

Fiscal Year
2018-2019

*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	143	3%
Community Counseling Services of NEPA	674	12%
First Hospital	560	10%
Northeast Counseling Services	679	12%
Scranton Counseling Services	672	12%
Northwestern Human Services	672	12%
Remaining Members	1,420	25%
Members who filed a Complaint or Grievance	108	2%
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 44,117 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	391	54	332	47	101
	Other Priority	3,343	477	638	94	571
	Total	3,734	531	970	141	672
Children's Behavioral Health	Priority	-	-	-	-	-
	Other Priority	136	136	7	7	143
	Total	136	136	7	7	143
Community Counseling Services of NEPA	Priority	8	8	3,139	464	472
	Other Priority	246	34	1,145	168	202
	Total	254	42	4284	632	674
First Hospital	Priority	103	45	876	403	448
	Other Priority	81	39	158	73	112
	Total	184	84	1034	476	560
Northeast Counseling Services	Priority	181	34	1,377	235	269
	Other Priority	836	141	1,585	269	410
	Total	1,017	175	2,962	504	679
Scranton Counseling Services	Priority	216	27	1,793	202	229
	Other Priority	1,573	181	2,321	262	443
	Total	1,789	208	4,114	464	672
Northwestern Human Services	Priority	55	35	480	267	302
	Other Priority	367	202	296	168	370
	Total	422	237	776	435	672
Remaining Members	Priority	593	43	4,790	298	341
	Other Priority	4,981	312	12,070	767	1079
	Total	5,574	355	16,860	1,065	1,420
Members who filed a Complaint or Grievance		73	73	35	35	108
Grand Total		13,183	1,841	31,042	3,759	5,600

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	1,768	32%
18 & Older	3,724	67%
Members who filed a complaint or grievance	108	2%
Total Surveys Distributed	5,600	100%

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

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

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. Eleven (<1%) Members completed the survey using the website. In 2018-2019, the Alliance also conducted follow up phone calls to non-respondents.

Survey Completion Rate

The optimal goal of receiving a minimum of 600 completed Member Surveys was exceeded. The Alliance received 677 unduplicated surveys, representing a 12% response rate (increasing from an 11% response rate during 2017-2018, remaining the same at a 12% response rate as during 2016-2017 and as during 2015-2016, decreasing from a 14% response rate as during 2014-2015, decreasing from a 14% response rate as during 2013-2014, decreasing from a 13% response rate during 2012-2013, decreasing from a 15% response rate during 2011-2012, decreasing from a 14% response rate during 2010-2011, 2009-2010 and 2008-2009, decreasing from a 13% response rate during 2007-2008 and decreasing from a 17% response rate during 2006-2007). Among the sample of 677 survey completers, 74 said they had not received services or did not respond to the question regarding receiving services (all of these individuals had been identified in the original database as service recipients). Seventy-four individuals who said they had not received services or did not respond to the question regarding receiving services did respond to some of the demographic questions. Their responses are included in the demographic section of this report. The satisfaction responses reflect the responses of 603 unduplicated surveys.

		Surveys Received		
		Under 18	18 & Older	Total
Lackawanna	Priority	12	109	121
	Other Priority	88	81	169
	Members who filed a complaint or grievance	6	5	11
Luzerne	Priority	6	105	111
	Other Priority	107	86	193
	Members who filed a complaint or grievance	7	0	7
Susquehanna	Priority	1	15	16
	Other Priority	20	8	28
	Members who filed a complaint or grievance	0	0	0
Wyoming	Priority	2	4	6
	Other Priority	8	7	15
	Members who filed a complaint or grievance	0	0	0
Total		257	420	677

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.

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	-	-	-	-	5	3	-	1	-	-	-	-	9
8-12	-	2	1	-	12	3	-	5	-	-	1	-	24
13-17	8	56	1	4	74	2	-	13	-	1	5	-	164
18	-	4	-	-	-	-	-	1	-	-	-	-	5
Total Number of Child Responses	8	62	2	4	91	8	0	20	0	1	6	0	202

* 55 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	1	44	4	1	62	5	-	11	-	1	4	-	133
Female	11	38	2	3	39	2	-	9	-	1	4	-	109
Total Number of Child Responses	12	82	6	4	101	7	0	20	0	2	8	0	242

*15 surveys showed no response.

Adult	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
18 to 24	2	9	-	4	4	-	2	4	-	-	-	-	25
25 to 34	13	12	1	5	11	-	2	-	-	-	2	-	46
35 to 44	17	12	1	17	18	-	2	1	-	1	-	-	69
45 to 54	26	17	1	28	19	-	5	2	-	1	4	-	103
55 to 64	28	18	-	34	24	-	1	-	-	2	-	-	107
65 to 74	15	8	-	11	7	-	3	1	-	-	1	-	46
75 or older	1	3	-	-	-	-	-	-	-	-	-	-	4
Total Number of Adult Responses	102	79	3	99	83	0	15	8	0	4	7	0	400

*20 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	45	32	1	28	36	-	1	2	-	-	1	-	146
Female	57	46	2	71	48	-	14	6	-	4	6	-	254
Total Number of Adult Responses	102	78	3	99	84	-	15	8	-	4	7	-	400

*20 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	10	2	-	-	-	-	12
	Luzerne	4	-	-	-	-	-	4
	Susquehanna	-	-	-	-	-	-	0
	Wyoming	2	-	-	-	-	-	2
Sub Total		16	2	-	-	16	-	18

Other Priority	Lackawanna	69	12	2	-	2	6	91
	Luzerne	90	10	3	1	1	8	113
	Susquehanna	19	2	-	-	-	-	21
	Wyoming	6	2	-	-	-	-	8
Sub Total		184	26	5	1	3	14	233

Complaint or Grievance	Lackawanna	5	1	-	-	-	-	6
	Luzerne	5	3	-	-	-	1	9
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
Sub Total		10	4	-	-	-	1	15
Grand Total		210	32	5	1	19	15	282

*16 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	91	8	-	-	3	5	107
	Luzerne	89	5	-	-	-	3	97
	Susquehanna	15	-	-	-	-	-	15
	Wyoming	4	-	-	-	-	-	4
Sub Total		199	13	-	-	3	8	223

Other Priority	Lackawanna	74	1	1	1	3	3	83
	Luzerne	79	5	1	1	-	2	88
	Susquehanna	8	-	-	-	-	-	8
	Wyoming	7	-	-	-	-	-	7
Sub Total		168	6	2	2	3	5	186

Complaint or Grievance	Lackawanna	3	-	-	-	-	-	3
	Luzerne	-	-	-	-	-	-	-
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
Sub Total		3	-	-	-	-	-	3
Grand Total		370	19	2	2	6	13	412

*23 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	1
	Luzerne	-
	Susquehanna	-
	Wyoming	-
Sub Total		1
Other Priority	Lackawanna	7
	Luzerne	8
	Susquehanna	1
	Wyoming	1
Sub Total		17
Complaint or Grievance	Lackawanna	-
	Luzerne	2
	Susquehanna	-
	Wyoming	-
Sub Total		2
Grand Total		20

Are you of Hispanic or Latino origin or descent?		Yes
Adult Responses		
Priority	Lackawanna	3
	Luzerne	3
	Susquehanna	1
	Wyoming	-
	Sub Total	7
Other Priority	Lackawanna	4
	Luzerne	2
	Susquehanna	-
	Wyoming	-
	Sub Total	6
Complaint or Grievance	Lackawanna	-
	Luzerne	-
	Susquehanna	-
	Wyoming	-
	Sub Total	-
Grand Total		13

