January 2022 through December 2022

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	672	12%
Children's Behavioral Health	86	2%
Community Counseling Services of NEPA	677	12%
First Hospital	565	10%
Friendship House	665	12%
Northeast Counseling Services	667	12%
Scranton Counseling Services	666	12%
Remaining Members	1,553	28%
Members who filed a Complaint or Grievance	49	1%
Total	5,600	100%

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

In total, NBHCC provided the Alliance with a database of 46,717 Members and, upon completion of the sampling process, the Alliance distributed 5,600 Member Surveys (see Detailed Member Sample table below).

Service Provider	Population	Under 18 Members Served (N)	Number of Total Surveyed	18 & Older Members Served (N)	Number of Total Surveyed	Number of Total Members Surveyed
Children's	Priority	312	34	1,135	114	148
Service Center	Other Priority	3,306	329	1,954	195	524
of Wyoming	Total	3,618	363	3,089	309	672
Children's	Priority	2	2	0	0	2
Behavioral	Other Priority	75	75	9	9	84
Health	Total	77	77	9	9	86
Community	Priority	5	5	3,211	497	502
Counseling Services of	Other Priority	11	20	1,016	155	175
NEPA	Total	16	25	4,227	652	677
	Priority	89	50	629	352	402
First Hospital	Other Priority	59	34	227	129	163
	Total	148	84	856	481	565
	Priority	70	20	443	134	154
Friendship House	Other Priority	1,163	356	512	155	511
110000	Total	1,233	376	955	289	665
Northeast	Priority	130	27	1,085	243	270
Counseling	Other Priority	491	108	1,292	289	397
Services	Total	621	135	2,377	532	667
Scranton	Priority	83	13	1,043	202	215
Counseling	Other Priority	887	175	1,409	276	451
Services	Total	970	188	2,452	478	666
	Priority	657	47	6,142	373	420
Remaining Members	Other Priority	4,745	280	14,405	853	1,133
	Total	5,402	327	20,547	1,226	1,553
Members who fi	led a Complaint or Grievance	25	25	24	24	49
	Grand Total	12,110	1,600	34,536	4,000	5,600

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	1,575	28%
18 & Older	3,976	71%
Members who filed a complaint or grievance	49	1%
Total Surveys Distributed	5,600	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 643 unduplicated surveys, representing an 11% response rate, decreasing from all response rates during previous years, as follows:

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increasing from an 8% response rate during 2020-2021; decreasing from a 19% response rate during 2019-2020; decreasing from a 12% response rate during 2018-2019; remaining the same at 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.
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Among the sample of 643 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). 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 reflect the responses of 558 unduplicated surveys.

		Surveys Received				
		Under 18	18 & Older	Total		
	Priority	9	64	73		
Lackawanna	Other Priority	83	116	199		
	Members who filed a complaint or grievance	-	2	2		
	Priority	10	107	117		
Luzerne	Other Priority	98	113	211		
	Members who filed a complaint or grievance	-	2	2		
	Priority	1	8	9		
Susquehanna	Other Priority	4	9	13		
	Members who filed a complaint or grievance	-	-	-		
	Priority	1	2	3		
Wyoming	Other Priority	6	8	14		
	Members who filed a complaint or grievance	-	-	-		
	Total	212	431	643		

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											
	Lackawanna				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
2-7	1	29	-	-	19	-	-	-	-	-	-	-	49
8-12	2	17	-	1	46	-	-	3	-	-	2	-	71
13-17	2	23	-	9	26	-	1	1	-	1	3	-	66
18	-	-	-	-	3	-	1	-	-	-	-	-	3
Total Number of Child Responses	5	69	٠	10	94	٠	1	4	•	1	5		189

^{*23} surveys showed no response.

		Number of Responses											
	Lackawanna				Luzerne			Susquehanna			Wyomi		
Child/Adolescent	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Total
Male	4	46	-	5	68	-	-	1	-	-	4	-	128
Female	2	26	-	5	28	-	-	3	-	1	2	-	67
Total Number of Child Responses	6	72	-	10	96	-	-	4	-	1	6	-	195

^{*17} surveys showed no response.

		Number of Responses											
	L	Lackawanna			Luzern	е	Susquehanna			Wyomir	ng		
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	4	9	-	6	5	-	-	3	-	-	-	-	27
25 to 34	7	13	1	17	15	-	-	-	-	-	1	-	54
35 to 44	11	19	1	24	25	1	3	1	-	-	2	-	87
45 to 54	13	20	-	21	22	-	1	-	-	2	3	-	82
55 to 64	13	19	-	28	24	1	1	2	-	-	2	-	90
65 to 74	12	10	-	6	13	-	1	3	-	-	-	-	45
75 or older	ı	4	-	1	1	-	1	-	-	-	-	-	7
Total Number of Adult Responses	60	94	2	103	105	2	7	9	٠	2	8		392

^{*39} surveys showed no response.

						Numb	er of F	Responses	5				
	Lackawanna			Luzerne			Susquehanna			Wyoming			
Adult	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Total
Male	16	36	-	35	30	1	2	2	-	-	3	-	125
Female	40	63	1	55	74	1	5	7	1	2	5	-	253
Total Number of Adult Responses	56	99	1	90	104	2	7	9	•	2	8	•	378

^{*53} 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	4	2	-	-	-	2	8
Priority	Luzerne	9	1	-	-	-	-	10
Prio	Susquehanna	-	-	-	-	1	-	1
ш.	Wyoming	1	-	-	-	-	-	1
	Sub Total	14	3		-	1	2	20
	Lackawanna	56	5	1	1	-	9	72
Other	Luzerne	58	20	-	1	4	12	95
Otl	Susquehanna	4	1	-	-	-	-	5
	Wyoming	5	-	-	-	-	-	5
	Sub Total	123	26	1	2	4	21	177
	Laskawanna			T				
e <u>i</u>	Lackawanna	-	-	-	-	-	-	-
npla or van	Luzerne	-	-	-	-	-	-	-
Complaint or Grievance	Susquehanna	-	-	-	-	-	-	-
O O	Wyoming	-	-	-	-	-	-	-
	Sub Total			-	-		-	
	Grand Total	137	29	1	2	5	23	197

^{*15} 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	56	3	-	1	1	2	63
rj.	Luzerne	86	11	-	-	-	3	100
Priority	Susquehanna	7	-	-	-	-	-	7
	Wyoming	1	-	-	-	-	-	1
	Sub Total	150	14	0	1	1	5	171
	Lackawanna	95	3	-	-	-	5	103
Other Priority	Luzerne	99	5	1	-	-	3	108
₽ i≓	Susquehanna	8	-	-	-	-	2	10
	Wyoming	7	-	-	1	-	1	9
	Sub Total	209	8	1	1	0	11	230
t e	Lackawanna	2	-	-	-	-	-	2
olaii r anc	Luzerne	2	-	-	-	-	-	2
Complaint or Grievance	Susquehanna	-	-	-	-	-	-	-
ပိ ပ်	Wyoming	-	-	-	-	-	-	-
	Sub Total	4	-	-	-	-	-	4
	Grand Total	363	22	1	2	1	16	405

^{*26} surveys showed no response. Members were able to choose more than one response to this question.

Are you of Hispanic or Latino origin or descent?

Child/Adolescent Res	ponses	Yes
	Lackawanna	3
Priority	Luzerne	1
Pric	Susquehanna	-
	Wyoming	-
	Sub Total	4
		40
د ج	Lackawanna	13
Other Priority	Luzerne	31
	Susquehanna	-
	Wyoming	-
	Sub Total	44
	•	
nt ce	Lackawanna	-
<u>a</u>	Luzerne	
2 2 E	Luzerrie	-
comple	Susquehanna	-
Complaint or Grievance		- - -
Comple or Grieva	Susquehanna	

Are you of Hispanic or Latino origin or descent?

uescent:	-	
Adult Responses		Yes
	Lackawanna	5
rity	Luzerne	8
Priority	Susquehanna	-
_	Wyoming	-
	Sub Total	13
	Lackawanna	7
rity	Luzerne	3
Other	Susquehanna	-
	Wyoming	-
	Sub Total	10
≠ ë	Lackawanna	-
olair r anc	Luzerne	-
Complaint or Grievance	Susquehanna	-
ပိ စ်	Wyoming	-
	Sub Total	
	Grand Total	23

What is the hig level of scho compl	ol you have	8 th Grade or less	Some High School, did not graduate	High School Graduate or GED	Some college or 2-year degree	4-year college degree	More than 4-year college degree	Total
	Priority	2	11	28	13	4	3	61
Lackawanna	Other Priority	6	14	48	19	7	3	97
	Complaint or Grievance	-	-	1	-	-	1	2
	Priority	4	13	49	28	5	3	102
Luzerne	Other Priority	1	14	50	38	1	2	106
	Complaint or Grievance	-	-	1	-	1	-	2
	Priority	-	-	6	2	-	-	8
Susquehanna	Other Priority	-	3	3	2	1	-	9
	Complaint or Grievance	-	-	-	-	-	-	-
	Priority	1	-	-	2	-	-	2
Wyoming	Other Priority	1	1	6	-	-	-	8
	Complaint or Grievance	-	-	-	-	-	-	-
	Total	14	56	192	104	19	12	397

^{*34} surveys showed no response.

