

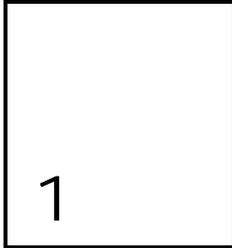
January 2009

HealthChoices Behavioral Health Performance Report – 2008 Commonwealth of Pennsylvania



Contents

1. Stakeholder introduction	1
2. Executive summary	5
3. Access performance indicators	7
4. Quality of process performance indicators	40
5. Consumer satisfaction.....	62
Appendix A	71
County performance indicator tables	
Appendix B	102
Satisfaction survey results	
Appendix C	119
Service Category Definitions for Indicator #2.7b	



Stakeholder introduction

The Department of Public Welfare (DPW), Office of Mental Health and Substance Abuse Services (OMHSAS) is providing this report of HealthChoices Behavioral Health performance to inform consumers, families, people in recovery and other stakeholders about how well the mental health (MH) and drug and alcohol (D&A) system is working. This 2008 performance report is based on data from 2005, 2006 and 2007 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 behavioral health (BH) 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 Substance Abuse (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 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 and Lehigh/Capital regions as well as the North Central State Option counties. HealthChoices was implemented in the Northeast in July of 2006 and in the North Central State Option counties in January 2007. This is the first year that results are presented for these regions. Data for the counties in the North Central County Option region will be presented in the 2009 report of 2008 data. The 2009 PBC report will contain 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 compare the number of people served to the number eligible for medical assistance.
- **Quality of Process** measures provide information about quality of the service delivery processes that are seen as critical to effective and appropriate MH and D&A service delivery.
- **Consumer Satisfaction** measures gather feedback from consumers and family members about key aspects of service delivery and related outcomes.

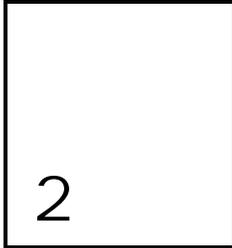
Results from all three dimensions – access, process and consumer satisfaction – provide information on HealthChoices' performance and form the basis to develop QI strategies. This report on 2007 performance repeats the same access and quality of process measures from the previous report with the addition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

Below is a chart of all the performance indicators (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. Three PIs are not presented in this report due to a lack of data availability in time for reporting. The indicators not included in the 2008 report are:

- 5b Percentage of Individuals Discharged From Psychiatric Inpatient With Follow-up Service(s) Within 7 Days Post-Discharge, Under Age 21
- 5c Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64
- 5d Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 65+

Table of performance indicators		
PI	Description	Page
Access		
PI #1a	Percentage of MA Eligible Adults Receiving Services Who Have SMI and No Co-Occurring SA Diagnosis, Ages 18 to 64	22
PI #1b	Percentage of MA Eligible Adults Receiving Services Who Have SMI and Co-Occurring SA Diagnosis, Ages 18 to 64	26
PI #2.1	Percentage of MA Eligible Significant Minority Population (African-American) Receiving Any MH Service, Ages 18 to 64	30
PI #2.2	Percentage of MA Eligible Significant Minority Population (African-American) Receiving Any SA Service, Ages 13 to 17	37
PI #2.3	Percentage of MA Eligible Significant Minority Population (African-American) Receiving Any SA Service, Ages 18 to 64	34
PI #2.4	Percentage of MA Eligible Individuals Receiving Any MH Service, Ages 18 to 64	8
PI #2.5	Percentage of MA Eligible Individuals Receiving Any SA Service, Ages 13 to 17	19
PI #2.6	Percentage of MA Eligible Individuals Receiving Any SA Service, Ages 18 to 64	15
PI #2.7a	Annual Medicaid Service Users per 1,000 Eligibles, Ages 65+ Regional Utilization of Any Service	11
PI #2.7b	Annual Medicaid Service Users per 1,000 Eligibles, Ages 65+ Regional Utilization of Selected Service Categories	12
Quality		
PI #3a	Percentage of MH Service Individuals Under Age 21 Who Had an Encounter of at Least 1 Day in an RTF	41
PI #3b	Percentage of MH Service Individuals Under Age 21 With Cumulative RTF Bed Days 120 or Greater	45
PI #4a	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Under Age 21	51
PI #4b	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Ages 21 to 64	48
PI #4c	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Ages 65+	54
PI #5a	Percentage of Individuals Discharged From RTF With Follow-up Service(s) Within 7 Days Post-Discharge	59
PI #5b	Percentage of Individuals Discharged From Psychiatric Inpatient With Follow-up Service(s) Within 7 Days Post-Discharge, Under Age 21	N/R
PI #5c	Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	N/R
PI #5d	Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 65+	N/R
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	56

N/R: These performance indicators were not reported in 2008 due to insufficient 2007 data.



