

**Fiscal Year
2013-2014**

*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 HealthCare 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	227	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	1,019	18%
Members who filed a Complaint or Grievance	434	8%
Total	5,600	100%

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 30,534 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	384	74	108	20	94
	Other Priority	2,688	524	287	54	578
	Total	3,072	598	395	74	672
Children's Behavioral Health	Priority	4	4	-	-	4
	Other Priority	210	210	13	13	223
	Total	214	214	13	13	227
Community Counseling Services of NEPA	Priority	16	7	2,017	302	309
	Other Priority	411	67	1,868	296	363
	Total	427	74	3,885	598	672
First Hospital	Priority	220	101	759	358	459
	Other Priority	134	62	80	39	101
	Total	354	163	839	397	560
Northeast Counseling Services	Priority	40	7	846	181	188
	Other Priority	973	208	1,268	276	484
	Total	1,013	215	2,114	457	672
Scranton Counseling Services	Priority	499	67	2,258	316	383
	Other Priority	1,092	155	969	134	289
	Total	1,591	222	3,227	450	672
Northwestern Human Services	Priority	177	47	992	276	323
	Other Priority	656	181	609	168	349
	Total	833	228	1,601	444	672
Remaining Members	Priority	479	41	2,114	194	235
	Other Priority	3,462	326	4,901	458	784
	Total	3,941	367	7,015	652	1,019
Members who filed a Complaint or Grievance		374	374	60	60	434
Grand Total		11,819	2,455	19,149	3,145	5,600

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	2,081	37%
18 & Older	3,085	55%
Members who filed a complaint or grievance	434	8%
Total Surveys Distributed	5,600	100%

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. Ten (<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 798 unduplicated surveys, representing a 14% response rate (increasing from a 13% response rate during 2012-2013, decreasing from a 15% response rate during 2011-2012, remaining the same at a 14% response rate during 2010-2011, 2009-2010 and 2008-2009, increasing from a 13% response rate during 2007-2008 and decreasing from a 17% response rate during 2006-2007). Among the sample of 798 survey completers, 59 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 739 unduplicated surveys, which includes a small number of surveys (28) completed by a proxy (someone other than the Member).

		Surveys Received		
		Under 18	18 & Older	Total
Lackawanna	Priority	24	102	126
	Other Priority	68	59	127
	Members who filed a complaint or grievance	22	2	24
Luzerne	Priority	19	112	131
	Other Priority	116	102	218
	Members who filed a complaint or grievance	36	4	40
Susquehanna	Priority	2	11	13
	Other Priority	22	14	36
	Members who filed a complaint or grievance	1	-	1
Wyoming	Priority	1	3	4
	Other Priority	13	6	19
	Members who filed a complaint or grievance	-	-	-
Total		324	415	739

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	-	14	7	-	26	12	-	4	-	-	3	-	66
8-12	8	22	10	6	50	14	-	5	1	-	5	-	121
13-17	16	29	5	12	33	8	2	12	-	1	5	-	123
18	-	-	-	-	-	-	-	1	-	-	-	-	1
Total Number of Child Responses	24	65	22	18	109	34	2	22	1	1	13	0	311

*13 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	15	38	14	9	76	26	-	17	-	-	8	-	203
Female	9	26	8	9	37	9	2	5	1	1	5	-	112
Total Number of Child Responses	24	64	22	18	113	35	2	22	1	1	13	0	315

*9 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	9	10	-	6	7	-	2	-	-	-	-	-	34
25 to 34	14	12	-	13	22	1	-	2	-	-	1	-	65
35 to 44	22	5	-	19	25	1	2	2	-	1	-	-	77
45 to 54	29	15	1	30	26	1	5	7	-	-	2	-	116
55 to 64	20	13	1	30	15	-	1	2	-	2	2	-	86
65 to 74	5	1	-	5	4	1	-	1	-	-	1	-	18
75 or older	1	1	-	1	1	-	-	-	-	-	-	-	4
Total Number of Adult Responses	100	57	2	104	100	4	10	14	-	3	6	-	400

*15 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	30	26	-	40	37	2	3	5	-	1	-	-	144
Female	69	31	2	67	63	2	7	9	-	2	6	-	258
Total Number of Adult Responses	99	57	2	107	100	4	10	14	-	3	6	-	402

*18 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	21	2	-	-	1	2	26
	Luzerne	16	1	-	-	-	1	18
	Susquehanna	2	-	-	-	-	-	2
	Wyoming	1	-	-	-	-	-	1
Sub Total		40	3	-	-	1	3	47

Other Priority	Lackawanna	57	7	-	-	2	5	71
	Luzerne	92	17	-	-	2	7	118
	Susquehanna	19	1	-	-	-	2	22
	Wyoming	13	-	-	-	-	-	13
Sub Total		181	25	-	-	4	14	224

Complaint or Grievance	Lackawanna	21	3	-	-	1	1	26
	Luzerne	29	5	-	1	1	2	38
	Susquehanna	1	-	-	-	-	-	1
	Wyoming	-	-	-	-	-	-	-
Sub Total		51	8	-	1	2	3	65
Grand Total		272	36	-	1	7	20	336

*17 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	90	6	-	-	-	3	99
	Luzerne	96	2	2	1	2	6	109
	Susquehanna	10	-	-	-	-	-	10
	Wyoming	3	-	-	-	-	-	3
	Sub Total	199	8	2	1	2	9	221
Other Priority	Lackawanna	53	1	1	-	1	2	58
	Luzerne	91	2	-	-	-	5	98
	Susquehanna	14	1	1	1	1	1	19
	Wyoming	6	-	-	-	-	-	6
	Sub Total	164	4	2	1	2	8	181
Complaint or Grievance	Lackawanna	2	-	-	-	-	-	2
	Luzerne	4	-	-	-	-	-	4
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
	Sub Total	6	-	-	-	-	-	6
Grand Total	369	12	4	2	4	17	402	

*17 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	1
	Luzerne	1
	Susquehanna	-
	Wyoming	-
	Sub Total	2
Other Priority	Lackawanna	5
	Luzerne	13
	Susquehanna	1
	Wyoming	-
	Sub Total	19
Complaint or Grievance	Lackawanna	1
	Luzerne	1
	Susquehanna	-
	Wyoming	-
	Sub Total	2
Grand Total	23	

Are you of Hispanic or Latino origin or descent?		
Adult Responses		Yes
Priority	Lackawanna	2
	Luzerne	6
	Susquehanna	-
	Wyoming	-
Sub Total		8
Other Priority	Lackawanna	2
	Luzerne	6
	Susquehanna	-
	Wyoming	-
Sub Total		8
Complaint or Grievance	Lackawanna	-
	Luzerne	-
	Susquehanna	-
	Wyoming	-
Sub Total		-
Grand Total		16

