

**Fiscal Year  
2019-2020**

*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	671	12%
Children's Behavioral Health	126	2%
Community Counseling Services of NEPA	670	12%
First Hospital	560	10%
Friendship House	673	12%
Northeast Counseling Services	672	12%
Scranton Counseling Services	666	12%
Remaining Members	1,463	26%
Members who filed a Complaint or Grievance	99	2%
<b>Total</b>	<b>5,600</b>	<b>100%</b>

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

In total, NBHCC provided the Alliance with a database of 46,387 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	363	47	562	67	114
	Other Priority	3,417	423	1,052	134	557
	<b>Total</b>	<b>3,780</b>	<b>470</b>	<b>1,614</b>	<b>201</b>	<b>671</b>
Children's Behavioral Health	Priority	1	1	0	0	1
	Other Priority	116	116	9	9	125
	<b>Total</b>	<b>117</b>	<b>117</b>	<b>9</b>	<b>9</b>	<b>126</b>
Community Counseling Services of NEPA	Priority	12	12	3,045	469	481
	Other Priority	195	34	988	155	189
	<b>Total</b>	<b>207</b>	<b>46</b>	<b>4,033</b>	<b>624</b>	<b>670</b>
First Hospital	Priority	129	62	810	381	443
	Other Priority	82	39	169	78	117
	<b>Total</b>	<b>211</b>	<b>101</b>	<b>979</b>	<b>459</b>	<b>560</b>
Friendship House	Priority	68	27	276	108	135
	Other Priority	1,123	437	262	101	538
	<b>Total</b>	<b>1,191</b>	<b>464</b>	<b>538</b>	<b>209</b>	<b>673</b>
Northeast Counseling Services	Priority	163	27	1,185	215	242
	Other Priority	778	141	1,583	289	430
	<b>Total</b>	<b>941</b>	<b>168</b>	<b>2,768</b>	<b>504</b>	<b>672</b>
Scranton Counseling Services	Priority	193	20	1,796	202	222
	Other Priority	1,559	175	2,371	269	444
	<b>Total</b>	<b>1,752</b>	<b>195</b>	<b>4,167</b>	<b>471</b>	<b>666</b>
Remaining Members	Priority	600	58	5,325	319	377
	Other Priority	4,803	290	13,352	796	1,086
	<b>Total</b>	<b>5,403</b>	<b>348</b>	<b>18,677</b>	<b>1,115</b>	<b>1,463</b>
Members who filed a Complaint or Grievance		53	53	46	46	99
<b>Grand Total</b>		<b>13,655</b>	<b>1,962</b>	<b>32,831</b>	<b>3,638</b>	<b>5,600</b>

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	1,909	34%
18 & Older	3,592	64%
Members who filed a complaint or grievance	99	2%
<b>Total Surveys Distributed</b>	<b>5,600</b>	<b>100%</b>

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

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

During 2019-2020, the process listed above was modified due to the Covid-19 Pandemic. Two mailings of questionnaires were sent to members and those responses were data entered into the survey software. Upon the shutdown of office buildings in Pennsylvania in March, the final mailings of the questionnaires were stopped and surveys were conducted telephonically until May 31, 2020.

### **Survey Completion Rate**

The optimal goal of receiving a minimum of 600 completed Member Surveys was exceeded. The Alliance received 1,042 unduplicated surveys, representing a 19% response rate, increasing from all response rates during previous years, as follows:

increasing from a 12% response rate during 2018-2019;  
increasing from an 11% response rate during 2017-2018;  
increasing from a 12% response rate as during 2016-2017;  
increasing from a 12% response rate as during 2015-2016;  
Increasing from a 14% response rate as during 2014-2015;  
increasing from a 14% response rate as during 2013-2014;  
increasing from a 13% response rate during 2012-2013;  
increasing from a 15% response rate during 2011-2012;  
increasing from a 14% response rate during 2010-2011, 2009-2010 and 2008-2009;  
increasing from a 13% response rate during 2007-2008; and  
increasing from a 17% response rate during 2006-2007.

Among the sample of 1,042 survey completers, 207 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). One-hundred seventy-six 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 835 unduplicated surveys.

		Surveys Received		
		Under 18	18 & Older	Total
Lackawanna	Priority	17	116	133
	Other Priority	127	113	240
	Members who filed a complaint or grievance	2	3	5
Luzerne	Priority	30	206	236
	Other Priority	168	149	317
	Members who filed a complaint or grievance	1	6	7
Susquehanna	Priority	6	18	24
	Other Priority	32	14	46
	Members who filed a complaint or grievance	-	-	0
Wyoming	Priority	3	13	16
	Other Priority	8	10	18
	Members who filed a complaint or grievance	-	-	0
<b>Total</b>		<b>394</b>	<b>648</b>	<b>1,042</b>

## 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	-	30	-	2	37	-	-	6	-	-	-	-	<b>75</b>
8-12	2	51	-	3	51	-	-	6	-	1	3	-	<b>117</b>
13-17	7	9	-	16	36	1	2	7	-	-	3	-	<b>81</b>
18	1	1	-	-	-	-	-	-	-	-	-	-	<b>2</b>
<b>Total Number of Child Responses</b>	<b>10</b>	<b>91</b>	<b>0</b>	<b>21</b>	<b>124</b>	<b>1</b>	<b>2</b>	<b>19</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>275</b>

\*119 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	6	73	1	9	106	-	1	13	-	1	3	-	<b>213</b>
Female	7	36	-	19	43	1	2	10	-	2	4	-	<b>124</b>
<b>Total Number of Child Responses</b>	<b>13</b>	<b>109</b>	<b>1</b>	<b>28</b>	<b>149</b>	<b>1</b>	<b>3</b>	<b>23</b>	<b>-</b>	<b>3</b>	<b>7</b>	<b>-</b>	<b>337</b>

\*57 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	8	7	-	11	13	-	1	1	-	1	2	-	<b>44</b>
25 to 34	29	27	1	41	36	1	5	1	-	4	-	-	<b>145</b>
35 to 44	17	18	1	42	34	1	3	3	-	1	4	-	<b>124</b>
45 to 54	19	24	-	43	26	1	3	2	-	3	2	-	<b>123</b>
55 to 64	19	23	1	38	20	2	4	3	-	2	2	-	<b>114</b>
65 to 74	7	2	-	15	6	-	-	-	-	-	-	-	<b>30</b>
75 or older	2	1	-	6	4	1	1	1	-	1	-	-	<b>17</b>
<b>Total Number of Adult Responses</b>	<b>101</b>	<b>102</b>	<b>3</b>	<b>196</b>	<b>139</b>	<b>6</b>	<b>17</b>	<b>11</b>	<b>0</b>	<b>12</b>	<b>10</b>	<b>0</b>	<b>597</b>

