

**Fiscal Year  
2015-2016**

*Annual Experience of Care  
and Health Outcomes  
(ECHO™) Survey Report*



**Prepared for  
Northeast  
Behavioral  
Health Care  
Consortium**

## Introduction

Pennsylvania's Department of Public Welfare (DPW) prescribes that Northeast Behavioral Health Care Consortium (NBHCC) conduct annual satisfaction surveys of consumers, persons in recovery, and families of children and adolescents receiving services from NBHCC under the HealthChoices Program.

The purpose of the Member Satisfaction Survey is to determine the extent to which NBHCC adult Members and family members of children and adolescents are satisfied with overall NBHCC operations and services and to identify areas which need improvement. The surveys used by the Advocacy Alliance to gather information to determine whether NBHCC Members and family members are knowledgeable about and satisfied with the behavioral health program, including core functions such as Member services, as well as to assess whether service availability, service access, and services provision and effectiveness are meeting the Member's and family members' needs and expectations.

## Survey Methodology

The Experience of Care and Health Outcomes (ECHO™) survey tool, which is part of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) family of surveys and developed with support from the Agency for Healthcare Research and Quality (AHRQ), was used to evaluate behavioral healthcare under NBHCC from the adult Member's perspective and from the perspective of the family members of children and adolescents. Without changing question substance, NBHCC and the Advocacy Alliance merged the adult and child versions of the ECHO™ survey, creating one universal survey tool. If a question was specific to one population, a response choice of Not Applicable was added to the question response set.

The Advocacy Alliance worked with NBHCC to develop a sampling protocol determined by the population identified within the scope of the study. Upon reviewing the ECHO™ Survey instructions, it was determined that the sampling protocol (called Sample A) most highly recommended by the ECHO™ development team would be most appropriate for use. The sampling protocol used was that of drawing the sample from the population of Members known to have received/used the Behavioral Health Services and who met the following criteria:

- The individual was 18 years old or older (as of January 1 of the current year) or, if a child or adolescent under age 18, parent/guardian contact information provided;
- The individual was enrolled in the organization when the sample was drawn;
- The individual should be enrolled in HealthChoices for the previous 12 months; and
- The individual received ambulatory or outpatient and day/night behavioral health care services during the evaluation period (with behavioral health services defined to include mental health and chemical dependency services).

The sampling instructions also stated that there should be no other members of the household in the sample frame. While attempts were made to follow this instruction, due to many members sharing addresses (i.e., Children and Youth, Child/Adolescent Residential Treatment Facilities, Personal Care Boarding Homes, Community Residential Rehabilitation) this was not possible.

During 2007-2008, NBHCC and the Advocacy Alliance modified the sampling process to ensure that each large provider agency was well represented in the random sample. This was done by taking a percentage of the full sample from each provider, as outlined in the following table.

Provider Agency	Total Number of Members Surveyed	% of Total Random Sample
Children's Service Center of Wyoming	672	12%
Children's Behavioral Health	209	4%
Community Counseling Services of NEPA	672	12%
First Hospital	560	10%
Northeast Counseling Services	672	12%
Scranton Counseling Services	672	12%
Northwestern Human Services	672	12%
Remaining Members	1,198	21%
Members who filed a Complaint or Grievance	273	4%
<b>Total</b>	<b>5,600</b>	<b>100%</b>

From the database provided by NBHCC, the Alliance used random sampling software to draw a random sample of Members as outlined above, which included a representative sample of adult, child and adolescent Members stratified to include those Members who have a serious mental illness and Members who are other priority services users. Included in the stratified sample are all Members who have filed a complaint and/or grievance.

In total, NBHCC provided the Alliance with a database of 38,351 Members and, upon completion of the sampling process, the Alliance distributed 5,600 Member Surveys (see Detailed Member Sample table below).

Service Provider	Population	Under 18 Members Served (N)	Number of Total Surveyed	18 & Older Members Served (N)	Number of Total Surveyed	Number of Total Members Surveyed
Children's Service Center of Wyoming	Priority	436	67	128	27	94
	Other Priority	3,281	524	336	54	578
	<b>Total</b>	<b>3,717</b>	<b>591</b>	<b>464</b>	<b>81</b>	<b>672</b>
Children's Behavioral Health	Priority	1	1	0	0	1
	Other Priority	195	195	13	13	208
	<b>Total</b>	<b>196</b>	<b>196</b>	<b>13</b>	<b>13</b>	<b>209</b>
Community Counseling Services of NEPA	Priority	35	7	2,161	262	269
	Other Priority	417	54	2,915	349	403
	<b>Total</b>	<b>452</b>	<b>61</b>	<b>5,076</b>	<b>611</b>	<b>672</b>
First Hospital	Priority	151	67	782	353	420
	Other Priority	65	34	239	106	140
	<b>Total</b>	<b>216</b>	<b>101</b>	<b>1,021</b>	<b>459</b>	<b>560</b>
Northeast Counseling Services	Priority	37	7	1,063	181	188
	Other Priority	837	148	1,903	336	484
	<b>Total</b>	<b>874</b>	<b>155</b>	<b>2,966</b>	<b>517</b>	<b>672</b>
Scranton Counseling Services	Priority	533	54	2,578	262	316
	Other Priority	1,422	148	2,072	208	356
	<b>Total</b>	<b>1,955</b>	<b>202</b>	<b>4,650</b>	<b>470</b>	<b>672</b>
Northwestern Human Services	Priority	157	54	655	235	289
	Other Priority	535	188	542	195	383
	<b>Total</b>	<b>692</b>	<b>242</b>	<b>1,197</b>	<b>430</b>	<b>672</b>
Remaining Members	Priority	481	34	2,689	203	237
	Other Priority	4,033	375	7,659	586	961
	<b>Total</b>	<b>4,514</b>	<b>409</b>	<b>10,348</b>	<b>789</b>	<b>1,198</b>
Members who filed a Complaint or Grievance		243	243	30	30	273
<b>Grand Total</b>		<b>12,859</b>	<b>2,200</b>	<b>25,765</b>	<b>3,400</b>	<b>5,600</b>

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	1,957	35%
18 & Older	3,370	60%
Members who filed a complaint or grievance	273	5%
<b>Total Surveys Distributed</b>	<b>5,600</b>	<b>100%</b>

The Member Surveys were distributed through a “waved” mail out process outlined by the ECHO™ survey designers and designed to best meet the response goal of a minimum of 200 responses for each survey question. The process outlined included:

- (1) Send questionnaire and cover letter.
- (2) Send a reminder postcard to non-respondents two weeks after mailing the first questionnaire.
- (3) Send replacement questionnaire with a second letter to non-respondents three weeks after mailing the first questionnaire.
- (4) Send a reminder postcard to non-respondents two weeks after mailing the second questionnaire.
- (5) Send replacement questionnaire with a third letter to non-respondents three weeks after mailing the second questionnaire.
- (6) Send a reminder postcard to non-respondents two weeks after mailing the third questionnaire.

The Alliance modified the suggested survey timeframe to accommodate for holidays and weekends during the mail out process and added an option for Members to complete the survey via a secured website, with User IDs and Passcodes included in the cover letter sent with the Member Survey. Thirteen (<1%) Members completed the survey using the website.

### **Survey Completion Rate**

The optimal goal of receiving a minimum of 600 completed Member Surveys was exceeded. The Alliance received 673 unduplicated surveys, representing a 12% response rate (decreasing from a 14% response rate as during 2014-2015, decreasing from a 14% response rate as during 2013-2014, decreasing from a 13% response rate during 2012-2013, decreasing from a 15% response rate during 2011-2012, decreasing from a 14% response rate during 2010-2011, 2009-2010 and 2008-2009, decreasing from a 13% response rate during 2007-2008 and decreasing from a 17% response rate during 2006-2007). Among the sample of 673 survey completers, 43 said they had not received services or did not respond to the question regarding receiving services and were eliminated from further data analysis (all of these individuals had been identified in the original database as service recipients). The following data reflects the responses of 651 unduplicated surveys, which includes a small number of surveys (21) completed by a proxy (someone other than the Member). Twenty-two surveys had the Survey Identification number removed, so they were not able to be included in this data.

		Surveys Received		
		Under 18	18 & Older	Total
Lackawanna	Priority	19	98	117
	Other Priority	66	63	129
	Members who filed a complaint or grievance	4	1	5
Luzerne	Priority	7	97	104
	Other Priority	108	98	206
	Members who filed a complaint or grievance	16	-	16
Susquehanna	Priority	3	13	16
	Other Priority	17	17	34
	Members who filed a complaint or grievance	2	-	2
Wyoming	Priority	-	6	6
	Other Priority	13	2	15
	Members who filed a complaint or grievance	1	-	1
<b>Total</b>		<b>256</b>	<b>395</b>	<b>651</b>

\*22 surveys are not included in this data, as the Survey Identification Number was removed from the returned survey.

## Respondent Profile

The following data reflects only those survey completers that reported receiving services, with the data from those Members who received a survey as a result of filing a complaint/grievance included in the total number of responses. Please note that, while some Child/Adolescent Members report their current age of 18, their age at the time the sample was drawn was under 18.

