Fiscal Year 2016-2017

Annual Experience of Care and Health Outcomes (ECHOTM) 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 (ECHOTM) 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 ECHOTM 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 ECHOTM Survey instructions, it was determined that the sampling protocol (called Sample A) most highly recommended by the ECHOTM 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;
- o The individual was enrolled in the organization when the sample was drawn;
- o 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 are 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	189	3%
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	1,307	23%
Members who filed a Complaint or Grievance	184	3%
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 40,516 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	Priority	609	101	142	20	872
Service Center	Other Priority	3,095	504	303	47	3,949
of Wyoming	Total	3,704	605	445	67	4,821
Children's	Priority	1	1	-	-	2
Behavioral	Other Priority	179	179	9	9	376
Health	Total	180	180	9	9	378
Community	Priority	33	7	3,308	457	3,805
Counseling Services of	Other Priority	359	47	1,168	161	1,735
NEPA	Total	392	54	4,476	618	5,540
	Priority	222	84	1,073	403	1,782
First Hospital	Other Priority	70	28	117	45	260
	Total	292	112	1,190	448	2,042
Northeast	Priority	201	34	1,793	289	2,317
Counseling	Other Priority	746	121	1,422	228	2,517
Services	Total	947	155	3,215	517	4,834
Scranton	Priority	404	40	2,453	262	3,159
Counseling	Other Priority	1,437	155	2,026	215	3,833
Services	Total	1,841	195	4,479	477	6,992
Northwestern	Priority	130	61	546	262	999
Human	Other Priority	425	208	290	141	1,064
Services	Total	555	269	836	403	2,063
	Priority	673	52	3,704	274	4,703
Remaining Members	Other Priority	4,197	300	9,381	681	14,559
- Morribor 5	Total	4,870	352	13,085	955	19,262
Members who f	iled a Complaint or Grievance	145	145	39	39	184
	Grand Total	12,926	2,067	27,774	3,533	5,600

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	1,922	34%
18 & Older	3,494	62%
Members who filed a complaint or grievance	184	3%
Total Surveys Distributed	5,600	100%

The Member Surveys were distributed through a "waved" mail out process outlined by the ECHOTM 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. Nineteen (<1%) Members completed the survey using the website. In 2016-2017, the Alliance also sent out a fourth mailing and extended the survey return time to solicit a greater response rate.

Survey Completion Rate

The optimal goal of receiving a minimum of 600 completed Member Surveys was exceeded. The Alliance received 686 unduplicated surveys, representing a 12% response rate (remaining the same as during 2015-2016, decreasing from a 14% response rate as during 2014-2015, decreasing from a 14% response rate 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 686 survey completers, 40 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 646 unduplicated surveys, which includes a small number of surveys (17) completed by a proxy (someone other than the Member).

			Surveys Receive	d
		Under 18	18 & Older	Total
	Priority	21	108	129
Lackawanna	Other Priority	58	80	138
	Members who filed a complaint or grievance	10	1	11
	Priority	16	113	129
Luzerne	Other Priority	91	68	159
	Members who filed a complaint or grievance	3	1	4
	Priority	3	5	8
Susquehanna	Other Priority	19	23	42
	Members who filed a complaint or grievance	-	-	-
	Priority	4	6	10
Wyoming	Other Priority	10	6	16
	Members who filed a complaint or grievance	-	-	-
	Total	235	411	646

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.

		Number of Responses											
		Lackawa	anna		Luzer	ne		Susque	nanna		Wyom	ing	
Child/Adolescent	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Total
2-7	1	13	3	1	17	1	1	-	-	-	1	-	38
8-12	5	24	3	1	34	1	1	10	-	1	4	-	84
13-17	14	17	3	12	28	1	1	8	-	3	5	1	91
18	1	2	-	1	1	1	1	-	-	-	-	-	4
Total Number of Child Responses	20	56	9	15	80	2	3	18	-	4	10	-	217

^{*18} surveys showed no response.

		Number of Responses											
		Lackawa	anna		Luzerne			Susquehanna			Wyomi		
Child/Adolescent	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Total
Male	7	34	7	6	49	-	1	12	-	1	4	-	121
Female	12	18	3	6	29	-	2	5	-	3	5	-	83
Total Number of Child Responses	19	52	10	12	78	-	3	17	-	4	9	-	204

^{*31} surveys showed no response.

						Numb	er of F	Response	es				
	L	Lackawanna			Luzern	е		Susqueh	anna	Wyoming			
Adult	Priority	Other Priority	Complaint or Grievance	Total									
18 to 24	13	7	-	4	3	-	1	3	-	-	1	-	32
25 to 34	17	17	-	17	17	1	1	3	-	-	1	-	74
35 to 44	17	11	-	18	13	-	1	5	-	2	1	-	68
45 to 54	25	20	-	38	17	-	1	10	-	3	1	-	115
55 to 64	22	17	-	23	12	•	1	1	•	1	2	ı	79
65 to 74	7	2	-	3	1	1	-	-	•	-	-	ı	13
75 or older	-	1	-	-	1		-	-	-	-	-	1	1
Total Number of Adult Responses	101	75	0	103	63	1	5	22	0	6	6	0	382

^{*29} surveys showed no response.

		Number of Responses											
		Lackawar	nna		Luzerne			Susqueh	anna	Wyoming			
Adult	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Total
Male	27	26	-	34	22	-	2	9	-	2	3	-	125
Female	72	47	1	68	41	1	3	13	-	4	3	-	253
Total Number of Adult Responses	99	73	1	102	63	1	5	22	0	6	6	0	378

^{*33} surveys showed no response.

Child	I/Adolescent	White	Black or African- American	Asian	Native Hawaiian or other Pacific Islander	American Indian or Alaskan Native	Other	Total
,	Lackawanna	14	5	1	-	-	1	21
orits	Luzerne	10	5	-	-	-	3	18
Priority	Susquehanna	3	-	-	-	-	-	3
	Wyoming	3	-	-	-	-	1	4
	Sub Total	30	10	1	-	-	5	46
,	Lackawanna	47	5	-	-	1	4	57
Other Priority	Luzerne	81	9	-	-	2	6	98
₽i≓	Susquehanna	16	4	-	-	1	2	23
	Wyoming	10	1	-	-	1	-	12
	Sub Total	154	19	-	•	5	12	190
			I	1			1	
nt ce	Lackawanna	8	1	-	-	-	1	10
ıplai or van	Luzerne	-	-	-	-	-	-	-
Complaint or Grievance	Susquehanna	-	-	-	-	-	-	-
ŭ ō	Wyoming							-
	Sub Total	8	1	-	-	•	1	10
	Grand Total	192	30	1	-	5	18	246

^{*11} 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
	Lackawanna	92	10	2	2	6	9	121
rity	Luzerne	91	12	1	3	3	10	120
Priority	Susquehanna	4	1	1	1	1	-	8
	Wyoming	5	•	-	-	1	-	5
	Sub Total	192	23	4	6	10	19	254
	Lackawanna	73	2	-	-	1	5	81
Other	Luzerne	56	5	2	1	2	11	77
Pris d	Susquehanna	20	1	-	-	-	1	22
	Wyoming	6	•	-	-	1	-	7
	Sub Total	155	8	2	1	4	17	187
ie it	Lackawanna	1	-	-		-	1	2
Complaint or Grievance	Luzerne	1	-	-	-	-	-	1
o o riev	Susquehanna	-	-	-	-	-	-	0
ပိ ဖ်	Wyoming	-	-	-	-	-	-	0
	Sub Total	2	-	-		-	1	3
	Grand Total	349	31	6	7	14	37	444

^{*19} surveys showed no response. Members were able to choose more than one response to this question.

Are you of Hispanic or Latino origi	n or descent?	
Child/Adolescent Respor	nses	Yes
,	Lackawanna	2
Priority	Luzerne	3
	Susquehanna	-
	Wyoming	1
	Sub Total	6
,	Lackawanna	9
Other	Luzerne	10
P. Q.	Susquehanna	2
	Wyoming	1
	Sub Total	22
e t	Lackawanna	2
nplaii or vvano	Luzerne	-
Complaint or Grievance	Susquehanna	-
	Wyoming	-
	Sub Total	2
	Grand Total	30

Are you of Hispanic or Latino origin or descent? Adult Responses	Yes	
	Lackawanna	7
Priority	Luzerne	7
rio	Susquehanna	-
	Wyoming	-
	Sub Total	14
	Lackawanna	5
rity	Luzerne	5
Other	Susquehanna	4
<u> </u>	Wyoming	5
	Sub Total	19
≠ •	Lackawanna	-
olair r anc	Luzerne	-
Complaint or Grievance	Susquehanna	-
<u>ა</u> დ	Wyoming	-
	Sub Total	
	Grand Total	33

What is the hig level of scho compl	ol you have	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
	Priority	5	13	52	24	5	2	101
Lackawanna	Other Priority	2	6	34	24	6	5	77
	Complaint or Grievance	-	-	1	-	-	-	1
	Priority	2	12	43	34	7	8	106
Luzerne	Other Priority	4	9	38	12	3	2	68
	Complaint or Grievance	-	-	-	-	1	-	1
	Priority	-	1	3	1	-	-	5
Susquehanna	Other Priority	-	4	10	5	3	-	22
	Complaint or Grievance	-	-	-	-	-	-	-
	Priority	-	2	2	1	-	-	5
Wyoming	Other Priority	-	1	2	3	-	-	6
	Complaint or Grievance	-	-	-	-	-	-	-
	Total	13	48	185	104	25	17	392

^{*19} surveys showed no response.

If completing to regarding the your child rectarged are you related thild	e services eives, how ed to the	Mother or Father	Grandparent	Aunt or Uncle	Older Sibling	Other Sibling	Legal Guardian	No Reply	Total
	Priority	16	2	-	-	-	1	2	21
Lackawanna	Other Priority	46	11	-	-	-	-	1	58
	Complaint or Grievance	8	2	-		-	-	-	10
	Priority	9	5	-	-	-	1	1	16
Luzerne	Other Priority	69	13	3	-	-	1	5	91
	Complaint or Grievance	1	-	-	-	-	-	2	3
	Priority	3	-	-	-	-	-	-	3
Susquehanna	Other Priority	12	4	-	-	-	3	-	19
	Complaint or Grievance	-	-	-	-	-	-	-	-
	Priority	4	-	-	-	-	-	-	4
Wyoming	Other Priority	6	4	-	-	-	-	-	10
	Complaint or Grievance	-	-	-	-	-	-	-	-
	Total	174	41	3	-	0	6	11	235

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 ECHOTM Survey Reporting Measures. Overall data of those Members reporting to have used behavioral health services are shown in the following tables and graphs.

