

July 2020
through
December
2021

*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	1,007	12%
Children's Behavioral Health	104	1%
Community Counseling Services of NEPA	1,025	12%
First Hospital	840	10%
Friendship House	1,018	12%
Northeast Counseling Services	1,018	12%
Scranton Counseling Services	997	12%
Remaining Members	2,334	28%
Members who filed a Complaint or Grievance	57	<1%
Total	8,400	100%

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

In total, NBHCC provided the Alliance with a database of 46,429 Members and, upon completion of the sampling process, the Alliance distributed 8,400 Member Surveys (see Detailed Member Sample table below). This is an increase from 5,600 Member Surveys typically distributed, as NBHCC moved services to span a calendar year, transitioning from a fiscal year during July 2020 through December 2021.

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	286	50	890	151	201
	Other Priority	3,108	524	1,699	282	806
	Total	3,394	574	2,589	433	1,007
Children's Behavioral Health	Priority	2	2	0	0	2
	Other Priority	93	93	9	9	102
	Total	95	95	9	9	104
Community Counseling Services of NEPA	Priority	7	7	3,164	746	753
	Other Priority	157	40	971	232	272
	Total	164	47	4,135	978	1,025
First Hospital	Priority	87	76	666	580	656
	Other Priority	61	50	158	134	184
	Total	148	126	824	714	840
Friendship House	Priority	74	40	415	212	252
	Other Priority	1,109	554	425	212	766
	Total	1,183	594	840	424	1,018
Northeast Counseling Services	Priority	123	40	1,043	343	383
	Other Priority	607	202	1,334	433	635
	Total	730	242	2,377	776	1,018
Scranton Counseling Services	Priority	149	30	1,487	282	312
	Other Priority	1,318	252	2,274	433	685
	Total	1,467	282	3,761	715	997
Remaining Members	Priority	521	47	5,852	560	607
	Other Priority	4,487	420	13,796	1,307	1,727
	Total	5,008	467	19,648	1,867	2,334
Members who filed a Complaint or Grievance		20	20	37	37	57
Grand Total		12,209	2,447	34,220	5,953	8,400

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	2,427	29%
18 & Older	5,916	70%
Members who filed a complaint or grievance	57	1%
Total Surveys Distributed	8,400	100%

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

- (1) Send questionnaire and cover letter.
- (2) Send a reminder postcard to non-respondents approximately two weeks after mailing the first questionnaire.
- (3) Send replacement questionnaire with a second letter to non-respondents approximately three weeks after mailing the first questionnaire.
- (4) Send a reminder postcard to non-respondents approximately two weeks after mailing the second questionnaire.
- (5) Conduct phone calls during the mail-out process, giving members the opportunity to complete the survey over the phone

Survey Completion Rate

The optimal goal of receiving a minimum of 600 completed Member Surveys was exceeded. The Alliance received 681 unduplicated surveys, representing an 8% response rate, decreasing from all response rates during previous years, as follows:

decreasing from a 19% response rate during 2019-2020;
decreasing from a 12% response rate during 2018-2019;
decreasing from an 11% response rate during 2017-2018;
decreasing from a 12% response rate as during 2016-2017;
decreasing from a 12% response rate as during 2015-2016;
decreasing from a 14% response rate as during 2014-2015;
decreasing from a 14% response rate as during 2013-2014;
decreasing from a 13% response rate during 2012-2013;
decreasing from a 15% response rate during 2011-2012;
decreasing from a 14% response rate during 2010-2011, 2009-2010 and 2008-2009;
decreasing from a 13% response rate during 2007-2008; and
decreasing from a 17% response rate during 2006-2007.

Among the sample of 681 survey completers, 85 said they had not received services or did not respond to the question regarding receiving services (all of these individuals had been identified in the original database as service recipients). Eleven surveys returned were duplicate surveys and were deleted from the data. Seventy-seven 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 585 unduplicated surveys.

		Surveys Received		
		Under 18	18 & Older	Total
Lackawanna	Priority	14	100	114
	Other Priority	113	112	225
	Members who filed a complaint or grievance	-	2	2
Luzerne	Priority	13	95	108
	Other Priority	81	85	166
	Members who filed a complaint or grievance	-	3	3
Susquehanna	Priority	4	6	10
	Other Priority	15	7	22
	Members who filed a complaint or grievance	-	-	
Wyoming	Priority	1	9	10
	Other Priority	5	5	10
	Members who filed a complaint or grievance	-	-	
Total		246	424	670

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	-	-	-	-	4	-	-	-	-	-	-	-	4
8-12	3	46	-	2	26	-	-	6	-	-	3	-	86
13-17	10	63	-	9	44	-	3	8	-	1	1	-	139
18	-	1	-	1	1	-	-	1	-	-	1	-	5
Total Number of Child Responses	13	110	-	12	75	-	3	15	-	1	5	-	234

*12 surveys showed no response.

