

**Fiscal Year
2017-2018**

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



**Prepared for
Northeast
Behavioral
Health Care
Consortium**

Introduction

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

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

Survey Methodology

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

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

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

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

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

Provider Agency	Total Number of Members Surveyed	% of Total Random Sample
Children's Service Center of Wyoming	665	12%
Children's Behavioral Health	171	3%
Community Counseling Services of NEPA	678	12%
First Hospital	559	10%
Northeast Counseling Services	672	12%
Scranton Counseling Services	668	12%
Northwestern Human Services	665	12%
Remaining Members	1,375	24%
Members who filed a Complaint or Grievance	147	3%
Total	5,600	100%

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

In total, NBHCC provided the Alliance with a database of 43,654 Members and, upon completion of the sampling process, the Alliance distributed 5,600 Member Surveys (see Detailed Member Sample table below).

Service Provider	Population	Under 18 Members Served (N)	Number of Total Surveyed	18 & Older Members Served (N)	Number of Total Surveyed	Number of Total Members Surveyed
Children's Service Center of Wyoming	Priority	343	54	151	27	81
	Other Priority	3,390	517	425	67	584
	Total	3,733	571	576	94	665
Children's Behavioral Health	Priority	-	-	-	-	-
	Other Priority	165	165	6	6	171
	Total	165	165	6	6	171
Community Counseling Services of NEPA	Priority	12	12	3,397	457	469
	Other Priority	301	34	1,292	175	209
	Total	313	46	4,689	632	678
First Hospital	Priority	125	50	1,030	403	453
	Other Priority	94	39	172	67	106
	Total	219	89	1,202	470	559
Northeast Counseling Services	Priority	201	34	1,504	242	276
	Other Priority	833	134	1,610	262	396
	Total	1,034	168	3,114	504	672
Scranton Counseling Services	Priority	240	29	2,118	222	251
	Other Priority	1,660	175	2,475	242	417
	Total	1,900	204	4,593	464	668
Northwestern Human Services	Priority	70	34	512	255	289
	Other Priority	417	208	338	168	376
	Total	487	242	850	423	665
Remaining Members	Priority	528	41	4,364	286	327
	Other Priority	4,727	313	11,154	735	1,048
	Total	5,255	354	15,518	1,021	1,375
Members who filed a Complaint or Grievance		94	94	53	53	147
Grand Total		13,200	1,933	30,601	3,667	5,600

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	1,839	33%
18 & Older	3,614	65%
Members who filed a complaint or grievance	147	3%
Total Surveys Distributed	5,600	100%

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

- (1) Send questionnaire and cover letter.
- (2) Send a reminder postcard to non-respondents 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) Send replacement questionnaire with a fourth letter to non-respondents approximately three weeks after mailing the second questionnaire.

The Alliance modified the suggested survey timeframe to accommodate for holidays and weekends during the mail out process and added an option for Members to complete the survey via a secured website, with User IDs and Passcodes included in the cover letter sent with the Member Survey. Thirteen (<1%) Members completed the survey using the website. In 2017-2018, the Alliance also sent out a fifth mailing and extended the survey return time to solicit a greater response rate and conducted follow up phone calls to non-respondents.

Survey Completion Rate

The optimal goal of receiving a minimum of 600 completed Member Surveys was exceeded. The Alliance received 604 unduplicated surveys, representing a 11% response rate (decreasing from a 12% response rate as during 2016-2017 and 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 604 survey completers, 79 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). Seventy-four 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 reflects the responses of 525 unduplicated surveys, which includes a small number of surveys (24) completed by a proxy (someone other than the Member).

		Surveys Received		
		Under 18	18 & Older	Total
Lackawanna	Priority	16	97	113
	Other Priority	74	60	134
	Members who filed a complaint or grievance	13	4	17
Luzerne	Priority	15	91	106
	Other Priority	95	60	155
	Members who filed a complaint or grievance	5	4	9
Susquehanna	Priority	2	17	19
	Other Priority	12	12	24
	Members who filed a complaint or grievance	1	-	1
Wyoming	Priority	1	10	11
	Other Priority	8	6	14
	Members who filed a complaint or grievance	1	-	1
Total		243	361	604

Respondent Profile

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

Child/Adolescent	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
2-7	-	15	5	-	19	1	-	-	1	-	2	-	43
8-12	4	23	6	5	35	3	1	9	-	-	5	-	91
13-17	10	26	2	8	35	1	1	2	-	1	1	1	88
18	-	2	-	1	1	-	-	-	-	-	-	-	4
Total Number of Child Responses	14	66	13	14	90	5	2	11	1	1	8	1	226

*17 surveys showed no response.

Child/Adolescent	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
Male	4	44	11	5	64	5	1	11	-	-	5	-	150
Female	10	24	2	9	26	-	1	1	1	1	3	1	79
Total Number of Child Responses	14	68	13	14	90	5	2	12	1	1	8	1	229

*14 surveys showed no response.

Adult	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
18 to 24	-	4	5	-	6	6	1	-	2	-	-	-	24
25 to 34	-	11	13	-	7	10	1	2	2	-	1	3	50
35 to 44	1	17	10	4	22	10	-	5	1	-	1	1	72
45 to 54	-	24	12	-	24	19	2	3	3	-	5	1	93
55 to 64	-	30	13	-	20	10	-	7	3	-	3	1	87
65 to 74	-	5	2	-	6	4	-	-	-	-	-	-	17
75 or older	-	1	2	-	-	-	-	-	-	-	-	-	3
Total Number of Adult Responses	1	92	57	4	85	59	4	17	11	0	10	6	346

*15 surveys showed no response.

Adult	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
Male	32	21	3	31	22	1	5	7	-	1	-	-	123
Female	60	39	1	53	36	3	12	4	-	9	6	-	223
Total Number of Adult Responses	92	60	4	84	58	4	17	11	0	10	6	0	346

*15 surveys showed no response.

Child/Adolescent		White	Black or African-American	Asian	Native Hawaiian or other Pacific Islander	American Indian or Alaskan Native	Other	Total
Priority	Lackawanna	14	1	-	-	-	1	16
	Luzerne	14	-	-	-	-	-	14
	Susquehanna	2	-	-	-	-	1	3
	Wyoming	-	-	-	-	-	1	1
	Sub Total	30	1	0	0	0	3	34

Other Priority	Lackawanna	55	7	-	-	-	14	76
	Luzerne	77	14	1	-	-	8	100
	Susquehanna	11	2	-	-	-	-	13
	Wyoming	8	1	-	-	-	1	10
	Sub Total	151	24	1	0	0	23	199

Complaint or Grievance	Lackawanna	8	2	1	-	-	3	14
	Luzerne	5	-	-	-	-	-	5
	Susquehanna	1	-	-	-	-	-	1
	Wyoming	1	-	-	-	-	-	1
	Sub Total	15	2	1	0	0	3	21
Grand Total	196	27	2	0	0	29	254	

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

Adult		White	Black or African-American	Asian	Native Hawaiian or other Pacific Islander	American Indian or Alaskan Native	Other	Total
Priority	Lackawanna	84	6	1	1	4	6	102
	Luzerne	76	7	-	-	3	4	90
	Susquehanna	16	-	-	-	-	-	16
	Wyoming	9	-	-	-	1	-	10
	Sub Total	185	13	1	1	8	10	218

Other Priority	Lackawanna	53	2	-	-	2	6	63
	Luzerne	51	6	-	-	-	5	62
	Susquehanna	11	-	-	-	1	1	13
	Wyoming	6	-	-	-	-	-	6
	Sub Total	121	8	0	0	3	12	144

Complaint or Grievance	Lackawanna	4	-	-	-	-	-	4
	Luzerne	4	-	-	-	-	-	4
	Susquehanna	-	-	-	-	-	-	0
	Wyoming	-	-	-	-	-	-	0
	Sub Total	8	0	0	0	0	0	8
Grand Total	314	21	1	1	11	22	370	

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

Are you of Hispanic or Latino origin or descent?		
Child/Adolescent Responses		Yes
Priority	Lackawanna	2
	Luzerne	-
	Susquehanna	1
	Wyoming	-
	Sub Total	3
Other Priority	Lackawanna	14
	Luzerne	13
	Susquehanna	-
	Wyoming	1
	Sub Total	28
Complaint or Grievance	Lackawanna	4
	Luzerne	-
	Susquehanna	-
	Wyoming	-
	Sub Total	4
Grand Total	35	