Child/Adolescent	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
2-7	-	10	1	-	16	6	-	-	1	-	-	1	35
8-12	5	24	1	2	41	6	1	7	-	-	6	-	93
13-17	13	24	1	4	35	3	1	9	-	-	5	-	95
18	-	1	-	-	2	-	-	-	-	-	-	-	3
<b>Total Number of Child Responses</b>	<b>18</b>	<b>59</b>	<b>3</b>	<b>6</b>	<b>94</b>	<b>15</b>	<b>2</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>226</b>

\*8 surveys showed no response.

Child/Adolescent	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
Male	10	36	3	4	61	10	2	10	1	-	8	-	145
Female	8	23	1	3	35	5	-	6	-	-	3	1	85
<b>Total Number of Child Responses</b>	<b>18</b>	<b>59</b>	<b>4</b>	<b>7</b>	<b>96</b>	<b>15</b>	<b>2</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>230</b>

\*4 surveys showed no response.

Adult	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
18 to 24	7	5	-	-	9	-	3	1	-	1	-	-	26
25 to 34	8	8	1	6	17	-	3	1	-	2	-	-	46
35 to 44	20	15	-	20	10	-	2	3	-	2	1	-	73
45 to 54	22	14	-	33	22	-	3	4	-	-	1	-	99
55 to 64	18	10	-	24	24	-	1	5	-	-	-	-	82
65 to 74	11	6	-	4	7	-	-	-	-	-	-	-	28
75 or older	3	1	-	-	2	-	-	-	-	1	-	-	7
<b>Total Number of Adult Responses</b>	<b>89</b>	<b>59</b>	<b>1</b>	<b>87</b>	<b>91</b>	<b>0</b>	<b>12</b>	<b>14</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>361</b>

\*13 surveys showed no response.

Adult	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
Male	25	25	1	29	28	-	6	7	-	2	1	-	124
Female	64	34	-	58	63	-	7	7	-	4	1	-	238
<b>Total Number of Adult Responses</b>	<b>89</b>	<b>59</b>	<b>1</b>	<b>87</b>	<b>91</b>	<b>-</b>	<b>13</b>	<b>14</b>	<b>-</b>	<b>6</b>	<b>2</b>	<b>-</b>	<b>362</b>

\*12 surveys showed no response.

Child/Adolescent		White	Black or African-American	Asian	Native Hawaiian or other Pacific Islander	American Indian or Alaskan Native	Other	Total
Priority	Lackawanna	15	2	-	-	-	2	19
	Luzerne	6	1	-	-	-	-	7
	Susquehanna	3	1	-	-	1	-	5
	Wyoming	-	-	-	-	-	-	-
	<b>Sub Total</b>	<b>24</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>31</b>

Other Priority	Lackawanna	55	7	-	-	1	1	64
	Luzerne	89	8	1	-	2	6	106
	Susquehanna	15	1	-	-	1	-	17
	Wyoming	10	1	-	-	1	-	12
	<b>Sub Total</b>	<b>169</b>	<b>17</b>	<b>1</b>	<b>-</b>	<b>5</b>	<b>7</b>	<b>199</b>

Complaint or Grievance	Lackawanna	3	-	-	-	-	1	4
	Luzerne	11	6	-	-	1	-	18
	Susquehanna	1	-	-	-	-	-	1
	Wyoming	1	-	-	-	-	-	1
	<b>Sub Total</b>	<b>16</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>24</b>
<b>Grand Total</b>	<b>209</b>	<b>27</b>	<b>1</b>	<b>-</b>	<b>7</b>	<b>10</b>	<b>254</b>	

\*6 surveys showed no response. Members were able to choose more than one response to this question.

Adult		White	Black or African-American	Asian	Native Hawaiian or other Pacific Islander	American Indian or Alaskan Native	Other	Total
Priority	Lackawanna	83	3	-	-	3	3	92
	Luzerne	79	2	-	-	2	5	88
	Susquehanna	13	-	-	1	1	-	15
	Wyoming	6	-	-	-	-	-	6
	<b>Sub Total</b>	<b>181</b>	<b>5</b>	<b>-</b>	<b>1</b>	<b>6</b>	<b>8</b>	<b>201</b>
Other Priority	Lackawanna	53	2	1	-	1	1	58
	Luzerne	84	3	-	-	1	4	92
	Susquehanna	14	-	-	-	-	-	14
	Wyoming	6	-	-	-	-	-	6
	<b>Sub Total</b>	<b>157</b>	<b>5</b>	<b>1</b>	<b>-</b>	<b>2</b>	<b>5</b>	<b>170</b>
Complaint or Grievance	Lackawanna	1	-	-	-	-	-	-
	Luzerne	-	-	-	-	-	-	-
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
	<b>Sub Total</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>
<b>Grand Total</b>	<b>339</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>13</b>	<b>372</b>	

\*20 surveys showed no response. Members were able to choose more than one response to this question.

Are you of Hispanic or Latino origin or descent?		
Child/Adolescent Responses		Yes
Priority	Lackawanna	3
	Luzerne	1
	Susquehanna	-
	Wyoming	-
	<b>Sub Total</b>	<b>4</b>
Other Priority	Lackawanna	2
	Luzerne	11
	Susquehanna	-
	Wyoming	-
	<b>Sub Total</b>	<b>13</b>
Complaint or Grievance	Lackawanna	-
	Luzerne	3
	Susquehanna	-
	Wyoming	-
	<b>Sub Total</b>	<b>3</b>
<b>Grand Total</b>	<b>20</b>	

Are you of Hispanic or Latino origin or descent?		Yes
Adult Responses		
Priority	Lackawanna	3
	Luzerne	3
	Susquehanna	-
	Wyoming	-
	<b>Sub Total</b>	<b>6</b>
Other Priority	Lackawanna	1
	Luzerne	3
	Susquehanna	-
	Wyoming	-
	<b>Sub Total</b>	<b>4</b>
Complaint or Grievance	Lackawanna	-
	Luzerne	-
	Susquehanna	-
	Wyoming	-
	<b>Sub Total</b>	<b>-</b>
<b>Grand Total</b>		<b>10</b>

What is the highest grade or level of school you have completed?		8 <sup>th</sup> Grade or less	Some High School, did not graduate	High School Graduate or GED	Some college or 2-year degree	4-year college degree	More than 4-year college degree	Total
Lackawanna	Priority	4	17	32	21	12	1	87
	Other Priority	2	7	25	14	7	2	57
	Complaint or Grievance	-	-	-	1	-	-	1
Luzerne	Priority	3	7	43	28	4	-	85
	Other Priority	8	17	49	14	3	-	91
	Complaint or Grievance	-	-	-	-	-	-	-
Susquehanna	Priority	-	-	10	1	-	2	13
	Other Priority	-	1	9	3	-	1	14
	Complaint or Grievance	-	-	-	-	-	-	-
Wyoming	Priority	-	1	4	-	1	-	6
	Other Priority	-	1	-	-	-	-	-
	Complaint or Grievance	-	-	-	-	-	-	-
<b>Total</b>		<b>11</b>	<b>51</b>	<b>172</b>	<b>82</b>	<b>27</b>	<b>6</b>	<b>354</b>

\*20 surveys showed no response.



If completing the survey regarding the services your child receives, how are you related to the child?		Mother or Father	Grandparent	Aunt or Uncle	Older Sibling	Other Sibling	Legal Guardian	No Reply	Total
Lackawanna	Priority	13	1	-	-	-	4	-	18
	Other Priority	44	6	-	1	-	8	2	61
	Complaint or Grievance	3	1	-	-	-	-	-	4
Luzerne	Priority	5	-	-	-	-	2	-	7
	Other Priority	80	7	3	-	-	6	1	97
	Complaint or Grievance	12	3	-	-	-	-	-	15
Susquehanna	Priority	1	2	-	-	-	-	-	3
	Other Priority	11	3	1	-	-	1	-	16
	Complaint or Grievance	1	-	-	-	-	-	-	1
Wyoming	Priority	-	-	-	-	-	-	-	-
	Other Priority	8	2	-	-	-	1	-	11
	Complaint or Grievance	1	-	-	-	-	-	-	1
<b>Total</b>		<b>179</b>	<b>25</b>	<b>4</b>	<b>1</b>	<b>-</b>	<b>22</b>	<b>3</b>	<b>234</b>

## Data Display

Data from the survey is presented as counts (e.g., 44 responses) and as percentages (e.g., 10%). Additionally, data from the survey is presented as percentages “rounded” to the nearest whole number. This rounding standard means that any percentage that was 0.1-0.4 above a number (e.g., 33.1%) would be rounded down to the nearest whole number (i.e., 33%). Any percentage that was 0.5-0.9 (e.g., 22.9%) would be rounded up to the nearest whole number (i.e., 23%). In this report, it is possible to see percentages accounting for slightly more or less than 100% (i.e., 99% or 101%) due solely to rounding.

## Composite Measures

The following data shows the composite measures as outlined by the ECHO™ Survey Reporting Measures. Overall data of those Members reporting to have used behavioral health services are shown in the following tables and graphs.