Child/Adolescent	Number of Responses												Total
	Lackawanna			Luzerne			Susquehanna			Wyoming			
	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	Priority	Other Priority	Complaint or Grievance	
Male	7	64	-	2	53	-	3	9	-	1	2	-	141
Female	4	46	-	11	24	-	-	6	-	-	2	-	93
Total Number of Child Responses	11	110	0	13	77	0	3	15	0	1	4	0	234

*12 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	6	-	6	6	-	-	-	-	1	1	-	22
25 to 34	20	20	1	9	7	-	1	2	-	-	1	-	61
35 to 44	23	29	-	19	22	2	1	3	-	1	1	-	101
45 to 54	16	20	1	29	19	1	2	-	-	3	-	-	91
55 to 64	30	27	-	21	17	-	-	1	-	3	1	-	100
65 to 74	6	5	-	9	7	-	2	-	-	-	-	-	29
75 or older	1	-	-	1	1	-	-	-	-	-	-	-	3
Total Number of Adult Responses	98	107	2	94	79	3	6	6	-	8	4	-	407

*17 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	33	41	1	30	20	2	1	3	-	3	2	-	136
Female	65	66	1	63	60	1	4	4	-	5	2	-	271
Total Number of Adult Responses	98	107	2	93	80	3	5	7	-	8	4	-	407

*17 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	1	-	-	-	-	11
	Luzerne	7	1	-	-	-	3	11
	Susquehanna	3	-	-	-	-	-	3
	Wyoming	1	-	-	-	-	-	1
Sub Total		21	2	-	-	-	3	26

Other Priority	Lackawanna	77	10	3	-	-	14	104
	Luzerne	54	5	-	-	1	20	80
	Susquehanna	15	1	-	-	-	-	16
	Wyoming	3	-	-	-	-	-	3
Sub Total		149	16	3	-	1	34	203

Complaint or Grievance	Lackawanna	-	-	-	-	-	-	-
	Luzerne	-	-	-	-	-	-	-
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
Sub Total		-	-	-	-	-	-	-
Grand Total		170	18	3	0	1	37	229

*17 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	82	3	-	-	-	6	91
	Luzerne	80	5	1	-	1	12	99
	Susquehanna	5	-	-	-	-	-	5
	Wyoming	8	-	-	-	-	-	8
Sub Total		175	8	1	-	1	18	203

Other Priority	Lackawanna	95	9	1	1	1	3	110
	Luzerne	66	5	1	-	1	12	85
	Susquehanna	7	-	-	-	-	-	7
	Wyoming	4	-	-	-	-	-	4
Sub Total		172	14	2	1	2	15	206

Complaint or Grievance	Lackawanna	2	-	-	-	-	-	2
	Luzerne	3	-	-	-	-	-	3
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
Sub Total		5	-	-	-	-	-	5
Grand Total		347	22	3	1	3	33	409

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

Are you of Hispanic or Latino origin or descent?

Child/Adolescent Responses		Yes
Priority	Lackawanna	2
	Luzerne	4
	Susquehanna	-
	Wyoming	-
	Sub Total	6
Other Priority	Lackawanna	19
	Luzerne	22
	Susquehanna	-
	Wyoming	3
	Sub Total	44
Complaint or Grievance	Lackawanna	-
	Luzerne	-
	Susquehanna	-
	Wyoming	-
	Sub Total	-
Grand Total		50

Are you of Hispanic or Latino origin or descent?

Adult Responses		Yes
Priority	Lackawanna	12
	Luzerne	5
	Susquehanna	-
	Wyoming	-
	Sub Total	17
Other Priority	Lackawanna	7
	Luzerne	17
	Susquehanna	1
	Wyoming	-
	Sub Total	25
Complaint or Grievance	Lackawanna	-
	Luzerne	-
	Susquehanna	-
	Wyoming	-
	Sub Total	-
Grand Total		42

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	1	10	43	27	10	5	96
	Other Priority	3	13	54	29	6	1	106
	Complaint or Grievance	-	-	1	-	1	-	2
Luzerne	Priority	5	6	46	30	4	3	94
	Other Priority	3	5	37	26	9	2	82
	Complaint or Grievance	-	-	1	1	1	-	3
Susquehanna	Priority	-	-	2	2	1	-	5
	Other Priority	-	1	4	1	1	-	7
	Complaint or Grievance	-	-	-	-	-	-	-
Wyoming	Priority	-	1	6	1	-	-	8
	Other Priority	-	1	2	1	-	-	4
	Complaint or Grievance	-	-	-	-	-	-	-
Total		12	37	196	118	33	11	407

*17 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	-	-	-	1	1	14
	Other Priority	95	11	1	1	-	4	1	113
	Complaint or Grievance	-	-	-	-	-	-	-	-
Luzerne	Priority	10	2	-	-	-	-	1	13
	Other Priority	60	16	-	-	-	2	3	81
	Complaint or Grievance	-	-	-	-	-	-	-	-
Susquehanna	Priority	2	1	-	-	-	-	1	4
	Other Priority	6	8	-	-	-	1	-	15
	Complaint or Grievance	-	-	-	-	-	-	-	-
Wyoming	Priority	1	-	-	-	-	-	-	1
	Other Priority	4	1	-	-	-	-	-	5
	Complaint or Grievance	-	-	-	-	-	-	-	-
Total		189	40	1	1	-	8	7	246