Composite	0		Manakan Tana				2016-2017	Responses		
Measure	Question		Member Type		Never	Sometimes	Usually	Always	No Reply	Total
			Duit south :	Child	1	3	2	-	1	7
		<u>a</u>	Priority	Adult	9	18	4	11	1	43
		vanr	Other Drierity	Child	7	2	3	3	5	20
		Lackawanna	Other Priority	Adult	6	13	5	7	3	34
		La	Complaint or	Child	-	1	1	1	-	3
			Grievance	Adult	-	1	-	-	-	1
			Driority	Child	1	4	1	1	-	7
			Priority	Adult	12	16	8	11	2	49
		erne	Other Drierity	Child	2	5	7	10	2	26
Κ̈́		Luzerne	Other Priority	Adult	8	11	4	8	1	32
Getting Treatment Quickly	***		Complaint or	Child	-	-	1	-	-	1
nt C	Get help by phone*		Grievance	Adult	-	-	-	-	-	-
me	y ph		Priority	Child	1	1	-	1	-	3
eat	elp k	na	PHOIITY	Adult	1	1	-	1	-	3
J Tr	et h	shan	Other Priority	Child	3	2	-	1	-	6
tting		Susquehanna	Other Phonty	Adult	3	4	1	2	-	10
Gel		Su	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	
			Driority	Child	-	-	-	-	-	•
		_	Priority	Adult	3	-	1	-	-	4
		ming	Other Priority	Child	-	1	-	-	1	2
		Wyoming	Other Phonity	Adult	1	1	-	-	-	2
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		58	84	38	57	16	253
			% of Total		23%	33%	15%	23%	6%	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					
2015 2017	Total	31	77	42	62	5	217					
2015-2016	% of Total	14%	35%	19%	29%	2%	100%					
2014-2015	Total	46	101	47	61	4	259					
2014-2015	% of Total	18%	39%	18%	24%	2%	100%					
2013-2014	Total	42	79	40	80	-	241					
2013-2014	% of Total	17%	33%	17%	33%	-	100%					
2012-2013	Total	49	83	49	59	8	248					
2012-2013	% of Total	20%	33%	20%	24%	3%	100%					
2011-2012	Total	69	104	51	64	3	291					
2011-2012	% of Total	24%	36%	18%	22%	1%	100%					

Composite	Ougation	Mombor Typo					2016-2017	Responses		
Measure	Question		Member Typ	e e	Never	Sometimes	Usually	Always	No Reply	Total
			Priority	Child	4	2	1	1	-	8
		ıa	PHOHILY	Adult	1	5	16	15	1	38
		wanr	Other	Child	1	2	1	6	-	10
		Lackawanna	Priority	Adult	2	8	6	16	1	33
		La	Complaint or	Child	-	2	2	1	-	5
			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	1	3	3	2	-	9
	*		PHOHIY	Adult	3	11	10	25	2	51
	pep	Luzerne	Other Priority	Child	1	5	4	12	-	22
kly	nee		Priority	Adult	5	6	5	8	2	26
Getting Treatment Ouickly	Get urgent treatment as soon as needed*		Complaint or	Child	-	-	-	-	-	-
nt C	soor		Grievance	Adult	-	-	-	-	-	-
mel	as:		Driority	Child	1	-	2	-	-	3
eat	nent	na	Priority	Adult	1	-	-	1	-	2
g Tr	eatn	Susquehanna	Other	Child	1	2	2	1	-	6
ttinį	nt tr	sdne	Priority	Adult	-	3	3	3	-	9
Ge	nrge	Su	Complaint or	Child	-	-	-	-	-	-
	set u		Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	1	-	1	-	2
			PHOINS	Adult	1	2	1	1	-	5
		Wyoming	Other	Child	1	1	1	-	-	3
		Wyol	Priority	Adult	1	2	-	-	-	3
			Complaint or	Child	-	-	-	-	-	-
		Grievance	Grievance	Adult	-	-	-	-	-	-
			Total		24	55	57	93	6	235
			% of Total		10%	23%	24%	40%	3%	100%

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

				Previous Yea	rs' Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	20	31	54	102	5	212
2013-2010	% of Total	9%	15%	25%	48%	2%	100%
2014-2015	Total	20	54	92	104	5	275
2014-2013	% of Total	7%	20%	33%	38%	2%	100%
2013-2014	Total	21	55	76	100	5	257
2013-2014	% of Total	8%	21%	30%	39%	2%	100%
2012-2013	Total	28	51	83	94	5	261
2012-2013	% of Total	11%	20%	32%	36%	2%	100%
2011-2012	Total	34	63	82	123	3	305
2011-2012	% of Total	11%	21%	27%	40%	1%	100%

Composite	Overtion		Manahar Tur				2016-2017	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			Priority	Child	1	2	6	6	-	15
		ā	PHOHILY	Adult	5	7	27	31	1	71
		wann	Other	Child	1	7	10	23	-	41
		Lackawanna	Priority	Adult	3	13	19	27	-	62
		Lí	Complaint or	Child	-	2	5	2	-	9
			Grievance	Adult	-	-	-	-	-	-
			Delocity	Child	2	3	6	2	-	13
			Priority	Adult	5	25	24	36	2	92
	*	Luzerne	Other	Child	3	6	24	31	2	66
⟨ly	ıntec	Pnze	Priority	Adult	4	11	12	24	1	52
uicl	Getting Treatment Quickly		Complaint or	Child	-	1	1	-	-	2
ot C	on a		Grievance	Adult	-	-	-	-	1	1
mei	Get appointment as soon as wanted*		Driority	Child	-	-	2	1	-	3
eat	ent a	Ja	Priority	Adult	2	1	1	1	-	5
ı L	ıtme	Susquehanna	Other	Child	3	4	-	5	-	12
i <u>f</u>	poir	edne	Priority	Adult	-	2	8	8	-	18
Ge	et ap	JS	Complaint or	Child	-	-	-	-	-	-
	9		Grievance	Adult	-	-	-	-	-	-
			Driority	Child	-	1	-	2	-	3
			Priority	Adult	1	1	1	2	-	5
		Wyoming	Other	Child	-	2	3	2	-	7
		Wyo	Priority	Adult	-	3	-	3	-	6
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		30	91	149	206	7	483
			% of Total		6%	19%	31%	43%	1%	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			
2015 2017	Total	16	64	130	217	11	438			
2015-2016	% of Total	4%	15%	30%	50%	3%	100%			
2014-2015	Total	21	86	180	225	19	531			
2014-2013	% of Total	4%	16%	34%	42%	4%	100%			
2013-2014	Total	27	88	183	229	12	539			
2013-2014	% of Total	5%	16%	34%	42%	2%	100%			
2012-2013	Total	33	74	177	207	6	497			
2012-2013	% of Total	7%	15%	36%	42%	1%	100%			
2011-2012	Total	40	76	186	252	14	568			
2011-2012	% of Total	7%	13%	33%	44%	2%	100%			

Composite	0		Manakan Tan				2016-2017	' Responses		
Measure	Question		Member Typ	ie –	Never	Sometimes	Usually	Always	No Reply	Total
			Drioritu	Child	1	1	8	7	-	17
		а	Priority	Adult	6	8	23	46	1	84
		vann	Other	Child	1	7	9	18	-	35
		Lackawanna	Priority	Adult	-	11	20	34	1	66
		La	Complaint or	Child	-	1	3	5	-	9
			Grievance	Adult	-	-	1	-	-	1
			D : 11	Child	-	2	4	6	-	12
			Priority	Adult	4	10	29	58	2	103
ate*		srne	Other	Child	1	6	19	40	4	70
nica		Luzerne	Priority	Adult	5	7	14	32	3	61
How Well Clinicians Communicate* Clinicians listen carefully		Complaint or	Child	-	-	-	-	1	1	
Jor	Clinicians listen carefully		Grievance	Adult	-	-	-	1	-	1
) SL	ten (Driority	Child	-	-	1	2	-	3
ciaı	s lis	БГ	Priority	Adult	-	1	2	-	-	3
Clini	cian	hanı	Other	Child	1	-	9	3	1	14
ell (Clini	Susquehanna	Priority	Adult	-	3	2	13	-	18
/ W		Su	Complaint or	Child	-	-	-	-	-	-
How			Grievance	Adult	-	-	-	-	-	-
			Driority	Child	-	-	1	2	1	4
			Priority	Adult	-	2	-	4	-	6
		Wyoming	Other	Child	-	1	2	6	1	10
		Wyo	Priority	Adult	-	-	2	4	-	6
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		19	60	149	281	15	524
			% of Total		4%	11%	28%	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			
2015 2017	Total	15	52	114	301	16	498			
2015-2016	% of Total	3%	10%	23%	60%	3%	100%			
2014-2015	Total	23	54	160	342	11	590			
2014-2015	% of Total	4%	9%	27%	58%	2%	100%			
2013-2014	Total	17	57	153	379	18	624			
2013-2014	% of Total	3%	9%	25%	61%	3%	100%			
2012-2013	Total	16	51	145	330	13	555			
2012-2013	% of Total	3%	9%	26%	59%	2%	100%			
2011-2012	Total	17	72	171	387	10	657			
2011-2012	% of Total	3%	11%	26%	59%	2%	100%			

Composite	Overtion	Member Type					2016-2017	Responses		
Measure	Question		Member ryp	e e	Never	Sometimes	Usually	Always	No Reply	Total
			Priority	Child	-	1	7	8	1	17
		a	PHOHIY	Adult	7	6	25	44	2	84
		wanr	Other	Child	2	3	5	20	5	35
		Lackawanna	Priority	Adult	-	8	23	31	4	66
		La	Complaint or	Child	-	-	5	4	-	9
			Grievance	Adult	-	1	-	-	-	1
			Delacitu	Child	1	1	6	3	1	12
			Priority	Adult	4	10	26	56	7	103
ate [*]		Luzerne	Other	Child	-	2	15	43	10	70
ınica			Priority	Adult	4	7	10	33	7	61
nmı	How Well Clinicians Communicate* Clinicians explain things		Complaint or Grievance	Child	1	-	-	-	-	1
ell Clinicians Commu Clinicians explain things	n thi			Adult	-	-	1	-	-	1
) SL	plaii		Delavitu	Child	-	-	-	3	-	3
ciaı	IS e)	Ja	Priority	Adult	-	-	3	-	-	3
)lini	ciar	Susquehanna	Other	Child	1	-	5	6	2	14
) e	Clini	sdne	Priority	Adult	-	1	6	10	1	18
W		Su	Complaint or	Child	-	-	-	-	-	-
łow			Grievance	Adult	-	-	-	-	-	-
			Delavitu	Child	-	-	-	3	1	4
			Priority	Adult	-	1	1	4	-	6
		Wyoming	Other	Child	-	1	2	7	-	10
		Wyol	Priority	Adult	-	-	2	4	-	6
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		20	42	142	279	41	524
			% of Total		4%	8%	27%	53%	8%	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				
2015 2017	Total	6	40	133	302	17	498				
2015-2016	% of Total	1%	8%	27%	61%	3%	100%				
2014-2015	Total	15	52	163	349	11	590				
2014-2015	% of Total	3%	9%	28%	59%	2%	100%				
2013-2014	Total	17	49	153	385	20	624				
2013-2014	% of Total	3%	8%	25%	62%	3%	100%				
2012-2013	Total	17	60	137	327	14	555				
2012-2013	% of Total	3%	11%	25%	59%	3%	100%				
2011-2012	Total	19	62	184	381	11	657				
2011-2012	% of Total	3%	9%	28%	58%	2%	100%				

