 58.60%	0 0
Lebanon	14	0 0	1 7.10%	1 7.10%	4 28.60%	8 57.10%	0 0
Perry	4	0 0	0 0	0 0	3 75.00%	1 25.00%	0 0

	Base	Q19 I feel comfortable in asking questions regarding my treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	14 5.20%	13 4.90%	4 1.50%	84 31.50%	150 56.20%	2 0.70%
Adult- County of Residence							
Cumberland	38	4 10.50%	4 10.50%	1 2.60%	11 28.90%	18 47.40%	0 0
Dauphin	42	0 0	1 2.40%	0 0	10 23.80%	30 71.40%	1 2.40%
Lancaster	62	5 8.10%	2 3.20%	0 0	19 30.60%	35 56.50%	1 1.60%
Lebanon	45	0 0	1 2.20%	1 2.20%	10 22.20%	33 73.30%	0 0
Perry	13	1 7.70%	2 15.40%	1 7.70%	5 38.50%	4 30.80%	0 0
Child- County of Residence							
Cumberland	11	0 0	0 0	0 0	5 45.50%	6 54.50%	0 0
Dauphin	9	0 0	0 0	0 0	8 88.90%	1 11.10%	0 0
Lancaster	29	3 10.30%	1 3.40%	1 3.40%	10 34.50%	14 48.30%	0 0
Lebanon	14	1 7.10%	2 14.30%	0 0	3 21.40%	8 57.10%	0 0
Perry	4	0 0	0 0	0 0	3 75.00%	1 25.00%	0 0

	Base	Q20 My service provider spends adequate time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	14 5.20%	14 5.20%	12 4.50%	82 30.70%	143 53.60%	2 0.70%
Adult- County of Residence							
Cumberland	38	3 7.90%	5 13.20%	1 2.60%	11 28.90%	18 47.40%	0 0
Dauphin	42	1 2.40%	3 7.10%	1 2.40%	11 26.20%	26 61.90%	0 0
Lancaster	62	4 6.50%	1 1.60%	2 3.20%	17 27.40%	38 61.30%	0 0
Lebanon	45	1 2.20%	2 4.40%	1 2.20%	15 33.30%	25 55.60%	1 2.20%
Perry	13	1 7.70%	1 7.70%	1 7.70%	6 46.20%	4 30.80%	0 0
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	0 0	5 45.50%	5 45.50%	0 0
Dauphin	9	0 0	0 0	2 22.20%	5 55.60%	2 22.20%	0 0
Lancaster	29	2 6.90%	0 0	1 3.40%	7 24.10%	19 65.50%	0 0
Lebanon	14	1 7.10%	2 14.30%	2 14.30%	3 21.40%	5 35.70%	1 7.10%
Perry	4	0 0	0 0	1 25.00%	2 50.00%	1 25.00%	0 0

	Base	Q21 My provider does not share my personal MH and/or SAI information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	11 4.10%	12 4.50%	12 4.50%	85 31.80%	144 53.90%	3 1.10%
Adult- County of Residence							
Cumberland	38	1 2.60%	4 10.50%	1 2.60%	10 26.30%	21 55.30%	1 2.60%
Dauphin	42	1 2.40%	1 2.40%	2 4.80%	14 33.30%	24 57.10%	0 0
Lancaster	62	8 12.90%	3 4.80%	4 6.50%	17 27.40%	29 46.80%	1 1.60%
Lebanon	45	1 2.20%	1 2.20%	4 8.90%	9 20.00%	30 66.70%	0 0
Perry	13	0 0	1 7.70%	0 0	4 30.80%	7 53.80%	1 7.70%
Child- County of Residence							
Cumberland	11	0 0	2 18.20%	0 0	5 45.50%	4 36.40%	0 0
Dauphin	9	0 0	0 0	1 11.10%	7 77.80%	1 11.10%	0 0
Lancaster	29	0 0	0 0	0 0	8 27.60%	21 72.40%	0 0
Lebanon	14	0 0	0 0	0 0	8 57.10%	6 42.90%	0 0
Perry	4	0 0	0 0	0 0	3 75.00%	1 25.00%	0 0

