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HealthChoices Behavioral Health
Performance Report – 2009
Commonwealth of Pennsylvania



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Stakeholder introduction

The Department of Public Welfare, Office of Mental Health and Substance Abuse Services (OMHSAS) is providing this report of HealthChoices Behavioral Health (HCBH) performance to inform consumers, families, people in recovery and other stakeholders about how well the mental health (MH) and substance abuse (SA) system is working. This 2009 performance report is based on data from 2006, 2007 and 2008 and is one of the many tools used by OMHSAS to measure success in achieving the OMHSAS Guiding Principles (as described below); in this case, through improved performance in the HealthChoices program.

Families and consumers, in collaboration with OMHSAS, established the following Guiding Principles that describe what quality service and support will achieve for the people who receive services. The Guiding Principles state the MH and SA system will provide quality services and supports that:

- Facilitate recovery for adults and resiliency for children
- Are responsive to individuals' unique strengths and needs throughout their lives
- Focus on prevention and early intervention
- Recognize, respect and accommodate differences as they relate to culture/ethnicity/race, religion, gender identity and sexual orientation
- Ensure individual human rights and eliminate discrimination and stigma
- Are provided in a comprehensive array by unifying programs and funding that build on natural and community supports unique to each individual and family
- Are developed, monitored and evaluated in partnership with consumers, families and advocates
- Represent collaboration with other agencies and service systems

This performance report is a review of the "Performance-Based Contracting" (PBC) initiative developed by OMHSAS for the HealthChoices BH program. These findings, based on person-level encounter (PLE) data, will provide a basis for counties and State government to collaborate on future goals for quality improvement (QI) and learn from

each other about what it takes to improve performance. This document includes results for the HealthChoices' counties in the Northeast, Southeast, Southwest, Lehigh/Capital, North/Central State Option and North/Central County Option regions. HealthChoices was implemented in the North/Central County Option counties in July 2007, and this is the first year these data are included in the PBC report. The 2009 PBC report contains performance indicator (PI) results for all of the HealthChoices counties.

The first performance report was published by OMHSAS in 2004. It reported “baseline” or starting point information for the HealthChoices counties to develop improvement targets for later years. OMHSAS also identified the “estimated national need,” “national norms” and “gold standards” as a way of comparing performance among the HealthChoices counties. The estimated national need presented in the following graphs represents the estimated percentage of individuals in a given population that are in need of services. The national norms present the current state of conditions at a national level based on literature and research. Gold standards are the performance standards to be achieved over time in the Commonwealth of Pennsylvania (Commonwealth). The estimated national need, national norms and gold standards are identified in the graphs and referenced throughout the report. The intent of the gold standards is to set targets that, if met, would identify HealthChoices as a premiere program in serving the needs of consumers and families. In some cases, the road to reach that goal may be long due to complex problems and difficult solutions. In some instances, we have met or are near the gold standards, but that does not mean the program should stop working to improve performance. We can always strive to do better.

The report covers three dimensions of performance: **Access, Quality of Process and Consumer Satisfaction.**

- **Access** performance measures (PMs) compare the number of people served to the number of people eligible for HCBH.
- **Quality of Process** measures provide information about quality of the service delivery processes that are seen as critical to effective and appropriate MH and SA service delivery.
- **Consumer Satisfaction** measures gather feedback from consumers and family members about key aspects of service delivery and related outcomes.

Results from all three dimensions – access, process and consumer satisfaction – provide information on HealthChoices' performance and form the basis to develop QI strategies. This report on 2008 performance repeats the same access and quality of process measures from the previous report, with the addition of the North/Central County Option region, and presents the consumer satisfaction results across five years (2004, 2005, 2006, 2007 and 2008) and by region.

Below is a chart of all the PIs in the report with a reference page number. The indicators are listed in numeric order but are grouped by topic area in the report. Please reference the page numbers to identify the exact location of each indicator.

Table of performance indicators		
PI	Description	Page
Access		
PI #1a	Percentage of HealthChoices Behavioral Health Eligible Adults Receiving Services Who Have SMI and No Co-Occurring SA Diagnosis, Ages 18 to 64	21
PI #1b	Percentage of HealthChoices Behavioral Health Eligible Adults Receiving Services Who Have SMI and Co-Occurring SA Diagnosis, Ages 18 to 64	25
PI #2.1	Percentage of HealthChoices Behavioral Health Eligible Significant Minority Population (African-American) Receiving Any MH Service, Ages 18 to 64	29
PI #2.2	Percentage of HealthChoices Behavioral Health Eligible Significant Minority Population (African-American) Receiving Any SA Service, Ages 13 to 17	36
PI #2.3	Percentage of HealthChoices Behavioral Health Eligible Significant Minority Population (African-American) Receiving Any SA Service, Ages 18 to 64	33
PI #2.4	Percentage of HealthChoices Behavioral Health Eligible Individuals Receiving Any MH Service, Ages 18 to 64	7
PI #2.5	Percentage of HealthChoices Behavioral Health Eligible Individuals Receiving Any SA Service, Ages 13 to 17	18
PI #2.6	Percentage of HealthChoices Behavioral Health Eligible Individuals Receiving Any SA Service, Ages 18 to 64	14
PI #2.7a	Annual HealthChoices Behavioral Health Service Users per 1,000 Eligibles, Ages 65+ Regional Utilization of Any Service	10
PI #2.7b	Annual HealthChoices Behavioral Health Service Users per 1,000 Eligibles, Ages 65+ Regional Utilization of Selected Service Categories	11
Quality		
PI #3a	Percentage of HealthChoices Behavioral Health Eligible Individuals Under Age 21 Who Had an Encounter of at Least 1 Day in an RTF	40
PI #3b	Percentage of HealthChoices Behavioral Health Eligible Individuals Under Age 21 With Cumulative RTF Bed Days 120 or Greater	43
PI #4a	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Under Age 21	49
PI #4b	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Ages 21 to 64	46
PI #4c	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Ages 65+	52
PI #5a	Percentage of Individuals Discharged From RTF With Follow-up Service(s) Within 7 Days Post-Discharge	66
PI #5b	Percentage of Individuals Discharged From Psychiatric Inpatient With Follow-up Service(s) Within 7 Days Post-Discharge, Under Age 21	58
PI #5c	Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	54
PI #5d	Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 65+	61
PI #5e	Percentage of Individuals Discharged From Non-Hospital SA Residential Rehabilitation With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 65	63

2

Executive summary

This report of 2008 HealthChoices' Behavioral Health (HCBH) program performance is one of the tools used by the Office of Mental Health and Substance Abuse Services (OMHSAS) to measure performance for all 67 HealthChoices counties. The key performance areas are access to service, quality of service process, and consumer and family satisfaction.

In the 2007 report of 2006 findings several of the PMs were revised from reporting utilization, based on prevalence and penetration to reporting utilization of services based on the number eligible for HCBH. OMHSAS chose this approach due to the yearly changes in the OMHSAS population and the limitations of prevalence data for the PIs. While this was a change in reporting of the indicator results, the specifications for the measures remained unchanged. This year's report presents utilization of services results based on PLE data for 2006, 2007 and 2008.

Year-to-year performance on the access measures shows variability among the three more established regions (Southeast, Southwest and Lehigh/Capital) and across the six HealthChoices regions. Some of the PM comparisons highlight improvement, with several surpassing a gold standard level of performance. Other measures remain nearly constant or reflect an increase or decrease in performance. Small increases or decreases may not be statistically significant, but when examined across years, may reflect a trend toward positive or negative change over time.

There are positive trends that have emerged in OMHSAS priority areas. For those regions reporting multiple years of data, the results have shown continued trends in improved adult access to any SA service and adult access to any MH service. There was also an increase in the percentage of adults with serious mental illness (SMI) who received services. This positive trend was seen in both those with co-occurring SA diagnosis as well as those with no co-occurring SA diagnosis.

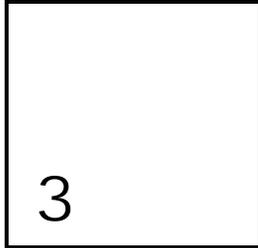
In 2008, the percentage of African-American adults (ages 18 – 64) receiving any MH service increased in all but one of the regions reporting multiple years of data. In 2007, the percentage of both African-American adults and African-American youth (ages 13 – 17) receiving any SA service remained stable or declined slightly. This trend was reversed in 2008 and there was improvement for all regions in both the adult and adolescent populations. Also, a clear positive trend has emerged of fewer residential treatment facility (RTF) days utilized by those under age 21.

All three of the regions reporting multiple-year results as well as the regions reporting two years of results showed an increase in 2008 in the quality of process PM, indicating the rate of follow-up services within seven days of discharge from SA residential rehabilitation for those under age 65. The rate of follow-up services within seven days of discharge from psychiatric services continues to be above the national norm in the under 21 population and above or near the national norm in the 21 – 64 age population.

There is a trend in decreased readmission to psychiatric inpatient care among the population age 21 – 64. This positive trend has not yet been achieved among those under age 21.

Consumer satisfaction results overall remain high. While last year it was reported that there had been a decrease in adult satisfaction with access to services across each year from 2004 – 2007, in 2008 adult satisfaction with access to services improved. Across all five years of customer satisfaction data a very high percentage of adults report they were given a chance to participate in decisions regarding their own treatment. This sense of being involved in decisions about the treatment process is often seen as critical in treatment success. The level of satisfaction among parents/guardians regarding involvement in treatment decisions for their child/adolescent, and the parent's/guardian's feeling that the child's/adolescent's quality of life is much better, improved from 2007 to 2008. As in previous years, more than 75% of adults reported that the quality of their life is "much better" or "a little better" since being involved in treatment.

Several positive trends have emerged that indicate that the collaboration between OMHSAS and the counties in implementing QI activities targeting access, the quality of service process and consumer satisfaction are having a positive impact on care. Although the results reflect positive improvement, there is always room for improvement. The continued monitoring of HealthChoices' BH program performance will allow OMHSAS and the counties to identify the most effective QI strategies and better focus their efforts on aspects of care that need improvement.



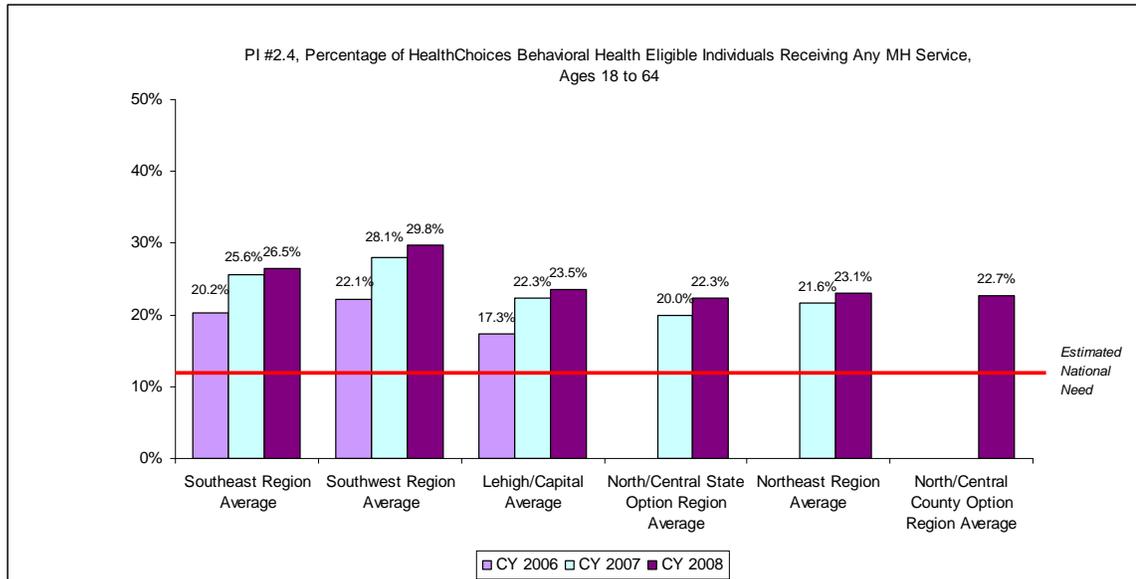
Access performance indicators

In the 2005 report, access to care was evaluated based on prevalence and penetration. Beginning in 2007, the HealthChoices BH performance report PIs were revised to report actual service use as opposed to use relative to prevalence. While this was a change in reporting of the indicator results, the specifications for the measures remain unchanged. This year's report presents utilization of services results based on data for 2006, 2007 and 2008. To place access performance in context, it is important to compare the percentage of individuals receiving care to the estimated national need, national norms and the OMHSAS gold standard, if any exists for that measure.

The following graphs present the individual results for access PIs by region and by county. Please note that this is the first year that county-specific information is available for the North/Central County Option region. County-specific information is not provided for the North/Central State Option and the Northeast regions. County-specific results in table format for all years of data and regions available are found in Appendix A. In some cases, a county measure is represented as "not calculated" because the numbers were too small (below 10 people) to provide meaningful information.

Adult mental health services

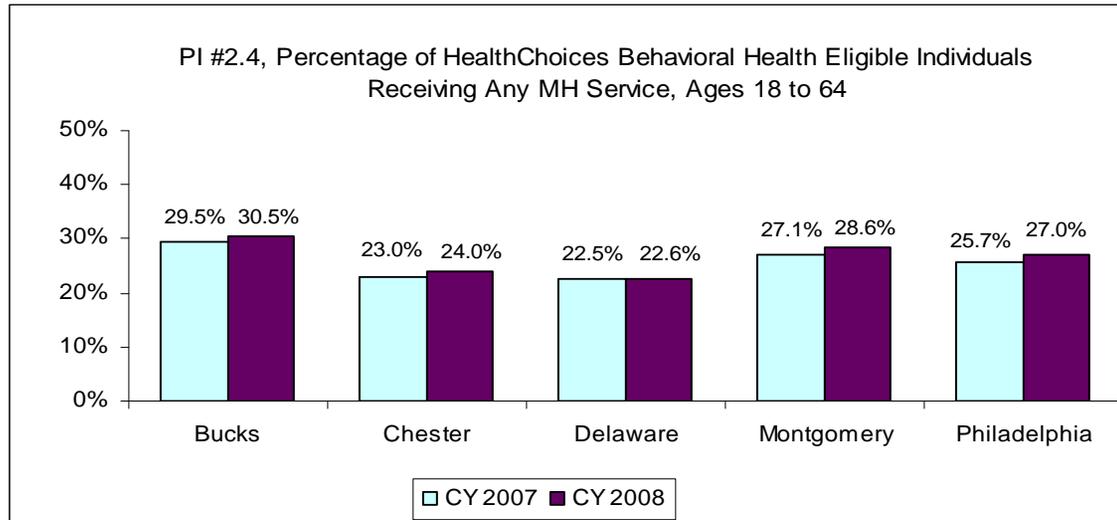
The first graph shows the percentage of all HealthChoices' BH eligible adults who received any MH service. Please note that the estimated national need presented in the graph below is from a study of the general population and is not Medicaid-specific.¹ Research has shown that those receiving medical assistance often have a greater need for MH services.



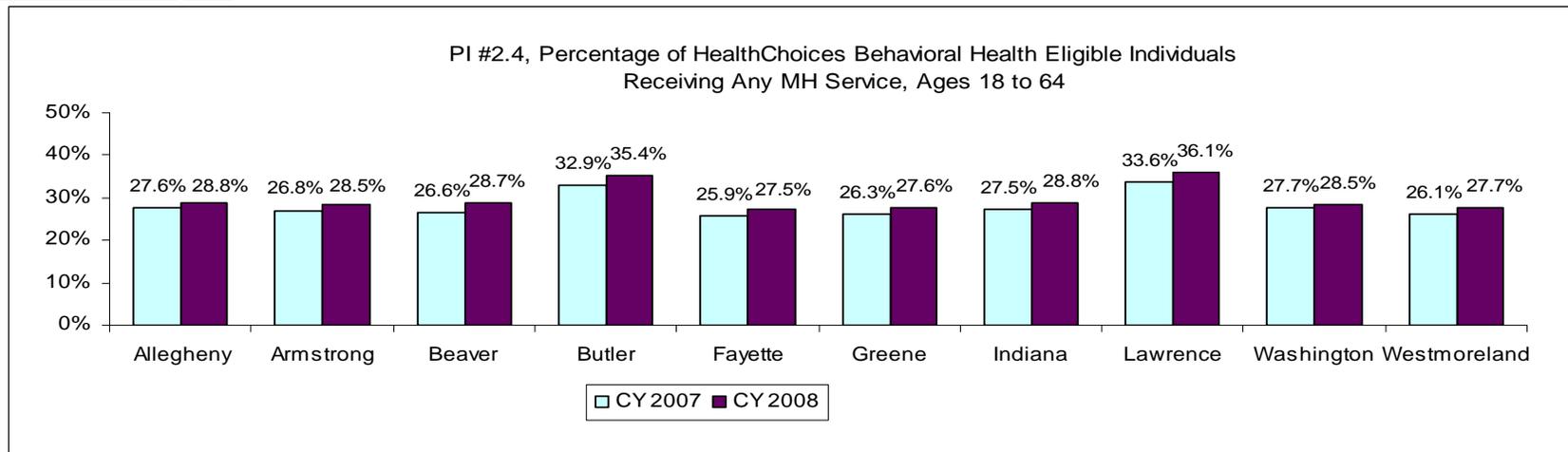
- Across the last three years there has been an increase in the reported percentages of individuals receiving any MH service. All of the regions showed improvement in 2008 from 2006 and 2007. The Southwest region has consistently reported the highest percentage.
- As reported last year, each individual county again showed improvement from 2007 to 2008.
- As reported for the last two years, the highest percentage was found in Lawrence County (36.1%) in the Southwest region. Lawrence County has consistently had one of the highest percentages of individuals receiving any MH.

¹ The estimated national need for PI #2.4 (12.3%) is based on the National Survey on Drug Use and Health 2007. U.S. Dept. of Health and Human Services, Substance Abuse and Mental Health Services Administration, Office of Applied Studies.

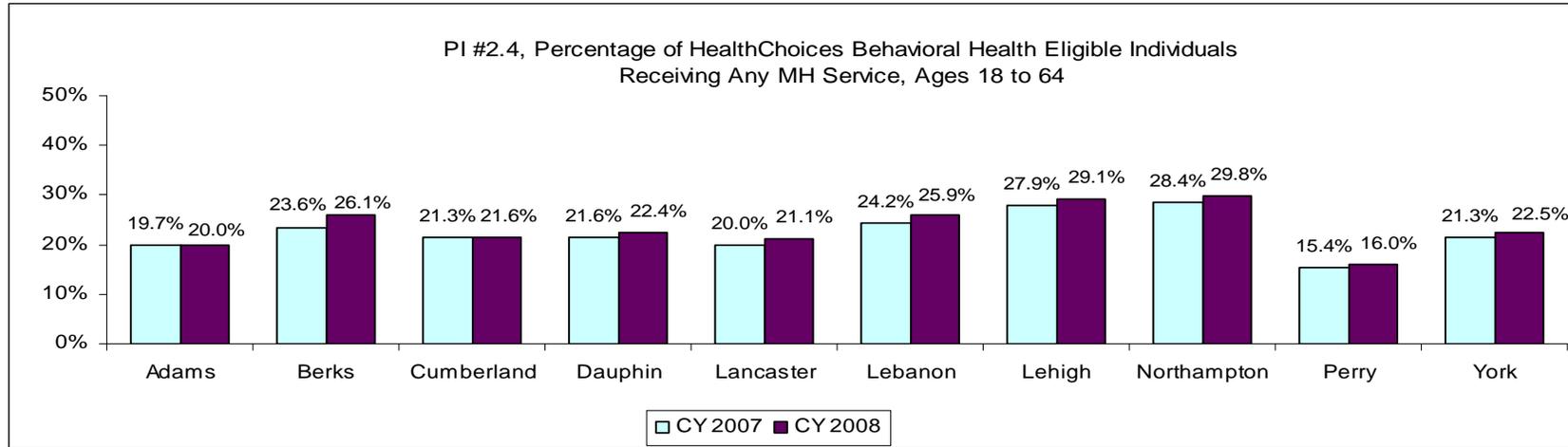
Southeast region



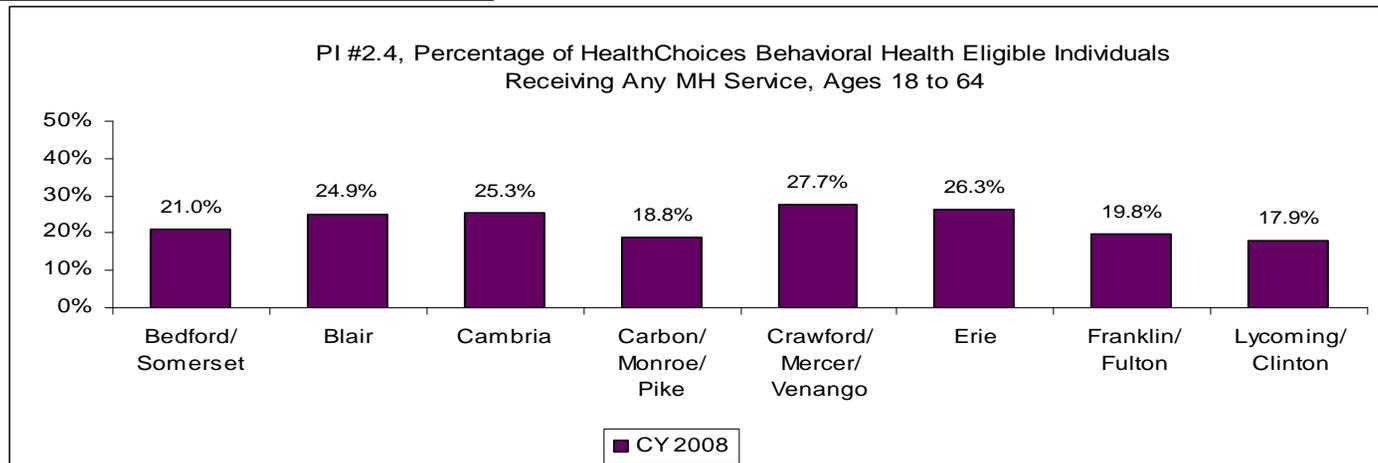
Southwest region



Lehigh/Capital region

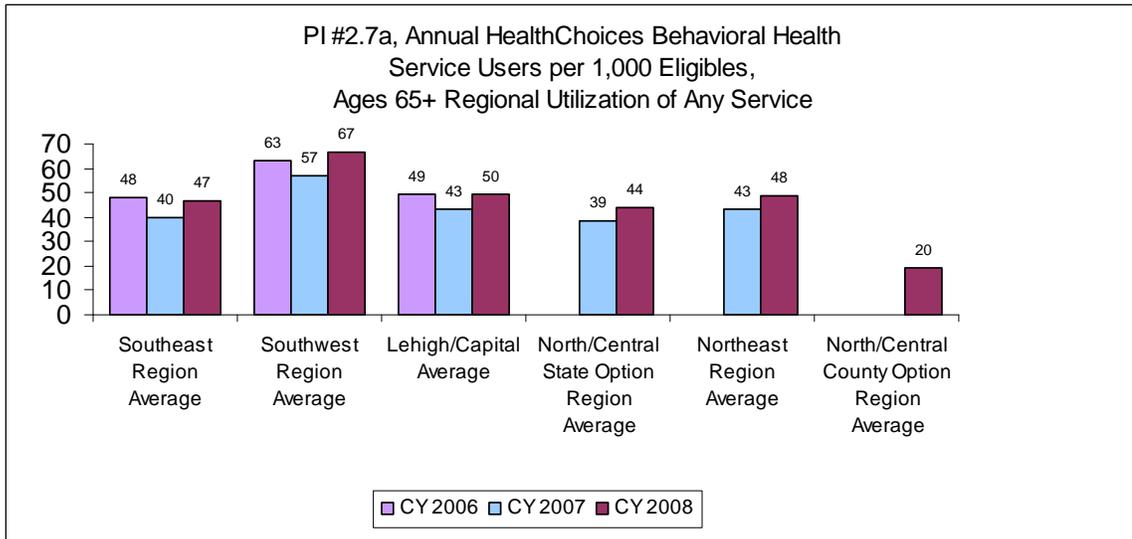


North/Central County Option region



Service users per 1,000 – ages 65+

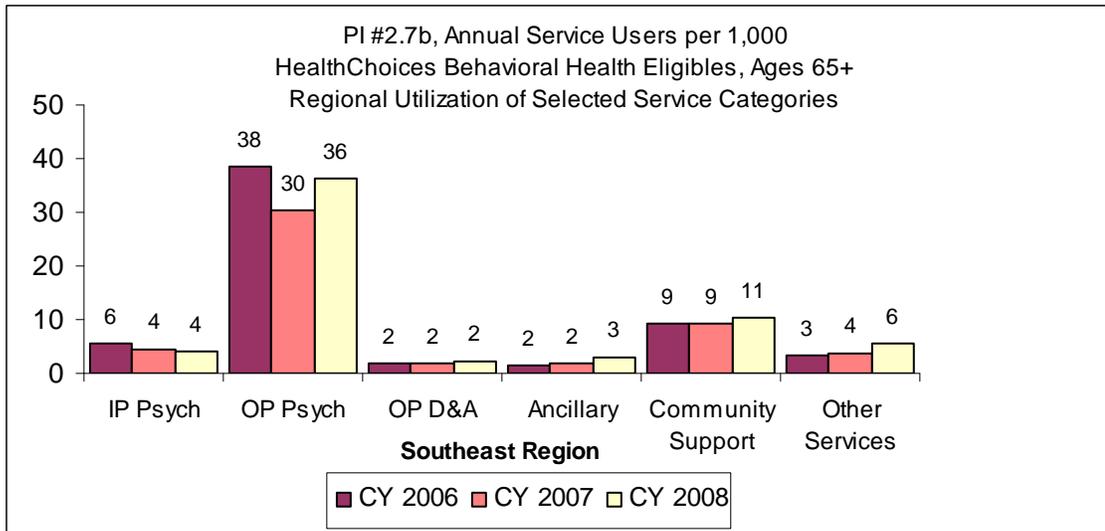
Illustrating data for the 65+ age group is challenging and must be taken in context. The data presented only shows the services paid for by Medicaid and does not include the relatively large portion of services paid by Medicare. However, it is important to provide some data for this population, in order to see utilization patterns for Medicaid services. The following graph shows the number of service users per 1,000 eligibles by region.



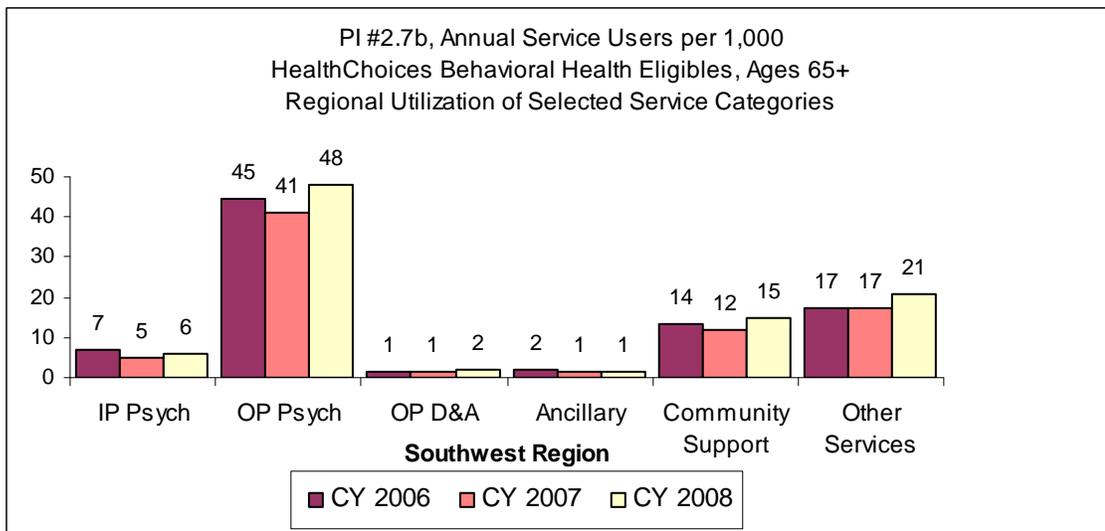
The graphs below illustrate the variance in the number of individuals per 1,000 receiving selected services. Some service categories were not shown due to their utilization being too low to be meaningful for comparison.

- The Southwest region has consistently had the highest utilization for the services selected.
- The outpatient psychiatric service category consistently showed the highest number of individuals receiving service in each region.
- The Southeast and Lehigh/Capital regions have similar patterns of utilization of services.
- Appendix C gives definitions for the service categories shown in the following graphs.

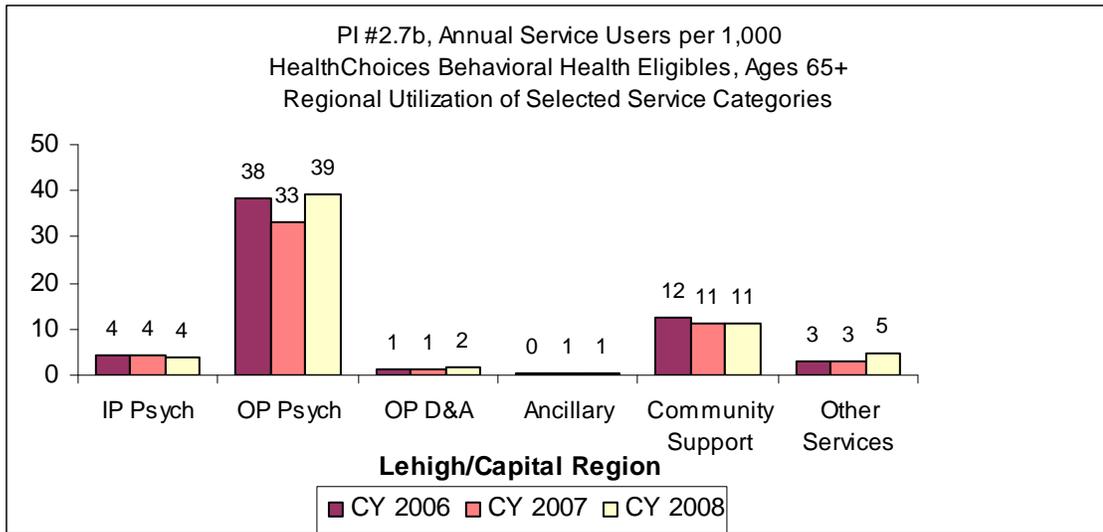
Southeast region



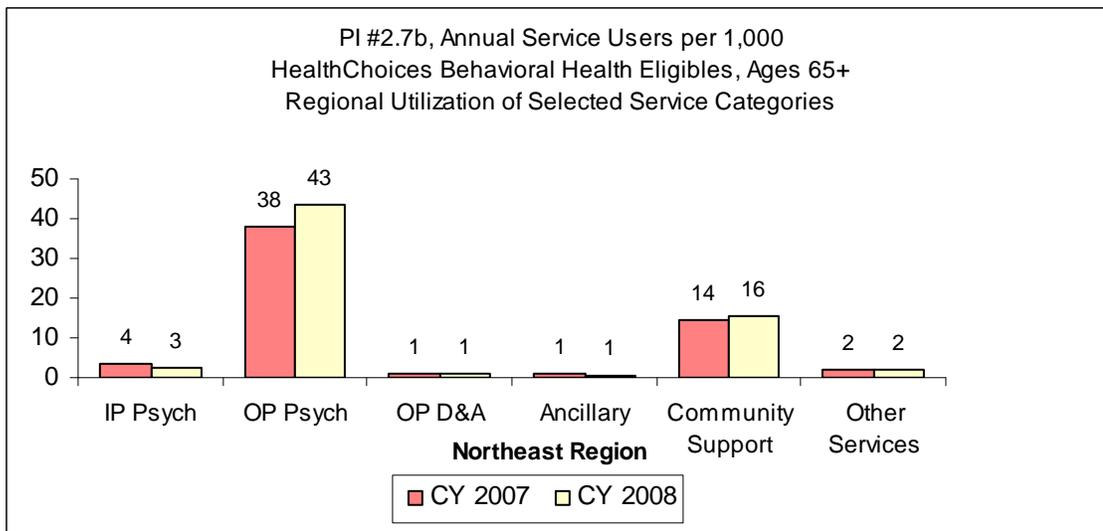
Southwest region



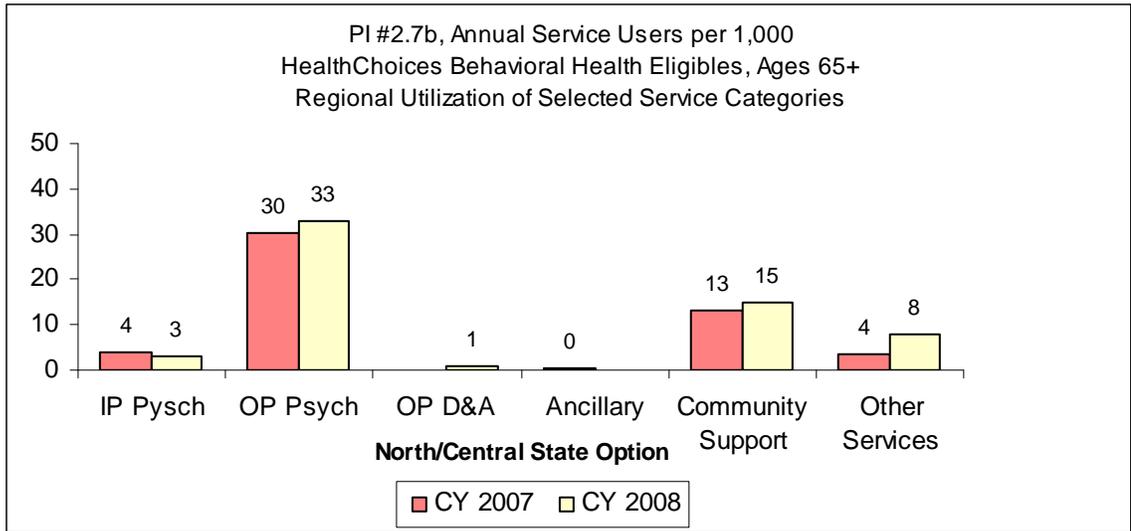
Lehigh/Capital region



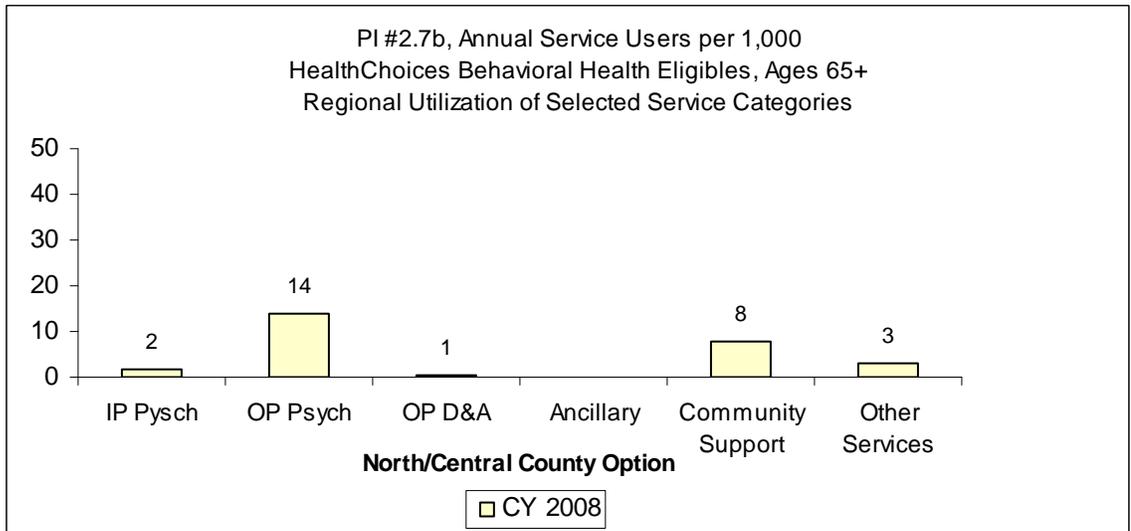
Northeast region



North/Central State Option region



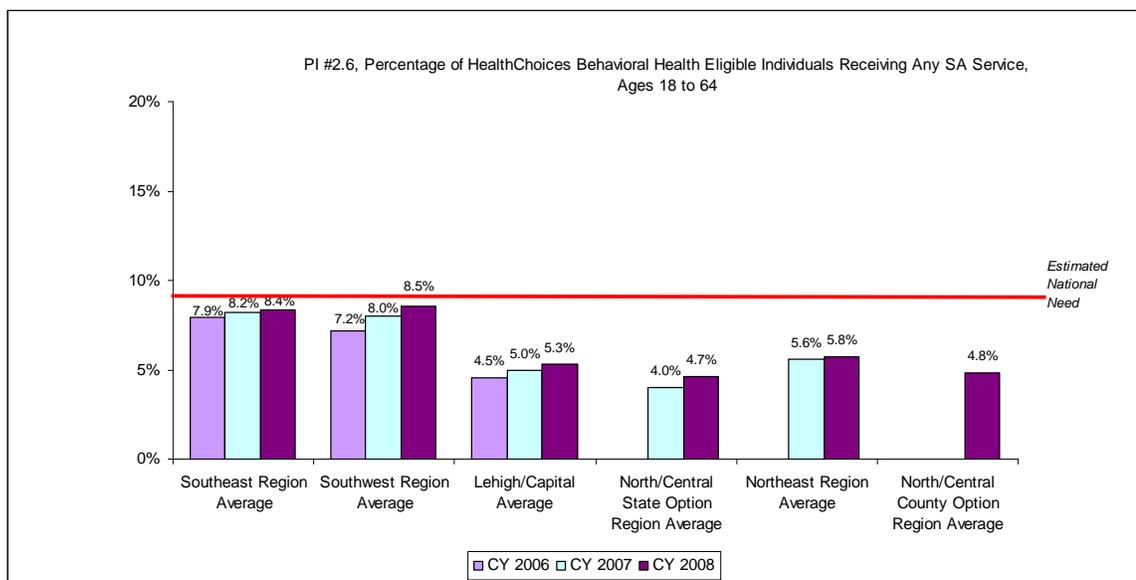
North/Central County Option region



Adult substance abuse service

The next two sets of graphs show the percentage of all adults and adolescents in HealthChoices who received any SA service. Two factors to keep in mind when reviewing these results:

1. According to the 2008 National Survey on Drug Use and Health, in 2008, 9.2% of the persons age 12 or older (23.1 million) needed treatment for an illicit drug or alcohol use problem and 0.9% (2.3 million) received treatment at a specialty facility.² Please note this estimated national need representing those likely to need treatment is based on data that are not Medicaid-specific.
2. For children, some of the more highly utilized SA services (e.g., non-hospital rehabilitation services provided outside their HealthChoices zone) are not paid through the HealthChoices program. Because this data is not available, the total number of children receiving SA treatment in HealthChoices is under-reported.



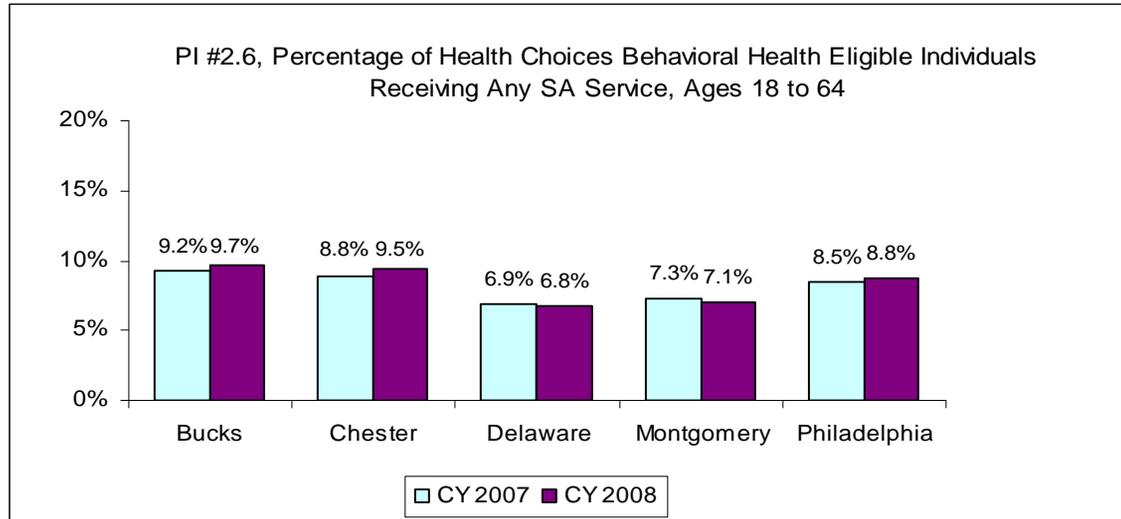
- All regions with multiple years of data have consistently shown an increase in the percentage of HCBH-eligible individuals ages 18 – 64 receiving any SA services.
- Although there was a very small (0.2%) decrease from 2007 to 2008, the largest percentage of individuals receiving any SA service since 2006 has consistently been reported by Lawrence County. The larger urban counties, Philadelphia and Allegheny, also report relatively high numbers of individuals receiving SA service.
- The Southeast and Southwest regions are approaching the estimated national need; however, the four other regions are significantly below the estimated national need.

² The estimated national need for PI #2.6 (9.2%) is based on: Substance Abuse and Mental Health Services Administration. (2009). *Results from the 2008 National Survey on Drug Use and Health: National Findings* (Office of Applied Studies, NSDUH Series H-36, HHS Publication No. SMA 09-4443). Rockville, MD (page 83).

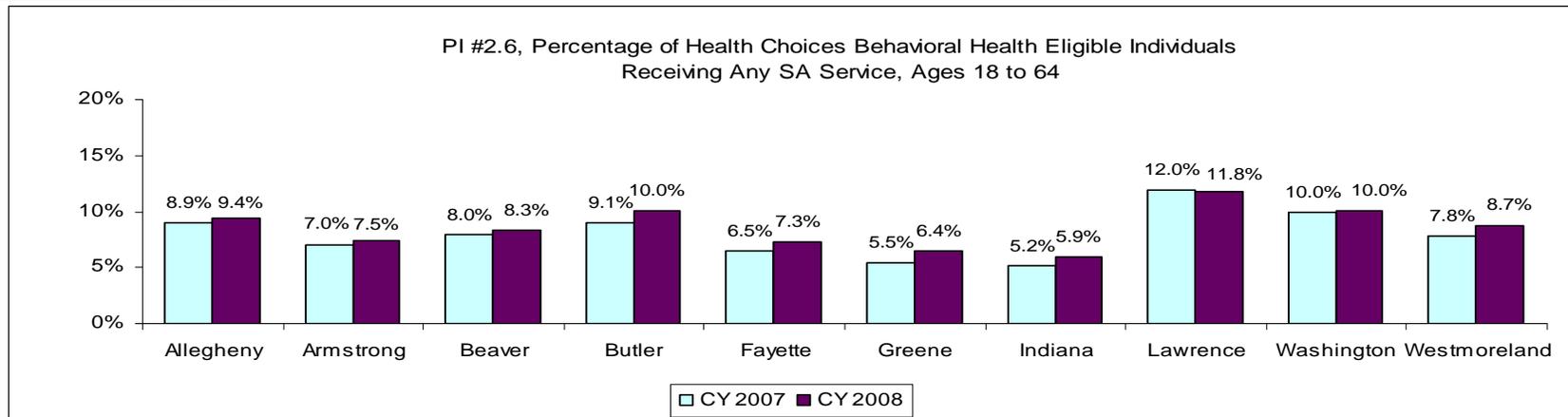
- While the overall treatment cost for individuals has increased due to higher inpatient costs and an increase in the number of outpatient SA services, inpatient days per admission have decreased over time.³

³ Drug and alcohol data analysis key findings – four year trend data (2004 – 2007) Reported: November 2008.

