January 2023 through December 2023

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



Prepared for Northeast Behavioral Health Care Consortium

### Introduction

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

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

# **Survey Methodology**

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

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

- The individual was 18 years old or older (as of January 1 of the current year) or, if a child or adolescent under age 18, parent/guardian contact information provided;
- 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<br>Surveyed | % of Total Random Sample |
|--------------------------------------------|-------------------------------------|--------------------------|
| Children's Service Center of Wyoming       | 666                                 | 12%                      |
| Children's Behavioral Health               | 69                                  | 1%                       |
| Community Counseling Services of NEPA      | 679                                 | 12%                      |
| First Hospital                             | 511                                 | 9%                       |
| Friendship House                           | 671                                 | 12%                      |
| Northeast Counseling Services              | 672                                 | 12%                      |
| Scranton Counseling Services               | 679                                 | 12%                      |
| Remaining Members                          | 1,592                               | 28%                      |
| Members who filed a Complaint or Grievance | 61                                  | 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 50,267 Members and, upon completion of the sampling process, the Alliance distributed 5,600 Member Surveys (see Detailed Member Sample table below).

| Service<br>Provider       | Population                       | Under 18<br>Members<br>Served (N) | Number of<br>Total Surveyed | 18 & Older<br>Members<br>Served (N) | Number of<br>Total Surveyed | Number of<br>Total Members<br>Surveyed |
|---------------------------|----------------------------------|-----------------------------------|-----------------------------|-------------------------------------|-----------------------------|----------------------------------------|
| Children's                | Priority                         | 321                               | 27                          | 1,432                               | 128                         | 155                                    |
| Service Center            | Other Priority                   | 3,559                             | 316                         | 2,206                               | 195                         | 511                                    |
| of Wyoming                | Total                            | 3,880                             | 343                         | 3,638                               | 323                         | 666                                    |
| Children's                | Priority                         | -                                 | -                           | -                                   | -                           | -                                      |
| Behavioral                | Other Priority                   | 56                                | 56                          | 13                                  | 13                          | 69                                     |
| Health                    | Total                            | 56                                | 56                          | 13                                  | 13                          | 69                                     |
| Community                 | Priority                         | 4                                 | 7                           | 2,468                               | 484                         | 491                                    |
| Counseling<br>Services of | Other Priority                   | 122                               | 27                          | 824                                 | 161                         | 188                                    |
| NEPA                      | Total                            | 126                               | 34                          | 3,292                               | 645                         | 679                                    |
|                           | Priority                         | 44                                | 44                          | 309                                 | 309                         | 353                                    |
| First Hospital            | Other Priority                   | 36                                | 36                          | 122                                 | 122                         | 158                                    |
|                           | Total                            | 80                                | 80                          | 431                                 | 431                         | 511                                    |
|                           | Priority                         | 75                                | 20                          | 439                                 | 134                         | 154                                    |
| Friendship<br>House       | Other Priority                   | 1,201                             | 356                         | 532                                 | 161                         | 517                                    |
| 110000                    | Total                            | 1,276                             | 376                         | 971                                 | 295                         | 671                                    |
| Northeast                 | Priority                         | 123                               | 27                          | 1,077                               | 249                         | 276                                    |
| Counseling                | Other Priority                   | 491                               | 114                         | 1,201                               | 282                         | 396                                    |
| Services                  | Total                            | 614                               | 141                         | 2,278                               | 531                         | 672                                    |
| Scranton                  | Priority                         | 190                               | 27                          | 1,629                               | 215                         | 242                                    |
| Counseling                | Other Priority                   | 1,259                             | 168                         | 2,050                               | 269                         | 437                                    |
| Services                  | Total                            | 1,449                             | 195                         | 3,679                               | 484                         | 679                                    |
|                           | Priority                         | 677                               | 32                          | 7,094                               | 399                         | 431                                    |
| Remaining<br>Members      | Other Priority                   | 5,295                             | 303                         | 15,418                              | 858                         | 1,161                                  |
|                           | Total                            | 5,972                             | 335                         | 22,512                              | 1,257                       | 1,592                                  |
| Members who fi            | iled a Complaint<br>or Grievance | 22                                | 22                          | 22                                  | 39                          | 39                                     |
|                           | Grand Total                      | 13,475                            | 1,582                       | 36,853                              | 4,018                       | 5,600                                  |

|                                            | Total Surveys Distributed (N) | % of Total Surveys Distributed |
|--------------------------------------------|-------------------------------|--------------------------------|
| Under 18                                   | 1,560                         | 28%                            |
| 18 & Older                                 | 3,979                         | 71%                            |
| Members who filed a complaint or grievance | 61                            | 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 achieved. Upon review of the data, two duplicate surveys were removed, leaving 598 unduplicated surveys, representing an 11% response rate, which is the same as the previous year (2022) and compares to other years as follows: 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; and remaining the same at 11% response rate during 2017-2018.

Among the sample of 598 survey completers, 96 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). Ninety-three 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 504 unduplicated surveys.

|             |                                            | \$       | Surveys Receive | d     |
|-------------|--------------------------------------------|----------|-----------------|-------|
|             |                                            | Under 18 | 18 & Older      | Total |
|             | Priority                                   | 5        | 94              | 99    |
| Lackawanna  | Other Priority                             | 82       | 112             | 194   |
|             | Members who filed a complaint or grievance | -        | 1               | 1     |
|             | Priority                                   | 9        | 100             | 109   |
| Luzerne     | Other Priority                             | 59       | 92              | 151   |
|             | Members who filed a complaint or grievance | 1        | 2               | 3     |
|             | Priority                                   | 2        | 9               | 11    |
| Susquehanna | Other Priority                             | 7        | 8               | 15    |
|             | Members who filed a complaint or grievance | -        | -               | 0     |
|             | Priority                                   | 1        | 4               | 5     |
| Wyoming     | Other Priority                             | 2        | 4               | 6     |
|             | Members who filed a complaint or grievance | 1        | -               | 1     |
|             | Total                                      | 169      | 426             | 595   |

# **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.

|                                 |          |                   |                              |          | Nu                | mber of Re                   | espon    | ses               |                              |          |                   |                              |       |
|---------------------------------|----------|-------------------|------------------------------|----------|-------------------|------------------------------|----------|-------------------|------------------------------|----------|-------------------|------------------------------|-------|
|                                 |          | Lackawa           | nna                          |          | Luzerne           |                              |          | Susquehanna       |                              |          | Wyoming           |                              |       |
| Child/Adolescent                | Priority | Other<br>Priority | Complaint<br>or<br>Grievance | Total |
| 2-7                             | -        | 7                 | -                            | -        | 5                 | -                            | -        | 1                 | -                            | -        | 2                 | -                            | 15    |
| 8-12                            | 2        | 35                | -                            | -        | 20                | 1                            | -        | 4                 | -                            | -        | -                 | 1                            | 63    |
| 13-17                           | 3        | 33                | -                            | 9        | 30                | -                            | 2        | 1                 | -                            | -        | -                 | -                            | 78    |
| 18                              | 1        | 4                 | -                            | -        | -                 | -                            | -        | -                 | -                            | 1        | -                 | -                            | 6     |
| Total Number of Child Responses | 6        | 79                | -                            | 9        | 55                | 1                            | 2        | 6                 | -                            | 1        | 2                 | 1                            | 162   |

<sup>\*7</sup> surveys showed no response.

|                                    | Number of Responses |                |                           |          |                |                           |          |                |                           |          |                |                           |       |
|------------------------------------|---------------------|----------------|---------------------------|----------|----------------|---------------------------|----------|----------------|---------------------------|----------|----------------|---------------------------|-------|
|                                    |                     | Lackawa        | ınna                      |          | Luzerne        |                           |          | Susquehanna    |                           |          | Wyomi          |                           |       |
| Child/Adolescent                   | Priority            | Other Priority | Complaint or<br>Grievance | Priority | Other Priority | Complaint or<br>Grievance | Priority | Other Priority | Complaint or<br>Grievance | Priority | Other Priority | Complaint or<br>Grievance | Total |
| Male                               | 2                   | 52             | -                         | 2        | 36             | 1                         | -        | 2              | -                         | -        | 2              | 1                         | 98    |
| Female                             | 3                   | 28             | -                         | 7        | 20             | -                         | 2        | 4              | -                         | 1        | -              | -                         | 65    |
| Total Number of<br>Child Responses | 5                   | 82             |                           | 9        | 59             | 1                         | 2        | 7              | -                         | 1        | 2              | 1                         | 163   |

<sup>\*6</sup> surveys showed no response.

|                                 |            |                   |                           |          |                   | Numb                      | er of F     | Response          | es                        |          |                   |                           |       |
|---------------------------------|------------|-------------------|---------------------------|----------|-------------------|---------------------------|-------------|-------------------|---------------------------|----------|-------------------|---------------------------|-------|
|                                 | Lackawanna |                   |                           |          | Luzern            | е                         | Susquehanna |                   |                           | Wyoming  |                   |                           |       |
| Adult                           | Priority   | Other<br>Priority | Complaint or<br>Grievance | Priority | Other<br>Priority | Complaint or<br>Grievance | Priority    | Other<br>Priority | Complaint or<br>Grievance | Priority | Other<br>Priority | Complaint or<br>Grievance | Total |
| 18 to 24                        | 3          | 5                 | -                         | 2        | 6                 | -                         | 2           | -                 | -                         | -        | 1                 | -                         | 19    |
| 25 to 34                        | 19         | 18                | 1                         | 5        | 14                | -                         | 1           | 2                 | -                         | 1        | -                 | -                         | 61    |
| 35 to 44                        | 19         | 19                | -                         | 13       | 11                | -                         | 1           | 2                 | -                         | -        | 1                 | -                         | 66    |
| 45 to 54                        | 15         | 22                | 1                         | 27       | 25                | 2                         | 1           | 2                 | 1                         | 1        | 1                 | 1                         | 96    |
| 55 to 64                        | 19         | 24                | -                         | 26       | 20                | -                         | 1           | 2                 | -                         | 1        | 1                 | -                         | 94    |
| 65 to 74                        | 5          | 11                | -                         | 21       | 6                 | -                         | 2           | -                 | -                         | 1        | -                 | -                         | 46    |
| 75 or older                     | 2          | 4                 | -                         | 1        | 3                 | 1                         | -           | -                 | -                         | -        | -                 | 1                         | 10    |
| Total Number of Adult Responses | 82         | 103               | 1                         | 95       | 85                | 2                         | 8           | 8                 | 0                         | 4        | 4                 | 0                         | 392   |

<sup>.34\*</sup> surveys showed no response.

|                                 |          |                   |                              |          |                   | Numb                         | er of F     | Responses         | 5                            |          |                   |                              |       |
|---------------------------------|----------|-------------------|------------------------------|----------|-------------------|------------------------------|-------------|-------------------|------------------------------|----------|-------------------|------------------------------|-------|
|                                 |          | Lackawar          | nna                          | Luzerne  |                   |                              | Susquehanna |                   |                              | Wyoming  |                   |                              |       |
| Adult                           | Priority | Other<br>Priority | Complaint<br>or<br>Grievance | Priority | Other<br>Priority | Complaint<br>or<br>Grievance | Priority    | Other<br>Priority | Complaint<br>or<br>Grievance | Priority | Other<br>Priority | Complaint<br>or<br>Grievance | Total |
| Male                            | 22       | 29                | -                            | 33       | 26                | 2                            | 1           | 2                 | -                            | 1        | -                 | -                            | 116   |
| Female                          | 69       | 76                | 1                            | 63       | 59                | -                            | 7           | 6                 | -                            | 3        | 4                 | -                            | 288   |
| Total Number of Adult Responses | 91       | 105               | 1                            | 96       | 85                | 2                            | 8           | 8                 | •                            | 4        | 4                 | •                            | 404   |

<sup>\*22</sup> surveys showed no response.

| Chilo                        | I/Adolescent | White | Black or<br>African-<br>American | Asian | Native<br>Hawaiian or<br>other Pacific<br>Islander | American<br>Indian or<br>Alaskan<br>Native | Other | Total |
|------------------------------|--------------|-------|----------------------------------|-------|----------------------------------------------------|--------------------------------------------|-------|-------|
|                              | Lackawanna   | 3     | -                                | -     | -                                                  | -                                          | 1     | 4     |
| rits                         | Luzerne      | 8     | -                                | -     | -                                                  | -                                          | -     | 8     |
| Priority                     | Susquehanna  | 2     | -                                | -     | -                                                  | -                                          | -     | 2     |
|                              | Wyoming      | 1     | -                                | -     | -                                                  | -                                          | -     | 1     |
|                              | Sub Total    | 14    | -                                | -     | -                                                  | •                                          | 1     | 15    |
|                              |              |       |                                  |       |                                                    |                                            |       |       |
|                              | Lackawanna   | 58    | 10                               | -     | -                                                  | -                                          | 8     | 76    |
| ner<br>ority                 | Luzerne      | 47    | 7                                | -     | 1                                                  | 1                                          | 1     | 57    |
| Other                        | Susquehanna  | 5     | -                                | -     | -                                                  | -                                          | 1     | 6     |
|                              | Wyoming      | 2     | -                                | -     | -                                                  | -                                          | -     | 2     |
|                              | Sub Total    | 112   | 17                               | -     | 1                                                  | 1                                          | 10    | 141   |
|                              |              |       | <b>I</b>                         | 1     |                                                    |                                            | 1     |       |
| 물 용                          | Lackawanna   | -     | -                                | -     | -                                                  | -                                          | -     | -     |
| iplai<br>or<br>vanc          | Luzerne      | 1     | -                                | -     | -                                                  | -                                          | -     | 1     |
| Complaint<br>or<br>Grievance | Susquehanna  | -     | -                                | -     | -                                                  | -                                          | -     | -     |
| ပိ ဖ်                        | Wyoming      | 1     | -                                | -     | -                                                  | -                                          | -     | 1     |
|                              | Sub Total    | 2     | -                                | -     | -                                                  | -                                          | -     | 2     |
|                              | Grand Total  | 128   | 17                               | -     | 1                                                  | 1                                          | 11    | 158   |

<sup>\*11</sup> surveys showed no response. Members were able to choose more than one response to this question.

|                              | Adult       | White | Black or<br>African-<br>American | Asian | Native Hawaiian or<br>other Pacific<br>Islander | American<br>Indian or<br>Alaskan<br>Native | Other | Total |
|------------------------------|-------------|-------|----------------------------------|-------|-------------------------------------------------|--------------------------------------------|-------|-------|
|                              | Lackawanna  | 82    | 6                                | -     | 1                                               | 1                                          | 5     | 95    |
| Ţ;                           | Luzerne     | 93    | 4                                | 1     | 1                                               | 2                                          | 1     | 102   |
| Priority                     | Susquehanna | 9     | -                                | -     | -                                               | -                                          | -     | 9     |
|                              | Wyoming     | 4     | -                                | -     | -                                               | -                                          | -     | 4     |
|                              | Sub Total   | 188   | 10                               | 1     | 2                                               | 3                                          | 6     | 210   |
|                              |             |       |                                  |       |                                                 |                                            |       |       |
| ,                            | Lackawanna  | 99    | 3                                | -     | -                                               | 1                                          | 4     | 107   |
| Other<br>Priority            | Luzerne     | 73    | 6                                | 1     | -                                               | 1                                          | 3     | 84    |
| Pris G                       | Susquehanna | 8     | -                                | -     | -                                               | -                                          | -     | 8     |
|                              | Wyoming     | 4     | -                                | -     | -                                               | -                                          | -     | 4     |
|                              | Sub Total   | 184   | 9                                | 1     | -                                               | 2                                          | 7     | 203   |
|                              |             |       |                                  |       |                                                 |                                            |       |       |
| ie it                        | Lackawanna  | 1     | -                                | -     | -                                               | -                                          | -     | 1     |
| olair<br>r<br>anc            | Luzerne     | 2     | -                                | -     | -                                               | -                                          | -     | 2     |
| Complaint<br>or<br>Grievance | Susquehanna | -     | -                                | -     | -                                               | -                                          | -     | -     |
| ပိ ဖ်                        | Wyoming     | -     | -                                | -     | -                                               | -                                          | -     | -     |
| ·                            | Sub Total   | 3     | -                                | -     | -                                               | -                                          | -     | 3     |
|                              | Grand Total | 375   | 19                               | 2     | 2                                               | 5                                          | 13    | 413   |

<sup>\*13</sup> surveys showed no response. Members were able to choose more than one response to this question.

Are you of Hispanic or Latino origin or descent?

| Child/Adolescent Response    | es estent?  | Yes |
|------------------------------|-------------|-----|
|                              | Lackawanna  | 3   |
| Priority                     | Luzerne     | 2   |
| Prio                         | Susquehanna | -   |
| -                            | Wyoming     | -   |
|                              | Sub Total   | 5   |
|                              |             |     |
|                              | Lackawanna  | 15  |
| ner<br>rity                  | Luzerne     | 16  |
| Other                        | Susquehanna | -   |
|                              | Wyoming     | -   |
|                              | Sub Total   | 31  |
|                              |             |     |
| nt<br>:e                     | Lackawanna  | -   |
| olaii<br>r<br>anc            | Luzerne     | -   |
| Complaint<br>or<br>Grievance | Susquehanna | -   |
| <u> </u>                     | Wyoming     | -   |
| ·                            | Sub Total   | -   |
|                              | Grand Total | 36  |

# Are you of Hispanic or Latino origin or descent?

| Adult Responses  Yes  Lackawanna 6  Luzerne 4  Susquehanna -  Wyoming 1  Sub Total 11                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Luzerne 4 Susquehanna - Wyoming 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |
| Wyoming 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |
| Wyoming 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |
| Wyoming 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |
| Sub Total 11                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |
| Lackawanna 7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |
| Luzerne 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 1 |
| Cotte 10 Susquehanna -  |   |
| Wyoming -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |
| Sub Total 17                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |
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| ± e Lackawanna -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |   |
| Luzerne -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |
| Composition Compos |   |
| ර                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |
| Sub Total -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |
| Grand Total 28                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |

| What is the hig<br>level of scho<br>compl | ol you have            | 8 <sup>th</sup> Grade<br>or less | Some<br>High<br>School,<br>did not<br>graduate | High<br>School<br>Graduate<br>or GED | Some<br>college or<br>2-year<br>degree | 4-year<br>college<br>degree | More than<br>4-year<br>college<br>degree | Total |
|-------------------------------------------|------------------------|----------------------------------|------------------------------------------------|--------------------------------------|----------------------------------------|-----------------------------|------------------------------------------|-------|
|                                           | Priority               | 1                                | 17                                             | 33                                   | 28                                     | 8                           | 3                                        | 90    |
| Lackawanna                                | Other Priority         | 3                                | 12                                             | 48                                   | 27                                     | 9                           | 2                                        | 101   |
|                                           | Complaint or Grievance | -                                | -                                              | 1                                    | -                                      | -                           | -                                        | 1     |
|                                           | Priority               | 4                                | 16                                             | 41                                   | 25                                     | 5                           | 5                                        | 96    |
| Luzerne                                   | Other Priority         | 3                                | 12                                             | 37                                   | 18                                     | 11                          | 3                                        | 84    |
|                                           | Complaint or Grievance | -                                | -                                              | 1                                    | 1                                      | -                           | -                                        | 2     |
|                                           | Priority               | -                                | 1                                              | 4                                    | 3                                      | -                           | 1                                        | 9     |
| Susquehanna                               | Other Priority         | 1                                | -                                              | 4                                    | 2                                      | 1                           | -                                        | 8     |
|                                           | Complaint or Grievance | -                                | -                                              | -                                    | -                                      | -                           | -                                        | -     |
|                                           | Priority               | -                                | -                                              | 3                                    | 1                                      | -                           | -                                        | 4     |
| Wyoming                                   | Other Priority         | -                                | 1                                              | 1                                    | 2                                      | -                           | -                                        | 4     |
|                                           | Complaint or Grievance | -                                | -                                              | -                                    | -                                      | -                           | -                                        | -     |
|                                           | Total                  | 12                               | 59                                             | 173                                  | 107                                    | 34                          | 14                                       | 399   |

<sup>\*27</sup> surveys showed no response.

