

**Consumer/Family Satisfaction Team**

**Report On**

Lehigh County

**HealthChoices - Behavioral Health Program**

For Magellan Behavioral Health

3<sup>rd</sup> Quarter

July 1, 2016 to September 30, 2016

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 82 individuals from Lehigh County were visited.

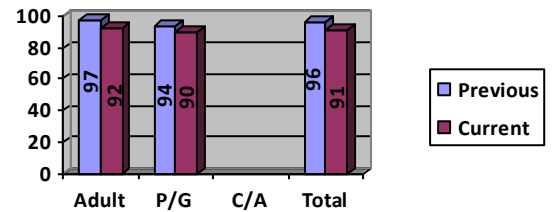
**Question #1**

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

**3<sup>rd</sup> Quarter (07/01/16 - 09/30/16)**

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 49(92%) | 26(90%) |     | 75(91%) |
| <b>No</b>    | 4(8%)   | 3(10%)  |     | 7(9%)   |
| <b>DNR</b>   |         |         |     |         |
| <b>Total</b> | 53      | 29      |     | 82      |

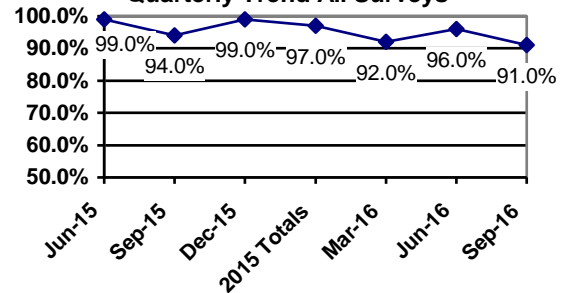
**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 161(95%) | 74(90%) | 1(100%) | 236(93%) |
| <b>No</b>    | 9(5%)    | 8(10%)  |         | 17(7%)   |
| <b>DNR</b>   |          |         |         |          |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Quarterly Trend All Surveys**

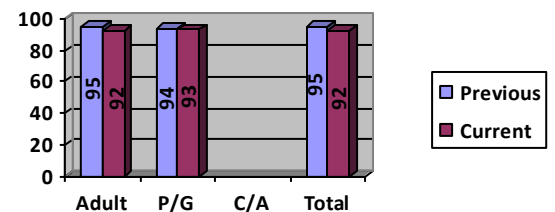


**Question #2**

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

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 47(92%) | 26(93%) |     | 73(92%) |
| <b>No</b>    | 4(8%)   | 2(7%)   |     | 6(8%)   |
| <b>DNR</b>   | 2       | 1       |     | 3       |
| <b>Total</b> | 53      | 29      |     | 82      |

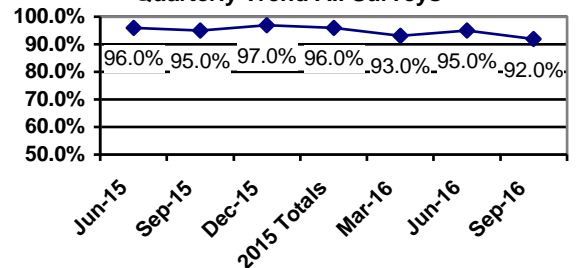
**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 159(95%) | 71(90%) | 1(100%) | 231(94%) |
| <b>No</b>    | 8(5%)    | 8(10%)  |         | 16(6%)   |
| <b>DNR</b>   | 3        | 3       |         | 6        |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Quarterly Trend All Surveys**



**Question #3**

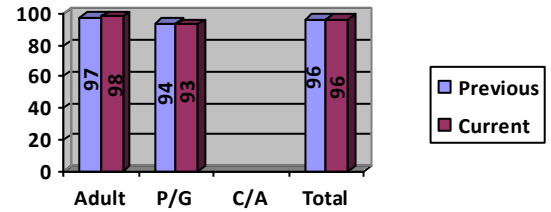
**I have received assessments and referrals to the appropriate types of services?**

|       | Adults  | P/G     | C/A | Total   |
|-------|---------|---------|-----|---------|
| Yes   | 51(98%) | 27(93%) |     | 78(96%) |
| No    | 1(2%)   | 2(7%)   |     | 3(4%)   |
| DNR   | 1       |         |     | 1       |
| Total | 53      | 29      |     | 82      |

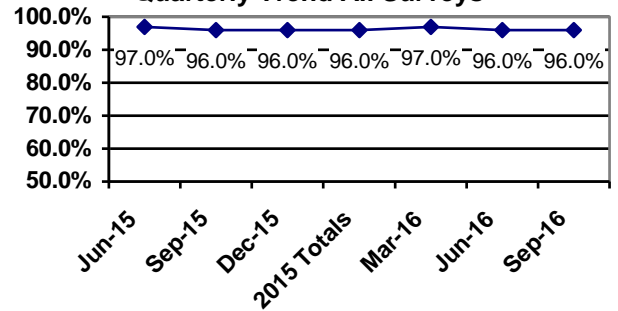
**Cumulative Yearly Totals**

|       | Adults   | P/G     | C/A     | Total    |
|-------|----------|---------|---------|----------|
| Yes   | 164(98%) | 73(92%) | 1(100%) | 238(96%) |
| No    | 3(2%)    | 6(8%)   |         | 9(4%)    |
| DNR   | 3        | 3       |         | 6        |
| Total | 170      | 82      | 1       | 253      |

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #4**

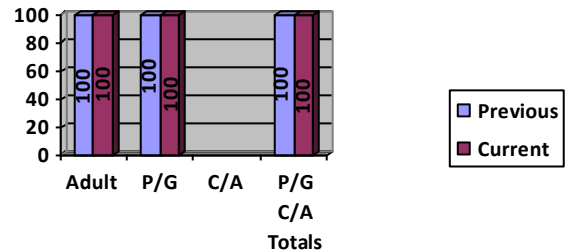
**Adults: Have you ever been referred for Community Treatment Team services? If so, were you comfortable with the process?**

|       | Adults   |
|-------|----------|
| Yes   | 13(100%) |
| No    |          |
| DNR   | 40       |
| Total | 53       |

