July 2020 through December 2021

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;
- The individual was enrolled in the organization when the sample was drawn;
- The individual should be enrolled in HealthChoices for the previous 12 months; and
- The individual received ambulatory or outpatient and day/night behavioral health care services during the evaluation period (with behavioral health services defined to include mental health and chemical dependency services).

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

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

Provider Agency	Total Number of Members Surveyed	% of Total Random Sample
Children's Service Center of Wyoming	1,007	12%
Children's Behavioral Health	104	1%
Community Counseling Services of NEPA	1,025	12%
First Hospital	840	10%
Friendship House	1,018	12%
Northeast Counseling Services	1,018	12%
Scranton Counseling Services	997	12%
Remaining Members	2,334	28%
Members who filed a Complaint or Grievance	57	<1%
Total	8,400	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 46,429 Members and, upon completion of the sampling process, the Alliance distributed 8,400 Member Surveys (see Detailed Member Sample table below). This is an increase from 5,600 Member Surveys typically distributed, as NBHCC moved services to span a calendar year, transitioning from a fiscal year during July 2020 through December 2021.

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	286	50	890	151	201
Service Center	Other Priority	3,108	524	1,699	282	806
of Wyoming	Total	3,394	574	2,589	433	1,007
Children's	Priority	2	2	0	0	2
Behavioral	Other Priority	93	93	9	9	102
Health	Total	95	95	9	9	104
Community	Priority	7	7	3,164	746	753
Counseling Services of	Other Priority	157	40	971	232	272
NEPA	Total	164	47	4,135	978	1,025
	Priority	87	76	666	580	656
First Hospital	Other Priority	61	50	158	134	184
	Total	148	126	824	714	840
Fairmalatein	Priority	74	40	415	212	252
Friendship House	Other Priority	1,109	554	425	212	766
	Total	1,183	594	840	424	1,018
Northeast	Priority	123	40	1,043	343	383
Counseling	Other Priority	607	202	1,334	433	635
Services	Total	730	242	2,377	776	1,018
Scranton	Priority	149	30	1,487	282	312
Counseling	Other Priority	1,318	252	2,274	433	685
Services	Total	1,467	282	3,761	715	997
Remaining	Priority	521	47	5,852	560	607
Members	Other Priority	4,487	420	13,796	1,307	1,727
	Total	5,008	467	19,648	1,867	2,334
Members who fi	led a Complaint or Grievance	20	20	37	37	57
	Grand Total	12,209	2,447	34,220	5,953	8,400

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	2,427	29%
18 & Older	5,916	70%
Members who filed a complaint or grievance	57	1%
Total Surveys Distributed	8,400	100%

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

- (1) Send questionnaire and cover letter.
- (2) Send a reminder postcard to non-respondents 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) Conduct phone calls during the mail-out process, giving members the opportunity to complete the survey over the phone

Survey Completion Rate

The optimal goal of receiving a minimum of 600 completed Member Surveys was exceeded. The Alliance received 681 unduplicated surveys, representing an 8% response rate, decreasing from all response rates during previous years, as follows:

decreasing from a 19% response rate during 2019-2020;

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

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

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

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

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

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

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

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

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

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

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

Among the sample of 681 survey completers, 85 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). Eleven surveys returned were duplicate surveys and were deleted from the data. Seventy-seven 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 585 unduplicated surveys.

			Surveys Received	t
		Under 18	18 & Older	Total
	Priority	14	100	114
Lackawanna	Other Priority	113	112	225
	Members who filed a complaint or grievance	-	2	2
	Priority	13	95	108
Luzerne	Other Priority	81	85	166
	Members who filed a complaint or grievance	-	3	3
	Priority	4	6	10
Susquehanna	Other Priority	15	7	22
	Members who filed a complaint or grievance	-	-	
	Priority	1	9	10
Wyoming	Other Priority	5	5	10
	Members who filed a complaint or grievance	-	-	
	Total	246	424	670

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	inna		Luzerne			Susquehanna			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	-	-	-	-	4	-	-	-	-	-	-	-	4
8-12	3	46	-	2	26	-	-	6	-	-	3	-	86
13-17	10	63	-	9	44	-	3	8	-	1	1	-	139
18	-	1	-	1	1	-	1	1	-	-	1	-	5
Total Number of Child Responses	13	110		12	75	-	3	15	-	1	5		234

^{*12} surveys showed no response.

		Number of Responses											
		Lackawa	anna		Luzerne		Susquehanna			Wyoming			
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	64	-	2	53	-	3	9	-	1	2	-	141
Female	4	46	-	11	24	-	-	6	-	-	2	-	93
Total Number of Child Responses	11	110	0	13	77	0	3	15	0	1	4	0	234

^{*12} surveys showed no response.

	Number of Responses												
	L	Lackawanna			Luzern	е		Susqueh	nanna	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	2	6	-	6	6	-	-	-	-	1	1	-	22
25 to 34	20	20	1	9	7	-	1	2	-	-	1	-	61
35 to 44	23	29	-	19	22	2	1	3	-	1	1	-	101
45 to 54	16	20	1	29	19	1	2	-	-	3	-	-	91
55 to 64	30	27	-	21	17	-	-	1	-	3	1	-	100
65 to 74	6	5	-	9	7	-	2	-	-	-	-	-	29
75 or older	1	-	-	1	1	-	-	-	-	-	-	-	3
Total Number of Adult Responses	98	107	2	94	79	3	6	6	-	8	4		407

^{*17} surveys showed no response.

						Numb	er of F	Responses	5				
		Lackawanna			Luzerne			Susquehanna			Wyon		
Adult	Priority	Other Priority	Complaint or Grievance	Total									
Male	33	41	1	30	20	2	1	3	-	3	2	-	136
Female	65	66	1	63	60	1	4	4	-	5	2	-	271
Total Number of Adult Responses	98	107	2	93	80	3	5	7	٠	8	4	•	407

^{*17} 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	10	1	-	-	-	-	11
rits	Luzerne	7	1	-	-	-	3	11
Priority	Susquehanna	3	-	-	-	-	-	3
	Wyoming	1	-	-	-	-	-	1
	Sub Total	21	2	-	•		3	26
	Lackawanna	77	10	3	-	-	14	104
Other	Luzerne	54	5	-	-	1	20	80
Otl Pric	Susquehanna	15	1	-	-	-	-	16
	Wyoming	3	-	-	-	-	-	3
	Sub Total	149	16	3	•	1	34	203
							1	
± 8	Lackawanna	-	-	-	-	-	-	-
iplai or vanc	Luzerne	-	-	-	-	-	-	-
Complaint or Grievance	Susquehanna	-	-	-	-	-	-	-
ပိ ဖ်	Wyoming	-	-	-	-	-	-	-
	Sub Total		-		-			
	Grand Total	170	18	3	0	1	37	229

^{*17} surveys showed no response. Members were able to choose more than one response to this question.

	Adult	White	Black or African- American	Asian	Native Hawaiian or other Pacific Islander	American Indian or Alaskan Native	Other	Total
	Lackawanna	82	3	-	-	-	6	91
rif	Luzerne	80	5	1	-	1	12	99
Priority	Susquehanna	5	-	-	-	-	-	5
	Wyoming	8	-	-	-	-	-	8
	Sub Total	175	8	1	•	1	18	203
	Lackawanna	95	9	1	1	1	3	110
Other Priority	Luzerne	66	5	1	-	1	12	85
P ii	Susquehanna	7	-	-	-	-	-	7
	Wyoming	4	-	-	-	-	-	4
	Sub Total	172	14	2	1	2	15	206
t e	Lackawanna	2	-	-	-	-	-	2
olaii r anc	Luzerne	3	-	-	-	-	-	3
Complaint or Grievance	Susquehanna	-	-	-	-	-	-	-
ŏ ō	Wyoming	-	-	-	-	-	-	-
	Sub Total	5	-	-		-	-	5
	Grand Total	347	22	3	1	3	33	409

^{*15} 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 Resp	Yes	
	Lackawanna	2
Priority	Luzerne	4
Pri	Susquehanna	-
	Wyoming	-
	Sub Total	6
	Lackawanna	19
Other	Luzerne	22
	Susquehanna	-
	Wyoming	3
	Sub Total	44
nt see	Lackawanna	-
plai vr /anc	Luzerne	-
Complaint or Grievance	Susquehanna	-
	Wyoming	-
	Sub Total	•
	Grand Total	50

Are you of Hispanic or Latino origin or descent?

uescent:			
Adult Responses		Yes	
	Lackawanna	12	
rity	Luzerne	5	
Priority	Susquehanna	-	
_	Wyoming		
	Sub Total	17	
	Lackawanna	7	
Pirty.	Luzerne	17	
Other Priority	Susquehanna	1	
_	Wyoming	-	
	Sub Total	25	
≠ e	Lackawanna	-	
lair anc	Luzerne	-	
Complaint or Grievance	Susquehanna	-	
ပိ စ်	Wyoming	-	
	Sub Total	-	
	Grand Total	42	
		=	

What is the hig level of scho compl	ool 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	1	10	43	27	10	5	96
Lackawanna	Other Priority	3	13	54	29	6	1	106
	Complaint or Grievance	-	-	1	-	1	-	2
	Priority	5	6	46	30	4	3	94
Luzerne	Other Priority	3	5	37	26	9	2	82
	Complaint or Grievance	-	-	1	1	1	-	3
	Priority	-	-	2	2	1	-	5
Susquehanna	Other Priority	-	1	4	1	1	-	7
	Complaint or Grievance	-	-	-	-	-	-	-
	Priority	-	1	6	1	-	-	8
Wyoming	Other Priority	-	1	2	1	-	-	4
	Complaint or Grievance	-	-	-	-	-	-	-
	Total	12	37	196	118	33	11	407

^{*17} surveys showed no response.

