

**Fiscal Year
2016-2017**

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



**Prepared for
Northeast
Behavioral
Health Care
Consortium**

Introduction

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

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

Survey Methodology

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

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

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

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

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

Provider Agency	Total Number of Members Surveyed	% of Total Random Sample
Children's Service Center of Wyoming	672	12%
Children's Behavioral Health	189	3%
Community Counseling Services of NEPA	672	12%
First Hospital	560	10%
Northeast Counseling Services	672	12%
Scranton Counseling Services	672	12%
Northwestern Human Services	672	12%
Remaining Members	1,307	23%
Members who filed a Complaint or Grievance	184	3%
Total	5,600	100%

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

In total, NBHCC provided the Alliance with a database of 40,516 Members and, upon completion of the sampling process, the Alliance distributed 5,600 Member Surveys (see Detailed Member Sample table below).

Service Provider	Population	Under 18 Members Served (N)	Number of Total Surveyed	18 & Older Members Served (N)	Number of Total Surveyed	Number of Total Members Surveyed
Children's Service Center of Wyoming	Priority	609	101	142	20	872
	Other Priority	3,095	504	303	47	3,949
	Total	3,704	605	445	67	4,821
Children's Behavioral Health	Priority	1	1	-	-	2
	Other Priority	179	179	9	9	376
	Total	180	180	9	9	378
Community Counseling Services of NEPA	Priority	33	7	3,308	457	3,805
	Other Priority	359	47	1,168	161	1,735
	Total	392	54	4,476	618	5,540
First Hospital	Priority	222	84	1,073	403	1,782
	Other Priority	70	28	117	45	260
	Total	292	112	1,190	448	2,042
Northeast Counseling Services	Priority	201	34	1,793	289	2,317
	Other Priority	746	121	1,422	228	2,517
	Total	947	155	3,215	517	4,834
Scranton Counseling Services	Priority	404	40	2,453	262	3,159
	Other Priority	1,437	155	2,026	215	3,833
	Total	1,841	195	4,479	477	6,992
Northwestern Human Services	Priority	130	61	546	262	999
	Other Priority	425	208	290	141	1,064
	Total	555	269	836	403	2,063
Remaining Members	Priority	673	52	3,704	274	4,703
	Other Priority	4,197	300	9,381	681	14,559
	Total	4,870	352	13,085	955	19,262
Members who filed a Complaint or Grievance		145	145	39	39	184
Grand Total		12,926	2,067	27,774	3,533	5,600

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	1,922	34%
18 & Older	3,494	62%
Members who filed a complaint or grievance	184	3%
Total Surveys Distributed	5,600	100%

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

- (1) Send questionnaire and cover letter.
- (2) Send a reminder postcard to non-respondents two weeks after mailing the first questionnaire.
- (3) Send replacement questionnaire with a second letter to non-respondents three weeks after mailing the first questionnaire.
- (4) Send a reminder postcard to non-respondents two weeks after mailing the second questionnaire.
- (5) Send replacement questionnaire with a third letter to non-respondents three weeks after mailing the second questionnaire.
- (6) Send a reminder postcard to non-respondents two weeks after mailing the third questionnaire.

The Alliance modified the suggested survey timeframe to accommodate for holidays and weekends during the mail out process and added an option for Members to complete the survey via a secured website, with User IDs and Passcodes included in the cover letter sent with the Member Survey. Nineteen (<1%) Members completed the survey using the website. In 2016-2017, the Alliance also sent out a fourth mailing and extended the survey return time to solicit a greater response rate.

Survey Completion Rate

The optimal goal of receiving a minimum of 600 completed Member Surveys was exceeded. The Alliance received 686 unduplicated surveys, representing a 12% response rate (remaining the same as during 2015-2016, decreasing from a 14% response rate as during 2014-2015, decreasing from a 14% response rate as during 2013-2014, decreasing from a 13% response rate during 2012-2013, decreasing from a 15% response rate during 2011-2012, decreasing from a 14% response rate during 2010-2011, 2009-2010 and 2008-2009, decreasing from a 13% response rate during 2007-2008 and decreasing from a 17% response rate during 2006-2007). Among the sample of 686 survey completers, 40 said they had not received services or did not respond to the question regarding receiving services and were eliminated from further data analysis (all of these individuals had been identified in the original database as service recipients). The following data reflects the responses of 646 unduplicated surveys, which includes a small number of surveys (17) completed by a proxy (someone other than the Member).

		Surveys Received		
		Under 18	18 & Older	Total
Lackawanna	Priority	21	108	129
	Other Priority	58	80	138
	Members who filed a complaint or grievance	10	1	11
Luzerne	Priority	16	113	129
	Other Priority	91	68	159
	Members who filed a complaint or grievance	3	1	4
Susquehanna	Priority	3	5	8
	Other Priority	19	23	42
	Members who filed a complaint or grievance	-	-	-
Wyoming	Priority	4	6	10
	Other Priority	10	6	16
	Members who filed a complaint or grievance	-	-	-
Total		235	411	646

Respondent Profile

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

Child/Adolescent	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
2-7	1	13	3	1	17	1	1	-	-	-	1	-	38
8-12	5	24	3	1	34	1	1	10	-	1	4	-	84
13-17	14	17	3	12	28	-	1	8	-	3	5	-	91
18	-	2	-	1	1	-	-	-	-	-	-	-	4
Total Number of Child Responses	20	56	9	15	80	2	3	18	-	4	10	-	217

*18 surveys showed no response.

Child/Adolescent	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
Male	7	34	7	6	49	-	1	12	-	1	4	-	121
Female	12	18	3	6	29	-	2	5	-	3	5	-	83
Total Number of Child Responses	19	52	10	12	78	-	3	17	-	4	9	-	204

*31 surveys showed no response.

Adult	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
18 to 24	13	7	-	4	3	-	1	3	-	-	1	-	32
25 to 34	17	17	-	17	17	1	1	3	-	-	1	-	74
35 to 44	17	11	-	18	13	-	1	5	-	2	1	-	68
45 to 54	25	20	-	38	17	-	1	10	-	3	1	-	115
55 to 64	22	17	-	23	12	-	1	1	-	1	2	-	79
65 to 74	7	2	-	3	1	-	-	-	-	-	-	-	13
75 or older	-	1	-	-	-	-	-	-	-	-	-	-	1
Total Number of Adult Responses	101	75	0	103	63	1	5	22	0	6	6	0	382

*29 surveys showed no response.

Adult	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
Male	27	26	-	34	22	-	2	9	-	2	3	-	125
Female	72	47	1	68	41	1	3	13	-	4	3	-	253
Total Number of Adult Responses	99	73	1	102	63	1	5	22	0	6	6	0	378

*33 surveys showed no response.

Child/Adolescent		White	Black or African-American	Asian	Native Hawaiian or other Pacific Islander	American Indian or Alaskan Native	Other	Total
Priority	Lackawanna	14	5	1	-	-	1	21
	Luzerne	10	5	-	-	-	3	18
	Susquehanna	3	-	-	-	-	-	3
	Wyoming	3	-	-	-	-	1	4
	Sub Total	30	10	1	-	-	5	46

Other Priority	Lackawanna	47	5	-	-	1	4	57
	Luzerne	81	9	-	-	2	6	98
	Susquehanna	16	4	-	-	1	2	23
	Wyoming	10	1	-	-	1	-	12
	Sub Total	154	19	-	-	5	12	190

Complaint or Grievance	Lackawanna	8	1	-	-	-	1	10
	Luzerne	-	-	-	-	-	-	-
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
	Sub Total	8	1	-	-	-	1	10
Grand Total	192	30	1	-	5	18	246	

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

Adult		White	Black or African-American	Asian	Native Hawaiian or other Pacific Islander	American Indian or Alaskan Native	Other	Total
Priority	Lackawanna	92	10	2	2	6	9	121
	Luzerne	91	12	1	3	3	10	120
	Susquehanna	4	1	1	1	1	-	8
	Wyoming	5	-	-	-	-	-	5
Sub Total		192	23	4	6	10	19	254

