

**Consumer/Family Satisfaction Team**

**Report On**

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

2<sup>nd</sup> Quarter

April 1, 2013 to June 30, 2013

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 87 individuals from Lehigh County were visited.

**Question #1**

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

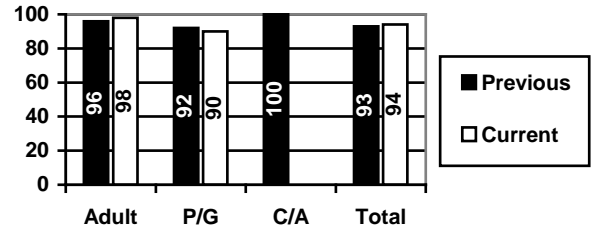
**2<sup>nd</sup> Quarter (04/01/13 – 06/30/13)**

	Adults	P/G	C/A	Total
<b>Yes</b>	46(98%)	35(90%)		81(94%)
<b>No</b>	1(2%)	4(10%)		5(6%)
<b>DNR</b>		1		1
<b>Total</b>	47	40		87

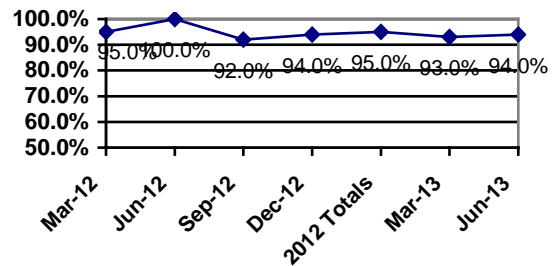
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	71(97%)	92(91%)	1(100%)	164(94%)
<b>No</b>	2(3%)	9(9%)		11(6%)
<b>DNR</b>		1		1
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #2**

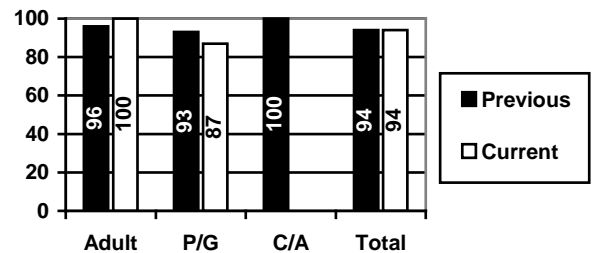
**The services I receive help me deal more effectively with my illness.**

	Adults	P/G	C/A	Total
<b>Yes</b>	47(100%)	33(87%)		80(94%)
<b>No</b>		5(13%)		5(6%)
<b>DNR</b>		2		2
<b>Total</b>	47	40		87

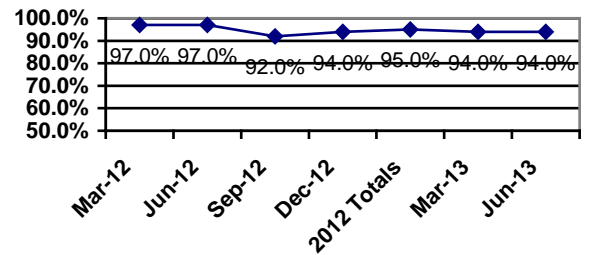
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	72(99%)	90(91%)	1(100%)	163(94%)
<b>No</b>	1(1%)	9(9%)		10(6%)
<b>DNR</b>		3		3
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #3**

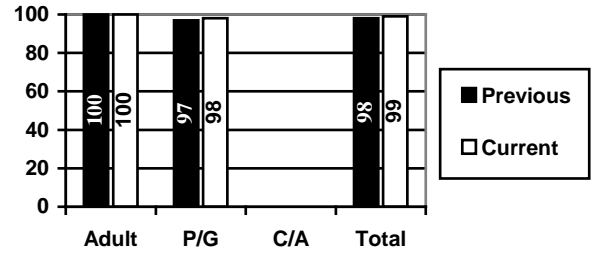
**I have received assessments and referrals to the appropriate types of services?**

	Adults	P/G	C/A	Total
Yes	47(100%)	39(98%)		86(99%)
No		1(2%)		1(1%)
DNR				
<b>Total</b>	47	40		87

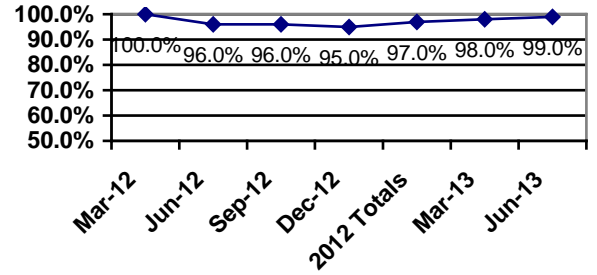
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	73(100%)	98(97%)		171(98%)
No		3(3%)		3(2%)
DNR		1	1	2
<b>Total</b>	73	102	1	176