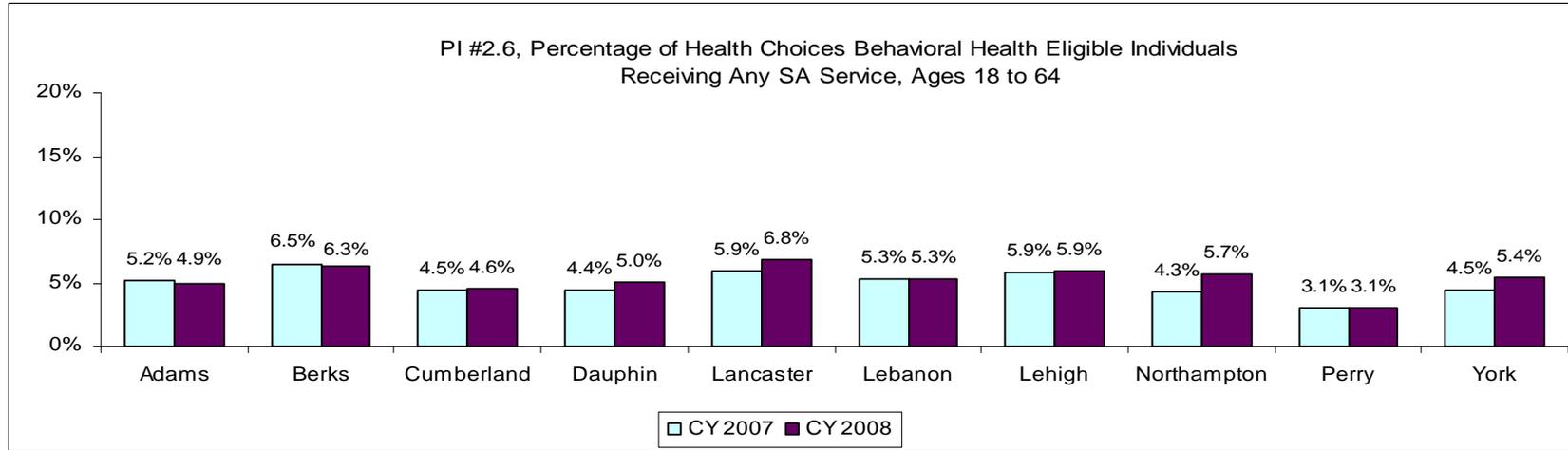
Southeast region



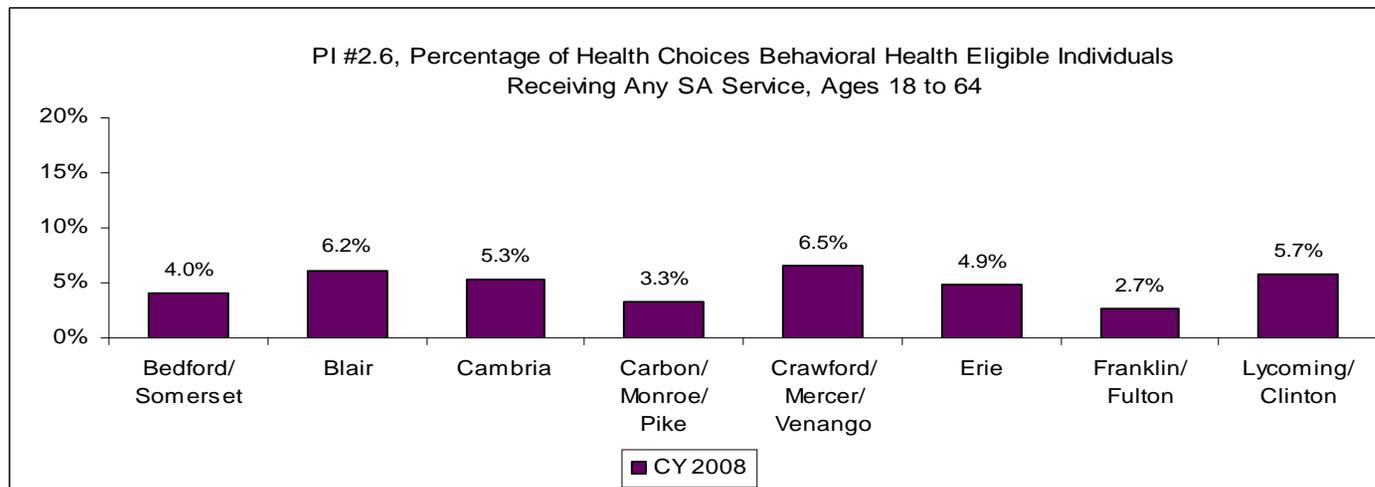
Southwest region



Lehigh/Capital region

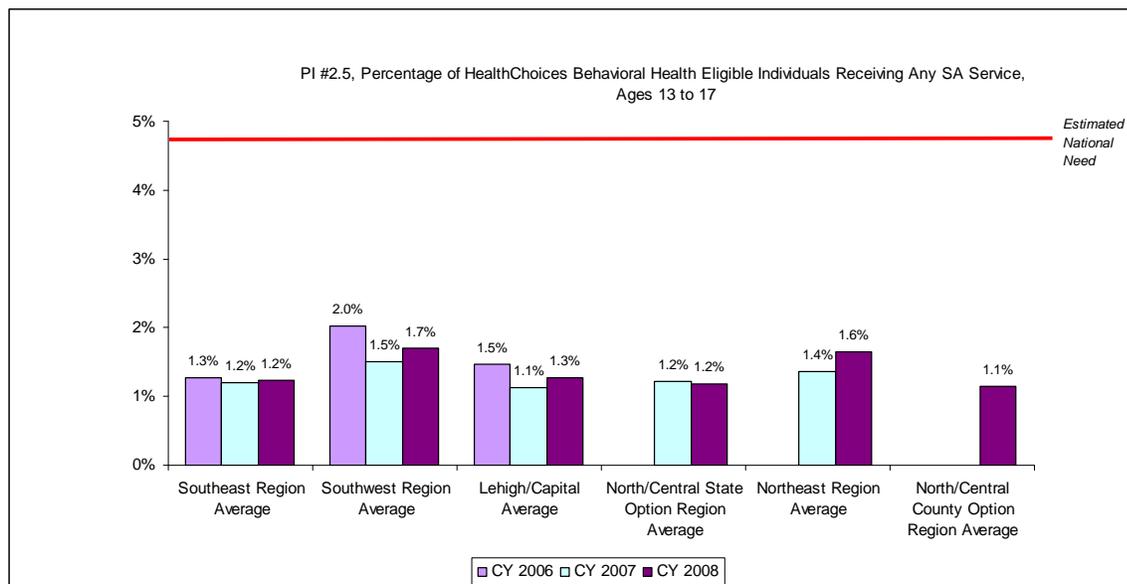


North/Central County Option region



Adolescent substance abuse service

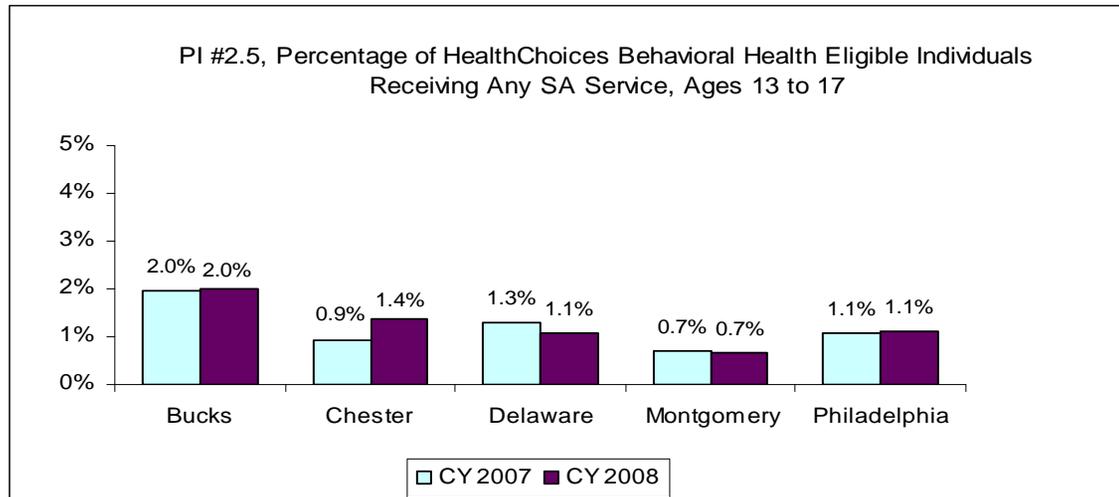
National estimates of adolescent SA vary based on the ages and genders considered and based on screening or diagnostic tool used to define SA and dependence. Nationally, of the 1.2 million youths (4.8%) who are in need of treatment, only 9.3% (111,600) of them received treatment at a specialty facility. The estimated national need presented here (4.8%) based on this data from the National Survey on Drug Use and Health is not based on a Medicaid-specific population.⁴



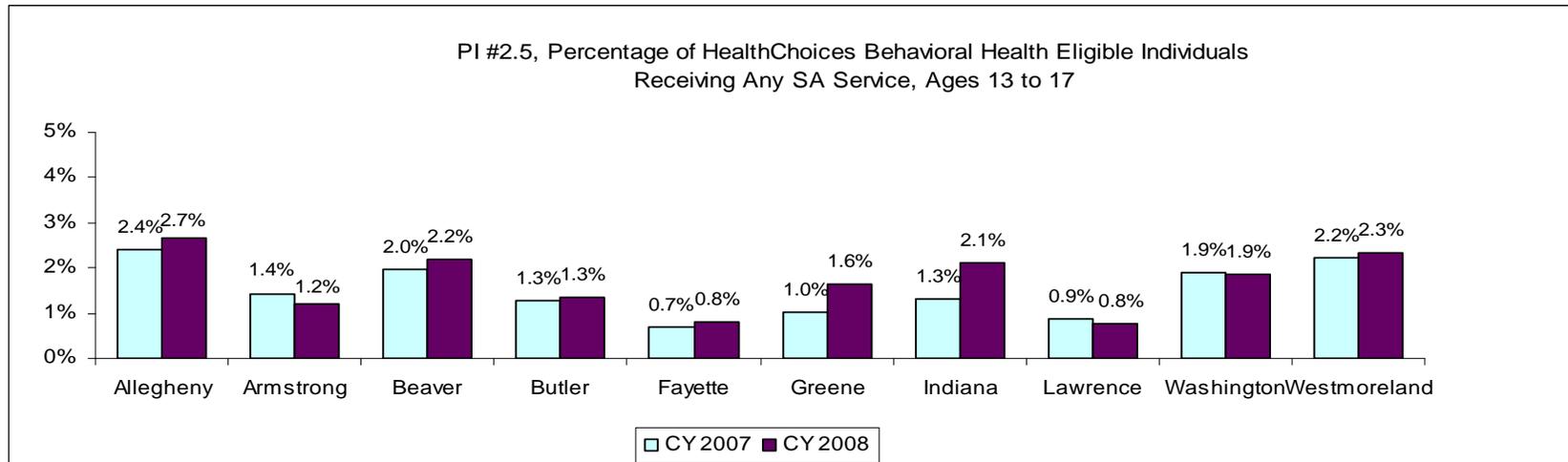
- Each region reporting multiple years of data for adolescents receiving any SA service improved slightly or remained stable from 2007 to 2008. This is in contrast to 2007 when there was a slight decline for the three regions (Southeast, Southwest and Lehigh/Capital) reporting multiple years of data.
- The Southwest region has consistently reported the highest percent of adolescents receiving any SA service, but the Northeast region in its second year of reporting follows closely behind, with a difference between the two regions of just 0.1%.
- Each of the individual counties remained stable or had a slight increase in the percentage of adolescents receiving SA services with the exceptions of Delaware, Armstrong, Lawrence, Adams and Lebanon counties.
- As noted previously, it is important to remember that these results may be impacted by the potentially significant numbers of SA residential services not included in the data.

⁴ The estimated national need for PI #2.5 (4.8%) is based on: Substance Abuse and Mental Health Services Administration. (2009). *Results from the 2008 National Survey on Drug Use and Health: National Findings* (Office of Applied Studies, NSDUH Series H-36, DHHS Publication No. SMA 09-4443). Rockville, MD (page 86).

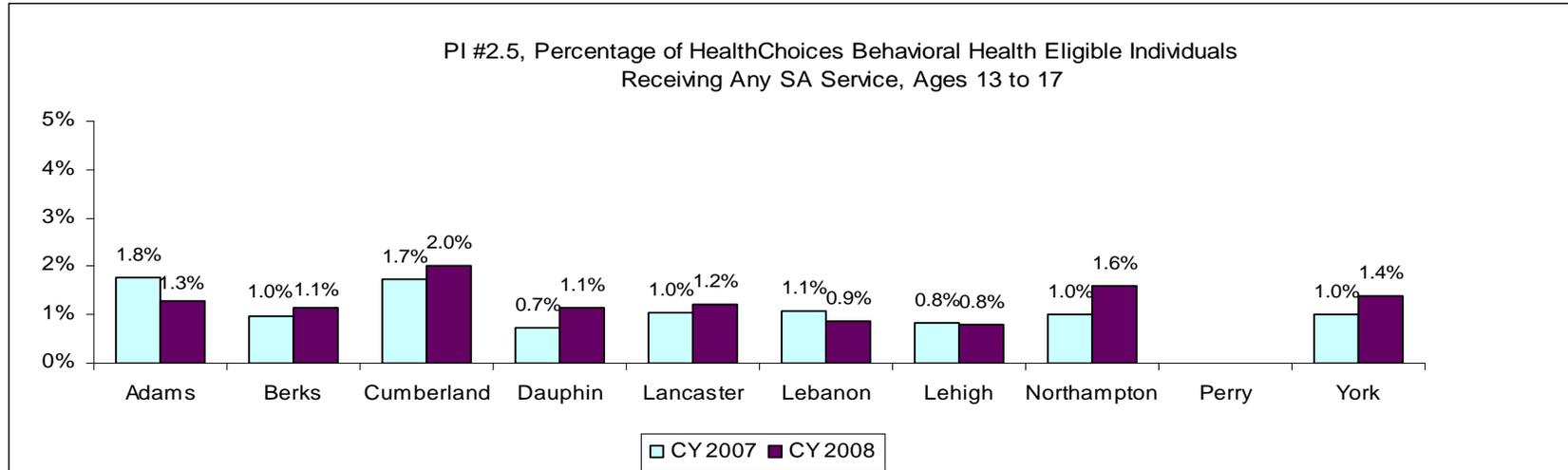
Southeast region



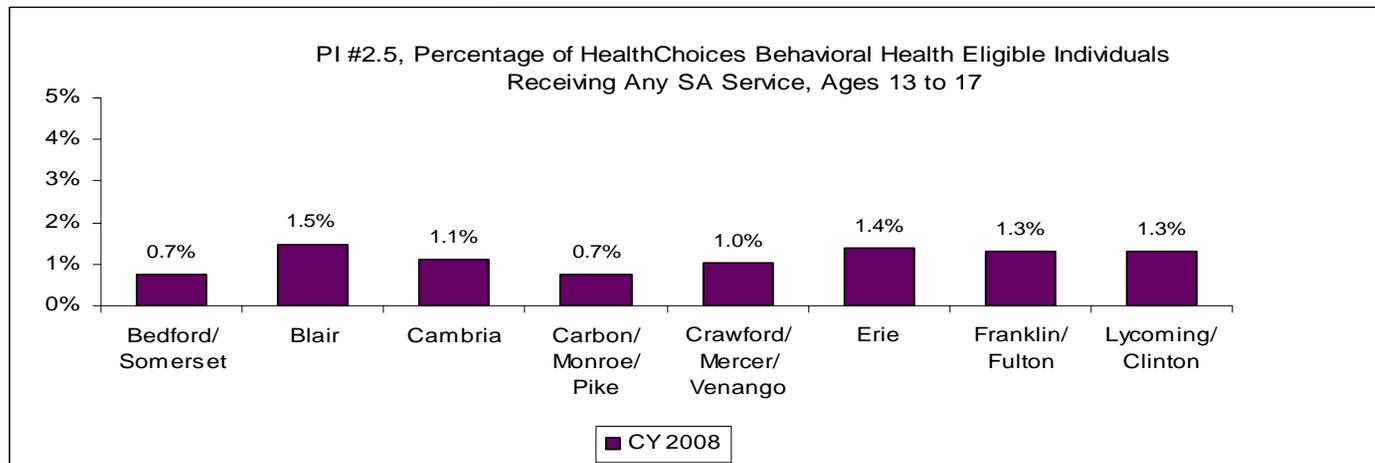
Southwest region



Lehigh/Capital region

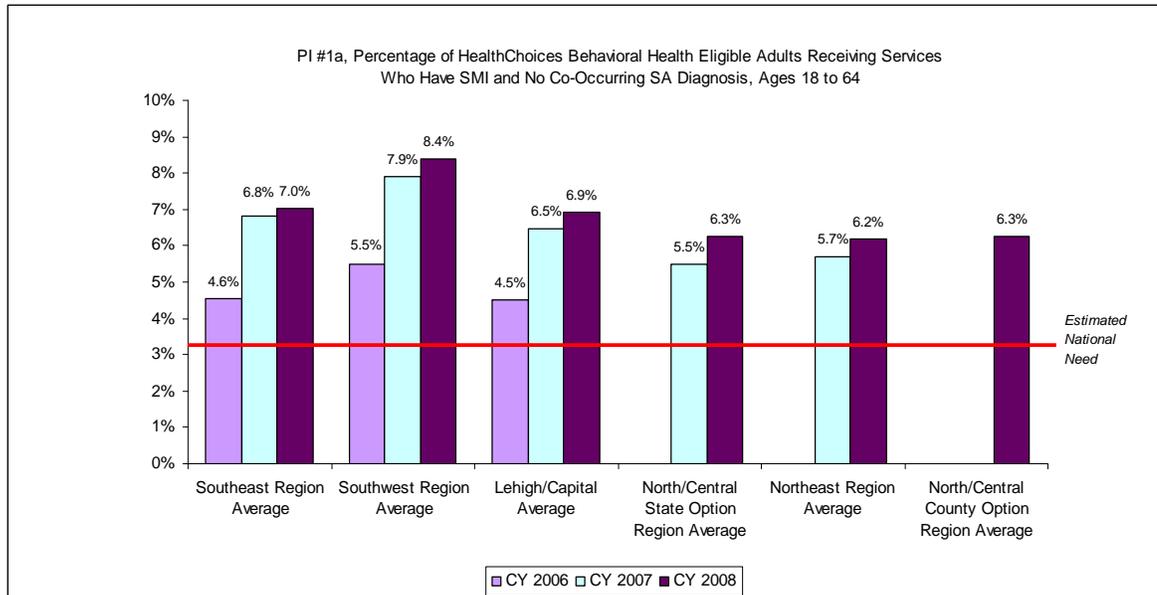


North/Central County Option region



Special populations, serious mental illness

In addition to reviewing utilization for adults and adolescents as a whole, OMHSAS was interested in understanding service access in priority populations. One of the priority populations is people with SMI. The following chart displays the percentage of HCBH-eligible adults who meet the OMHSAS criteria for SMI and are receiving services.

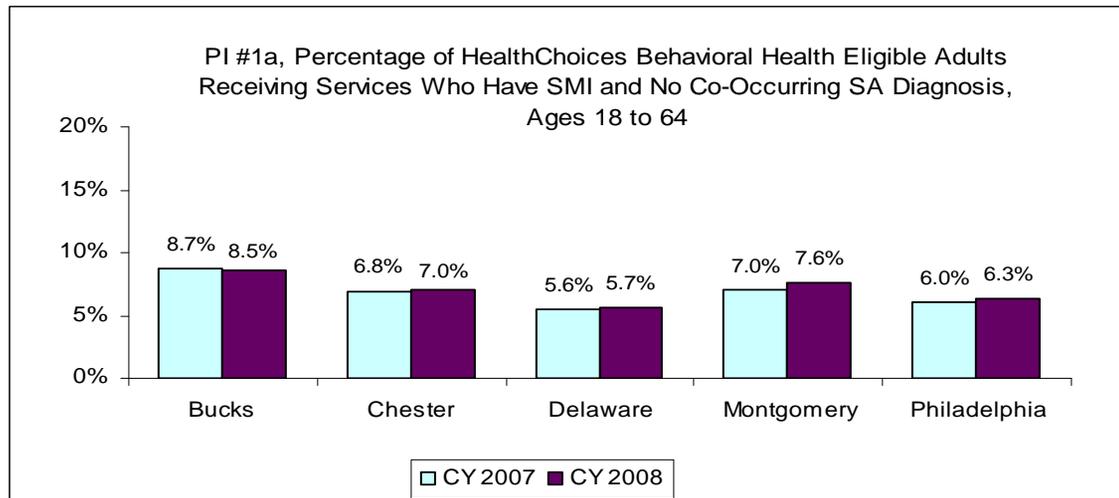


- The HealthChoices plans, as a whole, seem to be serving significant numbers of persons with SMI.
- There has been a consistent increase in the percentage of individuals receiving services who have a SMI across all regions reporting multiple years of data.
- Overall there was not a significant change (increase or decrease) in the individual counties in the percentage of individuals receiving services who have a SMI.
- Indiana County in the Southwest region and Northampton County in the Lehigh/Capital region had the largest overall percentages (11.4% and 11.3% respectively) of individuals with SMI but no co-occurring SA diagnosis receiving services.
- The estimated national need has been established using information based on the National Comorbidity Survey Replication.⁵ Please note this survey was not based on a Medicaid-specific population and the definition of SMI does differ from the OMHSAS definition. It appears initially as though the percentage of HCBH eligibles receiving services who have SMI with no co-occurring SA diagnosis is higher than the estimated national need. However, this graph should be considered in conjunction with the graph presenting results for PI#1b which presents results for the

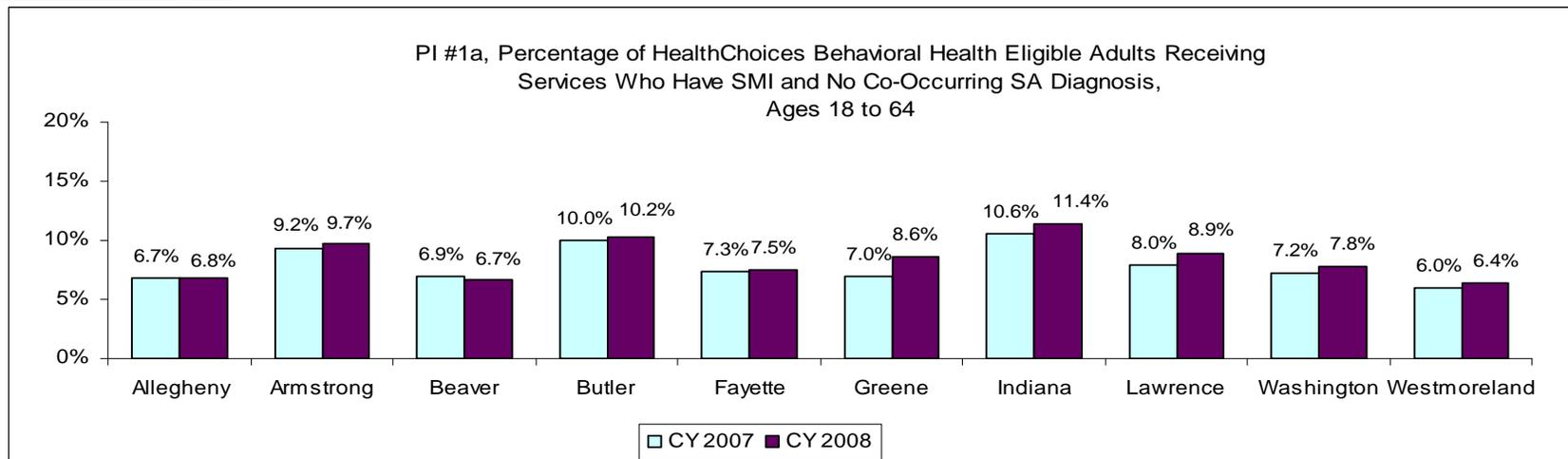
⁵ The estimated national need for PI #1a (3.1%) is based on: Kessler, R.C., Chiu, W.T., Colpe, L., Demler, O., Merikangas, K.R., Walters, E.E., Wang, P.S. (2006). The prevalence and correlates of serious mental illness (SMI) in the National Comorbidity Survey Replication (NCS-R). In R.W. Manderscheid & J.T. Berry (Eds.), *Mental Health, United States, 2004* (pp. 134-148). Rockville, MD: Substance Abuse and Mental Health Services Administration. <http://mentalhealth.samhsa.gov/publication/allpubs/SMA06-4195/>

percentage of HCBH eligibles receiving services who have SMI with a co-occurring SA diagnosis. These results may indicate the possibility that the co-occurring SA diagnosis may be appropriate for a greater number of the HCBH-eligible population.

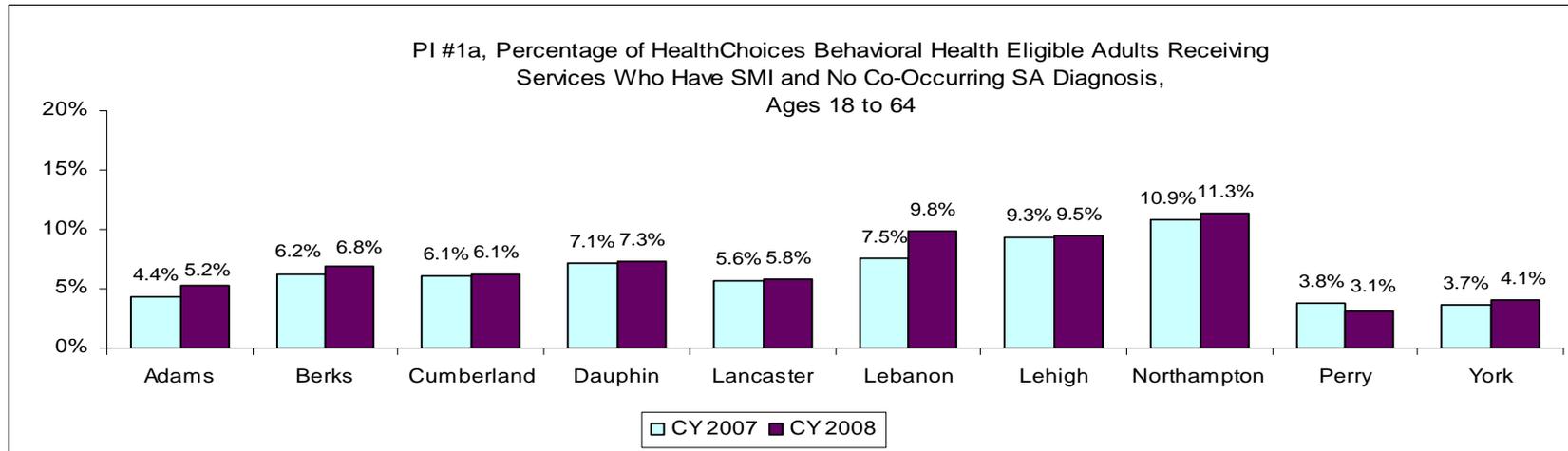
Southeast region



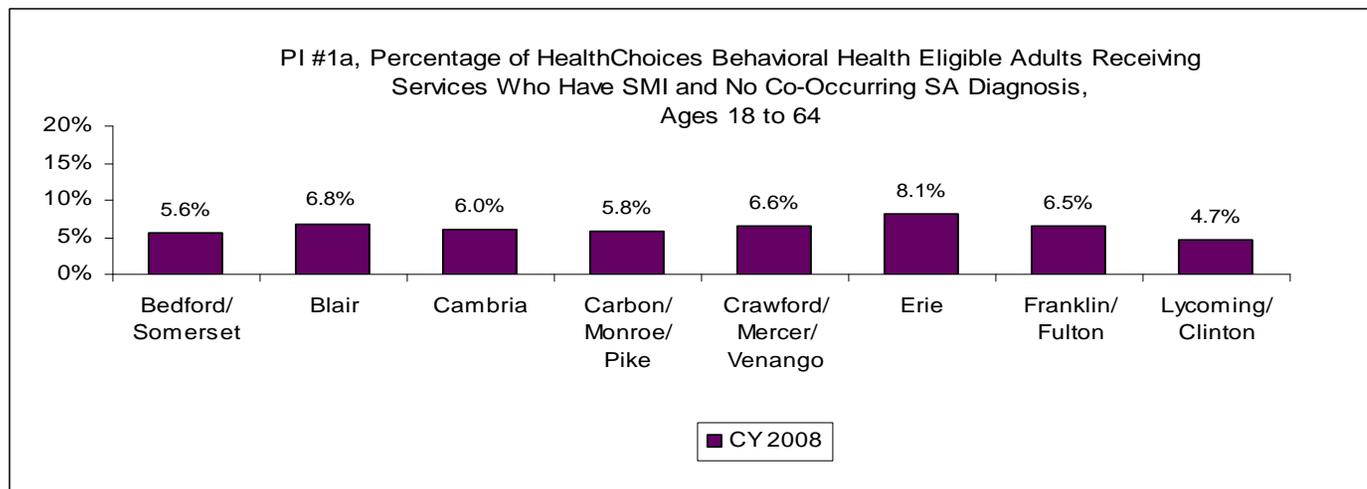
Southwest region



Lehigh/Capital region

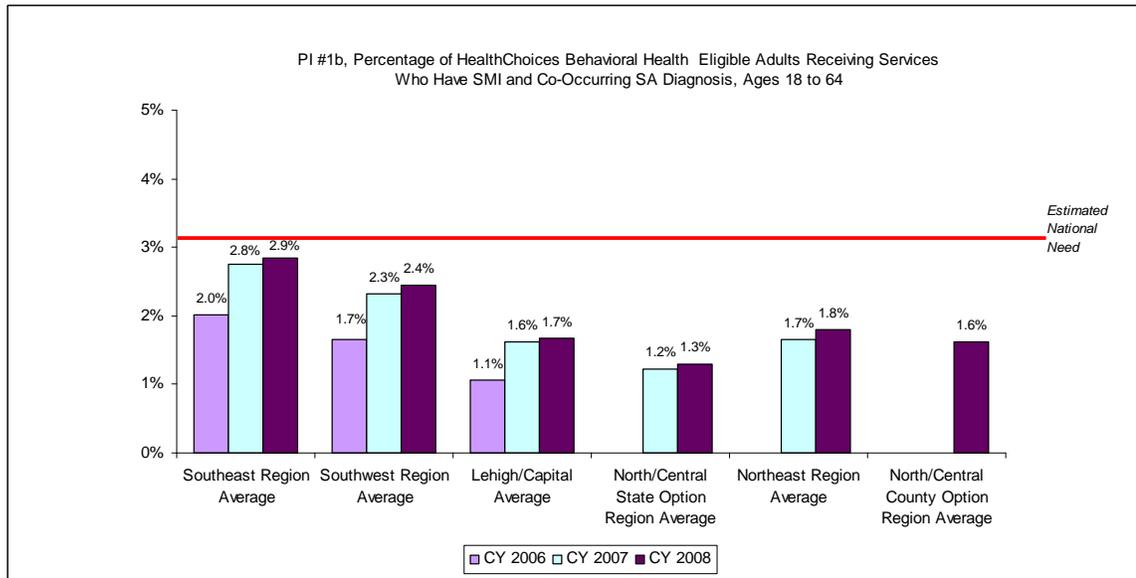


North/Central County Option region



Special populations, co-occurring disorder

When an individual suffers from a SA disorder in addition to a MH disorder, he or she is considered to have a co-occurring SA disorder. Co-occurring disorders are common, particularly in those with SMI. More than half of the adults with SMI in public MH systems have a co-occurring substance use disorder.⁶ While adults with a SMI and a co-occurring substance use disorder are the most costly to treat, the good news is that there is a high rate of recovery when integrated, dual-diagnosis treatment is provided.⁷



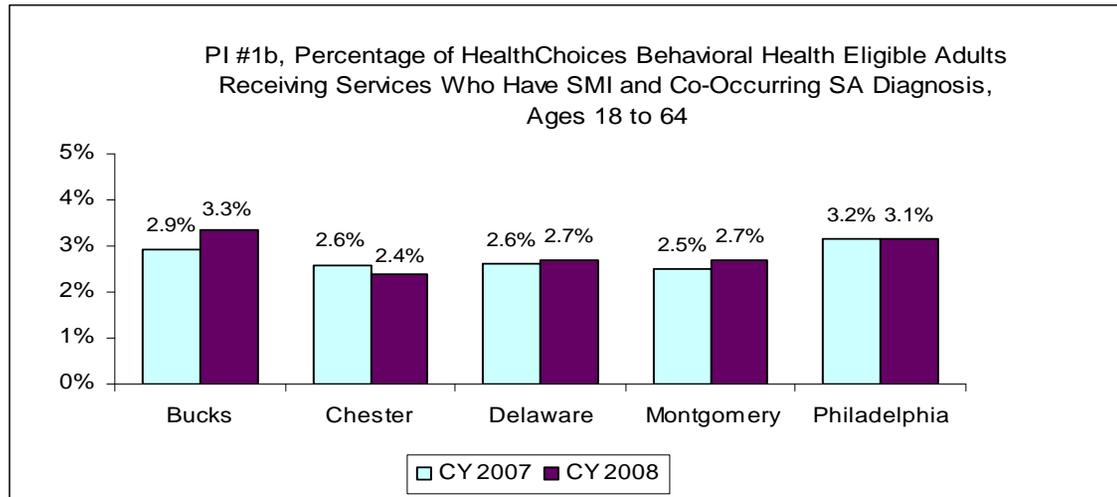
- As with the previous graph there was improvement in the percentage of adults with SMI and co-occurring SA diagnosis receiving services across all three years presented. Although the percentage point improvement from 2006 to 2007 was slight (0.1%) in each region, the trend is in the desired direction.
- The Southeast region is approaching the estimated national need of 3.1%.
- Four counties, Bucks and Philadelphia in the Southeast region and Allegheny and Butler in the Southwest region, have reached or surpassed the estimated national need of individuals with SMI and a co-occurring condition who are receiving services.

⁶ The estimated national need for PI #1b (3.1%) is 50% of the incidence reported in the National Comorbidity Survey Replication.

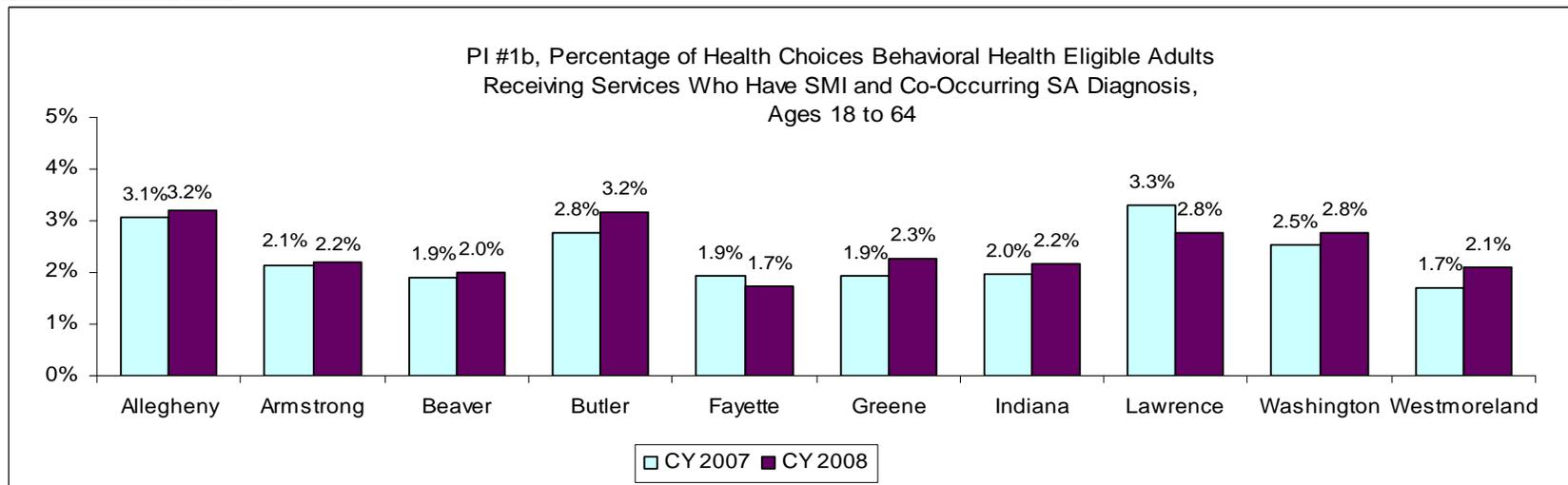
⁷ Substance Abuse and Mental Health Services Administration. Toolkit – *Co-Occurring Disorders; Integrated Dual Diagnosis Disorders Treatment*. Rockville, MD: Center for Mental Health Services, Department of Health and Human Services.

- National studies suggest that 50% of the persons with SMI typically have a co-occurring disorder. In the 2007 PBC report, it was suggested that there may have been under identification of those with SMI with and without a co-occurring disorder. Given the increase in the rates in this report for both groups, it appears that efforts to identify and provide services to adults with SMI have been more successful.
- While not presented in these PBC graphs, individuals with SMI and co-occurring SA diagnosis in the Southwest region experience lower costs, shorter lengths of stay and a lower readmission rate than in other regions.^{3 above}

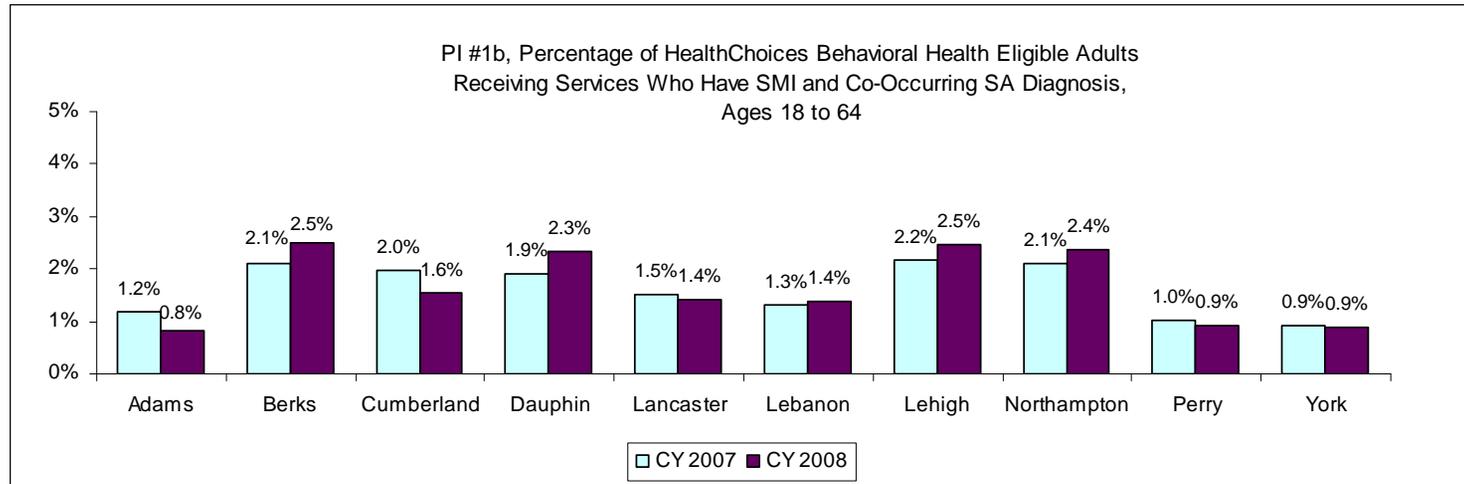
Southeast region



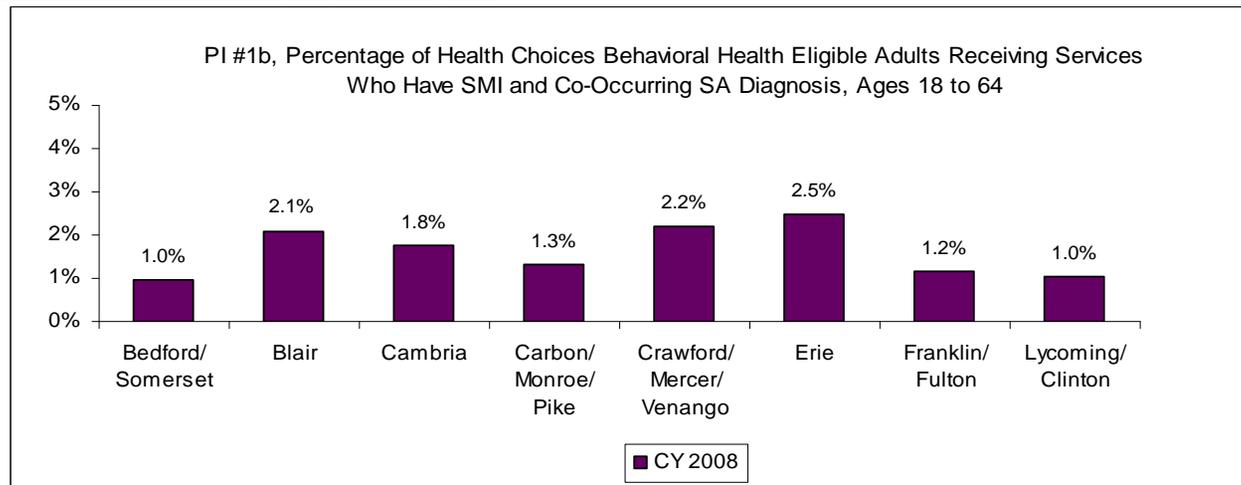
Southwest region



Lehigh/Capital region



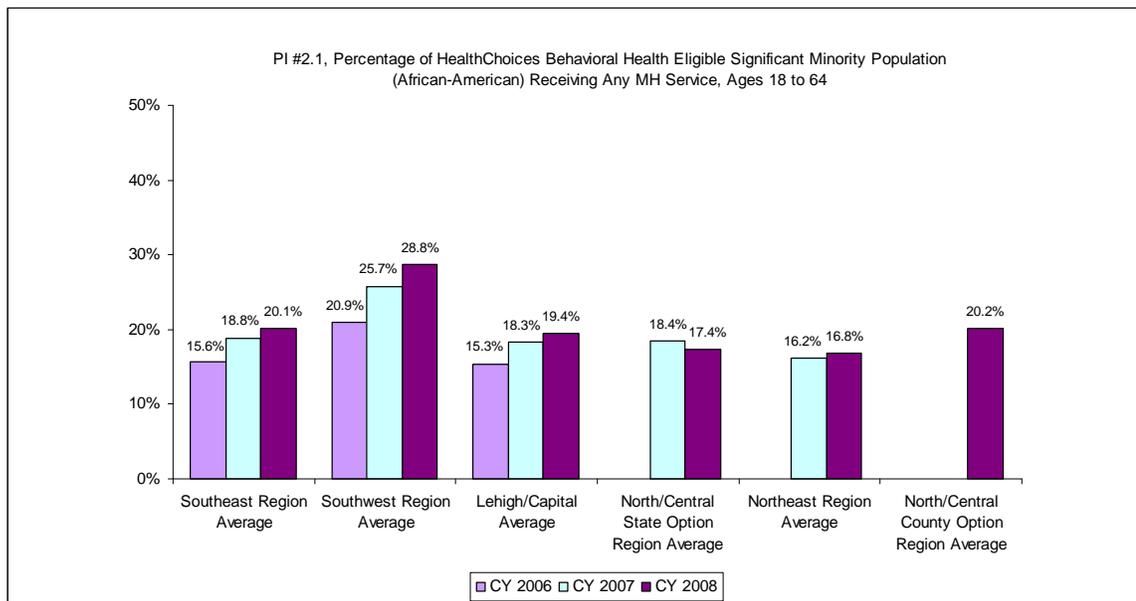
North/Central County Option region



Special populations, minority adult mental health

The next three sets of graphs show the percentage of African-American adults and adolescents who received services. With the exception of emergency room treatment, persons from minority backgrounds are less likely than Caucasians to seek MH outpatient treatment. The reasons given by African Americans for not seeking treatment include fear of hospitalization and fear of treatment.⁸ Furthermore, the availability of culturally competent providers and service models is critical to engage ethnic, cultural and linguistic minorities. For those African Americans who prefer an African-American provider, few MH specialists are available. State and local MH authorities figure most prominently in the treatment of mental illness among African Americans. The number, type and distribution of safety net providers as well as the provision of care greatly influence the treatment options available to the most vulnerable populations of African Americans and others.⁹ For these reasons, it is important to monitor service received by minority groups.