Composite Measure	Question	Member Type		2015-2016 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Getting Treatment Quickly	Get help by phone*	Lackawanna	Priority	Child	-	5	-	2	-	7	
				Adult	8	14	5	6	-	33	
			Other Priority	Child	2	8	3	4	2	19	
				Adult	3	5	5	6	-	19	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	1	2	-	2	-	5	
				Adult	6	16	4	12	2	40	
			Other Priority	Child	4	8	8	11	-	31	
				Adult	3	7	7	15	1	33	
			Complaint or Grievance	Child	2	4	3	1	-	10	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	1	-	-	-	1	
				Adult	-	3	2	-	-	5	
			Other Priority	Child	1	1	1	-	-	3	
				Adult	-	1	-	2	-	3	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	-	1	2	-	-	3	
			Other Priority	Child	-	1	2	-	-	3	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	1	-	-	-	-	1	
				Adult	-	-	-	-	-	-	
		Total				31	77	42	62	5	217
		% of Total				14%	35%	19%	29%	2%	100%

\*Only responses from Members who reported calling someone on the phone to get professional help are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	46	101	47	61	4	259
	% of Total	18%	39%	18%	24%	2%	100%
2013-2014	Total	42	79	40	80	-	241
	% of Total	17%	33%	17%	33%	-	100%
2012-2013	Total	49	83	49	59	8	248
	% of Total	20%	33%	20%	24%	3%	100%
2011-2012	Total	69	104	51	64	3	291
	% of Total	24%	36%	18%	22%	1%	100%
2010-2011	Total	51	106	50	80	3	290
	% of Total	18%	37%	17%	28%	1%	100%

Composite Measure	Question	Member Type		2015-2016 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get urgent treatment as soon as needed*	Lackawanna	Priority	Child	1	1	2	3	-	7
				Adult	2	7	7	12	-	28
			Other Priority	Child	1	2	2	8	-	13
				Adult	1	2	5	13	1	22
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	-	1	1	3	-	5
				Adult	2	5	7	26	2	42
			Other Priority	Child	6	5	9	13	-	33
				Adult	4	4	10	15	2	35
			Complaint or Grievance	Child	1	-	4	1	-	6
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	1	-	1
				Adult	-	2	2	-	-	4
			Other Priority	Child	1	-	1	2	-	4
				Adult	1	2	1	1	-	5
			Complaint or Grievance	Child	-	-	1	-	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	-	-	1	1	-	2
			Other Priority	Child	-	-	1	2	-	3
Adult	-			-	-	-	-	-		
Complaint or Grievance	Child		-	-	-	-	-	-		
	Adult		-	-	-	-	-	-		
Total				20	31	54	102	5	212	
% of Total				9%	15%	25%	48%	2%	100%	

\*Only responses from Members who reported needing counseling or treatment right away are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	20	54	92	104	5	275
	% of Total	7%	20%	33%	38%	2%	100%
2013-2014	Total	21	55	76	100	5	257
	% of Total	8%	21%	30%	39%	2%	100%
2012-2013	Total	28	51	83	94	5	261
	% of Total	11%	20%	32%	36%	2%	100%
2011-2012	Total	34	63	82	123	3	305
	% of Total	11%	21%	27%	40%	1%	100%
2010-2011	Total	25	67	77	129	6	304
	% of Total	8%	22%	25%	42%	2%	100%

Composite Measure	Question	Member Type		2015-2016 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get appointment as soon as wanted*	Lackawanna	Priority	Child	-	1	6	11	-	18
				Adult	3	7	22	30	2	64
			Other Priority	Child	1	9	9	22	4	45
				Adult	2	7	17	18	1	45
			Complaint or Grievance	Child	-	-	1	1	-	2
				Adult	1	-	-	-	-	1
		Luzerne	Priority	Child	-	2	-	3	-	5
				Adult	1	11	16	37	-	65
			Other Priority	Child	7	12	23	31	1	74
				Adult	1	11	17	37	2	68
			Complaint or Grievance	Child	-	1	3	5	-	9
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	1	-	1
				Adult	-	1	2	3	-	6
			Other Priority	Child	-	2	2	5	1	10
				Adult	-	-	4	6	-	10
			Complaint or Grievance	Child	-	-	1	-	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	-	-	3	2	-	5
			Other Priority	Child	-	-	3	5	-	8
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	1	-	-	1
				Adult	-	-	-	-	-	-
Total				16	64	130	217	11	438	
% of Total				4%	15%	30%	50%	3%	100%	

\*Only responses from Members who reported making appointments for counseling or treatment are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	21	86	180	225	19	531
	% of Total	4%	16%	34%	42%	4%	100%
2013-2014	Total	27	88	183	229	12	539
	% of Total	5%	16%	34%	42%	2%	100%
2012-2013	Total	33	74	177	207	6	497
	% of Total	7%	15%	36%	42%	1%	100%
2011-2012	Total	40	76	186	252	14	568
	% of Total	7%	13%	33%	44%	2%	100%
2010-2011	Total	30	100	177	240	14	561
	% of Total	5%	18%	32%	43%	2%	100%

Composite Measure	Question	Member Type		2015-2016 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians listen carefully	Lackawanna	Priority	Child	1	1	4	10	-	16	
				Adult	2	11	18	46	1	78	
			Other Priority	Child	-	4	8	35	2	49	
				Adult	2	4	11	31	2	50	
			Complaint or Grievance	Child	-	-	1	-	-	1	
				Adult	-	1	-	-	-	1	
		Luzerne	Priority	Child	-	1	-	3	-	4	
				Adult	4	4	18	50	4	80	
			Other Priority	Child	-	11	18	41	4	74	
				Adult	5	10	15	47	2	79	
			Complaint or Grievance	Child	-	1	2	9	-	12	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	1	-	1	-	2	
				Adult	1	2	4	3	-	10	
			Other Priority	Child	-	1	3	7	1	12	
				Adult	-	-	4	6	-	10	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	-	-	2	4	-	6	
			Other Priority	Child	-	-	6	5	-	11	
				Adult	-	-	-	2	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				15	52	114	301	16	498
		% of Total				3%	10%	23%	60%	3%	100%

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	23	54	160	342	11	590
	% of Total	4%	9%	27%	58%	2%	100%
2013-2014	Total	17	57	153	379	18	624
	% of Total	3%	9%	25%	61%	3%	100%
2012-2013	Total	16	51	145	330	13	555
	% of Total	3%	9%	26%	59%	2%	100%
2011-2012	Total	17	72	171	387	10	657
	% of Total	3%	11%	26%	59%	2%	100%
2010-2011	Total	12	80	160	347	21	620
	% of Total	2%	13%	26%	56%	3%	100%

Composite Measure	Question	Member Type		2015-2016 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians explain things	Lackawanna	Priority	Child	-	3	5	8	-	16	
				Adult	1	5	22	48	2	78	
			Other Priority	Child	-	3	11	33	2	49	
				Adult	2	2	16	28	2	50	
			Complaint or Grievance	Child	-	1	-	-	-	1	
				Adult	-	1	-	-	-	1	
		Luzerne	Priority	Child	-	1	1	2	-	4	
				Adult	-	5	22	49	4	80	
			Other Priority	Child	1	6	17	46	4	74	
				Adult	2	7	21	47	2	79	
			Complaint or Grievance	Child	-	1	1	10	-	12	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	1	-	1	-	2	
				Adult	-	2	3	5	-	10	
			Other Priority	Child	-	1	4	6	1	12	
				Adult	-	-	3	7	-	10	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	-	-	2	4	-	6	
			Other Priority	Child	-	1	5	5	-	11	
				Adult	-	-	-	2	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				6	40	133	302	17	498
		% of Total				1%	8%	27%	61%	3%	100%

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	15	52	163	349	11	590
	% of Total	3%	9%	28%	59%	2%	100%
2013-2014	Total	17	49	153	385	20	624
	% of Total	3%	8%	25%	62%	3%	100%
2012-2013	Total	17	60	137	327	14	555
	% of Total	3%	11%	25%	59%	3%	100%
2011-2012	Total	19	62	184	381	11	657
	% of Total	3%	9%	28%	58%	2%	100%
2010-2011	Total	8	72	157	361	22	620
	% of Total	1%	12%	25%	58%	4%	100%

Composite Measure	Question	Member Type		2015-2016 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians show respect	Lackawanna	Priority	Child	1	1	4	10	-	16
				Adult	3	5	11	58	1	78
			Other Priority	Child	-	4	3	42	-	49
				Adult	-	3	13	33	1	50
			Complaint or Grievance	Child	-	1	-	-	-	1
				Adult	-	1	-	-	-	1
		Luzerne	Priority	Child	-	1	1	2	-	4
				Adult	1	4	17	56	2	80
			Other Priority	Child	1	9	16	48	-	74
				Adult	4	8	14	52	1	79
			Complaint or Grievance	Child	-	1	-	11	-	12
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	1	-	1	-	2
				Adult	-	1	5	4	-	10
			Other Priority	Child	-	1	5	6	-	12
				Adult	-	-	1	9	-	10
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	-	-	1	4	1	6
			Other Priority	Child	-	1	4	6	-	11
				Adult	-	-	-	2	-	2
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
<b>Total</b>				<b>10</b>	<b>42</b>	<b>95</b>	<b>345</b>	<b>6</b>	<b>498</b>	
<b>% of Total</b>				<b>2%</b>	<b>8%</b>	<b>19%</b>	<b>69%</b>	<b>1%</b>	<b>100%</b>	