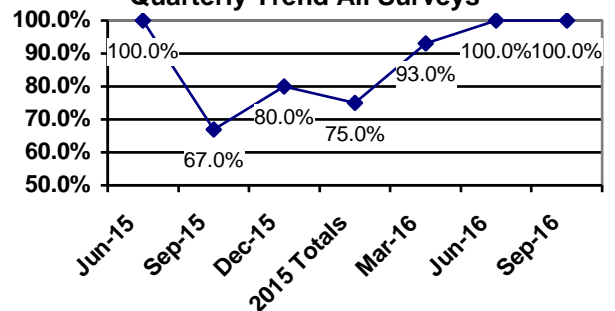
**P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?**

|       | P/G     | C/A | Total   |
|-------|---------|-----|---------|
| Yes   | 1(100%) |     | 1(100%) |
| No    |         |     |         |
| DNR   | 28      |     | 28      |
| Total | 29      |     | 29      |

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Cumulative Yearly Totals**

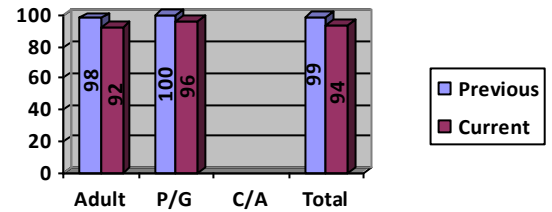
|       | Adults   | P/G    | C/A | Total   |
|-------|----------|--------|-----|---------|
| Yes   | 39(100%) | 4(80%) |     | 43(98%) |
| No    |          | 1(20%) |     | 1(2%)   |
| DNR   | 131      | 77     | 1   | 209     |
| Total | 170      | 82     | 1   | 253     |

**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.**

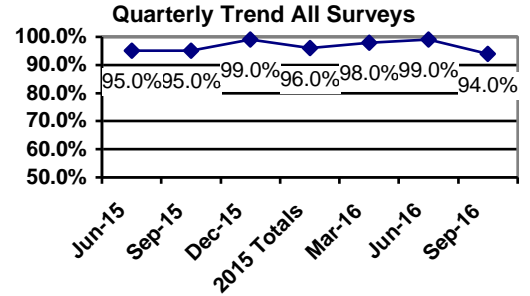
|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 48(92%) | 26(96%) |     | 74(94%) |
| <b>No</b>    | 4(8%)   | 1(4%)   |     | 5(6%)   |
| <b>DNR</b>   | 1       | 2       |     | 3       |
| <b>Total</b> | 53      | 29      |     | 82      |

**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 161(96%) | 77(97%) | 1(100%) | 239(97%) |
| <b>No</b>    | 6(4%)    | 2(3%)   |         | 8(3%)    |
| <b>DNR</b>   | 3        | 3       |         | 6        |
| <b>Total</b> | 170      | 82      | 1       | 253      |

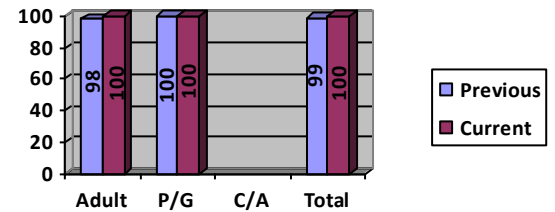


**Question #6**

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

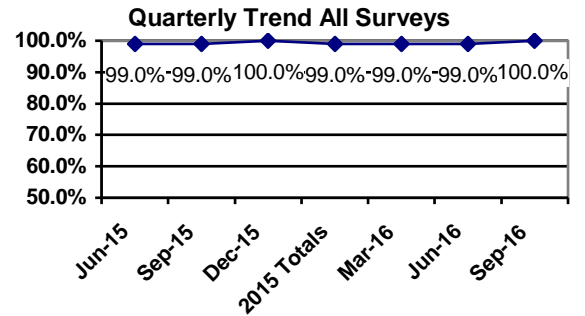
|              | Adults   | P/G      | C/A | Total    |
|--------------|----------|----------|-----|----------|
| <b>Yes</b>   | 36(100%) | 27(100%) |     | 63(100%) |
| <b>No</b>    |          |          |     |          |
| <b>DNR</b>   | 17       | 2        |     | 19       |
| <b>Total</b> | 53       | 29       |     | 82       |

**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 135(99%) | 78(99%) | 1(100%) | 214(99%) |
| <b>No</b>    | 1(1%)    | 1(1%)   |         | 2(1%)    |
| <b>DNR</b>   | 34       | 3       |         | 37       |
| <b>Total</b> | 170      | 82      | 1       | 253      |

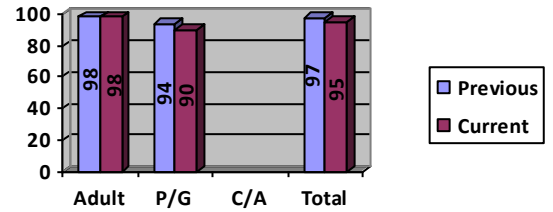


**Question #7**

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

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 51(98%) | 26(90%) |     | 77(95%) |
| <b>No</b>    | 1(2%)   | 3(10%)  |     | 4(5%)   |
| <b>DNR</b>   | 1       |         |     | 1       |
| <b>Total</b> | 53      | 29      |     | 82      |

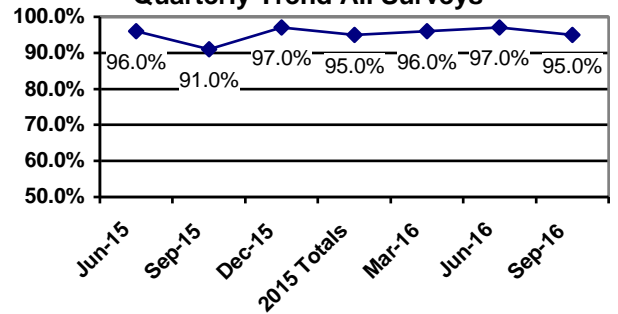
**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 166(99%) | 74(90%) | 1(100%) | 241(96%) |
| <b>No</b>    | 2(1%)    | 8(10%)  |         | 10(4%)   |
| <b>DNR</b>   | 2        |         |         | 2        |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Quarterly Trend All Surveys**