Are you of Hispanic or Latino origin or descent?		Yes
Adult Responses		
Priority	Lackawanna	3
	Luzerne	4
	Susquehanna	-
	Wyoming	1
	Sub Total	8
Other Priority	Lackawanna	5
	Luzerne	4
	Susquehanna	-
	Wyoming	-
	Sub Total	9
Complaint or Grievance	Lackawanna	-
	Luzerne	-
	Susquehanna	-
	Wyoming	-
	Sub Total	0
Grand Total		17

What is the highest grade or level of school you have completed?		8 th Grade or less	Some High School, did not graduate	High School Graduate or GED	Some college or 2-year degree	4-year college degree	More than 4-year college degree	Total
Lackawanna	Priority	4	11	42	18	8	2	97
	Other Priority	2	6	25	16	5	2	59
	Complaint or Grievance	-	-	3	-	1	-	4
Luzerne	Priority	3	9	50	16	4	3	91
	Other Priority	3	8	23	17	4	4	60
	Complaint or Grievance	-	1	1	2	-	-	4
Susquehanna	Priority	1	3	9	3	-	1	17
	Other Priority	-	-	6	2	2	1	12
	Complaint or Grievance	-	-	-	-	-	-	-
Wyoming	Priority	-	2	6	1	1	-	10
	Other Priority	-	-	3	3	-	-	6
	Complaint or Grievance	-	-	-	-	-	-	-
Total		13	40	168	78	25	13	337

*24 surveys showed no response.

If completing the survey regarding the services your child receives, how are you related to the child?		Mother or Father	Grandparent	Aunt or Uncle	Older Sibling	Other Sibling	Legal Guardian	No Reply	Total
Lackawanna	Priority	12	3	-	-	-	-	1	16
	Other Priority	61	6	2	-	-	3	2	74
	Complaint or Grievance	12	1	-	-	-	-	-	13
Luzerne	Priority	11	3	-	-	-	-	1	15
	Other Priority	76	7	2	-	-	7	3	95
	Complaint or Grievance	5	-	-	-	-	-	-	5
Susquehanna	Priority	1	1	-	-	-	-	-	2
	Other Priority	7	2	-	-	-	3	-	12
	Complaint or Grievance	1	-	-	-	-	-	-	1
Wyoming	Priority	1	-	-	-	-	-	-	1
	Other Priority	4	3	-	-	-	1	-	8
	Complaint or Grievance	-	-	-	-	-	-	1	1
Total		191	26	4	0	0	14	8	243

Data Display

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

Composite Measures

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

Composite Measure	Question	Member Type		2017-2018 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get help by phone*	Lackawanna	Priority	Child	-	2	-	2	1	5
				Adult	2	11	5	6	1	25
			Other Priority	Child	-	6	4	5	1	16
				Adult	1	7	3	4	-	15
			Complaint or Grievance	Child	-	1	-	2	-	3
				Adult	-	1	-	2	-	3
		Luzerne	Priority	Child	2	2	-	2	-	6
				Adult	7	13	6	9	-	35
			Other Priority	Child	1	14	1	9	1	26
				Adult	6	8	4	3	-	21
			Complaint or Grievance	Child	-	2	-	-	-	2
				Adult	-	1	-	-	-	1
		Susquehanna	Priority	Child	-	-	-	1	-	1
				Adult	-	3	-	2	-	5
			Other Priority	Child	1	1	-	2	-	4
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	1
				Adult	1	-	-	-	-	1
			Other Priority	Child	1	1	-	1	-	3
				Adult	-	1	-	1	-	2
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				22	74	23	52	4	175	
% of Total				13%	42%	13%	30%	2%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2016-2017	Total	58	84	38	57	16	253
	% of Total	23%	33%	15%	23%	6%	100%
2015-2016	Total	31	77	42	62	5	217
	% of Total	14%	35%	19%	29%	2%	100%
2014-2015	Total	46	101	47	61	4	259
	% of Total	18%	39%	18%	24%	2%	100%
2013-2014	Total	42	79	40	80	-	241
	% of Total	17%	33%	17%	33%	-	100%
2012-2013	Total	49	83	49	59	8	248
	% of Total	20%	33%	20%	24%	3%	100%

Composite Measure	Question	Member Type		2017-2018 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get urgent treatment as soon as needed*	Lackawanna	Priority	Child	-	-	2	3	1	6
				Adult	4	3	14	10	-	31
			Other Priority	Child	1	6	5	16	-	28
				Adult	3	2	5	8	-	18
			Complaint or Grievance	Child	-	-	3	-	-	3
				Adult	-	-	1	-	-	1
		Luzerne	Priority	Child	-	2	3	7	-	12
				Adult	4	6	10	23	4	47
			Other Priority	Child	3	7	4	15	-	29
				Adult	3	8	8	4	-	23
			Complaint or Grievance	Child	-	-	1	-	-	1
				Adult	1	2	-	-	-	3
		Susquehanna	Priority	Child	-	-	1	-	-	1
				Adult	-	-	1	3	-	4
			Other Priority	Child	-	-	1	1	-	2
				Adult	2	2	-	3	-	7
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	1
				Adult	-	-	3	1	-	4
Other Priority	Child		-	-	1	1	-	2		
	Adult		-	1	1	2	-	4		
Complaint or Grievance	Child		-	-	-	-	-	-		
	Adult		-	-	-	-	-	-		
Total				21	39	64	98	5	227	
% of Total				9%	17%	28%	43%	2%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2016-2017	Total	24	55	57	93	6	235
	% of Total	10%	23%	24%	40%	3%	100%
2015-2016	Total	20	31	54	102	5	212
	% of Total	9%	15%	25%	48%	2%	100%
2014-2015	Total	20	54	92	104	5	275
	% of Total	7%	20%	33%	38%	2%	100%
2013-2014	Total	21	55	76	100	5	257
	% of Total	8%	21%	30%	39%	2%	100%
2012-2013	Total	28	51	83	94	5	261
	% of Total	11%	20%	32%	36%	2%	100%

Composite Measure	Question	Member Type		2017-2018 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get appointment as soon as wanted*	Lackawanna	Priority	Child	-	2	3	7	1	13
				Adult	6	9	19	29	-	63
			Other Priority	Child	1	6	7	36	-	50
				Adult	4	6	16	19	2	47
			Complaint or Grievance	Child	-	1	2	4	-	7
				Adult	-	1	1	1	-	3
		Luzerne	Priority	Child	1	2	5	5	-	13
				Adult	-	7	18	30	4	59
			Other Priority	Child	1	8	17	29	1	56
				Adult	5	6	12	19	2	44
			Complaint or Grievance	Child	-	-	2	-	-	2
				Adult	2	2	-	-	-	4
		Susquehanna	Priority	Child	-	-	2	-	-	2
				Adult	-	1	6	4	1	12
			Other Priority	Child	-	1	4	2	-	7
				Adult	1	1	2	3	1	8
			Complaint or Grievance	Child	-	1	-	-	-	1
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	1
				Adult	-	-	7	-	-	7
			Other Priority	Child	-	-	2	2	-	4
				Adult	-	-	3	2	-	5
			Complaint or Grievance	Child	-	-	1	-	-	1
				Adult	-	-	-	-	-	-
Total				21	54	129	193	12	409	
% of Total				5%	13%	32%	47%	3%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2016-2017	Total	30	91	149	206	7	483
	% of Total	6%	19%	31%	43%	1%	100%
2015-2016	Total	16	64	130	217	11	438
	% of Total	4%	15%	30%	50%	3%	100%
2014-2015	Total	21	86	180	225	19	531
	% of Total	4%	16%	34%	42%	4%	100%
2013-2014	Total	27	88	183	229	12	539
	% of Total	5%	16%	34%	42%	2%	100%
2012-2013	Total	33	74	177	207	6	497
	% of Total	7%	15%	36%	42%	1%	100%

