



# **CONSUMER SATISFACTION SERVICES, Inc.**

## **Annual Report**

**July 2012-June 2013**

**PREPARED FOR:**

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

**Prepared By**

**Consumer Satisfaction Services**

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# Executive Summary

## Who was surveyed?

- The survey represents 2533 ( $n=2533$ ) respondents from the Capital Region representing 593 Adults (23.4%) and 1940 Children (76.6%). Of the 593 adult consumers 588 (99.2%) responded for themselves. Parents and guardians responded for the remaining 5 adult consumers (0.8%). Parents and guardians responded for 1767 of the 1940 child consumers (91.1%). The remaining 173 child consumers (8.9%) responded for themselves. There were no significant differences in satisfaction with regard to who was interviewed.
- Data was collected by 7 interviewers from 62 treatment facilities in the Capital Region. The 593 adult consumers received treatment at 43 facilities. The 1940 child consumers received services from 26 treatment facilities.
- Overall, 2500 of the 2533 interviews (98.7%) were face-to-face interviews and 33 (1.3%) were conducted by phone.
  - Of the 593 adult interviews 588 (99.1%) were face-to-face interviews, the remaining 5 (0.8%) were conducted by phone.
  - Of the 1940 child interviews 1912 (98.6%) were face-to-face interviews and the remaining 28 (1.4%) were conducted by phone.
- Gender: Overall, the sample is 37.9% female (959) and 62.1% male (1574). Of the 593 adult consumers, 355 were female and 238 were male. Of the 1940 child consumers, 604 were female and 1336 were male.
- Type of Treatment: In all, 18 types of treatment were accessed by the respondents. The 593 recipients of adult services received 10 types of treatment including (21.8%) Peer Support, (14.7%) D&A Methadone Maintenance, (10.6%) MH Inpatient Clinic, (9.9%) D&A Outpatient Clinic, (9.4%) Mobile Psych Nursing, (8.3%) D&A IOP, (7.9%) D&A Residential Halfway, (7.4%) MH Outpatient Clinic, (5.9%) Partial Hospitalization, and (4.0%) ACT. The 1940 recipients of child services received 12 types of treatment including (20.9%) MH Outpatient Clinic, (18.7%) Mobile Therapy, (16.4%) TSS, (16.2%) BSC, (10.5%) STAP, (7.4%) TCM, (5.2%) ASP, (2.2%) MH Inpatient Clinic, (1.2%) Partial Hospitalization, (0.4%) EIBS, (0.4%) D&A IOP, and (0.4%) CRR Host Home.
- Type of Services: Of the 2533 respondents, 2233 (88.2%) received Mental Health services, 145 of the respondents (5.7%) received Drug & Alcohol services, 143 respondents (5.6%) received both Mental Health and Drug & Alcohol services, and 12 respondents (0.5%) received Other services. When only the respondents who received adult services are considered, 319 of the 593 adult respondents received Mental Health services, 137 received both Mental Health and Drug & Alcohol services, 137 received Drug & Alcohol services, and 0 received Other services. When only the respondents who received child services are considered, 1914 of the 1940 child respondents received Mental Health services, 8 received Drug & Alcohol services, 6 received both Mental Health and Drug & Alcohol services, and the remaining 12 reported Other child services.

## Implementation

Overall, the majority of consumers are satisfied with their services. This is reflected in the overall satisfaction reported by consumers of 85.5% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 88.4% agreement (4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 87.9% overall satisfaction and consumers of child services reporting 88.5% overall satisfaction. As mentioned previously, respondents who received child services reported a significantly higher level of satisfaction in terms of Implementation.

High satisfaction was reported when consumers were asked about communication with their providers and participation in their treatment. Respondents felt confident (95.9%) that their service provider does not share their personal information without permission (Q 8). In response to (Q 5), (95.7%) of respondent's report they felt informed about their rights and responsibilities regarding the treatment they had received. Consumers, (94.7%) felt comfortable asking questions regarding their treatment (Q 6). Additionally, (94.6%) of respondents reported they felt satisfied with the way the program staff respected the role of their ethnic, cultural, and religious background in their recovery/treatment (Q 9). Child respondents (94.8%) reported that they were included in all meetings regarding their treatment plan and goals for recovery (Q 12).

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

- Respondents who received both adult (25.5%) and child services (30.4%) reported their service provider did not explain the disadvantages of their therapy or treatment (Q15).
- Adult respondents, (34.6%) and child respondents, (12.0%) reported they were not given a choice when selecting their service provider (Q3).
- Adult and child respondents (16.6%) reported they were not given information on how to get other services that they needed (Q2). As noted, 15.2% of the respondents reported this question did not apply to them. When these cases are removed, (19.6%) reported they were not given information on how to get other services that they needed. These figures represent a more accurate picture of the results.
- Both adult and child respondents (13.0%) reported that they did not have the option to change their service provider should they choose to (Q4).
- Additionally, consumers (12.8%) who received adult services and (25.2%) reported that their service provider did not explain the advantages of their treatment (Q14).
- Adult respondents, (12.5%) reported that they did not know who to call if they had questions about services (Q1).

## **Outcomes**

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 53.6% to 72.4% of consumers believe services have improved their lives in each outcome area. Approximately 20.1% to 33% of consumers believe that no change has resulted from their services. Only 2.6% to 7.6% 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 (72.4%), and (Q17) managing daily problems (70.2%).
- Adult consumers reported high satisfaction (76.2%) with feeling good (hopeful) about the future (Q21).
- Recipients of adult services (36.6%) reported things as being better when dealing with school or work (Q25) and 4.0% reported things as worse. As noted, 47.9% of the respondents reported this question did not apply to them. When these cases are removed, 69.6% report they were better dealing with school or work and 7.8% report it as worse. These figures represent a more accurate picture of the results.

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

**Ms. Abby Robinson  
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.

### **The Survey**

During this annual reporting period of July 2012 until June 2013 Consumer Satisfaction Services (CSS) conducted 2,533 interviews with consumers at various locations: drug and alcohol facilities, consumer homes and the CSS office. Overall, 2500 of the 2533 interviews (98.7%) were face-to-face interviews and 33 (1.3%) were conducted by phone

CSS made changes to the survey tool during the 2012-13 contract year and will implement those changes during the 2013-14 contract year. Two focus groups were convened in order edit and update the survey tool. The first involved consumers who have been surveyed in the past and are involved in the mental health community. The second focus group consisted of stakeholders. The survey was reviewed and approved by an external statistician.

### **Data**

CSS updated the way that surveys are completed and submitted for analysis. Nexus 7 tablets are the medium used to collect survey information. The survey is conducted directly on the tablet and it is sent to a confidential website. From the website, the survey can be collected directly.

### **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. The System Improvement Committee created a flyer in the 2011-12 contract that reminds consumers of the importance of updating their medical assistance contact information. Those flyers have been distributed during the 2012-13 contract year by the CSS surveyors and stakeholders.

## 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 had no requests for assistance during the 1st Quarter 12-13.

CSS had no requests for assistance during the 3<sup>rd</sup> Quarter 12-13.

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

During the 2<sup>nd</sup> Quarter 12-13 Consumer Satisfaction Services reported four requests for assistance.

- The RFA submitted December 7, 2012 was made by the parent of a child receiving BHRS services. The consumer states that the child was evaluated by Philhaven hospital for Mobile Therapy services and then placed on a waiting list. The consumer waited months and eventually received a letter notifying her that they could refer the child to another provider who may have had availability of service sooner. The consumer called to get that referral, but had to leave a message which was never returned. Philhaven did respond to the request for assistance by taking responsibility for the unreturned phone call and thanked the consumer for bringing the error to their attention. A follow up call to the consumer indicated that there are no further concerns regarding this RFA and a satisfactory resolution has been reached.
- The RFA submitted December 11, 2012 was made by the parent of a child receiving BHRS services. This parent has requested assistance with issues pertaining to TeamCare Mobile Therapy (MT) services. The parent reported that the child's TeamCare MT often does not come to scheduled appointments or has to reschedule at the last second, that they are not getting the total allotted hours of MT per month, and that TeamCare refused to evaluate the child for autism. The parent requested that the child be paired with a MT who is passionate about helping children and would value time spent with the child. Additionally, the parent would like the child to be evaluated for autism by TeamCare. The parent was contacted and she requested no further assistance stating that she will be removing her child from services at TeamCare. She was referred to CBHNP for a list of new providers.
- The RFA submitted December 14, 2012 was made by the parent of a child who is receiving TeamCare services. The parent reports that they were having an issue with the front desk reception employees who ignore them when trying to check in. The consumer and parent felt unimportant to their service provider and were frustrated by the rude behaviors displayed by those individuals. The parent requested that TeamCare address this issue with their front desk staff and ask that they practice being nicer and more attentive when checking in their consumers. Additionally, the parent wanted to avoid standing and waiting to be checked in while the receptionist finishes a personal conversation. TeamCare has responded to the consumer's concerns by reiterating their office policies and did not include a plan of action for resolution. The consumer's parent indicated during a follow up that administrative staff has been much better since she filed her RFA. She feels her issue has been adequately resolved



at this time and was very happy that TEAMCare was willing to be more attentive and polite with clients.

- The RFA submitted December 18, 2012 was made by the parent of a child who is receiving BHRS services from Philhaven hospital. The parent reported that the child has been diagnosed with autistic ADHD and anxiety disorder. As such, the child requires consistency in order to avoid overstimulation and unusual behaviors that are not a normal for the purpose of reevaluation. The parent stated that every time they visit Philhaven for a reevaluation the child is placed in a new room with very few educational toys and meets with a new therapist. When the child was in a new environment with a stranger, strange room and no toys they tended to act out of character which made reevaluation based on how the child is actually doing impossible. The parent requested that the facility begin using the same room and same therapist for the child's reevaluations and provide some educational toys. The provider stated that the client will be able to be evaluated by the same evaluator in the future. The provider administrator will forward concerns about the different rooms used for evaluations on to the agency's CFO for consideration and attempts will be made to secure the same room. The provider noted that due to health guidelines overseeing the program as a hospital site, they would need to sanitize and maintain a toy log in order to have toys available in evaluation rooms for clients. The provider stated that it does not have staff in BHRS department to support this responsibility currently. CBHNP outreached to Philhaven who scheduled a telephone meeting outside of the evaluation for Member's mother to relay pertinent information. Attempts to follow up with consumer regarding facility response have gone unreturned. The case was closed due to unresponsiveness.

## Capital Region Annual Report July 2012 - June 2013

This section presents information collected during the 2011-2012 contract year which includes data from July 2012 - June 2013.

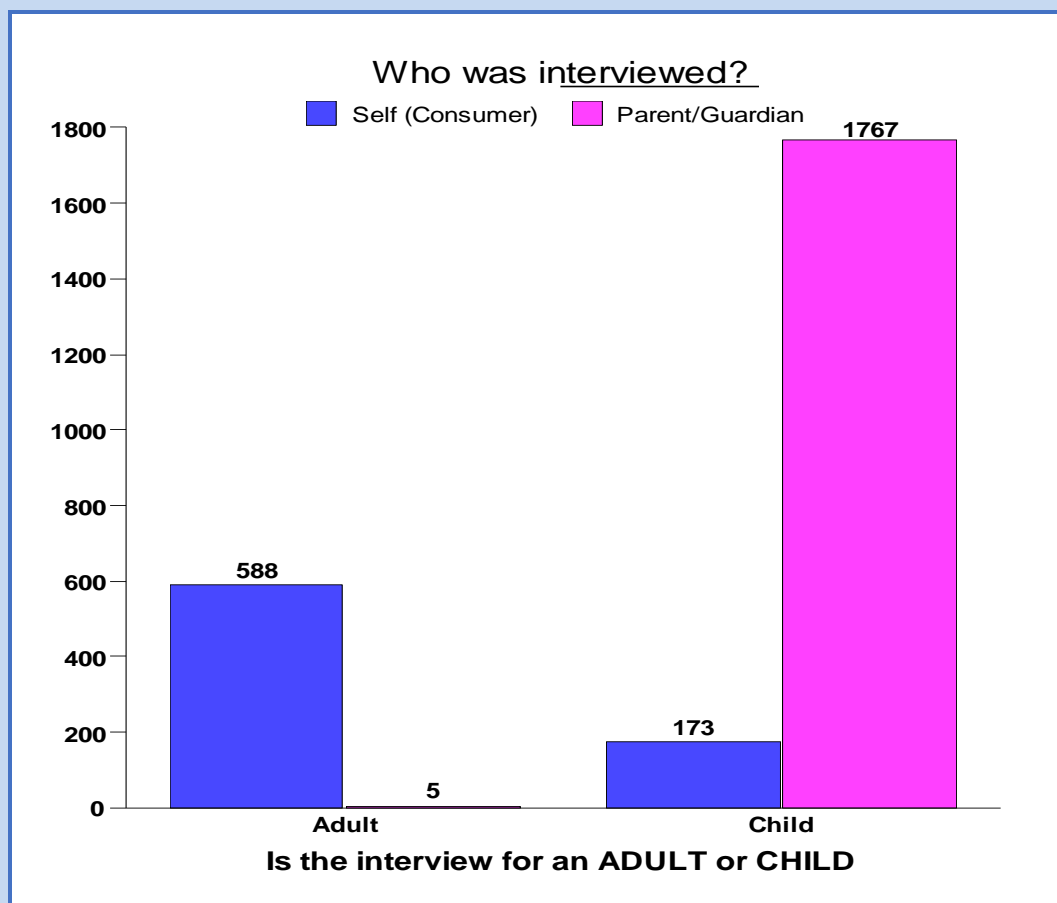
### Demographic and Survey Information

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

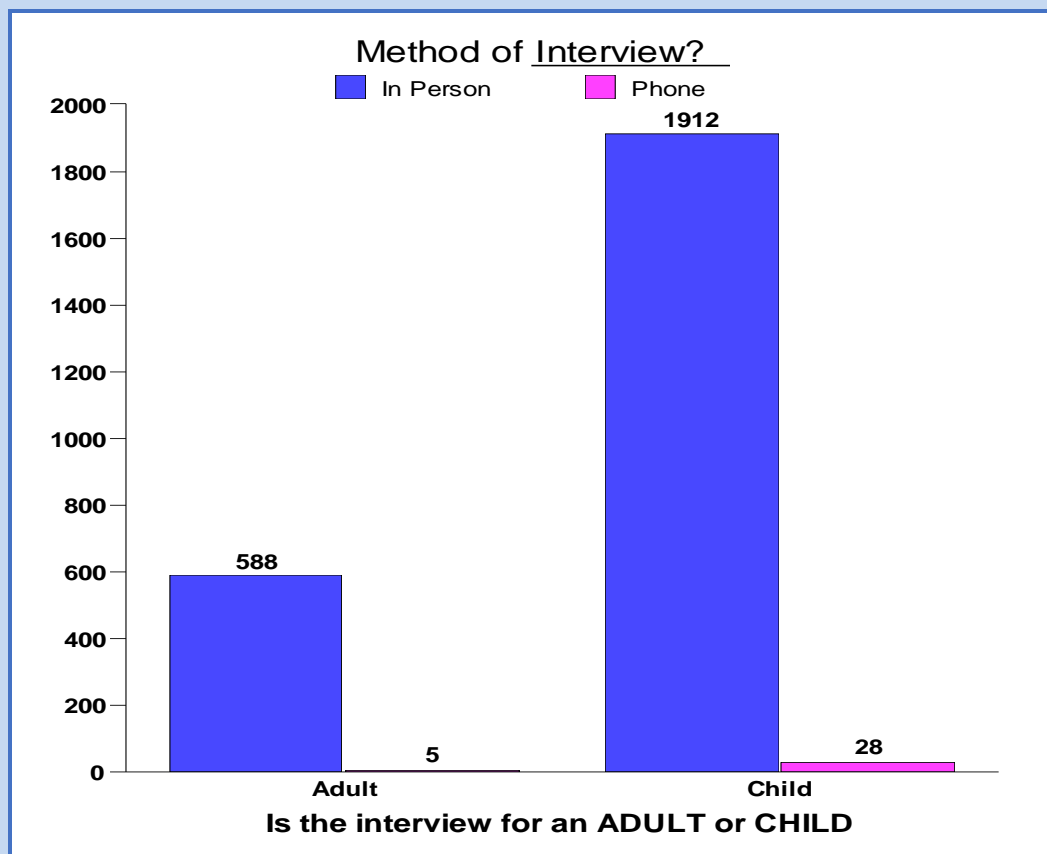
*Frequencies may not sum to total (n=2,533) as individuals may have chosen not to respond to certain questions.*

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

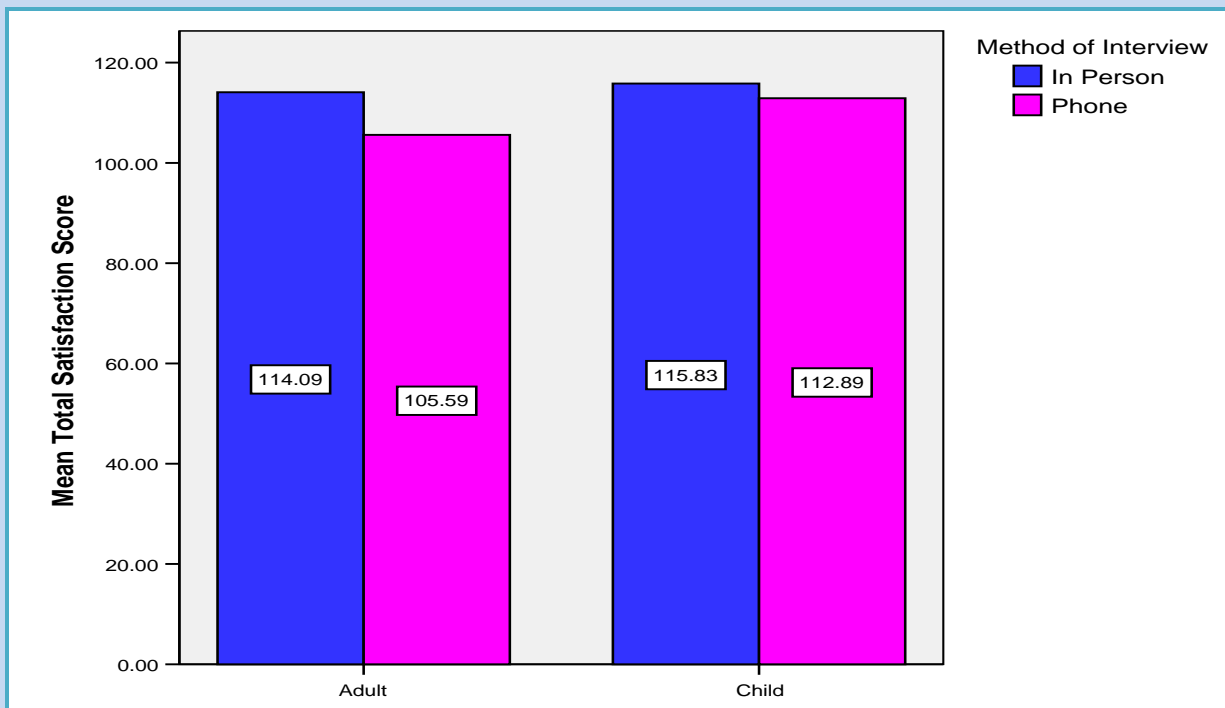
- The survey represents 2533 ( $n=2533$ ) respondents from the Capital Region representing 593 Adults (23.4%) and 1940 Children (76.6%). Of the 593 adult consumers 588 (99.2%) responded for themselves. Parents and guardians responded for the remaining 5 adult consumers (0.8%). Parents and guardians responded for 1767 of the 1940 child consumers (91.1%). The remaining 173 child consumers (8.9%) responded for themselves. There were no significant differences in satisfaction with regard to who was interviewed.



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  - Of the 593 adult interviews 588 (99.1%) were face-to-face interviews, the remaining 5 (0.8%) were conducted by phone.
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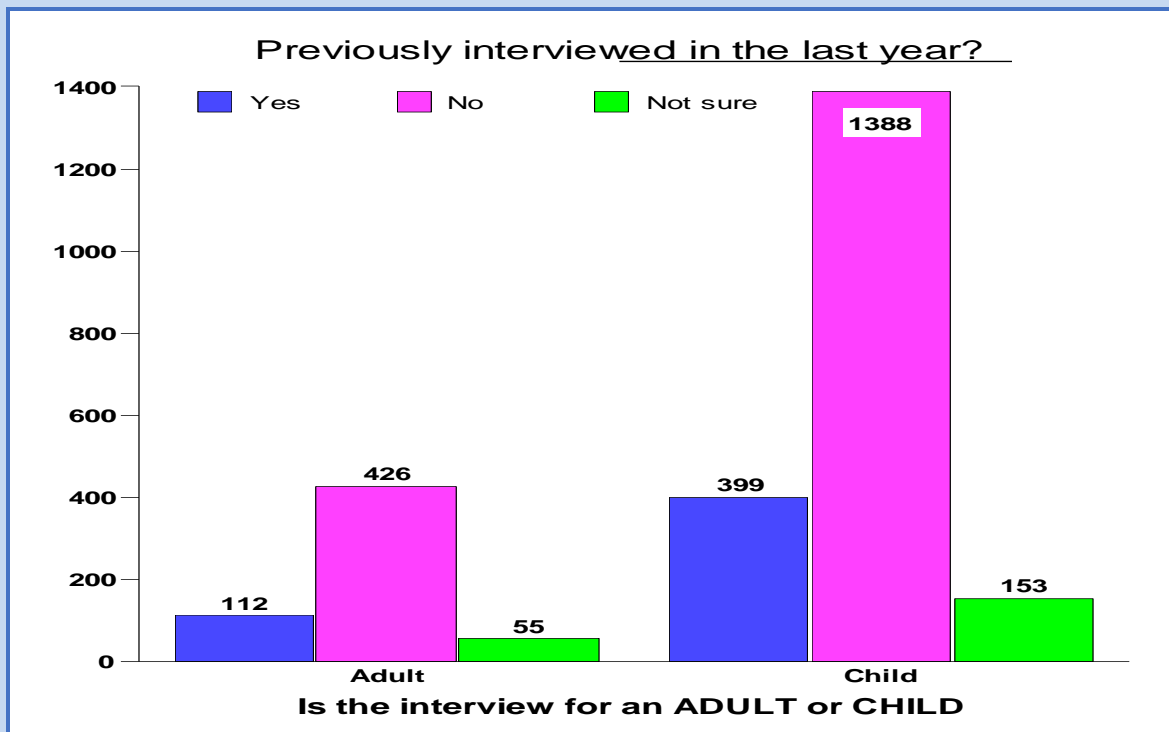
Analysis indicated that consumers of adult services reported significantly higher satisfaction when the survey took place in person than child consumers. No significant differences were reported for consumers surveyed over the phone.



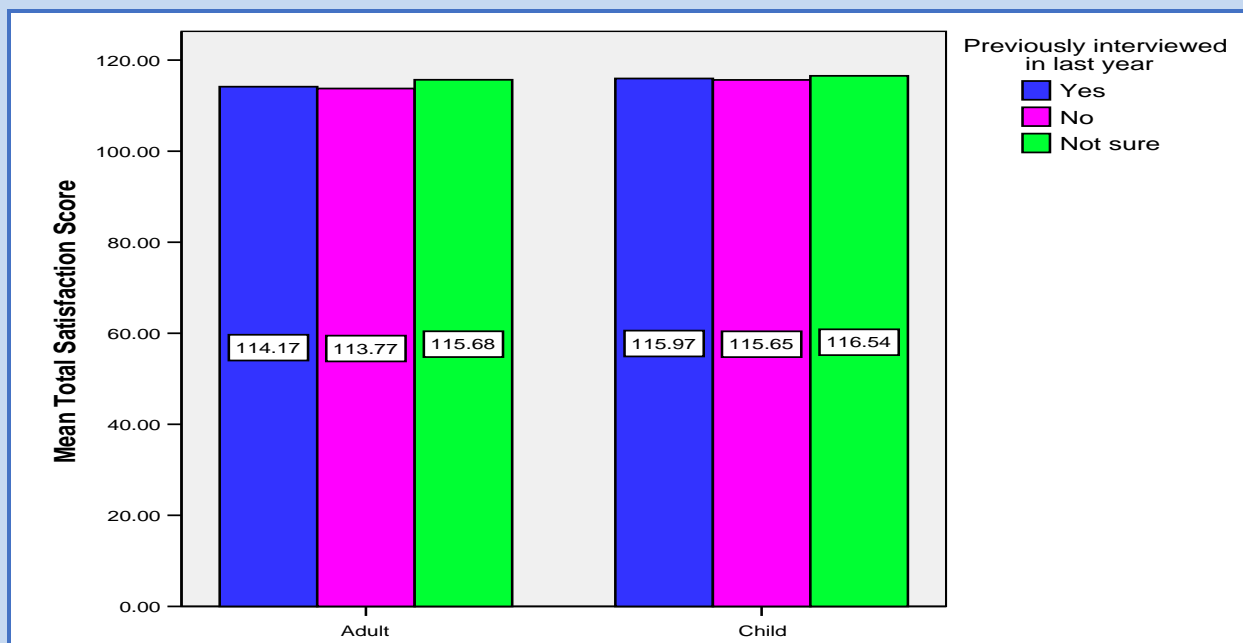
Below is a table of the method of interview by county for both Adult and Child services.