Composite	Ougation		Member Type 2016-2017 Respons		Responses					
Measure	Question	- Welliber Type		e	Never	Sometimes	Usually	Always	No Reply	Total
			Priority	Child	-	3	3	10	1	17
		ıa	PHOHITY	Adult	4	6	20	52	2	84
		wanr	Other	Child	-	3	5	22	5	35
		Lackawanna	Priority	Adult	•	10	13	40	3	66
		La	Complaint or	Child	•	1	2	6	-	9
			Grievance	Adult	-	1	-	-	-	1
			Priority	Child	1	2	1	7	1	12
How Well Clinicians Communicate* Clinicians show respect			FIIOHILY	Adult	3	13	19	61	7	103
		Luzerne	Other	Child	ı	6	9	45	10	70
unic		Luze	Priority	Adult	1	8	11	34	7	61
nmı	pect		Complaint or	Child	-	-	-	1	-	1
Cor	res		Grievance	Adult	-	-	-	1	-	1
ns (Clinicians show respect		Priority	Child	-	-	-	3	-	3
icia	ns s	ına		Adult	-	1	1	1	-	3
Clin	iiciaı	ehar	Other	Child	1	-	2	9	2	14
) e	Clin	Susquehanna	Priority	Adult	1	1	2	13	1	18
W		SL	Complaint or	Child	-	-	-	-	-	-
low			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	1	2	1	4
			rionty	Adult	-	1	1	4	-	6
		Wyoming	Other	Child	-	1	4	5	-	10
		Wyo	Priority	Adult	-	1	-	5	-	6
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		11	58	94	321	40	524
Oakensana		% of Total		l - #:-	2%	11%	18%	61%	8%	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				
2015-2016	Total	10	42	95	345	6	498				
2015-2016	% of Total	2%	8%	19%	69%	1%	100%				
2014-2015	Total	16	49	123	392	10	590				
2014-2013	% of Total	3%	8%	21%	66%	2%	100%				
2013-2014	Total	12	51	118	429	14	624				
2013-2014	% of Total	2%	8%	19%	69%	2%	100%				
2012-2013	Total	14	42	121	369	9	555				
2012-2013	% of Total	3%	8%	22%	66%	2%	100%				
2011-2012	Total	15	54	141	435	12	657				
2011-2012	% of Total	2%	8%	21%	66%	2%	100%				

Composite	Overtion		Manahar Terr				2016-2017	Responses		1 17 3 84 5 35 4 66 - 9 - 1 1 12 8 103 12 70						
Measure	Question	Member Type			Never	Sometimes	Usually	Always	No Reply	Total						
			Delocity	Child	-	2	6	8	1	17						
		ā	Priority	Adult	3	8	24	46	3	84						
		wann	Other	Child	1	4	8	17	5	35						
		Lackawanna	Priority	Adult	1	12	22	27	4	66						
		La	Complaint or	Child	-	-	5	4	-	9						
How Well Clinicians Communicate* Clinicians spend enough time			Grievance	Adult	-	-	1	-	-	1						
			Driority	Child	1	1	5	4	1	12						
			Priority	Adult	3	10	32	50	8	103						
		Luzeme	Other	Child	1	4	12	41	12	70						
	ne	Fuze	Priority	Adult	1	9	11	31	9	61						
ושונ	h tin		Complaint or	Child	-	1	-	-	1 17 3 84 5 35 4 66 - 9 - 1 1 12 8 103 12 70							
Corr	βnοι		Grievance	Adult	-	-	1	-	-	1						
) SL	ıd er		Delocity	Child	-	-	-	3	-	1 17 3 84 5 35 4 66 - 9 - 1 1 12 8 103 12 70 9 61 - 1 - 3 - 3 2 14 1 18 - - - - 1 4 - 6 1 10 - 6 - - 48 524						
ciaı	sper	Ja	Priority	Adult	1	-	1	1	-	3						
)Iini	surs a	hanı	Other	Child	1	-	6	5	2	14						
ell (Clinicians spend enough time	Susquehanna	Priority	Adult	-	1	7	9	1	18						
, We	CII	Su	Complaint or	Child	-	-	-	-	-	-						
How			Grievance	Adult	-	-	-	-	-	-						
			Delocity	Child	-	-	-	3	1	4						
			Priority	Adult	1	1	1	3	-	6						
		ming	Other	Child	-	2	2	5	1	10						
		Wyoming	Priority	Adult	-	1	2	3	-	6						
			Complaint or	Child	-	-	-	-	-	-						
			Grievance	Adult	-	-	-	-	-	-						
			Total		14	56	146	260	48	524						
		% of Total			3%	11%	28%	50%	9%	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			
2015-2016	Total	14	49	138	292	5	498			
2010-2010	% of Total	3%	10%	28%	59%	1%	100%			
2014-2015	Total	20	66	154	338	12	590			
2014-2013	% of Total	3%	11%	26%	57%	2%	100%			
2013-2014	Total	21	68	181	336	18	624			
2013-2014	% of Total	3%	11%	29%	54%	3%	100%			
2012-2013	Total	20	56	162	305	12	555			
2012 2013	% of Total	4%	10%	29%	55%	2%	100%			
2011-2012	Total	28	83	171	362	13	657			
2011 2012	% of Total	4%	13%	26%	55%	2%	100%			

Composite	Question		Member Typ	ne			2016-2017	Responses	onses						
Measure	Question			,	Never	Sometimes	Usually	Always	No Reply	Total					
			Driority	Child	-	-	5	11	1	17					
		ā	Priority	Adult	5	6	14	57	2	84					
		wann	Other	Child	-	-	4	26	5	35					
		Lackawanna	Priority	Adult	-	8	8	46	4	66					
		La	Complaint or	Child	-	-	3	6	-	9					
			Grievance	Adult	-	-	-	1	-	1					
			Delavitu	Child	1	1	1	8	1	12					
		Luzerne	Priority	Adult	3	9	20	63	8	103					
How Well Clinicians Communicate* Feel safe with clinicians			Other	Child	-	1	5	54	10	70					
			Priority	Adult	-	6	10	37	8	61					
חשו	ans		Complaint or		-	-	-	1	-	1					
Com	Feel safe with clinicians		Grievance	Adult	-	-	-	1	-	1					
ns (th cl		Priority	Child	-	-	-	3	-	3					
iciaı	e wi	ına	ritority	Adult	-	1	-	2	-	3					
Clin	ıl saf	Susquehanna	Other	Child	1	-	-	11	2	14					
ell (Fee	edne	Priority	Adult	-	1	3	13	1	18					
/ M		SL	Complaint or	Child	-	-	-	-	-	•					
How			Grievance	Adult	-	-	-	-	-	•					
			Priority	Child	-	-	-	3	1	4					
			Priority	Adult	-	1	-	5	-	6					
		Wyoming	Other	Child	-	1	-	9	-	10					
		Wyo	Priority	Adult	-	-	1	5	-	6					
			Complaint or	Child	-	-	-	-	-	•					
			Grievance	Adult	-	-	-	-	-	-					
			Total		10	35	74	362	43	524					
			% of Total		2%	7%	14%	69%	8%	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			
201E 2014	Total	7	19	78	388	6	498			
2015-2016	% of Total	1%	4%	16%	78%	1%	100%			
2014-2015	Total	8	31	88	454	9	590			
2014-2013	% of Total	1%	5%	15%	77%	2%	100%			
2013-2014	Total	8	38	84	476	18	624			
2013-2014	% of Total	1%	6%	13%	76%	3%	100%			
2012-2013	Total	7	27	108	402	11	555			
2012-2013	% of Total	1%	5%	19%	72%	2%	100%			
2011-2012	Total	15	25	95	511	11	657			
2011-2012	% of Total	2%	4%	14%	78%	2%	100%			

Composite	Overtion		Manahar Tur				2016-2017	Responses		
Measure	Question	Member Type			Never	Sometimes	Usually	Always	No Reply	Total
			Priority	Child	1	2	5	8	1	17
		а	PHOHILY	Adult	4	4	25	49	2	84
		Lackawanna	Other	Child	-	2	5	23	5	35
		acka	Priority	Adult	3	11	18	30	4	66
		La	Complaint or	Child	-	1	4	4	-	9
			Grievance	Adult	-	-	-	-	1	1
			Driority	Child	1	1	5	4	1	12
	ŧ		Priority	Adult	6	13	27	50	7	103
ate*	How Well Clinicians Communicate* wolved as much as you wanted in treatmer	erne	Other	Child	-	3	9	47	11	70
nica	trea	Involved as much as you wanted in treatment Susquehanna Luzerne	Priority	Adult	2	8	12	31	8	61
nwı	ni b		Complaint or	Child	-	-	1	-	-	1
Com	ante		Grievance	Adult	-	-	-	1	-	1
ns (w nc		Priority	Child	-	-	-	3	-	3
icia	as yı	l as much as yo Susquehanna		Adult	-	1	2	-	-	3
Ë	nch		Other	Child	1	1	1	9	2	14
ell (IS MI	ənbsr	Priority	Adult	-	3	4	9	2	18
>	ed a	SL	Complaint or	Child	-	-	-	-	-	-
Ho	νΙονι		Grievance	Adult	-	-	-	-	-	-
	≐		Driority	Child	-	-	1	2	1	4
			Priority	Adult	-	-	2	4	-	6
		Wyoming	Other	Child	-	-	2	8	-	10
		Wyo	Priority	Adult	-	2	-	4	-	6
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		18	52	123	286	45	524
	%		% of Total		3%	10%	23%	55%	9%	100%

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

				Previous Yea	rs' Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2015 2017	Total	26	43	106	309	14	498
2015-2016	% of Total	5%	9%	21%	62%	3%	100%
2014-2015	Total	25	51	130	369	15	590
2014-2015	% of Total	4%	9%	22%	63%	3%	100%
2013-2014	Total	25	52	140	388	19	624
2013-2014	% of Total	4%	8%	22%	62%	3%	100%
2012-2013	Total	21	56	133	334	11	555
2012-2013	% of Total	4%	10%	24%	60%	2%	100%
2011-2012	Total	19	57	119	445	17	657
2011-2012	% of Total	3%	9%	18%	68%	3%	100%

Composite	Overtion		Manahar Tun			20	016-2017 Response	es	
Measure	Question		Member Typ	e	Big Problem	Small Problem	Not a Problem	No Reply	Total
			Priority	Child	1	1	4	-	6
		а	PHOIIIY	Adult	3	7	7	4	21
		vann	Other	Child	4	4	9	-	17
		Lackawanna	Priority	Adult	2	11	9	3	25
		Ľ	Complaint or	Child	3	1	1	-	5
			Grievance	Adult	-	-	-	-	-
0			Driority	Child	1	1	3	-	5
BH;	/al*		Priority	Adult	6	9	5	-	20
	Delays in treatment while waiting for plan approval*	erne	Other	Child	5	4	12	2	23
Getting Treatment and Information from CCBHO Delays in treatment while waiting for plan approval*	in approv Luzerne	Priority	Adult	2	4	3	-	9	
ion 1	or pla	or pla	Complaint or	Child	-	-	1	-	1
mati	ng fa		Grievance	Adult	-	-	1	-	1
nforı	waiti		Priority	Child	-	-	-	-	-
ıl br	/hile	ы	PHOIN	Adult	1	-	-	-	1
nt aı	ent w	Susquehanna	Other	Child	1	1	-	-	2
mer	atme	ənbsr	Priority	Adult	1	2	2	-	5
reat	in tre	Sı	Complaint or	Child	-	-	-	-	-
T bu	ays i		Grievance	Adult	-	-	-	-	-
ettir	Del		Priority	Child	1	-	-	-	1
9			r nonty	Adult	-	-	1	-	1
		Wyoming	Other	Child	2	2	2	•	6
		Wyo	Priority	Adult	-	1	1	-	2
			Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
			Total		33	48	61	9	151
		% of ⁻			22%	32%	40%	6%	100%

