

**Consumer/Family Satisfaction Team**

**Report On**

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

4<sup>th</sup> Quarter

October 1, 2014 to December 31, 2014

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 81 individuals from Lehigh County were visited.

**Question #1**

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

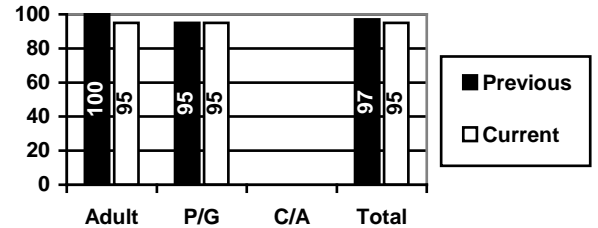
**4<sup>th</sup> Quarter** (10/01/14 - 12/31/14)

	Adults	P/G	C/A	Total
<b>Yes</b>	37(95%)	40(95%)		77(95%)
<b>No</b>	2(5%)	2(5%)		4(5%)
<b>DNR</b>				
<b>Total</b>	39	42		81

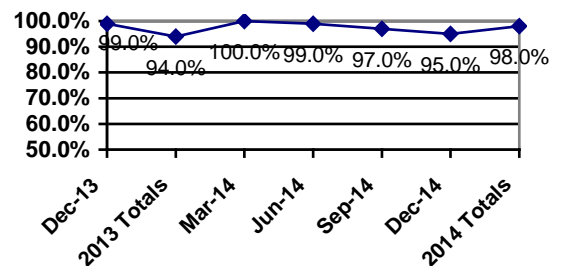
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	161(98%)	163(98%)	2(100%)	326(98%)
<b>No</b>	3(2%)	4(2%)		7(2%)
<b>DNR</b>				
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #2**

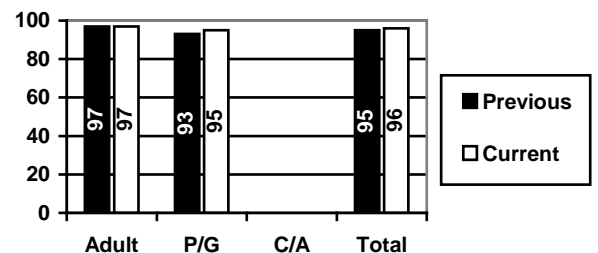
**The services I receive help me deal more effectively with my illness.**

	Adults	P/G	C/A	Total
<b>Yes</b>	37(97%)	40(95%)		77(96%)
<b>No</b>	1(3%)	2(5%)		3(4%)
<b>DNR</b>	1			1
<b>Total</b>	39	42		81

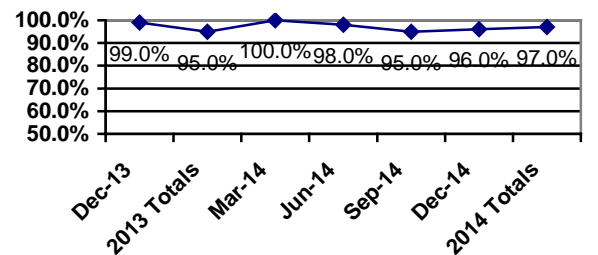
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	159(98%)	161(97%)	2(100%)	322(97%)
<b>No</b>	4(2%)	5(3%)		9(3%)
<b>DNR</b>	1	1		2
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #3**

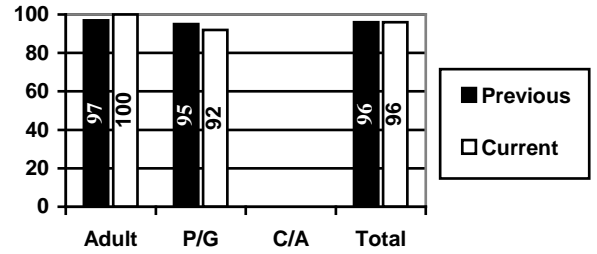
**I have received assessments and referrals to the appropriate types of services?**

	Adults	P/G	C/A	Total
Yes	38(100%)	36(92%)		74(96%)
No		3(8%)		3(4%)
DNR	1	3		4
<b>Total</b>	39	42		81

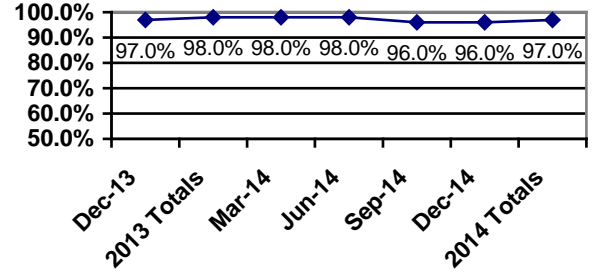
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	158(99%)	155(95%)	2(100%)	315(97%)
No	2(1%)	8(5%)		10(3%)
DNR	4	4		8
<b>Total</b>	164	167	2	333