	Base	Q22 Program staff respects the role of my ethnic, cultural, religious background.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	4 1.50%	3 1.10%	11 4.10%	84 31.50%	145 54.30%	20 7.50%
Adult- County of Residence							
Cumberland	38	1 2.60%	0 0	2 5.30%	12 31.60%	19 50.00%	4 10.50%
Dauphin	42	1 2.40%	0 0	1 2.40%	12 28.60%	22 52.40%	6 14.30%
Lancaster	62	1 1.60%	1 1.60%	3 4.80%	14 22.60%	39 62.90%	4 6.50%
Lebanon	45	0 0	1 2.20%	2 4.40%	13 28.90%	27 60.00%	2 4.40%
Perry	13	0 0	1 7.70%	0 0	5 38.50%	6 46.20%	1 7.70%
Child- County of Residence							
Cumberland	11	0 0	0 0	1 9.10%	6 54.50%	4 36.40%	0 0
Dauphin	9	0 0	0 0	0 0	9 100.00%	0 0	0 0
Lancaster	29	0 0	0 0	1 3.40%	9 31.00%	18 62.10%	1 3.40%
Lebanon	14	1 7.10%	0 0	1 7.10%	2 14.30%	8 57.10%	2 14.30%
Perry	4	0 0	0 0	0 0	2 50.00%	2 50.00%	0 0

	Base	Q23 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	18 6.70%	18 6.70%	14 5.20%	78 29.20%	138 51.70%	1 0.40%
Adult- County of Residence							
Cumberland	38	3 7.90%	6 15.80%	3 7.90%	10 26.30%	16 42.10%	0 0
Dauphin	42	1 2.40%	3 7.10%	2 4.80%	12 28.60%	24 57.10%	0 0
Lancaster	62	7 11.30%	2 3.20%	2 3.20%	14 22.60%	36 58.10%	1 1.60%
Lebanon	45	1 2.20%	3 6.70%	2 4.40%	12 26.70%	27 60.00%	0 0
Perry	13	1 7.70%	2 15.40%	0 0	4 30.80%	6 46.20%	0 0
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	0 0	4 36.40%	6 54.50%	0 0
Dauphin	9	0 0	0 0	0 0	9 100.00%	0 0	0 0
Lancaster	29	2 6.90%	1 3.40%	3 10.30%	9 31.00%	14 48.30%	0 0
Lebanon	14	2 14.30%	1 7.10%	1 7.10%	2 14.30%	8 57.10%	0 0
Perry	4	0 0	0 0	1 25.00%	2 50.00%	1 25.00%	0 0

	Base	Q24 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	17 6.40%	9 3.40%	6 2.20%	76 28.50%	134 50.20%	25 9.40%
Adult- County of Residence							
Cumberland	38	4 10.50%	2 5.30%	0 0	11 28.90%	21 55.30%	0 0
Dauphin	42	0 0	4 9.50%	0 0	9 21.40%	29 69.00%	0 0
Lancaster	62	3 4.80%	1 1.60%	0 0	11 17.70%	22 35.50%	25 40.30%
Lebanon	45	2 4.40%	1 2.20%	2 4.40%	13 28.90%	27 60.00%	0 0
Perry	13	1 7.70%	0 0	1 7.70%	4 30.80%	7 53.80%	0 0
Child- County of Residence							
Cumberland	11	0 0	1 9.10%	2 18.20%	2 18.20%	6 54.50%	0 0
Dauphin	9	0 0	0 0	0 0	8 88.90%	1 11.10%	0 0
Lancaster	29	6 20.70%	0 0	0 0	10 34.50%	13 44.80%	0 0
Lebanon	14	1 7.10%	0 0	0 0	6 42.90%	7 50.00%	0 0
Perry	4	0 0	0 0	1 25.00%	2 50.00%	1 25.00%	0 0

	Base	Q25 My service provider offered me the opportunity to involve my family, significant others and friends.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	12 4.50%	22 8.20%	9 3.40%	71 26.60%	125 46.80%	28 10.50%
Adult- County of Residence							
Cumberland	38	1 2.60%	4 10.50%	2 5.30%	9 23.70%	21 55.30%	1 2.60%
Dauphin	42	3 7.10%	5 11.90%	2 4.80%	8 19.00%	24 57.10%	0 0
Lancaster	62	6 9.70%	2 3.20%	0 0	10 16.10%	21 33.90%	23 37.10%
Lebanon	45	1 2.20%	7 15.60%	2 4.40%	11 24.40%	22 48.90%	2 4.40%
Perry	13	0 0	1 7.70%	1 7.70%	5 38.50%	6 46.20%	0 0
Child- County of Residence							
Cumberland	11	0 0	0 0	0 0	5 45.50%	6 54.50%	0 0
Dauphin	9	0 0	1 11.10%	0 0	6 66.70%	2 22.20%	0 0
Lancaster	29	0 0	0 0	1 3.40%	10 34.50%	18 62.10%	0 0
Lebanon	14	1 7.10%	1 7.10%	1 7.10%	5 35.70%	4 28.60%	2 14.30%
Perry	4	0 0	1 25.00%	0 0	2 50.00%	1 25.00%	0 0

