

January 2024
through
December
2024

*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	1,120	20%
Friendship House	1,121	20%
Northeast Counseling Services	1,119	20%
Scranton Counseling Services	1,121	20%
Remaining Members	1,100	20%
Members who filed a Complaint or Grievance	19	<1%
Total	5,600	100%

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

In total, NBHCC provided the Alliance with a database of 50,267 Members and, upon completion of the sampling process, the Alliance distributed 5,600 Member Surveys (see Detailed Member Sample table below).

Service 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	282	34	1,599	201	235
	Other Priority	3,918	482	3,311	403	885
	Total	4,200	516	4,910	604	1,120
Friendship House	Priority	56	34	399	213	247
	Other Priority	1,141	594	544	280	874
	Total	1,197	628	943	493	1,121
Northeast Counseling Services	Priority	85	22	1818	470	492
	Other Priority	700	179	1,764	448	627
	Total	785	201	3,582	918	1,119
Scranton Counseling Services	Priority	218	45	2,004	392	437
	Other Priority	1,356	258	2,223	426	684
	Total	1,574	303	4,227	818	1,121
Remaining Members	Priority	839	34	8,304	280	314
	Other Priority	6,379	224	17,167	562	786
	Total	7,218	258	25,471	842	1,100
Members who filed a Complaint or Grievance		19	19	-	-	19
Grand Total		14,974	1,906	39,133	3,675	5,600

	Total Surveys Distributed (N)	% of Total Surveys Distributed
Under 18	1,906	34%
18 & Older	3,675	66%
Members who filed a complaint or grievance	19	<1%
Total Surveys Distributed	5,600	100%

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

- (1) Send questionnaire and cover letter.

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

Survey Completion Rate

The optimal goal of receiving a minimum of 600 completed Member Surveys was achieved, with 622 surveys received. Upon review of the data, five duplicate surveys were removed, leaving 617 unduplicated surveys, representing an 11% response rate, which is the same as previous years (both 2023 and 2022) and compares to other years as follows:

increasing from an 8% response rate during 2020-2021;
decreasing from a 19% response rate during 2019-2020;
decreasing from a 12% response rate during 2018-2019; and
remaining the same at 11% response rate during 2017-2018.

Among the sample of 617 survey completers, 75 said they had not received services or did not respond to the question regarding receiving services (all of these individuals had been identified in the original database as service recipients). Seventy 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 542 unduplicated surveys.

		Surveys Received		
		Under 18	18 & Older	Total
Lackawanna	Priority	-	44	44
	Other Priority	87	94	181
	Members who filed a complaint or grievance	1	-	1
Luzerne	Priority	3	43	46
	Other Priority	119	143	262
	Members who filed a complaint or grievance	3	-	3
Susquehanna	Priority	5	5	10
	Other Priority	30	12	42
	Members who filed a complaint or grievance	-	-	-
Wyoming	Priority	2	3	5
	Other Priority	13	10	23
	Members who filed a complaint or grievance	-	-	-
Total		263	354	617

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.

	Number of Responses												
Child/Adolescent	Lackawanna			Luzerne			Susquehanna			Wyoming			Total
	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	-	3	-	-	13	-	-	-	-	-	1	-	17
8-12	-	29	1	2	19	2	-	11	-	-	3	-	67
13-17	-	42	-	1	68	-	4	13	-	1	5	-	134
18	-	5	-	1	8	-	-	1	-	-	1	-	16
Total Number of Child Responses	-	79	1	4	108	2	4	25	-	1	10	-	234

*29 surveys showed no response.

	Number of Responses												
Child/Adolescent	Lackawanna			Luzerne			Susquehanna			Wyoming			Total
	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	-	42	1	1	56	-	2	18	-	-	4	-	124
Female	-	36	-	1	39	2	1	9	-	2	6	-	96
Total Number of Child Responses	-	85	1	2	86	3	5	29	-	2	12	-	220

*43 surveys showed no response.

Adult	Number of Responses												
	Lackawanna			Luzerne			Susquehanna			Wyoming			Total
	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	3	9	-	3	13	-	-	2	-	-	1	-	31
25 to 34	6	11	-	5	15	-	-	-	-	-	-	-	37
35 to 44	4	21	-	4	27	-	-	3	-	2	3	-	64
45 to 54	8	15	-	11	26	-	2	3	-	1	2	-	68
55 to 64	13	22	-	11	30	-	2	1	-	-	4	-	83
65 to 74	4	5	-	6	17	-	-	2	-	-	-	-	34
75 or older	4	1	-	1	1	-	-	1	-	-	-	-	-
Total Number of Adult Responses	42	84	-	41	129	-	4	12	-	3	10	-	317

*37 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	14	32	-	16	40	-	2	3	-	-	3	-	110
Female	29	56	-	24	91	-	2	9	-	3	7	-	221
Total Number of Adult Responses	43	88	-	40	131	-	4	12	-	3	10	-	331

*23 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	-	-	-	-	-	-	-
	Luzerne	3	-	-	-	-	-	3
	Susquehanna	5	-	-	-	-	-	5
	Wyoming	2	-	-	-	-	-	2
Sub Total		10	-	-	-	-	-	10

Other Priority	Lackawanna	80	2	-	-	-	1	83
	Luzerne	92	12	-	-	-	14	118
	Susquehanna	29	2	-	-	-	-	31
	Wyoming	12	-	-	-	-	-	12
Sub Total		213	16	-	-	-	15	244

Complaint or Grievance	Lackawanna	-	-	-	-	-	-	-
	Luzerne	2	-	-	-	-	-	2
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
Sub Total		2	-	-	-	-	-	2
Grand Total		225	16	-	-	-	15	256

*7 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	39	3	-	-	1	1	44
	Luzerne	36	4	-	-	2	2	44
	Susquehanna	4	-	-	-	-	-	4
	Wyoming	3	-	-	-	-	-	3
Sub Total		82	7	-	-	3	3	95

Other Priority	Lackawanna	84	2	-	-	2	4	92
	Luzerne	123	6	-	1	2	2	134
	Susquehanna	12	-	-	-	-	-	12
	Wyoming	9	-	-	-	-	-	9
Sub Total		228	8	-	1	4	6	247

Complaint or Grievance	Lackawanna	-	-	-	-	-	-	-
	Luzerne	-	-	-	-	-	-	-
	Susquehanna	-	-	-	-	-	-	-
	Wyoming	-	-	-	-	-	-	-
Sub Total		-	-	-	-	-	-	-
Grand Total		310	15	-	1	7	9	342

*12 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	-
	Luzerne	-
	Susquehanna	1
	Wyoming	-
	Sub Total	1
Other Priority	Lackawanna	2
	Luzerne	16
	Susquehanna	1
	Wyoming	-
	Sub Total	19
Complaint or Grievance	Lackawanna	1
	Luzerne	-
	Susquehanna	-
	Wyoming	-
	Sub Total	1
Grand Total		21

Are you of Hispanic or Latino origin or descent?