**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	15(100%)
No	
DNR	24
<b>Total</b>	39

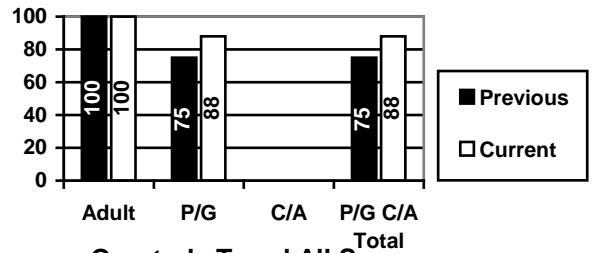
**P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?**

	P/G	C/A	Total
Yes	7(88%)		7(88%)
No	1(12%)		1(12%)
DNR	34		34
<b>Total</b>	42		42

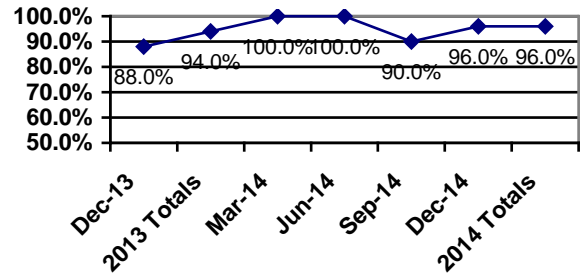
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	46(100%)	21(87%)		67(96%)
No		3(12%)		3(4%)
DNR	118	143	2	263
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #5**

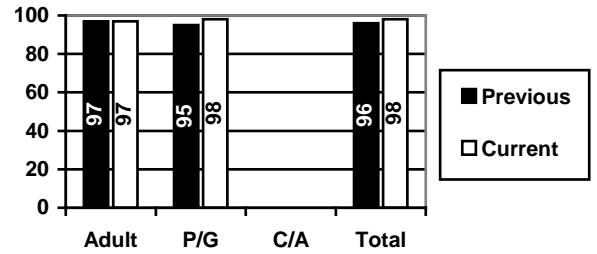
**In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.**

	Adults	P/G	C/A	Total
<b>Yes</b>	38(97%)	40(98%)		78(98%)
<b>No</b>	1(3%)	1(2%)		2(2%)
<b>DNR</b>		1		1
<b>Total</b>	39	42		81

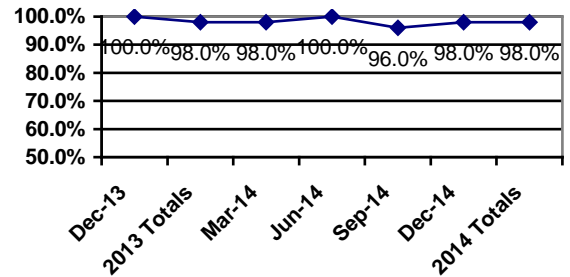
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	158(98%)	163(98%)	2(100%)	323(98%)
<b>No</b>	4(2%)	3(2%)		7(2%)
<b>DNR</b>	2	1		3
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #6**

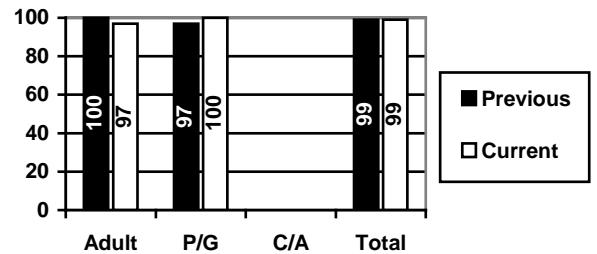
**When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.**

	Adults	P/G	C/A	Total
<b>Yes</b>	36(97%)	41(100%)		77(99%)
<b>No</b>	1(3%)			1(1%)
<b>DNR</b>	2	1		3
<b>Total</b>	39	42		81

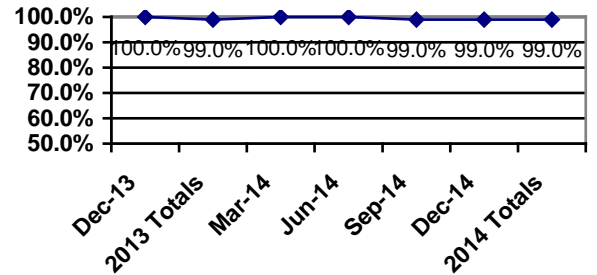
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	142(99%)	155(99%)	1(100%)	298(99%)
<b>No</b>	1(1%)	1(1%)		2(1%)
<b>DNR</b>	21	11	1	33
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #7**

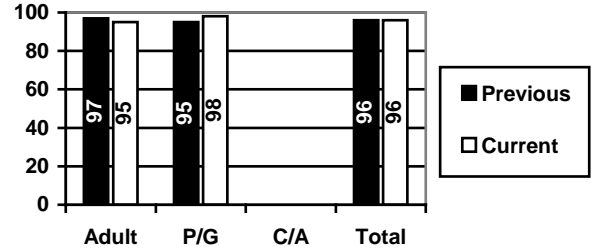
**I have received enough information to make educated choices regarding my treatment.**