**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	18(100%)
No	
DNR	29
<b>Total</b>	47

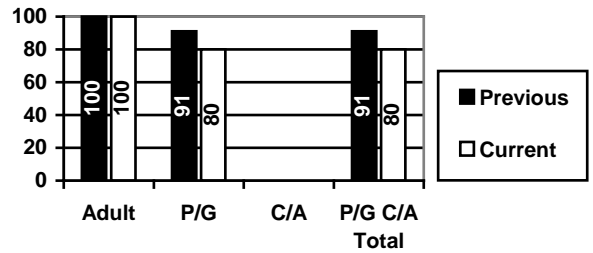
**P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?**

	P/G	C/A	Total
Yes	4(80%)		4(80%)
No	1(20%)		1(20%)
DNR	35		35
<b>Total</b>	40		40

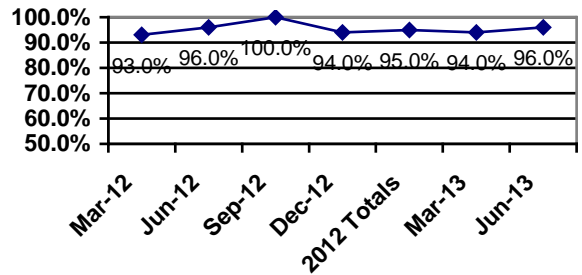
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	24(100%)	14(88%)		38(95%)
No		2(12%)		2(5%)
DNR	49	86	1	136
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #5**

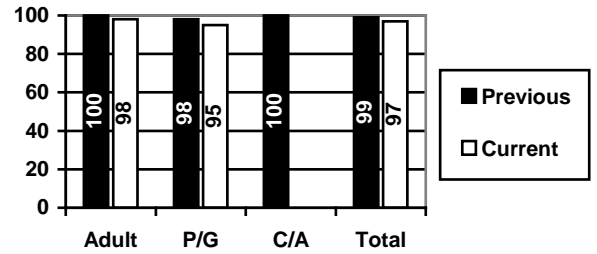
**In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.**

	Adults	P/G	C/A	Total
<b>Yes</b>	46(98%)	37(95%)		83(97%)
<b>No</b>	1(2%)	2(5%)		3(3%)
<b>DNR</b>		1		1
<b>Total</b>	47	40		87

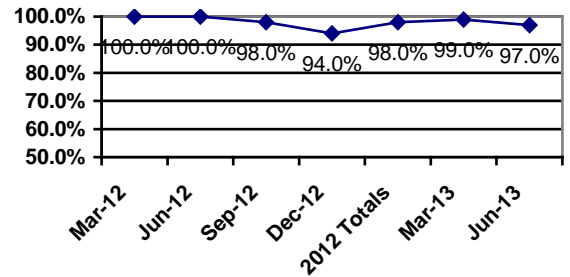
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	72(99%)	98(97%)	1(100%)	171(98%)
<b>No</b>	1(1%)	3(3%)		4(2%)
<b>DNR</b>		1		1
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #6**

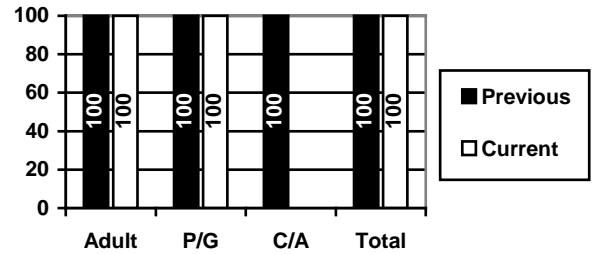
**When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.**

	Adults	P/G	C/A	Total
<b>Yes</b>	43(100%)	36(100%)		79(100%)
<b>No</b>				
<b>DNR</b>	4	4		8
<b>Total</b>	47	40		87

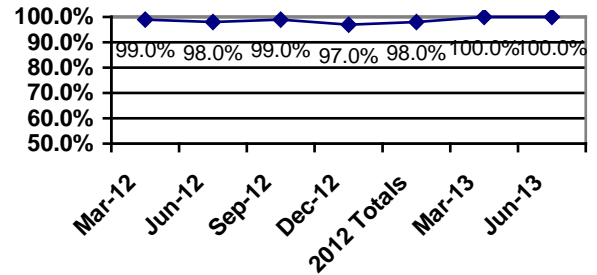
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	65(100%)	97(100%)	1(100%)	163(100%)
<b>No</b>				
<b>DNR</b>	8	5		13
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #7**

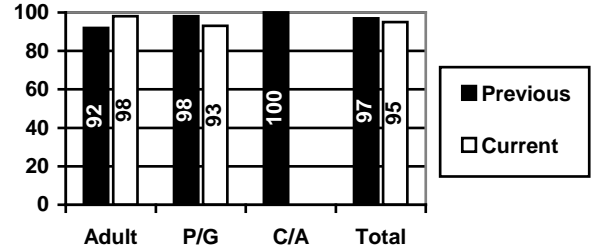
**I have received enough information to make educated choices regarding my treatment.**

	Adults	P/G	C/A	Total
<b>Yes</b>	46(98%)	37(93%)		83(95%)
<b>No</b>	1(2%)	3(7%)		4(5%)
<b>DNR</b>				
<b>Total</b>	47	40		87

