**Fiscal Year 2019-2020** 

# Annual Experience of Care and Health Outcomes (ECHO<sup>TM</sup>) Survey Report



Prepared for Northeast Behavioral Health Care Consortium

### Introduction

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

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

### **Survey Methodology**

The Experience of Care and Health Outcomes (ECHO<sup>TM</sup>) 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<sup>TM</sup> 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<sup>™</sup> Survey instructions, it was determined that the sampling protocol (called Sample A) most highly recommended by the ECHO<sup>™</sup> 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 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	671	12%
Children's Behavioral Health	126	2%
Community Counseling Services of NEPA	670	12%
First Hospital	560	10%
Friendship House	673	12%
Northeast Counseling Services	672	12%
Scranton Counseling Services	666	12%
Remaining Members	1,463	26%
Members who filed a Complaint or Grievance	99	2%
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 46,387 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	363	47	562	67	114
Service Center	Other Priority	3,417	423	1,052	134	557
of Wyoming	Total	3,780	470	1,614	201	671
Children's	Priority	1	1	0	0	1
Behavioral	Other Priority	116	116	9	9	125
Health	Total	117	117	9	9	126
Community	Priority	12	12	3,045	469	481
Counseling Services of	Other Priority	195	34	988	155	189
NEPA	Total	207	46	4,033	624	670
	Priority	129	62	810	381	443
First Hospital	Other Priority	82	39	169	78	117
	Total	211	101	979	459	560
	Priority	68	27	276	108	135
Friendship House	Other Priority	1,123	437	262	101	538
110030	Total	1,191	464	538	209	673
Northeast	Priority	163	27	1,185	215	242
Counseling	Other Priority	778	141	1,583	289	430
Services	Total	941	168	2,768	504	672
Scranton	Priority	193	20	1,796	202	222
Counseling	Other Priority	1,559	175	2,371	269	444
Services	Total	1,752	195	4,167	471	666
	Priority	600	58	5,325	319	377
Remaining Members	Other Priority	4,803	290	13,352	796	1,086
	Total	5,403	348	18,677	1,115	1,463
Members who f	iled a Complaint or Grievance	53	53	46	46	99
	Grand Total	13,655	1,962	32,831	3,638	5,600

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	1,909	34%
18 & Older	3,592	64%
Members who filed a complaint or grievance	99	2%
Total Surveys Distributed	5,600	100%

The Member Surveys are typically distributed through a "waved" mail out process outlined by the ECHO<sup>TM</sup> 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 approximately two weeks after mailing the first questionnaire.
- (3) Send replacement questionnaire with a second letter to non-respondents approximately three weeks after mailing the first questionnaire.
- (4) Send a reminder postcard to non-respondents approximately two weeks after mailing the second questionnaire.
- (5) Send replacement questionnaire with a third letter to non-respondents approximately three weeks after mailing the second questionnaire.
- (6) Conduct follow up phone calls

During 2019-2020, the process listed above was modified due to the Covid-19 Pandemic. Two mailings of questionnaires were sent to members and those responses were data entered into the survey software. Upon the shutdown of office buildings in Pennsylvania in March, the final mailings of the questionnaires were stopped and surveys were conducted telephonically until May 31, 2020.

### **Survey Completion Rate**

The optimal goal of receiving a minimum of 600 completed Member Surveys was exceeded. The Alliance received 1,042 unduplicated surveys, representing a 19% response rate, increasing from all response rates during previous years, as follows:

increasing from a 12% response rate during 2018-2019;

increasing from an 11% response rate during 2017-2018;

increasing from a 12% response rate as during 2016-2017;

increasing from a 12% response rate as during 2015-2016;

Increasing from a 14% response rate as during 2014-2015;

increasing from a 14% response rate as during 2013-2014;

increasing from a 13% response rate during 2012-2013;

increasing from a 15% response rate during 2011-2012;

increasing from a 14% response rate during 2010-2011, 2009-2010 and 2008-2009;

increasing from a 13% response rate during 2007-2008; and

increasing from a 17% response rate during 2006-2007.

Among the sample of 1,042 survey completers, 207 said they had not received services or did not respond to the question regarding receiving services (all of these individuals had been identified in the original database as service recipients). One-hundred seventy-six individuals who said they had not received services or did not respond to the question regarding receiving services did respond to some of the demographic questions. Their responses are included in the demographic

section of this report. The satisfaction responses reflect the responses of 835 unduplicated surveys.

		:	Surveys Receive	d
		Under 18	18 & Older	Total
	Priority	17	116	133
Lackawanna	Other Priority	127	113	240
	Members who filed a complaint or grievance	2	3	5
	Priority	30	206	236
Luzerne	Other Priority	168	149	317
	Members who filed a complaint or grievance	1	6	7
	Priority	6	18	24
Susquehanna	Other Priority	32	14	46
	Members who filed a complaint or grievance	-	-	0
	Priority	3	13	16
Wyoming	Other Priority	8	10	18
	Members who filed a complaint or grievance	-	-	0
	Total	394	648	1,042

### **Respondent Profile**

The following data reflects all surveys received, including those who indicated that they had not received 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	ınna		Luzerne			Susqueh	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	-	30	-	2	37	-	-	6	-	-	-	-	75
8-12	2	51	-	3	51	-	-	6	-	1	3	-	117
13-17	7	9		16	36	1	2	7	-	-	3	-	81
18	1	1	-	-	-	-	1	-	-	-	-	-	2
Total Number of Child Responses	10	91	0	21	124	1	2	19	0	1	6	0	275

<sup>\*119</sup> surveys showed no response.

						Numbe	er of R	esponse	S				
		Lackawa	ınna		Luzerne			Susquehanna			Wyomi		
Child/Adolescent	Priority	Other Priority	Complaint or Grievance	Total									
Male	6	73	1	9	106	-	1	13	-	1	3	-	213
Female	7	36	-	19	43	1	2	10	-	2	4	-	124
Total Number of Child Responses	13	109	1	28	149	1	3	23	-	3	7	-	337

<sup>\*57</sup> surveys showed no response.

						Numb	er of R	Response	es				
	L	ackawan	na		Luzern	е	Susquehanna			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
18 to 24	8	7	-	11	13	-	1	1	-	1	2	-	44
25 to 34	29	27	1	41	36	1	5	1	-	4	-	-	145
35 to 44	17	18	1	42	34	1	3	3	-	1	4	-	124
45 to 54	19	24	-	43	26	1	3	2	-	3	2	-	123
55 to 64	19	23	1	38	20	2	4	3	-	2	2	-	114
65 to 74	7	2	-	15	6	-	-	-	-	-	-	-	30
75 or older	2	1	-	6	4	1	1	1	-	1	-	-	17
Total Number of Adult Responses	101	102	3	196	139	6	17	11	0	12	10	0	597

<sup>\*51</sup> surveys showed no response.

		Number of Responses												
		Lackawar	nna	Luzerne			Susquehanna			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	36	37	1	63	61	1	3	1	-	2	2	-	207	
Female	66	67	2	136	81	5	14	10	-	11	8	-	400	
Total Number of Adult Responses	102	104	3	199	142	6	17	11	0	13	10	0	607	

<sup>\*41</sup> 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	12	1	-	1	-	-	13
Priority	Luzerne	8	15	4	-	1	-	28
Pric	Susquehanna	3	3	-	1	-	-	6
	Wyoming	2	1	-	1	1	-	3
	Sub Total	25	19	4	•	2	1	50
	Lackawanna	84	18	-	1	2	11	116
Other Priority	Luzerne	112	19	4	-	4	14	153
Pric Off	Susquehanna	19	1	-	1	-	4	23
	Wyoming	7	-	-	-	1	-	8
	Sub Total	222	37	4	1	7	29	300
				1		ı		
e z	Lackawanna	1	-	-	-	-	1	2
olai r anc	Luzerne	1	-	-	-	-	-	1
Complaint or Grievance	Susquehanna	-	-	-	-	-	-	-
ပ် ဖ	Wyoming	-	-	-	-	-	-	-
	Sub Total	2		-		-	1	3
	Grand Total	249	56	8	1	9	30	353

<sup>\*41</sup> 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	86	7	-	-	1	7	101
ority	Luzerne	168	15	8	5	8	16	220
Priority	Susquehanna	16	1	-	-	1	-	16
	Wyoming	12	-	-	-	-	1	13
	Sub Total	282	22	8	5	9	24	350
	Lackawanna	88	3	1	-	-	5	97
Other Priority	Luzerne	114	8	3	2	3	18	148
Pri Off	Susquehanna	9	1	1	1	1	3	16
	Wyoming	10	-	-	-	-	-	10
	Sub Total	221	12	5	3	4	26	271
			-			-		
ie it	Lackawanna	3	ı	-	-	ı	-	3
Complaint or Grievance	Luzerne	5	-	-	-	-	-	5
o o riev	Susquehanna	-	-	-	-	-	-	-
ပိ ဖြ	Wyoming	-	-	-	-	-	-	-
	Sub Total	8	0	0	0	0	0	8
	Grand Total	511	34	13	8	13	50	629

<sup>\*73</sup> 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 Res	Yes	
	Lackawanna	1
Priority	Luzerne	11
Pric	Susquehanna	-
_	Wyoming	-
	Sub Total	12
	Lackawanna	27
ner	Luzerne	26
Other	Susquehanna	3
	Wyoming	-
	Sub Total	56
± %	Lackawanna	1
plai or ⁄anc	Luzerne	-
Complaint or Grievance	Susquehanna	-
ა	Wyoming	-
	Sub Total	1
	Grand Total	69

# Are you of Hispanic or Latino origin or descent?

Adult Responses		Yes
	Lackawanna	10
Priority	Luzerne	18
rio	Susquehanna	-
_	Wyoming	-
	Sub Total	28
	•	
	Lackawanna	8
rity.	Luzerne	20
Other	Susquehanna	1
	Wyoming	-
	Sub Total	29
≠ e	Lackawanna	1
olair anc	Luzerne	1
Complaint or Grievance	Susquehanna	-
ပ် ဖ	Wyoming	-
	Sub Total	2
	Grand Total	59

What is the hig level of scho compl	ol you have	8 <sup>th</sup> Grade or less	Some High School, did not graduate	High School Graduate or GED	Some college or 2-year degree	4-year college degree	More than 4-year college degree	Total
	Priority	1	17	61	17	4	3	103
Lackawanna	Other Priority	3	9	54	22	10	3	101
	Complaint or Grievance	-	-	2	1	-	-	3
	Priority	6	26	87	50	14	13	196
Luzerne	Other Priority	2	13	70	43	6	7	141
	Complaint or Grievance	-	-	1	4	-	1	6
	Priority	1	2	10	3	1	-	17
Susquehanna	Other Priority	-	-	5	1	2	2	10
	Complaint or Grievance	-	-	-	-	-	-	-
	Priority	1	2	8	2	-	-	13
Wyoming	Other Priority	1	1	4	3	1	-	10
	Complaint or Grievance	-	-	-	-	-	-	-
	Total	15	70	302	146	38	29	600

<sup>\*48</sup> surveys showed no response.