	Adults	P/G	C/A	Total
<b>Yes</b>	37(95%)	41(98%)		78(96%)
<b>No</b>	2(5%)	1(2%)		3(4%)
<b>DNR</b>				
<b>Total</b>	39	42		81

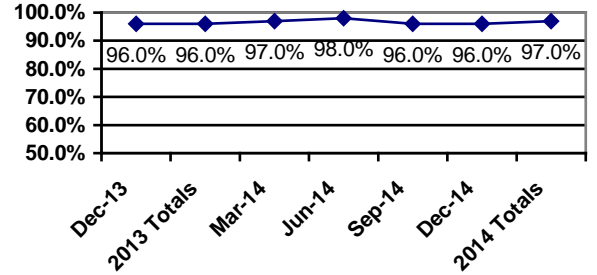
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	157(96%)	162(98%)	2(100%)	321(97%)
<b>No</b>	7(4%)	4(2%)		11(3%)
<b>DNR</b>		1		1
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #8**

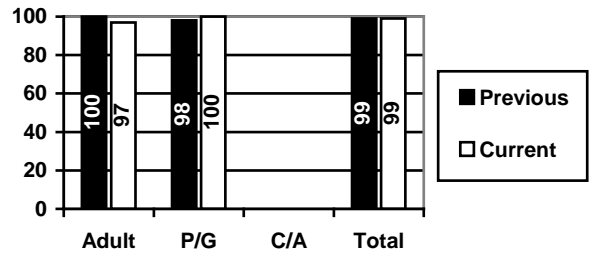
**My caregivers respect my culture, beliefs, customs, and the ways that I do things.**

	Adults	P/G	C/A	Total
<b>Yes</b>	38(97%)	42(100%)		80(99%)
<b>No</b>	1(3%)			1(1%)
<b>DNR</b>				
<b>Total</b>	39	42		81

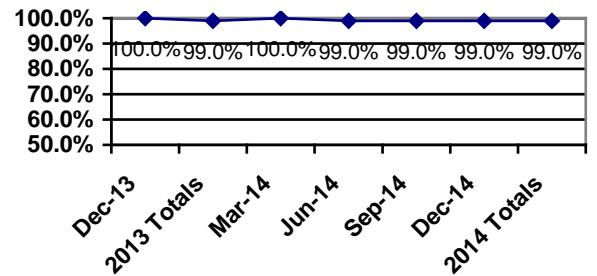
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	161(99%)	165(99%)	2(100%)	328(99%)
<b>No</b>	1(1%)	2(1%)		3(1%)
<b>DNR</b>	2			2
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #9**

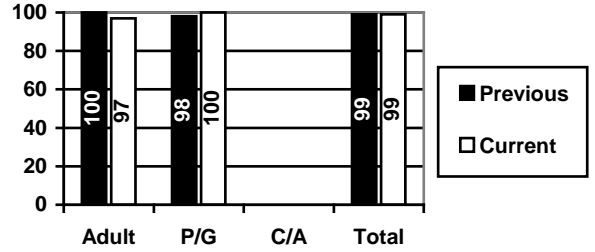
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	38(97%)	42(100%)		80(99%)
No	1(3%)			1(1%)
DNR				
Total	39	42		81

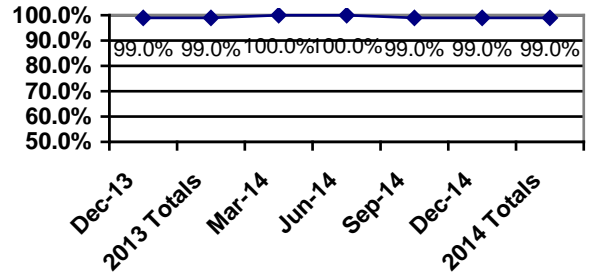
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	163(99%)	166(99%)	2(100%)	331(99%)
No	1(1%)	1(1%)		2(1%)
DNR				
Total	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #10**

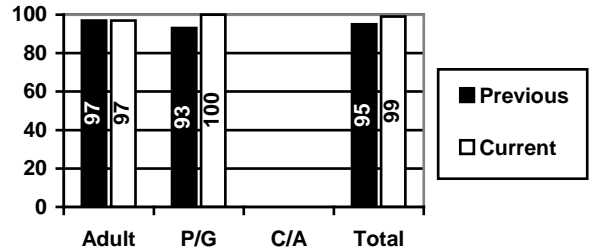
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	38(97%)	42(100%)		80(99%)
No	1(3%)			1(1%)
DNR				
Total	39	42		81