	Base	Method of Interview	
		In Person	Phone
<b>Total</b>	<b>2533</b>	<b>2500 98.70%</b>	<b>33 1.30%</b>
<b>Adult- County of Residence</b>			
<b>Cumberland</b>	<b>51 2.00%</b>	<b>51 2.00%</b>	<b>0 0</b>
<b>Dauphin</b>	<b>156 6.20%</b>	<b>155 6.10%</b>	<b>1 0.00%</b>
<b>Lancaster</b>	<b>292 11.50%</b>	<b>289 11.40%</b>	<b>3 0.10%</b>
<b>Lebanon</b>	<b>84 3.30%</b>	<b>83 3.30%</b>	<b>1 0.00%</b>
<b>Perry</b>	<b>10 0.40%</b>	<b>10 0.40%</b>	<b>0 0</b>
<b>Child- County of Residence</b>			
<b>Cumberland</b>	<b>288 11.40%</b>	<b>279 11.00%</b>	<b>9 0.40%</b>
<b>Dauphin</b>	<b>631 24.90%</b>	<b>625 24.70%</b>	<b>6 0.20%</b>
<b>Lancaster</b>	<b>679 26.80%</b>	<b>672 26.50%</b>	<b>7 0.30%</b>
<b>Lebanon</b>	<b>268 10.60%</b>	<b>264 10.40%</b>	<b>4 0.20%</b>
<b>Perry</b>	<b>74 2.90%</b>	<b>72 2.80%</b>	<b>2 0.10%</b>

- Of the 2533 consumers, 511 (20.2%) reported they had been previously interviewed in the last year, 1814 (71.6%) reported they had not been interviewed previously and 208 respondents (8.2%) were not sure. Of the 593 adult consumers, 112 (18.9%) reported they were previously interviewed in the last year, 426 (71.8%) reported they had not been previously interviewed, and 55 (9.3%) reported they were not sure. Of the 1940 child consumers, 399 (20.6%) reported they were previously interviewed in the last year, 1388 (71.5%) reported they had not been previously interviewed, and 153 (7.9%) reported they were not sure.



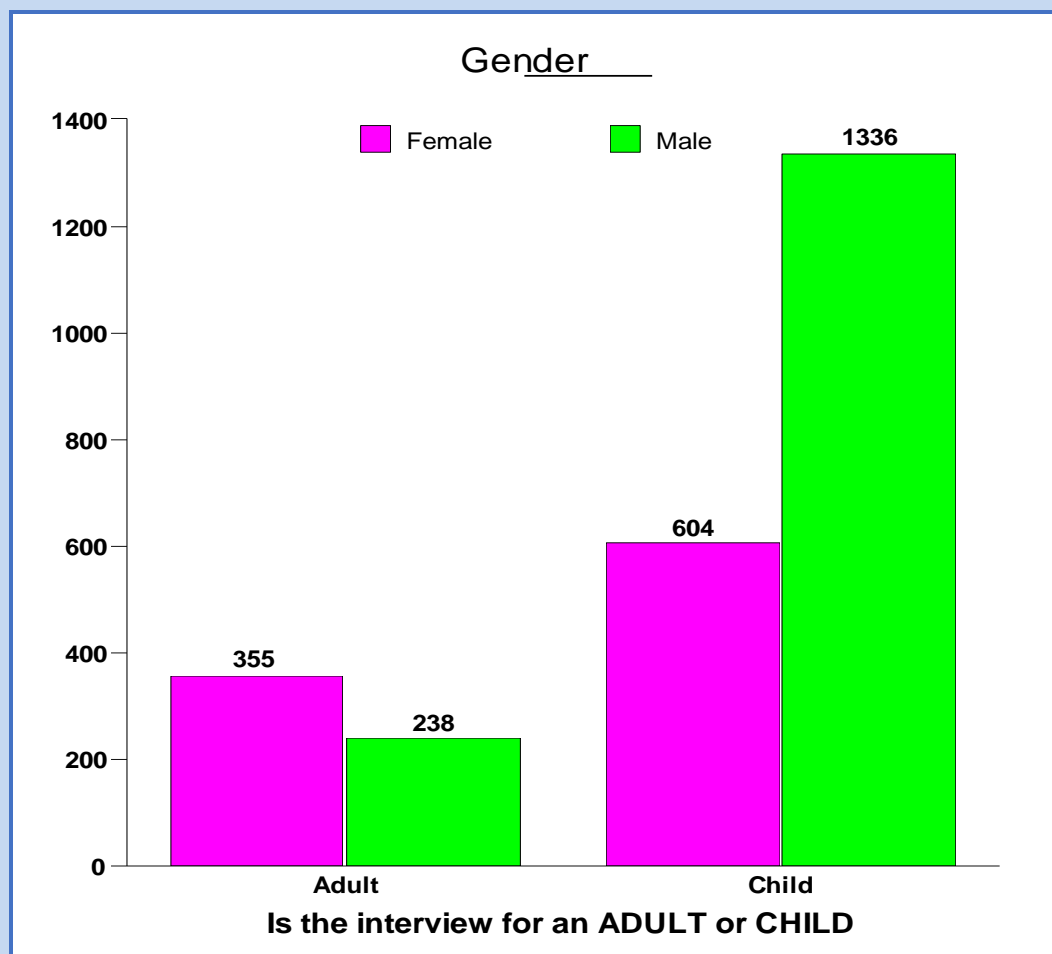
There were no significant differences in satisfaction in regard to previous interview in the last year.



## 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	112	426	55	593
	Mean	114.17	113.77	115.68	114.02
	Std. Deviation	14.72	16.36	13.86	15.83
Child	N	399	1388	153	1940
	Mean	115.97	115.65	116.54	115.79
	Std. Deviation	13.73	13.58	11.79	13.47

- Gender:** Overall, the sample is 37.9% female (959) and 62.1% male (1574). Of the 593 adult consumers, 355 were female and 238 were male. Of the 1940 child consumers, 604 were female and 1336 were male.

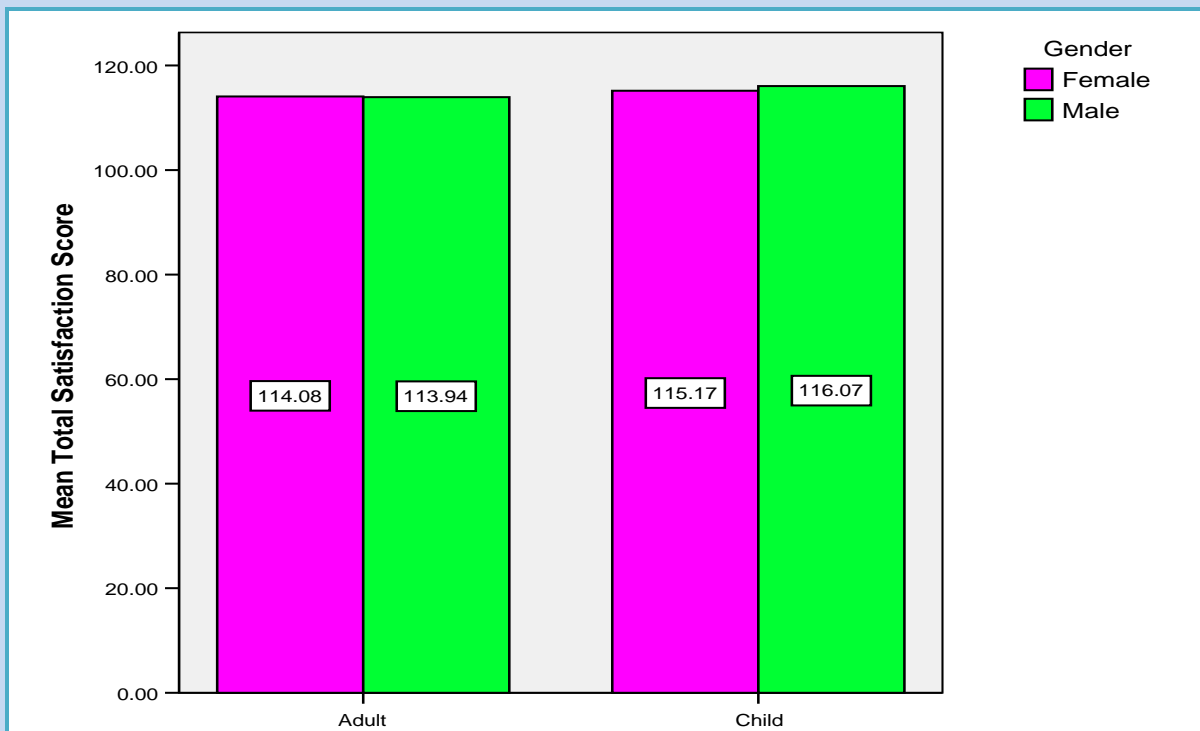


There were no significant differences in satisfaction between the genders for both adult and child consumers.

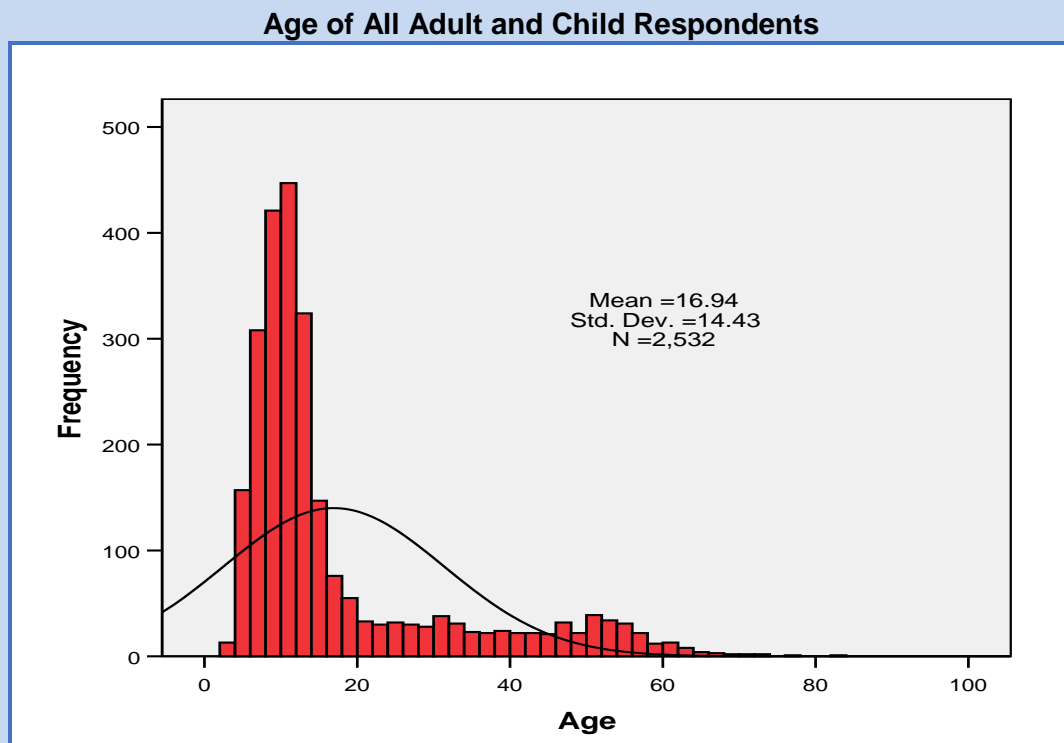
## Mean Satisfaction Levels of Respondents

Total Satisfaction Score				
Is the interview for an ADULT or CHILD		Gender		
		Female	Male	Total
Adult	N	355	238	593
	Mean	114.08	113.94	114.02
	Std. Deviation	15.62	16.16	15.83
Child	N	604	1336	1940
	Mean	115.17	116.07	115.79
	Std. Deviation	13.86	13.29	13.47

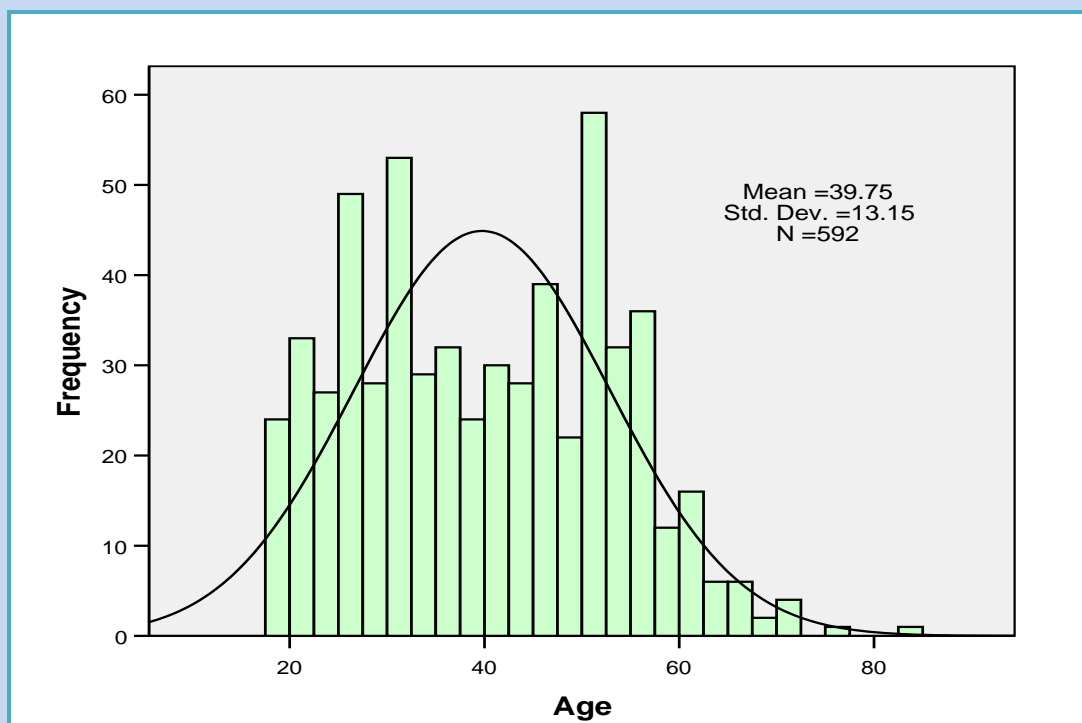
## Mean Satisfaction Score By Age Group



- Age: Age of all respondents ranged from 2-84 years, with a mean age of 16.94 (SD 14.43) and median age of 11.0. Our analysis found no relationship between age and Total Satisfaction.

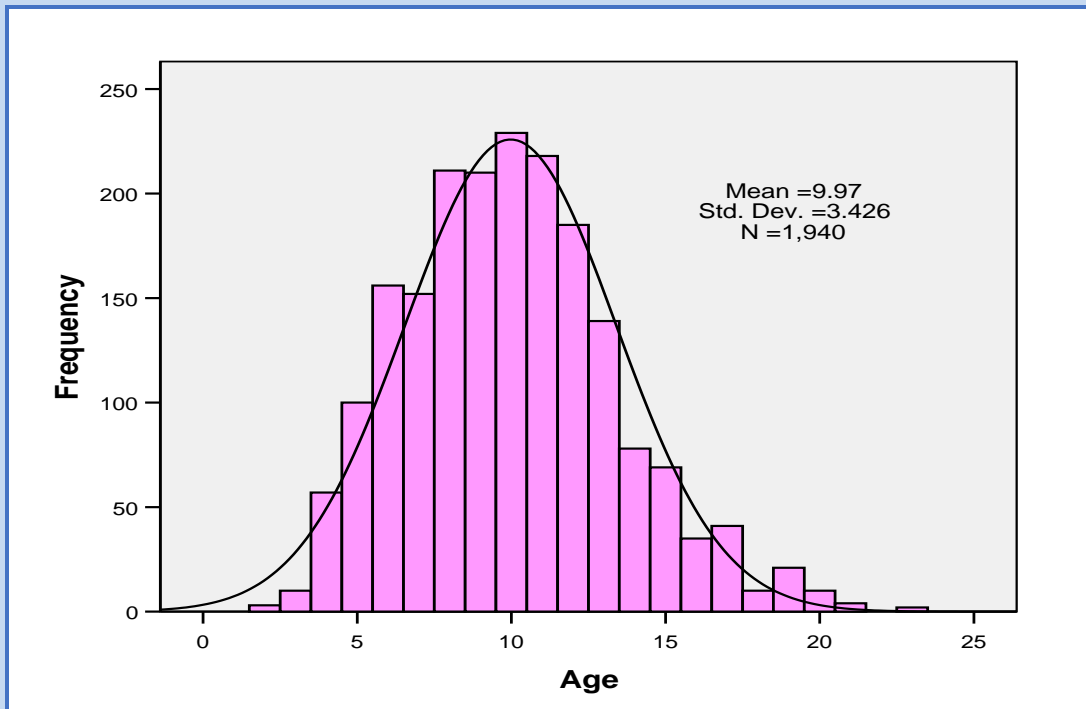


- Age: Age of adult respondents ranged from 18-84 years, with a mean age of 39.75 (SD= 13.150) and median age of 39.0. Our analysis found no relationship between age and reported total satisfaction for adult respondents.

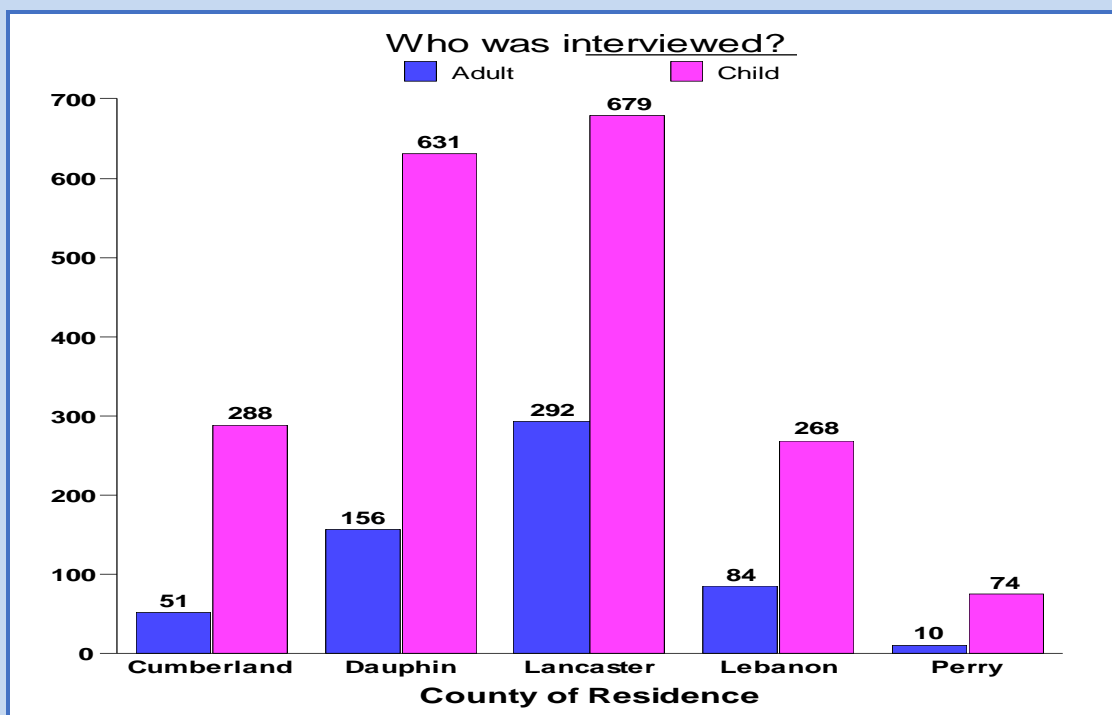




- Age: Age of child respondents ranged from 2-23 years, with a mean age of 9.97 (SD= 3.426) and median age of 10.0. Our analysis found no relationship between age and reported total satisfaction for child respondents.



- County of Residence: The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Dauphin County (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
<b>Total</b>	<b>2533</b>	<b>339</b> <b>13.40%</b>	<b>787</b> <b>31.10%</b>	<b>971</b> <b>38.30%</b>	<b>352</b> <b>13.90%</b>	<b>84</b> <b>3.30%</b>
<b>Adult</b>	<b>593</b> <b>23.40%</b>	<b>51</b> <b>2.00%</b>	<b>156</b> <b>6.20%</b>	<b>292</b> <b>11.50%</b>	<b>84</b> <b>3.30%</b>	<b>10</b> <b>0.40%</b>
<b>Child</b>	<b>1940</b> <b>76.60%</b>	<b>288</b> <b>11.40%</b>	<b>631</b> <b>24.90%</b>	<b>679</b> <b>26.80%</b>	<b>268</b> <b>10.60%</b>	<b>74</b> <b>2.90%</b>

Child consumers from Lancaster County reported significantly lower satisfaction than child consumers from Dauphin County. There were no significant differences in satisfaction with regard to County of Residence.

### Mean Satisfaction Score by County of Residence

Total Satisfaction Score							
Is the interview for an ADULT or CHILD		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	51	156	292	84	10	593
	Mean	117.58	113.35	113.29	115.90	111.92	114.02
	Std. Deviation	13.51	15.71	16.34	14.55	22.22	15.83
Child	N	288	631	679	268	74	1940
	Mean	114.70	117.24	114.70	116.19	116.15	115.79
	Std. Deviation	14.45	13.38	13.75	11.61	13.08	13.47

- **Race:** 1502 respondents (59.3%) reported their race as White/Caucasian, 350 (15.3%) as African American, 337 (13.7%) as Latino/Hispanic, 292 (6.3%) as Multi-racial, 19 (1.0%) as Other, 14 (0.6%) as Asian/Pacific Islander, 12 (0.4%) as Native American, and 5 (0.2%) chose not to answer this question. Our analysis indicated that consumers who identified as Hispanic/Latino had significantly higher total satisfaction than consumers identified as Native American, White/Caucasian and Multi-racial. Additionally, consumers who chose not to answer this question reported significantly higher total satisfaction than those identified as Native American.

