

**Consumer/Family Satisfaction Team**

**Report On**

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

2<sup>nd</sup> Quarter

April 1, 2015 to June 30, 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.**

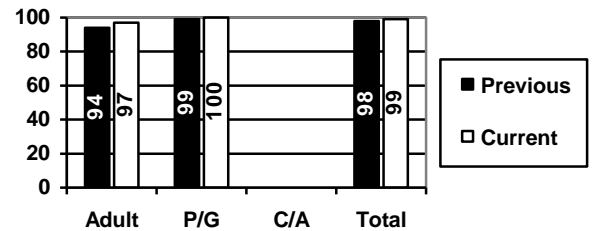
**2<sup>nd</sup> Quarter (04/01/15 - 06/30/15)**

	Adults	P/G	C/A	Total
<b>Yes</b>	38(97%)	52(100%)		90(99%)
<b>No</b>	1(3%)			1(1%)
<b>DNR</b>				
<b>Total</b>	39	52		91

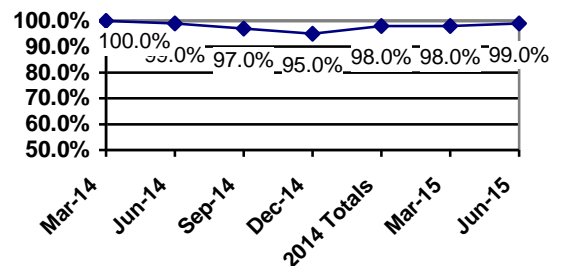
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	55(96%)	124(99%)		179(98%)
<b>No</b>	2(4%)	1(1%)		3(2%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #2**

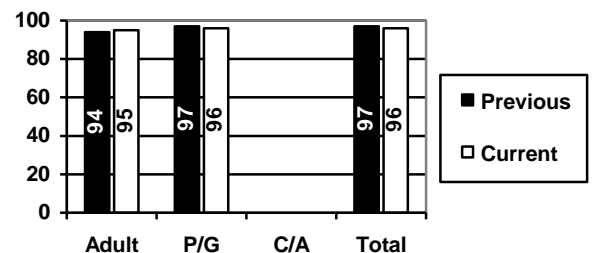
**The services I receive help me deal more effectively with my illness.**

	Adults	P/G	C/A	Total
<b>Yes</b>	37(95%)	49(96%)		86(96%)
<b>No</b>	2(5%)	2(4%)		4(4%)
<b>DNR</b>		1		1
<b>Total</b>	39	52		91

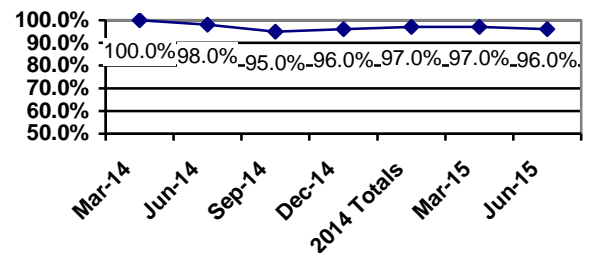
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	54(95%)	119(97%)		173(96%)
<b>No</b>	3(5%)	4(3%)		7(4%)
<b>DNR</b>		2		2
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #3**

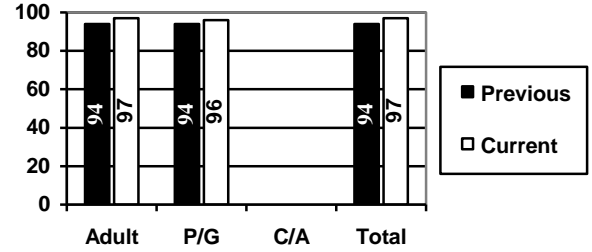
**I have received assessments and referrals to the appropriate types of services?**

	Adults	P/G	C/A	Total
Yes	37(97%)	50(96%)		87(97%)
No	1(3%)	2(4%)		3(3%)
DNR	1			1
Total	39	52		91

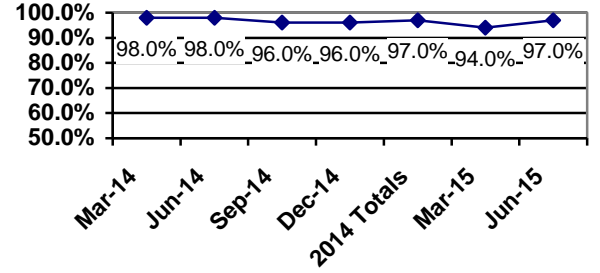
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	54(96%)	118(95%)		172(96%)
No	2(4%)	6(5%)		8(4%)
DNR	1	1		2
Total	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #4**