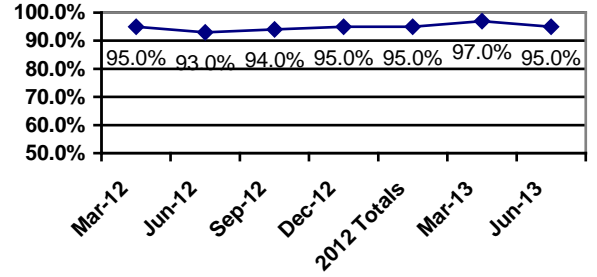
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	70(96%)	98(96%)	1(100%)	169(96%)
<b>No</b>	3(4%)	4(4%)		7(4%)
<b>DNR</b>				
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #8**

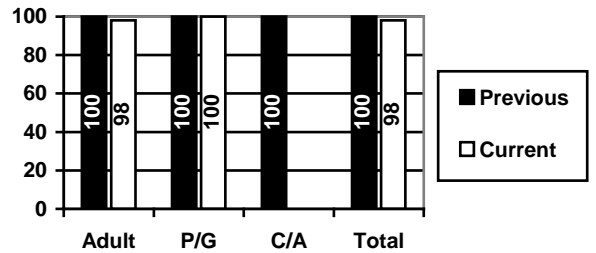
**My caregivers respect my culture, beliefs, customs, and the ways that I do things.**

	Adults	P/G	C/A	Total
<b>Yes</b>	46(98%)	39(100%)		85(98%)
<b>No</b>	1(2%)			1(2%)
<b>DNR</b>		1		1
<b>Total</b>	47	40		87

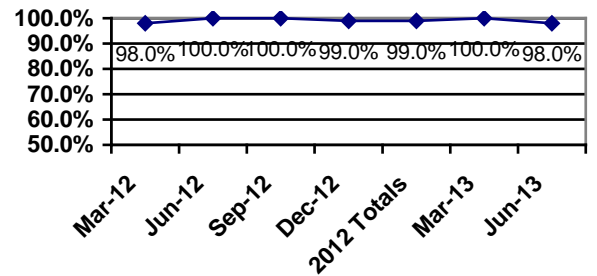
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	72(99%)	101(100%)	1(100%)	174(99%)
<b>No</b>	1(1%)			1(1%)
<b>DNR</b>		1		1
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #9**

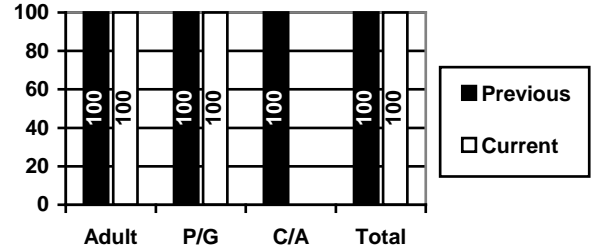
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	47(100%)	40(100%)		87(100%)
No				
DNR				
Total	47	40		87

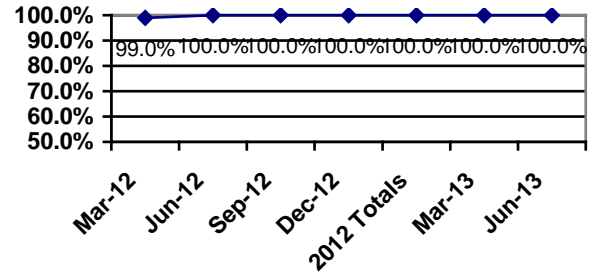
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	73(100%)	102(100%)	1(100%)	176(100%)
No				
DNR				
Total	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #10**

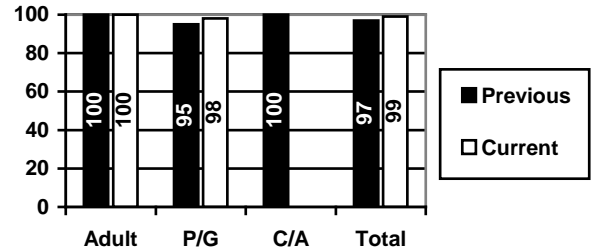
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	47(100%)	39(98%)		86(99%)
No		1(2%)		1(1%)
DNR				
Total	47	40		87

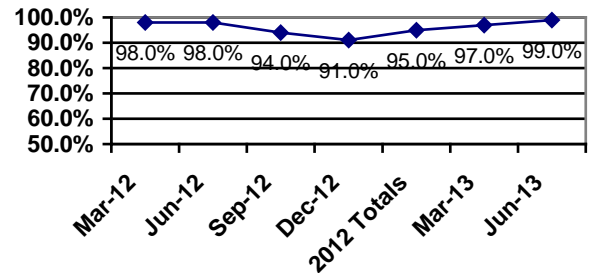
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	73(100%)	98(96%)	1(100%)	172(98%)
No		4(4%)		4(2%)
DNR				
Total	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #11**