If completing a regarding the your child rec are you relat child	e services eives, how ed to the	Mother or Father	Grandparent	Aunt or Uncle	Older Sibling	Other Sibling	Legal Guardian	No Reply	Total
	Priority	11	1	-	-	-	2	3	17
Lackawanna	Other Priority	97	5	-	1	3	3	18	127
	Complaint or Grievance	1	-	-	-	-	-	1	2
	Priority	21	3	-	1	1	1	3	30
Luzerne	Other Priority	123	13	-	1	4	5	22	168
	Complaint or Grievance	1	-	-	-	-	-	-	1
	Priority	2	-	-	-	-	1	3	6
Susquehanna	Other Priority	15	4	-	-	-	4	9	32
	Complaint or Grievance	-	-	-	-	-	-	-	-
	Priority	2	-	-	-	-	1	-	3
Wyoming	Other Priority	7	1	-	-	-	-	-	8
	Complaint or Grievance	-	-	-	-	-	-	-	-
	Total	280	27	0	3	8	17	59	394

### **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<sup>TM</sup> 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				2019-2020	Responses		
Measure	Question	Member Type			Never	Sometimes	Usually	Always	No Reply	Total
			Diduction	Child	1	2	1	6	-	10
		<u>a</u>	Priority	Adult	5	16	6	12	-	39
		Lackawanna	Other Dui a with	Child	5	12	2	18	-	37
		cka	Other Priority	Adult	2	6	4	12	-	24
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	1	-	-	-	1
			Dutanitus	Child	2	1	2	5	-	10
			Priority	Adult	5	14	6	25	-	50
		Luzerne	Other Driesity	Child	5	12	12	26	-	55
άŠ		Fuze	Other Priority	Adult	7	10	5	21	1	44
Getting Treatment Quickly	*		Complaint or	Child	-	-	-	1	-	1
nt O	one		Grievance	Adult	-	-	-	2	-	2
me	Get help by phone*		Priority	Child	-	-	-	3	-	3
eat	elp k	na	FIIOHILY	Adult	1	-	-	-	-	1
Ţ	set h	ehan	Other Priority	Child	-	6	1	3	-	10
tting		Susquehanna	Other Phonty	Adult	3	1	1	-	-	5
Gel		Su	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	
			Priority	Child	-	-	1	-	-	1
		_	FIIOIILY	Adult	2	-	-	1	-	3
		Wyoming	Other Priority	Child	-	1	-	-	-	1
		Wyo	Other Phonity	Adult	-	-	1	2	-	3
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		38	82	42	137	1	300
			% of Total		13%	27%	14%	46%	0%	100%

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

				Previous Ye	ars' Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2040 2040	Total	47	72	22	48	4	193
2018-2019	% of Total	24%	37%	11%	25%	2%	100%
2047 2040	Total	22	74	23	52	4	175
2017-2018	% of Total	13%	42%	13%	30%	2%	100%
2016-2017	Total	58	84	38	57	16	253
2010-2017	% of Total	23%	33%	15%	23%	6%	100%
2015-2016	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%

Composite	0		Marata T				2019-2020	Responses		
Measure	Question		Member Typ	oe -	Never	Sometimes	Usually	Always	No Reply	Total
			Date de la	Child	-	-	-	9	1	10
		В	Priority	Adult	5	4	16	21	-	46
		vann	Other	Child	3	8	8	31	-	50
		Lackawanna	Priority	Adult	2	5	4	19	-	30
		La	Complaint or	Child	-	-	1	-	-	1
			Grievance	Adult	-	-	-	-	-	-
			Drionity	Child	-	1	1	6	-	8
			Priority	Adult	4	11	17	44	3	79
	deď	eme	Other	Child	1	2	8	38	-	49
Š Š	nee	Luzeme	Priority	Adult	4	1	12	34	1	52
Suic	ı as		Complaint or	Child	-	-	-	-	-	-
Getting Treatment Quickly		Grievance	Adult	1	-	-	1	-	2	
me	as		Driority	Child	-	-	1	2	-	3
eat	nent	na	Priority	Adult	-	-	1	1	-	2
i E	eatr	ehan	Other	Child	-	2	2	6	-	10
ttinč	int tr	Susquehanna	Priority	Adult	-	2	1	1	-	4
Ge	urge	Su	Complaint or	Child	-	-	-	-	-	-
	Set 1		Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
		)	1 Honly	Adult	-	-	-	5	-	5
		Wyoming	Other	Child	-	1	-	-	-	1
		Wyo	Priority	Adult	-	-	2	-	-	2
			Complaint or	Child	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-	-
			Total		20	37	74	218	5	354
			% of Total		6%	10%	21%	62%	1%	100%

<sup>\*</sup>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
2040 2040	Total	6	17	45	66	117	251
2018-2019	% of Total	2%	7%	18%	26%	47%	100%
2047 2040	Total	21	39	64	98	5	227
2017-2018	% of Total	9%	17%	28%	43%	2%	100%
0046 0047	Total	24	55	57	93	6	235
2016-2017	% of Total	10%	23%	24%	40%	3%	100%
0045 0040	Total	20	31	54	102	5	212
2015-2016	% of Total	9%	15%	25%	48%	2%	100%
2014-2015	Total	20	54	92	104	5	275
2014-2015	% of Total	7%	20%	33%	38%	2%	100%

Composite							2019-2020	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			<b>5</b> 1 11	Child	1	1	1	9	-	12
		æ	Priority	Adult	-	9	25	35	1	70
		/ann	Other	Child	5	6	16	47	1	75
		Lackawanna	Priority	Adult	2	15	11	35	-	63
		La	Complaint or	Child	-	-	1	1	-	2
			Grievance	Adult	-	1	-	-	-	1
			Duianitus	Child	1	2	3	6	-	12
			Priority	Adult	2	8	39	62	1	112
	*	Luzeme	Other	Child	1	15	34	45	2	97
kly	anteo	Luze	Priority	Adult	4	6	17	47	1	75
\uicl	s wa		Complaint or	Child	-	-	-	1	-	1
Getting Treatment Quickly Get appointment as soon as wanted* Susquehanna	Grievance	Adult	-	-	-	3	-	3		
meı	os s		Priority	Child	-	-	1	2	1	4
reat	ent a	na	Filolity	Adult	-	1	3	1	-	5
g Tı	ntme	Susquehanna	Other	Child	-	1	7	6	-	14
ttin	opoir	sdue	Priority	Adult	1	-	1	5	-	7
Ge	et ap	Su	Complaint or	Child	-	-	-	-	-	-
	9		Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	1	-	1
			Thomas	Adult	-	-	2	3	-	5
		Wyoming	Other	Child	-	3	2	-	-	5
		Wyo	Priority	Adult	1	1	3	3	-	8
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		18	69	166	312	7	572
			% of Total		3%	12%	29%	55%	1%	100%

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

				Previous Yea	rs' Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2040 2040	Total	18	54	119	224	17	432
2018-2019	% of Total	4%	13%	28%	52%	4%	100%
2047 2040	Total	21	54	129	193	12	409
2017-2018	% of Total	5%	13%	32%	47%	3%	100%
0046 0047	Total	30	91	149	206	7	483
2016-2017	% of Total	6%	19%	31%	43%	1%	100%
0045 0046	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
2014-2015	% of Total	4%	16%	34%	42%	4%	100%

Composite	0	Manahan Tana					2019-2020	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			Datable	Child	1	1	1	9	-	12
		B	Priority	Adult	2	7	22	64	1	96
		vann	Other	Child	2	6	10	75	-	93
		Lackawanna	Priority	Adult	5	2	13	59	1	80
		La	Complaint or	Child	-	-	-	2	-	2
			Grievance	Adult	-	1	1	1	-	3
			Driority	Child	2	1	4	12	1	20
			Priority	Adult	3	10	32	116	2	163
ate*		Luzerne	Other	Child	1	5	23	84	2	115
⊒		Luze	Priority	Adult	-	7	20	75	1	103
שה	fully		Complaint or	Child	-	-	1	1	-	1
Son	How Well Clinicians Communicate*  Clinicians listen carefully  Susquehanna  Luzerne	Grievance	Adult	1	-	-	3	-	4	
ns (	ten i		Driority	Child	-	-	1	2	1	4
ici a	sil si	na	Priority	Adult	-	-	1	9	-	10
ë	iciar	ehan	Other	Child	-	2	6	10	-	18
e 	Clin	Susquehanna	Priority	Adult	-	3	2	4	-	9
>		ง	Complaint or	Child	-	-	-	-	-	-
Hov			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	1	-	1	-	2
			FHOILY	Adult	-	1	-	9	-	10
		Wyoming	Other	Child	-	1	1	3	-	5
		Wyo	Priority	Adult	-	-	2	6	-	8
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	
			Total		17	48	139	545	9	758
			% of Total		2%	6%	18%	72%	1%	100%

<sup>\*</sup>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
0040 0040	Total	11	50	99	339	27	526
2018-2019	% of Total	2%	10%	19%	64%	5%	100%
0047.0040	Total	19	41	92	292	16	460
2017-2018	% of Total	4%	9%	20%	63%	3%	100%
2242 2247	Total	19	60	149	281	15	524
2016-2017	% of Total	4%	11%	28%	54%	3%	100%
2015 2012	Total	15	52	114	301	16	498
2015-2016	% of Total	3%	10%	23%	60%	3%	100%
2044 2045	Total	23	54	160	342	11	590
2014-2015	% of Total	4%	9%	27%	58%	2%	100%

Composite	•		Maraka Ta				2019-2020	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			Date de la	Child	1	2	-	9	-	12
		ā	Priority	Adult	2	7	20	66	1	96
		Lackawanna	Other	Child	-	8	10	75	-	93
		ıckaı	Priority	Adult	1	7	8	64	-	80
		Le	Complaint or	Child	-	-	-	2	-	2
			Grievance	Adult	-	-	1	2	-	3
			Dui a vita a	Child	-	2	-	18	-	20
			Priority	Adult	3	6	24	125	5	163
ate		erne	Other	Child	1	3	20	90	1	115
How Well Clinicians Communicate*		Luzerne	Priority	Adult	-	4	19	79	1	103
שר	sbu		Complaint or	Child	-	-	-	1	-	1
Son	n thi	Clinicians explain things explain things explain things of the Prioriti	Grievance	Adult	1	-	1	2	-	4
) SU	(plai		Priority	Child	-	-	1	2	1	4
<u>cia</u>	is e)	na	FIIOHILY	Adult	-	-	1	9	-	10
<u>:</u>	iciar	ehan	Other	Child	-	-	6	12	-	18
	Clin	Susquehanna	Priority	Adult	-	2	2	5	-	9
Š		Su	Complaint or	Child	-	-	-	-	-	-
<u>₩</u>			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	2	-	2
			Phonity	Adult	-	-	1	9	-	10
		Wyoming	Other	Child	-	-	1	4	-	5
		Wyol	Priority	Adult	-	-	3	5	-	8
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		9	41	118	581	9	758
			% of Total		1%	5%	16%	77%	1%	100%

