

**Consumer/Family Satisfaction Team**

**Report On**

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

1<sup>st</sup> Quarter

January 1, 2015 to March 31, 2015

Prepared By:  
Recovery Partnership  
Lehigh Valley Consumer/Family Satisfaction Team, Inc.  
70 W. North Street, Suite 101  
Bethlehem, PA 18018  
Phone: 610-861-2741  
Fax: 610-861-2781

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 91 individuals from Lehigh County were visited.

**Question #1**

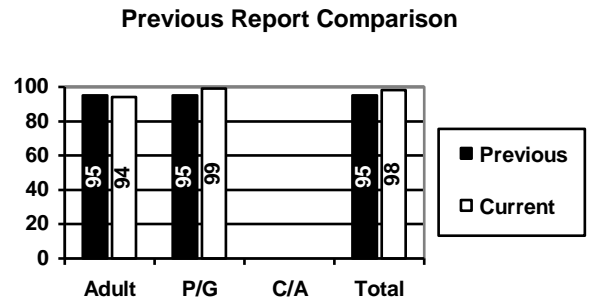
**I am pleased with the quality of services provided to me.**

**1<sup>st</sup> Quarter (01/01/15 - 03/31/15)**

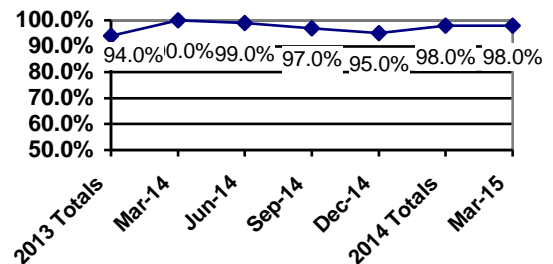
	Adults	P/G	C/A	Total
<b>Yes</b>	17(94%)	72(99%)		89(98%)
<b>No</b>	1(6%)	1(1%)		2(2%)
<b>DNR</b>				
<b>Total</b>	18	73		91

**Previous 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



**Quarterly Trend All Surveys**



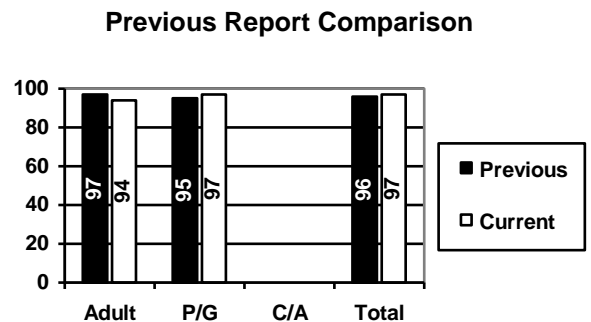
**Question #2**

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

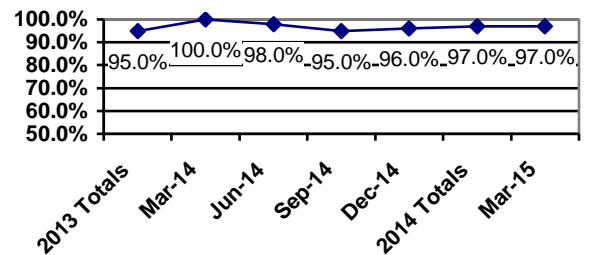
	Adults	P/G	C/A	Total
<b>Yes</b>	17(94%)	70(97%)		87(97%)
<b>No</b>	1(6%)	2(3%)		3(3%)
<b>DNR</b>		1		1
<b>Total</b>	18	73		91

**Previous 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



**Quarterly Trend All Surveys**



**Question #3**

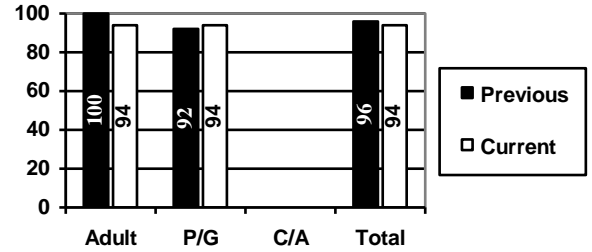
**I have received assessments and referrals to the appropriate types of services?**

	Adults	P/G	C/A	Total
Yes	17(94%)	68(94%)		85(94%)
No	1(6%)	4(6%)		5(6%)
DNR		1		1
<b>Total</b>	18	73		91