If completing to regarding the your child recarring 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	11	1	-	-	-	1	1	14
Lackawanna	Other Priority	95	11	1	1	-	4	1	113
	Complaint or Grievance	-	-	-	ı	-	-	-	-
	Priority	10	2	-	-	-	-	1	13
Luzerne	Other Priority	60	16	-	-	-	2	3	81
	Complaint or Grievance	-	-	-	1	-	-	1	-
	Priority	2	1	-	-	-	-	1	4
Susquehanna	Other Priority	6	8	-	-	-	1	-	15
	Complaint or Grievance	-	-	-	-	-	-	-	-
	Priority	1	-	-	-	-	-	-	1
Wyoming	Other Priority	4	1		-	-		-	5
	Complaint or Grievance	-	-	-	1	-	-	-	-
	Total	189	40	1	1	-	8	7	246

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	.						2020-2021	Responses		
Measure	Question	ion Member Type			Never	Sometimes	Usually	Always	No Reply	Total
			Driority	Child	-	5	3	2	-	10
		<u> </u>	Priority	Adult	1	18	13	21	2	55
		Lackawanna	Other Driegits	Child	-	19	11	24	-	54
		ıcka	Other Priority	Adult	3	12	17	27	-	59
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	1	-	1
			Dringity	Child	1	2	-	6	-	9
			Priority	Adult	2	12	13	29	2	58
		eme	Other Driesity	Child	3	11	8	29	1	52
춪		Luzeme	Other Priority	Adult	-	8	7	29	-	44
Žuič	*		Complaint or	Child	-	-	-	-	-	-
Ħ	Getting Treatment Quickly Get help by phone*		Grievance	Adult	1	1	-	-	-	2
me	oy ph		Priority	Child	-	1	1	2	-	4
eat	elp t	na		Adult	1	-	-	3	-	4
Ę	Set h	shan	Other Brierity	Child	-	2	4	5	1	12
tting.		Susquehanna	Other Priority	Adult	-	1	1	3	-	5
Gel		Su	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
			FIIOTILY	Adult	1	3	-	3	-	7
		Wyoming	Other Priority	Child	-	1	-	1	-	2
		Wyo	Other Pholity	Adult	-	-	1	1	-	2
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		13	96	79	186	6	380
			% of Total		3%	25%	21%	49%	2%	100%

^{*}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 2020	Total	38	82	42	137	1	300
2019-2020	% of Total	13%	27%	14%	46%	0%	100%
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%
2046 2047	Total	58	84	38	57	16	253
2016-2017	% of Total	23%	33%	15%	23%	6%	100%
2045 2040	Total	31	77	42	62	5	217
2015-2016	% of Total	14%	35%	19%	29%	2%	100%

Composite	•						2020-2021	Responses		
Measure	Question		Member Typ	oe -	Never	Sometimes	Usually	Always	No Reply	Total
			Datable	Child	1	-	4	3	-	8
		ā	Priority	Adult	5	10	9	13	-	37
		vann	Other	Child	1	10	5	15	-	31
		Lackawanna	Priority	Adult	5	7	9	25	-	46
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	1	-	1
			Duinaite	Child	1	-	4	5	-	10
			Priority	Adult	1	12	14	17	1	45
	ded*	eme	Other	Child	3	9	5	16	-	33
ikly	nee	Luzerne	Priority	Adult	2	4	7	29	-	42
)uic	ı as		Complaint or	Child	-	-	-	-	-	-
Getting Treatment Quickly		Grievance	Adult	-	-	-	-	-	-	
mel	as s		Grievance Priority	Child	-	-	1	-	-	1
eat	nent	na	Phonly	Adult	-	-	-	2	-	2
Ţ	eatn	hanı	Other	Child	-	1	3	-	2	6
ttinç	nt tr	Susquehanna	Priority	Adult	1	-	1	1	-	3
Ge	ebur	Su	Complaint or	Child	-	-	-	-	-	-
	set u		Grievance	Adult	-	-	-	-	-	-
)		Driority	Child	-	-	-	-	-	-
			Priority	Adult	2	-	-	3	-	5
		Wyoming	Other	Child	-	-	-	1	-	1
		Wyo	Priority	Adult	-	-	2	1	-	3
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		22	53	64	132	3	274
			% of Total		8%	19%	23%	48%	1%	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
2040 2020	Total	20	37	74	218	5	354
2019-2020	% of Total	6%	10%	21%	62%	1%	100%
2040 2040	Total	6	17	45	66	117	251
2018-2019	% of Total	2%	7%	18%	26%	47%	100%
2017-2018	Total	21	39	64	98	5	227
2017-2018	% of Total	9%	17%	28%	43%	2%	100%
2040 2047	Total	24	55	57	93	6	235
2016-2017	% of Total	10%	23%	24%	40%	3%	100%
2045 2046	Total	20	31	54	102	5	212
2015-2016	% of Total	9%	15%	25%	48%	2%	100%

Composite							2020-2021	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
				Child	-	-	5	4	-	9
		m	Priority	Adult	3	10	17	34	1	65
		vann	Other	Child	3	6	15	45	-	69
		Lackawanna	Priority	Adult	4	10	17	37	2	70
		Le	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	1	-	-	1
			Driority	Child	1	2	3	4	-	10
			Priority	Adult	3	9	19	32	-	63
	*	Luzeme	Other	Child	1	10	8	40	-	59
kly	antec	Luze	Priority	Adult	3	3	9	36	1	52
uic	SW SI		Complaint or	Child	-	-	-	-	-	-
Getting Treatment Quickly Get appointment as soon as wanted*		Grievance	Adult	1	1	-	-	-	2	
:mel	s so		Grievance Priority	Child	-	-	1	3	-	4
reat	ent a	na	FHOIRY	Adult	-	1	-	2	-	3
g Ti	ntme	əhanı	Other	Child	-	1	4	4	1	10
ttin	ppoii	Susquehanna	Priority	Adult	-	-	-	4	-	4
Ge	et a _l	ร	Complaint or	Child	-	-	-	-	-	-
	9		Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	1	-	-	1
			T HOTILY	Adult	1	1	3	2	-	7
		Wyoming	Other	Child	-	-	1	2	-	3
		Wyo	Priority	Adult	-	-	3	1	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		20	54	107	250	5	436
			% of Total		5%	12%	25%	57%	1%	100%

^{*}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 2020	Total	18	69	166	312	7	572
2019-2020	% of Total	3%	12%	29%	55%	1%	100%
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%
2046 2047	Total	30	91	149	206	7	483
2016-2017	% of Total	6%	19%	31%	43%	1%	100%
2045 2046	Total	16	64	130	217	11	438
2015-2016	% of Total	4%	15%	30%	50%	3%	100%

Composite	04:		Manakan Tan				2020-2021	Responses		
Measure	Question		Member Typ	e -	Never	Sometimes	Usually	Always	No Reply	Total
			Data de la	Child	-	3	2	3	-	8
		а	Priority	Adult	1	2	11	46	-	60
		Lackawanna	Other	Child	-	9	10	38	-	57
		ıcka	Priority	Adult	3	9	8	42	2	64
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	1	-	-	1	-	2
			Priority	Child	-	1	3	6	-	10
			Phonly	Adult	2	7	7	33	2	51
ate*		Luzeme	Other	Child	-	3	6	37	1	47
ınic		Luze	Priority	Adult	-	4	9	32	2	47
ושר	fully		Complaint or	Child	-	-	-	-	-	-
How Well Clinicians Communicate*		Grievance	Adult	1	1	-	-	-	2	
ns (ten		Driority	Child	-	-	-	4	-	4
icia	sil sı	na	Priority	Adult	-	-	1	3	-	4
Ojji	iciar	ehan	Other	Child	-	2	4	6	-	12
ell (Clin	Susquehanna	Priority	Adult	-	1	-	5	-	6
		Sı	Complaint or	Child	-	-	-	-	-	-
Hov			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
			Honly	Adult	2	-	-	5	-	7
		Wyoming	Other	Child	-	-	1	2	-	3
		Wyo	Priority	Adult	-	1	-	3	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		10	43	62	266	7	388
			% of Total		3%	11%	16%	69%	2%	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
0040 0000	Total	17	48	139	545	9	758
2019-2020	% of Total	2%	6%	18%	72%	1%	100%
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%
2012 2017	Total	19	60	149	281	15	524
2016-2017	% of Total	4%	11%	28%	54%	3%	100%
0045 0046	Total	15	52	114	301	16	498
2015-2016	% of Total	3%	10%	23%	60%	3%	100%

Composite							2020-2021	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			D: 2	Child	1	3	1	3	-	8
		В	Priority	Adult	-	3	9	48	-	60
		Lackawanna	Other	Child	-	7	8	42	-	57
		ıcka	Priority	Adult	2	5	17	38	2	64
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	1	-	1	-	-	2
			Duinaite	Child	-	1	2	7	-	10
			Priority	Adult	4	2	13	31	1	51
ateʾ		Luzerne	Other	Child	1	1	8	37	-	47
How Well Clinicians Communicate*		Luze	Priority	Adult	-	3	9	33	2	47
שור	sɓu		Complaint or	Child	-	-	-	-	-	-
Con	Clinicians explain things		Grievance	Adult	1	-	1	-	-	2
ns ((plai		Grievance	Child	-	-	-	4	-	4
icia	is e)	na	Phonly	Adult	-	-	1	3	-	4
Clin	iciar	Susquehanna	Other	Child	-	1	4	7	-	12
ell (Clin	nbsr	Priority	Adult	-	2	1	3	-	6
X		S	Complaint or	Child	-	-	-	-	-	-
John John John John John John John John			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
			Honly	Adult	1	1	-	5	-	7
		Wyoming	Other	Child	-	-	1	2	-	3
		Wyo	Priority	Adult	-	-	2	2	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		11	29	78	265	5	388
			% of Total		3%	7%	20%	68%	1%	100%