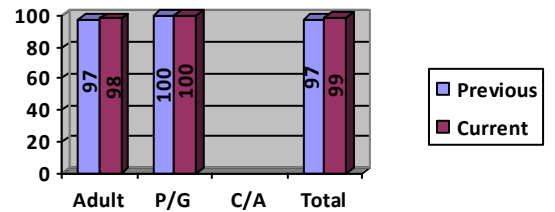


**Question #8**

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

|              | Adults  | P/G      | C/A | Total   |
|--------------|---------|----------|-----|---------|
| <b>Yes</b>   | 52(98%) | 29(100%) |     | 81(99%) |
| <b>No</b>    | 1(2%)   |          |     | 1(1%)   |
| <b>DNR</b>   |         |          |     |         |
| <b>Total</b> | 53      | 29       |     | 82      |

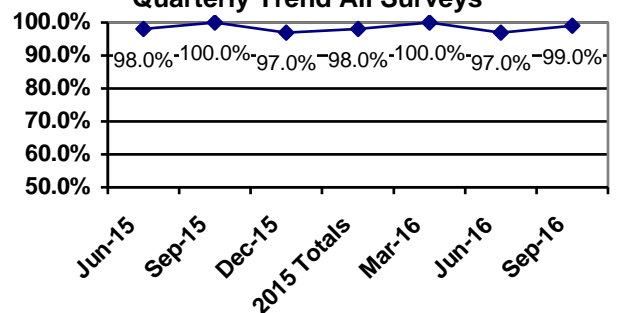
**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G      | C/A     | Total    |
|--------------|----------|----------|---------|----------|
| <b>Yes</b>   | 165(98%) | 82(100%) | 1(100%) | 248(99%) |
| <b>No</b>    | 3(2%)    |          |         | 3(1%)    |
| <b>DNR</b>   | 2        |          |         | 2        |
| <b>Total</b> | 170      | 82       | 1       | 253      |

**Quarterly Trend All Surveys**



**Question #9**

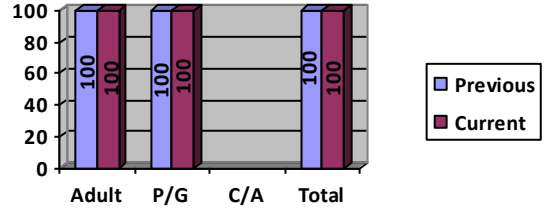
The service providers use everyday language that I can understand.

|       | Adults   | P/G      | C/A | Total    |
|-------|----------|----------|-----|----------|
| Yes   | 53(100%) | 29(100%) |     | 82(100%) |
| No    |          |          |     |          |
| DNR   |          |          |     |          |
| Total | 53       | 29       |     | 82       |

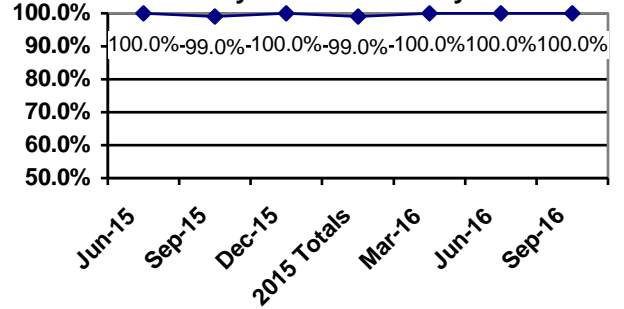
**Cumulative Yearly Totals**

|       | Adults    | P/G      | C/A     | Total     |
|-------|-----------|----------|---------|-----------|
| Yes   | 170(100%) | 82(100%) | 1(100%) | 253(100%) |
| No    |           |          |         |           |
| DNR   |           |          |         |           |
| Total | 170       | 82       | 1       | 253       |

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #10**

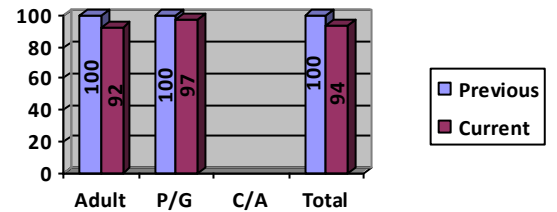
I am satisfied with the location(s) where I receive services?

|       | Adults  | P/G     | C/A | Total   |
|-------|---------|---------|-----|---------|
| Yes   | 49(92%) | 28(97%) |     | 77(94%) |
| No    | 4(8%)   | 1(3%)   |     | 5(6%)   |
| DNR   |         |         |     |         |
| Total | 53      | 29      |     | 82      |

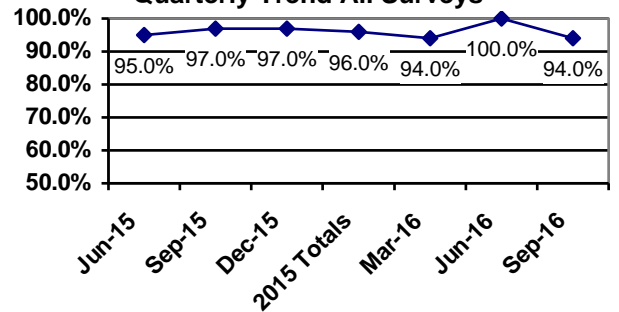
**Cumulative Yearly Totals**

|       | Adults   | P/G     | C/A     | Total    |
|-------|----------|---------|---------|----------|
| Yes   | 163(96%) | 79(96%) | 1(100%) | 243(96%) |
| No    | 7(4%)    | 3(4%)   |         | 10(4%)   |
| DNR   |          |         |         |          |
| Total | 170      | 82      | 1       | 253      |