| If completing a<br>regarding the<br>your child rec<br>are you relat<br>child | e services<br>eives, how<br>ed to the | Mother<br>or Father | Grandparent | Aunt or<br>Uncle | Older<br>Sibling | Other<br>Sibling | Legal<br>Guardian | No<br>Reply | Total |
|------------------------------------------------------------------------------|---------------------------------------|---------------------|-------------|------------------|------------------|------------------|-------------------|-------------|-------|
|                                                                              | Priority                              | 5                   | -           | -                | -                | -                | -                 | -           | 5     |
| Lackawanna                                                                   | Other<br>Priority                     | 65                  | 11          | 2                | -                | -                | 1                 | 3           | 82    |
|                                                                              | Complaint<br>or<br>Grievance          | -                   | -           | -                | -                | -                | -                 | -           | -     |
|                                                                              | Priority                              | 9                   | -           | -                | -                | -                | -                 | -           | 9     |
| Luzerne                                                                      | Other<br>Priority                     | 44                  | 9           | -                | 1                | -                | 3                 | 2           | 59    |
|                                                                              | Complaint<br>or<br>Grievance          | 1                   | -           | -                | -                | -                | -                 | -           | 1     |
|                                                                              | Priority                              | 1                   | 1           | -                | -                | -                | -                 | -           | 2     |
| Susquehanna                                                                  | Other<br>Priority                     | 6                   | -           | -                | -                | -                | -                 | 1           | 7     |
|                                                                              | Complaint<br>or<br>Grievance          | -                   | -           | -                | -                | -                | -                 | -           | -     |
|                                                                              | Priority                              | 1                   | -           | -                | -                | -                | -                 | -           | 1     |
| Wyoming                                                                      | Other<br>Priority                     | 2                   | -           | -                | -                | -                | -                 | -           | 2     |
|                                                                              | Complaint<br>or<br>Grievance          | 1                   | -           | -                | -                | -                | -                 | -           | 1     |
|                                                                              | Total                                 | 135                 | 21          | 2                | 1                | 0                | 4                 | 6           | 169   |

# **Data Display**

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

# **Composite Measures**

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

| Composite                 | Overtion           |             | Manahan Tuna   |       |       |           | 2023 Re | sponses |          |       |
|---------------------------|--------------------|-------------|----------------|-------|-------|-----------|---------|---------|----------|-------|
| Measure                   | Question           |             | Member Type    |       | Never | Sometimes | Usually | Always  | No Reply | Total |
|                           |                    |             | Driority       | Child | 2     | -         | 1       | -       | -        | 3     |
|                           |                    | g           | Priority       | Adult | 3     | 5         | 7       | 19      | 2        | 36    |
|                           |                    | vanr        | Other Priority | Child | 4     | 4         | 4       | 14      | -        | 26    |
|                           |                    | Lackawanna  | Other Phonty   | Adult | 1     | 14        | 8       | 20      | -        | 43    |
|                           |                    | La          | Complaint or   | Child | -     | -         | -       | -       | -        | -     |
|                           |                    |             | Grievance      | Adult | -     | -         | -       | 1       | -        | 1     |
|                           |                    |             | Priority       | Child | 3     | -         | -       | 3       | -        | 6     |
|                           |                    |             | FIIOTILY       | Adult | 3     | 12        | 9       | 15      | 1        | 40    |
|                           |                    | Luzeme      | Other Priority | Child | 2     | 6         | 2       | 6       | -        | 16    |
| kly                       |                    | Luze        | Other Fhonty   | Adult | 5     | 15        | 7       | 13      | -        | 40    |
| Getting Treatment Quickly | *                  |             | Complaint or   | Child | -     | -         | -       | -       | -        | -     |
| nt (                      | Get help by phone* |             | Grievance      | Adult | 1     | -         | 1       | -       | -        | 2     |
| :me                       | ld yc              |             | Priority       | Child | -     | 1         | -       | -       | -        | 1     |
| eat                       | l del              | na          | Thority        | Adult | 1     | -         | 2       | 3       | -        | 6     |
| g Tı                      | 3et h              | Susquehanna | Other Priority | Child | -     | 1         | 1       | -       | -        | 2     |
| ttinį                     |                    | nbsı        | Other I honty  | Adult | -     | 1         | 2       | 2       | -        | 5     |
| Ge                        |                    | Su          | Complaint or   | Child | -     | -         | -       | -       | -        | -     |
|                           |                    |             | Grievance      | Adult | -     | -         | -       | -       | -        | -     |
|                           |                    |             | Priority       | Child | -     | -         | -       | -       | -        | -     |
|                           |                    | 5           | THOTILY        | Adult | -     | -         | -       | 1       | -        | 1     |
|                           |                    | Wyoming     | Other Priority | Child | -     | -         | -       | -       | -        | •     |
|                           |                    | Wyo         | Other Phonty   | Adult | -     | 1         | -       | 1       | 1        | 3     |
|                           |                    |             | Complaint or   | Child | -     | -         | -       | 1       | -        | 1     |
|                           |                    |             | Grievance      | Adult | -     | -         | -       | -       | -        | -     |
|                           |                    |             | Total          |       | 25    | 60        | 44      | 99      | 4        | 232   |
| Onlyroopono               |                    |             | % of Total     |       | 11%   | 26%       | 19%     | 43%     | 2%       | 100%  |

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

|           |            |       |           | Previous Ye | ars' Responses |          |       |
|-----------|------------|-------|-----------|-------------|----------------|----------|-------|
|           |            | Never | Sometimes | Usually     | Always         | No Reply | Total |
| 2022      | Total      | 20    | 86        | 61          | 143            | 5        | 315   |
| 2022      | % of Total | 6%    | 27%       | 19%         | 45%            | 2%       | 100%  |
| 0000 0004 | Total      | 13    | 96        | 79          | 186            | 6        | 380   |
| 2020-2021 | % of Total | 3%    | 25%       | 21%         | 49%            | 2%       | 100%  |
| 0040 0000 | Total      | 38    | 82        | 42          | 137            | 1        | 300   |
| 2019-2020 | % of Total | 13%   | 27%       | 14%         | 46%            | 0%       | 100%  |
| 0040 0040 | Total      | 47    | 72        | 22          | 48             | 4        | 193   |
| 2018-2019 | % of Total | 24%   | 37%       | 11%         | 25%            | 2%       | 100%  |
| 0047 0040 | Total      | 22    | 74        | 23          | 52             | 4        | 175   |
| 2017-2018 | % of Total | 13%   | 42%       | 13%         | 30%            | 2%       | 100%  |

| Composite |                                                                                         |                                                                                                                                                                                                                                  |              |       |       |           | 2023 Re | sponses |          |       |
|-----------|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------|-------|-----------|---------|---------|----------|-------|
| Measure   | Question                                                                                |                                                                                                                                                                                                                                  | Member Typ   | e     | Never | Sometimes | Usually | Always  | No Reply | Total |
|           |                                                                                         |                                                                                                                                                                                                                                  | Date de la   | Child | -     | -         | 2       | 1       | -        | 3     |
|           |                                                                                         | B                                                                                                                                                                                                                                | Priority     | Adult | 3     | 4         | 10      | 22      | 2        | 41    |
|           |                                                                                         | vann                                                                                                                                                                                                                             | Other        | Child | 2     | 3         | 5       | 10      | 2        | 22    |
|           |                                                                                         | ıcka                                                                                                                                                                                                                             | Priority     | Adult | 5     | 5         | 5       | 15      | 2        | 32    |
|           |                                                                                         | Le                                                                                                                                                                                                                               | Complaint or | Child | -     | -         | -       | -       | -        | -     |
|           |                                                                                         |                                                                                                                                                                                                                                  | Grievance    | Adult | -     | -         | -       | 1       | -        | 1     |
|           |                                                                                         |                                                                                                                                                                                                                                  | Driority     | Child | 2     | -         | -       | 3       | -        | 5     |
|           | *                                                                                       |                                                                                                                                                                                                                                  | PHOHLY       | Adult | 8     | 4         | 5       | 12      | 2        | 31    |
|           | .pəp                                                                                    | eme                                                                                                                                                                                                                              | Other        | Child | -     | 5         | 3       | 7       | -        | 15    |
| Κ̈́       | nee                                                                                     | Priority  Complaint of Grievance  Priority  Other Priority  Other Priority | Priority     | Adult | 4     | 4         | 8       | 14      | -        | 30    |
| Suic      | Get urgent treatment Quickly Get urgent treatment as soon as needed* Susquehanna Luzeme |                                                                                                                                                                                                                                  | Complaint or | Child | -     | -         | =       | -       | -        | -     |
| nt Qu     |                                                                                         | Grievance                                                                                                                                                                                                                        | Adult        | 1     | -     | 1         | -       | -       | 2        |       |
| me        | as                                                                                      |                                                                                                                                                                                                                                  | Driority     | Child | -     | 1         | =       | =       | -        | 1     |
| eat       | nent                                                                                    | na                                                                                                                                                                                                                               | FIIOHLY      | Adult | 1     | -         | 3       | 1       | -        | 5     |
| ΞG        | eatn                                                                                    | əhan                                                                                                                                                                                                                             | Other        | Child | -     | -         | -       | -       | -        | -     |
| ţţi       | nt tr                                                                                   | sdue                                                                                                                                                                                                                             | Priority     | Adult | -     | 1         | -       | 2       | -        | 3     |
| Ge        | ırge                                                                                    | Su                                                                                                                                                                                                                               | Complaint or | Child | -     | -         | =       | -       | -        | -     |
|           | Set (                                                                                   |                                                                                                                                                                                                                                  | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|           |                                                                                         |                                                                                                                                                                                                                                  | Priority     | Child | -     | -         | -       | -       | -        | -     |
|           |                                                                                         | )                                                                                                                                                                                                                                | 1 Honly      | Adult | -     | 1         | -       | -       | -        | 1     |
|           |                                                                                         | ming                                                                                                                                                                                                                             |              | Child | -     | -         | -       | -       | -        | -     |
|           |                                                                                         | Wyo                                                                                                                                                                                                                              | Priority     | Adult | -     | -         | -       | -       | -        | -     |
|           |                                                                                         |                                                                                                                                                                                                                                  | Complaint or | Child | -     | -         | 1       | -       | -        | 1     |
|           |                                                                                         |                                                                                                                                                                                                                                  | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|           |                                                                                         |                                                                                                                                                                                                                                  | Total        |       | 26    | 28        | 43      | 88      | 8        | 193   |
|           |                                                                                         |                                                                                                                                                                                                                                  | % of Total   |       | 13%   | 15%       | 22%     | 46%     | 4%       | 100%  |

<sup>\*</sup>Only responses from Members who reported needing counseling or treatment right away are shown.

|           |            |       |           | Previous Yea | rs' Responses |          |       |
|-----------|------------|-------|-----------|--------------|---------------|----------|-------|
|           |            | Never | Sometimes | Usually      | Always        | No Reply | Total |
| 2022      | Total      | 22    | 42        | 55           | 94            | 5        | 218   |
| 2022      | % of Total | 10%   | 19%       | 25%          | 43%           | 2%       | 100%  |
| 2020 2024 | Total      | 22    | 53        | 64           | 132           | 3        | 274   |
| 2020-2021 | % of Total | 8%    | 19%       | 23%          | 48%           | 1%       | 100%  |
| 2040 2020 | Total      | 20    | 37        | 74           | 218           | 5        | 354   |
| 2019-2020 | % of Total | 6%    | 10%       | 21%          | 62%           | 1%       | 100%  |
| 2040 2040 | Total      | 6     | 17        | 45           | 66            | 117      | 251   |
| 2018-2019 | % of Total | 2%    | 7%        | 18%          | 26%           | 47%      | 100%  |
| 0047 0040 | Total      | 21    | 39        | 64           | 98            | 5        | 227   |
| 2017-2018 | % of Total | 9%    | 17%       | 28%          | 43%           | 2%       | 100%  |

| Composite                 | 0                                  |             | Manakan Tan  | ,     |       |           | 2023 Re | sponses |          |       |
|---------------------------|------------------------------------|-------------|--------------|-------|-------|-----------|---------|---------|----------|-------|
| Measure                   | Question                           |             | Member Typ   | e     | Never | Sometimes | Usually | Always  | No Reply | Total |
|                           |                                    |             | Dutantin     | Child | -     | 1         | 1       | 2       |          | 4     |
|                           |                                    | B           | Priority     | Adult | 2     | 9         | 18      | 35      | -        | 64    |
|                           |                                    | vann        | Other        | Child | 2     | 5         | 15      | 29      | -        | 53    |
|                           |                                    | Lackawanna  | Priority     | Adult | 8     | 13        | 17      | 28      | 2        | 70    |
|                           |                                    | Lí          | Complaint or | Child | -     | -         | -       | -       | 4        | -     |
|                           |                                    |             | Grievance    | Adult | -     | -         | -       | 1       | -        | 1     |
|                           |                                    |             | Priority     | Child | 1     | 1         | 1       | 4       | -        | 7     |
|                           |                                    |             | Priority     | Adult | 9     | 9         | 16      | 23      | -        | 61    |
|                           | *0                                 | Luzeme      | Other        | Child | 1     | 8         | 7       | 10      | 4        | 27    |
| kly                       | antec                              | Luze        | Priority     | Adult | 2     | 8         | 15      | 35      | 1        | 62    |
| Getting Treatment Quickly | s we                               |             | Complaint or | Child | ı     | 1         | 1       | -       | 2        | 1     |
| nt G                      | Get appointment as soon as wanted* |             | Grievance    | Adult | 1     | -         | •       | 1       | -        | 2     |
| me                        | os s                               |             | Priority     | Child | •     | 1         | •       | 1       | -        | 2     |
| reat                      | ant a                              | na          | FIIOHILY     | Adult | 1     | -         | 2       | 3       | -        | 7     |
| g Tı                      | ntme                               | Susquehanna | Other        | Child | ı     | -         | 1       | -       | 1        | 1     |
| ttin                      | iodc                               | edne        | Priority     | Adult | •     | 1         | 3       | 3       | -        | 7     |
| Ge                        | et ap                              | Su          | Complaint or | Child | ı     | -         | •       | -       | -        | -     |
|                           | Ð                                  |             | Grievance    | Adult | ı     | -         | 1       | -       | -        | -     |
|                           |                                    |             | Priority     | Child | •     | -         | •       | 1       | -        | 1     |
|                           |                                    |             | T HOTILY     | Adult | -     | 1         | -       | 1       | -        | 2     |
|                           |                                    | ming        | Other        | Child | -     | 1         | -       | 1       | -        | 2     |
|                           |                                    | Wyoming     | Priority     | Adult | 2     | -         | -       | 1       | -        | 3     |
|                           |                                    |             | Complaint or | Child | -     | -         | 1       | -       | -        | 1     |
|                           |                                    |             | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|                           |                                    |             | Total        |       | 29    | 59        | 97      | 179     | 14       | 378   |
|                           |                                    |             | % of Total   |       | 8%    | 16%       | 26%     | 47%     | 4%       | 100%  |

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

|           |            |       |           | Previous Yea | rs' Responses |          |       |
|-----------|------------|-------|-----------|--------------|---------------|----------|-------|
|           |            | Never | Sometimes | Usually      | Always        | No Reply | Total |
| 2022      | Total      | 27    | 65        | 118          | 209           | 4        | 423   |
| 2022      | % of Total | 6%    | 15%       | 28%          | 49%           | 1%       | 100%  |
| 2020 2024 | Total      | 20    | 54        | 107          | 250           | 5        | 436   |
| 2020-2021 | % of Total | 5%    | 12%       | 25%          | 57%           | 1%       | 100%  |
| 2040 2000 | 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%  |

| Composite                        |          |             | Maril o T    |       |       |           | 2023 R  | esponses |          |       |
|----------------------------------|----------|-------------|--------------|-------|-------|-----------|---------|----------|----------|-------|
| Measure                          | Question |             | Member Typ   | e -   | Never | Sometimes | Usually | Always   | No Reply | Total |
|                                  |          |             | Datable      | Child | -     | -         | -       | 4        | -        | 4     |
|                                  |          | B           | Priority     | Adult | -     | 6         | 15      | 45       | 3        | 69    |
|                                  |          | Lackawanna  | Other        | Child | 1     | 5         | 13      | 37       | 1        | 57    |
|                                  |          | ıcka        | Priority     | Adult | 1     | 9         | 14      | 43       | -        | 67    |
|                                  |          | Ľ           | Complaint or | Child | -     | -         | -       | -        | -        | -     |
|                                  |          |             | Grievance    | Adult | -     | 1         | -       | -        | -        | 1     |
|                                  |          |             | Duinaite     | Child | -     | -         | -       | 8        | -        | 8     |
|                                  |          |             | Priority     | Adult | 1     | 7         | 15      | 45       | 2        | 70    |
| ate*                             |          | Luzerne     | Other        | Child | 1     | 3         | 9       | 14       | -        | 27    |
| ig                               |          | Luze        | Priority     | Adult | 1     | 5         | 12      | 46       | 1        | 65    |
| חשנ                              | fully    |             | Complaint or | Child | -     | -         | 1       | -        | -        | 1     |
| How Well Clinicians Communicate* |          | Grievance   | Adult        | 1     | -     | -         | 1       | -        | 2        |       |
| ) SL                             | ten (    |             | Priority     | Child | -     | 1         | -       | 1        | -        | 2     |
| ici<br>Ici                       | sil si   | na          |              | Adult | -     | -         | 1       | 6        | -        | 7     |
| .il                              | ician    | hanı        | Other        | Child | -     | -         | 1       | -        | -        | 1     |
| )<br>  -                         | Clini    | Susquehanna | Priority     | Adult | -     | 1         | 1       | 4        | -        | 6     |
| $\geq$                           |          | Su          | Complaint or | Child | -     | -         | -       | -        | -        | -     |
| Ą                                |          |             | Grievance    | Adult | -     | -         | -       | -        | -        | -     |
|                                  |          |             | Priority     | Child | -     | -         | 1       | -        | -        | 1     |
|                                  |          |             | Priority     | Adult | -     | -         | -       | 3        | -        | 3     |
|                                  |          | Wyoming     | Other        | Child | -     | -         | 1       | 1        | -        | 2     |
|                                  |          | Wyo         | Priority     | Adult | -     | 1         | -       | 2        | -        | 3     |
|                                  |          |             | Complaint or | Child | -     | -         | 1       | -        | -        | 1     |
|                                  |          |             | Grievance    | Adult | -     | -         | -       | -        | -        | -     |
|                                  |          |             | Total        |       | 6     | 39        | 85      | 260      | 7        | 397   |
|                                  |          |             | % of Total   |       | 2%    | 10%       | 21%     | 65%      | 2%       | 100%  |

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

|           |            |       |           | Previous Yea | rs' Responses |          |       |
|-----------|------------|-------|-----------|--------------|---------------|----------|-------|
|           |            | Never | Sometimes | Usually      | Always        | No Reply | Total |
| 2000      | Total      | 7     | 32        | 79           | 272           | 16       | 406   |
| 2022      | % of Total | 2%    | 8%        | 19%          | 67%           | 4%       | 100%  |
| 0000 0004 | Total      | 10    | 43        | 62           | 266           | 7        | 388   |
| 2020-2021 | % of Total | 3%    | 11%       | 16%          | 69%           | 2%       | 100%  |
| 0040 0000 | Total      | 17    | 48        | 139          | 545           | 9        | 758   |
| 2019-2020 | % of Total | 2%    | 6%        | 18%          | 72%           | 1%       | 100%  |
| 0010 0010 | Total      | 11    | 50        | 99           | 339           | 27       | 526   |
| 2018-2019 | % of Total | 2%    | 10%       | 19%          | 64%           | 5%       | 100%  |
| 0047.0040 | Total      | 19    | 41        | 92           | 292           | 16       | 460   |
| 2017-2018 | % of Total | 4%    | 9%        | 20%          | 63%           | 3%       | 100%  |

| Composite                                                  |          |             |              |       |       |           | 2023 Re | sponses |          |       |
|------------------------------------------------------------|----------|-------------|--------------|-------|-------|-----------|---------|---------|----------|-------|
| Measure                                                    | Question |             | Member Typ   | e     | Never | Sometimes | Usually | Always  | No Reply | Total |
|                                                            |          |             | D: 11        | Child | -     | -         | -       | 4       | -        | 4     |
|                                                            |          | а           | Priority     | Adult | -     | 6         | 15      | 45      | 3        | 69    |
|                                                            |          | Lackawanna  | Other        | Child | 1     | 5         | 13      | 37      | 1        | 57    |
|                                                            |          | ıckav       | Priority     | Adult | 2     | 4         | 12      | 49      | -        | 67    |
|                                                            |          | Le          | Complaint or | Child | -     | -         | -       | -       | -        | -     |
|                                                            |          |             | Grievance    | Adult | -     | -         | -       | 1       | -        | 1     |
|                                                            |          |             | Datable      | Child | -     | -         | 2       | 6       | -        | 8     |
| ٠٠.                                                        |          |             | Priority     | Adult | 2     | 5         | 18      | 44      | 1        | 70    |
| ate*                                                       |          | Luzerne     | Other        | Child | -     | 2         | 8       | 17      | -        | 27    |
| ınic                                                       |          | Fuze        | Priority     | Adult | -     | 4         | 13      | 46      | 2        | 65    |
| חשנ                                                        | sɓu      |             | Complaint or | Child | -     | -         | 1       | -       | -        | 1     |
| How Well Clinicians Communicate* Clinicians explain things |          | Grievance   | Adult        | 1     | -     | -         | 1       | -       | 2        |       |
| JS (                                                       | (plaii   |             | Data atta    | Child | -     | 1         | -       | 1       | -        | 2     |
| ciaı                                                       | IS e)    | na          | Priority     | Adult | -     | -         | 1       | 6       | -        | 7     |
| Xlini                                                      | ician    | hanı        | Other        | Child | -     | -         | 1       | -       | -        | 1     |
| ell (                                                      | Clini    | Susquehanna | Priority     | Adult | -     | 1         | 1       | 4       | -        | 6     |
| , W                                                        |          | Su          | Complaint or | Child | -     | -         | -       | -       | -        | -     |
| How                                                        |          |             | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|                                                            |          |             | Priority     | Child | -     | -         | 1       | -       | -        | 1     |
|                                                            |          |             | Phonity      | Adult | -     | -         | -       | 3       | -        | 3     |
|                                                            |          | Wyoming     | Other        | Child | -     | 1         | -       | 1       | -        | 2     |
|                                                            |          | Wyol        | Priority     | Adult | -     | -         | -       | 3       | -        | 3     |
|                                                            |          |             | Complaint or | Child | -     | -         | -       | 1       | -        | 1     |
|                                                            |          |             | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|                                                            |          |             | Total        |       | 6     | 29        | 86      | 269     | 7        | 397   |
|                                                            |          |             | % of Total   |       | 2%    | 7%        | 22%     | 68%     | 2%       | 100%  |