The first graph shows the percentage of African-American adults who received any MH service.



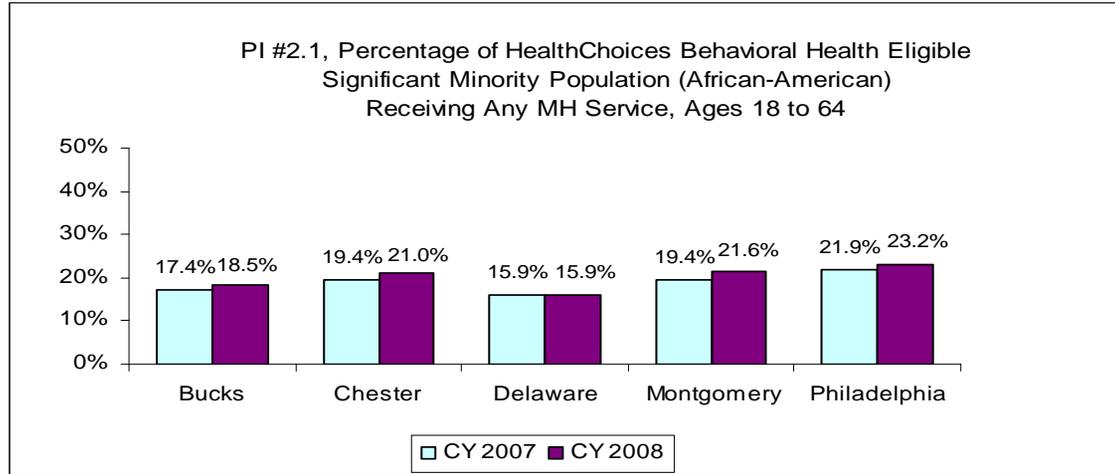
- As anticipated for all years presented, the percentage of the African-American population receiving MH services is less than the percentage for the healthcare population as a whole. With the exception of the North/Central State Option region all

⁸ US Department of Health and Human Services. *Mental Health: A Report of the Surgeon General – Executive Summary*. Rockville, MD: US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, National Institutes of Health, National Institute of Mental Health, 1999.

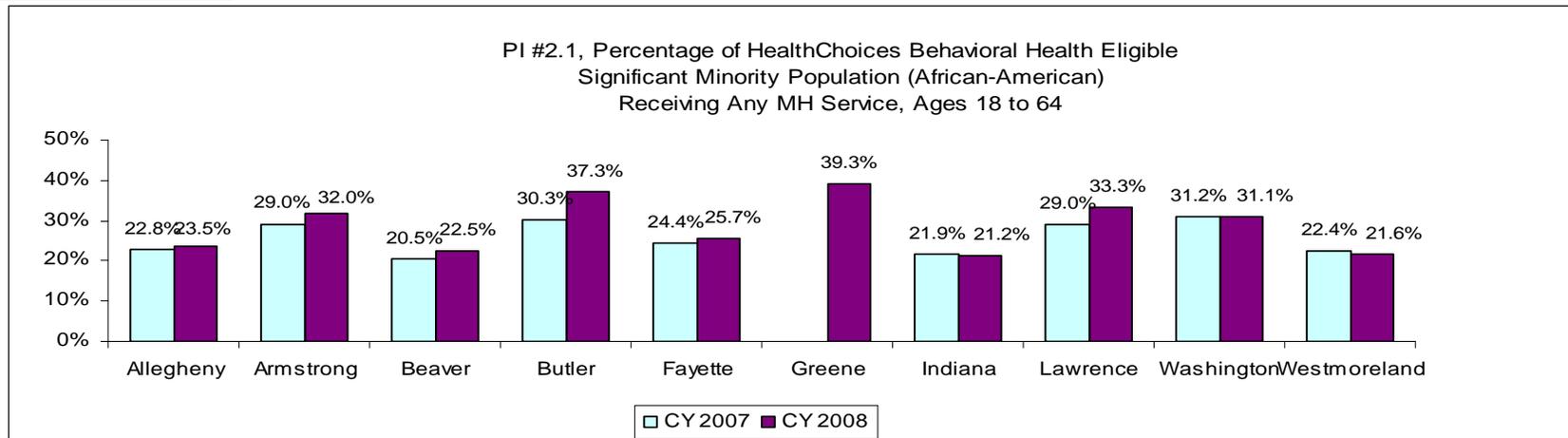
⁹ U.S. Department of Health and Human Services. (2001). *Mental Health: Culture, Race, and Ethnicity—A Supplement to Mental Health: A Report of the Surgeon General*. Rockville, MD: U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services. (Chapter 3).

- five regions reporting multiple years of data increased the percentage of African Americans age 18 – 64 receiving MH services from previous years.
- Lebanon County in the Lehigh/Capital region had a slight decrease in the percentage of the African-American population receiving services for the second year. Indiana and Westmoreland counties in the Southwest region reported a slight decrease from 2007 to 2008.
 - Some counties (Greene in the Southwest region and Perry in the Lehigh/Capital region) do not have a sufficient number of African Americans in their population to report findings for this indicator. It is important to note that while some counties have a sufficient number of African Americans to report on this indicator, the population remains small and a change in service utilization by one or two individuals from one year to the next may change the percentage precipitously.

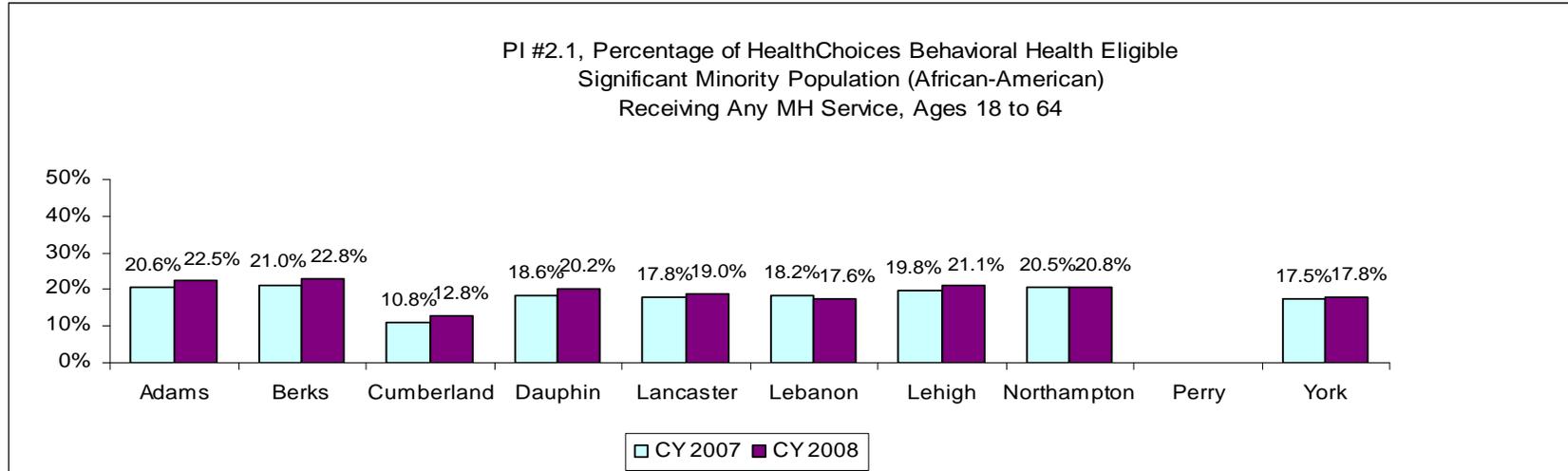
Southeast region



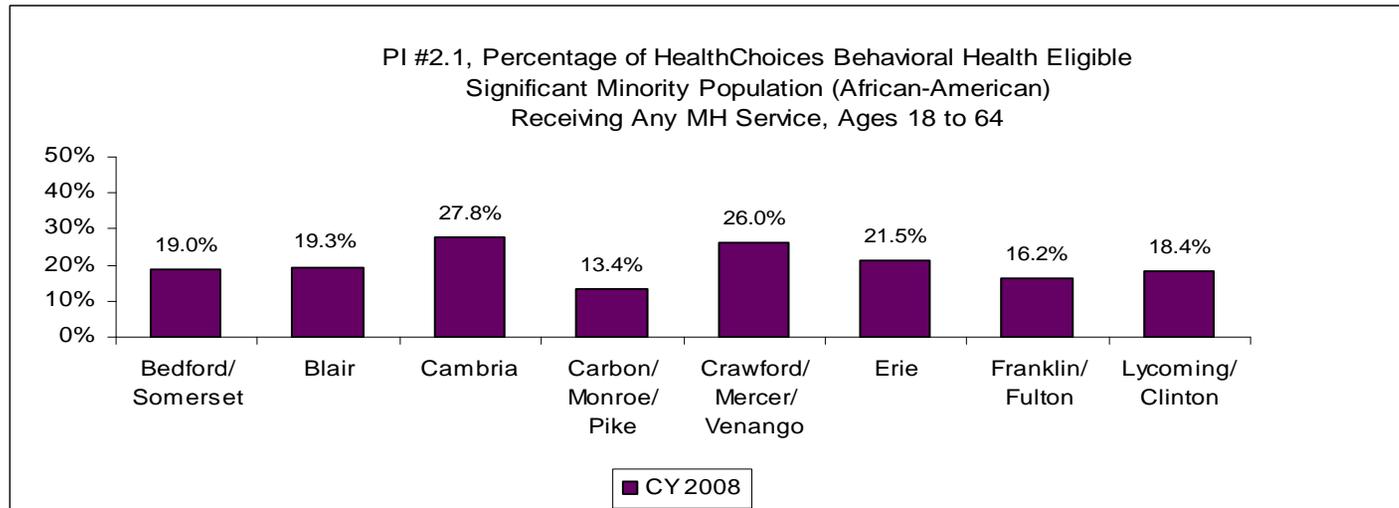
Southwest region



Lehigh/Capital region

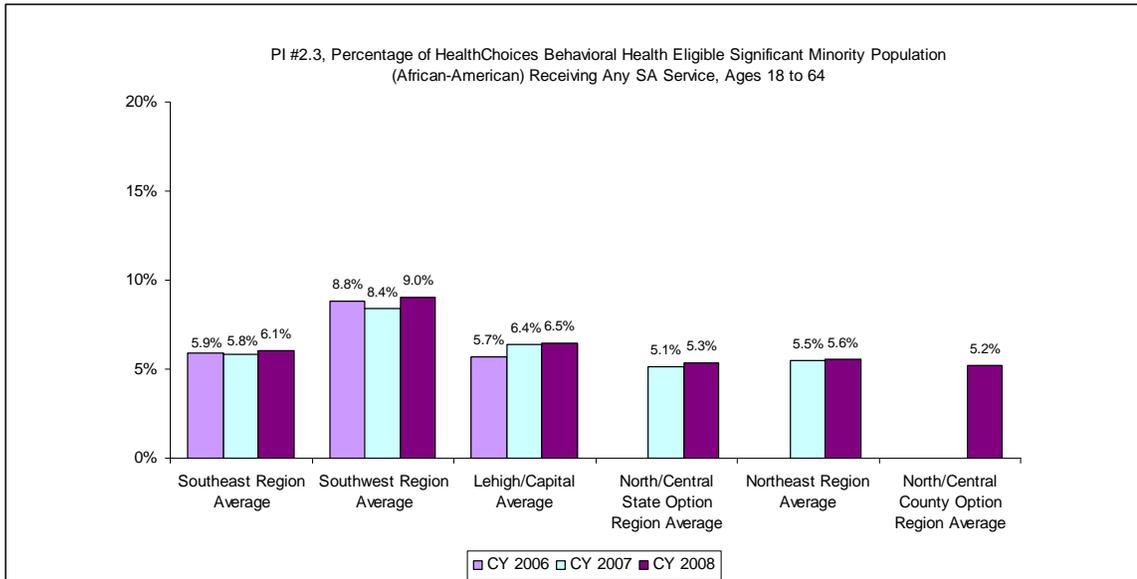


North/Central County Option region



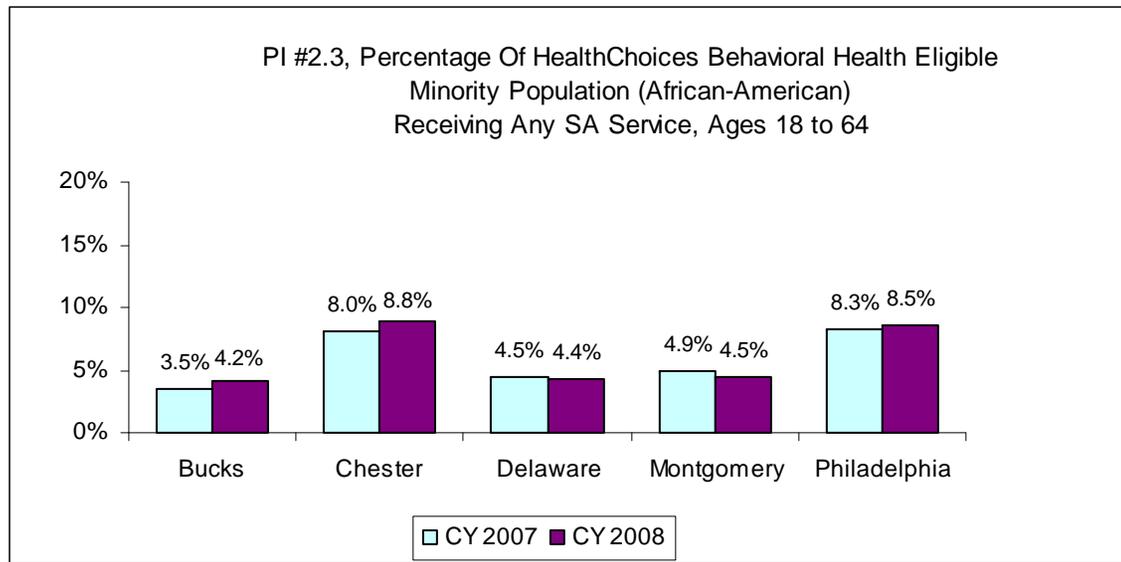
Special populations, minority adult substance abuse

The next two sets of graphs show the percentage of African-American adults and adolescents who received any SA service.

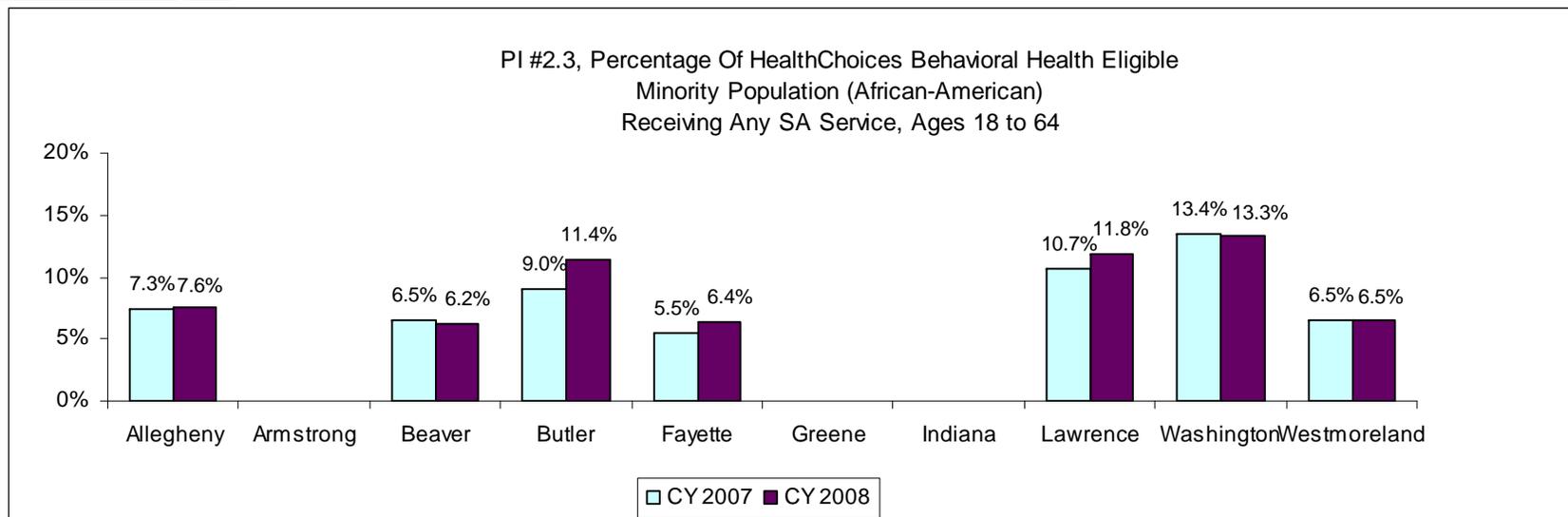


- With the exception of the Southeast region where there is a difference of 2.3% less utilization, the percentage of the adult minority population receiving SA services is close to or higher than the population as a whole.
- Each region reporting multiple years of data reported an increase in the percentage of adult minority population receiving SA services.
- As in previous years, there was considerable variation for this PI among counties within a region and several counties with a minority population too small for reporting on this indicator.

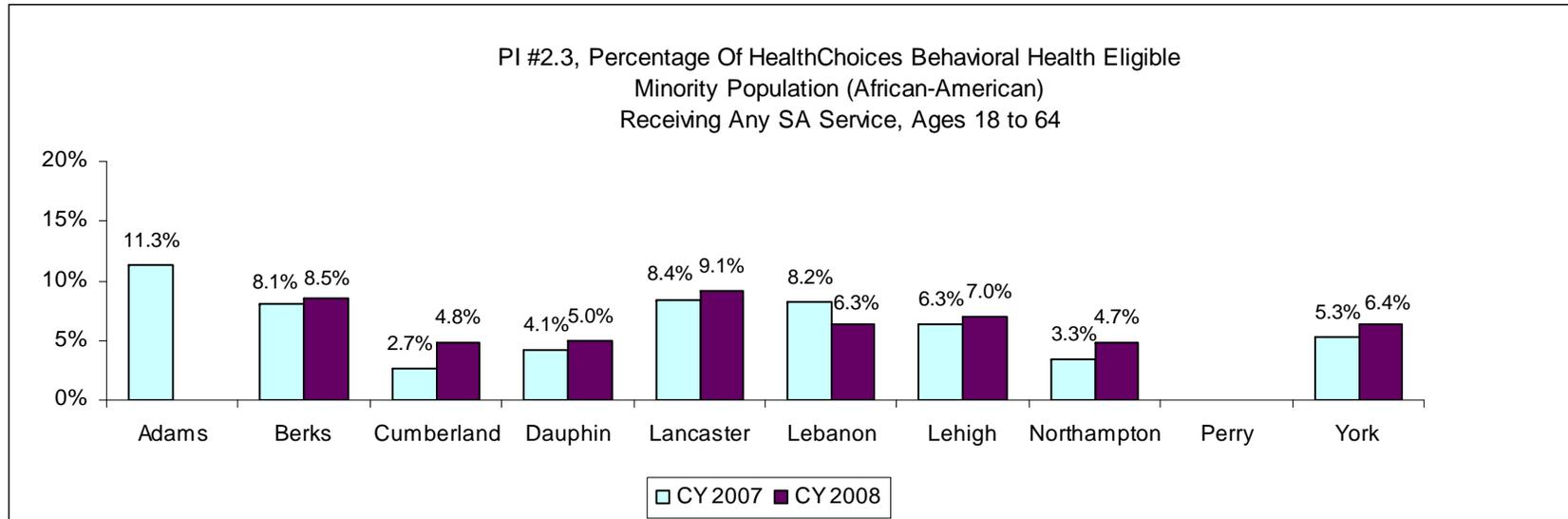
Southeast region



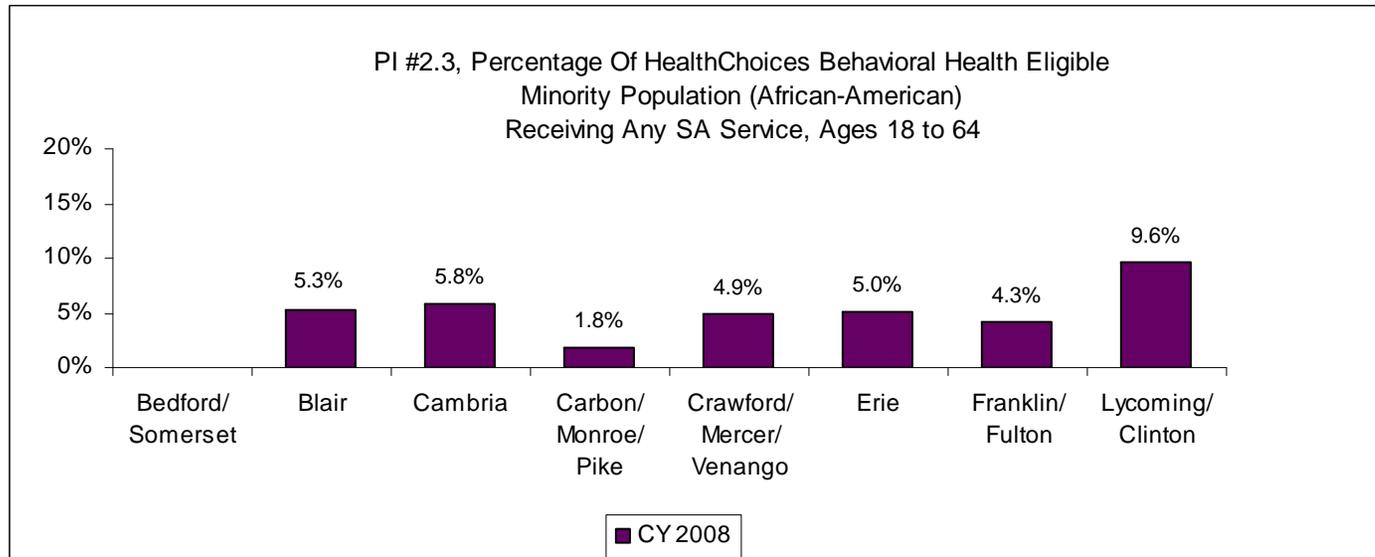
Southwest region



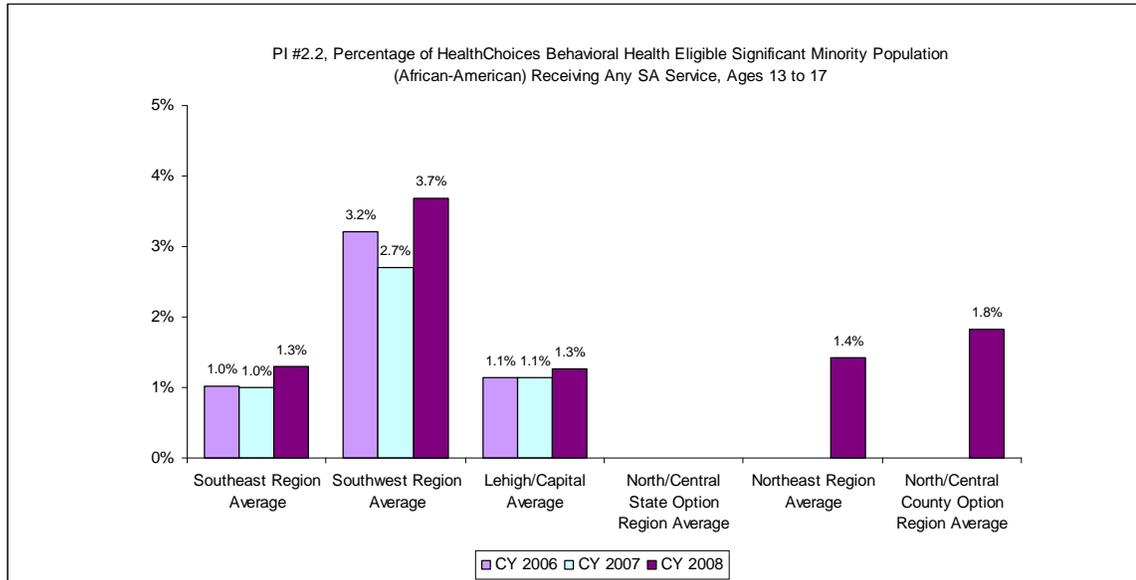
Lehigh/Capital region



North/Central County Option region

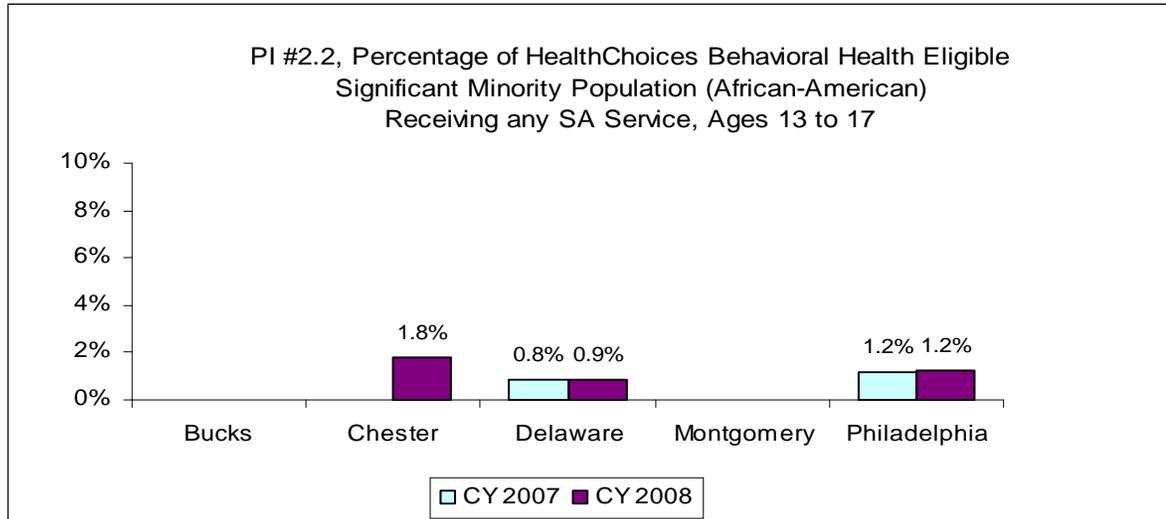


Special populations, minority adolescent substance abuse

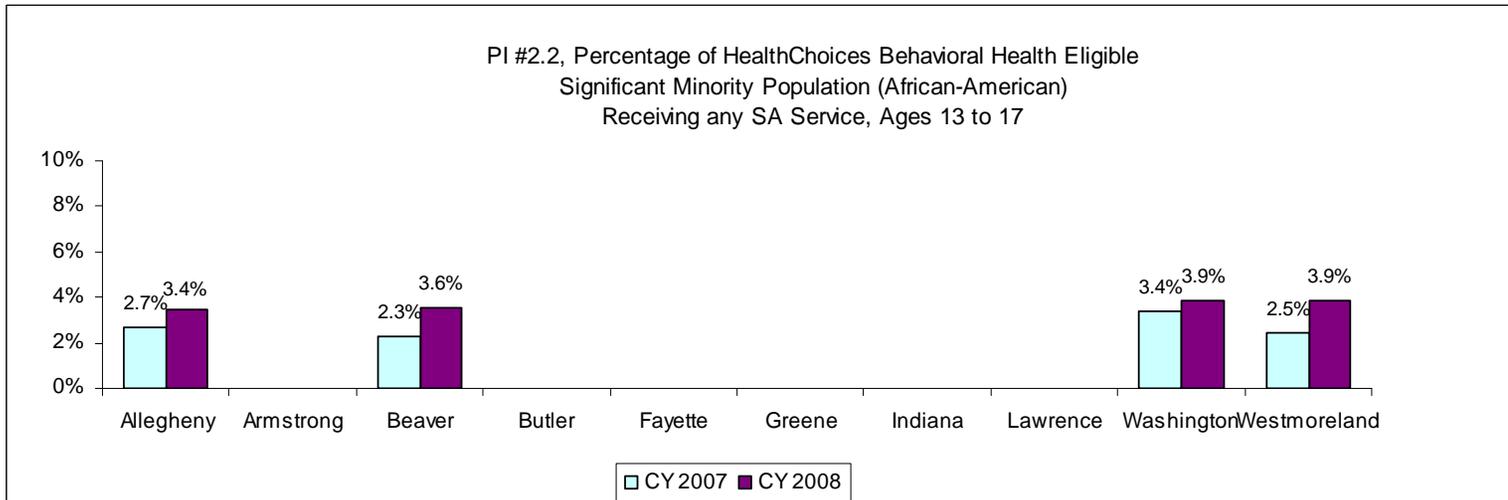


- The Southeast and Lehigh/Capital regions both saw a slight increase in the percentages of HCBH-eligible African Americans ages 13 – 17 receiving SA services from 2007 to 2008. The Southwest region percentage increased by 1.0% from 2007 to 2008 and is the highest percentage reported to this point.
- It is important to note that as with previous years, this indicator was calculated only for those counties with a minority population that is large enough for reporting. The counties reported are:
 - Southeast: Chester (2008 only), Delaware and Philadelphia
 - Southwest: Allegheny, Beaver, Washington and Westmoreland
 - Lehigh/Capital: Berks (2008 only), Dauphin, Lancaster, Lehigh and York
 - North/Central: Erie

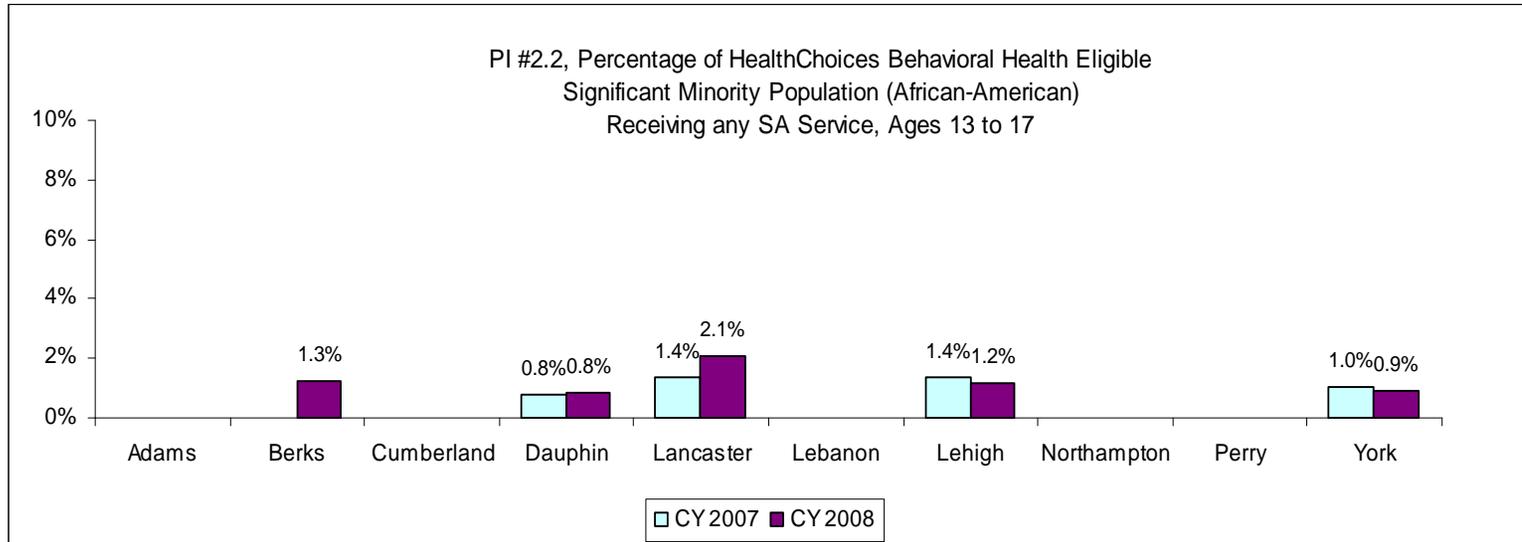
Southeast region



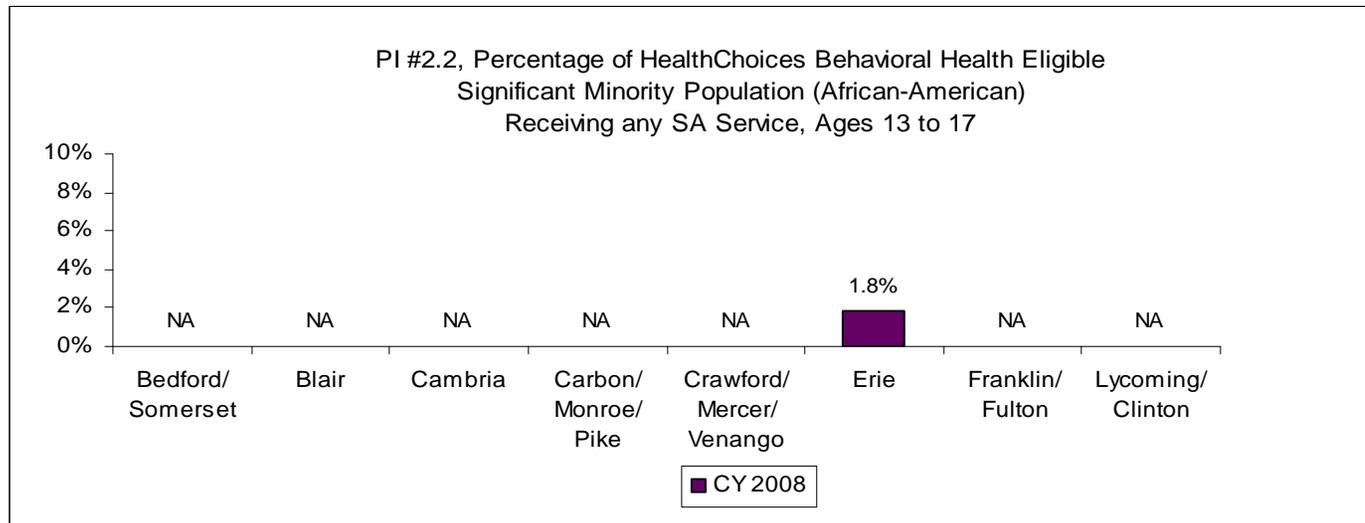
Southwest region



Lehigh/Capital region



North/Central County Option region





Quality of process performance indicators

The Quality of Process PIs 3a – b, 4a – c and 5a – 5e provide information about service delivery processes critical to effective and appropriate MH and SA service delivery. Data from 2007 for PIs 5b, 5c and 5d were not reported due to a lack of data availability. The graphs note this as N/A (data not available). As with the access indicators, it is important to review results in reference to national norms and OMHSAS gold standard.

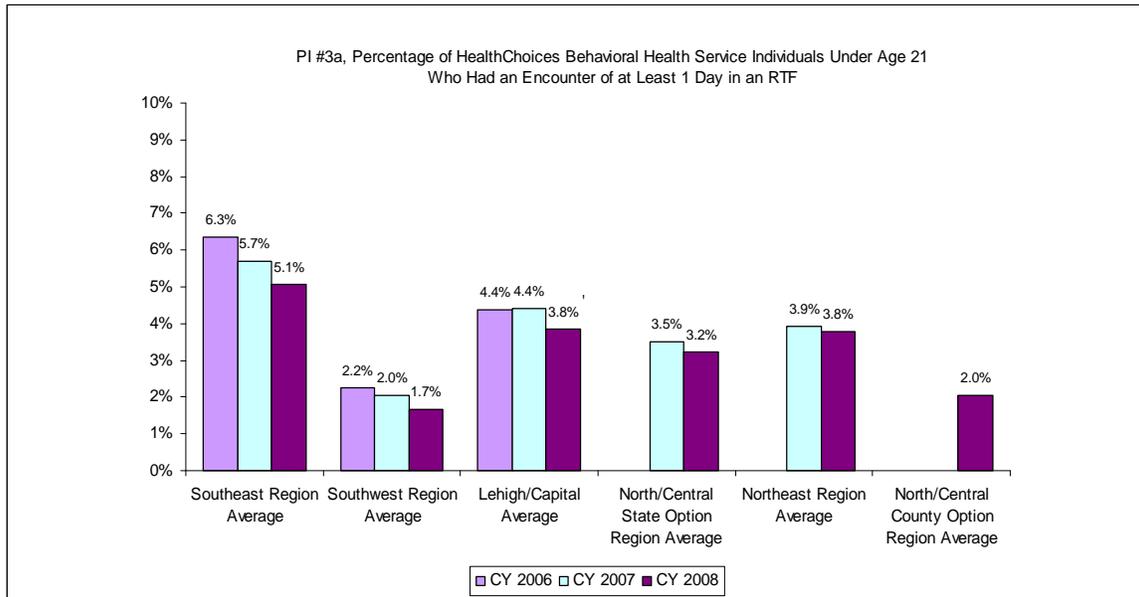
The following graphs present the individual results for quality of process performance by region and by county. County-specific results in table format for all years of data available are found in Appendix A. In some cases, a county measure is represented as “not calculated” because the numbers were too small (below 10 individuals) to provide meaningful information.

Admission rate, residential treatment facilities

The following graphs measure the percentage of children and adolescents who are MH service users who used RTF services during a one-year period, as well as the percentage of children with an extended stay in excess of 120 days. While removal from the community may be necessary for some youth with severe mental disorders there is, at best, only weak evidence for the effectiveness of RTFs in reducing symptoms or problem behaviors and gains may not be maintained after discharge.¹⁰ RTF is generally considered a service that should only be used for children and adolescents who are unlikely to benefit from a less restrictive, less intrusive level of care (LOC). There is growing evidence that in many situations, children can be effectively served in their homes and communities in lieu of psychiatric RTF and that community based treatment programs are often superior to institution-based programs. Specific studies have shown residential treatment overall to be

¹⁰ US Surgeon General. (1999). *Mental Health: A report of the surgeon general*. Rockville, MD: US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, National Institutes of Health, National Institute of Mental Health.

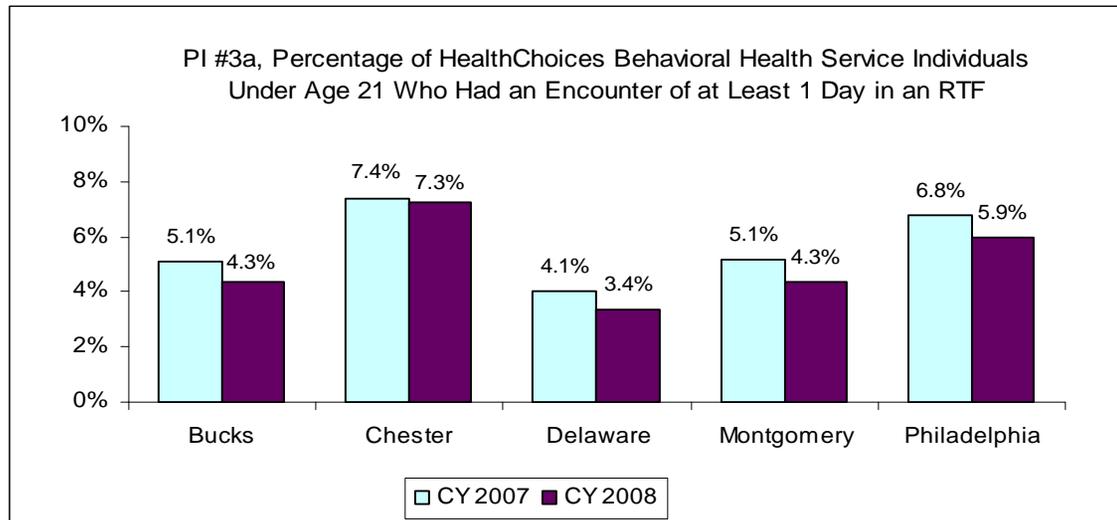
ineffective. There is no evidence of a relationship between any outcomes achieved in residential treatment and subsequent functioning in the community.¹¹



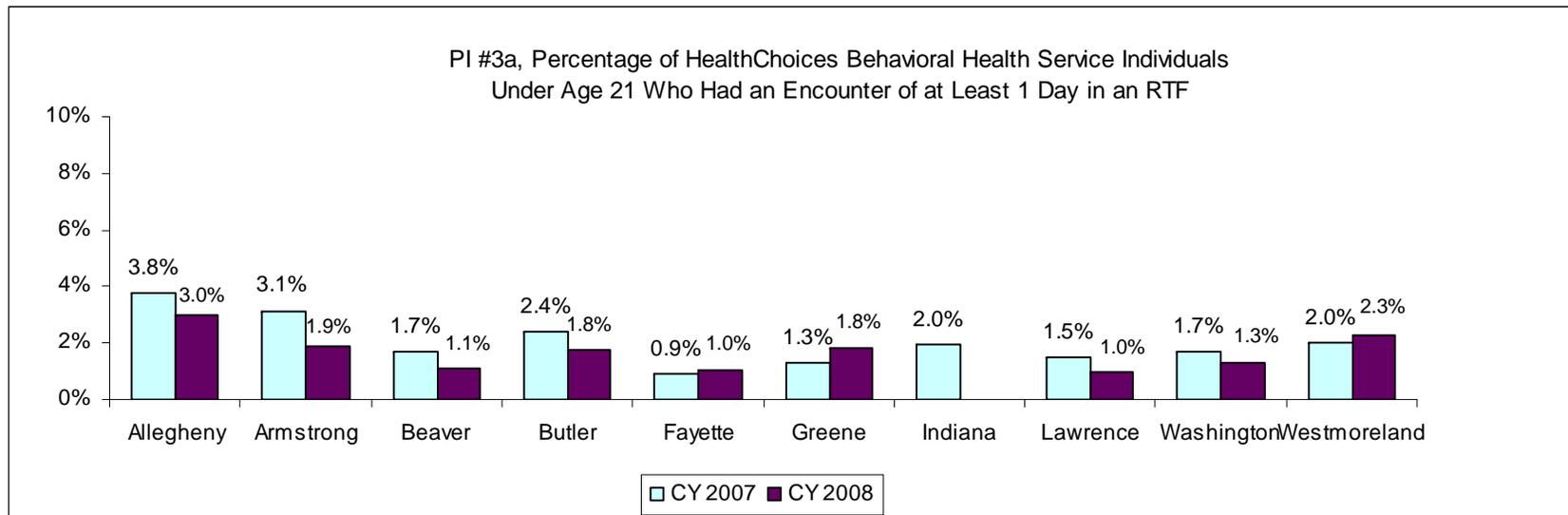
- The 2006 Integrated Children's Services Initiative encouraged the enrollment of additional providers into the HealthChoices network to ensure that financial responsibility for children receiving MH services was taken on by the HealthChoices program. Since the initial increase in those under age 21 who had an encounter of at least one day in a RTF following this initiative, there has been a steady decline in the percentage of individuals under age 21 with a stay of at least one day in a RTF. All regions reporting multiple years of data reported a decline from 2007 to 2008.
- The Southeast region has seen the highest percentage decline (1.2 percentage points) from 2006 – 2008.
- While their trend in utilization of RTF has been in the desired direction, a 1.6% decrease from 2007 to 2008, Adams County has consistently reported the highest percent of all counties with individuals in a RTF for at least one day.