Executive summary

This report of 2007 HealthChoices' BH program performance is one of the tools used by OMHSAS to measure performance for the 52 HealthChoices counties in the Southeast, Southwest, Lehigh/Capital and Northeast regions as well as the North Central State Option 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 performance measures were revised from reporting utilization, based on prevalence and penetration to reporting utilization of services based on the number eligible for medical assistance. OMHSAS chose this approach due to the yearly changes in the OMHSAS population and the limitations of prevalence data for the performance indicators. 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 Person Level Encounter data for 2005, 2006 and 2007. Three PIs are not presented in this report due to a lack of data availability in time for reporting. The indicators not included in the 2008 report are:

- 5b Percentage of Individuals Discharged From Psychiatric Inpatient With Follow-up Service(s) Within 7 Days Post-Discharge, Under Age 21
- 5c Percentage of Individuals Discharged From Psychiatric Inpatient With Follow-up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64
- 5d Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 65+

Year-to-year performance on the access measures shows variability among the three more established regions and across the five HealthChoices regions. Some of the performance measure 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.

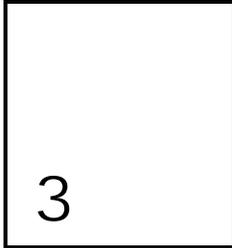
For those regions reporting multiple years of data, the results for adult access to any SA service showed a slight increase from 2006 to 2007 and a greater increase in adult access to any MH service from 2006 to 2007. There was also an increase in the percentage of adults with SMI who received services. This positive trend was seen in both those with co-occurring SA diagnosis as well as those with no co-occurring SA diagnosis.

The percentage of African-American adults (ages 18 – 64) receiving any MH service increased in each of the regions reporting multiple years of data, however for both African-American adults and African-American youth (ages 13 – 17) the percentage receiving any SA service remained stable or declined slightly from previous years.

All three of the regions reporting multiple year results showed an increase in 2007 in the quality of process performance measure indicating the rate of follow-up services within 7 days of discharge from SA residential rehabilitation for those under age 65. There was not a noticeable change in the psychiatric inpatient readmission rates for either age group; those under age 21 and those age 21 – 64 in all regions in 2007. The rate continues to be above the national norm and higher than the OMHSAS gold standard.

While consumer satisfaction results overall remain high, there has been a decrease in adult satisfaction with access to services across each year from 2004 to 2007. Across all four 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 and guardians regarding involvement in treatment decisions for their child/adolescent and the parent's or guardian's feeling that the child's/adolescent's quality of life is much better declined from 2006 to 2007. However, more than 75 percent of adults reported that the quality of their life is "much better" or "a little better" since being involved in treatment. Data were not reported for several counties for all time periods. Reporting survey results by all counties will make it possible to compare and contrast satisfaction by region.

Evidence is emerging that the collaboration between OMHSAS and the counties in implementing QI activities targeting access, the quality of service process and consumer satisfaction is 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 to better focus their efforts on aspects of care that need improvement.