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		2020-2021 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get help by phone*	Lackawanna	Priority	Child	-	5	3	2	-	10
				Adult	1	18	13	21	2	55
			Other Priority	Child	-	19	11	24	-	54
				Adult	3	12	17	27	-	59
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	1	-	1
		Luzerne	Priority	Child	1	2	-	6	-	9
				Adult	2	12	13	29	2	58
			Other Priority	Child	3	11	8	29	1	52
				Adult	-	8	7	29	-	44
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	1	1	-	-	-	2
		Susquehanna	Priority	Child	-	1	1	2	-	4
				Adult	1	-	-	3	-	4
			Other Priority	Child	-	2	4	5	1	12
				Adult	-	1	1	3	-	5
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	1	3	-	3	-	7
			Other Priority	Child	-	1	-	1	-	2
				Adult	-	-	1	1	-	2
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				13	96	79	186	6	380	
% of Total				3%	25%	21%	49%	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
2019-2020	Total	38	82	42	137	1	300
	% of Total	13%	27%	14%	46%	0%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get urgent treatment as soon as needed*	Lackawanna	Priority	Child	1	-	4	3	-	8
				Adult	5	10	9	13	-	37
			Other Priority	Child	1	10	5	15	-	31
				Adult	5	7	9	25	-	46
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	1	-	1
		Luzerne	Priority	Child	1	-	4	5	-	10
				Adult	1	12	14	17	1	45
			Other Priority	Child	3	9	5	16	-	33
				Adult	2	4	7	29	-	42
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	1	-	-	1
				Adult	-	-	-	2	-	2
			Other Priority	Child	-	1	3	-	2	6
				Adult	1	-	1	1	-	3
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	2	-	-	3	-	5
			Other Priority	Child	-	-	-	1	-	1
				Adult	-	-	2	1	-	3
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				22	53	64	132	3	274	
% of Total				8%	19%	23%	48%	1%	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
2019-2020	Total	20	37	74	218	5	354
	% of Total	6%	10%	21%	62%	1%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Getting Treatment Quickly	Get appointment as soon as wanted*	Lackawanna	Priority	Child	-	-	5	4	-	9	
				Adult	3	10	17	34	1	65	
			Other Priority	Child	3	6	15	45	-	69	
				Adult	4	10	17	37	2	70	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	1	-	-	1	
		Luzerne	Priority	Child	1	2	3	4	-	10	
				Adult	3	9	19	32	-	63	
			Other Priority	Child	1	10	8	40	-	59	
				Adult	3	3	9	36	1	52	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	1	1	-	-	-	2	
		Susquehanna	Priority	Child	-	-	1	3	-	4	
				Adult	-	1	-	2	-	3	
			Other Priority	Child	-	1	4	4	1	10	
				Adult	-	-	-	4	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	-	-	1	
				Adult	1	1	3	2	-	7	
			Other Priority	Child	-	-	1	2	-	3	
				Adult	-	-	3	1	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				20	54	107	250	5	436
		% of Total				5%	12%	25%	57%	1%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2019-2020	Total	18	69	166	312	7	572
	% of Total	3%	12%	29%	55%	1%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians listen carefully	Lackawanna	Priority	Child	-	3	2	3	-	8	
				Adult	1	2	11	46	-	60	
			Other Priority	Child	-	9	10	38	-	57	
				Adult	3	9	8	42	2	64	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	1	-	-	1	-	2	
		Luzerne	Priority	Child	-	1	3	6	-	10	
				Adult	2	7	7	33	2	51	
			Other Priority	Child	-	3	6	37	1	47	
				Adult	-	4	9	32	2	47	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	1	1	-	-	-	2	
		Susquehanna	Priority	Child	-	-	-	4	-	4	
				Adult	-	-	1	3	-	4	
			Other Priority	Child	-	2	4	6	-	12	
				Adult	-	1	-	5	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	2	-	-	5	-	7	
			Other Priority	Child	-	-	1	2	-	3	
				Adult	-	1	-	3	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				10	43	62	266	7	388
		% of Total				3%	11%	16%	69%	2%	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
2019-2020	Total	17	48	139	545	9	758
	% of Total	2%	6%	18%	72%	1%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians explain things	Lackawanna	Priority	Child	1	3	1	3	-	8	
				Adult	-	3	9	48	-	60	
			Other Priority	Child	-	7	8	42	-	57	
				Adult	2	5	17	38	2	64	
		Complaint or Grievance	Child	-	-	-	-	-	-		
			Adult	1	-	1	-	-	2		
		Luzerne	Priority	Child	-	1	2	7	-	10	
				Adult	4	2	13	31	1	51	
			Other Priority	Child	1	1	8	37	-	47	
				Adult	-	3	9	33	2	47	
		Complaint or Grievance	Child	-	-	-	-	-	-		
			Adult	1	-	1	-	-	2		
		Susquehanna	Priority	Child	-	-	-	4	-	4	
				Adult	-	-	1	3	-	4	
			Other Priority	Child	-	1	4	7	-	12	
				Adult	-	2	1	3	-	6	
		Complaint or Grievance	Child	-	-	-	-	-	-		
			Adult	-	-	-	-	-	-		
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	1	1	-	5	-	7	
			Other Priority	Child	-	-	1	2	-	3	
				Adult	-	-	2	2	-	4	
		Complaint or Grievance	Child	-	-	-	-	-	-		
			Adult	-	-	-	-	-	-		
		Total				11	29	78	265	5	388
		% of Total				3%	7%	20%	68%	1%	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
2019-2020	Total	9	41	118	581	9	758
	% of Total	1%	5%	16%	77%	1%	100%
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%
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		2020-2021 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians show respect	Lackawanna	Priority	Child	-	1	3	4	-	8	
				Adult	1	3	7	49	-	60	
			Other Priority	Child	-	4	5	48	-	57	
				Adult	4	3	9	47	1	64	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	1	-	-	1	-	2	
		Luzerne	Priority	Child	-	-	1	9	-	10	
				Adult	1	5	10	33	2	51	
			Other Priority	Child	1	1	8	37	-	47	
				Adult	-	2	7	36	2	47	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	2	-	-	-	-	2	
		Susquehanna	Priority	Child	-	-	-	4	-	4	
				Adult	-	-	1	3	-	4	
			Other Priority	Child	-	1	5	6	-	12	
				Adult	1	1	1	3	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	1	1	-	5	-	7	
			Other Priority	Child	-	-	-	3	-	3	
				Adult	-	-	1	3	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				12	22	58	291	5	388
		% of Total				3%	6%	15%	75%	1%	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
2019-2020	Total	4	43	110	592	9	758
	% of Total	1%	6%	15%	78%	1%	100%
2018-2019	Total	10	28	101	366	21	526
	% of Total	2%	5%	19%	70%	4%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
How Well Clinicians Communicate*	Clinicians spend enough time	Lackawanna	Priority	Child	-	2	1	5	-	8	
				Adult	1	5	14	40	-	60	
			Other Priority	Child	1	-	12	44	-	57	
				Adult	5	5	11	42	1	64	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	1	-	-	1	-	2	
		Luzerne	Priority	Child	-	1	1	8	-	10	
				Adult	2	5	14	29	1	51	
			Other Priority	Child	2	2	7	36	-	47	
				Adult	-	5	9	31	2	47	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	2	-	-	-	-	2	
		Susquehanna	Priority	Child	-	-	-	4	-	4	
				Adult	-	1	-	3	-	4	
			Other Priority	Child	-	2	3	7	-	12	
				Adult	1	1	1	3	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	2	-	2	3	-	7	
			Other Priority	Child	-	-	-	3	-	3	
				Adult	-	-	1	3	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				17	29	76	262	4	388
		% of Total				4%	7%	20%	68%	1%	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
2019-2020	Total	10	52	149	535	12	758
	% of Total	1%	7%	20%	71%	2%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Feel safe with clinicians	Lackawanna	Priority	Child	-	2	1	5	-	8
				Adult	1	2	8	48	1	60
			Other Priority	Child	-	-	3	54	-	57
				Adult	2	2	9	49	2	64
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	1	1	-	2
		Luzerne	Priority	Child	-	-	-	10	-	10
				Adult	1	2	6	41	1	51
			Other Priority	Child	-	1	3	43	-	47
				Adult	-	1	6	37	3	47
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	1	1	-	-	-	2
		Susquehanna	Priority	Child	-	-	-	4	-	4
				Adult	-	-	-	4	-	4
			Other Priority	Child	-	2	-	10	-	12
				Adult	1	1	-	4	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	2	-	-	5	-	7
			Other Priority	Child	-	-	-	3	-	3
				Adult	1	-	2	1	-	4
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				9	14	39	319	7	388	
% of Total				2%	4%	10%	82%	2%	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
2019-2020	Total	3	27	95	624	9	758
	% of Total	0%	4%	13%	82%	1%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses						
				Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Involved as much as you wanted in treatment	Lackawanna	Priority	Child	-	2	1	5	-	8
				Adult	3	6	8	41	2	60
			Other Priority	Child	2	6	10	39	-	57
				Adult	5	10	11	34	4	64
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	1	1	-	-	-	2
		Luzerne	Priority	Child	-	1	3	6	-	10
				Adult	2	3	9	33	4	51
			Other Priority	Child	1	3	7	36	-	47
				Adult	3	2	4	35	3	47
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	2	-	-	-	-	2
		Susquehanna	Priority	Child	-	-	2	2	-	4
				Adult	1	-	-	3	-	4
			Other Priority	Child	-	1	2	9	-	12
				Adult	-	-	2	4	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	2	-	1	4	-	7
			Other Priority	Child	-	1	-	2	-	3
				Adult	-	-	1	3	-	4
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total			22	36	61	256	13	388		
% of Total			6%	9%	16%	66%	3%	100%		