Other Priority	Lackawanna	73	2	-	-	1	5	81
	Luzerne	56	5	2	1	2	11	77
	Susquehanna	20	1	-	-	-	1	22
	Wyoming	6	-	-	-	1	-	7
Sub Total		155	8	2	1	4	17	187

Complaint or Grievance	Lackawanna	1	-	-	-	-	1	2
	Luzerne	1	-	-	-	-	-	1
	Susquehanna	-	-	-	-	-	-	0
	Wyoming	-	-	-	-	-	-	0
Sub Total		2	-	-	-	-	1	3
Grand Total		349	31	6	7	14	37	444

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

Are you of Hispanic or Latino origin or descent?		
Child/Adolescent Responses		Yes
Priority	Lackawanna	2
	Luzerne	3
	Susquehanna	-
	Wyoming	1
Sub Total		6
Other Priority	Lackawanna	9
	Luzerne	10
	Susquehanna	2
	Wyoming	1
Sub Total		22
Complaint or Grievance	Lackawanna	2
	Luzerne	-
	Susquehanna	-
	Wyoming	-
Sub Total		2
Grand Total		30

Are you of Hispanic or Latino origin or descent?		Yes
Adult Responses		
Priority	Lackawanna	7
	Luzerne	7
	Susquehanna	-
	Wyoming	-
Sub Total		14
Other Priority		
Other Priority	Lackawanna	5
	Luzerne	5
	Susquehanna	4
	Wyoming	5
Sub Total		19
Complaint or Grievance		
Complaint or Grievance	Lackawanna	-
	Luzerne	-
	Susquehanna	-
	Wyoming	-
Sub Total		-
Grand Total		33

What is the highest grade or level of school you have completed?		8 th Grade or less	Some High School, did not graduate	High School Graduate or GED	Some college or 2-year degree	4-year college degree	More than 4-year college degree	Total
Lackawanna	Priority	5	13	52	24	5	2	101
	Other Priority	2	6	34	24	6	5	77
	Complaint or Grievance	-	-	1	-	-	-	1
Luzerne	Priority	2	12	43	34	7	8	106
	Other Priority	4	9	38	12	3	2	68
	Complaint or Grievance	-	-	-	-	1	-	1
Susquehanna	Priority	-	1	3	1	-	-	5
	Other Priority	-	4	10	5	3	-	22
	Complaint or Grievance	-	-	-	-	-	-	-
Wyoming	Priority	-	2	2	1	-	-	5
	Other Priority	-	1	2	3	-	-	6
	Complaint or Grievance	-	-	-	-	-	-	-
Total		13	48	185	104	25	17	392

*19 surveys showed no response.

If completing the survey regarding the services your child receives, how are you related to the child?		Mother or Father	Grandparent	Aunt or Uncle	Older Sibling	Other Sibling	Legal Guardian	No Reply	Total
Lackawanna	Priority	16	2	-	-	-	1	2	21
	Other Priority	46	11	-	-	-	-	1	58
	Complaint or Grievance	8	2	-	-	-	-	-	10
Luzerne	Priority	9	5	-	-	-	1	1	16
	Other Priority	69	13	3	-	-	1	5	91
	Complaint or Grievance	1	-	-	-	-	-	2	3
Susquehanna	Priority	3	-	-	-	-	-	-	3
	Other Priority	12	4	-	-	-	3	-	19
	Complaint or Grievance	-	-	-	-	-	-	-	-
Wyoming	Priority	4	-	-	-	-	-	-	4
	Other Priority	6	4	-	-	-	-	-	10
	Complaint or Grievance	-	-	-	-	-	-	-	-
Total		174	41	3	-	0	6	11	235

Data Display

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

Composite Measures

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

Composite Measure	Question	Member Type		2016-2017 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Getting Treatment Quickly	Get help by phone*	Lackawanna	Priority	Child	1	3	2	-	1	7	
				Adult	9	18	4	11	1	43	
			Other Priority	Child	7	2	3	3	5	20	
				Adult	6	13	5	7	3	34	
			Complaint or Grievance	Child	-	1	1	1	-	3	
				Adult	-	1	-	-	-	1	
		Luzerne	Priority	Child	1	4	1	1	-	7	
				Adult	12	16	8	11	2	49	
			Other Priority	Child	2	5	7	10	2	26	
				Adult	8	11	4	8	1	32	
			Complaint or Grievance	Child	-	-	1	-	-	1	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	1	1	-	1	-	3	
				Adult	1	1	-	1	-	3	
			Other Priority	Child	3	2	-	1	-	6	
				Adult	3	4	1	2	-	10	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	3	-	1	-	-	4	
			Other Priority	Child	-	1	-	-	1	2	
				Adult	1	1	-	-	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				58	84	38	57	16	253
		% of Total				23%	33%	15%	23%	6%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	31	77	42	62	5	217
	% of Total	14%	35%	19%	29%	2%	100%
2014-2015	Total	46	101	47	61	4	259
	% of Total	18%	39%	18%	24%	2%	100%
2013-2014	Total	42	79	40	80	-	241
	% of Total	17%	33%	17%	33%	-	100%
2012-2013	Total	49	83	49	59	8	248
	% of Total	20%	33%	20%	24%	3%	100%
2011-2012	Total	69	104	51	64	3	291
	% of Total	24%	36%	18%	22%	1%	100%

Composite Measure	Question	Member Type		2016-2017 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get urgent treatment as soon as needed*	Lackawanna	Priority	Child	4	2	1	1	-	8
				Adult	1	5	16	15	1	38
			Other Priority	Child	1	2	1	6	-	10
				Adult	2	8	6	16	1	33
			Complaint or Grievance	Child	-	2	2	1	-	5
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	1	3	3	2	-	9
				Adult	3	11	10	25	2	51
			Other Priority	Child	1	5	4	12	-	22
				Adult	5	6	5	8	2	26
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	1	-	2	-	-	3
				Adult	1	-	-	1	-	2
			Other Priority	Child	1	2	2	1	-	6
				Adult	-	3	3	3	-	9
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	1	-	1	-	2
				Adult	1	2	1	1	-	5
			Other Priority	Child	1	1	1	-	-	3
				Adult	1	2	-	-	-	3
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				24	55	57	93	6	235	
% of Total				10%	23%	24%	40%	3%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	20	31	54	102	5	212
	% of Total	9%	15%	25%	48%	2%	100%
2014-2015	Total	20	54	92	104	5	275
	% of Total	7%	20%	33%	38%	2%	100%
2013-2014	Total	21	55	76	100	5	257
	% of Total	8%	21%	30%	39%	2%	100%
2012-2013	Total	28	51	83	94	5	261
	% of Total	11%	20%	32%	36%	2%	100%
2011-2012	Total	34	63	82	123	3	305
	% of Total	11%	21%	27%	40%	1%	100%