	Base	Q26 I am included in all meetings regarding my treatment plan & goals for recovery.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	14 5.20%	14 5.20%	12 4.50%	75 28.10%	122 45.70%	30 11.20%
Adult- County of Residence							
Cumberland	38	1 2.60%	2 5.30%	5 13.20%	10 26.30%	19 50.00%	1 2.60%
Dauphin	42	4 9.50%	3 7.10%	1 2.40%	13 31.00%	19 45.20%	2 4.80%
Lancaster	62	6 9.70%	2 3.20%	1 1.60%	7 11.30%	24 38.70%	22 35.50%
Lebanon	45	1 2.20%	4 8.90%	2 4.40%	15 33.30%	21 46.70%	2 4.40%
Perry	13	1 7.70%	1 7.70%	0 0	4 30.80%	7 53.80%	0 0
Child- County of Residence							
Cumberland	11	0 0	0 0	2 18.20%	3 27.30%	6 54.50%	0 0
Dauphin	9	0 0	0 0	0 0	7 77.80%	2 22.20%	0 0
Lancaster	29	0 0	1 3.40%	0 0	8 27.60%	18 62.10%	2 6.90%
Lebanon	14	1 7.10%	1 7.10%	0 0	6 42.90%	5 35.70%	1 7.10%
Perry	4	0 0	0 0	1 25.00%	2 50.00%	1 25.00%	0 0

	Base	Q27 I am an important part of the treatment process.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	16 6.00%	20 7.50%	12 4.50%	83 31.10%	131 49.10%	5 1.90%
Adult- County of Residence							
Cumberland	38	3 7.90%	7 18.40%	1 2.60%	12 31.60%	15 39.50%	0 0
Dauphin	42	1 2.40%	7 16.70%	1 2.40%	10 23.80%	23 54.80%	0 0
Lancaster	62	7 11.30%	1 1.60%	6 9.70%	15 24.20%	32 51.60%	1 1.60%
Lebanon	45	0 0	3 6.70%	2 4.40%	15 33.30%	25 55.60%	0 0
Perry	13	1 7.70%	1 7.70%	0 0	7 53.80%	4 30.80%	0 0
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	1 9.10%	3 27.30%	6 54.50%	0 0
Dauphin	9	0 0	0 0	0 0	8 88.90%	1 11.10%	0 0
Lancaster	29	2 6.90%	1 3.40%	0 0	7 24.10%	16 55.20%	3 10.30%
Lebanon	14	1 7.10%	0 0	1 7.10%	3 21.40%	8 57.10%	1 7.10%
Perry	4	0 0	0 0	0 0	3 75.00%	1 25.00%	0 0

	Base	Q28 My service provider explained the advantages of my therapy or treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	24 9.00%	25 9.40%	10 3.70%	92 34.50%	109 40.80%	7 2.60%
Adult- County of Residence							
Cumberland	38	2 5.30%	5 13.20%	0 0	15 39.50%	16 42.10%	0 0
Dauphin	42	3 7.10%	3 7.10%	0 0	14 33.30%	22 52.40%	0 0
Lancaster	62	15 24.20%	6 9.70%	5 8.10%	13 21.00%	19 30.60%	4 6.50%
Lebanon	45	1 2.20%	5 11.10%	1 2.20%	12 26.70%	24 53.30%	2 4.40%
Perry	13	0 0	2 15.40%	0 0	7 53.80%	3 23.10%	1 7.70%
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	1 9.10%	3 27.30%	6 54.50%	0 0
Dauphin	9	0 0	1 11.10%	1 11.10%	7 77.80%	0 0	0 0
Lancaster	29	1 3.40%	2 6.90%	1 3.40%	14 48.30%	11 37.90%	0 0
Lebanon	14	1 7.10%	1 7.10%	1 7.10%	4 28.60%	7 50.00%	0 0
Perry	4	0 0	0 0	0 0	3 75.00%	1 25.00%	0 0