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

				Previous Year	rs' Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2040 2040	Total	12	38	89	363	24	526
2018-2019	% of Total	2%	7%	17%	69%	5%	100%
2047 2040	Total	21	39	101	289	10	460
2017-2018	% of Total	5%	8%	22%	63%	2%	100%
2047 2040	Total	21	39	101	289	10	460
2017-2018	% of Total	5%	8%	22%	63%	2%	100%
2040 2047	Total	20	42	142	279	41	524
2016-2017	% of Total	4%	8%	27%	53%	8%	100%
2045 2040	Total	6	40	133	302	17	498
2015-2016	% of Total	1%	8%	27%	61%	3%	100%

Composite	0	Member Type					2019-2020	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			Duianitus	Child	1	1	-	10	-	12
		ā	Priority	Adult	1	8	15	71	1	96
		Lackawanna	Other	Child	1	7	7	78	-	93
		ıcka	Priority	Adult	-	4	13	63	-	80
		La	Complaint or	Child	-	-	-	2	-	2
			Grievance	Adult	-	1	2	-	-	3
			Priority	Child	-	2	2	16	-	20
*_			FIIOHILY	Adult	1	11	23	123	5	163
ate		Luzerne	Other	Child	-	2	18	94	1	115
Juic		Luze	Priority	Adult	-	1	17	84	1	103
Щ	pect		Complaint or	Child	-	-	-	1	-	1
So	How Well Clinicians Communicate*		Grievance	Adult	-	-	1	3	-	4
ns (	woh		Priority	Child	-	-	1	2	1	4
ici a	าร รเ	na	1 Honly	Adult	-	-	1	9	-	10
ij	icial	əhan	Other	Child	-	-	5	13	-	18
)   -	Ciin	Susquehanna	Priority	Adult	-	4	1	4	-	9
Š		Sı	Complaint or	Child	-	-	-	-	-	-
<u> </u>			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	1	-	1	-	2
			- Honty	Adult	-	1	-	9	-	10
		Wyoming	Other	Child	-	-	2	3	-	5
		Wyo	Priority	Adult	-	-	2	6	-	8
			Complaint or	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
			Total		4	43	110	592	9	758
			% of Total		1%	6%	15%	78%	1%	100%

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

				Previous Year	rs' Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2040 2040	Total	10	28	101	366	21	526
2018-2019	% of Total	2%	5%	19%	70%	4%	100%
0047 0040	Total	22	31	64	334	9	460
2017-2018	% of Total	5%	7%	14%	73%	2%	100%
2046 2047	Total	11	58	94	321	40	524
2016-2017	% of Total	2%	11%	18%	61%	8%	100%
0045 0046	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
	% of Total	3%	8%	21%	66%	2%	100%

Composite	04:		2019-2020 Responses Member Type							
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			Duianitus	Child	-	2	-	9	1	12
		B	Priority	Adult	-	12	21	62	1	96
		vann	Other	Child	2	5	14	72	-	93
		Lackawanna	Priority	Adult	2	4	16	57	1	80
		Le	Complaint or	Child	-	-	-	2	-	2
			Grievance	Adult	-	1	-	2	-	3
			Deiositu	Child	1	3	1	14	1	20
J.			Priority	Adult	3	9	35	114	2	163
ate,		Luzeme	Other	Child	-	7	23	84	1	115
ınic	ne	Luze	Priority	Adult	2	3	24	71	3	103
How Well Clinicians Communicate*	Clinicians spend enough time		Complaint or	Child	-	-	-	1	-	1
Son	วิทอเ		Grievance	Adult	•	-	1	2	1	4
us (	nd er		Priority	Child	-	-	1	2	1	4
icia	sper	na	FIIOHLY	Adult	-	-	1	9	-	10
iii	ans (	Susquehanna	Other	Child	1	1	4	13	-	18
)   -	inicia	nbsr	Priority	Adult	-	4	2	3	-	9
$\geq$	ਹ	Sı	Complaint or	Child	-	-	-	-	-	
δ P			Grievance	Adult	-	-	-	-	-	-
_			Priority	Child	-	-	-	2	-	2
			1 Hoffity	Adult	-	1	4	5	-	10
		Wyoming	Other	Child	-	-	-	5	-	5
		Wyo	Priority	Adult	-	-	2	6	-	8
			Complaint or	Child	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-	
			Total		10	52	149	535	12	758
Na h	fue as NA		% of Total	-l -ff:	1%	7%	20%	71%	2%	100%

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

				Previous Year	rs' Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2040 2040	Total	12	44	113	333	24	526
2018-2019	% of Total	2%	8%	21%	63%	5%	100%
0047 0040	Total	19	46	101	283	11	460
2017-2018	% of Total	4%	10%	22%	62%	2%	100%
0046 0047	Total	14	56	146	260	48	524
2016-2017	% of Total	3%	11%	28%	50%	9%	100%
0045 0040	Total	14	49	138	292	5	498
2015-2016	% of Total	3%	10%	28%	59%	1%	100%
2044-2045	Total	20	66	154	338	12	590
2014-2015	% of Total	3%	11%	26%	57%	2%	100%

Composite	Question		Member Typ	10			2019-2020	Responses		
Measure	Question		Mellibei Typ	)C	Never	Sometimes	Usually	Always	No Reply	Total
			Datasitus	Child	-	1	1	10	-	12
		ā	Priority	Adult	-	5	17	73	1	96
		Lackawanna	Other	Child	1	3	4	84	1	93
		acka	Priority	Adult	-	2	9	68	1	80
		֡֝֟֝֟֟ ֡֡֓֞	Complaint or	Child	-	-	•	2	-	2
			Grievance	Adult	-	-	-	3	-	3
			Priority	Child	-	2	1	18	-	20
			Phonly	Adult	-	7	24	129	3	163
ate,		Luzerne	Other	Child	-	2	19	93	1	115
nic		Luze	Priority	Adult	1	2	15	84	1	103
Ш	ans		Complaint or	Child	-	-	1	1	-	1
How Well Clinicians Communicate* Feel safe with clinicians		Grievance	Adult	1	-	•	3	-	4	
us (	Feel safe with clinicians		Priority	Child	-	-	-	3	1	4
icia	e Wi	na	FHOIRY	Adult	-	-	1	9	-	10
ili	sl sal	əhan	Other	Child	-	2	1	15	-	18
)   -	Fee	Susquehanna	Priority	Adult	-	1	2	6	-	9
$\geq$		ร	Complaint or	Child	-	-	-	-	-	-
<u>Š</u>			Grievance	Adult	-	-	-	-	-	-
_			Priority	Child	-	-	-	2	-	2
			1 Honly	Adult	-	-	1	9	-	10
		Wyoming	Other	Child	-	-	-	5	-	5
		Wyo	Priority	Adult	-	-	1	7	-	8
			Complaint or	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
			Total		3	27	95	624	9	758
			% of Total		0%	4%	13%	82%	1%	100%

<sup>\*</sup>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
2040 2040	Total	5	23	67	409	22	526
2018-2019	% of Total	1%	4%	13%	78%	4%	100%
2047 2040	Total	7	17	59	368	9	460
2017-2018	% of Total	2%	4%	13%	80%	2%	100%
0040 0047	Total	10	35	74	362	43	524
2016-2017	% of Total	2%	7%	14%	69%	8%	100%
2045 2046	Total	7	19	78	388	6	498
2015-2016	% of Total	1%	4%	16%	78%	1%	100%
2044 2045	Total	8	31	88	454	9	590
2014-2015	% of Total	1%	5%	15%	77%	2%	100%

Composite	0		Member Type 2019-2020 Response					Responses		
Measure	Question		Member Typ	e e	Never	Sometimes	Usually	Always	No Reply	Total
			Datastic	Child	-	1	1	9	1	12
		a	Priority	Adult	2	10	23	58	3	96
		vanna	Other	Child	1	10	5	77	-	93
		Lackawanna	Priority	Adult	2	4	18	55	1	80
		La	Complaint or	Child	-	-	-	2	-	2
			Grievance	Adult	-	-	1	2	-	3
			Datastes	Child	3	2	2	13	-	20
	+		Priority	Adult	1	13	23	121	5	163
ŧe*	tmen	Luzerne	Other	Child	-	4	18	91	2	115
How Well Clinicians Communicate*	Luze	Priority	Adult	1	6	12	83	1	103	
mur d in t		Complaint or	Child	-	-	1	-	-	1	
mo;	ante		Grievance	Adult	1	-	1	2	-	4
) SL	w no	na	Dulanthi	Child	-	-	-	3	1	4
cial	as yo		Priority	Adult	-	1	3	5	1	10
i <u>i</u>	) yor	Susquehanna	Other	Child	-	1	3	14	-	18
ell (	ıs mı	sdue	Priority	Adult	1	3	2	3	-	9
<b>&gt;</b>	e d a	Su	Complaint or	Child	-	-	-	-	-	-
ΗŠ	volv		Grievance	Adult	-	-	-	-	-	-
	<u>-</u>		Duianitus	Child	-	-	-	2	-	2
			Priority	Adult	1	-	-	9	-	10
		Wyoming	Other	Child	-	-	1	4	-	5
		Wyor	Priority	Adult	-	-	1	6	1	8
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		13	55	115	559	16	758
			% of Total		2%	7%	15%	74%	2%	100%

<sup>\*</sup>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
0040 0040	Total	19	42	85	348	32	526
2018-2019	% of Total	4%	8%	16%	66%	6%	100%
0047.0040	Total	22	41	73	301	23	460
2017-2018	% of Total	5%	9%	16%	65%	5%	100%
2042 2047	Total	18	52	123	286	45	524
2016-2017	% of Total	3%	10%	23%	55%	9%	100%
2045 2042	Total	26	43	106	309	14	498
2015-2016	% of Total	5%	9%	21%	62%	3%	100%
2044 2045	Total	25	51	130	369	15	590
2014-2015	% of Total	4%	9%	22%	63%	3%	100%