Composite Measure	Question	Member Type		2017-2018 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians listen carefully	Lackawanna	Priority	Child	-	-	2	11	-	13
				Adult	4	6	19	46	6	81
			Other Priority	Child	1	6	8	37	-	52
				Adult	2	4	9	29	4	48
			Complaint or Grievance	Child	-	1	1	6	-	8
				Adult	-	-	2	1	1	4
		Luzerne	Priority	Child	1	-	2	9	1	13
				Adult	3	10	8	46	2	69
			Other Priority	Child	3	9	14	41	-	67
				Adult	3	2	9	29	1	44
			Complaint or Grievance	Child	-	-	2	-	-	2
				Adult	-	1	3	-	-	4
		Susquehanna	Priority	Child	-	-	1	-	-	1
				Adult	-	1	3	9	-	13
			Other Priority	Child	-	-	3	6	-	9
				Adult	-	1	1	8	-	10
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	1
				Adult	2	-	1	3	1	7
			Other Priority	Child	-	-	2	5	-	7
				Adult	-	-	1	5	-	6
			Complaint or Grievance	Child	-	-	1	-	-	1
				Adult	-	-	-	-	-	-
Total				19	41	92	292	16	460	
% of Total				4%	9%	20%	63%	3%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2016-2017	Total	19	60	149	281	15	524
	% of Total	4%	11%	28%	54%	3%	100%
2015-2016	Total	15	52	114	301	16	498
	% of Total	3%	10%	23%	60%	3%	100%
2014-2015	Total	23	54	160	342	11	590
	% of Total	4%	9%	27%	58%	2%	100%
2013-2014	Total	17	57	153	379	18	624
	% of Total	3%	9%	25%	61%	3%	100%
2012-2013	Total	16	51	145	330	13	555
	% of Total	3%	9%	26%	59%	2%	100%

Composite Measure	Question	Member Type		2017-2018 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians explain things	Lackawanna	Priority	Child	-	-	2	11	-	13	
				Adult	4	3	26	44	4	81	
			Other Priority	Child	1	4	6	41	-	52	
				Adult	3	3	9	31	2	48	
			Complaint or Grievance	Child	-	1	1	6	-	8	
				Adult	2	1	1	-	-	4	
		Luzerne	Priority	Child	1	2	3	7	-	13	
				Adult	2	9	16	39	3	69	
			Other Priority	Child	4	5	15	43	-	67	
				Adult	2	5	12	24	1	44	
			Complaint or Grievance	Child	-	1	1	-	-	2	
				Adult	1	2	1	-	-	4	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	-	1	-	12	-	13	
			Other Priority	Child	-	1	1	7	-	9	
				Adult	-	-	2	8	-	10	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	1	1	2	3	-	7	
			Other Priority	Child	-	-	2	5	-	7	
				Adult	-	-	1	5	-	6	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Total				21	39	101	289	10	460
		% of Total				5%	8%	22%	63%	2%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2016-2017	Total	20	42	142	279	41	524
	% of Total	4%	8%	27%	53%	8%	100%
2015-2016	Total	6	40	133	302	17	498
	% of Total	1%	8%	27%	61%	3%	100%
2014-2015	Total	15	52	163	349	11	590
	% of Total	3%	9%	28%	59%	2%	100%
2013-2014	Total	17	49	153	385	20	624
	% of Total	3%	8%	25%	62%	3%	100%
2012-2013	Total	17	60	137	327	14	555
	% of Total	3%	11%	25%	59%	3%	100%

Composite Measure	Question	Member Type		2017-2018 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians show respect	Lackawanna	Priority	Child	-	-	2	11	-	13
				Adult	6	4	15	52	4	81
			Other Priority	Child	1	1	6	44	-	52
				Adult	2	3	5	36	2	48
			Complaint or Grievance	Child	-	1	1	6	-	8
				Adult	3	-	-	1	-	4
		Luzerne	Priority	Child	1	-	3	9	-	13
				Adult	2	8	6	51	2	69
			Other Priority	Child	3	7	6	51	-	67
				Adult	3	3	10	27	1	44
			Complaint or Grievance	Child	-	-	2	-	-	2
				Adult	-	2	2	-	-	4
		Susquehanna	Priority	Child	-	-	-	1	-	1
				Adult	-	1	1	11	-	13
			Other Priority	Child	-	-	-	9	-	9
				Adult	-	-	2	8	-	10
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	1
				Adult	1	1	1	4	-	7
			Other Priority	Child	-	-	2	5	-	7
				Adult	-	-	-	6	-	6
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
Total				22	31	64	334	9	460	
% of Total				5%	7%	14%	73%	2%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2016-2017	Total	11	58	94	321	40	524
	% of Total	2%	11%	18%	61%	8%	100%
2015-2016	Total	10	42	95	345	6	498
	% 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%
2013-2014	Total	12	51	118	429	14	624
	% of Total	2%	8%	19%	69%	2%	100%
2012-2013	Total	14	42	121	369	9	555
	% of Total	3%	8%	22%	66%	2%	100%

Composite Measure	Question	Member Type		2017-2018 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians spend enough time	Lackawanna	Priority	Child	-	-	2	11	-	13	
				Adult	5	8	27	36	5	81	
			Other Priority	Child	1	5	7	39	-	52	
				Adult	3	5	9	29	2	48	
			Complaint or Grievance	Child	-	-	3	5	-	8	
				Adult	2	1	1	-	-	4	
		Luzerne	Priority	Child	-	2	2	9	-	13	
				Adult	2	8	12	45	2	69	
			Other Priority	Child	3	4	16	43	1	67	
				Adult	2	8	7	26	1	44	
			Complaint or Grievance	Child	-	1	1	-	-	2	
				Adult	1	3	-	-	-	4	
		Susquehanna	Priority	Child	-	-	1	-	-	1	
				Adult	-	-	3	10	-	13	
			Other Priority	Child	-	-	3	6	-	9	
				Adult	-	1	2	7	-	10	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	4	3	-	7	
			Other Priority	Child	-	-	1	6	-	7	
				Adult	-	-	-	6	-	6	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Total				19	46	101	283	11	460
		% of Total				4%	10%	22%	62%	2%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2016-2017	Total	14	56	146	260	48	524
	% of Total	3%	11%	28%	50%	9%	100%
2015-2016	Total	14	49	138	292	5	498
	% of Total	3%	10%	28%	59%	1%	100%
2014-2015	Total	20	66	154	338	12	590
	% of Total	3%	11%	26%	57%	2%	100%
2013-2014	Total	21	68	181	336	18	624
	% of Total	3%	11%	29%	54%	3%	100%
2012-2013	Total	20	56	162	305	12	555
	% of Total	4%	10%	29%	55%	2%	100%

Composite Measure	Question	Member Type		2017-2018 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Feel safe with clinicians	Lackawanna	Priority	Child	-	-	2	11	-	13	
				Adult	2	3	13	59	4	81	
			Other Priority	Child	-	-	2	50	-	52	
				Adult	-	3	1	42	2	48	
			Complaint or Grievance	Child	-	-	1	7	-	8	
				Adult	-	2	1	1	-	4	
		Luzerne	Priority	Child	1	2	-	10	-	13	
				Adult	1	4	9	53	2	69	
			Other Priority	Child	-	3	10	54	-	67	
				Adult	2	-	7	34	1	44	
			Complaint or Grievance	Child	-	-	2	-	-	2	
				Adult	-	-	3	1	-	4	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	2	11	-	13	
			Other Priority	Child	-	-	-	9	-	9	
				Adult	-	-	3	7	-	10	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	1	-	2	4	-	7	
			Other Priority	Child	-	-	1	6	-	7	
				Adult	-	-	-	6	-	6	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Total				7	17	59	368	9	460
		% of Total				2%	4%	13%	80%	2%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2016-2017	Total	10	35	74	362	43	524
	% of Total	2%	7%	14%	69%	8%	100%
2015-2016	Total	7	19	78	388	6	498
	% of Total	1%	4%	16%	78%	1%	100%
2014-2015	Total	8	31	88	454	9	590
	% of Total	1%	5%	15%	77%	2%	100%
2013-2014	Total	8	38	84	476	18	624
	% of Total	1%	6%	13%	76%	3%	100%
2012-2013	Total	7	27	108	402	11	555
	% of Total	1%	5%	19%	72%	2%	100%