	Base	Q29 My service provider explained the limitations of my therapy or treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	56 21.00%	34 12.70%	15 5.60%	75 28.10%	79 29.60%	8 3.00%
Adult- County of Residence							
Cumberland	38	3 7.90%	8 21.10%	1 2.60%	11 28.90%	15 39.50%	0 0
Dauphin	42	4 9.50%	3 7.10%	0 0	14 33.30%	21 50.00%	0 0
Lancaster	62	34 54.80%	2 3.20%	5 8.10%	10 16.10%	7 11.30%	4 6.50%
Lebanon	45	3 6.70%	5 11.10%	1 2.20%	14 31.10%	20 44.40%	2 4.40%
Perry	13	0 0	4 30.80%	3 23.10%	3 23.10%	2 15.40%	1 7.70%
Child- County of Residence							
Cumberland	11	1 9.10%	2 18.20%	2 18.20%	1 9.10%	5 45.50%	0 0
Dauphin	9	0 0	2 22.20%	0 0	6 66.70%	0 0	1 11.10%
Lancaster	29	8 27.60%	5 17.20%	0 0	11 37.90%	5 17.20%	0 0
Lebanon	14	3 21.40%	2 14.30%	3 21.40%	3 21.40%	3 21.40%	0 0
Perry	4	0 0	1 25.00%	0 0	2 50.00%	1 25.00%	0 0

	Base	Q30 Overall, I am satisfied with the services I am receiving.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	267	19 7.10%	12 4.50%	6 2.20%	83 31.10%	146 54.70%	1 0.40%
Adult- County of Residence							
Cumberland	38	3 7.90%	3 7.90%	0 0	13 34.20%	18 47.40%	1 2.60%
Dauphin	42	2 4.80%	2 4.80%	0 0	10 23.80%	28 66.70%	0 0
Lancaster	62	5 8.10%	1 1.60%	2 3.20%	16 25.80%	38 61.30%	0 0
Lebanon	45	2 4.40%	2 4.40%	0 0	15 33.30%	26 57.80%	0 0
Perry	13	1 7.70%	1 7.70%	1 7.70%	4 30.80%	6 46.20%	0 0
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	1 9.10%	1 9.10%	8 72.70%	0 0
Dauphin	9	0 0	0 0	0 0	8 88.90%	1 11.10%	0 0
Lancaster	29	3 10.30%	2 6.90%	1 3.40%	7 24.10%	16 55.20%	0 0
Lebanon	14	2 14.30%	1 7.10%	1 7.10%	6 42.90%	4 28.60%	0 0
Perry	4	0 0	0 0	0 0	3 75.00%	1 25.00%	0 0

	Base	Q31 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	5 1.90%	12 4.50%	79 29.60%	68 25.50%	84 31.50%	19 7.10%
Adult- County of Residence							
Cumberland	38	0 0	1 2.60%	12 31.60%	11 28.90%	13 34.20%	1 2.60%
Dauphin	42	2 4.80%	5 11.90%	8 19.00%	15 35.70%	12 28.60%	0 0
Lancaster	62	0 0	0 0	20 32.30%	16 25.80%	14 22.60%	12 19.40%
Lebanon	45	0 0	2 4.40%	14 31.10%	6 13.30%	21 46.70%	2 4.40%
Perry	13	0 0	1 7.70%	4 30.80%	2 15.40%	6 46.20%	0 0
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	5 45.50%	2 18.20%	3 27.30%	0 0
Dauphin	9	0 0	1 11.10%	4 44.40%	2 22.20%	2 22.20%	0 0
Lancaster	29	1 3.40%	1 3.40%	6 20.70%	11 37.90%	9 31.00%	1 3.40%
Lebanon	14	1 7.10%	1 7.10%	5 35.70%	2 14.30%	3 21.40%	2 14.30%
Perry	4	0 0	0 0	1 25.00%	1 25.00%	1 25.00%	1 25.00%