Composite			Member Type			20	019-2020 Response	s	
Measure	Question		Member Typ	oe	Big Problem	Small Problem	Not a Problem	No Reply	Total
			D: 1	Child	-	1	2	-	3
		w.	Priority	Adult	4	5	2	1	12
		vanna	Other	Child	5	8	8	-	21
		Lackawanna	Priority	Adult	4	1	5	-	10
		تّ	Complaint or	Child	-	-	1	-	1
			Grievance	Adult	-	-	-	-	-
0			Datable	Child	-	1	2	-	3
Ë	<u>~</u>		Priority	Adult	2	6	10	-	18
22	prov	Luzerne	Other	Child	2	6	16	-	24
rom	ın ap	an ap	Priority	Adult	1	1	8	-	10
Getting Treatment and Information from CCBHO Delays in treatment while waiting for plan approval*	or pla	Complaint or	Child	-	-	-	-	-	
	ng fc		Grievance	Adult	-	-	-	-	-
nforr	ıform vaitin <u>e</u>		Datable	Child	-	-	1	-	1
n J	hile		Priority	Adult	-	-	-	-	-
ıt ar	ent w	Susquehanna	Other	Child	-	1	1	2	4
mer	atme	enbsi	Priority	Adult	-	2	-	-	2
reat	n tre	ร	Complaint or	Child	-	-	-	-	-
E E	ays i		Grievance	Adult	-	-	-	-	-
ettin	Del		Dairenite	Child	-	-	-	-	-
Ŏ			Priority	Adult	-	-	1	-	1
		ming	Other	Child	-	1	1	-	2
		Wyoming	Priority	Adult	-	1	2	-	3
			Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
			Total		18	34	60	3	115
			% of Total		16%	30%	52%	3%	100%

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

			Pr	evious Years' Response	es	
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2040 2040	Total	15	30	62	2	109
2018-2019	% of Total	14%	28%	57%	2%	100%
2047 2040	Total	18	24	70	2	114
2017-2018	% of Total	16%	21%	61%	2%	100%
0040 0047	Total	33	48	61	9	151
2016-2017	% of Total	22%	32%	40%	6%	100%
2045 2046	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%

Composite						20	19-2020 Response	s	
Measure	Question		Member Type	9	Big Problem	Small Problem	Not a Problem	No Reply	Total
			Delevite	Child	-	-	1	-	1
		æ	Priority	Adult	2	3	6	1	12
		Lackawanna	Other Drierity	Child	3	3	7	-	13
		acka	Other Priority	Adult	3	2	5	-	10
		ت	Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	
0			Priority	Child	-	-	4	-	4
Ä			Phonty	Adult	4	1	3	-	8
20		Luzerne	Other Priority	Child	1	1	4	-	6
irom	*8	Luze	Other Phonty	Adult	3	2	4	-	9
Getting Treatment and Information from CCBHO Helpfulness of customer service*		Complaint or	Child	-	-	-	-	-	
	ner s		Grievance	Adult	-	1	-	-	1
	ustor		Driority	Child	-	-	-	-	-
l br	of cı	g	Priority	Adult	-	-	-	-	-
ıt aı	ssəu	Susquehanna	Other Priority	Child	-	2	-	-	2
mei	Ipfulr	enbsr	Other Phonty	Adult	1	-	1	-	2
reat	He	S	Complaint or	Child	-	-	-	-	
T gr			Grievance	Adult	-	-	-	-	-
ettir			Priority	Child	-	-	-	-	-
G			Phonty	Adult	-	-	-	-	-
		Wyoming	Other Priority	Child	-	-	-	-	-
		Wyo	Other Phonty	Adult	1	-	-	-	1
			Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
			Total		18	15	35	1	69
			% of Total		26%	22%	51%	1%	100%

<sup>\*</sup>Only responses from Members who reported calling customer service are shown.

			Prev	ious Years' Response	s	
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2018-2019	Total	13	17	44	-	74
2010-2019	% of Total	18%	23%	59%	-	100%
2047 2040	Total	13	15	40	-	68
2017-2018	% of Total	19%	22%	59%	-	100%
0040 0047	Total	19	24	38	3	84
2016-2017	% of Total	23%	29%	45%	4%	100%
0045 0040	Total	20	25	39	2	86
2015-2016	% of Total	23%	29%	45%	2%	100%
2014-2015	Total	19	34	59	2	114
2014-2015	% of Total	17%	30%	52%	2%	100%

Composite Measure	Question		Member Typ	e			2019-20	020 Respons	ses		
Measure					Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
			Driority	Child	-	-	1	1	10	-	12
		a	Priority	Adult	3	-	15	4	63	11	96
		Lackawanna	Other	Child	1	2	10	6	69	5	93
		acka	Priority	Adult	1	-	7	5	61	6	80
		ت	Complaint or	Child	-	-	-	1	2	-	2
			Grievance	Adult	1	-	-	-	2	-	3
			Priority	Child	1	1	3	3	11	1	20
SSS			FIIOTILY	Adult	-	2	26	12	117	6	163
Member Grievance and Complaint Process		Luzerne	Other	Child	2	2	13	10	84	4	115
nt P	Satisfaction with Grievance Process	Luz	Priority	Adult	1	-	16	7	74	5	103
plaii	. Pro		Complaint or	Child	-	-	1	1	-	-	1
mo;	ance		Grievance	Adult	1	-	1	1	2	-	4
D pc	sriev		Priority	Child	-	-	1	1	1	1	4
e ar	ith G	В	FIIOTILY	Adult	-	1	-	1	8	-	10
anc	w uo	Susquehanna	Other	Child	1	1	2	2	11	1	18
riev	ifacti	enbsr	Priority	Adult	-	1	3	1	4	1	9
ie G	Satis	ัง	Complaint or	Child	-	-	-	1	-	-	-
m <b>p</b> (			Grievance	Adult	-	-	-	-	-	-	-
Me			Priority	Child	-	-	-	-	2	-	2
			Friority	Adult	-	-	1	1	8	-	10
		Wyoming	Other	Child	-	-	1	-	4	-	5
		Wyo	Priority	Adult	-	-	-	1	7	-	8
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		12	10	101	54	540	41	758
			% of Total		2%	1%	13%	7%	71%	5%	100%

				Previ	ous Years' Res	ponses		
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2040 2040	Total	13	18	179	70	266	57	603
2018-2019	% of Total	2%	3%	30%	12%	44%	9%	100%
2047 2040	Total	17	16	90	52	305	45	525
2017-2018	% of Total	3%	3%	17%	10%	58%	9%	100%
2016-2017	Total	25	36	194	72	278	41	646
2010-2017	% of Total	4%	6%	30%	11%	43%	6%	100%
2015-2016	Total	18	36	172	80	277	25	608
2010-2010	% 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%

Composite Measure	Question		Member Typ	oe			2019-2	2020 Respo	nses		
measure					Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
			Driority	Child	-	-	2	-	10	-	12
		а	Priority	Adult	2	3	16	3	60	12	96
		vann	Other	Child	3	-	13	4	68	5	93
		Lackawanna	Priority	Adult	3	-	10	4	58	5	80
		Ľ	Complaint or	Child	-	-	1	-	2	-	2
			Grievance	Adult	1	-	1	-	2	-	3
			Priority	Child	1	1	4	4	10	-	20
Member Grievance and Complaint Process			FIIOHILY	Adult	2	3	26	11	115	6	163
roc	v)	Luzerne	Other	Child	4	-	12	9	86	4	115
it E	seoc	Luz	Priority	Adult	1	1	15	7	73	6	103
plai	t Prc		Complaint or	Child	-	-	1	-	-	-	1
Com	olain		Grievance	Adult	-	-	2	-	2	-	4
) եւ	Satisfaction with Complaint Process		Priority	Child	-	-	2	-	1	1	4
e B	ith (	na	1 Honly	Adult	-	-	1	1	8	-	10
anc	w no	Susquehanna	Other	Child	-	1	2	2	12	1	18
riev	facti	nbsr	Priority	Adult	-	-	3	-	5	1	9
ت G	Satis	S	Complaint or	Child	-	-	-	-	-	-	-
nbe	0,7		Grievance	Adult	-	-	-	-	-	-	-
⊠			Priority	Child	-	-	-	-	2	-	2
			Thomas	Adult	-	-	1	-	9	-	10
		Wyoming	Other	Child	-	-	1	-	4	-	5
		Wyo	Priority	Adult	-	-	-	1	7	-	8
			Complaint or	Child	-	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-	-	-
			Priority  Complaint or Grievance  Priority  Other Priority		17	9	111	46	534	41	758
			% of Total		2%	1%	15%	6%	70%	5%	100%

				Prev	ious Years' Res	ponses		
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2040 2040	Total	17	20	171	60	281	54	603
2018-2019	% of Total	3%	3%	28%	10%	47%	9%	100%
2017-2018	Total	16	17	97	32	320	43	525
2017-2010	% of Total	3%	3%	18%	6%	61%	8%	100%
2016-2017	Total	22	30	172	61	285	76	646
2010-2017	% of Total	3%	5%	27%	9%	44%	12%	100%
2015-2016	Total	15	17	174	72	298	32	608
2013-2010	% 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%

Composite	Question		Member Typ	e e			2019	-2020 Respo	nses		
Measure					Much better	A little better	About the same	A little worse	Much worse	No Reply 2 12 11 9 1 1 11 9 7 2 3 1	Total
			Priority	Child	1	9	2	-	1	2	15
		ā	1 Honly	Adult	19	43	24	2	4	12	104
		Lackawanna	Other	Child	25	46	16	2	2	11	102
		acka	Priority	Adult	28	25	23	2	1	9	88
			Complaint or	Child	-	-	1	-	-	1	2
			Grievance	Adult	-	2	1	-	-	-	3
	of:		Priority	Child	8	11	2	1	-	1	23
	ar aç		FIIOHLY	Adult	52	66	34	4	2	11	169
	Compare ability to deal with daily problems to 1 year ago	Luzerne	Other	Child	43	52	23	4	4	9	135
+2	s to	Luze	Priority	Adult	34	45	20	6	1	7	113
nen	olem		Complaint or	Child	-	1	-	-	-	-	1
over	prok		Grievance	Adult	2	2	-	-	-	-	4
nprc	daily		Driority	Child	1	2	-	-	-	2	5
n P	with .	ıа	Priority	Adult	4	2	4	-	1	-	11
Perceived Improvement	eal v	Susquehanna	Other	Child	8	9	-	2	1	3	23
erc	to d	edne	Priority	Adult	1	3	2	1	1	1	9
а.	billity	Su	Complaint or	Child	-	-	-	-	-	-	-
	are a		Grievance	Adult	-	-	-	-	-	-	-
	educ		Datable	Child	1	-	2	-	-	-	3
	ပိ		Priority	Adult	7	2	-	1	-	-	10
		ming	Other	Child	-	5	1	1	-	-	7
		Wyoming	Priority	Adult	3	2	3	-	-	-	8
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		237	327	158	26	18	69	835
			% of Total		28%	39%	19%	3%	2%	8%	100%

				Previo	us Years' Res	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2042 2042	Total	164	193	160	34	16	36	603
2018-2019	% of Total	27%	32%	27%	6%	3%	6%	100%
0047 0040	Total	131	171	153	33	19	18	525
2017-2018	% of Total	25%	33%	29%	6%	4%	3%	100%
0040 0047	Total	145	226	156	35	21	63	646
2016-2017	% of Total	22%	35%	24%	5%	3%	10%	100%
0045 0046	Total	150	202	187	32	19	18	608
2015-2016	% of Total	25%	33%	31%	5%	3%	3%	100%
2044 2045	Total	183	271	181	49	20	21	725
2014-2015	% of Total	25%	37%	25%	7%	3%	3%	100%