Composite Measure	Question	Member Type		2016-2017 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get appointment as soon as wanted*	Lackawanna	Priority	Child	1	2	6	6	-	15
				Adult	5	7	27	31	1	71
			Other Priority	Child	1	7	10	23	-	41
				Adult	3	13	19	27	-	62
			Complaint or Grievance	Child	-	2	5	2	-	9
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	2	3	6	2	-	13
				Adult	5	25	24	36	2	92
			Other Priority	Child	3	6	24	31	2	66
				Adult	4	11	12	24	1	52
			Complaint or Grievance	Child	-	1	1	-	-	2
				Adult	-	-	-	-	1	1
		Susquehanna	Priority	Child	-	-	2	1	-	3
				Adult	2	1	1	1	-	5
			Other Priority	Child	3	4	-	5	-	12
				Adult	-	2	8	8	-	18
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	1	-	2	-	3
				Adult	1	1	1	2	-	5
			Other Priority	Child	-	2	3	2	-	7
				Adult	-	3	-	3	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				30	91	149	206	7	483	
% of Total				6%	19%	31%	43%	1%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	16	64	130	217	11	438
	% of Total	4%	15%	30%	50%	3%	100%
2014-2015	Total	21	86	180	225	19	531
	% of Total	4%	16%	34%	42%	4%	100%
2013-2014	Total	27	88	183	229	12	539
	% of Total	5%	16%	34%	42%	2%	100%
2012-2013	Total	33	74	177	207	6	497
	% of Total	7%	15%	36%	42%	1%	100%
2011-2012	Total	40	76	186	252	14	568
	% of Total	7%	13%	33%	44%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians listen carefully	Lackawanna	Priority	Child	1	1	8	7	-	17
				Adult	6	8	23	46	1	84
			Other Priority	Child	1	7	9	18	-	35
				Adult	-	11	20	34	1	66
			Complaint or Grievance	Child	-	1	3	5	-	9
				Adult	-	-	1	-	-	1
		Luzerne	Priority	Child	-	2	4	6	-	12
				Adult	4	10	29	58	2	103
			Other Priority	Child	1	6	19	40	4	70
				Adult	5	7	14	32	3	61
			Complaint or Grievance	Child	-	-	-	-	1	1
				Adult	-	-	-	1	-	1
		Susquehanna	Priority	Child	-	-	1	2	-	3
				Adult	-	1	2	-	-	3
			Other Priority	Child	1	-	9	3	1	14
				Adult	-	3	2	13	-	18
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	2	1	4
				Adult	-	2	-	4	-	6
			Other Priority	Child	-	1	2	6	1	10
				Adult	-	-	2	4	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				19	60	149	281	15	524	
% of Total				4%	11%	28%	54%	3%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	15	52	114	301	16	498
	% of Total	3%	10%	23%	60%	3%	100%
2014-2015	Total	23	54	160	342	11	590
	% of Total	4%	9%	27%	58%	2%	100%
2013-2014	Total	17	57	153	379	18	624
	% of Total	3%	9%	25%	61%	3%	100%
2012-2013	Total	16	51	145	330	13	555
	% of Total	3%	9%	26%	59%	2%	100%
2011-2012	Total	17	72	171	387	10	657
	% of Total	3%	11%	26%	59%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians explain things	Lackawanna	Priority	Child	-	1	7	8	1	17
				Adult	7	6	25	44	2	84
			Other Priority	Child	2	3	5	20	5	35
				Adult	-	8	23	31	4	66
			Complaint or Grievance	Child	-	-	5	4	-	9
				Adult	-	1	-	-	-	1
		Luzerne	Priority	Child	1	1	6	3	1	12
				Adult	4	10	26	56	7	103
			Other Priority	Child	-	2	15	43	10	70
				Adult	4	7	10	33	7	61
			Complaint or Grievance	Child	1	-	-	-	-	1
				Adult	-	-	1	-	-	1
		Susquehanna	Priority	Child	-	-	-	3	-	3
				Adult	-	-	3	-	-	3
			Other Priority	Child	1	-	5	6	2	14
				Adult	-	1	6	10	1	18
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	3	1	4
				Adult	-	1	1	4	-	6
			Other Priority	Child	-	1	2	7	-	10
				Adult	-	-	2	4	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				20	42	142	279	41	524	
% of Total				4%	8%	27%	53%	8%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	6	40	133	302	17	498
	% of Total	1%	8%	27%	61%	3%	100%
2014-2015	Total	15	52	163	349	11	590
	% of Total	3%	9%	28%	59%	2%	100%
2013-2014	Total	17	49	153	385	20	624
	% of Total	3%	8%	25%	62%	3%	100%
2012-2013	Total	17	60	137	327	14	555
	% of Total	3%	11%	25%	59%	3%	100%
2011-2012	Total	19	62	184	381	11	657
	% of Total	3%	9%	28%	58%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians show respect	Lackawanna	Priority	Child	-	3	3	10	1	17
				Adult	4	6	20	52	2	84
			Other Priority	Child	-	3	5	22	5	35
				Adult	-	10	13	40	3	66
			Complaint or Grievance	Child	-	1	2	6	-	9
				Adult	-	1	-	-	-	1
		Luzerne	Priority	Child	1	2	1	7	1	12
				Adult	3	13	19	61	7	103
			Other Priority	Child	-	6	9	45	10	70
				Adult	1	8	11	34	7	61
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	1	-	1
		Susquehanna	Priority	Child	-	-	-	3	-	3
				Adult	-	1	1	1	-	3
			Other Priority	Child	1	-	2	9	2	14
				Adult	1	1	2	13	1	18
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	2	1	4
				Adult	-	1	1	4	-	6
			Other Priority	Child	-	1	4	5	-	10
				Adult	-	1	-	5	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				11	58	94	321	40	524	
% of Total				2%	11%	18%	61%	8%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	10	42	95	345	6	498
	% of Total	2%	8%	19%	69%	1%	100%
2014-2015	Total	16	49	123	392	10	590
	% of Total	3%	8%	21%	66%	2%	100%
2013-2014	Total	12	51	118	429	14	624
	% of Total	2%	8%	19%	69%	2%	100%
2012-2013	Total	14	42	121	369	9	555
	% of Total	3%	8%	22%	66%	2%	100%
2011-2012	Total	15	54	141	435	12	657
	% of Total	2%	8%	21%	66%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians spend enough time	Lackawanna	Priority	Child	-	2	6	8	1	17
				Adult	3	8	24	46	3	84
			Other Priority	Child	1	4	8	17	5	35
				Adult	1	12	22	27	4	66
			Complaint or Grievance	Child	-	-	5	4	-	9
				Adult	-	-	1	-	-	1
		Luzerne	Priority	Child	1	1	5	4	1	12
				Adult	3	10	32	50	8	103
			Other Priority	Child	1	4	12	41	12	70
				Adult	1	9	11	31	9	61
			Complaint or Grievance	Child	-	1	-	-	-	1
				Adult	-	-	1	-	-	1
		Susquehanna	Priority	Child	-	-	-	3	-	3
				Adult	1	-	1	1	-	3
			Other Priority	Child	1	-	6	5	2	14
				Adult	-	1	7	9	1	18
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	3	1	4
				Adult	1	1	1	3	-	6
			Other Priority	Child	-	2	2	5	1	10
				Adult	-	1	2	3	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				14	56	146	260	48	524	
% of Total				3%	11%	28%	50%	9%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	14	49	138	292	5	498
	% of Total	3%	10%	28%	59%	1%	100%
2014-2015	Total	20	66	154	338	12	590
	% of Total	3%	11%	26%	57%	2%	100%
2013-2014	Total	21	68	181	336	18	624
	% of Total	3%	11%	29%	54%	3%	100%
2012-2013	Total	20	56	162	305	12	555
	% of Total	4%	10%	29%	55%	2%	100%
2011-2012	Total	28	83	171	362	13	657
	% of Total	4%	13%	26%	55%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Feel safe with clinicians	Lackawanna	Priority	Child	-	-	5	11	1	17	
				Adult	5	6	14	57	2	84	
			Other Priority	Child	-	-	4	26	5	35	
				Adult	-	8	8	46	4	66	
			Complaint or Grievance	Child	-	-	3	6	-	9	
				Adult	-	-	-	1	-	1	
		Luzerne	Priority	Child	1	1	1	8	1	12	
				Adult	3	9	20	63	8	103	
			Other Priority	Child	-	1	5	54	10	70	
				Adult	-	6	10	37	8	61	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	1	-	1	
		Susquehanna	Priority	Child	-	-	-	3	-	3	
				Adult	-	1	-	2	-	3	
			Other Priority	Child	1	-	-	11	2	14	
				Adult	-	1	3	13	1	18	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	3	1	4	
				Adult	-	1	-	5	-	6	
			Other Priority	Child	-	1	-	9	-	10	
				Adult	-	-	1	5	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				10	35	74	362	43	524
		% of Total				2%	7%	14%	69%	8%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	7	19	78	388	6	498
	% of Total	1%	4%	16%	78%	1%	100%
2014-2015	Total	8	31	88	454	9	590
	% of Total	1%	5%	15%	77%	2%	100%
2013-2014	Total	8	38	84	476	18	624
	% of Total	1%	6%	13%	76%	3%	100%
2012-2013	Total	7	27	108	402	11	555
	% of Total	1%	5%	19%	72%	2%	100%
2011-2012	Total	15	25	95	511	11	657
	% of Total	2%	4%	14%	78%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Involved as much as you wanted in treatment	Lackawanna	Priority	Child	1	2	5	8	1	17
				Adult	4	4	25	49	2	84
			Other Priority	Child	-	2	5	23	5	35
				Adult	3	11	18	30	4	66
			Complaint or Grievance	Child	-	1	4	4	-	9
				Adult	-	-	-	-	1	1
		Luzerne	Priority	Child	1	1	5	4	1	12
				Adult	6	13	27	50	7	103
			Other Priority	Child	-	3	9	47	11	70
				Adult	2	8	12	31	8	61
			Complaint or Grievance	Child	-	-	1	-	-	1
				Adult	-	-	-	1	-	1
		Susquehanna	Priority	Child	-	-	-	3	-	3
				Adult	-	1	2	-	-	3
			Other Priority	Child	1	1	1	9	2	14
				Adult	-	3	4	9	2	18
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	2	1	4
				Adult	-	-	2	4	-	6
			Other Priority	Child	-	-	2	8	-	10
				Adult	-	2	-	4	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				18	52	123	286	45	524	
% of Total				3%	10%	23%	55%	9%	100%	