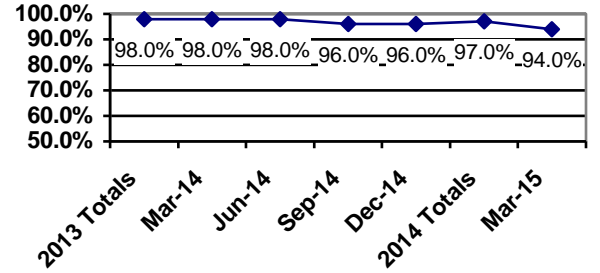
**Previous Yearly Totals**

	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	2(100%)
No	
DNR	16
<b>Total</b>	18

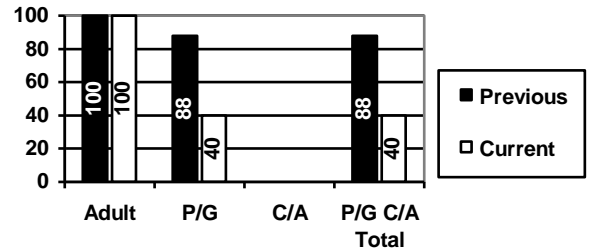
**P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?**

	P/G	C/A	Total
Yes	2(40%)		2(40%)
No	3(60%)		3(60%)
DNR	68		68
<b>Total</b>	73		73

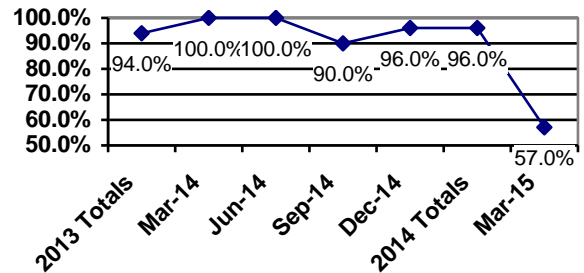
**Previous Yearly Totals**

	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**

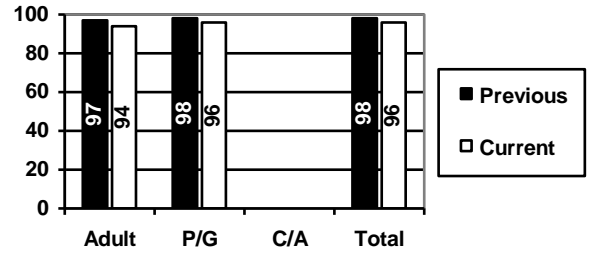


**Question #5**

**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>	17(94%)	70(96%)		87(96%)
<b>No</b>	1(6%)	3(4%)		4(4%)
<b>DNR</b>				
<b>Total</b>	18	73		91

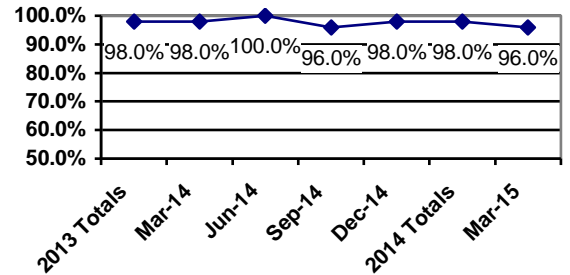
**Previous Report Comparison**



**Previous 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**

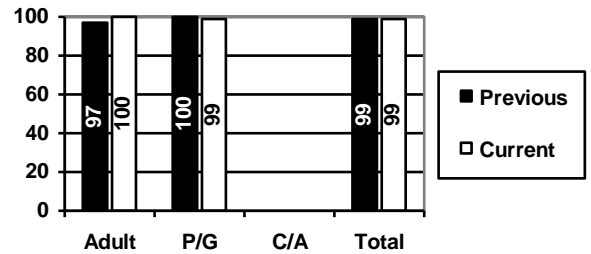


**Question #6**

**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>	16(100%)	69(99%)		85(99%)
<b>No</b>		1(1%)		1(1%)
<b>DNR</b>	2	3		5
<b>Total</b>	18	73		91

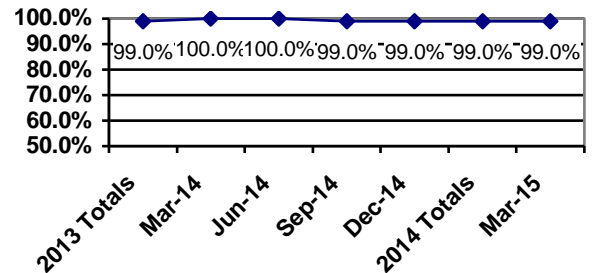
**Previous Report Comparison**



**Previous 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

**Quarterly Trend All Surveys**



**Question #7**

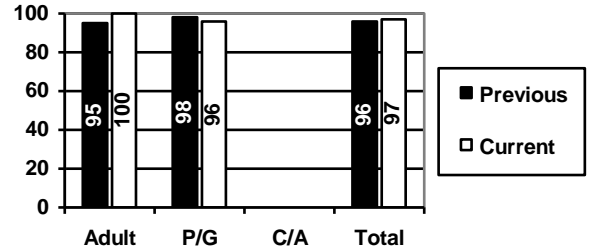
**I have received enough information to make educated choices regarding my treatment.**