\*51 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	36	37	1	63	61	1	3	1	-	2	2	-	<b>207</b>
Female	66	67	2	136	81	5	14	10	-	11	8	-	<b>400</b>
<b>Total Number of Adult Responses</b>	<b>102</b>	<b>104</b>	<b>3</b>	<b>199</b>	<b>142</b>	<b>6</b>	<b>17</b>	<b>11</b>	<b>0</b>	<b>13</b>	<b>10</b>	<b>0</b>	<b>607</b>

\*41 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	12	1	-	-	-	-	13
	Luzerne	8	15	4	-	1	-	28
	Susquehanna	3	3	-	-	-	-	6
	Wyoming	2	-	-	-	1	-	3
Sub Total		25	19	4	-	2	-	50

Other Priority	Lackawanna	84	18	-	1	2	11	116
	Luzerne	112	19	4	-	4	14	153
	Susquehanna	19	-	-	-	-	4	23
	Wyoming	7	-	-	-	1	-	8
Sub Total		222	37	4	1	7	29	300

Complaint or Grievance	Lackawanna	1	-	-	-	-	1	2
	Luzerne	1	-	-	-	-	-	1
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
Sub Total		2	-	-	-	-	1	3
Grand Total		249	56	8	1	9	30	353

\*41 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	86	7	-	-	1	7	101
	Luzerne	168	15	8	5	8	16	220
	Susquehanna	16	-	-	-	-	-	16
	Wyoming	12	-	-	-	-	1	13
Sub Total		282	22	8	5	9	24	350

Other Priority	Lackawanna	88	3	1	-	-	5	97
	Luzerne	114	8	3	2	3	18	148
	Susquehanna	9	1	1	1	1	3	16
	Wyoming	10	-	-	-	-	-	10
Sub Total		221	12	5	3	4	26	271

Complaint or Grievance	Lackawanna	3	-	-	-	-	-	3
	Luzerne	5	-	-	-	-	-	5
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
Sub Total		8	0	0	0	0	0	8
Grand Total		511	34	13	8	13	50	629

\*73 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	11
	Susquehanna	-
	Wyoming	-
	Sub Total	12
Other Priority	Lackawanna	27
	Luzerne	26
	Susquehanna	3
	Wyoming	-
	Sub Total	56
Complaint or Grievance	Lackawanna	1
	Luzerne	-
	Susquehanna	-
	Wyoming	-
	Sub Total	1
Grand Total		69

**Are you of Hispanic or Latino origin or descent?**

Adult Responses		Yes
Priority	Lackawanna	10
	Luzerne	18
	Susquehanna	-
	Wyoming	-
	Sub Total	28
Other Priority	Lackawanna	8
	Luzerne	20
	Susquehanna	1
	Wyoming	-
	Sub Total	29
Complaint or Grievance	Lackawanna	1
	Luzerne	1
	Susquehanna	-
	Wyoming	-
	Sub Total	2
Grand Total		59



What is the highest grade or level of school you have completed?		8 <sup>th</sup> 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	1	17	61	17	4	3	103
	Other Priority	3	9	54	22	10	3	101
	Complaint or Grievance	-	-	2	1	-	-	3
Luzerne	Priority	6	26	87	50	14	13	196
	Other Priority	2	13	70	43	6	7	141
	Complaint or Grievance	-	-	1	4	-	1	6
Susquehanna	Priority	1	2	10	3	1	-	17
	Other Priority	-	-	5	1	2	2	10
	Complaint or Grievance	-	-	-	-	-	-	-
Wyoming	Priority	1	2	8	2	-	-	13
	Other Priority	1	1	4	3	1	-	10
	Complaint or Grievance	-	-	-	-	-	-	-
<b>Total</b>		<b>15</b>	<b>70</b>	<b>302</b>	<b>146</b>	<b>38</b>	<b>29</b>	<b>600</b>

\*48 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	-	-	-	2	3	17
	Other Priority	97	5	-	1	3	3	18	127
	Complaint or Grievance	1	-	-	-	-	-	1	2
Luzerne	Priority	21	3	-	1	1	1	3	30
	Other Priority	123	13	-	1	4	5	22	168
	Complaint or Grievance	1	-	-	-	-	-	-	1
Susquehanna	Priority	2	-	-	-	-	1	3	6
	Other Priority	15	4	-	-	-	4	9	32
	Complaint or Grievance	-	-	-	-	-	-	-	-
Wyoming	Priority	2	-	-	-	-	1	-	3
	Other Priority	7	1	-	-	-	-	-	8
	Complaint or Grievance	-	-	-	-	-	-	-	-
<b>Total</b>		<b>280</b>	<b>27</b>	<b>0</b>	<b>3</b>	<b>8</b>	<b>17</b>	<b>59</b>	<b>394</b>

## 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		2019-2020 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get help by phone*	Lackawanna	Priority	Child	1	2	1	6	-	10
				Adult	5	16	6	12	-	39
			Other Priority	Child	5	12	2	18	-	37
				Adult	2	6	4	12	-	24
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	1	-	-	-	1
		Luzerne	Priority	Child	2	1	2	5	-	10
				Adult	5	14	6	25	-	50
			Other Priority	Child	5	12	12	26	-	55
				Adult	7	10	5	21	1	44
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	2	-	2
		Susquehanna	Priority	Child	-	-	-	3	-	3
				Adult	1	-	-	-	-	1
			Other Priority	Child	-	6	1	3	-	10
				Adult	3	1	1	-	-	5
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	1	-	-	1
				Adult	2	-	-	1	-	3
			Other Priority	Child	-	1	-	-	-	1
				Adult	-	-	1	2	-	3
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
<b>Total</b>				<b>38</b>	<b>82</b>	<b>42</b>	<b>137</b>	<b>1</b>	<b>300</b>	
<b>% of Total</b>				<b>13%</b>	<b>27%</b>	<b>14%</b>	<b>46%</b>	<b>0%</b>	<b>100%</b>	

\*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
2018-2019	Total	47	72	22	48	4	193
	% of Total	24%	37%	11%	25%	2%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get urgent treatment as soon as needed*	Lackawanna	Priority	Child	-	-	-	9	1	10
				Adult	5	4	16	21	-	46
			Other Priority	Child	3	8	8	31	-	50
				Adult	2	5	4	19	-	30
			Complaint or Grievance	Child	-	-	1	-	-	1
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	-	1	1	6	-	8
				Adult	4	11	17	44	3	79
			Other Priority	Child	1	2	8	38	-	49
				Adult	4	1	12	34	1	52
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	1	-	-	1	-	2
		Susquehanna	Priority	Child	-	-	1	2	-	3
				Adult	-	-	1	1	-	2
			Other Priority	Child	-	2	2	6	-	10
				Adult	-	2	1	1	-	4
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	-	-	-	5	-	5
			Other Priority	Child	-	1	-	-	-	1
				Adult	-	-	2	-	-	2
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
<b>Total</b>			<b>20</b>	<b>37</b>	<b>74</b>	<b>218</b>	<b>5</b>	<b>354</b>		
<b>% of Total</b>			<b>6%</b>	<b>10%</b>	<b>21%</b>	<b>62%</b>	<b>1%</b>	<b>100%</b>		