What is the highest grade or level of school you have completed?		8 th Grade or less	Some High School, did not graduate	High School Graduate or GED	Some college or 2-year degree	4-year college degree	More than 4-year college degree	Total
Lackawanna	Priority	4	25	37	25	8	-	99
	Other Priority	1	8	36	24	5	1	75
	Complaint or Grievance	-	-	2	1	-	-	3
Luzerne	Priority	8	13	41	29	6	-	97
	Other Priority	5	10	36	24	5	2	82
	Complaint or Grievance	-	-	-	-	-	-	-
Susquehanna	Priority	1	3	9	2	-	-	15
	Other Priority	-	2	3	2	1	-	8
	Complaint or Grievance	-	-	-	-	-	-	-
Wyoming	Priority	-	-	3	1	-	-	4
	Other Priority	-	1	5	-	-	-	6
	Complaint or Grievance	-	-	-	-	-	-	-
Total		19	62	172	108	25	3	389

*31 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	11	1	-	-	-	-	-	12
	Other Priority	71	7	1	-	1	4	4	88
	Complaint or Grievance	2	1	-	-	-	2	1	6
Luzerne	Priority	1	1	-	-	1	1	2	6
	Other Priority	71	19	-	-	-	12	5	107
	Complaint or Grievance	5	-	-	-	-	1	1	7
Susquehanna	Priority	-	-	-	-	-	-	1	1
	Other Priority	15	2	-	1	-	2	-	20
	Complaint or Grievance	-	-	-	-	-	-	-	0
Wyoming	Priority	2	-	-	-	-	-	-	2
	Other Priority	3	5	-	-	-	-	-	8
	Complaint or Grievance	-	-	-	-	-	-	-	0
Total		181	36	1	1	2	22	14	257

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		2018-2019 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Getting Treatment Quickly	Get help by phone*	Lackawanna	Priority	Child	2	1	1	1	-	5	
				Adult	6	11	3	10	1	31	
			Other Priority	Child	8	8	3	4	-	23	
				Adult	6	11	1	5	-	23	
			Complaint or Grievance	Child	-	2	-	-	-	2	
				Adult	-	-	-	1	-	1	
		Luzerne	Priority	Child	1	-	-	-	2	3	
				Adult	5	9	7	8	-	29	
			Other Priority	Child	8	14	2	6	-	30	
				Adult	5	10	2	7	1	25	
			Complaint or Grievance	Child	2	1	-	1	-	4	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	-	-	
				Adult	-	1	-	2	-	3	
			Other Priority	Child	-	2	-	1	-	3	
				Adult	-	1	-	1	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	2	1	-	-	-	3	
			Other Priority	Child	1	-	1	-	-	2	
				Adult	1	-	2	-	-	3	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				47	72	22	48	4	193
		% of Total				24%	37%	11%	25%	2%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2017-2018	Total	22	74	23	52	4	175
	% of Total	13%	42%	13%	30%	2%	100%
2016-2017	Total	58	84	38	57	16	253
	% of Total	23%	33%	15%	23%	6%	100%
2015-2016	Total	31	77	42	62	5	217
	% of Total	14%	35%	19%	29%	2%	100%
2014-2015	Total	46	101	47	61	4	259
	% of Total	18%	39%	18%	24%	2%	100%
2013-2014	Total	42	79	40	80	-	241
	% of Total	17%	33%	17%	33%	-	100%

Composite Measure	Question	Member Type		2018-2019 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get urgent treatment as soon as needed*	Lackawanna	Priority	Child	-	1	-	5	-	6
				Adult	7	8	9	19	2	45
			Other Priority	Child	1	7	6	16	-	30
				Adult	1	8	10	9	1	29
			Complaint or Grievance	Child	-	1	1	1	-	3
				Adult	-	-	1	1	-	2
		Luzerne	Priority	Child	-	-	1	1	-	2
				Adult	2	3	15	22	-	42
			Other Priority	Child	4	7	7	16	3	37
				Adult	1	6	8	16	-	31
			Complaint or Grievance	Child	-	1	2	3	-	6
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-	-	-
				Adult	-	-	1	1	-	2
			Other Priority	Child	-	-	1	3	-	4
				Adult	-	1	2	1	-	4
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	1
				Adult	-	-	-	1	-	1
			Other Priority	Child	-	1	1	-	-	2
				Adult	1	1	1	1	-	4
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Total			6	17	45	66	117	251
		% of Total			2%	7%	18%	26%	47%	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
2017-2018	Total	21	39	64	98	5	227
	% of Total	9%	17%	28%	43%	2%	100%
2016-2017	Total	24	55	57	93	6	235
	% of Total	10%	23%	24%	40%	3%	100%
2015-2016	Total	20	31	54	102	5	212
	% of Total	9%	15%	25%	48%	2%	100%
2014-2015	Total	20	54	92	104	5	275
	% of Total	7%	20%	33%	38%	2%	100%
2013-2014	Total	21	55	76	100	5	257
	% of Total	8%	21%	30%	39%	2%	100%

Composite Measure	Question	Member Type		2018-2019 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Getting Treatment Quickly	Get appointment as soon as wanted*	Lackawanna	Priority	Child	-	1	3	6	-	10	
				Adult	1	15	18	26	3	63	
			Other Priority	Child	1	6	15	31	4	57	
				Adult	3	7	13	29	3	55	
			Complaint or Grievance	Child	-	2	1	1	-	4	
				Adult	-	-	-	1	-	1	
		Luzerne	Priority	Child	-	1	2	-	-	3	
				Adult	3	7	14	40	1	65	
			Other Priority	Child	7	7	21	31	1	67	
				Adult	1	4	13	37	3	58	
			Complaint or Grievance	Child	-	1	1	4	-	6	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	1	-	5	3	-	9	
			Other Priority	Child	1	1	5	7	1	15	
				Adult	-	-	3	3	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	2	1	-	3	
			Other Priority	Child	-	1	2	2	-	5	
				Adult	-	1	1	-	1	3	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				18	54	119	224	17	432
		% of Total				4%	13%	28%	52%	4%	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
2017-2018	Total	21	54	129	193	12	409
	% of Total	5%	13%	32%	47%	3%	100%
2016-2017	Total	30	91	149	206	7	483
	% of Total	6%	19%	31%	43%	1%	100%
2015-2016	Total	16	64	130	217	11	438
	% of Total	4%	15%	30%	50%	3%	100%
2014-2015	Total	21	86	180	225	19	531
	% of Total	4%	16%	34%	42%	4%	100%
2013-2014	Total	27	88	183	229	12	539
	% of Total	5%	16%	34%	42%	2%	100%