^{*}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 2020	Total	9	41	118	581	9	758
2019-2020	% of Total	1%	5%	16%	77%	1%	100%
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%
0040 0047	Total	20	42	142	279	41	524
2016-2017	% of Total	4%	8%	27%	53%	8%	100%
2045 2046	Total	6	40	133	302	17	498
2015-2016	% of Total	1%	8%	27%	61%	3%	100%

Composite							2020-2021	Responses		
Measure	Question	Member Type			Never	Sometimes	Usually	Always	No Reply	Total
			Datable	Child	-	1	3	4	-	8
		ā	Priority	Adult	1	3	7	49	-	60
		Lackawanna	Other	Child	-	4	5	48	-	57
		ckav	Priority	Adult	4	3	9	47	1	64
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	1	-	-	1	-	2
			Dutanthi	Child	-	-	1	9	-	10
*			Priority	Adult	1	5	10	33	2	51
äte		eme	Other	Child	1	1	8	37	-	47
iur		Luzeme	Priority	Adult	-	2	7	36	2	47
How Well Clinicians Communicate*		Complaint or	Child	-	-	-	-	-	-	
Son	Som		Grievance	Adult	2	-	-	-	-	2
) SL	wor		Deiority	Child	-	-	-	4	-	4
cial	ls st	ına	Priority	Adult	-	-	1	3	-	4
ini	iciar	han	Other	Child	-	1	5	6	-	12
<u></u>	Clini	Susquehanna	Priority	Adult	1	1	1	3	-	6
×		Su	Complaint or	Child	-	-	-	-	-	-
<u>0</u>			Grievance	Adult	-	-	-	-	-	-
工			Dutanthi	Child	-	-	-	-	-	-
			Priority	Adult	1	1	-	5	-	7
		ming	Other	Child	-	-	-	3	-	3
		Wyoming	Priority	Adult	-	-	1	3	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		12	22	58	291	5	388
			% of Total		3%	6%	15%	75%	1%	100%

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

				Previous Year	rs' Responses		Previous Years' Responses									
		Never	Sometimes	Usually	Always	No Reply	Total									
2019-2020	Total	4	43	110	592	9	758									
2019-2020	% of Total	1%	6%	15%	78%	1%	100%									
2049 2040	Total	10	28	101	366	21	526									
2018-2019	% of Total	2%	5%	19%	70%	4%	100%									
2047 2049	Total	22	31	64	334	9	460									
2017-2018	% of Total	5%	7%	14%	73%	2%	100%									
0040 0047	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%									

Composite	Overtion		Manahan Tun				2020-2021	Responses		
Measure	Question		Member Type		Never	Sometimes	Usually	Always	No Reply	Total
			Driority	Child	-	2	1	5	-	8
		<u>a</u>	Priority	Adult	1	5	14	40	-	60
		vann	Other	Child	1	-	12	44	-	57
		Lackawanna	Priority	Adult	5	5	11	42	1	64
		Le	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	1	-	-	1	-	2
			Deiositu	Child	-	1	1	8	-	10
٠			Priority	Adult	2	5	14	29	1	51
ate'		Luzeme	Other	Child	2	2	7	36	-	47
ınic	ne	Luze	Priority	Adult	1	5	9	31	2	47
שר	는 tir		Complaint or	Child	1	-	1	-	-	-
Con	How Well Clinicians Communicate*		Grievance	Adult	2	-	1	-	-	2
ns (ıd er		Priority	Child	1	-	1	4	-	4
icial	spen	na	Phonly	Adult	1	1	1	3	-	4
Clin	ans (Susquehanna	Other	Child	1	2	3	7	-	12
) ∥∋	inicia	nbsi	Priority	Adult	1	1	1	3	-	6
× ,	ਹੋ	S	Complaint or	Child	-	-	-	-	-	-
Ą			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	1	-	-	-
			Honly	Adult	2	-	2	3	-	7
		Wyoming	Other	Child	-	-	ı	3	-	3
		Wyo	Priority	Adult	-	-	1	3	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		17	29	76	262	4	388
Naly was a same			% of Total	al affica	4%	7%	20%	68%	1%	100%

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

		Previous Years' Responses								
		Never	Sometimes	Usually	Always	No Reply	Total			
2040 2020	Total	10	52	149	535	12	758			
2019-2020	% of Total	1%	7%	20%	71%	2%	100%			
0040 0040	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%			

Composite	Question		Member Typ				2020-2021	Responses		
Measure	Question	momber type		ie .	Never	Sometimes	Usually	Always	No Reply	Total
			Datable	Child	-	2	1	5	-	8
		B	Priority	Adult	1	2	8	48	1	60
		Lackawanna	Other	Child	-	-	3	54	-	57
		acka	Priority	Adult	2	2	9	49	2	64
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	1	1	-	2
			Deiositu	Child	-	-	-	10	-	10
			Priority	Adult	1	2	6	41	1	51
How Well Clinicians Communicate*		Luzeme	Other	Child	-	1	3	43	-	47
nic.		Fuze	Priority	Adult	-	1	6	37	3	47
חשונ	Feel safe with clinicians souehanna		Complaint or	Child	-	-	-	-	-	-
Com			Grievance	Adult	1	1	-	-	-	2
) SL	th cl		Priority	Child	-	-	-	4	-	4
<u>cia</u>	e. Wi	Ja	Priority	Adult	-	-	-	4	-	4
<u>=</u>	l saf	hanı	Other	Child	-	2	-	10	-	12
) a	Fee	Susquehanna	Priority	Adult	1	1	-	4	-	6
×		Su	Complaint or	Child	-	-	-	-	-	-
ρ́			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
			Phonity	Adult	2	-	-	5	-	7
		Wyoming	Other	Child	-	-	-	3	-	3
		Wyol	Priority	Adult	1	-	2	1	-	4
			Complaint or	Child	-	-	-	-	-	-
		Grievance	Adult	-	-	-	-	-	-	
			Total		9	14	39	319	7	388
			% of Total		2%	4%	10%	82%	2%	100%

^{*}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
0040 0000	Total	3	27	95	624	9	758
2019-2020	% of Total	0%	4%	13%	82%	1%	100%
0040 0040	Total	5	23	67	409	22	526
2018-2019	% of Total	1%	4%	13%	78%	4%	100%
0047 0040	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 2040	Total	7	19	78	388	6	498
2015-2016	% of Total	1%	4%	16%	78%	1%	100%

Composite							2020-2021	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			D: 3	Child	-	2	1	5	-	8
		æ	Priority	Adult	3	6	8	41	2	60
		vann	Other	Child	2	6	10	39	-	57
		Lackawanna	Priority	Adult	5	10	11	34	4	64
		Le	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	1	1	-	-	-	2
			Daladki	Child	-	1	3	6	-	10
	=		Priority	Adult	2	3	9	33	4	51
ate*	tmer	Luzerne	Other	Child	1	3	7	36	-	47
How Well Clinicians Communicate*	Luze	Priority	Adult	3	2	4	35	3	47	
DE L	now vveil Clinicians Communicate" Involved as much as you wanted in treatment		Complaint or	Child	-	-	-	-	-	-
Som			Grievance	Adult	2	-	-	-	-	2
) su	w nc	ına	Priority	Child	-	-	2	2	-	4
<u>ici</u>	as yo		Phonly	Adult	1	-	-	3	-	4
i	nch (Susquehanna	Other	Child	-	1	2	9	-	12
(ell (IS MI	enbsr	Priority	Adult	-	-	2	4	-	6
≶ ≥	e pe	Sı	Complaint or	Child	-	-	-	-	-	-
욧	νονι		Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
			Phonly	Adult	2	-	1	4	-	7
		Wyoming	Other	Child	-	1	-	2	-	3
		Wyo	Priority	Adult	-	-	1	3	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		22	36	61	256	13	388
			% of Total		6%	9%	16%	66%	3%	100%

^{*}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 2000	Total	13	55	115	559	16	758
2019-2020	% of Total	2%	7%	15%	74%	2%	100%
2040 2040	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%
0040 0047	Total	18	52	123	286	45	524
2016-2017	% of Total	3%	10%	23%	55%	9%	100%
2015-2016	Total	26	43	106	309	14	498
	% of Total	5%	9%	21%	62%	3%	100%

Composite						20	020-2021 Response	s	
Measure	Question		Member Typ	oe -	Big Problem	Small Problem	Not a Problem	No Reply	Total
			D: "	Child	1	1	-	-	2
			Priority	Adult	2	4	10	-	16
		vanna	Other	Child	3	8	7	-	18
		Lackawanna	Priority	Adult	4	6	6	1	17
		ت	Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
0			Datable	Child	1	1	2	-	4
Ä	<u>*</u>		Priority	Adult	3	1	7	-	11
25	prov	Luzerne	Other	Child	2	8	10	-	20
rom	ın ap	an ap	Priority	Adult	-	2	7	-	9
Getting Treatment and Information from CCBHO Delays in treatment while waiting for plan approval*		Complaint or	Child	-	-	-	-	-	
		Grievance	Adult	1	-	-	-	1	
non	waitinę	e e	Dairente	Child	-	-	1	-	1
Ы Ы	hile		Priority	Adult	1	1	1	-	3
ıt ar	ent w	Susquehanna	Other	Child	1	-	1	-	2
mer	atme	enbsr	Priority	Adult	-	-	-	-	-
reat	n tre	ร	Complaint or	Child	-	-	-	-	-
E B	ays i		Grievance	Adult	-	-	-	-	-
ettin	Del		Dairente	Child	-	-	-	-	-
Ö			Priority	Adult	-	1	-	-	1
	ming	Other	Child	-	1	-	-	1	
		Wyoming	Priority	Adult	-	-	-	-	•
			Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
			Total		19	34	52	1	106
			% of Total		18%	32%	49%	1%	100%