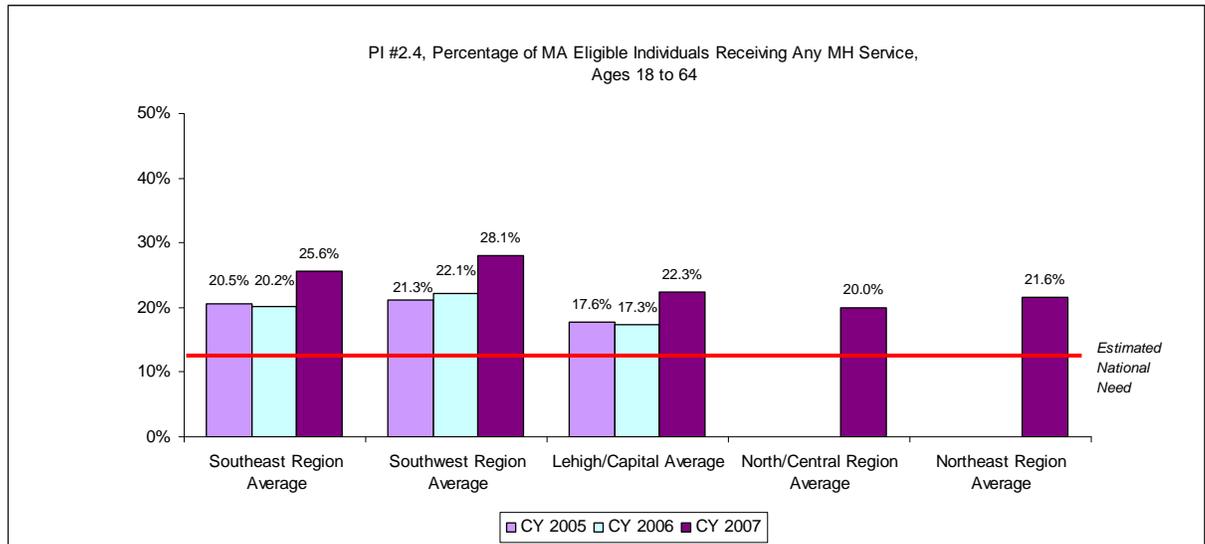
Access performance indicators

In the 2005 report, access to care was evaluated based on prevalence and penetration. Beginning in 2007 the HealthChoices BH Performance report performance indicators 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 2005, 2006 and 2007. 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. County-specific results in table format 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

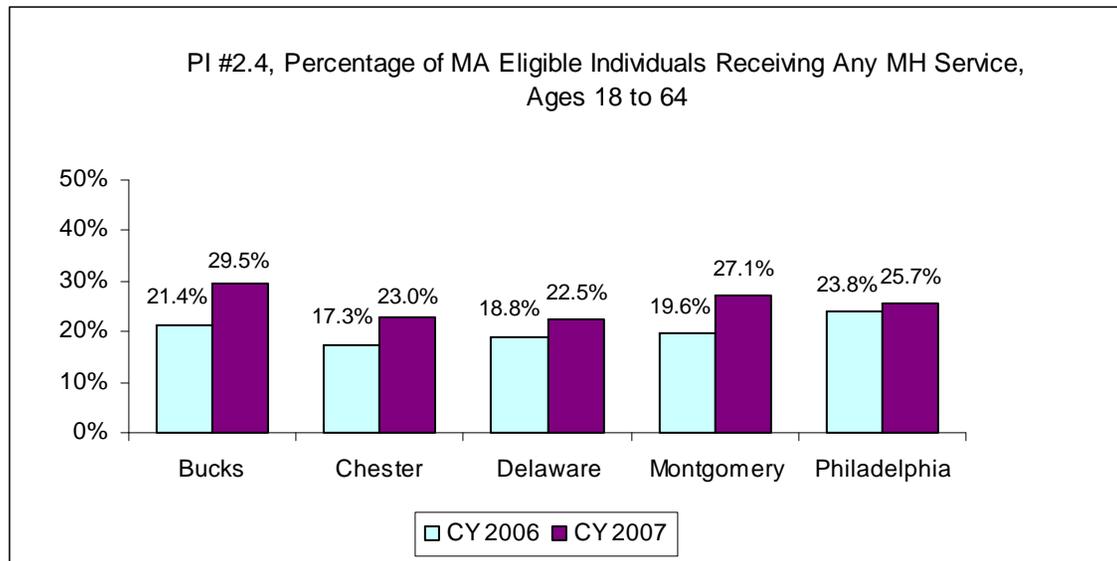
The first graph shows the percentage of all HealthChoices' adults who received any MH service. Please note that the estimated national need presented in the graph below is from a study of the general population and is not Medicaid-specific.¹ Research has shown that those receiving medical assistance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