Adult Responses		Yes
Priority	Lackawanna	-
	Luzerne	2
	Susquehanna	-
	Wyoming	-
	Sub Total	2
Other Priority	Lackawanna	2
	Luzerne	8
	Susquehanna	-
	Wyoming	1
	Sub Total	11
Complaint or Grievance	Lackawanna	-
	Luzerne	-
	Susquehanna	-
	Wyoming	-
	Sub Total	-
Grand Total		13

What is the highest grade or level of school you have completed?		8 th Grade or less	Some High School, did not graduate	High School Graduate or GED	Some college or 2-year degree	4-year college degree	More than 4-year college degree	Total
Lackawanna	Priority	-	9	17	10	4	2	42
	Other Priority	4	14	44	14	7	1	84
	Complaint or Grievance	-	-	-	-	-	-	-
Luzerne	Priority	-	7	20	10	2	1	40
	Other Priority	7	15	67	28	5	-	122
	Complaint or Grievance	-	-	-	-	-	-	-
Susquehanna	Priority	-	1	3	1	-	-	5
	Other Priority	-	-	9	2	1	-	12
	Complaint or Grievance	-	-	-	-	-	-	-
Wyoming	Priority	-	-	1	2	-	-	3
	Other Priority	-	1	5	3	-	-	9
	Complaint or Grievance	-	-	-	-	-	-	-
Total		11	47	166	70	19	4	317

*37 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	-	-	-	-	-	-	-	-
	Other Priority	70	12	1	-	-	-	4	87
	Complaint or Grievance	1	-	-	-	-	-	-	1
Luzerne	Priority	3	-	-	-	-	-	-	3
	Other Priority	92	11	3	-	-	1	12	119
	Complaint or Grievance	2	-	-	-	-	-	1	3
Susquehanna	Priority	3	2	-	-	-	-	-	5
	Other Priority	23	2	-	-	-	4	1	30
	Complaint or Grievance	-	-	-	-	-	-	-	-
Wyoming	Priority	-	-	-	1	-	-	1	2
	Other Priority	11	1	-	-	-	-	1	13
	Complaint or Grievance	-	-	-	-	-	-	-	-
Total		205	28	4	1	-	5	20	263

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			2024 Responses						
					Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get help by phone*	Lackawanna	Priority	Child	-	-	-	-	-	-	
				Adult	1	5	2	4	-	12	
			Other Priority	Child	4	8	6	11	-	29	
				Adult	1	8	4	9	1	23	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	-	-	-	
				Adult	-	3	1	8	-	12	
			Other Priority	Child	4	13	6	18	-	41	
				Adult	4	14	6	29	3	56	
			Complaint or Grievance	Child	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	1	-	2	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	2	1	1	1	-	5	
				Adult	-	-	-	2	-	2	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	-	1	-	1	
			Other Priority	Child	1	3	2	1	-	7	
				Adult	-	1	-	2	-	3	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				17	57	29	88	4	195
		% of Total				9%	29%	15%	45%	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
2023	Total	25	60	44	99	4	232
	% of Total	11%	26%	19%	43%	2%	100%
2022	Total	20	86	61	143	5	315
	% of Total	6%	27%	19%	45%	2%	100%
2020-2021	Total	13	96	79	186	6	380
	% of Total	3%	25%	21%	49%	2%	100%
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%

Composite Measure	Question	Member Type			2024 Responses						
					Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get urgent treatment as soon as needed*	Lackawanna	Priority	Child	-	-	-	-	-	-	
				Adult	1	2	1	5	-	9	
			Other Priority	Child	4	6	4	10	-	24	
				Adult	1	4	4	6	-	15	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	1	-	-	-	-	1	
				Adult	-	3	-	6	-	9	
			Other Priority	Child	-	6	8	14	1	29	
				Adult	1	7	12	25	-	45	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	1	-	2	
				Adult	-	-	-	1	-	1	
			Other Priority	Child	-	-	1	4	-	5	
				Adult	-	-	-	1	-	1	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	1	
				Adult	-	-	-	1	-	1	
			Other Priority	Child	-	1	1	1	-	3	
				Adult	-	-	-	1	-	1	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				8	29	32	78	1	148
		% of Total				5%	20%	22%	53%	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
2024	Total	26	28	43	88	8	193
	% of Total	13%	15%	22%	46%	4%	100%
2022	Total	22	42	55	94	5	218
	% of Total	10%	19%	25%	43%	2%	100%
2020-2021	Total	22	53	64	132	3	274
	% of Total	8%	19%	23%	48%	1%	100%
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%

Composite Measure	Question	Member Type			2024 Responses						
					Never	Sometimes	Usually	Always	No Reply	Total	
Getting Treatment Quickly	Get appointment as soon as wanted*	Lackawanna	Priority	Child	-	-	-	-	-	-	
				Adult	1	6	9	9	-	25	
			Other Priority	Child	1	10	25	28	2	66	
				Adult	4	5	25	24	4	62	
			Complaint or Grievance	Child	-	-	1	-	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	1	-	-	1	-	2	
				Adult	-	5	5	23	1	34	
			Other Priority	Child	3	13	18	49	-	83	
				Adult	4	12	20	61	1	98	
			Complaint or Grievance	Child	-	-	-	3	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	2	2	-	4	
				Adult	-	-	1	1	-	2	
			Other Priority	Child	-	3	10	9	-	22	
				Adult	-	1	4	2	-	7	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	1	1	-	2	
			Other Priority	Child	-	2	5	3	-	10	
				Adult	-	-	2	2	-	4	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				14	57	128	220	8	427
		% of Total				3%	13%	30%	52%	2%	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
2023	Total	29	59	97	179	14	378
	% of Total	8%	16%	26%	47%	4%	100%
2022	Total	27	65	118	209	4	423
	% of Total	6%	15%	28%	49%	1%	100%
2020-2021	Total	20	54	107	250	5	436
	% of Total	5%	12%	25%	57%	1%	100%
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%