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2018-2019	Total	6	17	45	66	117	251
	% of Total	2%	7%	18%	26%	47%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Getting Treatment Quickly	Get appointment as soon as wanted*	Lackawanna	Priority	Child	1	1	1	9	-	12	
				Adult	-	9	25	35	1	70	
			Other Priority	Child	5	6	16	47	1	75	
				Adult	2	15	11	35	-	63	
			Complaint or Grievance	Child	-	-	1	1	-	2	
				Adult	-	1	-	-	-	1	
		Luzerne	Priority	Child	1	2	3	6	-	12	
				Adult	2	8	39	62	1	112	
			Other Priority	Child	1	15	34	45	2	97	
				Adult	4	6	17	47	1	75	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	3	-	3	
		Susquehanna	Priority	Child	-	-	1	2	1	4	
				Adult	-	1	3	1	-	5	
			Other Priority	Child	-	1	7	6	-	14	
				Adult	1	-	1	5	-	7	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	2	3	-	5	
			Other Priority	Child	-	3	2	-	-	5	
				Adult	1	1	3	3	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		<b>Total</b>				<b>18</b>	<b>69</b>	<b>166</b>	<b>312</b>	<b>7</b>	<b>572</b>
		<b>% of Total</b>				<b>3%</b>	<b>12%</b>	<b>29%</b>	<b>55%</b>	<b>1%</b>	<b>100%</b>

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2018-2019	Total	18	54	119	224	17	432
	% of Total	4%	13%	28%	52%	4%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians listen carefully	Lackawanna	Priority	Child	1	1	1	9	-	12	
				Adult	2	7	22	64	1	96	
			Other Priority	Child	2	6	10	75	-	93	
				Adult	5	2	13	59	1	80	
			Complaint or Grievance	Child	-	-	-	2	-	2	
				Adult	-	1	1	1	-	3	
		Luzerne	Priority	Child	2	1	4	12	1	20	
				Adult	3	10	32	116	2	163	
			Other Priority	Child	1	5	23	84	2	115	
				Adult	-	7	20	75	1	103	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	1	-	-	3	-	4	
		Susquehanna	Priority	Child	-	-	1	2	1	4	
				Adult	-	-	1	9	-	10	
			Other Priority	Child	-	2	6	10	-	18	
				Adult	-	3	2	4	-	9	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	-	1	-	2	
				Adult	-	1	-	9	-	10	
			Other Priority	Child	-	1	1	3	-	5	
				Adult	-	-	2	6	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		<b>Total</b>				<b>17</b>	<b>48</b>	<b>139</b>	<b>545</b>	<b>9</b>	<b>758</b>
		<b>% of Total</b>				<b>2%</b>	<b>6%</b>	<b>18%</b>	<b>72%</b>	<b>1%</b>	<b>100%</b>

\*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
2018-2019	Total	11	50	99	339	27	526
	% of Total	2%	10%	19%	64%	5%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians explain things	Lackawanna	Priority	Child	1	2	-	9	-	12	
				Adult	2	7	20	66	1	96	
			Other Priority	Child	-	8	10	75	-	93	
				Adult	1	7	8	64	-	80	
			Complaint or Grievance	Child	-	-	-	2	-	2	
				Adult	-	-	1	2	-	3	
		Luzerne	Priority	Child	-	2	-	18	-	20	
				Adult	3	6	24	125	5	163	
			Other Priority	Child	1	3	20	90	1	115	
				Adult	-	4	19	79	1	103	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	1	-	1	2	-	4	
		Susquehanna	Priority	Child	-	-	1	2	1	4	
				Adult	-	-	1	9	-	10	
			Other Priority	Child	-	-	6	12	-	18	
				Adult	-	2	2	5	-	9	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	1	9	-	10	
			Other Priority	Child	-	-	1	4	-	5	
				Adult	-	-	3	5	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		<b>Total</b>				<b>9</b>	<b>41</b>	<b>118</b>	<b>581</b>	<b>9</b>	<b>758</b>
		<b>% of Total</b>				<b>1%</b>	<b>5%</b>	<b>16%</b>	<b>77%</b>	<b>1%</b>	<b>100%</b>

\*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
2018-2019	Total	12	38	89	363	24	526
	% of Total	2%	7%	17%	69%	5%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians show respect	Lackawanna	Priority	Child	1	1	-	10	-	12	
				Adult	1	8	15	71	1	96	
			Other Priority	Child	1	7	7	78	-	93	
				Adult	-	4	13	63	-	80	
			Complaint or Grievance	Child	-	-	-	2	-	2	
				Adult	-	1	2	-	-	3	
		Luzerne	Priority	Child	-	2	2	16	-	20	
				Adult	1	11	23	123	5	163	
			Other Priority	Child	-	2	18	94	1	115	
				Adult	-	1	17	84	1	103	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	1	3	-	4	
		Susquehanna	Priority	Child	-	-	1	2	1	4	
				Adult	-	-	1	9	-	10	
			Other Priority	Child	-	-	5	13	-	18	
				Adult	-	4	1	4	-	9	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	-	1	-	2	
				Adult	-	1	-	9	-	10	
			Other Priority	Child	-	-	2	3	-	5	
				Adult	-	-	2	6	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		<b>Total</b>				<b>4</b>	<b>43</b>	<b>110</b>	<b>592</b>	<b>9</b>	<b>758</b>
		<b>% of Total</b>				<b>1%</b>	<b>6%</b>	<b>15%</b>	<b>78%</b>	<b>1%</b>	<b>100%</b>

\*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
2018-2019	<b>Total</b>	10	28	101	366	21	526
	<b>% of Total</b>	2%	5%	19%	70%	4%	100%
2017-2018	<b>Total</b>	22	31	64	334	9	460
	<b>% of Total</b>	5%	7%	14%	73%	2%	100%
2016-2017	<b>Total</b>	11	58	94	321	40	524
	<b>% of Total</b>	2%	11%	18%	61%	8%	100%
2015-2016	<b>Total</b>	10	42	95	345	6	498
	<b>% of Total</b>	2%	8%	19%	69%	1%	100%
2014-2015	<b>Total</b>	16	49	123	392	10	590
	<b>% of Total</b>	3%	8%	21%	66%	2%	100%