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

|           |            |       |           | Previous Yea | rs' Responses |          |       |
|-----------|------------|-------|-----------|--------------|---------------|----------|-------|
|           |            | Never | Sometimes | Usually      | Always        | No Reply | Total |
| 2022      | Total      | 6     | 25        | 77           | 281           | 17       | 406   |
| 2022      | % of Total | 1%    | 6%        | 19%          | 69%           | 4%       | 100%  |
| 0000 0004 | Total      | 11    | 29        | 78           | 265           | 5        | 388   |
| 2020-2021 | % of Total | 3%    | 7%        | 20%          | 68%           | 1%       | 100%  |
| 0040 0000 | Total      | 9     | 41        | 118          | 581           | 9        | 758   |
| 2019-2020 | % of Total | 1%    | 5%        | 16%          | 77%           | 1%       | 100%  |
| 0040 0040 | 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%  |

| Composite                        | 0                       |             | Manakan Tan  |       |       |           | 2023 Re | sponses |          |       |
|----------------------------------|-------------------------|-------------|--------------|-------|-------|-----------|---------|---------|----------|-------|
| Measure                          | Question                |             | Member Typ   | e     | Never | Sometimes | Usually | Always  | No Reply | Total |
|                                  |                         |             | Datable      | Child | -     | -         | -       | 4       | -        | 4     |
|                                  |                         | g           | Priority     | Adult | -     | 6         | 15      | 45      | 3        | 69    |
|                                  |                         | Lackawanna  | Other        | Child | 1     | 5         | 13      | 37      | 1        | 57    |
|                                  |                         | ıcka        | Priority     | Adult | 2     | 4         | 12      | 49      | -        | 67    |
|                                  |                         | Le          | Complaint or | Child | -     | -         | -       | -       | -        | •     |
|                                  |                         |             | Grievance    | Adult | -     | -         | 1       | 1       | -        | 1     |
|                                  |                         |             | Priority     | Child | -     | -         | 2       | 6       | -        | 8     |
| *                                |                         |             | FIIOHLY      | Adult | 2     | 5         | 18      | 44      | 1        | 70    |
| cate                             |                         | eme         | Other        | Child | -     | 2         | 8       | 17      | -        | 27    |
| How Well Clinicians Communicate* | Luzeme                  | Priority    | Adult        | -     | 4     | 13        | 46      | 2       | 65       |       |
| nmı                              | Clinicians show respect |             | Complaint or | Child | -     | -         | 1       | -       | -        | 1     |
| Cor                              | res                     |             | Grievance    | Adult | 1     | -         | -       | 1       | -        | 2     |
| ns (                             | how                     | ına         | Priority     | Child | -     | 1         | -       | 1       | -        | 2     |
| icia                             | ls sn                   |             | 1 Honly      | Adult | -     | -         | 1       | 6       | -        | 7     |
| Slin                             | iciaı                   | ehar        | Other        | Child | -     | -         | 1       | -       | -        | 1     |
| ell (                            | Clin                    | Susquehanna | Priority     | Adult | -     | 1         | 1       | 4       | -        | 6     |
| Ň                                |                         | S           | Complaint or | Child | -     | -         | -       | -       | -        | •     |
| łow                              |                         |             | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|                                  |                         |             | Priority     | Child | -     | -         | 1       | -       | -        | 1     |
|                                  |                         |             | 1 Honey      | Adult | -     | -         | -       | 3       | -        | 3     |
|                                  |                         | Wyoming     | Other        | Child | -     | 1         | -       | 1       | -        | 2     |
|                                  |                         | Wyo         | Priority     | Adult | -     | -         | -       | 3       | -        | 3     |
|                                  |                         |             | Complaint or | Child | -     | -         | -       | 1       | -        | 1     |
|                                  |                         |             | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|                                  |                         |             | Total        |       | 6     | 29        | 86      | 269     | 7        | 397   |
|                                  |                         |             | % of Total   |       | 2%    | 7%        | 22%     | 68%     | 2%       | 100%  |

<sup>\*</sup>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      | Total      | 9     | 18                        | 50      | 312    | 17       | 406   |  |  |  |  |
| 2022      | % of Total | 2%    | 4%                        | 12%     | 77%    | 4%       | 100%  |  |  |  |  |
| 2020 2024 | Total      | 12    | 22                        | 58      | 291    | 5        | 388   |  |  |  |  |
| 2020-2021 | % of Total | 3%    | 6%                        | 15%     | 75%    | 1%       | 100%  |  |  |  |  |
| 0040 0000 | 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%  |  |  |  |  |

| Composite                        |          |             |              |       |       |           | 2023 Re | sponses |          |       |
|----------------------------------|----------|-------------|--------------|-------|-------|-----------|---------|---------|----------|-------|
| Measure                          | Question |             | Member Type  |       | Never | Sometimes | Usually | Always  | No Reply | Total |
|                                  |          |             | D: 3         | Child | -     | -         | 1       | 3       | -        | 4     |
|                                  |          | а           | Priority     | Adult | 2     | 5         | 15      | 45      | 2        | 69    |
|                                  |          | vann        | Other        | Child | 3     | 2         | 9       | 41      | 2        | 57    |
|                                  |          | Lackawanna  | Priority     | Adult | 3     | 4         | 14      | 46      | -        | 67    |
|                                  |          | Le          | Complaint or | Child | -     | -         | -       | -       | -        | -     |
|                                  |          |             | Grievance    | Adult | -     | -         | 1       | -       | -        | 1     |
|                                  |          |             | Datable      | Child | -     | -         | 1       | 7       | -        | 8     |
|                                  |          |             | Priority     | Adult | 1     | 5         | 20      | 43      | 1        | 70    |
| ate*                             |          | eme         | Other        | Child | 2     | -         | 6       | 19      | -        | 27    |
| How Well Clinicians Communicate* | эе       | Luzerne     | Priority     | Adult | 1     | 4         | 12      | 45      | 3        | 65    |
|                                  | h tin    |             | Complaint or | Child | -     | -         | 1       | -       | -        | 1     |
| Som                              | gnot     |             | Grievance    | Adult | 1     | 1         | -       | -       | -        | 2     |
| ) SL                             | d er     |             | Duinaite     | Child | -     | 1         | -       | 1       | -        | 2     |
| cia<br>Cia                       | spen     | าล          | Priority     | Adult | -     | -         | 1       | 6       | -        | 7     |
| 三                                | s sur    | hanı        | Other        | Child | -     | -         | 1       | -       | -        | 1     |
|                                  | nicia    | Susquehanna | Priority     | Adult | -     | 1         | 1       | 4       | -        | 6     |
| Š                                | ≅        | Su          | Complaint or | Child | -     | -         | -       | -       | -        | -     |
| м́Р<br>Р                         |          |             | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
| _                                |          |             | Duinaite     | Child | -     | -         | 1       | -       | -        | 1     |
|                                  |          |             | Priority     | Adult | -     | -         | -       | 3       | -        | 3     |
|                                  |          | Wyoming     | Other        | Child | -     | -         | 1       | 1       | -        | 2     |
|                                  |          | Wyol        | Priority     | Adult | 1     | -         | 1       | 1       | -        | 3     |
|                                  |          |             | Complaint or | Child | -     | -         | 1       | -       | -        | 1     |
|                                  |          |             | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|                                  |          |             | Total        |       | 14    | 23        | 87      | 265     | 8        | 397   |
|                                  |          |             | % of Total   |       | 4%    | 6%        | 22%     | 67%     | 2%       | 100%  |

<sup>\*</sup>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      | Total      | 15                        | 24        | 75      | 273    | 19       | 406   |  |  |  |
| 2022      | % of Total | 4%                        | 6%        | 18%     | 67%    | 5        | 100%  |  |  |  |
| 2020-2021 | Total      | 17                        | 29        | 76      | 262    | 4        | 388   |  |  |  |
| 2020-2021 | % of Total | 4%                        | 7%        | 20%     | 68%    | 1%       | 100%  |  |  |  |
| 2019-2020 | Total      | 10                        | 52        | 149     | 535    | 12       | 758   |  |  |  |
| 2019-2020 | % of Total | 1%                        | 7%        | 20%     | 71%    | 2%       | 100%  |  |  |  |
| 2018-2019 | Total      | 12                        | 44        | 113     | 333    | 24       | 526   |  |  |  |
| 2010-2019 | % of Total | 2%                        | 8%        | 21%     | 63%    | 5%       | 100%  |  |  |  |
| 2047 2049 | Total      | 19                        | 46        | 101     | 283    | 11       | 460   |  |  |  |
| 2017-2018 | % of Total | 4%                        | 10%       | 22%     | 62%    | 2%       | 100%  |  |  |  |

| Composite                                                     | Question                  |             | Member Typ          |       |       |           | 2023 Re | sponses |          |       |
|---------------------------------------------------------------|---------------------------|-------------|---------------------|-------|-------|-----------|---------|---------|----------|-------|
| Measure                                                       | Question                  |             | Member Typ          | le    | Never | Sometimes | Usually | Always  | No Reply | Total |
|                                                               |                           |             | Dutante             | Child | -     | -         | -       | 4       | -        | 4     |
|                                                               |                           | <u>ā</u>    | Priority            | Adult | -     | 1         | 14      | 52      | 2        | 69    |
|                                                               |                           | wann        | Other               | Child | -     | 2         | 4       | 50      | 1        | 57    |
|                                                               |                           | Lackawanna  | Priority            | Adult | 2     | 5         | 5       | 55      | -        | 67    |
|                                                               |                           | Ľ           | Complaint or        | Child | -     | -         | -       | -       | -        | -     |
|                                                               |                           |             | Grievance           | Adult | -     | -         | 1       | -       | -        | 1     |
|                                                               |                           |             | Drionitu            | Child | -     | -         | 1       | 7       | -        | 8     |
|                                                               |                           |             | Priority            | Adult | -     | 2         | 10      | 57      | 1        | 70    |
| ate*                                                          |                           | Luzeme      | Other               | Child | -     | 1         | 3       | 23      | -        | 27    |
| How Well Clinicians Communicate*<br>Feel safe with clinicians | Luze                      | Priority    | Adult               | -     | 3     | 5         | 55      | 2       | 65       |       |
|                                                               | ans                       |             | Complaint or        | Child | -     | -         | -       | 1       | -        | 1     |
| Con                                                           | Feel safe with clinicians |             | Grievance           | Adult | 1     | -         | -       | 1       | -        | 2     |
| ) su                                                          | th cl                     | na          | Priority            | Child | 1     | -         | -       | 1       | -        | 2     |
| <u>ici</u>                                                    | e<br>Wi                   |             | ·                   | Adult | -     | -         | 1       | 6       | -        | 7     |
| ili                                                           | l saf                     | hanı        | Other<br>- Priority | Child | -     | -         | 1       | -       | -        | 1     |
| )<br>  -                                                      | Fee                       | Susquehanna |                     | Adult | -     | 1         | -       | 5       | -        | 6     |
| $\geq$                                                        |                           | Su          | Complaint or        | Child | -     | -         | -       | -       | -        | •     |
| δ<br>P                                                        |                           |             | Grievance           | Adult | -     | -         | -       | -       | -        | •     |
|                                                               |                           |             | Priority            | Child | -     | -         | 1       | -       | -        | 1     |
|                                                               |                           |             | FIIOHILY            | Adult | -     | -         | •       | 3       | -        | 3     |
|                                                               |                           | Wyoming     | Other               | Child | -     | -         | -       | 2       | -        | 2     |
|                                                               |                           | Wyo         | Priority            | Adult | -     | -         | -       | 3       | -        | 3     |
|                                                               |                           |             | Complaint or        | Child | -     | -         | -       | 1       | -        | 1     |
|                                                               |                           |             | Grievance           | Adult | -     | -         | -       | -       | -        | -     |
|                                                               |                           |             | Total               |       | 4     | 15        | 46      | 326     | 6        | 397   |
|                                                               |                           |             | % of Total          |       | 1%    | 4%        | 12%     | 82%     | 2%       | 100%  |

<sup>\*</sup>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      | Total      | 4     | 15                        | 38      | 331    | 18       | 406   |  |  |  |  |  |
| 2022      | % of Total | 1%    | 4%                        | 9%      | 82%    | 4%       | 100%  |  |  |  |  |  |
| 2022 2024 | Total      | 9     | 14                        | 39      | 319    | 7        | 388   |  |  |  |  |  |
| 2020-2021 | % of Total | 2%    | 4%                        | 10%     | 82%    | 2%       | 100%  |  |  |  |  |  |
| 2040 2020 | Total      | 3     | 27                        | 95      | 624    | 9        | 758   |  |  |  |  |  |
| 2019-2020 | % of Total | 0%    | 4%                        | 13%     | 82%    | 1%       | 100%  |  |  |  |  |  |
| 2040 2040 | 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%  |  |  |  |  |  |

| Composite                        | 0        |             |              |       |       |           | 2023 Re | sponses |          |       |
|----------------------------------|----------|-------------|--------------|-------|-------|-----------|---------|---------|----------|-------|
| Measure                          | Question |             | Member Type  |       | Never | Sometimes | Usually | Always  | No Reply | Total |
|                                  |          |             | Datable      | Child | -     | -         | -       | 4       | -        | 4     |
|                                  |          | а           | Priority     | Adult | 1     | 5         | 11      | 48      | 4        | 69    |
|                                  |          | vann        | Other        | Child | 1     | 4         | 8       | 42      | 2        | 57    |
|                                  |          | Lackawanna  | Priority     | Adult | 3     | 6         | 5       | 51      | 2        | 67    |
|                                  |          | L           | Complaint or | Child | -     | -         | -       | -       | -        | -     |
|                                  |          |             | Grievance    | Adult | -     | 1         | -       | -       | -        | 1     |
|                                  |          | Luzerne     | Driority     | Child | -     | -         | 2       | 6       | -        | 8     |
|                                  | ¥        |             | Priority     | Adult | 2     | 7         | 14      | 44      | 3        | 70    |
| ate*                             | tmer     |             | Other        | Child | 1     | 3         | 3       | 20      | -        | 27    |
| How Well Clinicians Communicate* | trea     | Luze        | Priority     | Adult | 1     | 5         | 12      | 46      | 1        | 65    |
| nmı                              | ë<br>E   |             | Complaint or | Child | -     | -         | 1       | -       | -        | 1     |
| Зоп                              | ante     |             | Grievance    | Adult | 1     | -         | =       | 1       | -        | 2     |
| ns (                             | w nc     | na          | Priority     | Child | -     | 2         | -       | -       | -        | 2     |
| icia                             | as y     |             | FIIOHLY      | Adult | -     | -         | 3       | 4       | -        | 7     |
| Clin                             | nch      | ehanı       | Other        | Child | -     | -         | 1       | -       | -        | 1     |
| ell (                            | ıs mı    | Susquehanna | Priority     | Adult | 1     | -         | -       | 5       | -        | 6     |
| <b>∨</b>                         | ed a     | Sı          | Complaint or | Child | -     | -         | =       | -       | -        | -     |
| Но                               | νΙονι    |             | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|                                  | <u> </u> |             | Priority     | Child | -     | -         | -       | 1       | -        | 1     |
|                                  |          |             | FIIOHLY      | Adult | -     | -         | -       | 3       | -        | 3     |
|                                  |          | ming        | Other        | Child | -     | -         | -       | 2       | -        | 2     |
|                                  |          | Wyoming     | Priority     | Adult | -     | -         | 1       | 2       | -        | 3     |
|                                  |          |             | Complaint or | Child | -     | -         | 1       | -       | -        | 1     |
|                                  |          |             | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|                                  |          |             | Total        |       | 11    | 33        | 62      | 279     | 12       | 397   |
|                                  |          |             | % of Total   |       | 3%    | 8%        | 16%     | 70%     | 3%       | 100%  |

<sup>\*</sup>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      | Total      | 9                         | 27        | 56      | 293    | 21       | 406   |  |  |  |
| 2022      | % of Total | 2%                        | 7%        | 14%     | 72%    | 5%       | 100%  |  |  |  |
| 2020-2021 | Total      | 22                        | 36        | 61      | 256    | 13       | 388   |  |  |  |
| 2020-2021 | % of Total | 6%                        | 9%        | 16%     | 66%    | 3%       | 100%  |  |  |  |
| 2040 2020 | Total      | 13                        | 55        | 115     | 559    | 16       | 758   |  |  |  |
| 2019-2020 | % of Total | 2%                        | 7%        | 15%     | 74%    | 2%       | 100%  |  |  |  |
| 2040 2040 | Total      | 19                        | 42        | 85      | 348    | 32       | 526   |  |  |  |
| 2018-2019 | % of Total | 4%                        | 8%        | 16%     | 66%    | 6%       | 100%  |  |  |  |
| 2017-2018 | Total      | 22                        | 41        | 73      | 301    | 23       | 460   |  |  |  |
|           | % of Total | 5%                        | 9%        | 16%     | 65%    | 5%       | 100%  |  |  |  |

| Composite                                    | •                                                    |             | March of T        |       |             |               | 2023 Responses |          |       |
|----------------------------------------------|------------------------------------------------------|-------------|-------------------|-------|-------------|---------------|----------------|----------|-------|
| Measure                                      | Question                                             |             | Member Typ        | e     | Big Problem | Small Problem | Not a Problem  | No Reply | Total |
|                                              |                                                      |             | Datable           | Child | -           | -             | -              | -        |       |
|                                              |                                                      | E .         | Priority          | Adult | 1           | 2             | 5              | 1        |       |
|                                              |                                                      | vanna       | Other             | Child | -           | 5             | 5              | -        | 10    |
|                                              |                                                      | Lackawanna  | Priority          | Adult | 1           | 4             | 7              | -        | 12    |
|                                              |                                                      | Ľ           | Complaint or      | Child | -           | -             | -              | -        | -     |
|                                              |                                                      |             | Grievance         | Adult | -           | -             | -              | -        | -     |
| 0                                            |                                                      |             | Driority          | Child | -           | -             | 3              | -        | 3     |
| Ж                                            | <u>*</u>                                             |             | Priority          | Adult | 4           | 4             | 5              | 2        | 15    |
| 22                                           | prov                                                 | Luzerne     | Other             | Child | -           | 4             | 4              | -        | 8     |
| Getting Treatment and Information from CCBHO | an ap                                                | Luze        | Priority          | Adult | 2           | 5             | 6              | -        | 13    |
|                                              | or pla                                               |             | Complaint or      | Child | -           | 1             | -              | -        | 1     |
| nati                                         | Delays in treatment while waiting for plan approval* |             | Grievance         | Adult | -           | -             | -              | -        | -     |
| noju                                         | waiti                                                |             | Priority          | Child | -           | -             | -              | -        | -     |
| р<br>Н                                       | /hile                                                | าล          |                   | Adult | -           | -             | 2              | 1        | 2     |
| ıt aı                                        | ent w                                                | shanr       | Other<br>Priority | Child | -           | -             | -              |          | -     |
| mer                                          | atme                                                 | Susquehanna |                   | Adult | -           | -             | -              | -        | -     |
| reat                                         | in tre                                               | S           | Complaint or      | Child | -           | -             | -              | 1        | -     |
| T g                                          | ays                                                  |             | Grievance         | Adult | -           | -             | -              | -        | -     |
| ettir                                        | De                                                   |             | Priority          | Child | -           | -             | -              | -        | -     |
| Ŋ                                            |                                                      |             | FIIOHILY          | Adult | -           | -             | -              | -        | -     |
|                                              |                                                      | Wyoming     | Other             | Child | 1           | -             | -              | -        | 1     |
|                                              |                                                      | Wyo         | Priority          | Adult | -           | -             | -              | -        |       |
|                                              |                                                      |             | Complaint or      | Child | -           | 1             | -              | -        | 1     |
|                                              |                                                      |             |                   | Adult | -           | -             | -              | -        | -     |
|                                              |                                                      |             | Total             |       | 9           | 26            | 37             | 3        | 75    |
|                                              |                                                      |             | % of Total        |       | 12%         | 35%           | 49%            | 4%       | 100%  |