If completing regarding the your child recare you relate child	e services eives, how ed to the	Mother or Father	Grandparent	Aunt or Uncle	Older Sibling	Other Sibling	Legal Guardian	No Reply	Total
	Priority	6	-	-	-	-	-	3	9
Lackawanna	Other Priority	65	5	-	1	-	1	11	83
	Complaint or Grievance	-	-	-	-	-	-	-	-
	Priority	7	2	-	-	-	1	-	10
Luzerne	Other Priority	83	7	1	-	1	3	3	98
	Complaint or Grievance	-	-	-	-	-	-	-	-
	Priority	-	-	-	-	-	-	1	1
Susquehanna	Other Priority	3	1	-	-	-	-	-	4
	Complaint or Grievance	-	-	-	-	-	-	-	-
	Priority	1	-	-	-	-	-	-	1
Wyoming	Other Priority	3	2	-	-	-	-	1	6
	Complaint or Grievance	-	-	-	-	-	-	-	-
	Total	168	17	1	1	1	5	19	212

Data Display

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

Composite Measures

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

Composite	0	Mambay Type					2022 Re	sponses		
Measure	Question		Member Type		Never	Sometimes	Usually	Always	No Reply	Total
			Duianitus	Child	-	1	2	3	-	6
		<u>a</u>	Priority	Adult	3	11	9	12	-	35
		vann	Other Daile aite	Child	5	14	3	10	1	33
		Lackawanna	Other Priority	Adult	4	14	12	28	1	59
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	1	-	-	1
			Data vita	Child	1	2	1	3	-	7
			Priority	Adult	4	13	13	30	-	60
		Luzeme	Other Daile aite	Child	3	11	6	20	-	40
X S		Luze	Other Priority	Adult	-	17	10	31	3	61
Getting Treatment Quickly	**		Complaint or	Child	-	-	-	-	-	-
T C	Get help by phone*		Grievance	Adult	-	-	-	1	-	1
me	yy ph		Priority	Child	-	-	-	1	-	1
eat	elp t	na	Priority	Adult	-	-	-	3	-	3
Ĕ	et h	Susquehanna	Other Driesity	Child	-	-	1	-	-	1
.tting		sdne	Other Priority	Adult	-	1	1	-	-	2
Get		Su	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
			Priority	Adult	-	-	-	-	-	-
		Wyoming	Other Priority	Child	-	1	-	-	-	1
		Nyor	Other Phonity	Adult	-	1	2	1	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		20	86	61	143	5	315
			% of Total		6%	27%	19%	45%	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
0000 0004	Total	13	96	79	186	6	380
2020-2021	% of Total	3%	25%	21%	49%	2%	100%
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%
2040 2047	Total	58	84	38	57	16	253
2016-2017	% of Total	23%	33%	15%	23%	6%	100%

Composite	0		ML T				2022 Re	sponses		
Measure	Question		Member Typ	oe -	Never	Sometimes	Usually	Always	No Reply	Total
			Date de la	Child	-	-	-	2	-	2
		В	Priority	Adult	1	5	3	11	-	20
		Lackawanna	Other	Child	2	3	3	18	-	26
		ıckav	Priority	Adult	10	7	12	15	3	47
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	1	-	1
			Driority	Child	1	-	2	4	-	7
	- a-		Priority	Adult	6	7	11	15	1	40
	deď	Luzerne	Other	Child	-	12	8	8	1	29
k S	nee	Luze	Priority	Adult	1	6	11	16	-	34
Suic	ı as		Complaint or	Child	-	-	-	-	-	-
Getting Treatment Quickly	Get urgent treatment as soon as needed*		Grievance	Adult	-	-	-	1	-	1
me	as		Priority	Child	-	-	1	-	-	1
eat	nent	na	PHOHLY	Adult	-	-	1	1	-	2
Ţ	eatn	Susquehanna	Other	Child	-	-	2	-	-	2
tting	nt tr	sdue	Priority	Adult	1	-	-	-	-	1
Ge	ırge	Su	Complaint or	Child	-	-	-	-	-	-
	Set (Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
			1 Honly	Adult	-	1	-	1	-	2
		Wyoming	Other	Child	-	-	1	-	-	1
		Wyo	Priority	Adult	-	1	-	1	-	2
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		22	42	55	94	5	218
			% of Total		10%	19%	25%	43%	2%	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
0000 0004	Total	22	53	64	132	3	274
2020-2021	% of Total	8%	19%	23%	48%	1%	100%
0040 0000	Total	20	37	74	218	5	354
2019-2020	% of Total	6%	10%	21%	62%	1%	100%
0040 0040	Total	6	17	45	66	117	251
2018-2019	% of Total	2%	7%	18%	26%	47%	100%
0047 0040	Total	21	39	64	98	5	227
2017-2018	% of Total	9%	17%	28%	43%	2%	100%
0040 0047	Total	24	55	57	93	6	235
2016-2017	% of Total	10%	23%	24%	40%	3%	100%

Composite							2022 Re	sponses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			- · ·	Child	-	2	-	4	-	6
		m	Priority	Adult	2	10	6	24	-	42
		Lackawanna	Other	Child	4	7	11	28	-	50
		ıckav	Priority	Adult	7	14	26	37	-	84
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	1	-	-	1
			Duianitus	Child	-	2	2	3	-	7
			Priority	Adult	6	7	22	31	1	67
	*	Luzeme	Other	Child	1	13	23	27	1	65
kly	antec	Luze	Priority	Adult	5	7	20	43	2	77
\uicl	s we		Complaint or	Child	-	-	-	-	-	
Getting Treatment Quickly Get appointment as soon as wanted*		Grievance	Adult	-	-	-	1	-	1	
me	os s		Priority	Child	-	-	1	-	-	1
reat	ent a	na	FIIOHLY	Adult	-	-	1	5	-	6
g Ti	ntme	Susquehanna	Other	Child	-	-	1	-	-	1
ttin	iodc	nbsı	Priority	Adult	1	-	3	2	-	6
Ge	et a _l	ร	Complaint or	Child	-	-	-	-	-	-
	9		Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	
			T-Honly	Adult	1	-	-	1	-	2
		Wyoming	Other	Child	-	2	-	1	-	3
		Wyo	Priority	Adult	-	1	1	2	-	4
			Complaint or	Child	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-	-
			Total		27	65	118	209	4	423
			% of Total		6%	15%	28%	49%	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
2020 2024	Total	20	54	107	250	5	436
2020-2021	% of Total	5%	12%	25%	57%	1%	100%
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%

Composite	0						2022 R	esponses		
Measure	Question		Member Typ	oe –	Never	Sometimes	Usually	Always	No Reply	Total
			D: 3	Child	-	-	-	5	1	6
		Ø	Priority	Adult	2	3	8	31	-	44
		Lackawanna	Other	Child	-	2	3	41	5	51
		acka	Priority	Adult	1	6	14	51	7	79
		الد	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	2	-	2
			Priority	Child	-	1	3	6	-	10
			Phonly	Adult	2	7	14	41	-	64
ate'		Luzeme	Other	Child	1	2	15	33	2	53
ınic		Luz	Priority	Adult	1	8	18	47	1	75
nmı	fully		Complaint or	Child	-	-	-	-	-	-
How Well Clinicians Communicate*		Grievance	Adult	-	1	-	-	-	1	
ns (sten		Priority	Child	-	-	-	1	-	1
icia	sil sr	ına	1 Honey	Adult	-	-	2	4	-	6
Clin	iciar	ehan	Other	Child	-	-	-	1	-	1
/ell	Sij	Susquehanna	Priority	Adult	-	1	1	3	-	5
/ /		Ś	Complaint or	Child	-	-	-	-	-	-
Но			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
		ם		Adult	-	-	-	-	-	-
		Wyoming	Other	Child	-	1	1	2	-	4
		Wyo	Priority	Adult	-	-	-	4	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		7	32	79	272	16	406
			% of Total		2%	8%	19%	67%	4%	10

^{*}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
2020 2024	Total	10	43	62	266	7	388
2020-2021	% of Total	3%	11%	16%	69%	2%	100%
2040 2020	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%
2047 2040	Total	19	41	92	292	16	460
2017-2018	% of Total	4%	9%	20%	63%	3%	100%
0040 0047	Total	19	60	149	281	15	524
2016-2017	% of Total	4%	11%	28%	54%	3%	100%

Composite							2022 Re	sponses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			D: 2	Child	-	-	-	5	1	6
		В	Priority	Adult	1	2	10	31	-	44
		Lackawanna	Other	Child	-	1	3	42	5	51
		ıckaı	Priority	Adult	4	4	12	52	7	79
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	1	1	-	2
			Duinaite	Child	-	1	2	7	-	10
			Priority	Adult	-	7	14	41	2	64
ate'		Luzerne	Other	Child	-	3	10	39	1	53
How Well Clinicians Communicate*		Luze	Priority	Adult	1	6	19	48	1	75
שור	sɓu		Complaint or	Child	-	-	-	-	-	-
Con	Clinicians explain things		Grievance	Adult	-	-	1	-	-	1
ns ((plai		Priority	Child	-	-	-	1	-	1
icia	is e)	na	Phonly	Adult	-	-	1	5	-	6
Clin	iciar	Susquehanna	Other	Child	-	-	-	1	-	1
ell (Clin	edue	Priority	Adult	-	-	2	3	-	5
W/		Su	Complaint or	Child	-	-	-	-	-	-
М			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
			1 Honly	Adult	-	-	-	-	-	-
		Wyoming	Other	Child	-	1	2	1	-	4
		Wyo	Priority	Adult	-	-	-	4	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		6	25	77	281	17	406
			% of Total		1%	6%	19%	69%	4%	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
2020 2024	Total	11	29	78	265	5	388
2020-2021	% of Total	3%	7%	20%	68%	1%	100%
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%
0047 0040	Total	21	39	101	289	10	460
2017-2018	% of Total	5%	8%	22%	63%	2%	100%
0046 0047	Total	20	42	142	279	41	524
2016-2017	% of Total	4%	8%	27%	53%	8%	100%

Composite							2022 Re	sponses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			- · · ·	Child	-	-	-	5	1	6
		a	Priority	Adult	2	2	3	36	1	44
		Lackawanna	Other	Child	-	-	2	44	5	51
		ckav	Priority	Adult	3	5	14	50	7	79
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	2	-	2
			Datable	Child	-	1	1	8	-	10
*			Priority	Adult	3	2	9	49	1	64
ate		ıme	Other	Child	1	1	6	44	1	53
How Well Clinicians Communicate*		Luzeme	Priority	Adult	-	5	13	56	1	75
	sect		Complaint or	Child	-	-	-	-	-	-
	resp		Grievance	Adult	-	1	-	-	-	1
JS (Clinicians show respect		Deiositu	Child	-	-	1	-	-	1
cial	ls st	na	Priority	Adult	-	-	-	6	-	6
irii	iciar	ehan	Other	Child	-	-	-	1	-	1
0	Clin	Susquehanna	Priority	Adult	-	-	1	4	-	5
W		Su	Complaint or	Child	-	-	-	-	-	
wo			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
			FHOIIII	Adult	-	-	-	-	-	-
		ming	Other	Child	-	-	-	4	-	4
		Wyoming	Priority	Adult	-	1	-	3	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		9	18	50	312	17	406
			% of Total		2%	4%	12%	77%	4%	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
2020 2024	Total	12	22	58	291	5	388
2020-2021	% of Total	3%	6%	15%	75%	1%	100%
2040 2020	Total	4	43	110	592	9	758
2019-2020	% of Total	1%	6%	15%	78%	1%	100%
0040 0040	Total	10	28	101	366	21	526
2018-2019	% of Total	2%	5%	19%	70%	4%	100%
0047 0040	Total	22	31	64	334	9	460
2017-2018	% of Total	5%	7%	14%	73%	2%	100%
0040 0047	Total	11	58	94	321	40	524
2016-2017	% of Total	2%	11%	18%	61%	8%	100%