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

	Adults
Yes	8(100%)
No	
DNR	31
Total	39

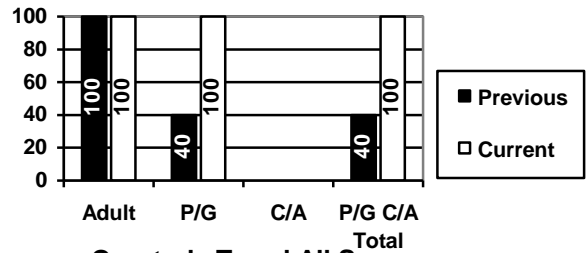
**P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?**

	P/G	C/A	Total
Yes	2(100%)		2(100%)
No			
DNR	50		50
Total	52		52

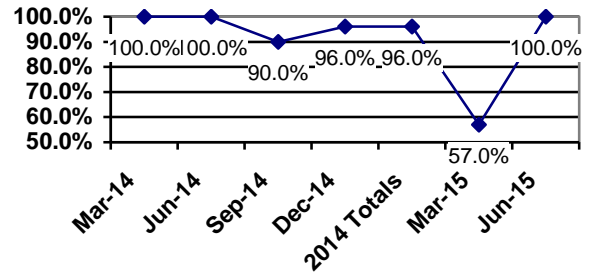
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	10(100%)	4(57%)		14(82%)
No		3(43%)		3(18%)
DNR	47	118		165
Total	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #5**

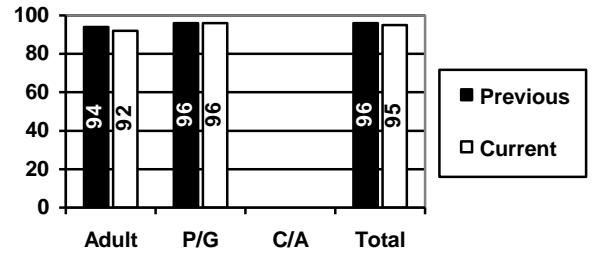
**In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.**

	Adults	P/G	C/A	Total
<b>Yes</b>	36(92%)	50(96%)		86(95%)
<b>No</b>	3(8%)	2(4%)		5(5%)
<b>DNR</b>				
<b>Total</b>	39	52		91

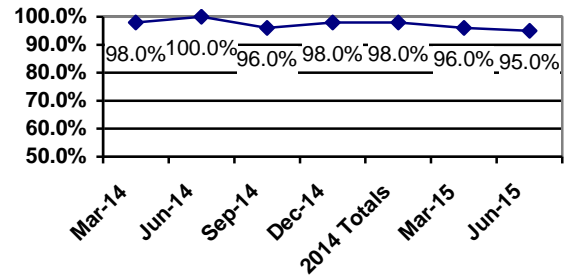
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	53(93%)	120(96%)		173(95%)
<b>No</b>	4(7%)	5(4%)		9(5%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #6**

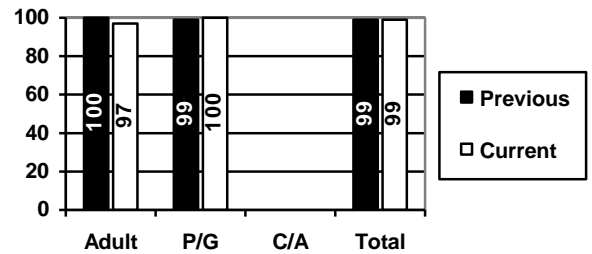
**When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.**

	Adults	P/G	C/A	Total
<b>Yes</b>	34(97%)	50(100%)		84(99%)
<b>No</b>	1(3%)			1(1%)
<b>DNR</b>	4	2		6
<b>Total</b>	39	52		91

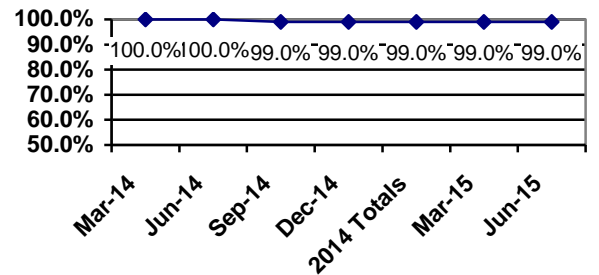
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	50(98%)	119(99%)		169(99%)
<b>No</b>	1(2%)	1(1%)		2(1%)
<b>DNR</b>	6	5		11
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #7**

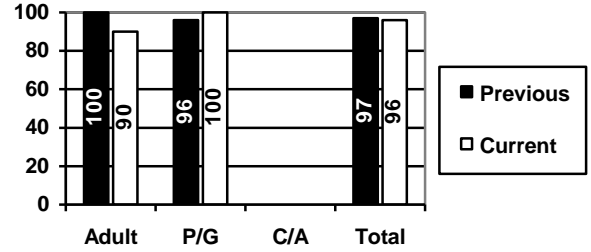
**I have received enough information to make educated choices regarding my treatment.**