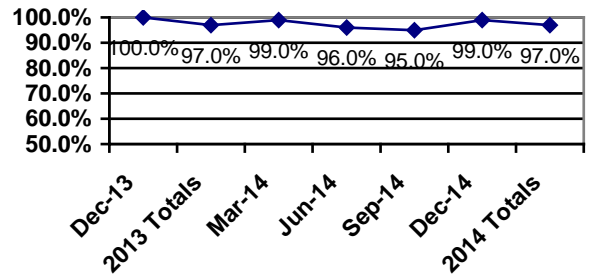
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	158(97%)	163(98%)	2(100%)	323(97%)
No	5(3%)	4(2%)		9(3%)
DNR	1			1
Total	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #11**

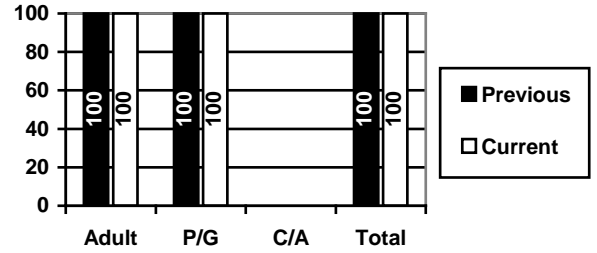
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	32(100%)	24(100%)		56(100%)
No				
DNR	7	18		25
Total	39	42		81

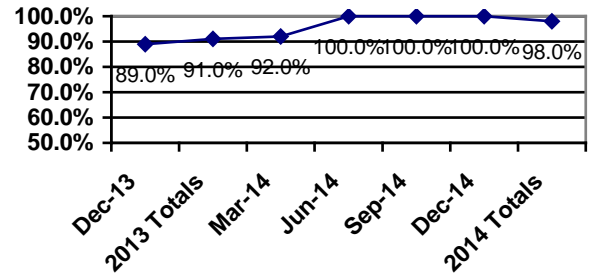
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	114(97%)	100(98%)	1(100%)	215(98%)
No	3(3%)	2(2%)		5(2%)
DNR	47	65	1	113
Total	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #12**

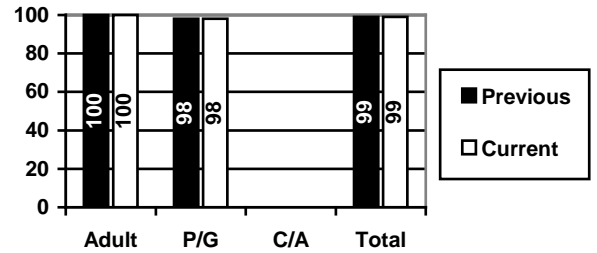
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	39(100%)	41(98%)		80(99%)
No		1(2%)		1(1%)
DNR				
Total	39	42		81

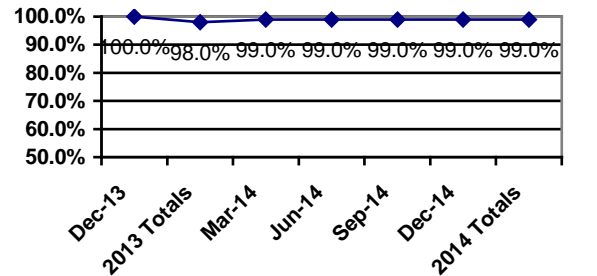
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	163(99%)	164(98%)	2(100%)	329(99%)
No	1(1%)	3(2%)		4(1%)
DNR				
Total	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #13**

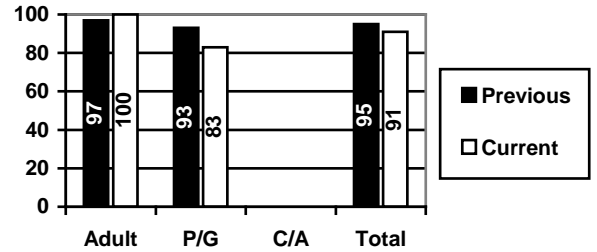
**I was able to get connected to services in a timely manner?**

	Adults	P/G	C/A	Total
<b>Yes</b>	39(100%)	35(83%)		74(91%)
<b>No</b>		7(17%)		7(9%)
<b>DNR</b>				
<b>Total</b>	39	42		81

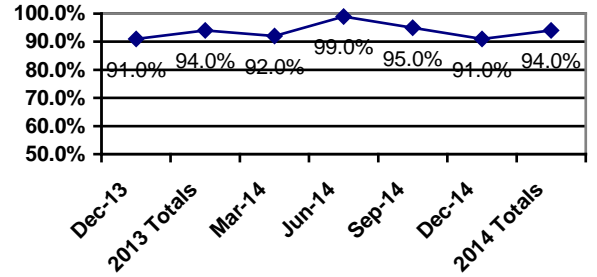
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	159(98%)	150(90%)	2(100%)	311(94%)
<b>No</b>	3(2%)	16(10%)		19(6%)
<b>DNR</b>	2	1		3
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #14**