	Adults	P/G	C/A	Total
<b>Yes</b>	18(100%)	70(96%)		88(97%)
<b>No</b>		3(4%)		3(3%)
<b>DNR</b>				
<b>Total</b>	18	73		91

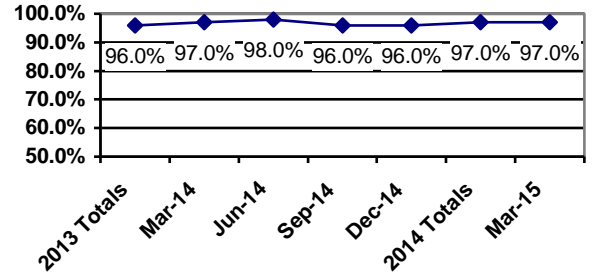
**Previous Yearly Totals**

	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**

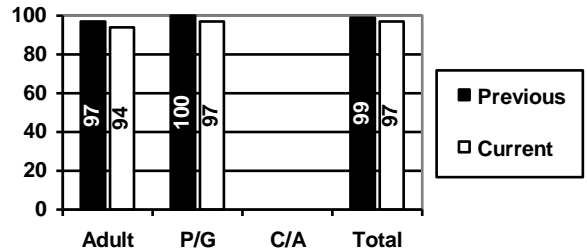
**My caregivers respect my culture, beliefs, customs, and the ways that I do things.**

	Adults	P/G	C/A	Total
<b>Yes</b>	17(94%)	71(97%)		88(97%)
<b>No</b>	1(6%)	2(3%)		3(3%)
<b>DNR</b>				
<b>Total</b>	18	73		91

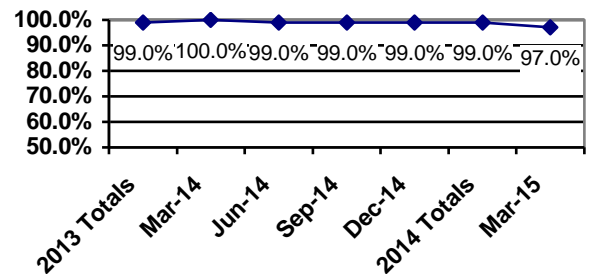
**Previous Yearly Totals**

	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**

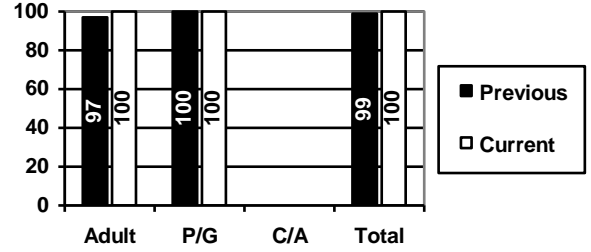
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	18(100%)	73(100%)		91(100%)
No				
DNR				
Total	18	73		91

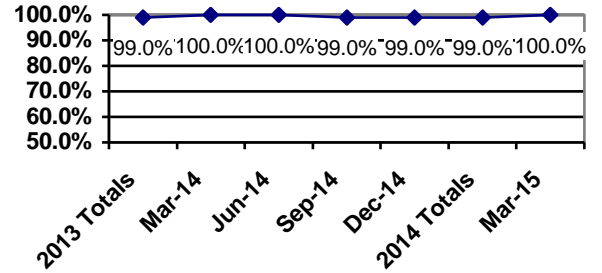
**Previous Yearly Totals**

	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**

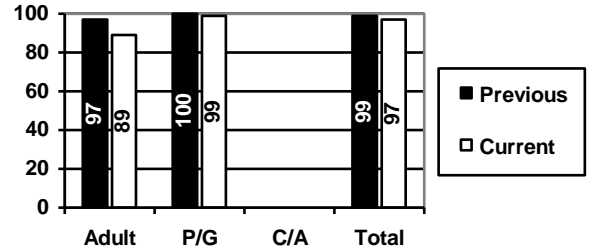
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	16(89%)	72(99%)		88(97%)
No	2(11%)	1(1%)		3(3%)
DNR				
Total	18	73		91