Composite							2022 Re	sponses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			D: 3	Child	-	-	1	4	1	6
		B	Priority	Adult	2	1	8	33	-	44
		Lackawanna	Other	Child	2	1	3	40	5	51
		ıckav	Priority	Adult	5	4	14	47	9	79
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	1	1	-	6 44 51 79 - 2 10 64 53 75 - 1 1 6 1 5 4 4 4 406
				Child	1	2	1	6	-	10
			Priority	Adult	4	6	10	43	1	64
ate*		eme	Other	Child	1	3	11	37	1	53
How Well Clinicians Communicate*	ЭС	Luzerne	Priority	Adult	-	6	21	46	2	75
	Clinicians spend enough time		Complaint or	Child	-	-	-	-	-	-
	gnot		Grievance	Adult	-	-	1	-	-	1
) SL	d er		Driority	Child	-	-	1	-	-	1
<u>cia</u>	spen	na	Priority	Adult	-	-	-	6	-	6
i <u>i</u>	ans s	Susquehanna	Other	Child	-	-	-	1	-	1
<u> </u>	nicia	sdue	Priority	Adult	-	1	2	2	-	5
×	ᅙ	Su	Complaint or	Child	-	-	-	-	-	-
δ́			Grievance	Adult	-	-	-	-	-	-
			Priority	Child	-	-	-	-	-	-
			Phonly	Adult	-	-	-	-	-	-
		Wyoming	Other	Child	-	-	1	3	-	4
		Wyo	Priority	Adult	-	-	-	4	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		15	24	75	273	19	406
		% of Total		4%	6%	18%	67%	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			
2020-2021	Total	17	29	76	262	4	388			
2020-2021	% of Total	4%	7%	20%	68%	1%	100%			
2040 2020	Total	10	52	149	535	12	758			
2019-2020	% of Total	1%	7%	20%	71%	2%	100%			
2048 2040	Total	12	44	113	333	24	526			
2018-2019	% of Total	2%	8%	21%	63%	5%	100%			
2047 2040	Total	19	46	101	283	11	460			
2017-2018	% of Total	4%	10%	22%	62%	2%	100%			
2046 2047	Total	14	56	146	260	48	524			
2016-2017	% of Total	3%	11%	28%	50%	9%	100%			

Composite	Question		Member Typ				2022 Re	sponses		
Measure	Question				Never	Sometimes	Usually	Always	No Reply	Total
			Datable	Child	-	-	-	5	1	6
		a	Priority	Adult	2	3	1	38	-	44
		Lackawanna	Other	Child	-	-	1	45	5	51
		acka	Priority	Adult	1	1	11	59	7	79
		Le	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	1	-	1	-	2
			Duinaitus	Child	-	-	3	7	-	10
			Priority	Adult	1	6	7	49	1	64
ate*		eme	Other	Child	-	-	5	47	1	53
How Well Clinicians Communicate*		Luzeme	Priority	Adult	-	4	9	59	3	75
	ans		Complaint or	Child	-	-	-	-	-	-
	inici		Grievance	Adult	-	-	-	1	-	1
) SL	th cl		Driority	Child	-	-	-	1	-	1
c <u>ia</u> i	e Wi	БГ	Priority	Adult	-	-	1	5	-	6
Ë	Feel safe with clinicians	Susquehanna	Other	Child	-	-	-	1	-	1
) 	Fee	sdne	Priority	Adult	-	-	-	5	-	5
×		Su	Complaint or	Child	-	-	-	-	-	-
φ			Grievance	Adult	-	-	-	-	-	-
			Driority	Child	-	-	-	-	-	-
			Priority	Adult	-	-	-	-	-	-
		Wyoming	Other	Child	-	-	-	4	-	4
		Wyo	Priority	Adult	-	-	-	4	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		4	15	38	331	18	406
			% of Total		1%	4%	9%	82%	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					
2022 2024	Total	9	14	39	319	7	388					
2020-2021	% of Total	2%	4%	10%	82%	2%	100%					
2040 2000	Total	3	27	95	624	9	758					
2019-2020	% of Total	0%	4%	13%	82%	1%	100%					
2042 2042	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%					
2012 2017	Total	10	35	74	362	43	524					
2016-2017	% of Total	2%	7%	14%	69%	8%	100%					

Composite							2022 Re	sponses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			D: 3	Child	-	1	-	4	1	6
		an an	Priority	Adult	1	2	7	31	3	44
		vann	Other	Child	-	3	2	41	5	51
		Lackawanna	Priority	Adult	3	10	11	46	9	79
		La	Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	2	-	2
		t-		Child	1	-	2	7	-	10
	-		Priority	Adult	4	4	9	46	1	64
*e	tmen	erne	Other	Child	-	1	9	42	1	53
How Well Clinicians Communicate*	treat	Luzerne	Priority	Adult	-	6	12	56	1	75
	d in		Complaint or	Child	-	-	-	-	-	-
mo;	ante		Grievance	Adult	-	-	-	1	-	1
) SL	w no	Ва	Datable	Child	-	-	-	1	-	1
cial	as ya		Priority	Adult	-	-	1	5	-	6
ill	rch 8	Susquehanna	Other	Child	-	-	-	1	-	1
<u> </u>	s mı	edne	Priority	Adult	-	-	1	4	-	5
≶	e pa	S	Complaint or	Child	-	-	-	-	-	-
Ą	vov		Grievance	Adult	-	-	-	-	-	-
			Dringity	Child	-	-	-	-	-	-
			Priority	Adult	-	-	-	-	-	-
		Wyoming	Other	Child	-	-	1	3	-	4
		Wyol	Priority	Adult	-	-	1	3	-	4
			Complaint or	Child	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-
			Total		9	27	56	293	21	406
			% of Total		2%	7%	14%	72%	5%	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
2022 2024	Total	22	36	61	256	13	388
2020-2021	% of Total	6%	9%	16%	66%	3%	100%
0040 0000	Total	13	55	115	559	16	758
2019-2020	% of Total	2%	7%	15%	74%	2%	100%
0040 0040	Total	19	42	85	348	32	526
2018-2019	% of Total	4%	8%	16%	66%	6%	100%
0047.0040	Total	22	41	73	301	23	460
2017-2018	% of Total	5%	9%	16%	65%	5%	100%
0040 0047	Total	18	52	123	286	45	524
2016-2017	% of Total	3%	10%	23%	55%	9%	100%

Composite							2022 Responses			
Measure	Question		Member Typ	e	Big Problem	Small Problem	Not a Problem	No Reply	Total	
			D: 1	Child	-	-	-	-	-	
		- T	Priority	Adult	2	4	3	1	10	
		vanna	Other	Child	2	3	3	-	8	
		Lackawanna	Priority	Adult	2	2	6	2	12	
		تد	Complaint or	Child	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-	
0			D: 1	Child	-	-	2	-	2	
蒉	<u>*</u>		Priority	Adult	4	2	3	1	10	
22	Delays in treatment while waiting for plan approval*	Luzerne	Other	Child	3	2	14	1	20	
Getting Treatment and Information from CCBHO	ın ap	Fuze	Priority	Adult	2	4	2	-	8	
	or pla		Complaint or	Child	-	-	-	-		
	ng fc		Grievance	Adult	-	1	1	-	2	
nfori	waiti		Driority	Child	-	-	-	-	-	
<u>Б</u>	hile	д	Priority	Adult	-	-	-	1	1	
ıt ar	ent w	Susquehanna	Other	Child	-	1	-	-	1	
mer	atme	enbsr	Priority	Adult	-	1	-	-	1	
reat	in tre	S	Complaint or	Child	-	-	-	-	-	
_ bi	aysi		Grievance	Adult	-	-	-	-	-	
ettir	Del				Child	-	-	-	-	
Ŋ			FIIOTILY	Adult	-	-	-	-	-	
		Wyoming	Other	Child	-	-	-	-	-	
		Wyo	Priority	Adult	1	-	-	-	1	
			Complaint or	Child	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-	
			Total		16	20	34	6	76	
			% of Total		21%	26%	45%	8%	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					
0000 0004	Total	19	34	52	1	106					
2020-2021	% of Total	18%	32%	49%	1%	100%					
0040 0000	Total	18	34	60	3	115					
2019-2020	% of Total	16%	30%	52%	3%	100%					
0040 0040	Total	15	30	62	2	109					
2018-2019	% of Total	14%	28%	57%	2%	100%					
0047 0040	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%					

Composite	0 11						2022 Responses		
Measure	Question		Member Type	9	Big Problem	Small Problem	Not a Problem	No Reply	Total
			Delevite	Child	-	-	-	-	-
		W.	Priority	Adult	2	2	2	-	6
		wann	Other Priority	Child	-	-	4	-	4
		Lackawanna	Other Phonty	Adult	6	2	4	-	12
		ت	Complaint or	Child	-	-	-	-	
			Grievance	Adult	-	-	1	-	1
0			Priority	Child	1	-	-	-	1
ЗВН			Phonty	Adult	5	3	3	1	12
י ככ		Luzeme	Other Priority	Child	2	1	10	-	13
Getting Treatment and Information from CCBHO Helpfulness of customer service*	*e	Luze	Other Phonty	Adult	4	2	11	-	17
	servi		Complaint or	Child	-	-	-	-	-
	mer s		Grievance	Adult	-	-	1	-	1
nfor	ıstor		Priority	Child	-	-	-	-	-
ll br	of cu	В	Filolity	Adult	-	-	1	-	1
∩t aı	ssau	shanı	Other Priority	Child	-	-	-	-	-
imei	Ipfulı	Susquehanna		Adult	-	1	-	-	1
real	He	Š	Complaint or	Child	-	-	-	-	-
T gr			Grievance	Adult	-	-	-	-	-
ettir			Priority	Child	-	-	-	-	-
G			FHORITY	Adult	-	1	-	-	1
		Wyoming	Other Priority	Child	-	-	-	-	-
		Wyo	Other Phonty	Adult	-	-	-	-	-
			S Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
			Total		20	12	37	1	70
			% of Total		29%	17%	53%	1%	100%