Composite Measure	Question	Member Type		2017-2018 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Involved as much as you wanted in treatment	Lackawanna	Priority	Child	-	2	1	10	-	13
				Adult	4	4	15	46	12	81
			Other Priority	Child	-	3	5	43	1	52
				Adult	3	6	7	30	2	48
			Complaint or Grievance	Child	-	-	1	7	-	8
				Adult	1	2	1	-	-	4
		Luzerne	Priority	Child	1	1	1	10	-	13
				Adult	3	5	12	44	5	69
			Other Priority	Child	3	7	9	47	1	67
				Adult	4	7	9	23	1	44
			Complaint or Grievance	Child	-	1	-	1	-	2
				Adult	1	1	1	1	-	4
		Susquehanna	Priority	Child	-	-	-	1	-	1
				Adult	-	1	3	9	-	13
			Other Priority	Child	-	-	1	8	-	9
				Adult	-	1	2	6	1	10
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	1
				Adult	2	-	3	2	-	7
			Other Priority	Child	-	-	2	5	-	7
				Adult	-	-	-	6	-	6
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Total			22	41	73	301	23	460
		% of Total			5%	9%	16%	65%	5%	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
2016-2017	Total	18	52	123	286	45	524
	% 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%
2014-2015	Total	25	51	130	369	15	590
	% of Total	4%	9%	22%	63%	3%	100%
2013-2014	Total	25	52	140	388	19	624
	% of Total	4%	8%	22%	62%	3%	100%
2012-2013	Total	21	56	133	334	11	555
	% of Total	4%	10%	24%	60%	2%	100%

Composite Measure	Question	Member Type		2017-2018 Responses						
				Big Problem	Small Problem	Not a Problem	No Reply	Total		
Getting Treatment and Information from CCBHO	Delays in treatment while waiting for plan approval*	Lackawanna	Priority	Child	-	-	1	-	1	
				Adult	4	4	5	-	13	
			Other Priority	Child	1	3	10	-	14	
				Adult	-	-	2	-	2	
			Complaint or Grievance	Child	2	1	1	-	4	
				Adult	2	-	-	-	2	
		Luzerne	Priority	Child	1	1	3	-	5	
				Adult	2	2	14	1	19	
			Other Priority	Child	2	3	18	1	24	
				Adult	1	4	10	-	15	
			Complaint or Grievance	Child	-	2	1	-	3	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	2	-	-	-	2	
				Adult	-	1	-	-	1	
			Other Priority	Child	-	-	-	-	-	
				Adult	-	1	1	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	1	1	-	-	2	
			Other Priority	Child	-	1	2	-	3	
				Adult	-	-	1	-	1	
			Complaint or Grievance	Child	-	-	1	-	1	
				Adult	-	-	-	-	-	
		Total				18	24	70	2	114
		% of Total				16%	21%	61%	2%	100%

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

		Previous Years' Responses				
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2016-2017	Total	33	48	61	9	151
	% of Total	22%	32%	40%	6%	100%
2015-2016	Total	22	35	69	1	127
	% of Total	17%	28%	54%	1%	100%
2014-2015	Total	35	64	78	3	180
	% of Total	19%	36%	43%	2%	100%
2013-2014	Total	34	61	102	1	198
	% of Total	17%	31%	52%	1%	100%
2012-2013	Total	46	50	73	2	171
	% of Total	27%	29%	43%	1%	100%

Composite Measure	Question	Member Type		2017-2018 Responses					
				Big Problem	Small Problem	Not a Problem	No Reply	Total	
Getting Treatment and Information from CCBHO	Helpfulness of customer service*	Lackawanna	Priority	Child	-	-	1	-	1
				Adult	3	2	4	-	9
			Other Priority	Child	-	1	4	-	5
				Adult	-	1	4	-	5
			Complaint or Grievance	Child	1	1	1	-	3
				Adult	3	-	-	-	3
		Luzerne	Priority	Child	-	-	2	-	2
				Adult	3	3	10	-	16
			Other Priority	Child	1	2	8	-	11
				Adult	2	3	3	-	8
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	1	-	1
				Adult	-	1	-	-	1
			Other Priority	Child	-	-	-	-	-
				Adult	-	-	1	-	1
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	-	-	-	-	-
			Other Priority	Child	-	1	1	-	2
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
Total			13	15	40	-	68		
% of Total			19%	22%	59%	-	100%		

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

		Previous Years' Responses				
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2016-2017	Total	19	24	38	3	84
	% of Total	23%	29%	45%	4%	100%
2015-2016	Total	20	25	39	2	86
	% of Total	23%	29%	45%	2%	100%
2014-2015	Total	19	34	59	2	114
	% of Total	17%	30%	52%	2%	100%
2013-2014	Total	19	29	39	6	93
	% of Total	20%	31%	42%	6%	100%
2012-2013	Total	22	23	45	4	94
	% of Total	23%	24%	48%	4%	100%

Composite Measure	Question	Member Type		2017-2018 Responses								
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total		
Member Grievance and Complaint Process	Satisfaction with Grievance Process	Lackawanna	Priority	Child	-	-	2	2	7	2	13	
				Adult	5	2	23	7	40	7	84	
			Other Priority	Child	1	-	5	6	45	4	61	
				Adult	2	1	9	3	37	4	56	
			Complaint or Grievance	Child	1	-	2	2	3	1	9	
				Adult	-	3	-	-	1	-	4	
		Luzerne	Priority	Child	1	1	1	3	8	1	15	
				Adult	1	2	20	5	39	11	78	
			Other Priority	Child	3	2	11	10	49	6	81	
				Adult	1	3	8	5	34	3	54	
			Complaint or Grievance	Child	-	-	1	-	2	-	3	
				Adult	1	-	2	-	-	1	4	
		Susquehanna	Priority	Child	-	1	-	-	1	-	2	
				Adult	-	-	-	5	6	3	14	
			Other Priority	Child	-	-	1	-	9	-	10	
				Adult	-	-	2	-	10	-	12	
			Complaint or Grievance	Child	-	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	1	-	1	
				Adult	1	1	1	1	4	1	9	
			Other Priority	Child	-	-	1	1	4	1	7	
				Adult	-	-	1	1	4	-	6	
			Complaint or Grievance	Child	-	-	-	1	-	-	1	
				Adult	-	-	-	-	-	-	-	
		Total				17	16	90	52	305	45	525
		% of Total				3%	3%	17%	10%	58%	9%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2016-2017	Total	25	36	194	72	278	41	646
	% of Total	4%	6%	30%	11%	43%	6%	100%
2015-2016	Total	18	36	172	80	277	25	608
	% of Total	3%	6%	28%	13%	46%	4%	100%
2014-2015	Total	25	29	193	82	359	37	725
	% of Total	3%	4%	27%	11%	50%	5%	100%
2013-2014	Total	22	24	205	80	350	58	739
	% of Total	3%	3%	28%	11%	47%	8%	100%
2012-2013	Total	30	26	154	85	336	36	667
	% of Total	4%	4%	23%	13%	50%	5%	100%

Composite Measure	Question	Member Type		2017-2018 Responses								
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total		
Member Grievance and Complaint Process	Satisfaction with Complaint Process	Lackawanna	Priority	Child	-	-	2	2	8	1	13	
				Adult	5	4	21	4	43	7	84	
			Other Priority	Child	1	-	5	6	45	4	61	
				Adult	1	3	7	2	40	3	56	
			Complaint or Grievance	Child	1	-	4	1	2	1	9	
				Adult	-	3	-	-	1	-	4	
		Luzerne	Priority	Child	1	1	1	1	10	1	15	
				Adult	-	1	17	4	44	12	78	
			Other Priority	Child	3	2	15	6	50	5	81	
				Adult	2	3	11	2	33	3	54	
			Complaint or Grievance	Child	-	-	1	-	2	-	3	
				Adult	1	-	2	-	-	1	4	
		Susquehanna	Priority	Child	-	-	1	-	1	-	2	
				Adult	-	-	1	3	7	3	14	
			Other Priority	Child	-	-	1	-	9	-	10	
				Adult	-	-	1	-	11	-	12	
			Complaint or Grievance	Child	-	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	1	-	1	
				Adult	1	-	2	1	4	1	9	
			Other Priority	Child	-	-	2	-	4	1	7	
				Adult	-	-	2	-	4	-	6	
			Complaint or Grievance	Child	-	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	-	
		Total				16	17	97	32	320	43	525
		% of Total				3%	3%	18%	6%	61%	8%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2016-2017	Total	22	30	172	61	285	76	646
	% of Total	3%	5%	27%	9%	44%	12%	100%
2015-2016	Total	15	17	174	72	298	32	608
	% of Total	2%	3%	29%	12%	49%	5%	100%
2014-2015	Total	26	29	207	83	353	27	725
	% of Total	4%	4%	29%	11%	49%	4%	100%
2013-2014	Total	15	22	213	74	364	51	739
	% of Total	2%	3%	29%	10%	49%	7%	100%
2012-2013	Total	31	25	158	77	342	34	667
	% of Total	5%	4%	24%	12%	51%	5%	100%