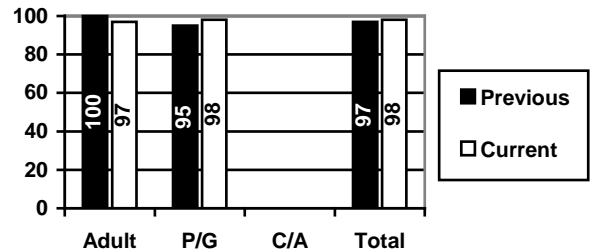
**My service providers are focused on my individual process of recovery?**

	Adults	P/G	C/A	Total
<b>Yes</b>	38(97%)	41(98%)		79(98%)
<b>No</b>	1(3%)	1(2%)		2(2%)
<b>DNR</b>				
<b>Total</b>	39	42		81

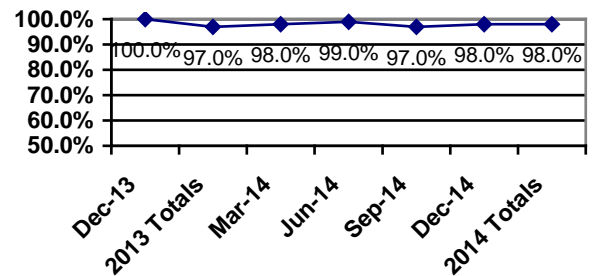
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	160(98%)	164(98%)	2(100%)	326(98%)
<b>No</b>	4(2%)	3(2%)		7(2%)
<b>DNR</b>				
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**





**Question #15**

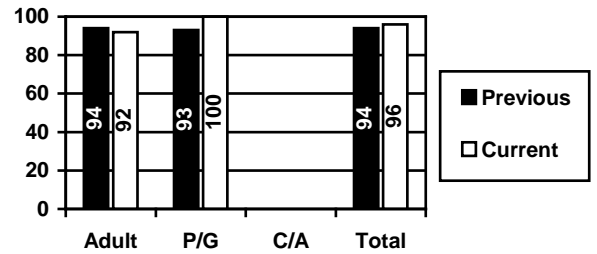
**I know how to make a complaint or grievance if I am dissatisfied with the services I receive.**

	Adults	P/G	C/A	Total
<b>Yes</b>	36(92%)	42(100%)		78(96%)
<b>No</b>	3(8%)			3(4%)
<b>DNR</b>				
<b>Total</b>	39	42		81

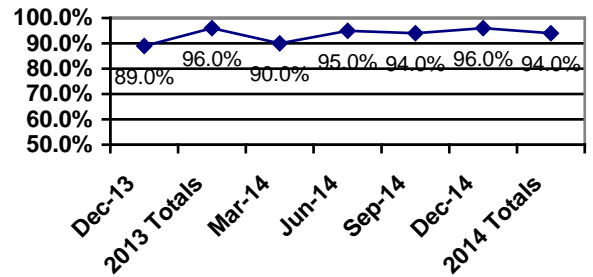
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	152(93%)	159(95%)	1(50%)	312(94%)
<b>No</b>	12(7%)	8(5%)	1(50%)	21(6%)
<b>DNR</b>				
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #16**

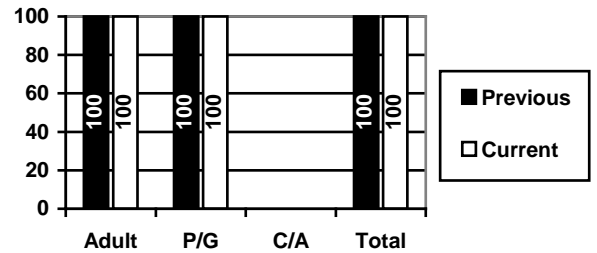
**If I have used the complaint or grievance process, the process was easy to navigate?**

	Adults	P/G	C/A	Total
<b>Yes</b>	6(100%)	3(100%)		9(100%)
<b>No</b>				
<b>N/A</b>	33	39		72
<b>Total</b>	39	42		81

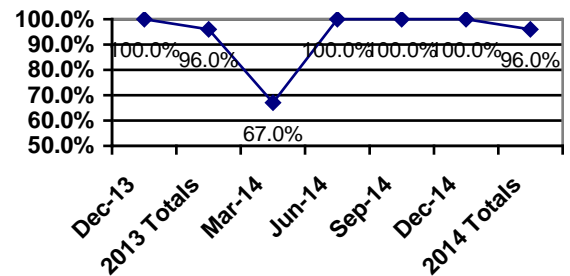
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	11(92%)	11(100%)		22(96%)
<b>No</b>	1(8%)			1(4%)
<b>DNR</b>	152	156	2	310
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



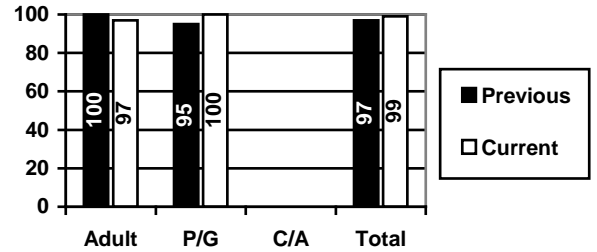
**Note:** Individuals listed as DNR responded as not having used the complaint or grievance process.