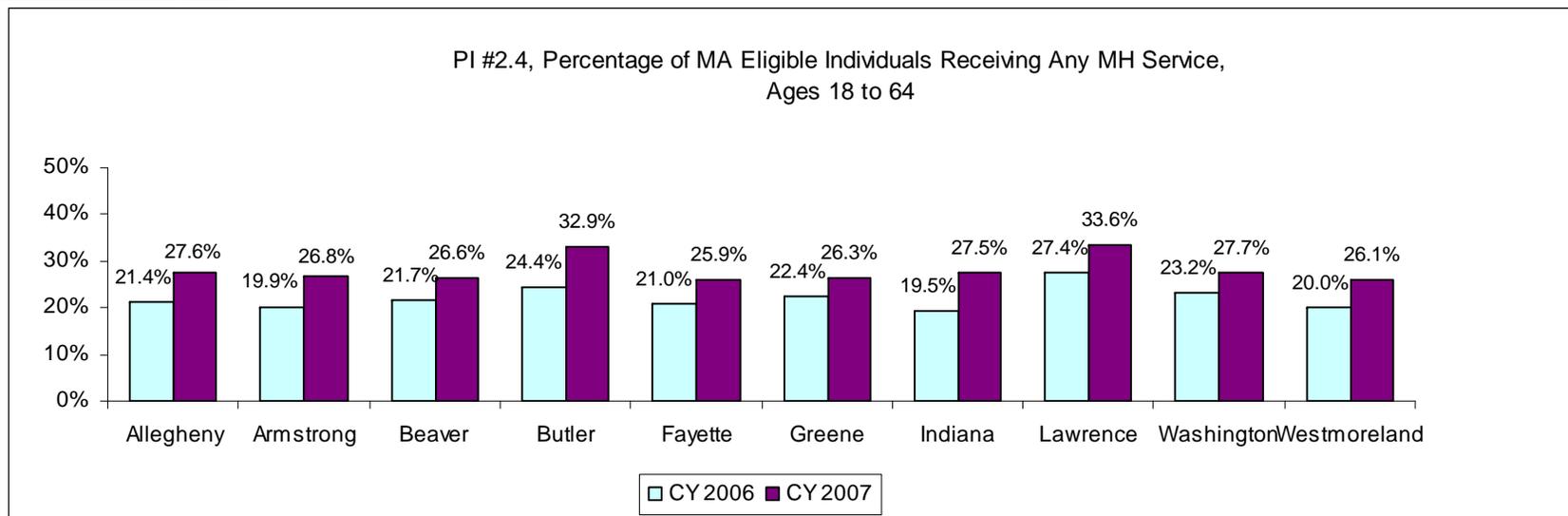
- All of the regions showed improvement in 2007 from the 2005 and 2006 reported percentages of individuals receiving any MH service. The Southwest region has consistently reported the highest percentage.
- Each individual county showed improvement from 2006 to 2007. Three counties (Bucks, Montgomery, Butler) improved by 8 percent or more from the percentages reported in 2006.
- As reported last year, the highest percentage was found in Lawrence County (33.6 percent) in the Southwest region. Lawrence County has consistently had one of the highest percentages of individuals receiving any MH service across all five years of reporting.
- The lowest percentages were reported by Perry (15.4 percent), Adams (19.7 percent) and Lancaster (20.0 percent) in the Lehigh/Capital region.

¹ The estimated national need for PI #2.4 (12.6%) is based on the National Survey on Drug Use and Health 2006. U.S. Dept. of Health and Human Services, Substance Abuse and Mental Health Services Administration, Office of Applied Studies.