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

			Previous Years' Responses g Problem Small Problem Not a Problem No Reply Total 22 35 69 1 127 17% 28% 54% 1% 100%								
		Big Problem	Small Problem	Not a Problem	No Reply	Total					
2015 2017	Total	22	35	69	1	127					
2015-2016	% of Total	17%	28%	54%	1%	100%					
2014-2015	Total	35	64	78	3	180					
2014-2015	% of Total	19%	36%	43%	2%	100%					
2013-2014	Total	34	61	102	1	198					
2013-2014	% of Total	17%	31%	52%	1%	100%					
2012-2013	Total	46	50	73	2	171					
2012-2013	% of Total	27%	29%	43%	1%	100%					
2011-2012	Total	41	45	110	1	197					
2011-2012	% of Total	21%	23%	56%	1%	100%					

Composite	Ougstion		Manahar Tuna			20	16-2017 Respons	es	
Measure	Question		Member Type	;	Big Problem	Small Problem	Not a Problem	No Reply	Total
			Priority	Child	-	2	1	-	3
		а	Phonly	Adult	2	4	6	1	13
		Lackawanna	Other Priority	Child	1	-	2	-	3
		acka	Other Phonty	Adult	1	3	6	2	12
9			Complaint or	Child	2	-	-	-	2
			Grievance	Adult	-	-	-	-	-
			Priority	Child	1	-	1	-	2
;BH	Getting Treatment and Information from CCBHO Helpfulness of customer service*		FIIOTILY	Adult	7	5	5	-	17
00	Luzerne	Other Priority	Child	1	3	8	-	12	
rom	*es	Fuze	Other Phonty	Adult	2	3	7	-	12
ion f	Helpfulness of customer service*		Complaint or	Child	1	-	-	-	•
mati	ner s		Grievance	Adult	-	1	-	-	1
nfor	ıstor		Priority	Child	1	-	-	-	1
II pu	of cı	ы	FIIOTILY	Adult	1	-	-	-	1
nt aı	ness	Susquehanna	Othor Priority	Child	1	-	-	-	1
imei	lbfull	enbsr	Other Priority	Adult	-	2	2	-	4
reat	He	S	Complaint or	Child	-	-	-	-	•
T gr			Grievance	Adult	1	-	-	-	1
ettir			Priority	Child	-	-	-	-	-
9			FIIOTILY	Adult	-	-	-	-	•
		Wyoming	Other Priority	Child	-	1	-	-	1
		Wyo	Other Friority	Adult	-	-	-	-	•
			Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	
			Total		19	24	38	3	84
*O-al		4	% of Total	uto al cont	23%	29%	45%	4%	100%

^{*}Only responses from Members who reported calling customer service are shown.

			Prev	rious Years' Response	es	
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2015-2016	Total	20	25	39	2	86
2010-2010	% of Total	23%	29%	45%	2%	100%
2014-2015	Total	19	34	59	2	114
2014-2013	% of Total	17%	30%	52%	2%	100%
2013-2014	Total	19	29	39	6	93
2013-2014	% of Total	20%	31%	42%	6%	100%
2012-2013	Total	22	23	45	4	94
2012-2013	% of Total	23%	24%	48%	4%	100%
2011-2012	Total	30	26	45	3	104
2011-2012	% of Total	29%	25%	43%	3%	100%

Composite Measure	Question		Member Typ	e			2016-20	017 Respons	ses		
ivieasui e					Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
			Priority	Child	5	-	6	3	7	-	21
		а	PHOINS	Adult	7	4	31	14	45	7	108
		Lackawanna	Other	Child	2	3	25	6	21	1	58
		acka	Priority	Adult	2	4	24	7	37	6	80
			Complaint or	Child	1	3	6	-	1	-	10
			Grievance	Adult	-	-	-	-	-	1	1
			Priority	Child	-	1	8	-	6	1	16
SSS			PHOINS	Adult	5	5	26	13	55	9	113
roce		Luzerne	Other	Child	1	6	28	13	40	3	91
nt P	Satisfaction with Grievance Process	Fuze	Priority	Adult	3	3	18	5	33	6	68
plai	Pro		Complaint or	Child	1	-	1	-	1	1	3
mo;	ance		Grievance	Adult	1	-	1	-	-	-	1
ур С	riev		Priority	Child	1	-	1	2	-	-	3
e ar	ith G	ы	PHOINS	Adult	1	-	2	1	2	-	5
anc	w uo	ehanı	Other	Child	-	2	4	4	7	2	19
riev	facti	Susquehanna	Priority	Adult	1	1	8	1	10	3	23
is G	Satis	S	Complaint or	Child	1	-	-	-	-	-	-
Member Grievance and Complaint Process			Grievance	Adult	1	-	-	-	-	-	-
Me			Priority	Child	1	1	-	-	2	1	4
			Honly	Adult	-	1	3	-	2	-	6
		ming	Other	Child	-	2	1	3	4	-	10
		Wyo	Other Priority	Adult	-	-	1	-	5	-	6
		Complaint or		Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		25	36	194	72	278	41	646
			% of Total		4%	6%	30%	11%	43%	6%	100%

				Previ	ous Years' Res	ponses		
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2015 2017	Total	18	36	172	80	277	25	608
2015-2016	% of Total	3%	6%	28%	13%	46%	4%	100%
2014-2015	Total	25	29	193	82	359	37	725
2014-2013	% of Total	3%	4%	27%	11%	50%	5%	100%
2013-2014	Total	22	24	205	80	350	58	739
2013-2014	% of Total	3%	3%	28%	11%	47%	8%	100%
2012-2013	Total	30	26	154	85	336	36	667
2012-2013	% of Total	4%	4%	23%	13%	50%	5%	100%
2011-2012	Total	28	19	196	80	376	45	744
2011-2012	% of Total	4%	3%	26%	11%	51%	6%	100%

Composite Measure	Question		Member Typ	oe			2016-2	2017 Respo	nses		
					Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
			Priority	Child	4	-	5	-	11	1	21
		ја	1 Hority	Adult	6	4	28	15	46	9	108
		wanr	Other	Child	-	3	19	7	21	8	58
		Lackawanna	Priority	Adult	2	5	19	8	37	9	80
			Complaint or	Child	1	3	4	1	1	-	10
			Grievance	Adult	-	-	1	-	-	-	1
			Priority	Child	-	1	4	1	6	4	16
sess			1 Hority	Adult	6	4	29	9	52	13	113
² roc	S	Luzerne	Other	Child	-	4	19	10	42	16	91
int I	səoo	Luz	Priority	Adult	3	2	24	3	29	7	68
ıpla	nt Pro		Complaint or	Child	-	-	1	-	1	1	3
Member Grievance and Complaint Process	Satisfaction with Complaint Process		Grievance	Adult	-	-	1	-	-	-	1
nd (Com		Priority	Child	-	-	1	1	1	-	3
se a	with	ına	. ,	Adult	-	-	1	1	3	-	5
/anc	ion v	Susquehanna	Other	Child	-	1	3	1	10	4	19
ìrie	sfact	nsdr	Priority	Adult	-	-	8	1	11	3	23
er G	Sati	<i>(</i>)	Complaint or	Child	-	-	-	-	-	-	-
ımb			Grievance	Adult	-	-	-	-	-	-	-
Me			Priority	Child	-	-	-	1	2	1	4
		0		Adult	-	1	1	-	4	-	6
		Wyoming	Other	Child	-	2	3	2	3	-	10
		Wy	Priority	Adult	-	-	1	-	5	-	6
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		22	30	172	61	285	76	646
			% of Total		3%	5%	27%	9%	44%	12%	100%

				Prev	ious Years' Res _l	oonses		
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2015-2016	Total	15	17	174	72	298	32	608
2015-2010	% of Total	2%	3%	29%	12%	49%	5%	100%
2014-2015	Total	26	29	207	83	353	27	725
2014-2013	% of Total	4%	4%	29%	11%	49%	4%	100%
2013-2014	Total	15	22	213	74	364	51	739
2013-2014	% of Total	2%	3%	29%	10%	49%	7%	100%
2012-2013	Total	31	25	158	77	342	34	667
2012-2013	% of Total	5%	4%	24%	12%	51%	5%	100%
2011-2012	Total	24	27	209	78	378	28	744
2011-2012	% of Total	3%	4%	28%	10%	51%	4%	100%

Composite	Question		Member Type				2016	-2017 Respo	nses		
Measure			, , , , , , , , , , , , , , , , , , ,		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
			Priority	Child	7	6	4	-	3	1	21
		а	PHOHILY	Adult	22	34	36	5	4	7	108
		Lackawanna	Other	Child	11	22	14	3	2	6	58
		acka	Priority	Adult	24	22	19	6	3	6	80
		ت	Complaint or	Child	1	5	4	1	-	-	10
			Grievance	Adult	-	1	-	1	-	-	1
	of		Priority	Child	3	4	5	1	-	4	16
	ar aç		FIIOHILY	Adult	27	40	21	11	1	13	113
	1 ye	Luzerne	Other	Child	20	36	15	5	2	13	91
-	is to	Luze	Priority	Adult	19	25	13	3	3	5	68
nen	blem		Complaint or	Child	-	1	1	-	-	1	3
Perceived Improvement	prol		Grievance	Adult	-	1	-	-	-	-	1
npr	daily		Priority	Child	1	2	-	-	-	-	3
ıl bi	with	ВГ	Phonly	Adult	1	3	-	-	1	-	5
eive	leal v	hanı	Other	Child	2	5	5	1	2	4	19
erc	, to c	Susquehanna	Priority	Adult	2	12	7	-	-	2	23
4	ıbility	S	Complaint or	Child	-	-	-	-	-	-	-
	are a		Grievance	Adult	-	-	-	-	-	-	-
	Compare ability to deal with daily problems to 1 year ago		Priority	Child	-	1	2	-	-	1	4
	Ŭ _		Priority	Adult	1	1	4	-	-	-	6
		Wyoming	Other	Child	4	2	3	1	-	-	10
		Wyol	Priority	Adult	-	3	3	-	-	-	6
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		145	226	156	35	21	63	646
			% of Total		22%	35%	24%	5%	3%	10%	100%

				Previo	us Years' Res _l	oonses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
201E 201/	Total	150	202	187	32	19	18	608
2015-2016	% of Total	25%	33%	31%	5%	3%	3%	100%
2014-2015	Total	183	271	181	49	20	21	725
2014-2013	% of Total	25%	37%	25%	7%	3%	3%	100%
2013-2014	Total	185	283	184	33	22	32	739
2013-2014	% of Total	25%	38%	25%	4%	3%	4%	100%
2012-2013	Total	172	214	184	43	36	18	667
2012-2013	% of Total	26%	32%	28%	6%	5%	3%	100%
2011-2012	Total	191	278	208	30	21	16	744
2011-2012	% of Total	26%	37%	28%	4%	3%	2%	100%