Composite Measure	Question	Member Type			2024 Responses						
					Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians listen carefully	Lackawanna	Priority	Child	-	-	-	-	-	-	
				Adult	-	8	2	17	1	28	
			Other Priority	Child	2	10	16	47	-	75	
				Adult	5	3	14	42	2	66	
			Complaint or Grievance	Child	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	2	-	2	
				Adult	-	2	1	28	1	32	
			Other Priority	Child	2	5	8	65	2	82	
				Adult	1	6	17	78	2	104	
			Complaint or Grievance	Child	-	1	-	2	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	3	-	4	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	3	8	15	1	27	
				Adult	-	1	5	5	-	11	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	2	1	7	-	10	
				Adult	-	-	1	7	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				10	42	74	324	9	459
		% of Total				2%	9%	16%	71%	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
2023	Total	6	39	85	260	7	397
	% of Total	2%	10%	21%	65%	2%	100%
2022	Total	7	32	79	272	16	406
	% of Total	2%	8%	19%	67%	4%	100%
2020-2021	Total	10	43	62	266	7	388
	% of Total	3%	11%	16%	69%	2%	100%
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%

Composite Measure	Question	Member Type			2024 Responses						
					Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians explain things	Lackawanna	Priority	Child	-	-	-	-	-	-	
				Adult	1	4	9	14	-	28	
			Other Priority	Child	1	6	19	49	-	75	
				Adult	3	4	14	43	2	66	
			Complaint or Grievance	Child	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	2	-	2	
				Adult	-	2	3	26	1	32	
			Other Priority	Child	-	6	11	63	2	82	
				Adult	1	8	15	79	1	104	
			Complaint or Grievance	Child	-	-	1	2	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	2	2	-	4	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	1	11	14	1	27	
				Adult	-	2	4	5	-	11	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	1	-	1	8	-	10	
				Adult	-	-	1	7	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				7	34	91	320	7	459
		% of Total				2%	7%	20%	70%	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
2023	Total	6	29	86	269	7	397
	% of Total	2%	7%	22%	68%	2%	100%
2022	Total	6	25	77	281	17	406
	% of Total	1%	6%	19%	69%	4%	100%
2020-2021	Total	11	29	78	265	5	388
	% of Total	3%	7%	20%	68%	1%	100%
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%

Composite Measure	Question	Member Type			2024 Responses						
					Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians show respect	Lackawanna	Priority	Child	-	-	-	-	-	-	
				Adult	-	6	5	17	-	28	
			Other Priority	Child	1	7	11	55	1	75	
				Adult	3	2	8	50	3	66	
			Complaint or Grievance	Child	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	2	-	2	
				Adult	-	1	1	29	1	32	
			Other Priority	Child	1	5	9	65	2	82	
				Adult	-	8	9	86	1	104	
			Complaint or Grievance	Child	1	-	1	1	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	4	-	4	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	2	5	19	1	27	
				Adult	1	-	2	8	-	11	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	1	-	2	7	-	10	
				Adult	-	-	1	7	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				8	32	54	356	9	459
		% of Total				2%	7%	12%	78%	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
2023	Total	6	29	86	269	7	397
	% of Total	2%	7%	22%	68%	2%	100%
2022	Total	9	18	50	312	17	406
	% of Total	2%	4%	12%	77%	4%	100%
2020-2021	Total	12	22	58	291	5	388
	% of Total	3%	6%	15%	75%	1%	100%
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%

Composite Measure	Question	Member Type			2024 Responses						
					Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Clinicians spend enough time	Lackawanna	Priority	Child	-	-	-	-	-	-	
				Adult	-	6	5	17	-	28	
			Other Priority	Child	1	7	11	55	1	75	
				Adult	3	2	8	50	3	66	
			Complaint or Grievance	Child	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	2	-	2	
				Adult	-	1	1	29	1	32	
			Other Priority	Child	1	5	9	65	2	82	
				Adult	-	8	9	86	1	104	
			Complaint or Grievance	Child	1	-	1	1	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	4	-	4	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	2	5	19	1	27	
				Adult	1	-	2	8	-	11	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	1	-	2	7	-	10	
				Adult	-	-	1	7	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				8	32	54	356	9	459
		% of Total				2%	7%	12%	78%	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
2023	Total	14	23	87	265	8	397
	% of Total	4%	6%	22%	67%	2%	100%
2022	Total	15	24	75	273	19	406
	% of Total	4%	6%	18%	67%	5	100%
2020-2021	Total	17	29	76	262	4	388
	% of Total	4%	7%	20%	68%	1%	100%
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%

Composite Measure	Question	Member Type			2024 Responses						
					Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Feel safe with clinicians	Lackawanna	Priority	Child	-	-	-	-	-	-	
				Adult	-	5	4	18	1	28	
			Other Priority	Child	2	1	5	67	-	75	
				Adult	2	-	7	55	2	66	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	1	30	1	32	
			Other Priority	Child	-	1	9	69	3	82	
				Adult	-	2	8	92	2	104	
			Complaint or Grievance	Child	1	-	-	2	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	4	-	4	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	-	1	25	1	27	
				Adult	-	-	-	11	-	11	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	-	1	9	-	10	
				Adult	-	-	2	6	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				5	9	38	397	10	459
		% of Total				1%	2%	8%	86%	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
2023	Total	4	15	46	326	6	397
	% of Total	1%	4%	12%	82%	2%	100%
2022	Total	4	15	38	331	18	406
	% of Total	1%	4%	9%	82%	4%	100%
2020-2021	Total	9	14	39	319	7	388
	% of Total	2%	4%	10%	82%	2%	100%
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%

Composite Measure	Question	Member Type			2024 Responses						
					Never	Sometimes	Usually	Always	No Reply	Total	
How Well Clinicians Communicate*	Involved as much as you wanted in treatment	Lackawanna	Priority	Child	-	-	-	-	-	-	
				Adult	1	2	8	15	2	28	
			Other Priority	Child	4	5	11	53	2	75	
				Adult	2	-	10	50	4	66	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	2	-	2	
				Adult	-	2	4	25	1	32	
			Other Priority	Child	1	12	3	64	2	82	
				Adult	1	6	13	79	5	104	
			Complaint or Grievance	Child	-	1	1	1	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	1	-	3	-	4	
				Adult	-	-	1	1	-	2	
			Other Priority	Child	-	1	4	21	1	27	
				Adult	-	-	3	8	-	11	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	-	1	-	2	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	1	-	1	7	1	10	
				Adult	-	-	1	7	-	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				10	31	60	340	18	459
		% of Total				2%	7%	13%	74%	4%	100%

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

		Previous Years' Responses					
		Never	Sometimes	Usually	Always	No Reply	Total
2023	Total	11	33	62	279	12	397
	% of Total	3%	8%	16%	70%	3%	100%
2022	Total	9	27	56	293	21	406
	% of Total	2%	7%	14%	72%	5%	100%
2020-2021	Total	22	36	61	256	13	388
	% of Total	6%	9%	16%	66%	3%	100%
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%