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2019-2020	Total	13	55	115	559	16	758
	% of Total	2%	7%	15%	74%	2%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses						
				Big Problem	Small Problem	Not a Problem	No Reply	Total		
Getting Treatment and Information from CCBHO	Delays in treatment while waiting for plan approval*	Lackawanna	Priority	Child	1	1	-	-	2	
				Adult	2	4	10	-	16	
			Other Priority	Child	3	8	7	-	18	
				Adult	4	6	6	1	17	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Luzerne	Priority	Child	1	1	2	-	4	
				Adult	3	1	7	-	11	
			Other Priority	Child	2	8	10	-	20	
				Adult	-	2	7	-	9	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	1	-	-	-	1	
		Susquehanna	Priority	Child	-	-	1	-	1	
				Adult	1	1	1	-	3	
			Other Priority	Child	1	-	1	-	2	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	-	1	-	-	1	
			Other Priority	Child	-	1	-	-	1	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				19	34	52	1	106
		% of Total				18%	32%	49%	1%	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
2019-2020	Total	18	34	60	3	115
	% of Total	16%	30%	52%	3%	100%
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%

Composite Measure	Question	Member Type		2020-2021 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	-	2
				Adult	2	1	4	-	7
			Other Priority	Child	2	4	1	-	7
				Adult	5	4	5	-	14
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	1	-	-	-	1
		Luzerne	Priority	Child	-	1	1	-	2
				Adult	3	4	8	-	15
			Other Priority	Child	1	2	6	-	9
				Adult	1	2	11	-	14
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	-	1	-	-	1
			Other Priority	Child	-	-	1	-	1
				Adult	1	-	-	1	2
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	1	-	1	-	2
			Other Priority	Child	-	-	1	-	1
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
Total			17	20	40	1	78		
% of Total			22%	26%	51%	1%	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
2019-2020	Total	18	15	35	1	69
	% of Total	26%	22%	51%	1%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses							
				Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total	
Member Grievance and Complaint Process	Satisfaction with Grievance Process	Lackawanna	Priority	Child	-	-	2	-	6	-	8
				Adult	2	1	15	6	34	2	60
			Other Priority	Child	1	2	17	6	31	-	57
				Adult	5	2	15	10	29	3	64
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	1	-	-	-	1	-	2
		Luzerne	Priority	Child	-	-	3	-	7	-	10
				Adult	-	3	10	5	31	2	51
			Other Priority	Child	1	1	8	9	28	-	47
				Adult	-	2	6	3	33	3	47
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	1	-	1	-	-	-	2
		Susquehanna	Priority	Child	-	-	1	-	3	-	4
				Adult	-	-	1	-	3	-	4
			Other Priority	Child	-	-	3	-	9	-	12
				Adult	1	-	-	2	3	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-	-
				Adult	1	-	2	-	3	1	7
			Other Priority	Child	-	-	-	-	3	-	3
				Adult	-	-	2	1	1	-	4
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
Total				13	11	86	42	225	11	388	
% of Total				3%	3%	22%	11%	58%	3%	100%	