Composite Measure	Question	Member Type		2017-2018 Responses							
				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total	
Perceived Improvement	Compare ability to deal with daily problems to 1 year ago	Lackawanna	Priority	Child	5	4	3	1	-	-	13
				Adult	20	27	24	5	3	5	84
			Other Priority	Child	17	23	12	4	3	2	61
				Adult	15	15	19	5	1	1	56
			Complaint or Grievance	Child	2	6	1	-	-	-	9
				Adult	-	-	3	1	-	-	4
		Luzerne	Priority	Child	4	5	5	-	-	1	15
				Adult	21	23	26	1	1	6	78
			Other Priority	Child	19	27	23	5	6	1	81
				Adult	11	16	19	4	3	1	54
			Complaint or Grievance	Child	-	2	1	-	-	-	3
				Adult	-	1	1	2	-	-	4
		Susquehanna	Priority	Child	-	1	1	-	-	-	2
				Adult	4	6	2	1	1	-	14
			Other Priority	Child	4	3	3	-	-	-	10
				Adult	4	5	3	-	-	-	12
			Complaint or Grievance	Child	-	-	1	-	-	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	-	1
				Adult	1	2	2	3	-	1	9
			Other Priority	Child	1	2	3	-	1	-	7
				Adult	2	3	-	1	-	-	6
			Complaint or Grievance	Child	1	-	-	-	-	-	1
				Adult	-	-	-	-	-	-	-
Total				131	171	153	33	19	18	525	
% of Total				25%	33%	29%	6%	4%	3%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2016-2017	Total	145	226	156	35	21	63	646
	% of Total	22%	35%	24%	5%	3%	10%	100%
2015-2016	Total	150	202	187	32	19	18	608
	% of Total	25%	33%	31%	5%	3%	3%	100%
2014-2015	Total	183	271	181	49	20	21	725
	% of Total	25%	37%	25%	7%	3%	3%	100%
2013-2014	Total	185	283	184	33	22	32	739
	% of Total	25%	38%	25%	4%	3%	4%	100%
2012-2013	Total	172	214	184	43	36	18	667
	% of Total	26%	32%	28%	6%	5%	3%	100%

Composite Measure	Question	Member Type		2017-2018 Responses							
				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total	
Perceived Improvement	Compare ability to deal with social situations to 1 year ago	Lackawanna	Priority	Child	4	4	4	1	-	-	13
				Adult	17	22	29	7	4	5	84
			Other Priority	Child	13	14	26	4	2	2	61
				Adult	10	16	24	5	-	1	56
			Complaint or Grievance	Child	3	5	1	-	-	-	9
				Adult	1	-	1	2	-	-	4
		Luzerne	Priority	Child	3	6	4	1	-	1	15
				Adult	19	24	28	1	2	4	78
			Other Priority	Child	17	29	23	6	5	1	81
				Adult	9	17	17	6	3	2	54
			Complaint or Grievance	Child	-	2	1	-	-	-	3
				Adult	-	1	1	1	1	-	4
		Susquehanna	Priority	Child	-	1	1	-	-	-	2
				Adult	3	4	6	1	-	-	14
			Other Priority	Child	3	4	3	-	-	-	10
				Adult	5	4	3	-	-	-	12
			Complaint or Grievance	Child	-	-	1	-	-	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	-	1
				Adult	1	2	3	1	1	1	9
			Other Priority	Child	1	3	2	-	1	-	7
				Adult	1	3	1	1	-	-	6
			Complaint or Grievance	Child	1	-	-	-	-	-	1
				Adult	-	-	-	-	-	-	-
Total				111	161	180	37	19	17	525	
% of Total				21%	31%	34%	7%	4%	3%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2016-2017	Total	141	185	200	32	23	65	646
	% of Total	22%	29%	31%	5%	4%	10%	100%
2015-2016	Total	151	178	200	39	24	16	608
	% of Total	25%	29%	33%	6%	4%	3%	100%
2014-2015	Total	149	248	245	44	19	20	725
	% of Total	21%	34%	34%	6%	3%	3%	100%
2013-2014	Total	155	277	212	47	18	30	739
	% of Total	21%	37%	29%	6%	2%	4%	100%
2012-2013	Total	140	211	223	48	25	20	667
	% of Total	21%	32%	33%	7%	4%	3%	100%

Composite Measure	Question	Member Type		2017-2018 Responses							
				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total	
Perceived Improvement	Compare ability to accomplish things to 1 year ago	Lackawanna	Priority	Child	5	3	4	1	-	-	13
				Adult	15	26	28	6	4	5	84
			Other Priority	Child	16	17	22	3	1	2	61
				Adult	14	14	21	4	2	1	56
			Complaint or Grievance	Child	2	6	1	-	-	-	9
				Adult	-	-	-	4	-	-	4
		Luzerne	Priority	Child	3	5	5	1	-	1	15
				Adult	20	21	27	4	1	5	78
			Other Priority	Child	21	27	21	7	3	2	81
				Adult	9	14	21	4	4	2	54
			Complaint or Grievance	Child	2	-	1	-	-	-	3
				Adult	-	1	2	1	-	-	4
		Susquehanna	Priority	Child	-	-	1	-	-	1	2
				Adult	3	6	4	1	-	-	14
			Other Priority	Child	1	4	3	2	-	-	10
				Adult	3	4	5	-	-	-	12
			Complaint or Grievance	Child	-	-	1	-	-	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	-	1
				Adult	1	3	2	2	-	1	9
			Other Priority	Child	1	3	1	2	-	-	7
				Adult	2	1	1	2	-	-	6
Complaint or Grievance	Child		-	1	-	-	-	-	1		
	Adult		-	-	-	-	-	-	-		
Total				118	156	172	44	15	20	525	
% of Total				22%	30%	33%	8%	3%	4%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2016-2017	Total	135	226	205	36	22	22	646
	% of Total	21%	35%	32%	6%	3%	3%	100%
2015-2016	Total	140	195	196	33	21	23	608
	% of Total	23%	32%	32%	5%	3%	4%	100%
2014-2015	Total	162	256	227	41	21	18	725
	% of Total	22%	35%	31%	6%	3%	2%	100%
2013-2014	Total	163	265	220	41	21	29	739
	% of Total	22%	36%	30%	6%	3%	4%	100%
2012-2013	Total	137	238	197	40	33	22	667
	% of Total	21%	36%	30%	6%	5%	3%	100%

Composite Measure	Question	Member Type			2017-2018 Responses						
					Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
Perceived Improvement	Compare ability to deal with symptoms or problems to 1 year ago	Lackawanna	Priority	Child	4	6	2	1	-	-	13
				Adult	18	24	22	8	5	7	84
			Other Priority	Child	16	16	19	5	3	2	61
				Adult	13	14	19	7	2	1	56
			Complaint or Grievance	Child	2	6	1	-	-	-	9
				Adult	-	-	1	2	1	-	4
		Luzerne	Priority	Child	4	3	6	1	-	1	15
				Adult	18	23	28	2	2	5	78
			Other Priority	Child	19	26	19	7	9	1	81
				Adult	10	20	17	1	3	3	54
			Complaint or Grievance	Child	-	2	-	1	-	-	3
				Adult	-	-	2	1	1	-	4
		Susquehanna	Priority	Child	-	1	1	-	-	-	2
				Adult	3	5	5	1	-	-	14
			Other Priority	Child	4	2	4	-	-	-	10
				Adult	-	8	2	1	-	1	12
			Complaint or Grievance	Child	-	-	1	-	-	-	1
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	-	1
				Adult	1	3	-	2	1	2	9
			Other Priority	Child	1	2	1	2	1	-	7
				Adult	-	4	1	1	-	-	6
Complaint or Grievance	Child		1	-	-	-	-	-	1		
	Adult		-	-	-	-	-	-	-		
Total				114	165	152	43	28	23	525	
% of Total				22%	31%	29%	8%	5%	4%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2016-2017	Total	128	229	196	45	24	24	646
	% of Total	20%	35%	30%	7%	4%	4%	100%
2015-2016	Total	135	192	194	36	29	22	608
	% of Total	22%	32%	32%	6%	5%	4%	100%
2014-2015	Total	173	262	188	53	26	23	725
	% of Total	24%	36%	26%	7%	4%	3%	100%
2013-2014	Total	160	283	194	47	29	26	739
	% of Total	22%	38%	26%	6%	4%	4%	100%
2012-2013	Total	142	212	195	58	37	23	667
	% of Total	21%	32%	29%	9%	6%	3%	100%