	Base	Q32 Feeling in control of my life.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	11 4.10%	12 4.50%	81 30.30%	74 27.70%	74 27.70%	15 5.60%
Adult- County of Residence							
Cumberland	38	2 5.30%	0 0	13 34.20%	13 34.20%	9 23.70%	1 2.60%
Dauphin	42	2 4.80%	5 11.90%	9 21.40%	13 31.00%	13 31.00%	0 0
Lancaster	62	0 0	1 1.60%	19 30.60%	22 35.50%	14 22.60%	6 9.70%
Lebanon	45	1 2.20%	2 4.40%	14 31.10%	9 20.00%	18 40.00%	1 2.20%
Perry	13	1 7.70%	1 7.70%	7 53.80%	1 7.70%	3 23.10%	0 0
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	4 36.40%	3 27.30%	3 27.30%	0 0
Dauphin	9	1 11.10%	0 0	3 33.30%	2 22.20%	1 11.10%	2 22.20%
Lancaster	29	1 3.40%	1 3.40%	7 24.10%	10 34.50%	7 24.10%	3 10.30%
Lebanon	14	2 14.30%	2 14.30%	4 28.60%	0 0	4 28.60%	2 14.30%
Perry	4	0 0	0 0	1 25.00%	1 25.00%	2 50.00%	0 0

	Base	Q33 Coping with personal crisis (example: relapse, serious...					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	9 3.40%	19 7.10%	67 25.10%	82 30.70%	72 27.00%	18 6.70%
Adult- County of Residence							
Cumberland	38	3 7.90%	4 10.50%	11 28.90%	8 21.10%	10 26.30%	2 5.30%
Dauphin	42	4 9.50%	5 11.90%	9 21.40%	11 26.20%	11 26.20%	2 4.80%
Lancaster	62	0 0	1 1.60%	15 24.20%	22 35.50%	21 33.90%	3 4.80%
Lebanon	45	0 0	2 4.40%	10 22.20%	17 37.80%	15 33.30%	1 2.20%
Perry	13	0 0	0 0	6 46.20%	3 23.10%	3 23.10%	1 7.70%
Child- County of Residence							
Cumberland	11	0 0	2 18.20%	1 9.10%	5 45.50%	2 18.20%	1 9.10%
Dauphin	9	0 0	2 22.20%	3 33.30%	2 22.20%	1 11.10%	1 11.10%
Lancaster	29	1 3.40%	2 6.90%	6 20.70%	11 37.90%	5 17.20%	4 13.80%
Lebanon	14	1 7.10%	1 7.10%	4 28.60%	2 14.30%	3 21.40%	3 21.40%
Perry	4	0 0	0 0	2 50.00%	1 25.00%	1 25.00%	0 0

	Base	Q34 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	12 4.50%	20 7.50%	72 27.00%	58 21.70%	91 34.10%	14 5.20%
Adult- County of Residence							
Cumberland	38	2 5.30%	4 10.50%	13 34.20%	6 15.80%	12 31.60%	1 2.60%
Dauphin	42	2 4.80%	2 4.80%	9 21.40%	13 31.00%	16 38.10%	0 0
Lancaster	62	3 4.80%	0 0	16 25.80%	18 29.00%	18 29.00%	7 11.30%
Lebanon	45	1 2.20%	6 13.30%	8 17.80%	9 20.00%	20 44.40%	1 2.20%
Perry	13	0 0	2 15.40%	7 53.80%	1 7.70%	3 23.10%	0 0
Child- County of Residence							
Cumberland	11	0 0	0 0	5 45.50%	0 0	6 54.50%	0 0
Dauphin	9	0 0	1 11.10%	3 33.30%	2 22.20%	2 22.20%	1 11.10%
Lancaster	29	3 10.30%	2 6.90%	6 20.70%	6 20.70%	10 34.50%	2 6.90%
Lebanon	14	1 7.10%	2 14.30%	4 28.60%	2 14.30%	3 21.40%	2 14.30%
Perry	4	0 0	1 25.00%	1 25.00%	1 25.00%	1 25.00%	0 0