Composite	Question		Member Typ	е			2019	-2020 Respo	nses		
Measure			•		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
			Priority	Child	3	7	3	-	-	2	15
		g	PHOHLY	Adult	11	37	34	7	3	12	104
		Lackawanna	Other	Child	11	48	26	2	3	12	102
		acka	Priority	Adult	23	28	24	4	-	9	88
		Ľ	Complaint or	Child	-	-	1	-	-	1	2
			Grievance	Adult	-	1	2	-	-	-	3
	oɓi		Dulanthi	Child	3	13	5	1	-	1	23
	ear a		Priority	Adult	34	72	48	5	2	8	169
	1 ye	eme	Other	Child	31	59	29	3	6	7	135
ıţ	us to	Luzeme	Priority	Adult	30	42	26	7	1	7	113
nen	ation		Complaint or	Child	-	1	-	-	-	-	1
ver	l situ		Grievance	Adult	1	2	-	-	-	1	4
nprc	ocia		Datable	Child	1	1	-	1	-	2	5
Perceived Improvement	ith s	ğ	Priority	Adult	2	4	4	-	1	-	11
eive	al w	hanr	Other	Child	3	12	3	1	1	3	23
erc(	to de	Susquehanna	Priority	Adult	-	3	3	1	1	1	9
Д	ility	Su	Complaint or	Child	-	-	-	-	-	-	
	e ab		Grievance	Adult	-	-	-	-	-	-	
	Compare ability to deal with social situations to 1 year ago		Dulantiti	Child	-	2	1	-	-	-	3
	Cor		Priority	Adult	6	3	1	-	-	-	10
		Wyoming	Other	Child	-	4	1	2	-	-	7
		Nyor	Priority	Adult	3	1	3	1	-	-	8
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		162	340	214	35	18	66	835
			% of Total		19%	41%	26%	4%	2%	8%	100%

				Previo	us Years' Res	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2018-2019	Total	137	164	222	35	16	29	603
2010-2019	% of Total	23%	27%	37%	6%	3%	5%	100%
2017-2018	Total	111	161	180	37	19	17	525
2017-2010	% of Total	21%	31%	34%	7%	4%	3%	100%
2016-2017	Total	141	185	200	32	23	65	646
2010-2017	% of Total	22%	29%	31%	5%	4%	10%	100%
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
2014-2013	% of Total	21%	34%	34%	6%	3%	3%	100%

Composite	Question		Member Typ	е			2019	-2020 Respo	nses		
Wedsure					Much better	A little better	About the same	A little worse	Much worse	No Reply  2 15 11 9 1 - 1 8 7 2 - 3 1	Total
			Priority	Child	3	7	2	1	-	2	15
		īa	FHOIRY	Adult	16	31	34	4	4	15	104
		Lackawanna	Other	Child	18	40	30	2	1	11	102
		acka	Priority	Adult	20	24	29	4	2	9	88
		Lí	Complaint or	Child	-	-	1	-	-	1	2
			Grievance	Adult	-	2	1	-	-	-	3
			Priority	Child	4	13	3	1	1	1	23
	. agc		FHOIRY	Adult	37	67	46	10	1	8	169
	year	Luzerne	Other	Child	34	56	34	3	1	7	135
ŧ	to 1	Luz	Priority	Adult	31	40	27	6	2	7	113
mel	Derceived Improvement  Greation  Compare ability to accomplish things to 1 year ago	Luz	Complaint or	Child	-	1	-	-	-	-	1
ove	thir		Grievance	Adult	1	2	1	-	-	-	4
ndu	plisł		Priority	Child	1	2	-	-	-	2	5
n P	com	na	FHOIRY	Adult	2	4	3	1	1	-	11
eive	o ac	ehan	Other	Child	5	11	2	1	1	3	23
erce	lity t	Susquehanna	Priority	Adult	-	3	3	1	1	1	9
<u>a</u> .	e abi	Su	Complaint or	Child	-	-	-	-	-	-	-
	ıpare		Grievance	Adult	-	-	-	-	-	-	-
	Com		Priority	Child	-	2	-	-	1	-	3
			Thonly	Adult	5	3	2	-	-	-	10
		Wyoming	Other	Child	-	5	1	-	1	-	7
		Wyo	Priority	Adult	3	3	2	-	-	-	8
			Complaint or	Child	-	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-	-	
			Total		180	316	221	34	17	67	835
			% of Total		22%	38%	26%	4%	2%	8%	100%

				Previo	us Years' Res	sponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2040 2040	Total	125	193	203	33	16	33	603
2018-2019	% of Total	21%	32%	34%	5%	3%	5%	100%
0047 0040	Total	118	156	172	44	15	20	525
2017-2018	% of Total	22%	30%	33%	8%	3%	4%	100%
0040 0047	Total	135	226	205	36	22	22	646
2016-2017	% of Total	21%	35%	32%	6%	3%	3%	100%
0045 0040	Total	140	195	196	33	21	23	608
2015-2016	% of Total	23%	32%	32%	5%	3%	4%	100%
2044 2045	Total	162	256	227	41	21	18	725
2014-2015	% of Total	22%	35%	31%	6%	3%	2%	100%

Composite Measure	Question		Member Typ	e	2019-2020 Responses								
Measure					Much better	A little better	About the same	A little worse	Much worse	No Reply  2 12 13 10 1 1 7 8 7 2 3 2	Total		
			Priority	Child	1	7	4	-	1	2	15		
		Ø	Priority	Adult	14	43	25	7	3	12	104		
		vann	Other	Child	19	38	19	9	4	13	102		
		acka	Priority	Adult	17	30	22	6	3	10	88		
		تد	Complaint or	Child	-	-	1	-	-	1	2		
	<u>o</u>		Grievance	Adult	-	3	-	-	-	-	3		
	ar ag		Datable	Child	6	10	5	-	1	1	23		
	l yea		Priority	Adult	43	71	31	8	9	7	169		
	s to .	ime	Other	Child	35	58	24	3	7	8	135		
+	lems	Luze	Priority	Adult	28	46	19	7	6	7	113		
nen	prob		Complaint or	Child	-	1	-	-	-	-	1		
ven	Compare ability to deal with symptoms or problems to 1 year ago susquehanna Luzeme Lackawanna	is or pro	Grievance	Adult	2	1	-	-	1	-	4		
υbrc	otom		D : "	Child	2	1	-	-	-	2	5		
Perceived Improvement	symk	m	Priority	Adult	2	6	1	1	1	-	11		
eive eive	with 8	hann	Other	Child	5	12	2	1	-	3	23		
erce	eal v	sdne	Priority	Adult	-	3	2	1	1	2	9		
<u> </u>	to d	Su	Complaint or	Child	-	-	-	-	-	-			
	bility		Grievance	Adult	-	-	-	-	-	-			
	are a		- · ·	Child	-	2	1	-	-	-	3		
	edwo		Priority	Adult	6	3	-	1	-	-	10		
	- 3 -	ning	Other	Child	-	4	2	1	-	-	7		
		Nyon	Priority	Adult	2	4	1	1	-	-	8		
			Complaint or	Child	-	-	-	-	-	-			
			Grievance	Adult	-	-	-	-	-	-	-		
			Total		182	343	159	46	37	68	835		
			% of Total		22%	41%	19%	6%	4%	8%	100%		

				Previou	us Years' Res	oonses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2040 2040	Total	141	175	190	46	14	37	603
2018-2019	% of Total	23%	29%	32%	8%	2%	6%	100%
2017-2018	Total	114	165	152	43	28	23	525
2017-2010	% of Total	22%	31%	29%	8%	5%	4%	100%
2016-2017	Total	128	229	196	45	24	24	646
2010-2017	% of Total	20%	35%	30%	7%	4%	4%	100%
2015-2016	Total	135	192	194	36	29	22	608
2013-2010	% 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%

Composite	0		Manakan Tan			2	019-2020 Respon	ses	
Measure	Question		Member Typ	е	Yes	No	N/A	No Reply	Total
	Information about Options*  Told about self-help or consumer run programs**		Driggity	Child	-	-	-	-	-
		æ	Priority	Adult	50	37	5	4	96
		wann	Other	Child	-	-	-	-	-
		acka	Priority	Adult	42	30	7	1	80
			Complaint or	Child	-	-	-	-	
			Grievance	Adult	1	2	-	-	3
			Priority	Child	-	-	-	-	-
	*		Filolity	Adult	91	49	15	8	163
	ams	Told about self-help or consumer run programs**  Wyoming Susquehanna Luzeme Lackawanna	Other	Child	-	-	-	-	-
Options*	Luze	Priority	Adult	69	24	9	1	103	
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	2	1	1	-	4	
poort	nsuc		Priority	Child	-	-	-	-	-
n al	or c	ធ្ន		Adult	5	4	1	-	10
iatic	help	hanna	Other	Child	-	-	-	-	-
form	self-	ənbsr	Priority	Adult	3	3	3	-	9
Ξ	bout	S	Complaint or	Child	-	-	-	-	-
	old a	Told about self-help or consumer run programs**  Susquehanna  Luzeme	Grievance	Adult	-	-	-	-	-
	Ĕ		Driggity	Child	-	-	-	-	-
			Priority	Adult	6	3	1	-	10
		ming	Other	Child	-	-	-	-	-
		Wyor	Priority	Adult	3	4	1	-	8
		Complaint or	Child	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-
			Total		272	157	43	14	486
			% of Total		56%	32%	9%	3%	100%

<sup>\*</sup>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	nses	
		Yes	No	N/A	No Reply	Total
2018-2019	Total	165	134	15	21	335
2010-2019	% of Total	49%	40%	4%	3%	100%
0047.0040	Total	113	141	17	15	286
2017-2018	% of Total	40%	49%	6%	5%	100%
2042 2047	Total	157	154	14	24	349
2016-2017	% of Total	45%	44%	4%	7%	100%
0045 0046	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%

Composite	0		March T.			2019-2020	Responses	
Measure	Question		Member Typ	е	Yes	No	No Reply	Total
			Datastic	Child	7	5	-	12
		B	Priority	Adult	65	27	4	96
		vann	Other	Child	69	24	-	93
		Lackawanna	Priority	Adult	59	18	3	80
		ت	Complaint or	Child	2	-	-	2
	_		Grievance	Adult	1	2	-	3
	Told about different treatments that are available for condition  Susquehanna  Luzeme		Duianitus	Child	16	4	-	20
	con		Priority	Adult	116	43	4	163
	Information about Options* erent treatments that are available for con	zeme	Other	Child	87	26	2	115
ut Options* at are available for	Luz	Priority	Adult	79	23	1	103	
		Complaint or	Child	1	-	-	1	
		Grievance	Adult	3	1	-	4	
noc	that	nna	Driority	Child	3	-	1	4
_ ⊿	n abou		Priority	Adult	9	-	1	10
atio	atm		Other	Child	14	4	-	18
Drm	nt tre	edne	Priority	Adult	7	2	-	9
ij	ferer	ഗ	Complaint or	Child	-	-	-	
	ıt dif		Grievance	Adult	-	-	-	
	abor		Priority	Child	2	-	-	2
	plo (		Priority	Adult	8	2	-	10
		Wyoming	Other	Child	4	1	-	5
	Wyo	Priority	Adult	6	2	-	8	
		Complaint or	Child	-	-	-	-	
		Grievance	Adult	-	-	-	-	
			Total		558	184	16	758
			% of Total		74%	24%	2%	100%