Composite Measure	Question	Member Type		2017-2018 Responses						
				Yes	No	N/A	No Reply	Total		
Information about Options*	Told about self-help or consumer run programs**	Lackawanna	Priority	Child	-	-	-	-	-	
				Adult	23	44	6	8	81	
			Other Priority	Child	-	-	-	-	-	
				Adult	21	22	3	2	48	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	2	2	-	-	4	
		Luzerne	Priority	Child	-	-	-	-	-	
				Adult	28	33	5	3	69	
			Other Priority	Child	-	-	-	-	-	
				Adult	19	21	3	1	44	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	1	3	-	-	4	
		Susquehanna	Priority	Child	-	-	-	-	-	
				Adult	6	7	-	-	13	
			Other Priority	Child	-	-	-	-	-	
				Adult	5	4	-	1	10	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	6	1	-	-	7	
			Other Priority	Child	-	-	-	-	-	
				Adult	2	4	-	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				113	141	17	15	286
		% of Total				40%	49%	6%	5%	100%

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

**Only responses from Adult members are shown.

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2016-2017	Total	157	154	14	24	349
	% of Total	45%	44%	4%	7%	100%
2015-2016	Total	141	148	14	13	316
	% of Total	45%	47%	4%	4%	100%
2014-2015	Total	175	152	21	17	365
	% of Total	48%	42%	6%	5%	100%
2013-2014	Total	226	29	8	4	267
	% of Total	85%	11%	3%	1%	100%
2012-2013	Total	175	166	18	17	375
	% of Total	47%	44%	5%	5%	100%

Composite Measure	Question	Member Type		2017-2018 Responses				
				Yes	No	No Reply	Total	
Information about Options*	Told about different treatments that are available for condition	Lackawanna	Priority	Child	13	-	-	13
				Adult	37	37	7	81
			Other Priority	Child	38	13	1	52
				Adult	25	20	3	48
			Complaint or Grievance	Child	6	2	-	8
				Adult	2	2	-	4
		Luzerne	Priority	Child	11	2	-	13
				Adult	39	25	5	69
			Other Priority	Child	48	17	2	67
				Adult	27	15	2	44
			Complaint or Grievance	Child	1	1	-	2
				Adult	2	2	-	4
		Susquehanna	Priority	Child	1	-	-	1
				Adult	11	2	-	13
			Other Priority	Child	6	3	-	9
				Adult	8	1	1	10
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	1	-	-	1
				Adult	3	4	-	7
			Other Priority	Child	6	1	-	7
				Adult	5	1	-	6
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
Total			291	148	21	460		
% of Total			63%	32%	5%	100%		

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

		Previous' Years Responses			
		Yes	No	No Reply	Total
2016-2017	Total	325	176	23	524
	% of Total	62%	34%	4%	100%
2015-2016	Total	310	169	19	498
	% of Total	62%	34%	4%	100%
2014-2015	Total	353	213	24	590
	% of Total	60%	36%	4%	100%
2013-2014	Total	374	229	21	624
	% of Total	60%	37%	3%	100%
2012-2013	Total	333	198	24	555
	% of Total	60%	36%	4%	100%

Composite Measure	Question	Member Type		2017-2018 Responses					
				Yes	No	N/A	No Reply	Total	
Information about Options*	Goals of child's treatment discussed completely with you**	Lackawanna	Priority	Child	12	-	1	-	13
				Adult	-	-	-	-	-
			Other Priority	Child	45	5	-	2	52
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	8	-	-	-	8
		Adult		-	-	-	-	-	
		Luzerne	Priority	Child	10	3	-	-	13
				Adult	-	-	-	-	-
			Other Priority	Child	56	9	-	2	67
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	2	-	-	-	2
		Adult		-	-	-	-	-	
		Susquehanna	Priority	Child	1	-	-	-	1
				Adult	-	-	-	-	-
			Other Priority	Child	8	-	1	-	9
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
		Adult		-	-	-	-	-	
		Wyoming	Priority	Child	1	-	-	-	1
				Adult	-	-	-	-	-
			Other Priority	Child	7	-	-	-	7
				Adult	-	-	-	-	-
Complaint or Grievance	Child		1	-	-	-	1		
	Adult	-	-	-	-	-			
Total			151	17	2	4	174		
% of Total			87%	10%	1%	2%	100%		

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

**Only responses from Child Members are shown.

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2016-2017	Total	156	12	-	7	175
	% of Total	89%	7%	-	4%	100%
2015-2016	Total	154	19	8	1	182
	% of Total	85%	10%	4%	1%	100%
2014-2015	Total	188	28	5	3	224
	% of Total	84%	13%	2%	1%	100%
2013-2014	Total	226	29	8	4	267
	% of Total	85%	11%	3%	1%	100%
2012-2013	Total	158	14	5	3	180
	% of Total	88%	8%	3%	2%	100%

Composite Measure	Question	Member Type		2017-2018 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Information about Options – Child/Adolescent Only*	In the last 12 months, how often did your family get the professional help you wanted for your child?	Lackawanna	Priority	Child	1	1	1	9	1	13
				Adult	-	-	-	-	-	-
			Other Priority	Child	2	4	7	35	4	52
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	1	1	2	3	1	8
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	1	2	3	7	-	13
				Adult	-	-	-	-	-	-
			Other Priority	Child	2	11	12	39	3	67
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	2	-	-	-	2
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
			Other Priority	Child	-	-	2	7	-	9
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
Other Priority	Child		1	1	-	5	-	7		
	Adult		-	-	-	-	-	-		
Complaint or Grievance	Child		-	-	1	-	-	1		
	Adult		-	-	-	-	-	-		
Total				8	22	28	107	9	174	
% of Total				5%	13%	16%	61%	5%	100%	

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

		Previous' Years Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2016-2017	Total	6	27	46	84	9	172
	% of Total	3%	16%	27%	49%	5%	100%
2015-2016	Total	8	21	53	95	5	182
	% of Total	4%	12%	29%	52%	3%	100%
2014-2015	Total	10	24	54	131	3	224
	% of Total	4%	11%	24%	58%	1%	100%
2013-2014	Total	6	28	78	142	7	267
	% of Total	2%	10%	29%	53%	3%	100%
2012-2013	Total	4	22	54	94	6	180
	% of Total	2%	12%	30%	52%	3%	100%

Composite Measure	Question	Member Type		2017-2018 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Information about Options – Child/Adolescent Only*	In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?	Lackawanna	Priority	Child	-	1	2	9	1	13	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	1	6	10	30	5	52	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	1	2	5	-	8	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	3	2	8	-	13	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	2	12	11	36	6	67	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	2	-	-	-	2	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	1	4	4	-	9	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	2	-	5	-	7	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	1	-	-	1	
				Adult	-	-	-	-	-	-	
		Total				3	28	32	99	12	174
		% of Total				2%	16%	18%	57%	7%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2016-2017	Total	9	23	51	82	7	172
	% of Total	5%	13%	30%	48%	4%	100%
2015-2016	Total	17	26	43	91	5	182
	% of Total	9%	14%	24%	50%	3%	100%
2014-2015	Total	10	31	62	114	7	224
	% of Total	4%	14%	28%	51%	3%	100%
2013-2014	Total	9	33	58	155	12	267
	% of Total	3%	12%	22%	58%	4%	100%
2012-2013	Total	9	26	45	94	3	180
	% of Total	5%	14%	25%	52%	2%	100%

Single Item Measures

Single Item Measure	Question	Member Type		2017-2018 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Office Wait*	In the last 12 months, how often were you/your child seen within 15 minutes of your/his/her appointment?	Lackawanna	Priority	Child	2	1	2	8	-	13	
				Adult	10	15	29	22	5	81	
			Other Priority	Child	3	9	20	20	-	52	
				Adult	2	8	13	23	2	48	
			Complaint or Grievance	Child	2	-	5	1	-	8	
				Adult	2	1	-	1	-	4	
		Luzerne	Priority	Child	2	4	3	4	-	13	
				Adult	6	12	19	25	7	69	
			Other Priority	Child	6	11	22	27	1	67	
				Adult	8	10	14	11	1	44	
			Complaint or Grievance	Child	-	1	1	-	-	2	
				Adult	1	1	2	-	-	4	
		Susquehanna	Priority	Child	-	-	1	-	-	1	
				Adult	-	1	5	7	-	13	
			Other Priority	Child	-	2	2	4	1	9	
				Adult	1	-	5	4	-	10	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	5	1	1	7	
			Other Priority	Child	1	2	3	1	-	7	
				Adult	-	2	1	3	-	6	
			Complaint or Grievance	Child	-	-	1	-	-	1	
				Adult	-	-	-	-	-	-	
		Total				46	80	153	163	18	460
		% of Total				10%	17%	33%	35%	4%	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
2016-2017	Total	36	106	203	165	14	524
	% of Total	7%	20%	39%	31%	3%	100%
2015-2016	Total	27	111	172	185	3	498
	% of Total	5%	22%	35%	37%	1%	100%
2014-2015	Total	39	129	227	187	8	590
	% of Total	7%	22%	38%	32%	1%	100%
2013-2014	Total	41	122	239	209	13	624
	% of Total	7%	20%	38%	33%	2%	100%
2012-2013	Total	38	102	223	191	1	555
	% of Total	7%	18%	40%	34%	1%	100%