Composite Measure	Question	Member Type			2024 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	-	-	-	-	-	
				Adult	-	-	3	-	3	
			Other Priority	Child	2	-	4	-	6	
				Adult	2	2	4	2	10	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	-	-	
				Adult	1	-	4	-	5	
			Other Priority	Child	2	3	8	-	13	
				Adult	2	3	7	1	13	
			Complaint or Grievance	Child	-	1	1	-	2	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	-	1	-	-	1	
				Adult	-	-	-	-	-	
			Other Priority	Child	-	-	1	-	1	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
			Other Priority	Child	-	-	1	-	1	
				Adult	-	1	2	-	3	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				9	11	35	3	58
		% of Total				16%	19%	60%	5%	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
2023	Total	9	26	37	3	75
	% of Total	12%	35%	49%	4%	100%
2022	Total	16	20	34	6	76
	% of Total	21%	26%	45%	8%	100%
2020-2021	Total	19	34	52	1	106
	% of Total	18%	32%	49%	1%	100%
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%

Composite Measure	Question	Member Type			2024 Responses					
					Big Problem	Small Problem	Not a Problem	No Reply	Total	
Getting Treatment and Information from CCBHO	Helpfulness of customer service*	Lackawanna	Priority	Child	-	-	-	-	-	
				Adult	1	-	1	-	2	
			Other Priority	Child	2	1	-	-	3	
				Adult	3	2	2	1	8	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	-	-	
				Adult	-	-	2	-	2	
			Other Priority	Child	2	-	4	-	6	
				Adult	3	2	8	-	13	
			Complaint or Grievance	Child	-	-	1	-	1	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
			Other Priority	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	-	1	-	-	1	
			Other Priority	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				11	6	18	1	36
		% of Total				31%	17%	50%	3%	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
2023	Total	6	10	28	2	46
	% of Total	13%	22%	61%	4%	100%
2022	Total	20	12	37	1	70
	% of Total	29%	17%	53%	1%	100%
2020-2021	Total	17	20	40	1	78
	% of Total	22%	26%	51%	1%	100%
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%

Composite Measure	Question	Member Type			2024 Responses							
					Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total	
Member Grievance and Complaint Process	Satisfaction with Grievance Process	Lackawanna	Priority	Child	-	-	-	-	-	-	-	
				Adult	1	-	6	4	16	1	28	
			Other Priority	Child	2	2	19	5	45	2	75	
				Adult	2	3	9	8	42	2	66	
			Complaint or Grievance	Child	-	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	-	2	-	2	
				Adult	4	-	5	3	16	4	32	
			Other Priority	Child	1	2	10	8	56	5	82	
				Adult	5	4	18	10	63	4	104	
			Complaint or Grievance	Child	-	1	1	-	1	-	3	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	-	3	-	4	
				Adult	-	-	-	-	2	-	2	
			Other Priority	Child	-	1	2	2	21	1	27	
				Adult	-	-	1	-	10	-	11	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	2	-	2	
				Adult	-	-	-	-	2	-	2	
			Other Priority	Child	-	-	-	-	10	-	10	
				Adult	-	-	1	1	5	1	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				15	13	73	41	297	20	459
		% of Total				3%	3%	16%	9%	65%	4%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2023	Total	1	12	85	50	235	14	397
	% of Total	0%	3%	21%	13%	59%	4%	100
2022	Total	11	12	70	37	248	28	406
	% of Total	3%	3%	17%	9%	61%	7%	100%
2020-2021	Total	13	11	86	42	225	11	388
	% of Total	3%	3%	22%	11%	58%	3%	100%
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%

Composite Measure	Question	Member Type			2024 Responses							
					Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total	
Member Grievance and Complaint Process	Satisfaction with Complaint Process	Lackawanna	Priority	Child	-	-	-	-	-	-	-	
				Adult	1	1	5	4	16	1	28	
			Other Priority	Child	2	1	21	4	44	3	75	
				Adult	3	3	10	4	44	2	66	
			Complaint or Grievance	Child	-	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	-	2	-	2	
				Adult	3	-	5	6	16	2	32	
			Other Priority	Child	1	1	10	7	58	5	82	
				Adult	6	3	18	6	67	4	104	
			Complaint or Grievance	Child	-	1	1	-	1	-	3	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	-	3	-	4	
				Adult	-	-	-	-	2	-	2	
			Other Priority	Child	-	1	2	1	22	1	27	
				Adult	-	-	-	-	11	-	11	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	2	-	2	
				Adult	-	-	-	-	2	-	2	
			Other Priority	Child	-	-	-	-	10	-	10	
				Adult	-	-	1	1	5	1	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				16	11	74	33	306	19	459
		% of Total				3%	2%	16%	7%	67%	4%	100%

		Previous Years' Responses						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No Experience	No Reply	Total
2023	Total	3	14	81	41	245	13	397
	% of Total	1%	4%	20%	10%	62%	3%	100%
2022	Total	11	10	70	27	261	27	406
	% of Total	3%	2%	17%	7%	64%	7%	100%
2020-2021	Total	12	13	93	34	223	13	388
	% of Total	3%	3%	24%	9%	57%	3%	100%
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%

Composite Measure	Question	Member Type			2024 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	-	-	-	-	-	-	-		
				Adult	5	9	13	3	1	3	34		
			Other Priority	Child	20	34	19	2	2	3	80		
				Adult	14	31	27	4	1	6	83		
			Complaint or Grievance	Child	-	1	-	-	-	-	1		
				Adult	-	-	-	-	-	-	-		
		Luzerne	Priority	Child	-	1	1	-	-	-	2		
				Adult	9	15	13	1	-	2	40		
			Other Priority	Child	30	42	22	2	2	2	100		
				Adult	35	44	36	6	1	8	130		
			Complaint or Grievance	Child	-	1	1	-	1	-	3		
				Adult	-	-	-	-	-	-	-		
		Susquehanna	Priority	Child	1	1	2	-	-	-	4		
				Adult	1	1	-	-	-	-	2		
			Other Priority	Child	7	13	6	1	-	1	28		
				Adult	3	6	2	-	-	1	12		
			Complaint or Grievance	Child	-	-	-	-	-	-	-		
				Adult	-	-	-	-	-	-	-		
		Wyoming	Priority	Child	1	-	1	-	-	-	2		
				Adult	-	1	1	-	-	-	2		
			Other Priority	Child	4	3	2	-	1	1	11		
				Adult	2	4	1	-	-	1	8		
			Complaint or Grievance	Child	-	-	-	-	-	-	-		
				Adult	-	-	-	-	-	-	-		
			Total				132	207	147	19	9	28	542
			% of Total				24%	38%	27%	4%	2%	5%	100%

