

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

3rd Quarter

July 1, 2012 to September 30, 2012

Prepared By:
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The following text is a summary of the information received during the administration of the HealthChoices Consumer/Family Satisfaction Team survey. Included in this information are side-by-side comparisons of the percentages from the previous reporting period, a table showing the entire reporting year, and a quarterly trend table. In consideration of space, certain items have been abbreviated. They are as follows: P/G - Parent/Guardian, C/A - Child/Adolescent, DNR – Did Not Respond. Included in the DNR or N/A number are individuals for whom the question was not relevant, and individuals who did not answer the question. During this quarter 86 individuals from Lehigh County were visited.

Question #1

I am pleased with the quality of services provided to me.

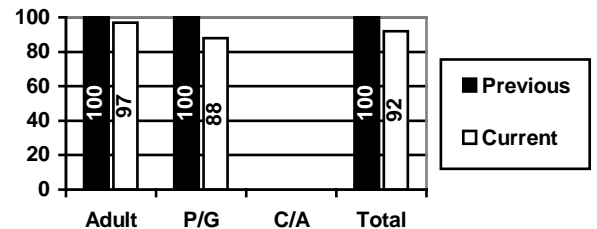
3rd Quarter (07/01/12 – 09/30/12)

| | Adults | P/G | C/A | Total |
|--------------|---------|---------|-----|---------|
| Yes | 36(97%) | 43(88%) | | 79(92%) |
| No | 1(3%) | 6(12%) | | 7(8%) |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

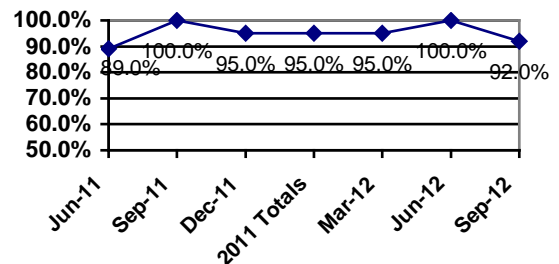
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|----------|----------|---------|----------|
| Yes | 103(97%) | 133(94%) | 1(100%) | 237(95%) |
| No | 3(3%) | 9(6%) | | 12(5%) |
| DNR | | 1 | | 1 |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #2

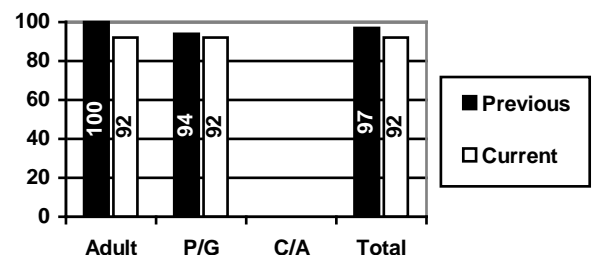
The services I receive help me deal more effectively with my illness.

| | Adults | P/G | C/A | Total |
|--------------|---------|---------|-----|---------|
| Yes | 34(92%) | 45(92%) | | 79(92%) |
| No | 3(8%) | 4(8%) | | 7(8%) |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

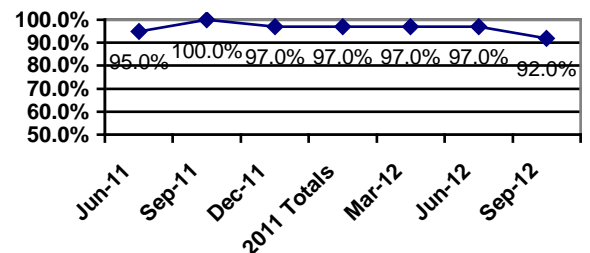
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|----------|----------|---------|----------|
| Yes | 102(97%) | 133(94%) | 1(100%) | 236(95%) |
| No | 3(3%) | 9(6%) | | 12(5%) |
| DNR | 1 | 1 | | 2 |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #3

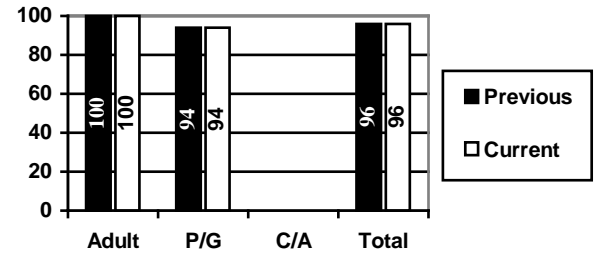
I have received assessments and referrals to the appropriate types of services?

| | Adults | P/G | C/A | Total |
|-------|----------|---------|-----|---------|
| Yes | 34(100%) | 44(94%) | | 78(96%) |
| No | | 3(6%) | | 3(4%) |
| DNR | 3 | 2 | | 5 |
| Total | 37 | 49 | | 86 |

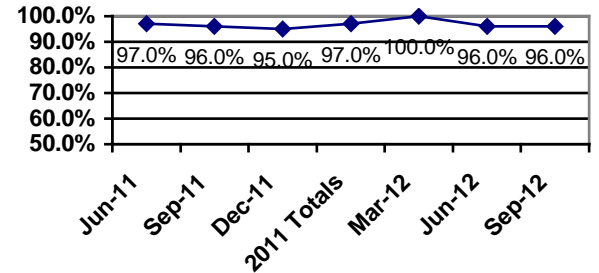
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|----------|----------|---------|----------|
| Yes | 95(100%) | 127(96%) | 1(100%) | 223(98%) |
| No | | 5(4%) | | 5(2%) |
| DNR | 11 | 11 | | 22 |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #4

Adults: Have you ever been referred for Community Treatment Team services? If so, were you comfortable with the process?