Composite Measure	Question	Member Type		2018-2019 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians listen carefully	Lackawanna	Priority	Child	-	2	2	6	-	10	
				Adult	3	10	17	53	4	87	
			Other Priority	Child	-	8	10	41	2	61	
				Adult	2	4	10	44	2	62	
			Complaint or Grievance	Child	-	-	1	2	-	3	
				Adult	-	1	-	1	2	4	
		Luzerne	Priority	Child	1	-	1	1	2	5	
				Adult	2	6	11	59	5	83	
			Other Priority	Child	1	12	20	48	3	84	
				Adult	1	5	19	45	4	74	
			Complaint or Grievance	Child	-	-	-	5	-	5	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	1	-	3	7	-	11	
			Other Priority	Child	-	1	2	9	2	14	
				Adult	-	1	1	4	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	3	-	3	
			Other Priority	Child	-	-	1	4	1	6	
				Adult	-	-	1	4	-	5	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				11	50	99	339	27	526
		% of Total				2%	10%	19%	64%	5%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2017-2018	Total	19	41	92	292	16	460
	% of Total	4%	9%	20%	63%	3%	100%
2016-2017	Total	19	60	149	281	15	524
	% of Total	4%	11%	28%	54%	3%	100%
2015-2016	Total	15	52	114	301	16	498
	% of Total	3%	10%	23%	60%	3%	100%
2014-2015	Total	23	54	160	342	11	590
	% of Total	4%	9%	27%	58%	2%	100%
2013-2014	Total	17	57	153	379	18	624
	% of Total	3%	9%	25%	61%	3%	100%

Composite Measure	Question	Member Type		2018-2019 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians explain things	Lackawanna	Priority	Child	-	1	1	7	1	10	
				Adult	3	11	13	55	5	87	
			Other Priority	Child	2	6	8	44	1	61	
				Adult	4	-	13	44	1	62	
			Complaint or Grievance	Child	-	-	1	2	-	3	
				Adult	-	-	-	2	2	4	
		Luzerne	Priority	Child	1	-	-	2	2	5	
				Adult	1	4	12	62	4	83	
			Other Priority	Child	-	5	18	58	3	84	
				Adult	1	8	13	49	3	74	
			Complaint or Grievance	Child	-	-	-	5	-	5	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	-	1	2	8	-	11	
			Other Priority	Child	-	1	3	9	1	14	
				Adult	-	-	3	3	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	3	-	3	
			Other Priority	Child	-	-	1	4	1	6	
				Adult	-	1	1	3	-	5	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				12	38	89	363	24	526
		% of Total				2%	7%	17%	69%	5%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2017-2018	Total	21	39	101	289	10	460
	% of Total	5%	8%	22%	63%	2%	100%
2017-2018	Total	21	39	101	289	10	460
	% of Total	5%	8%	22%	63%	2%	100%
2016-2017	Total	20	42	142	279	41	524
	% of Total	4%	8%	27%	53%	8%	100%
2015-2016	Total	6	40	133	302	17	498
	% of Total	1%	8%	27%	61%	3%	100%
2014-2015	Total	15	52	163	349	11	590
	% of Total	3%	9%	28%	59%	2%	100%

Composite Measure	Question	Member Type		2018-2019 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians show respect	Lackawanna	Priority	Child	-	-	1	8	1	10	
				Adult	1	9	16	57	4	87	
			Other Priority	Child	1	4	8	47	1	61	
				Adult	2	3	8	48	1	62	
			Complaint or Grievance	Child	-	-	1	2	-	3	
				Adult	-	1	-	1	2	4	
		Luzerne	Priority	Child	-	1	-	2	2	5	
				Adult	1	4	13	61	4	83	
			Other Priority	Child	2	3	26	51	2	84	
				Adult	2	2	16	52	2	74	
			Complaint or Grievance	Child	-	-	2	3	-	5	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	2	9	-	11	
			Other Priority	Child	1	-	2	10	1	14	
				Adult	-	1	2	3	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	3	-	3	
			Other Priority	Child	-	-	1	4	1	6	
				Adult	-	-	3	2	-	5	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				10	28	101	366	21	526
		% of Total				2%	5%	19%	70%	4%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2017-2018	Total	22	31	64	334	9	460
	% of Total	5%	7%	14%	73%	2%	100%
2016-2017	Total	11	58	94	321	40	524
	% of Total	2%	11%	18%	61%	8%	100%
2015-2016	Total	10	42	95	345	6	498
	% of Total	2%	8%	19%	69%	1%	100%
2014-2015	Total	16	49	123	392	10	590
	% of Total	3%	8%	21%	66%	2%	100%
2013-2014	Total	12	51	118	429	14	624
	% of Total	2%	8%	19%	69%	2%	100%

Composite Measure	Question	Member Type		2018-2019 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians spend enough time	Lackawanna	Priority	Child	-	1	2	6	1	10	
				Adult	1	9	13	60	4	87	
			Other Priority	Child	1	7	8	43	2	61	
				Adult	3	3	12	42	2	62	
			Complaint or Grievance	Child	-	-	1	2	-	3	
				Adult	1	-	-	1	2	4	
		Luzerne	Priority	Child	1	-	1	1	2	5	
				Adult	3	7	13	55	5	83	
			Other Priority	Child	1	11	21	49	2	84	
				Adult	1	4	24	43	2	74	
			Complaint or Grievance	Child	-	-	2	3	-	5	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	4	7	-	11	
			Other Priority	Child	-	1	6	6	1	14	
				Adult	-	1	1	4	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	1	2	-	3	
			Other Priority	Child	-	-	2	3	1	6	
				Adult	-	-	2	3	-	5	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				12	44	113	333	24	526
		% of Total				2%	8%	21%	63%	5%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2017-2018	Total	19	46	101	283	11	460
	% of Total	4%	10%	22%	62%	2%	100%
2016-2017	Total	14	56	146	260	48	524
	% of Total	3%	11%	28%	50%	9%	100%
2015-2016	Total	14	49	138	292	5	498
	% of Total	3%	10%	28%	59%	1%	100%
2014-2015	Total	20	66	154	338	12	590
	% of Total	3%	11%	26%	57%	2%	100%
2013-2014	Total	21	68	181	336	18	624
	% of Total	3%	11%	29%	54%	3%	100%

Composite Measure	Question	Member Type		2018-2019 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Feel safe with clinicians	Lackawanna	Priority	Child	-	1	-	9	-	10	
				Adult	-	9	7	66	5	87	
			Other Priority	Child	-	5	4	51	1	61	
				Adult	1	3	6	51	1	62	
			Complaint or Grievance	Child	-	-	-	3	-	3	
				Adult	-	-	-	2	2	4	
		Luzerne	Priority	Child	-	1	-	2	2	5	
				Adult	2	1	13	62	5	83	
			Other Priority	Child	1	3	12	65	3	84	
				Adult	1	-	15	56	2	74	
			Complaint or Grievance	Child	-	-	-	5	-	5	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	3	8	-	11	
			Other Priority	Child	-	-	2	12	-	14	
				Adult	-	-	1	5	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	3	-	3	
			Other Priority	Child	-	-	2	3	1	6	
				Adult	-	-	2	3	-	5	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				5	23	67	409	22	526
		% of Total				1%	4%	13%	78%	4%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2017-2018	Total	7	17	59	368	9	460
	% of Total	2%	4%	13%	80%	2%	100%
2016-2017	Total	10	35	74	362	43	524
	% of Total	2%	7%	14%	69%	8%	100%
2015-2016	Total	7	19	78	388	6	498
	% of Total	1%	4%	16%	78%	1%	100%
2014-2015	Total	8	31	88	454	9	590
	% of Total	1%	5%	15%	77%	2%	100%
2013-2014	Total	8	38	84	476	18	624
	% of Total	1%	6%	13%	76%	3%	100%