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2019-2020	Total	12	10	101	54	540	41	758
	% of Total	2%	1%	13%	7%	71%	5%	100%
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%

Composite Measure	Question	Member Type			2020-2021 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	-	6	-	8	
				Adult	-	1	17	6	34	2	60	
			Other Priority	Child	1	2	15	5	34	-	57	
				Adult	5	3	15	8	28	5	64	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	1	-	-	-	1	-	2	
		Luzerne	Priority	Child	-	-	3	-	7	-	10	
				Adult	-	2	14	3	30	2	51	
			Other Priority	Child	-	1	8	6	32	-	47	
				Adult	2	3	9	2	28	3	47	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	1	-	1	-	-	-	2	
		Susquehanna	Priority	Child	-	-	1	-	3	-	4	
				Adult	-	-	-	1	3	-	4	
			Other Priority	Child	-	-	4	-	8	-	12	
				Adult	1	-	-	1	4	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	-	
				Adult	1	1	2	1	1	1	7	
			Other Priority	Child	-	-	-	-	3	-	3	
				Adult	-	-	2	1	1	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				12	13	93	34	223	13	388
		% of Total				3%	3%	24%	9%	57%	3%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2019-2020	Total	17	9	111	46	534	41	758
	% of Total	2%	1%	15%	6%	70%	5%	100%
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%

Composite Measure	Question	Member Type		2020-2021 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	2	5	4	-	-	-	11	
				Adult	22	24	35	5	1	1	88	
			Other Priority	Child	23	35	30	7	1	-	96	
				Adult	31	25	24	3	7	3	93	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	1	1	-	-	-	2	
		Luzerne	Priority	Child	6	4	2	-	-	-	12	
				Adult	20	38	18	6	2	1	85	
			Other Priority	Child	20	30	17	6	2	-	75	
				Adult	20	23	19	8	2	2	74	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	1	-	1	-	2	
		Susquehanna	Priority	Child	2	2	-	-	-	-	4	
				Adult	1	2	-	1	1	-	5	
			Other Priority	Child	3	4	5	2	1	-	15	
				Adult	2	2	1	-	1	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	-	-	-	-	1	
				Adult	-	3	2	1	2	1	9	
			Other Priority	Child	-	2	1	-	-	-	3	
				Adult	-	3	-	1	-	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				152	204	160	40	21	8	585
		% of Total				26%	35%	27%	7%	4%	1%	100%

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2019-2020	Total	237	327	158	26	18	69	835
	% of Total	28%	39%	19%	3%	2%	8%	100%
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%

Composite Measure	Question	Member Type		2020-2021 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	2	6	2	1	-	-	11
				Adult	20	25	33	8	1	1	88
			Other Priority	Child	20	40	30	5	1	-	96
				Adult	30	23	23	5	7	5	93
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	2	-	-	-	2
		Luzerne	Priority	Child	1	7	3	-	1	-	12
				Adult	20	29	27	4	3	2	85
			Other Priority	Child	17	22	26	6	4	-	75
				Adult	17	22	24	6	2	3	74
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	1	-	1	-	2
		Susquehanna	Priority	Child	1	3	-	-	-	-	4
				Adult	2	-	2	1	-	-	5
			Other Priority	Child	3	5	6	1	-	-	15
				Adult	1	2	2	1	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	1	-	-	-	-	1
				Adult	-	3	2	1	2	1	9
			Other Priority	Child	-	2	1	-	-	-	3
				Adult	-	2	1	1	-	-	4
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
Total				134	192	185	40	22	12	585	
% of Total				23%	33%	32%	7%	4%	2%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2019-2020	Total	162	340	214	35	18	66	835
	% of Total	19%	41%	26%	4%	2%	8%	100%
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%

Composite Measure	Question	Member Type		2020-2021 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	3	5	-	-	-	11	
				Adult	18	25	35	5	3	2	88	
			Other Priority	Child	20	32	35	6	3	-	96	
				Adult	26	28	23	3	9	4	93	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	1	1	-	-	2	
		Luzerne	Priority	Child	3	4	5	-	-	-	12	
				Adult	18	35	22	5	3	2	85	
			Other Priority	Child	19	23	22	9	2	-	75	
				Adult	16	24	18	9	5	2	74	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	1	1	-	-	2	
		Susquehanna	Priority	Child	2	2	-	-	-	-	4	
				Adult	2	-	2	1	-	-	5	
			Other Priority	Child	2	5	5	3	-	-	15	
				Adult	2	1	2	1	-	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	-	-	-	1	
				Adult	-	2	4	1	1	1	9	
			Other Priority	Child	-	2	1	-	-	-	3	
				Adult	-	1	2	1	-	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				131	187	184	46	26	11	585
		% of Total				22%	32%	31%	8%	4%	2%	100%

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2019-2020	Total	180	316	221	34	17	67	835
	% of Total	22%	38%	26%	4%	2%	8%	100%
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%