What is the highest grade or level of school you have completed?		8 th 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	11	39	31	5	3	93
	Other Priority	4	8	24	13	6	2	57
	Complaint or Grievance	-	-	-	1	-	1	2
Luzerne	Priority	6	12	52	26	5	2	103
	Other Priority	2	9	46	29	6	6	98
	Complaint or Grievance	-	-	-	3	1	-	4
Susquehanna	Priority	2	1	6	1	-	-	10
	Other Priority	-	-	9	4	-	1	14
	Complaint or Grievance	-	-	-	-	-	-	-
Wyoming	Priority	-	1	1	1	-	-	3
	Other Priority	-	-	4	1	-	-	5
	Complaint or Grievance	-	-	-	-	-	-	-
Total		18	42	181	110	23	15	389

*26 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	19	3	-	-	-	2	-	24
	Other Priority	56	5	1	-	-	2	4	68
	Complaint or Grievance	20	1	-	-	-	1	-	22
Luzerne	Priority	17	1	-	-	-	1	-	19
	Other Priority	93	11	1	-	-	4	7	116
	Complaint or Grievance	25	4	1	-	-	2	4	36
Susquehanna	Priority	2	-	-	-	-	-	-	2
	Other Priority	14	2	-	1	-	4	1	22
	Complaint or Grievance	1	-	-	-	-	-	-	1
Wyoming	Priority	1	-	-	-	-	-	-	1
	Other Priority	10	2	-	-	-	1	-	13
	Complaint or Grievance	-	-	-	-	-	-	-	-
Total		258	29	3	1	-	17	16	324

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		2013-2014 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Getting Treatment Quickly	Get help by phone*	Lackawanna	Priority	Child	1	1	4	7	-	13	
				Adult	7	12	7	6	-	32	
			Other Priority	Child	3	10	-	11	-	24	
				Adult	1	6	7	8	-	22	
			Complaint or Grievance	Child	-	1	-	4	-	5	
				Adult	1	-	-	-	-	1	
		Luzerne	Priority	Child	1	4	-	4	-	9	
				Adult	11	7	7	17	-	42	
			Other Priority	Child	3	8	2	9	-	22	
				Adult	9	16	5	10	-	40	
			Complaint or Grievance	Child	1	5	3	2	-	11	
				Adult	-	1	-	-	-	1	
		Susquehanna	Priority	Child	-	1	-	-	-	1	
				Adult	-	2	-	1	-	3	
			Other Priority	Child	1	4	2	-	-	7	
				Adult	1	-	-	-	-	1	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	-	-	1	
				Adult	1	-	-	-	-	1	
			Other Priority	Child	-	-	1	1	-	2	
				Adult	1	1	1	-	-	3	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				42	79	40	80	-	241
		% of Total				17%	33%	17%	33%	-	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
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%
2009-2010	Total	55	79	51	56	5	246
	% of Total	22%	32%	21%	23%	2%	100%
2008-2009	Total	37	88	33	102	3	263
	% of Total	14%	33%	13%	39%	1%	100%
2007-2008	Total	41	110	51	87	7	296
	% of Total	14%	37%	17%	29%	2%	100%

Composite Measure	Question	Member Type		2013-2014 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get urgent treatment as soon as needed*	Lackawanna	Priority	Child	1	4	7	3	-	15
				Adult	3	7	14	10	2	36
			Other Priority	Child	2	6	3	10	1	22
				Adult	2	2	7	13	-	24
			Complaint or Grievance	Child	-	1	2	3	-	6
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	-	1	3	6	-	10
				Adult	5	11	12	22	1	51
			Other Priority	Child	1	7	8	13	-	29
				Adult	5	7	13	9	1	35
			Complaint or Grievance	Child	-	3	1	3	-	7
				Adult	-	-	-	2	-	2
		Susquehanna	Priority	Child	-	1	-	1	-	2
				Adult	-	-	2	-	-	2
			Other Priority	Child	1	3	1	2	-	7
				Adult	-	-	-	1	-	1
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	1	-	-	-	-	1
				Adult	-	-	-	1	-	1
			Other Priority	Child	-	1	2	1	-	4
				Adult	-	1	1	-	-	2
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Total			21	55	76	100	5	257
		% of Total			8%	21%	30%	39%	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
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%
2009-2010	Total	25	60	80	106	2	273
	% of Total	9%	22%	29%	39%	1%	100%
2008-2009	Total	19	58	76	151	3	301
	% of Total	6%	19%	25%	50%	1%	100%
2007-2008	Total	17	63	87	124	7	298
	% of Total	6%	21%	29%	42%	2%	100%

Composite Measure	Question	Member Type		2013-2014 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get appointment as soon as wanted*	Lackawanna	Priority	Child	-	3	6	9	-	18
				Adult	7	15	23	30	3	78
			Other Priority	Child	-	10	25	18	2	55
				Adult	3	5	15	22	-	45
			Complaint or Grievance	Child	-	4	6	7	-	17
				Adult	-	-	1	1	-	2
		Luzerne	Priority	Child	1	-	10	6	-	17
				Adult	7	13	27	35	3	85
			Other Priority	Child	2	16	26	31	2	77
				Adult	3	12	20	35	-	70
			Complaint or Grievance	Child	1	4	6	10	-	21
				Adult	-	-	-	3	-	3
		Susquehanna	Priority	Child	-	1	1	-	-	2
				Adult	2	1	1	2	1	7
			Other Priority	Child	1	2	6	6	-	15
				Adult	-	-	3	6	1	10
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	1
				Adult	-	-	1	1	-	2
			Other Priority	Child	-	2	2	4	-	8
				Adult	-	-	3	2	-	5
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				27	88	183	229	12	539	
% of Total				5%	16%	34%	42%	2%	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
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%
2009-2010	Total	30	92	173	208	13	516
	% of Total	6%	18%	34%	40%	3%	100%
2008-2009	Total	21	79	159	220	3	482
	% of Total	4%	16%	33%	46%	1%	100%
2007-2008	Total	23	83	197	225	7	535
	% of Total	4%	16%	37%	42%	1%	100%

Composite Measure	Question	Member Type		2013-2014 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians listen carefully	Lackawanna	Priority	Child	-	2	8	12	-	22
				Adult	5	9	29	47	3	93
			Other Priority	Child	-	5	17	36	1	59
				Adult	2	3	14	28	-	47
			Complaint or Grievance	Child	-	2	3	12	-	17
				Adult	-	-	-	1	1	2
		Luzerne	Priority	Child	-	3	4	8	3	18
				Adult	6	13	21	56	2	98
			Other Priority	Child	1	5	13	70	4	93
				Adult	2	13	21	48	-	84
			Complaint or Grievance	Child	1	1	5	16	2	25
				Adult	-	-	1	2	-	3
		Susquehanna	Priority	Child	-	1	-	1	-	2
				Adult	-	-	4	5	1	10
			Other Priority	Child	-	-	7	13	-	20
				Adult	-	-	1	10	1	12
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	1
				Adult	-	-	-	2	-	2
			Other Priority	Child	-	-	3	6	-	9
				Adult	-	-	2	4	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total			17	57	153	379	18	624		
% of Total			3%	9%	25%	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
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%
2009-2010	Total	22	74	146	335	14	591
	% of Total	4%	13%	25%	57%	2%	100%
2008-2009	Total	16	71	122	368	14	591
	% of Total	3%	12%	21%	62%	2%	100%
2007-2008	Total	21	74	142	365	5	607
	% of Total	3%	12%	23%	60%	1%	100%