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2023	Total	128	180	144	16	10	21	499
	% of Total	26%	36%	29%	3%	2%	4%	100%
2022	Total	159	186	136	35	13	29	558
	% of Total	28%	33%	24%	6%	2%	5%	100%
2020-2021	Total	152	204	160	40	21	8	585
	% of Total	26%	35%	27%	7%	4%	1%	100%
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%

Composite Measure	Question	Member Type			2024 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	-	-	-	-	-	-	-	
				Adult	6	6	16	3	-	3	34	
			Other Priority	Child	14	40	19	2	2	3	80	
				Adult	9	27	37	3	1	6	83	
			Complaint or Grievance	Child	-	1	-	-	-	-	1	
				Adult	-	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	1	1	-	-	-	2	
				Adult	10	11	15	2	-	2	40	
			Other Priority	Child	20	45	29	3	1	2	100	
				Adult	34	29	45	8	3	11	130	
			Complaint or Grievance	Child	-	2	1	-	-	-	3	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	1	1	1	1	-	-	4	
				Adult	1	1	-	-	-	-	2	
			Other Priority	Child	6	14	6	1	-	1	28	
				Adult	2	7	2	-	-	1	12	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	1	-	-	-	2	
				Adult	-	1	1	-	-	-	2	
			Other Priority	Child	3	3	4	-	-	1	11	
				Adult	2	3	2	-	-	1	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				108	193	180	23	7	31	542
		% of Total				20%	36%	33%	4%	1%	6%	100%

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2023	Total	112	164	168	18	17	20	499
	% of Total	22%	33%	34%	4%	3%	4%	100%
2022	Total	125	179	164	42	16	32	558
	% of Total	22%	32%	29%	8%	3%	6%	100%
2020-2021	Total	134	192	185	40	22	12	585
	% of Total	23%	33%	32%	7%	4%	2%	100%
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%

Composite Measure	Question	Member Type			2024 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	-	-	-	-	-	-	-	
				Adult	7	8	12	4	-	3	34	
			Other Priority	Child	16	33	22	2	2	5	80	
				Adult	13	26	31	3	1	9	83	
			Complaint or Grievance	Child	-	1	-	-	-	-	1	
				Adult	-	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	1	1	-	-	-	2	
				Adult	13	16	7	1	-	3	40	
			Other Priority	Child	31	43	22	1	1	2	100	
				Adult	37	32	41	11	-	9	130	
			Complaint or Grievance	Child	-	1	2	-	-	-	3	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	1	3	-	-	-	4	
				Adult	-	2	-	-	-	-	2	
			Other Priority	Child	6	11	9	-	1	1	28	
				Adult	1	5	5	-	-	1	12	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	1	-	-	-	2	
				Adult	-	1	1	-	-	-	2	
			Other Priority	Child	2	6	1	1	-	1	11	
				Adult	1	5	1	-	-	1	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				127	193	159	23	5	35	542
		% of Total				23%	36%	29%	4%	1%	6%	100%

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2023	Total	113	175	154	24	12	21	499
	% of Total	23%	35%	31%	5%	2%	4%	100%
2022	Total	128	182	165	31	15	37	558
	% of Total	23%	33%	30%	6%	3%	7%	100%
2020-2021	Total	131	187	184	46	26	11	585
	% of Total	22%	32%	31%	8%	4%	2%	100%
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%

Composite Measure	Question	Member Type			2024 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	-	-	-	-	-	-	-	
				Adult	8	7	8	6	1	4	34	
			Other Priority	Child	17	32	24	2	2	3	80	
				Adult	11	30	30	5	1	6	83	
			Complaint or Grievance	Child	1	-	-	-	-	-	1	
				Adult	-	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	1	1	-	-	-	2	
				Adult	11	15	10	2	-	2	40	
			Other Priority	Child	26	47	23	-	2	2	100	
				Adult	33	35	41	12	-	9	130	
			Complaint or Grievance	Child	-	1	1	-	1	-	3	
				Adult	-	-	-	-	-	-	-	
		Susquehanna	Priority	Child	2	-	2	-	-	-	4	
				Adult	-	2	-	-	-	-	2	
			Other Priority	Child	10	11	5	-	1	1	28	
				Adult	3	6	2	-	-	1	12	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	1	1	-	-	-	2	
				Adult	-	1	1	-	-	-	2	
			Other Priority	Child	4	3	1	1	1	1	11	
				Adult	1	5	1	-	-	1	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	-	
		Total				127	197	151	28	9	30	542
		% of Total				23%	36%	28%	5%	2%	6%	100%

		Previous Years' Responses						
		Much better	A little better	About the same	A little worse	Much worse	No Reply	Total
2023	Total	114	166	156	34	13	16	499
	% of Total	23%	33%	31%	7%	3%	3%	100%
2022	Total	139	182	153	37	17	30	558
	% of Total	25%	33%	27%	7%	3%	5%	100%
2020-2021	Total	127	201	157	65	20	15	585
	% of Total	22%	34%	27%	11%	3%	3%	100%
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%

Composite Measure	Question	Member Type			2024 Responses					
					Yes	No	N/A	No Reply	Total	
Information about Options*	Told about self-help or consumer run programs**	Lackawanna	Priority	Child	-	-	-	-	-	
				Adult	10	13	2	3	28	
			Other Priority	Child	-	-	-	-	-	
				Adult	31	25	7	3	66	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	-	-	
				Adult	12	18	-	2	32	
			Other Priority	Child	-	-	-	-	-	
				Adult	46	52	1	5	104	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	-	-	-	
				Adult	1	-	1	-	2	
			Other Priority	Child	-	-	-	-	-	
				Adult	7	4	-	-	11	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	-	-	
				Adult	1	1	-	-	2	
			Other Priority	Child	-	-	-	-	-	
				Adult	3	2	2	1	8	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				111	115	13	14	253
		% of Total				44%	45%	5%	6%	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
2023	Total	141	118	24	10	293
	% of Total	48%	40%	8%	3%	100%
2022	Total	150	105	10	15	280
	% of Total	54%	38%	4%	5%	100%
2020-2021	Total	119	111	8	9	247
	% of Total	48%	45%	3%	4%	100%
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%

Composite Measure	Question	Member Type			2024 Responses			
					Yes	No	No Reply	Total
Information about Options*	Told about different treatments that are available for condition	Lackawanna	Priority	Child	-	-	-	-
				Adult	19	5	4	28
			Other Priority	Child	61	12	2	75
				Adult	48	11	7	66
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
		Luzerne	Priority	Child	2	-	-	2
				Adult	23	8	1	32
			Other Priority	Child	64	14	4	82
				Adult	78	21	5	104
			Complaint or Grievance	Child	2	1	-	3
				Adult	-	-	-	-
		Susquehanna	Priority	Child	3	1	-	4
				Adult	2	-	-	2
			Other Priority	Child	22	4	1	27
				Adult	9	1	1	11
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	-	-	2
				Adult	2	-	-	2
			Other Priority	Child	7	2	1	10
				Adult	6	1	1	8
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Total			351	81	27	459
		% of Total			76%	18%	6%	100%