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #11**

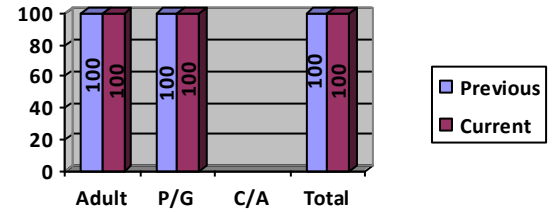
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

|              | Adults   | P/G      | C/A | Total    |
|--------------|----------|----------|-----|----------|
| <b>Yes</b>   | 43(100%) | 22(100%) |     | 65(100%) |
| <b>No</b>    |          |          |     |          |
| <b>DNR</b>   | 10       | 7        |     | 17       |
| <b>Total</b> | 53       | 29       |     | 82       |

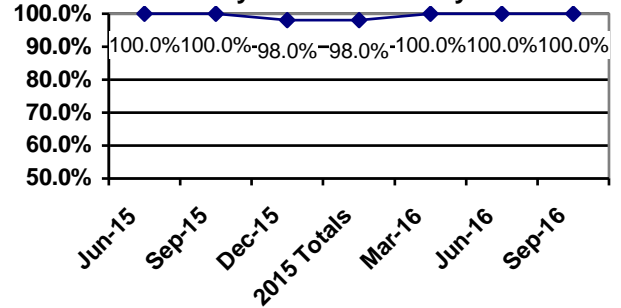
**Cumulative Yearly Totals**

|              | Adults    | P/G      | C/A     | Total     |
|--------------|-----------|----------|---------|-----------|
| <b>Yes</b>   | 131(100%) | 56(100%) | 1(100%) | 188(100%) |
| <b>No</b>    |           |          |         |           |
| <b>DNR</b>   | 39        | 26       |         | 65        |
| <b>Total</b> | 170       | 82       | 1       | 253       |

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #12**

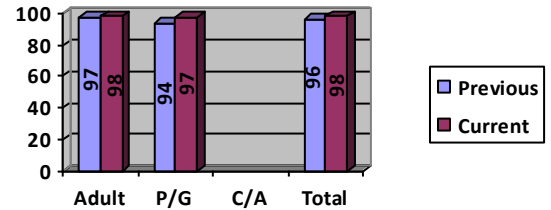
The service providers offer dignity, respect, and a sense of hope during my treatment.

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 52(98%) | 28(97%) |     | 80(98%) |
| <b>No</b>    | 1(2%)   | 1(3%)   |     | 2(2%)   |
| <b>DNR</b>   |         |         |     |         |
| <b>Total</b> | 53      | 29      |     | 82      |

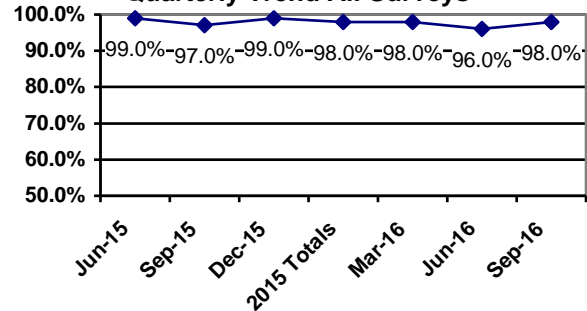
**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 165(97%) | 80(98%) | 1(100%) | 246(97%) |
| <b>No</b>    | 5(3%)    | 2(2%)   |         | 7(3%)    |
| <b>DNR</b>   |          |         |         |          |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #13**

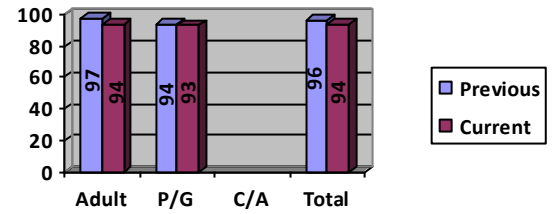
**I was able to get connected to services in a timely manner?**

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 50(94%) | 27(93%) |     | 77(94%) |
| <b>No</b>    | 3(6%)   | 2(7%)   |     | 5(6%)   |
| <b>DNR</b>   |         |         |     |         |
| <b>Total</b> | 53      | 29      |     | 82      |

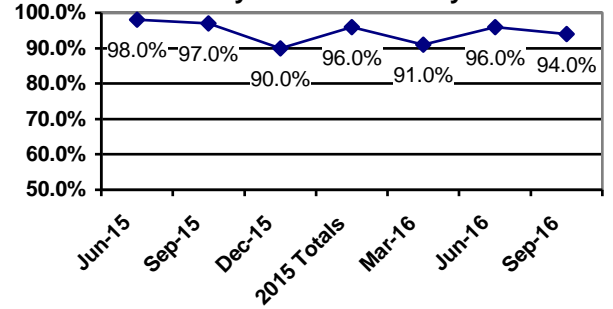
**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 161(95%) | 75(91%) | 1(100%) | 237(94%) |
| <b>No</b>    | 9(5%)    | 7(9%)   |         | 16(6%)   |
| <b>DNR</b>   |          |         |         |          |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #14**

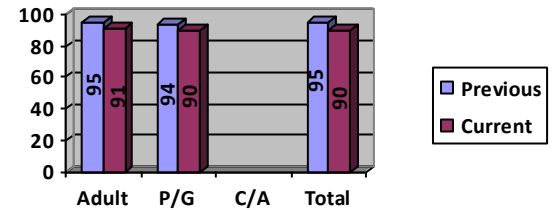
**My service providers are focused on my individual process of recovery?**

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 48(91%) | 26(90%) |     | 74(90%) |
| <b>No</b>    | 5(9%)   | 3(10%)  |     | 8(10%)  |
| <b>DNR</b>   |         |         |     |         |
| <b>Total</b> | 53      | 29      |     | 82      |