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	16	49	123	392	10	590
	% of Total	3%	8%	21%	66%	2%	100%
2013-2014	Total	12	51	118	429	14	624
	% of Total	2%	8%	19%	69%	2%	100%
2012-2013	Total	14	42	121	369	9	555
	% of Total	3%	8%	22%	66%	2%	100%
2011-2012	Total	15	54	141	435	12	657
	% of Total	2%	8%	21%	66%	2%	100%
2010-2011	Total	10	57	146	396	11	620
	% of Total	2%	9%	24%	64%	2%	100%

Composite Measure	Question	Member Type		2015-2016 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians spend enough time	Lackawanna	Priority	Child	1	1	5	9	-	16
				Adult	2	9	20	46	1	78
			Other Priority	Child	-	4	13	32	-	49
				Adult	1	3	15	30	1	50
			Complaint or Grievance	Child	-	1	-	-	-	1
				Adult	1	-	-	-	-	1
		Luzerne	Priority	Child	-	-	2	2	-	4
				Adult	3	7	23	45	2	80
			Other Priority	Child	2	6	25	41	-	74
				Adult	4	11	18	45	1	79
			Complaint or Grievance	Child	-	-	2	10	-	12
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	1	-	1	-	2
				Adult	-	2	6	2	-	10
			Other Priority	Child	-	2	2	8	-	12
				Adult	-	1	2	7	-	10
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	-	-	2	4	-	6
			Other Priority	Child	-	1	3	7	-	11
				Adult	-	-	-	2	-	2
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				14	49	138	292	5	498	
% of Total				3%	10%	28%	59%	1%	100%	

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	20	66	154	338	12	590
	% of Total	3%	11%	26%	57%	2%	100%
2013-2014	Total	21	68	181	336	18	624
	% of Total	3%	11%	29%	54%	3%	100%
2012-2013	Total	20	56	162	305	12	555
	% of Total	4%	10%	29%	55%	2%	100%
2011-2012	Total	28	83	171	362	13	657
	% of Total	4%	13%	26%	55%	2%	100%
2010-2011	Total	19	80	178	330	13	620
	% of Total	3%	13%	29%	53%	2%	100%



Composite Measure	Question	Member Type		2015-2016 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Feel safe with clinicians	Lackawanna	Priority	Child	1	-	3	12	-	16	
				Adult	1	3	11	62	1	78	
			Other Priority	Child	-	1	3	45	-	49	
				Adult	-	2	12	35	1	50	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	1	-	1	
		Luzerne	Priority	Child	-	1	-	3	-	4	
				Adult	3	3	18	54	2	80	
			Other Priority	Child	1	1	8	64	-	74	
				Adult	1	7	11	58	2	79	
			Complaint or Grievance	Child	-	-	1	11	-	12	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	1	-	2	
				Adult	-	1	2	7	-	10	
			Other Priority	Child	-	-	2	10	-	12	
				Adult	-	-	2	8	-	10	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	-	-	1	5	-	6	
			Other Priority	Child	-	-	3	8	-	11	
				Adult	-	-	-	2	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				7	19	78	388	6	498
		% of Total				1%	4%	16%	78%	1%	100%

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	8	31	88	454	9	590
	% of Total	1%	5%	15%	77%	2%	100%
2013-2014	Total	8	38	84	476	18	624
	% of Total	1%	6%	13%	76%	3%	100%
2012-2013	Total	7	27	108	402	11	555
	% of Total	1%	5%	19%	72%	2%	100%
2011-2012	Total	15	25	95	511	11	657
	% of Total	2%	4%	14%	78%	2%	100%
2010-2011	Total	7	34	126	440	13	620
	% of Total	1%	5%	20%	71%	2%	100%

Composite Measure	Question	Member Type		2015-2016 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Involved as much as you wanted in treatment	Lackawanna	Priority	Child	-	-	7	9	-	16
				Adult	2	10	16	46	4	78
			Other Priority	Child	-	5	8	36	-	49
				Adult	1	6	11	30	2	50
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	1	-	-	-	-	1
		Luzerne	Priority	Child	-	2	1	1	-	4
				Adult	4	8	20	43	5	80
			Other Priority	Child	6	5	13	50	-	74
				Adult	7	4	13	52	3	79
			Complaint or Grievance	Child	-	1	-	11	-	12
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	1	-	-	1	-	2
				Adult	2	-	4	4	-	10
			Other Priority	Child	2	-	3	7	-	12
				Adult	-	1	3	6	-	10
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	-	-	4	2	-	6
			Other Priority	Child	-	1	3	7	-	11
				Adult	-	-	-	2	-	2
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Total			26	43	106	309	14	498
		% of Total			5%	9%	21%	62%	3%	100%

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	25	51	130	369	15	590
	% of Total	4%	9%	22%	63%	3%	100%
2013-2014	Total	25	52	140	388	19	624
	% of Total	4%	8%	22%	62%	3%	100%
2012-2013	Total	21	56	133	334	11	555
	% of Total	4%	10%	24%	60%	2%	100%
2011-2012	Total	19	57	119	445	17	657
	% of Total	3%	9%	18%	68%	3%	100%
2010-2011	Total	35	60	138	374	13	620
	% of Total	6%	10%	22%	60%	2%	100%

Composite Measure	Question	Member Type		2015-2016 Responses					
				Big Problem	Small Problem	Not a Problem	No Reply	Total	
Getting Treatment and Information from CCBHO	Delays in treatment while waiting for plan approval*	Lackawanna	Priority	Child	1	1	4	-	6
				Adult	4	2	6	-	12
			Other Priority	Child	2	5	7	-	14
				Adult	1	3	6	-	10
			Complaint or Grievance	Child	-	1	1	-	2
				Adult	-	-	-	-	-
		Luzerne	Priority	Child	-	1	3	-	4
				Adult	2	5	10	-	17
			Other Priority	Child	6	7	14	-	27
				Adult	2	3	9	-	14
			Complaint or Grievance	Child	1	2	3	1	7
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	-	1	1	-	2
				Adult	1	-	-	-	1
			Other Priority	Child	-	3	1	-	4
				Adult	-	-	2	-	2
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	-	-	-	-	-
			Other Priority	Child	1	-	2	-	3
				Adult	-	1	-	-	1
			Complaint or Grievance	Child	1	-	-	-	1
				Adult	-	-	-	-	-
		Total			22	35	69	1	127
		% of Total			17%	28%	54%	1%	100%

\*Only responses from Members who reported needing approval for any counseling or treatment are shown.

		Previous Years' Responses				
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2014-2015	Total	35	64	78	3	180
	% of Total	19%	36%	43%	2%	100%
2013-2014	Total	34	61	102	1	198
	% of Total	17%	31%	52%	1%	100%
2012-2013	Total	46	50	73	2	171
	% of Total	27%	29%	43%	1%	100%
2011-2012	Total	41	45	110	1	197
	% of Total	21%	23%	56%	1%	100%
2010-2011	Total	40	53	100	5	198
	% of Total	20%	27%	51%	3%	100%

Composite Measure	Question	Member Type		2015-2016 Responses					
				Big Problem	Small Problem	Not a Problem	No Reply	Total	
Getting Treatment and Information from CCBHO	Helpfulness of customer service*	Lackawanna	Priority	Child	1	3	1	-	5
				Adult	3	5	5	1	14
			Other Priority	Child	1	-	3	-	4
				Adult	2	2	6	-	10
			Complaint or Grievance	Child	1	-	-	-	1
				Adult	-	-	-	-	0
		Luzerne	Priority	Child	-	1	1	-	2
				Adult	5	3	11	1	20
			Other Priority	Child	2	2	3	-	7
				Adult	1	4	4	-	9
			Complaint or Grievance	Child	2	2	1	-	5
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	-	1	-	-	1
			Other Priority	Child	-	1	-	-	1
				Adult	-	-	3	-	3
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	-	1	-	-	1
			Other Priority	Child	1	-	-	-	1
				Adult	-	-	1	-	1
			Complaint or Grievance	Child	1	-	-	-	1
				Adult	-	-	-	-	-
Total				20	25	39	2	86	
% of Total				23%	29%	45%	2%	100%	

\*Only responses from Members who reported calling customer service are shown.