^{*}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 2020	Total	18	34	60	3	115
2019-2020	% of Total	16%	30%	52%	3%	100%
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%

Composite						20	20-2021 Response	s	
Measure	Question		Member Type	9	Big Problem	Small Problem	Not a Problem	No Reply	Total
			Delevite	Child	-	1	1	-	2
		æ	Priority	Adult	2	1	4	-	7
		wann	Other Brierity	Child	2	4	1	-	7
		Lackawanna	Other Priority	Adult	5	4	5	-	14
		ت	Complaint or	Child	-	-	-	-	-
			Grievance	Adult	1	-	-	-	1
0			Priority	Child	-	1	1	-	2
景			Phonty	Adult	3	4	8	-	15
20		Luzeme	Other Priority	Child	1	2	6	-	9
from	*8	Luze	Other Phonty	Adult	1	2	11	-	14
Getting Treatment and Information from CCBHO Helpfulness of customer service*		Complaint or	Child	-	-	-	-	-	
	ner s		Grievance	Adult	-	-	-	-	-
nfori	nform	Helptulness of customer service* Susquehanna	Priority	Child	-	-	-	-	-
ا ا	of cı		Filolity	Adult	-	1	-	-	1
ıt aı	sseu		Other Priority	Child	-	-	1	-	1
mei	pfulr	enbsr	Other Phonty	Adult	1	-	-	1	2
reat	He	S	Complaint or	Child	-	-	-	-	-
⊥ g			Grievance	Adult	-	-	-	-	-
ettir			Priority	Child	-	-	-	-	-
Ŋ			Phonty	Adult	1	-	1	-	2
		Wyoming	Other Priority	Child	-	-	1	-	1
	Wyo	Other Phonty	Adult	-	-	-	-	-	
		Complaint or	Child	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-
			Total		17	20	40	1	78
			% of Total		22%	26%	51%	1%	100%

^{*}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
2019-2020	Total	18	15	35	1	69
2019-2020	% of Total	26%	22%	51%	1%	100%
0040 0040	Total	13	17	44	-	74
2018-2019	% of Total	18%	23%	59%	-	100%
0047.0040	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%
2045 2040	Total	20	25	39	2	86
2015-2016	% of Total	23%	29%	45%	2%	100%

Composite Measure	Question		Member Typ	e			2020-20	021 Respons	ses		
ivicasui c					Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
			Priority	Child	1	-	2	-	6	-	8
		B	FIIOTILY	Adult	2	1	15	6	34	2	60
		wann	Other	Child	1	2	17	6	31	-	57
		Lackawanna	Priority	Adult	5	2	15	10	29	3	64
			Complaint or	Child	1	-	-	-	-	-	1
			Grievance	Adult	1	-	-	-	1	-	2
			Priority	Child	1	-	3	-	7	-	10
SSe			FIIOTILY	Adult	1	3	10	5	31	2	51
Member Grievance and Complaint Process		Luzeme	Other	Child	1	1	8	9	28	-	47
nt P	Satisfaction with Grievance Process	Luze	Priority	Adult	1	2	6	3	33	3	47
plai	. Pro		Complaint or	Child	1	-	-	-	-	-	1
mo:	ance		Grievance	Adult	1	-	1	-	-	-	2
) _ا ل	iriev		Priority	Child	-	-	1	-	3	-	4
ā Ģ	ij.	В	FIIOTILY	Adult	-	-	1	-	3	-	4
anc	w uo	ehanı	Other	Child	-	-	3	-	9	-	12
riev	sfacti	Susquehanna	Priority	Adult	1	-	-	2	3	-	6
e G	Satis	S	Complaint or	Child	-	-	-	-	-	-	-
mpe			Grievance	Adult	-	-	-	-	-	-	-
ĕ			Priority	Child	-	-	-	-	-	-	-
			Thomy	Adult	1	-	2	-	3	1	7
		Wyoming	Other	Child	-	-	-	-	3	-	3
		Wyo	Priority	Adult	-	-	2	1	1	-	4
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		13	11	86	42	225	11	388
			% of Total		3%	3%	22%	11%	58%	3%	100%

				Previ	ous Years' Res	ponses		
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2040 2020	Total	12	10	101	54	540	41	758
2019-2020	% of Total	2%	1%	13%	7%	71%	5%	100%
2040 2040	Total	13	18	179	70	266	57	603
2018-2019	% of Total	2%	3%	30%	12%	44%	9%	100%
2017-2018	Total	17	16	90	52	305	45	525
2017-2010	% of Total	3%	3%	17%	10%	58%	9%	100%
2046 2047	Total	25	36	194	72	278	41	646
2016-2017	% 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%

Composite Measure	Question		Member Typ)e			2020-2	2021 Respo	nses		
Measure					Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
			Priority	Child	-	-	2	-	6	-	8
		ā	FIIOHLY	Adult	-	1	17	6	34	2	60
		Lackawanna	Other	Child	1	2	15	5	34	-	57
		acka	Priority	Adult	5	3	15	8	28	5	64
		Ľ	Complaint or	Child	1	-	1	-	1	-	-
			Grievance	Adult	1	-	-	-	1	-	2
			Priority	Child	-	-	3	-	7	-	10
ess			Priority	Adult	-	2	14	3	30	2	51
roc		Luzeme	Other	Child	-	1	8	6	32	-	47
t E	ces	Luze	Priority	Adult	2	3	9	2	28	3	47
plai	. Pro		Complaint or	Child	-	-	-	-	-	-	-
mo;	laint		Grievance	Adult	1	-	1	-	-	-	2
O p	Satisfaction with Complaint Process		Datastes	Child	-	-	1	-	3	-	4
e ar	S E	ğ	Priority	Adult	-	-	-	1	3	-	4
ance	W LI	hann	Other	Child	-	-	4	-	8	-	12
ië.	actic	Susquehanna	Priority	Adult	1	-	-	1	4	-	6
يَ ا	atisf	Su	Complaint or	Child	-	-	-	-	-	-	-
ıβe	S		Grievance	Adult	-	-	-	-	-	-	-
Member Grievance and Complaint Process			D: 11	Child	-	-	-	-	-	-	-
			Priority	Adult	1	1	2	1	1	1	7
		ning	Other	Child	-	-	-	-	3	-	3
		Wyoming	Priority	Adult	-	-	2	1	1	-	4
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		12	13	93	34	223	13	388
			% of Total		3%	3%	24%	9%	57%	3%	100%

				Prev	ious Years' Res	ponses		
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2040 2020	Total	17	9	111	46	534	41	758
2019-2020	% of Total	2%	1%	15%	6%	70%	5%	100%
2018-2019	Total	17	20	171	60	281	54	603
2010-2019	% of Total	3%	3%	28%	10%	47%	9%	100%
2017-2018	Total	16	17	97	32	320	43	525
2017-2016	% 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%

Composite	Question		Member Typ	oe			2020-	-2021 Respo	nses		
Measure	Q				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
			Duianitu	Child	2	5	4	-	-	- 1 - 3 1 - 1 2 1	11
		æ	Priority	Adult	22	24	35	5	1	1	88
		Lackawanna	Other	Child	23	35	30	7	1	-	96
		acka	Priority	Adult	31	25	24	3	7	3	93
		נ"	Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	1	1	-	-	-	2
	0		Datasita	Child	6	4	2	-	-	-	12
	ar ag		Priority	Adult	20	38	18	6	2	1	85
	1 ye	ime	Other	Child	20	30	17	6	2	-	75
+	s to	Luzeme	Priority	Adult	20	23	19	8	2	2	74
nen	olema		Complaint or	Child	-	-	-	-	-	-	-
ver	prok		Grievance	Adult	-	-	1	-	1	-	2
nprc	daily		D : ''	Child	2	2	-	-	-	-	4
u P	vith o	<u> </u>	Priority	Adult	1	2	-	1	1	-	5
Perceived Improvement	Compare ability to deal with daily problems to 1 year ago	Susquehanna	Other	Child	3	4	5	2	1	-	15
erce	to d	enbs	Priority	Adult	2	2	1	-	1	-	6
<u>а</u>	bility	Su	Complaint or	Child	-	-	-	-	-	-	-
	are a		Grievance	Adult	-	-	-	-	-	-	-
	eduo		D: 1	Child	-	1	-	-	-	-	1
	ပိ		Priority	Adult	-	3	2	1	2	1	9
		ming	Other	Child	-	2	1	-	-	-	3
		Wyoming	Priority	Adult	-	3	-	1	-	-	4
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		152	204	160	40	21	8	585
			% of Total		26%	35%	27%	7%	4%	1%	100%

				Previo	us Years' Res	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2040 2020	Total	237	327	158	26	18	69	835
2019-2020	% of Total	28%	39%	19%	3%	2%	8%	100%
2040 2040	Total	164	193	160	34	16	36	603
2018-2019	% of Total	27%	32%	27%	6%	3%	6%	100%
2047 2040	Total	131	171	153	33	19	18	525
2017-2018	% of Total	25%	33%	29%	6%	4%	3%	100%
2040 2047	Total	145	226	156	35	21	63	646
2016-2017	% of Total	22%	35%	24%	5%	3%	10%	100%
2045 2040	Total	150	202	187	32	19	18	608
2015-2016	% of Total	25%	33%	31%	5%	3%	3%	100%