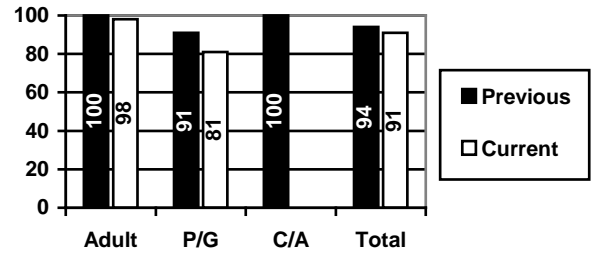
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
<b>Yes</b>	42(98%)	25(81%)		67(91%)
<b>No</b>	1(2%)	6(19%)		7(9%)
<b>DNR</b>	4	9		13
<b>Total</b>	47	40		87

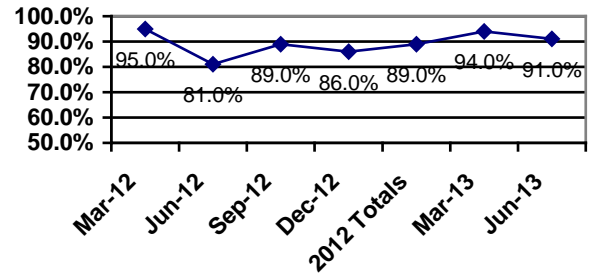
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	64(98%)	77(88%)	1(100%)	142(92%)
<b>No</b>	1(2%)	11(12%)		12(8%)
<b>DNR</b>	8	14		22
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #12**

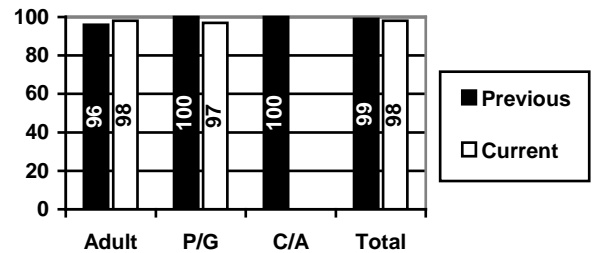
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
<b>Yes</b>	46(98%)	38(97%)		84(98%)
<b>No</b>	1(2%)	1(3%)		2(2%)
<b>DNR</b>		1		1
<b>Total</b>	47	40		87

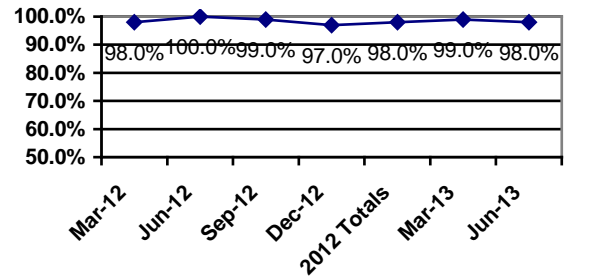
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	71(97%)	100(99%)	1(100%)	172(98%)
<b>No</b>	2(3%)	1(1%)		3(2%)
<b>DNR</b>		1		1
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #13**

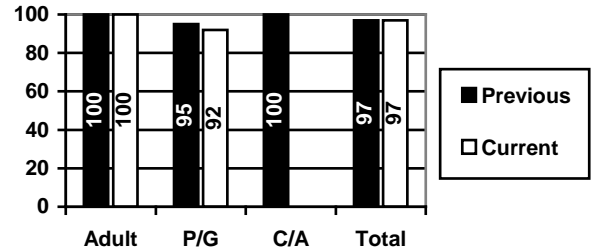
**I was able to get connected to services in a timely manner?**

	Adults	P/G	C/A	Total
<b>Yes</b>	47(100%)	37(92%)		84(97%)
<b>No</b>		3(8%)		3(3%)
<b>DNR</b>				
<b>Total</b>	47	40		87

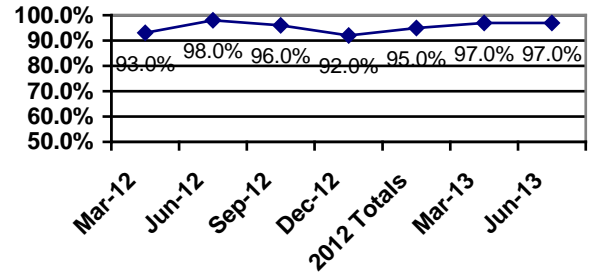
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	73(100%)	96(94%)	1(100%)	170(97%)
<b>No</b>		6(6%)		6(3%)
<b>DNR</b>				
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #14**

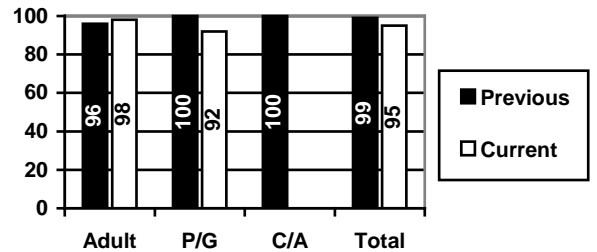
**My service providers are focused on my individual process of recovery?**