Composite Measure	Question	Member Type		2018-2019 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Involved as much as you wanted in treatment	Lackawanna	Priority	Child	-	1	1	7	1	10	
				Adult	5	8	10	53	11	87	
			Other Priority	Child	1	5	9	45	1	61	
				Adult	2	4	9	45	2	62	
			Complaint or Grievance	Child	-	-	-	3	-	3	
				Adult	-	-	-	2	2	4	
		Luzerne	Priority	Child	1	-	1	1	2	5	
				Adult	6	5	18	51	3	83	
			Other Priority	Child	-	10	12	59	3	84	
				Adult	3	8	13	44	6	74	
			Complaint or Grievance	Child	-	-	-	5	-	5	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	4	7	-	11	
			Other Priority	Child	-	1	3	10	-	14	
				Adult	-	-	2	4	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	1	2	-	3	
			Other Priority	Child	-	-	1	4	1	6	
				Adult	1	-	1	3	-	5	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				19	42	85	348	32	526
		% of Total				4%	8%	16%	66%	6%	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
2017-2018	Total	22	41	73	301	23	460
	% of Total	5%	9%	16%	65%	5%	100%
2016-2017	Total	18	52	123	286	45	524
	% of Total	3%	10%	23%	55%	9%	100%
2015-2016	Total	26	43	106	309	14	498
	% of Total	5%	9%	21%	62%	3%	100%
2014-2015	Total	25	51	130	369	15	590
	% of Total	4%	9%	22%	63%	3%	100%
2013-2014	Total	25	52	140	388	19	624
	% of Total	4%	8%	22%	62%	3%	100%

Composite Measure	Question	Member Type		2018-2019 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	-	-	2	-	2	
				Adult	1	1	9	-	11	
			Other Priority	Child	3	7	6	-	16	
				Adult	2	3	6	1	12	
			Complaint or Grievance	Child	1	-	1	-	2	
				Adult	-	1	-	-	1	
		Luzerne	Priority	Child	-	-	1	-	1	
				Adult	2	4	9	1	16	
			Other Priority	Child	5	4	17	-	26	
				Adult	-	4	4	-	8	
			Complaint or Grievance	Child	-	2	1	-	3	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	-	
				Adult	-	1	1	-	2	
			Other Priority	Child	-	1	4	-	5	
				Adult	-	1	-	-	1	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	-	1	-	-	1	
			Other Priority	Child	-	-	1	-	1	
				Adult	1	-	-	-	1	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				15	30	62	2	109
		% of Total				14%	28%	57%	2%	100%

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

		Previous Years' Responses				
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2017-2018	Total	18	24	70	2	114
	% of Total	16%	21%	61%	2%	100%
2016-2017	Total	33	48	61	9	151
	% of Total	22%	32%	40%	6%	100%
2015-2016	Total	22	35	69	1	127
	% of Total	17%	28%	54%	1%	100%
2014-2015	Total	35	64	78	3	180
	% of Total	19%	36%	43%	2%	100%
2013-2014	Total	34	61	102	1	198
	% of Total	17%	31%	52%	1%	100%

Composite Measure	Question	Member Type		2018-2019 Responses						
				Big Problem	Small Problem	Not a Problem	No Reply	Total		
Getting Treatment and Information from CCBHO	Helpfulness of customer service*	Lackawanna	Priority	Child	-	-	-	-	-	
				Adult	3	1	6	-	10	
			Other Priority	Child	1	1	9	-	11	
				Adult	4	2	3	-	9	
			Complaint or Grievance	Child	-	1	1	-	2	
				Adult	-	2	-	-	2	
		Luzerne	Priority	Child	-	-	-	-	-	
				Adult	1	-	12	-	13	
			Other Priority	Child	4	5	10	-	19	
				Adult	-	2	2	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
			Other Priority	Child	-	-	1	-	1	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	-	1	-	-	1	
			Other Priority	Child	-	1	-	-	1	
				Adult	-	1	-	-	1	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				13	17	44	-	74
		% of Total				18%	23%	59%	-	100%

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

		Previous Years' Responses				
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2017-2018	Total	13	15	40	-	68
	% of Total	19%	22%	59%	-	100%
2016-2017	Total	19	24	38	3	84
	% of Total	23%	29%	45%	4%	100%
2015-2016	Total	20	25	39	2	86
	% of Total	23%	29%	45%	2%	100%
2014-2015	Total	19	34	59	2	114
	% of Total	17%	30%	52%	2%	100%
2013-2014	Total	19	29	39	6	93
	% of Total	20%	31%	42%	6%	100%

Composite Measure	Question	Member Type		2018-2019 Responses								
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total		
Member Grievance and Complaint Process	Satisfaction with Grievance Process	Lackawanna	Priority	Child	-	-	1	3	6	1	11	
				Adult	-	2	37	11	34	15	99	
			Other Priority	Child	1	2	26	12	34	4	79	
				Adult	1	2	17	8	38	7	73	
			Complaint or Grievance	Child	1	1	3	-	1	-	6	
				Adult	-	1	-	-	1	2	4	
		Luzerne	Priority	Child	1	-	2	1	-	2	6	
				Adult	3	4	23	10	45	8	93	
			Other Priority	Child	2	4	18	13	48	6	91	
				Adult	4	2	26	5	32	8	77	
			Complaint or Grievance	Child	-	-	6	1	-	-	7	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	1	-	1	
				Adult	-	-	6	1	5	2	14	
			Other Priority	Child	-	-	8	2	8	-	18	
				Adult	-	-	1	-	4	1	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	-	1	-	2	
				Adult	-	-	2	1	1	-	4	
			Other Priority	Child	-	-	-	1	5	-	6	
				Adult	-	-	2	1	2	1	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				13	18	179	70	266	57	603
		% of Total				2%	3%	30%	12%	44%	9%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2017-2018	Total	17	16	90	52	305	45	525
	% of Total	3%	3%	17%	10%	58%	9%	100%
2016-2017	Total	25	36	194	72	278	41	646
	% of Total	4%	6%	30%	11%	43%	6%	100%
2015-2016	Total	18	36	172	80	277	25	608
	% of Total	3%	6%	28%	13%	46%	4%	100%
2014-2015	Total	25	29	193	82	359	37	725
	% of Total	3%	4%	27%	11%	50%	5%	100%
2013-2014	Total	22	24	205	80	350	58	739
	% of Total	3%	3%	28%	11%	47%	8%	100%

Composite Measure	Question	Member Type		2018-2019 Responses								
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total		
Member Grievance and Complaint Process	Satisfaction with Complaint Process	Lackawanna	Priority	Child	-	-	2	2	6	1	11	
				Adult	2	2	36	9	34	16	99	
			Other Priority	Child	2	1	25	9	37	5	79	
				Adult	1	2	16	5	44	5	73	
			Complaint or Grievance	Child	1	1	3	-	1	-	6	
				Adult	-	1	-	-	1	2	4	
		Luzerne	Priority	Child	1	-	2	1	-	2	6	
				Adult	3	3	24	11	45	7	93	
			Other Priority	Child	3	4	18	12	48	6	91	
				Adult	4	6	22	4	35	6	77	
			Complaint or Grievance	Child	-	-	4	-	3	-	7	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	1	-	1	
				Adult	-	-	5	2	5	2	14	
			Other Priority	Child	-	-	6	3	9	-	18	
				Adult	-	-	1	-	4	1	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	-	1	-	2	
				Adult	-	-	3	-	1	-	4	
			Other Priority	Child	-	-	1	1	4	-	6	
				Adult	-	-	2	1	2	1	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				17	20	171	60	281	54	603
		% of Total				3%	3%	28%	10%	47%	9%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2017-2018	Total	16	17	97	32	320	43	525
	% of Total	3%	3%	18%	6%	61%	8%	100%
2016-2017	Total	22	30	172	61	285	76	646
	% of Total	3%	5%	27%	9%	44%	12%	100%
2015-2016	Total	15	17	174	72	298	32	608
	% of Total	2%	3%	29%	12%	49%	5%	100%
2014-2015	Total	26	29	207	83	353	27	725
	% of Total	4%	4%	29%	11%	49%	4%	100%
2013-2014	Total	15	22	213	74	364	51	739
	% of Total	2%	3%	29%	10%	49%	7%	100%