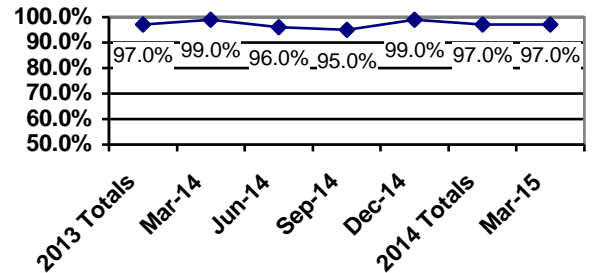
**Previous Yearly Totals**

	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**

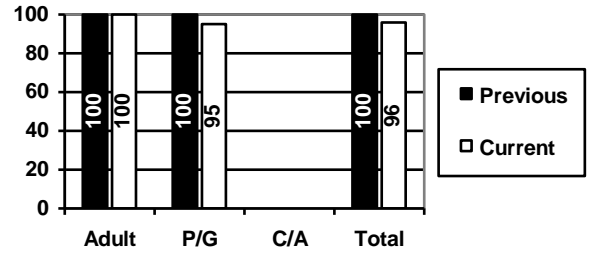
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	10(100%)	39(95%)		49(96%)
No		2(5%)		2(4%)
DNR	8	32		40
Total	18	73		91

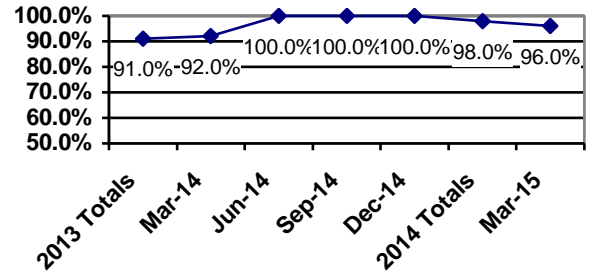
**Previous Yearly Totals**

	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**

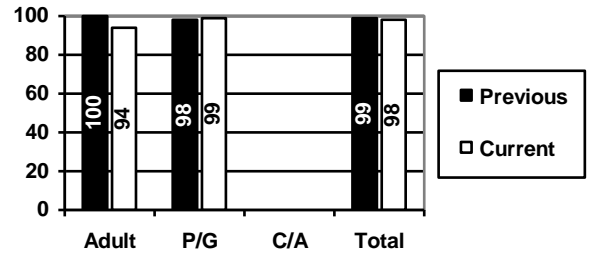
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	17(94%)	72(99%)		89(98%)
No	1(6%)	1(1%)		2(2%)
DNR				
Total	18	73		91

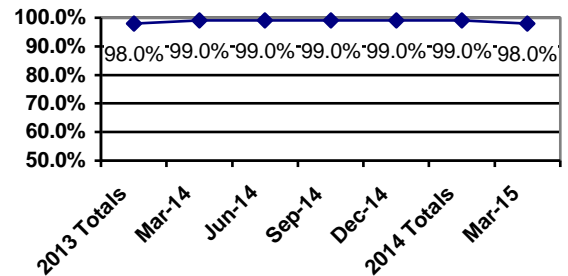
**Previous Yearly Totals**

	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**

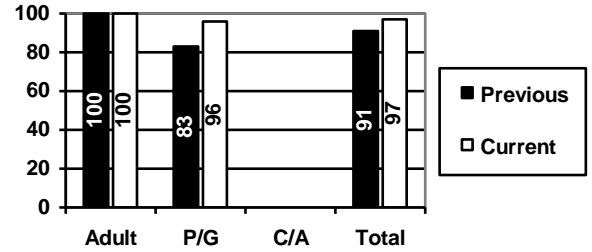
**I was able to get connected to services in a timely manner?**

	Adults	P/G	C/A	Total
<b>Yes</b>	18(100%)	70(96%)		88(97%)
<b>No</b>		3(4%)		3(3%)
<b>DNR</b>				
<b>Total</b>	18	73		91

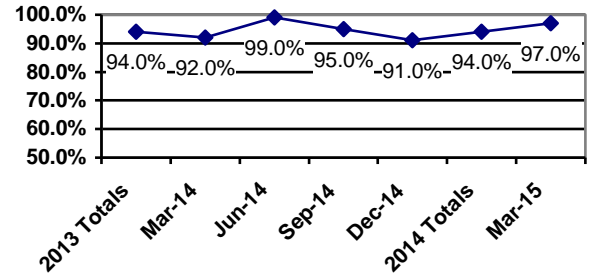
**Previous Yearly Totals**

	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**

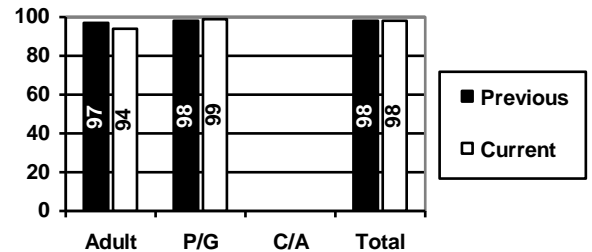
**My service providers are focused on my individual process of recovery?**