Composite Measure	Question		Member Typ	e e			2016	-2017 Respo	nses		
ivieasure					Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
			Driority	Child	7	4	6	-	3	1	21
		а	Priority	Adult	21	24	43	8	5	7	108
		Lackawanna	Other	Child	15	13	18	5	1	6	58
		acka	Priority	Adult	17	20	29	2	6	6	80
		ت	Complaint or	Child	2	4	4	-	-	-	10
			Grievance	Adult	-	1	-	-	-	-	1
	go		Driority	Child	3	3	6	-	-	4	16
	ear a		Priority	Adult	24	38	29	6	4	12	113
	1 yc	Luzerne	Other	Child	23	33	17	4	-	14	91
#	ns tc	Fuze	Priority	Adult	15	18	23	4	2	6	68
mer	ıatioı		Complaint or	Child	-	1	-	-	-	2	3
over	l sitt		Grievance	Adult	1	-	-	-	-	-	1
npra	ocia		Priority	Child	1	1	1	-	-	-	3
Perceived Improvement	/ith s	ВГ	PHOINY	Adult	1	1	2	-	1	-	5
eive	eal w	hanr	Other	Child	4	5	4	1	1	4	19
erc	to de	Susquehanna	Priority	Adult	4	8	9	-	-	2	23
а.	oility	l S	Complaint or	Child	-	-	-	-	-	-	-
	re ak		Grievance	Adult	-	-	-	-	-	-	-
	Compare ability to deal with social situations to 1 year ago		Driority	Child	-	1	2	-	-	1	4
	Col		Priority	Adult	-	5	1	-	-	-	6
		Wyoming	Other	Child	3	3	4	-	-	-	10
		Wyor	Priority	Adult	-	2	2	2	-	-	6
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		141	185	200	32	23	65	646
			% of Total		22%	29%	31%	5%	4%	10%	100%

				Previo	us Years' Resp	oonses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2015-2016	Total	151	178	200	39	24	16	608
2013-2010	% of Total	25%	29%	33%	6%	4%	3%	100%
2014-2015	Total	149	248	245	44	19	20	725
2014-2015	% of Total	21%	34%	34%	6%	3%	3%	100%
2013-2014	Total	155	277	212	47	18	30	739
2013-2014	% of Total	21%	37%	29%	6%	2%	4%	100%
2012-2013	Total	140	211	223	48	25	20	667
2012-2013	% of Total	21%	32%	33%	7%	4%	3%	100%
2011-2012	Total	168	255	241	45	23	12	744
2011-2012	% of Total	23%	34%	32%	6%	3%	2%	100%

Composite Measure	Question		Member Typ	e			2016	-2017 Respo	nses		
IVICASUI C					Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
			Priority	Child	5	10	3	-	2	1	21
		ā	PHOTILY	Adult	23	23	44	5	8	5	108
		Lackawanna	Other	Child	16	19	16	6	1	-	58
		acka	Priority	Adult	19	24	28	5	3	1	80
		Ľ	Complaint or	Child	-	3	7	1	-	-	10
			Grievance	Adult	-	1	-	1	-	-	1
			Priority	Child	3	4	8	1	-	1	16
	. agc		PHOININ	Adult	18	42	35	10	3	5	113
	Compare ability to accomplish things to 1 year ago	Luzerne	Other	Child	25	43	16	5	-	2	91
nt	to 1	Luz	Priority	Adult	15	27	17	4	2	3	68
me	sɓu		Complaint or	Child	-	2	-	-	-	1	3
ove	r thii		Grievance	Adult	1	-	-	-	-	-	1
Perceived Improvement	Isildı		Priority	Child	1	2	-	-	-	-	3
ıl p	соп	na	1 Honey	Adult	1	1	2	-	1	-	5
eive	:0 ac	Susquehanna	Other	Child	2	7	8	-	1	1	19
erc	ility t	nbsr	Priority	Adult	2	9	10	1	-	1	23
Ь	e abi	S	Complaint or	Child	-	-	-	-	-	-	-
	ıparı		Grievance	Adult	-	-	-	-	-	-	-
	Соп		Priority	Child	-	1	2	-	-	1	4
			1 Plotity	Adult	1	2	3	-	-	-	6
		Wyoming	Other	Child	3	4	3	-	-	-	10
		Wyo	Priority	Adult	-	2	3	-	1	-	6
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		135	226	205	36	22	22	646
			% of Total		21%	35%	32%	6%	3%	3%	100%

				Previo	ous Years' Resp	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2015 2017	Total	140	195	196	33	21	23	608
2015-2016	% of Total	23%	32%	32%	5%	3%	4%	100%
2014-2015	Total	162	256	227	41	21	18	725
2014-2013	% of Total	22%	35%	31%	6%	3%	2%	100%
2013-2014	Total	163	265	220	41	21	29	739
2013-2014	% of Total	22%	36%	30%	6%	3%	4%	100%
2012-2013	Total	137	238	197	40	33	22	667
2012-2013	% of Total	21%	36%	30%	6%	5%	3%	100%
2011-2012	Total	173	247	248	46	18	12	744
2011-2012	% of Total	23%	33%	33%	6%	2%	2%	100%

Composite Measure	Question		Member Typ	e			2016	-2017 Respo	onses		
Weddie					Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
			Priority	Child	7	5	5	-	2	2	21
		ā	FIIOTILY	Adult	22	31	35	8	7	5	108
		Lackawanna	Other	Child	11	23	18	4	2	-	58
		acka	Priority	Adult	22	22	26	6	3	1	80
			Complaint or	Child	1	3	5	1	-	-	10
	of		Grievance	Adult	-	-	1	-	-	-	1
	ar aç		Priority	Child	4	4	6	1	-	1	16
	1 ye		Thority	Adult	19	44	29	12	3	6	113
	s to	Luzeme	Other	Child	20	44	20	4	1	2	91
=	blem	Luz	Priority	Adult	13	24	23	3	2	3	68
Perceived Improvement	pro		Complaint or	Child	-	2	-	-	-	1	3
ovel	IS OF		Grievance	Adult	-	1	-	-	-	-	1
трг	pton		Priority	Child	1	1	1	-	-	-	3
II pe	sym	na	Thority	Adult	1	1	1	1	1	-	5
eive	with	ehanı	Other	Child	1	7	6	2	2	1	19
erc	deal	Susquehanna	Priority	Adult	3	9	9	1	-	1	23
ш.	y to o	S	Complaint or	Child	-	-	-	-	-	-	-
	abilit		Grievance	Adult	-	-	-	-	-	-	-
	Compare ability to deal with symptoms or problems to 1 year ago		Priority	Child	-	1	2	-	-	1	4
	дшо		T Hority	Adult	-	3	3	-	-	-	6
		Wyoming	Other	Child	3	4	2	1	-	-	10
		Wyo	Priority	Adult	-	-	4	1	1	-	6
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		128	229	196	45	24	24	646
			% of Total		20%	35%	30%	7%	4%	4%	100%

				Previo	us Years' Res _l	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2015-2016	Total	135	192	194	36	29	22	608
2010-2010	% of Total	22%	32%	32%	6%	5%	4%	100%
2014-2015	Total	173	262	188	53	26	23	725
2014-2013	% of Total	24%	36%	26%	7%	4%	3%	100%
2013-2014	Total	160	283	194	47	29	26	739
2013-2014	% of Total	22%	38%	26%	6%	4%	4%	100%
2012-2013	Total	142	212	195	58	37	23	667
2012 2013	% of Total	21%	32%	29%	9%	6%	3%	100%
2011-2012	Total	153	272	218	64	23	14	744
2011-2012	% of Total	21%	37%	29%	9%	3%	2%	100%

Composite	Ougstion		Month or Tun			2	016-2017 Respons	ses	
Measure	Question		Member Typ	е	Yes	No	N/A	No Reply	Total
			Driority	Child	-	-	-	-	-
		a	PHOHILY	Adult	32	46	3	3	84
		Lackawanna	Other	Child	-	-	-	-	-
		acka	Priority	Adult	27	31	3	5	66
			Complaint or	Child	-	-	-	-	-
			Complaint or Grievance Priority Other Priority Complaint or Grievance Priority Other Priority Other Priority Other Priority Complaint or Grievance Priority Complaint or Grievance Priority Other Priority Other Priority Other Priority	Adult	-	-	-	1	1
			Driority	Child	-	-	-	-	-
	*			Adult	49	42	5	7	103
	ams			Child	-	-	-	-	-
*\$	orogr	Luze	Priority	Adult	31	21	2	7	61
Information about Options*	run	Told about self-help or consumer run programs** Susquehanna Luzerne		Child	-	-	-	-	-
t Op	ımer			Adult	-	1	-	-	1
noq	onsu		,	Child	-	-	-	-	-
on a	or c	БГ		Adult	1	2	-	-	3
natic	delh-	ehanı		Child	-	-	-	-	-
form	self	nbsn	Priority	Adult	10	7	-	1	18
ln	bout	S		Child	-	-	-	-	-
	old a		Grievance	Adult	-	-	-	-	-
			Driority	Child	-	-	-	-	-
			rnonty	Adult	3	2	1	-	6
		Wyoming		Child	-	-	-	-	-
		Wyo	Priority	Adult	4	2	-	-	6
				Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
			Total		157	154	14	24	349
			% of Total		45%	44%	4%	7%	100%

^{*}Only responses from Members who used office, clinic, or another treatment program or medicine are shown.
**Only responses from Adult members are shown.