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	26	43	106	309	14	498
	% of Total	5%	9%	21%	62%	3%	100%
2014-2015	Total	25	51	130	369	15	590
	% of Total	4%	9%	22%	63%	3%	100%
2013-2014	Total	25	52	140	388	19	624
	% of Total	4%	8%	22%	62%	3%	100%
2012-2013	Total	21	56	133	334	11	555
	% of Total	4%	10%	24%	60%	2%	100%
2011-2012	Total	19	57	119	445	17	657
	% of Total	3%	9%	18%	68%	3%	100%

Composite Measure	Question	Member Type		2016-2017 Responses						
				Big Problem	Small Problem	Not a Problem	No Reply	Total		
Getting Treatment and Information from CCBHO	Delays in treatment while waiting for plan approval*	Lackawanna	Priority	Child	1	1	4	-	6	
				Adult	3	7	7	4	21	
			Other Priority	Child	4	4	9	-	17	
				Adult	2	11	9	3	25	
			Complaint or Grievance	Child	3	1	1	-	5	
				Adult	-	-	-	-	-	
		Luzerne	Priority	Child	1	1	3	-	5	
				Adult	6	9	5	-	20	
			Other Priority	Child	5	4	12	2	23	
				Adult	2	4	3	-	9	
			Complaint or Grievance	Child	-	-	1	-	1	
				Adult	-	-	1	-	1	
		Susquehanna	Priority	Child	-	-	-	-	-	
				Adult	1	-	-	-	1	
			Other Priority	Child	1	1	-	-	2	
				Adult	1	2	2	-	5	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	1	-	-	-	1	
				Adult	-	-	1	-	1	
			Other Priority	Child	2	2	2	-	6	
				Adult	-	1	1	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				33	48	61	9	151
		% of Total				22%	32%	40%	6%	100%

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

		Previous Years' Responses				
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2015-2016	Total	22	35	69	1	127
	% of Total	17%	28%	54%	1%	100%
2014-2015	Total	35	64	78	3	180
	% of Total	19%	36%	43%	2%	100%
2013-2014	Total	34	61	102	1	198
	% of Total	17%	31%	52%	1%	100%
2012-2013	Total	46	50	73	2	171
	% of Total	27%	29%	43%	1%	100%
2011-2012	Total	41	45	110	1	197
	% of Total	21%	23%	56%	1%	100%

Composite Measure	Question	Member Type		2016-2017 Responses					
				Big Problem	Small Problem	Not a Problem	No Reply	Total	
Getting Treatment and Information from CCBHO	Helpfulness of customer service*	Lackawanna	Priority	Child	-	2	1	-	3
				Adult	2	4	6	1	13
			Other Priority	Child	1	-	2	-	3
				Adult	1	3	6	2	12
			Complaint or Grievance	Child	2	-	-	-	2
				Adult	-	-	-	-	-
		Luzerne	Priority	Child	1	-	1	-	2
				Adult	7	5	5	-	17
			Other Priority	Child	1	3	8	-	12
				Adult	2	3	7	-	12
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	1	-	-	1
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	1	-	-	-	1
			Other Priority	Child	1	-	-	-	1
				Adult	-	2	2	-	4
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	-	-	-	-	-
			Other Priority	Child	-	1	-	-	1
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
Total				19	24	38	3	84	
% of Total				23%	29%	45%	4%	100%	

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

		Previous Years' Responses				
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2015-2016	Total	20	25	39	2	86
	% of Total	23%	29%	45%	2%	100%
2014-2015	Total	19	34	59	2	114
	% of Total	17%	30%	52%	2%	100%
2013-2014	Total	19	29	39	6	93
	% of Total	20%	31%	42%	6%	100%
2012-2013	Total	22	23	45	4	94
	% of Total	23%	24%	48%	4%	100%
2011-2012	Total	30	26	45	3	104
	% of Total	29%	25%	43%	3%	100%

Composite Measure	Question	Member Type		2016-2017 Responses								
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total		
Member Grievance and Complaint Process	Satisfaction with Grievance Process	Lackawanna	Priority	Child	5	-	6	3	7	-	21	
				Adult	7	4	31	14	45	7	108	
			Other Priority	Child	2	3	25	6	21	1	58	
				Adult	2	4	24	7	37	6	80	
			Complaint or Grievance	Child	-	3	6	-	1	-	10	
				Adult	-	-	-	-	-	1	1	
		Luzerne	Priority	Child	-	1	8	-	6	1	16	
				Adult	5	5	26	13	55	9	113	
			Other Priority	Child	1	6	28	13	40	3	91	
				Adult	3	3	18	5	33	6	68	
			Complaint or Grievance	Child	-	-	1	-	1	1	3	
				Adult	-	-	1	-	-	-	1	
		Susquehanna	Priority	Child	-	-	1	2	-	-	3	
				Adult	-	-	2	1	2	-	5	
			Other Priority	Child	-	2	4	4	7	2	19	
				Adult	-	1	8	1	10	3	23	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	-	-	2	1	4	
				Adult	-	1	3	-	2	-	6	
			Other Priority	Child	-	2	1	3	4	-	10	
				Adult	-	-	1	-	5	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				25	36	194	72	278	41	646
		% of Total				4%	6%	30%	11%	43%	6%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2015-2016	Total	18	36	172	80	277	25	608
	% of Total	3%	6%	28%	13%	46%	4%	100%
2014-2015	Total	25	29	193	82	359	37	725
	% of Total	3%	4%	27%	11%	50%	5%	100%
2013-2014	Total	22	24	205	80	350	58	739
	% of Total	3%	3%	28%	11%	47%	8%	100%
2012-2013	Total	30	26	154	85	336	36	667
	% of Total	4%	4%	23%	13%	50%	5%	100%
2011-2012	Total	28	19	196	80	376	45	744
	% of Total	4%	3%	26%	11%	51%	6%	100%

Composite Measure	Question	Member Type		2016-2017 Responses								
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total		
Member Grievance and Complaint Process	Satisfaction with Complaint Process	Lackawanna	Priority	Child	4	-	5	-	11	1	21	
				Adult	6	4	28	15	46	9	108	
			Other Priority	Child	-	3	19	7	21	8	58	
				Adult	2	5	19	8	37	9	80	
			Complaint or Grievance	Child	1	3	4	1	1	-	10	
				Adult	-	-	1	-	-	-	1	
		Luzerne	Priority	Child	-	1	4	1	6	4	16	
				Adult	6	4	29	9	52	13	113	
			Other Priority	Child	-	4	19	10	42	16	91	
				Adult	3	2	24	3	29	7	68	
			Complaint or Grievance	Child	-	-	1	-	1	1	3	
				Adult	-	-	1	-	-	-	1	
		Susquehanna	Priority	Child	-	-	1	1	1	-	3	
				Adult	-	-	1	1	3	-	5	
			Other Priority	Child	-	1	3	1	10	4	19	
				Adult	-	-	8	1	11	3	23	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	2	1	4	
				Adult	-	1	1	-	4	-	6	
			Other Priority	Child	-	2	3	2	3	-	10	
				Adult	-	-	1	-	5	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				22	30	172	61	285	76	646
		% of Total				3%	5%	27%	9%	44%	12%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2015-2016	Total	15	17	174	72	298	32	608
	% of Total	2%	3%	29%	12%	49%	5%	100%
2014-2015	Total	26	29	207	83	353	27	725
	% of Total	4%	4%	29%	11%	49%	4%	100%
2013-2014	Total	15	22	213	74	364	51	739
	% of Total	2%	3%	29%	10%	49%	7%	100%
2012-2013	Total	31	25	158	77	342	34	667
	% of Total	5%	4%	24%	12%	51%	5%	100%
2011-2012	Total	24	27	209	78	378	28	744
	% of Total	3%	4%	28%	10%	51%	4%	100%