	Adults	P/G	C/A	Total
<b>Yes</b>	17(94%)	72(99%)		89(98%)
<b>No</b>	1(6%)	1(1%)		2(2%)
<b>DNR</b>				
<b>Total</b>	18	73		91

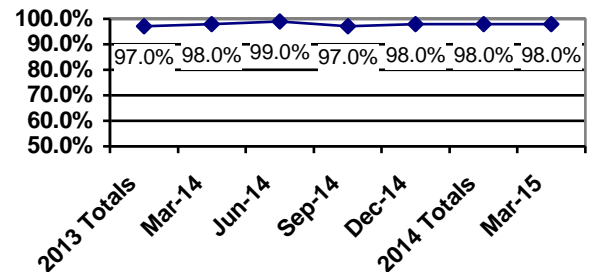
**Previous Yearly Totals**

	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**

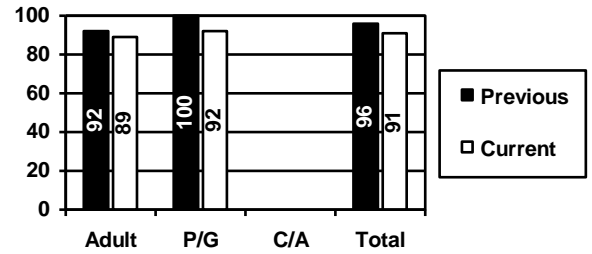
**I know how to make a complaint or grievance if I am dissatisfied with the services I receive.**

	Adults	P/G	C/A	Total
<b>Yes</b>	16(89%)	67(92%)		83(91%)
<b>No</b>	2(11%)	6(8%)		8(9%)
<b>DNR</b>				
<b>Total</b>	18	73		91

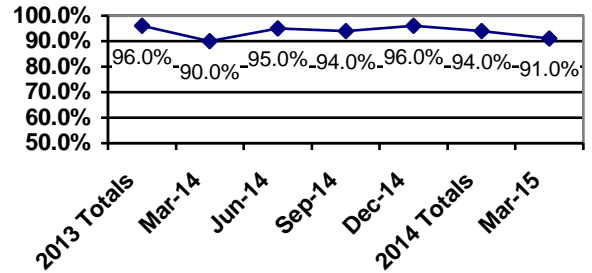
**Previous Yearly Totals**

	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**

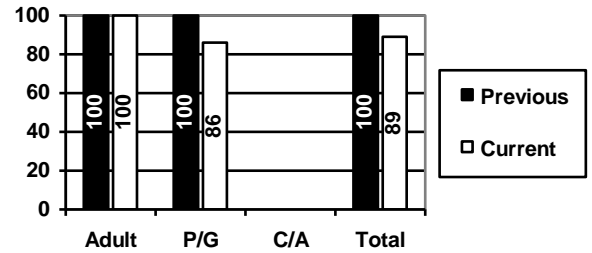
**If I have used the complaint or grievance process, the process was easy to navigate?**

	Adults	P/G	C/A	Total
<b>Yes</b>	2(100%)	6(86%)		8(89%)
<b>No</b>		1(14%)		1(11%)
<b>N/A</b>	16	66		82
<b>Total</b>	18	73		91

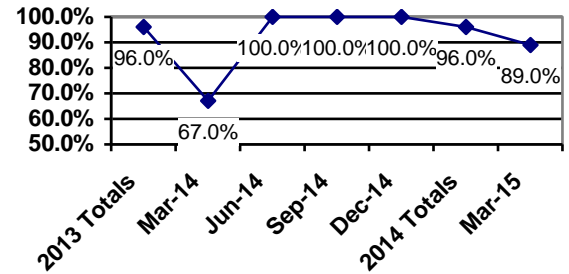
**Previous Yearly Totals**

	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**



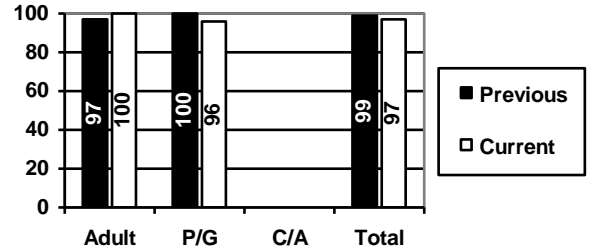
**Note:** Individuals listed as DNR responded as not having used the complaint or grievance process.