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

			Prev	rious Years' Response	s	
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2020 2024	Total	17	20	40	1	78
2020-2021	% of Total	22%	26%	51%	1%	100%
2040 2020	Total	18	15	35	1	69
2019-2020	% of Total	26%	22%	51%	1%	100%
2040 2040	Total	13	17	44	-	74
2018-2019	% of Total	18%	23%	59%	-	100%
2047 2040	Total	13	15	40	-	68
2017-2018	% of Total	19%	22%	59%	-	100%
2040 2047	Total	19	24	38	3	84
2016-2017	% of Total	23%	29%	45%	4%	100%

Composite	Question		Member Typ	e			2022	? Responses	;		
Measure					Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
			Driority	Child	-	-	-	1	4	1	6
		B	Priority	Adult	2	1	9	7	24	1	44
		wann	Other	Child	-	1	6	6	31	7	51
		Lackawanna	Priority	Adult	4	2	14	4	45	10	79
		ت	Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	2	-	-	-	2
			Driority	Child	1	1	1	2	5	-	10
SS			Priority	Adult	1	3	7	6	43	4	64
Member Grievance and Complaint Process		Luzeme	Other	Child	-	1	6	4	42	-	53
T P	sseo	Luze	Priority	Adult	1	3	19	7	43	2	75
plaii	. Pro		Complaint or	Child	-	-	-	-	-	-	-
Com	ance		Grievance	Adult	1	-	-	-	-	-	1
O pt	irieva		Driggity	Child	-	-	-	-	1	-	1
е аг	ith G	<u> </u>	Priority	Adult	-	-	1	-	4	1	6
anc	w no	hanr	Other	Child	-	-	-	-	1	-	1
riev.	Satisfaction with Grievance Process	Susquehanna	Priority	Adult	-	-	2	-	2	1	5
er G	Satis	ઝ	Complaint or	Child	-	-	-	-	-	-	-
mpe			Grievance	Adult	-	-	-	-	-	-	-
Me			Driority	Child	-	-	-	-	-	-	-
			Priority	Adult	-	-	-	-	-	-	-
		Wyoming	Other	Child	1	-	1	-	2	-	4
		Wyo	Priority	Adult	-	-	2	-	1	1	4
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		11	12	70	37	248	28	406
			% of Total		3%	3%	17%	9%	61%	7%	100%

				Previ	ious Years' Res	ponses		
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2020 2024	Total	13	11	86	42	225	11	388
2020-2021	% of Total	3%	3%	22%	11%	58%	3%	100%
2019-2020	Total	12	10	101	54	540	41	758
2019-2020	% of Total	2%	1%	13%	7%	71%	5%	100%
2018-2019	Total	13	18	179	70	266	57	603
2010-2019	% 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%
2016-2017	Total	25	36	194	72	278	41	646
2010-2017	% of Total	4%	6%	30%	11%	43%	6%	100%

Composite Measure	Question		Member Typ	ie			202	2 Respons	es		
Wicasui c					Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
			Priority	Child	-	-	-	1	4	1	6
		ā	FIIOHLY	Adult	2	1	8	5	27	1	44
		Lackawanna	Other	Child	-	1	6	3	33	8	51
		acka	Priority	Adult	3	2	12	3	49	10	79
		-	Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	2	-	-	-	2
			Priority	Child	1	1	2	1	5	-	10
ess			FIIOHLY	Adult	1	2	9	4	45	3	64
roc	v	Luzeme	Other	Child	-	1	7	4	41	-	53
т Н	ces	Luze	Priority	Adult	2	2	19	5	45	2	75
plai	t Pro		Complaint or	Child	-	-	-	-	-	-	-
mo;	olain		Grievance	Adult	1	-	-	-	-	-	1
) pc	Satisfaction with Complaint Process		Priority	Child	-	-	-	-	1	-	1
e ar	ith C	Ja	Phonly	Adult	-	-	1	-	4	1	6
ano	w nc	Susquehanna	Other	Child	-	-	-	-	1	-	1
je.	facti	enbsi	Priority	Adult	-	-	2	-	3	-	5
ت ي	satis	ร	Complaint or	Child	-	-	-	-	-	-	-
nbe			Grievance	Adult	-	-	-	-	-	-	-
Member Grievance and Complaint Process			Priority	Child	-	-	-	-	-	-	
			Phonty	Adult	-	-	-	-	-	-	
		Wyoming	Other	Child	1	-	-	1	2	-	4
		Wyo	Priority	Adult	-	-	2	-	1	1	4
			Complaint or	Child	-	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-	-	-
			Total		11	10	70	27	261	27	406
			% of Total		3%	2%	17%	7%	64%	7%	100%

				Prev	ious Years' Res	ponses		
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2020 2024	Total	12	13	93	34	223	13	388
2020-2021	% of Total	3%	3%	24%	9%	57%	3%	100%
2019-2020	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
2017-2010	% of Total	3%	3%	18%	6%	61%	8%	100%
2016-2017	Total	22	30	172	61	285	76	646
2010-2017	% of Total	3%	5%	27%	9%	44%	12%	100%

Composite	Question		Member Typ	oe .			20	22 Respons	es		
Measure					Much better	A little better	About the same	A little worse	Much worse	No Reply 1 2 7 9 6 1 3	Total
			Priority	Child	3	2	-	-	1	1	7
		B	Filotily	Adult	16	24	13	1	1	2	57
		Lackawanna	Other	Child	23	29	9	3	-	7	71
		acka	Priority	Adult	25	30	30	8	2	9	104
		ت	Complaint or	Child	-	-	-	-	-	-	
			Grievance	Adult	-	1	1	-	-	-	2
	9		Duianitus	Child	3	5	2	-	-	-	10
	ar aç		Priority	Adult	26	25	22	6	4	6	89
	1 ye	ame	Other	Child	18	29	32	3	1	1	84
+	s to	Luzeme	Priority	Adult	39	28	21	9	2	3	102
nen	olema		Complaint or	Child	-	-	-	-	-	-	-
ver	prok		Grievance	Adult	-	1	-	1	-	-	2
nprc	daily		D : ::	Child	-	-	1	-	-	-	1
u P	vith o	<u> </u>	Priority	Adult	-	5	1	1	-	-	7
Perceived Improvement	Compare ability to deal with daily problems to 1 year ago	Susquehanna	Other	Child	1	-	-	1	1	-	3
erce	to d	enbs	Priority	Adult	-	3	2	1	-	-	6
<u>а</u>	bility	Su	Complaint or	Child	-	-	-	-	-	-	-
	are a		Grievance	Adult	-	-	-	-	-	-	-
	eduo			Child	-	-	-	-	-	-	
	රි		Priority	Adult	1	-	1	-	-	-	2
		ming	Other	Child	2	1	1	1	-	-	5
		Wyoming	Priority	Adult	2	3	-	-	1	-	6
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		159	186	136	35	13	29	558
			% of Total		28%	33%	24%	6%	2%	5%	100%

				Previo	us Years' Res	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2020 2024	Total	152	204	160	40	21	8	585
2020-2021	% of Total	26%	35%	27%	7%	4%	1%	100%
2019-2020	Total	237	327	158	26	18	69	835
2019-2020	% of Total	28%	39%	19%	3%	2%	8%	100%
2018-2019	Total	164	193	160	34	16	36	603
2010-2019	% of Total	27%	32%	27%	6%	3%	6%	100%
2017-2018	Total	131	171	153	33	19	18	525
2017-2010	% of Total	25%	33%	29%	6%	4%	3%	100%
2046 2047	Total	145	226	156	35	21	63	646
2016-2017	% of Total	22%	35%	24%	5%	3%	10%	100%

Composite Measure	Question		Member Typ	е			20	22 Respons	es		
Measure					Much better	A little better	About the same	A little worse	Much worse	No Reply 1 3 7 11 5 1 4	Total
			Driority	Child	1	1	2	1	1	1	7
		Ø	Priority	Adult	15	18	18	1	2	3	57
		Lackawanna	Other	Child	15	35	10	4	-	7	71
		acka	Priority	Adult	15	32	33	10	3	11	104
		ָר [ָ] רָ	Complaint or	Child	-	-	-	-	-	-	
			Grievance	Adult	-	1	-	1	-	-	2
	oɓi		Duianitus	Child	3	3	4	-	-	-	10
	ear a		Priority	Adult	20	24	27	10	3	5	89
	1 ye	Luzerne	Other	Child	20	26	31	4	2	1	84
-	ns to	Luze	Priority	Adult	30	27	32	6	3	4	102
nen	atio		Complaint or	Child	-	-	-	-	-	-	
Perceived Improvement	l situ		Grievance	Adult	-	1	-	1	-	-	2
npra	ocia		Driority	Child	-	1	-	-	-	-	1
h L	ith s	Ja	Priority	Adult	-	3	4	-	-	-	7
eive	sal w	hanr	Other	Child	1	-	-	1	1	-	3
erc	to de	Susquehanna	Priority	Adult	-	3	1	2	-	-	6
<u>а</u>	ility	Su	Complaint or	Child	-	-	-	-	-	-	-
	e ab		Grievance	Adult	-	-	-	-	-	-	-
	Compare ability to deal with social situations to 1 year ago		Driority	Child	-	-	-	-	-	-	-
	Co		Priority	Adult	1	1	-	-	-	-	2
		Wyoming	Other	Child	2	1	1	1	-	-	5
		Wyor	Priority	Adult	2	2	1	-	1	-	6
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		125	179	164	42	16	32	558
			% of Total		22%	32%	29%	8%	3%	6%	100%

				Previo	us Years' Res	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2020 2024	Total	134	192	185	40	22	12	585
2020-2021	% of Total	23%	33%	32%	7%	4%	2%	100%
2019-2020	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%