¹¹ Mercer White Paper Community Alternatives to Psychiatric Residential Treatment Facility Services March 13, 2008.

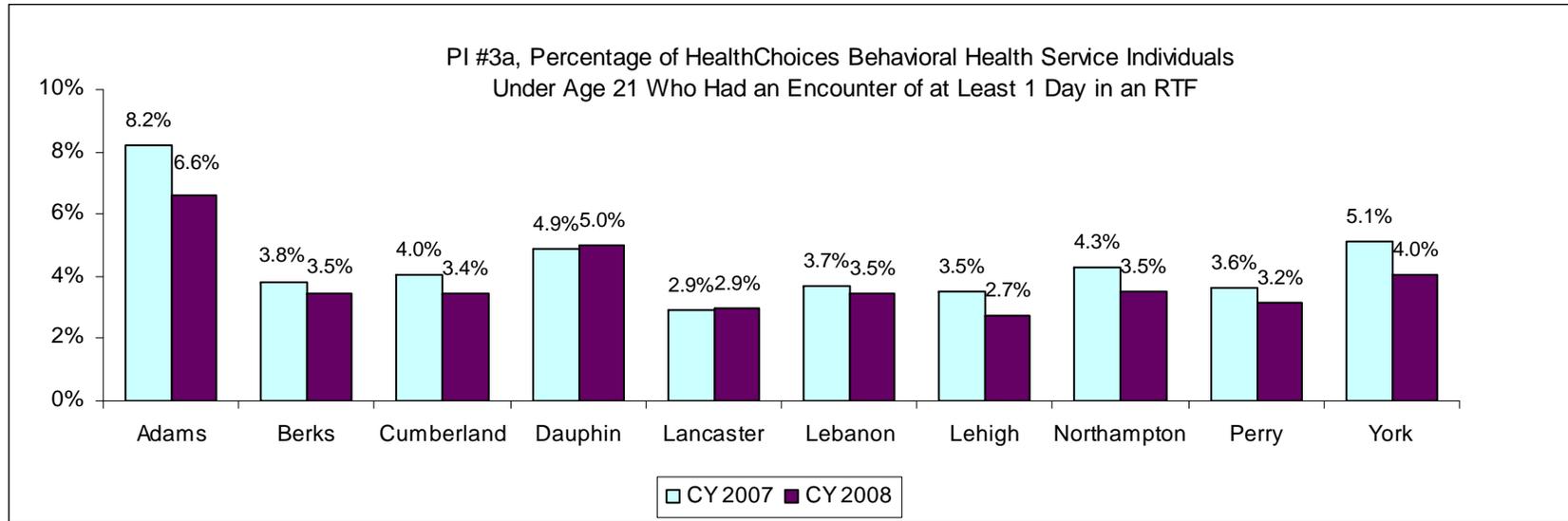
Southeast region



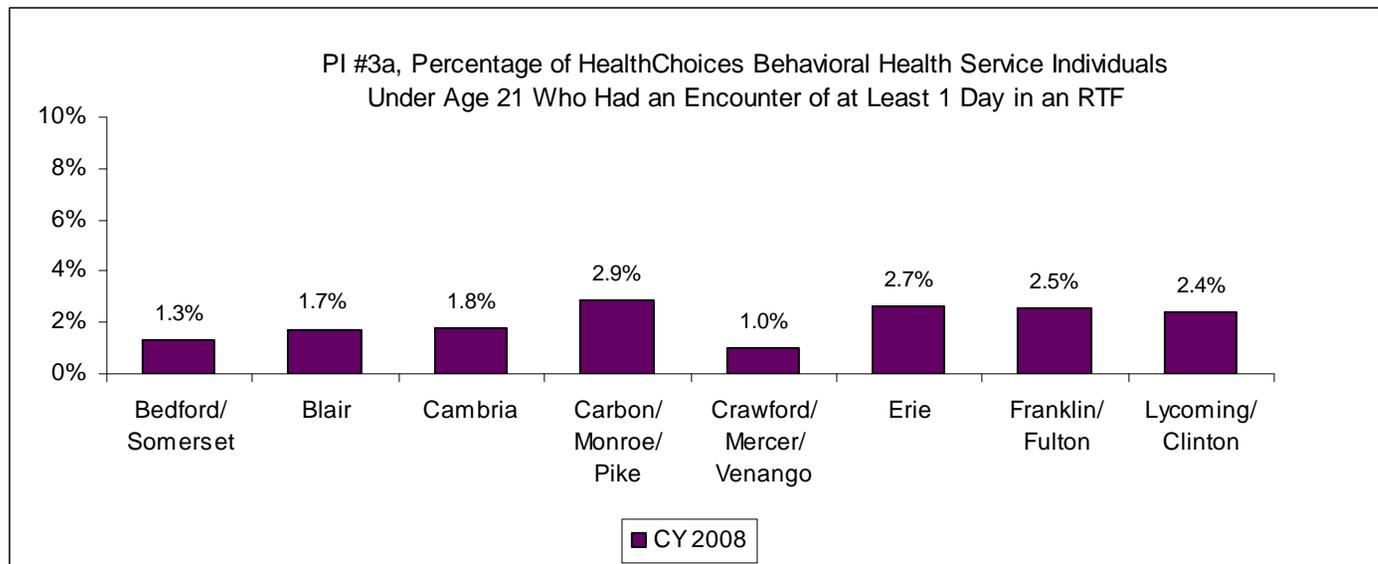
Southwest region



Lehigh/Capital region

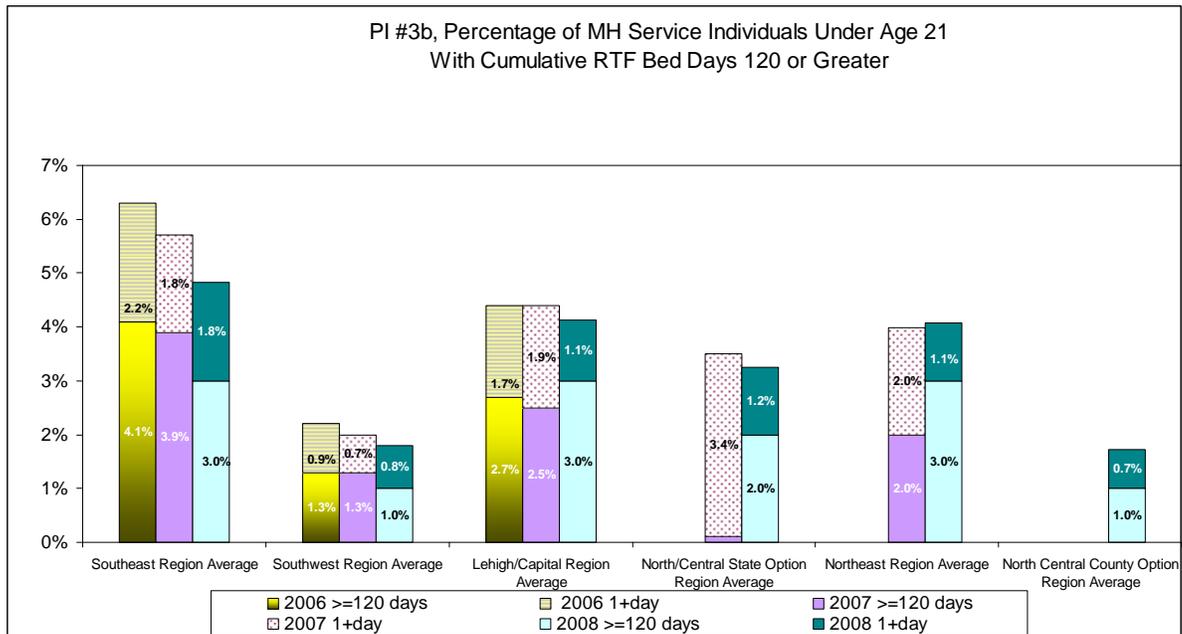


North/Central County Option region



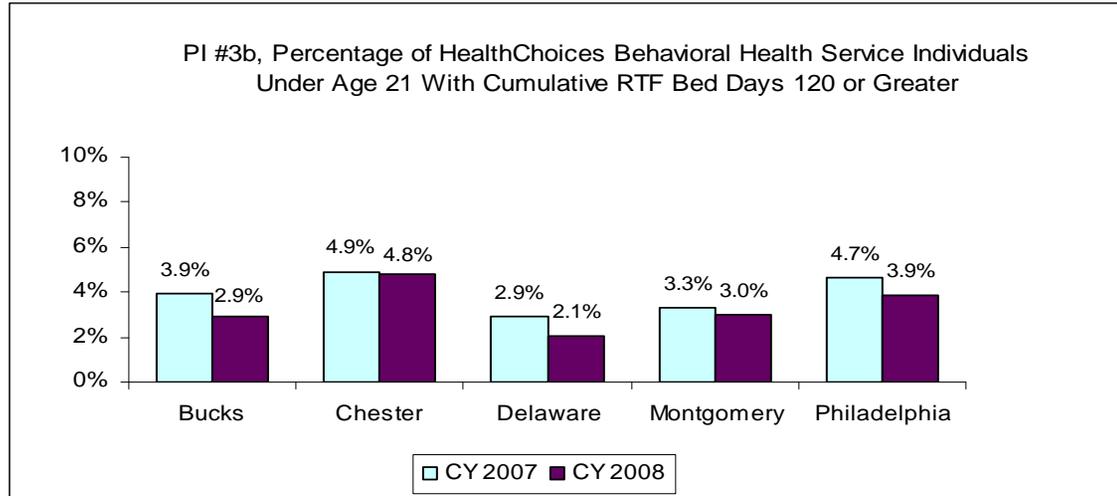
Length of stay, residential treatment facility

In addition to reviewing the number children being admitted to a RTF, OMHSAS is interested in how long the children were staying in the programs. One measure of length of placement is the percentage of children with lengths of stay greater than 120 days. The following graph highlights the percentage of MH service individuals under age 21 with 120 or more cumulative RTF bed days relative to the percent of individuals under age 21 in RTF overall.

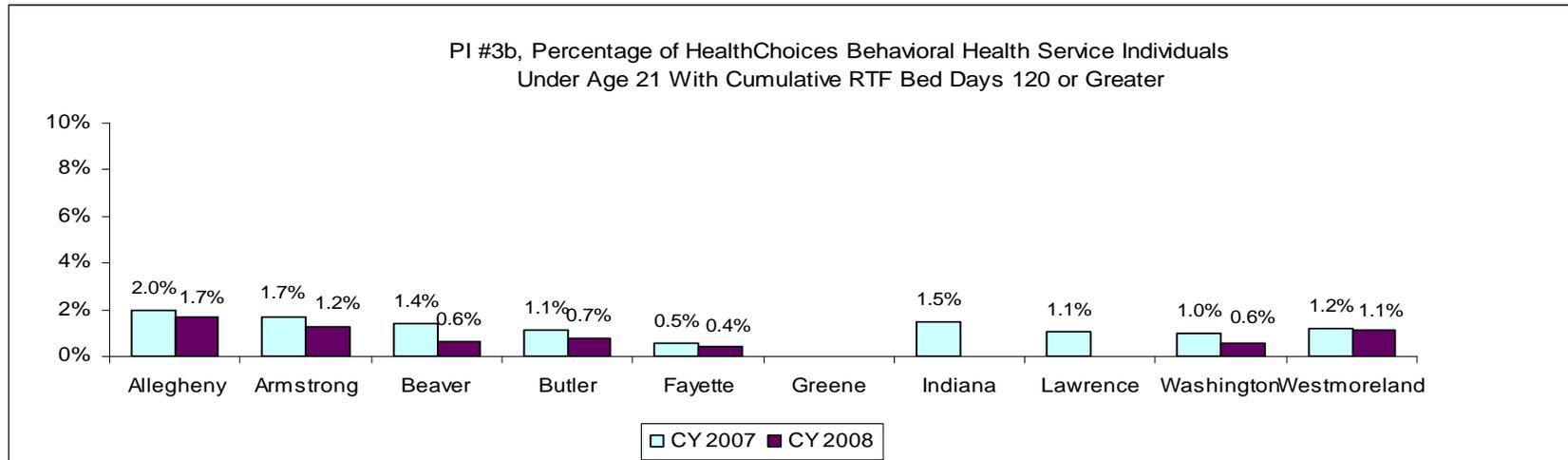


- The decline in the percentage of individuals under age 21 with ≥ 120 cumulative RTF bed days reported for the Southeast and Southwest from 2006 to 2007 continued in 2008. However, in the three other regions reporting multiple years of data there was an increase in the percentage of individuals with ≥ 120 cumulative RTF bed days.
- The lowest percentage of individuals with ≥ 120 days in a RTF was reported by the North/Central County Option region in its first year of reporting.
- The North/Central State Option region showed the most dramatic increase in the percentage of individuals (from 0.1% to 2.0%) with ≥ 120 days in a RTF from 2007 – 2008.
- In 2007 Adams County had the greatest change (decrease of 2.4%) in the percentage of those under age 21 with RTF bed days of 120 or greater. However, in 2008 that positive improvement was reversed, and the percentage with RTF bed days of 120 or greater increased by 2.1%.

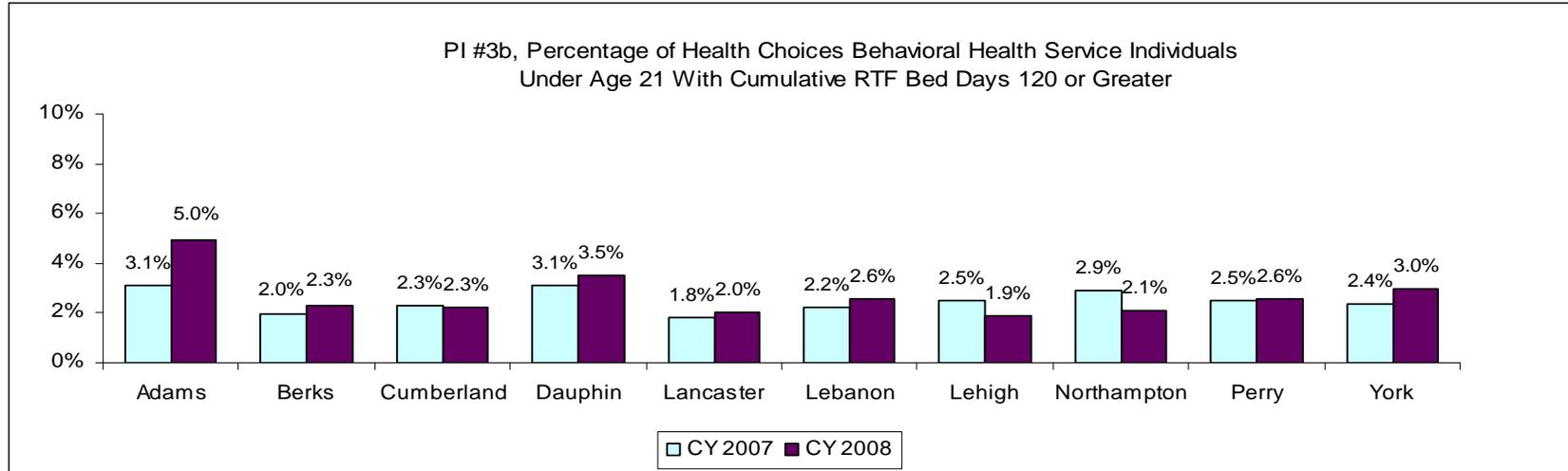
Southeast region



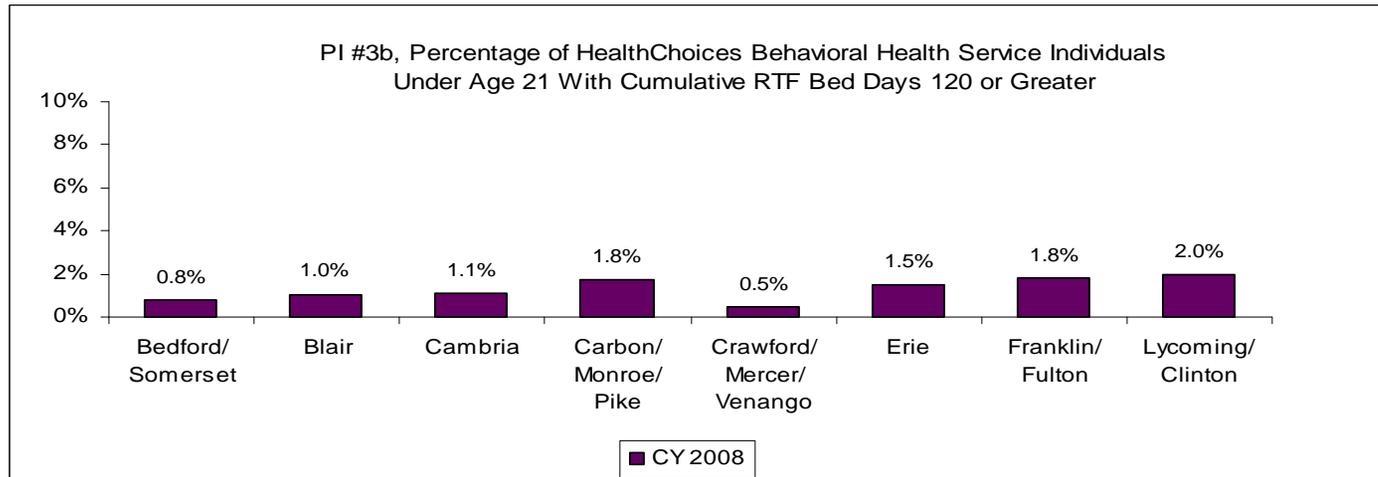
Southwest region



Lehigh/Capital region

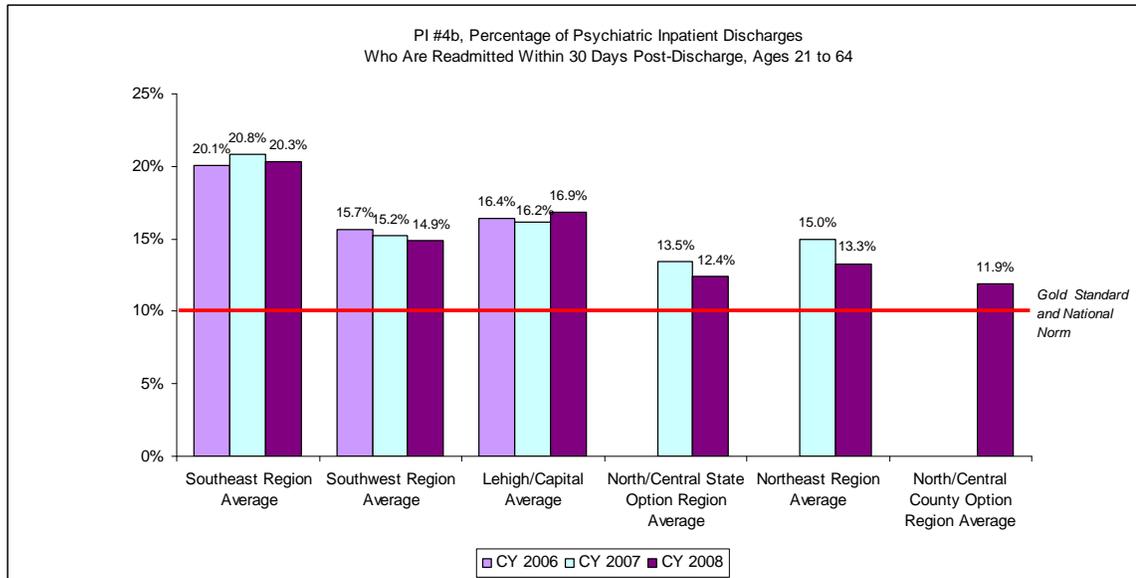


North/Central County Option region



Readmission rate, ages 21 – 64

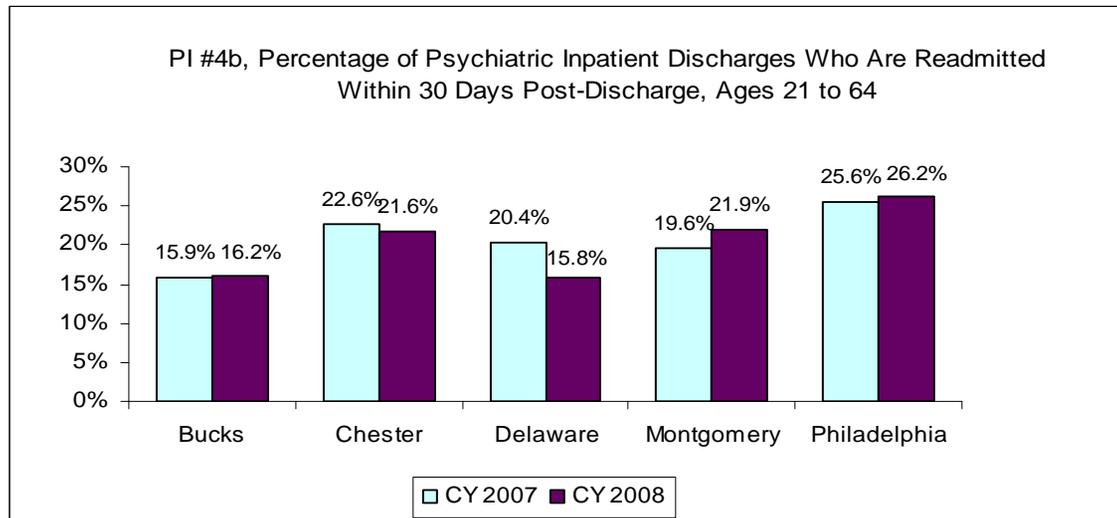
The next three sets of graphs illustrate the percentage of discharges from psychiatric inpatient services who are readmitted to that LOC within 30 days post-discharge. The premise is that highly-effective discharge planning and aftercare service delivery can reduce unnecessary readmissions. It is understood that appropriate treatment is paramount and medically-necessary admissions should not be averted to artificially improve performance standards. Based on healthcare trends, OMHSAS has identified a 10% readmission rate as a reasonable target for plans.



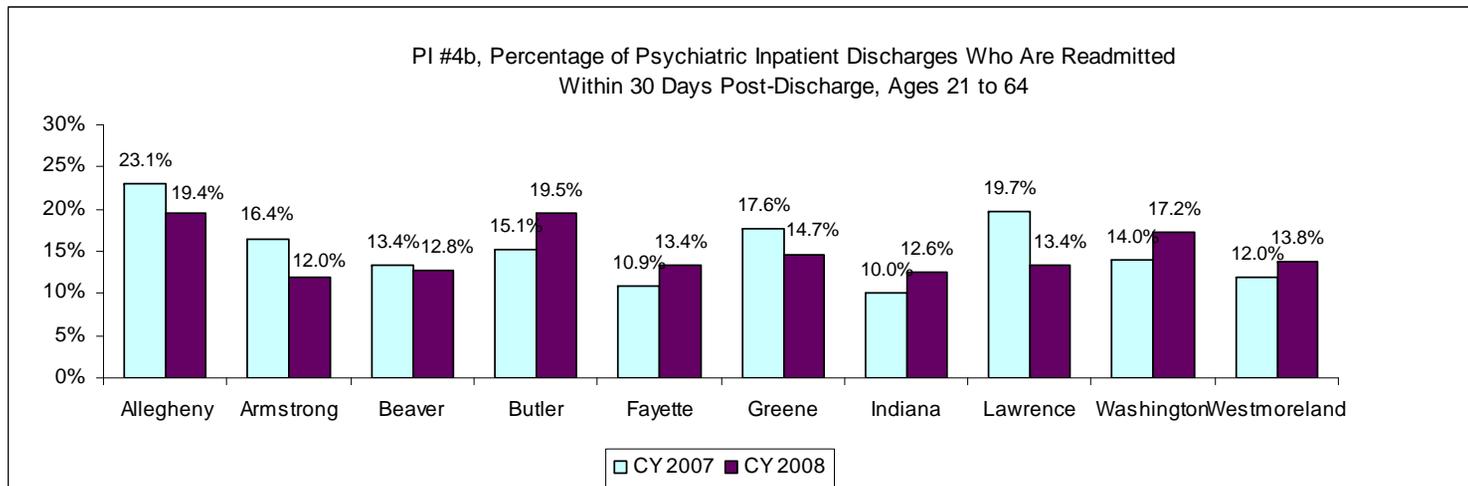
- All regions for all years presented have a rate of readmission that is higher than the gold standard and national norm¹² for adult readmissions within 30 days post-discharge. However, with the exception of a slight increase in the Lehigh/Capital region, the results are in the desired direction.
- In the North/Central County Option region, three of the combined county areas had readmission rates lower than the gold standard and national norm.
- Lawrence County in the Southwest region had the largest decrease (6.3 percentage points) from 2007 to 2008 in percentage of individuals readmitted within 30 days.

¹² While the literature does not definitively provide a gold standard for readmission rates the data from Medicaid managed care plans suggest readmission benchmarks of 10%.

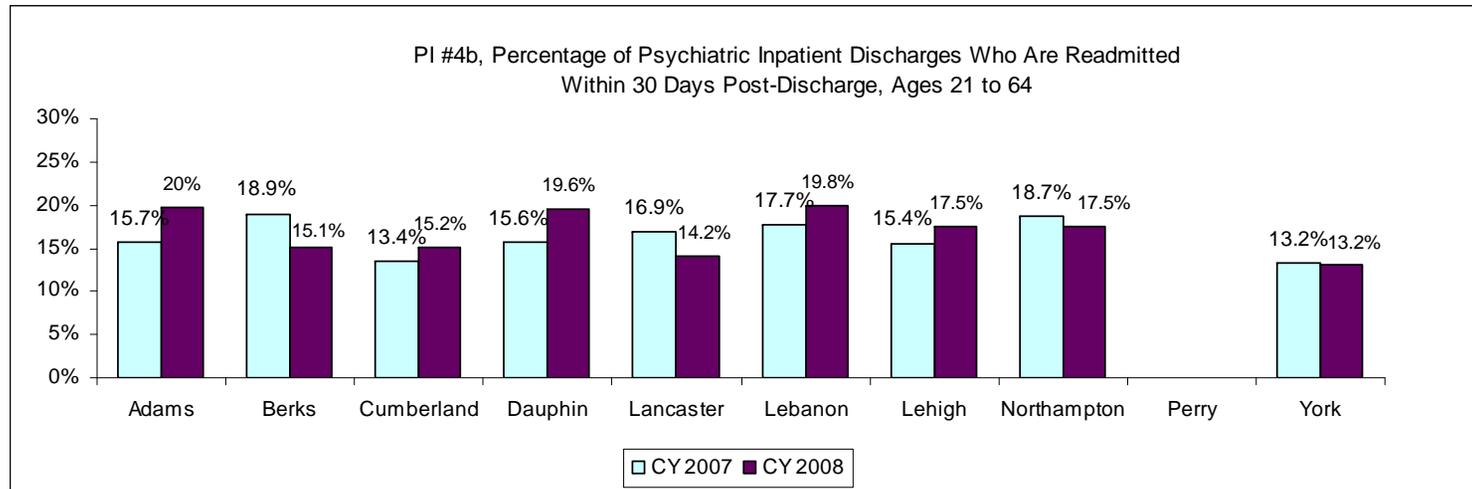
Southeast region



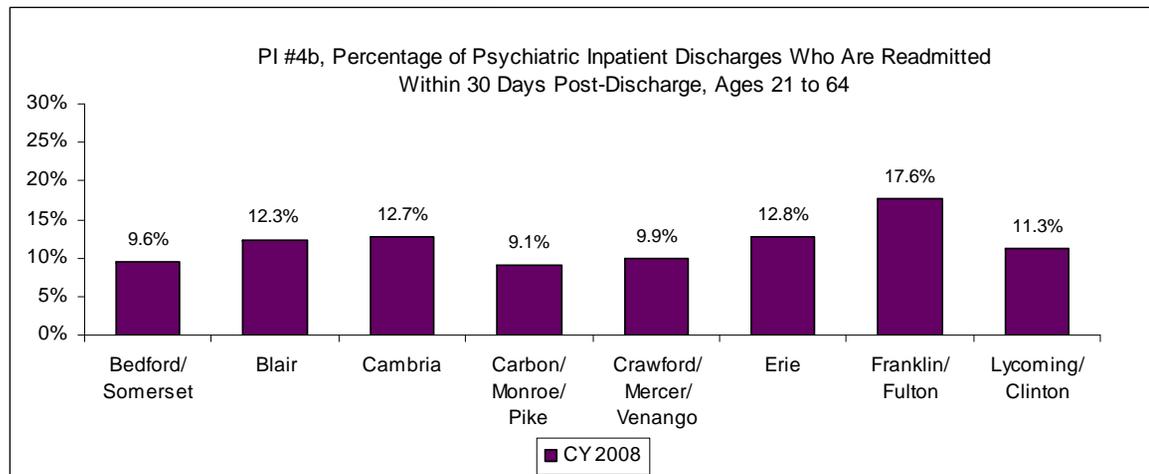
Southwest region



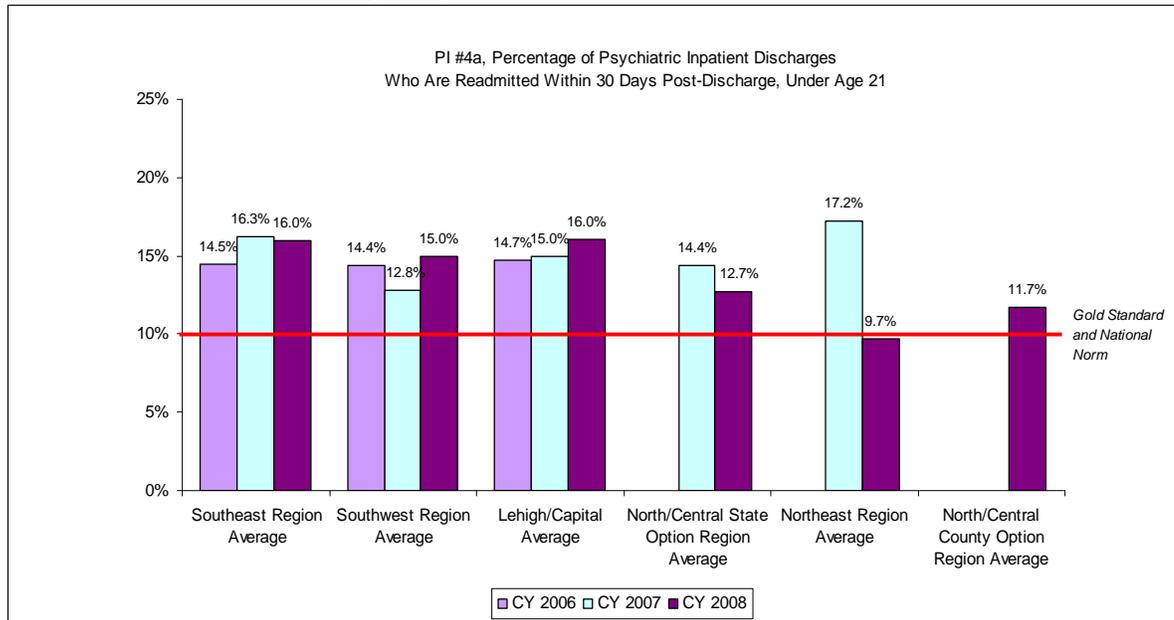
Lehigh/Capital region



North/Central County Option region

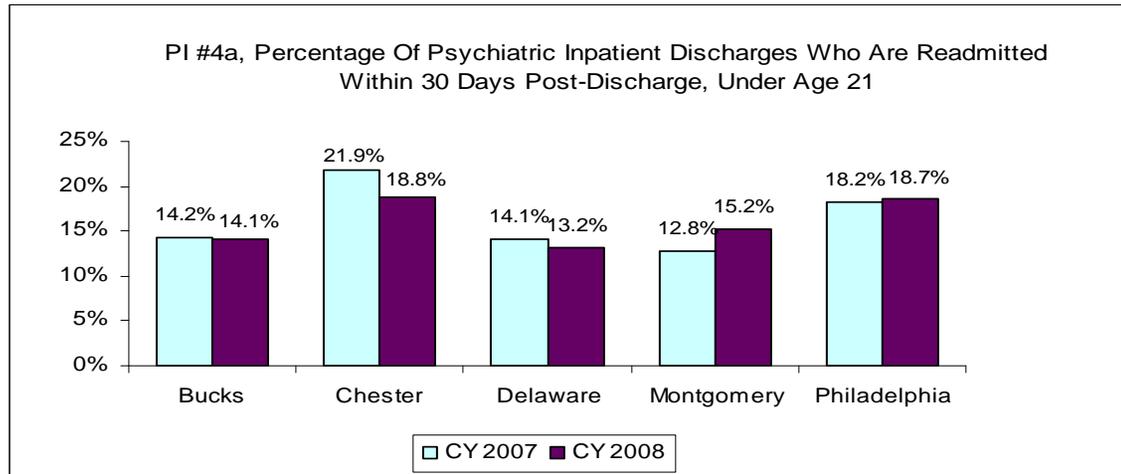


Readmission rate, under age 21

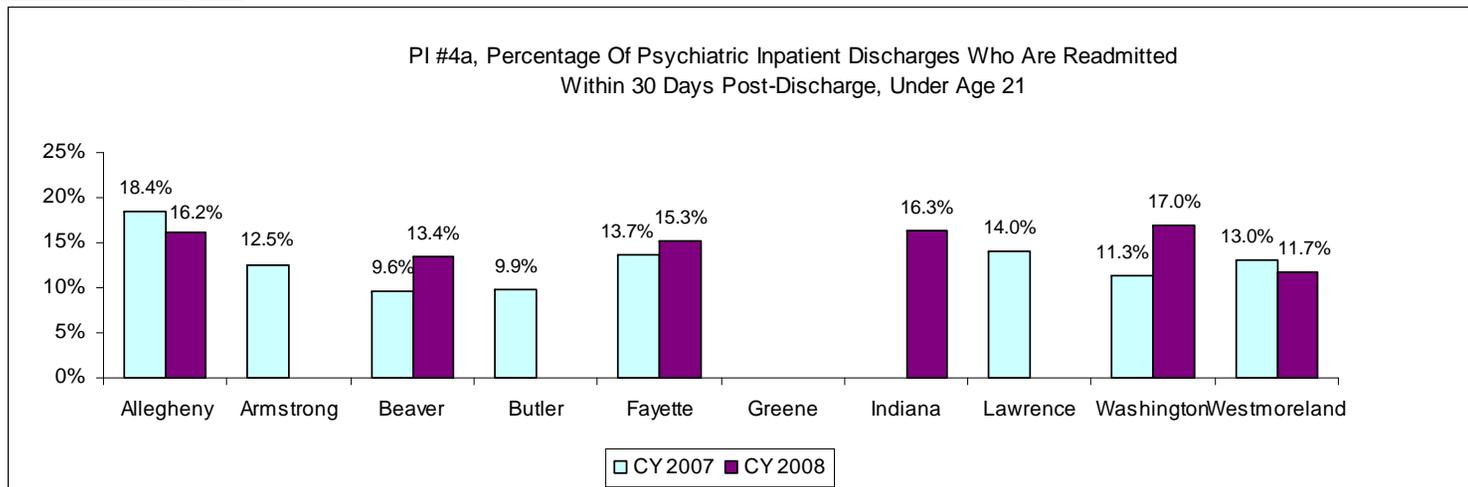


- The Northeast region saw a significant decrease in the percentage of psychiatric inpatient discharges under age 21 who are readmitted within 30 days. The readmission rate in this region is below the gold standard and national norm. The North/Central State Option region, while not below the gold standard and national norm, also saw a significant decrease.
- The North/Central County Option region in its first year of reporting had the second lowest rate of readmission.
- The Lehigh/Capital region saw an increase for the third consecutive year. Two counties, Cumberland and York, had sizable increases (5.5% and 6.4%, respectively) from 2007 to 2008 in the rate of readmission.

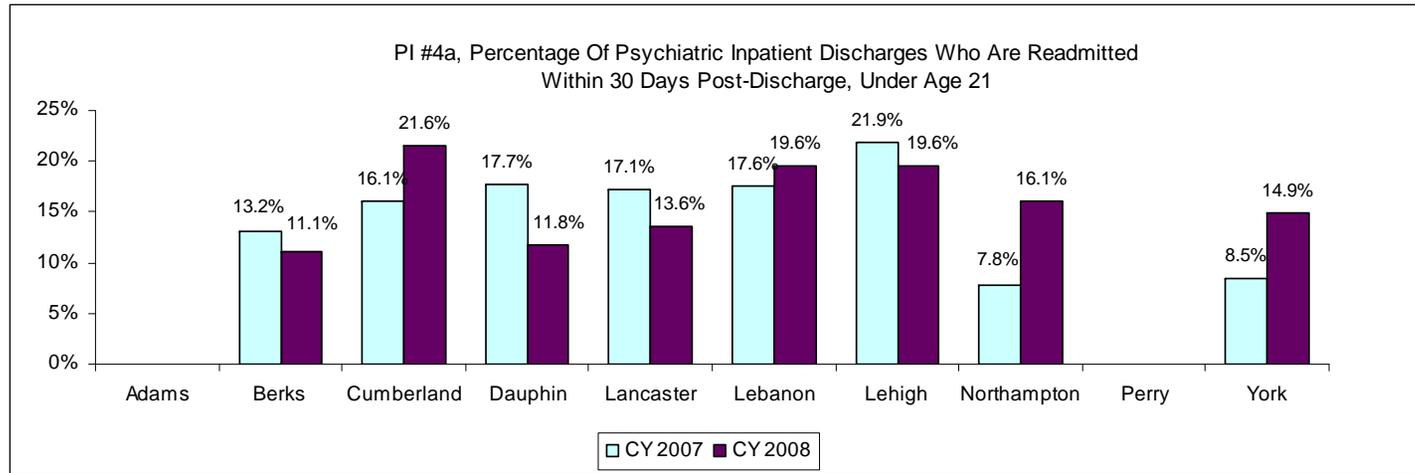
Southeast region



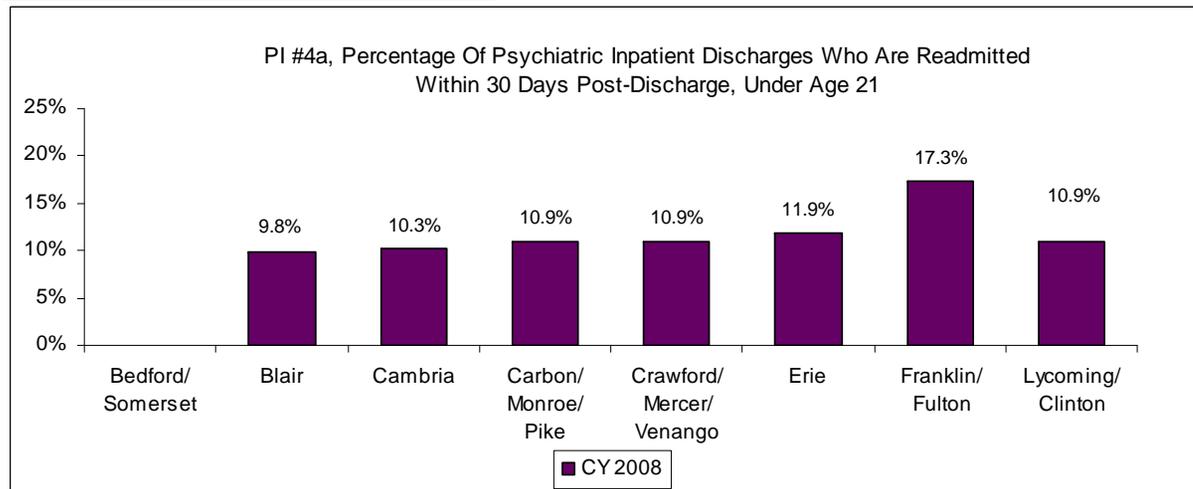
Southwest region



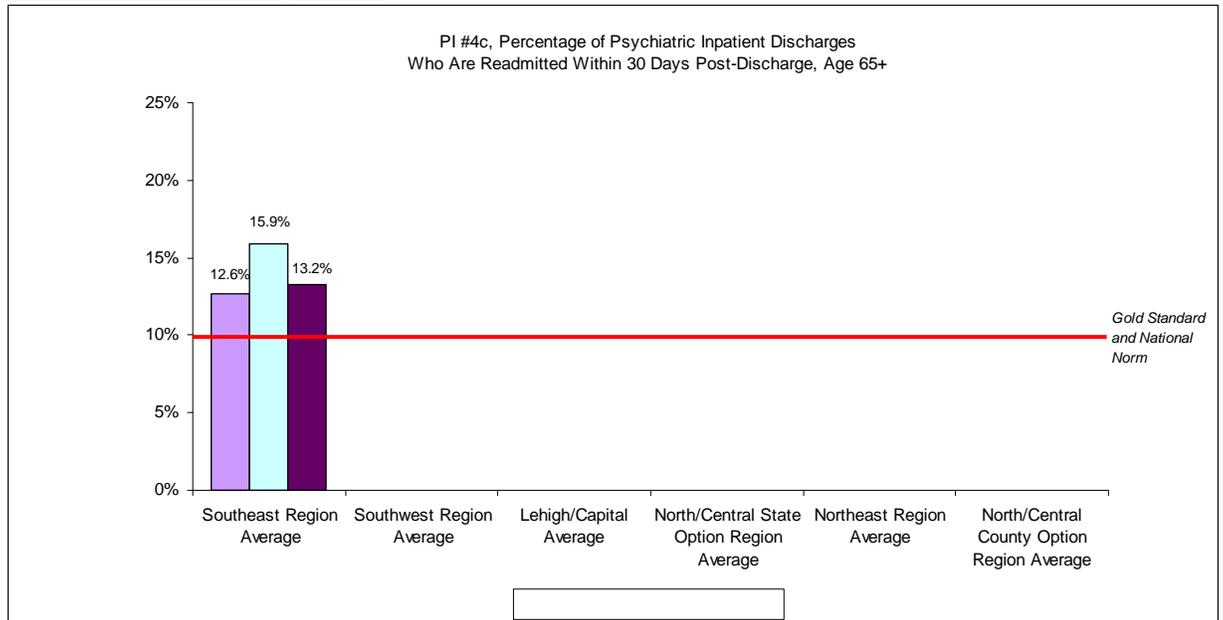
Lehigh/Capital region



North/Central County Option region

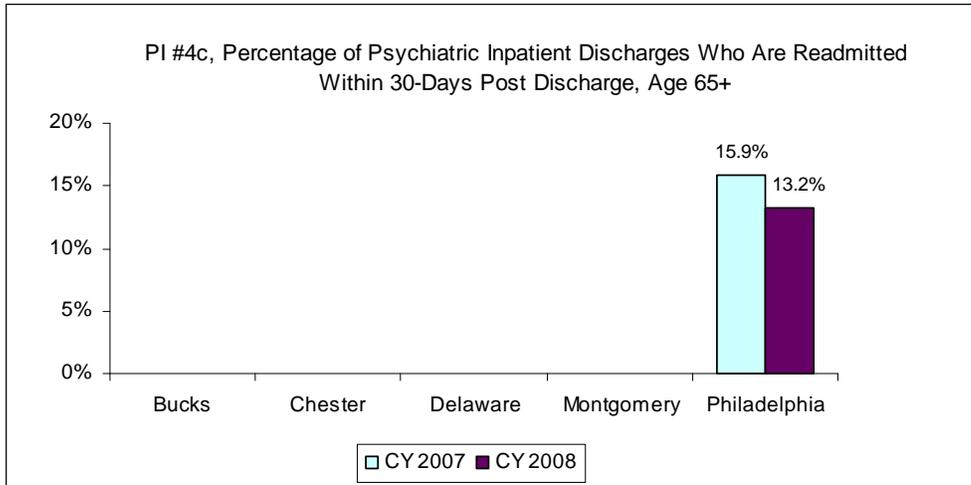


Readmission rate, ages 65+



- As was described previously, illustrating data for the 65+ age group is challenging, as the data presented only shows the services paid for by Medicaid and does not include the relatively large portion of services paid for by Medicare. However, it is important to provide some data for this population in order to see utilization patterns for Medicaid services.
- Regional results are of limited use for this indicator because of the low number of service users falling into this category. County results, seen on the next two pages, are even more limited.
- Previously in the Southeast region, the rates of psychiatric readmissions for those age 65+ has increased each year of reporting, with a larger increase between 2006 and 2007 than previous years. In 2008, however, the rate of readmissions fell back near the rate in 2006.