Composite Measure	Question	Member Type		2019-2020 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians spend enough time	Lackawanna	Priority	Child	-	2	-	9	1	12	
				Adult	-	12	21	62	1	96	
			Other Priority	Child	2	5	14	72	-	93	
				Adult	2	4	16	57	1	80	
			Complaint or Grievance	Child	-	-	-	2	-	2	
				Adult	-	1	-	2	-	3	
		Luzerne	Priority	Child	1	3	1	14	1	20	
				Adult	3	9	35	114	2	163	
			Other Priority	Child	-	7	23	84	1	115	
				Adult	2	3	24	71	3	103	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	1	2	1	4	
		Susquehanna	Priority	Child	-	-	1	2	1	4	
				Adult	-	-	1	9	-	10	
			Other Priority	Child	-	1	4	13	-	18	
				Adult	-	4	2	3	-	9	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	1	4	5	-	10	
			Other Priority	Child	-	-	-	5	-	5	
				Adult	-	-	2	6	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		<b>Total</b>				<b>10</b>	<b>52</b>	<b>149</b>	<b>535</b>	<b>12</b>	<b>758</b>
		<b>% of Total</b>				<b>1%</b>	<b>7%</b>	<b>20%</b>	<b>71%</b>	<b>2%</b>	<b>100%</b>

\*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
2018-2019	Total	12	44	113	333	24	526
	% of Total	2%	8%	21%	63%	5%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Feel safe with clinicians	Lackawanna	Priority	Child	-	1	1	10	-	12	
				Adult	-	5	17	73	1	96	
			Other Priority	Child	1	3	4	84	1	93	
				Adult	-	2	9	68	1	80	
			Complaint or Grievance	Child	-	-	-	2	-	2	
				Adult	-	-	-	3	-	3	
		Luzerne	Priority	Child	-	2	-	18	-	20	
				Adult	-	7	24	129	3	163	
			Other Priority	Child	-	2	19	93	1	115	
				Adult	1	2	15	84	1	103	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	1	-	-	3	-	4	
		Susquehanna	Priority	Child	-	-	-	3	1	4	
				Adult	-	-	1	9	-	10	
			Other Priority	Child	-	2	1	15	-	18	
				Adult	-	1	2	6	-	9	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	1	9	-	10	
			Other Priority	Child	-	-	-	5	-	5	
				Adult	-	-	1	7	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		<b>Total</b>				<b>3</b>	<b>27</b>	<b>95</b>	<b>624</b>	<b>9</b>	<b>758</b>
		<b>% of Total</b>				<b>0%</b>	<b>4%</b>	<b>13%</b>	<b>82%</b>	<b>1%</b>	<b>100%</b>

\*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
2018-2019	Total	5	23	67	409	22	526
	% of Total	1%	4%	13%	78%	4%	100%
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%

Composite Measure	Question	Member Type		2019-2020 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	9	1	12
				Adult	2	10	23	58	3	96
			Other Priority	Child	1	10	5	77	-	93
				Adult	2	4	18	55	1	80
			Complaint or Grievance	Child	-	-	-	2	-	2
				Adult	-	-	1	2	-	3
		Luzerne	Priority	Child	3	2	2	13	-	20
				Adult	1	13	23	121	5	163
			Other Priority	Child	-	4	18	91	2	115
				Adult	1	6	12	83	1	103
			Complaint or Grievance	Child	-	-	1	-	-	1
				Adult	1	-	1	2	-	4
		Susquehanna	Priority	Child	-	-	-	3	1	4
				Adult	-	1	3	5	1	10
			Other Priority	Child	-	1	3	14	-	18
				Adult	1	3	2	3	-	9
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	2	-	2
				Adult	1	-	-	9	-	10
			Other Priority	Child	-	-	1	4	-	5
				Adult	-	-	1	6	1	8
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		<b>Total</b>			<b>13</b>	<b>55</b>	<b>115</b>	<b>559</b>	<b>16</b>	<b>758</b>
		<b>% of Total</b>			<b>2%</b>	<b>7%</b>	<b>15%</b>	<b>74%</b>	<b>2%</b>	<b>100%</b>

\*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
2018-2019	Total	19	42	85	348	32	526
	% of Total	4%	8%	16%	66%	6%	100%
2017-2018	Total	22	41	73	301	23	460
	% of Total	5%	9%	16%	65%	5%	100%
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%

Composite Measure	Question	Member Type		2019-2020 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	2	-	3	
				Adult	4	5	2	1	12	
			Other Priority	Child	5	8	8	-	21	
				Adult	4	1	5	-	10	
			Complaint or Grievance	Child	-	-	1	-	1	
				Adult	-	-	-	-	-	
		Luzerne	Priority	Child	-	1	2	-	3	
				Adult	2	6	10	-	18	
			Other Priority	Child	2	6	16	-	24	
				Adult	1	1	8	-	10	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	-	1	
				Adult	-	-	-	-	-	
			Other Priority	Child	-	1	1	2	4	
				Adult	-	2	-	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	-	-	1	-	1	
			Other Priority	Child	-	1	1	-	2	
				Adult	-	1	2	-	3	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		<b>Total</b>				<b>18</b>	<b>34</b>	<b>60</b>	<b>3</b>	<b>115</b>
		<b>% of Total</b>				<b>16%</b>	<b>30%</b>	<b>52%</b>	<b>3%</b>	<b>100%</b>

\*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
2018-2019	Total	15	30	62	2	109
	% of Total	14%	28%	57%	2%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses					
				Big Problem	Small Problem	Not a Problem	No Reply	Total	
Getting Treatment and Information from CCBHO	Helpfulness of customer service*	Lackawanna	Priority	Child	-	-	1	-	1
				Adult	2	3	6	1	12
			Other Priority	Child	3	3	7	-	13
				Adult	3	2	5	-	10
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Luzerne	Priority	Child	-	-	4	-	4
				Adult	4	1	3	-	8
			Other Priority	Child	1	1	4	-	6
				Adult	3	2	4	-	9
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	1	-	-	1
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	-	-	-	-	-
			Other Priority	Child	-	2	-	-	2
				Adult	1	-	1	-	2
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	-	-	-	-	-
			Other Priority	Child	-	-	-	-	-
				Adult	1	-	-	-	1
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
<b>Total</b>				<b>18</b>	<b>15</b>	<b>35</b>	<b>1</b>	<b>69</b>	
<b>% of Total</b>				<b>26%</b>	<b>22%</b>	<b>51%</b>	<b>1%</b>	<b>100%</b>	

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

		Previous Years' Responses				
		Big Problem	Small Problem	Not a Problem	No Reply	Total
2018-2019	Total	13	17	44	-	74
	% of Total	18%	23%	59%	-	100%
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%

Composite Measure	Question	Member Type		2019-2020 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	1	10	-	12	
				Adult	3	-	15	4	63	11	96	
			Other Priority	Child	1	2	10	6	69	5	93	
				Adult	1	-	7	5	61	6	80	
			Complaint or Grievance	Child	-	-	-	-	2	-	2	
				Adult	1	-	-	-	2	-	3	
		Luzerne	Priority	Child	1	1	3	3	11	1	20	
				Adult	-	2	26	12	117	6	163	
			Other Priority	Child	2	2	13	10	84	4	115	
				Adult	1	-	16	7	74	5	103	
			Complaint or Grievance	Child	-	-	1	-	-	-	1	
				Adult	1	-	1	-	2	-	4	
		Susquehanna	Priority	Child	-	-	1	1	1	1	4	
				Adult	-	1	-	1	8	-	10	
			Other Priority	Child	1	1	2	2	11	1	18	
				Adult	-	1	3	-	4	1	9	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	2	-	2	
				Adult	-	-	1	1	8	-	10	
			Other Priority	Child	-	-	1	-	4	-	5	
				Adult	-	-	-	1	7	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		<b>Total</b>				<b>12</b>	<b>10</b>	<b>101</b>	<b>54</b>	<b>540</b>	<b>41</b>	<b>758</b>
		<b>% of Total</b>				<b>2%</b>	<b>1%</b>	<b>13%</b>	<b>7%</b>	<b>71%</b>	<b>5%</b>	<b>100%</b>