Composite Measure	Question	Member Type		2016-2017 Responses							
				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total	
Perceived Improvement	Compare ability to deal with daily problems to 1 year ago	Lackawanna	Priority	Child	7	6	4	-	3	1	21
				Adult	22	34	36	5	4	7	108
			Other Priority	Child	11	22	14	3	2	6	58
				Adult	24	22	19	6	3	6	80
			Complaint or Grievance	Child	1	5	4	-	-	-	10
				Adult	-	1	-	-	-	-	1
		Luzerne	Priority	Child	3	4	5	-	-	4	16
				Adult	27	40	21	11	1	13	113
			Other Priority	Child	20	36	15	5	2	13	91
				Adult	19	25	13	3	3	5	68
			Complaint or Grievance	Child	-	1	1	-	-	1	3
				Adult	-	1	-	-	-	-	1
		Susquehanna	Priority	Child	1	2	-	-	-	-	3
				Adult	1	3	-	-	1	-	5
			Other Priority	Child	2	5	5	1	2	4	19
				Adult	2	12	7	-	-	2	23
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	1	2	-	-	1	4
				Adult	1	1	4	-	-	-	6
			Other Priority	Child	4	2	3	1	-	-	10
				Adult	-	3	3	-	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
Total				145	226	156	35	21	63	646	
% of Total				22%	35%	24%	5%	3%	10%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2015-2016	Total	150	202	187	32	19	18	608
	% of Total	25%	33%	31%	5%	3%	3%	100%
2014-2015	Total	183	271	181	49	20	21	725
	% of Total	25%	37%	25%	7%	3%	3%	100%
2013-2014	Total	185	283	184	33	22	32	739
	% of Total	25%	38%	25%	4%	3%	4%	100%
2012-2013	Total	172	214	184	43	36	18	667
	% of Total	26%	32%	28%	6%	5%	3%	100%
2011-2012	Total	191	278	208	30	21	16	744
	% of Total	26%	37%	28%	4%	3%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses								
				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total		
Perceived Improvement	Compare ability to deal with social situations to 1 year ago	Lackawanna	Priority	Child	7	4	6	-	3	1	21	
				Adult	21	24	43	8	5	7	108	
			Other Priority	Child	15	13	18	5	1	6	58	
				Adult	17	20	29	2	6	6	80	
			Complaint or Grievance	Child	2	4	4	-	-	-	10	
				Adult	-	1	-	-	-	-	1	
		Luzerne	Priority	Child	3	3	6	-	-	4	16	
				Adult	24	38	29	6	4	12	113	
			Other Priority	Child	23	33	17	4	-	14	91	
				Adult	15	18	23	4	2	6	68	
			Complaint or Grievance	Child	-	1	-	-	-	2	3	
				Adult	1	-	-	-	-	-	1	
		Susquehanna	Priority	Child	1	1	1	-	-	-	3	
				Adult	1	1	2	-	1	-	5	
			Other Priority	Child	4	5	4	1	1	4	19	
				Adult	4	8	9	-	-	2	23	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	2	-	-	1	4	
				Adult	-	5	1	-	-	-	6	
			Other Priority	Child	3	3	4	-	-	-	10	
				Adult	-	2	2	2	-	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				141	185	200	32	23	65	646
		% of Total				22%	29%	31%	5%	4%	10%	100%

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2015-2016	Total	151	178	200	39	24	16	608
	% of Total	25%	29%	33%	6%	4%	3%	100%
2014-2015	Total	149	248	245	44	19	20	725
	% of Total	21%	34%	34%	6%	3%	3%	100%
2013-2014	Total	155	277	212	47	18	30	739
	% of Total	21%	37%	29%	6%	2%	4%	100%
2012-2013	Total	140	211	223	48	25	20	667
	% of Total	21%	32%	33%	7%	4%	3%	100%
2011-2012	Total	168	255	241	45	23	12	744
	% of Total	23%	34%	32%	6%	3%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses							
				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total	
Perceived Improvement	Compare ability to accomplish things to 1 year ago	Lackawanna	Priority	Child	5	10	3	-	2	1	21
				Adult	23	23	44	5	8	5	108
			Other Priority	Child	16	19	16	6	1	-	58
				Adult	19	24	28	5	3	1	80
			Complaint or Grievance	Child	-	3	7	-	-	-	10
				Adult	-	1	-	-	-	-	1
		Luzerne	Priority	Child	3	4	8	-	-	1	16
				Adult	18	42	35	10	3	5	113
			Other Priority	Child	25	43	16	5	-	2	91
				Adult	15	27	17	4	2	3	68
			Complaint or Grievance	Child	-	2	-	-	-	1	3
				Adult	1	-	-	-	-	-	1
		Susquehanna	Priority	Child	1	2	-	-	-	-	3
				Adult	1	1	2	-	1	-	5
			Other Priority	Child	2	7	8	-	1	1	19
				Adult	2	9	10	1	-	1	23
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	1	2	-	-	1	4
				Adult	1	2	3	-	-	-	6
Other Priority	Child		3	4	3	-	-	-	10		
	Adult		-	2	3	-	1	-	6		
Complaint or Grievance	Child		-	-	-	-	-	-	-		
	Adult		-	-	-	-	-	-	-		
Total				135	226	205	36	22	22	646	
% of Total				21%	35%	32%	6%	3%	3%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2015-2016	Total	140	195	196	33	21	23	608
	% of Total	23%	32%	32%	5%	3%	4%	100%
2014-2015	Total	162	256	227	41	21	18	725
	% of Total	22%	35%	31%	6%	3%	2%	100%
2013-2014	Total	163	265	220	41	21	29	739
	% of Total	22%	36%	30%	6%	3%	4%	100%
2012-2013	Total	137	238	197	40	33	22	667
	% of Total	21%	36%	30%	6%	5%	3%	100%
2011-2012	Total	173	247	248	46	18	12	744
	% of Total	23%	33%	33%	6%	2%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses							
				Much better	A little better	About the same	A little worse	Much worse	No Reply	Total	
Perceived Improvement	Compare ability to deal with symptoms or problems to 1 year ago	Lackawanna	Priority	Child	7	5	5	-	2	2	21
				Adult	22	31	35	8	7	5	108
			Other Priority	Child	11	23	18	4	2	-	58
				Adult	22	22	26	6	3	1	80
			Complaint or Grievance	Child	1	3	5	1	-	-	10
				Adult	-	-	1	-	-	-	1
		Luzerne	Priority	Child	4	4	6	1	-	1	16
				Adult	19	44	29	12	3	6	113
			Other Priority	Child	20	44	20	4	1	2	91
				Adult	13	24	23	3	2	3	68
			Complaint or Grievance	Child	-	2	-	-	-	1	3
				Adult	-	1	-	-	-	-	1
		Susquehanna	Priority	Child	1	1	1	-	-	-	3
				Adult	1	1	1	1	1	-	5
			Other Priority	Child	1	7	6	2	2	1	19
				Adult	3	9	9	1	-	1	23
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	1	2	-	-	1	4
				Adult	-	3	3	-	-	-	6
			Other Priority	Child	3	4	2	1	-	-	10
				Adult	-	-	4	1	1	-	6
Complaint or Grievance	Child		-	-	-	-	-	-	-		
	Adult		-	-	-	-	-	-	-		
Total				128	229	196	45	24	24	646	
% of Total				20%	35%	30%	7%	4%	4%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2015-2016	Total	135	192	194	36	29	22	608
	% of Total	22%	32%	32%	6%	5%	4%	100%
2014-2015	Total	173	262	188	53	26	23	725
	% of Total	24%	36%	26%	7%	4%	3%	100%
2013-2014	Total	160	283	194	47	29	26	739
	% of Total	22%	38%	26%	6%	4%	4%	100%
2012-2013	Total	142	212	195	58	37	23	667
	% of Total	21%	32%	29%	9%	6%	3%	100%
2011-2012	Total	153	272	218	64	23	14	744
	% of Total	21%	37%	29%	9%	3%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses						
				Yes	No	N/A	No Reply	Total		
Information about Options*	Told about self-help or consumer run programs**	Lackawanna	Priority	Child	-	-	-	-	-	
				Adult	32	46	3	3	84	
			Other Priority	Child	-	-	-	-	-	
				Adult	27	31	3	5	66	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	1	1	
		Luzerne	Priority	Child	-	-	-	-	-	
				Adult	49	42	5	7	103	
			Other Priority	Child	-	-	-	-	-	
				Adult	31	21	2	7	61	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	1	-	-	1	
		Susquehanna	Priority	Child	-	-	-	-	-	
				Adult	1	2	-	-	3	
			Other Priority	Child	-	-	-	-	-	
				Adult	10	7	-	1	18	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	3	2	1	-	6	
			Other Priority	Child	-	-	-	-	-	
				Adult	4	2	-	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				157	154	14	24	349
		% of Total				45%	44%	4%	7%	100%