**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>	37(97%)	42(100%)		79(99%)
<b>No</b>	1(3%)			1(1%)
<b>DNR</b>	1			1
<b>Total</b>	39	42		81

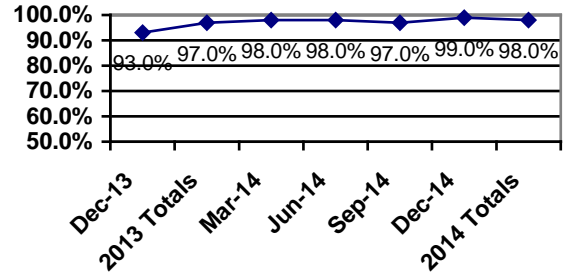
**Previous Report Comparison**



**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	158(98%)	163(98%)	2(100%)	323(98%)
<b>No</b>	4(2%)	3(2%)		7(2%)
<b>DNR</b>	2	1		3
<b>Total</b>	164	167	2	333

**Quarterly Trend All Surveys**

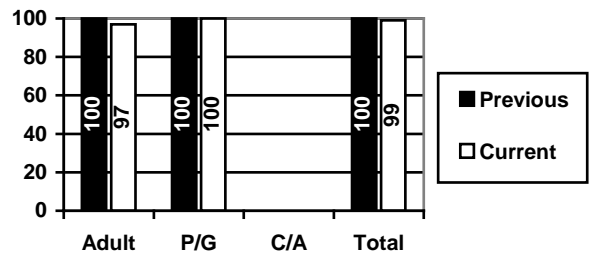


**Question #18**

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

	Adults	P/G	C/A	Total
<b>Yes</b>	38(97%)	42(100%)		80(99%)
<b>No</b>	1(3%)			1(1%)
<b>DNR</b>				
<b>Total</b>	39	42		81

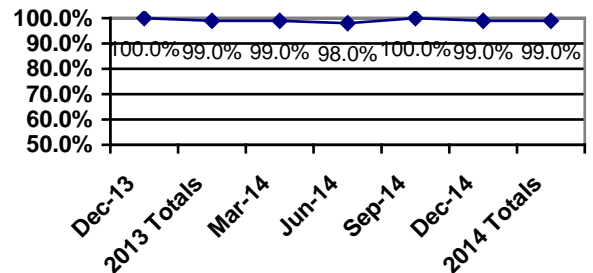
**Previous Report Comparison**



**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	162(99%)	165(99%)	2(100%)	329(99%)
<b>No</b>	2(1%)	2(1%)		4(1%)
<b>DNR</b>				
<b>Total</b>	164	167	2	333

**Quarterly Trend All Surveys**



**Question #19**

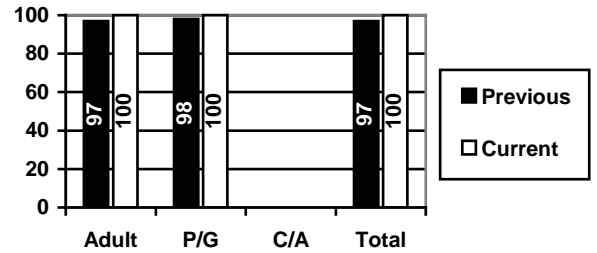
**A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?**

	Adults	P/G	C/A	Total
<b>Yes</b>	39(100%)	40(100%)		79(100%)
<b>No</b>				
<b>DNR</b>		2		2
<b>Total</b>	39	42		81

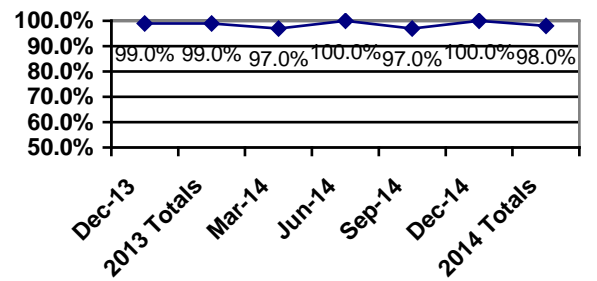
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	160(98%)	164(99%)	2(100%)	326(98%)
<b>No</b>	4(2%)	1(1%)		5(2%)
<b>DNR</b>		2		2
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



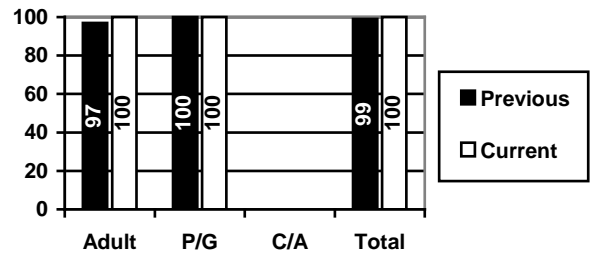
**B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?**

	Adults	P/G	C/A	Total
<b>Yes</b>	39(100%)	40(100%)		79(100%)
<b>No</b>				
<b>DNR</b>		2		2
<b>Total</b>	39	42		81