Composite	Question		Member Typ	e			20	22 Respons	es		
Measure			-		Much better	A little better	About the same	A little worse	Much worse	No Reply 1 3 8 10 7 2 6	Total
			Driority	Child	1	1	3	-	1	1	7
		ā	Phonly	Adult	10	21	18	2	3	3	57
		wann	Other	Child	19	30	12	2	-	8	71
		acka	Priority	Adult	18	29	38	7	2	10	104
	Priority Complaint or Grievance Priority Other Priority Complaint or Grievance Priority Complaint or Grievance Priority Complaint or Grievance Priority Priority Priority Priority Priority Priority Priority	Complaint or	Child	-	-	-	-	-	-		
		Priority Other Priority Complaint of Grievance Priority Complaint of Grievance Priority Complaint of Grievance Priority Complaint of Grievance Priority	Grievance	Adult	-	1	-	-	1	-	2
			Driority	Child	3	1	5	1	-	-	10
	. ago		Priority	Adult	21	32	21	6	2	7	89
	year	erne	Other	Child	23	23	32	3	1	2	84
≠	0.	Luze	Priority	Adult	27	35	25	6	3	6	102
mel	ngs t		Complaint or	Child	-	-	-	-	-	-	
ove	Compare ability to accomplish things to 1 year ago Wyoming Susquehanna Luzerne Lackawanna Luzerne Luzerne	Grievance	Adult	-	1	1	-	-	-	2	
прг	plist		Driority	Child	-	-	1	-	-	-	1
n bi	шоэ	na	Phonly	Adult	1	2	4	-	-	-	7
eive	o ac	hanı	Other	Child	1	-	-	1	1	-	3
erce	lity t	edne	Priority	Adult	-	1	3	2	-	-	6
هَ	abi	Su	Complaint or	Child	-	-	-	-	-	-	
	pare		Grievance	Adult	-	-	-	-	-	-	
	Com		Driority	Child	-	-	-	-	-	-	
			Priority	Adult	1	1	-	-	-	-	2
		ming		Child	1	2	1	1	-	-	5
		Wyo	Priority	Adult	2	2	1	-	1	-	6
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		128	182	165	31	15	37	558
			% of Total		23%	33%	30%	6%	3%	7%	100%

				Previo	us Years' Res	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
0000 0004	Total	131	187	184	46	26	11	585
2020-2021	% of Total	22%	32%	31%	8%	4%	2%	100%
0040 0000	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%

Composite Measure	Question		Member Typ	e			20	22 Respons	es		
Measure					Much better	A little better	About the same	A little worse	Much worse	No Reply 1 2 7 9	Total
			Priority	Child	1	3	1	-	1	1	7
		B	FIIOTILY	Adult	15	16	19	3	2	2	57
		Lackawanna	Other	Child	19	29	11	4	1	7	71
		acka	Priority	Adult	23	28	35	6	3	9	104
		٦	Complaint or	Child	-	-	-	-	-	-	
	og		Grievance	Adult	1	-	-	1	-	-	2
	ar aç		Driggity	Child	4	4	1	1	-	-	10
	1 ye		Priority	Adult	25	26	24	5	3	6	89
	s to	Luzeme	Other	Child	17	30	30	5	1	1	84
	olem	Luze	Priority	Adult	29	34	26	5	4	4	102
nen	prok		Complaint or	Child	-	-	-	-	-	-	-
)ver	IS OF		Grievance	Adult	-	1	-	1	-	-	2
Perceived Improvement	ptom		Duinnik	Child	-	-	-	1	-	-	1
n D	syml	ğ	Priority	Adult	-	4	2	1	-	-	7
eive	with	hanr	Other	Child	1	-	-	1	1	-	3
erc	leal v	Susquehanna	Priority	Adult	-	3	2	1	-	-	6
ட	, to c	JS.	Complaint or	Child	-	-	-	-	-	-	-
	bility		Grievance	Adult	-	-	-	-	-	-	-
	are a		Date of the	Child	-	-	-	-	-	-	-
	Compare ability to deal with symptoms or problems to 1 year ago		Priority	Adult	1	-	-	1	-	-	2
	ပ <u>ိ</u>	Wyoming	Other	Child	1	1	2	1	-	-	5
		Wyor	Priority	Adult	2	3	-	-	1	-	6
			Complaint or	Child	-	-	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-	-	-
			Total		139	182	153	37	17	30	558
			% of Total		25%	33%	27%	7%	3%	5%	100%

				Previou	ıs Years' Res _l	ponses		
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2020 2024	Total	127	201	157	65	20	15	585
2020-2021	% of Total	22%	34%	27%	11%	3%	3%	100%
2019-2020	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%

Composite	Overtion		Manahan Tun				2022 Responses	;			
Measure	Question		Member Typ	е	Yes	No	N/A	No Reply	Total		
			Duianita	Child	-	-	-	-	-		
		w.	Priority	Adult	23	20	-	1	44		
		Lackawanna	Other	Child	-	-	-	-			
		acka	Priority	Adult	37	26	7	9	79		
		_ ر	Complaint or	Child	•	-	-	-			
			Grievance	Adult	1	-	1	-	2		
			Priority	Child	1	-	-	-			
	*		Phonty	Adult	40	21	1	2	64		
	ams	eme	Priority Complaint or	Child	1	-	-	-	•		
*o	orogr	l progr Luze	Pnze	Luze	Priority	Adult	42	30	1	2	75
Information about Options*	run g			Child	-	-	-	-	-		
t Op	ımer		Grievance Priority	Adult	-	-	-	1	1		
.noq	nsuo			Child	-	-	-	-	-		
on a	or c	ВГ		Adult	4	2	-	-	6		
natic	-help	Susquehanna	Other	Child	-	-	-	-	-		
form	self	nbsn	Priority	Adult	1	4	-	-	5		
<u>_</u>	bout	S	Complaint or	Child	-	-	-	-	-		
	old a		Grievance	Adult	-	-	-	-	-		
			Priority	Child	-	-	-	-	-		
			1 Honly	Adult	-	-	-	-	-		
		Wyoming	Other	Child	-	-	-	-	-		
		Wyo	Priority	Adult	2	2	-	-	4		
			Complaint or	Child	-	-	-	-			
		Grievance	Adult	-	-	-	-	-			
			Total		150	105	10	15	280		
			% of Total		54%	38%	4%	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.

			Pre	vious Years' Respo	nses	
		Yes	No	N/A	No Reply	Total
2020-2021	Total	119	111	8	9	247
2020-2021	% of Total	48%	45%	3%	4%	100%
2040 2000	Total	272	157	43	14	486
2019-2020	% of Total	56%	32%	9%	3%	100%
0040 0040	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%
0040 0047	Total	157	154	14	24	349
2016-2017	% of Total	45%	44%	4%	7%	100%

Composite	0					2022 Re	esponses	
Measure	Question		Member Typ	е	Yes	No	No Reply	Total
			5	Child	4	1	1	6
			Priority	Adult	31	11	2	44
		/anns	Other	Child	36	8	7	51
		Lackawanna	Priority	Adult	52	17	10	79
		La	Complaint or	Child	-	-	-	-
	_		Grievance	Adult	1	1	-	2
	Aition		D: "	Child	7	3	-	10
	conc		Priority	Adult	43	15	6	64
	ins* ailable for Luzerne	Other	Child	44	9	-	53	
Information about Options* Told about different treatments that are available for condition Susquehanna Luzeme	Fuze	Priority	Adult	55	17	3	75	
		Complaint or	Child	-	-	-	-	
		Grievance	Adult	1	-	-	1	
noc	that are	Priority	Child	-	1	-	1	
n at	ents	В	Priority	Adult	2	4	-	6
atio	atm	hanr	Other	Child	1	-	-	1
ormi	nt tre	Susquehanna	Priority	Adult	3	2	-	5
Infe	erer	ns.	Complaint or	Child	-	-	-	-
	ıt diff		Grievance	Adult	-	-	-	-
	ароп		Driggity	Child	-	-	-	-
	plo.		Priority	Adult	-	-	-	-
		Wyoming	Other	Child	2	2	-	4
:	Wyol	Priority	Adult	3	1	-	4	
		Complaint or	Child	-	-	-	-	
		Grievance	Adult	-	-	-	-	
			Total		285	92	29	406
			% of Total		70%	23%	7%	100%

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

			Previous' Year	rs Responses	
		Yes	No	No Reply	Total
2020 2024	Total	263	113	12	388
2020-2021	% of Total	68%	29%	3%	100%
2040 2020	Total	558	184	16	758
2019-2020	% of Total	74%	24%	2%	100%
2040 2040	Total	317	171	38	526
2018-2019	% of Total	60%	33%	7%	100%
0047 0040	Total	291	148	21	460
2017-2018	% of Total	63%	32%	5%	100%
0040 0047	Total	325	176	23	524
2016-2017	% of Total	62%	34%	4%	100%

Composite							2022 Response	5	
Measure	Question		Member Typ	е	Yes	No	N/A	No Reply	Total
			Delevite	Child	5	-	-	1	6
		B	Priority	Adult	-	-	-	-	-
		Lackawanna	Other	Child	39	3	2	7	51
		ackav	Priority	Adult	-	-	-	-	-
		تد	Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
	**no		Duianita	Child	6	4	-	-	10
	ith y		Priority	Adult	-	-	-	-	-
	w yle	Luzeme	Other	Child	50	-	1	2	53
Information about Options* s treatment discussed completely with you**	Luze	Priority	Adult	-	-	-	-		
		Complaint or	Child	-	-	-	-	-	
		Grievance	Adult	1	-	-	-	-	
noq	scns	nt discusse	Priority	Child	1	-	-	-	1
⊐ a	nt di		THORITY	Adult	-	-	-	-	-
atio	tmei	Susquehanna	Other	Child	1	-	-	-	1
orm	trea	enbsi	Priority	Adult	-	-	-	-	-
ju L		รร	Complaint or	Child	-	-	-	-	
	child		Grievance	Adult	-	-	-	-	-
	s of		Driority	Child	1	-	-	-	-
	Goals of child'		Priority	Adult	-	-	-	-	
9	Wyoming	Other	Child	3	-	1	-	4	
	Wyo	Priority	Adult	-	-	-	-	-	
	A	Complaint or	Child	-	-	-	-	-	
			Grievance	Adult	-	-	-	-	-
			Total		105	7	4	10	126
			% of Total		83%	6%	3%	8%	100%