	Adults	P/G	C/A	Total
<b>Yes</b>	35(90%)	52(100%)		87(96%)
<b>No</b>	4(10%)			4(4%)
<b>DNR</b>				
<b>Total</b>	39	52		91

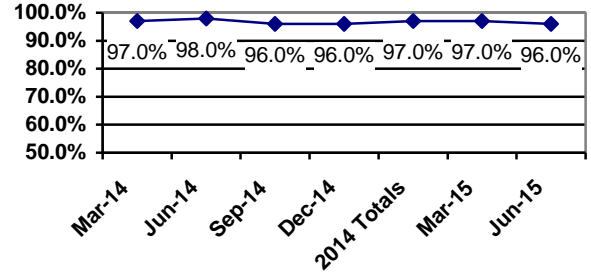
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	53(93%)	122(98%)		175(96%)
<b>No</b>	4(7%)	3(2%)		7(4%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #8**

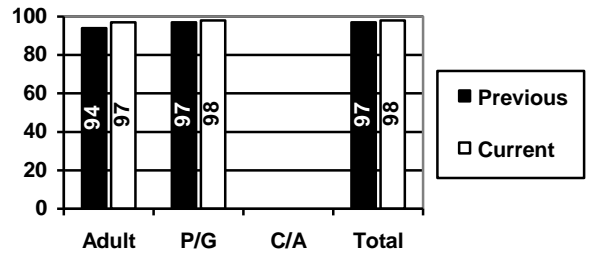
**My caregivers respect my culture, beliefs, customs, and the ways that I do things.**

	Adults	P/G	C/A	Total
<b>Yes</b>	38(97%)	51(98%)		89(98%)
<b>No</b>	1(3%)	1(2%)		2(2%)
<b>DNR</b>				
<b>Total</b>	39	52		91

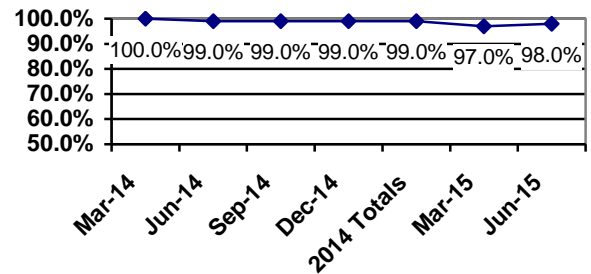
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	55(96%)	122(98%)		177(97%)
<b>No</b>	2(4%)	3(2%)		5(3%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #9**

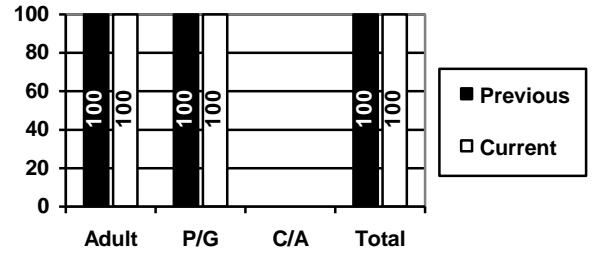
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	39(100%)	52(100%)		91(100%)
No				
DNR				
Total	39	52		91

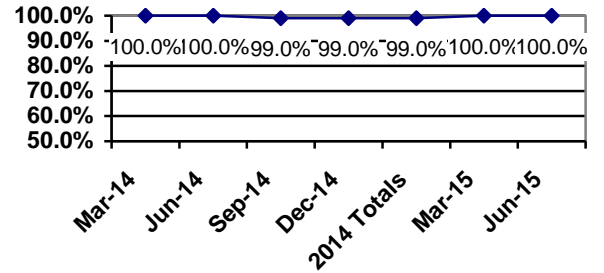
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	57(100%)	125(100%)		182(100%)
No				
DNR				
Total	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #10**

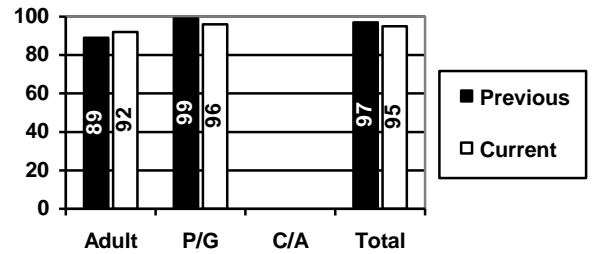
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	36(92%)	50(96%)		86(95%)
No	3(8%)	2(4%)		5(5%)
DNR				
Total	39	52		91