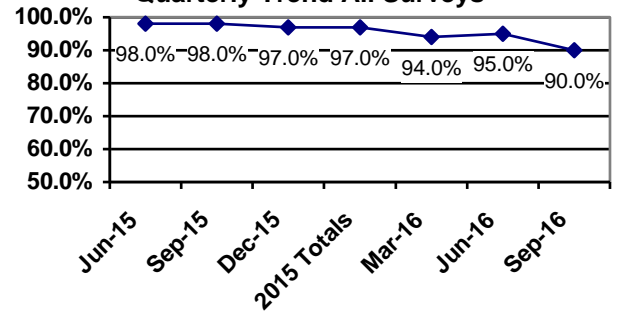
**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 157(93%) | 76(94%) | 1(100%) | 234(93%) |
| <b>No</b>    | 12(7%)   | 5(6%)   |         | 17(7%)   |
| <b>DNR</b>   | 1        | 1       |         | 2        |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Previous Report Comparison**



**Quarterly Trend All Surveys**



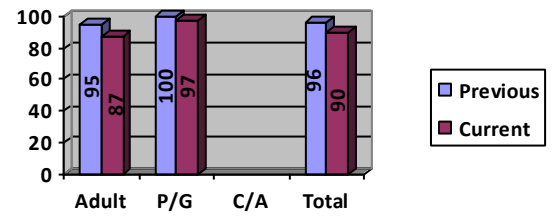


**Question #15**

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

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 46(87%) | 28(97%) |     | 74(90%) |
| <b>No</b>    | 7(13%)  | 1(3%)   |     | 8(10%)  |
| <b>DNR</b>   |         |         |     |         |
| <b>Total</b> | 53      | 29      |     | 82      |

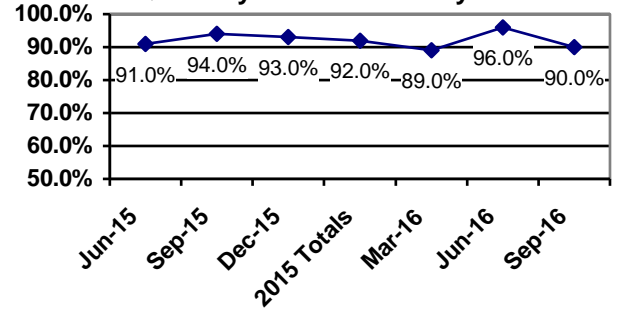
**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 149(89%) | 79(98%) | 1(100%) | 229(92%) |
| <b>No</b>    | 19(11%)  | 2(2%)   |         | 21(8%)   |
| <b>DNR</b>   | 2        | 1       |         | 3        |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Quarterly Trend All Surveys**

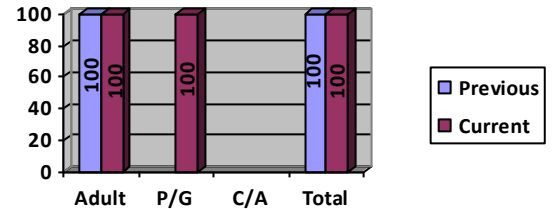


**Question #16**

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

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 3(100%) | 1(100%) |     | 4(100%) |
| <b>No</b>    |         |         |     |         |
| <b>N/A</b>   | 50      | 28      |     | 78      |
| <b>Total</b> | 53      | 29      |     | 82      |

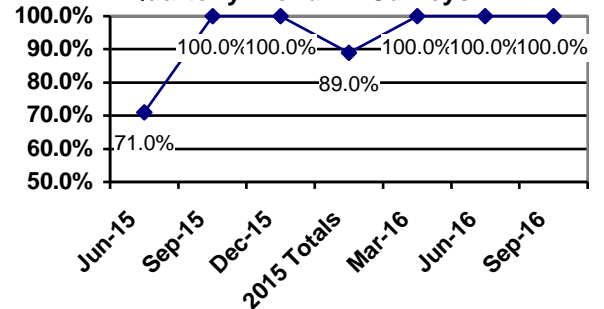
**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A | Total    |
|--------------|----------|---------|-----|----------|
| <b>Yes</b>   | 11(100%) | 1(100%) |     | 12(100%) |
| <b>No</b>    |          |         |     |          |
| <b>DNR</b>   | 159      | 81      | 1   | 241      |
| <b>Total</b> | 170      | 82      | 1   | 253      |

**Quarterly Trend All Surveys**



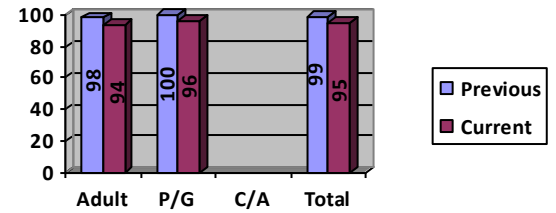
**Note:** Individuals listed as DNR responded as not having used the complaint or grievance process.

**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   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 49(94%) | 27(96%) |     | 76(95%) |
| <b>No</b>    | 3(6%)   | 1(4%)   |     | 4(5%)   |
| <b>DNR</b>   | 1       | 1       |     | 2       |
| <b>Total</b> | 53      | 29      |     | 82      |

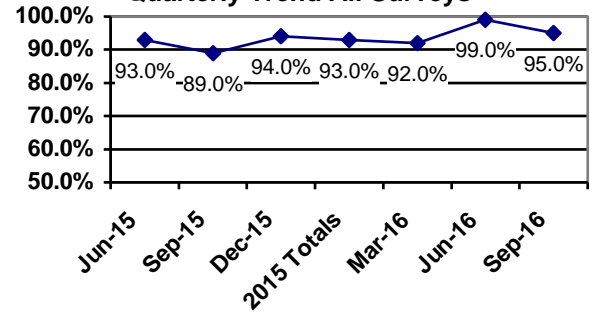
**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 161(96%) | 76(94%) | 1(100%) | 238(95%) |
| <b>No</b>    | 7(4%)    | 5(6%)   |         | 12(5%)   |
| <b>DNR</b>   | 2        | 1       |         | 3        |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Quarterly Trend All Surveys**