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

|           |            |             | Pr            | evious Years' Response | es       |       |
|-----------|------------|-------------|---------------|------------------------|----------|-------|
|           |            | Big Problem | Small Problem | Not a Problem          | No Reply | Total |
| 2022      | Total      | 16          | 20            | 34                     | 6        | 76    |
| 2022      | % of Total | 21%         | 26%           | 45%                    | 8%       | 100%  |
| 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%  |

| Composite                                    |                                  |             |                |       |             |               | 2023 Responses |          |       |
|----------------------------------------------|----------------------------------|-------------|----------------|-------|-------------|---------------|----------------|----------|-------|
| Measure                                      | Question                         |             | Member Type    | 9     | Big Problem | Small Problem | Not a Problem  | No Reply | Total |
|                                              |                                  |             | Dui a vite :   | Child | -           | -             | -              | -        | -     |
|                                              |                                  | a           | Priority       | Adult | -           | -             | 4              | -        | 4     |
|                                              |                                  | wann        | Other Driesity | Child | -           | -             | 1              | -        | 1     |
|                                              |                                  | Lackawanna  | Other Priority | Adult | 2           | 1             | 7              | 2        | 12    |
|                                              |                                  | تّ          | Complaint or   | Child | -           | -             | -              | -        | •     |
|                                              |                                  |             | Grievance      | Adult | 1           | -             | -              | -        | 1     |
| 0                                            |                                  | Luzerne     | Priority       | Child | -           | -             | 2              | -        | 2     |
| ÄÄ                                           |                                  |             | Phonty         | Adult | 2           | 3             | 8              | -        | 13    |
| 20                                           |                                  |             | Other Priority | Child | -           | 1             | 2              | -        | 3     |
| Getting Treatment and Information from CCBHO | *e                               | Luze        | Other Phonty   | Adult | 1           | 4             | 2              | -        | 7     |
|                                              | Helpfulness of customer service* |             | Complaint or   | Child | -           | -             | -              | -        | •     |
| mati                                         | ners                             |             | Grievance      | Adult | -           | -             | -              | -        | •     |
| nfori                                        | ustor                            |             | Priority       | Child | -           | -             | -              | -        | -     |
| l br                                         | of cı                            | Ja          | Filolity       | Adult | -           | -             | -              | -        | •     |
| ıt ar                                        | ssəu                             | Susquehanna | Other Brierity | Child | -           | -             | 1              | -        | 1     |
| mer                                          | pfulr                            | ənbsr       | Other Priority | Adult | -           | -             | -              | -        | -     |
| reat                                         | He                               | ัง          | Complaint or   | Child | -           | -             | -              | -        | -     |
| T g                                          |                                  |             | Grievance      | Adult | -           | -             | -              | -        | -     |
| ettir                                        |                                  |             | Driority       | Child | -           | -             | -              | -        | -     |
| Ŋ                                            |                                  |             | Priority       | Adult | -           | -             | -              | -        | -     |
|                                              |                                  | ming        | Other Brierity | Child | -           | -             | 1              | -        | 1     |
|                                              |                                  | Wyoming     | Other Priority | Adult | -           | 1             | -              | -        | 1     |
|                                              |                                  |             | Complaint or   | Child | -           | -             | -              | -        | -     |
|                                              |                                  |             | Grievance      | Adult | -           | -             | -              | -        | -     |
|                                              |                                  |             | Total          |       | 6           | 10            | 28             | 2        | 46    |
|                                              |                                  |             | % of Total     |       | 13%         | 22%           | 61%            | 4%       | 100%  |

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

|           |            |             | Previous Years' Responses |               |          |       |  |  |  |  |  |
|-----------|------------|-------------|---------------------------|---------------|----------|-------|--|--|--|--|--|
|           |            | Big Problem | Small Problem             | Not a Problem | No Reply | Total |  |  |  |  |  |
| 2022      | Total      | 20          | 12                        | 37            | 1        | 70    |  |  |  |  |  |
| 2022      | % of Total | 29%         | 17%                       | 53%           | 1%       | 100%  |  |  |  |  |  |
| 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%  |  |  |  |  |  |

| Composite<br>Measure                   | Question                            |             | Member Typ   | e     |                      |              | 2023      | Responses         |                  |                |       |
|----------------------------------------|-------------------------------------|-------------|--------------|-------|----------------------|--------------|-----------|-------------------|------------------|----------------|-------|
| weasure                                |                                     |             |              |       | Very<br>Dissatisfied | Dissatisfied | Satisfied | Very<br>Satisfied | No<br>Experience | No Reply 3 2 2 | Total |
|                                        |                                     |             | Delasite     | Child | -                    | -            | 1         | -                 | 3                | 3              | 4     |
|                                        |                                     | Ø           | Priority     | Adult | -                    | -            | 16        | 9                 | 41               | 2              | 69    |
|                                        |                                     | Lackawanna  | Other        | Child | -                    | 1            | 10        | 5                 | 39               | 2              | 57    |
|                                        |                                     | acka        | Priority     | Adult | 1                    | -            | 18        | 8                 | 38               | -              | 67    |
|                                        |                                     | ت           | Complaint or | Child | -                    | -            | -         | -                 | -                | 1              | -     |
|                                        |                                     |             | Grievance    | Adult | -                    | -            | -         | -                 | -                | -              | 1     |
|                                        |                                     |             | Priority     | Child | •                    | -            | 2         | -                 | 6                | 3              | 8     |
| SSS                                    |                                     |             | FIIOHILY     | Adult | -                    | 6            | 18        | 12                | 31               | -              | 70    |
| 7006                                   |                                     | Luzeme      | Other        | Child | -                    | -            | 6         | 5                 | 16               | 3              | 27    |
| nt P                                   | sseo                                | Luz         | Priority     | Adult | 1                    | 2            | 10        | 7                 | 43               | 1              | 65    |
| Member Grievance and Complaint Process | Satisfaction with Grievance Process |             | Complaint or | Child | 1                    | -            | -         | 1                 | -                | 1              | 1     |
| mo                                     | ance                                |             | Grievance    | Adult | -                    | 2            | -         | -                 | -                | -              | 2     |
| D br                                   | iriev                               |             | Priority     | Child | 1                    | -            | -         | -                 | 2                | 1              | 2     |
| е ап                                   | ith G                               | В           | FIIOHILY     | Adult | 1                    | -            | 1         | 2                 | 4                | 1              | 7     |
| anc                                    | w uo                                | Susquehanna | Other        | Child | -                    | -            | -         | -                 | 1                | -              | 1     |
| riev                                   | ifacti                              | enbsr       | Priority     | Adult | -                    | 1            | 1         | -                 | 4                | 1              | 6     |
| ie<br>G                                | Satis                               | ัง          | Complaint or | Child | -                    | -            | -         | -                 | -                | -              | -     |
| mbe                                    |                                     |             | Grievance    | Adult | -                    | -            | -         | -                 | -                | -              | -     |
| Me                                     |                                     |             | Priority     | Child | -                    | -            | -         | -                 | 1                | -              | 1     |
|                                        |                                     |             | FIIOHILY     | Adult | -                    | -            | 1         | -                 | 2                | -              | 3     |
|                                        |                                     | Wyoming     | Other        | Child | -                    | -            | 1         | -                 | 1                | -              | 2     |
|                                        |                                     | Wyo         | Priority     | Adult | -                    | -            | -         | -                 | 3                | -              | 3     |
|                                        |                                     |             | Complaint or | Child | -                    | -            | -         | 1                 | -                | -              | 1     |
|                                        |                                     |             | Grievance    | Adult | -                    | -            | -         | -                 | -                |                | -     |
|                                        |                                     |             | Total        |       | 1                    | 12           | 85        | 50                | 235              | 14             | 397   |
|                                        |                                     |             | % of Total   |       | 0%                   | 3%           | 21%       | 13%               | 59%              | 4%             | 100   |

|           |            |                      |              | Previ     | ous Years' Res    | ponses           |          |       |
|-----------|------------|----------------------|--------------|-----------|-------------------|------------------|----------|-------|
|           |            | Very<br>Dissatisfied | Dissatisfied | Satisfied | Very<br>Satisfied | No<br>Experience | No Reply | Total |
| 2022      | Total      | 11                   | 12           | 70        | 37                | 248              | 28       | 406   |
| 2022      | % of Total | 3%                   | 3%           | 17%       | 9%                | 61%              | 7%       | 100%  |
| 2020-2021 | 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   |
| 2017-2016 | % of Total | 3%                   | 3%           | 17%       | 10%               | 58%              | 9%       | 100%  |

| Composite<br>Measure                   | Question                            |             | Member Typ   | oe    |                      |              | 202       | 3 Respons         | es               |             |       |
|----------------------------------------|-------------------------------------|-------------|--------------|-------|----------------------|--------------|-----------|-------------------|------------------|-------------|-------|
| Measure                                |                                     |             |              |       | Very<br>Dissatisfied | Dissatisfied | Satisfied | Very<br>Satisfied | No<br>Experience | No<br>Reply | Total |
|                                        |                                     |             | Priority     | Child | 1                    | -            | 1         | -                 | 3                | -           | 4     |
|                                        |                                     | ä           | Phonly       | Adult | 1                    | 1            | 14        | 6                 | 45               | 3           | 69    |
|                                        |                                     | Lackawanna  | Other        | Child | -                    | 1            | 11        | 3                 | 40               | 2           | 57    |
|                                        |                                     | acka        | Priority     | Adult | 1                    | 1            | 17        | 6                 | 41               | 1           | 67    |
|                                        |                                     | ٦           | Complaint or | Child | -                    | -            | -         | -                 | -                | -           | -     |
|                                        |                                     |             | Grievance    | Adult | 1                    | -            | -         | -                 | -                | -           | 1     |
|                                        |                                     |             | Priority     | Child | -                    | -            | 1         | 1                 | 6                | -           | 8     |
| ess                                    |                                     |             | FHOIR        | Adult | 1                    | 6            | 18        | 13                | 32               | 1           | 70    |
| Joc                                    | <b>(</b> 0                          | Luzeme      | Other        | Child | -                    | -            | 7         | 4                 | 16               | -           | 27    |
| in F                                   | ses                                 | Luz         | Priority     | Adult | 1                    | 2            | 7         | 4                 | 45               | 6           | 65    |
| ıplai                                  | t Prc                               |             | Complaint or | Child | -                    | -            | -         | 1                 | -                | -           | 1     |
| Com                                    | olain                               |             | Grievance    | Adult | -                    | 2            | -         | -                 | -                | -           | 2     |
| Member Grievance and Complaint Process | Satisfaction with Complaint Process |             | Priority     | Child | -                    | -            | -         | -                 | 2                | -           | 2     |
| a<br>G                                 | iff (                               | na          | 1 Honly      | Adult | -                    | -            | 1         | 3                 | 3                | -           | 7     |
| anc                                    | w uo                                | ehanı       | Other        | Child | -                    | -            | -         | -                 | 1                | -           | 1     |
| riev.                                  | facti                               | Susquehanna | Priority     | Adult | -                    | 1            | 1         | -                 | 4                | -           | 6     |
| ت<br>G                                 | Satis                               | Sı          | Complaint or | Child | -                    | -            | -         | -                 | -                | -           | -     |
| nbe                                    | 0,                                  |             | Grievance    | Adult | -                    | -            | -         | -                 | -                | -           | -     |
| Mei                                    |                                     |             | Priority     | Child | -                    | -            | -         | -                 | 1                | -           | 1     |
|                                        |                                     |             | 1 Honly      | Adult | -                    | -            | 1         | -                 | 2                | -           | 3     |
|                                        |                                     | Wyoming     | Other        | Child | -                    | -            | 1         | -                 | 1                | -           | 2     |
|                                        |                                     | Wyo         | Priority     | Adult | -                    | -            | -         | -                 | 3                | -           | 3     |
|                                        |                                     |             | Complaint or | Child | -                    | -            | 1         | -                 | -                | -           | 1     |
|                                        |                                     |             | Grievance    | Adult | -                    | -            | -         | -                 | -                | -           | -     |
|                                        |                                     |             | Total        |       | 3                    | 14           | 81        | 41                | 245              | 13          | 397   |
|                                        |                                     |             | % of Total   |       | 1%                   | 4%           | 20%       | 10%               | 62%              | 3%          | 100%  |

|           |            |                      |              | Prev      | ious Years' Res   | ponses           |          |       |
|-----------|------------|----------------------|--------------|-----------|-------------------|------------------|----------|-------|
|           |            | Very<br>Dissatisfied | Dissatisfied | Satisfied | Very<br>Satisfied | No<br>Experience | No Reply | Total |
| 2022      | Total      | 11                   | 10           | 70        | 27                | 261              | 27       | 406   |
| 2022      | % of Total | 3%                   | 2%           | 17%       | 7%                | 64%              | 7%       | 100%  |
| 2020-2021 | 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   |
| 2017-2016 | % of Total | 3%                   | 3%           | 18%       | 6%                | 61%              | 8%       | 100%  |

| Composite             | Question                                                  |             | Member Typ   | ne e  |                |                    | 20             | 23 Respons        | es            |          |       |
|-----------------------|-----------------------------------------------------------|-------------|--------------|-------|----------------|--------------------|----------------|-------------------|---------------|----------|-------|
| Measure               | Quootion                                                  |             | member 13p   |       | Much<br>better | A little<br>better | About the same | A little<br>worse | Much<br>worse | No Reply | Total |
|                       |                                                           |             | Daladki      | Child | 1              | 3                  | -              | -                 | -             | -        | 4     |
|                       |                                                           | g           | Priority     | Adult | 21             | 28                 | 23             | 2                 | 2             | 4        | 80    |
|                       |                                                           | Lackawanna  | Other        | Child | 18             | 35                 | 12             | 2                 | -             | 3        | 70    |
|                       |                                                           | acka        | Priority     | Adult | 17             | 28                 | 35             | 3                 | 1             | 5        | 89    |
|                       |                                                           | ت           | Complaint or | Child | -              | -                  | -              | 1                 | -             | -        | ·     |
|                       |                                                           |             | Grievance    | Adult | -              | -                  | -              | 1                 | 1             | -        | 1     |
|                       | ဝင္ထ                                                      |             | Priority     | Child | 1              | 7                  | 1              | 1                 | -             | -        | 9     |
|                       | ar aç                                                     |             | Phonly       | Adult | 26             | 30                 | 25             | 2                 | 2             | 3        | 88    |
|                       | 1 ye                                                      | Luzeme      | Other        | Child | 13             | 11                 | 11             | 5                 | -             | 2        | 42    |
| ±                     | s to                                                      | Fuze        | Priority     | Adult | 19             | 27                 | 27             | 2                 | 1             | 3        | 79    |
| nen                   | olem                                                      |             | Complaint or | Child | -              | -                  | 1              | -                 | -             | -        | 1     |
| )ver                  | prok                                                      |             | Grievance    | Adult | -              | 1                  | -              | -                 | 1             | -        | 2     |
| Perceived Improvement | Compare ability to deal with daily problems to 1 year ago |             | Driority     | Child | 1              | -                  | 1              | -                 | -             | -        | 2     |
| n<br>D                | with o                                                    | ğ           | Priority     | Adult | 3              | 2                  | 3              | -                 | -             | 1        | 9     |
| eive                  | eal v                                                     | hanr        | Other        | Child | 1              | 3                  | -              | -                 | 1             | -        | 5     |
| oero.                 | to d                                                      | Susquehanna | Priority     | Adult | 1              | 2                  | 3              | -                 | 1             | -        | 7     |
| ш                     | bility                                                    | ഗ           | Complaint or | Child | -              | -                  | -              | -                 | -             | -        | -     |
|                       | are a                                                     |             | Grievance    | Adult | -              | -                  | -              | -                 | -             | -        | -     |
|                       | sduuc                                                     |             | Driority     | Child | 1              | -                  | -              | -                 | -             | -        | 1     |
|                       | ŏ_                                                        |             | Priority     | Adult | 2              | 1                  | 1              | -                 | -             | -        | 4     |
|                       |                                                           | Wyoming     | Other        | Child | 1              | 1                  | -              | -                 | -             | -        | 2     |
|                       |                                                           | Wyor        | Priority     | Adult | 2              | -                  | 1              | -                 | -             | -        | 3     |
|                       |                                                           |             | Complaint or | Child | -              | 1                  | -              | -                 | -             | -        | 1     |
|                       |                                                           |             | Grievance    | Adult | -              | -                  | -              | -                 | -             | -        | •     |
|                       |                                                           |             | Total        |       | 128            | 180                | 144            | 16                | 10            | 21       | 499   |
|                       |                                                           |             | % of Total   |       | 26%            | 36%                | 29%            | 3%                | 2%            | 4%       | 100%  |

|           |            |             |                    | Previo         | us Years' Res     | ponses     |          |       |
|-----------|------------|-------------|--------------------|----------------|-------------------|------------|----------|-------|
|           |            | Much better | A little<br>better | About the same | A little<br>worse | Much worse | No Reply | Total |
| 2022      | Total      | 159         | 186                | 136            | 35                | 13         | 29       | 558   |
| 2022      | % of Total | 28%         | 33%                | 24%            | 6%                | 2%         | 5%       | 100%  |
| 2020-2021 | 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%  |

| Composite<br>Measure  | Question                                                     |             | Member Typ   | e e   |                |                 | 20             | 23 Respons        | es            |          |       |
|-----------------------|--------------------------------------------------------------|-------------|--------------|-------|----------------|-----------------|----------------|-------------------|---------------|----------|-------|
| Measure               |                                                              |             |              |       | Much<br>better | A little better | About the same | A little<br>worse | Much<br>worse | No Reply | Total |
|                       |                                                              |             | Priority     | Child | 1              | 3               | -              | -                 | -             | -        | 4     |
|                       |                                                              | ā           | FIIOHILY     | Adult | 18             | 22              | 30             | 4                 | 1             | 5        | 80    |
|                       |                                                              | Lackawanna  | Other        | Child | 19             | 30              | 17             | 1                 | -             | 3        | 70    |
|                       |                                                              | acka        | Priority     | Adult | 15             | 31              | 33             | 5                 | 3             | 2        | 89    |
|                       |                                                              | ت           | Complaint or | Child | -              | -               | -              | -                 | -             | -        | •     |
|                       |                                                              |             | Grievance    | Adult | -              | -               | -              | 1                 | -             | -        | 1     |
|                       | ago                                                          |             | Priority     | Child | 1              | 3               | 5              | -                 | -             | -        | 9     |
|                       | ear a                                                        |             | Phonly       | Adult | 24             | 26              | 27             | 2                 | 5             | 4        | 88    |
|                       | 1 y                                                          | Luzeme      | Other        | Child | 10             | 14              | 14             | 1                 | 1             | 2        | 42    |
| ¥                     | ns tc                                                        | Luze        | Priority     | Adult | 15             | 24              | 31             | 1                 | 5             | 3        | 79    |
| mer                   | ıatio                                                        |             | Complaint or | Child | -              | -               | 1              | -                 | -             | -        | 1     |
| ove                   | sitt.                                                        |             | Grievance    | Adult | -              | 1               | -              | -                 | 1             | -        | 2     |
| Perceived Improvement | socia                                                        |             | Priority     | Child | 1              | -               | -              | 1                 | -             | -        | 2     |
| n b                   | ith s                                                        | ВГ          | Phonly       | Adult | 1              | 4               | 3              | -                 | -             | 1        | 9     |
| eive                  | eal w                                                        | hanı        | Other        | Child | 1              | 1               | 1              | 1                 | 1             | -        | 5     |
| ,<br>erc              | to de                                                        | Susquehanna | Priority     | Adult | 1              | 2               | 4              | -                 | -             | -        | 7     |
| <u>а</u>              | oility                                                       | ડ           | Complaint or | Child | -              | -               | -              | -                 | -             | -        | -     |
|                       | re ak                                                        |             | Grievance    | Adult | -              | -               | -              | -                 | -             | -        | ı     |
|                       | Compare ability to deal with social situations to 1 year ago |             | Priority     | Child | 1              | -               | -              | -                 | -             | -        | 1     |
|                       | Ŝ                                                            |             | Phonty       | Adult | 2              | 1               | 1              | -                 | -             | -        | 4     |
|                       |                                                              | Wyoming     | Other        | Child | 1              | -               | 1              | -                 | -             | -        | 2     |
|                       |                                                              | Wyor        | Priority     | Adult | 1              | 1               | -              | 1                 | -             | -        | 3     |
|                       |                                                              |             | Complaint or | Child | -              | 1               | -              | -                 | -             | -        | 1     |
|                       |                                                              |             | Grievance    | Adult | -              | -               | -              | -                 | -             | -        | ı     |
|                       |                                                              |             | Total        |       | 112            | 164             | 168            | 18                | 17            | 20       | 499   |
|                       |                                                              |             | % of Total   |       | 22%            | 33%             | 34%            | 4%                | 3%            | 4%       | 100%  |