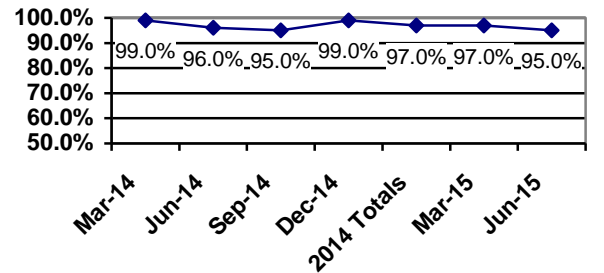
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	52(91%)	122(98%)		174(96%)
No	5(9%)	3(2%)		8(4%)
DNR				
Total	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #11**

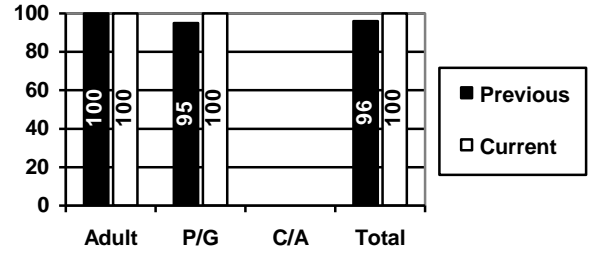
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	28(100%)	35(100%)		63(100%)
No				
DNR	11	17		28
Total	39	52		91

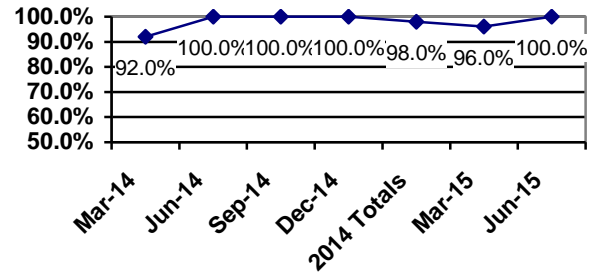
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	38(100%)	74(97%)		112(98%)
No		2(3%)		2(2%)
DNR	19	49		68
Total	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #12**

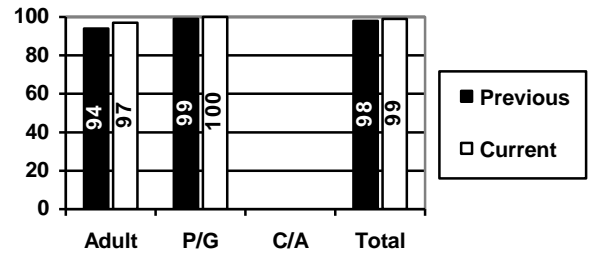
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	38(97%)	52(100%)		90(99%)
No	1(3%)			1(1%)
DNR				
Total	39	52		91

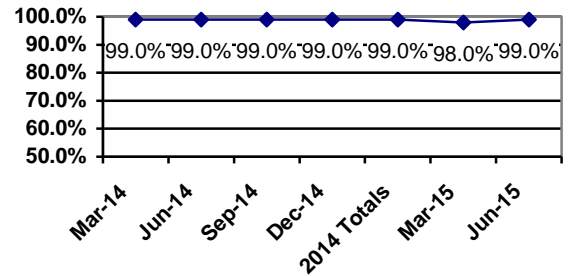
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
Yes	55(96%)	124(99%)		179(98%)
No	2(4%)	1(1%)		3(2%)
DNR				
Total	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #13**

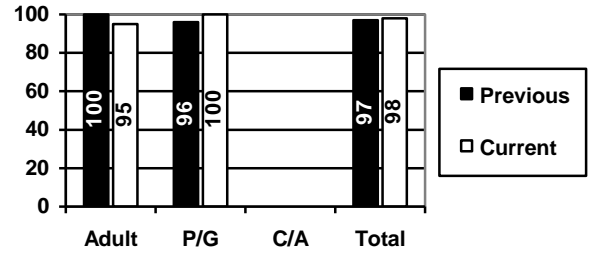
**I was able to get connected to services in a timely manner?**

	Adults	P/G	C/A	Total
<b>Yes</b>	37(95%)	52(100%)		89(98%)
<b>No</b>	2(5%)			2(2%)
<b>DNR</b>				
<b>Total</b>	39	52		91

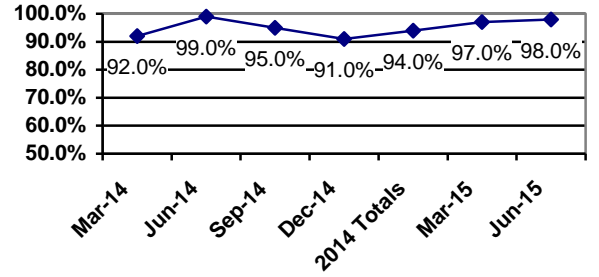
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	55(96%)	122(98%)		177(97%)
<b>No</b>	2(4%)	3(2%)		5(3%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #14**