Composite Measure	Question		Member Typ	e			2020-	-2021 Respo	nses		
Measure					Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
			Priority	Child	2	6	2	1	-	-	11
		Ø	Priority	Adult	20	25	33	8	1	1	88
		Lackawanna	Other	Child	20	40	30	5	1	-	96
		acka	Priority	Adult	30	23	23	5	7	5	93
		ت	Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	2	-	-	-	2
	oɓ		Driority	Child	1	7	3	-	1	-	12
	ear a		Priority	Adult	20	29	27	4	3	2	85
	1 ye	Luzeme	Other	Child	17	22	26	6	4	-	75
#=	ns to	Luze	Priority	Adult	17	22	24	6	2	3	74
пег	ıatio		Complaint or	Child	-	-	-	-	-	-	-
ovel	l sitt		Grievance	Adult	-	-	1	-	1	-	2
npra	iocia		Priority	Child	1	3	-	-	-	-	4
Perceived Improvement	ith s	ВГ	Phonly	Adult	2	-	2	1	-	-	5
eive	eal w	hanr	Other	Child	3	5	6	1	-	-	15
erc	to de	Susquehanna	Priority	Adult	1	2	2	1	-	-	6
а.	oility	S	Complaint or	Child	-	-	-	-	-	-	-
	e ak		Grievance	Adult	-	-	-	-	-	-	-
	Compare ability to deal with social situations to 1 year ago		Priority	Child	-	1	-	-	-	-	1
	S		Priority	Adult	-	3	2	1	2	1	9
		Wyoming	Other	Child	-	2	1	-	-	-	3
		Wyo	Priority	Adult	-	2	1	1	-	-	4
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		134	192	185	40	22	12	585
			% of Total	Adult Child Adult Child Child Adult Child	23%	33%	32%	7%	4%	2%	100%

				Previo	us Years' Res	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2040 2020	Total	162	340	214	35	18	66	835
2019-2020	% of Total	19%	41%	26%	4%	2%	8%	100%
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%

Composite Measure	Question		Member Typ)e			2020	-2021 Respo	nses		
Measure				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total	
			Priority	Child	3	3	5	-	-	-	11
		ğ	FIIOHLY	Adult	18	25	35	5	3	2	88
		Lackawanna	Other	Child	20	32	35	6	3	-	96
		acka	Priority	Adult	26	28	23	3	9	4	93
		ت	Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	1	1	-	-	2
			Priority	Child	3	4	5	-	-	-	12
	. agc		Phonly	Adult	18	35	22	5	3	2	85
	year	Luzerne	Other	Child	19	23	22	9	2	-	75
¥	0.	Luze	Priority	Adult	16	24	18	9	5	2	74
mel	ngs t		Complaint or	Child	-	-	-	-	-	-	-
ove	thir		Grievance	Adult	-	-	1	1	-	-	2
Perceived Improvement	Compare ability to accomplish things to 1 year ago		Priority	Child	2	2	-	-	-	-	4
n bi	шоэ	na	Phonly	Adult	2	-	2	1	-	-	5
eive	o ac	Susquehanna	Other	Child	2	5	5	3	-	-	15
erce	lity t	edue	Priority	Adult	2	1	2	1	-	-	6
₫.	abi	Su	Complaint or	Child	-	-	-	-	-	-	-
	pare		Grievance	Adult	-	-	-	-	-	-	-
	Som		Driority	Child	-	-	1	-	-	-	1
			Priority	Adult	-	2	4	1	1	1	9
		Wyoming	Other	Child	-	2	1	-	-	-	3
		Wyol	Priority	Adult	-	1	2	1	-	-	4
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		131	187	184	46	26	11	585
			% of Total		22%	32%	31%	8%	4%	2%	100%

				Previo	us Years' Res	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2040 2020	Total	180	316	221	34	17	67	835
2019-2020	% of Total	22%	38%	26%	4%	2%	8%	100%
0040 0040	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%
0046 0047	Total	135	226	205	36	22	22	646
2016-2017	% of Total	21%	35%	32%	6%	3%	3%	100%
0045 0046	Total	140	195	196	33	21	23	608
2015-2016	% of Total	23%	32%	32%	5%	3%	4%	100%

Composite Measure	Question		Member Typ	e			2020	-2021 Respo	nses		
Measure					Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
			Priority	Child	3	5	3	-	Much	-	11
		Ø	PHOHILY	Adult	18	27	28	12	1	2	88
		Lackawanna	Other	Child	21	37	25	10	2	1	96
		acka	Priority	Adult	27	20	27	8	6	5	93
		ت	Complaint or	Child	-	-	-	-	-	-	-
	<u>o</u>		Grievance	Adult	-	1	-	1	-	-	2
	ar ag		Daisaite	Child	5	6	1	-	-	-	12
	Compare ability to deal with symptoms or problems to 1 year ago		Priority	Adult	16	37	20	8	2	2	85
	s to	Luzeme	Other	Child	15	26	21	10	3	-	75
	lems	Luze	Priority	Adult	16	25	17	8	4	4	74
nen	prob		Complaint or	Child	-	-	-	-	-	-	-
Perceived Improvement	IS OF		Grievance	Adult	-	-	1	-	1	-	2
npra	ptom		Daisaite	Child	2	2	-	-	-	-	4
h L	syml	В	Priority	Adult	2	1	1	1	-	-	5
eive	with	hanr	Other	Child	-	5	6	4	-	-	15
erc	leal v	Susquehanna	Priority	Adult	2	2	1	1	-	-	6
ட	, to c	Su	Complaint or	Child	-	-	-	-	-	-	-
	bility		Grievance	Adult	-	-	-	-	-	-	-
	are a		District	Child	-	1	-	-	-	-	1
	ymps		Priority	Adult	-	4	2	1	1	1	9
	ŏ	ning	Other	Child	-	1	2	-	-	-	3
		Wyoming	Priority	Adult	-	1	2	1	-	-	4
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		127	201	157	65	20	15	585
			% of Total		22%	34%	27%	11%	3%	3%	100%

				Previou	ıs Years' Res	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2040 2020	Total	182	343	159	46	37	68	835
2019-2020	% of Total	22%	41%	19%	6%	4%	8%	100%
2018-2019	Total	141	175	190	46	14	37	603
2010-2019	% 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
2010-2010	% of Total	22%	32%	32%	6%	5%	4%	100%

Composite	•					20	20-2021 Respon	ses	
Measure	Question		Member Typ	e -	Yes	No	N/A	No Reply	Total
			D: 1	Child	-	-	-	-	-
		æ	Priority	Adult	29	27	1	3	60
		vanna	Other	Child	-	-	-	-	-
		Lackawanna	Priority	Adult	33	25	2	4	64
		تا	Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	2	-	-	2
			Driority	Child	-	-	-	-	-
	*	Luzeme	Priority	Adult	28	21	2	-	51
	ams		Other Priority	Child	-	-	-	-	-
Information about Options* Told about self-help or consumer run programs**	orogr			Adult	20	23	2	2	47
	מח ה		Complaint or Grievance	Child	-	-	-	-	-
	mer			Adult	1	1	-	-	2
noq	nsuo		Priority	Child	-	-	-	-	-
on a	or c	рг		Adult	1	2	1	-	4
natic	-help	ehanı	Other	Child	-	-	-	-	-
forn	self	Susquehanna	Priority Complaint or	Adult	3	3	-	-	6
드	about	S		Child	-	-	-	-	-
	e plo		Grievance	Adult	-	-	-	-	-
			Priority	Child	-	-	-	-	-
			rionty	Adult	3	4	-	-	7
		Wyoming	Other	Child	-	-	-	-	-
		Wyo	Priority	Adult	1	3	-	-	4
			Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
			Total		119	111	8	9	247
			% of Total		48%	45%	3%	4%	100%

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

			Pre	vious Years' Resp	onses	
		Yes	No	N/A	No Reply	Total
2019-2020	Total	272	157	43	14	486
2019-2020	% of Total	56%	32%	9%	3%	100%
2040 2040	Total	165	134	15	21	335
2018-2019	% of Total	49%	40%	4%	3%	100%
0047 0040	Total	113	141	17	15	286
2017-2018	% of Total	40%	49%	6%	5%	100%
2040 2047	Total	157	154	14	24	349
2016-2017	% of Total	45%	44%	4%	7%	100%
2045 2040	Total	141	148	14	13	316
2015-2016	% of Total	45%	47%	4%	4%	100%

Composite	0					2020-2021	Responses	
Measure	Question		Member Typ	е	Yes	No	No Reply	Total
			Datasitus	Child	4	4	-	8
		B	Priority	Adult	42	17	1	60
		vann	Other	Child	45	10	2	57
		Lackawanna	Priority	Adult	43	17	4	64
		تد	Complaint or	Child	-	-	-	-
	_		Grievance	Adult	1	1	-	2
	ditior		Datable	Child	8	2	-	10
	con		Priority	Adult	33	17	1	51
	ns* iilable for	Luzeme	Other	Child	33	14	-	47
Information about Options* Told about different treatments that are available for condition	Luze	Priority	Adult	27	16	4	47	
		Complaint or	Child	-	-	-	-	
t Op	are		Grievance	Adult	-	2	-	2
noc	that	Susquehanna	Dringitu	Child	4	-	-	4
n al	ents		Priority	Adult	2	2	-	4
atio	atm		Other	Child	8	4	-	12
orm	nt tre	enbsi	Priority	Adult	3	3	-	6
Infe	ferer	รร	Complaint or	Child	-	-	-	-
	ıt dif		Grievance	Adult	-	-	-	-
	арог		Dringitu	Child	-	-	-	-
	plo (Priority	Adult	4	3	-	7
		Wyoming	Other	Child	3	-	-	3
	Wyo	Priority	Adult	3	1	-	4	
		Complaint or	Child	-	-	-	-	
			Grievance	Adult	-	-	-	-
			Total		263	113	12	388
			% of Total		68%	29%	3%	100%