Composite Measure	Question	Member Type		2013-2014 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians explain things	Lackawanna	Priority	Child	-	1	8	13	-	22	
				Adult	5	8	24	53	3	93	
			Other Priority	Child	1	5	14	38	1	59	
				Adult	1	3	12	31	-	47	
			Complaint or Grievance	Child	-	2	3	12	-	17	
				Adult	-	-	-	1	1	2	
		Luzerne	Priority	Child	-	2	4	9	3	18	
				Adult	5	10	30	49	4	98	
			Other Priority	Child	-	5	15	69	4	93	
				Adult	4	9	22	49	-	84	
			Complaint or Grievance	Child	-	1	6	16	2	25	
				Adult	-	-	1	2	-	3	
		Susquehanna	Priority	Child	-	-	1	1	-	2	
				Adult	1	1	3	4	1	10	
			Other Priority	Child	-	2	3	15	-	20	
				Adult	-	-	3	8	1	12	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	-	3	6	-	9	
				Adult	-	-	1	5	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				17	49	153	385	20	624
		% of Total				3%	8%	25%	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
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%
2009-2010	Total	26	63	150	333	19	591
	% of Total	4%	11%	25%	56%	3%	100%
2008-2009	Total	12	52	133	374	20	591
	% of Total	2%	9%	23%	63%	3%	100%
2007-2008	Total	15	56	158	374	4	607
	% of Total	2%	9%	26%	62%	1%	100%

Composite Measure	Question	Member Type		2013-2014 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians show respect	Lackawanna	Priority	Child	-	1	4	16	1	22
				Adult	3	6	18	63	3	93
			Other Priority	Child	-	8	6	44	1	59
				Adult	1	2	15	29	-	47
			Complaint or Grievance	Child	-	2	2	13	-	17
				Adult	-	-	1	1	-	2
		Luzerne	Priority	Child	-	2	3	13	-	18
				Adult	6	11	21	59	1	98
			Other Priority	Child	-	5	11	73	4	93
				Adult	1	9	19	54	1	84
			Complaint or Grievance	Child	-	2	6	16	1	25
				Adult	-	-	1	2	-	3
		Susquehanna	Priority	Child	-	-	1	1	-	2
				Adult	1	1	2	5	1	10
			Other Priority	Child	-	1	2	17	-	20
				Adult	-	-	3	8	1	12
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	1
				Adult	-	-	-	2	-	2
			Other Priority	Child	-	1	2	6	-	9
				Adult	-	-	1	5	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				12	51	118	429	14	624	
% of Total				2%	8%	19%	69%	2%	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
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%
2009-2010	Total	19	51	109	400	12	591
	% of Total	3%	9%	18%	68%	2%	100%
2008-2009	Total	16	61	111	382	21	591
	% of Total	3%	10%	19%	65%	4%	100%
2007-2008	Total	18	58	139	387	5	607
	% of Total	3%	10%	23%	64%	1%	100%

Composite Measure	Question	Member Type		2013-2014 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians spend enough time	Lackawanna	Priority	Child	-	1	9	11	1	22
				Adult	6	10	31	42	4	93
			Other Priority	Child	-	11	17	30	1	59
				Adult	3	4	12	27	1	47
			Complaint or Grievance	Child	-	2	5	10	-	17
				Adult	-	-	1	1	-	2
		Luzerne	Priority	Child	1	4	6	7	-	18
				Adult	6	15	27	47	3	98
			Other Priority	Child	2	3	23	61	4	93
				Adult	2	12	24	45	1	84
			Complaint or Grievance	Child	-	1	7	16	1	25
				Adult	-	-	1	2	-	3
		Susquehanna	Priority	Child	-	1	-	1	-	2
				Adult	1	1	4	3	1	10
			Other Priority	Child	-	1	7	12	-	20
				Adult	-	-	3	8	1	12
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	1
				Adult	-	-	-	2	-	2
			Other Priority	Child	-	1	2	6	-	9
				Adult	-	1	1	4	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				21	68	181	336	18	624	
% of Total				3%	11%	29%	54%	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
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%
2009-2010	Total	26	70	152	329	14	591
	% of Total	4%	12%	26%	56%	2%	100%
2008-2009	Total	25	71	135	342	18	591
	% of Total	4%	12%	23%	58%	3%	100%
2007-2008	Total	24	82	182	315	4	607
	% of Total	4%	14%	30%	52%	1%	100%

Composite Measure	Question	Member Type		2013-2014 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Feel safe with clinicians	Lackawanna	Priority	Child	-	-	1	20	1	22	
				Adult	-	8	14	66	5	93	
			Other Priority	Child	-	1	6	52	-	59	
				Adult	1	3	13	30	-	47	
			Complaint or Grievance	Child	-	-	1	16	-	17	
				Adult	-	-	-	2	-	2	
		Luzerne	Priority	Child	1	1	3	13	-	18	
				Adult	4	13	11	66	4	98	
			Other Priority	Child	-	4	9	77	3	93	
				Adult	-	6	16	60	2	84	
			Complaint or Grievance	Child	-	1	4	19	1	25	
				Adult	-	-	1	2	-	3	
		Susquehanna	Priority	Child	-	-	-	2	-	2	
				Adult	2	1	1	5	1	10	
			Other Priority	Child	-	-	2	18	-	20	
				Adult	-	-	-	11	1	12	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	-	2	7	-	9	
				Adult	-	-	-	6	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				8	38	84	476	18	624
		% of Total				1%	6%	13%	76%	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
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%
2009-2010	Total	11	36	108	419	17	591
	% of Total	2%	6%	18%	71%	3%	100%
2008-2009	Total	10	34	78	447	22	591
	% of Total	2%	6%	13%	76%	4%	100%
2007-2008	Total	10	49	115	426	5	605
	% of Total	2%	8%	19%	70%	1%	100%