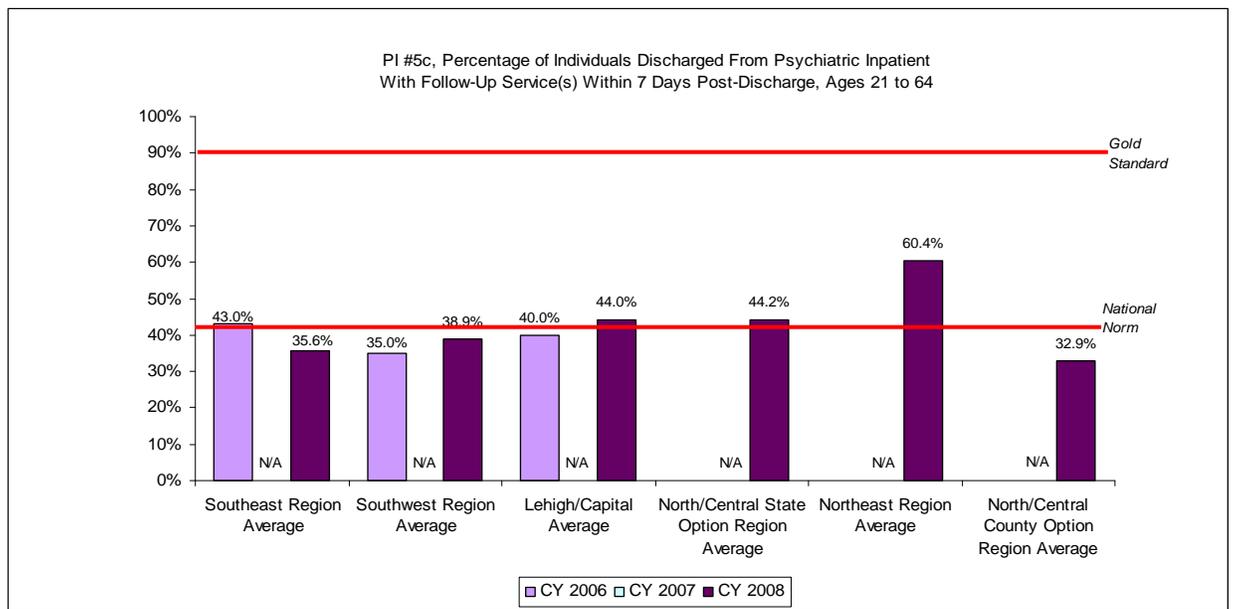
Southeast region



Seven-day follow up, inpatient ages 21 – 64

The final five sets of PI graphs illustrate the percentage of discharges from selected 24-hour LOCs (inpatient, RTF and non-hospital SA residential rehabilitation) in which a MH or SA service was provided in a community setting within seven days post-discharge. The premise is that provision of follow-up services in the community within the seven-day window post-discharge is critical to ensuring continuity of care and readmission prevention. The 2008 Healthcare Effectiveness Data and Information Set (HEDIS)¹³ Medicaid rates for follow up after hospitalization for mental illness are used as the national benchmark for these indicators. National benchmarks specific to RTF and non-hospital SA residential rehabilitation do not exist, but it is expected that the same results as those for inpatient will be achieved. The OMHSAS gold standard of 90% was established as the standard based on the belief that follow up with individuals discharged from psychiatric inpatient care is important for good health outcomes.

Three PIs (5b, 5c and 5d) were not presented in the 2008 report due to a lack of data availability for the 2007 reporting period. This is noted in each graph by “not available” (N/A).

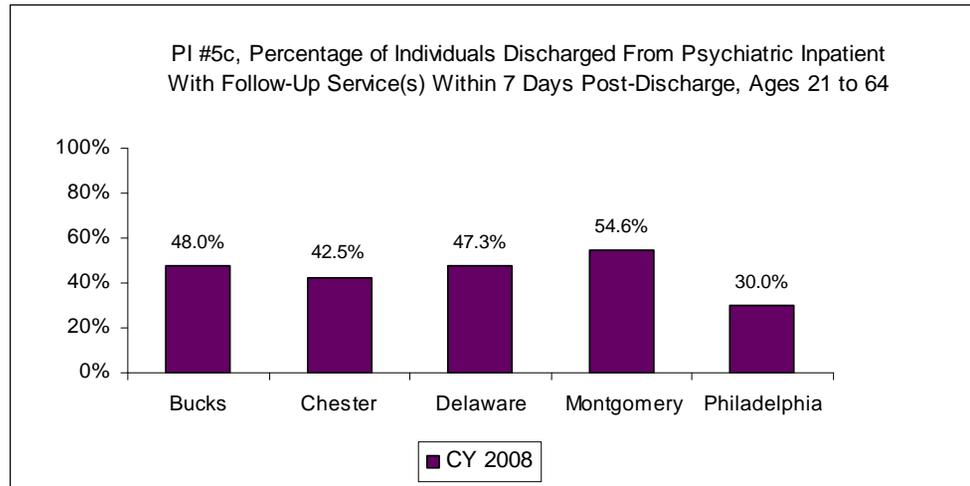


- The Northeast, North/Central State Option and Lehigh/Capital regions each have a follow up with seven days post-discharge rate that surpasses the HEDIS national norm (42.5%).
- For those regions with multiple years of data available, the Southwest and Lehigh/Capital regions have shown improvement over time.

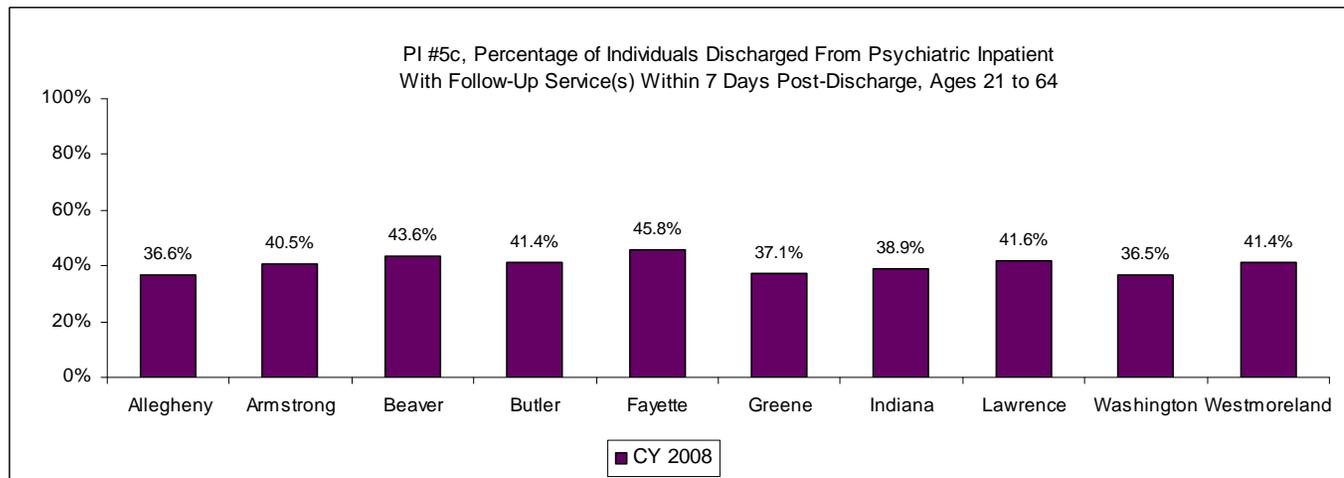
¹³ The National Norm for PI #5e (42.5%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from the Healthcare Effectiveness Data and Information Set, 2009.

- Since 2004, all counties in the Southeast region, with the exception of Chester County for 2006 and 2008, have shown improvement in the rate of follow up.
- Also since 2004, the Lehigh/Capital region has seen steady improvement. From 2007 to 2008, eight out of the 10 counties in the Lehigh/Capital region showed improvement in the rate of seven day follow-up post-discharge. In four of the eight counties there was a 13 percentage point or greater change from 2006 – 2008.

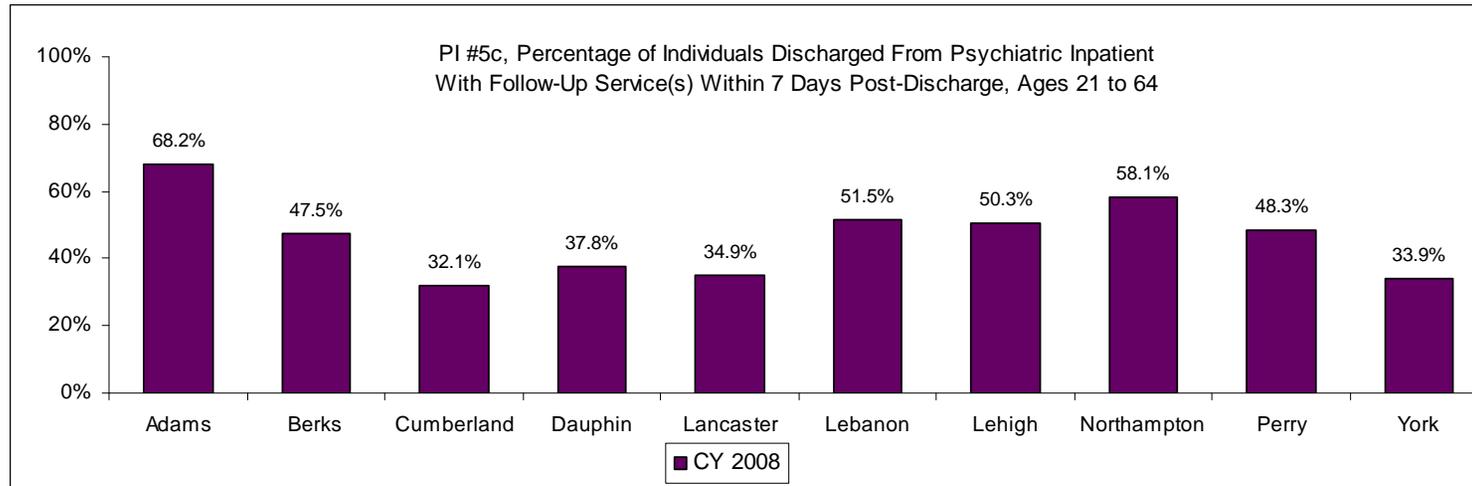
Southeast region



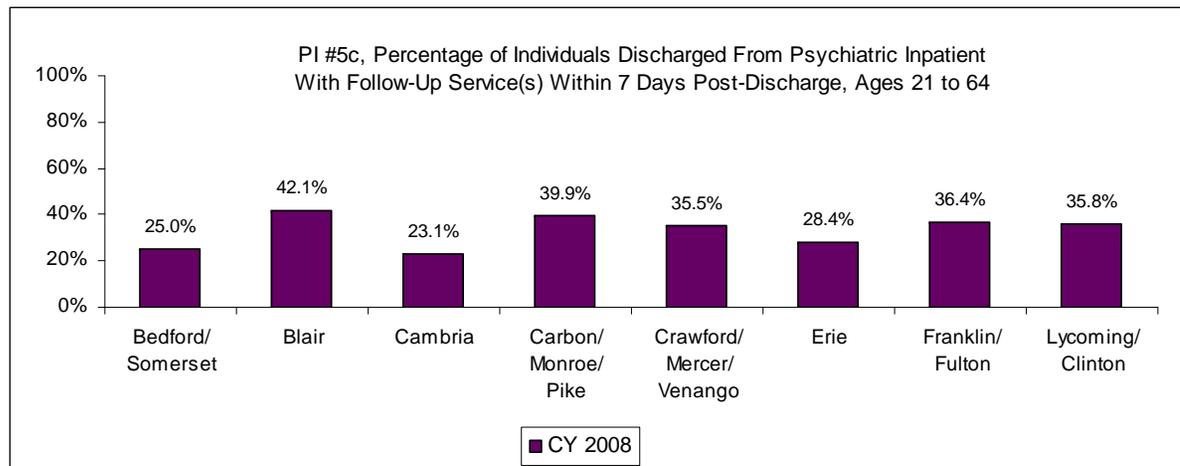
Southwest region



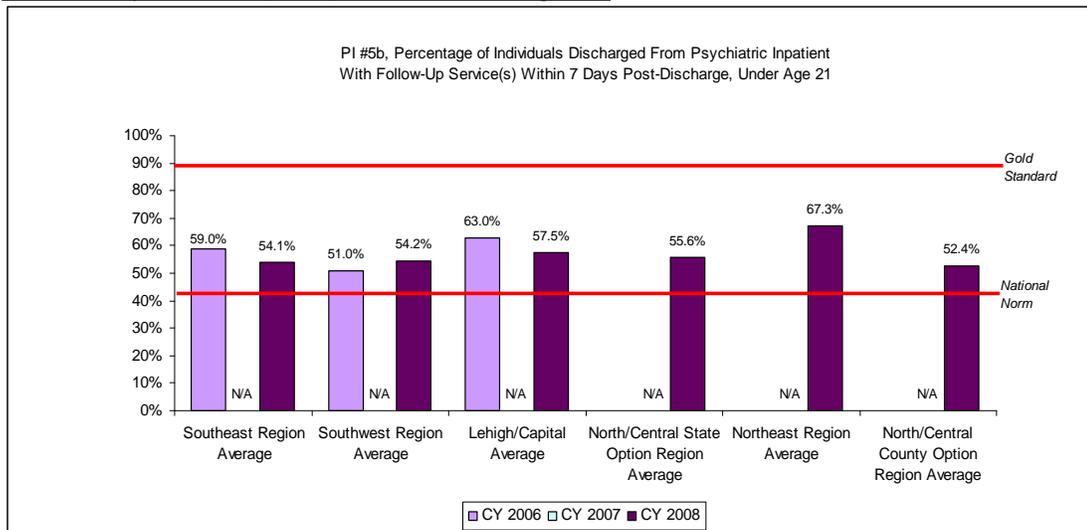
Lehigh/Capital region



North/Central County Option region

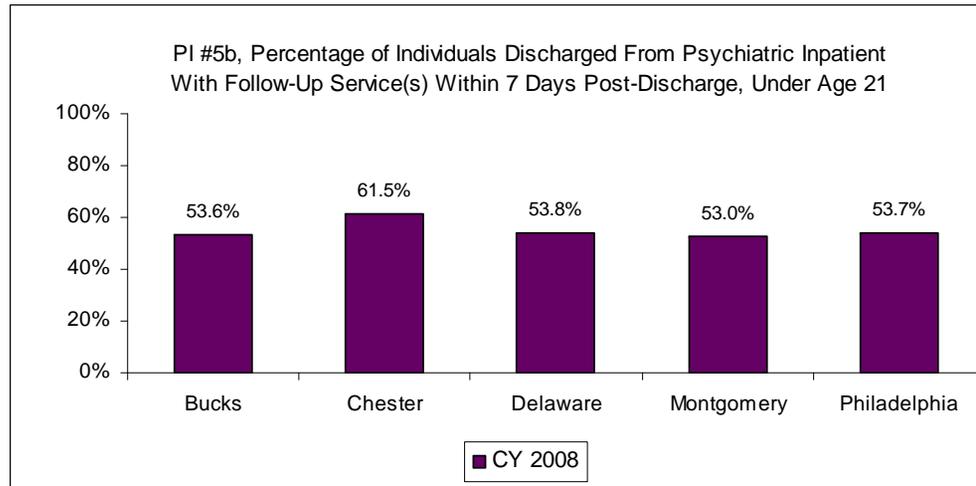


Seven-day follow up, inpatient under age 21

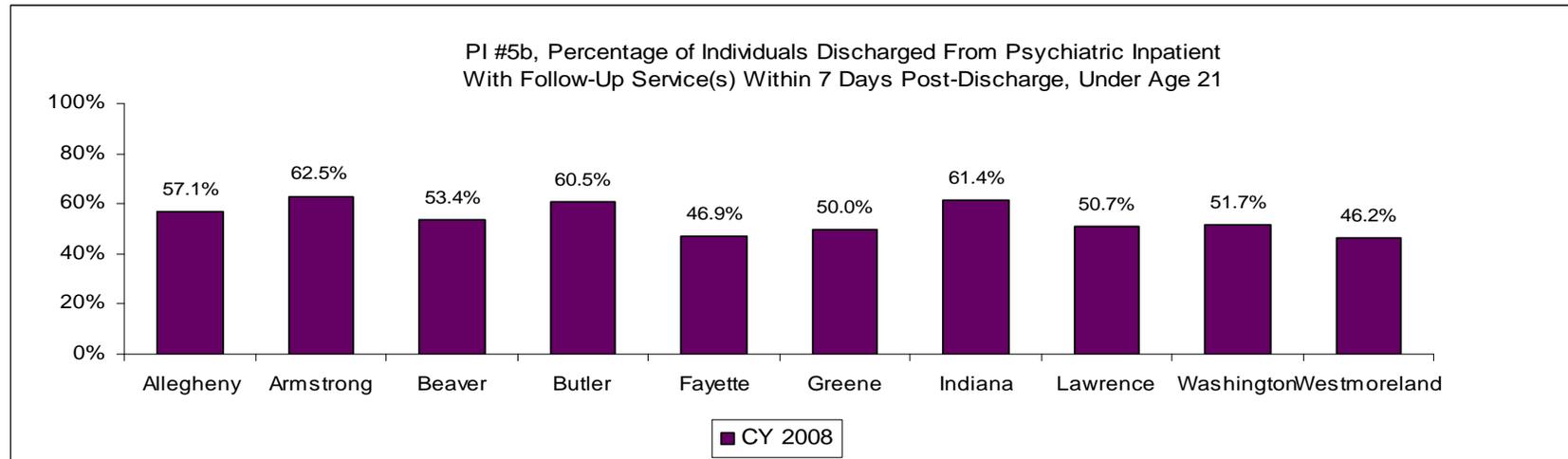


- Although there has been a slight decrease in follow up within seven days post-discharge for those under the age of 21 in two of the three regions with multiple years of data, all of the regions surpass the national norm for PI 5b. However, none have achieved the gold standard established by OMHSAS.
- As reported in previous years, the rate of follow up for those under the age of 21 is consistently higher than those 21 – 64 years of age. However, the county-specific results are varied. Three counties had double-digit percent increases, ranging from 11 – 21 percentage points, from 2006 – 2008, while others had significant decreases.
- Lebanon (68.9%) and Berks (66.7%) counties have the highest rates of follow up; however, these rates in 2008 are respectively a five percentage point and six percentage point decline from 2006.

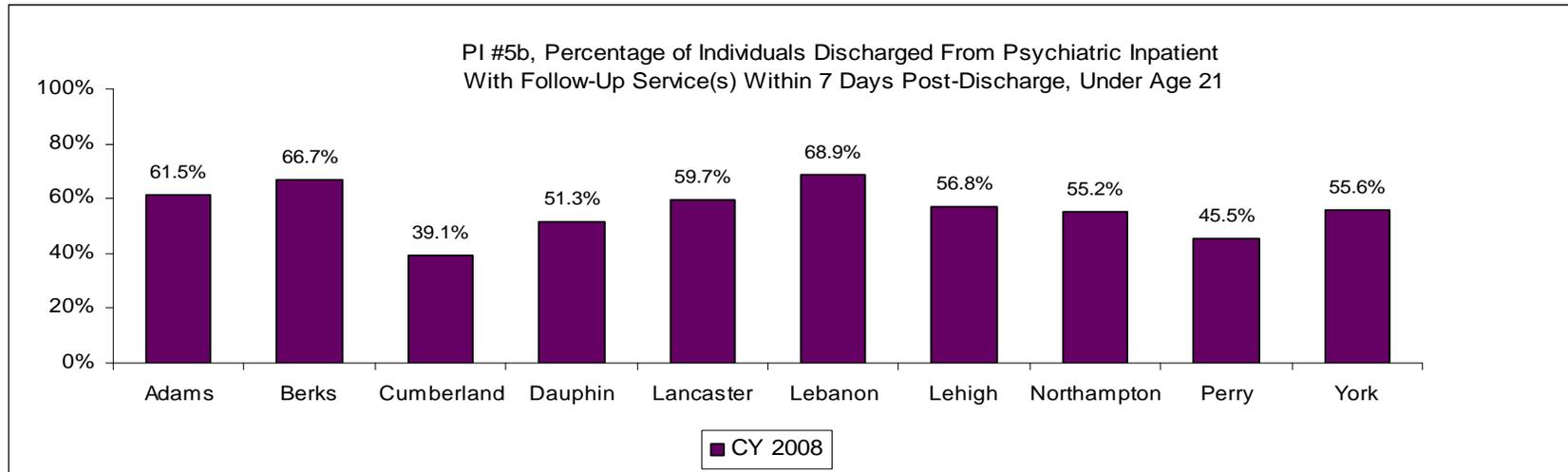
Southeast region



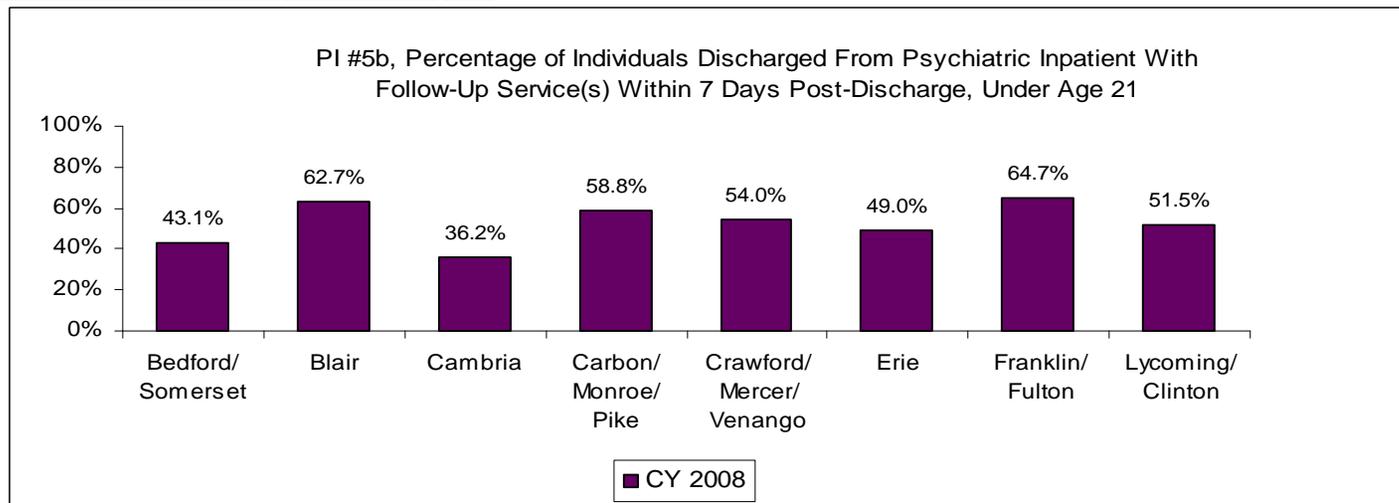
Southwest region



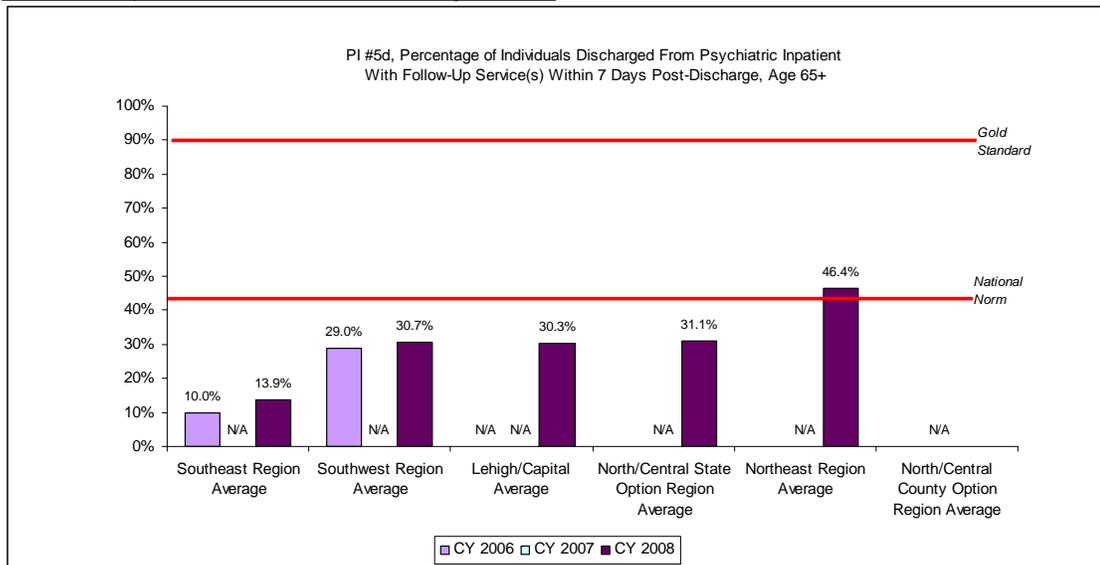
Lehigh/Capital region



North/Central County Option region

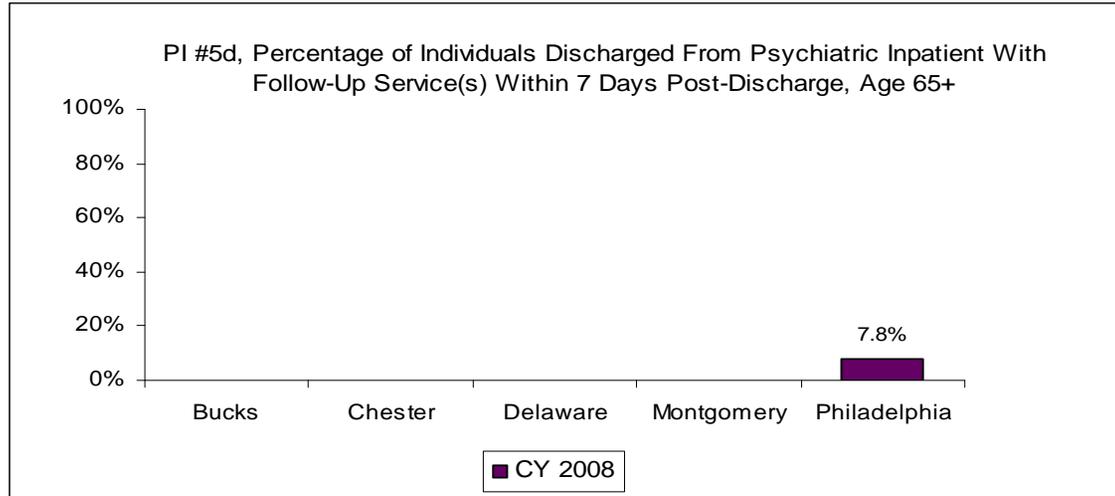


Seven-day follow-up, inpatient ages 65+

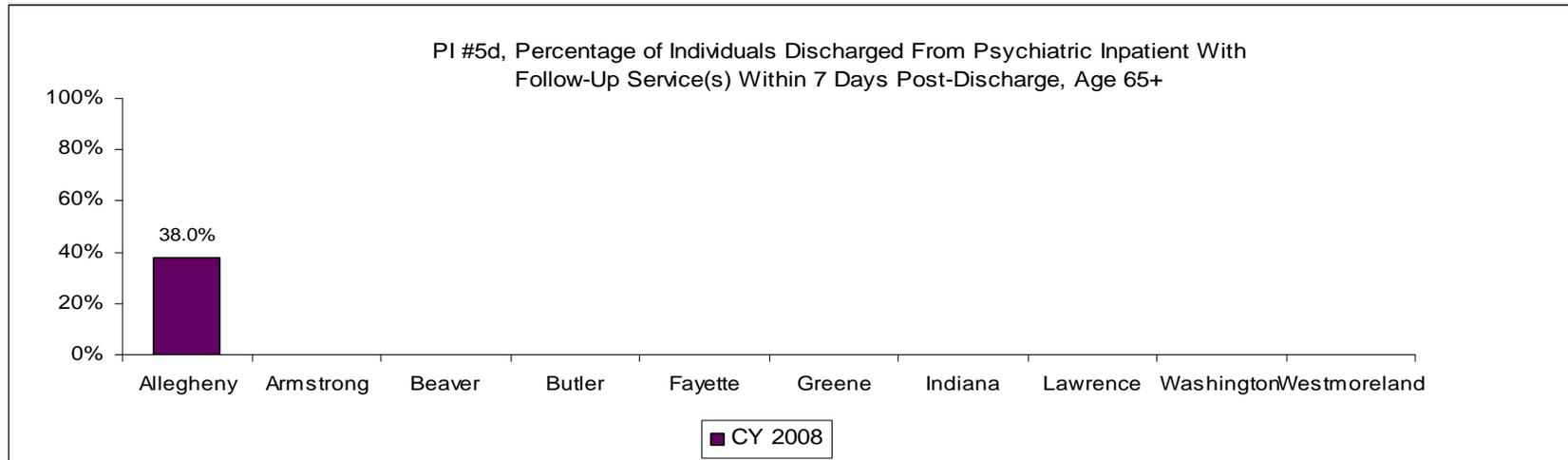


- As previously noted, illustrating data for the 65+ age group is challenging and must be taken in context. The data presented only show the services paid for by Medicaid and does not include the relatively large portion of services paid for by Medicare. However, it is important to provide some data for this population in order to see utilization patterns for Medicaid services. Please note that individual results are not presented for counties with fewer than ten individuals as part of the denominator.
- Until 2008, the Southwest region had consistently had the highest rate of follow-up services within seven days post-psychiatric inpatient discharge for those 65+ years of age. With the addition of two new regions to this indicator, this is no longer the case. The Northeast region rate of follow up (46.4%) is the highest and surpasses the HEDIS national norm.
- None of the regions or counties approaches the OMHSAS established gold standard of 90% follow-up within seven days post-discharge.

Southeast region

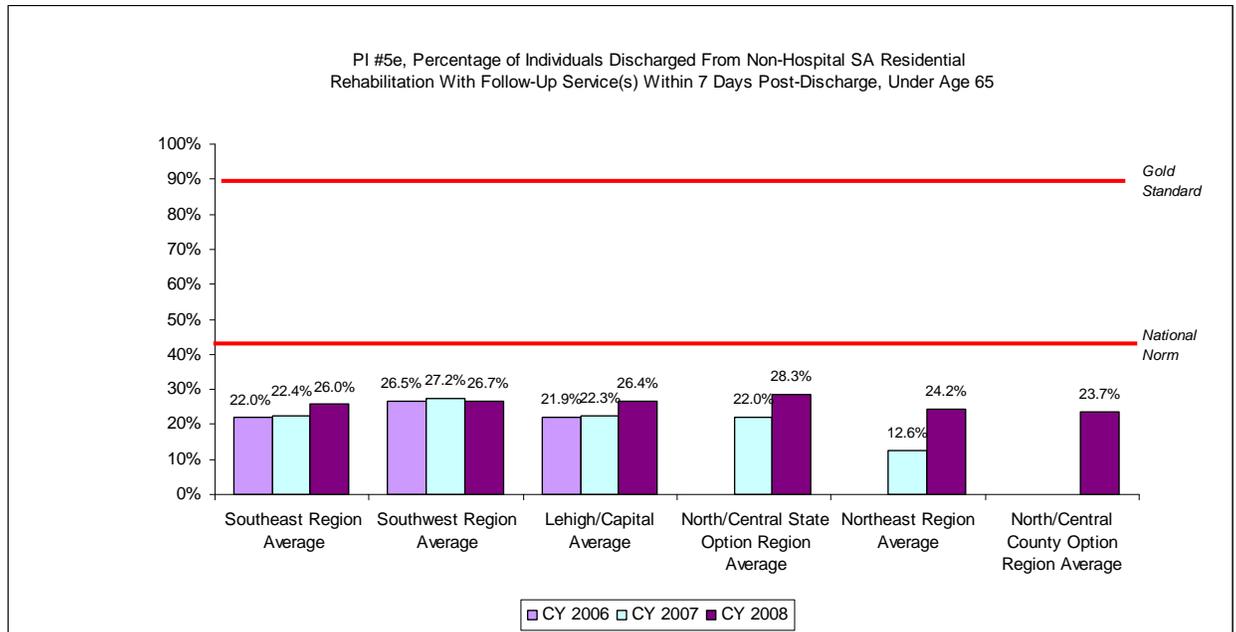


Southwest region



Substance abuse seven-day follow up after non-residential hospital rehabilitation

Non-hospital SA services include non-hospital residential detoxification, residential rehabilitation and half-way house. When leaving one of these LOCs, follow-up services in the community help to maintain gains made in treatment and prevent substance-seeking behaviors. The HEDIS measure is the national norm for follow-up after hospitalization for mental illness since none exists specifically for SA services.¹⁴ Please note that the following results may not reflect access to services paid outside HealthChoices.

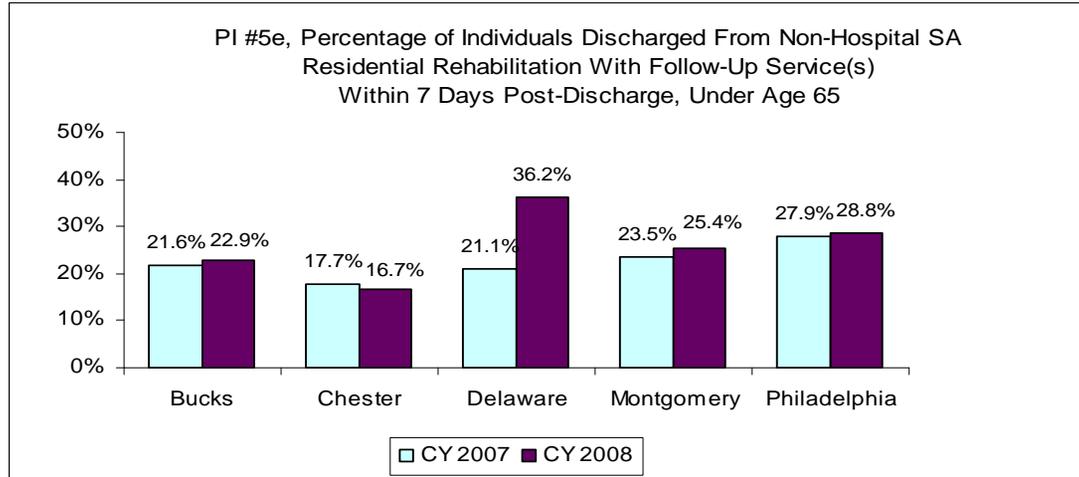


- Results across all five years of reported data (2004 – 2008) for the Southeast, Southwest and Lehigh/Capital regions have been held relatively steady across the three regions. There has not been a steady increase or decrease in the rate of follow up within seven days post-discharge.
- The North/Central State Option region in its second year of reporting has the highest rate of follow up within seven days post-discharge from residential SA rehabilitation of all six regions.
- None of the regions has achieved the national norm.
- In the Southwest region, Armstrong saw a dramatic decrease and Fayette saw an increase from 2006 to 2007, with rates varying from 42.3% to 27.7% and from 20% to

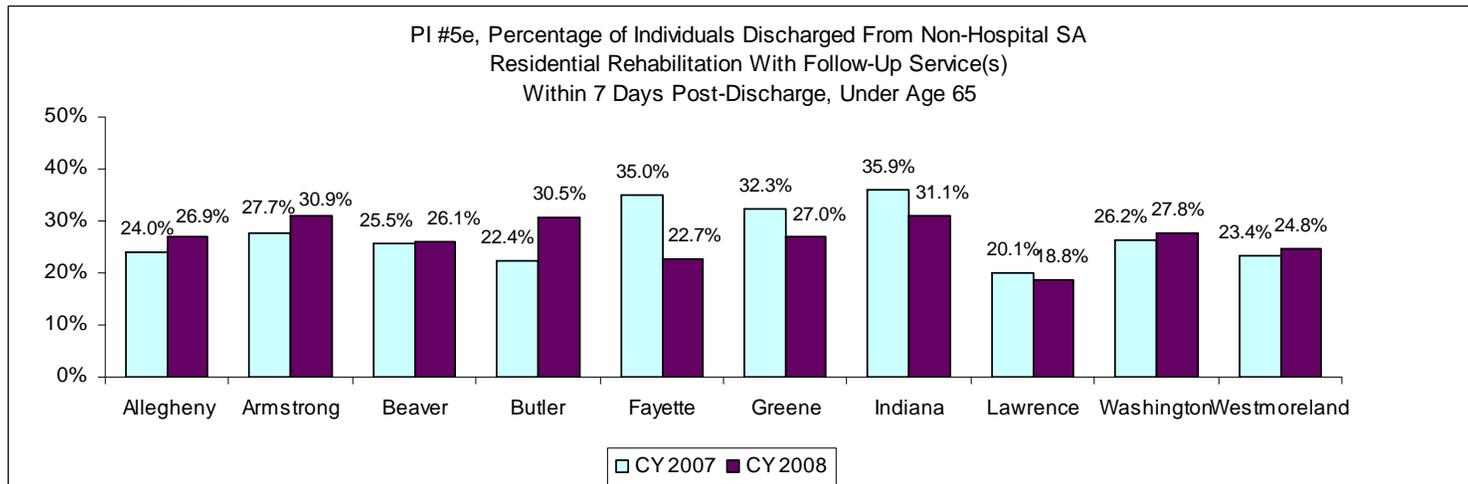
¹⁴ The National Norm for PI #5e (42.5%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from the Healthcare Effectiveness Data and Information Set, 2009.

35%, respectively. Of all the counties, Indiana in the Southwest has the highest rate of follow up (nearly 36%).