Composite Measure	Question	Member Type		2018-2019 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	4	2	1	1	1	2	11	
				Adult	15	35	31	5	2	11	99	
			Other Priority	Child	26	25	22	1	4	1	79	
				Adult	16	29	22	3	1	2	73	
			Complaint or Grievance	Child	1	2	-	2	1	-	6	
				Adult	-	1	-	-	-	3	4	
		Luzerne	Priority	Child	1	1	2	-	-	2	6	
				Adult	30	27	21	4	4	7	93	
			Other Priority	Child	26	32	22	6	2	3	91	
				Adult	23	22	25	4	-	3	77	
			Complaint or Grievance	Child	4	2	-	-	-	1	7	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	1	-	-	-	-	-	1	
				Adult	4	1	5	3	-	1	14	
			Other Priority	Child	6	4	5	3	-	-	18	
				Adult	3	1	2	-	-	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	1	-	-	1	-	-	2	
				Adult	-	2	2	-	-	-	4	
			Other Priority	Child	1	4	-	1	-	-	6	
				Adult	2	3	-	-	1	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				164	193	160	34	16	36	603
		% of Total				27%	32%	27%	6%	3%	6%	100%

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2017-2018	Total	131	171	153	33	19	18	525
	% of Total	25%	33%	29%	6%	4%	3%	100%
2016-2017	Total	145	226	156	35	21	63	646
	% of Total	22%	35%	24%	5%	3%	10%	100%
2015-2016	Total	150	202	187	32	19	18	608
	% of Total	25%	33%	31%	5%	3%	3%	100%
2014-2015	Total	183	271	181	49	20	21	725
	% of Total	25%	37%	25%	7%	3%	3%	100%
2013-2014	Total	185	283	184	33	22	32	739
	% of Total	25%	38%	25%	4%	3%	4%	100%

Composite Measure	Question	Member Type		2018-2019 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	5	1	3	1	-	1	11	
				Adult	14	28	36	7	5	9	99	
			Other Priority	Child	16	24	32	2	4	1	79	
				Adult	16	22	33	1	-	1	73	
			Complaint or Grievance	Child	-	2	1	1	2	-	6	
				Adult	-	-	1	-	1	2	4	
		Luzerne	Priority	Child	1	1	2	-	-	2	6	
				Adult	31	20	28	6	1	7	93	
			Other Priority	Child	23	25	31	8	1	3	91	
				Adult	18	20	34	2	1	2	77	
			Complaint or Grievance	Child	2	4	1	-	-	-	7	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	1	-	-	-	-	-	1	
				Adult	1	3	6	3	-	1	14	
			Other Priority	Child	3	6	6	3	-	-	18	
				Adult	1	2	3	-	-	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	1	-	-	-	2	
				Adult	-	1	3	-	-	-	4	
			Other Priority	Child	2	3	-	1	-	-	6	
				Adult	3	1	1	-	1	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				137	164	222	35	16	29	603
		% of Total				23%	27%	37%	6%	3%	5%	100%

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2017-2018	Total	111	161	180	37	19	17	525
	% of Total	21%	31%	34%	7%	4%	3%	100%
2016-2017	Total	141	185	200	32	23	65	646
	% of Total	22%	29%	31%	5%	4%	10%	100%
2015-2016	Total	151	178	200	39	24	16	608
	% of Total	25%	29%	33%	6%	4%	3%	100%
2014-2015	Total	149	248	245	44	19	20	725
	% of Total	21%	34%	34%	6%	3%	3%	100%
2013-2014	Total	155	277	212	47	18	30	739
	% of Total	21%	37%	29%	6%	2%	4%	100%

Composite Measure	Question	Member Type		2018-2019 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	6	3	1	-	-	1	11
				Adult	15	31	33	3	7	10	99
			Other Priority	Child	17	23	32	1	4	2	79
				Adult	12	29	28	3	-	1	73
			Complaint or Grievance	Child	1	1	2	1	-	1	6
				Adult	-	-	1	-	1	2	4
		Luzerne	Priority	Child	-	2	2	-	-	2	6
				Adult	26	23	30	7	1	6	93
			Other Priority	Child	22	29	28	6	1	5	91
				Adult	15	24	28	7	1	2	77
			Complaint or Grievance	Child	2	5	-	-	-	-	7
				Adult	-	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	1	-	-	-	-	1
				Adult	2	5	4	2	-	1	14
			Other Priority	Child	2	4	10	2	-	-	18
				Adult	2	3	1	-	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	1	1	-	-	-	2
				Adult	-	3	1	-	-	-	4
			Other Priority	Child	2	3	-	1	-	-	6
				Adult	1	3	1	-	1	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
Total				125	193	203	33	16	33	603	
% of Total				21%	32%	34%	5%	3%	5%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2017-2018	Total	118	156	172	44	15	20	525
	% of Total	22%	30%	33%	8%	3%	4%	100%
2016-2017	Total	135	226	205	36	22	22	646
	% of Total	21%	35%	32%	6%	3%	3%	100%
2015-2016	Total	140	195	196	33	21	23	608
	% of Total	23%	32%	32%	5%	3%	4%	100%
2014-2015	Total	162	256	227	41	21	18	725
	% of Total	22%	35%	31%	6%	3%	2%	100%
2013-2014	Total	163	265	220	41	21	29	739
	% of Total	22%	36%	30%	6%	3%	4%	100%

Composite Measure	Question	Member Type			2018-2019 Responses						
					Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
Perceived Improvement	Compare ability to deal with symptoms or problems to 1 year ago	Lackawanna	Priority	Child	4	3	2	1	-	1	11
				Adult	13	29	31	7	4	15	99
			Other Priority	Child	20	30	22	3	3	1	79
				Adult	14	21	31	3	2	2	73
			Complaint or Grievance	Child	1	-	2	2	-	1	6
				Adult	-	-	2	-	-	2	4
		Luzerne	Priority	Child	1	1	-	2	-	2	6
				Adult	28	17	32	9	1	6	93
			Other Priority	Child	28	24	27	9	1	2	91
				Adult	14	27	26	4	2	4	77
			Complaint or Grievance	Child	3	4	-	-	-	-	7
				Adult	-	-	-	-	-	-	-
		Susquehanna	Priority	Child	1	-	-	-	-	-	1
				Adult	3	4	5	1	-	1	14
			Other Priority	Child	4	4	7	3	-	-	18
				Adult	2	3	1	-	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	1	-	1	-	-	2
				Adult	1	1	2	-	-	-	4
			Other Priority	Child	1	4	-	1	-	-	6
				Adult	3	2	-	-	1	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
Adult	-			-	-	-	-	-	-		
Total				141	175	190	46	14	37	603	
% of Total				23%	29%	32%	8%	2%	6%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2017-2018	Total	114	165	152	43	28	23	525
	% of Total	22%	31%	29%	8%	5%	4%	100%
2016-2017	Total	128	229	196	45	24	24	646
	% of Total	20%	35%	30%	7%	4%	4%	100%
2015-2016	Total	135	192	194	36	29	22	608
	% of Total	22%	32%	32%	6%	5%	4%	100%
2014-2015	Total	173	262	188	53	26	23	725
	% of Total	24%	36%	26%	7%	4%	3%	100%
2013-2014	Total	160	283	194	47	29	26	739
	% of Total	22%	38%	26%	6%	4%	4%	100%