			Pre	vious Years' Respo	onses	
		Yes	No	N/A	No Reply	Total
201E 2017	Total	141	148	14	13	316
2015-2016	% of Total	45%	47%	4%	4%	100%
2014-2015	Total	175	152	21	17	365
2014-2013	% of Total	48%	42%	6%	5%	100%
2013-2014	Total	226	29	8	4	267
2013-2014	% of Total	85%	11%	3%	1%	100%
2012-2013	Total	175	166	18	17	375
2012-2013	% of Total	47%	44%	5%	5%	100%
2011-2012	Total	182	186	12	11	391
2011-2012	% of Total	47%	48%	3%	3%	100%

Composite	Ougstion		Mambar Tun	•		2016-2017	Responses			
Measure	Question		Member Typ	e	Yes	No	No Reply	Total		
			Delocity	Child	12	5	-	17		
		а	Priority	Adult	43	37	4	84		
		vann	Other	Child	23	11	1	35		
		Lackawanna	Priority	Adult	35	29	2	66		
		ت	Complaint or	Child	6	2	1	9		
	_		Grievance	Adult	-	1	-	1		
	ditio		Priority	Child	8	3	1	12		
	con		PHOINS	Adult	63	35	5	103		
	e for	Luzerne	Other	Child	48	19	3	70		
*SL	ilable	Luze	Priority	Adult	44	15	2	61		
Information about Options*	ava		Complaint or	Child	1	-	-	1		
t Op	: are	Com _l Griev	Grievance	Adult	-	1	-	1		
noq	that		Priority	Child	3	-	-	3		
ท ล	ents	na		Adult	1	2	-	3		
atic	eatm	Susquehanna	ehan	ehani	Other	Child	9	3	2	14
orm	nt tre	nbsr	Priority Complaint or	Adult	11	6	1	18		
Inf	fere	S		Child	-	-	-	-		
	ut dif		Grievance	Adult	-	-	-	-		
	abou		Priority	Child	2	1	1	4		
	Told about different treatments that are available for condition			Adult	2	4	-	6		
		Wyoming	Other	Child	8	2	-	10		
		Wyo	Priority	Adult	6	-	-	6		
			Complaint or	Child	-	-	-	-		
			Grievance	Adult	-	-	-	-		
			Total		325	176	23	524		
			% of Total		62%	34%	4%	100%		

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

			Previous' Yea	ars Responses	
		Yes	No	No Reply	Total
2015 2017	Total	310	169	19	498
2015-2016	% of Total	62%	34%	4%	100%
2014-2015	Total	353	213	24	590
2014-2013	% of Total	60%	36%	4%	100%
2013-2014	Total	374	229	21	624
2013-2014	% of Total	60%	37%	3%	100%
2012-2013	Total	333	198	24	555
2012-2013	% of Total	60%	36%	4%	100%
2011-2012	Total	392	253	12	657
2011-2012	% of Total	60%	39%	2%	100%

Composite	Overtion		Month or Tun	•		20	016-2017 Respon	ses	
Measure	Question		Member Typ	е	Yes	No	N/A	No Reply	Total
			Driarity	Child	15	2	-	-	17
		а	Priority	Adult	-	-	-	-	-
		vann	Other	Child	33	1	-	1	35
		Lackawanna	Priority	Adult	-	-	-	-	-
		Ľ	Complaint or	Child	8	1	-	-	9
			Grievance	Adult	-	-	-	-	-
	**UC		Driority	Child	10	1	-	1	12
	th ya		Priority	Adult	-	-	-	-	-
	ly wi	Luzerne	Other	Child	64	4	-	2	70
*SL	olete	ZnZ	Priority	Adult	-	-	-	-	-
Information about Options*	Goals of child's treatment discussed completely with you **		Complaint or	Child	1	-	-	-	1
t O _l	pes		Grievance	Adult	-	-	-	-	-
noq	SSNO		Priority	Child	3	-	-	-	3
ท ล	t dis	na		Adult	-	-	-	-	-
atic	men	Susquehanna	Other	Child	9	3	-	2	14
orm	ireat	nbsr	Priority	Adult	-	-	-	-	-
Inf	ld's l	S	Complaint or	Child	-	-	-	-	-
	f chi		Grievance	Adult	-	-	-	-	-
	als o		Priority	Child	3	-	-	1	4
	909	_	THORITY	Adult	-	-	-	-	-
		Wyoming	Other	Child	10	-	-	-	10
		Wyo	Priority	Adult	-	-	-	-	-
			Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
			Total		156	12	-	7	175
		4	% of Total	1 . ((')	89%	7%	-	4%	100%

^{*}Only responses from Members who used office, clinic, or another treatment program or medicine are shown.
**Only responses from Child Members are shown.

			Pre	vious Years' Respoi	nses	
		Yes	No	N/A	No Reply	Total
2015-2016	Total	154	19	8	1	182
2013-2010	% of Total	85%	10%	4%	1%	100%
2014-2015	Total	188	28	5	3	224
2014-2013	% of Total	84%	13%	2%	1%	100%
2013-2014	Total	226	29	8	4	267
2013-2014	% of Total	85%	11%	3%	1%	100%
2012-2013	Total	158	14	5	3	180
2012-2013	% of Total	88%	8%	3%	2%	100%
2011-2012	Total	237	23	2	4	266
2011-2012	% of Total	89%	9%	1%	2%	100%

Composite	0		Manakan Tan				2016-2017	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
	_		Delocity	Child	1	4	3	9	-	17
	hild?	<u>6</u>	Priority	Adult	-	-	-	-	-	-
	oni c	Lackawanna	Other	Child	2	3	8	20	2	35
	or yc	acka	Priority	Adult	-	-	-	-	-	-
	ed fa	Ľ	Complaint or	Child	-	2	5	2	-	9
*>	vant		Grievance	Adult	-	-	-	-	-	-
Child/Adolescent Only*	v no	n n n	Priority	Child	-	2	7	2	1	12
ent	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? Wyoming Susquehanna Luzerne Lackawanna			Adult	-	-	-	-	-	-
))Se	al he	Luzerne	Other	Child	1	10	17	37	3	68
gole	sion	Luz	Priority	Adult	-	-	-	-	-	-
d/A	ofes		Complaint or	Child	-	-	-	-	-	-
Pi	e pr		Grievance	Adult	-	-	-	-	-	-
) <u> </u>	et th		Priority	Child	-	-	-	3	-	3
jons	ly g	ına	1 Hority	Adult	-	-	-	-	-	-
Opti	fami	Susquehanna	Other	Child	2	3	4	3	2	14
ort (our	nbsr	Priority	Adult	-	-	-	-	-	-
abc	did y	S	Complaint or	Child	-	-	-	-	-	-
Information about Options –	ten (Grievance	Adult	-	-	-	-	-	-
nat	w of		Priority	Child	-	1	-	2	1	4
forr	oy '	_	1 Hority	Adult	-	-	-	-	-	-
	nths	Wyoming	Other	Child	-	2	2	6	-	10
	т	Wyo	Priority	Adult	-	-	-	-	-	-
	1 12 V		Complaint or	Child	-	-	-	-	-	-
	e las		Grievance	Adult	-	-	-	-	-	-
	n ţ		Total		6	27	46	84	9	172
			% of Total		3%	16%	27%	49%	5%	100%

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

				Previous' Yea	ars Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2015 2017	Total	8	21	53	95	5	182
2015-2016	% of Total	4%	12%	29%	52%	3%	100%
2014-2015	Total	10	24	54	131	3	224
2014-2015	% of Total	4%	11%	24%	58%	1%	100%
2013-2014	Total	6	28	78	142	7	267
2013-2014	% of Total	2%	10%	29%	53%	3%	100%
2012 2012	Total	4	22	54	94	6	180
2012-2013	% of Total	2%	12%	30%	52%	3%	100%
2011-2012	Total	9	25	78	144	10	266
2011-2012	% of Total	3%	9%	29%	54%	4%	100%

Composite	0		Manala an Tan				2016-2017	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			Priority	Child	2	3	4	8	-	17
	J.	ā	PHOHIN	Adult	-	-	-	-	-	-
	ing (vann	Other	Child	2	4	7	21	1	35
	ınsel	Lackawanna	Priority	Adult	-	-	-	-	-	-
	noo .	Ľ	Complaint or	Child	-	2	6	1	-	9
*_	o for		Grievance Priority	Adult	-	-	-	-	-	-
Jnly	alk to		Duit - vite -	Child	-	3	7	1	1	12
int (to ta		· ·	Adult	-	-	-	-	-	-
sce	one ed?	Luzerne	Other	Child	2	8	20	36	2	68
alole	often did you feel your child had someone treatment when he or she was troubled?	PINZE	Priority	Adult	-	-	-	-	-	-
J/Ac	ad s is tro		Complaint or	Child	-	-	-	-	-	-
;hilc	ild h e wa		Grievance	Adult	-	-	-	-	-	-
) –	ır ch r sh		Delocity	Child	-	-	1	2	-	3
ons	l you he o	ВГ	Priority	Adult	-	-	-	-	-	-
Opti	i fee hen	Susquehanna	Other	Child	3	1	3	5	2	14
ut (you nt wl	sdne	Priority	Adult	-	-	-	-	-	-
abo	did tme	Su	Complaint or	Child	-	-	-	-	-	-
on a	ofter trea		Grievance	Adult	-	-	-	-	-	-
nati	· MOI		Duit - vite -	Child	-	-	1	2	1	4
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?		Priority	Adult	-	-	-	-	-	-
L L	nont	ming	Other	Child	-	2	2	6	-	10
	12 m	Wyoming	Priority	Adult	-	-	-	-	-	-
	last		Complaint or	Child	-	-	-	-	-	-
	the		Grievance	Adult	-	-	-	-	-	-
			Total		9	23	51	82	7	172
			% of Total		5%	13%	30%	48%	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 Yea	rs' Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2015 2017	Total	17	26	43	91	5	182
2015-2016	% of Total	9%	14%	24%	50%	3%	100%
2014-2015	Total	10	31	62	114	7	224
2014-2013	% of Total	4%	14%	28%	51%	3%	100%
2013-2014	Total	9	33	58	155	12	267
2013-2014	% of Total	3%	12%	22%	58%	4%	100%
2012-2013	Total	9	26	45	94	3	180
2012-2013	% of Total	5%	14%	25%	52%	2%	100%
2011-2012	Total	13	28	71	144	10	266
2011-2012	% of Total	5%	11%	27%	54%	4%	100%

Single Item Measures

Single	0		Manaka Tar				2016-2017	Responses		
Item Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
	~:		Delocity	Child	2	2	6	7	-	17
	ient	а	Priority	Adult	6	19	35	22	2	84
	ointr	vann	Other	Child	1	9	9	16	-	35
	аррс	Lackawanna	Priority	Adult	5	18	27	16	-	66
	/her	Ľ	Complaint or	Child	-	2	4	3	-	9
	//his/		Grievance	Adult	-	1	-	-	-	1
	your		Delocity	Child	1	3	5	3	-	12
	ss of y		Priority	Adult	12	18	40	30	3	103
	inute	Luzerne	Other	Child	3	13	23	27	4	70
	5 mi	Fuze	Priority	Adult	4	11	27	18	1	61
	ië L		Complaint or	Child	-	-	-	-	1	1
*=	witl		Grievance	Adult	-	-	-	1	-	1
Office Wait*	seer		Driority	Child	-	-	1	2	-	3
fice	hild	ы	Priority	Adult	1	-	2	-	-	3
O	onr c	hanr	Other	Child	-	4	5	4	1	14
	on/yc	Susquehanna	Priority	Adult	-	1	7	10	-	18
	re ya	S	Complaint or	Child	-	-	-	-	-	-
	we r		Grievance	Adult	-	-	-	-	-	-
	ofter		Delocity	Child	-	-	3	-	1	4
	WOL		Priority	Adult	-	1	2	3	-	6
	hs, l	ming	Other	Child	1	2	4	2	1	10
	Office Wait* In the last 12 months, how often were you/your child seen within 15 minutes of your/his/her appointment? Wyoming Susquehanna Luzerne Lackawanna	Wyor	Priority	Adult	-	2	3	1	-	6
			Complaint or	Child	-	-	-	-	-	-
	last		Grievance	Adult	-	-	-	-	-	-
	n the		Total		36	106	203	165	14	524
			% of Total		7%	20%	39%	31%	3%	100%