	Base	Q35 Feeling good (hopeful) about the future.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	14 5.20%	14 5.20%	65 24.30%	57 21.30%	102 38.20%	15 5.60%
Adult- County of Residence							
Cumberland	38	2 5.30%	1 2.60%	15 39.50%	9 23.70%	10 26.30%	1 2.60%
Dauphin	42	2 4.80%	2 4.80%	8 19.00%	8 19.00%	22 52.40%	0 0
Lancaster	62	2 3.20%	1 1.60%	17 27.40%	14 22.60%	24 38.70%	4 6.50%
Lebanon	45	1 2.20%	6 13.30%	7 15.60%	8 17.80%	22 48.90%	1 2.20%
Perry	13	0 0	1 7.70%	4 30.80%	4 30.80%	4 30.80%	0 0
Child- County of Residence							
Cumberland	11	1 9.10%	1 9.10%	4 36.40%	0 0	4 36.40%	1 9.10%
Dauphin	9	1 11.10%	0 0	2 22.20%	3 33.30%	2 22.20%	1 11.10%
Lancaster	29	3 10.30%	1 3.40%	6 20.70%	8 27.60%	8 27.60%	3 10.30%
Lebanon	14	2 14.30%	1 7.10%	1 7.10%	2 14.30%	4 28.60%	4 28.60%
Perry	4	0 0	0 0	1 25.00%	1 25.00%	2 50.00%	0 0

	Base	Q36 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	9 3.40%	14 5.20%	79 29.60%	37 13.90%	90 33.70%	38 14.20%
Adult- County of Residence							
Cumberland	38	1 2.60%	3 7.90%	14 36.80%	10 26.30%	7 18.40%	3 7.90%
Dauphin	42	1 2.40%	4 9.50%	10 23.80%	7 16.70%	18 42.90%	2 4.80%
Lancaster	62	2 3.20%	0 0	14 22.60%	6 9.70%	16 25.80%	24 38.70%
Lebanon	45	3 6.70%	4 8.90%	9 20.00%	6 13.30%	19 42.20%	4 8.90%
Perry	13	0 0	0 0	6 46.20%	2 15.40%	4 30.80%	1 7.70%
Child- County of Residence							
Cumberland	11	1 9.10%	1 9.10%	5 45.50%	0 0	4 36.40%	0 0
Dauphin	9	0 0	0 0	5 55.60%	2 22.20%	2 22.20%	0 0
Lancaster	29	1 3.40%	0 0	11 37.90%	3 10.30%	13 44.80%	1 3.40%
Lebanon	14	0 0	2 14.30%	4 28.60%	0 0	5 35.70%	3 21.40%
Perry	4	0 0	0 0	1 25.00%	1 25.00%	2 50.00%	0 0

	Base	Q37 Strengthening my social support network					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	13 4.90%	13 4.90%	71 26.60%	63 23.60%	76 28.50%	31 11.60%
Adult- County of Residence							
Cumberland	38	4 10.50%	4 10.50%	13 34.20%	8 21.10%	7 18.40%	2 5.30%
Dauphin	42	4 9.50%	2 4.80%	14 33.30%	6 14.30%	16 38.10%	0 0
Lancaster	62	0 0	0 0	14 22.60%	17 27.40%	12 19.40%	19 30.60%
Lebanon	45	3 6.70%	2 4.40%	11 24.40%	9 20.00%	18 40.00%	2 4.40%
Perry	13	1 7.70%	1 7.70%	4 30.80%	2 15.40%	4 30.80%	1 7.70%
Child- County of Residence							
Cumberland	11	0 0	0 0	6 54.50%	2 18.20%	2 18.20%	1 9.10%
Dauphin	9	0 0	1 11.10%	1 11.10%	5 55.60%	2 22.20%	0 0
Lancaster	29	0 0	2 6.90%	3 10.30%	13 44.80%	10 34.50%	1 3.40%
Lebanon	14	1 7.10%	1 7.10%	4 28.60%	1 7.10%	2 14.30%	5 35.70%
Perry	4	0 0	0 0	1 25.00%	0 0	3 75.00%	0 0

	Base	Q38 Being involved in the community or in organizations outside of MH or SA activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	12 4.50%	11 4.10%	91 34.10%	43 16.10%	61 22.80%	49 18.40%
Adult- County of Residence							
Cumberland	38	4 10.50%	1 2.60%	12 31.60%	9 23.70%	10 26.30%	2 5.30%
Dauphin	42	3 7.10%	4 9.50%	14 33.30%	9 21.40%	12 28.60%	0 0
Lancaster	62	0 0	2 3.20%	19 30.60%	7 11.30%	10 16.10%	24 38.70%
Lebanon	45	2 4.40%	2 4.40%	12 26.70%	10 22.20%	12 26.70%	7 15.60%
Perry	13	0 0	1 7.70%	7 53.80%	1 7.70%	3 23.10%	1 7.70%
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	6 54.50%	1 9.10%	1 9.10%	2 18.20%
Dauphin	9	0 0	1 11.10%	5 55.60%	0 0	1 11.10%	2 22.20%
Lancaster	29	1 3.40%	0 0	7 24.10%	5 17.20%	10 34.50%	6 20.70%
Lebanon	14	1 7.10%	0 0	6 42.90%	1 7.10%	1 7.10%	5 35.70%
Perry	4	0 0	0 0	3 75.00%	0 0	1 25.00%	0 0