	Base	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
<b>Total</b>	<b>2531</b>	<b>350</b> <b>13.80%</b>	<b>14</b> <b>0.60%</b>	<b>337</b> <b>13.30%</b>	<b>12</b> <b>0.50%</b>	<b>1502</b> <b>59.30%</b>	<b>292</b> <b>11.50%</b>	<b>19</b> <b>0.80%</b>	<b>5</b> <b>0.20%</b>
<b>Adult</b>	<b>593</b>	<b>73</b> <b>12.30%</b>	<b>5</b> <b>0.80%</b>	<b>47</b> <b>7.90%</b>	<b>4</b> <b>0.70%</b>	<b>440</b> <b>74.20%</b>	<b>23</b> <b>3.90%</b>	<b>1</b> <b>0.20%</b>	<b>0</b> <b>0</b>
<b>Child</b>	<b>1938</b>	<b>277</b> <b>14.30%</b>	<b>9</b> <b>0.50%</b>	<b>290</b> <b>15.00%</b>	<b>8</b> <b>0.40%</b>	<b>1062</b> <b>54.80%</b>	<b>269</b> <b>13.90%</b>	<b>18</b> <b>0.90%</b>	<b>5</b> <b>0.30%</b>

- **Treatment Facility:** Data was collected from 63 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 Child Services Only

Report			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Northwestern Human Services	34	114.40	14.76
Philhaven	424	116.92	12.12
The Stevens Center	29	116.85	12.44
TW Ponessa	289	115.05	12.91
PA Counseling	183	115.73	13.71
CSG	154	111.13	14.24
YAP	148	120.36	11.06
Holy Spirit	90	119.44	10.74
Franklin Family Services	44	110.63	12.85
Family Life	38	112.66	12.46
Adams Hanover	82	112.50	16.27
Teamcare	127	115.07	13.14
Chester Co IU #24	24	120.52	9.57
Keystone	42	121.02	13.52
Milestones	34	121.36	14.28
CMU	78	119.38	11.96
Mazzitti & Sullivan	4	114.95	11.71
Brooke Glen	5	98.44	19.98
The Meadows	12	108.41	16.20
Kidspeace	23	107.63	19.16
Gaudenzia	4	101.75	36.17
Horsham	3	106.37	12.03
Vista School	9	124.34	7.04
Lancaster MH/MR	16	110.23	14.17
Lebanon MH/MR	20	113.28	10.23
PA Psychiatric Institute	24	111.08	20.56
Total	1940	115.79	13.47

### Mean Satisfaction of Treatment Facilities Adult Services Only

Total Satisfaction Score

Name of Treatment Facility	N	Mean	Std. Deviation
Northwestern Human Services	12	119.32	10.40
Philhaven	97	114.02	14.60
The Stevens Center	15	118.59	14.31
ARS of Lancaster	55	109.03	18.68
Discovery House	24	118.34	18.09
Lebanon Treatment Center	16	116.52	15.94
ACA	5	117.19	19.92
Catholic Charities	4	99.13	10.78
Clem-Mar House	3	115.00	21.67
Daystar	9	101.77	33.74
Gate House for Men	6	117.00	15.19
Gate House for Women	14	113.51	15.74
Pyramid Healthcare	3	115.00	17.58
Treatment Trends	3	109.00	12.12
TW Ponessa	6	112.98	16.35
PA Counseling	8	119.08	11.66
CSG	10	116.75	9.45
SACA	6	125.24	9.15
Holy Spirit	1	114.00	.
Family Life	3	125.26	5.44
Commonwealth CG	2	115.39	5.11
Adams Hanover	2	118.50	13.44
Keystone	19	110.53	9.48
BHC	56	111.35	16.52
CMU	11	106.14	16.32
Recovery Insight	57	114.03	16.57
Roxbury Carlisle	11	120.78	9.38
HSA	8	128.37	5.15
Mazzitti & Sullivan	6	118.49	14.42
Lanc Clinical Counseling	4	123.43	7.86
Naaman Center	11	119.86	8.45
Perry Human Services	1	128.00	.
WDR New Perspectives	6	124.76	4.53
WDR Harrisburg	6	123.52	9.48
Brooke Glen	14	112.08	12.12
Ephrata Comm Hosp	9	118.11	17.34
The Meadows	14	104.36	13.93
Kidspeace	3	104.72	14.82
Gaudenzia	18	119.01	12.93
Fairmount	15	108.99	17.07
Genesis	4	130.97	2.58
Horsham	7	102.39	16.93
PA Psychiatric Institute	9	111.70	13.46
Total	593	114.02	15.83

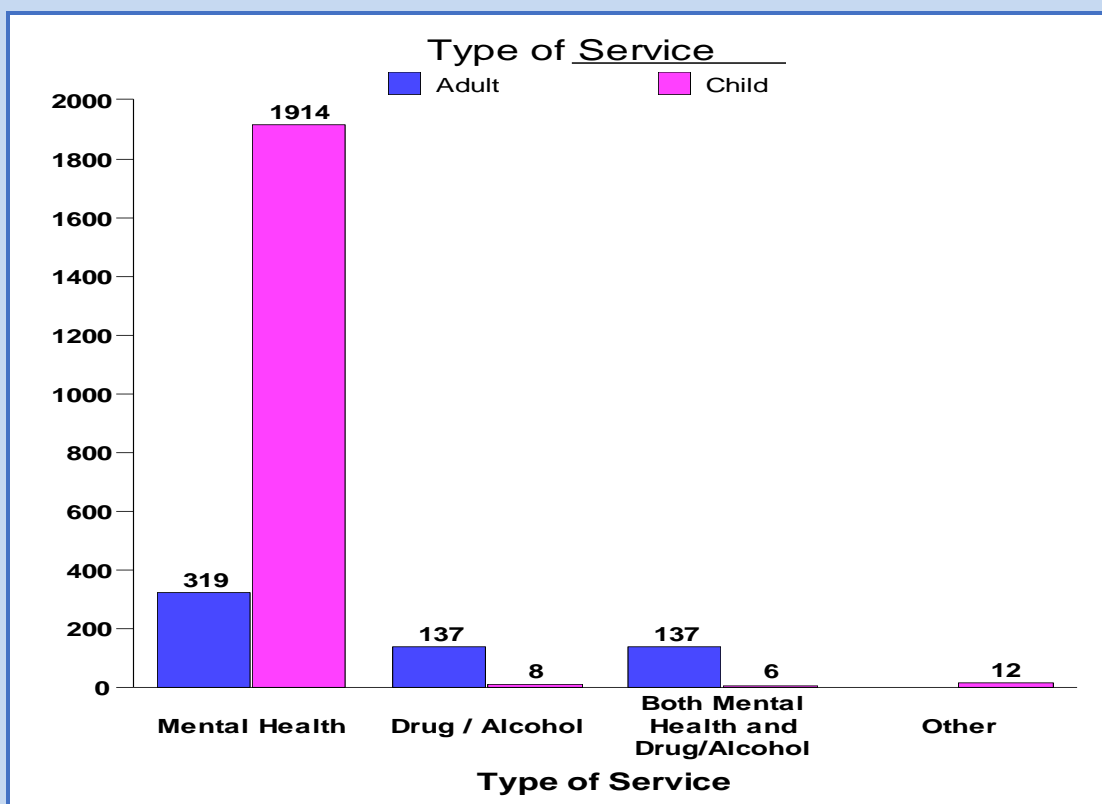
- **Type of Treatment:** In all, 18 types of treatment were accessed by the respondents. The 593 recipients of adult services received 10 types of treatment including (21.8%) Peer Support, (14.7%) D&A Methadone Maintenance, (10.6%) MH Inpatient Clinic, (9.9%) D&A Outpatient Clinic, (9.4%) Mobile Psych Nursing, (8.3%) D&A IOP, (7.9%) D&A Residential Halfway, (7.4%) MH Outpatient Clinic, (5.9%) Partial Hospitalization, and (4.0%) ACT. The 1940 recipients of child services received 12 types of treatment including (20.9%) MH Outpatient Clinic, (18.7%) Mobile Therapy, (16.4%) TSS, (16.2%) BSC, (10.5%) STAP, (7.4%) TCM, (5.2%) ASP, (2.2%) MH Inpatient Clinic, (1.2%) Partial Hospitalization, (0.4%) EIBS, (0.4%) D&A IOP, and (0.4%) CRR Host Home.

	Total	Is the Interview for an ADULT or CHILD	
		Adult	Child
Base	2533	593	1940
Mental Health Outpatient Clinic	450 17.80%	44 7.40%	406 20.90%
D&A Methadone	87 3.40%	87 14.70%	0 0
D&A Residential Halfway	47 1.90%	47 7.90%	0 0
ACT	24 0.90%	24 4.00%	0 0
BSC	315 12.40%	0 0	315 16.20%
MT	363 14.30%	0 0	363 18.70%
TSS	318 12.60%	0 0	318 16.40%
CRR Host Home	8 0.30%	0 0	8 0.40%
Mobile Psych Nursing	56 2.20%	56 9.40%	0 0
D&A IOP	57 2.30%	49 8.30%	8 0.40%
D&A Outpatient Clinic	59 2.30%	59 9.90%	0 0
Mental Health Inpatient Clinic	106 4.20%	63 10.60%	43 2.20%
Peer Support	129 5.10%	129 21.80%	0 0
EIBS	8 0.30%	0 0	8 0.40%
Targeted Case Management	144 5.70%	0 0	144 7.40%
ASP	100 3.90%	0 0	100 5.20%
STAP	203 8.00%	0 0	203 10.50%
Partial Hospitalization	59 2.30%	35 5.90%	24 1.20%

Adult consumers who received D&A IOP and D&A Outpatient Clinic services reported significantly higher satisfaction than consumers who received MH Inpatient Clinic, Child consumers who received BSC and TSS services reported significantly higher satisfaction than those who received MH Outpatient Clinic. Child consumers who received MH Inpatient Clinic reported significantly lower satisfaction than those who received BSC, MT, TSS, EIBS, TCM and STAP.

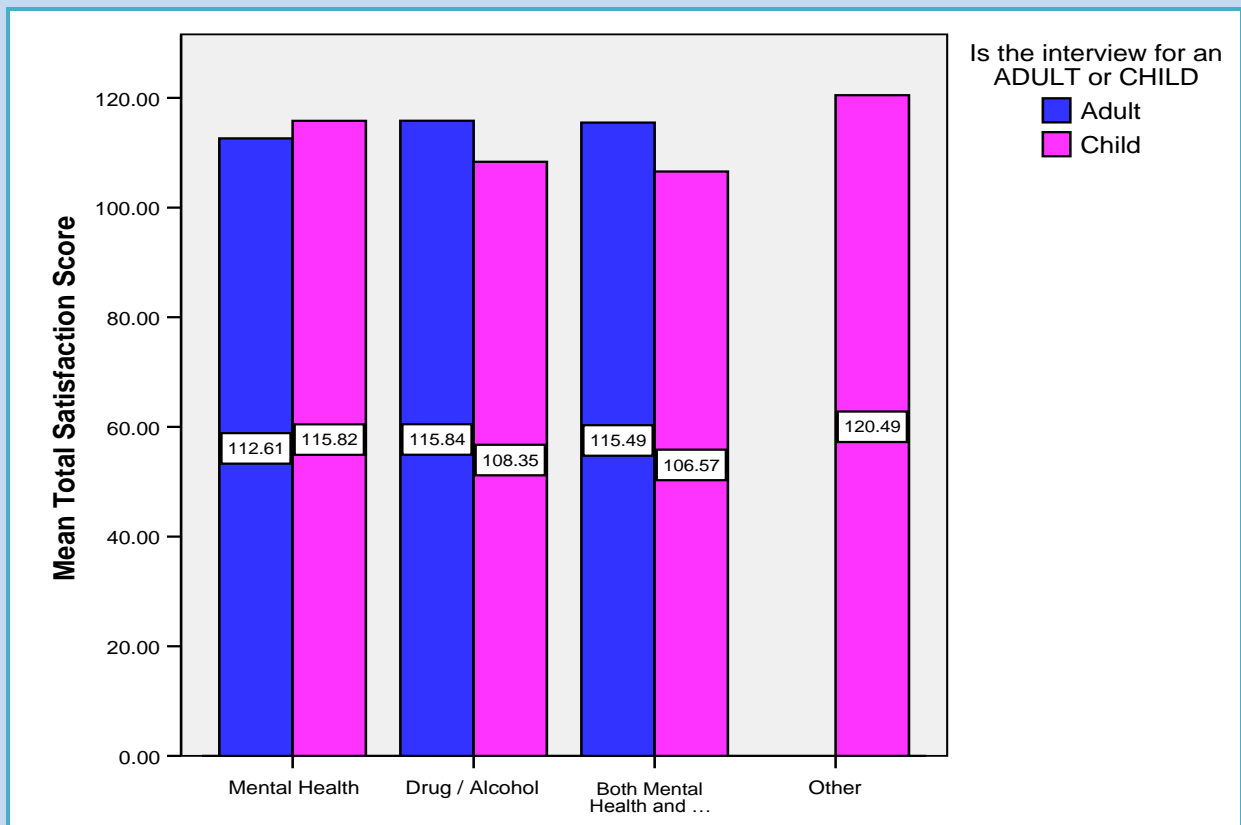
Total Satisfaction Score				
Type of Treatment		N	Mean	Std. Deviation
Adult	Mental Health Outpatient Clinic	44	112.57	12.49
	D&A Methadone	87	114.40	17.47
	D&A Residential Half way	47	110.78	20.43
	Assertiv e Community Treatment	24	116.97	16.37
	Mobile Psych Nursing	56	111.35	16.52
	D&A IOP	49	120.06	10.91
	D&A Outpatient Clinic	59	119.00	15.22
	Mental Health Inpatient Clinic	63	109.36	15.59
	Peer Support	129	112.75	14.75
	Partial Hospitalization	35	117.74	13.73
	Total	593	114.02	15.83
Child	Mental Health Outpatient Clinic	406	113.63	13.42
	BSC	315	117.60	12.36
	MT	363	115.97	13.66
	TSS	318	117.74	12.84
	CRR Host Home	8	105.05	17.28
	D&A IOP	8	108.35	25.87
	Mental Health Inpatient Clinic	43	106.69	17.76
	EIBS	8	124.51	7.50
	Targeted Case Management	144	116.88	12.64
	ASP	100	113.42	13.56
	STAP	203	117.16	11.92
	Partial Hospitalization	24	111.08	20.56
	Total	1940	115.79	13.47

- Type of Services: Of the 2533 respondents, 2233 (88.2%) received Mental Health services, 145 of the respondents (5.7%) received Drug & Alcohol services, 143 respondents (5.6%) received both Mental Health and Drug & Alcohol services, and 12 respondents (0.5%) received Other services. When only the respondents who received adult services are considered, 319 of the 593 adult respondents received Mental Health services, 137 received both Mental Health and Drug & Alcohol services, 137 received Drug & Alcohol services, and 0 received Other services. When only the respondents who received child services are considered, 1914 of the 1940 child respondents received Mental Health services, 8 received Drug & Alcohol services, 6 received both Mental Health and Drug & Alcohol services, and the remaining 12 reported Other child services.



	Base	Type of Service			
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/Alcohol	Other
Total	2533	2233 88.20%	145 5.70%	143 5.60%	12 0.50%
Adult	593	319 53.80%	137 23.10%	137 23.10%	0 0
Child	1940	1914 98.70%	8 0.40%	6 0.30%	12 0.60%

There were no significant differences in total satisfaction with type of services.

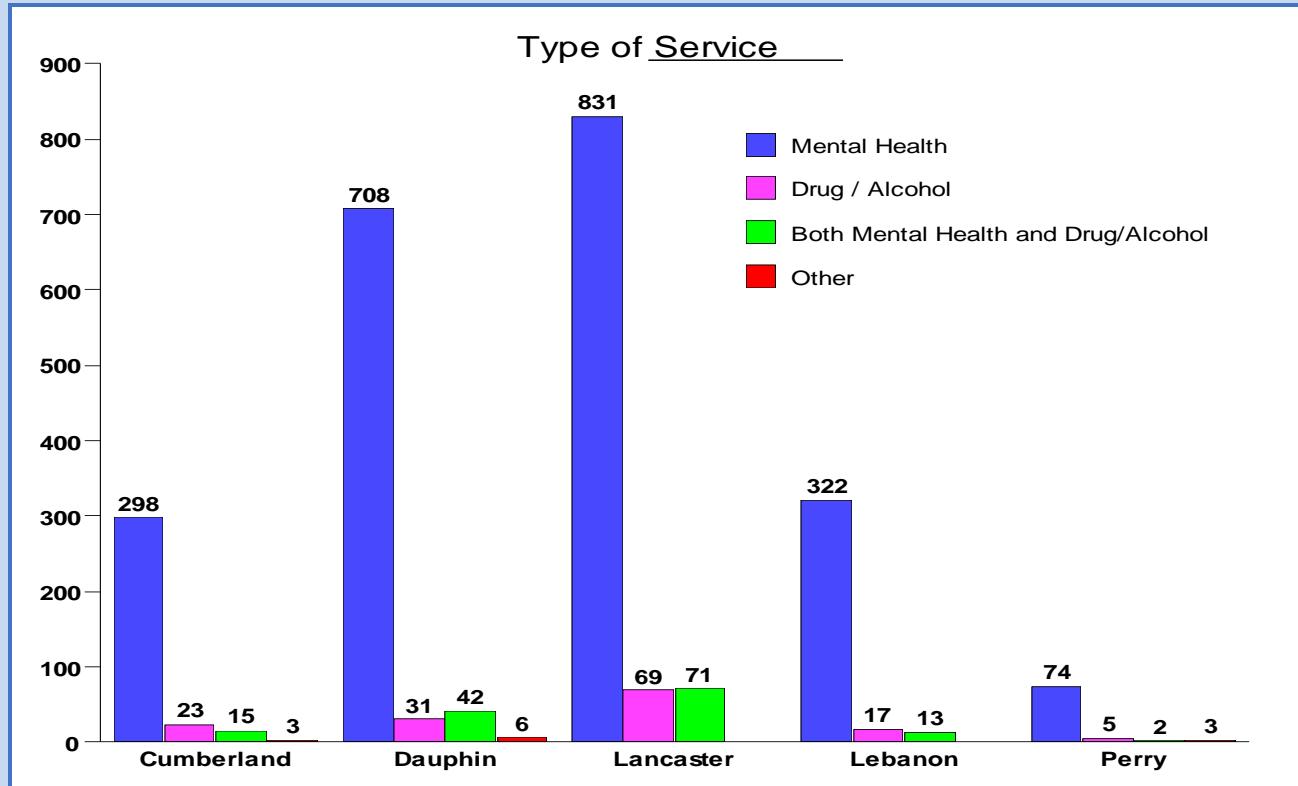


Distribution of Services by County of Residence:

	Base	Type of Service			
		Mental Health	Drug / Alcohol	Both Mental Health and Drug/ Alcohol	Other
Total	2533	2233 88.20%	145 5.70%	143 5.60%	12 0.50%
Cumberland	339	298 87.90%	23 6.80%	15 4.40%	3 0.90%
Dauphin	787	708 90.00%	31 3.90%	42 5.30%	6 0.80%
Lancaster	971	831 85.60%	69 7.10%	71 7.30%	0 0
Lebanon	352	322 91.50%	17 4.80%	13 3.70%	0 0
Perry	84	74 88.10%	5 6.00%	2 2.40%	3 3.60%

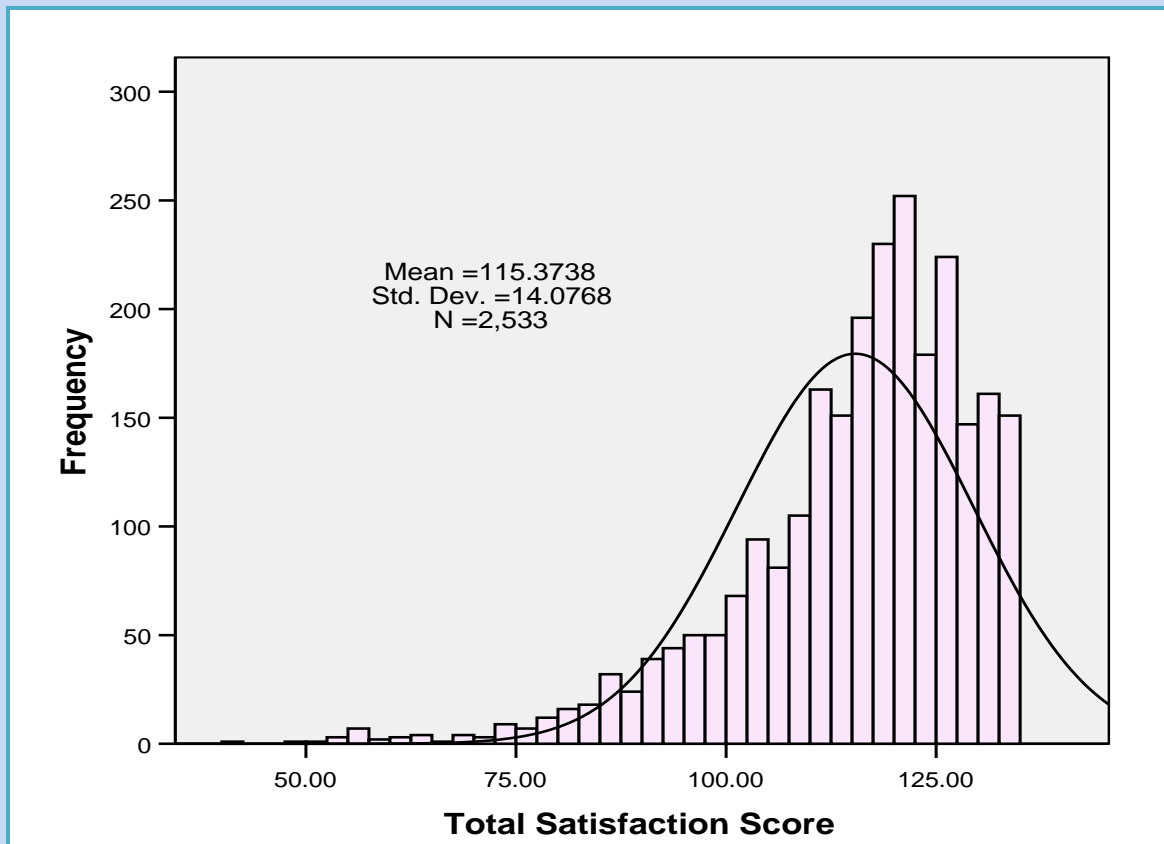


## Distribution of Services by County for All Respondents

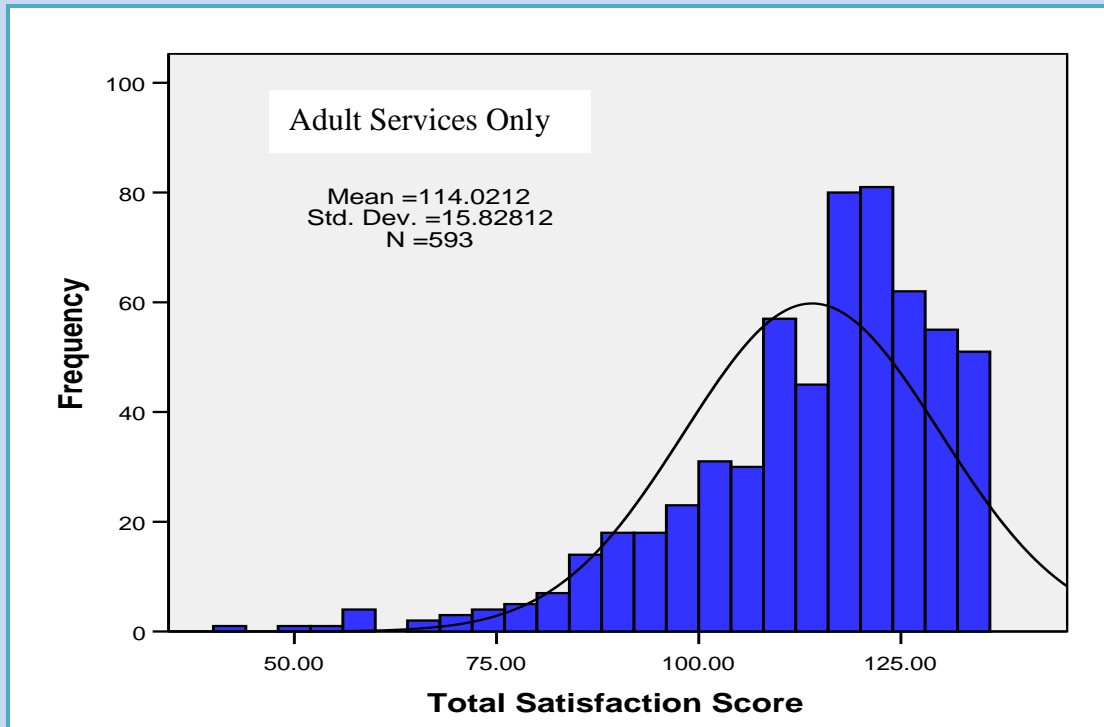


## I. Satisfaction

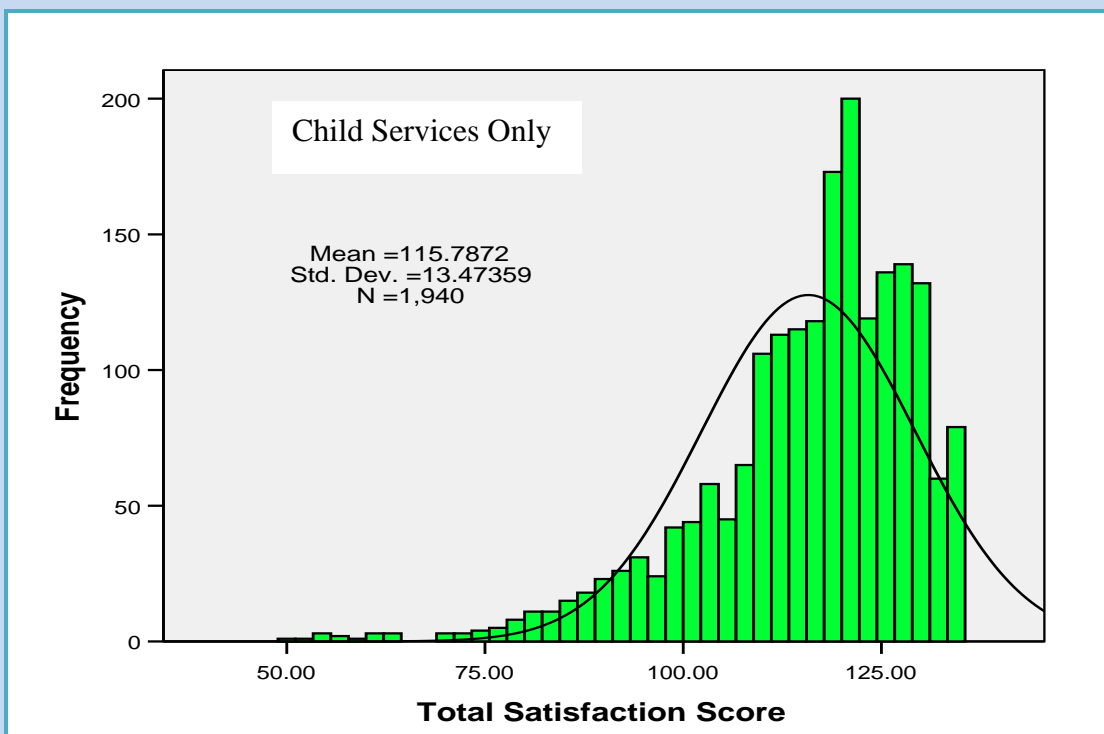
- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 27 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 27 - 135. Scores 108 -135 indicate a high level of satisfaction, scores 81-107 indicate some level of satisfaction and scores below 81 indicate some level of dissatisfaction.
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 115.3738 with a standard deviation 14.0768 and median 118.2885. The TSS scores ranged from 42.48 – 135. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



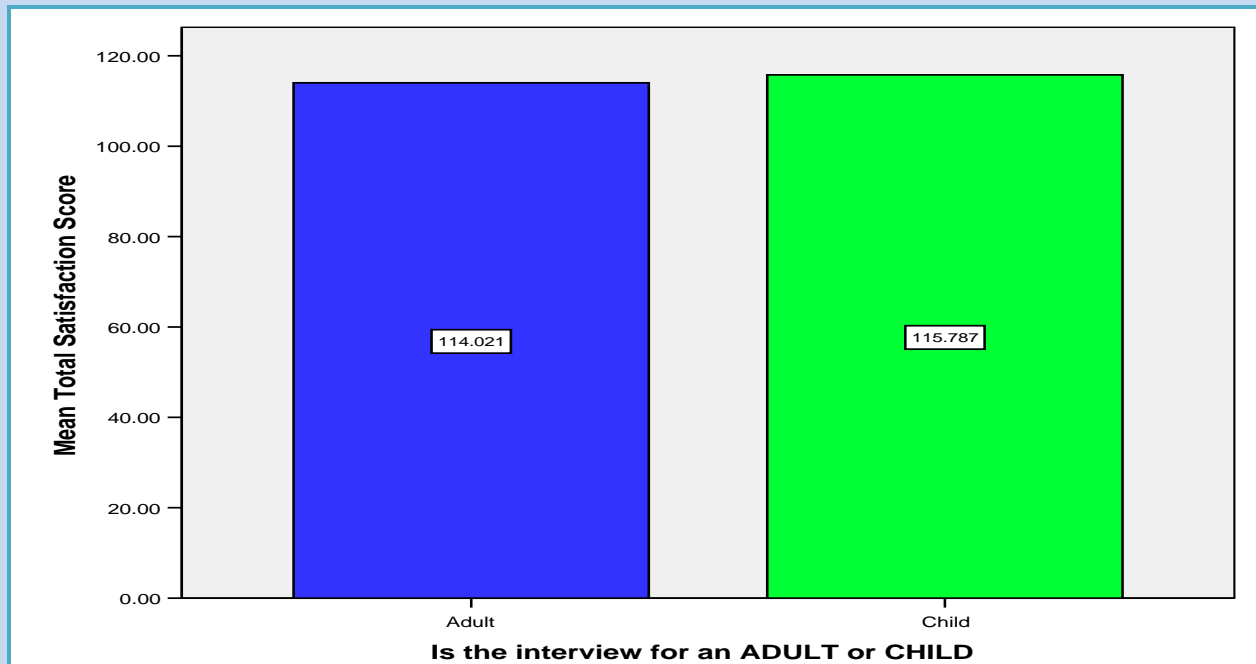
- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 114.02 with a standard deviation 15.82 and median 117.93. The TSS scores ranged from 42.45 – 135. Again, with a 5 point scale and 27 questions, scores above TSS= 81 ( $27 \times 3$ ) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 115.79 with a standard deviation 13.47 and median 118.84. The TSS scores ranged from 50 – 135. Again, with a 5 point scale and 27 questions, scores above TSS= 81 ( $27 \times 3$ ) indicate satisfaction on some level.