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2018-2019	Total	13	18	179	70	266	57	603
	% of Total	2%	3%	30%	12%	44%	9%	100%
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%

Composite Measure	Question	Member Type		2019-2020 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	-	10	-	12
				Adult	2	3	16	3	60	12	96
			Other Priority	Child	3	-	13	4	68	5	93
				Adult	3	-	10	4	58	5	80
			Complaint or Grievance	Child	-	-	-	-	2	-	2
				Adult	1	-	-	-	2	-	3
		Luzerne	Priority	Child	1	1	4	4	10	-	20
				Adult	2	3	26	11	115	6	163
			Other Priority	Child	4	-	12	9	86	4	115
				Adult	1	1	15	7	73	6	103
			Complaint or Grievance	Child	-	-	1	-	-	-	1
				Adult	-	-	2	-	2	-	4
		Susquehanna	Priority	Child	-	-	2	-	1	1	4
				Adult	-	-	1	1	8	-	10
			Other Priority	Child	-	1	2	2	12	1	18
				Adult	-	-	3	-	5	1	9
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	2	-	2
				Adult	-	-	1	-	9	-	10
			Other Priority	Child	-	-	1	-	4	-	5
				Adult	-	-	-	1	7	-	8
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
<b>Total</b>				<b>17</b>	<b>9</b>	<b>111</b>	<b>46</b>	<b>534</b>	<b>41</b>	<b>758</b>	
<b>% of Total</b>				<b>2%</b>	<b>1%</b>	<b>15%</b>	<b>6%</b>	<b>70%</b>	<b>5%</b>	<b>100%</b>	

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2018-2019	Total	17	20	171	60	281	54	603
	% of Total	3%	3%	28%	10%	47%	9%	100%
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%

Composite Measure	Question	Member Type		2019-2020 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	1	9	2	-	1	2	15
				Adult	19	43	24	2	4	12	104
			Other Priority	Child	25	46	16	2	2	11	102
				Adult	28	25	23	2	1	9	88
			Complaint or Grievance	Child	-	-	1	-	-	1	2
				Adult	-	2	1	-	-	-	3
		Luzerne	Priority	Child	8	11	2	1	-	1	23
				Adult	52	66	34	4	2	11	169
			Other Priority	Child	43	52	23	4	4	9	135
				Adult	34	45	20	6	1	7	113
			Complaint or Grievance	Child	-	1	-	-	-	-	1
				Adult	2	2	-	-	-	-	4
		Susquehanna	Priority	Child	1	2	-	-	-	2	5
				Adult	4	2	4	-	1	-	11
			Other Priority	Child	8	9	-	2	1	3	23
				Adult	1	3	2	1	1	1	9
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	1	-	2	-	-	-	3
				Adult	7	2	-	1	-	-	10
			Other Priority	Child	-	5	1	1	-	-	7
				Adult	3	2	3	-	-	-	8
Complaint or Grievance	Child		-	-	-	-	-	-	-		
	Adult		-	-	-	-	-	-	-		
<b>Total</b>				<b>237</b>	<b>327</b>	<b>158</b>	<b>26</b>	<b>18</b>	<b>69</b>	<b>835</b>	
<b>% of Total</b>				<b>28%</b>	<b>39%</b>	<b>19%</b>	<b>3%</b>	<b>2%</b>	<b>8%</b>	<b>100%</b>	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2018-2019	Total	164	193	160	34	16	36	603
	% of Total	27%	32%	27%	6%	3%	6%	100%
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%



Composite Measure	Question	Member Type		2019-2020 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	3	7	3	-	-	2	15	
				Adult	11	37	34	7	3	12	104	
			Other Priority	Child	11	48	26	2	3	12	102	
				Adult	23	28	24	4	-	9	88	
			Complaint or Grievance	Child	-	-	1	-	-	1	2	
				Adult	-	1	2	-	-	-	3	
		Luzerne	Priority	Child	3	13	5	1	-	1	23	
				Adult	34	72	48	5	2	8	169	
			Other Priority	Child	31	59	29	3	6	7	135	
				Adult	30	42	26	7	1	7	113	
			Complaint or Grievance	Child	-	1	-	-	-	-	1	
				Adult	1	2	-	-	-	1	4	
		Susquehanna	Priority	Child	1	1	-	1	-	2	5	
				Adult	2	4	4	-	1	-	11	
			Other Priority	Child	3	12	3	1	1	3	23	
				Adult	-	3	3	1	1	1	9	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	2	1	-	-	-	3	
				Adult	6	3	1	-	-	-	10	
			Other Priority	Child	-	4	1	2	-	-	7	
				Adult	3	1	3	1	-	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		<b>Total</b>				<b>162</b>	<b>340</b>	<b>214</b>	<b>35</b>	<b>18</b>	<b>66</b>	<b>835</b>
		<b>% of Total</b>				<b>19%</b>	<b>41%</b>	<b>26%</b>	<b>4%</b>	<b>2%</b>	<b>8%</b>	<b>100%</b>

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2018-2019	Total	137	164	222	35	16	29	603
	% of Total	23%	27%	37%	6%	3%	5%	100%
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%

Composite Measure	Question	Member Type		2019-2020 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	3	7	2	1	-	2	15
				Adult	16	31	34	4	4	15	104
			Other Priority	Child	18	40	30	2	1	11	102
				Adult	20	24	29	4	2	9	88
			Complaint or Grievance	Child	-	-	1	-	-	1	2
				Adult	-	2	1	-	-	-	3
		Luzerne	Priority	Child	4	13	3	1	1	1	23
				Adult	37	67	46	10	1	8	169
			Other Priority	Child	34	56	34	3	1	7	135
				Adult	31	40	27	6	2	7	113
			Complaint or Grievance	Child	-	1	-	-	-	-	1
				Adult	1	2	1	-	-	-	4
		Susquehanna	Priority	Child	1	2	-	-	-	2	5
				Adult	2	4	3	1	1	-	11
			Other Priority	Child	5	11	2	1	1	3	23
				Adult	-	3	3	1	1	1	9
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	2	-	-	1	-	3
				Adult	5	3	2	-	-	-	10
			Other Priority	Child	-	5	1	-	1	-	7
				Adult	3	3	2	-	-	-	8
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
<b>Total</b>				<b>180</b>	<b>316</b>	<b>221</b>	<b>34</b>	<b>17</b>	<b>67</b>	<b>835</b>	
<b>% of Total</b>				<b>22%</b>	<b>38%</b>	<b>26%</b>	<b>4%</b>	<b>2%</b>	<b>8%</b>	<b>100%</b>	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2018-2019	Total	125	193	203	33	16	33	603
	% of Total	21%	32%	34%	5%	3%	5%	100%
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%