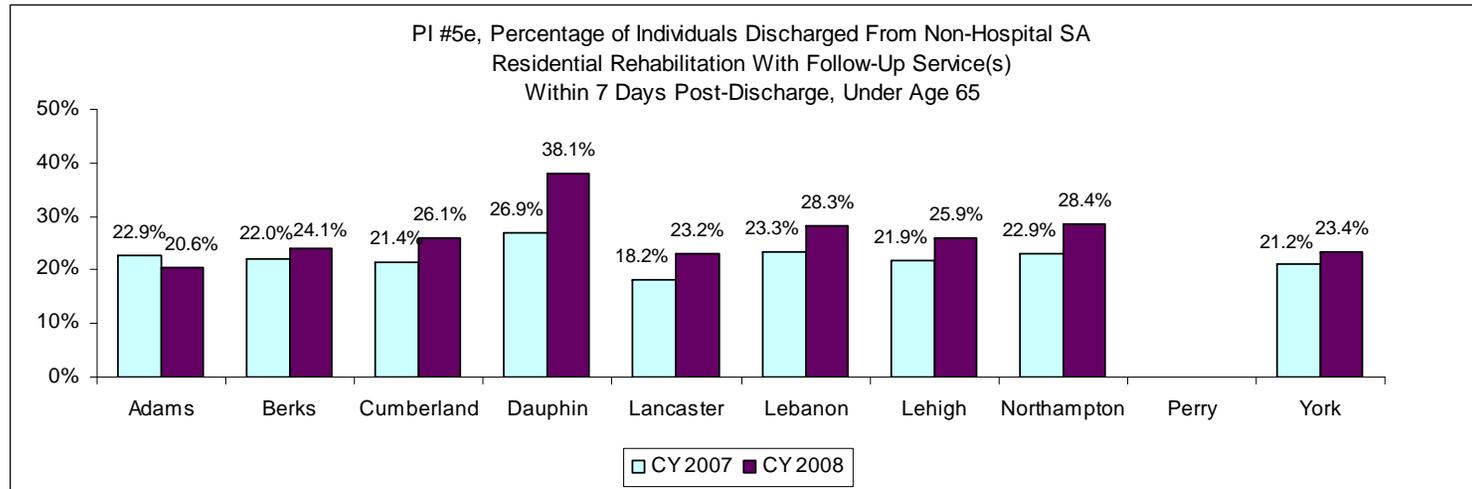
Southeast region



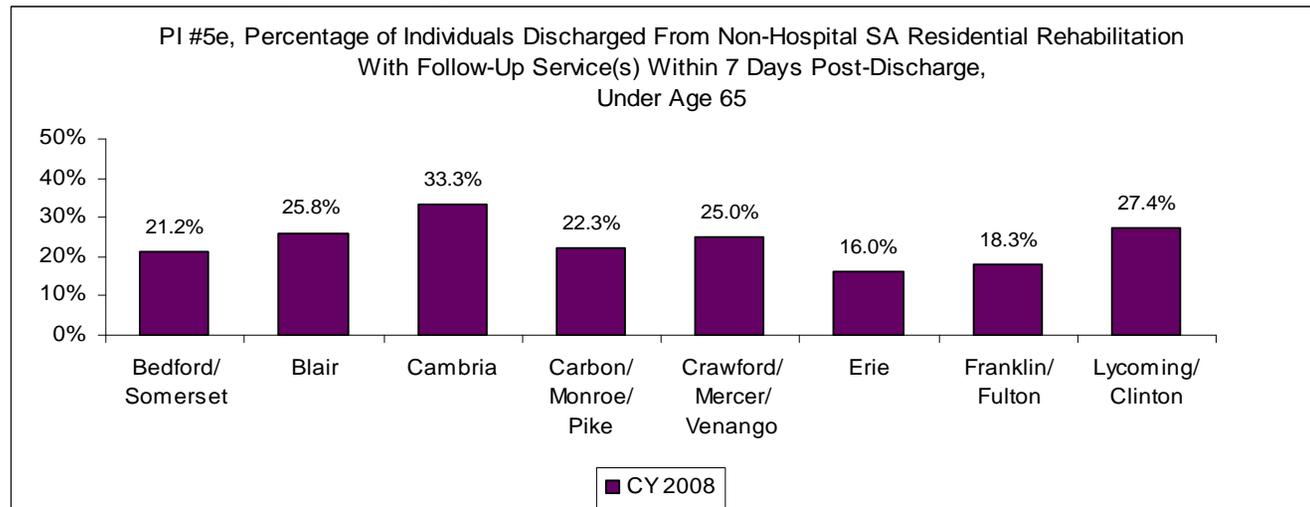
Southwest region



Lehigh/Capital region

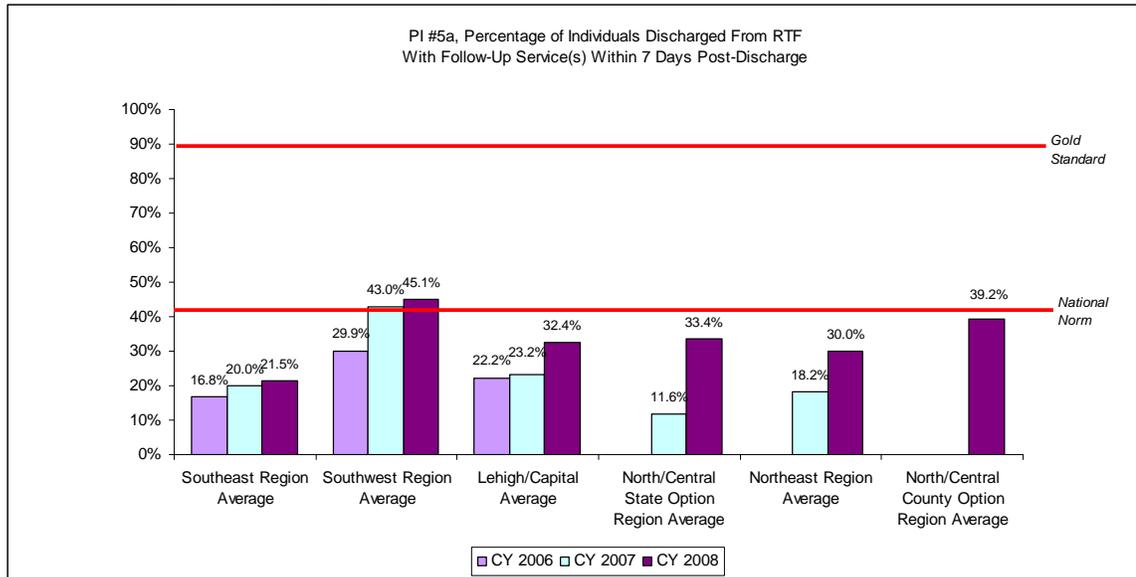


North/Central County Option region



Seven-day follow up, residential treatment facility

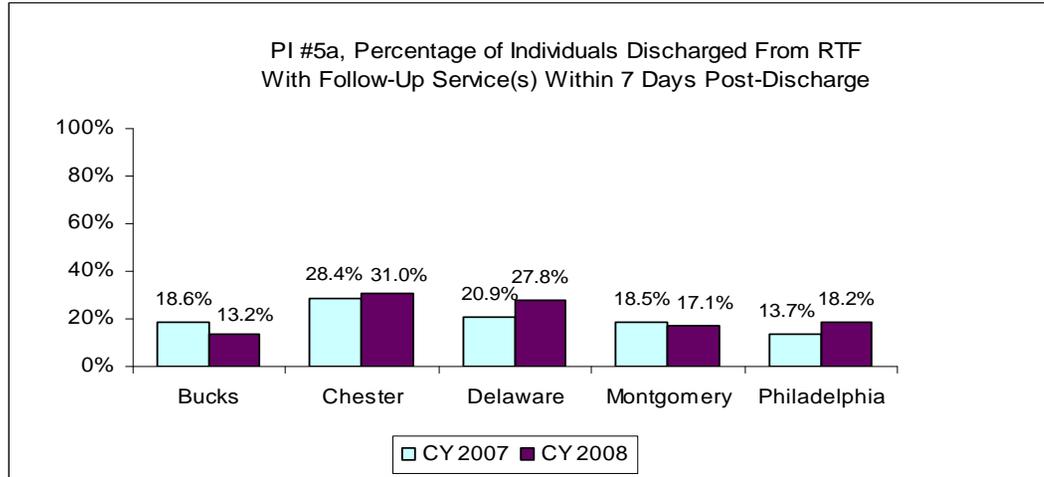
As with inpatient services, the provision of follow-up services within seven days post-discharge is important to maintain gains made in residential treatment. The number of inpatient days per admission for residential treatment has been decreasing over time. To ensure a positive outcome following a shortened length of time in treatment, follow up post-discharge is very important.



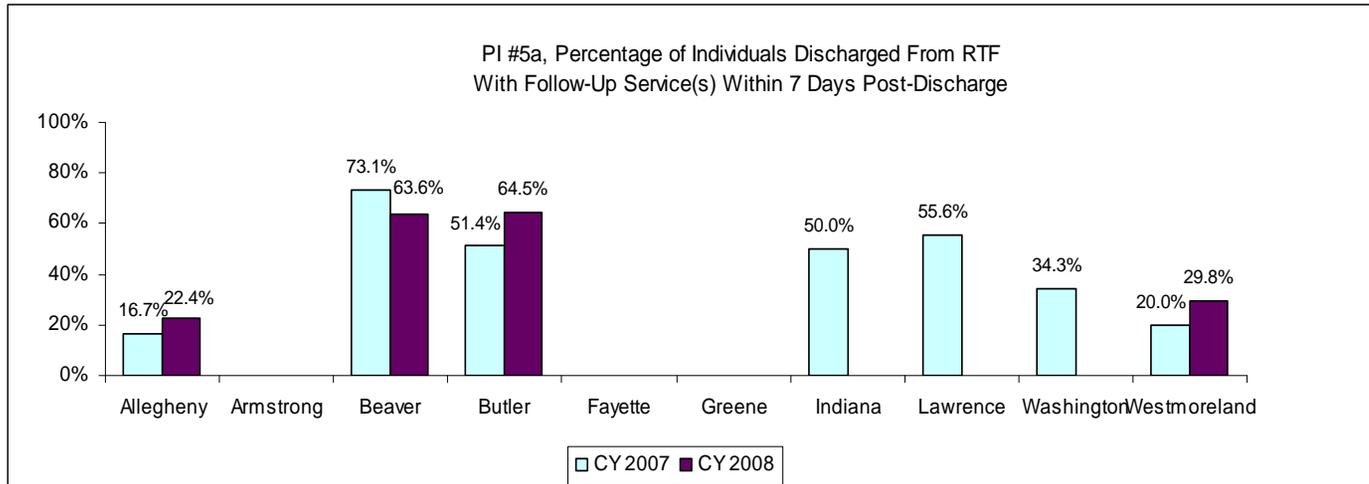
- All of the regions reporting multiple years of data saw an increase in the rate of follow-up services within seven days post-discharge from 2007 to 2008.
- The Southwest region saw an increase in follow-up services within seven days post-discharge from a RTF and surpassed the national norm in 2008.¹⁵
- Beaver (63.6%) and Butler (64.5%) counties had the highest rates of follow-up services within seven days post-discharge of all the counties reporting data in 2008.

¹⁵ The National Norm for PI #5e (42.5%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from the Healthcare Effectiveness Data and Information Set, 2009.

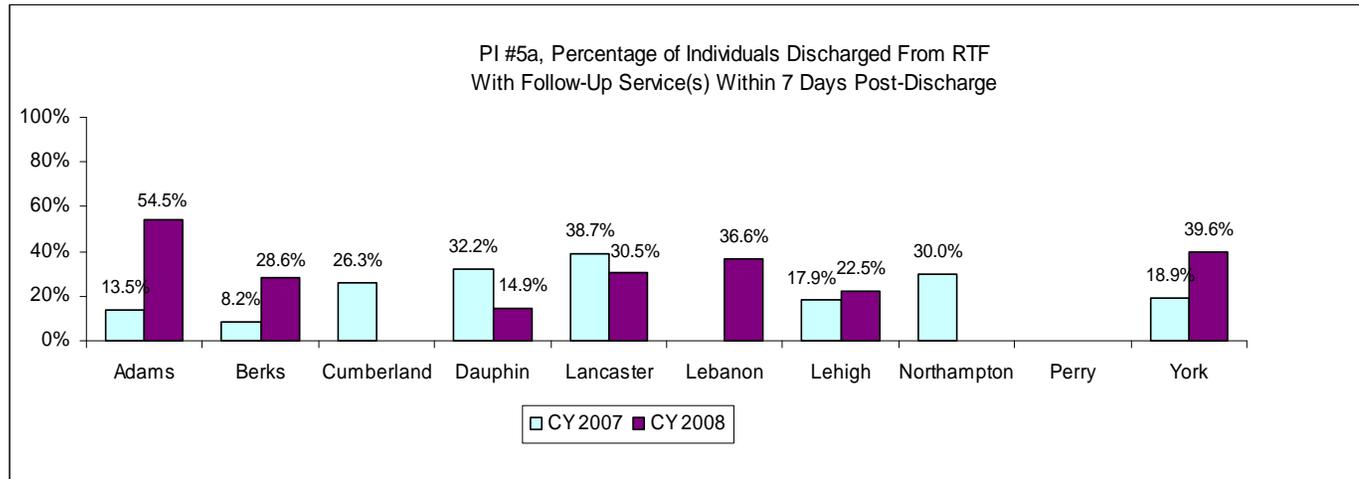
Southeast region



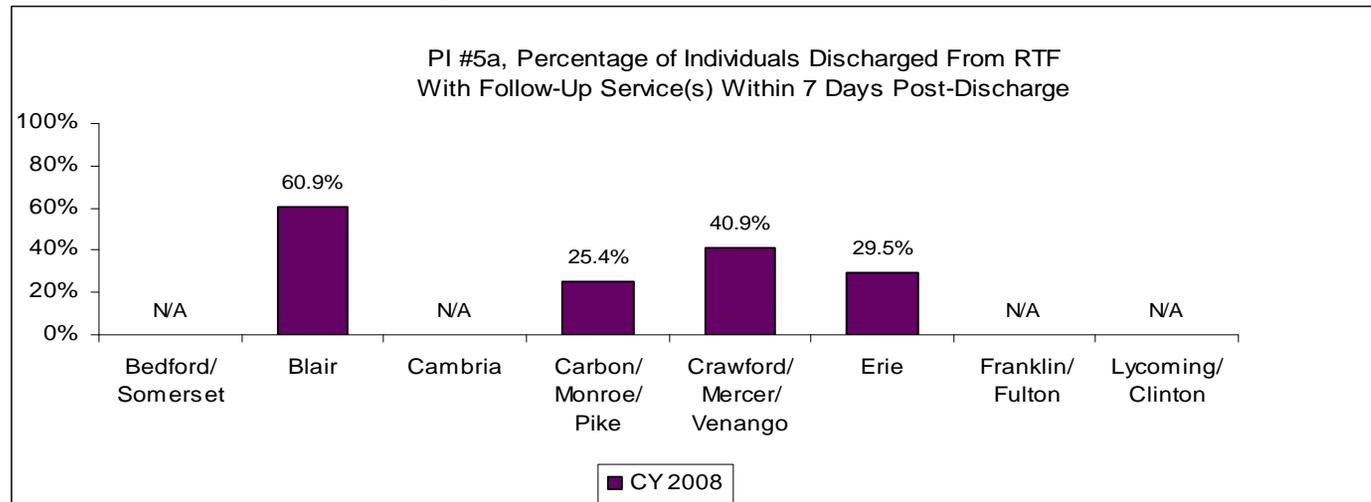
Southwest region



Lehigh/Capital region



North/Central County Option region



5

Performance improvement projects

Performance improvement projects (PIPs) are an important component of a BH quality program and are essential in improving access to quality care and satisfaction with service delivery. Each county is required to submit PIP results for one selected MH and one drug and alcohol indicator to satisfy both the Balanced Budget Act of 1997 (BBA) External Quality Review (EQR) regulations and the HealthChoices performance-based contracting initiative. OMHSAS has selected Follow up After Hospitalization for Mental Health as the required MH PIP to meet the External Quality Review Organization (EQRO) requirement to validate a PIP as outlined by BBA EQR final rule. Counties are also required to develop an additional PIP for a drug and alcohol indicator. The drug and alcohol indicator is not validated by the EQRO. Each County is expected to set a target goal for improvement for each indicator. A detailed list of each County's selection of PIPs is provided in Table 1. The baseline results for 2008 are presented in Table 2.

Table 1: 2008 performance improvement projects by county					
County	Ambulatory follow up MH inpatient seven days and 30 days	Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
Southeast					
Bucks	√	√			
Chester	√	√			
Delaware	√	√			
Montgomery	√			√	
Philadelphia	√	√			√
Southwest					
Allegheny	√	√			
Armstrong	√		√		
Beaver	√		√		
Butler	√		√		
Fayette	√		√		
Greene	√		√		
Indiana	√		√		
Lawrence	√		√		
Washington	√		√		
Westmoreland	√		√		

Table 1: 2008 performance improvement projects by county

County	Ambulatory follow up MH inpatient seven days and 30 days	Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
Lehigh/Capital					
Berks	√	√			
Cumberland	√		√		
Dauphin	√		√		
Lancaster	√		√		
Lebanon	√		√		
Lehigh – Northampton	√	√			
Perry	√		√		
York– Adams	√	√			
Northeast					
Lackawanna	√	√			
Luzerne	√	√			
Wyoming	√	√			
Susquehanna	√	√			

Table 1: 2008 performance improvement projects by county					
County	Ambulatory follow up MH Inpatient seven days and 30 days	Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
North/Central County Option					
Carbon/Monroe/Pike	√	√			
Cambria	√		√		
Somerset	√		√		
Crawford	√		√		
Erie	√		√		
Mercer	√		√		
Bedford/Somerset	√		√		
Franklin/Fulton	√		√		
Lycoming/Clinton	√		√		
Venango	√		√		

Table 2: 2008 Performance improvement projects baseline results by county

County	Ambulatory follow up MH inpatient seven days and 30 days		Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
	7 days	30 days				
Southeast						
Bucks	49.2%	66.3%	32.4%			
Chester	47.5%	69.2%	20.1%			
Delaware	49.2%	65.7%	46.1%			
Montgomery	54.0%	67.4%			133.8%*	
Philadelphia	34.8%	51.2%	37.1%			24.7%
Southwest						
Allegheny	40.8%	60.8%	36.7%			
Armstrong	46.1%	75.2%		24.4%		
Beaver	45.3%	66.4%		32.3%		
Butler	45.6%	68.9%		34.6%		
Fayette	45.3%	67.5%		21.4%		
Greene	41.1%	70.0%		25.7%		
Indiana	44.4%	67.7%		22.3%		
Lawrence	43.5%	67.9%		40.1%		
Washington	39.8%	62.9%		30.1%		
Westmoreland	42.6%	66.9%		38.3%		

*Results based on prevalence, not usage

Table 2: 2008 Performance improvement projects baseline results by county						
County	Ambulatory follow up MH inpatient seven days and 30 days		Ambulatory follow up SA residential seven days (under 65)	SA access rates Youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
	7 days	30 days				
Lehigh/Capital						
Adams	64.3%	76.2%	25.5%			
Berks	51.9%	73.6%	29.3%			
Cumberland	34.4%	62.2%		3.14% (ages 13 – 17)		
Dauphin	40.9%	64.3%		1.50% (ages 13 – 17)		
Lancaster	42.6%	63.2%		1.73% (ages 13 – 17)		
Lebanon	57.2%	79.0%		1.28% (ages 13 – 17)		
Lehigh	51.2%	68.0%	30.5%			
Northampton	56.9%	72.0%	33.1%			
Perry	46.2%	65.4%		1.06% (ages 13 – 17)		
York	40.7%	65.2%	27.9%			
Northeast						
Lackawanna	59.3%	78.7%	27.2%			
Luzerne	63.9%	78.7%	30.4%			
Susquehanna	58.2%	78.2%	36.7%			
Wyoming	72.3%	83.0%	28.6%			

Table 2: 2008 Performance improvement projects baseline results by county						
County	Ambulatory follow up MH Inpatient seven days and 30 days		Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
	7 days	30 days				
North/ Central County Option						
Bedford	28.0%	60.0%		NR*		
Carbon	42.8%	69.0%	31.3%			
Cambria	26.7%	53.1%		26.8%		
Clinton	49.4%	74.1%		NR		
Crawford	43.3%	69.4%		27.7%		
Erie	33.8%	61.6%		23.9%		
Franklin	45.5%	79.7%		NR		
Fulton	48.2%	74.1%		NR		
Lycoming	37.2%	61.7%		NR		
Mercer	40.2%	69.0%		25.4%		
Monroe	49.3%	67.4%	23.2%			
Pike	39.3%	73.2%	25.5%			
Somerset	30.0%	60.6%		NR		
Venango	43.3%	74.0%		43.4%		

*NR: Counties did not report quarterly results until 2009

6

Consumer satisfaction

Soliciting consumer feedback is an important component of quality assurance and continuous program improvement. The purpose of the Consumer Satisfaction survey is to monitor the performance of HealthChoices' counties in order to provide feedback to the counties to assist them in the development and implementation of QI strategies.

The Consumer Satisfaction survey questions for adults and children/adolescents in HealthChoices are the result of a joint initiative between OMHSAS, the Consumer Satisfaction Team Alliance of Pennsylvania and other interested stakeholders. A series of meetings were held to develop standard questions that could be asked by all satisfaction teams. Ultimately, a list of potential questions was compiled from which stakeholders were asked to select three questions in order to narrow the questions to those thought to be most important.

The three questions selected for the adult survey are:

1. In the last 12 months, were you able to get the help you needed?
2. Were you given the chance to make treatment decisions?
3. What effect has the treatment you received had on the quality of your life?

The three questions selected for the child or parent/guardian survey are:

1. In the last 12 months, did you or your child have problems getting the help he or she needed?
2. Were you and your child given the chance to make treatment decisions?
3. What effect has the treatment your child received had on the quality of your child's life?

There are two graphs for each question. The first graph presents the Consumer Satisfaction survey statewide results for the fourth quarter for 2005, 2006, 2007 and 2008. The second graph presents the regional results for the fourth quarter of 2008 for the Southeast, Southwest, Lehigh/Capital, North/Central State Option, North/Central County Option and Northeast regions. County-specific consumer satisfaction information

can be found in Appendix B. The following counties did not report results during the time frame required by OMHSAS:

Southeast region

- Adult survey data not available:
 - Fourth quarter 2004 – Delaware, Montgomery, Philadelphia counties
 - Fourth quarter 2005 – Philadelphia County
 - Fourth quarter 2007 – Montgomery County
 - Fourth quarter 2008 – Delaware and Montgomery counties
- Child and adolescent data not available:
 - Fourth quarter 2004 – Delaware, Montgomery, Philadelphia counties
 - Fourth quarter 2005 – Delaware, Philadelphia counties
 - Fourth quarter 2006 – Bucks, Philadelphia counties
 - Fourth quarter 2007 – Montgomery County
 - Fourth quarter 2008 – Bucks and Montgomery counties

Southwest region

- Child and adolescent data not available:
 - Fourth quarter 2005 – Beaver County
 - Fourth quarter 2008 – Allegheny and Beaver counties

Lehigh/Capital region

- Adult survey data not available:
 - Fourth quarter 2005 – Perry County
 - Fourth quarter 2008 – Cumberland, Dauphin, Lancaster, Lebanon and Perry counties
- Child and adolescent data not available:
 - Fourth quarter 2004 – Northampton
 - Fourth quarter 2008 – Cumberland, Dauphin, Lancaster, Lebanon and Perry counties

Northeast region

- Adult survey data not available:
 - Fourth quarter 2008 – Wyoming County
- Child and adolescent data not available:
 - Fourth quarter 2008 – Susquehanna and Wyoming counties

North/Central County Option region

- Adult survey data not available:
 - Fourth quarter 2007 – Blair, Franklin/Fulton, Carbon/Monroe/Pike counties
- Child and adolescent data not available:
 - Fourth quarter 2007 – Blair, Franklin/Fulton, Carbon/Monroe/Pike counties

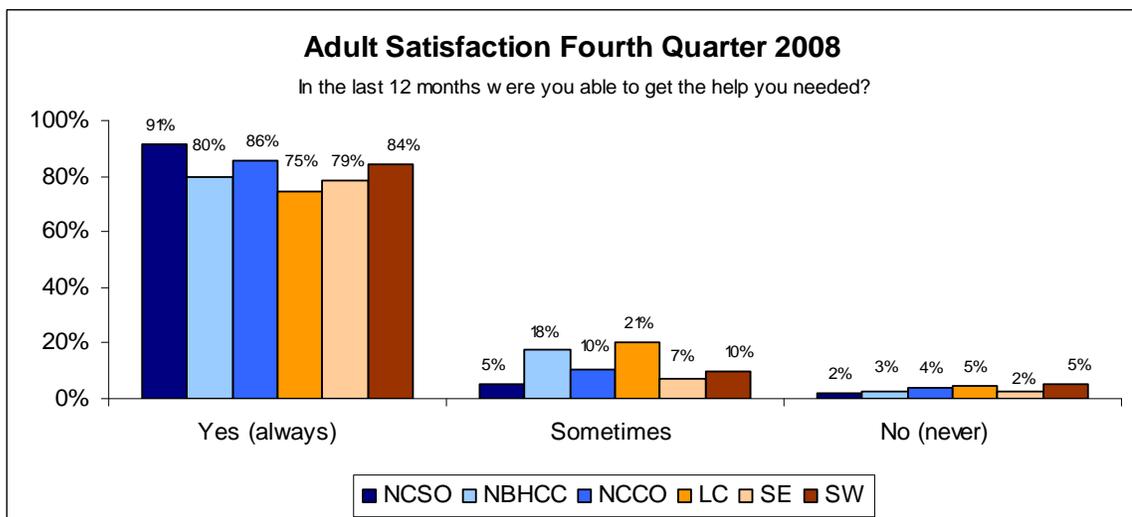
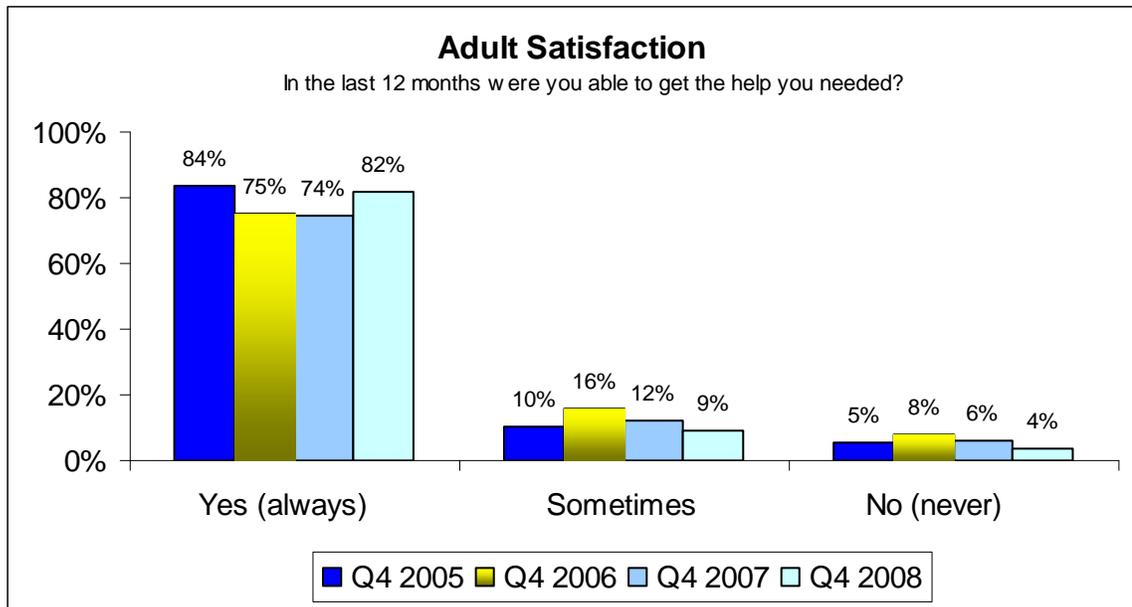
The analysis presented is based on a total of 8,261 completed surveys. In the fourth quarter of 2005, 1,993 surveys were returned; during the fourth quarter of 2006, 4,475 surveys were returned; in the fourth quarter of 2007, 3,824 surveys were returned and during the fourth quarter of 2008, 6,323 surveys were returned. Of the surveys returned

in 2008, 1,201 were completed in the Southwest region; 214 in the Lehigh/Capital region, 1,847 in the Southeast region, 185 in the North/Central State Option region, 1,038 in the North/Central County Option region and 80 in the Northeast region.

It is important to note that survey questions were not assessed for reliability and validity. The results are not intended to be statistically valid and caution should be exercised in interpreting the results. The following 12 graphs present overall results. For those counties reporting, County-specific results are found in **Appendix B**.

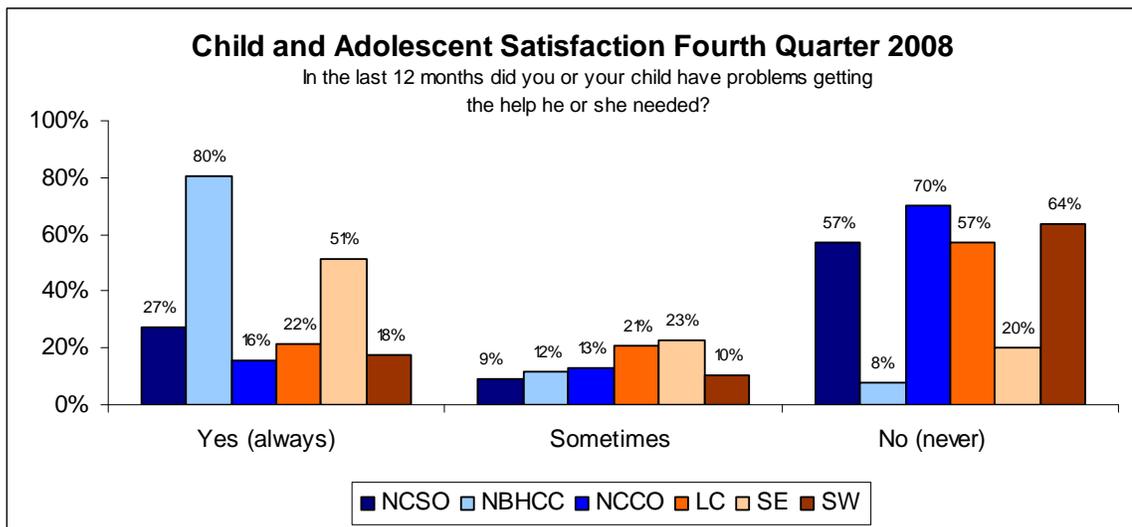
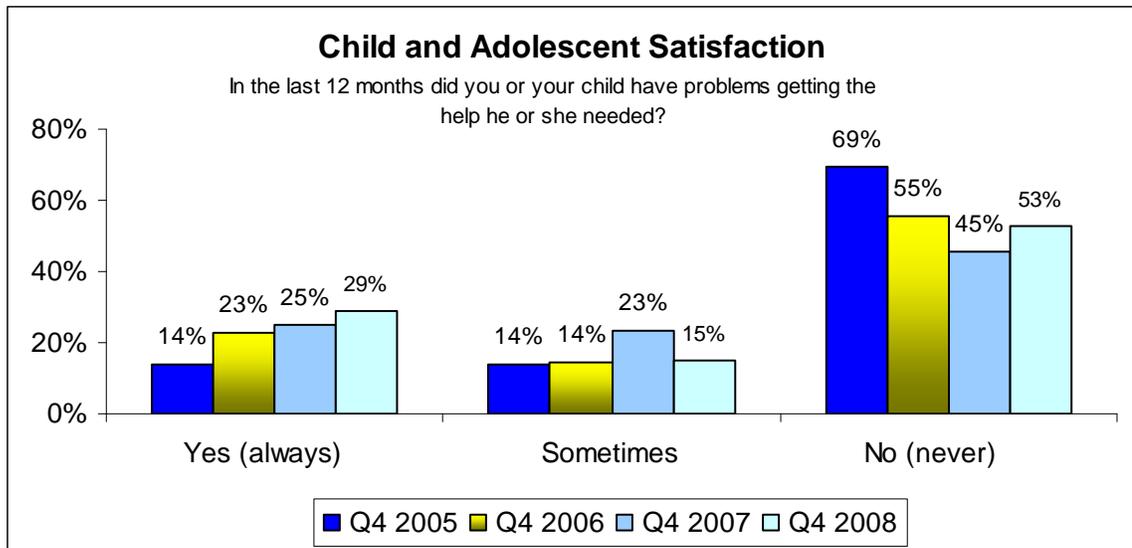
The first two graphs address overall satisfaction with access to services.

Satisfaction, adults



- In 2008, 82% of adults indicated they were always able to get the help they needed. This was an increase of eight percentage points over the 2007 results.
- All of the regions had a high level of satisfaction in the fourth quarter of 2008. The highest percentage of satisfaction with access to services was reported by consumers in the North/Central State Option region.

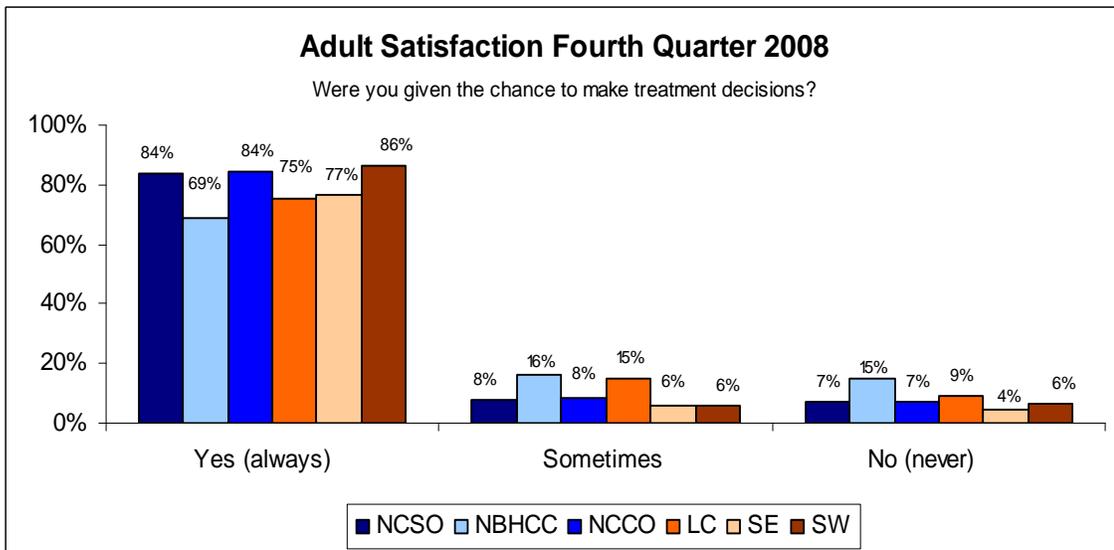
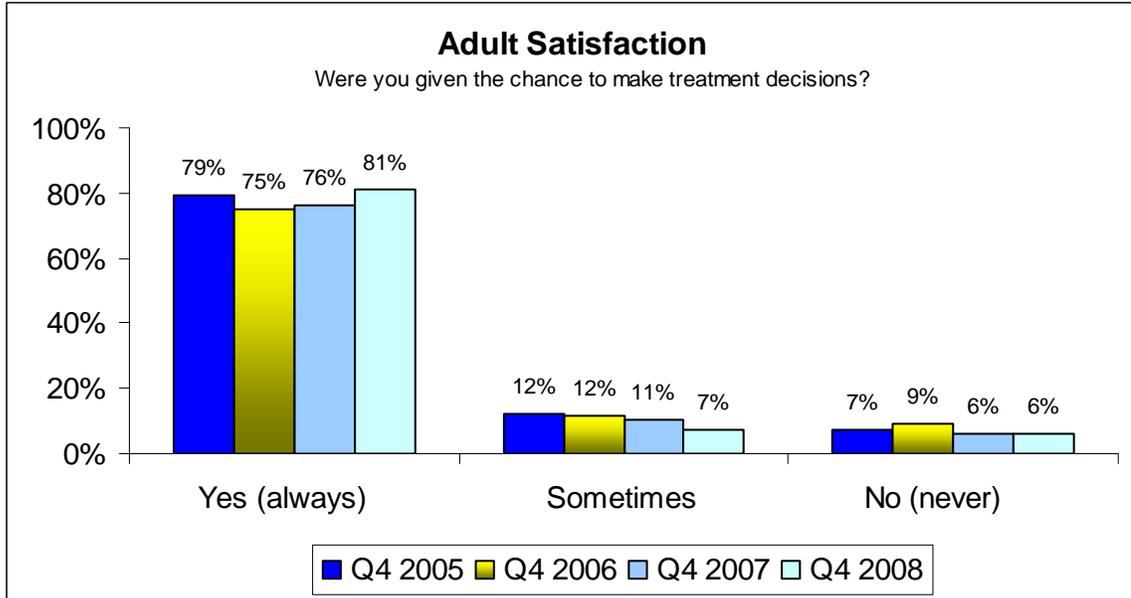
Satisfaction, child and adolescent

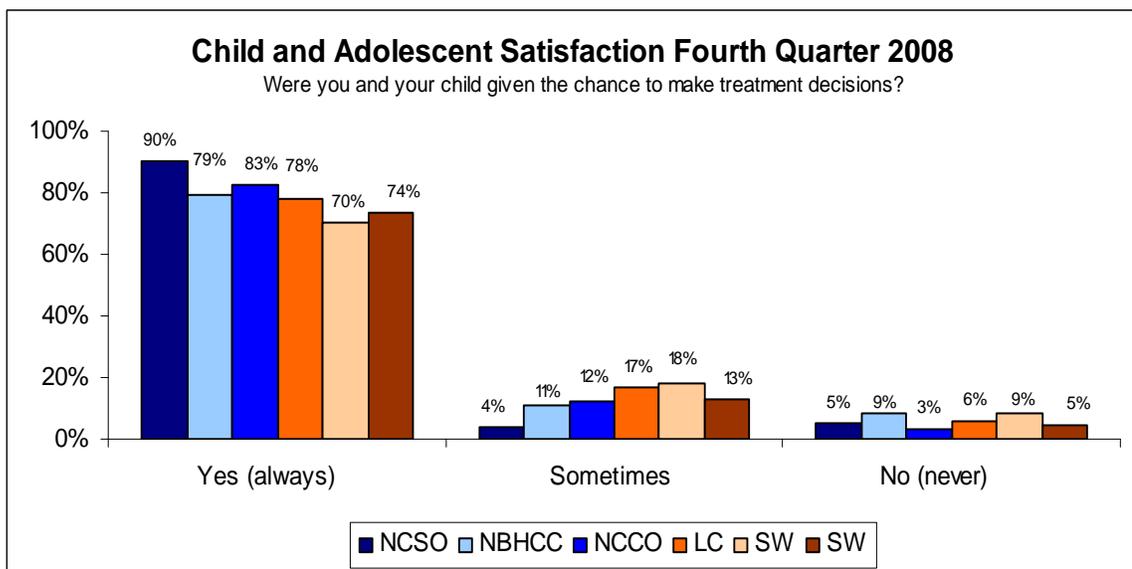
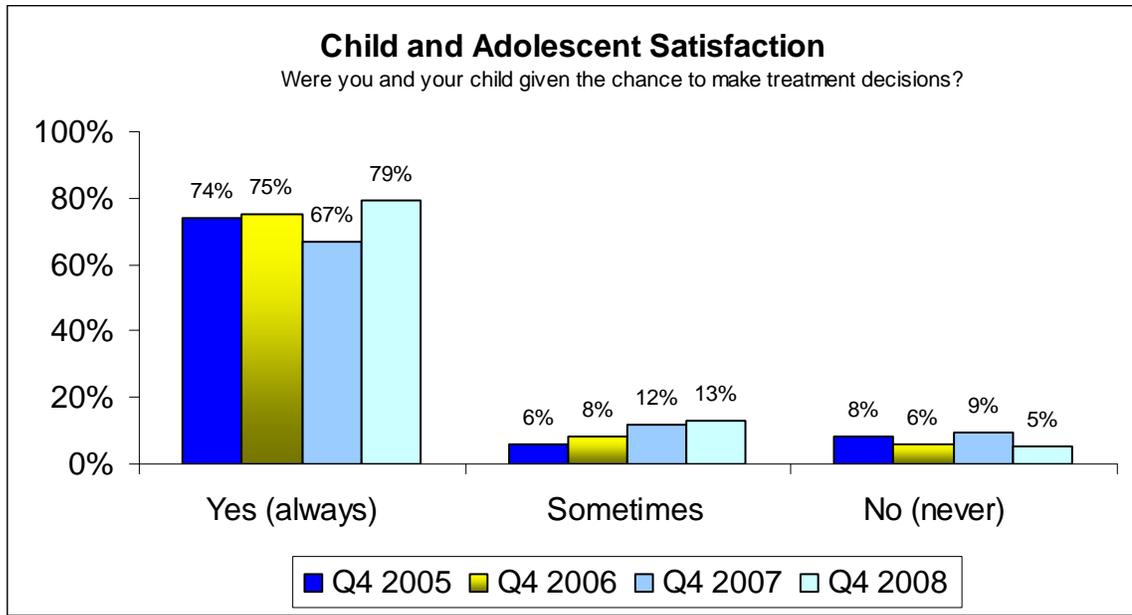


- This question provides insight into the ease of access to services as perceived by parents/guardians of children/adolescents. For those regions reporting multiple years of data, there has been a consistent increase in the percent of parents/guardians who reported having problems getting the help needed. Over the last four years, the results have changed by 15 percentage points.
- The North/Central County Option and Southwest regions had the highest percentage of satisfaction in 2008. The Northeast and the Southeast regions received significantly lower ratings than the other regions in satisfaction child/adolescent access.
- Due to the wording of this question, the potential exists that results may be impacted by responses intended to be positive (“no” response) that were scored as negative (“yes” response).

Self-determination, the ability to make decisions that direct one’s own life, is essential to recovery and increases with recovery. As evidence of that, the following two graphs address one of the questions selected by consumers: Whether or not the consumers had the opportunity to make decisions regarding their own treatment.