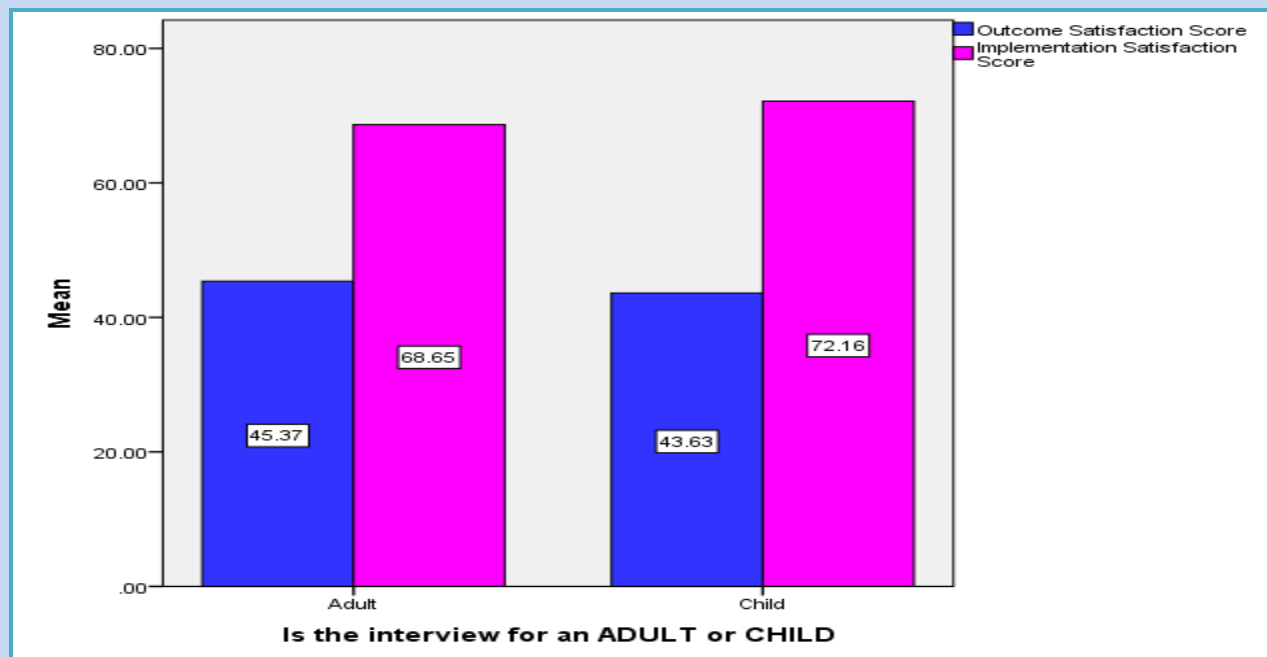


There were no significant differences in total satisfaction between respondents.



- To try to understand what aspects of service were influencing satisfaction, the set of satisfaction items were sorted into items relating to Implementation of services and items relating to Outcomes. The mean levels of satisfaction on these two sub-scales are presented below for reference.

#### Mean Satisfaction with Implementation and Outcomes



To help with interpretation, Implementation scores ranged from 19-80. 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 85.5% (Mean Satisfaction Level / Highest Possible Score) as well as consumer's responses to Question# 16, "Overall, I am satisfied with the services..." with 88.4% agreement (4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 87.9% overall satisfaction and consumers of child services reporting 88.5% overall satisfaction. As mentioned previously, respondents who received child services reported a significantly higher level of satisfaction in terms of Implementation.

High satisfaction was reported when consumers were asked about communication with their providers and participation in their treatment. Respondents felt confident (95.9%) that their service provider does not share their personal information without permission (Q 8). In response to (Q 5), (95.7%) of respondent's report they felt informed about their rights and responsibilities regarding the treatment they had received. Consumers, (94.7%) felt comfortable asking questions regarding their treatment (Q 6). Additionally, (94.6%) of respondents reported they felt satisfied with the way the program staff respected the role of their ethnic, cultural, and religious background in their recovery/treatment (Q 9). Child respondents (94.8%) reported that they were included in all meetings regarding their treatment plan and goals for recovery (Q 12).

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

- Respondents who received both adult (25.5%) and child services (30.4%) reported their service provider did not explain the disadvantages of their therapy or treatment (Q15).
- Adult respondents, (34.6%) and child respondents, (12.0%) reported they were not given a choice when selecting their service provider (Q3).
- Adult and child respondents (16.6%) reported they were not given information on how to get other services that they needed (Q2). As noted, 15.2% of the respondents reported this question did not apply to them. When these cases are removed, (19.6%) reported they were not given information on how to get other services that they needed. These figures represent a more accurate picture of the results.
- Both adult and child respondents (13.0%) reported that they did not have the option to change their service provider should they choose to (Q4).
- Additionally, consumers (12.8%) who received adult services and (25.2%) reported that their service provider did not explain the advantages of their treatment (Q14).
- Adult respondents, (12.5%) reported that they did not know who to call if they had questions about services (Q1).

*Summary responses from the Total group of respondents from this fiscal year (N=2533) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=593) are presented in Table 2. Summary responses from the respondents who received Child services (N=1940) are presented in Table 3.*

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

N=2533	% 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.	87.7	10.5	2.8	0.7	1.0
2. I was given information on how to get other services that I needed.	65.3	16.6	3.1	1.4	15.2
3. I had a choice in selecting my service provider.	75.7	17.3	2.7	0.9	1.9
4. I have the option to change my service provider should I choose to.	78.0	13.0	2.7	0.8	2.1
5. I was informed about my rights and responsibilities regarding the treatment I have received.	95.7	2.4	2.9	0.4	0.2
6. I feel comfortable in asking questions regarding my treatment.	94.7	3.8	2.9	0.4	0.1
7. My service provider spends enough time with me.	86.9	9.3	2.8	0.6	0.4
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	95.9	1.7	3.0	0.4	0.4
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	94.6	1.2	3.1	0.6	3.3
10. I trust my service provider.	92.5	5.1	2.9	0.5	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	79.7	9.7	3.0	1.0	7.0
12. I am included in all meetings regarding my treatment plan and goals for recovery.	93.3	4.7	2.9	0.5	0.7
13. I am an equal partner in the treatment process.	92.0	5.2	2.9	0.5	0.4
14. My service provider explained the advantages of my therapy or treatment.	83.9	11.1	2.8	0.7	0.6
15. My service provider explained the disadvantages of my therapy or treatment	62.7	29.2	2.4	1.0	1.9
16. Overall, I am satisfied with the services I am receiving.	88.4	8.1	2.8	0.6	0.2

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

N= 593	% 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.	85.3	12.5	2.8	0.7	0.8
2. I was given information on how to get other services that I needed.	61.7	19.9	3.0	1.4	13.8
3. I had a choice in selecting my service provider.	57.0	34.6	2.3	1.0	1.3
4. I have the option to change my service provider should I choose to.	64.8	20.6	2.6	1.0	3.2
5. I was informed about my rights and responsibilities regarding the treatment I have received.	91.6	5.1	2.9	0.5	0.0
6. I feel comfortable in asking questions regarding my treatment.	91.4	6.1	2.9	0.5	0.2
7. My service provider spends enough time with me.	86.8	8.9	2.8	0.6	0.2
8. My Provider does not share my personal mental health and/or substance abuse information with others without my permission.	93.9	2.5	3.0	0.5	1.0
9. Program staff respects the role of my ethnic, cultural and religious background in my recovery/treatment.	92.7	2.5	3.0	0.6	2.9
10. I trust my service provider.	90.4	6.6	2.8	0.5	0.0
11. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	71.5	12.3	3.0	1.2	10.5
12. I am included in all meetings regarding my treatment plan and goals for recovery.	88.4	7.3	2.9	0.7	1.7
13. I am an equal partner in the treatment process.	89.5	6.7	2.8	0.6	0.3
14. My service provider explained the advantages of my therapy or treatment.	82.8	12.8	2.7	0.7	0.3
15. My service provider explained the disadvantages of my therapy or treatment	65.4	25.5	2.5	1.0	1.5
16. Overall, I am satisfied with the services I am receiving.	87.9	6.7	2.8	0.6	0.3

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

N=1940	% 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.	88.4	9.9	2.8	0.7	1.0
2. I was given information on how to get other services that my child/adolescent needed.	66.4	15.6	3.1	1.4	15.7
3. I had a choice when selecting my child/adolescent's service provider.	81.4	12.0	2.8	0.8	2.1
4. I have the option to change my child/adolescent's service provider should I choose to.	82.1	10.7	2.8	0.8	1.7
5. I was informed about my rights and responsibilities regarding the treatment my child/adolescent has received.	96.9	1.6	3.0	0.3	0.2
6. I feel comfortable in asking questions regarding my child/adolescent's treatment.	95.8	3.1	2.9	0.4	0.1
7. My service provider spends enough time with my child/adolescent.	86.9	9.4	2.8	0.6	0.5
8. My provider does not share the personal mental health and/or substance abuse information of my child/adolescent with others without my permission.	96.5	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.	95.1	0.8	3.1	0.6	3.4
10. I trust my child/adolescent's service provider.	93.1	4.6	2.9	0.4	0.1
11. My service provider offered me the opportunity to involve my family, significant others or friends into my child/adolescent's treatment process.	82.2	8.9	3.0	1.0	5.9
12. I am included in all meetings regarding my child/adolescent's treatment plan and goals for recovery.	94.8	3.9	2.9	0.4	0.4
13. I am an equal partner in the treatment process for my child/adolescent.	92.7	4.7	3.0	0.5	0.5
14. My service provider explained the advantages of my child/adolescent's therapy or treatment.	84.2	10.6	2.8	0.7	0.7
15. My service provider explained the disadvantages of my child/adolescent's therapy or treatment	61.8	30.4	2.4	1.0	2.0
16. Overall, I am satisfied with the services my child/adolescent is receiving.	88.5	8.5	2.8	0.6	0.2



### III. Outcomes

The majority of consumers perceive that services have made their lives better in handling personal and social issues. Overall, approximately 53.6% to 72.4% of consumers believe services have improved their lives in each outcome area. Approximately 20.1% to 33% of consumers believe that no change has resulted from their services. Only 2.6% to 7.6% 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 (72.4%), and (Q17) managing daily problems (70.2%).
- Adult consumers reported high satisfaction (76.2%) with feeling good (hopeful) about the future (Q21).
- Recipients of adult services (36.6%) reported things as being better when dealing with school or work (Q25) and 4.0% reported things as worse. As noted, 47.9% of the respondents reported this question did not apply to them. When these cases are removed, 69.6% report they were better dealing with school or work and 7.8% report it as worse. These figures represent a more accurate picture of the results.

*Summary responses from the Total group of respondents from this fiscal year (N=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**

Total N=2533	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	70.2	4.9	2.7	0.6	0.8
18. Feeling in control of my life.	63.4	5.1	2.7	0.8	2.0
19. Dealing with personal crisis.	55.5	5.1	3.0	1.3	12.2
20. How I feel about myself.	61.7	5.3	2.7	0.8	3.1
21. Feeling good (hopeful) about the future.	67.0	3.8	2.8	0.8	3.4
22. Enjoying my free time.	66.0	2.6	2.7	0.6	1.3
23. Strengthening my social support network.	67.3	3.9	2.7	0.7	2.3
24. Being involved in community activities.	53.6	2.8	2.9	1.2	10.6
25. Dealing with school or work.	54.4	7.6	3.2	1.4	18.0
26. Dealing with people in social situations.	63.3	5.1	2.6	0.7	1.3
27. Dealing with specific problems or issue that led to seek services.	72.4	6.0	2.7	0.7	1.1

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

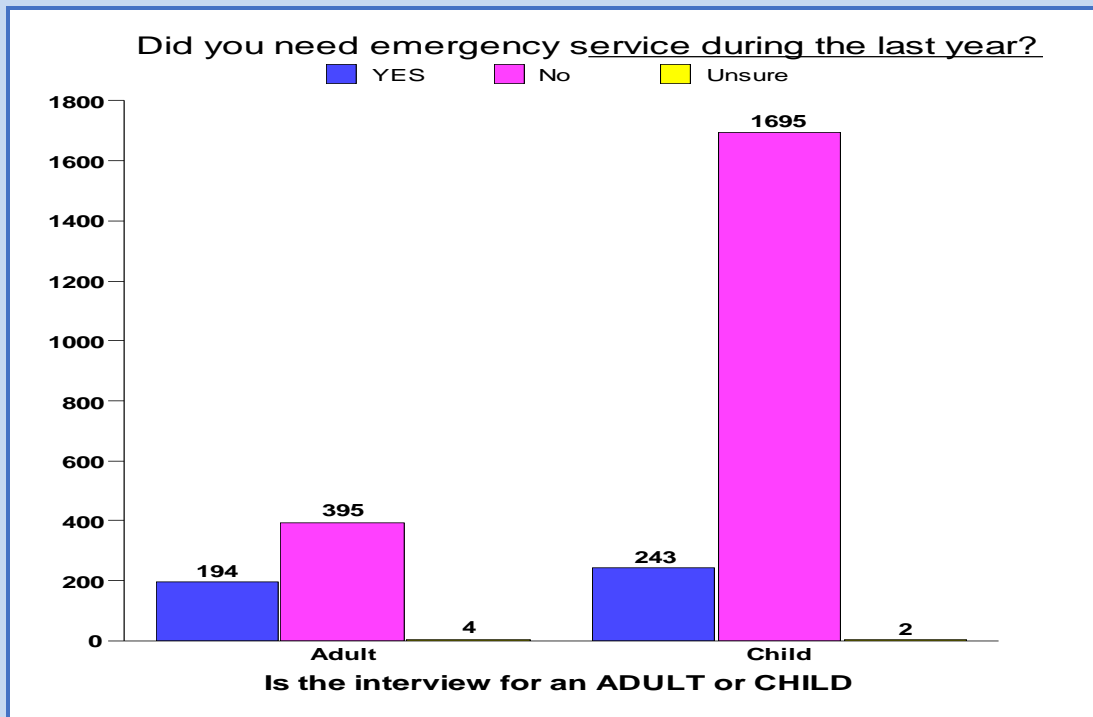
Total N=593	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
17. Managing daily problems.	74.9	3.0	2.8	0.6	1.0
18. Feeling in control of my life.	73.4	5.2	2.7	0.6	0.7
19. Dealing with personal crisis.	70.0	3.9	2.8	0.8	3.9
20. How I feel about myself.	72.3	6.4	2.7	0.7	0.8
21. Feeling good (hopeful) about the future.	76.2	6.7	2.7	0.6	0.7
22. Enjoying my free time.	73.9	4.7	2.7	0.6	0.7
23. Strengthening my social support network.	68.0	4.9	2.7	0.7	0.8
24. Being involved in community activities.	55.0	4.2	2.8	1.1	7.6
25. Dealing with school or work.	36.3	4.0	4.2	1.8	47.9
26. Dealing with people in social situations.	64.9	4.6	2.7	0.7	1.5
27. Dealing with specific problems or issue that led to seek services.	78.4	3.9	2.8	0.6	1.2

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

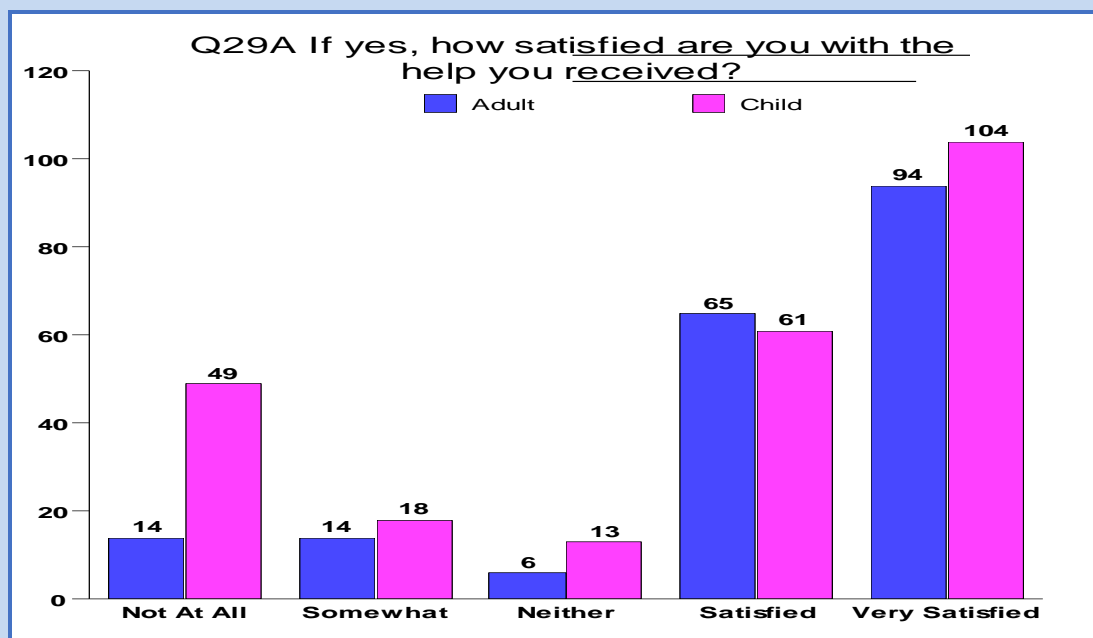
	% Better or Much Better	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=1940					
17. Managing daily problems.	68.8	5.4	2.7	0.6	0.7
18. Feeling in control of my life.	60.4	5.1	2.6	0.8	2.4
19. Dealing with personal crisis.	51.0	5.4	3.0	1.4	14.7
20. How I feel about myself.	58.5	5.0	2.7	0.9	3.8
21. Feeling good (hopeful) about the future.	64.2	2.9	2.8	0.9	4.2
22. Enjoying my free time.	63.6	2.0	2.7	0.7	1.4
23. Strengthening my social support network.	67.1	3.7	2.7	0.8	2.7
24. Being involved in community activities.	53.2	2.4	3.0	1.2	11.5
25. Dealing with school or work.	59.9	8.7	3.0	1.2	8.8
26. Dealing with people in social situations.	62.8	5.3	2.6	0.7	1.2
27. Dealing with specific problems or issue that led to seek services.	70.6	6.6	2.7	0.7	1.1

- Emergency Treatment: 437 of the 2533 respondents (17.3%) indicated they needed emergency mental health or substance abuse service during the past year. Adult consumers 194 of the 593 (32.7%) reported needing emergency treatment. Out of 1940 child consumers 243 (12.5%) received emergency services.

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

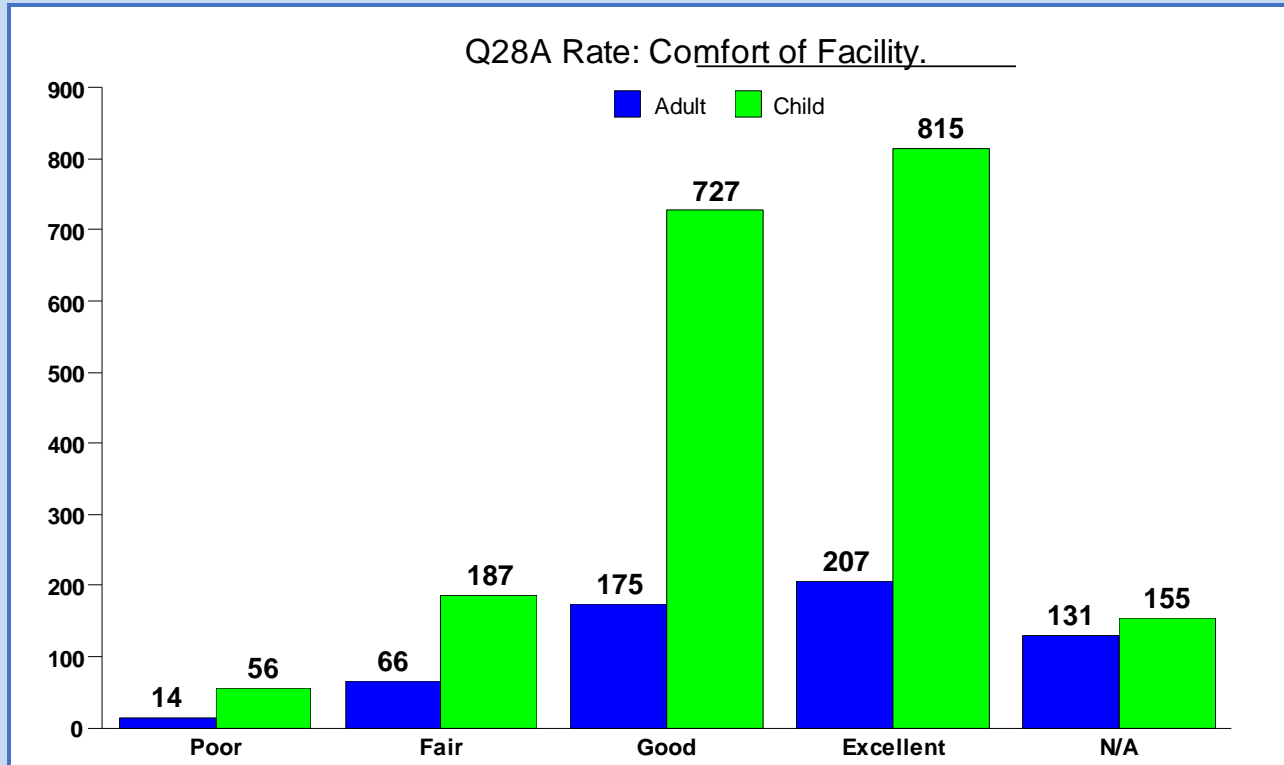


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.83 with standard deviation 1.4. 74.0% (324 of 438) reported they were either Very Satisfied, or Satisfied, 21.7% (95 of 438), Somewhat or Not at all Satisfied.