	Adults	P/G	C/A	Total
<b>Yes</b>	46(98%)	37(92%)		83(95%)
<b>No</b>	1(2%)	3(8%)		4(5%)
<b>DNR</b>				
<b>Total</b>	47	40		87

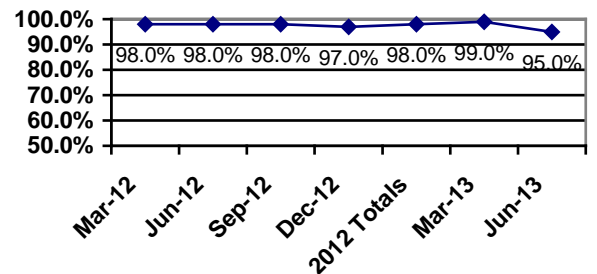
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	71(97%)	99(97%)	1(100%)	171(97%)
<b>No</b>	2(3%)	3(3%)		5(3%)
<b>DNR</b>				
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**





**Question #15**

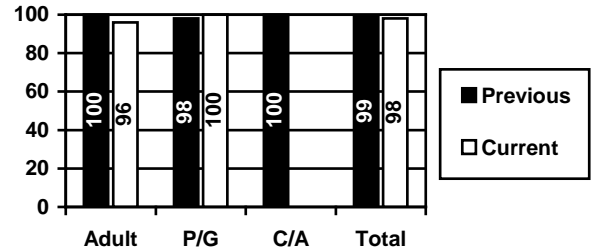
**I know how to make a complaint or grievance if I am dissatisfied with the services I receive.**

	Adults	P/G	C/A	Total
<b>Yes</b>	45(96%)	40(100%)		85(98%)
<b>No</b>	2(4%)			2(2%)
<b>DNR</b>				
<b>Total</b>	47	40		87

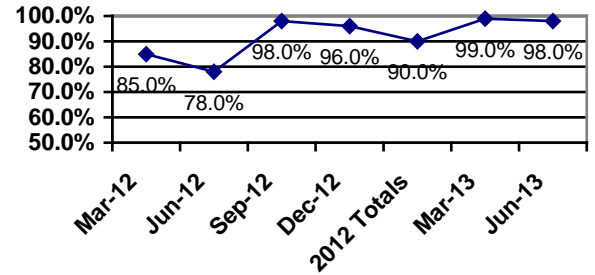
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	71(97%)	101(99%)	1(100%)	173(98%)
<b>No</b>	2(3%)	1(1%)		3(2%)
<b>DNR</b>				
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #16**

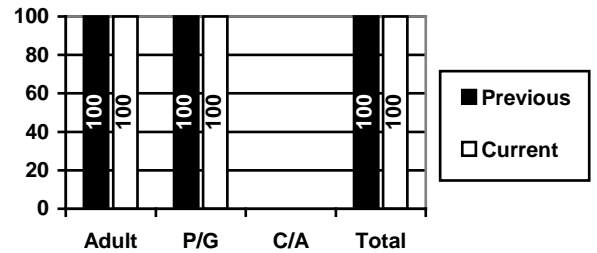
**If I have used the complaint or grievance process, the process was easy to navigate?**

	Adults	P/G	C/A	Total
<b>Yes</b>	4(100%)	3(100%)		7(100%)
<b>No</b>				
<b>N/A</b>	43	37		80
<b>Total</b>	47	40		87

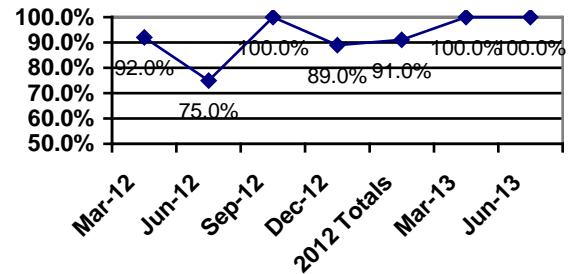
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	6(100%)	6(100%)		12(100%)
<b>No</b>				
<b>DNR</b>	67	96	1	164
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



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

**Question #17**

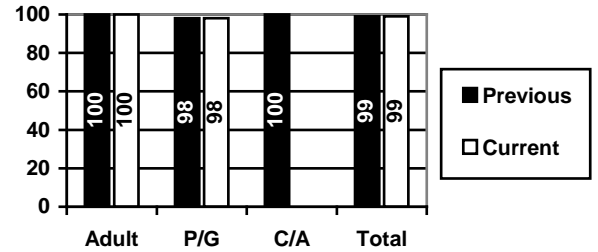
**It is clear to me that I, not the professionals, am responsible for deciding what services are provided to me.**

	Adults	P/G	C/A	Total
<b>Yes</b>	46(100%)	39(98%)		85(99%)
<b>No</b>		1(2%)		1(1%)
<b>DNR</b>	1			1
<b>Total</b>	47	40		87