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

				Previous Yea	rs' Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	27	111	172	185	3	498
2010-2010	% of Total	5%	22%	35%	37%	1%	100%
2014-2015	Total	39	129	227	187	8	590
2014-2013	% of Total	7%	22%	38%	32%	1%	100%
2013-2014	Total	41	122	239	209	13	624
2013-2014	% of Total	7%	20%	38%	33%	2%	100%
2012-2013	Total	38	102	223	191	1	555
2012-2013	% of Total	7%	18%	40%	34%	1%	100%
2011-2012	Total	46	133	241	230	7	657
2011-2012	% of Total	7%	20%	37%	35%	1%	100%

Single Item	Ougstion		Mambar Tun	^		2016-2017	Responses	
Measure	Question		Member Typ	e	Yes	No	No Reply	Total
)f		Priority	Child	14	-	-	14
		ā		Adult	50	21	2	73
	part	wann	Other	Child	17	4	-	21
	as I	Lackawanna	Priority	Adult	36	18	1	55
	aker	ت	Complaint or	Child	6	1	-	7
	ins t		Grievance	Adult	-	-	-	-
	catic		Priority	Child	9	1	-	10
¥	nedi		FIIOTILY	Adult	71	21	-	92
Told about Medication Side Effects*	ion r	Luzerne	Other	Child	38	7	-	45
Effe	cripti	Luz	Priority	Adult	36	11	-	47
qe	oresc	rreatment to watch for r	Complaint or	Child	1	-	-	1
n Si	s of _I		Grievance	Adult	1	-	-	1
atio	fects o wa		Priority	Child	3	-	-	3
dic	de ef	na		Adult	3	-	-	3
Me	at sic atme	Susquehanna	Other	Child	8	3	-	11
out	wha		Priority	Adult	10	3	-	13
d ab	told	S	Complaint or	Child	-	-	-	-
Tok	nok		Grievance	Adult	-	-	-	-
	vere		Priority	Child	2	1	-	3
	hs, v		Thority	Adult	5	1	-	6
	In the last 12 months, were you told what side effects of prescription medications taken as part of treatment to watch for? Wyoming Susquehanna Luzerne Lackawanna	ming	Other	Child	4	3	1	8
		Wyo	Priority	Adult	5	1	-	6
	last		Complaint or	Child	-	-	-	-
	the		Grievance	Adult	-	-	-	-
	드		Total		319	96	4	419
			% of Total		76%	23%	1%	100%

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

			Previous Yea	rs' Responses	
		Yes	No	No Reply	Total
201E 201/	Total	318	102	3	423
2015-2016	% of Total	75%	24%	1%	100%
2014-2015	Total	377	127	4	508
2014-2015	% of Total	74%	25%	1%	100%
2013-2014	Total	405	105	8	518
2013-2014	% of Total	78%	20%	2%	100%
2012-2013	Total	368	114	7	489
2012-2013	% of Total	75%	23%	1%	100%
2011-2012	Total	422	122	12	556
2011-2012	% of Total	76%	22%	2%	100%

Single	Overtion		Manahar Tun	^		2	016-2017 Respons	ses			
Item Measure	Question		Member Type		Yes	No	N/A	No Reply	Total		
			Priority	Child	-	-	-	-	-		
	₽	В		Adult	39	39	4	2	84		
	in yc	wann	Other	Child	-	-	-	-	-		
	spu	Lackawanna	Priority	Adult	25	30	5	6	66		
	r frie	Ľ	Complaint or	Child	-	-	-	-	-		
	ily or		Grievance	Adult	-	-	-	1	1		
	fam		Priority	Child	-	-	-	-	-		
	your		Thority	Adult	44	46	5	8	103		
*	, apr	Luzerne	Other	Child	-	-	-	-	-		
Including Family and Friends*	inclı	Luz	Priority	Adult	27	27	-	7	61		
-rieı	to you about whether to counseling or treatment?		Complaint or Grievance	Child	-	-	-	-	-		
l pu	nethe atme			Adult	-	1	-	-	1		
ly a	ut wh or tre		Priority	Child	-	-	-	-	-		
ami	abou ing c	na		Adult	3	-	-	-	3		
g F.	you nselî	ehan	Other Priority	Child	-	-	-	-	-		
nipr	k to coul	Susquehanna		Adult	10	7	-	1	18		
nclı	e tall	Sns	Complaint or	Child	-	-	-	-	-		
_	nokı		Grievance	Adult	-	-	-	-	-		
	id ar				Priority	Child	-	-	-	-	-
	b, Sr		THORITY	Adult	4	1	1	-	6		
	nonth	ming	Other	Child	-	-	-	-	-		
	In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment? Wyoming Susquehanna Lackawanna	Wyo	Priority	Adult	3	3	-	-	6		
	last		Complaint or	Child	-	-	-	-	-		
	the		Grievance	Adult	-	-	-	-	-		
	<u>_</u>		Total		155	154	15	25	349		
*Ol			% of Total		44%	44%	4%	7%	100%		

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

			Pre	evious Years' Respons	ses	
		Yes	No	N/A	No Reply	Total
2015 2017	Total	134	161	10	11	316
2015-2016	% of Total	42%	51%	3%	3%	100%
2014-2015	Total	143	185	23	15	366
2014-2015	% of Total	39%	51%	6%	4%	100%
2013-2014	Total	137	189	16	15	357
2013-2014	% of Total	38%	53%	4%	4%	100%
2012-2013	Total	145	199	16	15	375
2012-2013	% of Total	39%	53%	4%	4%	100%
2011-2012	Total	164	199	20	8	391
2011-2012	% of Total	42%	51%	5%	2%	100%

Single Item	Question		Member Type		2016-2017 Responses				
Measure	Question		wember ryp	е	Yes	No	No Reply	Total	
			Priority	Child	14	2	1	17	
	S,	65		Adult	57	21	6	84	
	child	wann	Other	Child	29	4	2	35	
	/our	Lackawanna	Priority	Adult	42	19	5	66	
	our/	ت	Complaint or	Child	6	3	-	9	
	ıge y		Grievance	Adult	-	-	1	1	
	nana		Priority	Child	7	4	1	12	
	to r		FIIOTILY	Adult	65	29	9	103	
*_	antec	Luzerne	Other	Child	59	8	3	70	
Information to Manage Condition*	N WS	Luz	Priority	Adult	47	11	3	61	
Conc	ıs yo		Complaint or Grievance	Child	1	-	-	1	
ge (ion (Adult	1	-	-	1	
ana	ırmat ition'		Priority	Child	3	-	-	3	
o Mi	informatic condition?	na	1 Horny	Adult	-	3	-	3	
on t	nuch	Susquehanna	Other Priority	Child	7	5	2	14	
natik	as r	nbsn		Adult	12	5	1	18	
forn	jiven	S	Complaint or	Child	-	-	-	-	
드	ô no/		Grievance	Adult	-	-	-	-	
	ere)		Priority	Child	3	-	1	4	
	In the last 12 months, were you given as much information as you wanted to manage your/your child's condition?		1 Hority	Adult	5	1	-	6	
	onth	Wyoming	Other	Child	10	-	-	10	
	12 m	Wyo	Priority	Adult	5	1	-	6	
	last		Complaint or	Child	-	-	-	-	
	the		Grievance	Adult	-	-	-	-	
	드		Total		373	116	35	524	
			% of Total	al office	71%	22%	7%	100%	

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

			Previous Year	s' Responses	
		Yes	No	No Reply	Total
2015-2016	Total	348	120	30	498
2013-2010	% of Total	70%	24%	6%	100%
2014-2015	Total	423	138	29	590
2014-2015	% of Total	72%	23%	5%	100%
2013-2014	Total	435	161	28	624
2013-2014	% of Total	70%	26%	4%	100%
2012-2013	Total	393	135	27	555
2012-2013	% of Total	71%	24%	5%	100%
2011-2012	Total	472	162	23	657
2011-2012	% of Total	72%	25%	4%	100%

Single	Ourstian	Member Type				2016-2017	7 Responses	
Item Measure	Question			Yes	No	No Reply	Total	
			Deloeitu	Child	16	1	-	17
		а	Priority	Adult	67	11	6	84
	ent?	vann	Other	Child	31	3	1	35
	pati	Lackawanna	Priority	Adult	49	14	3	66
	as a	Ľ	Complaint or	Child	7	2	-	9
	hts a		Grievance	Adult	-	-	1	1
	s rig		Priority	Child	10	1	1	12
	hild		PHOINS	Adult	73	20	10	103
	our o	erne	Other	Child	60	8	2	70
on*	ur/ya	Luzerne	Priority	Adult	49	9	3	61
Patient Rights Information*	ıt yo		Complaint or	Child	1	-	-	1
orm	abor		Grievance	Adult	-	1	-	1
<u>li</u>	on a		Priority	Child	3	-	-	3
ghts	rmat	Susquehanna	THORITY	Adult	3	-	-	3
<u> </u>	infol		Other Priority	Child	9	3	2	14
ien	ven	edne		Adult	15	1	2	18
Pal	ou gi	JS.	Complaint or	Child	-	-	-	-
	e ya		Grievance	Adult	-	-	-	-
	, wei		Driority	Child	2	1	1	4
	nths		Priority	Adult	5	1	-	6
	шош	Wyoming	Other	Child	10	-	-	10
	Patient Rights Information* In the last 12 months, were you given information about your/your child's rights as a patient?	Wyor	Priority	Adult	5	1	-	6
	e las		Complaint or	Child	-	-	-	-
	In th		Grievance	Adult	-	-	-	-
			Total		415	77	32	524
			% of Total		79%	15%	6%	100%

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

			Previous Yea	rs' Responses	
		Yes	No	No Reply	Total
2015-2016	Total	414	72	12	498
2010-2010	% of Total	83%	14%	2%	100%
2014-2015	Total	471	91	28	590
2014-2015	% of Total	80%	15%	5%	100%
2013-2014	Total	504	97	23	624
2013-2014	% of Total	81%	16%	4%	100%
2012-2013	Total	446	89	20	555
2012-2013	% of Total	80%	16%	4%	100%
2011-2012	Total	530	109	18	657
2011-2012	% of Total	81%	17%	3%	100%

Single	Ougation		Manahar Tun	,		2016-2017	Responses	
Item Measure	Question		Member Type		Yes	No	No Reply	Total
			Priority	Child	15	2	-	17
	_	ā		Adult	60	19	5	84
	int fo	vann	Other	Child	26	7	2	35
	atme	Lackawanna	Priority	Adult	49	17	-	66
	. trea	Ľ	Complaint or	Child	9	-	-	9
*	ne or		Grievance	Adult	-	-	1	1
ent	dicir		Delocity	Child	9	2	1	12
atm	f me		Priority	Adult	80	17	6	103
Tre	oe ol	erne	Other	Child	59	6	5	70
ise	c typ	Luzerne	Priority	Adult	46	12	3	61
Refu	ecifii		Complaint or Grievance	Child	1	-	-	1
<u>ы</u>	a sp			Adult	1	-	-	1
noc	use our (Priority	Child	3	-	-	3
he (u could refuse a spe yourself/your child?	Ja	ritority	Adult	2	-	1	3
ır Sl	coulk	Susquehanna	Other Priority	Child	9	3	2	14
e c	yon (edne		Adult	15	2	1	18
IS F	eel	ns	Complaint or	Child	-	-	-	-
Fee	ou f		Grievance	Adult	-	-	-	-
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?		Driority	Child	2	1	1	4
Patie	ths,		Priority	Adult	5	1	-	6
	nou	Wyoming	Other	Child	9	-	1	10
	12 r	Wyo	Priority	Adult	5	1	-	6
	last	>	Complaint or	Child	-	-	-	-
	the		Grievance	Adult	-	-	-	-
	<u>-</u>		Total		405	90	29	524
			% of Total		77%	17%	6%	100%