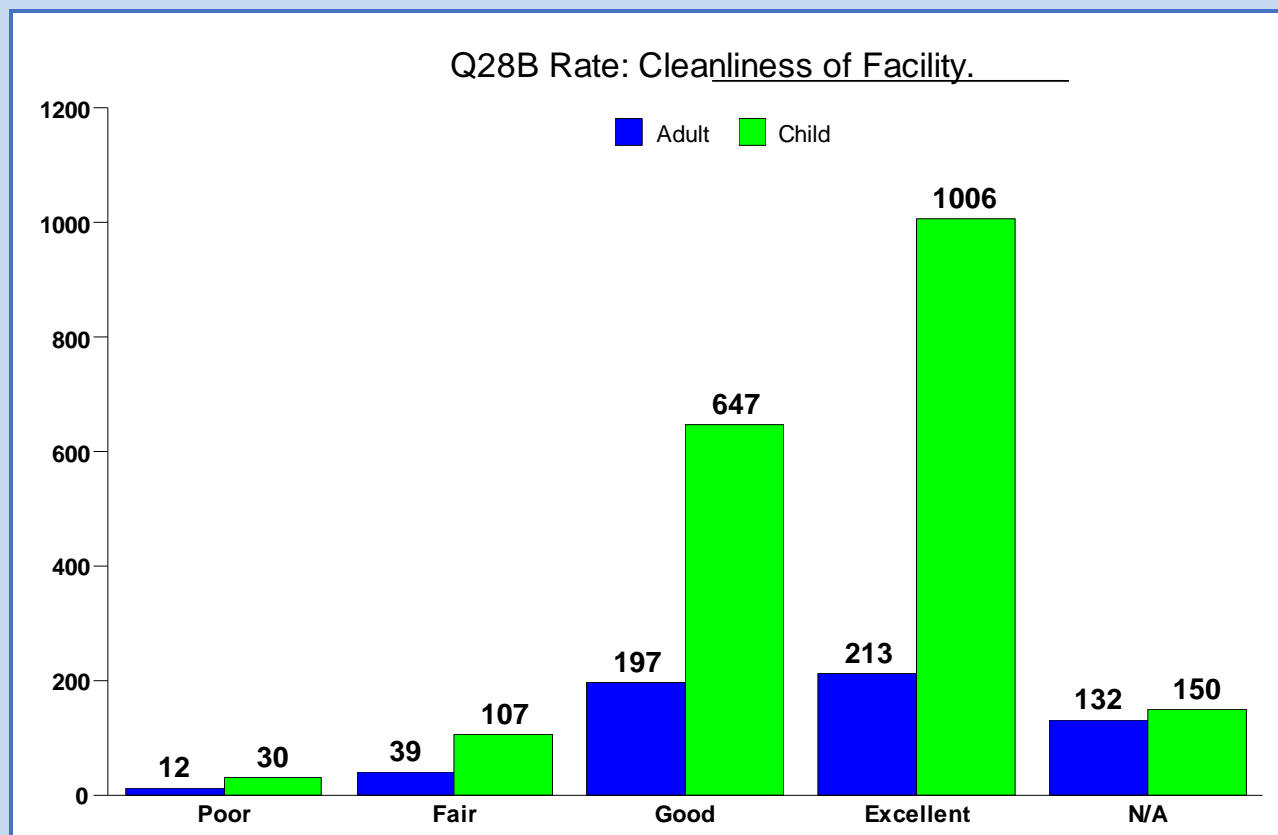
## Questions Regarding Treatment Environment

- 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.



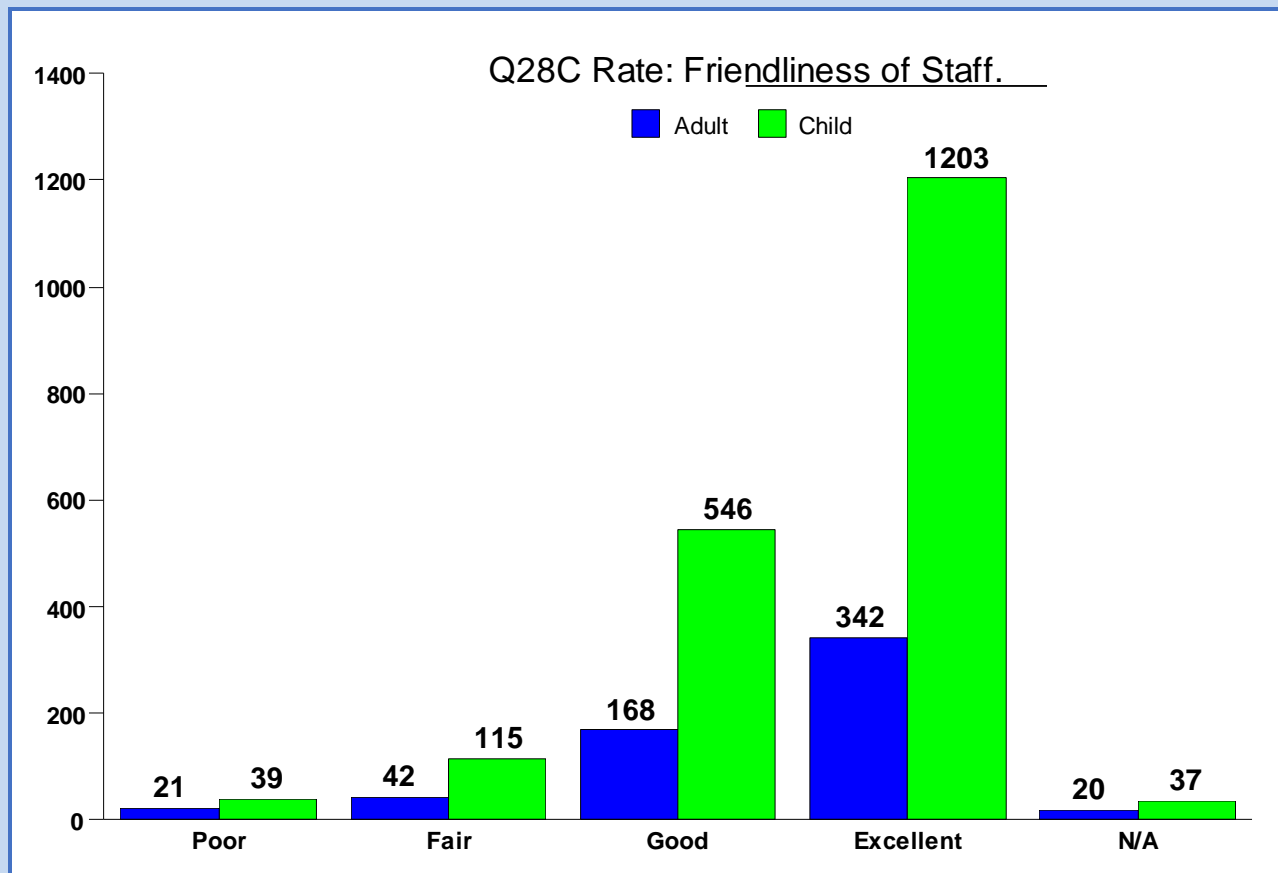
	Base	Q28A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	N/A
Total	2533	70 2.80%	253 10.00%	902 35.60%	1022 40.30%	286 11.30%
Adult	593	14 2.40%	66 11.10%	175 29.50%	207 34.90%	131 22.10%
Child	1940	56 2.90%	187 9.60%	727 37.50%	815 42.00%	155 8.00%

- 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	2533	42 1.70%	146 5.80%	844 33.30%	1219 48.10%	282 11.10%
Adult	593	12 2.00%	39 6.60%	197 33.20%	213 35.90%	132 22.30%
Child	1940	30 1.50%	107 5.50%	647 33.40%	1006 51.90%	150 7.70%

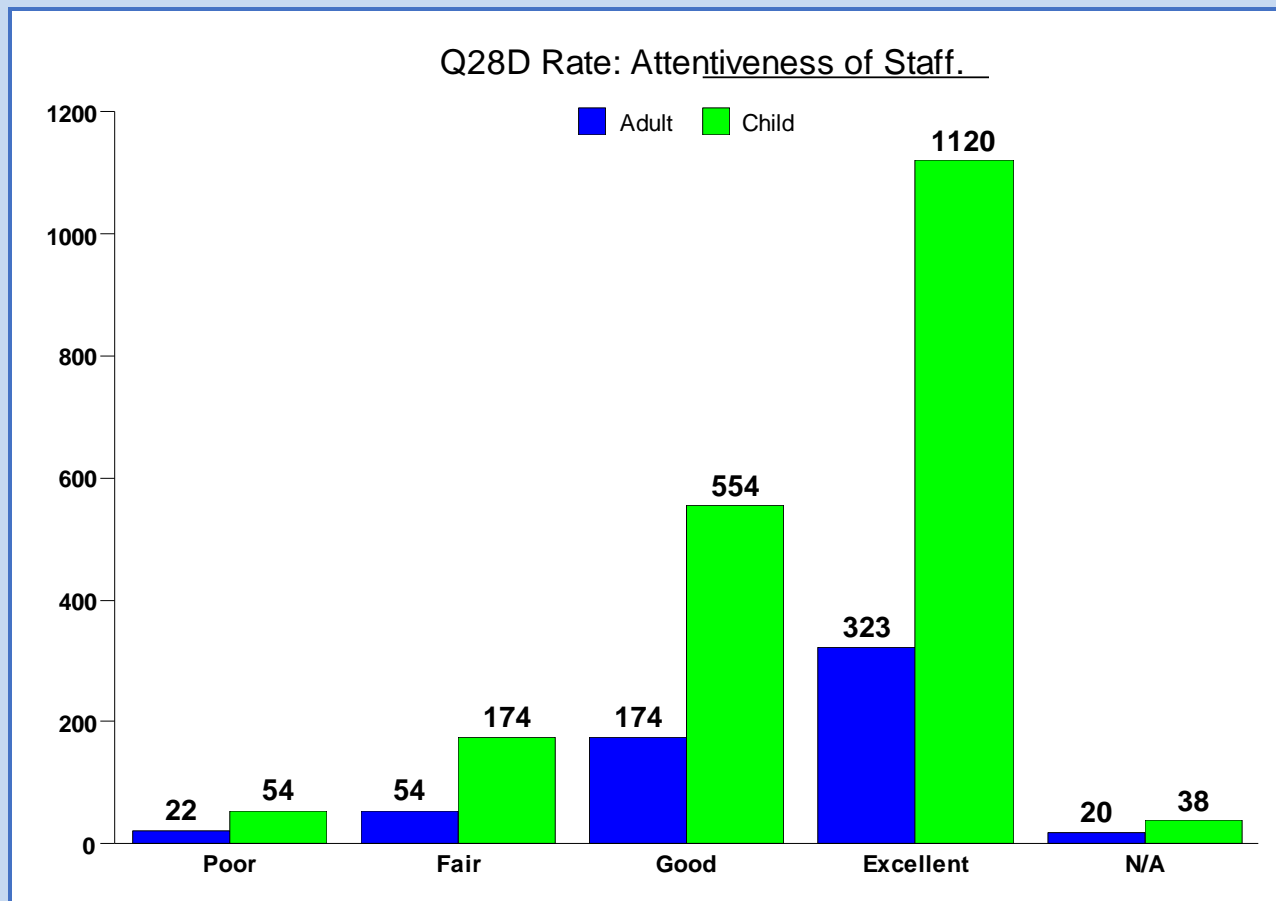
- Friendliness of Staff: 81.9% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 12.7% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor.



	Base	Q28C Rate: Friendliness of Staff.				
		Poor	Fair	Good	Excellent	N/A
Total	2533	60 2.40%	157 6.20%	714 28.20%	1545 61.00%	57 2.30%
Adult	593	21 3.50%	42 7.10%	168 28.30%	342 57.70%	20 3.40%
Child	1940	39 2.00%	115 5.90%	546 28.10%	1203 62.00%	37 1.90%



- 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	2533	76 3.00%	228 9.00%	728 28.70%	1443 57.00%	58 2.30%
Adult	593	22 3.70%	54 9.10%	174 29.30%	323 54.50%	20 3.40%
Child	1940	54 2.80%	174 9.00%	554 28.60%	1120 57.70%	38 2.00%

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

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

- 76.6 % of respondents (1,940 out of 2533) reported that they had received a copy of the CBHNP member handbook.

	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>1940</b> <b>76.60%</b>	<b>477</b> <b>18.80%</b>	<b>116</b> <b>4.60%</b>
<b>Adult</b>	<b>593</b>	<b>331</b> <b>55.80%</b>	<b>226</b> <b>38.10%</b>	<b>36</b> <b>6.10%</b>
<b>Child</b>	<b>1940</b>	<b>1609</b> <b>82.90%</b>	<b>251</b> <b>12.90%</b>	<b>80</b> <b>4.10%</b>

	Base	Q33 I have received a copy of the Member Handbook from CBHNP?		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>1940</b> <b>76.60%</b>	<b>477</b> <b>18.80%</b>	<b>116</b> <b>4.60%</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>51</b>	<b>35</b> <b>68.60%</b>	<b>14</b> <b>27.50%</b>	<b>2</b> <b>3.90%</b>
<b>Dauphin</b>	<b>156</b>	<b>76</b> <b>48.70%</b>	<b>76</b> <b>48.70%</b>	<b>4</b> <b>2.60%</b>
<b>Lancaster</b>	<b>292</b>	<b>162</b> <b>55.50%</b>	<b>104</b> <b>35.60%</b>	<b>26</b> <b>8.90%</b>
<b>Lebanon</b>	<b>84</b>	<b>54</b> <b>64.30%</b>	<b>26</b> <b>31.00%</b>	<b>4</b> <b>4.80%</b>
<b>Perry</b>	<b>10</b>	<b>4</b> <b>40.00%</b>	<b>6</b> <b>60.00%</b>	<b>0</b> <b>0</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>288</b>	<b>243</b> <b>84.40%</b>	<b>35</b> <b>12.20%</b>	<b>10</b> <b>3.50%</b>
<b>Dauphin</b>	<b>631</b>	<b>524</b> <b>83.00%</b>	<b>102</b> <b>16.20%</b>	<b>5</b> <b>0.80%</b>
<b>Lancaster</b>	<b>679</b>	<b>550</b> <b>81.00%</b>	<b>83</b> <b>12.20%</b>	<b>46</b> <b>6.80%</b>
<b>Lebanon</b>	<b>268</b>	<b>229</b> <b>85.40%</b>	<b>20</b> <b>7.50%</b>	<b>19</b> <b>7.10%</b>
<b>Perry</b>	<b>74</b>	<b>63</b> <b>85.10%</b>	<b>11</b> <b>14.90%</b>	<b>0</b> <b>0</b>

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

- 24.6% (622 out of 2533) reported they had called member services at CBHNP to get information or help for counseling, treatment or other services in the last 12 months.

	Base	Q34 In the last 12 months, did you call member services at CBHNP to get information or help...		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>622</b> 24.60%	<b>1899</b> 75.00%	<b>12</b> 0.50%
<b>Adult</b>	<b>593</b>	<b>105</b> 17.70%	<b>486</b> 82.00%	<b>2</b> 0.30%
<b>Child</b>	<b>1940</b>	<b>517</b> 26.60%	<b>1413</b> 72.80%	<b>10</b> 0.50%

	Base	Q34 In the last 12 months, did you call member services at CBHNP to get information or help...		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>622</b> 24.60%	<b>1899</b> 75.00%	<b>12</b> 0.50%
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>51</b>	<b>7</b> 13.70%	<b>44</b> 86.30%	<b>0</b> 0
<b>Dauphin</b>	<b>156</b>	<b>29</b> 18.60%	<b>125</b> 80.10%	<b>2</b> 1.30%
<b>Lancaster</b>	<b>292</b>	<b>55</b> 18.80%	<b>237</b> 81.20%	<b>0</b> 0
<b>Lebanon</b>	<b>84</b>	<b>14</b> 16.70%	<b>70</b> 83.30%	<b>0</b> 0
<b>Perry</b>	<b>10</b>	<b>0</b> 0	<b>10</b> 100.00%	<b>0</b> 0
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>288</b>	<b>85</b> 29.50%	<b>201</b> 69.80%	<b>2</b> 0.70%
<b>Dauphin</b>	<b>631</b>	<b>174</b> 27.60%	<b>451</b> 71.50%	<b>6</b> 1.00%
<b>Lancaster</b>	<b>679</b>	<b>175</b> 25.80%	<b>503</b> 74.10%	<b>1</b> 0.10%
<b>Lebanon</b>	<b>268</b>	<b>71</b> 26.50%	<b>196</b> 73.10%	<b>1</b> 0.40%
<b>Perry</b>	<b>74</b>	<b>12</b> 16.20%	<b>62</b> 83.80%	<b>0</b> 0

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

- 85.4% of those that requested information from CBHNP (365 of 644) reported that they were able to obtain information on treatment and/or services from CBHNP without unnecessary delays. 94 of the 644 respondents did not feel this was the case. *As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.*

	Base	Q34.a I was able to obtain information without delay.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>550</b> <b>21.70%</b>	<b>94</b> <b>3.70%</b>	<b>1889</b> <b>74.60%</b>
<b>Adult</b>	<b>593</b>	<b>94</b> <b>15.90%</b>	<b>15</b> <b>2.50%</b>	<b>484</b> <b>81.60%</b>
<b>Child</b>	<b>1940</b>	<b>456</b> <b>23.50%</b>	<b>79</b> <b>4.10%</b>	<b>1405</b> <b>72.40%</b>

	Base	Q34.a I was able to obtain information without delay.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>550</b> <b>21.70%</b>	<b>94</b> <b>3.70%</b>	<b>1889</b> <b>74.60%</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>51</b>	<b>7</b> <b>13.70%</b>	<b>0</b> <b>0</b>	<b>44</b> <b>86.30%</b>
<b>Dauphin</b>	<b>156</b>	<b>29</b> <b>18.60%</b>	<b>2</b> <b>1.30%</b>	<b>125</b> <b>80.10%</b>
<b>Lancaster</b>	<b>292</b>	<b>48</b> <b>16.40%</b>	<b>9</b> <b>3.10%</b>	<b>235</b> <b>80.50%</b>
<b>Lebanon</b>	<b>84</b>	<b>10</b> <b>11.90%</b>	<b>4</b> <b>4.80%</b>	<b>70</b> <b>83.30%</b>
<b>Perry</b>	<b>10</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>10</b> <b>100.00%</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>288</b>	<b>68</b> <b>23.60%</b>	<b>18</b> <b>6.30%</b>	<b>202</b> <b>70.10%</b>
<b>Dauphin</b>	<b>631</b>	<b>168</b> <b>26.60%</b>	<b>23</b> <b>3.60%</b>	<b>440</b> <b>69.70%</b>
<b>Lancaster</b>	<b>679</b>	<b>147</b> <b>21.60%</b>	<b>27</b> <b>4.00%</b>	<b>505</b> <b>74.40%</b>
<b>Lebanon</b>	<b>268</b>	<b>61</b> <b>22.80%</b>	<b>11</b> <b>4.10%</b>	<b>196</b> <b>73.10%</b>
<b>Perry</b>	<b>74</b>	<b>12</b> <b>16.20%</b>	<b>0</b> <b>0</b>	<b>62</b> <b>83.80%</b>

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

- 90.5% of respondents (2292 of the 2533) report they are aware of their right to file a complaint or grievance. 9.2% (233 of the 2533) did not feel this was the case.

	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>2292</b> 90.50%	<b>233</b> 9.20%	<b>8</b> 0.30%
<b>Adult</b>	<b>593</b>	<b>502</b> 84.70%	<b>86</b> 14.50%	<b>5</b> 0.80%
<b>Child</b>	<b>1940</b>	<b>1790</b> 92.30%	<b>147</b> 7.60%	<b>3</b> 0.20%

	Base	Q35 I am aware of my right to file a complaint or grievance.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>2292</b> 90.50%	<b>233</b> 9.20%	<b>8</b> 0.30%
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>51</b>	<b>47</b> 92.20%	<b>4</b> 7.80%	<b>0</b> 0
<b>Dauphin</b>	<b>156</b>	<b>131</b> 84.00%	<b>25</b> 16.00%	<b>0</b> 0
<b>Lancaster</b>	<b>292</b>	<b>244</b> 83.60%	<b>46</b> 15.80%	<b>2</b> 0.70%
<b>Lebanon</b>	<b>84</b>	<b>71</b> 84.50%	<b>11</b> 13.10%	<b>2</b> 2.40%
<b>Perry</b>	<b>10</b>	<b>9</b> 90.00%	<b>0</b> 0	<b>1</b> 10.00%
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>288</b>	<b>273</b> 94.80%	<b>14</b> 4.90%	<b>1</b> 0.30%
<b>Dauphin</b>	<b>631</b>	<b>587</b> 93.00%	<b>42</b> 6.70%	<b>2</b> 0.30%
<b>Lancaster</b>	<b>679</b>	<b>614</b> 90.40%	<b>65</b> 9.60%	<b>0</b> 0
<b>Lebanon</b>	<b>268</b>	<b>244</b> 91.00%	<b>24</b> 9.00%	<b>0</b> 0
<b>Perry</b>	<b>74</b>	<b>72</b> 97.30%	<b>2</b> 2.70%	<b>0</b> 0

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

- Overall, 61.4% of respondents (1556 of the 2533) report they know who to call to file a complaint or grievance. 33.7% respondents (845 of the 2533) did not feel this was the case.

	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>1556</b> 61.40%	<b>854</b> 33.70%	<b>123</b> 4.90%
<b>Adult</b>	<b>593</b>	<b>309</b> 52.10%	<b>241</b> 40.60%	<b>43</b> 7.30%
<b>Child</b>	<b>1940</b>	<b>1247</b> 64.30%	<b>613</b> 31.60%	<b>80</b> 4.10%

	Base	Q36 I know whom to call to file a complaint or grievance.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>1556</b> 61.40%	<b>854</b> 33.70%	<b>123</b> 4.90%
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>51</b>	<b>29</b> 56.90%	<b>22</b> 43.10%	<b>0</b> 0
<b>Dauphin</b>	<b>156</b>	<b>83</b> 53.20%	<b>70</b> 44.90%	<b>3</b> 1.90%
<b>Lancaster</b>	<b>292</b>	<b>145</b> 49.70%	<b>114</b> 39.00%	<b>33</b> 11.30%
<b>Lebanon</b>	<b>84</b>	<b>47</b> 56.00%	<b>31</b> 36.90%	<b>6</b> 7.10%
<b>Perry</b>	<b>10</b>	<b>5</b> 50.00%	<b>4</b> 40.00%	<b>1</b> 10.00%
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>288</b>	<b>190</b> 66.00%	<b>97</b> 33.70%	<b>1</b> 0.30%
<b>Dauphin</b>	<b>631</b>	<b>449</b> 71.20%	<b>179</b> 28.40%	<b>3</b> 0.50%
<b>Lancaster</b>	<b>679</b>	<b>373</b> 54.90%	<b>251</b> 37.00%	<b>55</b> 8.10%
<b>Lebanon</b>	<b>268</b>	<b>184</b> 68.70%	<b>63</b> 23.50%	<b>21</b> 7.80%
<b>Perry</b>	<b>74</b>	<b>51</b> 68.90%	<b>23</b> 31.10%	<b>0</b> 0

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

- 82.3% of respondents who had called CBHNP staff (1519 of 1845) felt they were given a choice of at least 2 providers. 17.7% of respondents (326 of 1845) 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.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>1519</b> <b>60.00%</b>	<b>326</b> <b>12.90%</b>	<b>688</b> <b>27.20%</b>
<b>Adult</b>	<b>593</b>	<b>280</b> <b>47.20%</b>	<b>147</b> <b>24.80%</b>	<b>166</b> <b>28.00%</b>
<b>Child</b>	<b>1940</b>	<b>1239</b> <b>63.90%</b>	<b>179</b> <b>9.20%</b>	<b>522</b> <b>26.90%</b>

	Base	Q37 I was given a choice of at least two (2) Providers.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>1519</b> <b>60.00%</b>	<b>326</b> <b>12.90%</b>	<b>688</b> <b>27.20%</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>51</b>	<b>33</b> <b>64.70%</b>	<b>13</b> <b>25.50%</b>	<b>5</b> <b>9.80%</b>
<b>Dauphin</b>	<b>156</b>	<b>90</b> <b>57.70%</b>	<b>45</b> <b>28.80%</b>	<b>21</b> <b>13.50%</b>
<b>Lancaster</b>	<b>292</b>	<b>118</b> <b>40.40%</b>	<b>61</b> <b>20.90%</b>	<b>113</b> <b>38.70%</b>
<b>Lebanon</b>	<b>84</b>	<b>37</b> <b>44.00%</b>	<b>23</b> <b>27.40%</b>	<b>24</b> <b>28.60%</b>
<b>Perry</b>	<b>10</b>	<b>2</b> <b>20.00%</b>	<b>5</b> <b>50.00%</b>	<b>3</b> <b>30.00%</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>288</b>	<b>216</b> <b>75.00%</b>	<b>46</b> <b>16.00%</b>	<b>26</b> <b>9.00%</b>
<b>Dauphin</b>	<b>631</b>	<b>509</b> <b>80.70%</b>	<b>80</b> <b>12.70%</b>	<b>42</b> <b>6.70%</b>
<b>Lancaster</b>	<b>679</b>	<b>301</b> <b>44.30%</b>	<b>30</b> <b>4.40%</b>	<b>348</b> <b>51.30%</b>
<b>Lebanon</b>	<b>268</b>	<b>153</b> <b>57.10%</b>	<b>10</b> <b>3.70%</b>	<b>105</b> <b>39.20%</b>
<b>Perry</b>	<b>74</b>	<b>60</b> <b>81.10%</b>	<b>13</b> <b>17.60%</b>	<b>1</b> <b>1.40%</b>

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

- 96.9% of respondents who had called CBHNP staff (1521 out of 1570) 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
<b>Total</b>	<b>2533</b>	<b>1521</b> <b>60.00%</b>	<b>49</b> <b>1.90%</b>	<b>963</b> <b>38.00%</b>
<b>Adult</b>	<b>593</b>	<b>278</b> <b>46.90%</b>	<b>12</b> <b>2.00%</b>	<b>303</b> <b>51.10%</b>
<b>Child</b>	<b>1940</b>	<b>1243</b> <b>64.10%</b>	<b>37</b> <b>1.90%</b>	<b>660</b> <b>34.00%</b>

	Base	Q38 When I call CBHNP staff treats me courteously and with respect.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>1521</b> <b>60.00%</b>	<b>49</b> <b>1.90%</b>	<b>963</b> <b>38.00%</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>51</b>	<b>27</b> <b>52.90%</b>	<b>0</b> <b>0</b>	<b>24</b> <b>47.10%</b>
<b>Dauphin</b>	<b>156</b>	<b>77</b> <b>49.40%</b>	<b>3</b> <b>1.90%</b>	<b>76</b> <b>48.70%</b>
<b>Lancaster</b>	<b>292</b>	<b>129</b> <b>44.20%</b>	<b>5</b> <b>1.70%</b>	<b>158</b> <b>54.10%</b>
<b>Lebanon</b>	<b>84</b>	<b>40</b> <b>47.60%</b>	<b>3</b> <b>3.60%</b>	<b>41</b> <b>48.80%</b>
<b>Perry</b>	<b>10</b>	<b>5</b> <b>50.00%</b>	<b>1</b> <b>10.00%</b>	<b>4</b> <b>40.00%</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>288</b>	<b>204</b> <b>70.80%</b>	<b>4</b> <b>1.40%</b>	<b>80</b> <b>27.80%</b>
<b>Dauphin</b>	<b>631</b>	<b>435</b> <b>68.90%</b>	<b>20</b> <b>3.20%</b>	<b>176</b> <b>27.90%</b>
<b>Lancaster</b>	<b>679</b>	<b>394</b> <b>58.00%</b>	<b>7</b> <b>1.00%</b>	<b>278</b> <b>40.90%</b>
<b>Lebanon</b>	<b>268</b>	<b>162</b> <b>60.40%</b>	<b>4</b> <b>1.50%</b>	<b>102</b> <b>38.10%</b>
<b>Perry</b>	<b>74</b>	<b>48</b> <b>64.90%</b>	<b>2</b> <b>2.70%</b>	<b>24</b> <b>32.40%</b>



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

- 90.0% of respondents (2279 out of 2533) who stated that this question applies to them report they are satisfied with their interactions with CBHNP.