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

		Previous' Years Responses			
		Yes	No	No Reply	Total
2023	Total	257	131	9	397
	% of Total	65%	33%	2%	100%
2022	Total	285	92	29	406
	% of Total	70%	23%	7%	100%
2020-2021	Total	263	113	12	388
	% of Total	68%	29%	3%	100%
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%

Composite Measure	Question	Member Type			2024 Responses					
					Yes	No	N/A	No Reply	Total	
Information about Options*	Goals of child' s treatment discussed completely with you**	Lackawanna	Priority	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
			Other Priority	Child	64	5	5	1	75	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	1	-	-	-	1	
				Adult	-	-	-	-	-	
		Luzerne	Priority	Child	2	-	-	-	2	
				Adult	-	-	-	-	-	
			Other Priority	Child	62	13	4	3	82	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	2	-	1	-	3	
				Adult	-	-	-	-	-	
		Susquehanna	Priority	Child	3	1	-	-	4	
				Adult	-	-	-	-	-	
			Other Priority	Child	25	1	-	1	27	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Wyoming	Priority	Child	2	-	-	-	2	
				Adult	-	-	-	-	-	
			Other Priority	Child	5	3	-	2	10	
				Adult	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	
				Adult	-	-	-	-	-	
		Total				166	23	10	7	206
		% of Total				81%	11%	5%	3%	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
2023	Total	90	9	2	3	104
	% of Total	87%	9%	2%	3%	100%
2022	Total	105	7	4	10	126
	% of Total	83%	6%	3%	8%	100%
2020-2021	Total	105	34	-	2	141
	% of Total	74%	24%	-	1%	100%
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%

Composite Measure	Question	Member Type			2024 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	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	3	7	20	42	2	75	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	2	10	11	53	3	82	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	2	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	3	-	4	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	1	9	16	1	27	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	1	-	2	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	1	-	4	4	1	10	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				6	18	45	124	7	206
		% of Total				3%	9%	22%	60%	3%	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
2023	Total	3	10	24	62	2	104
	% of Total	3%	10%	23%	60%	2%	100%
2022	Total	2	11	31	71	10	130
	% of Total	2%	8%	24%	55%	8%	100%
2020-2021	Total	5	20	28	87	-	140
	% of Total	4%	14%	20%	62%	-	100%
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%

Composite Measure	Question	Member Type			2024 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	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	2	9	19	42	1	75	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	2	8	14	52	4	82	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	1	1	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	-	1	3	-	4	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	-	3	11	12	1	27	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	-	-	-	-	
			Other Priority	Child	1	-	4	4	1	10	
				Adult	-	-	-	-	-	-	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				5	20	50	119	7	206
		% of Total				2%	10%	24%	58%	3%	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
2023	Total	1	12	23	63	5	104
	% of Total	1%	12%	22%	61%	5%	100%
2022	Total	2	6	23	83	9	126
	% of Total	2%	5%	18%	66%	7%	100%
2020-2021	Total	2	18	31	89	-	140
	% of Total	1%	13%	22%	64%	0%	100%
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%

Single Item Measures

Single Item Measure	Question	Member Type			2024 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	-	-	-	-	-	-	
				Adult	1	2	13	12	-	28	
			Other Priority	Child	1	8	19	46	1	75	
				Adult	3	5	27	28	3	66	
			Complaint or Grievance	Child	-	-	-	1	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	2	-	2	
				Adult	1	2	6	22	1	32	
			Other Priority	Child	3	6	21	49	3	82	
				Adult	3	9	34	56	2	104	
			Complaint or Grievance	Child	-	-	-	3	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	1	-	3	-	4	
				Adult	-	-	1	1	-	2	
			Other Priority	Child	1	6	10	8	2	27	
				Adult	-	3	3	5	-	11	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	-	2	-	2	
				Adult	-	-	1	1	-	2	
			Other Priority	Child	-	3	1	6	-	10	
				Adult	-	-	1	6	1	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				13	45	137	251	13	459
		% of Total				3%	10%	30%	55%	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
2023	Total	13	35	141	196	12	397
	% of Total	3%	9%	36%	49%	3%	100%
2022	Total	18	44	89	233	22	406
	% of Total	4%	11%	22%	57%	5%	100%
2020-2021	Total	19	56	113	191	9	388
	% of Total	5%	14%	29%	49%	2%	100%
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%

Single Item Measure	Question	Member Type			2024 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	-	-	-	-
				Adult	19	6	-	25
			Other Priority	Child	42	8	1	51
				Adult	38	11	3	52
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Luzerne	Priority	Child	2	-	-	2
				Adult	25	4	2	31
			Other Priority	Child	52	10	-	62
				Adult	66	21	-	87
			Complaint or Grievance	Child	2	-	-	2
				Adult	-	-	-	-
		Susquehanna	Priority	Child	3	-	-	3
				Adult	2	-	-	2
			Other Priority	Child	12	1	-	13
				Adult	6	2	-	8
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	-	-	2
				Adult	1	1	-	2
			Other Priority	Child	8	-	-	8
				Adult	3	2	-	5
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Total			283	66	6	355
		% of Total			80%	19%	2%	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
2023	Total	278	64	7	349
	% of Total	80%	18%	2%	100%
2022	Total	260	58	3	321
	% of Total	81%	18%	1%	100%
2020-2021	Total	334	50	4	388
	% of Total	86%	13%	1%	100%
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%

Single Item Measure	Question	Member Type			2024 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	9	12	5	2	28
			Other Priority	Child	-	-	-	-	-
				Adult	34	18	8	6	66
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Luzerne	Priority	Child	-	-	-	-	-
				Adult	16	14	-	2	32
			Other Priority	Child	-	-	-	-	-
				Adult	58	39	1	6	104
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-	-
				Adult	1	-	1	-	2
			Other Priority	Child	-	-	-	-	-
				Adult	7	4	-	-	11
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-	-
				Adult	1	-	1	-	2
			Other Priority	Child	-	-	-	-	-
				Adult	7	-	1	-	8
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Total			133	87	17	16	253
		% of Total			53%	34%	7%	6%	100%

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

		Previous Years' Responses				
		Yes	No	N/A	No Reply	Total
2023	Total	125	135	27	6	293
	% of Total	43%	46%	9%	2%	100%
2022	Total	113	144	9	14	280
	% of Total	40%	51%	3%	5%	100%
2020-2021	Total	106	123	-	9	247
	% of Total	43%	50%	-	4%	100%
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%