**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>	18(100%)	68(96%)		86(97%)
<b>No</b>		3(4%)		3(3%)
<b>DNR</b>		2		2
<b>Total</b>	18	73		91

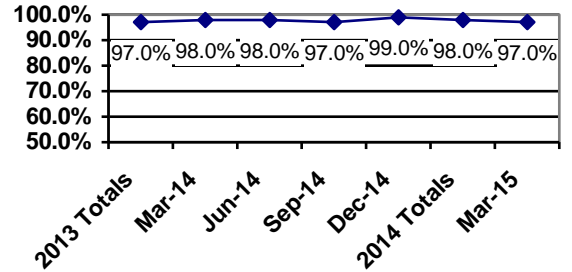
**Previous Report Comparison**



**Previous 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**

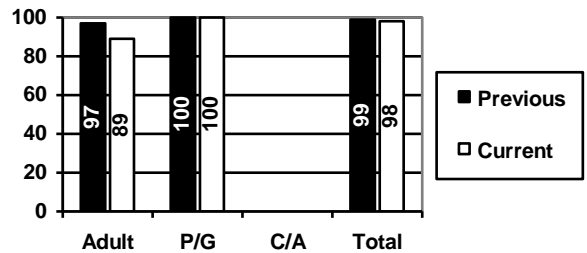


**Question #18**

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

	Adults	P/G	C/A	Total
<b>Yes</b>	16(89%)	73(100%)		89(98%)
<b>No</b>	2(11%)			2(2%)
<b>DNR</b>				
<b>Total</b>	18	73		91

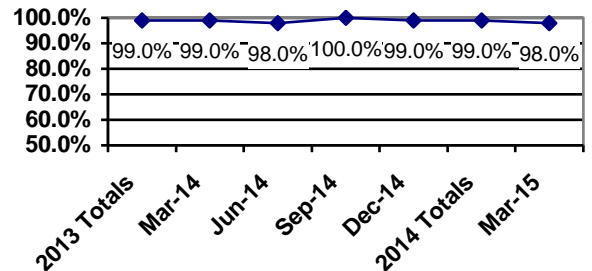
**Previous Report Comparison**



**Previous 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**

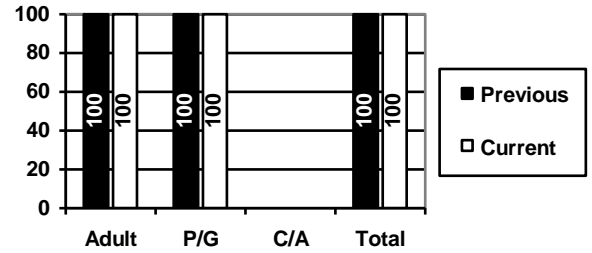
**A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?**

	Adults	P/G	C/A	Total
<b>Yes</b>	18(100%)	73(100%)		91(100%)
<b>No</b>				
<b>DNR</b>				
<b>Total</b>	18	73		91

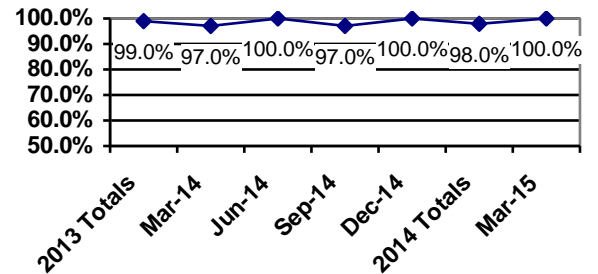
**Previous Yearly Totals**

	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**



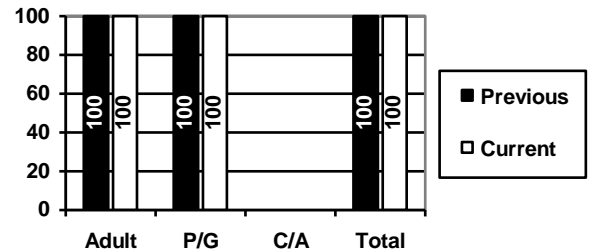
**B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?**

	Adults	P/G	C/A	Total
<b>Yes</b>	18(100%)	73(100%)		91(100%)
<b>No</b>				
<b>DNR</b>				
<b>Total</b>	18	73		91