Single Item Measure	Question	Member Type		2017-2018 Responses				
				Yes	No	No Reply	Total	
Told about Medication Side Effects*	In the last 12 months, were you told what side effects of prescription medications taken as part of treatment to watch for?	Lackawanna	Priority	Child	12	-	-	12
				Adult	44	22	3	69
			Other Priority	Child	34	7	-	41
				Adult	23	16	2	41
		Complaint or Grievance	Child	8	-	-	8	
			Adult	-	4	-	4	
		Luzerne	Priority	Child	10	2	-	12
				Adult	49	12	2	63
			Other Priority	Child	42	11	2	55
				Adult	30	10	-	40
		Complaint or Grievance	Child	1	1	-	2	
			Adult	-	3	-	3	
		Susquehanna	Priority	Child	1	-	-	1
				Adult	12	1	-	13
			Other Priority	Child	6	-	-	6
				Adult	7	1	1	9
		Complaint or Grievance	Child	-	-	-	-	
			Adult	-	-	-	-	
		Wyoming	Priority	Child	1	-	-	1
				Adult	5	1	-	6
Other Priority	Child		7	-	-	7		
	Adult		5	1	-	6		
Complaint or Grievance	Child	1	-	-	1			
	Adult	-	-	-	-			
Total			298	92	10	400		
% of Total			75%	23%	3%	100%		

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2016-2017	Total	319	96	4	419
	% of Total	76%	23%	1%	100%
2015-2016	Total	318	102	3	423
	% of Total	75%	24%	1%	100%
2014-2015	Total	377	127	4	508
	% of Total	74%	25%	1%	100%
2013-2014	Total	405	105	8	518
	% of Total	78%	20%	2%	100%
2012-2013	Total	368	114	7	489
	% of Total	75%	23%	1%	100%

Single Item Measure	Question	Member Type		2017-2018 Responses					
				Yes	No	N/A	No Reply	Total	
Including Family and Friends*	In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?	Lackawanna	Priority	Child	-	-	-	-	-
				Adult	27	43	4	7	81
			Other Priority	Child	-	-	-	-	-
				Adult	16	27	3	2	48
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	1	3	-	-	4	
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	33	28	4	4	69
			Other Priority	Child	-	-	-	-	-
				Adult	23	19	1	1	44
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	2	2	-	-	4
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	10	3	-	-	13
			Other Priority	Child	-	-	-	-	-
				Adult	7	2	-	1	10
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	1	6	-	-	7
Other Priority	Child		-	-	-	-	-		
	Adult		4	1	-	1	6		
Complaint or Grievance	Child		-	-	-	-	-		
	Adult		-	-	-	-	-		
Total			124	134	12	16	286		
% of Total			43%	47%	4%	6%	100%		

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

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2016-2017	Total	155	154	15	25	349
	% of Total	44%	44%	4%	7%	100%
2015-2016	Total	134	161	10	11	316
	% of Total	42%	51%	3%	3%	100%
2014-2015	Total	143	185	23	15	366
	% of Total	39%	51%	6%	4%	100%
2013-2014	Total	137	189	16	15	357
	% of Total	38%	53%	4%	4%	100%
2012-2013	Total	145	199	16	15	375
	% of Total	39%	53%	4%	4%	100%

Single Item Measure	Question	Member Type		2017-2018 Responses				
				Yes	No	No Reply	Total	
Information to Manage Condition*	In the last 12 months, were you given as much information as you wanted to manage your/your child's condition?	Lackawanna	Priority	Child	13	-	-	13
				Adult	37	37	7	81
			Other Priority	Child	38	13	1	52
				Adult	25	20	3	48
			Complaint or Grievance	Child	6	2	-	8
				Adult	2	2	-	4
		Luzerne	Priority	Child	11	2	-	13
				Adult	39	25	5	69
			Other Priority	Child	48	17	2	67
				Adult	27	15	2	44
			Complaint or Grievance	Child	1	1	-	2
				Adult	2	2	-	4
		Susquehanna	Priority	Child	1	-	-	1
				Adult	11	2	-	13
			Other Priority	Child	6	3	-	9
				Adult	8	1	1	10
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	1	-	-	1
				Adult	3	4	-	7
			Other Priority	Child	6	1	-	7
				Adult	5	1	-	6
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
		Total			291	148	21	460
		% of Total			63%	32%	5%	100%

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2016-2017	Total	373	116	35	524
	% of Total	71%	22%	7%	100%
2015-2016	Total	348	120	30	498
	% of Total	70%	24%	6%	100%
2014-2015	Total	423	138	29	590
	% of Total	72%	23%	5%	100%
2013-2014	Total	435	161	28	624
	% of Total	70%	26%	4%	100%
2012-2013	Total	393	135	27	555
	% of Total	71%	24%	5%	100%

Single Item Measure	Question	Member Type		2017-2018 Responses				
				Yes	No	No Reply	Total	
Patient Rights Information*	In the last 12 months, were you given information about your/your child's rights as a patient?	Lackawanna	Priority	Child	13	-	-	13
				Adult	56	18	7	81
			Other Priority	Child	44	7	1	52
				Adult	34	11	3	48
		Complaint or Grievance	Child	8	-	-	8	
			Adult	1	3	-	4	
		Luzerne	Priority	Child	11	2	-	13
				Adult	59	6	4	69
			Other Priority	Child	59	6	2	67
				Adult	34	7	3	44
		Complaint or Grievance	Child	2	-	-	2	
			Adult	3	1	-	4	
		Susquehanna	Priority	Child	1	-	-	1
				Adult	12	1	-	13
			Other Priority	Child	8	1	-	9
				Adult	8	1	1	10
		Complaint or Grievance	Child	-	-	-	-	
			Adult	-	-	-	-	
		Wyoming	Priority	Child	1	-	-	1
				Adult	3	4	-	7
			Other Priority	Child	7	-	-	7
				Adult	6	-	-	6
		Complaint or Grievance	Child	1	-	-	1	
			Adult	-	-	-	-	
		Total			371	68	21	460
		% of Total			81%	15%	5%	100%

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2016-2017	Total	415	77	32	524
	% of Total	79%	15%	6%	100%
2015-2016	Total	414	72	12	498
	% of Total	83%	14%	2%	100%
2014-2015	Total	471	91	28	590
	% of Total	80%	15%	5%	100%
2013-2014	Total	504	97	23	624
	% of Total	81%	16%	4%	100%
2012-2013	Total	446	89	20	555
	% of Total	80%	16%	4%	100%

Single Item Measure	Question	Member Type		2017-2018 Responses				
				Yes	No	No Reply	Total	
Patient Feels He or She Could Refuse Treatment*	In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for yourself/your child?	Lackawanna	Priority	Child	10	3	-	13
				Adult	61	15	5	81
			Other Priority	Child	45	6	1	52
				Adult	35	10	3	48
			Complaint or Grievance	Child	8	-	-	8
				Adult	3	1	-	4
		Luzerne	Priority	Child	11	2	-	13
				Adult	50	16	3	69
			Other Priority	Child	56	9	2	67
				Adult	29	13	2	44
			Complaint or Grievance	Child	1	1	-	2
				Adult	4	-	-	4
		Susquehanna	Priority	Child	1	-	-	1
				Adult	11	2	-	13
			Other Priority	Child	9	-	-	9
				Adult	8	1	1	10
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	1	-	-	1
				Adult	4	2	1	7
			Other Priority	Child	6	1	-	7
				Adult	5	1	-	6
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
Total			359	83	18	460		
% of Total			78%	18%	4%	100%		