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

			Pre	vious Years' Respo	nses	
		Yes	No	N/A	No Reply	Total
2020-2021	Total	105	34	-	2	141
2020-2021	% of Total	74%	24%	-	1%	100%
2040-2020	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%
2047 2040	Total	151	17	2	4	174
2017-2018	% of Total	87%	10%	1%	2%	100%
2046 2047	Total	156	12	-	7	175
2016-2017	% of Total	89%	7%	-	4%	100%

Composite							2022 Re	sponses		
Measure	Question		Member Typ	е	Never	Sometimes	Usually	Always	No Reply	Total
			Duta dis.	Child	-	-	2	3	1	6
	hild?	<u> </u>	Priority	Adult	-	-	-	-	-	-
	ur c	vann	Other	Child	1	1	9	32	7	51
	or yo	Lackawanna	Priority	Adult	-	-	-	-	-	-
	ed fc	تد	Complaint or	Child	-	-	-	-	-	-
*>	/ante		Grievance	Adult	-	-	-	-	-	-
Onli	w no		Dutanthi	Child	-	3	1	6	-	10
ent (lp y		Priority	Adult	-	-	-	-	-	-
SCE	al he	me	Other	Child	1	6	17	28	1	53
dole	essional he	Priority	Adult	-	-	-	-	-	-	
d/Ac	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	Complaint or	Child	-	-	-	-	-	-	
ji.		Grievance	Adult	-	-	-	-	-	-	
	et the		Priority	Child	-	-	-	-	1	1
ons	ly ge	na	FIIOTILY	Adult	-	-	-	-	-	-
Opti	fami	Susquehanna	Other	Child	-	-	1	-	-	1
ut (our .	nbsı	Priority	Adult	-	-	-	-	-	-
abo	lid y	ng.	Complaint or	Child	-	-	-	-	-	-
on i	en c		Grievance	Adult	-	-	-	-	-	-
nati	v oft		Priority	Child	-	-	-	-	-	-
Information about Options –	, ho		THORITY	Adult	-	-	-	-	-	-
드	nths	Wyoming	Other	Child	-	1	1	1	-	4
	mo	Wyo	Priority	Adult	-	-	-	1	-	4
	st 12		Complaint or	Child	-	-	-	-	-	-
	e las		Grievance	Adult	-	-	-	-	-	-
	n the		Total		2	11	31	71	10	130
			% of Total		2%	8%	24%	55%	8%	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
2022 2024	Total	5	20	28	87	-	140
2020-2021	% of Total	4%	14%	20%	62%	-	100%
0040 0000	Total	5	18	48	178	2	272
2019-2020	% of Total	2%	7%	18%	65%	1%	100%
0040 0040	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%

Composite							2022 Re	sponses		
Measure	Question		Member Typ	e	Never	Sometimes	Usually	Always	No Reply	Total
			B	Child	-	-	1	4	1	6
	٦	B	Priority	Adult	-	-	-	-	-	-
	ing c	vann	Other	Child	-	1	6	35	9	51
	nsel	Lackawanna	Priority	Adult	-	-	-	-	-	-
	noo	La	Complaint or	Child	-	-	-	-	-	
*_	o for		Grievance	Adult	-	-	-	-	-	-
Jn S	alk to		Dui a vita	Child	-	2	2	6	-	10
int (to ta		Priority	Adult	-	-	-	-	-	
Sce	eone ed?	Luzeme	Other	Child	2	3	10	37	1	53
gole	/Adoles id some	Luze	Priority	Adult	-	-	-	-	-	
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?		Complaint or	Child	-	-	-	-	-		
		Grievance	Adult	-	-	-	-	-	-	
	ır ch or sh		Priority	Child	-	-	1	-	-	1
ons	l you he c	na	FIIOTILY	Adult	-	-	-	-	-	-
)pti	often did you feel your treatment when he or	Susquehanna	Other	Child	-	-	-	1	-	1
ort (d you nt w	enbsi	Priority	Adult	-	-	-	-	-	
abo	n dic itme	Su	Complaint or	Child	-	-	-	-	-	
lon	ofter		Grievance	Adult	-	-	-	-	-	
mati	wor		Priority	Child	-	-	-	-	-	-
for	hs, h		Thority	Adult	-	-	-	-	-	
	nont	Wyoming	Other	Child	-	-	3	-	1	4
	12 mc	Wyo	Priority	Adult	-	-	-	-	-	-
	last		Complaint or	Child	-	-	-	-	-	
	the	the la	Grievance	Adult	-	-	-	-	-	-
	<u> </u>		Total		2	6	23	83	9	126
			% of Total		2%	5%	18%	66%	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 Year	rs' Responses		
		Never	Sometimes	Usually	Always	No Reply	Total
2020 2024	Total	2	18	31	89	-	140
2020-2021	% of Total	1%	13%	22%	64%	0%	100%
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%
2046 2047	Total	9	23	51	82	7	172
2016-2017	% of Total	5%	13%	30%	48%	4%	100%

Single Item Measures

Single	0 "						2022 Re	sponses				
Item Measure	Question		Member Typ	е	Never	Sometimes	Usually	Always	No Reply	Total		
	_		Deliverity	Child	-	-	2	3	1	6		
	ient?	æ	Priority	Adult	2	5	11	25	1	44		
	ointm	Lackawanna	Other	Child	2	1	8	34	6	51		
	аррс	acka	Priority	Adult	7	13	11	40	8	79		
	/her	تا	Complaint or	Child	-	-	-	-	-			
	r/his/		Grievance	Adult	-	1	-	1	-	2		
	you		Driority	Child	-	1	2	7	-	10		
	ss of		Priority	Adult	2	8	18	33	3	64		
	inute	Other Priority		Child	1	5	11	35	1	53		
	ithin 2	Priority	Adult	3	5	21	44	2	75			
		Complaint or	Child	-	-	-	-	-	-			
*=		Grievance	Adult	-	1	-	-	-	1			
Office Wait*	seeı		Priority	Child	-	-	1	-	-	1		
fice	hild	na	Priority	Adult	-	1	2	3	-	6		
ð	onr c	Susquehanna	ehani	ehani	Other	Child	-	-	-	1	-	1
	ν/nc	enbsr	Priority	Adult	1	1	-	3	-	5		
	ire y	ഗ്	Complaint or	Child	-	-	-	-	-	-		
	n we		Grievance	Adult	-	-	-	-	-	-		
	ofte		Priority	Child	-	-	-	-	-	-		
	how		Honly	Adult	-	-	-	-	-	-		
	ths,	Wyoming	Other	Child	-	2	-	2	-	4		
	mom	Wyo	Priority	Adult	-	-	2	2	-	4		
	t 12		Complaint or	Child	-	-	-	-	-	-		
	e last		Grievance	Adult	-	-	-	-	-	-		
	n the		Total		18	44	89	233	22	406		
			% of Total		4%	11%	22%	57%	5%	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
2020 2024	Total	19	56	113	191	9	388
2020-2021	% of Total	5%	14%	29%	49%	2%	100%
2040 2020	Total	30	76	241	400	11	758
2019-2020	% of Total	4%	10%	32%	53%	1%	100%
2018-2019	Total	28	89	193	194	22	526
2010-2019	% 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%

Single	0					2022 R	esponses	
Item Measure	Question	Member Type		e	Yes	No	No Reply	Total
			Duta dis.	Child	3	-	-	3
	of	Lackawanna	Priority	Adult	33	9	2	44
	n as part		Other	Child	29	1	-	30
		acka	Priority	Adult	48	10	-	58
ide Effects* prescription medications taken as part of for?	Ľ	Complaint or	Child	-	-	-		
		Grievance	Adult	2	-	-	2	
		Priority	Child	8	1	-	9	
		FIIOTILY	Adult	39	19	-	58	
cts	ion r	Luzerne	Other	Child	27	4	-	31
Told about Medication Side Effects* you told what side effects of prescription m treatment to watch for?	Luze	Priority	Adult	54	13	-	67	
		Complaint or	Child	-	-	-	•	
	s of ₁		Grievance	Adult	1	-	-	1
atio	fects o wat	Susquehanna	Priority	Child	-	-	1	1
gjö	de ef			Adult	6	-	-	6
Me	at sic atme		Other Priority	Child	1	-	-	1
ont	wha	nbsr		Adult	4	-	-	4
d ab	told	Su	Complaint or	Child	-	-	-	
걸	you		Grievance	Adult	-	-	-	-
	vere		Priority	Child	-	-	-	
	hs, v		THOTILY	Adult	-	-	-	
	mont	Wyoming	Other	Child	3	-	-	3
Told about Median Told about Median Told about Median Told about Median Told what side of the last 12 months, were you told what side of the last 12 months, were you told what side of the last 12 months.	12 r	Wyo	Priority	Adult	2	1	-	3
	last		Complaint or	Child	-	-	-	
	the		Grievance	Adult	-	-	-	•
	<u> </u>		Total		260	58	3	321
			% of Total		81%	18%	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
2020 2024	Total	334	50	4	388
2020-2021	% of Total	86%	13%	1%	100%
2040 2020	Total	523	111	4	638
2019-2020	% of Total	82%	17%	1%	100%
2040 2040	Total	327	103	14	444
2018-2019	% of Total	74%	23%	3%	100%
0047 0040	Total	298	92	10	400
2017-2018	% of Total	75%	23%	3%	100%
0040 0047	Total	319	96	4	419
2016-2017	% of Total	76%	23%	1%	100%