Composite Measure	Question	Member Type		2013-2014 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Involved as much as you wanted in treatment	Lackawanna	Priority	Child	-	1	3	17	1	22
				Adult	8	7	27	46	5	93
			Other Priority	Child	1	6	11	41	-	59
				Adult	2	7	15	23	-	47
			Complaint or Grievance	Child	-	2	2	13	-	17
				Adult	-	-	-	2	-	2
		Luzerne	Priority	Child	-	1	3	14	-	18
				Adult	10	7	23	53	5	98
			Other Priority	Child	-	-	14	76	3	93
				Adult	3	17	19	44	1	84
			Complaint or Grievance	Child	-	-	4	20	1	25
				Adult	-	-	-	3	-	3
		Susquehanna	Priority	Child	-	1	1	-	-	2
				Adult	1	2	3	3	1	10
			Other Priority	Child	-	-	7	13	-	20
				Adult	-	1	2	7	2	12
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	1
				Adult	-	-	-	2	-	2
			Other Priority	Child	-	-	3	6	-	9
				Adult	-	-	2	4	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Total			25	52	140	388	19	624
		% of Total			4%	8%	22%	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
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%
2009-2010	Total	22	68	122	364	15	591
	% of Total	4%	12%	21%	62%	3%	100%
2008-2009	Total	18	59	101	389	24	591
	% of Total	3%	10%	17%	66%	4%	100%
2007-2008	Total	24	60	117	394	12	607
	% of Total	4%	10%	19%	65%	2%	100%

Composite Measure	Question	Member Type		2013-2014 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	3	5	-	-	8
				Adult	1	8	5	-	14
			Other Priority	Child	5	5	12	-	22
				Adult	2	5	3	-	10
			Complaint or Grievance	Child	1	2	8	-	11
				Adult	-	-	2	-	2
		Luzerne	Priority	Child	2	2	2	-	6
				Adult	4	9	19	-	32
			Other Priority	Child	5	6	18	-	29
				Adult	4	6	18	-	28
			Complaint or Grievance	Child	3	8	7	1	19
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	-	1	-	-	1
				Adult	-	-	-	-	-
			Other Priority	Child	3	1	2	-	6
				Adult	-	1	1	-	2
			Complaint or Grievance	Child	-	-	1	-	1
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	1	-	-	-	1
				Adult	-	-	-	-	-
			Other Priority	Child	-	2	3	-	5
				Adult	-	-	1	-	1
Complaint or Grievance	Child		-	-	-	-	-		
	Adult		-	-	-	-	-		
Total				34	61	102	1	198	
% of Total				17%	31%	52%	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
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%
2009-2010	Total	36	62	76	1	175
	% of Total	21%	35%	43%	1%	100%
2008-2009	Total	39	57	86	5	187
	% of Total	21%	30%	46%	3%	100%
2007-2008	Total	53	42	99	1	195
	% of Total	27%	22%	51%	1%	100%

Composite Measure	Question	Member Type		2013-2014 Responses					
				Big Problem	Small Problem	Not a Problem	No Reply	Total	
Getting Treatment and Information from CCBHO	Helpfulness of customer service*	Lackawanna	Priority	Child	-	-	4	-	4
				Adult	4	3	11	1	19
			Other Priority	Child	3	3	2	1	9
				Adult	2	3	2	-	7
			Complaint or Grievance	Child	1	-	2	-	3
				Adult	-	-	-	-	0
		Luzerne	Priority	Child	1	1	1	-	3
				Adult	4	5	7	3	19
			Other Priority	Child	-	3	1	1	5
				Adult	2	5	8	-	15
			Complaint or Grievance	Child	1	5	-	-	6
				Adult	-	1	-	-	1
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	-	-	-	-	-
			Other Priority	Child	1	-	-	-	1
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	-	-	1	-	1
			Other Priority	Child	-	-	-	-	-
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Total			19	29	39	6	93
		% of Total			20%	31%	42%	6%	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
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%
2009-2010	Total	26	24	36	5	91
	% of Total	29%	26%	40%	5%	100%
2008-2009	Total	12	22	43	9	86
	% of Total	14%	26%	50%	10%	100%
2007-2008	Total	27	24	47	3	101
	% of Total	27%	24%	47%	3%	100%

Composite Measure	Question	Member Type		2013-2014 Responses							
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total	
Member Grievance and Complaint Process	Satisfaction with Grievance Process	Lackawanna	Priority	Child	1	-	6	1	13	3	24
				Adult	4	1	30	10	51	6	102
			Other Priority	Child	1	1	16	8	33	9	68
				Adult	-	2	15	5	33	4	59
			Complaint or Grievance	Child	-	3	9	4	6	-	22
				Adult	-	-	1	-	1	-	2
		Luzerne	Priority	Child	1	1	5	3	8	1	19
				Adult	6	4	34	11	43	14	112
			Other Priority	Child	3	2	29	12	59	11	116
				Adult	2	2	33	9	50	6	102
			Complaint or Grievance	Child	4	6	8	7	10	1	36
				Adult	-	1	1	1	1	-	4
		Susquehanna	Priority	Child	-	-	-	-	2	-	2
				Adult	-	1	1	1	7	1	11
			Other Priority	Child	-	-	6	4	12	-	22
				Adult	-	-	6	1	7	-	14
			Complaint or Grievance	Child	-	-	1	-	-	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	1	-	1
				Adult	-	-	1	1	1	-	3
			Other Priority	Child	-	-	2	1	8	2	13
				Adult	-	-	1	1	4	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
Total				22	24	205	80	350	58	739	
% of Total				3%	3%	28%	11%	47%	8%	100%	

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
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%
2009-2010	Total	21	39	162	79	332	37	670
	% of Total	3%	6%	24%	12%	50%	6%	100%
2008-2009	Total	30	27	152	83	319	81	692
	% of Total	4%	4%	22%	12%	46%	12%	100%
2007-2008	Total	34	34	173	54	341	62	698
	% of Total	5%	5%	26%	8%	51%	9%	100%

Composite Measure	Question	Member Type		2013-2014 Responses								
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total		
Member Grievance and Complaint Process	Satisfaction with Complaint Process	Lackawanna	Priority	Child	1	-	6	1	14	2	24	
				Adult	3	1	35	7	49	7	102	
			Other Priority	Child	1	2	14	7	35	9	68	
				Adult	-	1	14	8	32	4	59	
			Complaint or Grievance	Child	-	-	9	3	10	-	22	
				Adult	-	-	1	-	1	-	2	
		Luzerne	Priority	Child	1	-	5	3	9	1	19	
				Adult	3	6	34	12	45	12	112	
			Other Priority	Child	2	1	35	11	59	8	116	
				Adult	1	3	33	6	53	6	102	
			Complaint or Grievance	Child	1	5	10	8	11	1	36	
				Adult	-	1	1	1	1	-	4	
		Susquehanna	Priority	Child	-	1	-	-	1	-	2	
				Adult	1	1	1	-	7	1	11	
			Other Priority	Child	-	-	5	4	13	-	22	
				Adult	-	-	5	-	9	-	14	
			Complaint or Grievance	Child	-	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	1	-	1	
				Adult	-	-	1	1	1	-	3	
			Other Priority	Child	1	-	2	1	9	-	13	
				Adult	-	-	1	1	4	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				15	22	213	74	364	51	739
		% of Total				2%	3%	29%	10%	49%	7%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
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%
2009-2010	Total	20	39	161	69	347	34	670
	% of Total	3%	6%	24%	10%	52%	5%	100%
2008-2009	Total	28	23	154	102	315	70	692
	% of Total	4%	3%	22%	15%	46%	10%	100%
2007-2008	Total	31	37	190	41	338	61	698
	% of Total	4%	5%	27%	6%	48%	9%	100%