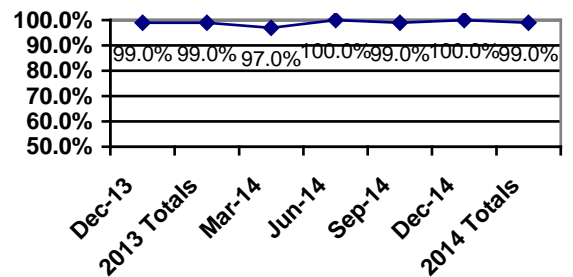
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	160(98%)	165(100%)	2(100%)	327(99%)
<b>No</b>	4(2%)			4(1%)
<b>DNR</b>		2		2
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #20**

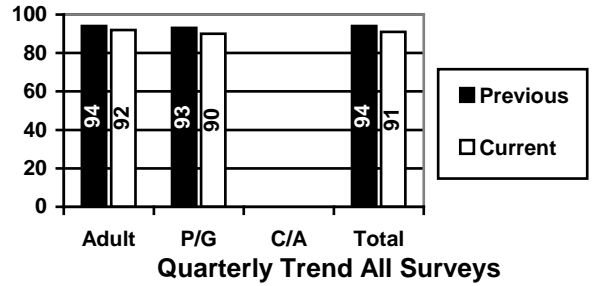
**My choice of providers was adequate?**

	Adults	P/G	C/A	Total
<b>Yes</b>	36(92%)	38(90%)		74(91%)
<b>No</b>	3(8%)	4(10%)		7(9%)
<b>DNR</b>				
<b>Total</b>	39	42		81

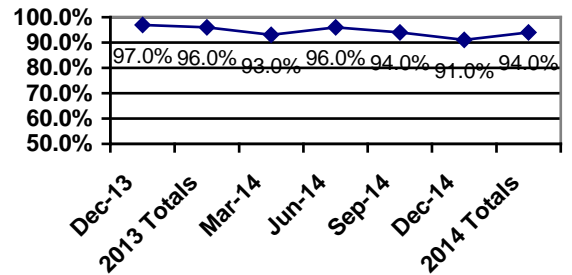
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	150(93%)	157(95%)	2(100%)	309(94%)
<b>No</b>	12(7%)	9(5%)		21(6%)
<b>DNR</b>	2	1		3
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #21**

**Adults:**

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

**Parent/Guardian, Child Adolescent:**

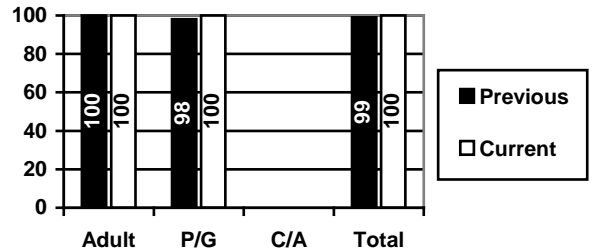
**I/my child is treated with respect during their treatment.**

	Adults	P/G	C/A	Total
<b>Yes</b>	39(100%)	42(100%)		81(100%)
<b>No</b>				
<b>DNR</b>				
<b>Total</b>	39	42		81

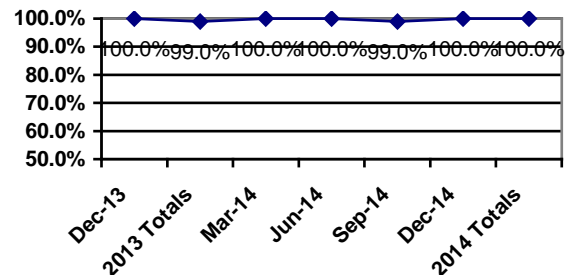
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	164(100%)	165(99%)	2(100%)	331(100%)
<b>No</b>		1(1%)		1(<1%)
<b>DNR</b>		1		1
<b>Total</b>	164	167	2	333

**Previous Report Comparison**



**Quarterly Trend All Surveys**

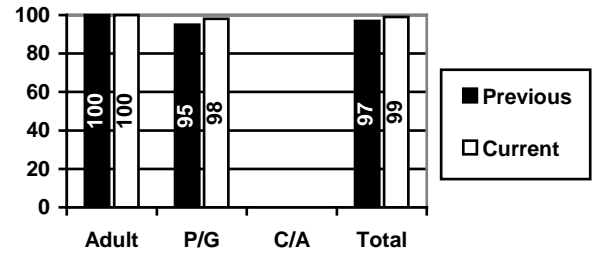


**Question #22**

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

	Adults	P/G	C/A	Total
<b>Yes</b>	39(100%)	41(98%)		80(99%)
<b>No</b>		1(2%)		1(1%)
<b>DNR</b>				
<b>Total</b>	39	42		81