|           |            |             |                    | Previo         | us Years' Res     | ponses     |          |       |
|-----------|------------|-------------|--------------------|----------------|-------------------|------------|----------|-------|
|           |            | Much better | A little<br>better | About the same | A little<br>worse | Much worse | No Reply | Total |
| 2022      | Total      | 125         | 179                | 164            | 42                | 16         | 32       | 558   |
| 2022      | % of Total | 22%         | 32%                | 29%            | 8%                | 3%         | 6%       | 100%  |
| 2020-2021 | 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%  |

| Composite<br>Measure  | Question                                           |             | Member Typ     | e e   |                |                 | 20             | 23 Respons        | es            |          |       |
|-----------------------|----------------------------------------------------|-------------|----------------|-------|----------------|-----------------|----------------|-------------------|---------------|----------|-------|
| INICASUTE             |                                                    |             |                |       | Much<br>better | A little better | About the same | A little<br>worse | Much<br>worse | No Reply | Total |
|                       |                                                    |             | Priority Child |       | 1              | 3               | -              | ı                 | -             | -        | 4     |
|                       |                                                    | Ja          | 1 Honly        | Adult | 18             | 33              | 21             | 2                 | 2             | 4        | 80    |
|                       |                                                    | Lackawanna  | Other          | Child | 19             | 31              | 15             | 1                 | -             | 4        | 70    |
|                       |                                                    | acka        | Priority       | Adult | 14             | 28              | 37             | 5                 | 2             | 3        | 89    |
|                       |                                                    | Ľ           | Complaint or   | Child | -              | -               | -              | 1                 | -             | -        | ·     |
|                       |                                                    |             | Grievance      | Adult | -              | -               | 1              | 1                 | -             | -        | 1     |
|                       |                                                    |             | Driority       | Child | 1              | 4               | 3              | 1                 | -             | -        | 9     |
|                       | ago                                                |             | Priority       | Adult | 24             | 24              | 28             | 7                 | 3             | 2        | 88    |
|                       | year                                               | Luzerne     | Other          | Child | 14             | 11              | 10             | 2                 | 1             | 4        | 42    |
| it                    | 0.13                                               | Fuze        | Priority       | Adult | 13             | 29              | 30             | 4                 | 1             | 2        | 79    |
| mer                   | igs t                                              |             | Complaint or   | Child | -              | -               | 1              | -                 | -             | -        | 1     |
| ove                   | thir                                               |             | Grievance      | Adult | -              | -               | 1              | -                 | 1             | -        | 2     |
| npr                   | plish                                              |             | Duinuitus      | Child | 1              | -               | -              | 1                 | -             | -        | 2     |
| Perceived Improvement | Compare ability to accomplish things to 1 year ago | Ja          | Priority       | Adult | 1              | 4               | 3              | -                 | -             | 1        | 9     |
| eive                  | o ac                                               | hanı        | Other          | Child | 2              | -               | 1              | -                 | 1             | 1        | 5     |
| ərce                  | lity to                                            | Susquehanna | Priority       | Adult | 2              | 2               | 2              | -                 | 1             | -        | 7     |
| ď                     | abil                                               | Su          | Complaint or   | Child | -              | -               | -              | -                 | -             | -        | -     |
|                       | pare                                               |             | Grievance      | Adult | -              | -               | -              | -                 | -             | -        | -     |
|                       | Com                                                |             | Datable        | Child | 1              | -               | -              | -                 | -             | -        | 1     |
|                       |                                                    |             | Priority       | Adult | 1              | 2               | 1              | -                 | -             | -        | 4     |
|                       |                                                    | Wyoming     | Other          | Child | 1              | 1               | -              | -                 | -             | -        | 2     |
|                       |                                                    | Wyor        | Priority       | Adult | -              | 2               | -              | 1                 | -             | -        | 3     |
|                       |                                                    |             | Complaint or   | Child | -              | 1               | -              | -                 | -             | -        | 1     |
|                       |                                                    |             | Grievance      | Adult | -              | -               | -              | -                 | -             | -        | -     |
|                       |                                                    |             | Total          |       | 113            | 175             | 154            | 24                | 12            | 21       | 499   |
|                       |                                                    |             | % of Total     |       | 23%            | 35%             | 31%            | 5%                | 2%            | 4%       | 100%  |

|           |            |             |                    | Previo         | us Years' Res     | ponses     |          |       |
|-----------|------------|-------------|--------------------|----------------|-------------------|------------|----------|-------|
|           |            | Much better | A little<br>better | About the same | A little<br>worse | Much worse | No Reply | Total |
| 0000      | Total      | 128         | 182                | 165            | 31                | 15         | 37       | 558   |
| 2022      | % of Total | 23%         | 33%                | 30%            | 6%                | 3%         | 7%       | 100%  |
| 0000 0004 | Total      | 131         | 187                | 184            | 46                | 26         | 11       | 585   |
| 2020-2021 | % of Total | 22%         | 32%                | 31%            | 8%                | 4%         | 2%       | 100%  |
| 2040 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%  |

| Composite<br>Measure  | Question                                                        |             | Member Typ   | e     |                |                 | 20             | 23 Respons        | es            |                         |       |
|-----------------------|-----------------------------------------------------------------|-------------|--------------|-------|----------------|-----------------|----------------|-------------------|---------------|-------------------------|-------|
| Wedsule               |                                                                 |             |              |       | Much<br>better | A little better | About the same | A little<br>worse | Much<br>worse | No Reply  - 4 3 2 2 2 2 | Total |
|                       |                                                                 |             | Priority     | Child | 1              | 3               | -              | -                 | -             | -                       | 4     |
|                       |                                                                 | <u>a</u>    | FIIOTILY     | Adult | 17             | 28              | 28             | 2                 | 1             | 4                       | 80    |
|                       |                                                                 | Lackawanna  | Other        | Child | 15             | 37              | 14             | 1                 | -             | 3                       | 70    |
|                       |                                                                 | acka        | Priority     | Adult | 19             | 24              | 35             | 8                 | 1             | 2                       | 89    |
|                       |                                                                 |             | Complaint or | Child | -              | -               | -              | -                 | -             | -                       | -     |
|                       | 0                                                               |             | Grievance    | Adult | -              | -               | -              | -                 | 1             | -                       | 1     |
|                       | ar ag                                                           |             | Driority     | Child | 2              | 3               | 4              | -                 | -             | -                       | 9     |
|                       | 1 ye                                                            |             | Priority     | Adult | 22             | 23              | 28             | 10                | 3             | 2                       | 88    |
|                       | s to                                                            | Luzerne     | Other        | Child | 11             | 14              | 10             | 4                 | 1             | 2                       | 42    |
|                       | olema                                                           | Fuze        | Priority     | Adult | 18             | 24              | 25             | 7                 | 3             | 2                       | 79    |
| nen                   | prok                                                            |             | Complaint or | Child | -              | -               | 1              | -                 | -             | -                       | 1     |
| Perceived Improvement | IS OF                                                           |             | Grievance    | Adult | -              | -               | -              | -                 | 2             | -                       | 2     |
| пргс                  | ptom                                                            |             | Duianita     | Child | 1              | -               | -              | 1                 | -             | -                       | 2     |
| u<br>p                | sym                                                             | <u>a</u>    | Priority     | Adult | 2              | 4               | 2              | -                 | -             | 1                       | 9     |
| eive<br>eive          | with :                                                          | Susquehanna | Other        | Child | 1              | 1               | 2              | -                 | 1             | -                       | 5     |
| erc                   | eal v                                                           | enbs        | Priority     | Adult | 1              | 3               | 3              | -                 | -             | -                       | 7     |
| <u>а</u> .            | , to d                                                          | Su          | Complaint or | Child | -              | -               | -              | -                 | -             | -                       | -     |
|                       | bility                                                          |             | Grievance    | Adult | -              | -               | -              | -                 | -             | -                       | -     |
|                       | Compare ability to deal with symptoms or problems to 1 year ago |             | D: 1         | Child | 1              | -               | -              | -                 | -             | -                       | 1     |
|                       | sduic                                                           |             | Priority     | Adult | 2              | -               | 2              | -                 | -             | -                       | 4     |
|                       |                                                                 | Wyoming     | Other        | Child | 1              | -               | 1              | -                 | -             | -                       | 2     |
|                       |                                                                 | Wyor        | Priority     | Adult | -              | 1               | 1              | 1                 | -             | -                       | 3     |
|                       |                                                                 |             | Complaint or | Child | -              | 1               | -              | -                 | -             | -                       | 1     |
|                       |                                                                 |             | Grievance    | Adult | -              | -               | -              | -                 | -             | -                       | -     |
|                       |                                                                 |             | Total        |       | 114            | 166             | 156            | 34                | 13            | 16                      | 499   |
|                       |                                                                 |             | % of Total   |       | 23%            | 33%             | 31%            | 7%                | 3%            | 3%                      | 100%  |

|           |            |                |                    | Previou        | ıs Years' Res <sub>l</sub> | oonses        |          |       |
|-----------|------------|----------------|--------------------|----------------|----------------------------|---------------|----------|-------|
|           |            | Much<br>better | A little<br>better | About the same | A little<br>worse          | Much<br>worse | No Reply | Total |
| 2022      | Total      | 139            | 182                | 153            | 37                         | 17            | 30       | 558   |
| 2022      | % of Total | 25%            | 33%                | 27%            | 7%                         | 3%            | 5%       | 100%  |
| 2020-2021 | 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%  |

| Composite                  | Overtion                                        |                                                                                                                                                                                                                                  | Manahan Tun                                                                                                                                                                      |       |     |     | 2023 Responses | ;        |       |
|----------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----|-----|----------------|----------|-------|
| Measure                    | Told about self-help or consumer run programs** |                                                                                                                                                                                                                                  | Member Typ                                                                                                                                                                       | е     | Yes | No  | N/A            | No Reply | Total |
|                            |                                                 |                                                                                                                                                                                                                                  | Driority                                                                                                                                                                         | Child | -   | -   | -              | -        | -     |
|                            |                                                 | æ                                                                                                                                                                                                                                | Priority                                                                                                                                                                         | Adult | 38  | 21  | 7              | 3        | 69    |
|                            |                                                 | wann                                                                                                                                                                                                                             | Other                                                                                                                                                                            | Child | -   | -   | -              | -        | -     |
|                            |                                                 | acka                                                                                                                                                                                                                             | Priority                                                                                                                                                                         | Adult | 28  | 28  | 9              | 2        | 67    |
|                            |                                                 |                                                                                                                                                                                                                                  | Complaint or                                                                                                                                                                     | Child | -   | -   | -              | -        | -     |
|                            |                                                 |                                                                                                                                                                                                                                  | Grievance                                                                                                                                                                        | Adult | 1   | -   | -              | -        | 1     |
|                            |                                                 |                                                                                                                                                                                                                                  | Complaint or Grievance  Priority  Other Priority  Complaint or Grievance  Priority  Other Priority  Complaint or Grievance  Priority  Priority  Complaint or Grievance  Priority | Child | -   | -   | -              | -        | -     |
|                            | * *                                             |                                                                                                                                                                                                                                  | 1 Honly                                                                                                                                                                          | Adult | 35  | 31  | 1              | 3        | 70    |
|                            | ams                                             | eme                                                                                                                                                                                                                              |                                                                                                                                                                                  | Child | -   | -   | -              | -        | -     |
| *8                         | orogr                                           | Luz                                                                                                                                                                                                                              | Priority                                                                                                                                                                         | Adult | 31  | 28  | 4              | 2        | 65    |
| Information about Options* | p or consumer run programs                      |                                                                                                                                                                                                                                  |                                                                                                                                                                                  | Child | -   | -   | -              | -        | -     |
| t Op                       |                                                 | Grievance                                                                                                                                                                                                                        | Adult                                                                                                                                                                            | 1     | 1   | -   | -              | 2        |       |
| noq                        | onsc                                            |                                                                                                                                                                                                                                  | Complaint or Grievance  Priority  Other Priority  Complaint or                                                                                                                   | Child | -   | -   | -              | -        | -     |
| on a                       | or c                                            | БГ                                                                                                                                                                                                                               |                                                                                                                                                                                  | Adult | 4   | 1   | 2              | -        | 7     |
| natic                      | -help                                           | ehanı                                                                                                                                                                                                                            |                                                                                                                                                                                  | Child | -   | -   | -              | -        | -     |
| forn                       | self                                            | nbsn                                                                                                                                                                                                                             |                                                                                                                                                                                  | Adult | 1   | 4   | 1              | -        | 6     |
| п                          | about                                           | S                                                                                                                                                                                                                                |                                                                                                                                                                                  | Child | -   | -   | -              | -        | -     |
|                            | e plo                                           |                                                                                                                                                                                                                                  | Grievance                                                                                                                                                                        | Adult | -   | -   | -              | -        | -     |
|                            | -                                               |                                                                                                                                                                                                                                  | Priority                                                                                                                                                                         | Child | -   | -   | -              | -        | -     |
|                            |                                                 |                                                                                                                                                                                                                                  | 1 Honly                                                                                                                                                                          | Adult | -   | 3   | -              | -        | 3     |
|                            |                                                 | ming                                                                                                                                                                                                                             |                                                                                                                                                                                  | Child | -   | -   | -              | -        | -     |
|                            |                                                 | Wyo                                                                                                                                                                                                                              | Priority                                                                                                                                                                         | Adult | 2   | 1   | -              | -        | 3     |
|                            |                                                 |                                                                                                                                                                                                                                  |                                                                                                                                                                                  | Child | -   | -   | -              | -        | -     |
|                            |                                                 |                                                                                                                                                                                                                                  | Complaint or Grievance                                                                                                                                                           | Adult | -   | -   | -              | -        | -     |
|                            |                                                 | Complaint or Grievance  Priority  Other Priority  Complaint or Grievance  Priority  Other Priority  Complaint or Grievance  Priority  Complaint or Grievance  Priority  Complaint or Grievance  Priority  Complaint or Grievance |                                                                                                                                                                                  | 141   | 118 | 24  | 10             | 293      |       |
|                            | M                                               |                                                                                                                                                                                                                                  | % of Total                                                                                                                                                                       | . (() | 48% | 40% | 8%             | 3%       | 100%  |

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

|           |            |     | Pre | vious Years' Respo | onses    |       |
|-----------|------------|-----|-----|--------------------|----------|-------|
|           |            | Yes | No  | N/A                | No Reply | Total |
| 2022      | Total      | 150 | 105 | 10                 | 15       | 280   |
| 2022      | % of Total | 54% | 38% | 4%                 | 5%       | 100%  |
| 0000 0004 | 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%  |

| Composite                                                                                    | 0               |              |              |       |     | 2023 Re | esponses |       |
|----------------------------------------------------------------------------------------------|-----------------|--------------|--------------|-------|-----|---------|----------|-------|
| Measure                                                                                      | Question        |              | Member Typ   | е     | Yes | No      | No Reply | Total |
|                                                                                              |                 |              | Datasitus    | Child | 4   | -       | -        | 4     |
|                                                                                              |                 | co           | Priority     | Adult | 53  | 13      | 3        | 69    |
|                                                                                              |                 | Lackawanna   | Other        | Child | 42  | 13      | 2        | 57    |
|                                                                                              |                 | acka         | Priority     | Adult | 39  | 27      | 1        | 67    |
|                                                                                              |                 | ت            | Complaint or | Child | -   | -       | -        | -     |
|                                                                                              | _               |              | Grievance    | Adult | -   | 1       | -        | 1     |
|                                                                                              | ditior          |              | Dringitu     | Child | 6   | 2       | -        | 8     |
|                                                                                              | con             |              | Priority     | Adult | 42  | 26      | 2        | 70    |
|                                                                                              | available for c | Other        | Child        | 19    | 8   | -       | 27       |       |
| Information about Options*  Told about different treatments that are available for condition | Luze            | Priority     | Adult        | 41    | 23  | 1       | 65       |       |
|                                                                                              |                 | Complaint or | Child        | 1     | -   | -       | 1        |       |
|                                                                                              |                 | Grievance    | Adult        | -     | 2   | -       | 2        |       |
| noq                                                                                          | that            |              | Priority     | Child | -   | 2       | -        | 2     |
| n<br>al                                                                                      | ents that       | na           |              | Adult | 3   | 4       | -        | 7     |
| atic                                                                                         | atm             | ehan         | Other        | Child | -   | 1       | -        | 1     |
| orm                                                                                          | nt tre          | Susquehanna  | Priority     | Adult | 2   | 4       | -        | 6     |
| Inf                                                                                          | fere            | Š            | Complaint or | Child | -   | -       | -        | -     |
|                                                                                              | nt dif          |              | Grievance    | Adult | -   | -       | -        | -     |
|                                                                                              | abot            |              | Priority     | Child | 1   | -       | -        | 1     |
|                                                                                              | Plold           |              | Trionty      | Adult | -   | 3       | -        | 3     |
|                                                                                              |                 | Wyoming      | Other        | Child | 2   | -       | -        | 2     |
|                                                                                              | Wyo             | Priority     | Adult        | 2     | 1   | -       | 3        |       |
|                                                                                              |                 | Complaint or | Child        | -     | 1   | -       | 1        |       |
|                                                                                              |                 |              | Grievance    | Adult | -   | -       | -        | -     |
|                                                                                              |                 |              | Total        |       | 257 | 131     | 9        | 397   |
|                                                                                              |                 |              | % of Total   |       | 65% | 33%     | 2%       | 100%  |

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

|           |            |     | Previous' Yea | rs Responses |       |
|-----------|------------|-----|---------------|--------------|-------|
|           |            | Yes | No            | No Reply     | Total |
| 2022      | Total      | 285 | 92            | 29           | 406   |
| 2022      | % of Total | 70% | 23%           | 7%           | 100%  |
| 0000 0004 | 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%  |

| Composite                                                 |                 |                                                                |              |       |     |    | 2023 Response | s        |       |
|-----------------------------------------------------------|-----------------|----------------------------------------------------------------|--------------|-------|-----|----|---------------|----------|-------|
| Measure                                                   | Question        |                                                                | Member Typ   | е     | Yes | No | N/A           | No Reply | Total |
|                                                           |                 |                                                                | Datasitus    | Child | 4   | -  | -             | -        | 4     |
|                                                           |                 | Ø                                                              | Priority     | Adult | -   | -  | -             | -        | -     |
|                                                           |                 | Lackawanna                                                     | Other        | Child | 50  | 4  | -             | 3        | 57    |
|                                                           |                 | ackav                                                          | Priority     | Adult | -   | -  | -             | -        | -     |
|                                                           |                 | ت                                                              | Complaint or | Child | -   | -  | -             | -        | -     |
|                                                           |                 |                                                                | Grievance    | Adult | -   | -  | -             | -        | -     |
|                                                           | **uo            |                                                                | Duianita     | Child | 7   | 1  | -             | -        | 8     |
|                                                           | ith y           |                                                                | Priority     | Adult | -   | -  | -             | -        | -     |
|                                                           | w √le           | Luzeme                                                         | Other        | Child | 23  | 2  | 2             | -        | 27    |
| Information about Options* s treatment discussed complete | Fuze            | Priority                                                       | Adult        | -     | -   | -  | -             | -        |       |
|                                                           |                 | Complaint or                                                   | Child        | 1     | -   | -  | -             | 1        |       |
|                                                           |                 | Grievance                                                      | Adult        | -     | -   | -  | -             | -        |       |
| noc                                                       | scns            | s treatment discussed completely with you** Susquehanna Luzeme | Dringitu     | Child | -   | 2  | -             | -        | 2     |
| ⊐<br>⊐                                                    | nt di           |                                                                | Priority     | Adult | -   | -  | -             | -        | -     |
| atio                                                      | tmer            |                                                                | Other        | Child | 1   | -  | -             | -        | 1     |
| orm                                                       | trea            | edne                                                           | Priority     | Adult | -   | -  | -             | -        | -     |
| Infe                                                      |                 | Su                                                             | Complaint or | Child | -   | -  | -             | -        | -     |
|                                                           | Goals of child' |                                                                | Grievance    | Adult | -   | -  | -             | -        | -     |
|                                                           | s of            |                                                                | Duianita     | Child | 1   | -  | -             | -        | 1     |
|                                                           | Soal            |                                                                | Priority     | Adult | -   | -  | -             | -        | -     |
| 9                                                         | Wyoming         | Other                                                          | Child        | 2     | -   | -  | -             | 2        |       |
|                                                           | Wyor            | Priority                                                       | Adult        | -     | -   | -  | -             | -        |       |
|                                                           |                 | Complaint or                                                   | Child        | 1     | -   | -  | -             | 1        |       |
|                                                           |                 |                                                                | Grievance    | Adult | -   | -  | -             | -        | -     |
|                                                           |                 |                                                                | Total        |       | 90  | 9  | 2             | 3        | 104   |
|                                                           |                 |                                                                | % of Total   |       | 87% | 9% | 2%            | 3%       | 100%  |