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>2279</b> <b>90.00%</b>	<b>78</b> <b>3.10%</b>	<b>176</b> <b>6.90%</b>
<b>Adult</b>	<b>593</b>	<b>494</b> <b>83.30%</b>	<b>20</b> <b>3.40%</b>	<b>79</b> <b>13.30%</b>
<b>Child</b>	<b>1940</b>	<b>1785</b> <b>92.00%</b>	<b>58</b> <b>3.00%</b>	<b>97</b> <b>5.00%</b>

	Base	Q39 Overall, I am satisfied with the interactions I have had with CBHNP.		
		Yes	No	Does Not Apply
<b>Total</b>	<b>2533</b>	<b>2279</b> <b>90.00%</b>	<b>78</b> <b>3.10%</b>	<b>176</b> <b>6.90%</b>
<b>Adult- County of Residence</b>				
<b>Cumberland</b>	<b>51</b>	<b>45</b> <b>88.20%</b>	<b>1</b> <b>2.00%</b>	<b>5</b> <b>9.80%</b>
<b>Dauphin</b>	<b>156</b>	<b>121</b> <b>77.60%</b>	<b>7</b> <b>4.50%</b>	<b>28</b> <b>17.90%</b>
<b>Lancaster</b>	<b>292</b>	<b>246</b> <b>84.20%</b>	<b>10</b> <b>3.40%</b>	<b>36</b> <b>12.30%</b>
<b>Lebanon</b>	<b>84</b>	<b>75</b> <b>89.30%</b>	<b>2</b> <b>2.40%</b>	<b>7</b> <b>8.30%</b>
<b>Perry</b>	<b>10</b>	<b>7</b> <b>70.00%</b>	<b>0</b> <b>0</b>	<b>3</b> <b>30.00%</b>
<b>Child- County of Residence</b>				
<b>Cumberland</b>	<b>288</b>	<b>254</b> <b>88.20%</b>	<b>15</b> <b>5.20%</b>	<b>19</b> <b>6.60%</b>
<b>Dauphin</b>	<b>631</b>	<b>554</b> <b>87.80%</b>	<b>21</b> <b>3.30%</b>	<b>56</b> <b>8.90%</b>
<b>Lancaster</b>	<b>679</b>	<b>657</b> <b>96.80%</b>	<b>15</b> <b>2.20%</b>	<b>7</b> <b>1.00%</b>
<b>Lebanon</b>	<b>268</b>	<b>256</b> <b>95.50%</b>	<b>7</b> <b>2.60%</b>	<b>5</b> <b>1.90%</b>
<b>Perry</b>	<b>74</b>	<b>64</b> <b>86.50%</b>	<b>0</b> <b>0</b>	<b>10</b> <b>13.50%</b>

### Supplemental Questions for Adult Respondents Only

These 4 supplemental questions were presented only to respondents who received Adult Services. This fiscal year there were 593 respondents who were surveyed regarding their Adult services.

- 83.5% of Adult respondents (495 of 593) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 49 respondents (8.3%) disagreed with this statement. 2 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
<b>Total</b>	<b>591</b>	<b>32</b> 5.40%	<b>17</b> 2.90%	<b>37</b> 6.30%	<b>110</b> 18.60%	<b>385</b> 65.10%	<b>10</b> 1.70%
<b>County of Residence</b>							
<b>Cumberland</b>	<b>50</b>	<b>0</b> 0	<b>4</b> 8.00%	<b>0</b> 0	<b>11</b> 22.00%	<b>34</b> 68.00%	<b>1</b> 2.00%
<b>Dauphin</b>	<b>156</b>	<b>7</b> 4.50%	<b>6</b> 3.80%	<b>10</b> 6.40%	<b>34</b> 21.80%	<b>98</b> 62.80%	<b>1</b> 0.60%
<b>Lancaster</b>	<b>292</b>	<b>20</b> 6.80%	<b>6</b> 2.10%	<b>21</b> 7.20%	<b>47</b> 16.10%	<b>193</b> 66.10%	<b>5</b> 1.70%
<b>Lebanon</b>	<b>83</b>	<b>5</b> 6.00%	<b>0</b> 0	<b>6</b> 7.20%	<b>17</b> 20.50%	<b>53</b> 63.90%	<b>2</b> 2.40%
<b>Perry</b>	<b>10</b>	<b>0</b> 0	<b>1</b> 10.00%	<b>0</b> 0	<b>1</b> 10.00%	<b>7</b> 70.00%	<b>1</b> 10.00%

- 73.2% of Adult respondents (434 of 593) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 27 respondents (9.8%) disagreed or with this statement. 2 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
<b>Total</b>	<b>591</b>	<b>27</b> 4.60%	<b>31</b> 5.20%	<b>27</b> 4.60%	<b>98</b> 16.60%	<b>336</b> 56.90%	<b>72</b> 12.20%
<b>County of Residence</b>							
<b>Cumberland</b>	<b>50</b>	<b>3</b> 6.00%	<b>5</b> 10.00%	<b>2</b> 4.00%	<b>8</b> 16.00%	<b>30</b> 60.00%	<b>2</b> 4.00%
<b>Dauphin</b>	<b>156</b>	<b>9</b> 5.80%	<b>6</b> 3.80%	<b>10</b> 6.40%	<b>27</b> 17.30%	<b>98</b> 62.80%	<b>6</b> 3.80%
<b>Lancaster</b>	<b>292</b>	<b>13</b> 4.50%	<b>15</b> 5.10%	<b>13</b> 4.50%	<b>48</b> 16.40%	<b>161</b> 55.10%	<b>42</b> 14.40%
<b>Lebanon</b>	<b>83</b>	<b>1</b> 1.20%	<b>4</b> 4.80%	<b>2</b> 2.40%	<b>14</b> 16.90%	<b>40</b> 48.20%	<b>22</b> 26.50%
<b>Perry</b>	<b>10</b>	<b>1</b> 10.00%	<b>1</b> 10.00%	<b>0</b> 0	<b>1</b> 10.00%	<b>7</b> 70.00%	<b>0</b> 0

- 73.9% of Adult respondents (438 of 593) 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. 92 respondents (15.5%) disagreed or strongly disagreed with this statement. 3 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
<b>Total</b>	<b>590</b>	<b>66</b> 11.20%	<b>26</b> 4.40%	<b>43</b> 7.30%	<b>111</b> 18.80%	<b>327</b> 55.40%	<b>17</b> 2.90%
<b>County of Residence</b>							
<b>Cumberland</b>	<b>50</b>	<b>2</b> 4.00%	<b>3</b> 6.00%	<b>1</b> 2.00%	<b>9</b> 18.00%	<b>33</b> 66.00%	<b>2</b> 4.00%
<b>Dauphin</b>	<b>156</b>	<b>9</b> 5.80%	<b>8</b> 5.10%	<b>12</b> 7.70%	<b>30</b> 19.20%	<b>96</b> 61.50%	<b>1</b> 0.60%
<b>Lancaster</b>	<b>291</b>	<b>42</b> 14.40%	<b>12</b> 4.10%	<b>25</b> 8.60%	<b>51</b> 17.50%	<b>148</b> 50.90%	<b>13</b> 4.50%
<b>Lebanon</b>	<b>83</b>	<b>12</b> 14.50%	<b>3</b> 3.60%	<b>4</b> 4.80%	<b>20</b> 24.10%	<b>44</b> 53.00%	<b>0</b> 0
<b>Perry</b>	<b>10</b>	<b>1</b> 10.00%	<b>0</b> 0	<b>1</b> 10.00%	<b>1</b> 10.00%	<b>6</b> 60.00%	<b>1</b> 10.00%

- 74.4% of Adult respondents (441 of 593) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 25 of the respondents (4.2%) 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
<b>Total</b>	<b>591</b>	<b>10</b> 1.70%	<b>15</b> 2.50%	<b>18</b> 3.00%	<b>79</b> 13.40%	<b>362</b> 61.30%	<b>107</b> 18.10%
<b>County of Residence</b>							
<b>Cumberland</b>	<b>50</b>	<b>1</b> 2.00%	<b>2</b> 4.00%	<b>1</b> 2.00%	<b>7</b> 14.00%	<b>39</b> 78.00%	<b>0</b> 0
<b>Dauphin</b>	<b>156</b>	<b>5</b> 3.20%	<b>4</b> 2.60%	<b>4</b> 2.60%	<b>24</b> 15.40%	<b>105</b> 67.30%	<b>14</b> 9.00%
<b>Lancaster</b>	<b>292</b>	<b>2</b> 0.70%	<b>7</b> 2.40%	<b>11</b> 3.80%	<b>34</b> 11.60%	<b>154</b> 52.70%	<b>84</b> 28.80%
<b>Lebanon</b>	<b>83</b>	<b>2</b> 2.40%	<b>1</b> 1.20%	<b>2</b> 2.40%	<b>12</b> 14.50%	<b>57</b> 68.70%	<b>9</b> 10.80%
<b>Perry</b>	<b>10</b>	<b>0</b> 0	<b>1</b> 10.00%	<b>0</b> 0	<b>2</b> 20.00%	<b>7</b> 70.00%	<b>0</b> 0

### Supplemental Questions for Child Respondents Only

These 4 supplemental questions were presented only to respondents who received Child Services. This fiscal year there were 1940 respondents who were surveyed regarding their Child services.

- 88.7% of Child respondents (1720 of 1940) indicated they agreed or strongly agreed they were encouraged by staff to share their feelings with others. 73 respondents (3.8%) disagreed with this statement. 1 respondent 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
<b>Total</b>	<b>1939</b>	<b>42 2.20%</b>	<b>31 1.60%</b>	<b>94 4.80%</b>	<b>314 16.20%</b>	<b>1406 72.50%</b>	<b>52 2.70%</b>
<b>County of Residence</b>							
<b>Cumberland</b>	<b>288</b>	<b>8 2.80%</b>	<b>11 3.80%</b>	<b>16 5.60%</b>	<b>55 19.10%</b>	<b>189 65.60%</b>	<b>9 3.10%</b>
<b>Dauphin</b>	<b>630</b>	<b>10 1.60%</b>	<b>10 1.60%</b>	<b>29 4.60%</b>	<b>112 17.80%</b>	<b>453 71.90%</b>	<b>16 2.50%</b>
<b>Lancaster</b>	<b>679</b>	<b>19 2.80%</b>	<b>9 1.30%</b>	<b>40 5.90%</b>	<b>95 14.00%</b>	<b>493 72.60%</b>	<b>23 3.40%</b>
<b>Lebanon</b>	<b>268</b>	<b>4 1.50%</b>	<b>1 0.40%</b>	<b>7 2.60%</b>	<b>35 13.10%</b>	<b>219 81.70%</b>	<b>2 0.70%</b>
<b>Perry</b>	<b>74</b>	<b>1 1.40%</b>	<b>0 0</b>	<b>2 2.70%</b>	<b>17 23.00%</b>	<b>52 70.30%</b>	<b>2 2.70%</b>

- 84.6% of Child respondents (1642 of 1940) indicated they agreed or strongly agreed that they decided whether or not to participate in activities. 133 respondents (6.9%) disagreed or with this statement.

	Base	SQB I decide whether or not to participate in activities.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
<b>Total</b>	<b>1940</b>	<b>82 4.20%</b>	<b>51 2.60%</b>	<b>69 3.60%</b>	<b>328 16.90%</b>	<b>1314 67.70%</b>	<b>96 4.90%</b>
<b>County of Residence</b>							
<b>Cumberland</b>	<b>288</b>	<b>6 2.10%</b>	<b>11 3.80%</b>	<b>4 1.40%</b>	<b>71 24.70%</b>	<b>191 66.30%</b>	<b>5 1.70%</b>
<b>Dauphin</b>	<b>631</b>	<b>13 2.10%</b>	<b>18 2.90%</b>	<b>8 1.30%</b>	<b>127 20.10%</b>	<b>447 70.80%</b>	<b>18 2.90%</b>
<b>Lancaster</b>	<b>679</b>	<b>45 6.60%</b>	<b>17 2.50%</b>	<b>50 7.40%</b>	<b>76 11.20%</b>	<b>432 63.60%</b>	<b>59 8.70%</b>
<b>Lebanon</b>	<b>268</b>	<b>17 6.30%</b>	<b>5 1.90%</b>	<b>6 2.20%</b>	<b>39 14.60%</b>	<b>188 70.10%</b>	<b>13 4.90%</b>
<b>Perry</b>	<b>74</b>	<b>1 1.40%</b>	<b>0 0</b>	<b>1 1.40%</b>	<b>15 20.30%</b>	<b>56 75.70%</b>	<b>1 1.40%</b>

- 78.1% of Child respondents (1516 of 1940) 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. 272 respondents (14.0%) disagreed or strongly disagreed with this statement.

	Base	SQC When I came to this program I was given information on all the services that were available to me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
<b>Total</b>	<b>1940</b>	<b>172 8.90%</b>	<b>100 5.20%</b>	<b>76 3.90%</b>	<b>298 15.40%</b>	<b>1218 62.80%</b>	<b>76 3.90%</b>
<b>County of Residence</b>							
<b>Cumberland</b>	<b>288</b>	<b>24 8.30%</b>	<b>26 9.00%</b>	<b>5 1.70%</b>	<b>61 21.20%</b>	<b>159 55.20%</b>	<b>13 4.50%</b>
<b>Dauphin</b>	<b>631</b>	<b>30 4.80%</b>	<b>40 6.30%</b>	<b>21 3.30%</b>	<b>111 17.60%</b>	<b>419 66.40%</b>	<b>10 1.60%</b>
<b>Lancaster</b>	<b>679</b>	<b>96 14.10%</b>	<b>23 3.40%</b>	<b>33 4.90%</b>	<b>69 10.20%</b>	<b>421 62.00%</b>	<b>37 5.40%</b>
<b>Lebanon</b>	<b>268</b>	<b>22 8.20%</b>	<b>3 1.10%</b>	<b>12 4.50%</b>	<b>39 14.60%</b>	<b>177 66.00%</b>	<b>15 5.60%</b>
<b>Perry</b>	<b>74</b>	<b>0 0</b>	<b>8 10.80%</b>	<b>5 6.80%</b>	<b>18 24.30%</b>	<b>42 56.80%</b>	<b>1 1.40%</b>

- 89.7% of Child respondents (1741 of 1940) indicated they agreed or strongly agreed that they felt safe at the facility where they received their treatment. 59 of the respondents (3.0%) disagreed with this statement. 1 respondent 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
<b>Total</b>	<b>1939</b>	<b>34 1.80%</b>	<b>25 1.30%</b>	<b>47 2.40%</b>	<b>252 13.00%</b>	<b>1489 76.80%</b>	<b>92 4.70%</b>
<b>County of Residence</b>							
<b>Cumberland</b>	<b>288</b>	<b>3 1.00%</b>	<b>9 3.10%</b>	<b>6 2.10%</b>	<b>40 13.90%</b>	<b>212 73.60%</b>	<b>18 6.30%</b>
<b>Dauphin</b>	<b>630</b>	<b>15 2.40%</b>	<b>9 1.40%</b>	<b>26 4.10%</b>	<b>92 14.60%</b>	<b>468 74.30%</b>	<b>20 3.20%</b>
<b>Lancaster</b>	<b>679</b>	<b>13 1.90%</b>	<b>2 0.30%</b>	<b>10 1.50%</b>	<b>77 11.30%</b>	<b>544 80.10%</b>	<b>33 4.90%</b>
<b>Lebanon</b>	<b>268</b>	<b>2 0.70%</b>	<b>3 1.10%</b>	<b>3 1.10%</b>	<b>33 12.30%</b>	<b>214 79.90%</b>	<b>13 4.90%</b>
<b>Perry</b>	<b>74</b>	<b>1 1.40%</b>	<b>2 2.70%</b>	<b>2 2.70%</b>	<b>10 13.50%</b>	<b>51 68.90%</b>	<b>8 10.80%</b>

## 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=2533).

### 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	2533	166 6.60%	101 4.00%	20 0.80%	303 12.00%	1918 75.70%	25 1.00%
County of Residence							
Cumberland	339	8 2.40%	21 6.20%	2 0.60%	40 11.80%	268 79.10%	0 0
Dauphin	787	34 4.30%	34 4.30%	1 0.10%	96 12.20%	617 78.40%	5 0.60%
Lancaster	971	94 9.70%	25 2.60%	13 1.30%	114 11.70%	709 73.00%	16 1.60%
Lebanon	352	29 8.20%	13 3.70%	3 0.90%	34 9.70%	270 76.70%	3 0.90%
Perry	84	1 1.20%	8 9.50%	1 1.20%	19 22.60%	54 64.30%	1 1.20%

	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	2533	166 6.60%	101 4.00%	20 0.80%	303 12.00%	1918 75.70%	25 1.00%
Adult- County of Residence							
Cumberland	51	2 3.90%	2 3.90%	1 2.00%	5 9.80%	41 80.40%	0 0
Dauphin	156	11 7.10%	4 2.60%	0 0	30 19.20%	110 70.50%	1 0.60%
Lancaster	292	34 11.60%	10 3.40%	7 2.40%	47 16.10%	190 65.10%	4 1.40%
Lebanon	84	7 8.30%	4 4.80%	0 0	11 13.10%	62 73.80%	0 0
Perry	10	0 0	0 0	0 0	4 40.00%	6 60.00%	0 0
Child- County of Residence							
Cumberland	288	6 2.10%	19 6.60%	1 0.30%	35 12.20%	227 78.80%	0 0
Dauphin	631	23 3.60%	30 4.80%	1 0.20%	66 10.50%	507 80.30%	4 0.60%
Lancaster	679	60 8.80%	15 2.20%	6 0.90%	67 9.90%	519 76.40%	12 1.80%
Lebanon	268	22 8.20%	9 3.40%	3 1.10%	23 8.60%	208 77.60%	3 1.10%
Perry	74	1 1.40%	8 10.80%	1 1.40%	15 20.30%	48 64.90%	1 1.40%

## 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	2533	270 10.70%	151 6.00%	71 2.80%	320 12.60%	1335 52.70%	386 15.20%
County of Residence							
Cumberland	339	27 8.00%	35 10.30%	12 3.50%	52 15.30%	194 57.20%	19 5.60%
Dauphin	787	61 7.80%	57 7.20%	19 2.40%	127 16.10%	485 61.60%	38 4.80%
Lancaster	971	145 14.90%	39 4.00%	32 3.30%	87 9.00%	422 43.50%	246 25.30%
Lebanon	352	36 10.20%	13 3.70%	6 1.70%	37 10.50%	179 50.90%	81 23.00%
Perry	84	1 1.20%	7 8.30%	2 2.40%	17 20.20%	55 65.50%	2 2.40%

	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	2533	270 10.70%	151 6.00%	71 2.80%	320 12.60%	1335 52.70%	386 15.20%
Adult- County of Residence							
Cumberland	51	4 7.80%	4 7.80%	2 3.90%	6 11.80%	31 60.80%	4 7.80%
Dauphin	156	14 9.00%	12 7.70%	8 5.10%	30 19.20%	85 54.50%	7 4.50%
Lancaster	292	49 16.80%	19 6.50%	14 4.80%	41 14.00%	109 37.30%	60 20.50%
Lebanon	84	9 10.70%	6 7.10%	3 3.60%	10 11.90%	45 53.60%	11 13.10%
Perry	10	0 0	1 10.00%	0 0	2 20.00%	7 70.00%	0 0
Child- County of Residence							
Cumberland	288	23 8.00%	31 10.80%	10 3.50%	46 16.00%	163 56.60%	15 5.20%
Dauphin	631	47 7.40%	45 7.10%	11 1.70%	97 15.40%	400 63.40%	31 4.90%
Lancaster	679	96 14.10%	20 2.90%	18 2.70%	46 6.80%	313 46.10%	186 27.40%
Lebanon	268	27 10.10%	7 2.60%	3 1.10%	27 10.10%	134 50.00%	70 26.10%
Perry	74	1 1.40%	6 8.10%	2 2.70%	15 20.30%	48 64.90%	2 2.70%

### 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	2533	257 10.10%	181 7.10%	128 5.10%	306 12.10%	1612 63.60%	49 1.90%
County of Residence							
Cumberland	339	22 6.50%	40 11.80%	16 4.70%	39 11.50%	207 61.10%	15 4.40%
Dauphin	787	74 9.40%	62 7.90%	31 3.90%	100 12.70%	507 64.40%	13 1.70%
Lancaster	971	133 13.70%	51 5.30%	54 5.60%	111 11.40%	611 62.90%	11 1.10%
Lebanon	352	24 6.80%	20 5.70%	20 5.70%	40 11.40%	240 68.20%	8 2.30%
Perry	84	4 4.80%	8 9.50%	7 8.30%	16 19.00%	47 56.00%	2 2.40%

	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	2533	257 10.10%	181 7.10%	128 5.10%	306 12.10%	1612 63.60%	49 1.90%
Adult- County of Residence							
Cumberland	51	8 15.70%	8 15.70%	5 9.80%	4 7.80%	24 47.10%	2 3.90%
Dauphin	156	37 23.70%	18 11.50%	11 7.10%	25 16.00%	64 41.00%	1 0.60%
Lancaster	292	80 27.40%	32 11.00%	20 6.80%	43 14.70%	115 39.40%	2 0.70%
Lebanon	84	10 11.90%	10 11.90%	6 7.10%	15 17.90%	42 50.00%	1 1.20%
Perry	10	1 10.00%	1 10.00%	0 0	1 10.00%	5 50.00%	2 20.00%
Child- County of Residence							
Cumberland	288	14 4.90%	32 11.10%	11 3.80%	35 12.20%	183 63.50%	13 4.50%
Dauphin	631	37 5.90%	44 7.00%	20 3.20%	75 11.90%	443 70.20%	12 1.90%
Lancaster	679	53 7.80%	19 2.80%	34 5.00%	68 10.00%	496 73.00%	9 1.30%
Lebanon	268	14 5.20%	10 3.70%	14 5.20%	25 9.30%	198 73.90%	7 2.60%
Perry	74	3 4.10%	7 9.50%	7 9.50%	15 20.30%	42 56.80%	0 0