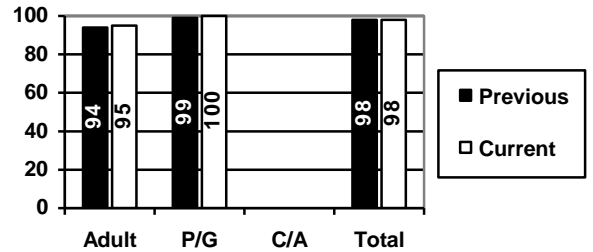
**My service providers are focused on my individual process of recovery?**

	Adults	P/G	C/A	Total
<b>Yes</b>	37(95%)	52(100%)		89(98%)
<b>No</b>	2(5%)			2(2%)
<b>DNR</b>				
<b>Total</b>	39	52		91

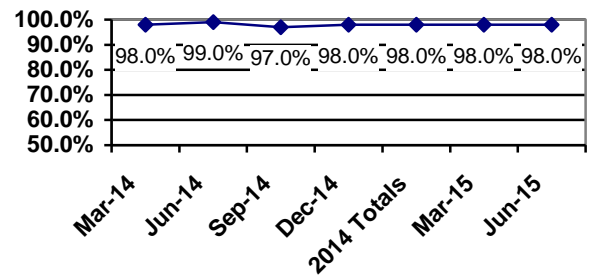
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	54(95%)	124(99%)		178(98%)
<b>No</b>	3(5%)	1(1%)		4(2%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**





**Question #15**

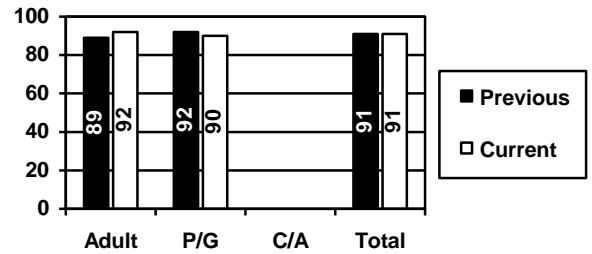
**I know how to make a complaint or grievance if I am dissatisfied with the services I receive.**

	Adults	P/G	C/A	Total
<b>Yes</b>	36(92%)	47(90%)		83(91%)
<b>No</b>	3(8%)	5(10%)		8(9%)
<b>DNR</b>				
<b>Total</b>	39	52		91

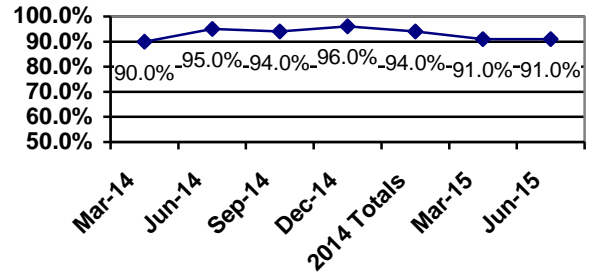
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	52(91%)	114(91%)		166(91%)
<b>No</b>	5(9%)	11(9%)		16(9%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #16**

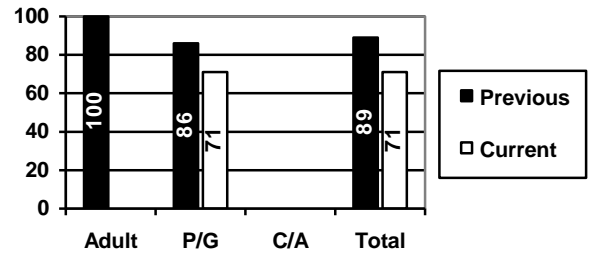
**If I have used the complaint or grievance process, the process was easy to navigate?**

	Adults	P/G	C/A	Total
<b>Yes</b>		5(71%)		5(71%)
<b>No</b>		2(29%)		2(29%)
<b>N/A</b>	39	45		84
<b>Total</b>	39	52		91

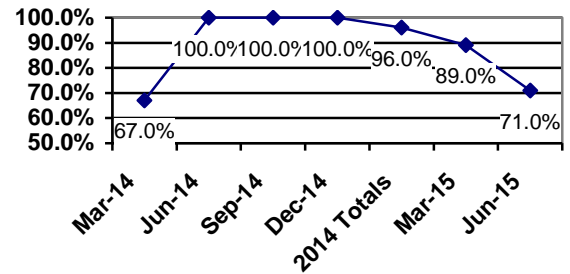
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	2(100%)	11(79%)		13(81%)
<b>No</b>		3(21%)		3(19%)
<b>DNR</b>	55	111		166
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



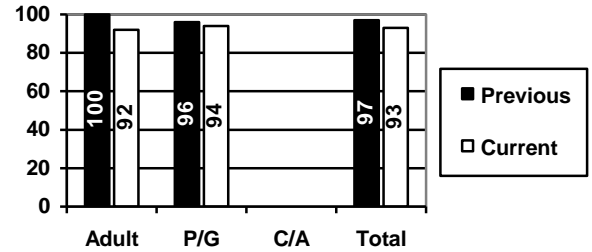
**Note:** Individuals listed as DNR responded as not having used the complaint or grievance process.