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

			Previous Yea	rs' Responses	
		Yes	No	No Reply	Total
2015 2017	Total	403	80	15	498
2015-2016	% of Total	81%	16%	3%	100%
2014-2015	Total	463	108	19	590
2014-2015	% of Total	78%	18%	3%	100%
2013-2014	Total	498	97	29	624
2013-2014	% of Total	80%	16%	5%	100%
2012-2013	Total	425	112	18	555
2012-2013	% of Total	77%	20%	3%	100%
2011-2012	Total	497	141	19	657
2011-2012	% of Total	76%	21%	3%	100%

Single Item	Question		Member Typ	,		2016-2017	Responses			
Measure	Question		Member Typ	e	Yes	No	No Reply	Total		
	tment		Priority	Child	1	16	-	17		
		ā		Adult	10	71	3	84		
	treat	wann	Other	Child	4	31	-	35		
	g or	Lackawanna	Priority	Adult	10	56	-	66		
	selin	ٽ	Complaint or	Child	-	8	1	9		
-k	ouns te?		Grievance	Adult	-	1	-	1		
Confident about Privacy of Treatment Information*	for c			Priority	Child	3	8	1	12	
mat	t to 1 ept p		FIIOHILY	Adult	8	89	6	103		
ηfor	wen en k	Luzerne	Other	Child	6	61	3	70		
nt II	hild e be	Luze	Priority	Adult	10	49	2	61		
tme	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? Wyoming Susquehanna Lackawanna		Complaint or Grievance	Child	-	1	-	1		
real				Adult	-	1	-	1		
of T	ne ya It sha	Susquehanna	Priority	Child	-	3	-	3		
су (nyor s tha		-	Adult	1	2	-	3		
riva	lid a thers		Other	Child	1	11	2	14		
ut P	w, c		Priority	Adult	2	15	1	18		
abou	ı knc ın wi	S	Complaint or	Child	-	-	-	-		
ont a	s you natic				Grievance	Adult	-	-	-	-
fide	ar as nforr			Priority	Child	-	3	1	4	
Con	as fa are ir		rionty	Adult	2	4	-	6		
	ths, a	Wyoming	Other	Child	-	10	-	10		
	mon	Wyo	Priority	Adult	-	6	-	6		
	t 12	<i>></i>	Complaint or	Child	-	-	-	-		
	last		Grievance	Adult	-	-	-	-		
	the		Total		58	446	20	524		
	, II		% of Total		11%	85%	4%	100%		

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

			Previous Yea	rs' Responses	
		Yes	No	No Reply	Total
2015-2016	Total	59	425	14	498
2010-2010	% of Total	12%	85%	3%	100%
2014-2015	Total	58	506	26	590
2014-2015	% of Total	10%	86%	4%	100%
2013-2014	Total	56	544	24	624
2013-2014	% of Total	9%	87%	4%	100%
2012-2013	Total	59	482	14	555
2012-2013	% of Total	11%	87%	3%	100%
2011-2012	Total	57	588	12	657
2011-2012	% of Total	9%	89%	2%	100%

Single Item	Ougstion		Mambar Tun	^			Responses	es		
Measure	Question	Member Type			Yes	No	No Reply	Total		
			Priority	Child	10	-	3	13		
		<u>a</u>	PHOHIN	Adult	1	-	-	1		
		wann	Other	Child	4	2	-	6		
		Lackawanna	Priority	Adult	-	-	-	-		
	Cultural Competency* Care responsive to cultural needs**	Ľ	Complaint or	Child	-	-	-	-		
			Grievance	Adult	-	1	-	1		
			Priority	Child	3	2	1	6		
			FIIOTILY	Adult	2	1	1	4		
	*	Luzerne	Other Priority	Child	2	3	-	5		
* spe	eds*	Luz		Adult	-	-	-	-		
JCζ	tency*		Complaint or	Child	-	-	-	-		
eter		Grievance	Adult	-	-	-	-			
duu	sive to cul	Susquehanna	Priority	Child	-	-	-	-		
22				Adult	-	-	-	-		
ura	suoc		ehar	ehan	Other	Child	1	-	-	1
Cult	res	nbsr	Priority	Adult	-	-	-	-		
	Sare	Su	Complaint or	Child	-	-	-	-		
			Grievance	Adult	-	-	-	-		
			Priority	Child	1	-	-	1		
			Priority	Adult	-	-	-	-		
		ming	Other	Child	-	1	-	1		
		Wyoming	Priority	Adult	-	-	-	-		
			Complaint or	Child	-	-	-	-		
			Grievance	Adult	10	-	3	13		
			Total		24	10	5	39		
			% of Total	1 (6)	62%	26%	13%	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. 464 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					
2015-2016	Total	24	19	1	44					
2010-2010	% of Total	55%	43%	2%	100%					
2014-2015	Total	14	14	1	29					
2014-2013	% of Total	48%	48%	3%	100%					
2013-2014	Total	18	6	3	27					
2013-2014	% of Total	67%	22%	No Reply 1 2% 1 3% 1 3% 11% - 1 1	100%					
2012-2013	Total	14	10	-	24					
2012-2013	% of Total	58%	42%	-	100%					
2011-2012	Total	18	8	1	27					
2011-2012	% of Total	67%	30%	4%	100%					

Single	0				2016-2017 Responses								
Item Measure			Member Typ	е	Not at all	A little	Somewhat	A lot	No Reply	Total			
	17		Driority	Child	2	3	9	6	1	21			
	e go	а	Priority	Adult	9	13	36	43	7	108			
	e/sh	wann	Other	Child	4	5	19	21	9	58			
	n/ho	Lackawanna	Priority	Adult	4	18	22	30	6	80			
	ent y	Ľ	Complaint or	Child	-	2	5	2	1	10			
	atme		Grievance	Adult	-	-	1	-	-	1			
	ır tre		Driority	Child	-	2	6	4	4	16			
	o Bu		Priority	Adult	7	12	27	55	12	113			
	nseli	erne	Other Priority	Child	3	12	24	39	13	91			
Amount Helped In the last 12 months, how much were you/your child helped by the counseling or treatment you/he/she got?	noo	Luzerne		Adult	4	12	14	32	6	68			
	/ the		Complaint or	Child	-	1	-	1	1	3			
Amount Helped	(q pa		Grievance	Adult	-	1	-	1	-	1			
He	helpe	Susquehanna	Priority	Child	-	1	1	2	-	3			
ount	lild h			Adult	1	1	1	3	1	5			
√mc	ur cł		Other	Child	1	1	7	6	4	19			
	o//n		Priority	Adult	1	5	4	11	2	23			
	e yo		Complaint or	Child	-	-	-	-	-	-			
	wer		Grievance	Adult	-	1	1	1	1	-			
	nuch		Priority	Child	1	1	1	1	1	4			
	ow n			Adult	-	2	2	2	-	6			
	ns, h	Wyoming	Other	Child	-	2	2	6	-	10			
	nonth	Wyo	Priority	Adult	-	2	2	2	-	6			
	12 m		Complaint or	Child	-	-	-	-	-	-			
	last		Grievance	Adult	-	-	-	-	-	-			
	the		Total		37	92	183	267	67	646			
	⊑		% of Total		6%	14%	28%	41%	10%	100%			

		Previous Years' Responses								
		Not at all	A little	Somewhat	A lot	No Reply	Total			
2015 2017	Total	25	65	196	306	16	608			
2015-2016	% of Total	4%	11%	32%	50%	3%	100%			
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			
2013-2014	% of Total	6%	12%	29%	49%	4%	100%			
2012-2013	Total	35	74	215	323	20	667			
2012-2013	% of Total	5%	11%	32%	48%	3%	100%			
2011-2012	Total	47	87	238	363	9	744			
2011-2012	% of Total	6%	12%	32%	49%	1%	100%			

	Member Type		Rating of Counseling/Treatment 2016-2017 Responses											
	Member Type		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
	Priority	Child	2	-	-	1	1	-	2	2	4	3	5	20
na	Priority	Adult	5	1	3	3	3	3	10	16	12	11	35	102
wan	Other Priority	Child	3	-	1	-	2	4	3	4	9	5	18	49
Lackawanna	Other Phonty	Adult	2	1	2	1	3	10	8	10	11	8	17	72
La	Complaint or	Child	1	1	-	1	-	1	1	1	3	1	2	10
	Grievance	Adult	-	-	-	-	-	-	1	-	-	-	-	1
	Priority	Child	-	-	-	-	1	2	1	-	2	4	1	11
	Priority	Adult	5	-	2	-	2	10	10	11	17	16	29	102
Luzerne	Other Drierity	Child	1	1	1	-	3	6	9	7	18	6	26	78
€ZnZ	Other Priority	Adult	1	1	2	1	3	9	3	8	7	5	23	63
	Complaint or	Child	-	-	-	-	-	-	1	-	-	-	1	2
	Grievance	Adult	-	-	-	-	-	-	-	-	-	1	-	1
	Priority	Child	1	1	-	-	-	-	-	1	-	-	2	3
nna	PHOINS	Adult	1	1	-	-	-	-	-	-	1	2	1	5
Susquehanna	Other Priority	Child	-	1	-	-	-	3	1	2	3	-	5	15
)nbs	Other Filolity	Adult	-	-	-	-	1	3	3	-	2	3	9	21
Sus	Complaint or	Child	-	-	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	-	-	-	-	-	-	-	-	-	-	-	-
	Priority	Child	-	-	-	-	-	1	-	-	-	-	2	3
		Adult	-	-	-	-	-	1	-	1	1	1	2	6
Wyoming	Other Priority	Child	-	-	-	-	-	-	-	-	1	3	6	10
νyο	— Officer Hority	Adult	-	-	-	-	-	-	1	2	2	-	1	6
_ >	Complaint or	Child	-	-	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	-	-	-	-	-	-	-	-	-	-	-	-
	Total		20	4	11	7	19	53	54	65	93	69	185	580
	% of Total		3%	1%	2%	1%	3%	9%	9%	11%	16%	12%	32%	100%

^{*66} surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
2015-2016	Total	8	8	8	9	17	40	34	74	109	76	211	594
2010-2010	% of Total	1%	1%	1%	2%	3%	7%	6%	12%	18%	13%	36%	100%
2014-2015	Total	11	12	13	13	13	66	45	83	134	102	212	704
2014-2013	% 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
2013-2014	% of Total	2%	1%	1%	2%	3%	8%	6%	11%	20%	12%	211 36% 212 30% 236 33% 224 35% 249	100%
2012 2012	Total	11	5	17	14	16	51	43	61	115	88	224	645
2012-2013	% 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
2011-2012	% of Total	3%	1%	1%	3%	3%	7%	5%	13%	18%	13%	34%	100%