		Previous Years' Responses				
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2014-2015	Total	19	34	59	2	114
	% of Total	17%	30%	52%	2%	100%
2013-2014	Total	19	29	39	6	93
	% of Total	20%	31%	42%	6%	100%
2012-2013	Total	22	23	45	4	94
	% of Total	23%	24%	48%	4%	100%
2011-2012	Total	30	26	45	3	104
	% of Total	29%	25%	43%	3%	100%
2010-2011	Total	15	24	55	7	101
	% of Total	15%	24%	54%	7%	100%

Composite Measure	Question	Member Type		2015-2016 Responses								
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total		
Member Grievance and Complaint Process	Satisfaction with Grievance Process	Lackawanna	Priority	Child	-	-	5	2	11	-	18	
				Adult	5	3	29	13	40	3	93	
			Other Priority	Child	2	4	17	9	23	6	61	
				Adult	-	2	17	5	33	2	59	
			Complaint or Grievance	Child	-	1	1	2	-	-	4	
				Adult	-	1	-	-	-	-	1	
		Luzerne	Priority	Child	-	-	1	1	4	1	7	
				Adult	3	8	18	10	48	4	91	
			Other Priority	Child	2	9	29	10	44	3	97	
				Adult	2	4	32	11	41	5	95	
			Complaint or Grievance	Child	1	2	4	3	5	-	15	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	1	2	-	3	
				Adult	1	1	3	2	6	-	13	
			Other Priority	Child	1	1	2	4	7	1	16	
				Adult	-	-	5	1	8	-	14	
			Complaint or Grievance	Child	-	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	-	
				Adult	-	-	2	3	1	-	6	
			Other Priority	Child	1	-	6	3	1	-	11	
				Adult	-	-	-	-	2	-	2	
			Complaint or Grievance	Child	-	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	-	
		Total				18	36	172	80	277	25	608
		% of Total				3%	6%	28%	13%	46%	4%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2014-2015	Total	25	29	193	82	359	37	725
	% of Total	3%	4%	27%	11%	50%	5%	100%
2013-2014	Total	22	24	205	80	350	58	739
	% of Total	3%	3%	28%	11%	47%	8%	100%
2012-2013	Total	30	26	154	85	336	36	667
	% of Total	4%	4%	23%	13%	50%	5%	100%
2011-2012	Total	28	19	196	80	376	45	744
	% of Total	4%	3%	26%	11%	51%	6%	100%
2010-2011	Total	23	37	191	83	342	31	707
	% of Total	3%	5%	27%	12%	48%	4%	100%

Composite Measure	Question	Member Type		2015-2016 Responses								
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total		
Member Grievance and Complaint Process	Satisfaction with Complaint Process	Lackawanna	Priority	Child	-	-	6	-	12	-	18	
				Adult	5	2	25	14	45	2	93	
			Other Priority	Child	1	2	18	5	27	8	61	
				Adult	1	-	14	4	37	3	59	
			Complaint or Grievance	Child	-	-	2	2	-	-	4	
				Adult	-	1	-	-	-	-	1	
		Luzerne	Priority	Child	-	-	2	-	4	1	7	
				Adult	1	3	24	13	45	5	91	
			Other Priority	Child	2	4	31	8	46	6	97	
				Adult	1	2	29	13	48	2	95	
			Complaint or Grievance	Child	1	2	3	4	4	1	15	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	2	-	1	-	3	
				Adult	1	1	1	2	7	1	13	
			Other Priority	Child	1	-	4	3	6	2	16	
				Adult	-	-	4	-	9	1	14	
			Complaint or Grievance	Child	-	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	-	
				Adult	-	-	1	2	3	-	6	
			Other Priority	Child	1	-	6	2	2	-	11	
				Adult	-	-	1	-	1	-	2	
			Complaint or Grievance	Child	-	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	-	
		Total				15	17	174	72	298	32	608
		% of Total				2%	3%	29%	12%	49%	5%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2013-2014	Total	26	29	207	83	353	27	725
	% of Total	4%	4%	29%	11%	49%	4%	100%
2013-2014	Total	15	22	213	74	364	51	739
	% of Total	2%	3%	29%	10%	49%	7%	100%
2012-2013	Total	31	25	158	77	342	34	667
	% of Total	5%	4%	24%	12%	51%	5%	100%
2011-2012	Total	24	27	209	78	378	28	744
	% of Total	3%	4%	28%	10%	51%	4%	100%
2010-2011	Total	25	19	214	81	322	46	707
	% of Total	4%	3%	30%	11%	46%	7%	100%

Composite Measure	Question	Member Type		2015-2016 Responses							
				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total	
Perceived Improvement	Compare ability to deal with daily problems to 1 year ago	Lackawanna	Priority	Child	2	5	10	1	-	-	18
				Adult	29	24	29	4	4	3	93
			Other Priority	Child	16	17	23	4	-	1	61
				Adult	11	23	19	2	2	2	59
			Complaint or Grievance	Child	-	2	2	-	-	-	4
				Adult	-	-	1	-	-	-	1
		Luzerne	Priority	Child	2	3	1	1	-	-	7
				Adult	29	30	20	8	1	3	91
			Other Priority	Child	16	40	27	7	4	3	97
				Adult	31	25	29	1	4	5	95
			Complaint or Grievance	Child	1	7	6	1	-	-	15
				Adult	-	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	2	-	1	-	-	3
				Adult	3	4	4	-	2	-	13
			Other Priority	Child	1	8	5	1	1	-	16
				Adult	5	4	4	1	-	-	14
			Complaint or Grievance	Child	-	-	1	-	-	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-	-
				Adult	1	2	3	-	-	-	6
			Other Priority	Child	1	6	3	-	1	-	11
				Adult	1	-	-	-	-	1	2
			Complaint or Grievance	Child	1	-	-	-	-	-	1
				Adult	-	-	-	-	-	-	-
Total				150	202	187	32	19	18	608	
% of Total				25%	33%	31%	5%	3%	3%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2014-2015	Total	183	271	181	49	20	21	725
	% of Total	25%	37%	25%	7%	3%	3%	100%
2013-2014	Total	185	283	184	33	22	32	739
	% of Total	25%	38%	25%	4%	3%	4%	100%
2012-2013	Total	172	214	184	43	36	18	667
	% of Total	26%	32%	28%	6%	5%	3%	100%
2011-2012	Total	191	278	208	30	21	16	744
	% of Total	26%	37%	28%	4%	3%	2%	100%
2010-2011	Total	180	259	186	37	21	24	707
	% of Total	25%	37%	26%	5%	3%	3%	100%

Composite Measure	Question	Member Type		2015-2016 Responses								
				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total		
Perceived Improvement	Compare ability to deal with social situations to 1 year ago	Lackawanna	Priority	Child	2	4	9	3	-	-	18	
				Adult	26	27	29	4	5	2	93	
			Other Priority	Child	13	17	25	4	-	2	61	
				Adult	11	16	22	4	3	3	59	
			Complaint or Grievance	Child	-	1	3	-	-	-	4	
				Adult	-	-	1	-	-	-	1	
		Luzerne	Priority	Child	3	1	3	-	-	-	7	
				Adult	32	23	27	5	3	1	91	
			Other Priority	Child	16	40	23	10	5	3	97	
				Adult	30	23	28	5	5	4	95	
			Complaint or Grievance	Child	1	6	7	1	-	-	15	
				Adult	-	-	-	-	-	-	0	
		Susquehanna	Priority	Child	-	3	-	-	-	-	3	
				Adult	4	3	4	1	1	-	13	
			Other Priority	Child	1	6	6	2	1	-	16	
				Adult	5	5	3	-	1	-	14	
			Complaint or Grievance	Child	-	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	0	
		Wyoming	Priority	Child	-	-	-	-	-	-	0	
				Adult	2	-	4	-	-	-	6	
			Other Priority	Child	3	3	4	-	-	1	11	
				Adult	1	-	1	-	-	-	2	
			Complaint or Grievance	Child	1	-	-	-	-	-	1	
				Adult	-	-	-	-	-	-	0	
		Total				151	178	200	39	24	16	608
		% of Total				25%	29%	33%	6%	4%	3%	100%

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2014-2015	Total	149	248	245	44	19	20	725
	% of Total	21%	34%	34%	6%	3%	3%	100%
2013-2014	Total	155	277	212	47	18	30	739
	% of Total	21%	37%	29%	6%	2%	4%	100%
2012-2013	Total	140	211	223	48	25	20	667
	% of Total	21%	32%	33%	7%	4%	3%	100%
2011-2012	Total	168	255	241	45	23	12	744
	% of Total	23%	34%	32%	6%	3%	2%	100%
2010-2011	Total	156	244	226	37	20	24	707
	% of Total	22%	35%	32%	5%	3%	3%	100%



Composite Measure	Question	Member Type		2015-2016 Responses							
				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total	
Perceived Improvement	Compare ability to accomplish things to 1 year ago	Lackawanna	Priority	Child	2	4	10	2	-	-	18
				Adult	29	26	23	4	5	6	93
			Other Priority	Child	12	22	22	3	-	2	61
				Adult	8	19	23	2	5	2	59
			Complaint or Grievance	Child	-	3	1	-	-	-	4
				Adult	-	-	1	-	-	-	1
		Luzerne	Priority	Child	2	1	4	-	-	-	7
				Adult	31	25	21	8	2	4	91
			Other Priority	Child	15	38	32	7	2	3	97
				Adult	27	30	25	2	5	6	95
			Complaint or Grievance	Child	1	6	8	-	-	-	15
				Adult	-	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	1	2	-	-	-	3
				Adult	5	4	2	1	1	-	13
			Other Priority	Child	-	7	7	2	-	-	16
				Adult	5	1	6	2	-	-	14
			Complaint or Grievance	Child	-	-	1	-	-	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-	-
				Adult	1	2	3	-	-	-	6
			Other Priority	Child	-	6	4	-	1	-	11
				Adult	1	-	1	-	-	-	2
			Complaint or Grievance	Child	1	-	-	-	-	-	1
Adult	-			-	-	-	-	-	-		
<b>Total</b>				<b>140</b>	<b>195</b>	<b>196</b>	<b>33</b>	<b>21</b>	<b>23</b>	<b>608</b>	
<b>% of Total</b>				<b>23%</b>	<b>32%</b>	<b>32%</b>	<b>5%</b>	<b>3%</b>	<b>4%</b>	<b>100%</b>	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2014-2015	Total	162	256	227	41	21	18	725
	% of Total	22%	35%	31%	6%	3%	2%	100%
2013-2014	Total	163	265	220	41	21	29	739
	% of Total	22%	36%	30%	6%	3%	4%	100%
2012-2013	Total	137	238	197	40	33	22	667
	% of Total	21%	36%	30%	6%	5%	3%	100%
2011-2012	Total	173	247	248	46	18	12	744
	% of Total	23%	33%	33%	6%	2%	2%	100%
2010-2011	Total	152	254	210	37	30	24	707
	% of Total	21%	36%	30%	5%	4%	3%	100%