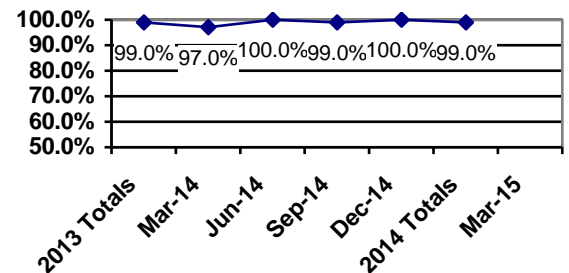
**Previous Yearly Totals**

	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**

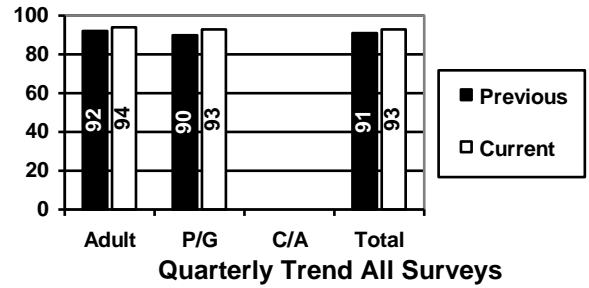
**My choice of providers was adequate?**

	Adults	P/G	C/A	Total
<b>Yes</b>	17(94%)	68(93%)		85(93%)
<b>No</b>	1(6%)	5(7%)		6(7%)
<b>DNR</b>				
<b>Total</b>	18	73		91

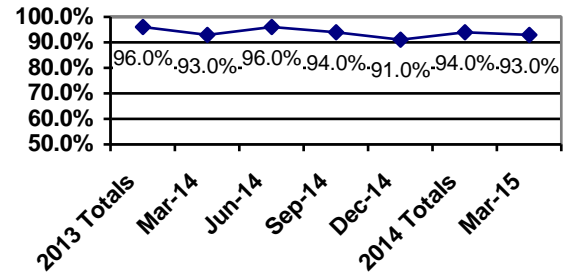
**Previous Yearly Totals**

	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:**

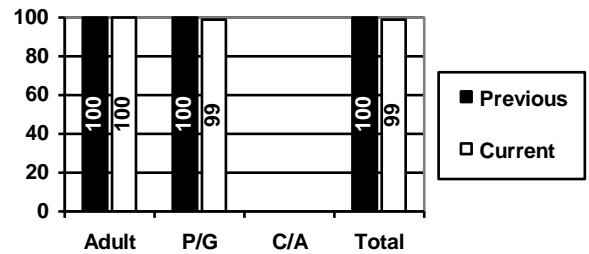
**I/my child is treated with respect during their treatment.**

	Adults	P/G	C/A	Total
<b>Yes</b>	18(100%)	72(99%)		90(99%)
<b>No</b>		1(1%)		1(1%)
<b>DNR</b>				
<b>Total</b>	18	73		91

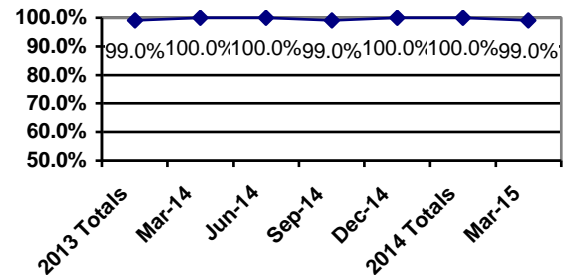
**Previous Yearly Totals**

	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**

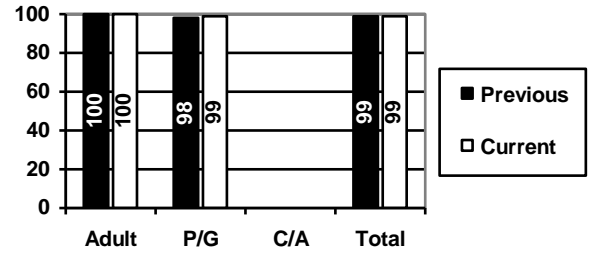


**Question #22**

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

	Adults	P/G	C/A	Total
<b>Yes</b>	18(100%)	72(99%)		90(99%)
<b>No</b>		1(1%)		1(1%)
<b>DNR</b>				
<b>Total</b>	18	73		91