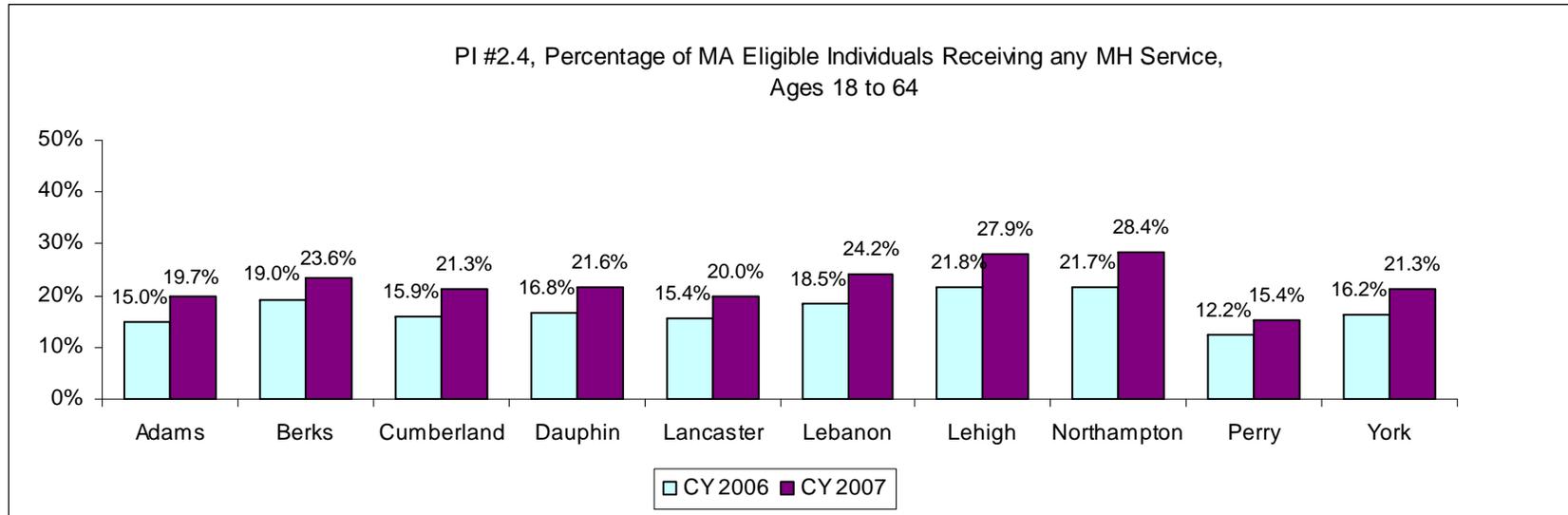
Southeast region



Southwest region

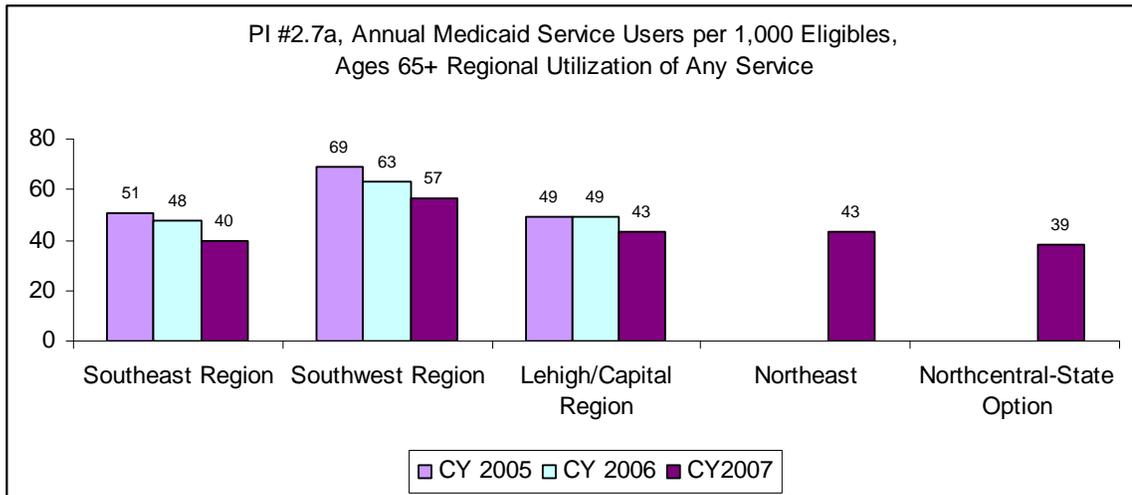


Lehigh/Capital region



Service users per 1,000 – ages 65+

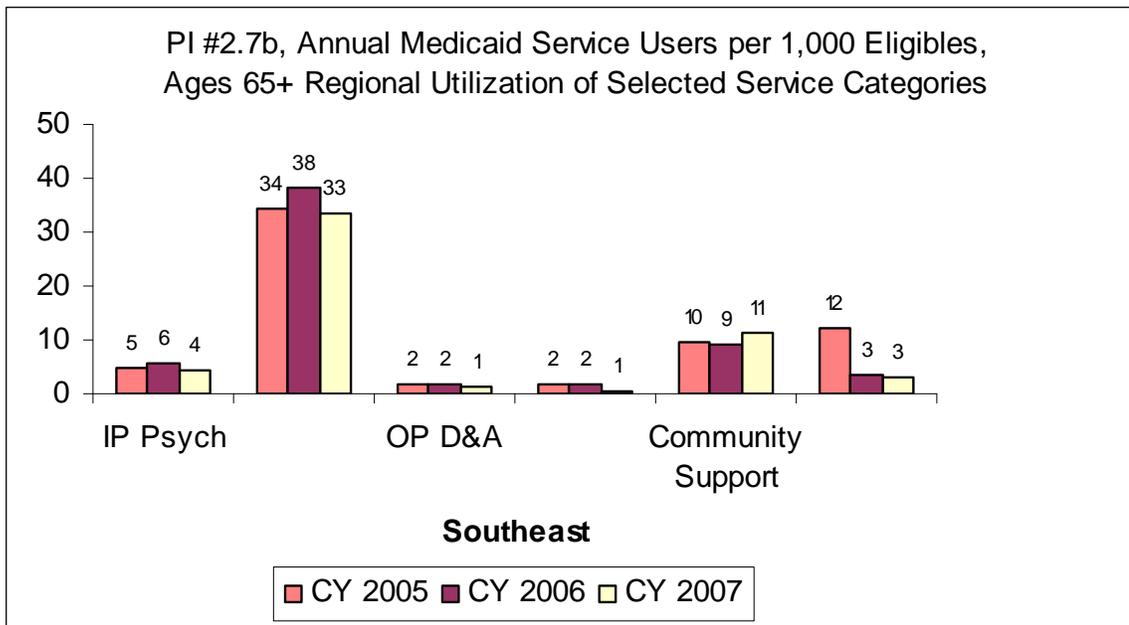
Illustrating data for the 65+ age group is challenging and must be taken in context. The data presented only shows the services paid for by Medicaid and does not include the relatively large portion of services paid by Medicare. However, it is important to provide some data for this population, in order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