Composite Measure	Question	Member Type			2015-2016 Responses						
					Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
Perceived Improvement	Compare ability to deal with symptoms or problems to 1 year ago	Lackawanna	Priority	Child	1	4	11	2	-	-	18
				Adult	27	27	25	5	4	5	93
			Other Priority	Child	12	19	24	4	-	2	61
				Adult	7	22	22	2	5	1	59
			Complaint or Grievance	Child	-	2	2	-	-	-	4
				Adult	-	-	1	-	-	-	1
		Luzerne	Priority	Child	2	3	1	-	1	-	7
				Adult	31	26	21	4	5	4	91
			Other Priority	Child	11	37	29	10	6	4	97
				Adult	29	25	27	4	4	6	95
			Complaint or Grievance	Child	1	5	9	-	-	-	15
				Adult	-	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	2	1	-	-	-	3
				Adult	3	4	4	-	2	-	13
			Other Priority	Child	2	6	5	2	1	-	16
				Adult	5	4	3	1	1	-	14
			Complaint or Grievance	Child	-	-	1	-	-	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-	-
				Adult	1	2	3	-	-	-	6
			Other Priority	Child	1	3	5	2	-	-	11
				Adult	1	1	-	-	-	-	2
Complaint or Grievance	Child		1	-	-	-	-	-	1		
	Adult		-	-	-	-	-	-	-		
Total				135	192	194	36	29	22	608	
% of Total				22%	32%	32%	6%	5%	4%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2014-2015	Total	173	262	188	53	26	23	725
	% of Total	24%	36%	26%	7%	4%	3%	100%
2013-2014	Total	160	283	194	47	29	26	739
	% of Total	22%	38%	26%	6%	4%	4%	100%
2012-2013	Total	142	212	195	58	37	23	667
	% of Total	21%	32%	29%	9%	6%	3%	100%
2011-2012	Total	153	272	218	64	23	14	744
	% of Total	21%	37%	29%	9%	3%	2%	100%
2010-2011	Total	157	254	194	51	26	25	707
	% of Total	22%	36%	27%	7%	4%	4%	100%

Composite Measure	Question	Member Type		2015-2016 Responses						
				Yes	No	N/A	No Reply	Total		
Information about Options*	Told about self-help or consumer run programs**	Lackawanna	Priority	Child	-	-	-	-	-	
				Adult	32	43	-	3	78	
			Other Priority	Child	-	-	-	-	-	
				Adult	20	25	3	2	50	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	1	-	-	1	
		Luzerne	Priority	Child	-	-	-	-	-	
				Adult	33	41	3	3	80	
			Other Priority	Child	-	-	-	-	-	
				Adult	45	26	3	5	79	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	-	
				Adult	3	5	2	-	10	
			Other Priority	Child	-	-	-	-	-	
				Adult	5	3	2	-	10	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	3	2	1	-	6	
			Other Priority	Child	-	-	-	-	-	
				Adult	-	2	-	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				141	148	14	13	316
		% of Total				45%	47%	4%	4%	100%

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

\*\*Only responses from Adult members are shown.

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2014-2015	Total	175	152	21	17	365
	% of Total	48%	42%	6%	5%	100%
2013-2014	Total	226	29	8	4	267
	% of Total	85%	11%	3%	1%	100%
2012-2013	Total	175	166	18	17	375
	% of Total	47%	44%	5%	5%	100%
2011-2012	Total	182	186	12	11	391
	% of Total	47%	48%	3%	3%	100%
2010-2011	Total	174	171	14	20	379
	% of Total	46%	45%	4%	5%	100%

Composite Measure	Question	Member Type		2015-2016 Responses				
				Yes	No	No Reply	Total	
Information about Options*	Told about different treatments that are available for condition	Lackawanna	Priority	Child	9	7	-	16
				Adult	47	29	2	78
			Other Priority	Child	30	15	4	49
				Adult	28	20	2	50
			Complaint or Grievance	Child	1	-	-	1
		Adult		-	1	-	1	
		Luzerne	Priority	Child	2	2	-	4
				Adult	47	28	5	80
			Other Priority	Child	45	26	3	74
				Adult	61	16	2	79
			Complaint or Grievance	Child	9	3	-	12
		Adult		-	-	-	-	
		Susquehanna	Priority	Child	1	1	-	2
				Adult	2	8	-	10
			Other Priority	Child	6	5	1	12
				Adult	6	4	-	10
			Complaint or Grievance	Child	1	-	-	1
		Adult		-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-
				Adult	3	3	-	6
			Other Priority	Child	10	1	-	11
				Adult	2	-	-	2
			Complaint or Grievance	Child	-	-	-	-
		Adult		-	-	-	-	
Total			310	169	19	498		
% of Total			62%	34%	4%	100%		

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous' Years Responses			
		Yes	No	No Reply	Total
2015-2016	Total	353	213	24	590
	% of Total	60%	36%	4%	100%
2013-2014	Total	374	229	21	624
	% of Total	60%	37%	3%	100%
2012-2013	Total	333	198	24	555
	% of Total	60%	36%	4%	100%
2011-2012	Total	392	253	12	657
	% of Total	60%	39%	2%	100%
2010-2011	Total	355	226	39	620
	% of Total	57%	36%	6%	100%

Composite Measure	Question	Member Type		2015-2016 Responses					
				Yes	No	N/A	No Reply	Total	
Information about Options*	Goals of child's treatment discussed completely with you**	Lackawanna	Priority	Child	15	1	-	-	16
				Adult	-	-	-	-	-
			Other Priority	Child	44	2	2	1	49
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	1	-	-	1
				Adult	-	-	-	-	-
		Luzerne	Priority	Child	4	-	-	-	4
				Adult	-	-	-	-	-
			Other Priority	Child	57	12	5	-	74
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	12	-	-	-	12
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	1	1	-	-	2
				Adult	-	-	-	-	-
			Other Priority	Child	10	1	1	-	12
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	1	-	-	-	1
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	-	-	-	-	-
			Other Priority	Child	10	1	-	-	11
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
Total				154	19	8	1	182	
% of Total				85%	10%	4%	1%	100%	

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

\*\*Only responses from Child Members are shown.

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2014-2015	Total	188	28	5	3	224
	% of Total	84%	13%	2%	1%	100%
2013-2014	Total	226	29	8	4	267
	% of Total	85%	11%	3%	1%	100%
2012-2013	Total	158	14	5	3	180
	% of Total	88%	8%	3%	2%	100%
2011-2012	Total	237	23	2	4	266
	% of Total	89%	9%	1%	2%	100%
2010-2011	Total	201	27	7	6	241
	% of Total	83%	11%	3%	2%	100%

Composite Measure	Question	Member Type		2015-2016 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Information about Options – Child/Adolescent Only*	In the last 12 months, how often did your family get the professional help you wanted for your child?	Lackawanna	Priority	Child	1	1	8	5	1	16
				Adult	-	-	-	-	-	-
			Other Priority	Child	-	6	15	26	2	49
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	1	-	-	1
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	-	2	-	2	-	4
				Adult	-	-	-	-	-	-
			Other Priority	Child	5	10	17	40	2	74
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	1	3	8	-	12
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	1	-	-	1	-	2
				Adult	-	-	-	-	-	-
			Other Priority	Child	1	1	4	6	-	12
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
			Other Priority	Child	-	-	5	6	-	11
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				8	21	53	95	5	182	
% of Total				4%	12%	29%	52%	3%	100%	

\*Only responses from Members who reported using Child/Adolescent services and used office, clinic, or another treatment program or medicine are shown.