**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	2533	248 9.80%	81 3.20%	175 6.90%	356 14.10%	1621 64.00%	52 2.10%
County of Residence							
Cumberland	339	11 3.20%	13 3.80%	13 3.80%	58 17.10%	243 71.70%	1 0.30%
Dauphin	787	44 5.60%	21 2.70%	38 4.80%	116 14.70%	558 70.90%	10 1.30%
Lancaster	971	158 16.30%	28 2.90%	94 9.70%	118 12.20%	542 55.80%	31 3.20%
Lebanon	352	32 9.10%	15 4.30%	23 6.50%	49 13.90%	224 63.60%	9 2.60%
Perry	84	3 3.60%	4 4.80%	7 8.30%	15 17.90%	54 64.30%	1 1.20%

	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	2533	248 9.80%	81 3.20%	175 6.90%	356 14.10%	1621 64.00%	52 2.10%
Adult- County of Residence							
Cumberland	51	6 11.80%	1 2.00%	5 9.80%	9 17.60%	30 58.80%	0 0
Dauphin	156	22 14.10%	6 3.80%	14 9.00%	28 17.90%	83 53.20%	3 1.90%
Lancaster	292	59 20.20%	15 5.10%	43 14.70%	47 16.10%	114 39.00%	14 4.80%
Lebanon	84	5 6.00%	6 7.10%	6 7.10%	17 20.20%	49 58.30%	1 1.20%
Perry	10	0 0	2 20.00%	0 0	1 10.00%	6 60.00%	1 10.00%
Child- County of Residence							
Cumberland	288	5 1.70%	12 4.20%	8 2.80%	49 17.00%	213 74.00%	1 0.30%
Dauphin	631	22 3.50%	15 2.40%	24 3.80%	88 13.90%	475 75.30%	7 1.10%
Lancaster	679	99 14.60%	13 1.90%	51 7.50%	71 10.50%	428 63.00%	17 2.50%
Lebanon	268	27 10.10%	9 3.40%	17 6.30%	32 11.90%	175 65.30%	8 3.00%
Perry	74	3 4.10%	2 2.70%	7 9.50%	14 18.90%	48 64.90%	0 0

# 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	2533	38 1.50%	23 0.90%	45 1.80%	296 11.70%	2127 84.00%	4 0.20%
County of Residence							
Cumberland	339	1 0.30%	3 0.90%	4 1.20%	47 13.90%	284 83.80%	0 0
Dauphin	787	6 0.80%	11 1.40%	7 0.90%	105 13.30%	658 83.60%	0 0
Lancaster	971	28 2.90%	5 0.50%	26 2.70%	95 9.80%	817 84.10%	0 0
Lebanon	352	3 0.90%	2 0.60%	7 2.00%	37 10.50%	299 84.90%	4 1.10%
Perry	84	0 0	2 2.40%	1 1.20%	12 14.30%	69 82.10%	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	2533	38 1.50%	23 0.90%	45 1.80%	296 11.70%	2127 84.00%	4 0.20%
Adult- County of Residence							
Cumberland	51	0 0	2 3.90%	0 0	8 15.70%	41 80.40%	0 0
Dauphin	156	3 1.90%	3 1.90%	2 1.30%	33 21.20%	115 73.70%	0 0
Lancaster	292	13 4.50%	4 1.40%	15 5.10%	49 16.80%	211 72.30%	0 0
Lebanon	84	2 2.40%	2 2.40%	3 3.60%	11 13.10%	66 78.60%	0 0
Perry	10	0 0	1 10.00%	0 0	2 20.00%	7 70.00%	0 0
Child- County of Residence							
Cumberland	288	1 0.30%	1 0.30%	4 1.40%	39 13.50%	243 84.40%	0 0
Dauphin	631	3 0.50%	8 1.30%	5 0.80%	72 11.40%	543 86.10%	0 0
Lancaster	679	15 2.20%	1 0.10%	11 1.60%	46 6.80%	606 89.20%	0 0
Lebanon	268	1 0.40%	0 0	4 1.50%	26 9.70%	233 86.90%	4 1.50%
Perry	74	0 0	1 1.40%	1 1.40%	10 13.50%	62 83.80%	0 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	2533	48 1.90%	49 1.90%	33 1.30%	271 10.70%	2129 84.10%	3 0.10%
County of Residence							
Cumberland	339	5 1.50%	10 2.90%	6 1.80%	34 10.00%	284 83.80%	0 0
Dauphin	787	11 1.40%	19 2.40%	9 1.10%	79 10.00%	669 85.00%	0 0
Lancaster	971	29 3.00%	16 1.60%	14 1.40%	98 10.10%	812 83.60%	2 0.20%
Lebanon	352	3 0.90%	2 0.60%	3 0.90%	45 12.80%	298 84.70%	1 0.30%
Perry	84	0 0	2 2.40%	1 1.20%	15 17.90%	66 78.60%	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	2533	48 1.90%	49 1.90%	33 1.30%	271 10.70%	2129 84.10%	3 0.10%
Adult- County of Residence							
Cumberland	51	1 2.00%	0 0	0 0	7 13.70%	43 84.30%	0 0
Dauphin	156	6 3.80%	4 2.60%	6 3.80%	25 16.00%	115 73.70%	0 0
Lancaster	292	12 4.10%	9 3.10%	7 2.40%	43 14.70%	220 75.30%	1 0.30%
Lebanon	84	1 1.20%	2 2.40%	1 1.20%	14 16.70%	66 78.60%	0 0
Perry	10	0 0	1 10.00%	0 0	2 20.00%	7 70.00%	0 0
Child- County of Residence							
Cumberland	288	4 1.40%	10 3.50%	6 2.10%	27 9.40%	241 83.70%	0 0
Dauphin	631	5 0.80%	15 2.40%	3 0.50%	54 8.60%	554 87.80%	0 0
Lancaster	679	17 2.50%	7 1.00%	7 1.00%	55 8.10%	592 87.20%	1 0.10%
Lebanon	268	2 0.70%	0 0	2 0.70%	31 11.60%	232 86.60%	1 0.40%
Perry	74	0 0	1 1.40%	1 1.40%	13 17.60%	59 79.70%	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	2533	132 5.20%	104 4.10%	87 3.40%	376 14.80%	1824 72.00%	10 0.40%
County of Residence							
Cumberland	339	19 5.60%	31 9.10%	11 3.20%	50 14.70%	226 66.70%	2 0.60%
Dauphin	787	40 5.10%	34 4.30%	24 3.00%	125 15.90%	562 71.40%	2 0.30%
Lancaster	971	65 6.70%	25 2.60%	38 3.90%	132 13.60%	708 72.90%	3 0.30%
Lebanon	352	7 2.00%	8 2.30%	8 2.30%	57 16.20%	271 77.00%	1 0.30%
Perry	84	1 1.20%	6 7.10%	6 7.10%	12 14.30%	57 67.90%	2 2.40%

	Base	Q7 My service provider spends enough time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	2533	132 5.20%	104 4.10%	87 3.40%	376 14.80%	1824 72.00%	10 0.40%
Adult- County of Residence							
Cumberland	51	0 0	3 5.90%	3 5.90%	3 5.90%	42 82.40%	0 0
Dauphin	156	14 9.00%	7 4.50%	9 5.80%	32 20.50%	94 60.30%	0 0
Lancaster	292	17 5.80%	4 1.40%	9 3.10%	55 18.80%	206 70.50%	1 0.30%
Lebanon	84	2 2.40%	4 4.80%	3 3.60%	12 14.30%	63 75.00%	0 0
Perry	10	0 0	2 20.00%	0 0	2 20.00%	6 60.00%	0 0
Child- County of Residence							
Cumberland	288	19 6.60%	28 9.70%	8 2.80%	47 16.30%	184 63.90%	2 0.70%
Dauphin	631	26 4.10%	27 4.30%	15 2.40%	93 14.70%	468 74.20%	2 0.30%
Lancaster	679	48 7.10%	21 3.10%	29 4.30%	77 11.30%	502 73.90%	2 0.30%
Lebanon	268	5 1.90%	4 1.50%	5 1.90%	45 16.80%	208 77.60%	1 0.40%
Perry	74	1 1.40%	4 5.40%	6 8.10%	10 13.50%	51 68.90%	2 2.70%

## 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	2533	26 1.00%	18 0.70%	49 1.90%	233 9.20%	2197 86.70%	10 0.40%
County of Residence							
Cumberland	339	2 0.60%	3 0.90%	8 2.40%	29 8.60%	296 87.30%	1 0.30%
Dauphin	787	11 1.40%	4 0.50%	18 2.30%	87 11.10%	664 84.40%	3 0.40%
Lancaster	971	10 1.00%	3 0.30%	21 2.20%	78 8.00%	856 88.20%	3 0.30%
Lebanon	352	3 0.90%	7 2.00%	1 0.30%	25 7.10%	314 89.20%	2 0.60%
Perry	84	0 0	1 1.20%	1 1.20%	14 16.70%	67 79.80%	1 1.20%

	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	2533	26 1.00%	18 0.70%	49 1.90%	233 9.20%	2197 86.70%	10 0.40%
Adult- County of Residence							
Cumberland	51	0 0	0 0	2 3.90%	4 7.80%	45 88.20%	0 0
Dauphin	156	2 1.30%	1 0.60%	1 0.60%	30 19.20%	121 77.60%	1 0.60%
Lancaster	292	6 2.10%	2 0.70%	11 3.80%	33 11.30%	237 81.20%	3 1.00%
Lebanon	84	2 2.40%	2 2.40%	1 1.20%	8 9.50%	69 82.10%	2 2.40%
Perry	10	0 0	0 0	0 0	4 40.00%	6 60.00%	0 0
Child- County of Residence							
Cumberland	288	2 0.70%	3 1.00%	6 2.10%	25 8.70%	251 87.20%	1 0.30%
Dauphin	631	9 1.40%	3 0.50%	17 2.70%	57 9.00%	543 86.10%	2 0.30%
Lancaster	679	4 0.60%	1 0.10%	10 1.50%	45 6.60%	619 91.20%	0 0
Lebanon	268	1 0.40%	5 1.90%	0 0	17 6.30%	245 91.40%	0 0
Perry	74	0 0	1 1.40%	1 1.40%	10 13.50%	61 82.40%	1 1.40%

## 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	2533	17 0.70%	14 0.60%	24 0.90%	233 9.20%	2162 85.40%	83 3.30%
County of Residence							
Cumberland	339	1 0.30%	3 0.90%	2 0.60%	33 9.70%	277 81.70%	23 6.80%
Dauphin	787	5 0.60%	8 1.00%	12 1.50%	97 12.30%	639 81.20%	26 3.30%
Lancaster	971	9 0.90%	2 0.20%	7 0.70%	61 6.30%	876 90.20%	16 1.60%
Lebanon	352	2 0.60%	0 0	2 0.60%	26 7.40%	308 87.50%	14 4.00%
Perry	84	0 0	1 1.20%	1 1.20%	16 19.00%	62 73.80%	4 4.80%

	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	2533	17 0.70%	14 0.60%	24 0.90%	233 9.20%	2162 85.40%	83 3.30%
Adult- County of Residence							
Cumberland	51	0 0	1 2.00%	1 2.00%	6 11.80%	41 80.40%	2 3.90%
Dauphin	156	3 1.90%	2 1.30%	3 1.90%	29 18.60%	114 73.10%	5 3.20%
Lancaster	292	6 2.10%	2 0.70%	7 2.40%	35 12.00%	235 80.50%	7 2.40%
Lebanon	84	1 1.20%	0 0	0 0	9 10.70%	71 84.50%	3 3.60%
Perry	10	0 0	0 0	0 0	4 40.00%	6 60.00%	0 0
Child- County of Residence							
Cumberland	288	1 0.30%	2 0.70%	1 0.30%	27 9.40%	236 81.90%	21 7.30%
Dauphin	631	2 0.30%	6 1.00%	9 1.40%	68 10.80%	525 83.20%	21 3.30%
Lancaster	679	3 0.40%	0 0	0 0	26 3.80%	641 94.40%	9 1.30%
Lebanon	268	1 0.40%	0 0	2 0.70%	17 6.30%	237 88.40%	11 4.10%
Perry	74	0 0	1 1.40%	1 1.40%	12 16.20%	56 75.70%	4 5.40%

## 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	2533	84 3.30%	45 1.80%	61 2.40%	330 13.00%	2012 79.40%	1 0.00%
County of Residence							
Cumberland	339	18 5.30%	9 2.70%	8 2.40%	45 13.30%	258 76.10%	1 0.30%
Dauphin	787	22 2.80%	12 1.50%	16 2.00%	120 15.20%	617 78.40%	0 0
Lancaster	971	36 3.70%	14 1.40%	26 2.70%	118 12.20%	777 80.00%	0 0
Lebanon	352	7 2.00%	5 1.40%	9 2.60%	35 9.90%	296 84.10%	0 0
Perry	84	1 1.20%	5 6.00%	2 2.40%	12 14.30%	64 76.20%	0 0

	Base	Q10 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	2533	84 3.30%	45 1.80%	61 2.40%	330 13.00%	2012 79.40%	1 0.00%
Adult- County of Residence							
Cumberland	51	2 3.90%	0 0	2 3.90%	9 17.60%	38 74.50%	0 0
Dauphin	156	5 3.20%	6 3.80%	4 2.60%	33 21.20%	108 69.20%	0 0
Lancaster	292	13 4.50%	7 2.40%	11 3.80%	49 16.80%	212 72.60%	0 0
Lebanon	84	3 3.60%	2 2.40%	1 1.20%	12 14.30%	66 78.60%	0 0
Perry	10	0 0	1 10.00%	0 0	3 30.00%	6 60.00%	0 0
Child- County of Residence							
Cumberland	288	16 5.60%	9 3.10%	6 2.10%	36 12.50%	220 76.40%	1 0.30%
Dauphin	631	17 2.70%	6 1.00%	12 1.90%	87 13.80%	509 80.70%	0 0
Lancaster	679	23 3.40%	7 1.00%	15 2.20%	69 10.20%	565 83.20%	0 0
Lebanon	268	4 1.50%	3 1.10%	8 3.00%	23 8.60%	230 85.80%	0 0
Perry	74	1 1.40%	4 5.40%	2 2.70%	9 12.20%	58 78.40%	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	2533	171 6.80%	75 3.00%	92 3.60%	319 12.60%	1699 67.10%	177 7.00%
County of Residence							
Cumberland	339	13 3.80%	23 6.80%	15 4.40%	44 13.00%	242 71.40%	2 0.60%
Dauphin	787	49 6.20%	20 2.50%	23 2.90%	120 15.20%	551 70.00%	24 3.00%
Lancaster	971	87 9.00%	25 2.60%	39 4.00%	103 10.60%	601 61.90%	116 11.90%
Lebanon	352	20 5.70%	2 0.60%	14 4.00%	37 10.50%	245 69.60%	34 9.70%
Perry	84	2 2.40%	5 6.00%	1 1.20%	15 17.90%	60 71.40%	1 1.20%

	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	2533	171 6.80%	75 3.00%	92 3.60%	319 12.60%	1699 67.10%	177 7.00%
Adult- County of Residence							
Cumberland	51	1 2.00%	1 2.00%	2 3.90%	10 19.60%	37 72.50%	0 0
Dauphin	156	13 8.30%	5 3.20%	10 6.40%	36 23.10%	88 56.40%	4 2.60%
Lancaster	292	28 9.60%	12 4.10%	18 6.20%	40 13.70%	144 49.30%	50 17.10%
Lebanon	84	11 13.10%	1 1.20%	4 4.80%	9 10.70%	51 60.70%	8 9.50%
Perry	10	0 0	1 10.00%	0 0	4 40.00%	5 50.00%	0 0
Child- County of Residence							
Cumberland	288	12 4.20%	22 7.60%	13 4.50%	34 11.80%	205 71.20%	2 0.70%
Dauphin	631	36 5.70%	15 2.40%	13 2.10%	84 13.30%	463 73.40%	20 3.20%
Lancaster	679	59 8.70%	13 1.90%	21 3.10%	63 9.30%	457 67.30%	66 9.70%
Lebanon	268	9 3.40%	1 0.40%	10 3.70%	28 10.40%	194 72.40%	26 9.70%
Perry	74	2 2.70%	4 5.40%	1 1.40%	11 14.90%	55 74.30%	1 1.40%



**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	2533	69 2.70%	49 1.90%	35 1.40%	311 12.30%	2052 81.00%	17 0.70%
County of Residence							
Cumberland	339	6 1.80%	9 2.70%	1 0.30%	46 13.60%	277 81.70%	0 0
Dauphin	787	14 1.80%	12 1.50%	6 0.80%	101 12.80%	649 82.50%	5 0.60%
Lancaster	971	42 4.30%	17 1.80%	23 2.40%	105 10.80%	773 79.60%	11 1.10%
Lebanon	352	7 2.00%	7 2.00%	3 0.90%	42 11.90%	292 83.00%	1 0.30%
Perry	84	0 0	4 4.80%	2 2.40%	17 20.20%	61 72.60%	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	2533	69 2.70%	49 1.90%	35 1.40%	311 12.30%	2052 81.00%	17 0.70%
Adult- County of Residence							
Cumberland	51	2 3.90%	2 3.90%	0 0	10 19.60%	37 72.50%	0 0
Dauphin	156	6 3.80%	1 0.60%	5 3.20%	36 23.10%	106 67.90%	2 1.30%
Lancaster	292	15 5.10%	8 2.70%	8 2.70%	58 19.90%	196 67.10%	7 2.40%
Lebanon	84	3 3.60%	5 6.00%	2 2.40%	14 16.70%	59 70.20%	1 1.20%
Perry	10	0 0	1 10.00%	1 10.00%	5 50.00%	3 30.00%	0 0
Child- County of Residence							
Cumberland	288	4 1.40%	7 2.40%	1 0.30%	36 12.50%	240 83.30%	0 0
Dauphin	631	8 1.30%	11 1.70%	1 0.20%	65 10.30%	543 86.10%	3 0.50%
Lancaster	679	27 4.00%	9 1.30%	15 2.20%	47 6.90%	577 85.00%	4 0.60%
Lebanon	268	4 1.50%	2 0.70%	1 0.40%	28 10.40%	233 86.90%	0 0
Perry	74	0 0	3 4.10%	1 1.40%	12 16.20%	58 78.40%	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	2533	65 2.60%	67 2.60%	60 2.40%	332 13.10%	1998 78.90%	11 0.40%
County of Residence							
Cumberland	339	9 2.70%	15 4.40%	10 2.90%	37 10.90%	268 79.10%	0 0
Dauphin	787	18 2.30%	15 1.90%	14 1.80%	97 12.30%	639 81.20%	4 0.50%
Lancaster	971	31 3.20%	23 2.40%	26 2.70%	124 12.80%	760 78.30%	7 0.70%
Lebanon	352	7 2.00%	10 2.80%	9 2.60%	58 16.50%	268 76.10%	0 0
Perry	84	0 0	4 4.80%	1 1.20%	16 19.00%	63 75.00%	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	2533	65 2.60%	67 2.60%	60 2.40%	332 13.10%	1998 78.90%	11 0.40%
Adult- County of Residence							
Cumberland	51	2 3.90%	2 3.90%	2 3.90%	10 19.60%	35 68.60%	0 0
Dauphin	156	5 3.20%	1 0.60%	7 4.50%	37 23.70%	105 67.30%	1 0.60%
Lancaster	292	11 3.80%	13 4.50%	8 2.70%	40 13.70%	219 75.00%	1 0.30%
Lebanon	84	1 1.20%	3 3.60%	3 3.60%	15 17.90%	62 73.80%	0 0
Perry	10	0 0	2 20.00%	0 0	2 20.00%	6 60.00%	0 0
Child- County of Residence							
Cumberland	288	7 2.40%	13 4.50%	8 2.80%	27 9.40%	233 80.90%	0 0
Dauphin	631	13 2.10%	14 2.20%	7 1.10%	60 9.50%	534 84.60%	3 0.50%
Lancaster	679	20 2.90%	10 1.50%	18 2.70%	84 12.40%	541 79.70%	6 0.90%
Lebanon	268	6 2.20%	7 2.60%	6 2.20%	43 16.00%	206 76.90%	0 0
Perry	74	0 0	2 2.70%	1 1.40%	14 18.90%	57 77.00%	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	2533	180 7.10%	101 4.00%	111 4.40%	378 14.90%	1747 69.00%	16 0.60%
County of Residence							
Cumberland	339	8 2.40%	28 8.30%	11 3.20%	49 14.50%	242 71.40%	1 0.30%
Dauphin	787	40 5.10%	25 3.20%	31 3.90%	137 17.40%	552 70.10%	2 0.30%
Lancaster	971	110 11.30%	35 3.60%	41 4.20%	131 13.50%	648 66.70%	6 0.60%
Lebanon	352	21 6.00%	11 3.10%	23 6.50%	41 11.60%	250 71.00%	6 1.70%
Perry	84	1 1.20%	2 2.40%	5 6.00%	20 23.80%	55 65.50%	1 1.20%

	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	2533	180 7.10%	101 4.00%	111 4.40%	378 14.90%	1747 69.00%	16 0.60%
Adult- County of Residence							
Cumberland	51	1 2.00%	2 3.90%	1 2.00%	10 19.60%	37 72.50%	0 0
Dauphin	156	11 7.10%	8 5.10%	3 1.90%	42 26.90%	92 59.00%	0 0
Lancaster	292	32 11.00%	8 2.70%	14 4.80%	52 17.80%	186 63.70%	0 0
Lebanon	84	6 7.10%	7 8.30%	4 4.80%	13 15.50%	52 61.90%	2 2.40%
Perry	10	0 0	1 10.00%	2 20.00%	2 20.00%	5 50.00%	0 0
Child- County of Residence							
Cumberland	288	7 2.40%	26 9.00%	10 3.50%	39 13.50%	205 71.20%	1 0.30%
Dauphin	631	29 4.60%	17 2.70%	28 4.40%	95 15.10%	460 72.90%	2 0.30%
Lancaster	679	78 11.50%	27 4.00%	27 4.00%	79 11.60%	462 68.00%	6 0.90%
Lebanon	268	15 5.60%	4 1.50%	19 7.10%	28 10.40%	198 73.90%	4 1.50%
Perry	74	1 1.40%	1 1.40%	3 4.10%	18 24.30%	50 67.60%	1 1.40%

### 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	2533	532 21.00%	208 8.20%	158 6.20%	316 12.50%	1271 50.20%	48 1.90%
County of Residence							
Cumberland	339	24 7.10%	50 14.70%	23 6.80%	54 15.90%	179 52.80%	9 2.70%
Dauphin	787	67 8.50%	80 10.20%	54 6.90%	105 13.30%	465 59.10%	16 2.00%
Lancaster	971	344 35.40%	37 3.80%	53 5.50%	103 10.60%	419 43.20%	15 1.50%
Lebanon	352	95 27.00%	27 7.70%	24 6.80%	39 11.10%	162 46.00%	5 1.40%
Perry	84	2 2.40%	14 16.70%	4 4.80%	15 17.90%	46 54.80%	3 3.60%

	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	2533	532 21.00%	208 8.20%	158 6.20%	316 12.50%	1271 50.20%	48 1.90%
Adult- County of Residence							
Cumberland	51	7 13.70%	3 5.90%	4 7.80%	10 19.60%	25 49.00%	2 3.90%
Dauphin	156	21 13.50%	13 8.30%	9 5.80%	34 21.80%	77 49.40%	2 1.30%
Lancaster	292	64 21.90%	15 5.10%	26 8.90%	47 16.10%	136 46.60%	4 1.40%
Lebanon	84	18 21.40%	8 9.50%	4 4.80%	12 14.30%	41 48.80%	1 1.20%
Perry	10	0 0	2 20.00%	2 20.00%	1 10.00%	5 50.00%	0 0
Child- County of Residence							
Cumberland	288	17 5.90%	47 16.30%	19 6.60%	44 15.30%	154 53.50%	7 2.40%
Dauphin	631	46 7.30%	67 10.60%	45 7.10%	71 11.30%	388 61.50%	14 2.20%
Lancaster	679	280 41.20%	22 3.20%	27 4.00%	56 8.20%	283 41.70%	11 1.60%
Lebanon	268	77 28.70%	19 7.10%	20 7.50%	27 10.10%	121 45.10%	4 1.50%
Perry	74	2 2.70%	12 16.20%	2 2.70%	14 18.90%	41 55.40%	3 4.10%