Involvement in decisions, adults and children

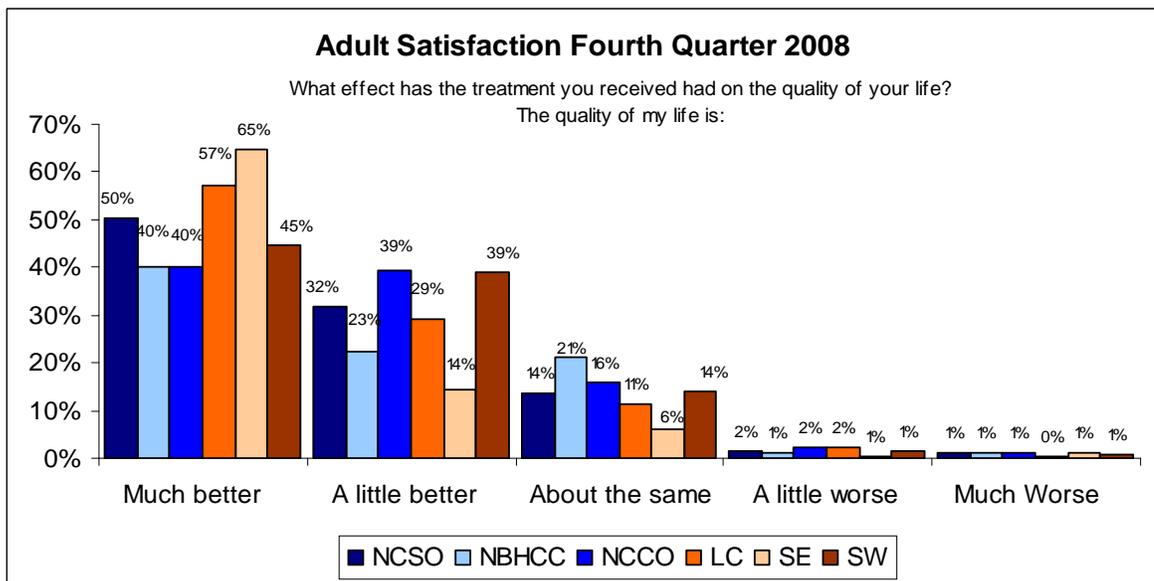
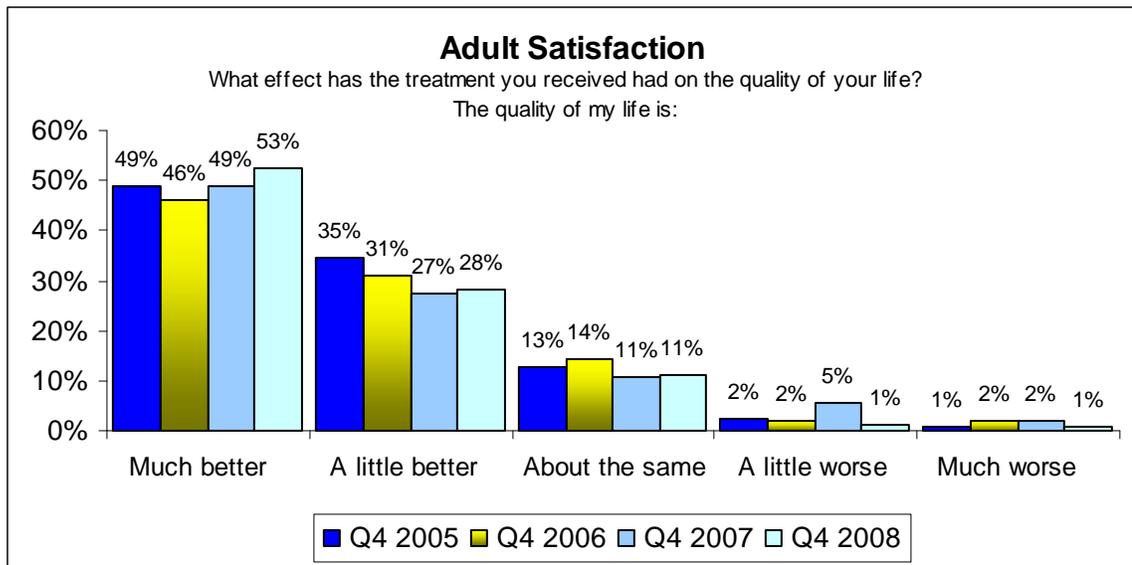


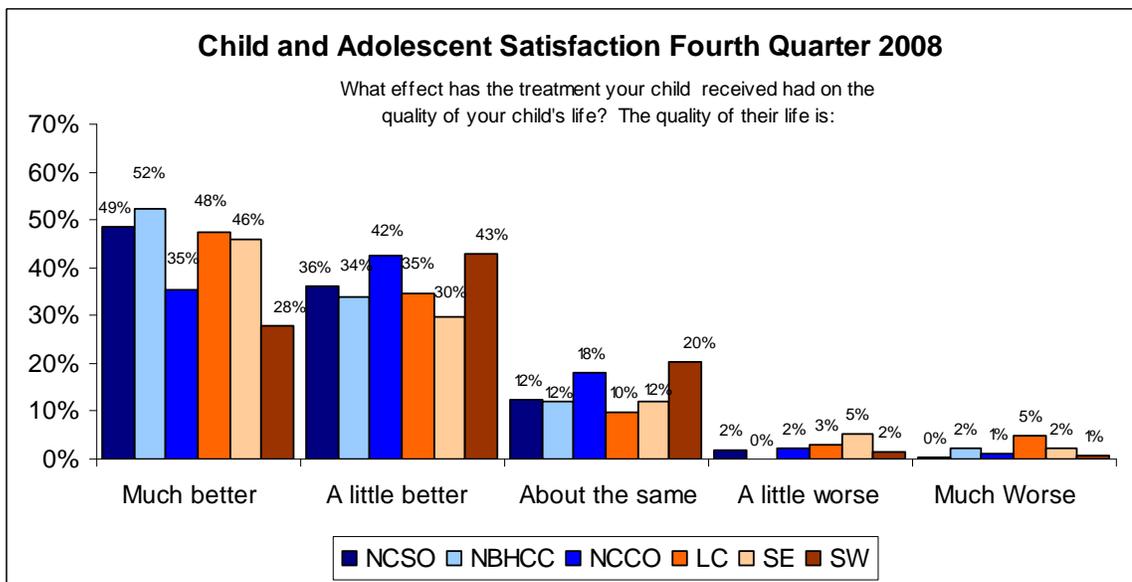
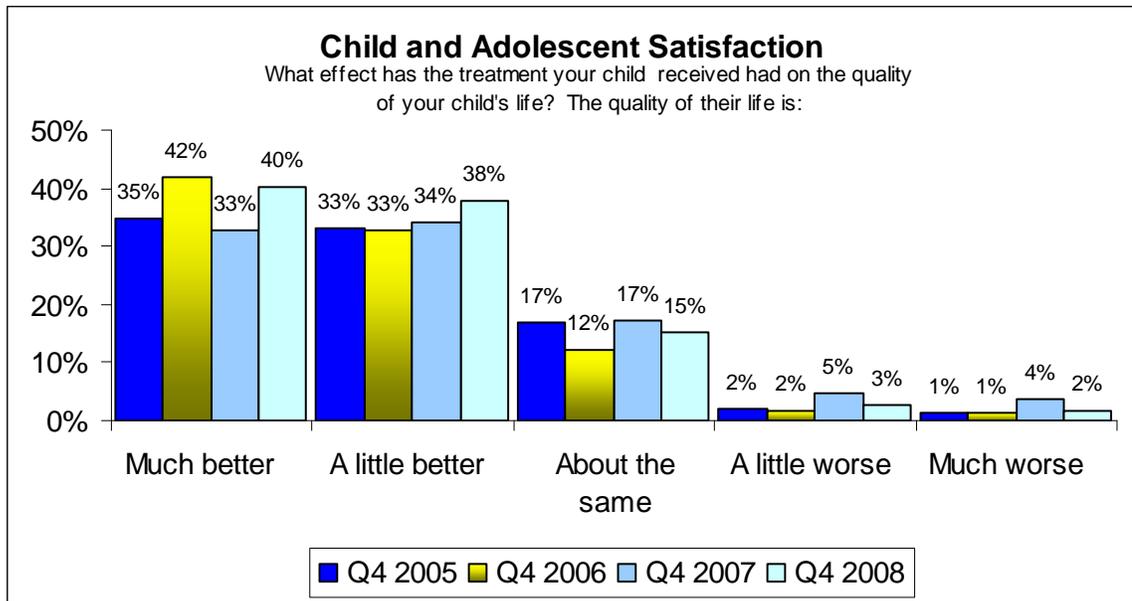


- A high percentage of both adults and parents/guardians of children/adolescents across years and regions indicated they were given the chance to make treatment decisions.
- The slight decrease from 2006 to 2007 in the parent/guardian satisfaction with being involved in treatment decisions noted in last year's report improved to a higher level of satisfaction in 2008 than any previous period reported. The percentage of adults and parent/guardian satisfaction reported in the fourth quarter of 2008 was the highest of the four years presented.

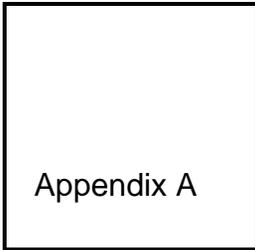
The final four graphs address clients' satisfaction with the impact of treatment on their quality of life.

Quality of life, adults and children





- There was an increase in the percentages of both adults and parents/guardians of children who responded that the effect of treatment was that the quality of life was “much better” from 2007 to 2008.
- As in previous years, more than three-fourths of adult respondents in 2008 indicated their quality of life was “much better” or “a little better.” In 2008, the percentage reporting that the quality of life was “much better” was the highest percentage of the four years reported.
- Adults in the Southwest region had the largest percentage of individuals reporting that their life was “much better.”
- Parents/guardians reporting the highest percentage of children/adolescents whose quality of life was “much better” were in the Northeast region.



County performance indicator tables

Southeast counties

Access Performance Indicators	Southeast Average							HealthChoices Average							HealthChoices Weighted Average						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	77%	5%	5%	5%	5%	7%	7%	83%	5%	4%	5%	5%	7%	7%		5%	5%	5%	5%	6%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	61%	2%	2%	2%	2%	3%	3%	57%	1%	1%	1%	1%	2%	2%		2%	2%	2%	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	16%	14%	16%	16%	19%	20%	NC	17%	17%	18%	18%	21%	22%		18%	18%	19%	19%	21%	22%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	1%	1%	1%	1%	1%	NC	1%	1%	2%	2%	2%	2%		1%	1%	1%	1%	1%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	5%	5%	7%	6%	6%	6%	NC	6%	6%	7%	7%	7%	7%		7%	7%	8%	7%	7%	8%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	19%	19%	21%	20%	26%	27%	NC	18%	18%	20%	20%	25%	25%		20%	20%	21%	21%	25%	26%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	1%	NC	1%	1%	2%	2%	1%	1%		1%	1%	2%	2%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	7%	7%	8%	8%	8%	8%	NC	5%	5%	6%	6%	7%	7%		6%	6%	7%	7%	7%	7%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

Southeast counties

Quality/Process Performance Indicators	Southeast Average							HealthChoices Average							HealthChoices Weighted Average						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	4%	4%	6%	6%	5%	4%	3%	3%	3%	4%	4%	3%		3%	4%	3%	5%	4%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	3%	3%	3%	4%	4%	3%	2%	2%	2%	2%	3%	2%	2%		2%	2%	3%	3%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	11%	15%	15%	14%	14%	16%	16%	12%	15%	15%	13%	15%	15%	14%		15%	16%	15%	16%	16%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	18%	19%	18%	20%	21%	20%	15%	15%	16%	15%	17%	17%	15%		18%	20%	19%	22%	21%	20%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	12%	7%	8%	12%	13%	16%	13%	5%	7%	8%	12%	13%	16%	13%		5%	6%	8%	12%	10%	8%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	21%	24%	22%	28%	17%	20%	21%	24%	30%	28%	34%	22%	28%	33%		26%	24%	23%	18%	16%	25%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	47%	54%	59%	59%		NC	NC	50%	56%	57%	57%			NC	48%	53%	57%	57%	
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	32%	35%	43%	43%		NC	NC	34%	36%	39%	39%			NC	30%	33%	36%	36%	
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	15%	12%	10%	10%		NC	NC	14%	28%	20%	20%			NC	15%	19%	16%	16%	
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	23%	23%	24%	22%	22%	22%	26%	25%	24%	25%	23%	24%	24%	26%		23%	24%	23%	24%	24%	27%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

Southeast counties

Access Performance Indicators	Bucks							Chester							Delaware						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	84%	6%	5%	5%	5%	9%	9%	71%	5%	5%	4%	4%	7%	7%	75%	5%	5%	4%	4%	6%	6%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	55%	2%	2%	2%	2%	3%	3%	63%	1%	1%	2%	2%	3%	2%	54%	1%	2%	2%	2%	3%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	13%	14%	14%	13%	17%	19%	NC	NC	7%	16%	16%	19%	21%	NC	13%	14%	14%	14%	16%	16%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	2%	NC	0%	1%	1%	1%	1%	1%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	4%	3%	5%	4%	4%	4%	NC	NC	4%	9%	8%	8%	9%	NC	4%	4%	5%	4%	4%	4%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	19%	20%	21%	21%	30%	30%	NC	17%	16%	18%	17%	23%	24%	NC	18%	18%	19%	19%	23%	23%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	2%	2%	2%	2%	2%	NC	1%	1%	1%	1%	1%	1%	NC	1%	1%	1%	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	6%	7%	8%	9%	9%	10%	NC	8%	7%	10%	9%	9%	9%	NC	6%	6%	6%	7%	7%	7%

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** NC = Not Calculated

Southeast counties

Access Performance Indicators	Montgomery							Philadelphia						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	80%	5%	5%	5%	4%	7%	8%	77%	6%	6%	6%	6%	6%	6%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	50%	2%	2%	2%	2%	3%	3%	83%	2%	3%	3%	3%	3%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	17%	16%	16%	15%	19%	22%	NC	20%	19%	20%	21%	22%	23%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	1%	NC	NC	NC	1%	1%	1%	1%	1%	1%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	5%	5%	6%	6%	5%	4%	NC	8%	8%	8%	8%	8%	8%
PI #2.4 , Mental Health Service, Ages 18 to 64	NC	20%	19%	20%	20%	27%	29%	NC	23%	22%	24%	24%	26%	27%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	1%	NC	1%	1%	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	NC	6%	6%	7%	7%	7%	7%	NC	8%	8%	8%	8%	8%	9%

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** NC = Not Calculated

Southeast counties

Quality/Process Performance Indicators	Bucks							Chester							Delaware						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	4%	2%	5%	5%	4%	5%	4%	6%	5%	9%	7%	7%	4%	3%	4%	3%	4%	4%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	2%	2%	3%	3%	4%	3%	3%	2%	3%	4%	6%	5%	5%	3%	2%	3%	3%	2%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	12%	17%	13%	13%	16%	14%	14%	8%	14%	16%	13%	13%	22%	19%	12%	15%	12%	11%	12%	14%	13%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	16%	12%	17%	20%	16%	16%	11%	16%	20%	15%	21%	23%	22%	11%	15%	18%	14%	14%	20%	16%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	15%	NC	NC	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	27%	32%	27%	35%	22%	19%	13%	24%	28%	16%	24%	19%	28%	31%	17%	11%	24%	25%	16%	21%	28%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	52%	56%	61%	NC	54%	NC	NC	37%	65%	59%	NC	62%	NC	NC	54%	49%	63%	NC	54%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	39%	41%	47%	NC	48%	NC	NC	36%	45%	51%	NC	42%	NC	NC	25%	25%	38%	NC	47%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	23%	21%	25%	24%	20%	22%	23%	18%	27%	19%	17%	16%	18%	17%	23%	25%	28%	27%	24%	21%	36%

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** NC = Not Calculated

Southeast counties

Quality/Process Performance Indicators	Montgomery							Philadelphia						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	4%	3%	6%	5%	4%	4%	3%	4%	5%	9%	7%	6%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	2%	2%	4%	3%	3%	3%	3%	3%	6%	6%	5%	4%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	12%	16%	14%	18%	16%	13%	15%	12%	13%	18%	16%	16%	18%	19%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	20%	22%	23%	19%	21%	20%	22%	18%	20%	24%	23%	26%	26%	26%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	10%	7%	8%	12%	13%	16%	13%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	18%	26%	24%	43%	15%	18%	17%	17%	23%	18%	13%	13%	14%	18%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	46%	50%	59%	NC	53%	NC	NC	46%	48%	54%	NC	54%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	35%	35%	48%	NC	55%	NC	NC	24%	28%	30%	NC	30%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	14%	12%	10%	NC	8%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	20%	19%	25%	20%	24%	23%	25%	30%	23%	23%	23%	27%	28%	29%

** NC = Not Calculated

Southwest counties

Access Performance Indicators	Southwest Average							HealthChoices Average							HealthChoices Weighted Average						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	86%	5%	5%	5%	6%	8%	8%	83%	5%	4%	5%	5%	6.99%	7%		5%	5%	5%	5%	6%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	55%	1%	1%	2%	2%	2%	2%	57%	1%	1%	1%	1%	2%	2%		2%	2%	2%	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	20%	21%	21%	21%	26%	29%	NC	17%	17%	18%	18%	21%	22%		18%	18%	19%	19%	21%	22%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	2%	2%	2%	3%	3%	4%	NC	1%	1%	2%	2%	2%	2%		1%	1%	1%	1%	1%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	7%	7%	8%	9%	8%	9%	NC	6%	6%	7%	7%	7%	7%		7%	7%	8%	7%	7%	8%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	19%	20%	21%	22%	28%	30%	NC	18%	18%	20%	20%	25%	25%		20%	20%	21%	21%	25%	26%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	2%	2%	2%	2%	2%	NC	1%	1%	2%	2%	1%	1%		1%	1%	2%	2%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	5%	5%	6%	7%	8%	9%	NC	5%	5%	6%	6%	7%	7%		6%	6%	7%	7%	7%	7%

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** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Southwest Average							HealthChoices Average							HealthChoices Weighted Average						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	2%	2%	2%	2%	2%	2%	4%	3%	3%	3%	4%	4%	3%		3%	4%	3%	5%	4%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	2%	3%	2%	2%		2%	2%	3%	3%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	13%	14%	15%	14%	14%	13%	15%	12%	15%	15%	13%	15%	15%	14%		15%	16%	15%	16%	16%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	13%	14%	13%	16%	15%	15%	15%	15%	16%	15%	17%	17%	15%		18%	20%	19%	22%	21%	20%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	4%	NC	NC	NC	NC	NC	NC	5%	7%	8%	12%	13%	16%	13%		5%	6%	8%	12%	10%	8%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	31%	48%	44%	49%	30%	43%	45%	24%	30%	28%	34%	22%	28%	33%		26%	24%	23%	18%	16%	25%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	48%	57%	51%	NC	54%	NC	NC	50%	56%	57%	NC	56%		NC	48%	53%	57%	NC	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	34%	37%	35%	NC	39%	NC	NC	34%	36%	39%	NC	43%		NC	30%	33%	36%	NC	39%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	16%	37%	29%	NC	31%	NC	NC	14%	28%	20%	NC	23%		NC	15%	19%	16%	NC	19%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	33%	29%	28%	25%	27%	27%	27%	25%	24%	25%	23%	24%	24%	26%		23%	24%	23%	24%	24%	27%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Allegheny							Armstrong							Beaver						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	72%	6%	5%	5%	5%	7%	7%	93%	6%	6%	6%	6%	9%	10%	78%	5%	2%	4%	5%	7%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	72%	2%	2%	3%	2%	3%	3%	38%	1%	1%	1%	1%	2%	2%	55%	1%	1%	2%	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	19%	19%	19%	18%	23%	23%	NC	23%	24%	31%	18%	29%	32%	NC	14%	15%	16%	17%	20%	23%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	2%	2%	2%	3%	3%	NC	NC	NC	NC	NC	NC	NC	NC	2%	NC	2%	4%	2%	4%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	7%	7%	8%	7%	7%	8%	NC	NC	NC	15%	NC	NC	NC	NC	4%	4%	5%	6%	6%	6%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	21%	21%	22%	21%	28%	29%	NC	16%	17%	19%	20%	27%	28%	NC	18%	19%	21%	22%	27%	29%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	2%	3%	3%	2%	3%	NC	2%	1%	2%	2%	1%	1%	NC	2%	2%	2%	3%	2%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	7%	8%	9%	8%	9%	9%	NC	4%	4%	5%	6%	7%	7%	NC	5%	5%	7%	8%	8%	8%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Butler							Fayette							Greene						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	97%	4%	4%	5%	6%	10%	10%	83%	4%	4%	5%	5%	7%	7%	85%	5%	6%	7%	6%	7%	9%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	86%	2%	1%	2%	2%	3%	3%	46%	1%	1%	1%	1%	2%	2%	31%	1%	1%	1%	1%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	23%	28%	22%	24%	30%	37%	NC	19%	21%	21%	21%	24%	26%	NC	NC	NC	NC	NC	NC	39%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	18%	13%	NC	11%	9%	11%	NC	3%	5%	5%	5%	5%	6%	NC	NC	NC	NC	NC	NC	NC
PI #2.4, Mental Health Service, Ages 18 to 64	NC	21%	21%	23%	24%	33%	35%	NC	18%	18%	20%	21%	26%	27%	NC	18%	19%	21%	22%	26%	28%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	2%	2%	2%	1%	1%	NC	0%	1%	1%	1%	1%	1%	NC	2%	2%	2%	1%	1%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	8%	7%	8%	9%	9%	10%	NC	3%	4%	5%	6%	7%	7%	NC	2%	4%	4%	5%	5%	6%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Indiana							Lawrence						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	87%	5%	5%	6%	7%	11%	11%	110%	5%	6%	6%	6%	8%	9%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	34%	1%	1%	1%	1%	2%	2%	72%	2%	1%	2%	2%	3%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	15%	10%	14%	18%	22%	21%	NC	26%	31%	28%	29%	29%	33%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	NC	NC	5%	8%	9%	13%	11%	12%
PI #2.4 , Mental Health Service, Ages 18 to 64	NC	15%	16%	18%	19%	27%	29%	NC	23%	25%	26%	27%	34%	36%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	1%	2%	2%	2%	1%	2%	NC	1%	1%	2%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	NC	3%	3%	4%	4%	5%	6%	NC	5%	7%	9%	10%	12%	12%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Washington							Westmoreland						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	97%	5%	5%	6%	6%	7%	8%	53%	4%	4%	4%	4%	6%	6%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	81%	2%	1%	2%	2%	3%	3%	37%	1%	1%	1%	1%	2%	2%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	20%	22%	24%	25%	31%	31%	NC	17%	18%	17%	18%	22%	22%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	3%	4%	NC	NC	NC	3%	3%	2%	4%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	8%	8%	10%	12%	13%	13%	NC	5%	5%	7%	7%	7%	7%
PI #2.4 , Mental Health Service, Ages 18 to 64	NC	20%	20%	22%	23%	28%	29%	NC	18%	19%	20%	20%	26%	28%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	2%	3%	2%	3%	2%	2%	NC	1%	2%	2%	2%	2%	2%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	NC	6%	6%	8%	9%	10%	10%	NC	4%	4%	6%	7%	8%	9%

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** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Allegheny							Armstrong							Beaver						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	1%	2%	2%	5%	4%	3%	2%	2%	2%	1%	3%	3%	2%	2%	1%	1%	1%	1%	2%	1%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	1%	1%	1%	2%	2%	2%	2%	2%	NC	NC	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	14%	19%	18%	18%	20%	18%	16%	10%	NC	NC	15%	17%	13%	NC	13%	10%	15%	15%	14%	10%	13%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	17%	19%	20%	20%	23%	23%	19%	12%	10%	14%	13%	14%	16%	12%	16%	12%	17%	16%	17%	13%	13%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	5%	NC	NC	NC	NC	NC	NC	0%	NC	NC	NC	NC	NC	NC	6%	NC	NC	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	33%	50%	44%	39%	19%	17%	22%	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	54%	NC	73%	64%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	44%	56%	58%	NC	57%	NC	NC	47%	53%	41%	NC	63%	NC	NC	47%	54%	45%	NC	53%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	35%	38%	39%	NC	37%	NC	NC	44%	36%	35%	NC	41%	NC	NC	38%	49%	39%	NC	44%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	19%	23%	29%	NC	38%	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	21%	26%	29%	24%	24%	24%	27%	51%	35%	42%	28%	42%	28%	31%	30%	28%	26%	28%	27%	26%	26%

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** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Butler							Fayette							Greene						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	1%	2%	2%	3%	2%	2%	1%	1%	2%	1%	1%	1%	1%	2%	2%	NC	NC	1%	1%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	NC	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	0%	2%	NC	NC	NC	NC	NC	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	22%	11%	16%	NC	12%	10%	NC	10%	13%	14%	11%	15%	14%	15%	11%	NC	NC	NC	NC	NC	NC
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	12%	10%	8%	13%	14%	15%	20%	13%	13%	10%	11%	11%	11%	13%	14%	12%	14%	16%	16%	18%	15%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	6%	NC	NC	NC	NC	NC	NC	3%	NC	NC	NC	NC	NC	NC	NC						
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	NC	NC	57%	43%	51%	65%	NC	54%	50%	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	51%	67%	47%	NC	60%	NC	NC	44%	44%	54%	NC	47%	NC	NC	15%	54%	52%	NC	50%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	30%	40%	36%	NC	41%	NC	NC	29%	31%	33%	NC	46%	NC	NC	36%	29%	28%	NC	37%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	50%	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	22%	25%	20%	22%	23%	22%	31%	33%	32%	26%	23%	20%	35%	23%	NC	NC	29%	24%	NC	32%	27%

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** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Indiana							Lawrence						
	CY2002 Baseline	CY2003	CY2004	CY2005	CY2006	CY2007	CY2008	CY2002 Baseline	CY2003	CY2004	CY2005	CY2006	CY2007	CY2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	NC	3%	NC	2%	2%	NC	1%	1%	2%	1%	1%	2%	1%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	2%	NC	NC	2%	NC	1%	1%	NC	1%	NC	1%	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	10%	NC	NC	NC	NC	NC	16%	10%	16%	NC	10%	14%	14%	NC
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	23%	16%	16%	9%	18%	10%	13%	16%	13%	15%	14%	17%	20%	13%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	NC	NC	NC	NC	50%	NC	NC	NC	NC	74%	NC	56%	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	55%	81%	50%	NC	61%	NC	NC	49%	58%	59%	NC	51%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	35%	47%	40%	NC	39%	NC	NC	32%	37%	38%	NC	42%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	45%	33%	36%	35%	35%	36%	31%	34%	27%	20%	22%	20%	20%	19%

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Southwest counties

Quality/Process Performance Indicators	Washington							Westmoreland						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	2%	2%	2%	3%	2%	1%	2%	2%	2%	1%	2%	2%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	12%	12%	14%	13%	12%	11%	17%	16%	15%	12%	13%	11%	13%	12%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	11%	15%	13%	14%	12%	14%	17%	13%	14%	14%	8%	14%	12%	14%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	4%	NC	NC	NC	NC	NC	NC	0%	NC	NC	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	28%	41%	NC	33%	36%	34%	NC	31%	46%	37%	38%	22%	20%	30%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	49%	49%	47%	NC	52%	NC	NC	46%	55%	54%	NC	46%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	26%	27%	29%	NC	37%	NC	NC	31%	36%	35%	NC	41%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	32%	28%	25%	24%	28%	26%	28%	33%	23%	27%	19%	20%	23%	25%

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Lehigh/Capital Average							HealthChoices Average							HealthChoices Weighted Average						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	NC	4%	4%	4%	5%	6%	7%	83%	5%	4%	5%	5%	7%	7%		5%	5%	5%	5%	6%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	NC	1%	1%	1%	1%	2%	2%	57%	1%	1%	1%	1%	2%	2%		2%	2%	2%	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	14%	14%	16%	15%	18%	19%	NC	17%	17%	18%	18%	21%	22%		18%	18%	19%	19%	21%	22%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	1%	1%	1%	1%	1%	NC	1%	1%	2%	2%	2%	2%		1%	1%	1%	1%	1%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	4%	5%	6%	6%	6%	6%	NC	6%	6%	7%	7%	7%	7%		7%	7%	8%	7%	7%	8%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	16%	16%	18%	17%	22%	23%	NC	18%	18%	20%	20%	25%	25%		20%	20%	21%	21%	25%	26%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	1%	NC	1%	1%	2%	2%	1%	1%		1%	1%	2%	2%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	4%	4%	4%	5%	5%	5%	NC	5%	5%	6%	6%	7%	7%		6%	6%	7%	7%	7%	7%

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** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Lehigh/Capital Average							HealthChoices Average						HealthChoices Weighted Average						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	5%	4%	4%	3%	4%	4%	4%	3%	3%	3%	4%	4%	3%		3%	4%	3%	5%	4%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	3%	3%	2%	3%	2%	3%	2%	2%	2%	3%	2%	2%		2%	2%	3%	3%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	10%	16%	15%	13%	15%	15%	16%	15%	15%	13%	15%	15%	14%		15%	16%	15%	16%	16%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	14%	15%	17%	15%	16%	16%	17%	15%	16%	15%	17%	17%	15%		18%	20%	19%	22%	21%	20%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	7%	8%	12%	13%	16%	13%		5%	6%	8%	12%	10%	8%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	23%	25%	25%	27%	22%	23%	32%	30%	28%	34%	22%	28%	33%		26%	24%	23%	18%	16%	25%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	53%	57%	63%	NC	57%	NC	50%	56%	57%	NC	56%		NC	48%	53%	57%	NC	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	36%	36%	40%	NC	44%	NC	34%	36%	39%	NC	43%		NC	30%	33%	36%	NC	39%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	10%	NC	NC	NC	30%	NC	14%	28%	20%	NC	23%		NC	15%	19%	16%	NC	19%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	15%	20%	21%	20%	22%	22%	26%	24%	25%	23%	24%	24%	26%		23%	24%	23%	24%	24%	27%

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Adams							Berks							Cumberland						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	NC	2%	3%	3%	3%	4%	5%	NC	5%	4%	5%	5%	6%	7%	NC	4%	3%	4%	4%	6%	6%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	NC	0%	1%	1%	1%	1%	1%	NC	1%	1%	1%	1%	2%	2%	NC	1%	1%	1%	1%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	15%	16%	17%	15%	21%	23%	NC	16%	17%	19%	17%	21%	23%	NC	10%	12%	11%	10%	11%	13%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	1%	NC	1%	NC	NC	NC	NC	NC	NC	NC
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	11%	NC	NC	6%	8%	9%	8%	8%	8%	NC	NC	NC	3%	4%	3%	5%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	14%	14%	16%	15%	20%	20%	NC	18%	18%	20%	19%	24%	26%	NC	15%	14%	16%	16%	21%	22%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	1%	2%	2%	2%	1%	NC	1%	1%	2%	1%	1%	1%	NC	1%	1%	1%	2%	2%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	3%	3%	3%	5%	5%	5%	NC	5%	5%	6%	6%	6%	6%	NC	3%	3%	4%	4%	4%	5%

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Lehigh/Capital counties

Access Performance Indicators	Dauphin							Lancaster							Lebanon						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	NC	5%	4%	5%	5%	7%	7%	NC	4%	3%	3%	4%	6%	6%	NC	6%	5%	6%	6%	8%	10%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	NC	1%	1%	1%	1%	2%	2%	NC	1%	1%	1%	1%	2%	1%	NC	1%	1%	1%	1%	1%	1%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	14%	15%	15%	14%	19%	20%	NC	13%	14%	14%	14%	18%	19%	NC	14%	17%	18%	19%	18%	18%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	1%	1%	1%	1%	1%	NC	NC	NC	1%	NC	1%	2%	NC	NC	NC	NC	NC	NC	NC
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	3%	3%	4%	4%	4%	5%	NC	7%	9%	9%	9%	8%	9%	NC	NC	NC	6%	5%	8%	6%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	15%	16%	17%	17%	22%	22%	NC	14%	14%	15%	15%	20%	21%	NC	17%	18%	19%	18%	24%	26%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	1%	NC	1%	1%	1%	1%	1%	1%	NC	1%	1%	1%	2%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	3%	3%	4%	4%	4%	5%	NC	5%	5%	6%	6%	6%	7%	NC	3%	3%	4%	4%	5%	5%

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Lehigh/Capital counties

Access Performance Indicators	Lehigh							Northampton						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	NC	6%	5%	7%	7%	9%	10%	NC	7%	6%	7%	8%	11%	11%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	NC	1%	1%	1%	2%	2%	2%	NC	1%	1%	1%	1%	2%	2%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	13%	11%	17%	17%	20%	21%	NC	18%	15%	17%	17%	21%	21%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	1%	1%	1%	NC	NC	NC	NC	NC	NC	NC
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	2%	2%	7%	7%	6%	7%	NC	2%	1%	5%	4%	3%	5%
PI #2.4 , Mental Health Service, Ages 18 to 64	NC	22%	21%	22%	22%	28%	29%	NC	22%	21%	21%	22%	28%	30%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	1%	NC	1%	1%	1%	2%	1%	2%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	NC	4%	4%	6%	5%	6%	6%	NC	4%	4%	5%	5%	4%	6%

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Lehigh/Capital counties

Access Performance Indicators	Perry							York						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	NC	2%	2%	2%	2%	4%	3%	NC	3%	3%	2%	3%	4%	4%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	NC	NC	NC	NC	1%	1%	1%	NC	1%	1%	1%	1%	1%	1%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	NC	NC	13%	13%	14%	14%	18%	18%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	1%	1%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	NC	NC	4%	5%	5%	5%	5%	6%
PI #2.4 , Mental Health Service, Ages 18 to 64	NC	10%	10%	13%	12%	15%	16%	NC	16%	16%	16%	16%	21%	22%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	NC	NC	NC	NC	NC	NC	NC	1%	1%	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	NC	2%	2%	2%	3%	3%	3%	NC	4%	4%	4%	4%	4%	5%

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** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Adams							Berks							Cumberland						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	6%	6%	7%	5%	9%	8%	7%	3%	2%	3%	2%	4%	4%	3%	7%	5%	6%	3%	5%	4%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	4%	3%	4%	5%	3%	5%	2%	1%	1%	2%	2%	2%	2%	4%	5%	4%	2%	3%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	23%	NC	NC	NC	NC	NC	11%	12%	15%	14%	18%	13%	11%	3%	22%	23%	16%	15%	16%	22%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	7%	NC	22%	NC	NC	16%	20%	15%	13%	17%	18%	15%	19%	15%	20%	12%	13%	14%	13%	13%	15%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	33%	32%	29%	25%	14%	55%	NC	11%	8%	13%	9%	8%	29%	NC	27%	29%	29%	28%	26%	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	37%	59%	61%	NC	62%	NC	NC	52%	67%	72%	NC	67%	NC	NC	63%	42%	54%	NC	39%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	50%	34%	45%	NC	68%	NC	NC	32%	40%	43%	NC	48%	NC	NC	42%	34%	34%	NC	32%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	NC	NC	NC	NC	24%	23%	21%	16%	15%	19%	17%	18%	22%	24%	NC	20%	22%	14%	23%	21%	26%

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** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Dauphin							Lancaster							Lebanon						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	3%	4%	2%	4%	5%	5%	7%	5%	5%	3%	3%	3%	3%	6%	4%	4%	2%	3%	4%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	3%	3%	2%	2%	3%	4%	4%	5%	4%	2%	2%	2%	2%	3%	3%	3%	2%	2%	2%	3%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	10%	13%	14%	8%	14%	18%	12%	12%	13%	14%	15%	14%	17%	14%	16%	20%	11%	14%	12%	18%	20%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	14%	17%	13%	17%	17%	16%	20%	15%	14%	16%	14%	16%	17%	14%	20%	19%	22%	19%	18%	18%	20%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	19%	30%	23%	36%	27%	32%	15%	8%	20%	21%	31%	30%	39%	30%	NC	29%	45%	33%	NC	NC	37%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	52%	54%	66%	NC	51%	NC	NC	59%	55%	63%	NC	60%	NC	NC	62%	76%	73%	NC	69%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	29%	36%	37%	NC	38%	NC	NC	30%	33%	33%	NC	35%	NC	NC	33%	38%	38%	NC	52%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	18%	29%	33%	24%	23%	27%	38%	16%	18%	21%	17%	19%	18%	23%	19%	25%	15%	17%	22%	23%	28%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Lehigh							Northampton						
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	5%	3%	3%	2%	3%	4%	3%	5%	3%	3%	2%	4%	4%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	3%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	16%	17%	17%	13%	17%	22%	20%	7%	16%	14%	12%	13%	8%	16%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	20%	16%	15%	18%	15%	18%	15%	15%	17%	15%	19%	19%	18%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	0%	NC	NC	NC	NC	NC	NC	NC						
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	36%	21%	NC	16%	19%	18%	23%	36%	33%	NC	NC	16%	30%	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	56%	50%	58%	NC	57%	NC	NC	57%	49%	58%	NC	55%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	36%	37%	47%	NC	50%	NC	NC	43%	45%	45%	NC	58%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	11%	20%	22%	24%	23%	22%	26%	13%	21%	20%	22%	26%	23%	28%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Perry							York						
	CY2002 Baseline	CY2003	CY2004	CY2005	CY2006	CY2007	CY2008	CY2002 Baseline	CY2003	CY2004	CY2005	CY2006	CY2007	CY2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	5%	NC	NC	NC	4%	4%	3%	4%	3%	5%	4%	5%	5%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	4%	NC	NC	NC	3%	2%	3%	2%	2%	3%	3%	3%	2%	3%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	8%	NC	NC	NC	NC	NC	NC	11%	12%	14%	10%	14%	8%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	NC	NC	NC	NC	NC	NC	14%	14%	13%	11%	14%	13%	13%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	NC	NC	NC	NC	NC	NC	13%	18%	19%	25%	25%	19%	40%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	NC	36%	79%	NC	45%	NC	NC	40%	56%	61%	NC	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	NC	23%	46%	NC	48%	NC	NC	31%	29%	40%	NC	34%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	NC	NC	NC	NC	NC	NC	NC	8%	16%	16%	24%	20%	21%	23%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

Northeast counties

Access Performance Indicators	Northeast Average		HealthChoices Average		HealthChoices Weighted Average	
	CY 2007	CY 2008	CY 2007	CY 2008	CY 2007	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	6%	6%	7%	7%	6%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	2%	2%	2%	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	16%	17%	21%	22%	21%	22%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	2%	2%	1%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	5%	6%	7%	7%	7%	8%
PI #2.4, Mental Health Service, Ages 18 to 64	22%	23%	25%	25%	25%	26%
PI #2.5, Substance Abuse Service, Ages 13 to 17	1%	2%	1%	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	6%	6%	7%	7%	7%	7%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

Northeast counties

Quality/Process Performance Indicators	Northeast Average		HealthChoices Average		HealthChoices Weighted Average	
	CY 2007	CY 2008	CY 2007	CY 2008	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	4%	4%	3%	4%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	3%	2%	2%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	17%	10%	15%	14%	16%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	13%	17%	15%	21%	20%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	16%	13%	10%	8%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	18%	30%	28%	33%	16%	25%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	67%	NC	56%	NC	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	60%	NC	43%	NC	39%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	46%	NC	23%	NC	19%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	13%	24%	24%	26%	24%	27%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

North/Central State Option counties

Access Performance Indicators	Northcentral State Option Average		HealthChoices Average		HealthChoices Weighted Average	
	CY 2007	CY 2008	CY 2007	CY 2008	CY 2007	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	5%	6%	7%	7%	6%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	1%	1%	2%	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	18%	17%	21%	22%	21%	22%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	2%	2%	1%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	5%	5%	7%	7%	7%	8%
PI #2.4, Mental Health Service, Ages 18 to 64	20%	22%	25%	25%	25%	26%
PI #2.5, Substance Abuse Service, Ages 13 to 17	1%	1%	1%	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	4%	5%	7%	7%	7%	7%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

North/Central State Option counties

Quality/Process Performance Indicators	Northcentral State Option Average		HealthChoices Average		HealthChoices Weighted Average	
	CY 2007	CY 2008	CY 2007	CY 2008	CY 2007	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	3%	4%	3%	4%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	0%	2%	2%	2%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	14%	13%	15%	14%	16%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	12%	17%	15%	21%	20%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	16%	13%	10%	8%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	12%	33%	28%	33%	16%	25%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	56%	NC	56%	NC	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	44%	NC	43%	NC	39%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	31%	NC	23%	NC	19%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	22%	28%	24%	26%	24%	27%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

North/Central County Option counties

Access Performance Indicators	Northcentral County Option Average	HealthChoices Average	HealthChoices Weighted Average
	CY 2008	CY 2008	CY 2008
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	6%	7%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	20%	22%	22%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	2%	2%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	5%	7%	8%
PI #2.4, Mental Health Service, Ages 18 to 64	23%	25%	26%
PI #2.5, Substance Abuse Service, Ages 13 to 17	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	5%	7%	7%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

North/Central County Option counties

Quality/Process Performance Indicators	Northcentral County Option Average	HealthChoices Average	HealthChoices Weighted Average
	CY2008	CY2008	CY2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	3%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	12%	14%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	12%	15%	20%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	13%	8%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	39%	33%	25%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	52%	56%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	33%	43%	39%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	23%	19%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	24%	26%	27%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

North/Central County Option counties

Access Performance Indicators	Bedford/ Somerset	Blair	Cambria	Carbon/ Monroe/ Pike
	CY 2008	CY 2008	CY 2008	CY 2008
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	6%	7%	6%	6%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	1%	2%	2%	1%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	19%	19%	28%	13%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	5%	6%	2%
PI #2.4 , Mental Health Service, Ages 18 to 64	21%	25%	25%	19%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	4%	6%	5%	3%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

North/Central County Option counties

Access Performance Indicators	Crawford/ Mercer/ Venango	Erie	Franklin/ Fulton	Lycoming/ Clinton
	CY 2008	CY 2008	CY 2008	CY 2008
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	7%	8%	6%	5%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	2%	2%	1%	1%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	26%	22%	16%	18%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	2%	NC	NC
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	5%	5%	4%	10%
PI #2.4 , Mental Health Service, Ages 18 to 64	28%	26%	20%	18%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	7%	5%	3%	6%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated

North/Central County Option counties

Quality/Process Performance Indicators	Bedford/ Somerset	Blair	Cambria	Carbon/ Monroe/ Pike
	CY 2008	CY 2008	CY 2008	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	1%	2%	2%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	1%	1%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	10%	10%	11%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	10%	12%	13%	9%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	61%	NC	25%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	43%	63%	36%	59%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	25%	42%	23%	40%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	21%	26%	33%	22%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

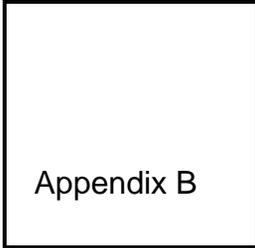
** NC = Not Calculated

North/Central County Option counties

Quality/Process Performance Indicators	Crawford/ Mercer/ Venango	Erie	Franklin/ Fulton	Lycoming/ Clinton
	CY 2008	CY 2008	CY 2008	CY 2008
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	1%	3%	3%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	0%	1%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	11%	12%	17%	11%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	10%	13%	18%	11%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	41%	29%	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	54%	49%	65%	51%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	35%	28%	36%	36%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	25%	16%	18%	27%

* Please note these calculations are based on straight averages rather than weighted averages, with the exception of the figures under the HealthChoices Weighted Average heading. Weighted averages are adjusted for county size.