^{*}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 2020	Total	558	184	16	758
2019-2020	% of Total	74%	24%	2%	100%
0040 0040	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 0046	Total	310	169	19	498
2015-2016	% of Total	62%	34%	4%	100%

Composite						20	20-2021 Respon	ses	
Measure	Question		Member Typ	е	Yes	No	N/A	No Reply	Total
			- · ·	Child	4	4	-	-	8
			Priority	Adult	-	-	-	-	-
		/ann	Other	Child	45	10	-	2	57
		Lackawanna	Priority	Adult	-	-	-	-	-
		Le	Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
	**no		Dutante	Child	8	2	-	-	10
	ith y		Priority	Adult	-	-	-	-	-
	w yle	Luzeme	Other	Child	33	14	-	-	47
Information about Options* s treatment discussed completely with you**	Luze	Priority	Adult	-	-	-	-	-	
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	-	-	-	-	-	
		Dutanika	Child	4	-	-	-	4	
n al	nt di	Susquehanna	Priority	Adult	-	-	-	-	-
atio	tmer		Other	Child	8	4	-	-	12
orm	trea	edne	Priority	Adult	-	-	-	-	-
Infe		Su	Complaint or	Child	-	-	-	-	-
	Goals of child'		Grievance	Adult	-	-	-	-	-
	s of		Dutanika	Child	-	-	-	-	-
	Soak		Priority	Adult	-	-	-	-	-
		Wyoming	Other	Child	3	-	-	-	3
		Wyo	Priority	Adult	-	-	-	-	-
			Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
			Total		105	34	-	2	141
			% of Total		74%	24%	-	1%	100%

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

			Prev	vious Years' Respo	nses	
		Yes	No	N/A	No Reply	Total
2019-2020	Total	228	23	19	2	272
2019-2020	% of Total	84%	8%	7%	1%	100%
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%
2046 2047	Total	156	12	-	7	175
2016-2017	% of Total	89%	7%	-	4%	100%
2045 2046	Total	154	19	8	1	182
2015-2016	% of Total	85%	10%	4%	1%	100%

Composite							2020-2021	Responses		
Measure	Question		Member Typ	е	Never	Sometimes	Usually	Always	No Reply	Total
			Delevite	Child	-	3	-	5	-	8
	hild?	B	Priority	Adult	-	-	-	-	-	-
	ur c	vann	Other	Child	1	9	10	37	-	57
	or yo	Lackawanna	Priority	Adult	-	-	-	-	-	-
	ed fc	تد	Complaint or	Child	-	-	-	-	-	-
*>	/ante		Grievance	Adult	-	-	-	-	-	-
Onli	w no		Dutanita	Child	1	1	2	6	-	10
ent (lp y		Priority	Adult	-	-	-	-	-	-
SCE	al he	Luzeme	Other	Child	2	3	11	31	-	47
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 Luzeme Lackawanna	Luze	Priority	Adult	-	-	-	-	-	-	
		Complaint or Grievance	Child	-	-	-	-	-	-	
			Adult	-	-	-	-	-	-	
	et the		Driority	Child	-	-	1	2	-	4
ons	ly ge	na	Priority	Adult	-	-	-	-	-	-
Opti	fami	ehan	Other	Child	1	3	4	4	-	12
ut (our.	Susquehanna	Priority	Adult	-	-	-	-	-	-
abo	lid y	ng.	Complaint or	Child	-	-	-	-	-	-
on i	en c		Grievance	Adult	-	-	-	-	-	-
nati	v oft		Priority	Child	-	-	-	-	-	-
Information about Options –	, ho		THOTILY	Adult	-	-	-	-	-	-
드	nths	Wyoming	Other	Child	-	1	-	2	-	3
mom	Wyo	Priority	Adult	-	-	-	-	-	-	
	rt 12 l		Complaint or	Child	-	-	-	-	-	-
	e las		Grievance	Adult	-	-	-	-	-	-
	n the		Total		5	20	28	87	-	140
			% of Total		4%	14%	20%	62%	-	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
0040 0000	Total	5	18	48	178	2	272
2019-2020	% of Total	2%	7%	18%	65%	1%	100%
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%
0046 0047	Total	6	27	46	84	9	172
2016-2017	% of Total	3%	16%	27%	49%	5%	100%
2045 2040	Total	8	21	53	95	5	182
2015-2016	% of Total	4%	12%	29%	52%	3%	100%

Composite							2020-2021	Responses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			B	Child	-	2	1	5	-	8
	_	co.	Priority	Adult	-	-	-	-	-	-
	ing c	vann	Other	Child	1	6	10	40	-	57
	nsel	Lackawanna	Priority	Adult	-	-	-	-	-	-
	noo	La	Complaint or	Child	-	-	-	-	-	-
*_	o for		Grievance	Adult	-	-	-	-	-	-
Jn S	alk to		Dui a vita	Child	-	3	1	6	-	10
int (to ta		Priority	Adult	-	-	-	-	-	-
Sce	Molesce omeone oubled? Luzeme	eme	Other	Child	1	5	14	27	-	47
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?	Luze	Priority	Adult	-	-	-	-	-	-	
		Complaint or	Child	-	-	-	-	-	-	
		Grievance	Adult	-	-	-	-	-	-	
	ır ch or sh		Driority	Child	-	-	1	2	-	4
ons	l you he c	na	Priority	Adult	-	-	-	-	-	-
)pti	often did you feel your treatment when he or	Susquehanna	Other	Child	-	1	4	7	-	12
ort	d you nt w	enbsi	Priority	Adult	-	-	-	-	-	-
abo	n dic itme	Su	Complaint or	Child	-	-	-	-	-	-
lon	ofter		Grievance	Adult	-	-	-	-	-	-
mati	wor		Priority	Child	-	-	-	-	-	-
forr	hs, h		THORITY	Adult	-	-	-	-	-	-
	nont	Wyoming	Other	Child	-	1	-	2	-	3
last 12 m	12 [Wyo	Priority	Adult	-	-	-	-	-	-
		Complaint or	Child	-	-	-	-	-	-	
	the		Grievance	Adult	-	-	-	-	-	-
	=		Total		2	18	31	89	-	140
			% of Total		1%	13%	22%	64%	0%	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
2040 2020	Total	8	21	53	167	23	272
2019-2020	% of Total	3%	8%	19%	61%	8%	100%
2040 2040	Total	6	29	33	111	12	191
2018-2019	% of Total	3%	15%	17%	58%	6%	100%
2047 2040	Total	3	28	32	99	12	174
2017-2018	% of Total	2%	16%	18%	57%	7%	100%
2040 2047	Total	9	23	51	82	7	172
2016-2017	% of Total	5%	13%	30%	48%	4%	100%
2045 2046	Total	17	26	43	91	5	182
2015-2016	% of Total	9%	14%	24%	50%	3%	100%

Single Item Measures

Single	A 11						2020-2021	Responses		
Item Measure	Question		Member Type		Never	Sometimes	Usually	Always	No Reply	Total
			D: 1	Child	1	2	2	3	-	8
	ient?	Ø	Priority	Adult	3	5	21	30	1	60
	ointm	vann	Other	Child	-	8	20	29	-	57
	аррс	Lackawanna	Priority	Adult	3	9	16	34	2	64
	her	تد	Complaint or	Child	-	-	-	-	-	-
	//his/		Grievance	Adult	-	-	-	2	-	2
	you		Duinnit	Child	-	3	-	7	-	10
	ss of		Priority	Adult	5	9	18	18	1	51
	In the last 12 months, how often were you/your child seen within 15 minutes of your/his/her appointment? Susquehanna Luzeme Lackawanna	Other	Child	2	6	10	29	-	47	
5 mir	Luze	Priority	Adult	3	10	13	17	4	47	
	hin 1		Complaint or	Child	-	-	-	-	-	-
* <u></u>	wit		Grievance	Adult	1	-	1	-	-	2
Office Wait*	seeı		Priority	Child	-	-	-	3	1	4
fice	hild	ВГ	FIIOTILY	Adult	-	-	2	2	-	4
ð	onr c	ehanı	Other	Child	-	1	5	6	-	12
)/nc	Susquehanna	Priority	Adult	1	-	1	4	-	6
	re y	เร	Complaint or	Child	-	-	-	-	-	-
	n we		Grievance	Adult	-	-	-	-	-	-
	ofte		Priority	Child	-	-	-	-	-	-
	how		Filolity	Adult	-	2	2	3	-	7
	ths,	Wyoming	Other	Child	-	-	-	3	-	3
	month	Wyo	Priority	Adult	-	1	2	1	-	4
	t 12		Complaint or	Child	-	-	-	-	-	-
	last		Grievance	Adult	-	-	-	-	-	-
	n the		Total		19	56	113	191	9	388
			% of Total		5%	14%	29%	49%	2%	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
2040 2020	Total	30	76	241	400	11	758
2019-2020	% of Total	4%	10%	32%	53%	1%	100%
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%
2045 2046	Total	27	111	172	185	3	498
2015-2016	% of Total	5%	22%	35%	37%	1%	100%