| | Adults |
|-------|---------|
| Yes | 8(100%) |
| No | |
| DNR | 29 |
| Total | 37 |

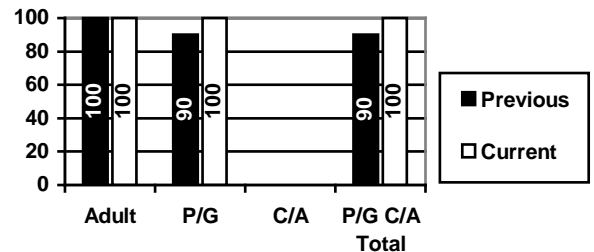
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

| | P/G | C/A | Total |
|-------|---------|-----|---------|
| Yes | 5(100%) | | 5(100%) |
| No | | | |
| DNR | 44 | | 44 |
| Total | 49 | | 49 |

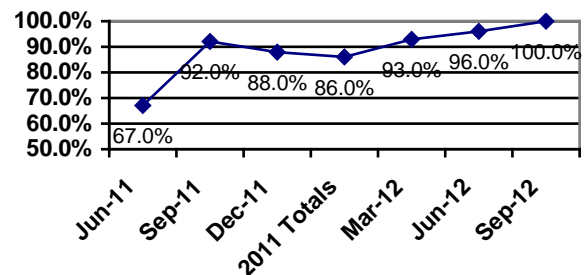
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|----------|---------|-----|---------|
| Yes | 36(100%) | 27(90%) | | 63(95%) |
| No | | 3(10%) | | 3(5%) |
| DNR | 70 | 113 | 1 | 184 |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys

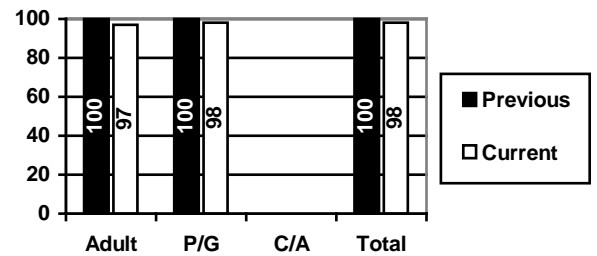


Question #5

In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

| | Adults | P/G | C/A | Total |
|--------------|---------|---------|-----|---------|
| Yes | 35(97%) | 48(98%) | | 83(98%) |
| No | 1(3%) | 1(2%) | | 2(2%) |
| DNR | 1 | | | 1 |
| Total | 37 | 49 | | 86 |

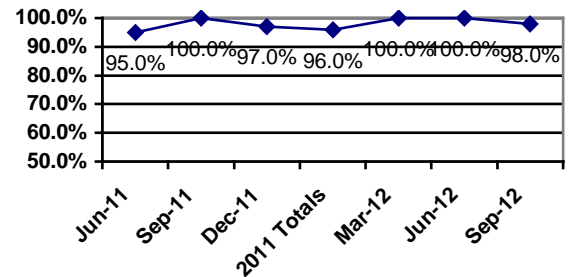
Previous Report Comparison



Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|----------|----------|---------|----------|
| Yes | 103(99%) | 142(99%) | 1(100%) | 246(99%) |
| No | 1(1%) | 1(1%) | | 2(1%) |
| DNR | 2 | | | 2 |
| Total | 106 | 143 | 1 | 250 |

Quarterly Trend All Surveys

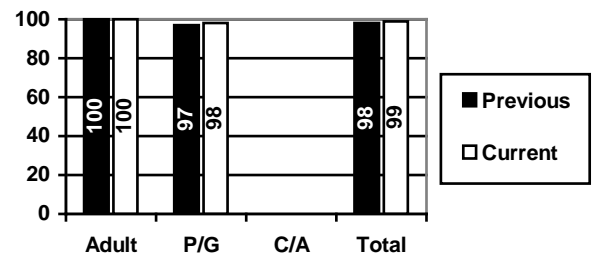


Question #6

When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

| | Adults | P/G | C/A | Total |
|--------------|----------|---------|-----|---------|
| Yes | 34(100%) | 48(98%) | | 82(99%) |
| No | | 1(2%) | | 1(1%) |
| DNR | 3 | | | 3 |
| Total | 37 | 49 | | 86 |

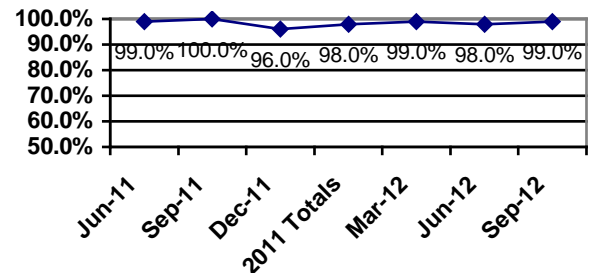
Previous Report Comparison



Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|----------|----------|---------|----------|
| Yes | 98(100%) | 139(98%) | 1(100%) | 238(99%) |
| No | | 3(2%) | | 3(1%) |
| DNR | 8 | 1 | | 9 |
| Total | 106 | 143 | 1 | 250 |

Quarterly Trend All Surveys



Question #7

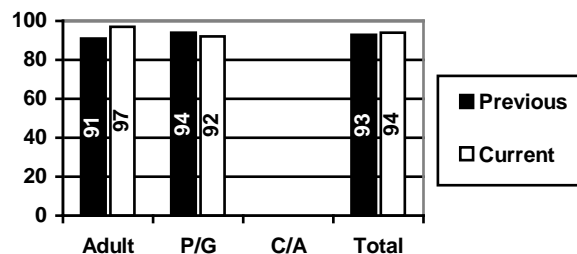
I have received enough information to make educated choices regarding my treatment.