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

|           |            |     | Pre | vious Years' Respo | nses     |       |
|-----------|------------|-----|-----|--------------------|----------|-------|
|           |            | Yes | No  | N/A                | No Reply | Total |
| 2022      | Total      | 105 | 7   | 4                  | 10       | 126   |
| 2022      | % of Total | 83% | 6%  | 3%                 | 8%       | 100%  |
| 2020-2021 | Total      | 105 | 34  | -                  | 2        | 141   |
| 2020-2021 | % of Total | 74% | 24% | -                  | 1%       | 100%  |
| 2019-2020 | Total      | 228 | 23  | 19                 | 2        | 272   |
| 2019-2020 | % of Total | 84% | 8%  | 7%                 | 1%       | 100%  |
| 2018-2019 | Total      | 155 | 22  | 5                  | 9        | 191   |
| 2010-2019 | % of Total | 81% | 12% | 3%                 | 5%       | 100%  |
| 2017-2018 | Total      | 151 | 17  | 2                  | 4        | 174   |
| 2017-2010 | % of Total | 87% | 10% | 1%                 | 2%       | 100%  |

| Composite                                                                                                                                                                                         |                        |                        |              |       |       |           | 2023 Re | sponses |          |       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------|--------------|-------|-------|-----------|---------|---------|----------|-------|
| Measure                                                                                                                                                                                           | Question               |                        | Member Typ   | e     | Never | Sometimes | Usually | Always  | No Reply | Total |
|                                                                                                                                                                                                   |                        |                        | Duta dis.    | Child | -     | 1         | 1       | 2       | -        | 4     |
|                                                                                                                                                                                                   | hild?                  | <u> </u>               | Priority     | Adult | -     | -         | -       | -       | -        | -     |
|                                                                                                                                                                                                   | ur c                   | vann                   | Other        | Child | -     | 3         | 15      | 36      | -        | 57    |
|                                                                                                                                                                                                   | or yo                  | Lackawanna             | Priority     | Adult | -     | -         | -       | -       | -        | -     |
|                                                                                                                                                                                                   | ed fc                  | ت                      | Complaint or | Child | -     | -         | -       | -       | -        | -     |
| *>                                                                                                                                                                                                | /ante                  |                        | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
| Onl                                                                                                                                                                                               | w no                   |                        | Dutanthi     | Child | -     | -         | 2       | 5       | 1        | 8     |
| int                                                                                                                                                                                               | ilp y                  |                        | Priority     | Adult | -     | -         | -       | -       | -        | -     |
| SCE                                                                                                                                                                                               | al he                  | erne                   | Other        | Child | 2     | 4         | 5       | 15      | 1        | 27    |
| dole                                                                                                                                                                                              | Adolesce<br>ssional he | Luze                   | Priority     | Adult | -     | -         | -       | -       | -        | -     |
| Information about Options – Child/Adolescent Only*  In the last 12 months, how often did your family get the professional help you wanted for your child?  Wyoming Susquehanna Luzerne Lackawanna |                        | Complaint or Grievance | Child        | -     | 1     | -         | -       | -       | 1        |       |
|                                                                                                                                                                                                   |                        |                        | Adult        | -     | -     | -         | -       | -       | -        |       |
| Ĭ                                                                                                                                                                                                 | et the                 |                        | Driority     | Child | -     | 1         | -       | 1       | -        | 2     |
| ons                                                                                                                                                                                               | ly ge                  | na                     | Priority     | Adult | -     | -         | 1       | -       | -        | -     |
| )pti                                                                                                                                                                                              | fami                   | Susquehanna            | Other        | Child | 1     | -         | 1       | -       | -        | 1     |
| nt C                                                                                                                                                                                              | our 1                  | edne                   | Priority     | Adult | -     | -         | 1       | -       | -        | -     |
| abo                                                                                                                                                                                               | lid y                  | S                      | Complaint or | Child | -     | -         | 1       | -       | -        | -     |
| UO                                                                                                                                                                                                | en c                   |                        | Grievance    | Adult | -     | -         | 1       | -       | -        | -     |
| nati                                                                                                                                                                                              | v oft                  |                        | Priority     | Child | -     | -         | 1       | 1       | -        | 1     |
| Information about Options –                                                                                                                                                                       | , ho                   | _                      | FIIOTILY     | Adult | -     | -         | 1       | -       | -        | -     |
| Infa<br>Inths,                                                                                                                                                                                    | ming                   | Other                  | Child        | -     | -     | 1         | 1       | -       | 2        |       |
|                                                                                                                                                                                                   | Infr<br>months,        | Wyo                    | Priority     | Adult | -     | -         | 1       | -       | -        | -     |
|                                                                                                                                                                                                   | st 12                  |                        | Complaint or | Child | -     | -         | -       | 1       | -        | 1     |
|                                                                                                                                                                                                   | last                   | Grievance              | Adult        | -     | -     | 1         | -       | -       | -        |       |
|                                                                                                                                                                                                   | n the                  |                        | Total        |       | 3     | 10        | 24      | 62      | 2        | 104   |
|                                                                                                                                                                                                   | _                      |                        | % of Total   |       | 3%    | 10%       | 23%     | 60%     | 2%       | 100%  |

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

|           |            |       |           | Previous' Yea | ars Responses |          |       |
|-----------|------------|-------|-----------|---------------|---------------|----------|-------|
|           |            | Never | Sometimes | Usually       | Always        | No Reply | Total |
| 2022      | Total      | 2     | 11        | 31            | 71            | 10       | 130   |
| 2022      | % of Total | 2%    | 8%        | 24%           | 55%           | 8%       | 100%  |
| 0000 0004 | 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%  |
| 2247 2242 | Total      | 8     | 22        | 28            | 107           | 9        | 174   |
| 2017-2018 | % of Total | 5%    | 13%       | 16%           | 61%           | 5%       | 100%  |

| Composite                                                                                                                                                                 |                                                 |              |              |       |       |           | 2023 Re | sponses |          |       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|--------------|--------------|-------|-------|-----------|---------|---------|----------|-------|
| Measure                                                                                                                                                                   | Question                                        |              | Member Typ   | e     | Never | Sometimes | Usually | Always  | No Reply | Total |
|                                                                                                                                                                           |                                                 |              | D: 1         | Child | -     | -         | -       | 4       | -        | 4     |
|                                                                                                                                                                           | io                                              | <u> </u>     | Priority     | Adult | -     | -         | -       | -       | -        | -     |
|                                                                                                                                                                           | ing (                                           | vann         | Other        | Child | -     | 4         | 13      | 38      | 2        | 57    |
|                                                                                                                                                                           | to talk to for counseling or                    | Lackawanna   | Priority     | Adult | -     | -         | -       | -       | -        | -     |
|                                                                                                                                                                           | noo .                                           | ت            | Complaint or | Child | -     | -         | -       | -       | -        | -     |
| *_                                                                                                                                                                        | o for                                           |              | Grievance    | Adult | -     | -         | -       | -       | -        |       |
| VluC                                                                                                                                                                      | alk t                                           |              | Priority     | Child | -     | 1         | 2       | 5       | -        | 8     |
| int (                                                                                                                                                                     | to t                                            |              | FIIOTILY     | Adult | -     | -         | -       | -       | -        | -     |
| Sce                                                                                                                                                                       | eone                                            | Luzeme       | Other        | Child | 1     | 6         | 4       | 14      | 2        | 27    |
| Information about Options – Child/Adolescent Only* In the last 12 months, how often did you feel your child had someone to talk to treatment when he or she was troubled? | Luze                                            | Priority     | Adult        | -     | -     | -         | -       | -       | -        |       |
|                                                                                                                                                                           |                                                 | Complaint or | Child        | -     | -     | 1         | -       | -       | 1        |       |
|                                                                                                                                                                           |                                                 | Grievance    | Adult        | -     | -     | -         | -       | -       | -        |       |
| <u> </u>                                                                                                                                                                  | ur ck<br>or sh                                  |              | Priority     | Child | -     | 1         | 1       | -       | -        | 2     |
| ons                                                                                                                                                                       | l you                                           | na           | 1 Honly      | Adult | -     | -         | -       | -       | -        | -     |
| )<br>Dpti                                                                                                                                                                 | often did you feel your<br>treatment when he or | Susquehanna  | Other        | Child | -     | -         | 1       | -       | -        | 1     |
| ort (                                                                                                                                                                     | you<br>int w                                    | nbsr         | Priority     | Adult | -     | -         | -       | -       | -        | -     |
| abc                                                                                                                                                                       | n dic<br>atme                                   | ง            | Complaint or | Child | -     | -         | -       | -       | -        | -     |
| <u>io</u>                                                                                                                                                                 | ofte<br>trea                                    |              | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
| mat                                                                                                                                                                       | how                                             |              | Priority     | Child | -     | -         | -       | 1       | -        | 1     |
| noJu                                                                                                                                                                      | ths, l                                          |              | THOTILY      | Adult | -     | -         | -       | -       | -        | -     |
| In<br>12 mont                                                                                                                                                             | Wyoming                                         | Other        | Child        | -     | -     | -         | 1       | 1       | 2        |       |
|                                                                                                                                                                           | Wyo                                             | Priority     | Adult        | -     | -     | -         | -       | -       | -        |       |
|                                                                                                                                                                           | last                                            |              | Complaint or | Child | -     | -         | 1       | -       | -        | 1     |
|                                                                                                                                                                           | the                                             |              | Grievance    | Adult | -     | -         | -       | -       | -        | -     |
|                                                                                                                                                                           | <u> </u>                                        |              | Total        |       | 1     | 12        | 23      | 63      | 5        | 104   |
|                                                                                                                                                                           |                                                 |              | % of Total   |       | 1%    | 12%       | 22%     | 61%     | 5%       | 100%  |

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

|           |            |       |           | Previous Yea | rs' Responses |          |       |
|-----------|------------|-------|-----------|--------------|---------------|----------|-------|
|           |            | Never | Sometimes | Usually      | Always        | No Reply | Total |
| 2022      | Total      | 2     | 6         | 23           | 83            | 9        | 126   |
| 2022      | % of Total | 2%    | 5%        | 18%          | 66%           | 7%       | 100%  |
| 2020 2024 | Total      | 2     | 18        | 31           | 89            | -        | 140   |
| 2020-2021 | % of Total | 1%    | 13%       | 22%          | 64%           | 0%       | 100%  |
| 2042 2002 | 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%  |

# **Single Item Measures**

| Single          | <b>.</b>                                                                                                                                               |            |              |       |       |           | 2023 Re | sponses |          |       |   |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------|-------|-------|-----------|---------|---------|----------|-------|---|
| Item<br>Measure | Question                                                                                                                                               |            | Member Typ   | е     | Never | Sometimes | Usually | Always  | No Reply | Total |   |
|                 |                                                                                                                                                        |            | D: 1         | Child | -     | -         | 1       | 3       | -        | 4     |   |
|                 | ient                                                                                                                                                   | a          | Priority     | Adult | 3     | 3         | 26      | 35      | 2        | 69    |   |
|                 | ointm                                                                                                                                                  | vann       | Other        | Child | 4     | 6         | 19      | 26      | 2        | 57    |   |
|                 | аррс                                                                                                                                                   | Lackawanna | Priority     | Adult | 2     | 7         | 26      | 29      | 3        | 67    |   |
|                 | /her                                                                                                                                                   | ت          | Complaint or | Child | -     | -         | -       | -       | -        |       |   |
|                 | r/his,                                                                                                                                                 |            | Grievance    | Adult | -     | -         | 1       | -       | -        | 1     |   |
|                 | you                                                                                                                                                    |            | Priority     | Child | -     | 1         | 1       | 6       | -        | 8     |   |
|                 | es of                                                                                                                                                  |            | FIIOTILY     | Adult | 2     | 8         | 23      | 34      | 3        | 70    |   |
|                 | inute                                                                                                                                                  | Luzeme     | Other        | Child | -     | 1         | 13      | 13      | -        | 27    |   |
|                 | Office Wait*  In the last 12 months, how often were you/your child seen within 15 minutes of your/his/her appointment?  Wyoming Susquehanna Lackawanna | Priority   | Adult        | 2     | 5     | 21        | 35      | 2       | 65       |       |   |
|                 |                                                                                                                                                        |            | Complaint or | Child | -     | -         | 1       | -       | -        | 1     |   |
| ait*            | n wit                                                                                                                                                  |            | Grievance    | Adult | -     | -         | 1       | 1       | -        | 2     |   |
| Office Wait*    | seel                                                                                                                                                   |            | Priority     | Child | -     | -         | 1       | 1       | -        | 2     |   |
| ffice           | plild                                                                                                                                                  | na         | 1 Honey      | Adult | -     | -         | 2       | 5       | -        | 7     |   |
| Ó               | our (                                                                                                                                                  | ehan       | Susquehanna  | Other | Child | -         | -       | 1       | -        | -     | 1 |
|                 | 6/no                                                                                                                                                   | nbsn       | Priority     | Adult | -     | 2         | 1       | 3       | -        | 6     |   |
|                 | ere y                                                                                                                                                  | Ś          | Complaint or | Child | -     | -         | -       | -       | -        | -     |   |
|                 | - We                                                                                                                                                   |            | Grievance    | Adult | -     | -         | -       | -       | -        | -     |   |
|                 | offe                                                                                                                                                   |            | Priority     | Child | -     | -         | 1       | -       | -        | 1     |   |
|                 | how                                                                                                                                                    |            | - Honly      | Adult | -     | 1         | 1       | 1       | -        | 3     |   |
|                 | ıths,                                                                                                                                                  | Wyoming    | Other        | Child | -     | -         | 1       | 1       | -        | 2     |   |
|                 | mom                                                                                                                                                    | Wyo        | Priority     | Adult | -     | -         | -       | 3       | -        | 3     |   |
|                 | t 12                                                                                                                                                   |            | Complaint or | Child | -     | 1         | -       | -       | -        | 1     |   |
|                 | e las                                                                                                                                                  |            | Grievance    | Adult | -     | -         | -       | -       | -        | -     |   |
|                 | n the                                                                                                                                                  |            | Total        |       | 13    | 35        | 141     | 196     | 12       | 397   |   |
|                 |                                                                                                                                                        |            | % of Total   | 1 (6) | 3%    | 9%        | 36%     | 49%     | 3%       | 100%  |   |

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

|           |            |       |           | Previous Yea | rs' Responses |          |       |
|-----------|------------|-------|-----------|--------------|---------------|----------|-------|
|           |            | Never | Sometimes | Usually      | Always        | No Reply | Total |
| 2022      | Total      | 18    | 44        | 89           | 233           | 22       | 406   |
| 2022      | % of Total | 4%    | 11%       | 22%          | 57%           | 5%       | 100%  |
| 2020 2024 | Total      | 19    | 56        | 113          | 191           | 9        | 388   |
| 2020-2021 | % of Total | 5%    | 14%       | 29%          | 9% 49%        | 2%       | 100%  |
| 2019-2020 | Total      | 30    | 76        | 241          | 400           | 11       | 758   |
| 2019-2020 | % of Total | 4%    | 10%       | 32%          | 53%           | 1%       | 100%  |
| 2040 2040 | Total      | 28    | 89        | 193          | 194           | 22       | 526   |
| 2018-2019 | % of Total | 5%    | 17%       | 37%          | 37%           | 4%       | 100%  |
| 2017-2018 | Total      | 46    | 80        | 153          | 163           | 18       | 460   |
| 2017-2018 | % of Total | 10%   | 17%       | 33%          | 35%           | 4%       | 100%  |

| Single                                                                                                                              |               |             |                   |       |     | 2023 R | esponses |       |
|-------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|-------------------|-------|-----|--------|----------|-------|
| Item<br>Measure                                                                                                                     | Question      | Member Type |                   | e     | Yes | No     | No Reply | Total |
|                                                                                                                                     |               |             | Duta dis.         | Child | 3   | -      | -        | 3     |
| of                                                                                                                                  | of            | <i>a</i>    | Priority          | Adult | 51  | 8      | 1        | 60    |
|                                                                                                                                     | oart (        | vann        | Other             | Child | 41  | 7      | -        | 48    |
|                                                                                                                                     | as l          | Lackawanna  | Priority          | Adult | 47  | 12     | -        | 59    |
|                                                                                                                                     | aken          | ت           | Complaint or      | Child | -   | -      | -        | -     |
|                                                                                                                                     | ins ta        |             | Grievance         | Adult | 1   | -      | -        | 1     |
| cation                                                                                                                              | catic         |             | Priority          | Child | 6   | 1      | -        | 7     |
|                                                                                                                                     | nedi          |             | FIIOTILY          | Adult | 44  | 19     | 4        | 67    |
| cts,                                                                                                                                | on r          | Luzeme      | Other             | Child | 22  | 1      | -        | 23    |
| Effe                                                                                                                                | cripti        | Luz         | Priority          | Adult | 43  | 11     | 1        | 55    |
| Told about Medication Side Effects* you told what side effects of prescription medications taken as part of treatment to watch for? | or?           | for?        | Complaint or      | Child | 1   | -      | -        | 1     |
|                                                                                                                                     | s of p        |             | Grievance         | Adult | 1   | 1      | -        | 2     |
|                                                                                                                                     | fects<br>5 wa | ent to wa   | Priority          | Child | 1   | -      | -        | 1     |
| glig                                                                                                                                | de ef         |             |                   | Adult | 6   | -      | 1        | 7     |
| Me                                                                                                                                  | what side     | ehan        | Other<br>Priority | Child | 1   | -      | -        | 1     |
| ont                                                                                                                                 |               | Susquehanna |                   | Adult | 4   | 2      | -        | 6     |
| d ak                                                                                                                                | told          | Š           | Complaint or      | Child | -   | -      | -        | -     |
| )<br>L                                                                                                                              | you           |             | Grievance         | Adult | -   | -      | -        | -     |
|                                                                                                                                     | were          |             | Priority          | Child | 1   | -      | -        | 1     |
|                                                                                                                                     | ths, v        |             | Thomas            | Adult | 2   | 1      | -        | 3     |
| Told about the last 12 months, were you told                                                                                        | mon           | Wyoming     | Other             | Child | -   | -      | -        | -     |
|                                                                                                                                     | 12 r          | Wyd         | Priority          | Adult | 3   | -      | -        | 3     |
|                                                                                                                                     | last          |             | Complaint or      | Child | -   | 1      | -        | 1     |
|                                                                                                                                     | the           |             | Grievance         | Adult | -   | -      | -        | -     |
|                                                                                                                                     | <u> </u>      |             | Total             |       | 278 | 64     | 7        | 349   |
|                                                                                                                                     |               |             | % of Total        |       | 80% | 18%    | 2%       | 100%  |