Single Item Measure	Question	Member Type			2024 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	-	-	-	-	
				Adult	15	11	2	28	
			Other Priority	Child	56	16	3	75	
				Adult	46	15	5	66	
			Complaint or Grievance	Child	1	-	-	1	
				Adult	-	-	-	-	
		Luzerne	Priority	Child	2	-	-	2	
				Adult	22	9	1	32	
			Other Priority	Child	59	18	5	82	
				Adult	70	30	4	104	
			Complaint or Grievance	Child	3	-	-	3	
				Adult	-	-	-	-	
		Susquehanna	Priority	Child	2	2	-	4	
				Adult	2	-	-	2	
			Other Priority	Child	23	3	1	27	
				Adult	8	3	-	11	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Wyoming	Priority	Child	2	-	-	2	
				Adult	2	-	-	2	
			Other Priority	Child	3	4	3	10	
				Adult	4	1	3	8	
			Complaint or Grievance	Child	-	-	-	-	
				Adult	-	-	-	-	
		Total				320	112	27	459
		% of Total				70%	24%	6%	100%

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

		Previous Years' Responses			
		Yes	No	No Reply	Total
2023	Total	257	131	9	397
	% of Total	65%	33%	2%	100%
2022	Total	288	84	34	406
	% of Total	71%	21%	8%	100%
2020-2021	Total	268	111	9	388
	% of Total	69%	29%	2%	100%
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%

Single Item Measure	Question	Member Type			2024 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	-	-	-	-
				Adult	16	10	2	28
			Other Priority	Child	62	10	3	75
				Adult	53	10	3	66
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
		Luzerne	Priority	Child	2	-	-	2
				Adult	24	6	2	32
			Other Priority	Child	73	6	3	82
				Adult	82	17	5	104
			Complaint or Grievance	Child	3	-	-	3
				Adult	-	-	-	-
		Susquehanna	Priority	Child	3	1	-	4
				Adult	2	-	-	2
			Other Priority	Child	23	2	2	27
				Adult	10	-	1	11
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	-	-	2
				Adult	2	-	-	2
			Other Priority	Child	8	1	1	10
				Adult	6	1	1	8
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Total			372	64	23	459
		% of Total			81%	14%	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
2023	Total	336	46	15	397
	% of Total	85%	12%	4%	100%
2022	Total	331	42	33	406
	% of Total	82%	10%	8%	100%
2020-2021	Total	326	45	17	388
	% of Total	84%	12%	4%	100%
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%

Single Item Measure	Question	Member Type			2024 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	-	-	-	-
				Adult	18	8	2	28
			Other Priority	Child	69	4	2	75
				Adult	55	7	4	66
			Complaint or Grievance	Child	1	-	-	1
				Adult	-	-	-	-
		Luzerne	Priority	Child	2	-	-	2
				Adult	28	2	2	32
			Other Priority	Child	71	7	4	82
				Adult	84	16	4	104
			Complaint or Grievance	Child	3	-	-	3
				Adult	-	-	-	-
		Susquehanna	Priority	Child	4	-	-	4
				Adult	2	-	-	2
			Other Priority	Child	23	2	2	27
				Adult	10	1	-	11
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	2	-	-	2
				Adult	2	-	-	2
			Other Priority	Child	9	1	-	10
				Adult	7	-	1	8
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Total			390	48	21	459
		% of Total			85%	10%	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
2023	Total	325	58	14	397
	% of Total	82%	15%	4%	100%
2022	Total	320	54	32	406
	% of Total	79%	13%	8%	100%
2020-2021	Total	309	61	18	388
	% of Total	80%	16%	5%	100%
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%

Single Item Measure	Question	Member Type			2024 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	-	-	-	-
				Adult	5	21	2	28
			Other Priority	Child	8	66	1	75
				Adult	6	57	3	66
			Complaint or Grievance	Child	-	1	-	1
				Adult	-	-	-	-
		Luzerne	Priority	Child	-	2	-	2
				Adult	2	28	2	32
			Other Priority	Child	7	72	3	82
				Adult	9	91	4	104
			Complaint or Grievance	Child	-	3	-	3
				Adult	-	-	-	-
		Susquehanna	Priority	Child	-	4	-	4
				Adult	-	2	-	2
			Other Priority	Child	3	23	1	27
				Adult	-	11	-	11
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	2	-	2
				Adult	-	2	-	2
			Other Priority	Child	-	10	-	10
				Adult	-	7	1	8
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Total			40	402	17	459
		% of Total			9%	88%	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
2023	Total	33	352	12	397
	% of Total	8%	89%	3%	100%
2022	Total	31	344	31	406
	% of Total	8%	85%	8%	100%
2020-2021	Total	33	345	10	388
	% of Total	9%	89%	3%	100%
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%

Single Item Measure	Question	Member Type			2024 Responses			
					Yes	No	No Reply	Total
Cultural Competency*	Care responsive to cultural needs**	Lackawanna	Priority	Child	-	-	-	-
				Adult	2	-	-	2
			Other Priority	Child	1	1	-	2
				Adult	1	-	-	1
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Luzerne	Priority	Child	-	-	-	-
				Adult	2	1	1	4
			Other Priority	Child	4	1	-	5
				Adult	1	-	1	2
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Susquehanna	Priority	Child	-	-	-	-
				Adult	1	-	-	1
			Other Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Wyoming	Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Other Priority	Child	-	-	-	-
				Adult	-	-	-	-
			Complaint or Grievance	Child	-	-	-	-
				Adult	-	-	-	-
		Total			12	3	2	17
		% of Total			71%	18%	12%	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. 420 Members responded that they did not have cultural needs that made a difference in what kind of treatment needed and 22 Members did not respond.