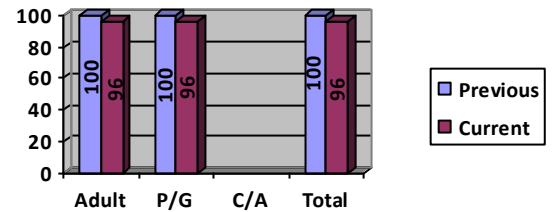


**Question #18**

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

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 51(96%) | 26(96%) |     | 77(96%) |
| <b>No</b>    | 2(4%)   | 1(4%)   |     | 3(4%)   |
| <b>DNR</b>   |         | 2       |     | 2       |
| <b>Total</b> | 53      | 29      |     | 82      |

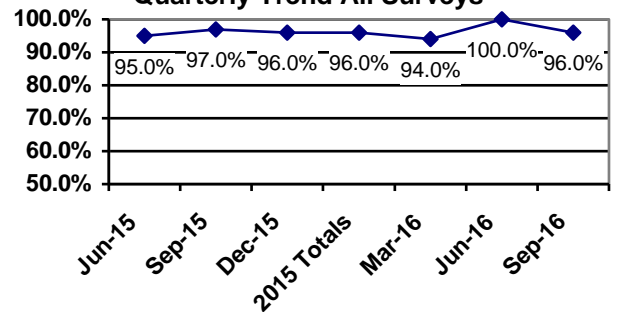
**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 165(97%) | 77(96%) | 1(100%) | 243(97%) |
| <b>No</b>    | 5(3%)    | 3(4%)   |         | 8(3%)    |
| <b>DNR</b>   |          | 2       |         | 2        |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Quarterly Trend All Surveys**

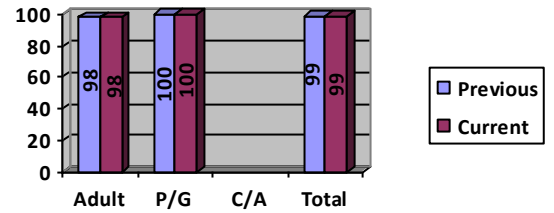


**Question #19**

**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   |
|--------------|---------|----------|-----|---------|
| <b>Yes</b>   | 52(98%) | 29(100%) |     | 81(99%) |
| <b>No</b>    | 1(2%)   |          |     | 1(1%)   |
| <b>DNR</b>   |         |          |     |         |
| <b>Total</b> | 53      | 29       |     | 82      |

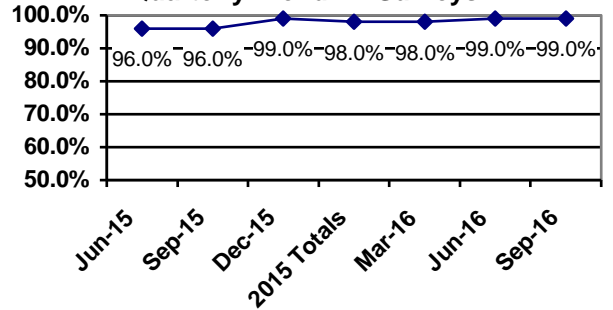
**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G      | C/A     | Total    |
|--------------|----------|----------|---------|----------|
| <b>Yes</b>   | 166(98%) | 82(100%) | 1(100%) | 249(98%) |
| <b>No</b>    | 4(2%)    |          |         | 4(2%)    |
| <b>DNR</b>   |          |          |         |          |
| <b>Total</b> | 170      | 82       | 1       | 253      |

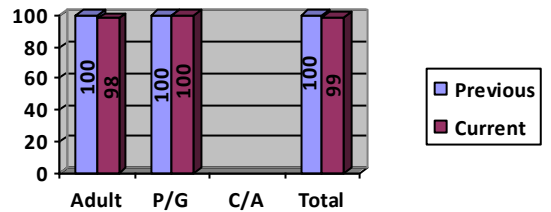
**Quarterly Trend All Surveys**



**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   |
|--------------|---------|----------|-----|---------|
| <b>Yes</b>   | 52(98%) | 29(100%) |     | 81(99%) |
| <b>No</b>    | 1(2%)   |          |     | 1(1%)   |
| <b>DNR</b>   |         |          |     |         |
| <b>Total</b> | 53      | 29       |     | 82      |

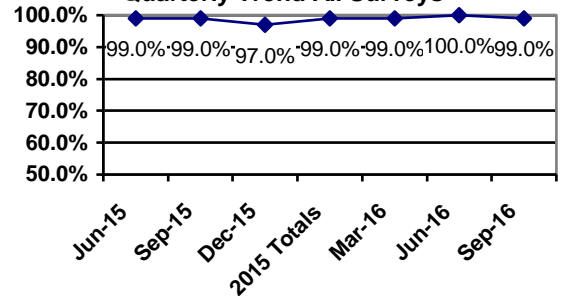
**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G      | C/A     | Total    |
|--------------|----------|----------|---------|----------|
| <b>Yes</b>   | 168(99%) | 82(100%) | 1(100%) | 251(99%) |
| <b>No</b>    | 2(1%)    |          |         | 2(1%)    |
| <b>DNR</b>   |          |          |         |          |
| <b>Total</b> | 170      | 82       | 1       | 253      |

**Quarterly Trend All Surveys**



**Question #20**

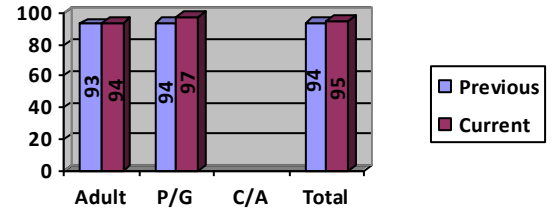
**My choice of providers was adequate?**

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 50(94%) | 28(97%) |     | 78(95%) |
| <b>No</b>    | 3(6%)   | 1(3%)   |     | 4(5%)   |
| <b>DNR</b>   |         |         |     |         |
| <b>Total</b> | 53      | 29      |     | 82      |