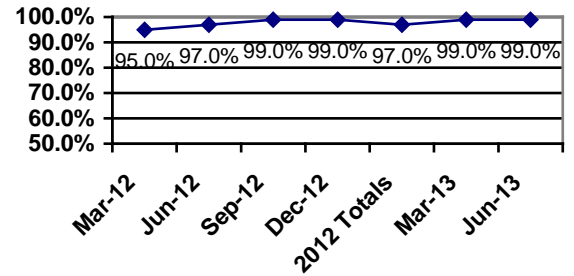
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	72(100%)	100(98%)	1(100%)	173(99%)
<b>No</b>		2(2%)		2(1%)
<b>DNR</b>	1			1
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #18**

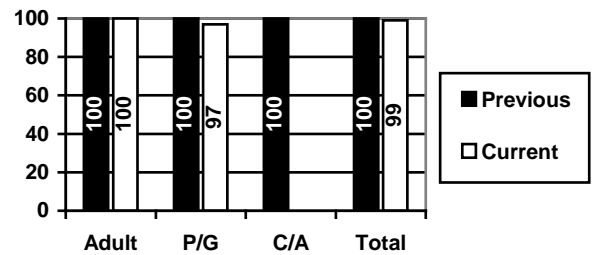
**I am pleased with the physical environment where I receive services.**

	Adults	P/G	C/A	Total
<b>Yes</b>	47(100%)	37(97%)		84(99%)
<b>No</b>		1(3%)		1(1%)
<b>DNR</b>		2		2
<b>Total</b>	47	40		87

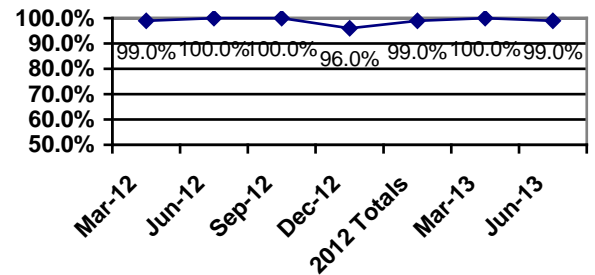
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	73(100%)	99(99%)	1(100%)	173(99%)
<b>No</b>		1(1%)		1(1%)
<b>DNR</b>		2		2
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #19**

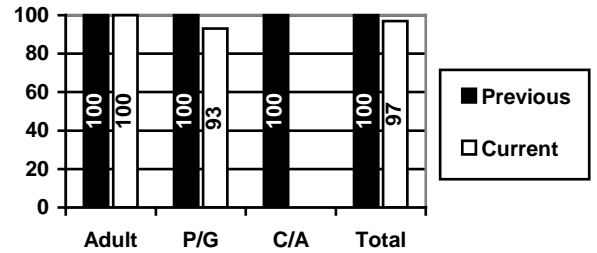
**A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?**

	Adults	P/G	C/A	Total
<b>Yes</b>	47(100%)	37(93%)		84(97%)
<b>No</b>		3(7%)		3(3%)
<b>DNR</b>				
<b>Total</b>	47	40		87

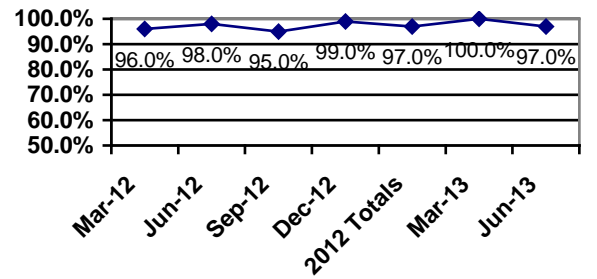
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	73(100%)	98(97%)	1(100%)	172(98%)
<b>No</b>		3(3%)		3(2%)
<b>DNR</b>		1		1
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



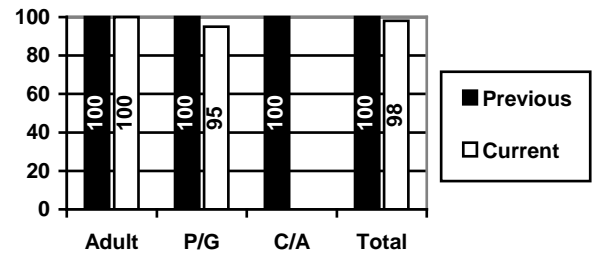
**B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?**

	Adults	P/G	C/A	Total
<b>Yes</b>	47(100%)	38(95%)		85(98%)
<b>No</b>		2(5%)		2(2%)
<b>DNR</b>				
<b>Total</b>	47	40		87

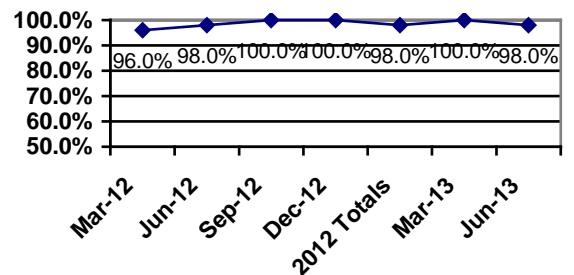
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	73(100%)	99(98%)	1(100%)	173(99%)
<b>No</b>		2(2%)		2(1%)
<b>DNR</b>		1		1
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #20**