# **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	2533	145 5.70%	60 2.40%	85 3.40%	351 13.90%	1887 74.50%	5 0.20%
County of Residence							
Cumberland	339	29 8.60%	11 3.20%	11 3.20%	52 15.30%	234 69.00%	2 0.60%
Dauphin	787	46 5.80%	15 1.90%	30 3.80%	101 12.80%	594 75.50%	1 0.10%
Lancaster	971	58 6.00%	27 2.80%	32 3.30%	137 14.10%	716 73.70%	1 0.10%
Lebanon	352	9 2.60%	4 1.10%	9 2.60%	48 13.60%	281 79.80%	1 0.30%
Perry	84	3 3.60%	3 3.60%	3 3.60%	13 15.50%	62 73.80%	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	2533	145 5.70%	60 2.40%	85 3.40%	351 13.90%	1887 74.50%	5 0.20%
Adult- County of Residence							
Cumberland	51	0 0	1 2.00%	2 3.90%	7 13.70%	41 80.40%	0 0
Dauphin	156	6 3.80%	2 1.30%	8 5.10%	34 21.80%	106 67.90%	0 0
Lancaster	292	14 4.80%	9 3.10%	16 5.50%	46 15.80%	206 70.50%	1 0.30%
Lebanon	84	5 6.00%	1 1.20%	4 4.80%	11 13.10%	62 73.80%	1 1.20%
Perry	10	0 0	2 20.00%	0 0	2 20.00%	6 60.00%	0 0
Child- County of Residence							
Cumberland	288	29 10.10%	10 3.50%	9 3.10%	45 15.60%	193 67.00%	2 0.70%
Dauphin	631	40 6.30%	13 2.10%	22 3.50%	67 10.60%	488 77.30%	1 0.20%
Lancaster	679	44 6.50%	18 2.70%	16 2.40%	91 13.40%	510 75.10%	0 0
Lebanon	268	4 1.50%	3 1.10%	5 1.90%	37 13.80%	219 81.70%	0 0
Perry	74	3 4.10%	1 1.40%	3 4.10%	11 14.90%	56 75.70%	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	2533	58 2.30%	65 2.60%	613 24.20%	794 31.30%	984 38.80%	19 0.80%
County of Residence							
Cumberland	339	6 1.80%	10 2.90%	83 24.50%	128 37.80%	108 31.90%	4 1.20%
Dauphin	787	13 1.70%	25 3.20%	221 28.10%	240 30.50%	284 36.10%	4 0.50%
Lancaster	971	28 2.90%	18 1.90%	202 20.80%	283 29.10%	430 44.30%	10 1.00%
Lebanon	352	10 2.80%	9 2.60%	88 25.00%	110 31.30%	135 38.40%	0 0
Perry	84	1 1.20%	3 3.60%	19 22.60%	33 39.30%	27 32.10%	1 1.20%

	Base	Q17 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	2533	58 2.30%	65 2.60%	613 24.20%	794 31.30%	984 38.80%	19 0.80%
Adult- County of Residence							
Cumberland	51	0 0	1 2.00%	7 13.70%	18 35.30%	23 45.10%	2 3.90%
Dauphin	156	2 1.30%	7 4.50%	35 22.40%	44 28.20%	68 43.60%	0 0
Lancaster	292	4 1.40%	3 1.00%	58 19.90%	74 25.30%	149 51.00%	4 1.40%
Lebanon	84	0 0	1 1.20%	22 26.20%	19 22.60%	42 50.00%	0 0
Perry	10	0 0	0 0	3 30.00%	2 20.00%	5 50.00%	0 0
Child- County of Residence							
Cumberland	288	6 2.10%	9 3.10%	76 26.40%	110 38.20%	85 29.50%	2 0.70%
Dauphin	631	11 1.70%	18 2.90%	186 29.50%	196 31.10%	216 34.20%	4 0.60%
Lancaster	679	24 3.50%	15 2.20%	144 21.20%	209 30.80%	281 41.40%	6 0.90%
Lebanon	268	10 3.70%	8 3.00%	66 24.60%	91 34.00%	93 34.70%	0 0
Perry	74	1 1.40%	3 4.10%	16 21.60%	31 41.90%	22 29.70%	1 1.40%

## 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	2533	51 2.00%	78 3.10%	748 29.50%	749 29.60%	857 33.80%	50 2.00%
County of Residence							
Cumberland	339	7 2.10%	14 4.10%	109 32.20%	107 31.60%	93 27.40%	9 2.70%
Dauphin	787	6 0.80%	24 3.00%	236 30.00%	244 31.00%	258 32.80%	19 2.40%
Lancaster	971	25 2.60%	22 2.30%	265 27.30%	271 27.90%	375 38.60%	13 1.30%
Lebanon	352	13 3.70%	13 3.70%	109 31.00%	97 27.60%	112 31.80%	8 2.30%
Perry	84	0 0	5 6.00%	29 34.50%	30 35.70%	19 22.60%	1 1.20%

	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	2533	51 2.00%	78 3.10%	748 29.50%	749 29.60%	857 33.80%	50 2.00%
Adult- County of Residence							
Cumberland	51	1 2.00%	2 3.90%	9 17.60%	14 27.50%	24 47.10%	1 2.00%
Dauphin	156	3 1.90%	5 3.20%	39 25.00%	49 31.40%	60 38.50%	0 0
Lancaster	292	7 2.40%	10 3.40%	53 18.20%	67 22.90%	152 52.10%	3 1.00%
Lebanon	84	2 2.40%	1 1.20%	18 21.40%	23 27.40%	40 47.60%	0 0
Perry	10	0 0	0 0	4 40.00%	2 20.00%	4 40.00%	0 0
Child- County of Residence							
Cumberland	288	6 2.10%	12 4.20%	100 34.70%	93 32.30%	69 24.00%	8 2.80%
Dauphin	631	3 0.50%	19 3.00%	197 31.20%	195 30.90%	198 31.40%	19 3.00%
Lancaster	679	18 2.70%	12 1.80%	212 31.20%	204 30.00%	223 32.80%	10 1.50%
Lebanon	268	11 4.10%	12 4.50%	91 34.00%	74 27.60%	72 26.90%	8 3.00%
Perry	74	0 0	5 6.80%	25 33.80%	28 37.80%	15 20.30%	1 1.40%

## 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	2533	59 2.30%	69 2.70%	691 27.30%	623 24.60%	782 30.90%	309 12.20%
County of Residence							
Cumberland	339	8 2.40%	7 2.10%	93 27.40%	89 26.30%	63 18.60%	79 23.30%
Dauphin	787	12 1.50%	45 5.70%	187 23.80%	174 22.10%	224 28.50%	145 18.40%
Lancaster	971	23 2.40%	11 1.10%	293 30.20%	242 24.90%	351 36.10%	51 5.30%
Lebanon	352	14 4.00%	5 1.40%	93 26.40%	94 26.70%	124 35.20%	22 6.30%
Perry	84	2 2.40%	1 1.20%	25 29.80%	24 28.60%	20 23.80%	12 14.30%

	Base	Q19 Dealing with personal crisis.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	2533	59 2.30%	69 2.70%	691 27.30%	623 24.60%	782 30.90%	309 12.20%
Adult- County of Residence							
Cumberland	51	0 0	0 0	13 25.50%	15 29.40%	21 41.20%	2 3.90%
Dauphin	156	6 3.80%	10 6.40%	35 22.40%	44 28.20%	54 34.60%	7 4.50%
Lancaster	292	1 0.30%	4 1.40%	67 22.90%	77 26.40%	132 45.20%	11 3.80%
Lebanon	84	2 2.40%	0 0	14 16.70%	26 31.00%	40 47.60%	2 2.40%
Perry	10	0 0	0 0	3 30.00%	2 20.00%	4 40.00%	1 10.00%
Child- County of Residence							
Cumberland	288	8 2.80%	7 2.40%	80 27.80%	74 25.70%	42 14.60%	77 26.70%
Dauphin	631	6 1.00%	35 5.50%	152 24.10%	130 20.60%	170 26.90%	138 21.90%
Lancaster	679	22 3.20%	7 1.00%	226 33.30%	165 24.30%	219 32.30%	40 5.90%
Lebanon	268	12 4.50%	5 1.90%	79 29.50%	68 25.40%	84 31.30%	20 7.50%
Perry	74	2 2.70%	1 1.40%	22 29.70%	22 29.70%	16 21.60%	11 14.90%



## 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	2533	50 2.00%	85 3.40%	755 29.80%	601 23.70%	963 38.00%	79 3.10%
County of Residence							
Cumberland	339	5 1.50%	9 2.70%	106 31.30%	88 26.00%	114 33.60%	17 5.00%
Dauphin	787	13 1.70%	27 3.40%	216 27.40%	211 26.80%	282 35.80%	38 4.80%
Lancaster	971	20 2.10%	34 3.50%	302 31.10%	201 20.70%	401 41.30%	13 1.30%
Lebanon	352	12 3.40%	11 3.10%	111 31.50%	74 21.00%	135 38.40%	9 2.60%
Perry	84	0 0	4 4.80%	20 23.80%	27 32.10%	31 36.90%	2 2.40%

	Base	Q20 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	2533	50 2.00%	85 3.40%	755 29.80%	601 23.70%	963 38.00%	79 3.10%
Adult- County of Residence							
Cumberland	51	0 0	3 5.90%	7 13.70%	13 25.50%	25 49.00%	3 5.90%
Dauphin	156	5 3.20%	5 3.20%	37 23.70%	39 25.00%	70 44.90%	0 0
Lancaster	292	7 2.40%	13 4.50%	56 19.20%	66 22.60%	148 50.70%	2 0.70%
Lebanon	84	0 0	3 3.60%	19 22.60%	24 28.60%	38 45.20%	0 0
Perry	10	0 0	2 20.00%	2 20.00%	3 30.00%	3 30.00%	0 0
Child- County of Residence							
Cumberland	288	5 1.70%	6 2.10%	99 34.40%	75 26.00%	89 30.90%	14 4.90%
Dauphin	631	8 1.30%	22 3.50%	179 28.40%	172 27.30%	212 33.60%	38 6.00%
Lancaster	679	13 1.90%	21 3.10%	246 36.20%	135 19.90%	253 37.30%	11 1.60%
Lebanon	268	12 4.50%	8 3.00%	92 34.30%	50 18.70%	97 36.20%	9 3.40%
Perry	74	0 0	2 2.70%	18 24.30%	24 32.40%	28 37.80%	2 2.70%

## 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	2533	43 1.70%	54 2.10%	653 25.80%	560 22.10%	1138 44.90%	85 3.40%
County of Residence							
Cumberland	339	1 0.30%	9 2.70%	94 27.70%	86 25.40%	127 37.50%	22 6.50%
Dauphin	787	15 1.90%	14 1.80%	174 22.10%	196 24.90%	360 45.70%	28 3.60%
Lancaster	971	20 2.10%	18 1.90%	279 28.70%	191 19.70%	449 46.20%	14 1.40%
Lebanon	352	7 2.00%	9 2.60%	89 25.30%	59 16.80%	168 47.70%	20 5.70%
Perry	84	0 0	4 4.80%	17 20.20%	28 33.30%	34 40.50%	1 1.20%

	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	2533	43 1.70%	54 2.10%	653 25.80%	560 22.10%	1138 44.90%	85 3.40%
Adult- County of Residence							
Cumberland	51	0 0	2 3.90%	5 9.80%	11 21.60%	30 58.80%	3 5.90%
Dauphin	156	5 3.20%	5 3.20%	31 19.90%	40 25.60%	75 48.10%	0 0
Lancaster	292	10 3.40%	12 4.10%	44 15.10%	48 16.40%	178 61.00%	0 0
Lebanon	84	0 0	4 4.80%	16 19.00%	15 17.90%	48 57.10%	1 1.20%
Perry	10	0 0	2 20.00%	1 10.00%	2 20.00%	5 50.00%	0 0
Child- County of Residence							
Cumberland	288	1 0.30%	7 2.40%	89 30.90%	75 26.00%	97 33.70%	19 6.60%
Dauphin	631	10 1.60%	9 1.40%	143 22.70%	156 24.70%	285 45.20%	28 4.40%
Lancaster	679	10 1.50%	6 0.90%	235 34.60%	143 21.10%	271 39.90%	14 2.10%
Lebanon	268	7 2.60%	5 1.90%	73 27.20%	44 16.40%	120 44.80%	19 7.10%
Perry	74	0 0	2 2.70%	16 21.60%	26 35.10%	29 39.20%	1 1.40%

## 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	2533	28 1.10%	39 1.50%	763 30.10%	431 17.00%	1240 49.00%	32 1.30%
County of Residence							
Cumberland	339	1 0.30%	4 1.20%	102 30.10%	68 20.10%	159 46.90%	5 1.50%
Dauphin	787	6 0.80%	16 2.00%	177 22.50%	162 20.60%	416 52.90%	10 1.30%
Lancaster	971	16 1.60%	14 1.40%	339 34.90%	133 13.70%	455 46.90%	14 1.40%
Lebanon	352	4 1.10%	5 1.40%	126 35.80%	54 15.30%	163 46.30%	0 0
Perry	84	1 1.20%	0 0	19 22.60%	14 16.70%	47 56.00%	3 3.60%

	Base	Q22 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	2533	28 1.10%	39 1.50%	763 30.10%	431 17.00%	1240 49.00%	32 1.30%
Adult- County of Residence							
Cumberland	51	0 0	1 2.00%	13 25.50%	8 15.70%	27 52.90%	2 3.90%
Dauphin	156	2 1.30%	6 3.80%	28 17.90%	38 24.40%	82 52.60%	0 0
Lancaster	292	7 2.40%	9 3.10%	64 21.90%	54 18.50%	156 53.40%	2 0.70%
Lebanon	84	0 0	3 3.60%	15 17.90%	18 21.40%	48 57.10%	0 0
Perry	10	0 0	0 0	3 30.00%	1 10.00%	6 60.00%	0 0
Child- County of Residence							
Cumberland	288	1 0.30%	3 1.00%	89 30.90%	60 20.80%	132 45.80%	3 1.00%
Dauphin	631	4 0.60%	10 1.60%	149 23.60%	124 19.70%	334 52.90%	10 1.60%
Lancaster	679	9 1.30%	5 0.70%	275 40.50%	79 11.60%	299 44.00%	12 1.80%
Lebanon	268	4 1.50%	2 0.70%	111 41.40%	36 13.40%	115 42.90%	0 0
Perry	74	1 1.40%	0 0	16 21.60%	13 17.60%	41 55.40%	3 4.10%

## 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	2533	34 1.30%	66 2.60%	672 26.50%	615 24.30%	1089 43.00%	57 2.30%
County of Residence							
Cumberland	339	5 1.50%	6 1.80%	101 29.80%	83 24.50%	131 38.60%	13 3.80%
Dauphin	787	9 1.10%	27 3.40%	176 22.40%	213 27.10%	341 43.30%	21 2.70%
Lancaster	971	14 1.40%	21 2.20%	272 28.00%	224 23.10%	428 44.10%	12 1.20%
Lebanon	352	6 1.70%	8 2.30%	98 27.80%	73 20.70%	159 45.20%	8 2.30%
Perry	84	0 0	4 4.80%	25 29.80%	22 26.20%	30 35.70%	3 3.60%

	Base	Q23 Strengthening my social support network					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	2533	34 1.30%	66 2.60%	672 26.50%	615 24.30%	1089 43.00%	57 2.30%
Adult- County of Residence							
Cumberland	51	1 2.00%	0 0	12 23.50%	9 17.60%	27 52.90%	2 3.90%
Dauphin	156	3 1.90%	4 2.60%	36 23.10%	39 25.00%	74 47.40%	0 0
Lancaster	292	5 1.70%	12 4.10%	83 28.40%	57 19.50%	134 45.90%	1 0.30%
Lebanon	84	0 0	1 1.20%	24 28.60%	13 15.50%	44 52.40%	2 2.40%
Perry	10	0 0	3 30.00%	1 10.00%	2 20.00%	4 40.00%	0 0
Child- County of Residence							
Cumberland	288	4 1.40%	6 2.10%	89 30.90%	74 25.70%	104 36.10%	11 3.80%
Dauphin	631	6 1.00%	23 3.60%	140 22.20%	174 27.60%	267 42.30%	21 3.30%
Lancaster	679	9 1.30%	9 1.30%	189 27.80%	167 24.60%	294 43.30%	11 1.60%
Lebanon	268	6 2.20%	7 2.60%	74 27.60%	60 22.40%	115 42.90%	6 2.20%
Perry	74	0 0	1 1.40%	24 32.40%	20 27.00%	26 35.10%	3 4.10%

## Q24 Being involved in the community activities

	Base	Q24 Being Involved in the community or in organizations outside of MH or Sfi activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	2533	30 1.20%	41 1.60%	836 33.00%	430 17.00%	928 36.60%	268 10.60%
County of Residence							
Cumberland	339	3 0.90%	5 1.50%	131 38.60%	60 17.70%	84 24.80%	56 16.50%
Dauphin	787	11 1.40%	21 2.70%	262 33.30%	126 16.00%	281 35.70%	86 10.90%
Lancaster	971	10 1.00%	7 0.70%	310 31.90%	171 17.60%	393 40.50%	80 8.20%
Lebanon	352	6 1.70%	7 2.00%	102 29.00%	58 16.50%	145 41.20%	34 9.70%
Perry	84	0 0	1 1.20%	31 36.90%	15 17.90%	25 29.80%	12 14.30%

	Base	Q24 Being Involved in the community or in organizations outside of MH or Sfi activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	2533	30 1.20%	41 1.60%	836 33.00%	430 17.00%	928 36.60%	268 10.60%
Adult- County of Residence							
Cumberland	51	0 0	1 2.00%	18 35.30%	5 9.80%	18 35.30%	9 17.60%
Dauphin	156	3 1.90%	5 3.20%	48 30.80%	30 19.20%	52 33.30%	18 11.50%
Lancaster	292	7 2.40%	5 1.70%	101 34.60%	51 17.50%	115 39.40%	13 4.50%
Lebanon	84	2 2.40%	1 1.20%	26 31.00%	15 17.90%	35 41.70%	5 6.00%
Perry	10	0 0	1 10.00%	4 40.00%	3 30.00%	2 20.00%	0 0
Child- County of Residence							
Cumberland	288	3 1.00%	4 1.40%	113 39.20%	55 19.10%	66 22.90%	47 16.30%
Dauphin	631	8 1.30%	16 2.50%	214 33.90%	96 15.20%	229 36.30%	68 10.80%
Lancaster	679	3 0.40%	2 0.30%	209 30.80%	120 17.70%	278 40.90%	67 9.90%
Lebanon	268	4 1.50%	6 2.20%	76 28.40%	43 16.00%	110 41.00%	29 10.80%
Perry	74	0 0	0 0	27 36.50%	12 16.20%	23 31.10%	12 16.20%

## 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	2533	96 3.80%	97 3.80%	508 20.10%	456 18.00%	921 36.40%	455 18.00%
County of Residence							
Cumberland	339	4 1.20%	19 5.60%	72 21.20%	98 28.90%	115 33.90%	31 9.10%
Dauphin	787	34 4.30%	38 4.80%	173 22.00%	155 19.70%	284 36.10%	103 13.10%
Lancaster	971	41 4.20%	22 2.30%	185 19.10%	126 13.00%	349 35.90%	248 25.50%
Lebanon	352	14 4.00%	14 4.00%	54 15.30%	56 15.90%	150 42.60%	64 18.20%
Perry	84	3 3.60%	4 4.80%	24 28.60%	21 25.00%	23 27.40%	9 10.70%

	Base	Q25 Dealing with school or work					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	2533	96 3.80%	97 3.80%	508 20.10%	456 18.00%	921 36.40%	455 18.00%
Adult- County of Residence							
Cumberland	51	0 0	2 3.90%	10 19.60%	8 15.70%	11 21.60%	20 39.20%
Dauphin	156	6 3.80%	4 2.60%	19 12.20%	18 11.50%	30 19.20%	79 50.60%
Lancaster	292	5 1.70%	3 1.00%	28 9.60%	31 10.60%	81 27.70%	144 49.30%
Lebanon	84	0 0	3 3.60%	12 14.30%	11 13.10%	22 26.20%	36 42.90%
Perry	10	1 10.00%	0 0	1 10.00%	3 30.00%	0 0	5 50.00%
Child- County of Residence							
Cumberland	288	4 1.40%	17 5.90%	62 21.50%	90 31.30%	104 36.10%	11 3.80%
Dauphin	631	28 4.40%	34 5.40%	154 24.40%	137 21.70%	254 40.30%	24 3.80%
Lancaster	679	36 5.30%	19 2.80%	157 23.10%	95 14.00%	268 39.50%	104 15.30%
Lebanon	268	14 5.20%	11 4.10%	42 15.70%	45 16.80%	128 47.80%	28 10.40%
Perry	74	2 2.70%	4 5.40%	23 31.10%	18 24.30%	23 31.10%	4 5.40%

## 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	2533	44 1.70%	85 3.40%	769 30.40%	736 29.10%	867 34.20%	32 1.30%
County of Residence							
Cumberland	339	3 0.90%	8 2.40%	107 31.60%	115 33.90%	101 29.80%	5 1.50%
Dauphin	787	15 1.90%	37 4.70%	219 27.80%	238 30.20%	271 34.40%	7 0.90%
Lancaster	971	21 2.20%	24 2.50%	301 31.00%	252 26.00%	357 36.80%	16 1.60%
Lebanon	352	5 1.40%	12 3.40%	112 31.80%	100 28.40%	120 34.10%	3 0.90%
Perry	84	0 0	4 4.80%	30 35.70%	31 36.90%	18 21.40%	1 1.20%

	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	2533	44 1.70%	85 3.40%	769 30.40%	736 29.10%	867 34.20%	32 1.30%
Adult- County of Residence							
Cumberland	51	0 0	1 2.00%	15 29.40%	13 25.50%	19 37.30%	3 5.90%
Dauphin	156	3 1.90%	10 6.40%	35 22.40%	43 27.60%	64 41.00%	1 0.60%
Lancaster	292	6 2.10%	4 1.40%	91 31.20%	68 23.30%	119 40.80%	4 1.40%
Lebanon	84	1 1.20%	1 1.20%	28 33.30%	25 29.80%	28 33.30%	1 1.20%
Perry	10	0 0	1 10.00%	3 30.00%	3 30.00%	3 30.00%	0 0
Child- County of Residence							
Cumberland	288	3 1.00%	7 2.40%	92 31.90%	102 35.40%	82 28.50%	2 0.70%
Dauphin	631	12 1.90%	27 4.30%	184 29.20%	195 30.90%	207 32.80%	6 1.00%
Lancaster	679	15 2.20%	20 2.90%	210 30.90%	184 27.10%	238 35.10%	12 1.80%
Lebanon	268	4 1.50%	11 4.10%	84 31.30%	75 28.00%	92 34.30%	2 0.70%
Perry	74	0 0	3 4.10%	27 36.50%	28 37.80%	15 20.30%	1 1.40%

## 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	2533	62 2.40%	90 3.60%	519 20.50%	734 29.00%	1100 43.40%	28 1.10%
County of Residence							
Cumberland	339	4 1.20%	18 5.30%	69 20.40%	122 36.00%	124 36.60%	2 0.60%
Dauphin	787	20 2.50%	37 4.70%	168 21.30%	234 29.70%	321 40.80%	7 0.90%
Lancaster	971	29 3.00%	20 2.10%	181 18.60%	251 25.80%	476 49.00%	14 1.40%
Lebanon	352	8 2.30%	14 4.00%	79 22.40%	91 25.90%	156 44.30%	4 1.10%
Perry	84	1 1.20%	1 1.20%	22 26.20%	36 42.90%	23 27.40%	1 1.20%

	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	2533	62 2.40%	90 3.60%	519 20.50%	734 29.00%	1100 43.40%	28 1.10%
Adult- County of Residence							
Cumberland	51	0 0	1 2.00%	6 11.80%	15 29.40%	28 54.90%	1 2.00%
Dauphin	156	6 3.80%	5 3.20%	29 18.60%	40 25.60%	76 48.70%	0 0
Lancaster	292	3 1.00%	5 1.70%	46 15.80%	60 20.50%	175 59.90%	3 1.00%
Lebanon	84	1 1.20%	1 1.20%	15 17.90%	20 23.80%	44 52.40%	3 3.60%
Perry	10	0 0	1 10.00%	2 20.00%	2 20.00%	5 50.00%	0 0
Child- County of Residence							
Cumberland	288	4 1.40%	17 5.90%	63 21.90%	107 37.20%	96 33.30%	1 0.30%
Dauphin	631	14 2.20%	32 5.10%	139 22.00%	194 30.70%	245 38.80%	7 1.10%
Lancaster	679	26 3.80%	15 2.20%	135 19.90%	191 28.10%	301 44.30%	11 1.60%
Lebanon	268	7 2.60%	13 4.90%	64 23.90%	71 26.50%	112 41.80%	1 0.40%
Perry	74	1 1.40%	0 0	20 27.00%	34 45.90%	18 24.30%	1 1.40%