	Base	Q39 Participation in school and/or work activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	10 3.70%	3 1.10%	59 22.10%	29 10.90%	63 23.60%	103 38.60%
Adult- County of Residence							
Cumberland	38	4 10.50%	1 2.60%	9 23.70%	0 0	9 23.70%	15 39.50%
Dauphin	42	2 4.80%	0 0	6 14.30%	5 11.90%	10 23.80%	19 45.20%
Lancaster	62	0 0	0 0	7 11.30%	5 8.10%	5 8.10%	45 72.60%
Lebanon	45	1 2.20%	0 0	8 17.80%	5 11.10%	13 28.90%	18 40.00%
Perry	13	0 0	0 0	8 61.50%	1 7.70%	2 15.40%	2 15.40%
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	4 36.40%	2 18.20%	4 36.40%	0 0
Dauphin	9	0 0	1 11.10%	2 22.20%	3 33.30%	2 22.20%	1 11.10%
Lancaster	29	1 3.40%	0 0	9 31.00%	5 17.20%	13 44.80%	1 3.40%
Lebanon	14	1 7.10%	1 7.10%	5 35.70%	2 14.30%	3 21.40%	2 14.30%
Perry	4	0 0	0 0	1 25.00%	1 25.00%	2 50.00%	0 0

	Base	Q40 Interacting with people in social situations.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	10 3.70%	15 5.60%	77 28.80%	61 22.80%	75 28.10%	29 10.90%
Adult- County of Residence							
Cumberland	38	3 7.90%	1 2.60%	12 31.60%	9 23.70%	12 31.60%	1 2.60%
Dauphin	42	3 7.10%	3 7.10%	12 28.60%	10 23.80%	14 33.30%	0 0
Lancaster	62	0 0	1 1.60%	15 24.20%	14 22.60%	13 21.00%	19 30.60%
Lebanon	45	1 2.20%	3 6.70%	13 28.90%	4 8.90%	20 44.40%	4 8.90%
Perry	13	0 0	0 0	3 23.10%	4 30.80%	5 38.50%	1 7.70%
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	5 45.50%	4 36.40%	1 9.10%	0 0
Dauphin	9	0 0	2 22.20%	5 55.60%	1 11.10%	1 11.10%	0 0
Lancaster	29	1 3.40%	2 6.90%	10 34.50%	10 34.50%	5 17.20%	1 3.40%
Lebanon	14	1 7.10%	3 21.40%	1 7.10%	3 21.40%	3 21.40%	3 21.40%
Perry	4	0 0	0 0	1 25.00%	2 50.00%	1 25.00%	0 0

	Base	Q41 Dealing with specific problems or issues that led me to seek services.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	267	17 6.40%	12 4.50%	42 15.70%	88 33.00%	104 39.00%	4 1.50%
Adult- County of Residence							
Cumberland	38	5 13.20%	2 5.30%	6 15.80%	9 23.70%	15 39.50%	1 2.60%
Dauphin	42	3 7.10%	1 2.40%	2 4.80%	14 33.30%	22 52.40%	0 0
Lancaster	62	0 0	1 1.60%	12 19.40%	21 33.90%	27 43.50%	1 1.60%
Lebanon	45	2 4.40%	3 6.70%	8 17.80%	11 24.40%	21 46.70%	0 0
Perry	13	1 7.70%	0 0	2 15.40%	7 53.80%	3 23.10%	0 0
Child- County of Residence							
Cumberland	11	1 9.10%	0 0	6 54.50%	2 18.20%	2 18.20%	0 0
Dauphin	9	0 0	2 22.20%	1 11.10%	4 44.40%	2 22.20%	0 0
Lancaster	29	1 3.40%	2 6.90%	3 10.30%	13 44.80%	9 31.00%	1 3.40%
Lebanon	14	4 28.60%	1 7.10%	1 7.10%	5 35.70%	2 14.30%	1 7.10%
Perry	4	0 0	0 0	1 25.00%	2 50.00%	1 25.00%	0 0

CBHNP Comments

Q1 I have received a copy of the Member Handbook from CBHNP?