| | Adults | P/G | C/A | Total |
|-------|---------|---------|-----|---------|
| Yes | 36(97%) | 45(92%) | | 81(94%) |
| No | 1(3%) | 4(8%) | | 5(6%) |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

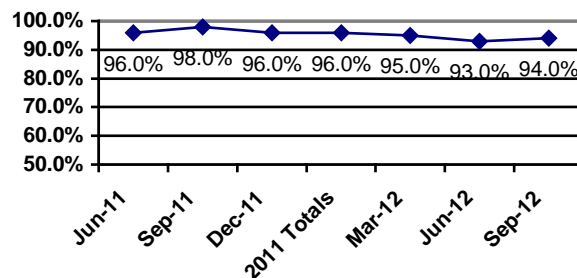
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|----------|----------|---------|----------|
| Yes | 101(95%) | 133(94%) | 1(100%) | 235(94%) |
| No | 5(5%) | 9(6%) | | 14(6%) |
| DNR | | 1 | | 1 |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #8

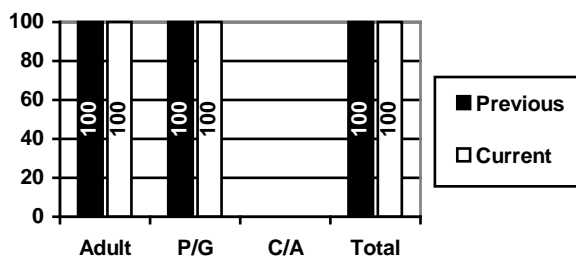
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

| | Adults | P/G | C/A | Total |
|-------|----------|----------|-----|----------|
| Yes | 37(100%) | 49(100%) | | 86(100%) |
| No | | | | |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

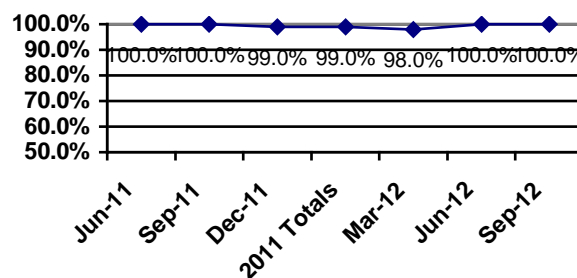
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|----------|----------|---------|----------|
| Yes | 105(99%) | 142(99%) | 1(100%) | 248(99%) |
| No | 1(1%) | 1(1%) | | 2(1%) |
| DNR | | | | |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #9

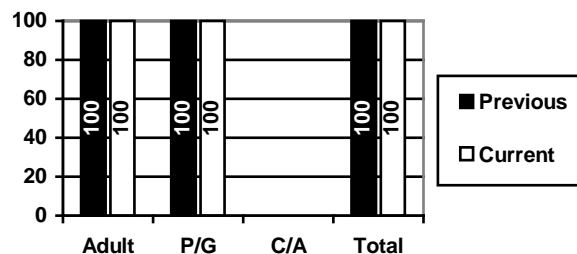
The service providers use everyday language that I can understand.

| | Adults | P/G | C/A | Total |
|-------|----------|----------|-----|----------|
| Yes | 37(100%) | 49(100%) | | 86(100%) |
| No | | | | |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

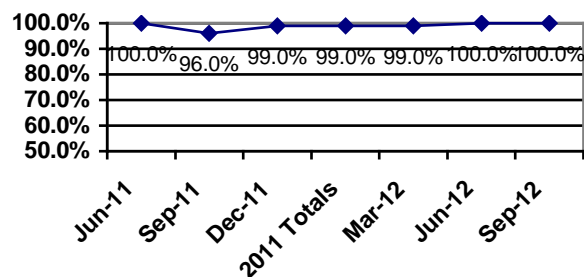
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|-----------|----------|---------|----------|
| Yes | 106(100%) | 142(99%) | 1(100%) | 249(99%) |
| No | | 1(1%) | | 1(1%) |
| DNR | | | | |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

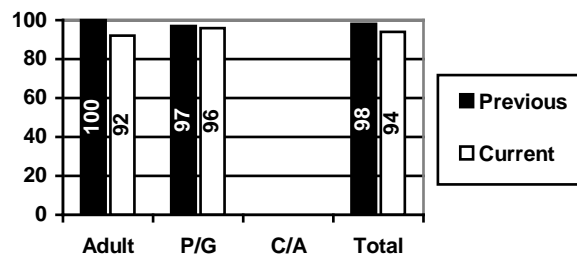
I am satisfied with the location(s) where I receive services?

| | Adults | P/G | C/A | Total |
|-------|---------|---------|-----|---------|
| Yes | 34(92%) | 47(96%) | | 81(94%) |
| No | 3(8%) | 2(4%) | | 5(6%) |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

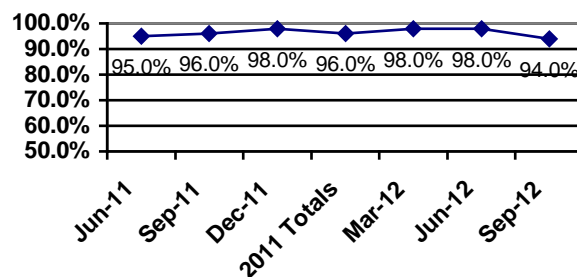
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|----------|----------|---------|----------|
| Yes | 102(96%) | 139(97%) | 1(100%) | 242(97%) |
| No | 4(4%) | 4(3%) | | 8(3%) |
| DNR | | | | |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #11