Composite Measure	Question	Member Type		2019-2020 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	1	7	4	-	1	2	15
				Adult	14	43	25	7	3	12	104
			Other Priority	Child	19	38	19	9	4	13	102
				Adult	17	30	22	6	3	10	88
			Complaint or Grievance	Child	-	-	1	-	-	1	2
				Adult	-	3	-	-	-	-	3
		Luzerne	Priority	Child	6	10	5	-	1	1	23
				Adult	43	71	31	8	9	7	169
			Other Priority	Child	35	58	24	3	7	8	135
				Adult	28	46	19	7	6	7	113
			Complaint or Grievance	Child	-	1	-	-	-	-	1
				Adult	2	1	-	-	1	-	4
		Susquehanna	Priority	Child	2	1	-	-	-	2	5
				Adult	2	6	1	1	1	-	11
			Other Priority	Child	5	12	2	1	-	3	23
				Adult	-	3	2	1	1	2	9
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	2	1	-	-	-	3
				Adult	6	3	-	1	-	-	10
			Other Priority	Child	-	4	2	1	-	-	7
				Adult	2	4	1	1	-	-	8
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
<b>Total</b>				<b>182</b>	<b>343</b>	<b>159</b>	<b>46</b>	<b>37</b>	<b>68</b>	<b>835</b>	
<b>% of Total</b>				<b>22%</b>	<b>41%</b>	<b>19%</b>	<b>6%</b>	<b>4%</b>	<b>8%</b>	<b>100%</b>	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2018-2019	Total	141	175	190	46	14	37	603
	% of Total	23%	29%	32%	8%	2%	6%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses					
				Yes	No	N/A	No Reply	Total	
Information about Options*	Told about self-help or consumer run programs**	Lackawanna	Priority	Child	-	-	-	-	-
				Adult	50	37	5	4	96
			Other Priority	Child	-	-	-	-	-
				Adult	42	30	7	1	80
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	1	2	-	-	3
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	91	49	15	8	163
			Other Priority	Child	-	-	-	-	-
				Adult	69	24	9	1	103
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	2	1	1	-	4
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	5	4	1	-	10
			Other Priority	Child	-	-	-	-	-
				Adult	3	3	3	-	9
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	6	3	1	-	10
			Other Priority	Child	-	-	-	-	-
				Adult	3	4	1	-	8
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
<b>Total</b>				<b>272</b>	<b>157</b>	<b>43</b>	<b>14</b>	<b>486</b>	
<b>% of Total</b>				<b>56%</b>	<b>32%</b>	<b>9%</b>	<b>3%</b>	<b>100%</b>	

\*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
2018-2019	Total	165	134	15	21	335
	% of Total	49%	40%	4%	3%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses				
				Yes	No	No Reply	Total	
Information about Options*	Told about different treatments that are available for condition	Lackawanna	Priority	Child	7	5	-	12
				Adult	65	27	4	96
			Other Priority	Child	69	24	-	93
				Adult	59	18	3	80
			Complaint or Grievance	Child	2	-	-	2
				Adult	1	2	-	3
		Luzerne	Priority	Child	16	4	-	20
				Adult	116	43	4	163
			Other Priority	Child	87	26	2	115
				Adult	79	23	1	103
			Complaint or Grievance	Child	1	-	-	1
				Adult	3	1	-	4
		Susquehanna	Priority	Child	3	-	1	4
				Adult	9	-	1	10
			Other Priority	Child	14	4	-	18
				Adult	7	2	-	9
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	-	-	2
				Adult	8	2	-	10
			Other Priority	Child	4	1	-	5
				Adult	6	2	-	8
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
<b>Total</b>				<b>558</b>	<b>184</b>	<b>16</b>	<b>758</b>	
<b>% of Total</b>				<b>74%</b>	<b>24%</b>	<b>2%</b>	<b>100%</b>	

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

		Previous' Years Responses			
		Yes	No	No Reply	Total
2018-2019	Total	317	171	38	526
	% of Total	60%	33%	7%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses						
				Yes	No	N/A	No Reply	Total		
Information about Options*	Goals of child's treatment discussed completely with you**	Lackawanna	Priority	Child	8	2	2	-	12	
				Adult	-	-	-	-	-	
			Other Priority	Child	78	10	5	-	93	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	1	-	1	-	2	
				Adult	-	-	-	-	-	
		Luzerne	Priority	Child	15	3	2	-	20	
				Adult	-	-	-	-	-	
			Other Priority	Child	101	7	6	1	115	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	1	-	-	-	1	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	3	-	-	1	4	
				Adult	-	-	-	-	-	
			Other Priority	Child	15	1	2	-	18	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	1	-	1	-	2	
				Adult	-	-	-	-	-	
			Other Priority	Child	5	-	-	-	5	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		<b>Total</b>				<b>228</b>	<b>23</b>	<b>19</b>	<b>2</b>	<b>272</b>
		<b>% of Total</b>				<b>84%</b>	<b>8%</b>	<b>7%</b>	<b>1%</b>	<b>100%</b>

\*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
2018-2019	Total	155	22	5	9	191
	% of Total	81%	12%	3%	5%	100%
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%

Composite Measure	Question	Member Type		2019-2020 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Information about Options – Child/Adolescent Only*	In the last 12 months, how often did your family get the professional help you wanted for your child?	Lackawanna	Priority	Child	1	1	1	7	-	12
				Adult	-	-	-	-	-	-
			Other Priority	Child	4	8	8	67	-	93
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	1	-	2
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	-	1	3	15	-	20
				Adult	-	-	-	-	-	-
			Other Priority	Child	-	6	28	73	1	115
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	1	-	1
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	1	2	1	4
				Adult	-	-	-	-	-	-
			Other Priority	Child	-	1	5	9	-	18
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	1	-	2
				Adult	-	-	-	-	-	-
			Other Priority	Child	-	1	2	2	-	5
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		<b>Total</b>			<b>5</b>	<b>18</b>	<b>48</b>	<b>178</b>	<b>2</b>	<b>272</b>
		<b>% of Total</b>			<b>2%</b>	<b>7%</b>	<b>18%</b>	<b>65%</b>	<b>1%</b>	<b>100%</b>

\*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
2018-2019	Total	5	19	39	116	12	191
	% of Total	3%	10%	20%	61%	6%	100%
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%