Composite Measure	Question	Member Type		2013-2014 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	5	5	9	4	-	1	24
				Adult	24	32	32	8	1	5	102
			Other Priority	Child	18	30	14	3	1	2	68
				Adult	21	17	17	-	4	-	59
			Complaint or Grievance	Child	4	11	5	1	-	1	22
				Adult	2	-	-	-	-	-	2
		Luzerne	Priority	Child	4	6	8	1	-	-	19
				Adult	24	41	29	2	7	9	112
			Other Priority	Child	28	62	18	4	2	2	116
				Adult	29	35	24	6	4	4	102
			Complaint or Grievance	Child	4	17	9	1	1	4	36
				Adult	2	1	-	1	-	-	4
		Susquehanna	Priority	Child	-	-	2	-	-	-	2
				Adult	3	2	3	1	-	2	11
			Other Priority	Child	7	12	3	-	-	-	22
				Adult	4	3	4	1	-	2	14
			Complaint or Grievance	Child	-	-	-	-	1	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	-	1
				Adult	1	2	-	-	-	-	3
			Other Priority	Child	4	5	3	-	1	-	13
				Adult	1	2	3	-	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
Total				185	283	184	33	22	32	739	
% of Total				25%	38%	25%	4%	3%	4%	100%	

		Previous Years' Responses						
		Much Better	A little better	About the same	A little worse	Much worse	No Reply	Total
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%
2009-2010	Total	160	229	160	42	70	9	670
	% of Total	24%	34%	24%	6%	10%	1%	100%
2008-2009	Total	182	226	164	39	50	31	692
	% of Total	26%	33%	24%	6%	7%	4%	100%
2007-2008	Total	197	241	181	28	23	28	698
	% of Total	28%	35%	26%	4%	3%	4%	100%

Composite Measure	Question	Member Type		2013-2014 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	8	8	5	-	1	24
				Adult	23	25	34	13	3	4	102
			Other Priority	Child	15	30	17	3	1	2	68
				Adult	16	23	15	3	2	-	59
			Complaint or Grievance	Child	3	10	7	1	-	1	22
				Adult	1	1	-	-	-	-	2
		Luzerne	Priority	Child	3	8	7	1	-	-	19
				Adult	19	38	28	11	6	10	112
			Other Priority	Child	24	58	30	2	-	2	116
				Adult	26	32	33	4	2	5	102
			Complaint or Grievance	Child	7	13	11	1	1	3	36
				Adult	1	2	-	1	-	-	4
		Susquehanna	Priority	Child	-	-	2	-	-	-	2
				Adult	4	2	2	1	1	1	11
			Other Priority	Child	5	14	3	-	-	-	22
				Adult	4	3	5	1	-	1	14
			Complaint or Grievance	Child	-	-	-	-	1	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	-	1
				Adult	1	1	1	-	-	-	3
			Other Priority	Child	1	7	4	-	1	-	13
				Adult	-	2	4	-	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
Total				155	277	212	47	18	30	739	
% of Total				21%	37%	29%	6%	2%	4%	100%	

		Previous Years' Responses						
		Much Better	A little better	About the same	A little worse	Much worse	No Reply	Total
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%
2009-2010	Total	154	202	205	36	63	10	670
	% of Total	23%	30%	31%	5%	9%	1%	100%
2008-2009	Total	167	216	200	27	50	32	692
	% of Total	24%	31%	29%	4%	7%	5%	100%
2007-2008	Total	173	242	205	36	19	23	698
	% of Total	25%	35%	29%	5%	3%	3%	100%

Composite Measure	Question	Member Type		2013-2014 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	5	7	7	3	-	2	24
				Adult	24	25	38	7	5	3	102
			Other Priority	Child	17	28	19	3	-	1	68
				Adult	13	22	18	-	5	1	59
			Complaint or Grievance	Child	4	10	6	1	-	1	22
				Adult	2	-	-	-	-	-	2
		Luzerne	Priority	Child	3	13	3	-	-	-	19
				Adult	20	31	35	7	9	10	112
			Other Priority	Child	29	54	28	3	-	2	116
				Adult	25	28	34	10	2	3	102
			Complaint or Grievance	Child	6	16	11	-	-	3	36
				Adult	-	3	-	1	-	-	4
		Susquehanna	Priority	Child	-	1	1	-	-	-	2
				Adult	2	3	3	2	-	1	11
			Other Priority	Child	4	13	4	1	-	-	22
				Adult	3	5	1	3	-	2	14
			Complaint or Grievance	Child	1	-	-	-	-	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	-	1
				Adult	2	1	-	-	-	-	3
			Other Priority	Child	3	5	5	-	-	-	13
				Adult	-	-	6	-	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
Total				163	265	220	41	21	29	739	
% of Total				22%	36%	30%	6%	3%	4%	100%	

		Previous Years' Responses						
		Much Better	A little better	About the same	A little worse	Much worse	No Reply	Total
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%
2009-2010	Total	135	210	188	45	80	12	670
	% of Total	20%	31%	28%	7%	12%	2%	100%
2008-2009	Total	152	215	200	51	47	27	692
	% of Total	22%	31%	29%	7%	7%	4%	100%
2007-2008	Total	164	238	203	48	19	26	698
	% of Total	23%	34%	29%	7%	3%	4%	100%

Composite Measure	Question	Member Type			2013-2014 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	5	7	6	4	1	1	24		
				Adult	24	27	32	12	4	3	102		
			Other Priority	Child	13	31	16	5	2	1	68		
				Adult	17	20	15	4	3	-	59		
			Complaint or Grievance	Child	4	10	6	-	1	1	22		
				Adult	2	-	-	-	-	-	2		
		Luzerne	Priority	Child	3	8	5	2	1	-	19		
				Adult	22	37	32	3	9	9	112		
			Other Priority	Child	21	62	23	6	2	2	116		
				Adult	22	37	31	5	3	4	102		
			Complaint or Grievance	Child	7	17	5	3	1	3	36		
				Adult	2	1	1	-	-	-	4		
		Susquehanna	Priority	Child	-	-	1	1	-	-	2		
				Adult	4	1	4	-	1	1	11		
			Other Priority	Child	5	12	4	1	-	-	22		
				Adult	3	5	4	1	-	1	14		
			Complaint or Grievance	Child	1	-	-	-	-	-	1		
				Adult	-	-	-	-	-	-	-		
		Wyoming	Priority	Child	-	-	1	-	-	-	1		
				Adult	1	2	-	-	-	-	3		
			Other Priority	Child	3	4	5	-	1	-	13		
				Adult	1	2	3	-	-	-	6		
			Complaint or Grievance	Child	-	-	-	-	-	-	-		
				Adult	-	-	-	-	-	-	-		
		Total					160	283	194	47	29	26	739
		% of Total					22%	38%	26%	6%	4%	4%	100%