		Previous' Years Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	10	24	54	131	3	224
	% of Total	4%	11%	24%	58%	1%	100%
2013-2014	Total	6	28	78	142	7	267
	% of Total	2%	10%	29%	53%	3%	100%
2012-2013	Total	4	22	54	94	6	180
	% of Total	2%	12%	30%	52%	3%	100%
2011-2012	Total	9	25	78	144	10	266
	% of Total	3%	9%	29%	54%	4%	100%
2010-2011	Total	7	22	80	121	11	241
	% of Total	3%	9%	33%	50%	5%	100%

Composite Measure	Question	Member Type		2015-2016 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Information about Options – Child/Adolescent Only*	In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?	Lackawanna	Priority	Child	1	4	3	8	-	16
				Adult	-	-	-	-	-	-
			Other Priority	Child	2	4	13	28	2	49
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	1	-	-	-	1
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	-	1	2	1	-	4
				Adult	-	-	-	-	-	-
			Other Priority	Child	10	13	15	33	3	74
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	1	-	4	7	-	12
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	1	-	-	1	-	2
				Adult	-	-	-	-	-	-
			Other Priority	Child	1	2	4	5	-	12
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
			Other Priority	Child	1	1	2	7	-	11
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				17	26	43	91	5	182	
% of Total				9%	14%	24%	50%	3%	100%	

\*Only responses from Members who reported using Child/Adolescent services and used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	10	31	62	114	7	224
	% of Total	4%	14%	28%	51%	3%	100%
2013-2014	Total	9	33	58	155	12	267
	% of Total	3%	12%	22%	58%	4%	100%
2012-2013	Total	9	26	45	94	3	180
	% of Total	5%	14%	25%	52%	2%	100%
2011-2012	Total	13	28	71	144	10	266
	% of Total	5%	11%	27%	54%	4%	100%
2010-2011	Total	11	34	68	115	13	241
	% of Total	5%	14%	28%	48%	5%	100%

# Single Item Measures

Single Item Measure	Question	Member Type		2015-2016 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Office Wait*	In the last 12 months, how often were you/your child seen within 15 minutes of your/his/her appointment?	Lackawanna	Priority	Child	-	2	3	11	-	16	
				Adult	8	22	26	22	-	78	
			Other Priority	Child	1	6	18	23	1	49	
				Adult	2	9	19	20	-	50	
			Complaint or Grievance	Child	-	-	1	-	-	1	
				Adult	-	-	-	1	-	1	
		Luzerne	Priority	Child	-	-	2	2	-	4	
				Adult	4	18	32	25	1	80	
			Other Priority	Child	3	16	22	33	-	74	
				Adult	8	19	30	21	1	79	
			Complaint or Grievance	Child	1	1	2	8	-	12	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	2	-	-	2	
				Adult	-	4	2	4	-	10	
			Other Priority	Child	-	4	3	5	-	12	
				Adult	-	3	3	4	-	10	
			Complaint or Grievance	Child	-	-	1	-	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	-	1	2	3	-	6	
			Other Priority	Child	-	6	3	2	-	11	
				Adult	-	-	1	1	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				27	111	172	185	3	498
		% of Total				5%	22%	35%	37%	1%	100%

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2014-2015	Total	39	129	227	187	8	590
	% of Total	7%	22%	38%	32%	1%	100%
2013-2014	Total	41	122	239	209	13	624
	% of Total	7%	20%	38%	33%	2%	100%
2012-2013	Total	38	102	223	191	1	555
	% of Total	7%	18%	40%	34%	1%	100%
2011-2012	Total	46	133	241	230	7	657
	% of Total	7%	20%	37%	35%	1%	100%
2010-2011	Total	40	134	243	199	4	620
	% of Total	6%	22%	39%	32%	1%	100%



Single Item Measure	Question	Member Type		2015-2016 Responses				
				Yes	No	No Reply	Total	
Told about Medication Side Effects*	In the last 12 months, were you told what side effects of prescription medications taken as part of treatment to watch for?	Lackawanna	Priority	Child	10	2	-	12
				Adult	52	20	2	74
			Other Priority	Child	29	4	-	33
				Adult	29	14	-	43
			Complaint or Grievance	Child	-	1	-	1
				Adult	-	-	-	-
		Luzerne	Priority	Child	3	1	-	4
				Adult	48	26	-	74
			Other Priority	Child	47	9	-	56
				Adult	55	17	1	73
			Complaint or Grievance	Child	6	1	-	7
				Adult	-	-	-	-
		Susquehanna	Priority	Child	2	-	-	2
				Adult	5	2	-	7
			Other Priority	Child	10	-	-	10
				Adult	7	3	-	10
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	5	1	-	6
			Other Priority	Child	7	1	-	8
Adult	2			-	-	2		
Complaint or Grievance	Child		-	-	-	-		
	Adult		-	-	-	-		
Total			318	102	3	423		
% of Total			75%	24%	1%	100%		

\*Only responses from Members who reported using prescription medicines as part of his or her treatment plan are shown.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2014-2015	Total	377	127	4	508
	% of Total	74%	25%	1%	100%
2013-2014	Total	405	105	8	518
	% of Total	78%	20%	2%	100%
2012-2013	Total	368	114	7	489
	% of Total	75%	23%	1%	100%
2011-2012	Total	422	122	12	556
	% of Total	76%	22%	2%	100%
2010-2011	Total	391	130	10	531
	% of Total	74%	24%	2%	100%

Single Item Measure	Question	Member Type		2015-2016 Responses					
				Yes	No	N/A	No Reply	Total	
Including Family and Friends*	In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?	Lackawanna	Priority	Child	-	-	-	-	-
				Adult	35	40	2	1	78
			Other Priority	Child	-	-	-	-	-
				Adult	22	25	-	3	50
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	-	1	-	-	1	
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	32	44	2	2	80
			Other Priority	Child	-	-	-	-	-
				Adult	36	36	2	5	79
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	2	6	2	-	10
			Other Priority	Child	-	-	-	-	-
				Adult	3	5	2	-	10
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	2	4	-	-	6
Other Priority	Child		-	-	-	-	-		
	Adult		2	-	-	-	2		
Complaint or Grievance	Child		-	-	-	-	-		
	Adult		-	-	-	-	-		
Total			134	161	10	11	316		
% of Total			42%	51%	3%	3%	100%		

\*Only responses from Adult Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2014-2015	Total	143	185	23	15	366
	% of Total	39%	51%	6%	4%	100%
2013-2014	Total	137	189	16	15	357
	% of Total	38%	53%	4%	4%	100%
2012-2013	Total	145	199	16	15	375
	% of Total	39%	53%	4%	4%	100%
2011-2012	Total	164	199	20	8	391
	% of Total	42%	51%	5%	2%	100%
2010-2011	Total	154	192	16	17	379
	% of Total	41%	51%	4%	4%	100%

Single Item Measure	Question	Member Type		2015-2016 Responses					
				Yes	No	No Reply	Total		
Information to Manage Condition*	In the last 12 months, were you given as much information as you wanted to manage your/your child's condition?	Lackawanna	Priority	Child	11	5	-	16	
				Adult	55	17	6	78	
			Other Priority	Child	34	11	4	49	
				Adult	38	9	3	50	
			Complaint or Grievance	Child	-	1	-	1	
				Adult	-	1	-	1	
		Luzerne	Priority	Child	2	2	-	4	
				Adult	48	24	8	80	
			Other Priority	Child	48	23	3	74	
				Adult	61	13	5	79	
			Complaint or Grievance	Child	9	3	-	12	
				Adult	-	-	-	-	
		Susquehanna	Priority	Child	1	1	-	2	
				Adult	5	5	-	10	
			Other Priority	Child	9	2	1	12	
				Adult	8	2	-	10	
			Complaint or Grievance	Child	1	-	-	1	
				Adult	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	
				Adult	5	1	-	6	
			Other Priority	Child	11	-	-	11	
				Adult	2	-	-	2	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Total				348	120	30	498
		% of Total				70%	24%	6%	100%

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2014-2015	Total	423	138	29	590
	% of Total	72%	23%	5%	100%
2013-2014	Total	435	161	28	624
	% of Total	70%	26%	4%	100%
2012-2013	Total	393	135	27	555
	% of Total	71%	24%	5%	100%
2011-2012	Total	472	162	23	657
	% of Total	72%	25%	4%	100%
2010-2011	Total	410	169	41	620
	% of Total	66%	27%	7%	100%

Single Item Measure	Question	Member Type		2015-2016 Responses				
				Yes	No	No Reply	Total	
Patient Rights Information*	In the last 12 months, were you given information about your/your child's rights as a patient?	Lackawanna	Priority	Child	14	2	-	16
				Adult	62	13	3	78
			Other Priority	Child	48	1	-	49
				Adult	40	9	1	50
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	1	-	1
		Luzerne	Priority	Child	4	-	-	4
				Adult	59	16	5	80
			Other Priority	Child	62	12	-	74
				Adult	68	8	3	79
			Complaint or Grievance	Child	10	2	-	12
				Adult	-	-	-	-
		Susquehanna	Priority	Child	1	1	-	2
				Adult	8	2	-	10
			Other Priority	Child	10	2	-	12
				Adult	9	1	-	10
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	5	1	-	6
			Other Priority	Child	10	1	-	11
				Adult	2	-	-	2
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Total			414	72	12	498
		% of Total			83%	14%	2%	100%

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2014-2015	Total	471	91	28	590
	% of Total	80%	15%	5%	100%
2013-2014	Total	504	97	23	624
	% of Total	81%	16%	4%	100%
2012-2013	Total	446	89	20	555
	% of Total	80%	16%	4%	100%
2011-2012	Total	530	109	18	657
	% of Total	81%	17%	3%	100%
2010-2011	Total	500	94	26	620
	% of Total	81%	15%	4%	100%

Single Item Measure	Question	Member Type		2015-2016 Responses				
				Yes	No	No Reply	Total	
Patient Feels He or She Could Refuse Treatment*	In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for yourself/your child?	Lackawanna	Priority	Child	13	2	1	16
				Adult	63	14	1	78
			Other Priority	Child	41	4	4	49
				Adult	36	11	3	50
			Complaint or Grievance	Child	1	-	-	1
				Adult	1	-	-	1
		Luzerne	Priority	Child	2	2	-	4
				Adult	60	16	4	80
			Other Priority	Child	67	7	-	74
				Adult	62	16	1	79
			Complaint or Grievance	Child	11	1	-	12
				Adult	-	-	-	-
		Susquehanna	Priority	Child	1	1	-	2
				Adult	5	4	1	10
			Other Priority	Child	11	1	-	12
				Adult	9	1	-	10
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	6	-	-	6
			Other Priority	Child	11	-	-	11
				Adult	2	-	-	2
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total			403	80	15	498		
% of Total			81%	16%	3%	100%		