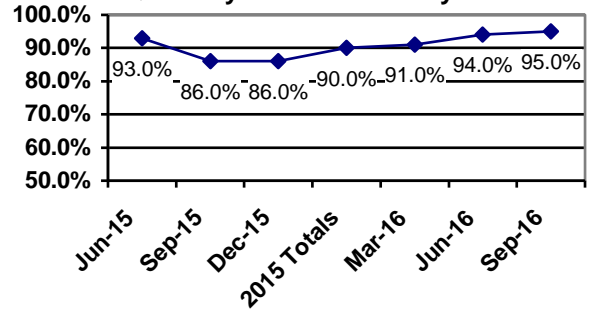
**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 157(94%) | 70(91%) | 1(100%) | 228(93%) |
| <b>No</b>    | 10(6%)   | 7(9%)   |         | 17(7%)   |
| <b>DNR</b>   | 3        | 5       |         | 8        |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #21**

**Adults:**

**I am treated with respect during my treatment.**

**Parent/Guardian, Child Adolescent:**

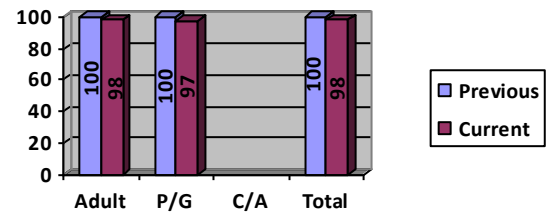
**I/my child is treated with respect during their treatment.**

|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 52(98%) | 28(97%) |     | 80(98%) |
| <b>No</b>    | 1(2%)   | 1(3%)   |     | 2(2%)   |
| <b>DNR</b>   |         |         |     |         |
| <b>Total</b> | 53      | 29      |     | 82      |

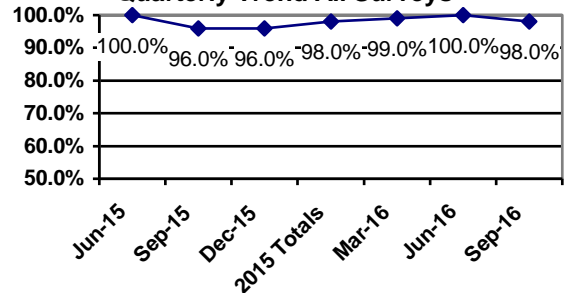
**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 168(99%) | 81(99%) | 1(100%) | 250(99%) |
| <b>No</b>    | 2(1%)    | 1(1%)   |         | 3(1%)    |
| <b>DNR</b>   |          |         |         |          |
| <b>Total</b> | 170      | 82      | 1       | 253      |

**Previous Report Comparison**



**Quarterly Trend All Surveys**

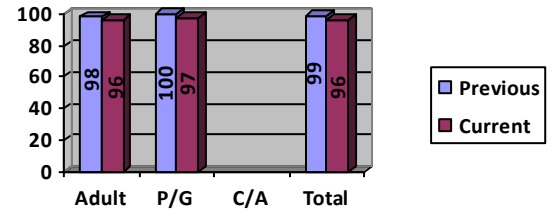


**Question #22**

**Overall, I am satisfied with Magellan Behavioral Health services?**

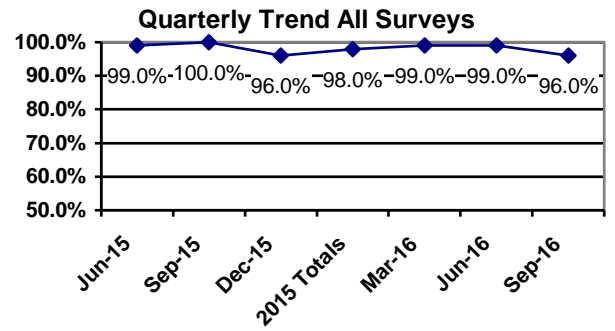
|              | Adults  | P/G     | C/A | Total   |
|--------------|---------|---------|-----|---------|
| <b>Yes</b>   | 51(96%) | 28(97%) |     | 79(96%) |
| <b>No</b>    | 2(4%)   | 1(3%)   |     | 3(4%)   |
| <b>DNR</b>   |         |         |     |         |
| <b>Total</b> | 53      | 29      |     | 82      |

**Previous Report Comparison**



**Cumulative Yearly Totals**

|              | Adults   | P/G     | C/A     | Total    |
|--------------|----------|---------|---------|----------|
| <b>Yes</b>   | 167(98%) | 80(98%) | 1(100%) | 248(98%) |
| <b>No</b>    | 3(2%)    | 2(2%)   |         | 5(2%)    |
| <b>DNR</b>   |          |         |         |          |
| <b>Total</b> | 170      | 82      | 1       | 253      |



**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?**

|                       | <b>Adults</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|---------------|------------|------------|--------------|
| <b>Yes (Always)</b>   | 41(80%)       | 24(89%)    |            | 65(83%)      |
| <b>Sometimes</b>      | 8(16%)        | 3(11%)     |            | 11(14%)      |
| <b>No (Never)</b>     | 2(4%)         |            |            | 2(3%)        |
| <b>Did Not Answer</b> | 2             | 2          |            | 4            |
| <b>Total</b>          | 53            | 29         |            | 82           |

**Cumulative Yearly Totals**

|                       | <b>Adults</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|---------------|------------|------------|--------------|
| <b>Yes (Always)</b>   | 129(77%)      | 72(91%)    | 1(100%)    | 202(81%)     |
| <b>Sometimes</b>      | 34(20%)       | 7(9%)      |            | 41(17%)      |
| <b>No (Never)</b>     | 5(3%)         |            |            | 5(2%)        |
| <b>Did Not Answer</b> | 2             | 3          |            | 5            |
| <b>Total</b>          | 170           | 82         | 1          | 253          |