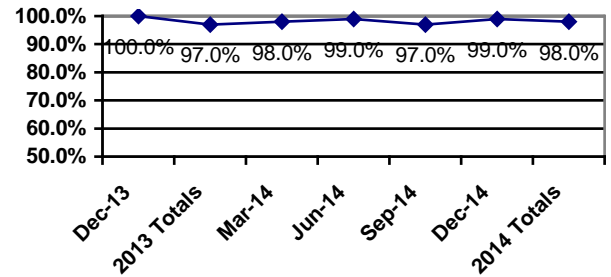
**Previous Report Comparison**



**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	161(99%)	163(98%)	2(100%)	326(98%)
<b>No</b>	2(1%)	4(2%)		6(2%)
<b>DNR</b>	1			1
<b>Total</b>	164	167	2	333

**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>	27(69%)	30(71%)		57(70%)
<b>Sometimes</b>	12(31%)	11(26%)		23(28%)
<b>No (Never)</b>		1(2%)		1(1%)
<b>Did Not Answer</b>				
<b>Total</b>	39	42		81

**Cumulative Yearly Totals**

	<b>Adults</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>	119(73%)	140(84%)	2(100%)	261(78%)
<b>Sometimes</b>	43(26%)	23(14%)		66(20%)
<b>No (Never)</b>	2(1%)	4(2%)		6(2%)
<b>Did Not Answer</b>				
<b>Total</b>	164	167	2	333

**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>	13(33%)	15(36%)		28(35%)
<b>A Little Better</b>	18(46%)	20(48%)		38(47%)
<b>About the Same</b>	8(21%)	4(9%)		12(14%)
<b>A Little Worse</b>		3(7%)		3(4%)
<b>Much Worse</b>				
<b>Did Not Respond</b>				
<b>Total</b>	39	42		81

**Cumulative Yearly Totals**

	<b>Adults</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Much Better</b>	64(39%)	67(40%)	1(50%)	132(40%)
<b>A Little Better</b>	70(43%)	74(44%)	1(50%)	145(43%)
<b>About the Same</b>	28(17%)	20(12%)		48(14%)
<b>A Little Worse</b>	2(1%)	5(3%)		7(2%)
<b>Much Worse</b>		1(1%)		1(<1%)
<b>Did Not Respond</b>				
<b>Total</b>	164	167	2	333

**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>	25(64%)
<b>Sometimes</b>	14(36%)
<b>No (Never)</b>	
<b>DNR</b>	
<b>Total</b>	39

	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>	1(2%)		1(2%)
<b>Sometimes</b>	15(36%)		15(36%)
<b>No (Never)</b>	26(62%)		26(62%)
<b>DNR</b>			
<b>Total</b>	42		42

**Cumulative Yearly Totals**

	<b>Adults</b>
<b>Yes (Always)</b>	111(68%)
<b>Sometimes</b>	53(32%)
<b>No (Never)</b>	
<b>DNR</b>	
<b>Total</b>	164

	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>	3(2%)		3(2%)
<b>Sometimes</b>	52(31%)		52(31%)
<b>No (Never)</b>	112(67%)	2(100%)	114(67%)
<b>DNR</b>			
<b>Total</b>	167	2	169



## Valley Comparison

### Question 1

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>95%</b>	<b>95%</b>		<b>95%</b>
<b>Valley Average</b>	<b>96%</b>	<b>95%</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>97%</b>	<b>95%</b>		<b>96%</b>
<b>Valley Average</b>	<b>97%</b>	<b>95%</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>92%</b>		<b>96%</b>
<b>Valley Average</b>	<b>97%</b>	<b>92%</b>		<b>95%</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>88%</b>		<b>96%</b>
<b>Valley Average</b>	<b>100%</b>	<b>88%</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>97%</b>	<b>98%</b>		<b>98%</b>
<b>Valley Average</b>	<b>95%</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>97%</b>	<b>100%</b>		<b>99%</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>95%</b>	<b>98%</b>		<b>96%</b>
<b>Valley Average</b>	<b>95%</b>	<b>95%</b>		<b>95%</b>

### Question 8

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

**Question 12**

	<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>100%</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>83%</b>		<b>91%</b>
<b>Valley Average</b>	<b>99%</b>	<b>88%</b>		<b>94%</b>

**Question 14**

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

**Question 15**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>92%</b>	<b>100%</b>		<b>96%</b>
<b>Valley Average</b>	<b>92%</b>	<b>98%</b>		<b>95%</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>97%</b>	<b>100%</b>		<b>99%</b>
<b>Valley Average</b>	<b>96%</b>	<b>100%</b>		<b>98%</b>

**Question 18**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>97%</b>	<b>100%</b>		<b>99%</b>
<b>Valley Average</b>	<b>97%</b>	<b>100%</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>100%</b>		<b>100%</b>
<b>Valley Average</b>	<b>99%</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>100%</b>	<b>100%</b>		<b>100%</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>92%</b>	<b>90%</b>		<b>91%</b>
<b>Valley Average</b>	<b>93%</b>	<b>89%</b>		<b>92%</b>

**Question 21**

	<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 22**

	<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>