Single	0	Member Type					2022 Response	S	
Item Measure	Question			е	Yes	No	N/A	No Reply	Total
			D: 1	Child	-	-	-	-	
	ın	wanna	Priority	Adult	20	23	-	1	44
	ends in you		Other	Child	-	-	-	-	-
		acka	Priority	Adult	31	35	5	8	79
	· friel	تُ	Complaint or	Child	-	-	-	-	-
	ily or		Grievance	Adult	1	-	1	-	2
/our fami		Priority	Child	-	-	-	-	-	
		Phonly	Adult	24	36	1	3	64	
-k	ide y	Luzeme	Other	Child	-	-	-	-	-
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?	Luze	Priority	Adult	31	41	2	1	75	
		Complaint or	Child	-	-	-	-	-	
	ne the atme		Grievance	Adult	-	-	-	1	1
<u>×</u>	ut wh	Susquehanna	Priority	Child	-	-	-	-	-
ami	abou ing o		- Trionty	Adult	3	3	-	-	6
Б Б	you		Other Priority	Child	-	-	-	-	-
nibr	k to coul			Adult	1	4	-	-	5
ncl	e tal	S	Complaint or	Child	-	-	-	-	-
	nyon		Grievance	Adult	-	-	-	-	-
	id ar		Priority	Child	-	-	-	-	-
is, di		1 Honly	Adult	-	-	-	-	-	
12 month	ming	Other	Child	-	-	-	-		
	Wyoming	Priority	Adult	2	2	-	-	4	
	last 1		Complaint or	Child	-	-	-	-	-
	the		Grievance	Adult	-	-	-	-	-
	드		Total		113	144	9	14	280
			% of Total		40%	51%	3%	5%	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
2020 2024	Total	106	123	-	9	247
2020-2021	% of Total	43%	50%	-	4%	100%
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%
2047 2040	Total	124	134	12	16	286
2017-2018	% of Total	43%	47%	4%	6%	100%
2016-2017	Total	155	154	15	25	349
	% of Total	44%	44%	4%	7%	100%

Single	0					2022 R	esponses	
Item Measure	Question		Member Typ	е	Yes	No	No Reply	Total
			D: 1	Child	4	1	1	6
	v	Ø	Priority	Adult	29	13	2	44
	In the last 12 months, were you given as much information as you wanted to manage your/your child' condition?	vann	Other	Child	35	8	8	51
		Lackawanna	Priority	Adult	46	22	11	79
		ت	Complaint or	Child	-	-	-	
			Grievance	Adult	2	-	-	2
to manag		Priority	Child	8	2	-	10	
		Phonty	Adult	43	14	7	64	
*⊏	rted to	Luzerne	Other	Child	44	8	1	53
iệi Siệi	ı war	Luze	Priority	Adult	58	13	4	75
Information to Manage Condition* given as much information as you wante	s you		Complaint or Grievance	Child	-	-	-	-
	on as			Adult	1	-	-	1
ana	informatior condition?	Susquehanna	Priority	Child	1	-	-	1
Ĕ	infori			Adult	6	-	-	6
on ta	uch i		Other Priority	Child	1	-	-	1
natic	as m	ənbsr		Adult	4	1	-	5
form	/en a	Su	Complaint or	Child	-	-	-	-
<u>=</u>	u giv		Grievance	Adult	-	-	-	-
	re yo		Priority	Child	-	-	-	-
	, we		Honty	Adult	-	-	-	-
2 months,	nths	ming	Other	Child	2	2	-	4
	Wyoming	Priority	Adult	4	-	-	4	
	15t 12		Complaint or	Child	-	-	-	
	ihe la		Grievance	Adult	-	-	-	
	i i		Total		288	84	34	406
			% of Total		71%	21%	8%	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
2020-2021	Total	268	111	9	388
2020-2021	% of Total	69%	29%	2%	100%
2040 2020	Total	601	138	19	758
2019-2020	% of Total	79%	18%	3%	100%
2040 2040	Total	382	103	41	526
2018-2019	% of Total	73%	20%	8%	100%
2047 2040	Total	291	148	21	460
2017-2018	% of Total	63%	32%	5%	100%
2046 2047	Total	373	116	35	524
2016-2017	% of Total	71%	22%	7%	100%

Single	0 (1)					2022 R	esponses	
Item Measure	Question		Member Type		Yes	No	No Reply	Total
			D: 1	Child	5	-	1	6
	۸.	Lackawanna	Priority	Adult	36	6	2	44
	ient		Other	Child	39	5	7	51
	s rights as a patient?	ackav	Priority	Adult	56	10	13	79
		تد	Complaint or	Child	-	-	-	
Patient Rights Information* In the last 12 months, were you given information about your/your child's rights		Grievance	Adult	2	-	-	2	
		Duianita	Child	10	-	-	10	
		Priority	Adult	54	6	4	64	
	Luzerne	Other	Child	48	4	1	53	
	r/yoı	Luze	Priority	Adult	64	8	3	75
	you		Complaint or	Child	-	-	-	
	pont		Grievance	Adult	1	-	-	1
ᄪ	on ab		Priority	Child	-	1	-	1
ght	matik	Susquehanna	Thority	Adult	4	1	1	6
بَحَ	nforr		Other Priority	Child	1	-	-	1
ijen	en i	edne		Adult	5	-	-	5
Pal	u giv	Su	Complaint or	Child	-	-	-	
	e yor		Grievance	Adult	-	-	-	
	were		Driority	Child	-	-	-	
	ths,		Priority	Adult	-	-	-	
last 12 mont	mom	Wyoming	Other	Child	2	1	1	4
	12	Wyo	Priority	Adult	4	-	-	4
	last		Complaint or	Child	-	-	-	-
	the		Grievance	Adult	-	-	-	-
			Total		331	42	33	406
			% of Total		82%	10%	8%	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
2020-2021	Total	326	45	17	388
2020-2021	% of Total	84%	12%	4%	100%
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%
2040 2047	Total	415	77	32	524
2016-2017	% of Total	79%	15%	6%	100%

Single	0		Manakan Tan			2022 Re	esponses	
Item Measure	Question		Member Typ	е	Yes	No	No Reply	Total
			Delevite	Child	5	-	1	6
	<u></u>	<u> a</u>	Priority	Adult	35	7	2	44
	nt fo	vann	Other	Child	40	2	9	51
	atme	Lackawanna	Priority	Adult	53	14	12	79
Patient Feels He or She Could Refuse Treatment* iths, did you feel you could refuse a specific type of medicine or treatment for yourself/your child?	r trek	تد	Complaint or	Child	-	-	-	-
	lo ət		Grievance	Adult	2	-	-	2
		Priority	Child	10	-	-	10	
		FIIOTILY	Adult	52	10	2	64	
Tre	o ed	Luzeme	Other	Child	45	6	2	53
ıse	ic ty	child?	Priority	Adult	59	12	4	75
ıld Refu a specifi child?	oecif 1?		Complaint or	Child	-	-	-	
	a sp chilc		Grievance	Adult	1	-	-	1
J S	fuse a	na	Priority	Child	1	-	-	1
he	d re			Adult	4	2	-	6
S JC	coul	ehan	Other Priority	Child	1	-	-	1
<u>و</u>	you	Susquehanna		Adult	5	-	-	5
1 S	leel	รั	Complaint or	Child	-	-	-	
Fee	. no/		Grievance	Adult	-	-	-	
ent	did		Priority	Child	-	-	-	
ati	iths,		Thomas	Adult	-	-	-	
Patient Feels He or She Could Re	mom	Wyoming	Other	Child	3	1	-	4
	12	Wyo	Priority	Adult	4	-	-	4
	last		Complaint or	Child	-	-	-	
	the		Grievance	Adult	-	-	-	
			Total		320	54	32	406
			% of Total		79%	13%	8%	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
0000 0004	Total	309	61	18	388
2020-2021	% of Total	80%	16%	5%	100%
2019-2020	Total	667	78	13	758
	% of Total	88%	10%	2%	100%
0040 0040	Total	416	73	37	526
2018-2019	% of Total	79%	14%	7%	100%
2047 2040	Total	359	83	18	460
2017-2018	% of Total	78%	18%	4%	100%
0040 0047	Total	405	90	29	524
2016-2017	% of Total	77%	17%	6%	100%

Single	0 (1)					2022 R	esponses	
Item Measure	Question	Member Type		e	Yes	No	No Reply	Total
			Duta dis.	Child	1	4	1	6
	men	Lackawanna	Priority	Adult	2	40	2	44
	treat		Other	Child	4	39	8	51
	Share information with others that should have been kept private?	acka	Priority	Adult	4	65	10	79
		تد	Complaint or	Child	-	-	-	-
-ke			Grievance	Adult	-	2	-	2
ition) for co		Priority	Child	-	10	-	10	
mat	t to f ept p		PHOTILY	Adult	7	50	7	64
Jor	wen en k	Luzerne	Other	Child	4	49	-	53
벌	hild e be	Luze	Priority	Adult	6	66	3	75
Confident about Privacy of Treatment Information* ns, as far as you know, did anyone you/your child went to for counshare information with others that should have been kept private?	our c		Complaint or	Child	-	-	-	-
	plnc		Grievance	Adult	1	-	-	1
Jf T	le yo		Priority	Child	-	1	-	1
cy C	nyor s tha	na	THOTILY	Adult	1	5	-	6
riva	lid aı thers	Susquehanna	Other Priority	Child	-	1	-	1
Ή. P	th of	enbsr		Adult	-	5	-	5
abou	knc kn wi	ร	Complaint or	Child	-	-	-	
int a	you		Grievance	Adult	-	-	-	
fide	ar as		Priority	Child	-	-	-	-
Con	as fa		FIIOTILY	Adult	-	-	-	
C 12 months, 8	ths, sha	Wyoming	Other	Child	1	3	-	4
	mom	Wyo	Priority	Adult	-	4	-	4
	112		Complaint or	Child	-	-	-	-
	last		Grievance	Adult	-	-	-	
	the		Total		31	344	31	406
			% of Total		8%	85%	8%	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
2020 2024	Total	33	345	10	388
2020-2021	% of Total	9%	89%	3%	100%
2040 2020	Total	38	704	16	758
2019-2020	% of Total	5%	93%	2%	100%
2040 2040	Total	59	432	35	526
2018-2019	% of Total	11%	82%	7%	100%
2047 2040	Total	79	357	24	460
2017-2018	% of Total	17%	78%	5%	100%
2040 2047	Total	58	446	20	524
2016-2017	% of Total	11%	85%	4%	100%

Single Item	Question		Member Type		2022 Responses							
Measure	Question	Member Type		Yes	No	No Reply	Total					
			Priority	Child	1	-	-	1				
		æ	FHORITY	Adult	2	1	-	3				
		wann	Other	Child	1	-	-	1				
		Lackawanna	Priority	Adult	3	-	-	3				
		تا	Complaint or	Child	-	-	-	-				
			Grievance	Adult	-	-	-	-				
			Priority	Child	1	-	-	1				
			FIIOTILY	Adult	6	-	1	7				
	*	Luzeme	Other	Child	3	1	-	4				
*	*spe	Luz	Priority	Adult	2	2	-	4				
Cultural Competency*	- ne		Complaint or	Child	-	-	-	-				
ete	lltura		Grievance	Adult	-	-	-	-				
duc	no o:	Susquehanna	Priority	Child	-	-	-	-				
<u> </u>	sive t			Adult	-	-	-	-				
tura	suod		Other	Child	-	-	-	-				
Cult	res		Priority	Adult	-	-	1	1				
	Sare		Complaint or	Child	-	-	-	-				
			Grievance	Adult	-	-	-	-				
			Priority	Child	-	-	-	-				
				Adult	-	-	-	-				
		ming	Other	Child	1	-	-	1				
		Wyoming	Priority	Adult	-	-	-	-				
			Complaint or	Child	-	-	-	-				
			Grievance	Adult	-	-	-	-				
			Total		20	4	2	26				
			% of Total		77%	15%	8%	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. 350 Members responded that they did not have cultural needs that made a difference in what kind of treatment needed and 30 Members did not respond.