Composite Measure	Question	Member Type		2019-2020 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	-	-	3	8	1	12	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	2	10	17	57	7	93	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	1	1	2	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	1	-	3	15	1	20	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	4	9	22	72	8	115	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	2	1	4	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	1	1	5	8	3	18	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	1	2	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	1	2	2	-	5	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		<b>Total</b>				<b>8</b>	<b>21</b>	<b>53</b>	<b>167</b>	<b>23</b>	<b>272</b>
		<b>% of Total</b>				<b>3%</b>	<b>8%</b>	<b>19%</b>	<b>61%</b>	<b>8%</b>	<b>100%</b>

\*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
2018-2019	Total	6	29	33	111	12	191
	% of Total	3%	15%	17%	58%	6%	100%
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%



# Single Item Measures

Single Item Measure	Question	Member Type		2019-2020 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	8	-	12
				Adult	5	10	36	44	1	96
			Other Priority	Child	5	11	21	56	-	93
				Adult	6	5	30	39	-	80
		Complaint or Grievance	Child	-	-	2	-	-	2	
			Adult	-	-	3	-	-	3	
		Luzerne	Priority	Child	-	-	5	15	-	20
				Adult	6	20	41	92	4	163
			Other Priority	Child	2	11	39	61	2	115
				Adult	4	9	37	51	2	103
		Complaint or Grievance	Child	-	-	1	-	-	1	
			Adult	-	1	2	1	-	4	
		Susquehanna	Priority	Child	-	-	3	-	1	4
				Adult	-	-	2	7	1	10
			Other Priority	Child	1	3	5	9	-	18
				Adult	1	2	2	4	-	9
		Complaint or Grievance	Child	-	-	-	-	-	-	
			Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2
				Adult	-	-	6	4	-	10
			Other Priority	Child	-	-	2	3	-	5
				Adult	-	2	2	4	-	8
		Complaint or Grievance	Child	-	-	-	-	-	-	
			Adult	-	-	-	-	-	-	
		<b>Total</b>			<b>30</b>	<b>76</b>	<b>241</b>	<b>400</b>	<b>11</b>	<b>758</b>
		<b>% of Total</b>			<b>4%</b>	<b>10%</b>	<b>32%</b>	<b>53%</b>	<b>1%</b>	<b>100%</b>

\*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
2018-2019	Total	28	89	193	194	22	526
	% of Total	5%	17%	37%	37%	4%	100%
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%

Single Item Measure	Question	Member Type		2019-2020 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	8	1	-	9
				Adult	62	19	1	82
			Other Priority	Child	48	11	-	59
				Adult	59	13	-	72
			Complaint or Grievance	Child	2	-	-	2
				Adult	1	2	-	3
		Luzerne	Priority	Child	12	3	-	15
				Adult	124	27	2	153
			Other Priority	Child	79	10	-	89
				Adult	81	14	-	95
			Complaint or Grievance	Child	-	-	-	-
				Adult	1	3	-	4
		Susquehanna	Priority	Child	3	-	-	3
				Adult	8	2	-	10
			Other Priority	Child	13	1	-	14
				Adult	2	4	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	-	-	2
				Adult	9	-	1	10
			Other Priority	Child	3	-	-	3
				Adult	6	1	-	7
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
<b>Total</b>				<b>523</b>	<b>111</b>	<b>4</b>	<b>638</b>	
<b>% of Total</b>				<b>82%</b>	<b>17%</b>	<b>1%</b>	<b>100%</b>	

\*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
2018-2019	Total	327	103	14	444
	% of Total	74%	23%	3%	100%
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%

Single Item Measure	Question	Member Type		2019-2020 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	49	40	4	3	96
			Other Priority	Child	-	-	-	-	-
				Adult	35	41	4	-	80
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	3	-	-	3
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	85	57	14	7	163
			Other Priority	Child	-	-	-	-	-
				Adult	58	35	8	2	103
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	3	1	-	4
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	5	4	1	-	10
			Other Priority	Child	-	-	-	-	-
				Adult	3	4	2	-	9
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	7	2	1	-	10
			Other Priority	Child	-	-	-	-	-
				Adult	4	4	-	-	8
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
<b>Total</b>			<b>246</b>	<b>193</b>	<b>35</b>	<b>12</b>	<b>486</b>		
<b>% of Total</b>			<b>51%</b>	<b>40%</b>	<b>7%</b>	<b>2%</b>	<b>100%</b>		

\*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
2018-2019	Total	152	152	11	20	335
	% of Total	45%	45%	3%	6%	100%
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%

Single Item Measure	Question	Member Type		2019-2020 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	9	3	-	12
				Adult	69	22	5	96
			Other Priority	Child	78	14	1	93
				Adult	64	14	2	80
			Complaint or Grievance	Child	2	-	-	2
				Adult	2	1	-	3
		Luzerne	Priority	Child	16	3	1	20
				Adult	126	32	5	163
			Other Priority	Child	98	16	1	115
				Adult	82	19	2	103
			Complaint or Grievance	Child	1	-	-	1
				Adult	2	1	1	4
		Susquehanna	Priority	Child	3	-	1	4
				Adult	8	2	-	10
			Other Priority	Child	15	3	-	18
				Adult	7	2	-	9
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	-	-	2
				Adult	8	2	-	10
			Other Priority	Child	3	2	-	5
				Adult	6	2	-	8
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
<b>Total</b>				<b>601</b>	<b>138</b>	<b>19</b>	<b>758</b>	
<b>% of Total</b>				<b>79%</b>	<b>18%</b>	<b>3%</b>	<b>100%</b>	

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2018-2019	Total	382	103	41	526
	% of Total	73%	20%	8%	100%
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%

Single Item Measure	Question	Member Type		2019-2020 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	11	1	-	12	
				Adult	77	16	3	96	
			Other Priority	Child	85	8	-	93	
				Adult	61	18	1	80	
			Complaint or Grievance	Child	2	-	-	2	
				Adult	1	2	-	3	
		Luzerne	Priority	Child	18	2	-	20	
				Adult	133	25	5	163	
			Other Priority	Child	109	3	3	115	
				Adult	94	7	2	103	
			Complaint or Grievance	Child	1	-	-	1	
				Adult	2	2	-	4	
		Susquehanna	Priority	Child	3	-	1	4	
				Adult	9	1	-	10	
			Other Priority	Child	18	-	-	18	
				Adult	8	1	-	9	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Wyoming	Priority	Child	2	-	-	2	
				Adult	10	-	-	10	
			Other Priority	Child	5	-	-	5	
				Adult	6	2	-	8	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		<b>Total</b>				<b>655</b>	<b>88</b>	<b>15</b>	<b>758</b>
		<b>% of Total</b>				<b>86%</b>	<b>12%</b>	<b>2%</b>	<b>100%</b>

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2018-2019	Total	420	67	39	526
	% of Total	80%	13%	7%	100%
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%