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

			Previous' Ye	ars Responses	
		Yes	No	No Reply	Total
2040 2040	Total	317	171	38	526
2018-2019	% of Total	60%	33%	7%	100%
0047 0040	Total	291	148	21	460
2017-2018	% of Total	63%	32%	5%	100%
0040 0047	Total	325	176	23	524
2016-2017	% of Total	62%	34%	4%	100%
0045 0040	Total	310	169	19	498
2015-2016	% of Total	62%	34%	4%	100%
2044 2045	Total	353	213	24	590
2014-2015	% of Total	60%	36%	4%	100%

Composite						20	19-2020 Respon	ises	
Measure	Question		Member Typ	е	Yes	No	N/A	No Reply	Total
			D: 1	Child	8	2	2	-	12
		a a	Priority	Adult	-	-	-	-	-
		vann	Other	Child	78	10	5	-	93
		Lackawanna	Priority	Adult	-	-	-	-	-
		ت	Complaint or	Child	1	-	1	-	2
			Grievance	Adult	-	-	-	-	-
	*no,		Driority	Child	15	3	2	-	20
Information about Options* s treatment discussed completely with you**	Luzeme	Priority	Adult	-	-	-	-	-	
		Other	Child	101	7	6	1	115	
		Priority	Adult	-	-	-	-	-	
		Complaint or	Child	1	-	-	-	1	
		Grievance	Adult	-	-	-	-	-	
noq	scns		Priority	Child	3	-	-	1	4
⊓ a	nt di	Susquehanna	1 Honly	Adult	-	-	-	-	-
atic	ıtme		Other	Child	15	1	2	-	18
orm	trea	nbsr	Priority	Adult	-	-	-	-	-
<u>lu</u>		รัง	Complaint or	Child	-	-	-	-	-
	Goals of child'		Grievance	Adult	-	-	-	-	-
	ls of		Priority	Child	1	-	1	-	2
	Goa		Thonly	Adult	-	-	-	-	-
		Wyoming	Other	Child	5	-	-	-	5
		Wyo	Priority	Adult	-	-	-	-	-
		Complaint or	Child	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	
			Total		228	23	19	2	272
			% of Total		84%	8%	7%	1%	100%

<sup>\*</sup>Only responses from Members who used office, clinic, or another treatment program or medicine are shown. \*\*Only responses from Child Members are shown.

			Prev	vious Years' Respo	nses	
		Yes	No	N/A	No Reply	Total
2018-2019	Total	155	22	5	9	191
2010-2019	% of Total	81%	12%	3%	5%	100%
2017-2018	Total	151	17	2	4	174
2017-2010	% of Total	87%	10%	1%	2%	100%
2016-2017	Total	156	12	-	7	175
2010-2017	% of Total	89%	7%	-	4%	100%
2015-2016	Total	154	19	8	1	182
2010-2010	% of Total	85%	10%	4%	1%	100%
2014-2015	Total	188	28	5	3	224
2014-2013	% of Total	84%	13%	2%	1%	100%

Composite							2019-2020	Responses		
Measure	Question		Member Typ	е	Never	Sometimes	Usually	Always	No Reply	Total
			D: 1	Child	1	1	1	7	-	12
	hild?	B	Priority	Adult	-	-	-	-	-	-
	ur c	Lackawanna	Other	Child	4	8	8	67	-	93
	or yo	sckav	Priority	Adult	-	-	-	-	-	-
	ed fc	اي	Complaint or	Child	-	-	-	1	-	2
*>	ante.		Grievance	Adult	-	-	-	-	-	-
ĵu O	w no		Deignitu	Child	-	1	3	15	-	20
int	lp y		Priority	Adult	-	-	-	-	-	-
SCE	al he	ssional he	Other	Child	-	6	28	73	1	115
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	Fuze	Priority	Adult	-	-	-	-	-	-	
		Complaint or Grievance	Child	-	-	-	1	-	1	
			Adult	-	-	-	-	-	-	
Ĭ	it th		Driority	Child	-	-	1	2	1	4
ons	ly ge	na	Priority	Adult	-	-	-	-	-	-
)pti	fami	Susquehanna	Other	Child	-	1	5	9	-	18
ţ	oni	edne	Priority	Adult	-	-	-	-	-	-
abo	y bik	Su	Complaint or	Child	-	-	-	-	-	-
uo	en c		Grievance	Adult	-	-	-	-	-	-
Information about Options –	w off		Priority	Child	-	-	-	1	-	2
forr	, ho	_	1 Honly	Adult	-	-	-	-	-	-
Infi	ming	Other	Child	-	1	2	2	-	5	
	Wyo	Priority	Adult	-	-	-	-	-	-	
	st 12		Complaint or	Child	-	-	-	-	-	-
	е В		Grievance	Adult	-	-	-	-	-	-
	n ţh		Total		5	18	48	178	2	272
			% of Total		2%	7%	18%	65%	1%	100%

<sup>\*</sup>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
2040 2040	Total	5	19	39	116	12	191
2018-2019	% of Total	3%	10%	20%	61%	6%	100%
0047 0040	Total	8	22	28	107	9	174
2017-2018	% of Total	5%	13%	16%	61%	5%	100%
0040 0047	Total	6	27	46	84	9	172
2016-2017	% of Total	3%	16%	27%	49%	5%	100%
2045 2042	Total	8	21	53	95	5	182
2015-2016	% of Total	4%	12%	29%	52%	3%	100%
2044.0045	Total	10	24	54	131	3	224
2014-2015	% of Total	4%	11%	24%	58%	1%	100%

Composite							2019-2020	Responses		
Measure	Question		Member Typ	е	Never	Sometimes	Usually	Always	No Reply	Total
			D: 1	Child	-	-	3	8	1	12
	٦	Ø	Priority	Adult	-	-	-	-	-	-
	to talk to for counseling or	Lackawanna	Other	Child	2	10	17	57	7	93
	ınsel	acka	Priority	Adult	-	-	-	-	-	-
	noo .	Ls	Complaint or	Child	-	-	-	1	1	2
*_	o for		Grievance	Adult	-	-	-	-	-	-
Jul	alk t		Dringity	Child	1	-	3	15	1	20
int (	to t		Priority	Adult	-	-	-	-	-	-
esse	eone ed?	Luzeme	Other	Child	4	9	22	72	8	115
Information about Options – Child/Adolescent Only* In the last 12 months, how often did you feel your child had someone to talk to treatment when he or she was troubled?	Fuze	Priority	Adult	-	-	-	-	-	•	
		Complaint or	Child	-	-	-	1	-	1	
		Grievance	Adult	-	-	-	-	-	•	
<u> </u>	ur ch or sh		Priority	Child	-	-	1	2	1	4
ons	l you he d	na	1 Honly	Adult	-	-	-	-	-	-
Opti	u fee	Susquehanna	Other	Child	1	1	5	8	3	18
ont (	d you	nbsr	Priority	Adult	-	-	-	-	-	-
apc	n dic atme	S	Complaint or	Child	-	-	-	-	-	-
<u>ion</u>	ofte trea		Grievance	Adult	-	-	-	-	-	-
mat	how		Priority	Child	-	-	-	1	1	2
nfori	ths,		1 Honey	Adult	-	-	-	-	-	-
	moni	Wyoming	Other	Child	-	1	2	2	-	5
	12 m	Wyo	Priority	Adult	-	-	-	-	-	-
	last		Complaint or	Child	-	-	-	-	-	-
	the		Grievance	Adult	-	-	-	-	-	
	<u> </u>		Total		8	21	53	167	23	272
			% of Total		3%	8%	19%	61%	8%	100%

<sup>\*</sup>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
2040 2040	Total	6	29	33	111	12	191
2018-2019	% of Total	3%	15%	17%	58%	6%	100%
0047 0040	Total	3	28	32	99	12	174
2017-2018	% of Total	2%	16%	18%	57%	7%	100%
0040 0047	Total	9	23	51	82	7	172
2016-2017	% of Total	5%	13%	30%	48%	4%	100%
0045 0040	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
2014-2015	% of Total	4%	14%	28%	51%	3%	100%

## **Single Item Measures**

Single							2019-2020	Responses			
Item Measure	Question		Member Typ	е	Never	Sometimes	Usually	Always	No Reply	Total	
	~:		Delevite	Child	-	2	2	8	-	12	
	ient	B	Priority	Adult	5	10	36	44	1	96	
	ointm	vann	Other	Child	5	11	21	56	-	93	
	аррс	Lackawanna	Priority	Adult	6	5	30	39	-	80	
	/her	ت	Complaint or	Child	-	-	2	-	-	2	
	r/his,		Grievance	Adult	-	-	3	-	-	3	
	you		Priority	Child	-	-	5	15	-	20	
	ss of		FIIOTILY	Adult	6	20	41	92	4	163	
	inute	Luzerne	Other	Child	2	11	39	61	2	115	
	Office Wait* In the last 12 months, how often were you/your child seen within 15 minutes of your/his/her appointment?	Luze	Priority	Adult	4	9	37	51	2	103	
			Complaint or	Child	-	-	1	-	-	1	
ait*	n wit		Grievance	Adult	-	1	2	1	-	4	
Office Wait*	seel		Priority	Child	-	-	3	-	1	4	
fice	plild	na	1 Honly	Adult	-	-	2	7	1	10	
Ö	our (	ehani	Susquehanna	Other	Child	1	3	5	9	-	18
	ou/y	nbsr	Priority	Adult	1	2	2	4	-	9	
	ere y	S	Complaint or	Child	-	-	-	-	-		
	n we		Grievance	Adult	-	-	-	-	-	•	
	offe		Priority	Child	-	-	-	2	-	2	
	how		Honly	Adult	-	-	6	4	-	10	
	ths,	Wyoming	Other	Child	-	-	2	3	-	5	
	mom	Wyo	Priority	Adult	-	2	2	4	-	8	
	t 12		Complaint or	Child	-	-	-	-	-	-	
	e las		Grievance	Adult	-	-	-	-	-		
	n the		Total		30	76	241	400	11	758	
			% of Total		4%	10%	32%	53%	1%	100%	

<sup>\*</sup>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
2040 2040	Total	28	89	193	194	22	526
2018-2019	% of Total	5%	17%	37%	37%	4%	100%
2017-2018	Total	46	80	153	163	18	460
2017-2010	% of Total	10%	17%	33%	35%	4%	100%
2016-2017	Total	36	106	203	165	14	524
2010-2017	% of Total	7%	20%	39%	31%	3%	100%
2015-2016	Total	27	111	172	185	3	498
2013-2010	% 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%