			Previous Yea	ars' Responses	
		Yes	No	No Reply	Total
2020-2021	Total	23	6	1	30
2020-2021	% of Total	77%	20%	3%	100%
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%

Single	0		Manakan Tan				2022 Res	sponses		
Item Measure	Question		Member Typ	e	Not at all	A little	Somewhat	A lot	No Reply	Total
	٤		D: 1	Child	-	-	3	3	1	7
	ob e	m m	Priority	Adult	2	5	12	37	1	57
	nys/e	vanna	Other	Child	5	3	12	42	9	71
	ų/nc	Lackawanna	Priority	Adult	4	14	23	53	10	104
	ant y	تد	Complaint or	Child	-	-	-	-	-	-
atmeı		Grievance	Adult	-	-	1	1	-	2	
	r tre		Duinnit	Child	1	-	4	5	-	10
	o ɓu		Priority	Adult	6	9	26	45	3	89
	nseli	Luzerne	Other Priority	Child	3	9	20	50	2	84
Amount Helped In the last 12 months, how much were you/your child helped by the counseling or treatment you/he/she got?	lnoo			Adult	4	9	24	63	2	102
	the		Complaint or	Child	-	-	-	-	-	-
Amount Helped	d by		Grievance	Adult	-	-	1	1	-	2
Н	Jelpe	Susquehanna	Priority	Child	-	-	1	-	-	1
onut	hiid h			Adult	1	-	1	5	-	7
Αmc	lo lo		Other	Child	1	-	1	1	-	3
	on/yo		Priority	Adult	-	-	4	2	-	6
	e yc		Complaint or	Child	-	-	-	-	-	-
	wer		Grievance	Adult	-	-	-	-	-	-
	nuch		Priority	Child	-	-	-	-	-	-
	ow n		THOTILY	Adult	-	-	1	1	-	2
	ns, h	Wyoming	Other	Child	1	-	3	1	-	5
onth	Wyo	Priority	Adult	-	-	1	5	-	6	
	12 m		Complaint or	Child	-	-	-	-	-	-
	last		Grievance	Adult	-	-	-	-	-	-
	the		Total		28	49	138	315	28	558
	=		% of Total		5%	9%	25%	56%	5%	100%

				Previous Year	s' Responses		
		Not at all	A little	Somewhat	A lot	No Reply	Total
2020 2024	Total	26	76	148	324	11	585
2020-2021	% of Total	4%	13%	25%	55%	2%	100%
2040-2020	Total	27	139	186	416	67	835
2019-2020	% of Total	3%	17%	22%	50%	8%	100%
2018-2019	Total	15	69	184	305	30	603
2010-2019	% 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%
2046 2047	Total	37	92	183	267	67	646
2016-2017	% of Total	6%	14%	28%	41%	10%	100%

Single	0		Manakan Tan					2022 Res	ponses		
Item Measure	Question		Member Typ	oe -	Always	Usually	Sometimes	Sometimes	Never	No Reply	Total
	9 0		District	Child	4	-	2	-	4	1	7
	es no	æ	Priority	Adult	27	15	8	4	27	3	57
	lid y	vann	Other	Child	40	14	4	3	40	10	71
	ten c	Lackawanna	Priority	Adult	40	25	15	13	40	11	104
	w of	L _e	Complaint	Child	-	-	-	-	-	-	-
	t, hov		or Grievance	Adult	-	2	-	-	-	-	2
	meni			Child	7	1	1	1	7	-	10
	reat		Priority	Adult	36	21	14	8	36	10	89
) or t	ine	Other	Child	44	21	11	5	44	3	84
Additional Question* routine appointment for counseling someone as soon as you wanted?	elinç ed?	Luzerne	Priority	Adult	48	30	7	11	48	6	102
	ouns		Complaint	Child	-	-	-	-	-	-	-
sstic	or co		or Grievance	Adult	-	1	-	1	-	-	2
Additional Question*	ent f as)			Child	-	1	-	-	-	-	1
nal	intm	<u>a</u>	Priority	Adult	4	3	-	-	4	-	7
iţi.	appo as (Susquehanna	Other	Child	1	1	-	1	1	-	3
Adc	ine a	enbs	Priority	Adult	2	3	-	1	2	-	6
	rout	Su	Complaint	Child	-	-	-	-	-	-	-
	ed a		or Grievance	Adult	-	-	-	-	-	-	-
	eed			Child	-	-	-	-	-	-	-
	on no		Priority	Adult	1	-	-	1	1	-	2
	if ye	Wyoming	Other	Child	3	1	-	-	3	1	5
Additional Question* In the last 12 months, if you needed a routine appointment for counseling or treatment, how often did you see someone as soon as you wanted?	Wyor	Priority	Adult	4	1	1	-	4	-	6	
		Complaint	Child	-	-	-	-	-	-	-	
	ast 1		or Grievance	Adult	-	-	-	-	-	-	-
	he la		Total		261	140	63	49	261	45	558
	드		% of Total		47%	25%	11%	9%	47%	8%	100%

^{*}This question was added to this survey in 2022.

Single	Ouastisa		Manahan Ton				2022 Responses		
Item Measure	Question		Member Typ	е	Same Day	Within 7 Days	After 7 Days	No Reply	Total
			Driggity	Child	-	5	1	1	7
		<u>a</u>	Priority	Adult	9	27	17	4	57
		vann	Other	Child	11	39	11	10	71
		Lackawanna	Priority	Adult	20	38	32	14	104
		تد	Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	2	-	-	2
		Priority	Child	3	4	3	-	10	
	ent?		FIIOTILY	Adult	14	42	20	13	89
	intme	Luzeme	Other	Child	19	37	25	3	84
Additional Question* How long did you have to wait for an appointment?	iodd	Luz	Priority	Adult	24	51	18	9	102
*uo	an a		Complaint or Grievance	Child	-	-	-	-	-
Additional Question*	t for			Adult	-	1	-	1	2
Qu	wai	Susquehanna	Priority	Child	-	1	-	-	1
nal	/e to			Adult	2	4	1	-	7
ditio	ı ha		Other Priority	Child	-	3	-	-	3
Adi	у уог			Adult	-	3	3	-	6
	g dic	เร	Complaint or	Child	-	-	-	-	-
	nol /		Grievance	Adult	-	-	-	-	-
	How		Priority	Child	-	-	-	-	-
			Thority	Adult	-	1	1	-	2
		Wyoming	Other	Child	1	1	2	1	5
	Wyo	Priority	Adult	-	4	1	1	6	
			Complaint or	Child	-	-	-	-	-
			Grievance	Adult	-	-	-	-	-
			Total		103	263	135	57	558
			% of Total		18%	47%	24%	10%	100%

^{*}This question was added to this survey in 2022.

Member Type			Rating of Counseling/Treatment 2022 Responses											
	Member Type		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
	Priority	Child	-	-	-	-	-	-	1	1	2	2	-	7
na	FIIOTILY	Adult	3	1	1	1	1	-	5	1	7	9	27	57
van	Other Priority	Child	1	-	1	-	-	4	1	4	8	8	36	71
Lackawanna	Other Phonty	Adult	3	2	-	1	7	8	6	8	18	6	35	104
La	Complaint or	Child	-	-	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	-	-	-	-	1	-	-	-	-	-	1	2
	Priority	Child	-	1	-	-	-	1	-	2	1	1	4	10
		Adult	3	-	1	3	1	6	3	9	16	7	37	89
rne	Other Priority	Child	-	1	-	-	2	3	4	8	24	12	28	84
9zn-		Adult	2	4	2	-	-	4	5	10	23	17	33	102
	Complaint or	Child	-	-	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	-	-	-	-	1	-	-	1	-	-	-	2
	Drionity	Child	-	-	-	-	-	-	-	-	1	-	-	1
ına	Priority	Adult	-	-	-	-	-	-	1	1	2	1	2	7
har	Other Priority	Child	-	-	-	-	-	-	-	-	-	-	3	3
Susquehanna	Other Phonty	Adult	-	-	-	-	-	1	-	-	2	2	1	6
Sus	Complaint or	Child	-	-	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	-	-	-	-	-	-	-	-	-	-	-	-
	Priority	Child	-	-	-	-	-	-	-	-	-	-	-	-
50	FIIOTILY	Adult	-	-	-	-	-	-	-	-	1	-	1	2
Wyoming	Other Priority	Child	-	-	-	1	-	-	1	1	-	1	1	5
Vyo	Other Priority	Adult	1	-	-	-	-	1	-	-	1	-	3	6
_ >	Complaint or	Child	-	-	-	-	-	-	-	-	-	-	-	-
	Grievance	Adult	-	-	-	-	-	-	-	-	-	-	-	-
	Total		13	9	5	6	13	28	27	46	106	66	212	531
	% of Total		2%	2%	1%	1%	2%	5%	5%	9%	20%	12%	40%	100%

^{*27} surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
2020 2024	Total	15	4	5	15	17	39	36	57	101	68	217	574
2020-2021	% of Total	3%	1%	1%	3%	3%	7%	6%	10%	18%	12%	38%	100%
0040 0000	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%
2242 2242	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%
2247 2242	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%
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%