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

**Only responses from Adult members are shown.

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2015-2016	Total	141	148	14	13	316
	% of Total	45%	47%	4%	4%	100%
2014-2015	Total	175	152	21	17	365
	% of Total	48%	42%	6%	5%	100%
2013-2014	Total	226	29	8	4	267
	% of Total	85%	11%	3%	1%	100%
2012-2013	Total	175	166	18	17	375
	% of Total	47%	44%	5%	5%	100%
2011-2012	Total	182	186	12	11	391
	% of Total	47%	48%	3%	3%	100%

Composite Measure	Question	Member Type		2016-2017 Responses				
				Yes	No	No Reply	Total	
Information about Options*	Told about different treatments that are available for condition	Lackawanna	Priority	Child	12	5	-	17
				Adult	43	37	4	84
			Other Priority	Child	23	11	1	35
				Adult	35	29	2	66
			Complaint or Grievance	Child	6	2	1	9
		Adult		-	1	-	1	
		Luzerne	Priority	Child	8	3	1	12
				Adult	63	35	5	103
			Other Priority	Child	48	19	3	70
				Adult	44	15	2	61
			Complaint or Grievance	Child	1	-	-	1
		Adult		-	1	-	1	
		Susquehanna	Priority	Child	3	-	-	3
				Adult	1	2	-	3
			Other Priority	Child	9	3	2	14
				Adult	11	6	1	18
			Complaint or Grievance	Child	-	-	-	-
		Adult		-	-	-	-	
		Wyoming	Priority	Child	2	1	1	4
				Adult	2	4	-	6
			Other Priority	Child	8	2	-	10
				Adult	6	-	-	6
			Complaint or Grievance	Child	-	-	-	-
		Adult		-	-	-	-	
Total			325	176	23	524		
% of Total			62%	34%	4%	100%		

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

		Previous' Years Responses			
		Yes	No	No Reply	Total
2015-2016	Total	310	169	19	498
	% of Total	62%	34%	4%	100%
2014-2015	Total	353	213	24	590
	% of Total	60%	36%	4%	100%
2013-2014	Total	374	229	21	624
	% of Total	60%	37%	3%	100%
2012-2013	Total	333	198	24	555
	% of Total	60%	36%	4%	100%
2011-2012	Total	392	253	12	657
	% of Total	60%	39%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses					
				Yes	No	N/A	No Reply	Total	
Information about Options*	Goals of child's treatment discussed completely with you**	Lackawanna	Priority	Child	15	2	-	-	17
				Adult	-	-	-	-	-
			Other Priority	Child	33	1	-	1	35
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	8	1	-	-	9
				Adult	-	-	-	-	-
		Luzerne	Priority	Child	10	1	-	1	12
				Adult	-	-	-	-	-
			Other Priority	Child	64	4	-	2	70
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	1	-	-	-	1
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	3	-	-	-	3
				Adult	-	-	-	-	-
			Other Priority	Child	9	3	-	2	14
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	3	-	-	1	4
				Adult	-	-	-	-	-
			Other Priority	Child	10	-	-	-	10
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
Total				156	12	-	7	175	
% of Total				89%	7%	-	4%	100%	

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

**Only responses from Child Members are shown.

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2015-2016	Total	154	19	8	1	182
	% of Total	85%	10%	4%	1%	100%
2014-2015	Total	188	28	5	3	224
	% of Total	84%	13%	2%	1%	100%
2013-2014	Total	226	29	8	4	267
	% of Total	85%	11%	3%	1%	100%
2012-2013	Total	158	14	5	3	180
	% of Total	88%	8%	3%	2%	100%
2011-2012	Total	237	23	2	4	266
	% of Total	89%	9%	1%	2%	100%

Composite Measure	Question	Member Type		2016-2017 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Information about Options – Child/Adolescent Only*	In the last 12 months, how often did your family get the professional help you wanted for your child?	Lackawanna	Priority	Child	1	4	3	9	-	17
				Adult	-	-	-	-	-	-
			Other Priority	Child	2	3	8	20	2	35
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	2	5	2	-	9
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	-	2	7	2	1	12
				Adult	-	-	-	-	-	-
			Other Priority	Child	1	10	17	37	3	68
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	3	-	3
				Adult	-	-	-	-	-	-
			Other Priority	Child	2	3	4	3	2	14
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	1	-	2	1	4
				Adult	-	-	-	-	-	-
Other Priority	Child		-	2	2	6	-	10		
	Adult		-	-	-	-	-	-		
Complaint or Grievance	Child		-	-	-	-	-	-		
	Adult		-	-	-	-	-	-		
Total				6	27	46	84	9	172	
% of Total				3%	16%	27%	49%	5%	100%	

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

		Previous' Years Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	8	21	53	95	5	182
	% of Total	4%	12%	29%	52%	3%	100%
2014-2015	Total	10	24	54	131	3	224
	% of Total	4%	11%	24%	58%	1%	100%
2013-2014	Total	6	28	78	142	7	267
	% of Total	2%	10%	29%	53%	3%	100%
2012-2013	Total	4	22	54	94	6	180
	% of Total	2%	12%	30%	52%	3%	100%
2011-2012	Total	9	25	78	144	10	266
	% of Total	3%	9%	29%	54%	4%	100%

Composite Measure	Question	Member Type		2016-2017 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Information about Options – Child/Adolescent Only*	In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?	Lackawanna	Priority	Child	2	3	4	8	-	17	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	2	4	7	21	1	35	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	2	6	1	-	9	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	3	7	1	1	12	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	2	8	20	36	2	68	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	2	-	3	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	3	1	3	5	2	14	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	2	1	4	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	2	2	6	-	10	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				9	23	51	82	7	172
		% of Total				5%	13%	30%	48%	4%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	17	26	43	91	5	182
	% of Total	9%	14%	24%	50%	3%	100%
2014-2015	Total	10	31	62	114	7	224
	% of Total	4%	14%	28%	51%	3%	100%
2013-2014	Total	9	33	58	155	12	267
	% of Total	3%	12%	22%	58%	4%	100%
2012-2013	Total	9	26	45	94	3	180
	% of Total	5%	14%	25%	52%	2%	100%
2011-2012	Total	13	28	71	144	10	266
	% of Total	5%	11%	27%	54%	4%	100%