Composite Measure	Question	Member Type		2018-2019 Responses					
				Yes	No	N/A	No Reply	Total	
Information about Options*	Told about self-help or consumer run programs**	Lackawanna	Priority	Child	-	-	-	-	-
				Adult	42	32	3	10	87
			Other Priority	Child	-	-	-	-	-
				Adult	29	26	5	2	62
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	1	1	2	4
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	39	39	2	3	83
			Other Priority	Child	-	-	-	-	-
				Adult	38	29	3	4	74
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	6	4	1	-	11
			Other Priority	Child	-	-	-	-	-
				Adult	5	1	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	3	-	-	-	3
			Other Priority	Child	-	-	-	-	-
				Adult	3	2	-	-	5
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Total			165	134	15	21	335
		% of Total			49%	40%	4%	3%	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
2017-2018	Total	113	141	17	15	286
	% of Total	40%	49%	6%	5%	100%
2016-2017	Total	157	154	14	24	349
	% of Total	45%	44%	4%	7%	100%
2015-2016	Total	141	148	14	13	316
	% of Total	45%	47%	4%	4%	100%
2014-2015	Total	175	152	21	17	365
	% of Total	48%	42%	6%	5%	100%
2013-2014	Total	226	29	8	4	267
	% of Total	85%	11%	3%	1%	100%

Composite Measure	Question	Member Type		2018-2019 Responses				
				Yes	No	No Reply	Total	
Information about Options*	Told about different treatments that are available for condition	Lackawanna	Priority	Child	7	2	1	10
				Adult	45	32	10	87
			Other Priority	Child	41	16	4	61
				Adult	41	20	1	62
			Complaint or Grievance	Child	1	2	-	3
				Adult	1	1	2	4
		Luzerne	Priority	Child	2	1	2	5
				Adult	46	28	9	83
			Other Priority	Child	54	26	4	84
				Adult	41	29	4	74
			Complaint or Grievance	Child	5	-	-	5
				Adult	-	-	-	-
		Susquehanna	Priority	Child	-	1	-	1
				Adult	9	2	-	11
			Other Priority	Child	9	5	-	14
				Adult	4	2	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	1	1	-	2
				Adult	3	-	-	3
			Other Priority	Child	3	2	1	6
				Adult	4	1	-	5
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total			317	171	38	526		
% of Total			60%	33%	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
2017-2018	Total	291	148	21	460
	% of Total	63%	32%	5%	100%
2016-2017	Total	325	176	23	524
	% of Total	62%	34%	4%	100%
2015-2016	Total	310	169	19	498
	% of Total	62%	34%	4%	100%
2014-2015	Total	353	213	24	590
	% of Total	60%	36%	4%	100%
2013-2014	Total	374	229	21	624
	% of Total	60%	37%	3%	100%

Composite Measure	Question	Member Type		2018-2019 Responses						
				Yes	No	N/A	No Reply	Total		
Information about Options*	Goals of child's treatment discussed completely with you**	Lackawanna	Priority	Child	8	1	-	1	10	
				Adult	-	-	-	-	-	
			Other Priority	Child	54	6	-	1	61	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	2	1	-	-	3	
				Adult	-	-	-	-	-	
		Luzerne	Priority	Child	1	2	-	2	5	
				Adult	-	-	-	-	-	
			Other Priority	Child	66	10	4	4	84	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	5	-	-	-	5	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	-	1	
				Adult	-	-	-	-	-	
			Other Priority	Child	13	1	-	-	14	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	2	-	-	-	2	
				Adult	-	-	-	-	-	
			Other Priority	Child	4	1	-	1	6	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				155	22	5	9	191
		% of Total				81%	12%	3%	5%	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
2017-2018	Total	151	17	2	4	174
	% of Total	87%	10%	1%	2%	100%
2016-2017	Total	156	12	-	7	175
	% of Total	89%	7%	-	4%	100%
2015-2016	Total	154	19	8	1	182
	% of Total	85%	10%	4%	1%	100%
2014-2015	Total	188	28	5	3	224
	% of Total	84%	13%	2%	1%	100%
2013-2014	Total	226	29	8	4	267
	% of Total	85%	11%	3%	1%	100%

Composite Measure	Question	Member Type		2018-2019 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	8	1	10
				Adult	-	-	-	-	-	-
			Other Priority	Child	2	7	12	38	2	61
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	1	1	1	-	3
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	1	1	-	1	2	5
				Adult	-	-	-	-	-	-
			Other Priority	Child	2	9	20	48	5	84
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	5	-	5
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-	1	1
				Adult	-	-	-	-	-	-
			Other Priority	Child	-	1	5	8	-	14
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	2	-	2
				Adult	-	-	-	-	-	-
			Other Priority	Child	-	-	-	5	1	6
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				5	19	39	116	12	191	
% of Total				3%	10%	20%	61%	6%	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
2017-2018	Total	8	22	28	107	9	174
	% of Total	5%	13%	16%	61%	5%	100%
2016-2017	Total	6	27	46	84	9	172
	% of Total	3%	16%	27%	49%	5%	100%
2015-2016	Total	8	21	53	95	5	182
	% of Total	4%	12%	29%	52%	3%	100%
2014-2015	Total	10	24	54	131	3	224
	% of Total	4%	11%	24%	58%	1%	100%
2013-2014	Total	6	28	78	142	7	267
	% of Total	2%	10%	29%	53%	3%	100%

Composite Measure	Question	Member Type		2018-2019 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Information about Options – Child/Adolescent Only*	In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?	Lackawanna	Priority	Child	-	1	2	5	2	10	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	1	8	8	43	1	61	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	1	2	-	3	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	1	-	1	1	2	5	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	4	15	14	46	5	84	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	2	1	2	-	5	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	1	1	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	3	4	7	-	14	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	-	2	3	1	6	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				6	29	33	111	12	191
		% of Total				3%	15%	17%	58%	6%	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
2017-2018	Total	3	28	32	99	12	174
	% of Total	2%	16%	18%	57%	7%	100%
2016-2017	Total	9	23	51	82	7	172
	% of Total	5%	13%	30%	48%	4%	100%
2015-2016	Total	17	26	43	91	5	182
	% of Total	9%	14%	24%	50%	3%	100%
2014-2015	Total	10	31	62	114	7	224
	% of Total	4%	14%	28%	51%	3%	100%
2013-2014	Total	9	33	58	155	12	267
	% of Total	3%	12%	22%	58%	4%	100%