		Previous Years' Responses			
		Yes	No	No Reply	Total
2023	Total	14	3	2	19
	% of Total	74%	16%	11%	100%
2022	Total	20	4	2	26
	% of Total	77%	15%	8%	100%
2020-2021	Total	23	6	1	30
	% of Total	77%	20%	3%	100%
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%

Single Item Measure	Question	Member Type			2024 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	-	-	-	-	-	-	
				Adult	1	6	10	17	-	34	
			Other Priority	Child	2	11	22	39	6	80	
				Adult	3	13	21	44	2	83	
			Complaint or Grievance	Child	-	1	-	-	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	-	-	-	2	-	2	
				Adult	-	2	8	27	3	40	
			Other Priority	Child	4	4	34	54	4	100	
				Adult	4	16	26	76	8	130	
			Complaint or Grievance	Child	-	1	1	1	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	-	1	1	2	-	4	
				Adult	-	-	-	2	-	2	
			Other Priority	Child	-	3	15	9	1	28	
				Adult	-	3	4	5	-	12	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	-	-	1	1	-	2	
				Adult	-	-	1	1	-	2	
			Other Priority	Child	1	1	5	4	-	11	
				Adult	-	-	3	3	2	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				15	62	152	287	26	542
		% of Total				3%	11%	28%	53%	5%	100%

		Previous Years' Responses					
		Not at all	A little	Somewhat	A lot	No Reply	Total
2023	Total	23	55	115	289	17	499
	% of Total	5%	11%	23%	58%	3%	100%
2022	Total	28	49	138	315	28	558
	% of Total	5%	9%	25%	56%	5%	100%
2020-2021	Total	26	76	148	324	11	585
	% of Total	4%	13%	25%	55%	2%	100%
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%

Single Item Measure	Question	Member Type			2024 Responses						
					Always	Usually	Sometimes	Never	No Reply	Total	
Additional Question*	In the last 12 months, if you needed a routine appointment for counseling or treatment, how often did you see someone as soon as you wanted?	Lackawanna	Priority	Child	-	-	-	-	-	-	
				Adult	12	12	5	-	5	34	
			Other Priority	Child	33	23	14	5	5	80	
				Adult	34	27	11	5	6	83	
			Complaint or Grievance	Child	1	-	-	-	-	1	
				Adult	-	-	-	-	-	-	
		Luzerne	Priority	Child	2	-	-	-	-	2	
				Adult	25	8	3	1	3	40	
			Other Priority	Child	50	24	10	7	9	100	
				Adult	73	23	18	7	9	130	
			Complaint or Grievance	Child	3	-	-	-	-	3	
				Adult	-	-	-	-	-	-	
		Susquehanna	Priority	Child	2	2	-	-	-	4	
				Adult	1	1	-	-	-	2	
			Other Priority	Child	11	9	7	-	1	28	
				Adult	3	3	5	-	1	12	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Wyoming	Priority	Child	2	-	-	-	-	2	
				Adult	1	1	-	-	-	2	
			Other Priority	Child	2	6	1	1	1	11	
				Adult	1	5	1	-	1	8	
			Complaint or Grievance	Child	-	-	-	-	-	-	
				Adult	-	-	-	-	-	-	
		Total				256	144	75	26	41	542
		% of Total				47%	27%	14%	5%	8%	100%

*This question was added to this survey in 2022.

		Previous Years' Responses					
		Always	Usually	Sometimes	Never	No Reply	Total
2023	Total	230	152	67	24	26	499
	% of Total	46%	30%	13%	5%	5%	100%
2022	Total	261	140	63	49	45	558
	% of Total	47%	25%	11%	9%	8%	100%

Single Item Measure	Question	Member Type			2024 Responses				
					Same Day	Within 7 Days	After 7 Days	No Reply	Total
Additional Question*	How long did you have to wait for an appointment?	Lackawanna	Priority	Child	-	-	-	-	-
				Adult	3	19	7	5	34
			Other Priority	Child	9	47	18	6	80
				Adult	12	45	16	10	83
			Complaint or Grievance	Child	-	1	-	-	1
				Adult	-	-	-	-	-
		Luzerne	Priority	Child	-	2	-	-	2
				Adult	8	23	4	5	40
			Other Priority	Child	14	56	18	12	100
				Adult	21	71	23	15	130
			Complaint or Grievance	Child	1	2	-	-	3
				Adult	-	-	-	-	-
		Susquehanna	Priority	Child	-	4	-	-	4
				Adult	-	2	-	-	2
			Other Priority	Child	1	22	4	1	28
				Adult	-	7	3	2	12
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Wyoming	Priority	Child	1	1	-	-	2
				Adult	-	1	1	-	2
			Other Priority	Child	-	8	1	2	11
				Adult	1	5	1	1	8
			Complaint or Grievance	Child	-	-	-	-	-
				Adult	-	-	-	-	-
		Total			71	316	96	59	542
		% of Total			13%	58%	18%	11%	100%

*This question was added to this survey in 2022.

		Previous Years' Responses				
		Same Day	Within 7 Days	After 7 Days	No Reply	Total
2023	Total	65	281	110	43	499
	% of Total	13%	56%	22%	9%	100%
2022	Total	103	263	135	57	558
	% of Total	18%	47%	24%	10%	100%

Member Type			Rating of Counseling/Treatment 2024 Responses											
			0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
Lackawanna	Priority	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	1	-	1	-	-	3	2	2	6	4	11	30
	Other Priority	Child	2	1	-	1	-	5	5	16	14	6	27	77
		Adult	3	-	-	1	2	4	5	8	19	7	32	81
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	1	-	-	1
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Luzerne	Priority	Child	-	-	-	-	-	-	-	-	1	-	1	2
		Adult	-	-	-	-	1	1	1	3	6	3	22	37
	Other Priority	Child	1	1	1	1	-	3	3	12	21	14	40	97
		Adult	1	3	-	2	3	5	6	11	18	21	54	124
	Complaint or Grievance	Child	-	-	-	-	1	-	-	-	-	1	1	3
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Susquehanna	Priority	Child	-	-	-	-	-	-	-	-	4	-	-	4
		Adult	-	-	-	-	-	-	-	-	1	-	1	2
	Other Priority	Child	-	-	-	-	-	-	2	5	5	9	6	27
		Adult	-	-	1	-	-	1	1	-	6	-	3	12
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Wyoming	Priority	Child	-	-	-	-	-	-	-	1	-	-	1	2
		Adult	-	-	-	-	-	1	-	-	-	1	-	2
	Other Priority	Child	-	-	-	1	-	-	-	2	1	3	4	11
		Adult	-	-	-	-	-	1	-	-	3	-	3	7
	Complaint or Grievance	Child	-	-	-	-	-	-	-	-	-	-	-	-
		Adult	-	-	-	-	-	-	-	-	-	-	-	-
Total			8	5	3	6	7	24	25	60	106	69	206	519
% of Total			2%	1%	1%	1%	1%	5%	5%	12%	20%	13%	40%	100%

*23 surveys showed no response.

		Previous Years' Responses											
		0 Worst	1	2	3	4	5	6	7	8	9	10 Best	Total
2023	Total	9	5	5	11	9	27	25	43	81	77	187	479
	% of Total	2%	1%	1%	2%	2%	6%	5%	9%	17%	16%	39%	100%
2022	Total	13	9	5	6	13	28	27	46	106	66	212	531
	% of Total	2%	2%	1%	1%	2%	5%	5%	9%	20%	12%	40%	100%
2020-2021	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%
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%