Single	0		M			2020-2021	Responses	
Item Measure	Question	Member Type		e –	Yes	No	No Reply	Total
			Delevite	Child	6	2	-	8
	of	<i>w</i>	Priority	Adult	58	2	-	60
ide Effects* prescription medications taken as part of for?	vann	Other	Child	44	13	-	57	
	Lackawanna	Priority	Adult	55	8	1	64	
	تا	Complaint or	Child	-	-	-	-	
		Grievance	Adult	2	-	-	2	
		Priority	Child	8	2	-	10	
		FIIOHILY	Adult	49	1	1	51	
cts	ion r	Luzerne	Other	Child	37	10	-	47
Told about Medication Side Effects* you told what side effects of prescription m treatment to watch for?	Luze	Priority	Adult	39	6	2	47	
		Complaint or	Child	-	-	-	-	
		Grievance	Adult	2	-	-	2	
		Priority	Child	3	1	-	4	
gjö	de ef	Susquehanna		Adult	4	-	-	4
Me	at sic atme		Other Priority	Child	11	1	-	12
ont	wha			Adult	5	1	-	6
d ab	told	S	Complaint or	Child	-	-	-	-
) L	you		Grievance	Adult	-	-	-	-
	vere		Priority	Child	-	-	-	-
	hs, v		Trionty	Adult	7	-	-	7
Told about Medi	Wyoming	Other	Child	2	1	-	3	
	12 r	Wyo	Priority	Adult	2	2	-	4
	last		Complaint or	Child	-	-	-	-
	- the		Grievance	Adult	-	-	-	-
			Total		334	50	4	388
			% of Total		86%	13%	1%	100%

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

			Previous Yea	ars' Responses	
		Yes	No	No Reply	Total
2040 2000	Total	523	111	4	638
2019-2020	% of Total	82%	17%	1%	100%
	Total	327	103	14	444
2018-2019	% of Total	74%	23%	3%	100%
2047 2040	Total	298	92	10	400
2017-2018	% of Total	75%	23%	3%	100%
2040 2047	Total	319	96	4	419
2016-2017	% of Total	76%	23%	1%	100%
2215 2212	Total	318	102	3	423
2015-2016	% of Total	75%	24%	1%	100%

Single	Overtion	Member Type			20	020-2021 Respon	ses			
Item Measure	Question			Yes	No	N/A	No Reply	Total		
			Dutanth	Child	-	-	-	-	-	
	5	Lackawanna	Priority	Adult	28	30	-	2	60	
	oy ni s		Other	Child	-	-	-	-	-	
	i spu	acka	Priority	Adult	27	30	-	4	64	
	. frie	נ"	Complaint or	Child	-	-	-	-	-	
	nily or		Grievance	Adult	-	2	-	-	2	
	fami		Priority	Child	-	-	-	-	-	
	/our		FIIOTILY	Adult	25	22	-	1	51	
*	(apr	Susquehanna Luzeme	Other	Child	-	-	-	-	-	
spu	Including Family and Friends* e talk to you about whether to incluse counseling or treatment? Susquehanna		Priority	Adult	18	25	-	2	47	
- Fi			Complaint or	Child	-	-	-	-	-	
nd F			Grievance	Adult	-	2	-	-	2	
<u>у</u> а	ut wh or tre			Priority	Child	-	-	-	-	-
ami	abou		- Thomas	Adult	1	3	-	-	4	
Б Щ	you nseli		Other Priority	Child	-	-	-	-	-	
nibr	k to cou			Adult	3	3	-	-	6	
ncl	e tal		Complaint or	Child	-	-	-	-	-	
	ıyon		Grievance	Adult	-	-	-	-	-	
	id ar		Priority	Child	-	-	-	-	-	
	b, sr		1 Hority	Adult	3	4	-	-	7	
	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 Luzeme Lackawanna	ming	Other	Child	-	-	-	-	-	
		Wyor	Priority	Adult	1	2	-	-	4	
			Complaint or	Child	-	-	-	-	-	
	the		Grievance	Adult	-	-	-	-		
	<u>-</u>		Total		106	123	-	9	247	
			% of Total		43%	50%	-	4%	100%	

^{*}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 2020	Total	246	193	35	12	486
2019-2020	% of Total	51%	40%	7%	2%	100%
2040 2040	Total	152	152	11	20	335
2018-2019	% of Total	45%	45%	3%	6%	100%
2017-2018	Total	124	134	12	16	286
2017-2018	% of Total	43%	47%	4%	6%	100%
2046 2047	Total	155	154	15	25	349
2016-2017	% of Total	44%	44%	4%	7%	100%
2015-2016	Total	134	161	10	11	316
	% of Total	42%	51%	3%	3%	100%

Single						2020-2021	Responses	
Item Measure	Question		Member Typ	е	Yes	No	No Reply	Total
			Delevite	Child	5	3	-	8
	w	W.	Priority	Adult	42	17	1	60
	hild'	Lackawanna	Other	Child	44	12	1	57
	onr c	acka	Priority	Adult	40	20	4	64
	ur/ya	La	Complaint or	Child	-	-	-	-
	је ус		Grievance	Adult	-	2	-	2
anagı		Priority	Child	7	3	-	10	
	to m		FIIOTILY	Adult	41	10	-	51
*_	ited to	Luzerne	Other	Child	35	12	-	47
ditio	n wal	Luz	Priority	Adult	32	12	3	47
Information to Manage Condition* given as much information as you wante condition?		Complaint or	Child	-	-	-	-	
		Grievance	Adult	-	2	-	2	
ana	informatior condition?	Susquehanna	Priority	Child	2	2	-	4
Ž o	infor		,	Adult	2	2	-	4
on t	nch		Other Priority	Child	8	4	-	12
nati	as m	nbsn		Adult	3	3	-	6
ıforr	ven	S	Complaint or	Child	-	-	-	-
<u> </u>	ou gi		Grievance	Adult	-	-	-	-
	re yo		Priority	Child	-	-	-	-
	S, We			Adult	4	3	-	7
onths	Wyoming	Other	Child	1	2	-	3	
	In the last 12 months, were you given as much information as you wanted to manage your/your child'	Wyor	Priority	Adult	2	2	-	4
			Complaint or	Child	-	-	-	-
	the		Grievance	Adult	-	-	-	-
	<u>=</u>		Total		268	111	9	388
			% of Total		69%	29%	2%	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
2040 2020	Total	601	138	19	758
2019-2020	% of Total	79%	18%	3%	100%
0040 0040	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%
0040 0047	Total	373	116	35	524
2016-2017	% of Total	71%	22%	7%	100%
0045 0046	Total	348	120	30	498
2015-2016	% of Total	70%	24%	6%	100%

Single						2020-2021	Responses		
Item Measure	Question		Member Typ	е	Yes	No	No Reply	Total	
			D: 1	Child	6	2	-	8	
	~.	Lackawanna	Priority	Adult	50	6	4	60	
	ıtient'		Other	Child	52	4	1	57	
	a pat	ackav	Priority	Adult	53	6	5	64	
	as s	تد	Complaint or	Child	-	-	-	-	
	s rights as a patient?		Grievance	Adult	1	1	-	2	
		Priority	Child	9	1	-	10		
		FIIOHILY	Adult	43	7	1	51		
	ır chi	Luzeme	Other	Child	41	6	-	47	
Patient Rights Information* In the last 12 months, were you given information about your/your child'	Luze	Priority	Adult	35	8	4	47		
		Complaint or	Child	-	-	-	-		
		Grievance	Adult	1	1	-	2		
<u>::</u>	on ab	Susquehanna	Priority	Child	3	-	1	4	
ght	mati			Adult	4	-	-	4	
<u>x</u>	nforı		Other Priority	Child	11	1	-	12	
tien	en i	nbsr		Adult	6	-	-	6	
Ра	u giv	ร	Complaint or	Child	-	-	-	-	
	o yo		Grievance	Adult	-	-	-	-	
	wer			Priority	Child	-	-	-	-
	ths,		THOTILY	Adult	4	2	1	7	
t 12 mont	Wyoming	Other	Child	3	-	-	3		
	Wyo	Priority	Adult	4	-	-	4		
	last	last	Complaint or	Child	-	-	-	-	
	n the		Grievance	Adult	-	-	-	-	
			Total		326	45	17	388	
			% of Total		84%	12%	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
2040 2020	Total	655	88	15	758
2019-2020	% of Total	86%	12%	2%	100%
2040 2040	Total	420	67	39	526
2018-2019	% of Total	80%	13%	7%	100%
2047 2040	Total	371	68	21	460
2017-2018	% of Total	81%	15%	5%	100%
0040 0047	Total	415	77	32	524
2016-2017	% of Total	79%	15%	6%	100%
2015-2016	Total	414	72	12	498
	% of Total	83%	14%	2%	100%

Single						2020-2021	Responses	
Item Measure	Question	Member Type		Yes	No	No Reply	Total	
			Delevite	Child	8	-	-	8
	<u></u>	B	Priority	Adult	49	8	3	60
	In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for yourself/your child?	vann	Other	Child	46	7	4	57
		Lackawanna	Priority	Adult	48	12	4	64
		تا	Complaint or	Child	-	-	-	-
*			Grievance	Adult	2	-	-	2
atment'		Priority	Child	7	3	-	10	
		FIIOTILY	Adult	40	9	2	51	
Tre	o ec	Luzeme	Other	Child	37	8	2	47
ıse	ic tyl	Luze	Priority	Adult	36	8	3	47
Patient Feels He or She Could Refuse Treatment* nths, did you feel you could refuse a specific type of medicine yourself/your child?		Complaint or	Child	-	-	-	-	
		Grievance	Adult	2	-	-	2	
Çor	fuse		Priority	Child	4	-	-	4
he	d re	na	1 Honey	Adult	3	1	-	4
S JC	coul	ehan	Other Priority	Child	10	2	-	12
<u>و</u> و	you	Susquehanna		Adult	5	1	-	6
1 S	eel	เง	Complaint or	Child	-	-	-	-
Fee	you t		Grievance	Adult	-	-	-	-
ent	bib		Priority	Child	-	-	-	-
ati	ths,		THOTILY	Adult	5	2	-	7
F t 12 mont	Wyoming	Other	Child	3	-	-	3	
	Wyo	Priority	Adult	4	-	-	4	
	the last		Complaint or	Child	-	-	-	-
			Grievance	Adult	-	-	-	-
	_ =		Total		309	61	18	388
			% of Total		80%	16%	5%	100%