**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>	36(92%)	49(94%)		85(93%)
<b>No</b>	3(8%)	3(6%)		6(7%)
<b>DNR</b>				
<b>Total</b>	39	52		91

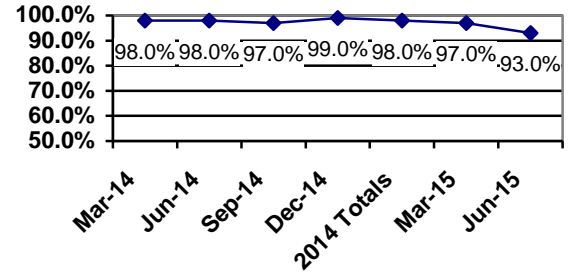
**Previous Report Comparison**



**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	54(95%)	117(95%)		171(95%)
<b>No</b>	3(5%)	6(5%)		9(5%)
<b>DNR</b>		2		2
<b>Total</b>	57	125		182

**Quarterly Trend All Surveys**

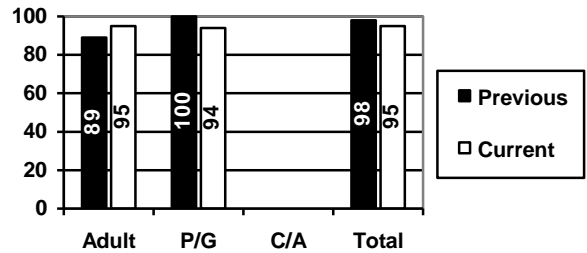


**Question #18**

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

	Adults	P/G	C/A	Total
<b>Yes</b>	37(95%)	49(94%)		86(95%)
<b>No</b>	2(5%)	3(6%)		5(5%)
<b>DNR</b>				
<b>Total</b>	39	52		91

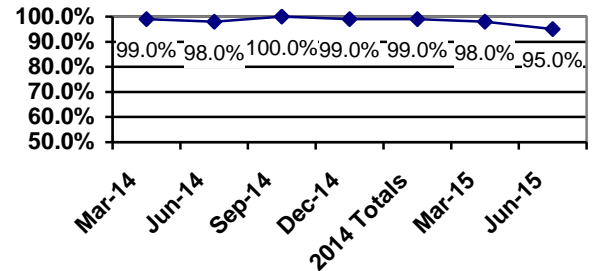
**Previous Report Comparison**



**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	53(93%)	122(98%)		175(96%)
<b>No</b>	4(7%)	3(2%)		7(4%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Quarterly Trend All Surveys**



**Question #19**

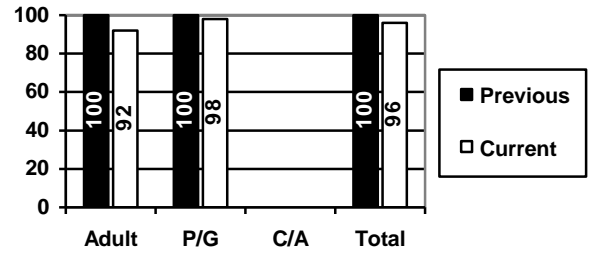
**A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?**

	Adults	P/G	C/A	Total
<b>Yes</b>	36(92%)	51(98%)		87(96%)
<b>No</b>	3(8%)	1(2%)		4(4%)
<b>DNR</b>				
<b>Total</b>	39	52		91

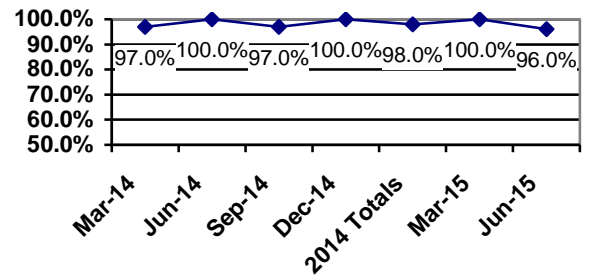
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	54(95%)	124(99%)		178(98%)
<b>No</b>	3(5%)	1(1%)		4(2%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