**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:**

|                        | <b>Adults</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|------------------------|---------------|------------|------------|--------------|
| <b>Much Better</b>     | 22(42%)       | 12(41%)    |            | 34(41%)      |
| <b>A Little Better</b> | 17(32%)       | 14(48%)    |            | 31(38%)      |
| <b>About the Same</b>  | 13(24%)       | 2(7%)      |            | 15(18%)      |
| <b>A Little Worse</b>  |               |            |            |              |
| <b>Much Worse</b>      | 1(2%)         | 1(3%)      |            | 2(2%)        |
| <b>Did Not Respond</b> |               |            |            |              |
| <b>Total</b>           | 53            | 29         |            | 82           |

**Cumulative Yearly Totals**

|                        | <b>Adults</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|------------------------|---------------|------------|------------|--------------|
| <b>Much Better</b>     | 87(51%)       | 37(45%)    | 1(100%)    | 125(49%)     |
| <b>A Little Better</b> | 49(29%)       | 30(37%)    |            | 79(31%)      |
| <b>About the Same</b>  | 31(18%)       | 11(13%)    |            | 42(17%)      |
| <b>A Little Worse</b>  | 2(1%)         | 1(1%)      |            | 3(1%)        |
| <b>Much Worse</b>      | 1(1%)         | 3(4%)      |            | 4(2%)        |
| <b>Did Not Respond</b> |               |            |            |              |
| <b>Total</b>           | 170           | 82         | 1          | 253          |

**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?**

|                     | <b>Adults</b> |
|---------------------|---------------|
| <b>Yes (Always)</b> | 42(79%)       |
| <b>Sometimes</b>    | 10(19%)       |
| <b>No (Never)</b>   | 1(2%)         |
| <b>DNR</b>          |               |
| <b>Total</b>        | 53            |

|                     | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|---------------------|------------|------------|--------------|
| <b>Yes (Always)</b> | 3(10%)     |            | 3(10%)       |
| <b>Sometimes</b>    | 7(24%)     |            | 7(24%)       |
| <b>No (Never)</b>   | 19(66%)    |            | 19(66%)      |
| <b>DNR</b>          |            |            |              |
| <b>Total</b>        | 29         |            | 29           |

**Cumulative Yearly Totals**

|                     | <b>Adults</b> |
|---------------------|---------------|
| <b>Yes (Always)</b> | 132(78%)      |
| <b>Sometimes</b>    | 34(20%)       |
| <b>No (Never)</b>   | 4(2%)         |
| <b>DNR</b>          |               |
| <b>Total</b>        | 170           |

|                     | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|---------------------|------------|------------|--------------|
| <b>Yes (Always)</b> | 3(4%)      |            | 3(4%)        |
| <b>Sometimes</b>    | 21(25%)    |            | 21(25%)      |
| <b>No (Never)</b>   | 58(71%)    | 1(100%)    | 59(71%)      |
| <b>DNR</b>          |            |            |              |
| <b>Total</b>        | 82         | 1          | 83           |



## Valley Comparison

### Question 1

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>92%</b>   | <b>90%</b> |            | <b>91%</b>   |
| <b>Valley Average</b> | <b>96%</b>   | <b>94%</b> |            | <b>95%</b>   |

### Question 2

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>92%</b>   | <b>93%</b> |            | <b>92%</b>   |
| <b>Valley Average</b> | <b>95%</b>   | <b>96%</b> |            | <b>96%</b>   |

### Question 3

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>98%</b>   | <b>93%</b> |            | <b>96%</b>   |
| <b>Valley Average</b> | <b>98%</b>   | <b>96%</b> |            | <b>97%</b>   |

### Question 4

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

### Question 5

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>92%</b>   | <b>96%</b> |            | <b>94%</b>   |
| <b>Valley Average</b> | <b>96%</b>   | <b>98%</b> |            | <b>96%</b>   |

### Question 6

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

### Question 7

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>98%</b>   | <b>90%</b> |            | <b>95%</b>   |
| <b>Valley Average</b> | <b>98%</b>   | <b>94%</b> |            | <b>96%</b>   |

### Question 8

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

### Question 9

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

**Question 10**

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>92%</b>   | <b>97%</b> |            | <b>94%</b>   |
| <b>Valley Average</b> | <b>94%</b>   | <b>96%</b> |            | <b>95%</b>   |

**Question 11**

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

**Question 12**

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

**Question 13**

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>94%</b>   | <b>93%</b> |            | <b>94%</b>   |
| <b>Valley Average</b> | <b>96%</b>   | <b>96%</b> |            | <b>96%</b>   |

**Question 14**

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>91%</b>   | <b>90%</b> |            | <b>90%</b>   |
| <b>Valley Average</b> | <b>93%</b>   | <b>94%</b> |            | <b>93%</b>   |

**Question 15**

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>87%</b>   | <b>97%</b> |            | <b>90%</b>   |
| <b>Valley Average</b> | <b>88%</b>   | <b>96%</b> |            | <b>91%</b>   |

**Question 16**

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

**Question 17**

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>94%</b>   | <b>96%</b> |            | <b>95%</b>   |
| <b>Valley Average</b> | <b>93%</b>   | <b>96%</b> |            | <b>94%</b>   |

**Question 18**

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>96%</b>   | <b>96%</b> |            | <b>96%</b>   |
| <b>Valley Average</b> | <b>97%</b>   | <b>96%</b> |            | <b>96%</b>   |

**Question 19A.**

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

**Question 19B.**

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

**Question 20**

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>94%</b>   | <b>97%</b> |            | <b>95%</b>   |
| <b>Valley Average</b> | <b>94%</b>   | <b>96%</b> |            | <b>95%</b>   |

**Question 21**

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

**Question 22**

|                       | <b>Adult</b> | <b>P/G</b> | <b>C/A</b> | <b>Total</b> |
|-----------------------|--------------|------------|------------|--------------|
| <b>Lehigh County</b>  | <b>96%</b>   | <b>97%</b> |            | <b>96%</b>   |
| <b>Valley Average</b> | <b>98%</b>   | <b>98%</b> |            | <b>98%</b>   |