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2014-2015	Total	463	108	19	590
	% of Total	78%	18%	3%	100%
2013-2014	Total	498	97	29	624
	% of Total	80%	16%	5%	100%
2012-2013	Total	425	112	18	555
	% of Total	77%	20%	3%	100%
2011-2012	Total	497	141	19	657
	% of Total	76%	21%	3%	100%
2010-2011	Total	481	117	22	620
	% of Total	78%	19%	4%	100%

Single Item Measure	Question	Member Type		2015-2016 Responses				
				Yes	No	No Reply	Total	
Confident about Privacy of Treatment Information*	In the last 12 months, as far as you know, did anyone you/your child went to for counseling or treatment share information with others that should have been kept private?	Lackawanna	Priority	Child	1	15	-	16
				Adult	8	67	3	78
			Other Priority	Child	6	40	3	49
				Adult	4	44	2	50
			Complaint or Grievance	Child	-	1	-	1
				Adult	-	1	-	1
		Luzerne	Priority	Child	-	4	-	4
				Adult	16	59	5	80
			Other Priority	Child	6	68	-	74
				Adult	10	68	1	79
			Complaint or Grievance	Child	1	11	-	12
				Adult	-	-	-	-
		Susquehanna	Priority	Child	-	2	-	2
				Adult	1	9	-	10
			Other Priority	Child	4	8	-	12
				Adult	-	10	-	10
			Complaint or Grievance	Child	-	1	-	1
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	-	6	-	6
			Other Priority	Child	2	9	-	11
				Adult	-	2	-	2
Complaint or Grievance	Child		-	-	-	-		
	Adult		-	-	-	-		
Total			59	425	14	498		
% of Total			12%	85%	3%	100%		

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2014-2015	Total	58	506	26	590
	% of Total	10%	86%	4%	100%
2013-2014	Total	56	544	24	624
	% of Total	9%	87%	4%	100%
2012-2013	Total	59	482	14	555
	% of Total	11%	87%	3%	100%
2011-2012	Total	57	588	12	657
	% of Total	9%	89%	2%	100%
2010-2011	Total	66	536	18	620
	% of Total	11%	86%	3%	100%

Single Item Measure	Question	Member Type		2015-2016 Responses				
				Yes	No	No Reply	Total	
Cultural Competency*	Care responsive to cultural needs**	Lackawanna	Priority	Child	-	-	-	-
				Adult	3	2	-	5
			Other Priority	Child	4	2	-	6
				Adult	2	2	1	5
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
		Luzerne	Priority	Child	-	1	-	1
				Adult	6	3	-	9
			Other Priority	Child	2	6	-	8
				Adult	4	1	-	5
			Complaint or Grievance	Child	-	1	-	1
				Adult	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-
				Adult	1	-	-	1
			Other Priority	Child	1	1	-	2
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Other Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total				24	19	1	44	
% of Total				55%	43%	2%	100%	

\*Only responses from Members who used office, clinic, or another treatment program or medicine are shown.

\*\*Only responses from Members who stated that their/their child's language, race, religion, ethnic background or culture make a difference in the kind of counseling or treatment needed are shown. 444 Members responded that they did not have cultural needs that made a difference in what kind of treatment needed and 10 Members did not respond.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2014-2015	Total	14	14	1	29
	% of Total	48%	48%	3%	100%
2013-2014	Total	18	6	3	27
	% of Total	67%	22%	11%	100%
2012-2013	Total	14	10	-	24
	% of Total	58%	42%	-	100%
2011-2012	Total	18	8	1	27
	% of Total	67%	30%	4%	100%
2010-2011	Total	19	19	3	41
	% of Total	46%	46%	7%	100%

Single Item Measure	Question	Member Type		2015-2016 Responses							
				Not at all	A little	Somewhat	A lot	No Reply	Total		
Amount Helped	In the last 12 months, how much were you/your child helped by the counseling or treatment you/he/she got?	Lackawanna	Priority	Child	2	1	10	5	-	18	
				Adult	3	9	35	45	1	93	
			Other Priority	Child	2	8	16	33	2	61	
				Adult	2	7	26	23	1	59	
			Complaint or Grievance	Child	-	1	1	2	-	4	
				Adult	1	-	-	-	-	1	
		Luzerne	Priority	Child	-	2	2	3	-	7	
				Adult	4	8	21	57	1	91	
			Other Priority	Child	5	13	35	40	4	97	
				Adult	5	6	21	57	6	95	
			Complaint or Grievance	Child	-	1	8	6	-	15	
				Adult	-	-	-	-	-	0	
		Susquehanna	Priority	Child	-	1	1	1	-	3	
				Adult	1	4	1	7	-	13	
			Other Priority	Child	-	2	6	8	-	16	
				Adult	-	1	5	7	1	14	
			Complaint or Grievance	Child	-	-	1	-	-	1	
				Adult	-	-	-	-	-	0	
		Wyoming	Priority	Child	-	-	-	-	-	0	
				Adult	-	-	2	4	-	6	
			Other Priority	Child	-	1	5	5	-	11	
				Adult	-	-	-	2	-	2	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	0	
		Total				25	65	196	306	16	608
		% of Total				4%	11%	32%	50%	3%	100%

		Previous Years' Responses					
		Not at all	A little	Somewhat	A lot	No Reply	Total
2014-2015	Total	45	101	214	350	15	725
	% of Total	6%	14%	30%	48%	2%	100%
2013-2014	Total	46	88	216	363	26	739
	% of Total	6%	12%	29%	49%	4%	100%
2012-2013	Total	35	74	215	323	20	667
	% of Total	5%	11%	32%	48%	3%	100%
2011-2012	Total	47	87	238	363	9	744
	% of Total	6%	12%	32%	49%	1%	100%
2010-2011	Total	29	105	232	325	16	707
	% of Total	4%	15%	33%	46%	2%	100%



Member Type			Rating of Counseling/Treatment 2015-2016 Responses											
			0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
Lackawanna	Priority	Child	1	1	-	-	-	-	-	6	5	1	4	18
		Adult	2	-	1	1	1	11	2	11	22	11	28	90
	Other Priority	Child	-	-	1	-	3	2	6	6	8	7	27	60
		Adult	-	2	1	1	2	7	2	6	11	9	16	57
	Complaint or Grievance	Child	-	-	-	-	-	1	-	1	1	-	1	4
		Adult	-	-	-	1	-	-	-	-	-	-	-	1
Luzerne	Priority	Child	-	-	-	-	2	1	-	-	1	2	1	7
		Adult	1	2	1	3	4	3	7	14	12	9	35	91
	Other Priority	Child	1	1	2	-	2	7	5	13	20	12	30	93
		Adult	3	1	1	1	3	4	6	7	12	13	40	91
	Complaint or Grievance	Child	-	-	-	-	-	3	1	1	4	3	3	15
		Adult	-	-	-	-	-	-	-	-	-	-	-	0
Susquehanna	Priority	Child	-	1	-	-	-	-	-	1	1	-	-	3
		Adult	-	-	1	-	-	-	2	3	3	2	2	13
	Other Priority	Child	-	-	-	2	-	1	-	1	3	2	7	16
		Adult	-	-	-	-	-	-	1	2	2	3	6	14
	Complaint or Grievance	Child	-	-	-	-	-	-	1	-	-	-	-	1
		Adult	-	-	-	-	-	-	-	-	-	-	-	0
Wyoming	Priority	Child	-	-	-	-	-	-	-	-	-	-	-	0
		Adult	-	-	-	-	-	-	-	1	1	1	3	6
	Other Priority	Child	-	-	-	-	-	-	1	1	2	1	6	11
		Adult	-	-	-	-	-	-	-	-	1	-	1	2
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	1	1
		Adult	-	-	-	-	-	-	-	-	-	-	-	0
Total			8	8	8	9	17	40	34	74	109	76	211	594
% of Total			1%	1%	1%	2%	3%	7%	6%	12%	18%	13%	36%	100%

\*14 surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
2014-2015	Total	11	12	13	13	13	66	45	83	134	102	212	704
	% of Total	2%	2%	2%	2%	2%	9%	6%	12%	19%	14%	30%	100%
2013-2014	Total	17	4	10	14	23	56	42	81	141	85	236	709
	% of Total	2%	1%	1%	2%	3%	8%	6%	11%	20%	12%	33%	100%
2012-2013	Total	11	5	17	14	16	51	43	61	115	88	224	645
	% of Total	2%	1%	3%	2%	2%	8%	7%	9%	18%	14%	35%	100%
2011-2012	Total	19	4	7	20	20	53	40	93	131	96	249	732
	% of Total	3%	1%	1%	3%	3%	7%	5%	13%	18%	13%	34%	100%
2010-2011	Total	11	4	13	17	24	73	48	77	123	87	209	686
	% of Total	2%	1%	2%	2%	3%	10%	7%	11%	17%	12%	30%	100%