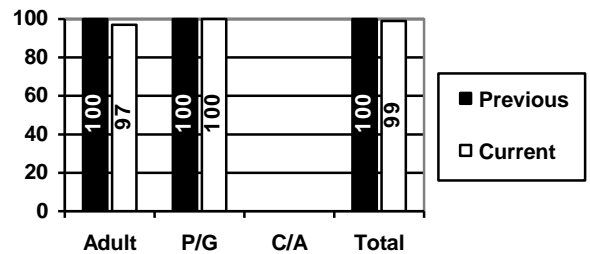
**B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?**

	Adults	P/G	C/A	Total
<b>Yes</b>	38(97%)	52(100%)		90(99%)
<b>No</b>	1(3%)			1(1%)
<b>DNR</b>				
<b>Total</b>	39	52		91

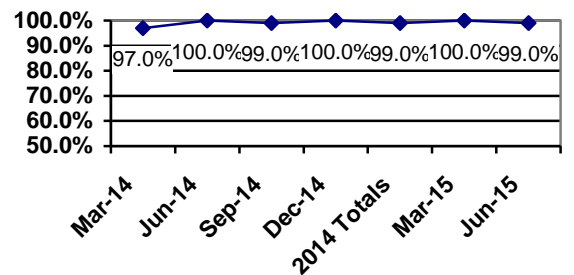
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	56(98%)	125(100%)		181(99%)
<b>No</b>	1(2%)			1(1%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #20**

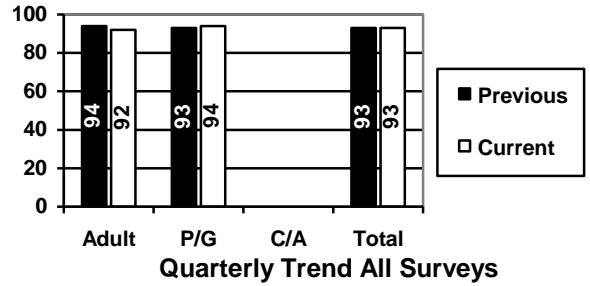
**My choice of providers was adequate?**

	Adults	P/G	C/A	Total
<b>Yes</b>	35(92%)	49(94%)		84(93%)
<b>No</b>	3(8%)	3(6%)		6(7%)
<b>DNR</b>	1			1
<b>Total</b>	39	52		91

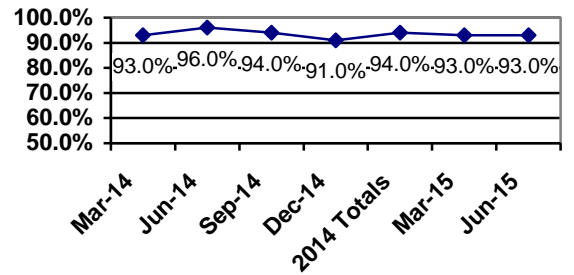
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	52(93%)	117(94%)		169(93%)
<b>No</b>	4(7%)	8(6%)		12(7%)
<b>DNR</b>	1			1
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**



**Question #21**

**Adults:**

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

**Parent/Guardian, Child Adolescent:**

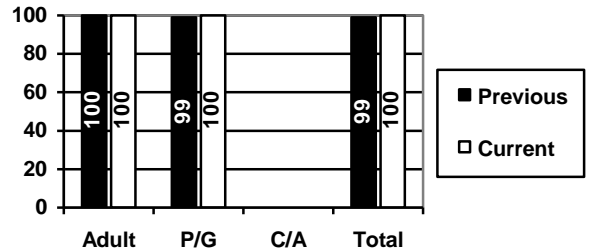
**I/my child is treated with respect during their treatment.**

	Adults	P/G	C/A	Total
<b>Yes</b>	39(100%)	52(100%)		91(100%)
<b>No</b>				
<b>DNR</b>				
<b>Total</b>	39	52		91

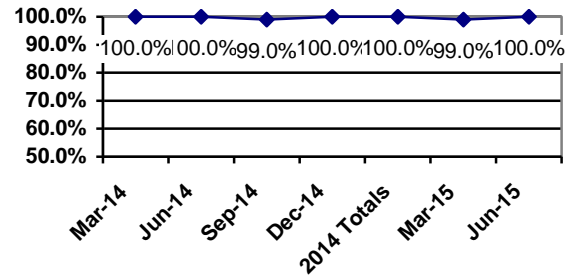
**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	57(100%)	124(99%)		181(99%)
<b>No</b>		1(1%)		1(1%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**Previous Report Comparison**



**Quarterly Trend All Surveys**

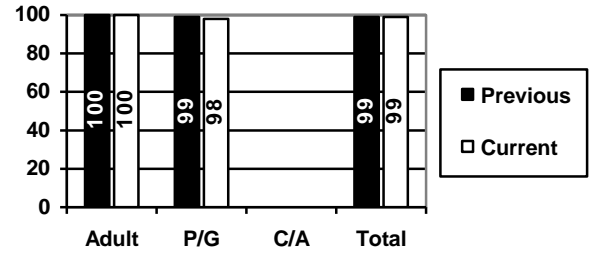


**Question #22**

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

	Adults	P/G	C/A	Total
<b>Yes</b>	39(100%)	51(98%)		90(99%)
<b>No</b>		1(2%)		1(1%)
<b>DNR</b>				
<b>Total</b>	39	52		91