Single Item Measures

Single Item Measure	Question	Member Type		2018-2019 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	4	4	-	10	
				Adult	5	17	28	33	4	87	
			Other Priority	Child	-	16	16	27	2	61	
				Adult	5	10	23	22	2	62	
			Complaint or Grievance	Child	-	1	1	1	-	3	
				Adult	1	-	-	1	2	4	
		Luzerne	Priority	Child	-	-	2	1	2	5	
				Adult	5	15	30	30	3	83	
			Other Priority	Child	5	12	34	31	2	84	
				Adult	6	11	27	27	3	74	
			Complaint or Grievance	Child	-	-	3	2	-	5	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	1	-	-	-	-	1	
				Adult	-	-	8	3	-	11	
			Other Priority	Child	-	3	4	6	1	14	
				Adult	-	-	4	2	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	1	-	2	
				Adult	-	1	1	1	-	3	
			Other Priority	Child	-	-	4	1	1	6	
				Adult	-	1	3	1	-	5	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				28	89	193	194	22	526
		% of Total				5%	17%	37%	37%	4%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2017-2018	Total	46	80	153	163	18	460
	% of Total	10%	17%	33%	35%	4%	100%
2016-2017	Total	36	106	203	165	14	524
	% of Total	7%	20%	39%	31%	3%	100%
2015-2016	Total	27	111	172	185	3	498
	% of Total	5%	22%	35%	37%	1%	100%
2014-2015	Total	39	129	227	187	8	590
	% of Total	7%	22%	38%	32%	1%	100%
2013-2014	Total	41	122	239	209	13	624
	% of Total	7%	20%	38%	33%	2%	100%

Single Item Measure	Question	Member Type		2018-2019 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	6	2	-	8	
				Adult	55	20	5	80	
			Other Priority	Child	40	6	1	47	
				Adult	39	13	2	54	
			Complaint or Grievance	Child	2	-	-	2	
				Adult	2	-	-	2	
		Luzerne	Priority	Child	1	1	-	2	
				Adult	50	22	1	73	
			Other Priority	Child	49	15	2	66	
				Adult	50	14	3	67	
			Complaint or Grievance	Child	4	-	-	4	
				Adult	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	
				Adult	7	4	-	11	
			Other Priority	Child	10	2	-	12	
				Adult	5	1	-	6	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Wyoming	Priority	Child	2	-	-	2	
				Adult	2	-	-	2	
			Other Priority	Child	1	-	-	1	
				Adult	2	3	-	5	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Total				327	103	14	444
		% of Total				74%	23%	3%	100%

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2017-2018	Total	298	92	10	400
	% of Total	75%	23%	3%	100%
2016-2017	Total	319	96	4	419
	% of Total	76%	23%	1%	100%
2015-2016	Total	318	102	3	423
	% of Total	75%	24%	1%	100%
2014-2015	Total	377	127	4	508
	% of Total	74%	25%	1%	100%
2013-2014	Total	405	105	8	518
	% of Total	78%	20%	2%	100%

Single Item Measure	Question	Member Type		2018-2019 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	37	39	2	9	87
			Other Priority	Child	-	-	-	-	-
				Adult	30	27	3	2	62
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	2	-	-	2	4	
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	39	39	2	3	83
			Other Priority	Child	-	-	-	-	-
				Adult	33	34	3	4	74
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	3	7	1	-	11
			Other Priority	Child	-	-	-	-	-
				Adult	3	3	-	-	6
		Complaint or Grievance	Child	-	-	-	-	-	
			Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	1	2	-	-	3
Other Priority	Child		-	-	-	-	-		
	Adult		4	1	-	-	5		
Complaint or Grievance	Child	-	-	-	-	-			
	Adult	-	-	-	-	-			
Total			152	152	11	20	335		
% of Total			45%	45%	3%	6%	100%		

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

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2017-2018	Total	124	134	12	16	286
	% of Total	43%	47%	4%	6%	100%
2016-2017	Total	155	154	15	25	349
	% of Total	44%	44%	4%	7%	100%
2015-2016	Total	134	161	10	11	316
	% of Total	42%	51%	3%	3%	100%
2014-2015	Total	143	185	23	15	366
	% of Total	39%	51%	6%	4%	100%
2013-2014	Total	137	189	16	15	357
	% of Total	38%	53%	4%	4%	100%

Single Item Measure	Question	Member Type		2018-2019 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	8	1	1	10	
				Adult	54	18	15	87	
			Other Priority	Child	48	11	2	61	
				Adult	50	9	3	62	
			Complaint or Grievance	Child	2	1	-	3	
				Adult	2	-	2	4	
		Luzerne	Priority	Child	2	1	2	5	
				Adult	58	19	6	83	
			Other Priority	Child	57	23	4	84	
				Adult	57	12	5	74	
			Complaint or Grievance	Child	5	-	-	5	
				Adult	-	-	-	-	
		Susquehanna	Priority	Child	1	-	-	1	
				Adult	9	2	-	11	
			Other Priority	Child	10	4	-	14	
				Adult	5	1	-	6	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Wyoming	Priority	Child	2	-	-	2	
				Adult	3	-	-	3	
			Other Priority	Child	4	1	1	6	
				Adult	5	-	-	5	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Total				382	103	41	526
		% of Total				73%	20%	8%	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
2017-2018	Total	291	148	21	460
	% of Total	63%	32%	5%	100%
2016-2017	Total	373	116	35	524
	% of Total	71%	22%	7%	100%
2015-2016	Total	348	120	30	498
	% of Total	70%	24%	6%	100%
2014-2015	Total	423	138	29	590
	% of Total	72%	23%	5%	100%
2013-2014	Total	435	161	28	624
	% of Total	70%	26%	4%	100%

Single Item Measure	Question	Member Type		2018-2019 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	9	-	1	10
				Adult	63	12	12	87
			Other Priority	Child	52	6	3	61
				Adult	55	4	3	62
		Complaint or Grievance	Child	2	1	-	3	
			Adult	1	1	2	4	
		Luzerne	Priority	Child	3	-	2	5
				Adult	60	18	5	83
			Other Priority	Child	65	13	6	84
				Adult	64	6	4	74
		Complaint or Grievance	Child	5	-	-	5	
			Adult	-	-	-	-	
		Susquehanna	Priority	Child	-	1	-	1
				Adult	9	2	-	11
			Other Priority	Child	12	2	-	14
				Adult	6	-	-	6
		Complaint or Grievance	Child	-	-	-	-	
			Adult	-	-	-	-	
		Wyoming	Priority	Child	2	-	-	2
				Adult	3	-	-	3
			Other Priority	Child	4	1	1	6
				Adult	5	-	-	5
		Complaint or Grievance	Child	-	-	-	-	
			Adult	-	-	-	-	
		Total			420	67	39	526
		% of Total			80%	13%	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
2017-2018	Total	371	68	21	460
	% of Total	81%	15%	5%	100%
2016-2017	Total	415	77	32	524
	% of Total	79%	15%	6%	100%
2015-2016	Total	414	72	12	498
	% of Total	83%	14%	2%	100%
2014-2015	Total	471	91	28	590
	% of Total	80%	15%	5%	100%
2013-2014	Total	504	97	23	624
	% of Total	81%	16%	4%	100%

Single Item Measure	Question	Member Type		2018-2019 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	8	1	1	10
				Adult	58	19	10	87
			Other Priority	Child	53	5	3	61
				Adult	55	5	2	62
			Complaint or Grievance	Child	3	-	-	3
				Adult	2	-	2	4
		Luzerne	Priority	Child	2	1	2	5
				Adult	61	18	4	83
			Other Priority	Child	65	12	7	84
				Adult	61	9	4	74
			Complaint or Grievance	Child	5	-	-	5
				Adult	-	-	-	-
		Susquehanna	Priority	Child	1	-	-	1
				Adult	9	2	-	11
			Other Priority	Child	14	-	-	14
				Adult	5	1	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	-	-	2
				Adult	3	-	-	3
			Other Priority	Child	4	-	2	6
				Adult	5	-	-	5
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total			416	73	37	526		
% of Total			79%	14%	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
2017-2018	Total	359	83	18	460
	% of Total	78%	18%	4%	100%
2016-2017	Total	405	90	29	524
	% of Total	77%	17%	6%	100%
2015-2016	Total	403	80	15	498
	% of Total	81%	16%	3%	100%
2014-2015	Total	463	108	19	590
	% of Total	78%	18%	3%	100%
2013-2014	Total	498	97	29	624
	% of Total	80%	16%	5%	100%