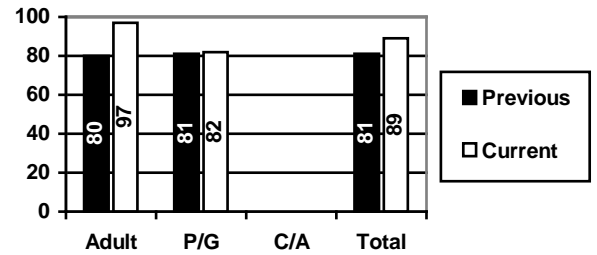
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

| | Adults | P/G | C/A | Total |
|--------------|---------|---------|-----|---------|
| Yes | 35(97%) | 36(82%) | | 71(89%) |
| No | 1(3%) | 8(18%) | | 9(11%) |
| DNR | 1 | 5 | | 6 |
| Total | 37 | 49 | | 86 |

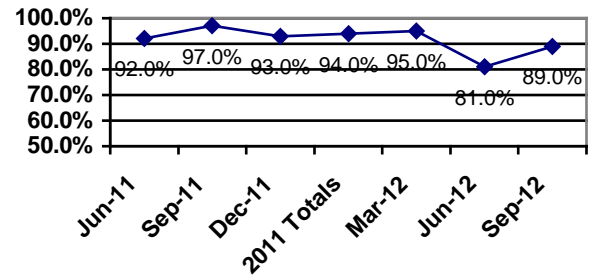
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|---------|----------|-----|----------|
| Yes | 87(93%) | 108(87%) | | 195(89%) |
| No | 7(7%) | 16(13%) | | 23(11%) |
| DNR | 12 | 19 | 1 | 32 |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

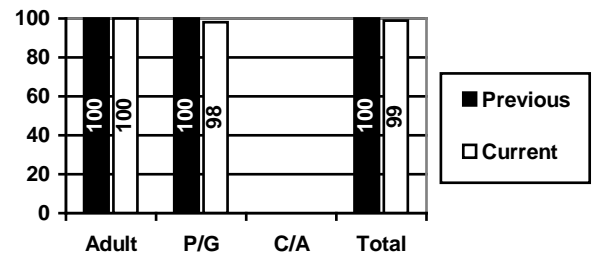
The service providers offer dignity, respect, and a sense of hope during my treatment.

| | Adults | P/G | C/A | Total |
|--------------|----------|---------|-----|---------|
| Yes | 37(100%) | 48(98%) | | 85(99%) |
| No | | 1(2%) | | 1(1%) |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

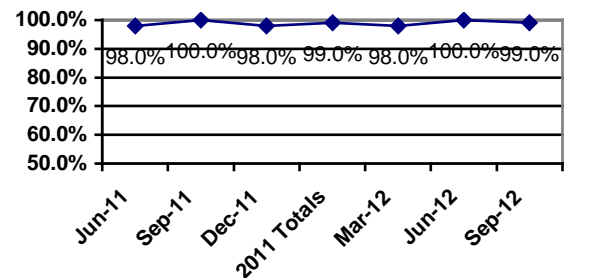
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|----------|----------|---------|----------|
| Yes | 105(99%) | 141(99%) | 1(100%) | 247(99%) |
| No | 1(1%) | 2(1%) | | 3(1%) |
| DNR | | | | |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #13

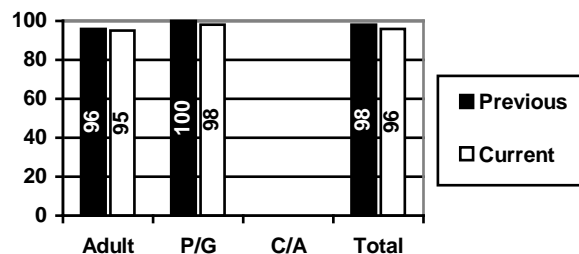
I was able to get connected to services in a timely manner?

| | Adults | P/G | C/A | Total |
|--------------|---------|---------|-----|---------|
| Yes | 35(95%) | 47(98%) | | 82(96%) |
| No | 2(5%) | 1(2%) | | 3(4%) |
| DNR | | 1 | | 1 |
| Total | 37 | 49 | | 86 |

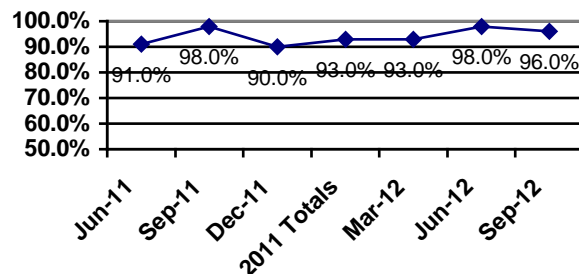
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|----------|----------|---------|----------|
| Yes | 102(96%) | 135(95%) | 1(100%) | 238(96%) |
| No | 4(4%) | 7(5%) | | 11(4%) |
| DNR | | 1 | | 1 |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

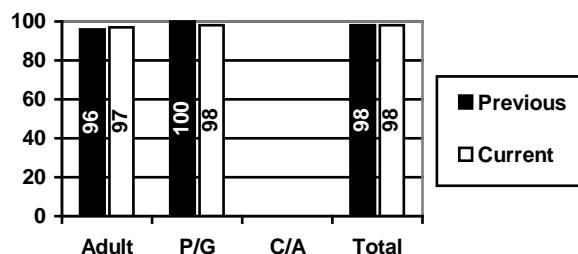
My service providers are focused on my individual process of recovery?

| | Adults | P/G | C/A | Total |
|--------------|---------|---------|-----|---------|
| Yes | 36(97%) | 48(98%) | | 84(98%) |
| No | 1(3%) | 1(2%) | | 2(2%) |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