Single	0		Marshart			2019-2020	Responses	
Item Measure	Question	Member Type		Yes	No	No Reply	Total	
			Datasitus	Child	8	1	-	9
	of of	- C	Priority	Adult	62	19	1	82
as part	vann	Other	Child	48	11	-	59	
	Lackawanna	Priority	Adult	59	13	-	72	
	taken	تد	Complaint or	Child	2	-	-	2
ide Effects* prescription medications taken as part of for?		Grievance	Adult	1	2	-	3	
		Priority	Child	12	3	-	15	
		FIIOHILY	Adult	124	27	2	153	
cts,	cts*	Luzerne	Other	Child	79	10	-	89
Told about Medication Side Effects* you told what side effects of prescription m treatment to watch for?	Luze	Priority	Adult	81	14	-	95	
		Complaint or	Child	-	-	-	-	
		Grievance	Adult	1	3	-	4	
atio	ation ffects o wat	Susquehanna	Priority	Child	3	-	-	3
oj Si	de el ent t			Adult	8	2	-	10
Me	at sic atme		Other Priority	Child	13	1	-	14
ont	l wha	nbsn		Adult	2	4	-	6
d ak	told	S	Complaint or	Child	-	-	-	-
[	yor (		Grievance	Adult	-	-	-	-
	were		Priority	Child	2	-	-	2
	ths, \	- D-		Adult	9	-	1	10
Told about Median Told about Median Told about Median In the last 12 months, were you told what side at the last 12 months.	Jming	Other	Child	3	-	-	3	
	121	Wyoming	Priority	Adult	6	1	-	7
		Complaint or	Child	-	-	-	•	
	the		Grievance	Adult	-	-	-	
			Total		523	111	4	638
			% of Total		82%	17%	1%	100%

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

			Previous Year	s' Responses	
		Yes	No	No Reply	Total
0040 0040	Total	327	103	14	444
2018-2019	% of Total	74%	23%	3%	100%
0047 0040	Total	298	92	10	400
2017-2018	% of Total	75%	23%	3%	100%
0040 0047	Total	319	96	4	419
2016-2017	% of Total	76%	23%	1%	100%
0045 0046	Total	318	102	3	423
2015-2016	% of Total	75%	24%	1%	100%
0044 0045	Total	377	127	4	508
2014-2015	% of Total	74%	25%	1%	100%

Single	Overtion		Mambay Typ	Member Type		2	019-2020 Respon	ses			
Item Measure	Question		Member Type		Yes	No	N/A	No Reply	Total		
			Drionity	Child	-	-	-	-	-		
	'n	Lackawanna	Priority	Adult	49	40	4	3	96		
	in you		Other	Child	-	-	-	-	-		
	spu		Priority	Adult	35	41	4	-	80		
	. frie		r frie	Complaint or	Child	-	-	-	-	-	
	ily or		Grievance	Adult	-	3	-	-	3		
	fami		Priority	Child	-	-	-	-	-		
	/our	e e	FIIOTILY	Adult	85	57	14	7	163		
*	( apr	ina Luzerne	Other	Child	-	-	-	-	-		
spu	Including Family and Friends* le talk to you about whether to incluse counseling or treatment?		Priority	Adult	58	35	8	2	103		
-rie			Complaint or Grievance	Child	-	-	-	-	-		
l pu				Adult	-	3	1	-	4		
<mark> </mark> y a	ut wł or tre		Priority	Child	-	-	-	-	-		
ami	abou			Adult	5	4	1	-	10		
<u>Б</u>	you nsel	Susquehanna	Other	Child	-	-	-	-	-		
nibr	k to cou	nbsr	Priority	Adult	3	4	2	-	9		
nclı	e tal	รัง	Complaint or	Child	-	-	-	-	-		
	nyou				Grievance	Adult	-	-	-	-	-
	id ar		Priority	Child	-	-	-	-	-		
	s, di		Thonly	Adult	7	2	1	-	10		
	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?  Wyoming Susquehanna Luzerne Lackawanna	ming	Other	Child	-	-	-	-	-		
		Wyo	Priority	Adult	4	4	-	-	8		
			Complaint or	Child	-	-	-	-	-		
	the		Grievance	Adult	-	-	-	-	-		
	드		Total		246	193	35	12	486		
			% of Total		51%	40%	7%	2%	100%		

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

			Pre	vious Years' Respo	nses	
		Yes	No	N/A	No Reply	Total
2040 2040	Total	152	152	11	20	335
2018-2019	% of Total	45%	45%	3%	6%	100%
0047 0040	Total	124	134	12	16	286
2017-2018	% of Total	43%	47%	4%	6%	100%
0046 0047	Total	155	154	15	25	349
2016-2017	% of Total	44%	44%	4%	7%	100%
0045 0040	Total	134	161	10	11	316
2015-2016	% of Total	42%	51%	3%	3%	100%
2014-2015	Total	143	185	23	15	366
	% of Total	39%	51%	6%	4%	100%

Single	0		Marshart			2019-2020	Responses	
Item Measure	Question	Member Type		Yes	No	No Reply	Total	
			Datasitus	Child	9	3	-	12
	w		Priority	Adult	69	22	5	96
	;hild'	vann	Other	Child	78	14	1	93
our c	Lackawanna	Priority	Adult	64	14	2	80	
	our/yc	ت	Complaint or	Child	2	-	-	2
to manage you		Grievance	Adult	2	1	-	3	
		Priority	Child	16	3	1	20	
		Phonty	Adult	126	32	5	163	
*_	n* nted t	Luzerne	Other	Child	98	16	1	115
Information to Manage Condition* In the last 12 months, were you given as much information as you wanted to manage your/your child'	Luze	Priority	Adult	82	19	2	103	
		Complaint or	Child	1	-	-	1	
		Grievance	Adult	2	1	1	4	
anaį	informatior condition?	Susquehanna	Priority	Child	3	-	1	4
Ψ̈́	infori		1-Honey	Adult	8	2	-	10
on ta	uch i		Other Priority	Child	15	3	-	18
natic	as m			Adult	7	2	-	9
form	/en a	S	Complaint or	Child	-	-	-	-
드	ou giv		Grievance	Adult	-	-	-	-
	Te yo		Priority	Child	2	-	-	2
	, we		rhonty	Adult	8	2	-	10
2 months,	onths	ming	Other	Child	3	2	-	5
	Wyoming	Priority	Adult	6	2	-	8	
	ast 12		Complaint or	Child	-	-	-	
	he la		Grievance	Adult	-	-	-	-
	in t		Total		601	138	19	758
			% of Total		79%	18%	3%	100%

<sup>\*</sup>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
2040 2040	Total	382	103	41	526
2018-2019	% of Total	73%	20%	8%	100%
0047 0040	Total	291	148	21	460
2017-2018	% of Total	63%	32%	5%	100%
0046 0047	Total	373	116	35	524
2016-2017	% of Total	71%	22%	7%	100%
0045 0040	Total	348	120	30	498
2015-2016	% of Total	70%	24%	6%	100%
0044 0045	Total	423	138	29	590
2014-2015	% of Total	72%	23%	5%	100%

Single	0		Mark T			2019-2020	Responses	
Item Measure	Question	Member Type		Yes	No	No Reply	Total	
			D: 1	Child	11	1	-	12
			Priority	Adult	77	16	3	96
		vann	Other	Child	85	8	-	93
	ent?	Lackawanna	Priority	Adult	61	18	1	80
	s rights as a patient?	ت	Complaint or	Child	2	-	-	2
			Grievance	Adult	1	2	-	3
			Priority	Child	18	2	-	20
s righ		FIIOHILY	Adult	133	25	5	163	
		Luzeme	Other	Child	109	3	3	115
Patient Rights Information* In the last 12 months, were you given information about your/your child'	Luzi	Priority	Adult	94	7	2	103	
		Complaint or	Child	1	-	-	1	
		Grievance	Adult	2	2	-	4	
<u>=</u>	out y	Susquehanna	Priority	Child	3	-	1	4
ght	n ab			Adult	9	1	-	10
<del>ب</del> <u>ج</u>	atio		Other Priority	Child	18	-	-	18
tien	form	nbsr		Adult	8	1	-	9
Pa	i.i.	S	Complaint or	Child	-	-	-	-
	give		Grievance	Adult	-	-	-	-
	you		Priority	Child	2	-	-	2
	vere		THOTILY	Adult	10	-	-	10
12 months, w	ming	Other	Child	5	-	-	5	
	Wyoming	Priority	Adult	6	2	-	8	
		Complaint or	Child	-	-	-	-	
	last		Grievance	Adult	-	-	-	-
	the		Total		655	88	15	758
	드		% of Total		86%	12%	2%	100%

<sup>\*</sup>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
2049 2040	Total	420	67	39	526
2018-2019	% of Total	80%	13%	7%	100%
0047 0040	Total	371	68	21	460
2017-2018	% of Total	81%	15%	5%	100%
2046 2047	Total	415	77	32	524
2016-2017	% of Total	79%	15%	6%	100%
0045 0040	Total	414	72	12	498
2015-2016	% of Total	83%	14%	2%	100%
2014-2015	Total	471	91	28	590
2014-2013	% of Total	80%	15%	5%	100%

Single			Manchan Toma			2019-2020	Responses	
Item Measure	Question	Member Type		Yes	No	No Reply	Total	
			Delevite	Child	11	1	-	12
	_	co Co	Priority	Adult	78	14	4	96
	or She Could Refuse Treatment* u could refuse a specific type of medicine or treatment for yourself/your child?	vann	Other	Child	83	10	-	93
		Lackawanna	Priority	Adult	73	7	-	80
		تد	Complaint or	Child	2	-	-	2
*			Grievance	Adult	3	-	-	3
ient			Priority	Child	20	-	-	20
Patient Feels He or She Could Refuse Treatment*  nths, did you feel you could refuse a specific type of medicine  yourself/your child?		FIIOTILY	Adult	137	22	4	163	
	Luzerne	Other	Child	109	4	2	115	
		Priority	Adult	89	12	2	103	
		Complaint or	Child	1	-	-	1	
		Grievance	Adult	2	2	-	4	
Col	fuse		Priority	Child	3	-	1	4
he	d re	na		Adult	9	1	-	10
S	coul	Susquehanna	Other Priority	Child	18	-	-	18
- Р	you	nbsr		Adult	7	2	-	9
SIS	leel	Š	Complaint or	Child	-	-	-	-
Fee	you		Grievance	Adult	-	-	-	-
ent	did		Priority	Child	2	-	-	2
Pati	ıths,	50-	- Honey	Adult	10	-	-	10
Patient Feels He or She Could In the last 12 months, did you feel you could refuse a	mom	ming	Other	Child	5	-	-	5
	Wyoming	Priority	Adult	5	3	-	8	
	last		Complaint or	Child	-	-	-	-
	n the		Grievance	Adult	-	-	-	-
	_		Total		667	78	13	758
			% of Total		88%	10%	2%	100%