** NC = Not Calculated



Satisfaction survey results

Southwest region – County breakout

Adults	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Allegheny				Armstrong				Beaver				Butler			
Number of respondents	146	171	131	179	85	61	18	24	134	143	174	165	46	77	150	98
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	85.6%	52.6%	65.6%	62.0%	74.1%	83.6%	94.4%	87.5%	82.1%	91.6%	87.9%	93.9%	89.1%	81.8%	66.7%	84.7%
Sometimes	7.5%	23.4%	26.0%	24.0%	23.5%	13.1%	5.6%	8.3%	6.7%	0.7%	2.9%	3.6%	10.9%	16.9%	16.7%	14.3%
No (never)	6.8%	24.0%	8.4%	14.0%	2.4%	0.0%	0.0%	4.2%	8.2%	5.6%	9.2%	1.8%	0.0%	1.3%	2.0%	1.0%
2. Were you given the chance to make treatment decisions?																
Yes (always)	76.7%	62.0%	74.8%	81.0%	77.6%	80.3%	94.4%	87.5%	85.1%	91.6%	85.1%	87.3%	78.3%	81.8%	71.3%	72.4%
Sometimes	13.7%	27.5%	14.5%	8.4%	16.5%	13.1%	0.0%	8.3%	6.0%	0.7%	3.4%	1.8%	10.9%	10.4%	16.0%	17.3%
No (never)	9.6%	10.5%	10.7%	10.6%	5.9%	1.6%	5.6%	4.2%	6.0%	3.5%	5.2%	6.1%	10.9%	6.5%	8.7%	10.2%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	50.0%	51.5%	24.4%	54.2%	57.6%	65.6%	77.8%	41.7%	55.2%	55.9%	52.3%	53.3%	58.7%	50.6%	57.3%	57.1%
A little better	36.3%	31.0%	63.4%	25.7%	20.0%	27.9%	5.6%	29.2%	23.1%	28.0%	34.5%	31.5%	26.1%	37.7%	23.3%	29.6%
About the same	11.0%	17.0%	7.6%	15.1%	20.0%	4.9%	11.1%	29.2%	14.9%	12.6%	10.3%	13.3%	10.9%	9.1%	11.3%	10.2%
A little worse	1.4%	0.6%	2.3%	2.8%	0.0%	1.6%	0.0%	0.0%	2.2%	1.4%	0.0%	0.0%	0.0%	1.3%	2.7%	2.0%
Much Worse	1.4%	0.0%	2.3%	2.2%	2.4%	0.0%	5.6%	0.0%	1.5%	0.7%	1.1%	1.2%	4.3%	0.0%	0.0%	1.0%

N/A: Data not collected

Southwest region – County breakout

Adults	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Fayette				Greene				Indiana				Lawrence			
Number of respondents	141	270	125	311	45	116	86	43	64	89	49	31	53	132	80	164
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	95.7%	100.0%	98.4%	86.8%	91.1%	92.2%	23.3%	93.0%	89.1%	96.6%	69.4%	96.8%	86.8%	79.5%	68.8%	86.6%
Sometimes	0.7%	0.0%	0.8%	4.2%	8.9%	4.3%	3.5%	7.0%	9.4%	0.0%	24.5%	3.2%	13.2%	16.7%	8.8%	4.9%
No (never)	3.5%	0.0%	0.8%	7.7%	0.0%	3.4%	3.5%	0.0%	1.6%	3.4%	6.1%	0.0%	0.0%	3.8%	3.8%	2.4%
2. Were you given the chance to make treatment decisions?																
Yes (always)	93.6%	94.8%	91.2%	92.0%	80.0%	85.3%	62.8%	93.0%	85.9%	73.0%	69.4%	93.5%	92.5%	73.5%	91.3%	90.2%
Sometimes	0.0%	0.0%	1.6%	1.0%	20.0%	6.0%	3.5%	7.0%	0.0%	0.0%	18.4%	6.5%	7.5%	13.6%	5.0%	4.3%
No (never)	6.4%	5.2%	7.2%	7.1%	0.0%	0.0%	1.2%	0.0%	14.1%	22.5%	12.2%	0.0%	0.0%	6.1%	2.5%	3.0%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	48.9%	36.3%	42.4%	37.0%	15.6%	42.2%	15.1%	4.7%	31.3%	12.4%	53.1%	35.5%	28.3%	40.2%	50.0%	39.0%
A little better	34.8%	42.2%	40.8%	46.6%	37.8%	37.9%	40.7%	79.1%	50.0%	14.6%	24.5%	61.3%	54.7%	30.3%	37.5%	41.5%
About the same	13.5%	20.7%	16.0%	15.8%	40.0%	13.8%	8.1%	16.3%	17.2%	9.0%	18.4%	3.2%	17.0%	22.7%	11.3%	18.3%
A little worse	2.8%	0.4%	0.8%	0.6%	6.7%	1.7%	3.5%	0.0%	1.6%	1.1%	0.0%	0.0%	0.0%	0.8%	0.0%	1.2%
Much Worse	0.0%	0.4%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	2.3%	0.0%	0.0%

N/A: Data not collected

Southwest region – County breakout

Adults	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Washington				Westmoreland				Southwest average			
Number of respondents	116	134	64	84	48	102	113	102	878	1295	990	1201
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	78.4%	93.3%	81.3%	91.7%	79.2%	86.3%	79.6%	78.4%	85.1%	86.2%	73.7%	84.0%
Sometimes	16.4%	5.2%	15.6%	7.1%	12.5%	9.8%	14.2%	18.6%	10.0%	8.2%	11.5%	9.6%
No (never)	3.4%	1.5%	0.0%	1.2%	8.3%	3.9%	3.5%	2.0%	4.2%	5.3%	4.4%	5.1%
2. Were you given the chance to make treatment decisions?												
Yes (always)	78.4%	80.6%	75.0%	77.4%	70.8%	72.5%	77.9%	87.3%	82.6%	80.9%	78.9%	86.4%
Sometimes	11.2%	12.7%	21.9%	15.5%	18.8%	16.7%	12.4%	6.9%	9.3%	9.5%	9.6%	6.0%
No (never)	6.9%	6.7%	3.1%	6.0%	6.3%	4.9%	3.5%	3.9%	6.9%	6.6%	6.2%	6.3%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	57.8%	55.2%	59.4%	53.6%	47.9%	39.2%	38.1%	48.0%	48.3%	44.2%	44.0%	44.7%
A little better	35.3%	32.8%	31.3%	36.9%	27.1%	41.2%	38.9%	37.3%	33.5%	33.7%	37.5%	39.1%
About the same	4.3%	11.9%	9.4%	7.1%	18.8%	15.7%	19.5%	9.8%	14.7%	15.4%	12.1%	14.1%
A little worse	0.9%	0.0%	0.0%	2.4%	4.2%	2.0%	1.8%	2.9%	1.8%	0.9%	1.3%	1.3%
Much Worse	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.9%	0.8%	0.7%	0.6%

N/A: Data not collected

Southwest region – County breakout

Children and adolescents	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Allegheny				Armstrong				Beaver				Butler			
Number of respondents	75	151	106	N/A	20	40	10	7	N/A	60	9	N/A	30	15	34	32
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	17.3%	11.9%	14.2%	N/A	0.0%	15.0%	10.0%	14.3%	N/A	40.0%	33.3%	N/A	20.0%	26.7%	14.7%	56.3%
Sometimes	10.7%	17.9%	18.9%	N/A	25.0%	17.5%	0.0%	0.0%	N/A	5.0%	0.0%	N/A	13.3%	6.7%	26.5%	15.6%
No (never)	72.0%	70.2%	67.0%	N/A	75.0%	67.5%	20.0%	85.7%	N/A	36.7%	66.7%	N/A	66.7%	66.7%	41.2%	25.0%
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	89.3%	89.4%	83.0%	N/A	70.0%	85.0%	80.0%	85.7%	N/A	85.0%	100.0%	N/A	93.3%	86.7%	76.5%	65.6%
Sometimes	2.7%	4.6%	8.5%	N/A	10.0%	5.0%	0.0%	0.0%	N/A	0.0%	0.0%	N/A	6.7%	13.3%	8.8%	18.8%
No (never)	8.0%	6.0%	8.5%	N/A	20.0%	2.5%	20.0%	14.3%	N/A	0.0%	0.0%	N/A	0.0%	0.0%	11.8%	9.4%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:																
Much better	34.7%	38.4%	31.1%	N/A	45.0%	37.5%	30.0%	42.9%	N/A	35.0%	55.6%	N/A	26.7%	46.7%	32.4%	40.6%
A little better	33.3%	27.2%	27.4%	N/A	40.0%	57.5%	50.0%	57.1%	N/A	41.7%	33.3%	N/A	46.7%	26.7%	23.5%	37.5%
About the same	25.3%	27.2%	26.4%	N/A	15.0%	0.0%	10.0%	0.0%	N/A	5.0%	0.0%	N/A	13.3%	26.7%	38.2%	21.9%
A little worse	4.0%	3.3%	2.8%	N/A	0.0%	2.5%	0.0%	0.0%	N/A	0.0%	0.0%	N/A	6.7%	0.0%	2.9%	0.0%
Much Worse	2.7%	4.0%	2.8%	N/A	0.0%	0.0%	10.0%	0.0%	N/A	0.0%	11.1%	N/A	3.3%	0.0%	0.0%	0.0%

N/A: Data not collected

Southwest region – County breakout

Children and adolescents	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Fayette				Greene				Indiana				Lawrence			
Number of respondents	26	24	9	24	54	86	28	43	17	3	2	7	26	125	16	50
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	19.2%	16.7%	11.1%	29.2%	31.5%	9.3%	7.1%	18.6%	11.8%	100.0%	0.0%	0.0%	0.0%	14.4%	6.3%	12.0%
Sometimes	3.8%	4.2%	0.0%	0.0%	3.7%	4.7%	7.1%	32.6%	0.0%	0.0%	0.0%	0.0%	3.8%	4.0%	6.3%	0.0%
No (never)	76.9%	79.2%	88.9%	70.8%	64.8%	59.3%	35.7%	48.8%	88.2%	0.0%	50.0%	71.4%	92.3%	80.8%	50.0%	88.0%
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	88.5%	95.8%	77.8%	83.3%	92.6%	96.5%	96.4%	53.5%	100.0%	100.0%	100.0%	71.4%	96.2%	88.0%	87.5%	96.0%
Sometimes	7.7%	0.0%	0.0%	0.0%	1.9%	3.5%	3.6%	46.5%	0.0%	0.0%	0.0%	0.0%	3.8%	6.4%	6.3%	2.0%
No (never)	3.8%	4.2%	11.1%	16.7%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:																
Much better	34.6%	33.3%	0.0%	45.8%	25.9%	47.7%	14.3%	9.3%	52.9%	0.0%	50.0%	0.0%	30.8%	62.4%	31.3%	32.0%
A little better	23.1%	58.3%	44.4%	41.7%	55.6%	31.4%	60.7%	65.1%	35.3%	33.3%	50.0%	85.7%	19.2%	29.6%	37.5%	32.0%
About the same	34.6%	8.3%	44.4%	4.2%	16.7%	18.6%	17.9%	25.6%	11.8%	0.0%	0.0%	14.3%	50.0%	0.8%	18.8%	30.0%
A little worse	3.8%	0.0%	0.0%	4.2%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	4.0%
Much Worse	3.8%	0.0%	0.0%	4.2%	1.9%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%

N/A: Data not collected

Southwest region – County breakout

Children and adolescents	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Washington				Westmoreland				Southwest average			
Number of respondents	11	37	30	20	68	96	67	77	327	734	345	261
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	9.1%	2.7%	13.3%	0.0%	2.9%	3.1%	11.9%	7.8%	14.1%	29.0%	25.5%	17.6%
Sometimes	18.2%	8.1%	3.3%	5.0%	13.2%	12.5%	22.4%	9.1%	9.8%	9.1%	16.5%	10.3%
No (never)	72.7%	89.2%	56.7%	0.0%	79.4%	84.4%	64.2%	83.1%	74.9%	57.1%	47.2%	63.6%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	100.0%	83.8%	86.7%	0.0%	82.4%	79.2%	79.1%	88.3%	89.0%	86.6%	81.7%	73.6%
Sometimes	0.0%	13.5%	3.3%	10.0%	5.9%	5.2%	10.4%	6.5%	4.3%	6.0%	10.1%	13.0%
No (never)	0.0%	2.7%	3.3%	5.0%	10.3%	14.6%	9.0%	3.9%	6.4%	4.6%	7.0%	4.6%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:												
Much better	54.5%	37.8%	33.3%	0.0%	33.8%	44.8%	35.8%	33.8%	34.3%	47.0%	35.9%	28.0%
A little better	36.4%	48.6%	60.0%	5.0%	41.2%	32.3%	44.8%	44.2%	38.5%	33.7%	35.7%	42.9%
About the same	9.1%	10.8%	6.7%	10.0%	22.1%	17.7%	16.4%	20.8%	22.9%	13.6%	20.6%	20.3%
A little worse	0.0%	2.7%	0.0%	0.0%	1.5%	3.1%	3.0%	1.3%	2.1%	1.4%	2.0%	1.5%
Much Worse	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.8%	2.0%	0.8%

N/A: Data not collected

Southeast region – County breakout

Adults	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Bucks				Chester				Delaware			
Number of respondents	29	13	59	15	8	30	172	14	173	117	157	N/A
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	58.6%	69.2%	57.6%	66.7%	100.0%	70.0%	73.3%	100.0%	92.5%	76.9%	68.8%	N/A
Sometimes	17.2%	15.4%	32.2%	20.0%	0.0%	26.7%	21.5%	0.0%	6.4%	15.4%	8.3%	N/A
No (never)	24.1%	7.7%	1.7%	0.0%	0.0%	3.3%	4.7%	0.0%	0.6%	1.7%	22.9%	N/A
2. Were you given the chance to make treatment decisions?												
Yes (always)	86.2%	69.2%	44.1%	33.3%	75.0%	66.7%	63.4%	100.0%	86.7%	85.5%	83.4%	N/A
Sometimes	10.3%	23.1%	32.2%	26.7%	25.0%	33.3%	23.3%	0.0%	9.8%	2.6%	16.6%	N/A
No (never)	0.0%	0.0%	15.3%	20.0%	0.0%	0.0%	12.2%	0.0%	3.5%	6.0%	0.0%	N/A
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	41.4%	61.5%	49.2%	53.3%	75.0%	53.3%	56.4%	71.4%	56.1%	83.8%	71.3%	N/A
A little better	34.5%	23.1%	33.9%	20.0%	25.0%	33.3%	29.1%	28.6%	37.6%	8.5%	18.5%	N/A
About the same	20.7%	0.0%	8.5%	13.3%	0.0%	13.3%	13.4%	0.0%	5.2%	1.7%	10.2%	N/A
A little worse	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	1.7%	0.0%	N/A
Much Worse	6.9%	7.7%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.6%	0.0%	0.0%	N/A

N/A: Data not collected

Southeast region – County breakout

Adults	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Montgomery				Philadelphia				Southeast average			
Number of respondents	65	413	N/A	N/A	N/A	763	1047	1818	275	1336	1435	1847
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	69.2%	47.2%	N/A	N/A	N/A	68.0%	75.3%	78.4%	83.6%	62.4%	73.6%	78.5%
Sometimes	26.2%	42.1%	N/A	N/A	N/A	17.8%	10.6%	6.9%	12.0%	25.3%	12.5%	6.9%
No (never)	4.6%	15.7%	N/A	N/A	N/A	8.3%	5.2%	2.4%	4.0%	9.9%	6.9%	2.3%
2. Were you given the chance to make treatment decisions?												
Yes (always)	64.6%	74.1%	N/A	N/A	N/A	65.5%	76.6%	77.0%	81.1%	70.0%	74.4%	76.8%
Sometimes	30.8%	8.2%	N/A	N/A	N/A	14.3%	6.2%	5.8%	15.3%	12.4%	10.5%	6.0%
No (never)	4.6%	14.3%	N/A	N/A	N/A	12.6%	5.0%	4.3%	3.3%	12.4%	5.7%	4.4%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	56.9%	45.5%	N/A	N/A	N/A	47.1%	59.0%	64.9%	55.3%	50.1%	53.7%	64.9%
A little better	32.3%	36.3%	N/A	N/A	N/A	22.1%	18.0%	14.2%	35.6%	25.6%	18.0%	14.3%
About the same	10.8%	10.9%	N/A	N/A	N/A	15.7%	10.1%	6.1%	8.0%	13.4%	9.3%	6.1%
A little worse	0.0%	1.7%	N/A	N/A	N/A	3.5%	0.8%	0.6%	0.4%	2.9%	8.5%	0.5%
Much Worse	0.0%	2.9%	N/A	N/A	N/A	3.1%	1.1%	1.0%	1.1%	2.7%	2.9%	1.0%

N/A: Data not collected

Southeast region – County breakout

Children and adolescents	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Bucks				Chester				Delaware			
Number of respondents	6	N/A	100	N/A	22	38	68	47	N/A	62	85	93
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	16.7%	N/A	55.0%	N/A	9.1%	26.3%	26.5%	6.4%	N/A	29.0%	17.6%	26.9%
Sometimes	33.3%	N/A	31.0%	N/A	4.5%	15.8%	20.6%	59.6%	N/A	17.7%	28.2%	20.4%
No (never)	50.0%	N/A	8.0%	N/A	86.4%	57.9%	52.9%	34.0%	N/A	53.2%	54.1%	44.1%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	33.3%	N/A	39.0%	N/A	100.0%	94.7%	79.4%	51.1%	N/A	74.2%	65.9%	68.8%
Sometimes	50.0%	N/A	31.0%	N/A	0.0%	5.3%	14.7%	44.7%	N/A	17.7%	23.5%	18.3%
No (never)	16.7%	N/A	24.0%	N/A	0.0%	0.0%	5.9%	2.1%	N/A	3.2%	10.6%	5.4%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:												
Much better	16.7%	N/A	35.0%	N/A	59.1%	50.0%	29.4%	38.3%	N/A	32.3%	35.3%	35.5%
A little better	66.7%	N/A	38.0%	N/A	31.8%	39.5%	63.2%	44.7%	N/A	51.6%	21.2%	33.3%
About the same	16.7%	N/A	18.0%	N/A	9.1%	5.3%	7.4%	14.9%	N/A	12.9%	36.5%	14.0%
A little worse	0.0%	N/A	1.0%	N/A	0.0%	5.3%	0.0%	2.1%	N/A	3.2%	2.4%	7.5%
Much Worse	0.0%	N/A	1.0%	N/A	0.0%	0.0%	0.0%	0.0%	N/A	0.0%	4.7%	0.0%

N/A: Data not collected

Southeast region – County breakout

Children and adolescents	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Montgomery				Philadelphia				Southeast average			
Number of respondents	4	241	N/A	N/A	N/A	N/A	177	231	32	341	430	371
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	50.0%	14.9%	N/A	N/A	N/A	N/A	65.5%	70.6%	15.6%	18.8%	47.4%	51.5%
Sometimes	25.0%	20.3%	N/A	N/A	N/A	N/A	18.6%	16.5%	12.5%	19.4%	29.3%	22.9%
No (never)	25.0%	45.2%	N/A	N/A	N/A	N/A	7.9%	7.8%	71.9%	48.1%	29.5%	20.2%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	50.0%	58.9%	N/A	N/A	N/A	N/A	76.8%	74.9%	81.3%	65.7%	66.3%	70.4%
Sometimes	50.0%	14.5%	N/A	N/A	N/A	N/A	9.6%	11.7%	15.6%	14.1%	20.0%	17.5%
No (never)	0.0%	5.8%	N/A	N/A	N/A	N/A	6.2%	11.3%	3.1%	4.7%	12.8%	8.6%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:												
Much better	25.0%	40.2%	N/A	N/A	N/A	N/A	41.8%	51.9%	46.9%	39.9%	34.2%	46.1%
A little better	50.0%	25.7%	N/A	N/A	N/A	N/A	29.9%	25.1%	40.6%	32.0%	38.4%	29.6%
About the same	0.0%	9.5%	N/A	N/A	N/A	N/A	16.4%	10.4%	9.4%	9.7%	16.5%	11.9%
A little worse	25.0%	1.2%	N/A	N/A	N/A	N/A	1.1%	4.8%	3.1%	2.1%	10.2%	5.1%
Much Worse	0.0%	2.5%	N/A	N/A	N/A	N/A	0.6%	3.5%	0.0%	1.8%	5.3%	2.2%

N/A: Data not collected

Lehigh/Capital region – County breakout

Adults	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Berks				Cumberland				Dauphin				Lancaster			
Number of respondents	49	61	61	36	20	42	30	N/A	50	102	47	N/A	60	77	42	N/A
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	77.6%	85.2%	35.1%	97.2%	80.0%	78.6%	83.3%	N/A	82.0%	80.4%	78.7%	N/A	80.0%	80.5%	76.2%	N/A
Sometimes	10.2%	9.8%	13.3%	2.8%	5.0%	2.4%	13.3%	N/A	10.0%	2.0%	8.5%	N/A	1.7%	3.9%	7.1%	N/A
No (never)	12.2%	4.9%	45.5%	0.0%	15.0%	16.7%	3.3%	N/A	8.0%	17.6%	12.8%	N/A	18.3%	15.6%	16.7%	N/A
2. Were you given the chance to make treatment decisions?																
Yes (always)	67.3%	80.3%	81.7%	80.6%	70.0%	69.0%	86.7%	N/A	64.0%	76.5%	76.6%	N/A	58.3%	70.1%	71.4%	N/A
Sometimes	22.4%	4.9%	7.3%	5.6%	10.0%	19.0%	13.3%	N/A	28.0%	10.8%	10.6%	N/A	21.7%	16.9%	14.3%	N/A
No (never)	10.2%	14.8%	6.2%	13.9%	10.0%	11.9%	0.0%	N/A	8.0%	9.8%	12.8%	N/A	18.3%	10.4%	14.3%	N/A
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	36.7%	41.0%	40.3%	50.0%	50.0%	31.0%	43.3%	N/A	36.0%	38.2%	27.7%	N/A	36.7%	36.4%	35.7%	N/A
A little better	49.0%	32.8%	36.4%	38.9%	30.0%	42.9%	30.0%	N/A	38.0%	40.2%	38.3%	N/A	35.0%	42.9%	38.1%	N/A
About the same	6.1%	24.6%	16.2%	11.1%	10.0%	11.9%	13.3%	N/A	18.0%	11.8%	19.1%	N/A	15.0%	14.3%	19.0%	N/A
A little worse	8.2%	1.6%	2.1%	0.0%	0.0%	7.1%	6.7%	N/A	8.0%	3.9%	0.0%	N/A	8.3%	3.9%	7.1%	N/A
Much Worse	0.0%	0.0%	1.2%	0.0%	0.0%	2.4%	0.0%	N/A	0.0%	3.9%	14.9%	N/A	1.7%	1.3%	0.0%	N/A

N/A: Data not collected

Lehigh/Capital region – County breakout

Adults	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Lebanon				Lehigh				Northampton				Perry			
Number of respondents	2	15	7	N/A	38	41	8	12	29	32	15	28	N/A	12	9	N/A
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	0.0%	80.0%	71.4%	N/A	84.2%	78.0%	75.0%	83.3%	82.8%	78.1%	86.7%	75.0%	N/A	91.7%	100.0%	N/A
Sometimes	0.0%	20.0%	0.0%	N/A	15.8%	22.0%	12.5%	16.7%	17.2%	21.9%	13.3%	25.0%	N/A	0.0%	0.0%	N/A
No (never)	100.0%	0.0%	28.6%	N/A	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	8.3%	0.0%	N/A
2. Were you given the chance to make treatment decisions?																
Yes (always)	50.0%	66.7%	85.7%	N/A	76.3%	75.6%	37.5%	83.3%	86.2%	53.1%	73.3%	64.3%	N/A	83.3%	77.8%	N/A
Sometimes	0.0%	26.7%	14.3%	N/A	18.4%	22.0%	62.5%	0.0%	10.3%	46.9%	26.7%	28.6%	N/A	16.7%	22.2%	N/A
No (never)	50.0%	6.7%	0.0%	N/A	2.6%	2.4%	0.0%	16.7%	0.0%	0.0%	0.0%	3.6%	N/A	0.0%	0.0%	N/A
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	0.0%	33.3%	71.4%	N/A	50.0%	43.9%	25.0%	41.7%	82.8%	53.1%	66.7%	60.7%	N/A	33.3%	55.6%	N/A
A little better	50.0%	33.3%	14.3%	N/A	44.7%	41.5%	37.5%	41.7%	13.8%	31.3%	26.7%	28.6%	N/A	41.7%	11.1%	N/A
About the same	50.0%	13.3%	14.3%	N/A	5.3%	12.2%	25.0%	8.3%	3.4%	9.4%	6.7%	10.7%	N/A	25.0%	33.3%	N/A
A little worse	0.0%	6.7%	0.0%	N/A	0.0%	2.4%	0.0%	8.3%	0.0%	3.1%	0.0%	0.0%	N/A	0.0%	0.0%	N/A
Much Worse	0.0%	13.3%	0.0%	N/A	0.0%	0.0%	12.5%	0.0%	0.0%	3.1%	0.0%	0.0%	N/A	0.0%	0.0%	N/A

N/A: Data not collected

Lehigh/Capital region – County breakout

Adults	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	York/Adams				Lehigh/Capital average			
Number of respondents	27	54	40	138	275	436	259	214
1. In the last 12 months were you able to get the help you needed?								
Yes (always)	74.1%	77.8%	65.0%	68.1%	79.6%	80.5%	79.9%	74.8%
Sometimes	14.8%	13.0%	20.0%	24.6%	9.8%	8.7%	10.0%	20.6%
No (never)	11.1%	0.0%	15.0%	7.2%	10.5%	9.4%	10.0%	4.7%
2. Were you given the chance to make treatment decisions?								
Yes (always)	63.0%	77.8%	85.0%	75.4%	67.6%	73.4%	75.7%	75.2%
Sometimes	11.1%	11.1%	12.5%	15.9%	19.3%	16.3%	14.7%	15.0%
No (never)	25.9%	1.9%	2.5%	8.7%	11.3%	8.0%	9.7%	9.3%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:								
Much better	33.3%	50.0%	40.0%	59.4%	43.6%	40.4%	40.2%	57.0%
A little better	37.0%	35.2%	50.0%	25.4%	37.1%	38.5%	38.2%	29.0%
About the same	18.5%	5.6%	7.5%	11.6%	11.6%	13.5%	15.1%	11.2%
A little worse	7.4%	0.0%	0.0%	2.9%	5.5%	3.2%	2.3%	2.3%
Much Worse	3.7%	0.0%	2.5%	0.7%	0.7%	2.1%	3.5%	0.5%

N/A: Data not collected

Lehigh/Capital region – County breakout

Children and adolescent	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Berks				Cumberland				Dauphin				Lancaster			
Number of respondents	44	14	36	57	19	29	115	N/A	53	84	186	N/A	32	87	159	N/A
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	81.8%	0.0%	2.8%	3.5%	26.3%	20.7%	20.0%	N/A	7.5%	11.9%	22.6%	N/A	15.6%	9.2%	15.7%	N/A
Sometimes	13.6%	7.1%	5.6%	17.5%	10.5%	10.3%	11.3%	N/A	5.7%	10.7%	15.1%	N/A	9.4%	9.2%	13.8%	N/A
No (never)	4.5%	21.4%	91.7%	78.9%	63.2%	69.0%	68.7%	N/A	86.8%	77.4%	61.8%	N/A	75.0%	81.6%	68.6%	N/A
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	81.8%	92.9%	80.6%	75.4%	68.4%	82.8%	84.3%	N/A	81.1%	75.0%	82.3%	N/A	81.3%	70.1%	84.3%	N/A
Sometimes	13.6%	0.0%	5.6%	12.3%	15.8%	0.0%	7.8%	N/A	9.4%	10.7%	9.7%	N/A	9.4%	10.3%	9.4%	N/A
No (never)	4.5%	7.1%	13.9%	12.3%	10.5%	17.2%	7.0%	N/A	3.8%	9.5%	8.1%	N/A	6.3%	13.8%	6.3%	N/A
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:																
Much better	40.9%	42.9%	55.6%	40.4%	47.4%	34.5%	32.2%	N/A	26.4%	32.1%	31.2%	N/A	37.5%	36.8%	35.2%	N/A
A little better	43.2%	42.9%	33.3%	40.4%	31.6%	44.8%	36.5%	N/A	39.6%	46.4%	39.8%	N/A	40.6%	36.8%	34.6%	N/A
About the same	11.4%	14.3%	11.1%	12.3%	5.3%	13.8%	22.6%	N/A	18.9%	10.7%	19.4%	N/A	12.5%	14.9%	21.4%	N/A
A little worse	2.3%	0.0%	0.0%	5.3%	5.3%	3.4%	1.7%	N/A	1.9%	3.6%	3.2%	N/A	3.1%	3.4%	5.0%	N/A
Much Worse	2.3%	0.0%	0.0%	1.8%	0.0%	3.4%	6.1%	N/A	1.9%	4.8%	4.3%	N/A	3.1%	1.1%	3.1%	N/A

N/A: Data not collected

Lehigh/Capital region – County breakout

Children and adolescents	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	Lebanon				Lehigh				Northampton				Perry			
Number of respondents	5	24	44	N/A	1	20	27	31	1	7	3	7	2	15	42	N/A
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	40.0%	4.2%	15.9%	N/A	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	20.0%	23.8%	N/A
Sometimes	0.0%	12.5%	20.5%	N/A	0.0%	30.0%	33.3%	25.8%	0.0%	57.1%	0.0%	0.0%	0.0%	20.0%	9.5%	N/A
No (never)	60.0%	79.2%	61.4%	N/A	100.0%	65.0%	66.7%	74.2%	100.0%	42.9%	100.0%	85.7%	100.0%	60.0%	61.9%	N/A
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	60.0%	87.5%	81.8%	N/A	100.0%	75.0%	85.2%	83.9%	100.0%	42.9%	100.0%	100.0%	100.0%	86.7%	83.3%	N/A
Sometimes	0.0%	8.3%	11.4%	N/A	0.0%	10.0%	11.1%	16.1%	0.0%	57.1%	0.0%	0.0%	0.0%	0.0%	4.8%	N/A
No (never)	40.0%	4.2%	4.5%	N/A	0.0%	15.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	9.5%	N/A
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:																
Much better	40.0%	41.7%	27.3%	N/A	0.0%	50.0%	22.2%	45.2%	100.0%	42.9%	100.0%	100.0%	0.0%	20.0%	42.9%	N/A
A little better	40.0%	29.2%	43.2%	N/A	100.0%	35.0%	51.9%	32.3%	0.0%	28.6%	0.0%	0.0%	100.0%	60.0%	26.2%	N/A
About the same	20.0%	29.2%	15.9%	N/A	0.0%	5.0%	25.9%	6.5%	0.0%	14.3%	0.0%	0.0%	0.0%	13.3%	16.7%	N/A
A little worse	0.0%	0.0%	9.1%	N/A	0.0%	5.0%	0.0%	3.2%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	N/A
Much Worse	0.0%	0.0%	4.5%	N/A	0.0%	5.0%	0.0%	12.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	N/A

N/A: Data not collected

Lehigh/Capital region – County breakout

Children and adolescents	4Q05	4Q06	4Q07	4Q08	4Q05	4Q06	4Q07	4Q08
	York/Adams				Lehigh/Capital Average			
Number of respondents	49	53	97	67	206	333	709	162
1. In the last 12 months did you or your child have problems getting the help he or she needed?								
Yes (always)	16.3%	11.3%	15.5%	47.8%	21.8%	13.2%	17.3%	16.4%
Sometimes	18.4%	34.0%	14.4%	23.9%	8.4%	21.3%	14.2%	15.9%
No (never)	65.3%	54.7%	70.1%	28.4%	44.7%	59.2%	67.4%	43.5%
2. Were you and your child given the chance to make treatment decisions?								
Yes (always)	65.3%	69.8%	90.7%	74.6%	57.1%	60.4%	84.3%	58.9%
Sometimes	24.5%	22.6%	4.1%	22.4%	10.5%	8.1%	8.2%	12.6%
No (never)	10.2%	7.5%	5.2%	3.0%	5.5%	10.2%	7.1%	4.2%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:								
Much better	32.7%	11.3%	43.3%	49.3%	26.2%	33.3%	35.5%	36.0%
A little better	53.1%	34.0%	39.2%	34.3%	32.7%	32.1%	37.4%	26.2%
About the same	8.2%	9.4%	10.3%	10.4%	9.1%	11.1%	18.5%	7.5%
A little worse	2.0%	0.0%	2.1%	1.5%	1.8%	2.7%	3.1%	2.3%
Much Worse	2.0%	1.9%	1.0%	4.5%	1.5%	1.8%	3.7%	3.7%

N/A: Data not collected

North/Central State Option region

Adults	4Q07	4Q08
North/Central State Option		
Number of respondents	369	185
1. In the last 12 months were you able to get the help you needed?		
Yes (always)	79.1%	91.4%
Sometimes	13.6%	5.4%
No (never)	7.3%	2.2%
2. Were you given the chance to make treatment decisions?		
Yes (always)	74.8%	83.8%
Sometimes	7.9%	7.6%
No (never)	17.3%	7.0%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:		
Much better	34.1%	50.3%
A little better	37.4%	31.9%
About the same	22.0%	13.5%
A little worse	5.1%	1.6%
Much Worse	1.4%	1.1%

N/A: Data not collected

Children and adolescents	4Q07	4Q08
North/Central State Option		
Number of respondents	382	218
1. In the last 12 months did you or your child have problems getting the help he or she needed?		
Yes (always)	31.2%	27.1%
Sometimes	12.3%	9.2%
No (never)	50.5%	57.3%
2. Were you and your child given the chance to make treatment decisions?		
Yes (always)	69.2%	90.4%
Sometimes	5.7%	3.7%
No (never)	14.3%	5.0%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:		
Much better	34.3%	48.6%
A little better	40.9%	36.2%
About the same	18.9%	12.4%
A little worse	3.4%	1.8%
Much Worse	2.5%	0.5%

Northeast region

Adults	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08
	Lackawanna		Luzerne		Susquehanna		Wyoming		Northeast average	
Number of respondents	72	33	89	34	6	13	8	N/A	175	80
1. In the last 12 months were you able to get the help you needed?										
Yes (always)	77.8%	93.9%	85.4%	67.6%	100.0%	76.9%	87.5%	N/A	82.9%	80.0%
Sometimes	16.7%	6.1%	11.2%	26.5%	0.0%	23.1%	12.5%	N/A	13.1%	17.5%
No (never)	2.8%	0.0%	3.4%	5.9%	0.0%	0.0%	0.0%	N/A	2.9%	2.5%
2. Were you given the chance to make treatment decisions?										
Yes (always)	62.5%	93.9%	75.3%	47.1%	100.0%	61.5%	75.0%	N/A	70.9%	68.8%
Sometimes	16.7%	6.1%	14.6%	23.5%	0.0%	23.1%	0.0%	N/A	14.3%	16.3%
No (never)	15.3%	0.0%	10.1%	29.4%	0.0%	15.4%	25.0%	N/A	12.6%	15.0%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:										
Much better	50.0%	45.5%	44.9%	44.1%	33.3%	15.4%	62.5%	N/A	47.4%	40.0%
A little better	27.8%	36.4%	34.8%	2.9%	66.7%	38.5%	25.0%	N/A	32.6%	22.5%
About the same	9.7%	18.2%	15.7%	17.6%	0.0%	38.5%	12.5%	N/A	12.6%	21.3%
A little worse	4.2%	0.0%	2.2%	2.9%	0.0%	0.0%	0.0%	N/A	2.9%	1.3%
Much Worse	4.2%	0.0%	1.1%	0.0%	0.0%	7.7%	0.0%	N/A	2.3%	1.3%

N/A: Data not collected

Northeast region

Children and adolescent	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08
	Lackawanna		Luzerne		Susquehanna		Wyoming		Northeast average	
Number of respondents	32	51	42	36	N/A	5	1	N/A	75	92
1. In the last 12 months did you or your child have problems getting the help he or she needed?										
Yes (always)	3.1%	84.3%	9.5%	72.2%	N/A	100.0%	0.0%	N/A	9.3%	80.4%
Sometimes	34.4%	7.8%	33.3%	19.4%	N/A	0.0%	0.0%	N/A	38.7%	12.0%
No (never)	59.4%	7.8%	57.1%	8.3%	N/A	0.0%	100.0%	N/A	58.7%	7.6%
2. Were you and your child given the chance to make treatment decisions?										
Yes (always)	40.6%	80.4%	69.0%	77.8%	N/A	80.0%	100.0%	N/A	57.3%	79.3%
Sometimes	46.9%	7.8%	16.7%	13.9%	N/A	20.0%	0.0%	N/A	29.3%	10.9%
No (never)	6.3%	9.8%	14.3%	8.3%	N/A	0.0%	0.0%	N/A	10.7%	8.7%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:										
Much better	31.3%	52.9%	45.2%	47.2%	N/A	80.0%	100.0%	N/A	40.0%	52.2%
A little better	34.4%	31.4%	47.6%	38.9%	N/A	20.0%	0.0%	N/A	41.3%	33.7%
About the same	15.6%	15.7%	4.8%	8.3%	N/A	0.0%	0.0%	N/A	9.3%	12.0%
A little worse	6.3%	0.0%	0.0%	0.0%	N/A	0.0%	0.0%	N/A	2.7%	0.0%
Much Worse	6.3%	0.0%	2.4%	5.6%	N/A	0.0%	0.0%	N/A	4.0%	2.2%

N/A: Data not collected

North/Central County Option region

Adults	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08
	Bedford-Somerset		Blair		Franklin-Fulton		Lycoming-Clinton		Cambria		Crawford	
Number of respondents	24	156	N/A	66	N/A	123	55	32	33	70	64	41
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	0.0%	84.0%	N/A	83.3%	N/A	91.1%	85.5%	75.0%	78.8%	91.4%	70.3%	90.2%
Sometimes	4.2%	10.3%	N/A	3.0%	N/A	8.1%	5.5%	18.8%	9.1%	8.6%	26.6%	7.3%
No (never)	54.2%	5.8%	N/A	13.6%	N/A	1.6%	9.1%	6.3%	9.1%	0.0%	1.6%	2.4%
2. Were you given the chance to make treatment decisions?												
Yes (always)	54.2%	82.1%	N/A	69.7%	N/A	88.6%	63.6%	84.4%	69.7%	97.1%	68.8%	73.2%
Sometimes	0.0%	10.3%	N/A	7.6%	N/A	9.8%	9.1%	15.6%	15.2%	1.4%	23.4%	14.6%
No (never)	0.0%	7.7%	N/A	21.2%	N/A	2.4%	21.8%	0.0%	12.1%	1.4%	6.3%	12.2%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	45.8%	48.1%	N/A	57.6%	N/A	35.0%	36.4%	78.1%	33.3%	24.3%	34.4%	39.0%
A little better	29.2%	37.8%	N/A	36.4%	N/A	42.3%	25.5%	18.8%	36.4%	68.6%	40.6%	56.1%
About the same	12.5%	11.5%	N/A	6.1%	N/A	17.1%	23.6%	0.0%	21.2%	5.7%	23.4%	2.4%
A little worse	0.0%	1.9%	N/A	0.0%	N/A	4.1%	7.3%	3.1%	6.1%	0.0%	0.0%	2.4%
Much Worse	0.0%	0.6%	N/A	0.0%	N/A	1.6%	3.6%	0.0%	3.0%	1.4%	0.0%	0.0%

N/A: Data not collected

North/Central County Option region

Adults	4Q07	4Q08	4Q07	4Q08	4Q08	4Q07	4Q08	4Q07	4Q08
	Mercer		Erie		Venango	Carbon/Monroe/Pike		North/Central average	
Number of respondents	55	71	365	394	61	N/A	24	596	1038
1. In the last 12 months were you able to get the help you needed?									
Yes (always)	70.9%	62.0%	83.0%	89.3%	83.6%	N/A	79.2%	77.2%	85.6%
Sometimes	16.4%	38.0%	14.0%	7.1%	9.8%	N/A	8.3%	14.1%	10.2%
No (never)	10.9%	0.0%	3.0%	3.3%	6.6%	N/A	4.2%	6.5%	3.9%
2. Were you given the chance to make treatment decisions?									
Yes (always)	63.6%	71.8%	84.0%	87.3%	80.3%	N/A	87.5%	76.6%	84.1%
Sometimes	12.7%	21.1%	11.0%	5.6%	4.9%	N/A	0.0%	12.1%	8.2%
No (never)	16.4%	7.0%	5.0%	5.8%	14.8%	N/A	8.3%	7.9%	7.1%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:									
Much better	30.9%	38.0%	37.0%	36.8%	37.7%	N/A	33.3%	36.3%	40.2%
A little better	49.1%	36.6%	39.0%	37.3%	26.2%	N/A	33.3%	38.3%	39.4%
About the same	14.5%	16.9%	22.0%	22.3%	18.0%	N/A	16.7%	21.2%	15.7%
A little worse	3.6%	5.6%	1.0%	2.8%	0.0%	N/A	0.0%	2.0%	2.4%
Much Worse	1.8%	2.8%	1.0%	0.8%	1.6%	N/A	8.3%	1.3%	1.2%

N/A: Data not collected

North/Central County Option region

Children and adolescents	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08	4Q07	4Q08
	Bedford/Somerset		Blair		Franklin/Fulton		Lycoming/Clinton		Cambria		Crawford	
Number of respondents	62	113	N/A	58	N/A	64	14	63	4	63	12	23
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	12.9%	14.2%	N/A	10.3%	N/A	21.9%	28.6%	0.0%	25.0%	1.6%	41.7%	43.5%
Sometimes	6.5%	9.7%	N/A	3.4%	N/A	6.3%	0.0%	11.1%	0.0%	9.5%	41.7%	21.7%
No (never)	62.9%	76.1%	N/A	86.2%	N/A	65.6%	71.4%	88.9%	75.0%	88.9%	16.7%	30.4%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	61.3%	71.7%	N/A	86.2%	N/A	81.3%	57.1%	95.2%	0.0%	100.0%	50.0%	91.3%
Sometimes	1.6%	23.0%	N/A	13.8%	N/A	10.9%	7.1%	4.8%	25.0%	0.0%	50.0%	4.3%
No (never)	3.2%	1.8%	N/A	0.0%	N/A	3.1%	35.7%	0.0%	75.0%	0.0%	0.0%	0.0%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:												
Much better	56.5%	32.7%	N/A	41.4%	N/A	28.1%	14.3%	71.4%	0.0%	28.6%	50.0%	34.8%
A little better	27.4%	45.1%	N/A	46.6%	N/A	39.1%	50.0%	14.3%	0.0%	52.4%	33.3%	34.8%
About the same	8.1%	20.4%	N/A	8.6%	N/A	23.4%	28.6%	11.1%	100.0%	19.0%	16.7%	26.1%
A little worse	0.0%	0.0%	N/A	1.7%	N/A	1.6%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Much Worse	0.0%	0.0%	N/A	1.7%	N/A	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

N/A: Data not collected

North/Central County Option region

Children and adolescent	4Q07	4Q08	4Q07	4Q08	4Q08	4Q07	4Q08	4Q07	4Q08
	Mercer		Erie		Venango	Carbon/Monroe/Pike		North/Central average	
Number of respondents	26	19	75	218	16	N/A	17	193	654
1. In the last 12 months did you or your child have problems getting the help he or she needed?									
Yes (always)	26.9%	36.8%	17.0%	18.3%	25.0%	N/A	23.5%	19.6%	15.6%
Sometimes	11.5%	47.4%	0.0%	17.0%	25.0%	N/A	5.9%	6.2%	13.1%
No (never)	57.7%	15.8%	73.0%	64.7%	50.0%	N/A	64.7%	64.1%	70.3%
2. Were you and your child given the chance to make treatment decisions?									
Yes (always)	84.6%	47.4%	82.0%	85.3%	81.3%	N/A	41.2%	70.2%	82.9%
Sometimes	3.8%	36.8%	11.0%	11.0%	12.5%	N/A	5.9%	9.5%	12.1%
No (never)	11.5%	15.8%	7.0%	3.7%	6.3%	N/A	35.3%	9.5%	3.4%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:									
Much better	46.2%	10.5%	23.0%	31.2%	31.3%	N/A	35.3%	37.4%	35.3%
A little better	42.3%	57.9%	43.0%	45.9%	50.0%	N/A	29.4%	36.9%	42.4%
About the same	7.7%	5.3%	29.0%	19.3%	18.8%	N/A	17.6%	20.1%	17.9%
A little worse	0.0%	21.1%	0.0%	3.2%	0.0%	N/A	0.0%	0.0%	2.3%
Much Worse	3.8%	5.3%	4.0%	0.5%	0.0%	N/A	17.6%	2.1%	1.2%

N/A: Data not collected

Appendix C

Service category definitions for indicator #2.7b

- **IP Psych**: Inpatient psychiatric hospital services, except when provided in a state mental hospital.
- **OP Psych**: Psychiatric partial hospitalization services, psychiatric outpatient clinic services.
- **OP D&A**: Outpatient Drug & Alcohol services, including Methadone Maintenance Clinic.
- **Ancillary**: Clozapine and clozapine support services as contractually defined, Laboratory studies ordered by behavioral health physician.
- **Community support**: Crisis Intervention with in-home capability, family-based MH services for children and adolescents, targeted MH case management, intensive case management and resource coordination.
- **Other services**: Miscellaneous services, primarily outpatient, submitted outside the parameters of the service categories defined above.



Commonwealth of Pennsylvania
Department of Public Welfare
Office of Mental Health and
Substance Abuse Services