Single Item Measure	Question	Member Type		2018-2019 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	8	1	10
				Adult	8	71	8	87
			Other Priority	Child	7	51	3	61
				Adult	7	53	2	62
			Complaint or Grievance	Child	-	3	-	3
				Adult	2	-	2	4
		Luzerne	Priority	Child	-	3	2	5
				Adult	15	62	6	83
			Other Priority	Child	11	69	4	84
				Adult	6	64	4	74
			Complaint or Grievance	Child	-	5	-	5
				Adult	-	-	-	-
		Susquehanna	Priority	Child	-	1	-	1
				Adult	2	9	-	11
			Other Priority	Child	-	13	1	14
				Adult	-	6	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	2	-	2
				Adult	-	3	-	3
			Other Priority	Child	-	4	2	6
				Adult	-	5	-	5
Complaint or Grievance	Child		-	-	-	-		
	Adult		-	-	-	-		
Total			59	432	35	526		
% of Total			11%	82%	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
2017-2018	Total	79	357	24	460
	% of Total	17%	78%	5%	100%
2016-2017	Total	58	446	20	524
	% of Total	11%	85%	4%	100%
2015-2016	Total	59	425	14	498
	% of Total	12%	85%	3%	100%
2014-2015	Total	58	506	26	590
	% of Total	10%	86%	4%	100%
2013-2014	Total	56	544	24	624
	% of Total	9%	87%	4%	100%

Single Item Measure	Question	Member Type		2018-2019 Responses				
				Yes	No	No Reply	Total	
Cultural Competency*	Care responsive to cultural needs**	Lackawanna	Priority	Child	-	-	-	-
				Adult	5	1	1	7
			Other Priority	Child	-	-	-	-
				Adult	2	1	-	3
			Complaint or Grievance	Child	1	-	-	1
				Adult	1	-	-	1
		Luzerne	Priority	Child	-	-	-	-
				Adult	4	-	1	1
			Other Priority	Child	3	2	-	5
				Adult	2	1	-	3
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Other Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Other Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Total				18	5	2
% of Total				72%	20%	8%	100%	

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

**Only responses from Members who stated that their/their child's language, race, religion, ethnic background or culture make a difference in the kind of counseling or treatment needed are shown. 469 Members responded that they did not have cultural needs that made a difference in what kind of treatment needed and 32 Members did not respond.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2017-2018	Total	40	2	4	46
	% of Total	87%	4%	9%	100%
2016-2017	Total	24	10	5	39
	% of Total	62%	26%	13%	100%
2015-2016	Total	24	19	1	44
	% of Total	55%	43%	2%	100%
2014-2015	Total	14	14	1	29
	% of Total	48%	48%	3%	100%
2013-2014	Total	18	6	3	27
	% of Total	67%	22%	11%	100%

Single Item Measure	Question	Member Type		2018-2019 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	-	-	-	10	1	11	
				Adult	3	17	22	49	8	99	
			Other Priority	Child	5	8	25	38	3	79	
				Adult	2	7	25	38	1	73	
			Complaint or Grievance	Child	-	1	1	4	-	6	
				Adult	-	1	-	1	2	4	
		Luzerne	Priority	Child	-	2	2	-	2	6	
				Adult	3	10	26	49	5	93	
			Other Priority	Child	1	11	36	38	5	91	
				Adult	-	6	25	44	2	77	
			Complaint or Grievance	Child	-	-	1	6	-	7	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	6	8	-	14	
			Other Priority	Child	1	6	5	6	-	18	
				Adult	-	-	3	2	1	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	1	-	2	
				Adult	-	-	3	1	-	4	
			Other Priority	Child	-	-	1	5	-	6	
				Adult	-	-	2	4	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				15	69	184	305	30	603
		% of Total				2%	11%	31%	51%	5%	100%

		Previous Years' Responses					
		Not at all	A little	Somewhat	A lot	No Reply	Total
2017-2018	Total	23	70	162	250	20	525
	% of Total	4%	13%	31%	48%	4%	100%
2016-2017	Total	37	92	183	267	67	646
	% of Total	6%	14%	28%	41%	10%	100%
2015-2016	Total	25	65	196	306	16	608
	% of Total	4%	11%	32%	50%	3%	100%
2014-2015	Total	45	101	214	350	15	725
	% of Total	6%	14%	30%	48%	2%	100%
2013-2014	Total	46	88	216	363	26	739
	% of Total	6%	12%	29%	49%	4%	100%

Member Type			Rating of Counseling/Treatment 2018-2019 Responses											
			0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
Lackawanna	Priority	Child	-	-	-	-	-	-	-	1	1	3	5	10
		Adult	1	-	1	1	1	9	6	11	16	3	39	88
	Other Priority	Child	1	-	-	1	4	4	3	10	10	6	35	74
		Adult	-	-	1	1	1	8	9	6	4	13	29	72
	Complaint or Grievance	Child	-	-	-	-	-	1	-	-	1	1	3	6
		Adult	-	-	1	-	-	-	-	-	-	-	1	2
Luzerne	Priority	Child	1	-	-	-	1	-	1	-	-	-	1	4
		Adult	-	2	-	3	4	3	3	8	11	14	36	84
	Other Priority	Child	1	1	2	1	5	7	2	8	23	16	23	89
		Adult	-	-	-	2	2	5	4	7	8	12	32	72
	Complaint or Grievance	Child	-	-	-	-	-	1	-	1	1	-	4	7
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Susquehanna	Priority	Child	-	-	-	-	-	-	-	-	-	-	1	1
		Adult	-	-	-	-	-	-	-	2	-	2	10	14
	Other Priority	Child	-	-	-	2	-	2	2	1	2	4	4	17
		Adult	-	-	-	-	-	1	-	1	1	-	2	5
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Wyoming	Priority	Child	-	-	-	-	-	-	-	-	-	1	1	2
		Adult	-	-	-	-	-	-	1	-	1	2	-	4
	Other Priority	Child	-	-	-	-	-	-	1	1	1	-	3	6
		Adult	-	-	1	-	-	1	-	-	3	-	1	6
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Total			4	3	6	11	18	42	32	57	83	77	230	563
% of Total			1%	1%	1%	2%	3%	7%	6%	10%	15%	14%	41%	100%

*40 surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
2017-2018	Total	12	5	9	12	11	34	35	58	74	63	187	500
	% of Total	2%	1%	2%	2%	2%	7%	7%	12%	15%	13%	37%	100%
2016-2017	Total	20	4	11	7	19	53	54	65	93	69	185	580
	% of Total	3%	1%	2%	1%	3%	9%	9%	11%	16%	12%	32%	100%
2015-2016	Total	8	8	8	9	17	40	34	74	109	76	211	594
	% of Total	1%	1%	1%	2%	3%	7%	6%	12%	18%	13%	36%	100%
2014-2015	Total	11	12	13	13	13	66	45	83	134	102	212	704
	% of Total	2%	2%	2%	2%	2%	9%	6%	12%	19%	14%	30%	100%
2013-2014	Total	17	4	10	14	23	56	42	81	141	85	236	709
	% of Total	2%	1%	1%	2%	3%	8%	6%	11%	20%	12%	33%	100%