Single Item Measures

Single Item Measure	Question	Member Type		2016-2017 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Office Wait*	In the last 12 months, how often were you/your child seen within 15 minutes of your/his/her appointment?	Lackawanna	Priority	Child	2	2	6	7	-	17	
				Adult	6	19	35	22	2	84	
			Other Priority	Child	1	9	9	16	-	35	
				Adult	5	18	27	16	-	66	
			Complaint or Grievance	Child	-	2	4	3	-	9	
				Adult	-	1	-	-	-	1	
		Luzerne	Priority	Child	1	3	5	3	-	12	
				Adult	12	18	40	30	3	103	
			Other Priority	Child	3	13	23	27	4	70	
				Adult	4	11	27	18	1	61	
			Complaint or Grievance	Child	-	-	-	-	1	1	
				Adult	-	-	-	1	-	1	
		Susquehanna	Priority	Child	-	-	1	2	-	3	
				Adult	1	-	2	-	-	3	
			Other Priority	Child	-	4	5	4	1	14	
				Adult	-	1	7	10	-	18	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	3	-	1	4	
				Adult	-	1	2	3	-	6	
			Other Priority	Child	1	2	4	2	1	10	
				Adult	-	2	3	1	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				36	106	203	165	14	524
		% of Total				7%	20%	39%	31%	3%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2015-2016	Total	27	111	172	185	3	498
	% of Total	5%	22%	35%	37%	1%	100%
2014-2015	Total	39	129	227	187	8	590
	% of Total	7%	22%	38%	32%	1%	100%
2013-2014	Total	41	122	239	209	13	624
	% of Total	7%	20%	38%	33%	2%	100%
2012-2013	Total	38	102	223	191	1	555
	% of Total	7%	18%	40%	34%	1%	100%
2011-2012	Total	46	133	241	230	7	657
	% of Total	7%	20%	37%	35%	1%	100%

Single Item Measure	Question	Member Type		2016-2017 Responses				
				Yes	No	No Reply	Total	
Told about Medication Side Effects*	In the last 12 months, were you told what side effects of prescription medications taken as part of treatment to watch for?	Lackawanna	Priority	Child	14	-	-	14
				Adult	50	21	2	73
			Other Priority	Child	17	4	-	21
				Adult	36	18	1	55
			Complaint or Grievance	Child	6	1	-	7
				Adult	-	-	-	-
		Luzerne	Priority	Child	9	1	-	10
				Adult	71	21	-	92
			Other Priority	Child	38	7	-	45
				Adult	36	11	-	47
			Complaint or Grievance	Child	1	-	-	1
				Adult	1	-	-	1
		Susquehanna	Priority	Child	3	-	-	3
				Adult	3	-	-	3
			Other Priority	Child	8	3	-	11
				Adult	10	3	-	13
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	1	-	3
				Adult	5	1	-	6
			Other Priority	Child	4	3	1	8
				Adult	5	1	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total				319	96	4	419	
% of Total				76%	23%	1%	100%	

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2015-2016	Total	318	102	3	423
	% of Total	75%	24%	1%	100%
2014-2015	Total	377	127	4	508
	% of Total	74%	25%	1%	100%
2013-2014	Total	405	105	8	518
	% of Total	78%	20%	2%	100%
2012-2013	Total	368	114	7	489
	% of Total	75%	23%	1%	100%
2011-2012	Total	422	122	12	556
	% of Total	76%	22%	2%	100%

Single Item Measure	Question	Member Type		2016-2017 Responses					
				Yes	No	N/A	No Reply	Total	
Including Family and Friends*	In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?	Lackawanna	Priority	Child	-	-	-	-	-
				Adult	39	39	4	2	84
			Other Priority	Child	-	-	-	-	-
				Adult	25	30	5	6	66
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	-	-	-	1	1	
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	44	46	5	8	103
			Other Priority	Child	-	-	-	-	-
				Adult	27	27	-	7	61
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	-	1	-	-	1	
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	3	-	-	-	3
			Other Priority	Child	-	-	-	-	-
				Adult	10	7	-	1	18
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	4	1	1	-	6
Other Priority	Child		-	-	-	-	-		
	Adult		3	3	-	-	6		
Complaint or Grievance	Child	-	-	-	-	-			
	Adult	-	-	-	-	-			
Total			155	154	15	25	349		
% of Total			44%	44%	4%	7%	100%		

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

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2015-2016	Total	134	161	10	11	316
	% of Total	42%	51%	3%	3%	100%
2014-2015	Total	143	185	23	15	366
	% of Total	39%	51%	6%	4%	100%
2013-2014	Total	137	189	16	15	357
	% of Total	38%	53%	4%	4%	100%
2012-2013	Total	145	199	16	15	375
	% of Total	39%	53%	4%	4%	100%
2011-2012	Total	164	199	20	8	391
	% of Total	42%	51%	5%	2%	100%

Single Item Measure	Question	Member Type		2016-2017 Responses				
				Yes	No	No Reply	Total	
Information to Manage Condition*	In the last 12 months, were you given as much information as you wanted to manage your/your child's condition?	Lackawanna	Priority	Child	14	2	1	17
				Adult	57	21	6	84
			Other Priority	Child	29	4	2	35
				Adult	42	19	5	66
			Complaint or Grievance	Child	6	3	-	9
				Adult	-	-	1	1
		Luzerne	Priority	Child	7	4	1	12
				Adult	65	29	9	103
			Other Priority	Child	59	8	3	70
				Adult	47	11	3	61
			Complaint or Grievance	Child	1	-	-	1
				Adult	1	-	-	1
		Susquehanna	Priority	Child	3	-	-	3
				Adult	-	3	-	3
			Other Priority	Child	7	5	2	14
				Adult	12	5	1	18
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	3	-	1	4
				Adult	5	1	-	6
			Other Priority	Child	10	-	-	10
				Adult	5	1	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total			373	116	35	524		
% of Total			71%	22%	7%	100%		

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2015-2016	Total	348	120	30	498
	% of Total	70%	24%	6%	100%
2014-2015	Total	423	138	29	590
	% of Total	72%	23%	5%	100%
2013-2014	Total	435	161	28	624
	% of Total	70%	26%	4%	100%
2012-2013	Total	393	135	27	555
	% of Total	71%	24%	5%	100%
2011-2012	Total	472	162	23	657
	% of Total	72%	25%	4%	100%

Single Item Measure	Question	Member Type		2016-2017 Responses				
				Yes	No	No Reply	Total	
Patient Rights Information*	In the last 12 months, were you given information about your/your child's rights as a patient?	Lackawanna	Priority	Child	16	1	-	17
				Adult	67	11	6	84
			Other Priority	Child	31	3	1	35
				Adult	49	14	3	66
			Complaint or Grievance	Child	7	2	-	9
				Adult	-	-	1	1
		Luzerne	Priority	Child	10	1	1	12
				Adult	73	20	10	103
			Other Priority	Child	60	8	2	70
				Adult	49	9	3	61
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	1	-	1
		Susquehanna	Priority	Child	3	-	-	3
				Adult	3	-	-	3
			Other Priority	Child	9	3	2	14
				Adult	15	1	2	18
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	1	1	4
				Adult	5	1	-	6
			Other Priority	Child	10	-	-	10
				Adult	5	1	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Total			415	77	32	524
		% of Total			79%	15%	6%	100%

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2015-2016	Total	414	72	12	498
	% of Total	83%	14%	2%	100%
2014-2015	Total	471	91	28	590
	% of Total	80%	15%	5%	100%
2013-2014	Total	504	97	23	624
	% of Total	81%	16%	4%	100%
2012-2013	Total	446	89	20	555
	% of Total	80%	16%	4%	100%
2011-2012	Total	530	109	18	657
	% of Total	81%	17%	3%	100%

Single Item Measure	Question	Member Type		2016-2017 Responses				
				Yes	No	No Reply	Total	
Patient Feels He or She Could Refuse Treatment*	In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for yourself/your child?	Lackawanna	Priority	Child	15	2	-	17
				Adult	60	19	5	84
			Other Priority	Child	26	7	2	35
				Adult	49	17	-	66
			Complaint or Grievance	Child	9	-	-	9
				Adult	-	-	1	1
		Luzerne	Priority	Child	9	2	1	12
				Adult	80	17	6	103
			Other Priority	Child	59	6	5	70
				Adult	46	12	3	61
			Complaint or Grievance	Child	1	-	-	1
				Adult	1	-	-	1
		Susquehanna	Priority	Child	3	-	-	3
				Adult	2	-	1	3
			Other Priority	Child	9	3	2	14
				Adult	15	2	1	18
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	1	1	4
				Adult	5	1	-	6
			Other Priority	Child	9	-	1	10
				Adult	5	1	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Total			405	90	29	524
		% of Total			77%	17%	6%	100%