Single Item Measure	Question	Member Type		2019-2020 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	11	1	-	12	
				Adult	78	14	4	96	
			Other Priority	Child	83	10	-	93	
				Adult	73	7	-	80	
			Complaint or Grievance	Child	2	-	-	2	
				Adult	3	-	-	3	
		Luzerne	Priority	Child	20	-	-	20	
				Adult	137	22	4	163	
			Other Priority	Child	109	4	2	115	
				Adult	89	12	2	103	
			Complaint or Grievance	Child	1	-	-	1	
				Adult	2	2	-	4	
		Susquehanna	Priority	Child	3	-	1	4	
				Adult	9	1	-	10	
			Other Priority	Child	18	-	-	18	
				Adult	7	2	-	9	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Wyoming	Priority	Child	2	-	-	2	
				Adult	10	-	-	10	
			Other Priority	Child	5	-	-	5	
				Adult	5	3	-	8	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		<b>Total</b>				<b>667</b>	<b>78</b>	<b>13</b>	<b>758</b>
		<b>% of Total</b>				<b>88%</b>	<b>10%</b>	<b>2%</b>	<b>100%</b>

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2018-2019	Total	416	73	37	526
	% of Total	79%	14%	7%	100%
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%

Single Item Measure	Question	Member Type		2019-2020 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	11	-	12
				Adult	10	82	4	96
			Other Priority	Child	4	88	1	93
				Adult	8	71	1	80
			Complaint or Grievance	Child	-	2	-	2
				Adult	-	3	-	3
		Luzerne	Priority	Child	1	19	-	20
				Adult	3	154	6	163
			Other Priority	Child	3	111	1	115
				Adult	5	96	2	103
			Complaint or Grievance	Child	-	1	-	1
				Adult	-	4	-	4
		Susquehanna	Priority	Child	-	3	1	4
				Adult	-	10	-	10
			Other Priority	Child	2	16	-	18
				Adult	1	8	-	9
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	2	-	2
				Adult	-	10	-	10
Other Priority	Child		-	5	-	5		
	Adult		-	8	-	8		
Complaint or Grievance	Child		-	-	-	-		
	Adult		-	-	-	-		
<b>Total</b>			<b>38</b>	<b>704</b>	<b>16</b>	<b>758</b>		
<b>% of Total</b>			<b>5%</b>	<b>93%</b>	<b>2%</b>	<b>100%</b>		

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2018-2019	Total	59	432	35	526
	% of Total	11%	82%	7%	100%
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%

Single Item Measure	Question	Member Type		2019-2020 Responses					
				Yes	No	No Reply	Total		
Cultural Competency*	Care responsive to cultural needs**	Lackawanna	Priority	Child	-	-	-	-	
				Adult	5	-	-	5	
			Other Priority	Child	2	-	2	4	
				Adult	2	-	1	3	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Luzerne	Priority	Child	1	1	-	2	
				Adult	2	2	-	4	
			Other Priority	Child	4	-	-	4	
				Adult	2	-	-	2	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	
				Adult	1	-	-	1	
			Other Priority	Child	2	-	-	2	
				Adult	2	-	-	2	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	
				Adult	-	-	-	-	
			Other Priority	Child	-	-	-	-	
				Adult	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		<b>Total</b>				<b>23</b>	<b>3</b>	<b>3</b>	<b>29</b>
		<b>% of Total</b>				<b>79%</b>	<b>10%</b>	<b>10</b>	<b>100%</b>

\*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. 686 Members responded that they did not have cultural needs that made a difference in what kind of treatment needed and 43 Members did not respond.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2018-2019	Total	18	5	2	25
	% of Total	72%	20%	8%	100%
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%



Single Item Measure	Question	Member Type		2019-2020 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	1	4	3	5	2	15	
				Adult	3	19	27	42	13	104	
			Other Priority	Child	3	19	17	51	12	102	
				Adult	3	14	20	42	9	88	
			Complaint or Grievance	Child	-	-	-	1	1	2	
				Adult	1	1	1	-	-	3	
		Luzerne	Priority	Child	2	4	3	14	-	23	
				Adult	3	27	46	84	9	169	
			Other Priority	Child	2	20	32	74	7	135	
				Adult	4	22	20	59	8	113	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	1	-	1	2	-	4	
		Susquehanna	Priority	Child	-	-	1	2	2	5	
				Adult	1	2	1	7	-	11	
			Other Priority	Child	1	1	5	13	3	23	
				Adult	1	3	1	3	1	9	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	2	-	3	
				Adult	-	1	-	9	-	10	
			Other Priority	Child	-	1	4	2	-	7	
				Adult	1	1	3	3	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		<b>Total</b>				<b>27</b>	<b>139</b>	<b>186</b>	<b>416</b>	<b>67</b>	<b>835</b>
		<b>% of Total</b>				<b>3%</b>	<b>17%</b>	<b>22%</b>	<b>50%</b>	<b>8%</b>	<b>100%</b>

		Previous Years' Responses					
		Not at all	A little	Somewhat	A lot	No Reply	Total
2018-2019	Total	15	69	184	305	30	603
	% of Total	2%	11%	31%	51%	5%	100%
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%

Member Type			Rating of Counseling/Treatment 2019-2020 Responses											
			0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
Lackawanna	Priority	Child	1	-	-	-	1	-	-	-	4	3	4	13
		Adult	2	-	-	2	3	8	4	9	21	16	25	90
	Other Priority	Child	-	1	1	1	1	3	6	10	15	15	39	92
		Adult	-	-	1	1	2	4	4	13	14	13	27	79
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	1	-	1
		Adult	-	-	1	-	-	-	1	1	-	-	-	3
Luzerne	Priority	Child	1	-	-	1	-	-	1	4	4	1	10	22
		Adult	1	1	1	2	3	10	9	23	24	26	61	161
	Other Priority	Child	-	-	-	1	1	5	9	14	26	24	48	128
		Adult	-	1	-	2	1	8	2	13	17	19	42	105
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	1	1
		Adult	-	-	1	-	-	-	-	-	1	1	1	4
Susquehanna	Priority	Child	-	-	-	-	-	-	1	-	-	1	2	4
		Adult	-	-	-	-	-	1	1	3	-	2	4	11
	Other Priority	Child	-	-	-	-	1	1	1	1	2	2	14	22
		Adult	-	-	1	1	-	-	-	2	1	1	2	8
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Wyoming	Priority	Child	-	-	-	-	-	-	-	-	1	-	2	3
		Adult	-	-	-	-	-	1	-	-	3	-	6	10
	Other Priority	Child	-	-	-	-	-	2	1	-	1	2	1	7
		Adult	-	-	-	-	-	1	1	1	2	-	3	8
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>			<b>5</b>	<b>3</b>	<b>6</b>	<b>11</b>	<b>13</b>	<b>44</b>	<b>41</b>	<b>94</b>	<b>136</b>	<b>127</b>	<b>292</b>	<b>772</b>
<b>% of Total</b>			<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>6%</b>	<b>5%</b>	<b>12%</b>	<b>18%</b>	<b>16%</b>	<b>38%</b>	<b>100%</b>

\*63 surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
2018-2019	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%
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%