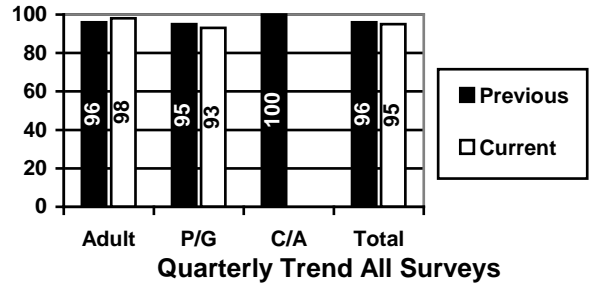
**My choice of providers was adequate?**

	Adults	P/G	C/A	Total
<b>Yes</b>	46(98%)	37(93%)		83(95%)
<b>No</b>	1(2%)	3(7%)		4(5%)
<b>DNR</b>				
<b>Total</b>	47	40		87

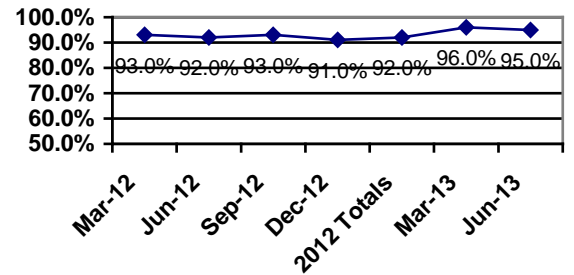
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	71(97%)	96(94%)	1(100%)	168(95%)
<b>No</b>	2(3%)	6(6%)		8(5%)
<b>DNR</b>				
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #21**

**Adults:**

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

**Parent/Guardian, Child Adolescent:**

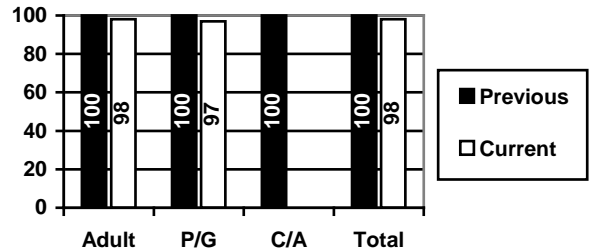
**I/my child is treated with respect during their treatment.**

	Adults	P/G	C/A	Total
<b>Yes</b>	46(98%)	36(97%)		82(98%)
<b>No</b>	1(2%)	1(3%)		2(2%)
<b>DNR</b>		3		3
<b>Total</b>	47	40		87

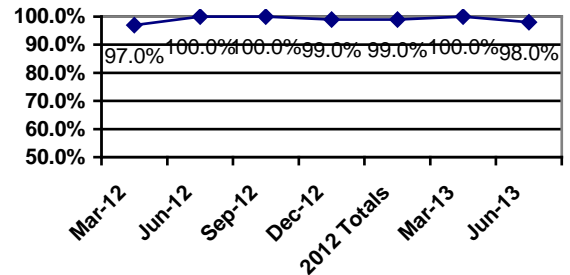
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	72(99%)	98(99%)	1(100%)	171(99%)
<b>No</b>	1(1%)	1(1%)		2(1%)
<b>DNR</b>		3		3
<b>Total</b>	73	102	1	176

**Previous Report Comparison**



**Quarterly Trend All Surveys**

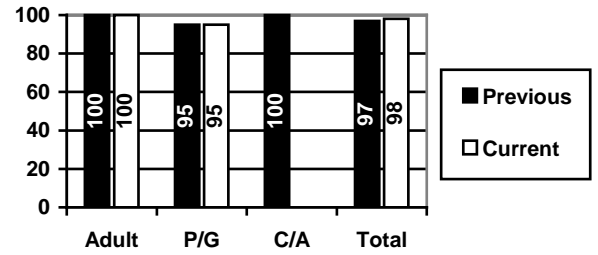


**Question #22**

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

	Adults	P/G	C/A	Total
<b>Yes</b>	47(100%)	37(95%)		84(98%)
<b>No</b>		2(5%)		2(2%)
<b>DNR</b>		1		1
<b>Total</b>	47	40		87

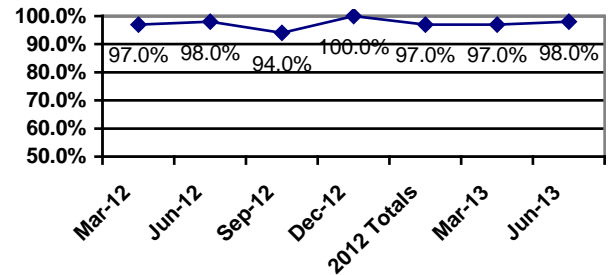
**Previous Report Comparison**



**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	73(100%)	96(95%)	1(100%)	170(97%)
<b>No</b>		5(5%)		5(3%)
<b>DNR</b>		1		1
<b>Total</b>	73	102	1	176

**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?**

	<b>Adults</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>	31(66%)	33(85%)		64(74%)
<b>Sometimes</b>	15(32%)	5(12%)		20(23%)
<b>No (Never)</b>	1(2%)	1(3%)		2(2%)
<b>Did Not Answer</b>		1		1
<b>Total</b>	47	40		87