Composite Measure	Question	Member Type		2020-2021 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	3	5	3	-	-	-	11
				Adult	18	27	28	12	1	2	88
			Other Priority	Child	21	37	25	10	2	1	96
				Adult	27	20	27	8	6	5	93
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	1	-	1	-	-	2
		Luzerne	Priority	Child	5	6	1	-	-	-	12
				Adult	16	37	20	8	2	2	85
			Other Priority	Child	15	26	21	10	3	-	75
				Adult	16	25	17	8	4	4	74
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	1	-	1	-	2
		Susquehanna	Priority	Child	2	2	-	-	-	-	4
				Adult	2	1	1	1	-	-	5
			Other Priority	Child	-	5	6	4	-	-	15
				Adult	2	2	1	1	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
		Wyoming	Priority	Child	-	1	-	-	-	-	1
				Adult	-	4	2	1	1	1	9
			Other Priority	Child	-	1	2	-	-	-	3
				Adult	-	1	2	1	-	-	4
			Complaint or Grievance	Child	-	-	-	-	-	-	-
				Adult	-	-	-	-	-	-	-
Total				127	201	157	65	20	15	585	
% of Total				22%	34%	27%	11%	3%	3%	100%	

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2019-2020	Total	182	343	159	46	37	68	835
	% of Total	22%	41%	19%	6%	4%	8%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses					
				Yes	No	N/A	No Reply	Total	
Information about Options*	Told about self-help or consumer run programs**	Lackawanna	Priority	Child	-	-	-	-	-
				Adult	29	27	1	3	60
			Other Priority	Child	-	-	-	-	-
				Adult	33	25	2	4	64
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	2	-	-	2
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	28	21	2	-	51
			Other Priority	Child	-	-	-	-	-
				Adult	20	23	2	2	47
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	1	1	-	-	2
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	1	2	1	-	4
			Other Priority	Child	-	-	-	-	-
				Adult	3	3	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	3	4	-	-	7
			Other Priority	Child	-	-	-	-	-
				Adult	1	3	-	-	4
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
Total				119	111	8	9	247	
% of Total				48%	45%	3%	4%	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
2019-2020	Total	272	157	43	14	486
	% of Total	56%	32%	9%	3%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses				
				Yes	No	No Reply	Total	
Information about Options*	Told about different treatments that are available for condition	Lackawanna	Priority	Child	4	4	-	8
				Adult	42	17	1	60
			Other Priority	Child	45	10	2	57
				Adult	43	17	4	64
		Complaint or Grievance	Child	-	-	-	-	
			Adult	1	1	-	2	
		Luzerne	Priority	Child	8	2	-	10
				Adult	33	17	1	51
			Other Priority	Child	33	14	-	47
				Adult	27	16	4	47
		Complaint or Grievance	Child	-	-	-	-	
			Adult	-	2	-	2	
		Susquehanna	Priority	Child	4	-	-	4
				Adult	2	2	-	4
			Other Priority	Child	8	4	-	12
				Adult	3	3	-	6
		Complaint or Grievance	Child	-	-	-	-	
			Adult	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-
				Adult	4	3	-	7
			Other Priority	Child	3	-	-	3
				Adult	3	1	-	4
		Complaint or Grievance	Child	-	-	-	-	
			Adult	-	-	-	-	
		Total			263	113	12	388
		% of Total			68%	29%	3%	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
2019-2020	Total	558	184	16	758
	% of Total	74%	24%	2%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses					
				Yes	No	N/A	No Reply	Total	
Information about Options*	Goals of child' s treatment discussed completely with you**	Lackawanna	Priority	Child	4	4	-	-	8
				Adult	-	-	-	-	-
			Other Priority	Child	45	10	-	2	57
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Luzerne	Priority	Child	8	2	-	-	10
				Adult	-	-	-	-	-
			Other Priority	Child	33	14	-	-	47
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	4	-	-	-	4
				Adult	-	-	-	-	-
			Other Priority	Child	8	4	-	-	12
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	-	-	-	-	-
			Other Priority	Child	3	-	-	-	3
				Adult	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
Total				105	34	-	2	141	
% of Total				74%	24%	-	1%	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
2019-2020	Total	228	23	19	2	272
	% of Total	84%	8%	7%	1%	100%
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%

Composite Measure	Question	Member Type		2020-2021 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	-	3	-	5	-	8
				Adult	-	-	-	-	-	-
			Other Priority	Child	1	9	10	37	-	57
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Luzerne	Priority	Child	1	1	2	6	-	10
				Adult	-	-	-	-	-	-
			Other Priority	Child	2	3	11	31	-	47
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	1	2	-	4
				Adult	-	-	-	-	-	-
			Other Priority	Child	1	3	4	4	-	12
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
			Other Priority	Child	-	1	-	2	-	3
				Adult	-	-	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-	-	-
				Adult	-	-	-	-	-	-
Total				5	20	28	87	-	140	
% of Total				4%	14%	20%	62%	-	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
2019-2020	Total	5	18	48	178	2	272
	% of Total	2%	7%	18%	65%	1%	100%
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%

Composite Measure	Question	Member Type		2020-2021 Responses							
				Never	Sometimes	Usually	Always	No Reply	Total		
Information about Options – Child/Adolescent Only*	In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?	Lackawanna	Priority	Child	-	2	1	5	-	8	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	1	6	10	40	-	57	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	3	1	6	-	10	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	1	5	14	27	-	47	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	2	-	4	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	1	4	7	-	12	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	1	-	2	-	3	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				2	18	31	89	-	140
		% of Total				1%	13%	22%	64%	0%	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
2019-2020	Total	8	21	53	167	23	272
	% of Total	3%	8%	19%	61%	8%	100%
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%