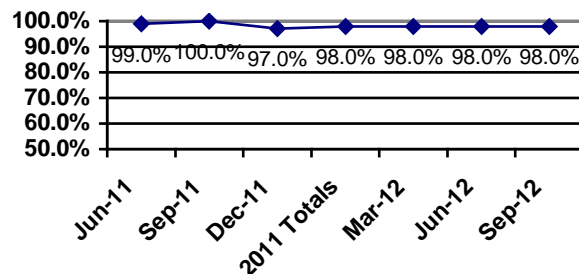
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|----------|----------|---------|----------|
| Yes | 104(98%) | 140(98%) | 1(100%) | 245(98%) |
| No | 2(2%) | 3(2%) | | 5(2%) |
| DNR | | | | |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #15

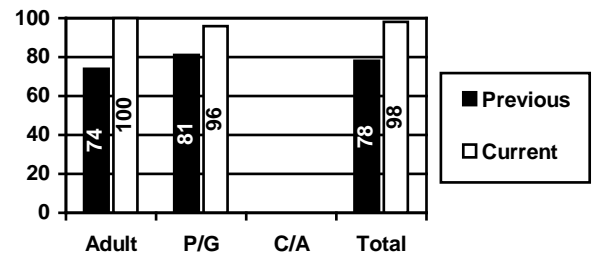
I know how to make a complaint or grievance if I am dissatisfied with the services I receive.

| | Adults | P/G | C/A | Total |
|-------|----------|---------|-----|---------|
| Yes | 36(100%) | 47(96%) | | 83(98%) |
| No | | 2(4%) | | 2(2%) |
| DNR | 1 | | | 1 |
| Total | 37 | 49 | | 86 |

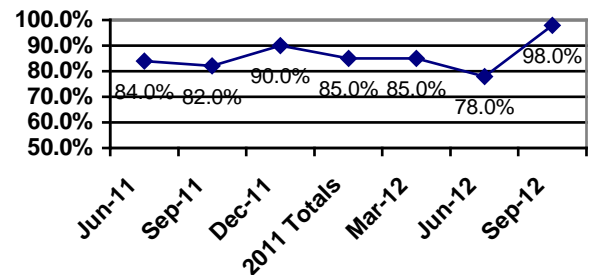
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|---------|----------|---------|----------|
| Yes | 90(86%) | 126(89%) | 1(100%) | 217(88%) |
| No | 15(14%) | 16(11%) | | 31(12%) |
| DNR | 1 | 1 | | 2 |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #16

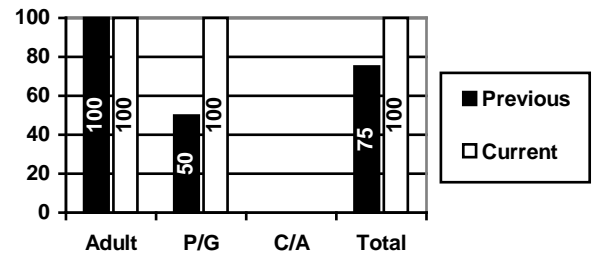
If I have used the complaint or grievance process, the process was easy to navigate?

| | Adults | P/G | C/A | Total |
|-------|---------|---------|-----|---------|
| Yes | 1(100%) | 8(100%) | | 9(100%) |
| No | | | | |
| N/A | 36 | 41 | | 77 |
| Total | 37 | 49 | | 86 |

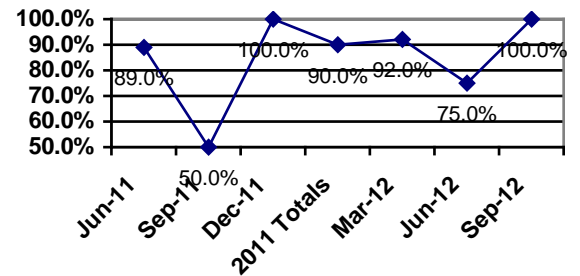
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|--------|---------|-----|---------|
| Yes | 8(89%) | 15(94%) | | 23(92%) |
| No | 1(11%) | 1(6%) | | 2(8%) |
| DNR | 97 | 127 | 1 | 225 |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



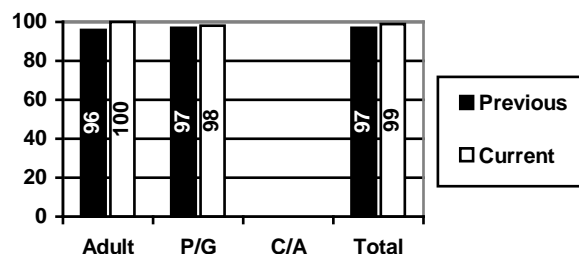
Note: Individuals listed as DNR responded as not having used the complaint or grievance process.

Question #17

It is clear to me that I, not the professionals, am responsible for deciding what services are provided to me.

| | Adults | P/G | C/A | Total |
|-------|----------|---------|-----|---------|
| Yes | 37(100%) | 48(98%) | | 85(99%) |
| No | | 1(2%) | | 1(1%) |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

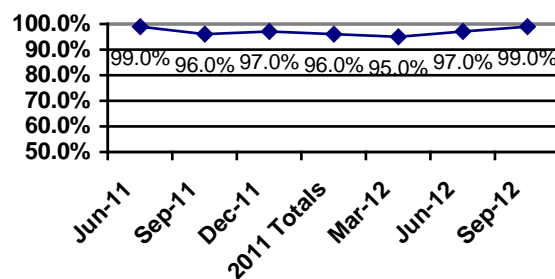
Previous Report Comparison



Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|----------|----------|---------|----------|
| Yes | 102(96%) | 139(97%) | 1(100%) | 242(97%) |
| No | 4(4%) | 4(3%) | | 8(3%) |
| DNR | | | | |
| Total | 106 | 143 | 1 | 250 |