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

			Previous Yea	ars' Responses	
	Ī	Yes	No	No Reply	Total
2040 2020	Total	667	78	13	758
2019-2020	% of Total	88%	10%	2%	100%
0040 0040	Total	416	73	37	526
2018-2019	% of Total	79%	14%	7%	100%
0047 0040	Total	359	83	18	460
2017-2018	% of Total	78%	18%	4%	100%
2040 2047	Total	405	90	29	524
2016-2017	% of Total	77%	17%	6%	100%
2045 2046	Total	403	80	15	498
2015-2016	% of Total	81%	16%	3%	100%

Single	0	Member Type			2020-2021	Responses		
Item Measure	Question		Member Type		Yes	No	No Reply	Total
	+=		Delevite	Child	2	6	-	8
	men	æ	Priority	Adult	6	53	1	60
	ig or treatn	Lackawanna	Other	Child	3	54	-	57
		acka	Priority	Adult	5	54	5	64
	elinę	تد	Complaint or	Child	-	-	-	-
-ke	Confident about Privacy of Treatment Information* 1s, 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 Lackawanna		Grievance	Adult	1	1	-	2
ion			Priority	Child	-	10	-	10
mat			PHOTILY	Adult	3	47	1	51
nfor		erne	Other	Child	5	42	-	47
ŧ		Luze	Priority	Adult	3	42	2	47
tmer bur ch		Complaint or	Child	1	-	-	-	
reat	reati ou/yo		Grievance	Adult	2	-	-	2
ΣĮ	ne yo		Priority	Child	1	4	-	4
ςς	nyor s tha	Susquehanna	Honly	Adult	1	4	-	4
riva	lid aı thers		Other Priority	Child	1	11	1	12
H. P	w, d th ot	enbsi		Adult	-	6	-	6
рог	kno n wi	S	Complaint or	Child	-	-	-	-
nt a	you		Grievance	Adult	-	-	-	-
lide	ar as nform		Priority	Child	-	-	-	-
Con	as fa ire in		Priority	Adult	3	4	-	7
	Co In the last 12 months, as share	ming	Other	Child	-	3	-	3
		Wyon	Priority	Adult	-	4	-	4
			Complaint or	Child	-	-	-	-
	last		Grievance	Adult	-	-	-	-
	the		Total		33	345	10	388
	<u> </u>		% of Total		9%	89%	3%	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
2040 2020	Total	38	704	16	758
2019-2020	% of Total	5%	93%	2%	100%
2018-2019	Total	59	432	35	526
2010-2019	% of Total	11%	82%	7%	100%
2047 2040	Total	79	357	24	460
2017-2018	% of Total	17%	78%	5%	100%
2016-2017	Total	58	446	20	524
2010-2017	% of Total	11%	85%	4%	100%
2015-2016	Total	59	425	14	498
2015-2016	% of Total	12%	85%	3%	100%

Single						2020-2021	Responses	
Item Measure	Question		Member Typ	е	Yes	No	No Reply	Total
			D: 1	Child	1	-	-	1
		Lackawanna	Priority	Adult	3	-	-	3
			Other	Child	1	-	-	1
			Priority	Adult	1	1	-	2
		تا	Complaint or	Child	-		-	-
			Grievance	Adult	-		-	
			Priority	Child	-	1	-	1
			FIIOTILY	Adult	3	1	1	5
	*	Luzeme	Other Priority	Child	7	-	-	7
Cultural Competency*	*spe			Adult	6	-	-	6
	eu la		Complaint or Grievance	Child	-	-	-	-
	Iltura			Adult	-	2	-	2
	to cu		Priority	Child	-	-	-	-
<u> </u>	ive 1	na	Thority	Adult	-	-	1 1	-
:ura	suoc	ehan	Other	Child	1	-	-	1
Cell	resp	Susquehanna	Priority	Adult	-	-	-	-
	Care	รั	Complaint or	Child	-	-	-	-
			Grievance	Adult	Child 1 Adult 3 Child 1 Adult 1 Adult 1 Child - Adult - Child - Adult 3 Child 7 Adult 6 Child - Adult 6 Child - Child - Child - Child 1 Adult - Child - Child -	-	-	-
			Priority	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Other	Child	-		-	-
			Priority	Adult	-	1	-	1
			Complaint or	Child	-	-	-	-
			Grievance	Adult		-		-
			Total					30
			% of Total		77%	20%	3%	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. 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 Year	s' Responses	
		Yes	No	No Reply	Total
2019-2020	Total	23	3	3	29
2019-2020	% of Total	79%	10%	10	100%
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
2015-2016	% of Total	55%	43%	2%	100%

Single	.				2020-2021	2020-2021 Responses					
Item Measure	Question	Member Type			Not at all	A little	Somewhat	A lot	No Reply	Total	
	٤		D: 1	Child	-	2	4	5	-	11	
	e go.	æ	Priority	Adult	4	13	22	47	2	88	
	e/sh	vann	Other	Child	3	16	23	54	-	96	
	ų/no	Lackawanna	Priority	Adult	3	9	24	55	2	93	
	int y	تّ	Complaint or	Child	-	-	-	-	-	-	
	atme		Grievance	Adult	1	-	-	1	-	2	
	r trea		District	Child	-	2	1	9	-	12	
	o ɓu		Priority	Adult	5	9	24	44	3	85	
Amount Helped	ıseli	ime	Other Priority	Child	2	9	15	49	-	75	
	inoo	Luzeme		Adult	3	8	22	38	3	74	
	the		Complaint or Grievance	Child	-	-	-	-	-	-	
	d by			Adult	2	-	-	-	-	2	
	elpe		Priority	Child	-	-	-	4	-	4	
unt	h blid	ВГ		Adult	-	1	-	4	-	5	
١	ur ch	hanr	Other Priority	Child	-	3	8	4	-	15	
1	lok/n	Susquehanna		Adult	1	1	1	3	-	6	
	e yo		Complaint or	Child	-	-	-	-	-	-	
	wer		Grievance	Adult	-	-	-	-	-	-	
	nuch		Priority	Child	-	1	-	-	-	1	
	m wc			Adult	2	1	2	3	1	9	
	ıs, he	Wyoming	Other	Child	-	1	1	1	-	3	
	onth	Wyor	Priority	Adult	-	-	1	3	-	4	
	12 m		Complaint or	Child	-	-	-	-	-	-	
	ast		Grievance	Adult	-	-	-	-	-	-	
	the		Total		26	76	148	324	11	585	
	드		% of Total		4%	13%	25%	55%	2%	100%	

				Previous Years	s' Responses		
		Not at all	A little	Somewhat	A lot	No Reply	Total
2040 2020	Total	27	139	186	416	67	835
2019-2020	% of Total	3%	17%	22%	50%	8%	100%
2040 2040	Total	15	69	184	305	30	603
2018-2019	% of Total	2%	11%	31%	51%	5%	100%
2017-2018	Total	23	70	162	250	20	525
2017-2010	% of Total	4%	13%	31%	48%	4%	100%
2040 2047	Total	37	92	183	267	67	646
2016-2017	% of Total	6%	14%	28%	41%	10%	100%
2045 2046	Total	25	65	196	306	16	608
2015-2016	% of Total	4%	11%	32%	50%	3%	100%

	Member Type							of Couns 020-2021						
	Member Type		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
	Priority	Child	-	i	-	-	1	1	2	1	4	1	1	11
na	PHOINTY	Adult	4	-	1	1	4	6	2	8	14	8	39	87
wan	Other Priority	Child	-	2	2	2	2	-	8	9	17	12	41	95
Lackawanna		Adult	3	ı	2	2	1	8	7	10	14	2	41	90
La	Complaint or	Child	-	ı	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	1	-	-	-	-	-	-	-	-	-	1	2
	Priority	Child	-	-	-	-	2	-	-	1	2	3	4	12
	Phonly	Adult	2	1	-	4	2	12	8	5	13	11	24	82
ırne	Other Priority	Child	-	1	-	-	2	5	3	7	13	14	30	75
Luzerne		Adult	1	-	-	2	3	4	2	13	14	12	21	72
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	2	-	-	-	-	-	-	-	-	-	-	2
	Dulaultu	Child	-	-	-	-	-	-	-	-	1	2	1	4
ına	Priority	Adult	-	-	-	-	-	1	-	1	1	-	2	5
Susquehanna	Other Delevite	Child	-	-	-	1	-	2	3	1	1	1	Best 1 39 41 41 41 - 1 4 24 30 21 - 1 2 6 3 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 2 - 1 - 1	15
edne	Other Priority	Adult	1	-	-	1	-	-	-	-	1	-	3	6
sns	Complaint or	Child	-	-	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	-	-	-	-	-	-	-	-	-	-	-	-
	Duianitu	Child	-	-	-	-	-	-	-	-	1	-	-	1
	Priority	Adult	1	-	-	1	-	-	1	-	3	1	1	8
Wyoming	Other Driegit	Child	-	-	-	1	-	-	-	-	-	-	2	3
/yor	Other Priority	Adult	-	-	-	-	-	-	-	1	2	1	-	4
_ >	Complaint or	Child	-	-	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	-	-	-	-	-	-	-	-	-	-	-	-
	Total		15	4	5	15	17	39	36	57	101	68	217	574
	% of Total		3%	1%	1%	3%	3%	7%	6%	10%	18%	12%	38%	100%

^{*11} surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
22.42.2222	Total	5	3	6	11	13	44	41	94	136	127	292	772
2019-2020	% of Total	1%	0%	1%	1%	2%	6%	5%	12%	18%	16%	38%	100%
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%	41%	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%
0040 0047	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%	% 32%	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%	36%	100%