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

|           |            |     | Previous Year | rs' Responses |       |
|-----------|------------|-----|---------------|---------------|-------|
|           |            | Yes | No            | No Reply      | Total |
| 2022      | Total      | 260 | 58            | 3             | 321   |
| 2022      | % of Total | 81% | 18%           | 1%            | 100%  |
| 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%  |
| 2017 2012 | Total      | 298 | 92            | 10            | 400   |
| 2017-2018 | % of Total | 75% | 23%           | 3%            | 100%  |

| Single                                       | Question                                                                                       | Member Type |                        |       |     | 2023 Responses | ;   |          |       |
|----------------------------------------------|------------------------------------------------------------------------------------------------|-------------|------------------------|-------|-----|----------------|-----|----------|-------|
| Item<br>Measure                              |                                                                                                |             | Mellibel Type          |       | Yes | No             | N/A | No Reply | Total |
|                                              | 'n                                                                                             | ā           | Priority               | Child | -   | -              | -   | -        | -     |
|                                              |                                                                                                |             |                        | Adult | 32  | 27             | 8   | 2        | 69    |
|                                              | in yc                                                                                          | Lackawanna  | Other                  | Child | -   | -              | -   | -        | -     |
|                                              | ii spu                                                                                         | acka        | Priority               | Adult | 29  | 27             | 10  | 1        | 67    |
|                                              | friel .                                                                                        | ت           | Complaint or           | Child | -   | -              | 1   | -        | -     |
|                                              | to you about whether to include your family or friends in your counseling or treatment?        |             | Grievance              | Adult | 1   | -              | -   | -        | 1     |
|                                              |                                                                                                |             | Priority               | Child | -   | -              | 1   | -        | -     |
|                                              |                                                                                                |             | Phonly                 | Adult | 30  | 37             | 1   | 2        | 70    |
| *                                            | ( apr                                                                                          | Luzeme      | Other                  | Child | -   | -              | 1   | -        | -     |
| spu                                          | Including Family and Friends* le talk to you about whether to incluse counseling or treatment? | Pnze        | Priority               | Adult | 28  | 30             | 6   | 1        | 65    |
| riel                                         |                                                                                                |             | Complaint or Grievance | Child | -   | -              | 1   | -        | -     |
| nd F                                         |                                                                                                |             |                        | Adult | 1   | 1              | -   | -        | 2     |
| <u>                                     </u> | ut wh<br>ir tre                                                                                | ٦a          | Priority               | Child | -   | -              | -   | -        | -     |
| ami                                          | abou                                                                                           |             | - Inolity              | Adult | 2   | 4              | 1   | -        | 7     |
| Б<br>Б                                       | you<br>nseli                                                                                   | Susquehanna | Other                  | Child | -   | -              | -   | -        | -     |
| nibr                                         | k to<br>coul                                                                                   | nbsr        | Priority               | Adult | 1   | 4              | 1   | -        | 6     |
| nclı                                         | e tal                                                                                          | รั          | Complaint or           | Child | -   | -              | -   | -        | -     |
| _                                            | novı                                                                                           |             | Grievance              | Adult | -   | -              | -   | -        | -     |
|                                              | id ar                                                                                          |             | Priority               | Child | -   | -              | -   | -        | -     |
|                                              | Including F In the last 12 months, did anyone talk to you counsel                              |             | 1 Honly                | Adult | -   | 3              | -   | -        | 3     |
|                                              |                                                                                                | ming        | Other                  | Child | -   | -              | -   | -        | -     |
|                                              |                                                                                                | Wyo         | Priority               | Adult | 1   | 2              | -   | -        | 3     |
|                                              |                                                                                                |             | Complaint or           | Child | -   | -              | -   | -        | -     |
|                                              | the l                                                                                          |             | Grievance              | Adult | -   | -              | -   | -        | -     |
|                                              | 드                                                                                              |             | Total                  |       | 125 | 135            | 27  | 6        | 293   |
|                                              |                                                                                                |             | % of Total             |       | 43% | 46%            | 9%  | 2%       | 100%  |

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

|           |            |     | Pre | vious Years' Respo | nses     |       |
|-----------|------------|-----|-----|--------------------|----------|-------|
|           |            | Yes | No  | N/A                | No Reply | Total |
| 2022      | Total      | 113 | 144 | 9                  | 14       | 280   |
| 2022      | % of Total | 40% | 51% | 3%                 | 5%       | 100%  |
| 2000 2004 | Total      | 106 | 123 |                    | 9        | 247   |
| 2020-2021 | % of Total | 43% | 50% |                    | 4%       | 100%  |
| 2040 2000 | Total      | 246 | 193 | 35                 | 12       | 486   |
| 2019-2020 | % of Total | 51% | 40% | 7%                 | 2%       | 100%  |
| 2040 2040 | Total      | 152 | 152 | 11                 | 20       | 335   |
| 2018-2019 | % of Total | 45% | 45% | 3%                 | 6%       | 100%  |
| 2017-2018 | Total      | 124 | 134 | 12                 | 16       | 286   |
|           | % of Total | 43% | 47% | 4%                 | 6%       | 100%  |

| Single                                                                                                                                                               |                 |             |                   |       |     | 2023 R | esponses |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|-------------------|-------|-----|--------|----------|-------|
| Item<br>Measure                                                                                                                                                      | Question        |             | Member Typ        | е     | Yes | No     | No Reply | Total |
|                                                                                                                                                                      |                 |             | D: 1              | Child | 4   | -      | -        | 4     |
| v                                                                                                                                                                    | w               | - C         | Priority          | Adult | 53  | 13     | 3        | 69    |
|                                                                                                                                                                      | hild'           | vann        | Other             | Child | 42  | 13     | 2        | 57    |
|                                                                                                                                                                      | onr c           | Lackawanna  | Priority          | Adult | 39  | 27     | 1        | 67    |
|                                                                                                                                                                      | ur/ya           | ت           | Complaint or      | Child | 1   | -      | -        |       |
|                                                                                                                                                                      | le yo           |             | Grievance         | Adult | 1   | 1      | -        | 1     |
| anage                                                                                                                                                                |                 | Priority    | Child             | 6     | 2   | -      | 8        |       |
|                                                                                                                                                                      | to m            |             | Phonty            | Adult | 42  | 26     | 2        | 70    |
| *_                                                                                                                                                                   | ıted ı          | erne        | Other             | Child | 19  | 8      | -        | 27    |
| iji<br>Hi                                                                                                                                                            | war             | ?<br>Luzeme | Priority          | Adult | 41  | 23     | 1        | 65    |
| Information to Manage Condition*<br>given as much information as you wante<br>condition?                                                                             | s you           |             | Complaint or      | Child | 1   | -      | -        | 1     |
| ge (                                                                                                                                                                 | on as           |             | Grievance         | Adult | -   | 2      | -        | 2     |
| o Manag<br>information<br>condition?                                                                                                                                 | matic<br>ition' | Susquehanna | Priority          | Child | -   | 2      | -        | 2     |
| Ψ̈́                                                                                                                                                                  | infori          |             | - Honey           | Adult | 3   | 4      | -        | 7     |
| on ta                                                                                                                                                                | uch i           |             | Other<br>Priority | Child | -   | 1      | -        | 1     |
| natic                                                                                                                                                                | as m            |             |                   | Adult | 2   | 4      | -        | 6     |
| forn                                                                                                                                                                 | ven 8           | Ś           | Complaint or      | Child | -   | -      | -        | -     |
| _=                                                                                                                                                                   | ig nc           |             | Grievance         | Adult | -   | -      | -        | -     |
|                                                                                                                                                                      | re yo           |             | Priority          | Child | 1   | -      | -        | 1     |
|                                                                                                                                                                      | , we            |             | - Honey           | Adult | -   | 3      | -        | 3     |
| Information to Manage Condition* Information to Manage Condition* In the last 12 months, were you given as much information as you wanted to manage your/your child' | onths           | Wyoming     | Other             | Child | 2   | -      | -        | 2     |
|                                                                                                                                                                      | 2 mc            | Wyor        | Priority          | Adult | 2   | 1      | -        | 3     |
|                                                                                                                                                                      | ast 1           |             | Complaint or      | Child | -   | 1      | -        | 1     |
|                                                                                                                                                                      | the la          |             | Grievance         | Adult | -   | -      | -        | -     |
|                                                                                                                                                                      | =               |             | Total             |       | 257 | 131    | 9        | 397   |
|                                                                                                                                                                      |                 |             | % of Total        |       | 65% | 33%    | 2%       | 100%  |

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

|           |            |     | Previous Year | s' Responses |       |
|-----------|------------|-----|---------------|--------------|-------|
|           |            | Yes | No            | No Reply     | Total |
| 2022      | Total      | 288 | 84            | 34           | 406   |
| 2022      | % of Total | 71% | 21%           | 8%           | 100%  |
| 2020 2024 | 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%  |

| Single                                                                                                  | O tion     |              | Manakan Tan       |       |     | 2023 R   | esponses |      |
|---------------------------------------------------------------------------------------------------------|------------|--------------|-------------------|-------|-----|----------|----------|------|
| Item<br>Measure                                                                                         | Question   | Member Type  |                   | Yes   | No  | No Reply | Total    |      |
|                                                                                                         |            |              | Datable           | Child | 4   | -        | -        | 4    |
| ر<br>م                                                                                                  | g<br>B     | Priority     | Adult             | 60    | 5   | 4        | 69       |      |
|                                                                                                         | ient?      | vann         | Other             | Child | 52  | 2        | 3        | 57   |
| s rights as a patient?                                                                                  | Lackawanna | Priority     | Adult             | 56    | 8   | 3        | 67       |      |
|                                                                                                         | as s       | ت            | Complaint or      | Child | -   | -        | -        | -    |
|                                                                                                         | ghts       |              | Grievance         | Adult | -   | 1        | -        | 1    |
| s rić                                                                                                   |            | Priority     | Child             | 8     | -   | -        | 8        |      |
|                                                                                                         | ,plid      |              | FIIOHILY          | Adult | 56  | 12       | 2        | 70   |
|                                                                                                         | ur cł      | Luzeme       | Other             | Child | 24  | 3        | -        | 27   |
| *uc                                                                                                     | ır/yo      | Luze         | Priority          | Adult | 53  | 9        | 3        | 65   |
| Patient Rights Information*                                                                             |            | Complaint or | Child             | 1     | -   | -        | 1        |      |
|                                                                                                         | bout       |              | Grievance         | Adult | -   | 2        | -        | 2    |
| S II                                                                                                    | s Inf      | na           | Priority          | Child | 1   | 1        | -        | 2    |
| ght                                                                                                     | mati       |              | 1 Honly           | Adult | 6   | 1        | -        | 7    |
| <del>ال</del> م<br><u>ج</u>                                                                             | nfori      | ehan         | Other<br>Priority | Child | 1   | -        | -        | 1    |
| tien                                                                                                    | /en i      | Susquehanna  |                   | Adult | 5   | 1        | -        | 6    |
| Ра                                                                                                      | u giv      | รั           | Complaint or      | Child | -   | -        | -        | -    |
|                                                                                                         | е уо       |              | Grievance         | Adult | -   | -        | -        | -    |
|                                                                                                         | wer        |              | Priority          | Child | 1   | -        | -        | 1    |
|                                                                                                         | ıths,      |              | Thomas            | Adult | 3   | -        | -        | 3    |
| Patient Rights Information*<br>In the last 12 months, were you given information about your/your child' | ming       | Other        | Child             | 1     | 1   | -        | 2        |      |
|                                                                                                         | Wyoming    | Priority     | Adult             | 3     | -   | -        | 3        |      |
|                                                                                                         | e las      |              | Complaint or      | Child | 1   | -        | -        | 1    |
|                                                                                                         | n the      |              | Grievance         | Adult | -   | -        | -        | -    |
|                                                                                                         |            |              | Total             |       | 336 | 46       | 15       | 397  |
|                                                                                                         |            |              | % of Total        |       | 85% | 12%      | 4%       | 100% |

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

|           |            |     | Previous Yea | rs' Responses |       |
|-----------|------------|-----|--------------|---------------|-------|
|           |            | Yes | No           | No Reply      | Total |
| 2022      | Total      | 331 | 42           | 33            | 406   |
| 2022      | % of Total | 82% | 10%          | 8%            | 100%  |
| 2020 2024 | Total      | 326 | 45           | 17            | 388   |
| 2020-2021 | % of Total | 84% | 12%          | 4%            | 100%  |
| 2019-2020 | 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%  |
| 2017-2018 | Total      | 371 | 68           | 21            | 460   |
| 2017-2010 | % of Total | 81% | 15%          | 5%            | 100%  |

| Single                                                                                                                                | 0             |                              | Manakan Tan       |       |     | 2023 R | esponses |       |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------------------|-------------------|-------|-----|--------|----------|-------|
| Item<br>Measure                                                                                                                       | Question      | Member Type                  |                   | е     | Yes | No     | No Reply | Total |
|                                                                                                                                       |               |                              | D: 1              | Child | 4   | -      | -        | 4     |
|                                                                                                                                       | _             | a                            | Priority          | Adult | 59  | 7      | 3        | 69    |
| Refuse Treatment* specific type of medicine or treatment for ild?                                                                     | int fo        | Lackawanna                   | Other             | Child | 52  | 3      | 2        | 57    |
|                                                                                                                                       | atme          | acka                         | Priority          | Adult | 57  | 9      | 1        | 67    |
|                                                                                                                                       | . trea        | ت                            | Complaint or      | Child | -   | -      | -        | -     |
| *                                                                                                                                     | lo ət         |                              | Grievance         | Adult | -   | 1      | -        | 1     |
| lent*                                                                                                                                 |               | Priority                     | Child             | 5     | 3   | -      | 8        |       |
| atm                                                                                                                                   | f me          |                              | FIIOTILY          | Adult | 50  | 16     | 4        | 70    |
| Tre                                                                                                                                   | o ed          | Luzeme                       | Other             | Child | 25  | 2      | -        | 27    |
| ıse                                                                                                                                   | ic ty         | 19 Luze                      | Priority          | Adult | 51  | 11     | 3        | 65    |
| Patient Feels He or She Could Refuse Treatment* iths, did you feel you could refuse a specific type of medicinal yourself/your child? | oecif<br>1?   |                              | Complaint or      | Child | 1   | -      | -        | 1     |
|                                                                                                                                       | a sp<br>chilc |                              | Grievance         | Adult | 1   | 1      | -        | 2     |
|                                                                                                                                       | fuse          | your serryour<br>Susquehanna | Priority          | Child | 1   | 1      | -        | 2     |
| he                                                                                                                                    | d re          |                              | - Honey           | Adult | 6   | 1      | -        | 7     |
| S IC                                                                                                                                  | coul          |                              | Other<br>Priority | Child | 1   | -      | -        | 1     |
| 우                                                                                                                                     | you           | nbsr                         |                   | Adult | 4   | 1      | 1        | 6     |
| Sis                                                                                                                                   | leel          | Š                            | Complaint or      | Child | -   | -      | -        | -     |
| Fee                                                                                                                                   | you           |                              | Grievance         | Adult | -   | -      | -        | -     |
| ent                                                                                                                                   | did           |                              | Priority          | Child | 1   | -      | -        | 1     |
| <sup>5</sup> ati                                                                                                                      | ıths,         |                              | - Honey           | Adult | 1   | 2      | -        | 3     |
| Patient Feels He or She Could In the last 12 months, did you feel you could refuse a                                                  | mor           | Wyoming                      | Other             | Child | 2   | -      | -        | 2     |
|                                                                                                                                       | t 12          | Wyo                          | Priority          | Adult | 3   | -      | -        | 3     |
|                                                                                                                                       | e las         |                              | Complaint or      | Child | 1   | -      | -        | 1     |
|                                                                                                                                       | n the         |                              | Grievance         | Adult | -   | -      | -        | -     |
|                                                                                                                                       |               |                              | Total             |       | 325 | 58     | 14       | 397   |
|                                                                                                                                       |               |                              | % of Total        |       | 82% | 15%    | 4%       | 100%  |

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

|           |            | Previous Years' Responses |     |          |       |  |  |  |
|-----------|------------|---------------------------|-----|----------|-------|--|--|--|
|           |            | Yes                       | No  | No Reply | Total |  |  |  |
| 2022      | Total      | 320                       | 54  | 32       | 406   |  |  |  |
| 2022      | % of Total | 79%                       | 13% | 8%       | 100%  |  |  |  |
| 2020-2021 | Total      | 309                       | 61  | 18       | 388   |  |  |  |
|           | % of Total | 80%                       | 16% | 5%       | 100%  |  |  |  |
| 2040 2020 | Total      | 667                       | 78  | 13       | 758   |  |  |  |
| 2019-2020 | % of Total | 88%                       | 10% | 2%       | 100%  |  |  |  |
| 2040 2040 | Total      | 416                       | 73  | 37       | 526   |  |  |  |
| 2018-2019 | % of Total | 79%                       | 14% | 7%       | 100%  |  |  |  |
| 2017-2018 | Total      | 359                       | 83  | 18       | 460   |  |  |  |
|           | % of Total | 78%                       | 18% | 4%       | 100%  |  |  |  |

| Single                                                                                                              | 0               | Mambau Tura   |                        |       |     | 2023 R | esponses |       |
|---------------------------------------------------------------------------------------------------------------------|-----------------|---------------|------------------------|-------|-----|--------|----------|-------|
| Item<br>Measure                                                                                                     | Question        |               | Member Typ             | е     | Yes | No     | No Reply | Total |
|                                                                                                                     |                 |               | D: 1                   | Child | -   | 4      | -        | 4     |
|                                                                                                                     | men             |               | Priority               | Adult | 5   | 62     | 2        | 69    |
| ion*<br>or counseling or treatment<br>orivate?                                                                      | vann            | Other         | Child                  | 3     | 51  | 3      | 57       |       |
|                                                                                                                     | g or 1          | Lackawanna    | Priority               | Adult | 3   | 63     | 1        | 67    |
|                                                                                                                     | elinę           | تد            | Complaint or           | Child | -   | -      | -        | -     |
|                                                                                                                     | ouns<br>te?     |               | Grievance              | Adult | 1   | -      | -        | 1     |
|                                                                                                                     |                 | Priority      | Child                  | -     | 8   | -      | 8        |       |
| mat                                                                                                                 | t to 1<br>ept p |               | FIIOTILY               | Adult | 10  | 58     | 2        | 70    |
| Jfor                                                                                                                | wen<br>en k     | Luzerne       | Other                  | Child | 3   | 24     | -        | 27    |
| Confident about Privacy of Treatment Information* s, as far as you know, did anyone you/your child went to for coun | hild<br>e be    | ould have bee | Priority               | Adult | 4   | 58     | 3        | 65    |
|                                                                                                                     | our c<br>hav    |               | Complaint or Grievance | Child | -   | 1      | -        | 1     |
|                                                                                                                     | only<br>plno    |               |                        | Adult | 1   | 1      | -        | 2     |
|                                                                                                                     |                 | Priority      | Child                  | -     | 2   | -      | 2        |       |
| ςς                                                                                                                  | nyor<br>s tha   | Susquehanna   |                        | Adult | 2   | 4      | 1        | 7     |
| riva                                                                                                                | did a           |               | Other<br>Priority      | Child | -   | 1      | -        | 1     |
| 는<br>는                                                                                                              | o, c            |               |                        | Adult | 1   | 5      | -        | 6     |
| aboı                                                                                                                | ı knc           | รัง           | Complaint or           | Child | -   | -      | -        | -     |
| int 6                                                                                                               | s you           | natio         | Grievance              | Adult | -   | -      | -        | -     |
| fide                                                                                                                | ar as<br>nforr  |               | Priority               | Child | -   | 1      | -        | 1     |
| Con                                                                                                                 | as fa           |               | THOTILY                | Adult | -   | 3      | -        | 3     |
| Confi                                                                                                               | sha             | Wyoming       | Other                  | Child | -   | 2      | -        | 2     |
|                                                                                                                     | mom             | Wyo           | Priority               | Adult | -   | 3      | -        | 3     |
|                                                                                                                     | t 12            |               | Complaint or           | Child | -   | 1      | -        | 1     |
|                                                                                                                     | las.            |               | Grievance              | Adult | -   | -      | -        | -     |
|                                                                                                                     | n the           |               | Total                  |       | 33  | 352    | 12       | 397   |
|                                                                                                                     |                 |               | % of Total             |       | 8%  | 89%    | 3%       | 100%  |