Quarterly Trend All Surveys

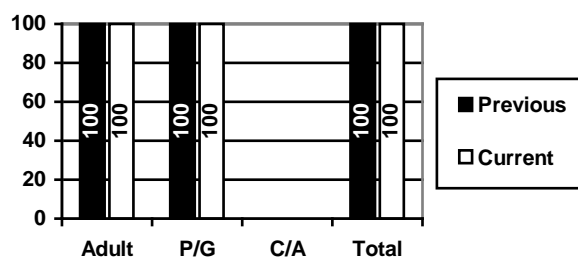


Question #18

I am pleased with the physical environment where I receive services.

| | Adults | P/G | C/A | Total |
|-------|----------|----------|-----|----------|
| Yes | 37(100%) | 49(100%) | | 86(100%) |
| No | | | | |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

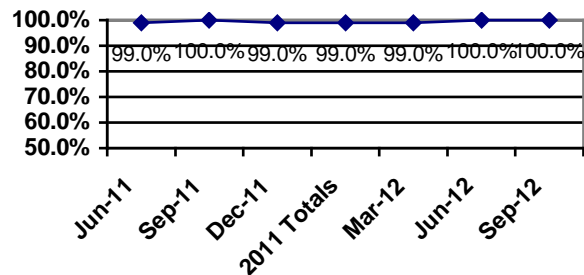
Previous Report Comparison



Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|----------|-----------|---------|----------|
| Yes | 105(99%) | 143(100%) | 1(100%) | 249(99%) |
| No | 1(1%) | | | 1(1%) |
| DNR | | | | |
| Total | 106 | 143 | 1 | 250 |

Quarterly Trend All Surveys



Question #19

A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?

| | Adults | P/G | C/A | Total |
|--------------|---------|---------|-----|---------|
| Yes | 35(95%) | 47(96%) | | 82(95%) |
| No | 2(5%) | 2(4%) | | 4(5%) |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|---------|----------|---------|----------|
| Yes | 99(94%) | 140(98%) | 1(100%) | 240(96%) |
| No | 6(6%) | 3(2%) | | 9(4%) |
| DNR | 1 | | | 1 |
| Total | 106 | 143 | 1 | 250 |

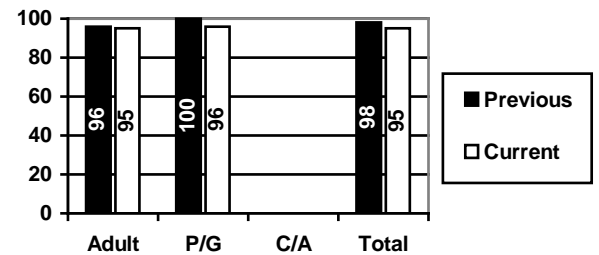
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

| | Adults | P/G | C/A | Total |
|--------------|----------|----------|-----|----------|
| Yes | 37(100%) | 49(100%) | | 86(100%) |
| No | | | | |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

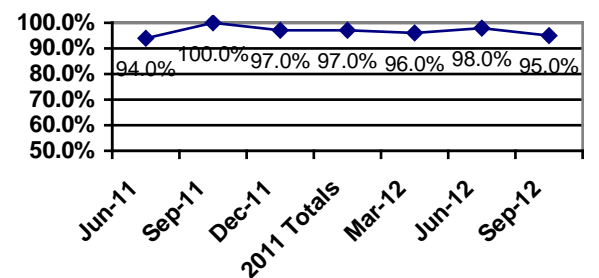
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|----------|----------|---------|----------|
| Yes | 100(96%) | 142(99%) | 1(100%) | 243(98%) |
| No | 4(4%) | 1(1%) | | 5(2%) |
| DNR | 2 | | | 2 |
| Total | 106 | 143 | 1 | 250 |

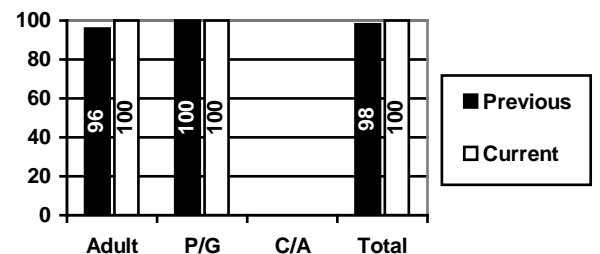
Previous Report Comparison



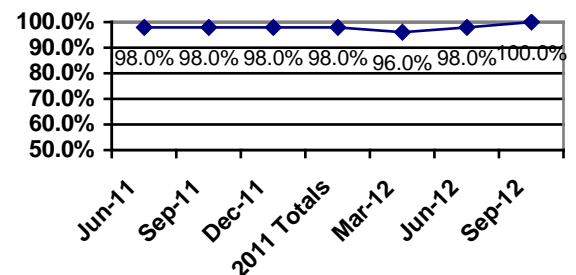
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



Question #20

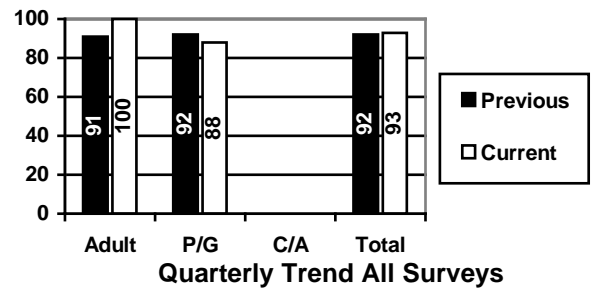
My choice of providers was adequate?