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2015-2016	Total	403	80	15	498
	% of Total	81%	16%	3%	100%
2014-2015	Total	463	108	19	590
	% of Total	78%	18%	3%	100%
2013-2014	Total	498	97	29	624
	% of Total	80%	16%	5%	100%
2012-2013	Total	425	112	18	555
	% of Total	77%	20%	3%	100%
2011-2012	Total	497	141	19	657
	% of Total	76%	21%	3%	100%

Single Item Measure	Question	Member Type		2016-2017 Responses				
				Yes	No	No Reply	Total	
Confident about Privacy of Treatment Information*	In the last 12 months, as far as you know, did anyone you/your child went to for counseling or treatment share information with others that should have been kept private?	Lackawanna	Priority	Child	1	16	-	17
				Adult	10	71	3	84
			Other Priority	Child	4	31	-	35
				Adult	10	56	-	66
			Complaint or Grievance	Child	-	8	1	9
				Adult	-	1	-	1
		Luzerne	Priority	Child	3	8	1	12
				Adult	8	89	6	103
			Other Priority	Child	6	61	3	70
				Adult	10	49	2	61
			Complaint or Grievance	Child	-	1	-	1
				Adult	-	1	-	1
		Susquehanna	Priority	Child	-	3	-	3
				Adult	1	2	-	3
			Other Priority	Child	1	11	2	14
				Adult	2	15	1	18
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	3	1	4
				Adult	2	4	-	6
			Other Priority	Child	-	10	-	10
				Adult	-	6	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total			58	446	20	524		
% of Total			11%	85%	4%	100%		

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2015-2016	Total	59	425	14	498
	% of Total	12%	85%	3%	100%
2014-2015	Total	58	506	26	590
	% of Total	10%	86%	4%	100%
2013-2014	Total	56	544	24	624
	% of Total	9%	87%	4%	100%
2012-2013	Total	59	482	14	555
	% of Total	11%	87%	3%	100%
2011-2012	Total	57	588	12	657
	% of Total	9%	89%	2%	100%

Single Item Measure	Question	Member Type		2016-2017 Responses				
				Yes	No	No Reply	Total	
Cultural Competency*	Care responsive to cultural needs**	Lackawanna	Priority	Child	10	-	3	13
				Adult	1	-	-	1
			Other Priority	Child	4	2	-	6
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	1	-	1
		Luzerne	Priority	Child	3	2	1	6
				Adult	2	1	1	4
			Other Priority	Child	2	3	-	5
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Other Priority	Child	1	-	-	1
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	1	-	-	1
				Adult	-	-	-	-
			Other Priority	Child	-	1	-	1
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	10	-	3	13
Total				24	10	5	39	
% of Total				62%	26%	13%	100%	

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

**Only responses from Members who stated that their/their child's language, race, religion, ethnic background or culture make a difference in the kind of counseling or treatment needed are shown. 464 Members responded that they did not have cultural needs that made a difference in what kind of treatment needed and 21 Members did not respond.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2015-2016	Total	24	19	1	44
	% of Total	55%	43%	2%	100%
2014-2015	Total	14	14	1	29
	% of Total	48%	48%	3%	100%
2013-2014	Total	18	6	3	27
	% of Total	67%	22%	11%	100%
2012-2013	Total	14	10	-	24
	% of Total	58%	42%	-	100%
2011-2012	Total	18	8	1	27
	% of Total	67%	30%	4%	100%

Single Item Measure	Question	Member Type		2016-2017 Responses							
				Not at all	A little	Somewhat	A lot	No Reply	Total		
Amount Helped	In the last 12 months, how much were you/your child helped by the counseling or treatment you/he/she got?	Lackawanna	Priority	Child	2	3	9	6	1	21	
				Adult	9	13	36	43	7	108	
			Other Priority	Child	4	5	19	21	9	58	
				Adult	4	18	22	30	6	80	
			Complaint or Grievance	Child	-	2	5	2	1	10	
				Adult	-	-	1	-	-	1	
		Luzerne	Priority	Child	-	2	6	4	4	16	
				Adult	7	12	27	55	12	113	
			Other Priority	Child	3	12	24	39	13	91	
				Adult	4	12	14	32	6	68	
			Complaint or Grievance	Child	-	1	-	1	1	3	
				Adult	-	-	-	1	-	1	
		Susquehanna	Priority	Child	-	-	1	2	-	3	
				Adult	1	-	1	3	-	5	
			Other Priority	Child	1	1	7	6	4	19	
				Adult	1	5	4	11	2	23	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	1	-	1	1	1	4	
				Adult	-	2	2	2	-	6	
			Other Priority	Child	-	2	2	6	-	10	
				Adult	-	2	2	2	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				37	92	183	267	67	646
		% of Total				6%	14%	28%	41%	10%	100%

		Previous Years' Responses					
		Not at all	A little	Somewhat	A lot	No Reply	Total
2015-2016	Total	25	65	196	306	16	608
	% of Total	4%	11%	32%	50%	3%	100%
2014-2015	Total	45	101	214	350	15	725
	% of Total	6%	14%	30%	48%	2%	100%
2013-2014	Total	46	88	216	363	26	739
	% of Total	6%	12%	29%	49%	4%	100%
2012-2013	Total	35	74	215	323	20	667
	% of Total	5%	11%	32%	48%	3%	100%
2011-2012	Total	47	87	238	363	9	744
	% of Total	6%	12%	32%	49%	1%	100%

Member Type			Rating of Counseling/Treatment 2016-2017 Responses											
			0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
Lackawanna	Priority	Child	2	-	-	1	1	-	2	2	4	3	5	20
		Adult	5	1	3	3	3	3	10	16	12	11	35	102
	Other Priority	Child	3	-	1	-	2	4	3	4	9	5	18	49
		Adult	2	-	2	1	3	10	8	10	11	8	17	72
	Complaint or Grievance	Child	-	-	-	1	-	1	1	1	3	1	2	10
		Adult	-	-	-	-	-	-	1	-	-	-	-	1
Luzerne	Priority	Child	-	-	-	-	1	2	1	-	2	4	1	11
		Adult	5	-	2	-	2	10	10	11	17	16	29	102
	Other Priority	Child	1	1	1	-	3	6	9	7	18	6	26	78
		Adult	1	1	2	1	3	9	3	8	7	5	23	63
	Complaint or Grievance	Child	-	-	-	-	-	-	1	-	-	-	1	2
		Adult	-	-	-	-	-	-	-	-	-	1	-	1
Susquehanna	Priority	Child	-	-	-	-	-	-	-	1	-	-	2	3
		Adult	1	-	-	-	-	-	-	-	1	2	1	5
	Other Priority	Child	-	1	-	-	-	3	1	2	3	-	5	15
		Adult	-	-	-	-	1	3	3	-	2	3	9	21
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Wyoming	Priority	Child	-	-	-	-	-	1	-	-	-	-	2	3
		Adult	-	-	-	-	-	1	-	1	1	1	2	6
	Other Priority	Child	-	-	-	-	-	-	-	-	1	3	6	10
		Adult	-	-	-	-	-	-	1	2	2	-	1	6
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Total			20	4	11	7	19	53	54	65	93	69	185	580
% of Total			3%	1%	2%	1%	3%	9%	9%	11%	16%	12%	32%	100%

*66 surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
2015-2016	Total	8	8	8	9	17	40	34	74	109	76	211	594
	% of Total	1%	1%	1%	2%	3%	7%	6%	12%	18%	13%	36%	100%
2014-2015	Total	11	12	13	13	13	66	45	83	134	102	212	704
	% of Total	2%	2%	2%	2%	2%	9%	6%	12%	19%	14%	30%	100%
2013-2014	Total	17	4	10	14	23	56	42	81	141	85	236	709
	% of Total	2%	1%	1%	2%	3%	8%	6%	11%	20%	12%	33%	100%
2012-2013	Total	11	5	17	14	16	51	43	61	115	88	224	645
	% of Total	2%	1%	3%	2%	2%	8%	7%	9%	18%	14%	35%	100%
2011-2012	Total	19	4	7	20	20	53	40	93	131	96	249	732
	% of Total	3%	1%	1%	3%	3%	7%	5%	13%	18%	13%	34%	100%