Single Item Measures

Single Item Measure	Question	Member Type		2020-2021 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	1	2	2	3	-	8
				Adult	3	5	21	30	1	60
			Other Priority	Child	-	8	20	29	-	57
				Adult	3	9	16	34	2	64
		Complaint or Grievance	Child	-	-	-	-	-	-	
			Adult	-	-	-	2	-	2	
		Luzerne	Priority	Child	-	3	-	7	-	10
				Adult	5	9	18	18	1	51
			Other Priority	Child	2	6	10	29	-	47
				Adult	3	10	13	17	4	47
		Complaint or Grievance	Child	-	-	-	-	-	-	
			Adult	1	-	1	-	-	2	
		Susquehanna	Priority	Child	-	-	-	3	1	4
				Adult	-	-	2	2	-	4
			Other Priority	Child	-	1	5	6	-	12
				Adult	1	-	1	4	-	6
		Complaint or Grievance	Child	-	-	-	-	-	-	
			Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	-
				Adult	-	2	2	3	-	7
			Other Priority	Child	-	-	-	3	-	3
				Adult	-	1	2	1	-	4
		Complaint or Grievance	Child	-	-	-	-	-	-	
			Adult	-	-	-	-	-	-	
		Total			19	56	113	191	9	388
		% of Total			5%	14%	29%	49%	2%	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
2019-2020	Total	30	76	241	400	11	758
	% of Total	4%	10%	32%	53%	1%	100%
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%

Single Item Measure	Question	Member Type		2020-2021 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	58	2	-	60
			Other Priority	Child	44	13	-	57
				Adult	55	8	1	64
			Complaint or Grievance	Child	-	-	-	-
				Adult	2	-	-	2
		Luzerne	Priority	Child	8	2	-	10
				Adult	49	1	1	51
			Other Priority	Child	37	10	-	47
				Adult	39	6	2	47
			Complaint or Grievance	Child	-	-	-	-
				Adult	2	-	-	2
		Susquehanna	Priority	Child	3	1	-	4
				Adult	4	-	-	4
			Other Priority	Child	11	1	-	12
				Adult	5	1	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	7	-	-	7
			Other Priority	Child	2	1	-	3
				Adult	2	2	-	4
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total				334	50	4	388	
% of Total				86%	13%	1%	100%	

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2019-2020	Total	523	111	4	638
	% of Total	82%	17%	1%	100%
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%

Single Item Measure	Question	Member Type		2020-2021 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	28	30	-	2	60
			Other Priority	Child	-	-	-	-	-
				Adult	27	30	-	4	64
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	2	-	-	2
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	25	22	-	1	51
			Other Priority	Child	-	-	-	-	-
				Adult	18	25	-	2	47
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	2	-	-	2
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	1	3	-	-	4
			Other Priority	Child	-	-	-	-	-
				Adult	3	3	-	-	6
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	3	4	-	-	7
			Other Priority	Child	-	-	-	-	-
				Adult	1	2	-	-	4
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
Total				106	123	-	9	247	
% of Total				43%	50%	-	4%	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
2019-2020	Total	246	193	35	12	486
	% of Total	51%	40%	7%	2%	100%
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%

Single Item Measure	Question	Member Type		2020-2021 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	5	3	-	8
				Adult	42	17	1	60
			Other Priority	Child	44	12	1	57
				Adult	40	20	4	64
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	2	-	2
		Luzerne	Priority	Child	7	3	-	10
				Adult	41	10	-	51
			Other Priority	Child	35	12	-	47
				Adult	32	12	3	47
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	2	-	2
		Susquehanna	Priority	Child	2	2	-	4
				Adult	2	2	-	4
			Other Priority	Child	8	4	-	12
				Adult	3	3	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	4	3	-	7
			Other Priority	Child	1	2	-	3
				Adult	2	2	-	4
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total				268	111	9	388	
% of Total				69%	29%	2%	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
2019-2020	Total	601	138	19	758
	% of Total	79%	18%	3%	100%
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%

Single Item Measure	Question	Member Type		2020-2021 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	6	2	-	8
				Adult	50	6	4	60
			Other Priority	Child	52	4	1	57
				Adult	53	6	5	64
			Complaint or Grievance	Child	-	-	-	-
				Adult	1	1	-	2
		Luzerne	Priority	Child	9	1	-	10
				Adult	43	7	1	51
			Other Priority	Child	41	6	-	47
				Adult	35	8	4	47
			Complaint or Grievance	Child	-	-	-	-
				Adult	1	1	-	2
		Susquehanna	Priority	Child	3	-	1	4
				Adult	4	-	-	4
			Other Priority	Child	11	1	-	12
				Adult	6	-	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	4	2	1	7
			Other Priority	Child	3	-	-	3
				Adult	4	-	-	4
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total				326	45	17	388	
% of Total				84%	12%	4%	100%	

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2019-2020	Total	655	88	15	758
	% of Total	86%	12%	2%	100%
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%

Single Item Measure	Question	Member Type		2020-2021 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	-	-	8
				Adult	49	8	3	60
			Other Priority	Child	46	7	4	57
				Adult	48	12	4	64
			Complaint or Grievance	Child	-	-	-	-
				Adult	2	-	-	2
		Luzerne	Priority	Child	7	3	-	10
				Adult	40	9	2	51
			Other Priority	Child	37	8	2	47
				Adult	36	8	3	47
			Complaint or Grievance	Child	-	-	-	-
				Adult	2	-	-	2
		Susquehanna	Priority	Child	4	-	-	4
				Adult	3	1	-	4
			Other Priority	Child	10	2	-	12
				Adult	5	1	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	5	2	-	7
			Other Priority	Child	3	-	-	3
				Adult	4	-	-	4
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total				309	61	18	388	
% of Total				80%	16%	5%	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
2019-2020	Total	667	78	13	758
	% of Total	88%	10%	2%	100%
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%