| | Adults | P/G | C/A | Total |
|-------|----------|---------|-----|---------|
| Yes | 36(100%) | 43(88%) | | 79(93%) |
| No | | 6(12%) | | 6(7%) |
| DNR | 1 | | | 1 |
| Total | 37 | 49 | | 86 |

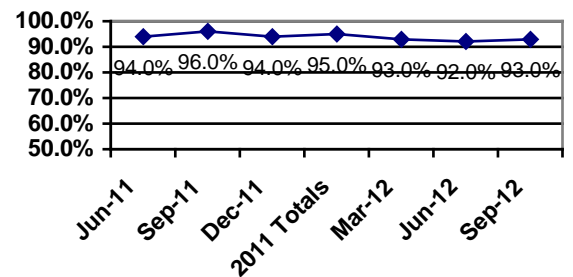
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|---------|----------|---------|----------|
| Yes | 98(94%) | 130(92%) | 1(100%) | 229(93%) |
| No | 6(6%) | 12(8%) | | 18(7%) |
| DNR | 2 | 1 | | 3 |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys



Question #21

Adults:

I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent:

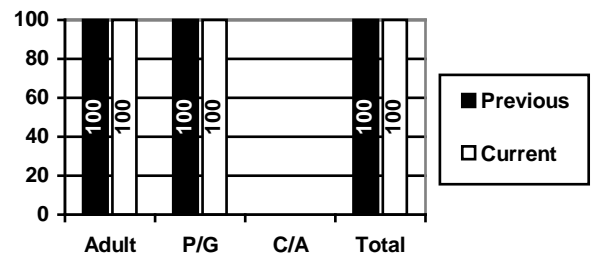
I/my child is treated with respect during their treatment.

| | Adults | P/G | C/A | Total |
|-------|----------|----------|-----|----------|
| Yes | 37(100%) | 49(100%) | | 86(100%) |
| No | | | | |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

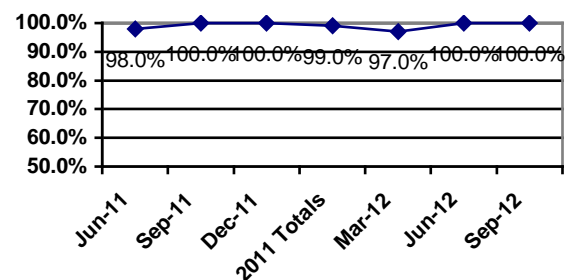
Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-------|----------|----------|---------|----------|
| Yes | 104(98%) | 142(99%) | 1(100%) | 247(99%) |
| No | 2(2%) | 1(1%) | | 3(1%) |
| DNR | | | | |
| Total | 106 | 143 | 1 | 250 |

Previous Report Comparison



Quarterly Trend All Surveys

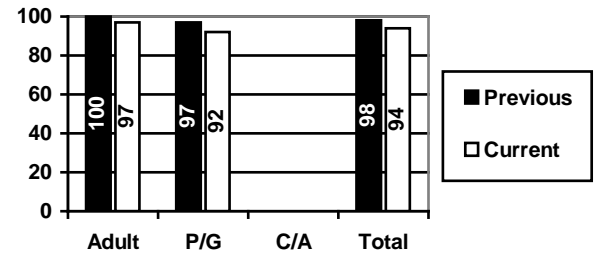


Question #22

Overall, I am satisfied with Magellan Behavioral Health services?

| | Adults | P/G | C/A | Total |
|--------------|---------|---------|-----|---------|
| Yes | 36(97%) | 45(92%) | | 81(94%) |
| No | 1(3%) | 4(8%) | | 5(6%) |
| DNR | | | | |
| Total | 37 | 49 | | 86 |

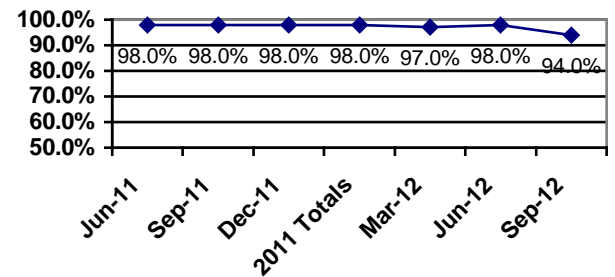
Previous Report Comparison



Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|--------------|----------|----------|---------|----------|
| Yes | 103(98%) | 134(95%) | 1(100%) | 238(96%) |
| No | 2(2%) | 7(5%) | | 9(4%) |
| DNR | 1 | 2 | | 3 |
| Total | 106 | 143 | 1 | 250 |

Quarterly Trend All Surveys



Question #23**Adult****Were you given the chance to make treatment decisions?****Parent/Guardian and Child/Adolescent:****Were you and your child given the chance to make treatment decisions?**

| | Adults | P/G | C/A | Total |
|-----------------------|---------------|------------|------------|--------------|
| Yes (Always) | 29(78%) | 46(94%) | | 75(87%) |
| Sometimes | 7(19%) | 3(6%) | | 10(12%) |
| No (Never) | 1(3%) | | | 1(1%) |
| Did Not Answer | | | | |
| Total | 37 | 49 | | 86 |

Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|-----------------------|---------------|------------|------------|--------------|
| Yes (Always) | 81(76%) | 135(95%) | 1(100%) | 217(87%) |
| Sometimes | 22(21%) | 7(5%) | | 29(12%) |
| No (Never) | 3(3%) | | | 3(1%) |
| Did Not Answer | | 1 | | 1 |
| Total | 106 | 143 | 1 | 250 |