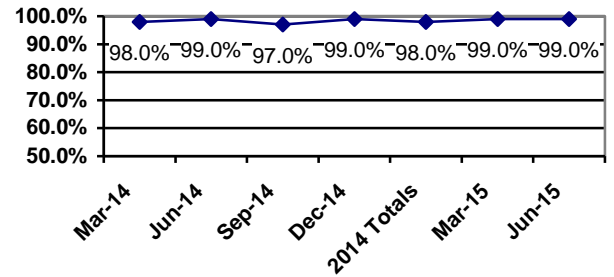
**Previous Report Comparison**



**Cumulative Yearly Totals**

	Adults	P/G	C/A	Total
<b>Yes</b>	57(100%)	123(98%)		180(99%)
<b>No</b>		2(2%)		2(1%)
<b>DNR</b>				
<b>Total</b>	57	125		182

**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>	32(82%)	44(85%)		76(84%)
<b>Sometimes</b>	6(15%)	8(15%)		14(15%)
<b>No (Never)</b>	1(3%)			1(1%)
<b>Did Not Answer</b>				
<b>Total</b>	39	52		91

**Cumulative Yearly Totals**

	<b>Adults</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>	46(81%)	103(82%)		149(82%)
<b>Sometimes</b>	10(17%)	21(17%)		31(17%)
<b>No (Never)</b>	1(2%)	1(1%)		2(1%)
<b>Did Not Answer</b>				
<b>Total</b>	57	125		182

**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%)	25(48%)		38(42%)
<b>A Little Better</b>	20(51%)	20(38%)		40(44%)
<b>About the Same</b>	5(13%)	5(10%)		10(11%)
<b>A Little Worse</b>	1(3%)	2(4%)		3(3%)
<b>Much Worse</b>				
<b>Did Not Respond</b>				
<b>Total</b>	39	52		91

**Cumulative Yearly Totals**

	<b>Adults</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Much Better</b>	22(39%)	43(34%)		65(36%)
<b>A Little Better</b>	26(45%)	58(46%)		84(46%)
<b>About the Same</b>	8(14%)	22(18%)		30(16%)
<b>A Little Worse</b>	1(2%)	2(2%)		3(2%)
<b>Much Worse</b>				
<b>Did Not Respond</b>				
<b>Total</b>	57	125		182

**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>	26(67%)
<b>Sometimes</b>	12(30%)
<b>No (Never)</b>	1(3%)
<b>DNR</b>	
<b>Total</b>	39

	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>			
<b>Sometimes</b>	17(33%)		17(33%)
<b>No (Never)</b>	35(67%)		35(67%)
<b>DNR</b>			
<b>Total</b>	52		52

**Cumulative Yearly Totals**

	<b>Adults</b>
<b>Yes (Always)</b>	41(72%)
<b>Sometimes</b>	15(26%)
<b>No (Never)</b>	1(2%)
<b>DNR</b>	
<b>Total</b>	57

	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Yes (Always)</b>			
<b>Sometimes</b>	38(30%)		38(30%)
<b>No (Never)</b>	87(70%)		87(70%)
<b>DNR</b>			
<b>Total</b>	125		125



## Valley Comparison

### Question 1

	<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>98%</b>	<b>100%</b>	<b>97%</b>

### Question 2

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

### Question 3

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

**Question 12**

	<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>96%</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>95%</b>	<b>100%</b>		<b>98%</b>
<b>Valley Average</b>	<b>97%</b>	<b>98%</b>	<b>50%</b>	<b>97%</b>

**Question 14**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>95%</b>	<b>100%</b>		<b>98%</b>
<b>Valley Average</b>	<b>95%</b>	<b>99%</b>	<b>100%</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>92%</b>	<b>90%</b>		<b>91%</b>
<b>Valley Average</b>	<b>95%</b>	<b>90%</b>	<b>50%</b>	<b>92%</b>

**Question 16**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>		<b>71%</b>		<b>71%</b>
<b>Valley Average</b>	<b>100%</b>	<b>80%</b>		<b>82%</b>

**Question 17**

	<b>Adult</b>	<b>P/G</b>	<b>C/A</b>	<b>Total</b>
<b>Lehigh County</b>	<b>92%</b>	<b>94%</b>		<b>93%</b>
<b>Valley Average</b>	<b>94%</b>	<b>96%</b>	<b>100%</b>	<b>95%</b>

**Question 18**

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