Single Item Measure	Question	Member Type		2020-2021 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	2	6	-	8
				Adult	6	53	1	60
			Other Priority	Child	3	54	-	57
				Adult	5	54	5	64
			Complaint or Grievance	Child	-	-	-	-
				Adult	1	1	-	2
		Luzerne	Priority	Child	-	10	-	10
				Adult	3	47	1	51
			Other Priority	Child	5	42	-	47
				Adult	3	42	2	47
			Complaint or Grievance	Child	-	-	-	-
				Adult	2	-	-	2
		Susquehanna	Priority	Child	-	4	-	4
				Adult	-	4	-	4
			Other Priority	Child	-	11	1	12
				Adult	-	6	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	3	4	-	7
			Other Priority	Child	-	3	-	3
				Adult	-	4	-	4
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
Total				33	345	10	388	
% of Total				9%	89%	3%	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
2019-2020	Total	38	704	16	758
	% of Total	5%	93%	2%	100%
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%

Single Item Measure	Question	Member Type		2020-2021 Responses				
				Yes	No	No Reply	Total	
Cultural Competency*	Care responsive to cultural needs**	Lackawanna	Priority	Child	1	-	-	1
				Adult	3	-	-	3
			Other Priority	Child	1	-	-	1
				Adult	1	1	-	2
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Luzerne	Priority	Child	-	1	-	1
				Adult	3	1	1	5
			Other Priority	Child	7	-	-	7
				Adult	6	-	-	6
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	2	-	2
		Susquehanna	Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Other Priority	Child	1	-	-	1
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Other Priority	Child	-	-	-	-
				Adult	-	1	-	1
			Complaint or Grievance	Child	-	-	-	-
Adult	-			-	-	-		
Total				23	6	1	30	
% of Total				77%	20%	3%	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. 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
2019-2020	Total	23	3	3	29
	% of Total	79%	10%	10	100%
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%

Single Item Measure	Question	Member Type		2020-2021 Responses							
				Not at all	A little	Somewhat	A lot	No Reply	Total		
Amount Helped	In the last 12 months, how much were you/your child helped by the counseling or treatment you/he/she got?	Lackawanna	Priority	Child	-	2	4	5	-	11	
				Adult	4	13	22	47	2	88	
			Other Priority	Child	3	16	23	54	-	96	
				Adult	3	9	24	55	2	93	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	1	-	-	1	-	2	
		Luzerne	Priority	Child	-	2	1	9	-	12	
				Adult	5	9	24	44	3	85	
			Other Priority	Child	2	9	15	49	-	75	
				Adult	3	8	22	38	3	74	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	2	-	-	-	-	2	
		Susquehanna	Priority	Child	-	-	-	4	-	4	
				Adult	-	1	-	4	-	5	
			Other Priority	Child	-	3	8	4	-	15	
				Adult	1	1	1	3	-	6	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	-	-	-	1	
				Adult	2	1	2	3	1	9	
			Other Priority	Child	-	1	1	1	-	3	
				Adult	-	-	1	3	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				26	76	148	324	11	585
		% of Total				4%	13%	25%	55%	2%	100%

		Previous Years' Responses					
		Not at all	A little	Somewhat	A lot	No Reply	Total
2019-2020	Total	27	139	186	416	67	835
	% of Total	3%	17%	22%	50%	8%	100%
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%

Member Type			Rating of Counseling/Treatment 2020-2021 Responses											
			0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
Lackawanna	Priority	Child	-	-	-	-	1	1	2	1	4	1	1	11
		Adult	4	-	1	1	4	6	2	8	14	8	39	87
	Other Priority	Child	-	2	2	2	2	-	8	9	17	12	41	95
		Adult	3	-	2	2	1	8	7	10	14	2	41	90
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	1	-	-	-	-	-	-	-	-	-	1	2
Luzerne	Priority	Child	-	-	-	-	2	-	-	1	2	3	4	12
		Adult	2	1	-	4	2	12	8	5	13	11	24	82
	Other Priority	Child	-	1	-	-	2	5	3	7	13	14	30	75
		Adult	1	-	-	2	3	4	2	13	14	12	21	72
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	2	-	-	-	-	-	-	-	-	-	-	2
Susquehanna	Priority	Child	-	-	-	-	-	-	-	-	1	2	1	4
		Adult	-	-	-	-	-	1	-	1	1	-	2	5
	Other Priority	Child	-	-	-	1	-	2	3	1	1	1	6	15
		Adult	1	-	-	1	-	-	-	-	1	-	3	6
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Wyoming	Priority	Child	-	-	-	-	-	-	-	-	1	-	-	1
		Adult	1	-	-	1	-	-	1	-	3	1	1	8
	Other Priority	Child	-	-	-	1	-	-	-	-	-	-	2	3
		Adult	-	-	-	-	-	-	-	1	2	1	-	4
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Total			15	4	5	15	17	39	36	57	101	68	217	574
% of Total			3%	1%	1%	3%	3%	7%	6%	10%	18%	12%	38%	100%

*11 surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
2019-2020	Total	5	3	6	11	13	44	41	94	136	127	292	772
	% of Total	1%	0%	1%	1%	2%	6%	5%	12%	18%	16%	38%	100%
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%