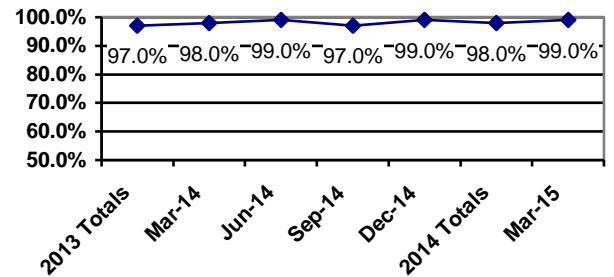
**Previous Report Comparison**



**Previous 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>	14(78%)	59(81%)		73(80%)
<b>Sometimes</b>	4(22%)	13(18%)		17(19%)
<b>No (Never)</b>		1(1%)		1(1%)
<b>Did Not Answer</b>				
<b>Total</b>	18	73		91

**Previous 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>	9(50%)	18(25%)		27(30%)
<b>A Little Better</b>	6(33%)	38(52%)		44(48%)
<b>About the Same</b>	3(17%)	17(23%)		20(22%)
<b>A Little Worse</b>				
<b>Much Worse</b>				
<b>Did Not Respond</b>				
<b>Total</b>	18	73		91

**Previous 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>	15(83%)
<b>Sometimes</b>	3(17%)
<b>No (Never)</b>	
<b>DNR</b>	
<b>Total</b>	18

	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>			
<b>Sometimes</b>	21(29%)		21(29%)
<b>No (Never)</b>	52(71%)		52(71%)
<b>DNR</b>			
<b>Total</b>	73		73

**Previous 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>94%</b>	<b>99%</b>		<b>98%</b>
<b>Valley Average</b>	<b>90%</b>	<b>96%</b>	<b>100%</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>94%</b>	<b>97%</b>		<b>97%</b>
<b>Valley Average</b>	<b>93%</b>	<b>94%</b>	<b>100%</b>	<b>94%</b>

### Question 3

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>94%</b>	<b>94%</b>		<b>94%</b>
<b>Valley Average</b>	<b>97%</b>	<b>92%</b>	<b>100%</b>	<b>93%</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>40%</b>		<b>57%</b>
<b>Valley Average</b>	<b>75%</b>	<b>55%</b>		<b>60%</b>

### Question 5

	<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>96%</b>
<b>Valley Average</b>	<b>90%</b>	<b>97%</b>	<b>100%</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>99%</b>		<b>99%</b>
<b>Valley Average</b>	<b>100%</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>100%</b>	<b>96%</b>		<b>97%</b>
<b>Valley Average</b>	<b>97%</b>	<b>96%</b>	<b>100%</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>94%</b>	<b>97%</b>		<b>97%</b>
<b>Valley Average</b>	<b>96%</b>	<b>96%</b>	<b>100%</b>	<b>96%</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>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>89%</b>	<b>99%</b>		<b>97%</b>
<b>Valley Average</b>	<b>90%</b>	<b>99%</b>	<b>100%</b>	<b>97%</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>95%</b>		<b>96%</b>
<b>Valley Average</b>	<b>100%</b>	<b>94%</b>		<b>95%</b>

**Question 12**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>94%</b>	<b>99%</b>		<b>98%</b>
<b>Valley Average</b>	<b>90%</b>	<b>98%</b>	<b>100%</b>	<b>96%</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>96%</b>		<b>97%</b>
<b>Valley Average</b>	<b>93%</b>	<b>95%</b>	<b>100%</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>94%</b>	<b>99%</b>		<b>98%</b>
<b>Valley Average</b>	<b>93%</b>	<b>97%</b>	<b>100%</b>	<b>96%</b>

**Question 15**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>89%</b>	<b>92%</b>		<b>91%</b>
<b>Valley Average</b>	<b>87%</b>	<b>90%</b>	<b>100%</b>	<b>90%</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>86%</b>		<b>89%</b>
<b>Valley Average</b>	<b>100%</b>	<b>94%</b>		<b>95%</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>96%</b>		<b>97%</b>
<b>Valley Average</b>	<b>100%</b>	<b>98%</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>89%</b>	<b>100%</b>		<b>98%</b>
<b>Valley Average</b>	<b>90%</b>	<b>100%</b>	<b>100%</b>	<b>98%</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>93%</b>	<b>100%</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>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</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>93%</b>		<b>93%</b>
<b>Valley Average</b>	<b>93%</b>	<b>94%</b>	<b>100%</b>	<b>94%</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>99%</b>		<b>99%</b>
<b>Valley Average</b>	<b>97%</b>	<b>98%</b>	<b>100%</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>100%</b>	<b>99%</b>		<b>99%</b>
<b>Valley Average</b>	<b>100%</b>	<b>98%</b>	<b>100%</b>	<b>99%</b>