		Previous Years' Responses						
		Much Better	A little better	About the same	A little worse	Much worse	No Reply	Total
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%
2009-2010	Total	137	217	148	79	78	11	670
	% of Total	20%	32%	22%	12%	12%	2%	100%
2008-2009	Total	146	183	196	82	56	29	692
	% of Total	21%	26%	28%	12%	8%	4%	100%
2007-2008	Total	168	249	169	53	28	31	698
	% of Total	24%	36%	24%	8%	4%	4%	100%

Composite Measure	Question	Member Type		2013-2014 Responses						
				Yes	No	N/A	No Reply	Total		
Information about Options*	Told about self-help or consumer run programs**	Lackawanna	Priority	Child	-	-	-	-	-	
				Adult	37	49	3	4	93	
			Other Priority	Child	-	-	-	-	-	
				Adult	25	15	7	-	47	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	2	-	-	2	
		Luzerne	Priority	Child	-	-	-	-	-	
				Adult	51	38	4	5	98	
			Other Priority	Child	-	-	-	-	-	
				Adult	49	29	4	2	84	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	3	-	-	3	
		Susquehanna	Priority	Child	-	-	-	-	-	
				Adult	-	9	-	1	10	
			Other Priority	Child	-	-	-	-	-	
				Adult	3	5	2	2	12	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	-	2	-	-	2	
			Other Priority	Child	-	-	-	-	-	
				Adult	4	1	1	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				169	153	21	14	357
		% of Total				47%	43%	6%	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
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%
2009-2010	Total	142	157	26	18	343
	% of Total	42%	46%	8%	5%	100%
2008-2009	Total	134	135	38	9	316
	% of Total	42%	43%	12%	3%	100%
2007-2008	Total	156	134	11	11	312
	% of Total	50%	43%	4%	4%	100%

Composite Measure	Question	Member Type		2013-2014 Responses				
				Yes	No	No Reply	Total	
Information about Options*	Told about different treatments that are available for condition	Lackawanna	Priority	Child	12	9	1	22
				Adult	44	43	6	93
			Other Priority	Child	35	22	2	59
				Adult	32	14	1	47
			Complaint or Grievance	Child	10	7	-	17
				Adult	-	2	-	2
		Luzerne	Priority	Child	17	1	-	18
				Adult	58	34	6	98
			Other Priority	Child	68	22	3	93
				Adult	49	35	-	84
			Complaint or Grievance	Child	17	7	1	25
				Adult	1	2	-	3
		Susquehanna	Priority	Child	-	2	-	2
				Adult	2	7	1	10
			Other Priority	Child	12	8	-	20
				Adult	7	5	-	12
			Complaint or Grievance	Child	-	1	-	1
				Adult	-	-	-	-
		Wyoming	Priority	Child	1	-	-	1
				Adult	1	1	-	2
			Other Priority	Child	6	3	-	9
				Adult	2	4	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total			374	229	21	624		
% of Total			60%	37%	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
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%
2009-2010	Total	329	238	24	591
	% of Total	56%	41%	4%	100%
2008-2009	Total	333	218	40	591
	% of Total	56%	37%	7%	100%
2007-2008	Total	348	239	20	607
	% of Total	57%	39%	3%	100%

Composite Measure	Question	Member Type		2013-2014 Responses						
				Yes	No	N/A	No Reply	Total		
Information about Options*	Goals of child's treatment discussed completely with you**	Lackawanna	Priority	Child	15	5	1	1	22	
				Adult	-	-	-	-	-	
			Other Priority	Child	50	7	2	-	59	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	17	-	-	-	17	
				Adult	-	-	-	-	-	
		Luzerne	Priority	Child	14	2	2	-	18	
				Adult	-	-	-	-	-	
			Other Priority	Child	81	9	1	2	93	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	20	4	-	1	25	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	1	1	-	-	2	
				Adult	-	-	-	-	-	
			Other Priority	Child	19	-	1	-	20	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	1	-	-	-	1	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	1	-	-	-	1	
				Adult	-	-	-	-	-	
			Other Priority	Child	7	1	1	-	9	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				226	29	8	4	267
		% of Total				85%	11%	3%	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
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%
2009-2010	Total	179	43	17	9	248
	% of Total	72%	17%	7%	4%	100%
2008-2009	Total	212	42	9	12	275
	% of Total	77%	15%	3%	4%	100%
2007-2008	Total	257	33	2	3	295
	% of Total	87%	11%	1%	1%	100%

Composite Measure	Question	Member Type		2013-2014 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	9	10	2	22	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	1	9	18	30	-	59	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	1	7	9	-	17	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	2	3	4	8	-	18	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	2	7	23	55	4	93	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	1	2	6	15	1	25	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	1	1	-	-	2	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	2	6	11	-	20	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	-	-	1	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	2	3	3	-	9	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				6	28	78	142	7	267
		% of Total				2%	10%	29%	53%	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
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%
2009-2010	Total	9	34	69	108	8	248
	% of Total	4%	14%	28%	44%	3%	100%
2008-2009	Total	10	36	61	148	6	261
	% of Total	4%	14%	23%	57%	2%	100%
2007-2008	Total	17	21	85	170	2	295
	% of Total	6%	7%	29%	58%	1%	100%

Composite Measure	Question	Member Type		2013-2014 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	-	2	9	9	2	22	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	2	10	10	33	4	59	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	1	5	11	-	17	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	1	3	5	9	-	18	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	6	9	17	57	4	93	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	4	4	16	1	25	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	1	-	2	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	3	5	11	1	20	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	1	-	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	1	1	7	-	9	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				9	33	58	155	12	267
		% of Total				3%	12%	22%	58%	4%	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
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%
2009-2010	Total	22	37	51	108	30	248
	% of Total	9%	15%	21%	44%	12%	100%
2008-2009	Total	9	41	66	137	17	270
	% of Total	3%	15%	24%	51%	6%	100%
2007-2008	Total	18	48	74	148	7	295
	% of Total	6%	16%	25%	50%	2%	100%