- They transferred over from another network and never received a handbook plus it took months for the insurance to get his address right for billing and otherwise. The problem was with Behavioral Health and Development Services handling the transfer of care.
- Probably.
- Pretty sure but it's been a while.
- Maybe a long time ago.
- I probably did.
- Has never heard of them.
- Had one don't know where it is.
- Does not know who they are.

Q2 I am aware of my right to file a complaint or grievance,

- I have some problems

Q3 I know who to call to file a complaint or grievance.

- The doctor at Holy Crisis took me off my medication it wasn't good. I had been taking Xanax for years and had to go off it for a week. I'm fighting for the medication.
- Pretty sure.
- In the book.
- I'd call Cumberland county mental health.
- Given number.

Q4 In the last 12 months, did you call member services at CBHNP to get information?

- Messed up insurance cards.
- Insurance questions, individual and family therapy.
- About my psychiatrist. I've been off meds for too long.

Q4a I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.

- Was concerned about losing insurance, called and wanted to speak with someone. The lady called back the next day and was very impersonal and not friendly.
- Took a while to get it fixed.
- Since the coverage switched over policy, the 6 meds per month has got me stressed out every month and I have to keep going around and around with them, and I have been on all the same meds and dosage for 5 years.
- It was hard to get the person to understand what I wanted to know.
- I got some of the info I wanted but not everything I was asking for.
- I'm not sure if the delay in answering my question was the insurance or the provider being lazy.
- A lot of miscommunication.

Q5 I was given a choice of at least two providers from CBHNP regarding the type of service I am seeking.

- We went and did it.
- Was an emergency situation.
- They picked the one place closest to where we live.

- They gave me a list of network providers but none of them accept their insurance anymore or they are full. I've been trying to be seen since spring and still haven't gotten an appointment. This is very frustrating.
- There's nobody that accepts my insurance around my house and that's frustrating.
- The lady never called me back.
- One provider given.
- One place available.
- My mom knows.
- I requested Philhaven.
- I don't remember I tried suicide. I think they got me into Philhaven and to Diakon.
- I always go to Philhaven.
- Called facilities herself.
- But when I request a certain place they give me trouble because I smoke they only have some places that will take me.
- But no one is taking now.
- 4 options available.

Q6 I was informed of the time approved for my services.

- We had telephone conferences.
- They tell us ahead of time and session updates. They are really good at letting us know with summaries of time and services.
- They reevaluate after a couple months.
- Other services.
- Not ongoing.
- Nobody had ever given any kind of approval information like this. The provider would probably know, but they don't share that with us. I don't think this should be a responsibility of the provider, but the individual should definitely know what they are entitled to. There is a generic standard for services provided and there should be a form they are given stating what is being provided. I think this would allow for accountability for both the provider, individual, and insurance and they would all be on the same page.
- My understanding was it would take as long as it took and evaluated every month.
- I was very disgusted with holy spirit.
- I think they should've approved family services for a longer period of time, though.
- I participated in groups.
- Crisis intervention.
- About an hour or so.

Q7 When I call CBHNP, the staff treats me courteously and with respect.

- Very much so
- They called me.
- They answer my questions.
- Only called once.
- Misunderstandings and mix ups.
- He laughed.

Q8 Overall, I am satisfied with the interactions that I have had with CBHNP.

- Wishes there was more help out there for people who are in between and don't have a lot of money and can't afford insurance.
- What I'm not happy about is when I dropped unemployment, my copays stayed the same and I couldn't afford to go to my provider anymore.

- Very much. I couldn't have raised this child with them. Mom is helping with these questions. They put time and thought about my sons care.
- Totally satisfied.
- This is my first experience with them.
- They are trying to get me housing.
- Sometimes she gets frustrated with them and how they don't always keep up with services.
- Overall I'm satisfied, but I don't like that they pay for some things and not all of what you need or what your doctor wants you to have.
- Only complaint is that it's very hard to find a Medicaid doctor.
- On the monthly meetings.
- Not right now. I don't know what's going on she isn't eligible at this time.
- Never called.
- It's very nice.
- I wish they could provide more, he needs it.
- I have problems like paranoia.