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

|           |            |     | Previous Yea | rs' Responses |       |
|-----------|------------|-----|--------------|---------------|-------|
|           |            | Yes | No           | No Reply      | Total |
| 2022      | Total      | 31  | 344          | 31            | 406   |
| 2022      | % of Total | 8%  | 85%          | 8%            | 100%  |
| 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%  |
| 2018-2019 | Total      | 59  | 432          | 35            | 526   |
| 2010-2019 | % of Total | 11% | 82%          | 7%            | 100%  |
| 2047 2040 | Total      | 79  | 357          | 24            | 460   |
| 2017-2018 | % of Total | 17% | 78%          | 5%            | 100%  |

| Single<br>Item       | Question                            |              | Mambay Typ                                                                                                                                                                                   |       |     | 2023 Re | esponses |       |
|----------------------|-------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----|---------|----------|-------|
| Measure              | Question                            |              | Member Typ                                                                                                                                                                                   | е     | Yes | No      | No Reply | Total |
|                      |                                     |              | Dringity                                                                                                                                                                                     | Child | -   | -       | -        | -     |
|                      |                                     | <u> </u>     | Phonly                                                                                                                                                                                       | Adult | 5   | 1       | -        | 6     |
|                      |                                     | wann         | Other                                                                                                                                                                                        | Child | 2   | -       | -        | 2     |
|                      |                                     | Lackawanna   | Priority                                                                                                                                                                                     | Adult | 2   | -       | 1        | 3     |
|                      |                                     | ت            | Priority  Other Priority  Complaint or Grievance  Priority  Other Priority  Complaint or Grievance  Priority  Other Priority  Complaint or Grievance  Priority  Priority  Priority  Priority | Child | -   | -       | -        | -     |
|                      |                                     |              | Grievance                                                                                                                                                                                    | Adult | -   | -       | -        | -     |
|                      |                                     |              | Driority.                                                                                                                                                                                    | Child | -   | -       | -        | -     |
|                      |                                     |              | FIIOHILY                                                                                                                                                                                     | Adult | 4   | 2       | -        | 6     |
|                      | *                                   | Luzeme       |                                                                                                                                                                                              | Child | -   | -       | -        | -     |
| a-                   | *spe                                | Luze         | Priority                                                                                                                                                                                     | Adult | 1   | -       | 1        | 2     |
| Cultural Competency* | Care responsive to cultural needs** |              |                                                                                                                                                                                              | Child | -   | -       | -        | -     |
| etel                 | Iltura                              |              | Grievance                                                                                                                                                                                    | Adult | -   | -       | -        | -     |
| dwa                  | no o:                               |              | Priority -                                                                                                                                                                                   | Child | -   | -       | -        | -     |
| <u> </u>             | sive t                              | na           |                                                                                                                                                                                              | Adult | -   | -       | -        | -     |
| tura                 | suod                                | Susquehanna  |                                                                                                                                                                                              | Child | -   | -       | -        | -     |
| Cult                 | res                                 | nbsr         | Priority                                                                                                                                                                                     | Adult | -   | -       | -        | -     |
|                      | Care                                | รัง          |                                                                                                                                                                                              | Child | -   | -       | -        | -     |
|                      |                                     |              | Grievance                                                                                                                                                                                    | Adult | -   | -       | -        | -     |
|                      |                                     |              | Priority                                                                                                                                                                                     | Child | -   | -       | -        | -     |
|                      |                                     |              | Thomas                                                                                                                                                                                       | Adult | -   | -       | -        | -     |
|                      | Prio Con                            | Other        | Child                                                                                                                                                                                        | -     | -   | -       | -        |       |
|                      |                                     | Priority     | Adult                                                                                                                                                                                        | -     | -   | -       | -        |       |
|                      |                                     | Complaint or | Child                                                                                                                                                                                        | -     | -   | -       | -        |       |
|                      |                                     |              | Grievance                                                                                                                                                                                    | Adult | -   | -       | -        | -     |
|                      |                                     |              | Total                                                                                                                                                                                        |       | 14  | 3       | 2        | 19    |
|                      |                                     |              | % of Total                                                                                                                                                                                   | "     | 74% | 16%     | 11%      | 100%  |

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

\*\*Only responses from Members who stated that their/their child's language, race, religion, ethnic background or culture make a difference in the kind of counseling or treatment needed are shown. 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 Year | s' Responses |       |
|-----------|------------|-----|---------------|--------------|-------|
|           |            | Yes | No            | No Reply     | Total |
| 2022      | Total      | 20  | 4             | 2            | 26    |
| 2022      | % of Total | 77% | 15%           | 8%           | 100%  |
| 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%  |

| Single<br>Item | Overtion                               |             | Member Typ   |       |            |          | 2023 Res | sponses |          |       |
|----------------|----------------------------------------|-------------|--------------|-------|------------|----------|----------|---------|----------|-------|
| Measure        | Question                               | member Type |              |       | Not at all | A little | Somewhat | A lot   | No Reply | Total |
|                | 17                                     |             | Dutante      | Child | -          | -        | -        | 4       | -        | 4     |
|                | ob e                                   | co.         | Priority     | Adult | 2          | 7        | 18       | 51      | 2        | 80    |
|                | e/sh                                   | vanna       | Other        | Child | 1          | 9        | 14       | 43      | 3        | 70    |
|                | n/ho                                   | Lackawanna  | Priority     | Adult | 6          | 12       | 25       | 43      | 3        | 89    |
|                | ant yo                                 | ت           | Complaint or | Child | -          | -        | -        | -       | -        | -     |
|                | atme                                   |             | Grievance    | Adult | -          | 1        | -        | -       | -        | 1     |
|                | r trea                                 |             | Duinaite     | Child | -          | 2        | 2        | 4       | 1        | 9     |
|                | o ɓu                                   |             | Priority     | Adult | 3          | 11       | 20       | 51      | 3        | 88    |
|                | nseli                                  | eme         | Other        | Child | 6          | 2        | 7        | 26      | 1        | 42    |
|                | inoo                                   | Luzeme      | Priority     | Adult | 3          | 8        | 19       | 46      | 3        | 79    |
| _              | the                                    |             | Complaint or | Child | -          | -        | 1        | -       | -        | 1     |
| ped            | Amount Helped<br>our child helped by e | Grievance   | Adult        | 1     | -          | 1        | -        | -       | 2        |       |
| He             | edle                                   | ped         | Duisaite     | Child | 1          | -        | -        | 1       | -        | 2     |
| unt            | lild h                                 | д           | Priority     | Adult | -          | -        | 3        | 5       | 1        | 9     |
| √mo            | ur ch                                  | Susquehanna | Other        | Child | -          | 1        | 2        | 2       | -        | 5     |
|                | o//n                                   | enbsi       | Priority     | Adult |            | 1        | 2        | 4       | -        | 7     |
|                | е уо                                   | ഗ           | Complaint or | Child | -          | -        | -        | -       | -        | -     |
|                | wer                                    |             | Grievance    | Adult | -          | -        | -        | -       | -        | -     |
|                | nuch                                   |             | Driority     | Child | -          | -        | -        | 1       | -        | 1     |
|                | wo                                     |             | Priority     | Adult | -          | -        | 1        | 3       | -        | 4     |
|                | ıs, h                                  | Wyoming     | Other        | Child | -          | 1        | -        | 1       | -        | 2     |
|                | onth                                   | Wyo         | Priority     | Adult | -          | -        | -        | 3       | -        | 3     |
|                | 12 m                                   |             | Complaint or | Child | -          | -        | -        | 1       | -        | 1     |
|                | last .                                 |             | Grievance    | Adult | -          | -        | -        | -       | -        | -     |
|                | the                                    |             | Total        |       | 23         | 55       | 115      | 289     | 17       | 499   |
|                | 드                                      |             | % of Total   |       | 5%         | 11%      | 23%      | 58%     | 3%       | 100%  |

|           |            |            |          | Previous Year | s' Responses |          |       |
|-----------|------------|------------|----------|---------------|--------------|----------|-------|
|           |            | Not at all | A little | Somewhat      | A lot        | No Reply | Total |
| 2022      | Total      | 28         | 49       | 138           | 315          | 28       | 558   |
| 2022      | % of Total | 5%         | 9%       | 25%           | 56%          | 5%       | 100%  |
| 2020-2021 | Total      | 26         | 76       | 148           | 324          | 11       | 585   |
| 2020-2021 | % of Total | 4%         | 13%      | 25%           | 55%          | 2%       | 100%  |
| 2019-2020 | 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   |
| 2017-2016 | % of Total | 4%         | 13%      | 31%           | 48%          | 4%       | 100%  |

| Single                                       | 0 (                                                             |                                                             | M. J. T    |       |        |         | 2023      | Responses | i        |       |
|----------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------|------------|-------|--------|---------|-----------|-----------|----------|-------|
| Item<br>Measure                              | Question                                                        |                                                             | Member Ty  | oe    | Always | Usually | Sometimes | Never     | No Reply | Total |
|                                              | ee                                                              |                                                             | Driority   | Child | 1      | 2       | 1         | -         | -        | 4     |
|                                              | seling or treatment, how often did you ted?  Luzeme  Lackawanna | B                                                           | Priority   | Adult | 41     | 21      | 10        | 4         | 4        | 80    |
|                                              |                                                                 | wann                                                        | Other      | Child | 34     | 22      | 10        | 1         | 3        | 70    |
|                                              |                                                                 | ·                                                           | Adult      | 39    | 27     | 13      | 7         | 3         | 89       |       |
|                                              | w of                                                            | Complaint or Grievance  Priority  Other Priority  Complaint |            | Child | -      | -       | -         | -         | -        | -     |
|                                              | ıt, hc                                                          |                                                             |            | Adult | -      | 1       | -         | -         | -        | 1     |
|                                              | :men                                                            |                                                             | Driority   | Child | 6      | 2       | -         | 1         | -        | 9     |
|                                              | treat                                                           |                                                             | FIIOTILY   | Adult | 36     | 25      | 14        | 8         | 5        | 88    |
|                                              | g or                                                            | eme                                                         |            | Child | 20     | 11      | 7         | -         | 4        | 42    |
|                                              | selin<br>ted?                                                   | Luze                                                        | ·          | Adult | 37     | 28      | 8         | -         | 6        | 79    |
| *nc                                          | ouns                                                            |                                                             |            | Child | -      | 1       | -         | -         | -        | 1     |
| Additional Question* ne appointment for coun |                                                                 |                                                             | Adult      | 1     | -      | -       | 1         | -         | 2        |       |
| Qui                                          | ment for                                                        |                                                             | Driority   | Child | -      | 1       | -         | 1         | -        | 2     |
| nal                                          | soor                                                            | soon as soon as a                                           | FIIOTILY   | Adult | 5      | 3       | -         | -         | 1        | 9     |
| ditio                                        | appc<br>e as                                                    | shanı                                                       |            | Child | 2      | 2       | 1         | -         | -        | 5     |
| Ad                                           | tine                                                            | nbsr                                                        | Priority   | Adult | 4      | 2       | -         | 1         | -        | 7     |
|                                              | r rou<br>som                                                    | S                                                           | Complaint  | Child | -      | -       | -         | -         | -        | -     |
|                                              | g per                                                           |                                                             | Grievance  | Adult | -      | -       | -         | -         | -        | -     |
|                                              | пеес                                                            |                                                             | Priority   | Child | -      | 1       | -         | -         | -        | 1     |
|                                              | l nok                                                           |                                                             | FIIOTILY   | Adult | 1      | 2       | 1         | -         | -        | 4     |
|                                              | S, if                                                           | ming                                                        |            | Child | 2      | -       | -         | -         | -        | 2     |
|                                              | onth                                                            | Wyo                                                         | ·          | Adult | 1      | -       | 2         | -         | -        | 3     |
|                                              | 12 m                                                            |                                                             | Complaint  | Child | -      | 1       | -         | -         | -        | 1     |
|                                              | ast 1                                                           |                                                             | Grievance  | Adult | -      | -       | -         | -         | -        | -     |
|                                              | the                                                             |                                                             | Total      |       | 230    | 152     | 67        | 24        | 26       | 499   |
|                                              |                                                                 |                                                             | % of Total |       | 46%    | 30%     | 13%       | 5%        | 5%       | 100%  |

<sup>\*</sup>This question was added to this survey in 2022.

|      |            | Previous Years' Responses |         |           |       |          |       |  |  |  |
|------|------------|---------------------------|---------|-----------|-------|----------|-------|--|--|--|
|      |            | Always                    | Usually | Sometimes | Never | No Reply | Total |  |  |  |
| 2022 | Total      | 261                       | 140     | 63        | 49    | 45       | 558   |  |  |  |
| 2022 | % of Total | 47%                       | 25%     | 11%       | 9%    | 8%       | 100%  |  |  |  |

| Single          | 0                                                                                 |             | Manakan Tan                                                                                                                                                                             | _     |          |               | 2023 Responses |          |       |
|-----------------|-----------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|---------------|----------------|----------|-------|
| Item<br>Measure | Question                                                                          |             | Member Typ                                                                                                                                                                              | е     | Same Day | Within 7 Days | After 7 Days   | No Reply | Total |
|                 |                                                                                   |             | Datable                                                                                                                                                                                 | Child | -        | 2             | 1              | 1        | 4     |
|                 |                                                                                   | co.         | Priority                                                                                                                                                                                | Adult | 8        | 48            | 19             | 5        | 80    |
|                 |                                                                                   | vann        | Other                                                                                                                                                                                   | Child | 7        | 49            | 11             | 3        | 70    |
|                 | How long did you have to wait for an appointment?  Susquehama  Luzeme  Lackawanna | Priority    | Adult                                                                                                                                                                                   | 10    | 46       | 26            | 7              | 89       |       |
|                 |                                                                                   | Ľ           | Priority  Complaint or Grievance  Priority  Other Priority  Complaint or Grievance  Priority  Other Priority  Complaint or Grievance  Priority  Complaint or Grievance  Priority  Total | Child | -        | -             | -              | -        | -     |
|                 |                                                                                   |             |                                                                                                                                                                                         | Adult | 1        | -             | -              | -        | 1     |
|                 |                                                                                   |             | Driority                                                                                                                                                                                | Child | 2        | 4             | 2              | 1        | 9     |
|                 | ent?                                                                              |             | Priority                                                                                                                                                                                | Adult | 16       | 47            | 16             | 9        | 88    |
|                 | ntme                                                                              | eme         |                                                                                                                                                                                         | Child | 7        | 24            | 5              | 6        | 42    |
|                 | ppoi                                                                              | Luze        | Priority                                                                                                                                                                                | Adult | 9        | 40            | 21             | 9        | 79    |
| *nc             | an a                                                                              |             |                                                                                                                                                                                         | Child | -        | 1             | -              | 1        | 1     |
| esti            | Additional Question* you have to wait for an app squehanna Lu                     |             | Grievance                                                                                                                                                                               | Adult | 1        | -             | 1              | ı        | 2     |
| ĎΩ              |                                                                                   |             | Priority                                                                                                                                                                                | Child | -        | 1             | 1              | ı        | 2     |
| nal             |                                                                                   | FIIOHILY    | Adult                                                                                                                                                                                   | 2     | 5        | 1             | 1              | 9        |       |
| ditio           | ı hav                                                                             | Susquehanna | Other                                                                                                                                                                                   | Child | 1        | 2             | 1              | 1        | 5     |
| Adı             | - yor                                                                             | nbsı        | Priority                                                                                                                                                                                | Adult | -        | 6             | 1              | ı        | 7     |
|                 | g dic                                                                             | S           |                                                                                                                                                                                         | Child | -        | -             | -              | ı        | -     |
|                 | iuol /                                                                            |             | Grievance                                                                                                                                                                               | Adult | -        | -             | -              | ı        | -     |
|                 | How                                                                               |             | Driority.                                                                                                                                                                               | Child | -        | 1             | -              | -        | 1     |
|                 |                                                                                   |             | Phonty                                                                                                                                                                                  | Adult | 1        | 1             | 2              | -        | 4     |
|                 |                                                                                   | ming        |                                                                                                                                                                                         | Child | -        | 2             | -              | 1        | 2     |
|                 | Wyoming                                                                           | Priority    | Adult                                                                                                                                                                                   | -     | 1        | 2             | -              | 3        |       |
|                 |                                                                                   |             |                                                                                                                                                                                         | Child | -        | 1             | -              | ı        | 1     |
|                 |                                                                                   | Grievance   | Adult                                                                                                                                                                                   | -     | -        | -             | 1              | -        |       |
|                 |                                                                                   |             | Total                                                                                                                                                                                   |       | 65       | 281           | 110            | 43       | 499   |
|                 |                                                                                   |             | % of Total                                                                                                                                                                              |       | 13%      | 56%           | 22%            | 9%       | 100%  |

<sup>\*</sup>This question was added to this survey in 2022.

|      |            | Previous Years' Responses                          |     |     |     |      |  |  |  |  |  |
|------|------------|----------------------------------------------------|-----|-----|-----|------|--|--|--|--|--|
|      |            | Same Day Within 7 Days After 7 Days No Reply Total |     |     |     |      |  |  |  |  |  |
| 2022 | Total      | 103                                                | 263 | 135 | 57  | 558  |  |  |  |  |  |
| 2022 | % of Total | 18%                                                | 47% | 24% | 10% | 100% |  |  |  |  |  |

|             | Member Type    |       |            |    |    |    | Rating |    | seling/Tre | atment |     |     |            |       |
|-------------|----------------|-------|------------|----|----|----|--------|----|------------|--------|-----|-----|------------|-------|
|             | Member Type    |       | 0<br>Worst | 1  | 2  | 3  | 4      | 5  | 6          | 7      | 8   | 9   | 10<br>Best | Total |
|             | Priority       | Child | -          | -  | -  | -  | -      | -  | -          | -      | 1   | -   | 3          | 4     |
| na          | FIIOHILY       | Adult | -          | 1  | 1  | 1  | 2      | 4  | 5          | 7      | 8   | 16  | 32         | 77    |
| wan         | Other Priority | Child | 2          | 1  | -  | 3  | 1      | 3  | 1          | 7      | 19  | 11  | 21         | 68    |
| Lackawanna  | Other Phonty   | Adult | 3          | 1  | 2  | 3  | 1      | 7  | 9          | 5      | 18  | 9   | 27         | 85    |
| La          | Complaint or   | Child | 1          | 1  | -  | 1  | -      | -  | -          | -      | -   | -   | -          | -     |
|             | Grievance      | Adult | 1          | 1  | -  | 1  | -      | -  | 1          | -      | -   | -   | -          | 1     |
|             | Priority       | Child | -          | 1  | -  | 1  | -      | -  | -          | -      | 3   | 3   | 2          | 9     |
| <b>a</b> t  | FIIOIILY       | Adult | 2          | 2  | 1  | 1  | 2      | 6  | 2          | 7      | 8   | 14  | 40         | 84    |
| Luzerne     | Other Priority | Child | 1          | 1  | -  | 3  | -      | 2  | 2          | 5      | 6   | 5   | 16         | 39    |
| Znz         | Other Phonty   | Adult | 1          | 1  | 1  | 1  | 2      | 4  | 2          | 6      | 13  | 14  | 32         | 76    |
|             | Complaint or   | Child | -          | -  | -  | -  | -      | -  | -          | -      | 1   | -   | -          | 1     |
|             | Grievance      | Adult | 1          | -  | -  | -  | -      | -  | 1          | -      | -   | -   | -          | 2     |
|             | Priority       | Child | -          | 1  | -  | 1  | 1      | -  | -          | -      | 1   | -   | -          | 2     |
| ına         | FIIOIILY       | Adult | 1          | 1  | -  | 1  | -      | -  | 1          | 2      | 1   | 1   | 3          | 8     |
| shar        | Other Priority | Child | -          | -  | -  | -  | -      | -  | 1          | 1      | -   | -   | 3          | 5     |
| Susquehanna | Other Fhority  | Adult | -          | -  | -  | -  | -      | 1  | -          | 1      | -   | 2   | 3          | 7     |
| Sus         | Complaint or   | Child | -          | -  | -  | -  | -      | -  | -          | -      | -   | -   | -          | -     |
|             | Grievance      | Adult | -          | -  | -  | -  | -      | -  | -          | -      | -   | -   | -          | -     |
|             | Priority       | Child | -          | -  | -  | -  | -      | -  | -          | -      | -   | -   | 1          | 1     |
|             | Honly          | Adult | -          | -  | -  | -  | -      | -  | -          | -      | 2   | -   | 2          | 4     |
| Ë           | Other Priority | Child | -          | -  | -  | -  | -      | -  | -          | 1      | -   | -   | 1          | 2     |
| Wyoming     | Other Phonty   | Adult | -          | -  | -  | -  | -      | -  | -          | 1      | -   | 1   | 1          | 3     |
|             | Complaint or   | Child | -          | -  | -  | -  | -      | -  | -          | -      | -   | 1   | -          | 1     |
|             | Grievance      | Adult | -          | -  | -  | -  | -      | -  | -          | -      | -   | -   | -          | -     |
|             | Total          |       | 9          | 5  | 5  | 11 | 9      | 27 | 25         | 43     | 81  | 77  | 187        | 479   |
|             | % of Total     |       | 2%         | 1% | 1% | 2% | 2%     | 6% | 5%         | 9%     | 17% | 16% | 39%        | 100%  |

<sup>\*20</sup> surveys showed no response.

|           |            |            | Previous Years' Responses |    |    |    |    |    |     |     |     |            |       |
|-----------|------------|------------|---------------------------|----|----|----|----|----|-----|-----|-----|------------|-------|
|           |            | 0<br>Worst | 1                         | 2  | 3  | 4  | 5  | 6  | 7   | 8   | 9   | 10<br>Best | Total |
| 2022      | Total      | 13         | 9                         | 5  | 6  | 13 | 28 | 27 | 46  | 106 | 66  | 212        | 531   |
| 2022      | % of Total | 2%         | 2%                        | 1% | 1% | 2% | 5% | 5% | 9%  | 20% | 12% | 40%        | 100%  |
| 0000 0004 | 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%  |
| 0040 0040 | Total      | 4          | 3                         | 6  | 11 | 18 | 42 | 32 | 57  | 83  | 77  | 230        | 563   |
| 2018-2019 | % of Total | 1%         | 1%                        | 1% | 2% | 3% | 7% | 6% | 10% | 15% | 14% | 41%        | 100%  |
| 0047 0040 | Total      | 12         | 5                         | 9  | 12 | 11 | 34 | 35 | 58  | 74  | 63  | 187        | 500   |
| 2017-2018 | % of Total | 2%         | 1%                        | 2% | 2% | 2% | 7% | 7% | 12% | 15% | 13% | 37%        | 100%  |