Single Item Measures

Single Item Measure	Question	Member Type		2013-2014 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	12	5	-	22	
				Adult	6	15	42	29	1	93	
			Other Priority	Child	1	12	15	30	1	59	
				Adult	5	16	13	12	1	47	
			Complaint or Grievance	Child	-	4	8	5	-	17	
				Adult	1	-	1	-	-	2	
		Luzerne	Priority	Child	-	3	8	7	-	18	
				Adult	11	16	41	27	3	98	
			Other Priority	Child	5	18	39	28	3	93	
				Adult	7	20	30	26	1	84	
			Complaint or Grievance	Child	1	4	9	11	-	25	
				Adult	-	-	1	2	-	3	
		Susquehanna	Priority	Child	-	1	-	1	-	2	
				Adult	1	3	1	4	1	10	
			Other Priority	Child	1	6	6	7	-	20	
				Adult	-	1	4	5	2	12	
			Complaint or Grievance	Child	-	-	1	-	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	-	6	3	-	9	
				Adult	-	-	2	4	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				41	122	239	209	13	624
		% of Total				7%	20%	38%	33%	2%	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
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%
2009-2010	Total	42	115	231	190	13	591
	% of Total	7%	19%	39%	32%	2%	100%
2008-2009	Total	49	107	213	219	3	591
	% of Total	8%	18%	36%	37%	1%	100%
2007-2008	Total	44	114	236	207	6	607
	% of Total	7%	19%	39%	34%	1%	100%

Single Item Measure	Question	Member Type		2013-2014 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	15	5	-	20	
				Adult	66	20	-	86	
			Other Priority	Child	39	2	-	41	
				Adult	31	9	1	41	
			Complaint or Grievance	Child	10	2	-	12	
				Adult	1	-	-	1	
		Luzerne	Priority	Child	13	-	2	15	
				Adult	60	30	1	91	
			Other Priority	Child	61	4	1	66	
				Adult	56	17	1	74	
			Complaint or Grievance	Child	15	1	1	17	
				Adult	1	2	-	3	
		Susquehanna	Priority	Child	1	1	-	2	
				Adult	4	3	1	8	
			Other Priority	Child	11	5	-	16	
				Adult	8	-	-	8	
			Complaint or Grievance	Child	1	-	-	1	
				Adult	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	
				Adult	2	-	-	2	
			Other Priority	Child	6	2	-	8	
				Adult	4	2	-	6	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Total				405	105	8	518
		% of Total				78%	20%	2%	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
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%
2009-2010	Total	373	122	3	498
	% of Total	75%	24%	1%	100%
2008-2009	Total	386	110	5	501
	% of Total	77%	22%	1%	100%
2007-2008	Total	409	106	6	521
	% of Total	79%	20%	1%	100%

Single Item Measure	Question	Member Type		2013-2014 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	27	58	3	5	93
			Other Priority	Child	-	-	-	-	-
				Adult	19	24	3	1	47
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	-	2	-	-	2	
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	46	47	2	3	98
			Other Priority	Child	-	-	-	-	-
				Adult	35	41	5	3	84
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	1	2	-	-	3	
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	1	8	-	1	10
			Other Priority	Child	-	-	-	-	-
				Adult	4	5	1	2	12
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	2	-	-	-	2
			Other Priority	Child	-	-	-	-	-
				Adult	2	2	2	-	6
Complaint or Grievance	Child	-	-	-	-	-			
	Adult	-	-	-	-	-			
Total			137	189	16	15	357		
% of Total			38%	53%	4%	4%	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
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%
2009-2010	Total	138	166	28	11	343
	% of Total	40%	48%	8%	3%	100%
2008-2009	Total	137	137	34	8	316
	% of Total	43%	43%	11%	3%	100%
2007-2008	Total	117	171	12	12	312
	% of Total	38%	55%	4%	4%	100%

Single Item Measure	Question	Member Type		2013-2014 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	10	1	22
				Adult	58	25	10	93
			Other Priority	Child	43	14	2	59
				Adult	38	9	-	47
			Complaint or Grievance	Child	14	3	-	17
				Adult	1	1	-	2
		Luzerne	Priority	Child	14	4	-	18
				Adult	61	28	9	98
			Other Priority	Child	75	15	3	93
				Adult	59	24	1	84
			Complaint or Grievance	Child	18	6	1	25
				Adult	2	1	-	3
		Susquehanna	Priority	Child	-	2	-	2
				Adult	6	3	1	10
			Other Priority	Child	15	5	-	20
				Adult	9	3	-	12
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	1	-	1
				Adult	2	-	-	2
			Other Priority	Child	5	4	-	9
				Adult	3	3	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total			435	161	28	624		
% of Total			70%	26%	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
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%
2009-2010	Total	375	183	33	591
	% of Total	64%	31%	6%	100%
2008-2009	Total	387	162	42	591
	% of Total	65%	27%	7%	100%
2007-2008	Total	425	160	22	607
	% of Total	70%	26%	4%	100%

Single Item Measure	Question	Member Type		2013-2014 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	18	2	2	22	
				Adult	67	21	5	93	
			Other Priority	Child	52	5	2	59	
				Adult	42	5	-	47	
			Complaint or Grievance	Child	14	3	-	17	
				Adult	2	-	-	2	
		Luzerne	Priority	Child	15	3	-	18	
				Adult	73	18	7	98	
			Other Priority	Child	79	11	3	93	
				Adult	68	14	2	84	
			Complaint or Grievance	Child	22	2	1	25	
				Adult	2	1	-	3	
		Susquehanna	Priority	Child	2	-	-	2	
				Adult	5	4	1	10	
			Other Priority	Child	17	3	-	20	
				Adult	10	2	-	12	
			Complaint or Grievance	Child	1	-	-	1	
				Adult	-	-	-	-	
		Wyoming	Priority	Child	-	1	-	1	
				Adult	2	-	-	2	
			Other Priority	Child	8	1	-	9	
				Adult	5	1	-	6	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Total				504	97	23	624
		% of Total				81%	16%	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
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%
2009-2010	Total	467	100	24	591
	% of Total	79%	17%	4%	100%
2008-2009	Total	436	100	55	591
	% of Total	74%	17%	9%	100%
2007-2008	Total	485	99	23	607
	% of Total	80%	16%	4%	100%

Single Item Measure	Question	Member Type		2013-2014 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	14	7	1	22
				Adult	69	19	5	93
			Other Priority	Child	53	4	2	59
				Adult	37	9	1	47
			Complaint or Grievance	Child	15	2	-	17
				Adult	2	-	-	2
		Luzerne	Priority	Child	15	3	-	18
				Adult	73	16	9	98
			Other Priority	Child	81	8	4	93
				Adult	62	20	2	84
			Complaint or Grievance	Child	23	1	1	25
				Adult	3	-	-	3
		Susquehanna	Priority	Child	2	-	-	2
				Adult	7	1	2	10
			Other Priority	Child	17	3	-	20
				Adult	9	2	1	12
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	1	1
				Adult	2	-	-	2
			Other Priority	Child	7	2	-	9
				Adult	6	-	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total			498	97	29	624		
% of Total			80%	16%	5%	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
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%
2009-2010	Total	446	125	20	591
	% of Total	75%	21%	3%	100%
2008-2009	Total	425	123	43	591
	% of Total	72%	21%	7%	100%
2007-2008	Total	463	124	20	607
	% of Total	76%	20%	3%	100%