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

			Previous Yea	ırs' Responses	
		Yes	No	No Reply	Total
2040 2040	Total	416	73	37	526
2018-2019	% of Total	79%	14%	7%	100%
2047 2040	Total	359	83	18	460
2017-2018	% of Total	78%	18%	4%	100%
2046 2047	Total	405	90	29	524
2016-2017	% of Total	77%	17%	6%	100%
2015-2016	Total	403	80	15	498
2010-2010	% of Total	81%	16%	3%	100%
2014-2015	Total	463	108	19	590
2014-2013	% of Total	78%	18%	3%	100%

Single	O ti a	Member Type			2019-2020	Responses			
Item Measure	Question		Member Type		Yes	No	No Reply	Total	
	±		Duta dis.	Child	1	11	-	12	
	men	Lackawanna	Priority	Adult	10	82	4	96	
	or treatn		Other	Child	4	88	1	93	
	g or	acka	Priority	Adult	8	71	1	80	
	seline	Ľ	La	Complaint or	Child	1	2	-	2
*	ouns te?		Grievance	Adult	1	3	-	3	
ion	for c		Priority	Child	1	19	-	20	
mat	t to t ept p	Ф	FIIOTILY	Adult	3	154	6	163	
ηfor	wen en k	Luzerne	Other	Child	3	111	1	115	
= E	child v	Luze	Priority	Adult	5	96	2	103	
tme	Confident about Privacy of Treatment Information* is, 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?	Susquehanna	Complaint or Grievance	Child	-	1	-	1	
rea				Adult	-	4	-	4	
of T	ne yo		Priority	Child	-	3	1	4	
cy (	nyor s tha		FIIOTILY	Adult	-	10	-	10	
riva	lid al thers		Other	Child	2	16	-	18	
H. P	w, c	nbsr	Priority	Adult	1	8	-	9	
Joqu	r knc	S	Complaint or	Child	-	-	-	-	
int a	you		Grievance	Adult	-	-	-	-	
fide	ar as nforn		Priority	Child	-	2	-	2	
Con	as fa		THOTILY	Adult	-	10	-	10	
	ths, sha	Wyoming	Other	Child	-	5	-	5	
	In the last 12 months, as	Wyo	Priority	Adult	-	8	-	8	
	121		Complaint or	Child	-	-	-	-	
	last		Grievance	Adult	-	-	-	-	
	the		Total		38	704	16	758	
			% of Total		5%	93%	2%	100%	

<sup>\*</sup>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
2040 2040	Total	59	432	35	526
2018-2019	% of Total	11%	82%	7%	100%
2047 2040	Total	79	357	24	460
2017-2018	% of Total	17%	78%	5%	100%
2040 2047	Total	58	446	20	524
2016-2017	% of Total	11%	85%	4%	100%
2045 2046	Total	59	425	14	498
2015-2016	% of Total	12%	85%	3%	100%
2014 2015	Total	58	506	26	590
2014-2015	% of Total	10%	86%	4%	100%

Single	0					2019-2020	Responses	
Item Measure	Question		Member Typ	e -	Yes	No	No Reply	Total
		Lackawanna	Dutanthi	Child	-	-	-	
			Priority	Adult	5	-	-	5
			Other	Child	2	-	2	4
		acka	Priority	Adult	2	-	1	3
		Ľ	Complaint or	Child	-	-	-	-
			Grievance	Adult	-	-	-	-
			Priority	Child	1	1	-	2
		Luzerne	Priority	Adult	2	2	-	4
	*		Other Priority	Child	4	-	-	4
ompetency*	*spa			Adult	2	-	-	2
	eu le		Complaint or Grievance	Child	-	-	-	
	Iltura			Adult	-	-	-	
	to cu	Priority Other Priority	Priority	Child	-	-	-	
<u> </u>	ive		1 Honly	Adult	1	-	-	1
:ura	suoc	ehan	Other	Child	2	-	-	2
JE S	rest	nbsr	Priority	Adult	2	-	-	2
	Sare	S	Complaint or	Child	-	-	-	
Cultural Competency*  Care responsive to cultural needs**			Grievance	Adult	-	-	-	•
			Priority	Child	-	-	-	-
				Adult	-	-	-	-
		ming	Other	Child	-	-	-	-
		Wyoming	Priority	Adult	-	-	-	-
			Complaint or	Child	-	-	-	-
			Grievance	Adult	-	-	-	
			Total		23	3	3	29
			% of Total		79%	10%	10	100%

<sup>\*</sup>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. 686 Members responded that they did not have cultural needs that made a difference in what kind of treatment needed and 43 Members did not respond.

			Previous Yea	ars' Responses	
		Yes	No	No Reply	Total
2018-2019	Total	18	5	2	25
2010-2019	% of Total	72%	20%	8%	100%
2017-2018	Total	40	2	4	46
2017-2010	% of Total	87%	4%	9%	100%
2016-2017	Total	24	10	5	39
2010-2017	% of Total	62%	26%	13%	100%
2015-2016	Total	24	19	1	44
2013-2010	% of Total	55%	43%	2%	100%
2014-2015	Total	14	14	1	29
2014-2013	% of Total	48%	48%	3%	100%

Single					2019-2020 Responses								
Item Measure	Question	Member Type			Not at all	A little	Somewhat	A lot	No Reply	Total			
	45		Dutantia.	Child	1	4	3	5	2	15			
	e go	B	Priority	Adult	3	19	27	42	13	104			
	e/sh	vann	Other	Child	3	19	17	51	12	102			
	u//no	Lackawanna	Priority	Adult	3	14	20	42	9	88			
	ant y	ت	Complaint or	Child	-	-	-	1	1	2			
	atme		Grievance	Adult	1	1	1	-	-	3			
	r tre		Duianita	Child	2	4	3	14	-	23			
	o ɓu		Priority	Adult	3	27	46	84	9	169			
Amount Helped In the last 12 months, how much were you/your child helped by the counseling or treatment you/he/she got?	nseli	erne	Other Priority	Child	2	20	32	74	7	135			
	lnoo	Luzerne		Adult	4	22	20	59	8	113			
	/ the		Complaint or Grievance	Child	-	-	-	1	-	1			
	d b			Adult	1	-	1	2	-	4			
	elpe		Priority	Child	-	-	1	2	2	5			
vunt	lid blic	Ja	- Honty	Adult	1	2	1	7	-	11			
Amc	ur ch	Susquehanna	Other Priority	Child	1	1	5	13	3	23			
	o//n			Adult	1	3	1	3	1	9			
	e yo		Complaint or Grievance	Child	-	-	-	-	-				
	wer			Adult	-	-	-	-	-	-			
	nuch		Duianita	Child	-	-	1	2	-	3			
	ow n		Priority	Adult	-	1	-	9	-	10			
	ns, h	Wyoming	Other	Child	-	1	4	2	-	7			
	nonth	Wyo	Priority	Adult	1	1	3	3	-	8			
	12 m		Complaint or	Child	-	-	-	-	-	-			
	last		Grievance	Adult	-	-	-	-	-	-			
	the		Total		27	139	186	416	67	835			
	드		% of Total		3%	17%	22%	50%	8%	100%			

				Previous Years	s' Responses		
		Not at all	A little	Somewhat	A lot	No Reply	Total
2040 2040	Total	15	69	184	305	30	603
2018-2019	% of Total	2%	11%	31%	51%	5%	100%
2047 2040	Total	23	70	162	250	20	525
2017-2018	% of Total	4%	13%	31%	48%	4%	100%
0040 0047	Total	37	92	183	267	67	646
2016-2017	% of Total	6%	14%	28%	41%	10%	100%
2045 2040	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
2014-2013	% of Total	6%	14%	30%	48%	2%	100%

	Member Type						Rating 2	of Couns 019-2020	seling/Tre Response	atment es				
	метпрет туре		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
ına	Priority	Child	1	1	-	1	1	-	-	-	4	3	4	13
	Ac	Adult	2	-	-	2	3	8	4	9	21	16	25	90
wan	Other Priority	ther Priority Child	-	1	1	1	1	3	6	10	15	15	39	92
Lackawanna	Other Fholity	Adult	-	1	1	1	2	4	4	7 - 9	14	13	27	79
La	Complaint or	Child	-	-	-	1	1	-	-	-	-	1	-	1
	Grievance	Adult	-	1	1	1	1	-	1	1	-	-	-	3
	Driority	Child	1	-	-	1	-	-	1	4	4	1	10	22
	Priority	Adult	1	1	1	2	3	10	9	23	24	26	61	161
erne	Other Priority	Child	-	-	-	1	1	5	9	14	26	24	48	128
)zn		Adult	-	1	-	2	1	8	2	13	17	19	42	105
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	1	1
		Adult	-	-	1	-	-	-	-	-	1	1	1	4
	Driority	Child	-	-	-	-	-	-	1	-	-	1	2	4
ına	Priority	Adult	-	-	-	-	-	1	1	3	-	2	4	11
Susquehanna	Other Driesity	Child	-	-	-	-	1	1	1	1	2	2	14	22
edue	Other Priority	Adult	-	-	1	1	-	-	-	2	1	1	2	8
Sus	Complaint or	Child	-	-	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	-	-	-	-	-	-	-	-	-	-	-	-
	Driority	Child	-	-	-	-	-	-	-	-	1	-	2	3
	Priority	Adult	-	-	-	-	-	1	-	-	3	-	6	10
Wyoming	Other Priority	Child	-	-	-	1	-	2	1	-	1	2	1	7
Vyol	Other Phonty	Adult	-	-	-	1	1	1	1	1	2	-	3	8
>	Complaint or	Child	-	-	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	-	-	-	-	-	-	-	-	-	-	-	-
	Total		5	3	6	11	13	44	41	94	136	127	292	772
	% of Total		1%	0%	1%	1%	2%	6%	5%	12%	18%	16%	38%	100%

<sup>\*63</sup> surveys showed no response.

			Previous Years' Responses										
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
2040 2040	Total	4	3	6	11	18	42	32	57	83	77	230	563
2018-2019	% of Total	1%	1%	1%	2%	3%	7%	6%	10%	15%	14%	Best 230 41% 187 37% 185 32% 211 36% 212	100%
0047.0040	Total	12	5	9	12	11	34	35	58	74	63	187	500
2017-2018	% of Total	2%	1%	2%	2%	2%	7%	7%	12%	15%	13%	37%	100%
2040 2047	Total	20	4	11	7	19	53	54	65	93	69	185	580
2016-2017	% of Total	3%	1%	2%	1%	3%	9%	9%	11%	16%	12%	230 41% 187 37% 185 32% 211 36%	100%
0045 0040	Total	8	8	8	9	17	40	34	74	109	76	211	594
2015-2016	% of Total	1%	1%	1%	2%	3%	7%	6%	12%	18%	13%		100%
	Total	11	12	13	13	13	66	45	83	134	102	212	704
2014-2015	% of Total	2%	2%	2%	2%	2%	9%	6%	12%	19%	14%	30%	100%