**Cumulative Yearly Totals**

	<b>Adults</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>	48(66%)	84(83%)	1(100%)	133(76%)
<b>Sometimes</b>	24(33%)	15(15%)		39(22%)
<b>No (Never)</b>	1(1%)	2(2%)		3(2%)
<b>Did Not Answer</b>		1		1
<b>Total</b>	73	102	1	176

**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>	24(51%)	17(42%)		41(47%)
<b>A Little Better</b>	20(43%)	18(45%)		38(44%)
<b>About the Same</b>	2(4%)	4(10%)		6(7%)
<b>A Little Worse</b>	1(2%)	1(3%)		2(2%)
<b>Much Worse</b>				
<b>Did Not Respond</b>				
<b>Total</b>	47	40		87

**Cumulative Yearly Totals**

	<b>Adults</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Much Better</b>	35(48%)	40(39%)	1(100%)	76(43%)
<b>A Little Better</b>	29(40%)	45(44%)		74(42%)
<b>About the Same</b>	7(9%)	12(12%)		19(11%)
<b>A Little Worse</b>	2(3%)	5(5%)		7(4%)
<b>Much Worse</b>				
<b>Did Not Respond</b>				
<b>Total</b>	73	102	1	176

**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>	33(70%)
<b>Sometimes</b>	14(30%)
<b>No (Never)</b>	
<b>DNR</b>	
<b>Total</b>	47

	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>			
<b>Sometimes</b>	11(27%)		11(27%)
<b>No (Never)</b>	29(73%)		29(73%)
<b>DNR</b>			
<b>Total</b>	40		40

**Cumulative Yearly Totals**

	<b>Adults</b>
<b>Yes (Always)</b>	50(68%)
<b>Sometimes</b>	22(30%)
<b>No (Never)</b>	1(1%)
<b>DNR</b>	
<b>Total</b>	73

	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>			
<b>Sometimes</b>	27(26%)		27(26%)
<b>No (Never)</b>	75(74%)	1(100%)	76(74%)
<b>DNR</b>			
<b>Total</b>	102	1	103



## Valley Comparison

### Question 1

	<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>94%</b>
<b>Valley Average</b>	<b>98%</b>	<b>92%</b>		<b>96%</b>

### Question 2

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>100%</b>	<b>87%</b>		<b>94%</b>
<b>Valley Average</b>	<b>99%</b>	<b>89%</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>100%</b>	<b>98%</b>		<b>99%</b>
<b>Valley Average</b>	<b>99%</b>	<b>98%</b>		<b>99%</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>80%</b>		<b>96%</b>
<b>Valley Average</b>	<b>100%</b>	<b>83%</b>		<b>97%</b>

### Question 5

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>98%</b>	<b>95%</b>		<b>97%</b>
<b>Valley Average</b>	<b>97%</b>	<b>96%</b>		<b>97%</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>100%</b>	<b>100%</b>		<b>100%</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>93%</b>		<b>95%</b>
<b>Valley Average</b>	<b>98%</b>	<b>94%</b>		<b>97%</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>98%</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>100%</b>	<b>100%</b>		<b>100%</b>

**Question 10**

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

**Question 11**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>98%</b>	<b>81%</b>		<b>91%</b>
<b>Valley Average</b>	<b>95%</b>	<b>85%</b>		<b>92%</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>99%</b>	<b>98%</b>		<b>99%</b>

**Question 13**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>100%</b>	<b>92%</b>		<b>97%</b>
<b>Valley Average</b>	<b>95%</b>	<b>94%</b>		<b>95%</b>

**Question 14**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>98%</b>	<b>92%</b>		<b>95%</b>
<b>Valley Average</b>	<b>99%</b>	<b>94%</b>		<b>97%</b>

**Question 15**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>96%</b>	<b>100%</b>		<b>98%</b>
<b>Valley Average</b>	<b>98%</b>	<b>100%</b>		<b>99%</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>100%</b>	<b>98%</b>		<b>99%</b>
<b>Valley Average</b>	<b>99%</b>	<b>98%</b>		<b>99%</b>

**Question 18**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>100%</b>	<b>97%</b>		<b>99%</b>
<b>Valley Average</b>	<b>100%</b>	<b>98%</b>		<b>99%</b>

**Question 19A.**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>100%</b>	<b>93%</b>		<b>97%</b>
<b>Valley Average</b>	<b>97%</b>	<b>94%</b>		<b>96%</b>

**Question 19B.**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>100%</b>	<b>95%</b>		<b>98%</b>
<b>Valley Average</b>	<b>98%</b>	<b>96%</b>		<b>97%</b>

**Question 20**

	<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>95%</b>
<b>Valley Average</b>	<b>99%</b>	<b>94%</b>		<b>97%</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>99%</b>	<b>98%</b>		<b>99%</b>

**Question 22**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>100%</b>	<b>95%</b>		<b>98%</b>
<b>Valley Average</b>	<b>99%</b>	<b>96%</b>		<b>98%</b>