Question #24**Adult and Child/Adolescent:****What effect has the treatment you received had on the quality of your life?****The quality of my life is:****Parent/Guardian:****What effect has the treatment your child received had on the quality of their life?****The quality of their life is:**

| | Adults | P/G | C/A | Total |
|------------------------|---------------|------------|------------|--------------|
| Much Better | 21(57%) | 26(53%) | | 47(55%) |
| A Little Better | 12(32%) | 13(27%) | | 25(29%) |
| About the Same | 2(5%) | 9(18%) | | 11(13%) |
| A Little Worse | 2(5%) | 1(2%) | | 3(3%) |
| Much Worse | | | | |
| Did Not Respond | | | | |
| Total | 37 | 49 | | 86 |

Cumulative Yearly Totals

| | Adults | P/G | C/A | Total |
|------------------------|---------------|------------|------------|--------------|
| Much Better | 54(51%) | 65(45%) | 1(100%) | 120(48%) |
| A Little Better | 37(35%) | 53(37%) | | 90(36%) |
| About the Same | 13(12%) | 21(15%) | | 34(13%) |
| A Little Worse | 2(2%) | 2(1%) | | 4(2%) |
| Much Worse | | 2(1%) | | 2(1%) |
| Did Not Respond | | | | |
| Total | 106 | 143 | 1 | 250 |

Question #25**Adults:**

In the last 12 months were you able to get the help you needed?

Parent/Guardian and Child/Adolescent:

In the last 12 months did you or your child have problems getting the help he or she needed?

| | Adults |
|---------------------|---------------|
| Yes (Always) | 34(92%) |
| Sometimes | 3(8%) |
| No (Never) | |
| DNR | |
| Total | 37 |

| | P/G | C/A | Total |
|---------------------|------------|------------|--------------|
| Yes (Always) | | | |
| Sometimes | 9(19%) | | 9(19%) |
| No (Never) | 39(81%) | | 39(81%) |
| DNR | 1 | | 1 |
| Total | 49 | | 49 |

Cumulative Yearly Totals

| | Adults |
|---------------------|---------------|
| Yes (Always) | 86(81%) |
| Sometimes | 20(19%) |
| No (Never) | |
| DNR | |
| Total | 106 |

| | P/G | C/A | Total |
|---------------------|------------|------------|--------------|
| Yes (Always) | 1(1%) | | 1(1%) |
| Sometimes | 29(20%) | 1(100%) | 30(21%) |
| No (Never) | 112(79%) | | 112(78%) |
| DNR | 1 | | 1 |
| Total | 143 | 1 | 144 |

Valley Comparison

Question 1

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 97% | 88% | | 92% |
| Valley Average | 98% | 92% | 100% | 94% |

Question 2

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 92% | 92% | | 92% |
| Valley Average | 93% | 95% | 100% | 94% |

Question 3

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 100% | 94% | | 96% |
| Valley Average | 100% | 97% | 100% | 98% |

Question 4

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|-------------|------------|--------------|
| Lehigh County | 100% | 100% | | 100% |
| Valley Average | 100% | 86% | | 95% |

Question 5

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 97% | 98% | | 98% |
| Valley Average | 98% | 98% | 100% | 98% |

Question 6

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 100% | 98% | | 99% |
| Valley Average | 100% | 99% | 100% | 99% |

Question 7

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 97% | 92% | | 94% |
| Valley Average | 98% | 95% | 100% | 96% |

Question 8

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|-------------|-------------|--------------|
| Lehigh County | 100% | 100% | | 100% |
| Valley Average | 100% | 100% | 100% | 100% |

Question 9

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|-------------|-------------|--------------|
| Lehigh County | 100% | 100% | | 100% |
| Valley Average | 100% | 100% | 100% | 100% |

Question 10

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 92% | 96% | | 94% |
| Valley Average | 93% | 98% | 100% | 97% |

Question 11

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 97% | 82% | | 89% |
| Valley Average | 98% | 90% | 100% | 92% |

Question 12

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 100% | 98% | | 99% |
| Valley Average | 100% | 99% | 100% | 99% |

Question 13

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 95% | 98% | | 96% |
| Valley Average | 96% | 96% | 100% | 96% |

Question 14

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 97% | 98% | | 98% |
| Valley Average | 98% | 99% | 100% | 99% |

Question 15

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 100% | 96% | | 98% |
| Valley Average | 100% | 95% | 100% | 97% |

Question 16

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|-------------|-------------|--------------|
| Lehigh County | 100% | 100% | | 100% |
| Valley Average | 100% | 100% | 100% | 100% |

Question 17

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 100% | 98% | | 99% |
| Valley Average | 100% | 98% | 100% | 99% |

Question 18

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|-------------|-------------|--------------|
| Lehigh County | 100% | 100% | | 100% |
| Valley Average | 100% | 100% | 100% | 100% |

Question 19A.

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 95% | 96% | | 95% |
| Valley Average | 96% | 98% | 100% | 97% |

Question 19B.

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|-------------|-------------|--------------|
| Lehigh County | 100% | 100% | | 100% |
| Valley Average | 100% | 100% | 100% | 100% |

Question 20

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 100% | 88% | | 93% |
| Valley Average | 100% | 94% | 100% | 96% |

Question 21

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|-------------|-------------|--------------|
| Lehigh County | 100% | 100% | | 100% |
| Valley Average | 98% | 100% | 100% | 99% |

Question 22

| | Adult | P/G | C/A | Total |
|-----------------------|--------------|------------|-------------|--------------|
| Lehigh County | 97% | 92% | | 94% |
| Valley Average | 98% | 95% | 100% | 96% |