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2016-2017	Total	405	90	29	524
	% of Total	77%	17%	6%	100%
2015-2016	Total	403	80	15	498
	% of Total	81%	16%	3%	100%
2014-2015	Total	463	108	19	590
	% of Total	78%	18%	3%	100%
2013-2014	Total	498	97	29	624
	% of Total	80%	16%	5%	100%
2012-2013	Total	425	112	18	555
	% of Total	77%	20%	3%	100%

Single Item Measure	Question	Member Type		2017-2018 Responses				
				Yes	No	No Reply	Total	
Confident about Privacy of Treatment Information*	In the last 12 months, as far as you know, did anyone you/your child went to for counseling or treatment share information with others that should have been kept private?	Lackawanna	Priority	Child	6	7	-	13
				Adult	11	65	5	81
			Other Priority	Child	17	34	1	52
				Adult	3	42	3	48
			Complaint or Grievance	Child	1	7	-	8
				Adult	2	2	-	4
		Luzerne	Priority	Child	2	11	-	13
				Adult	13	51	5	69
			Other Priority	Child	12	50	5	67
				Adult	5	35	4	44
			Complaint or Grievance	Child	-	2	-	2
				Adult	1	3	-	4
		Susquehanna	Priority	Child	-	1	-	1
				Adult	-	13	-	13
			Other Priority	Child	3	6	-	9
				Adult	1	8	1	10
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	1	-	1
				Adult	1	6	-	7
			Other Priority	Child	-	7	-	7
				Adult	-	6	-	6
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
Total			79	357	24	460		
% of Total			17%	78%	5%	100%		

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2016-2017	Total	58	446	20	524
	% of Total	11%	85%	4%	100%
2015-2016	Total	59	425	14	498
	% of Total	12%	85%	3%	100%
2014-2015	Total	58	506	26	590
	% of Total	10%	86%	4%	100%
2013-2014	Total	56	544	24	624
	% of Total	9%	87%	4%	100%
2012-2013	Total	59	482	14	555
	% of Total	11%	87%	3%	100%

Single Item Measure	Question	Member Type		2017-2018 Responses				
				Yes	No	No Reply	Total	
46 Cultural Competency*	Care responsive to cultural needs**	Lackawanna	Priority	Child	2	-	-	2
				Adult	9	1	-	10
			Other Priority	Child	8	-	1	9
				Adult	2	-	-	2
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Luzerne	Priority	Child	1	-	-	1
				Adult	5	1	1	7
			Other Priority	Child	3	-	2	5
				Adult	3	-	-	3
			Complaint or Grievance	Child	-	-	-	-
				Adult	1	-	-	1
		Susquehanna	Priority	Child	-	-	-	-
				Adult	2	-	-	2
			Other Priority	Child	1	-	-	1
				Adult	1	-	-	1
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Other Priority	Child	1	-	-	1
				Adult	1	-	-	1
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total			40	2	4	46		
% of Total			87%	4%	9%	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. 397 Members responded that they did not have cultural needs that made a difference in what kind of treatment needed and 17 Members did not respond.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2016-2017	Total	24	10	5	39
	% of Total	62%	26%	13%	100%
2015-2016	Total	24	19	1	44
	% of Total	55%	43%	2%	100%
2014-2015	Total	14	14	1	29
	% of Total	48%	48%	3%	100%
2013-2014	Total	18	6	3	27
	% of Total	67%	22%	11%	100%
2012-2013	Total	14	10	-	24
	% of Total	58%	42%	-	100%

Single Item Measure	Question	Member Type		2017-2018 Responses							
				Not at all	A little	Somewhat	A lot	No Reply	Total		
Amount Helped	In the last 12 months, how much were you/your child helped by the counseling or treatment you/he/she got?	Lackawanna	Priority	Child	-	-	6	7	-	13	
				Adult	4	10	23	40	7	84	
			Other Priority	Child	2	12	13	31	3	61	
				Adult	4	8	19	24	1	56	
			Complaint or Grievance	Child	-	1	3	5	-	9	
				Adult	2	1	1	-	-	4	
		Luzerne	Priority	Child	2	1	7	4	1	15	
				Adult	1	6	23	43	5	78	
			Other Priority	Child	3	16	22	38	2	81	
				Adult	4	5	21	23	1	54	
			Complaint or Grievance	Child	-	-	1	2	-	3	
				Adult	-	3	1	-	-	4	
		Susquehanna	Priority	Child	-	-	2	-	-	2	
				Adult	-	-	4	10	-	14	
			Other Priority	Child	-	1	4	5	-	10	
				Adult	-	3	4	5	-	12	
			Complaint or Grievance	Child	1	-	-	-	-	1	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	-	-	1	
				Adult	-	2	3	4	-	9	
			Other Priority	Child	-	-	3	4	-	7	
				Adult	-	1	1	4	-	6	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Total				23	70	162	250	20	525
		% of Total				4%	13%	31%	48%	4%	100%

		Previous Years' Responses					
		Not at all	A little	Somewhat	A lot	No Reply	Total
2016-2017	Total	37	92	183	267	67	646
	% of Total	6%	14%	28%	41%	10%	100%
2015-2016	Total	25	65	196	306	16	608
	% of Total	4%	11%	32%	50%	3%	100%
2014-2015	Total	45	101	214	350	15	725
	% of Total	6%	14%	30%	48%	2%	100%
2013-2014	Total	46	88	216	363	26	739
	% of Total	6%	12%	29%	49%	4%	100%
2012-2013	Total	35	74	215	323	20	667
	% of Total	5%	11%	32%	48%	3%	100%

Member Type			Rating of Counseling/Treatment 2017-2018 Responses											
			0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
Lackawanna	Priority	Child	-	-	-	-	-	-	-	2	1	4	6	13
		Adult	2	1	3	1	3	5	2	10	12	8	27	74
	Other Priority	Child	1	-	-	1	-	6	4	6	10	9	24	61
		Adult	3	-	1	2	2	3	-	6	14	7	16	54
	Complaint or Grievance	Child	-	-	-	-	-	1	1	1	1	2	3	9
		Adult	1	-	-	2	-	-	-	1	-	-	-	4
Luzerne	Priority	Child	-	1	1	-	-	3	-	1	1	1	6	14
		Adult	2	-	-	2	1	4	10	6	8	12	27	72
	Other Priority	Child	1	1	3	1	2	5	7	7	12	10	31	80
		Adult	2	1	1	-	1	3	5	7	8	1	22	51
	Complaint or Grievance	Child	-	-	-	-	-	1	-	1	-	-	1	3
		Adult	-	-	-	2	-	-	-	2	-	-	-	4
Susquehanna	Priority	Child	-	-	-	-	-	1	1	-	-	-	-	2
		Adult	-	-	-	-	-	-	-	3	3	3	5	14
	Other Priority	Child	-	-	-	-	-	-	2	2	1	1	4	10
		Adult	-	-	-	-	2	-	1	-	3	2	4	12
	Complaint or Grievance	Child	-	-	-	-	-	1	-	-	-	-	-	1
		Adult	-	-	-	-	-	-	-	-	-	-	-	0
Wyoming	Priority	Child	-	-	-	-	-	-	-	-	-	-	1	1
		Adult	-	1	-	1	-	-	2	-	-	1	3	8
	Other Priority	Child	-	-	-	-	-	1	-	2	-	-	4	7
		Adult	-	-	-	-	-	-	-	1	-	1	3	5
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	1	-	1
		Adult	-	-	-	-	-	-	-	-	-	-	-	0
Total			12	5	9	12	11	34	35	58	74	63	187	500
% of Total			2%	1%	2%	2%	2%	7%	7%	12%	15%	13%	37%	100%

*25 surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
2016-2017	Total	20	4	11	7	19	53	54	65	93	69	185	580
	% of Total	3%	1%	2%	1%	3%	9%	9%	11%	16%	12%	32%	100%
2015-2016	Total	8	8	8	9	17	40	34	74	109	76	211	594
	% of Total	1%	1%	1%	2%	3%	7%	6%	12%	18%	13%	36%	100%
2014-2015	Total	11	12	13	13	13	66	45	83	134	102	212	704
	% of Total	2%	2%	2%	2%	2%	9%	6%	12%	19%	14%	30%	100%
2013-2014	Total	17	4	10	14	23	56	42	81	141	85	236	709
	% of Total	2%	1%	1%	2%	3%	8%	6%	11%	20%	12%	33%	100%
2012-2013	Total	11	5	17	14	16	51	43	61	115	88	224	645
	% of Total	2%	1%	3%	2%	2%	8%	7%	9%	18%	14%	35%	100%