Single Item Measure	Question	Member Type		2013-2014 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	2	19	1	22
				Adult	6	83	4	93
			Other Priority	Child	4	51	4	59
				Adult	4	42	1	47
		Complaint or Grievance	Child	1	16	-	17	
			Adult	-	2	-	2	
		Luzerne	Priority	Child	2	16	-	18
				Adult	11	80	7	98
			Other Priority	Child	6	83	4	93
				Adult	11	72	1	84
		Complaint or Grievance	Child	8	17	-	25	
			Adult	-	3	-	3	
		Susquehanna	Priority	Child	-	2	-	2
				Adult	-	9	1	10
			Other Priority	Child	1	18	1	20
				Adult	-	12	-	12
		Complaint or Grievance	Child	-	1	-	1	
			Adult	-	-	-	-	
		Wyoming	Priority	Child	-	1	-	1
				Adult	-	2	-	2
			Other Priority	Child	-	9	-	9
				Adult	-	6	-	6
		Complaint or Grievance	Child	-	-	-	-	
			Adult	-	-	-	-	
		Total			56	544	24	624
		% of Total			9%	87%	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
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%
2009-2010	Total	71	503	17	591
	% of Total	12%	85%	3%	100%
2008-2009	Total	54	498	39	591
	% of Total	9%	84%	7%	100%
2007-2008	Total	58	530	19	607
	% of Total	10%	87%	3%	100%

Single Item Measure	Question	Member Type		2013-2014 Responses					
				Yes	No	No Reply	Total		
Cultural Competency*	Care responsive to cultural needs**	Lackawanna	Priority	Child	1	-	-	1	
				Adult	2	1	1	4	
			Other Priority	Child	1	-	-	1	
				Adult	-	1	-	1	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	-	
				Adult	4	4	-	8	
			Other Priority	Child	2	-	-	2	
				Adult	7	-	2	9	
			Complaint or Grievance	Child	1	-	-	1	
				Adult	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	
				Adult	-	-	-	-	
			Other Priority	Child	-	-	-	-	
				Adult	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	
				Adult	-	-	-	-	
			Other Priority	Child	-	-	-	-	
				Adult	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Total				18	6	3	27
		% of Total				67%	22%	11%	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. 576 Members responded that they did not have cultural needs that made a difference in what kind of treatment needed and 21 Members did not respond.

		Previous Years' Responses			
		Yes	No	No Reply	Total
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%
2009-2010	Total	19	13	2	34
	% of Total	56%	38%	6%	100%
2008-2009	Total	18	3	1	22
	% of Total	82%	14%	5%	100%
2007-2008	Total	25	14	0	39
	% of Total	64%	36%	0%	100%

Composite Measure	Question	Member Type		2013-2014 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	4	6	11	1	24	
				Adult	6	17	29	45	5	102	
			Other Priority	Child	3	12	16	35	2	68	
				Adult	5	6	14	32	2	59	
			Complaint or Grievance	Child	1	1	4	16	-	22	
				Adult	-	1	1	-	-	2	
		Luzerne	Priority	Child	2	3	7	7	-	19	
				Adult	8	14	32	51	7	112	
			Other Priority	Child	6	11	29	67	3	116	
				Adult	5	10	42	42	3	102	
			Complaint or Grievance	Child	5	1	12	17	1	36	
				Adult	-	-	2	2	-	4	
		Susquehanna	Priority	Child	-	-	2	-	-	2	
				Adult	1	3	2	4	1	11	
			Other Priority	Child	1	-	9	12	-	22	
				Adult	-	1	3	9	1	14	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	-	-	-	1	
				Adult	-	-	-	3	-	3	
			Other Priority	Child	1	2	4	6	-	13	
				Adult	-	1	2	3	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				46	88	216	363	26	739
		% of Total				6%	12%	29%	49%	4%	100%

		Previous Years' Responses					
		Not at all	A little	Somewhat	A lot	No Reply	Total
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%
2009-2010	Total	36	115	194	313	12	670
	% of Total	5%	17%	29%	47%	2%	100%
2008-2009	Total	27	87	207	342	29	692
	% of Total	4%	13%	30%	49%	4%	100%
2007-2008	Total	38	94	212	343	11	698
	% of Total	5%	13%	30%	49%	2%	100%

Member Type			Rating of Counseling/Treatment 2012-2013 Responses											
			0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
Lackawanna	Priority	Child	-	-	-	-	1	5	3	1	3	3	6	22
		Adult	1	2	2	4	4	7	8	9	21	9	29	96
	Other Priority	Child	1	-	-	-	4	7	4	8	13	11	18	66
		Adult	2	-	2	1	1	3	1	7	14	7	20	58
	Complaint or Grievance	Child	-	-	-	-	-	1	-	3	5	2	11	22
		Adult	-	-	-	-	-	-	1	-	1	-	-	2
Luzerne	Priority	Child	1	-	-	1	-	1	-	6	2	2	6	19
		Adult	6	2	3	2	5	13	1	10	17	11	35	105
	Other Priority	Child	2	-	2	2	2	3	6	11	25	18	40	111
		Adult	2	-	1	4	1	8	8	17	18	10	30	99
	Complaint or Grievance	Child	2	-	-	-	1	3	4	-	7	3	14	34
		Adult	-	-	-	-	-	1	1	-	1	1	-	4
Susquehanna	Priority	Child	-	-	-	-	-	1	1	-	-	-	-	2
		Adult	-	-	-	-	1	2	-	1	2	1	3	10
	Other Priority	Child	-	-	-	-	1	1	2	3	5	2	8	22
		Adult	-	-	-	-	1	-	-	1	4	2	6	14
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	1	-	1
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Wyoming	Priority	Child	-	-	-	-	-	-	-	1	-	-	-	1
		Adult	-	-	-	-	-	-	-	-	1	-	2	3
	Other Priority	Child	-	-	-	-	-	-	1	3	1	2	5	12
		Adult	-	-	-	-	1	-	1	-	1	-	3	6
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
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%

*30 surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
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%
2009-2010	Total	16	10	11	18	30	57	37	82	111	81	204	657
	% of Total	2%	2%	2%	3%	5%	9%	6%	12%	17%	12%	31%	100%
2008-2009	Total	16	9	9	14	21	61	33	75	110	76	234	658
	% of Total	2%	1%	1%	2%	3%	9%	5%	11%	17%	12%	36%	100%
2007-2008	Total responses	9	12	20	19	18	65	42	67	125	93	207	677
	% of Total	1%	2%	3%	3%	3%	10%	6%	10%	18%	14%	31%	100%