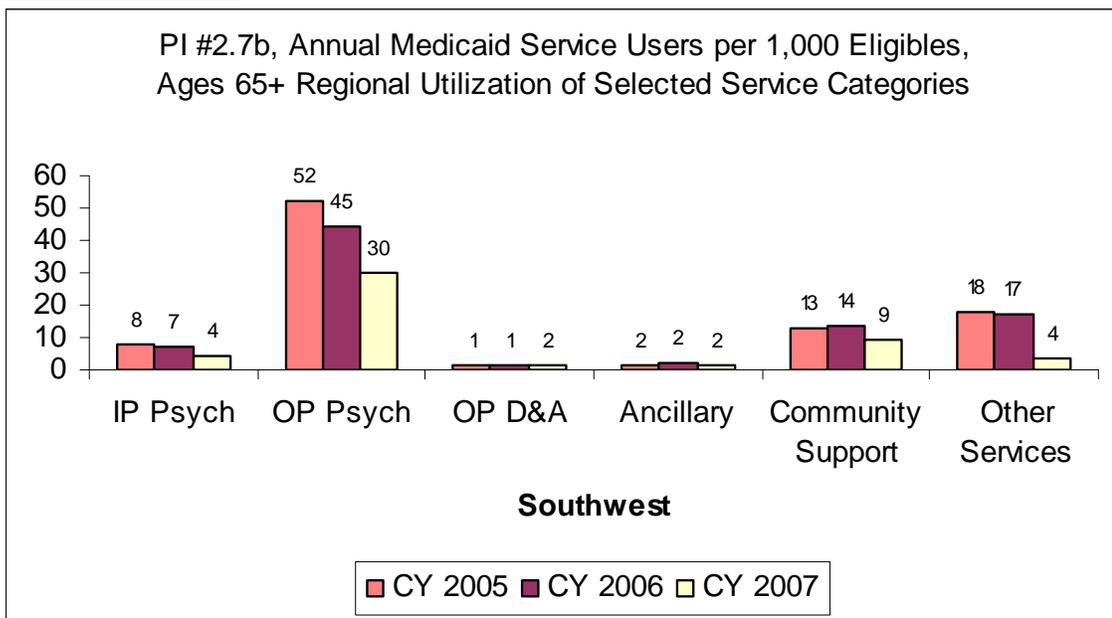
The graphs below illustrate the variance in the number of individuals per 1,000 receiving selected services. Some service categories were not shown due to their utilization being too low to be meaningful for comparison.

- Overall the Southwest has 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 Lehigh/Capital region reported an upward trend in the use of outpatient psychiatric services over the three years and a consistent use of community support services.
- Appendix C gives definitions for the service categories shown in the following graphs.

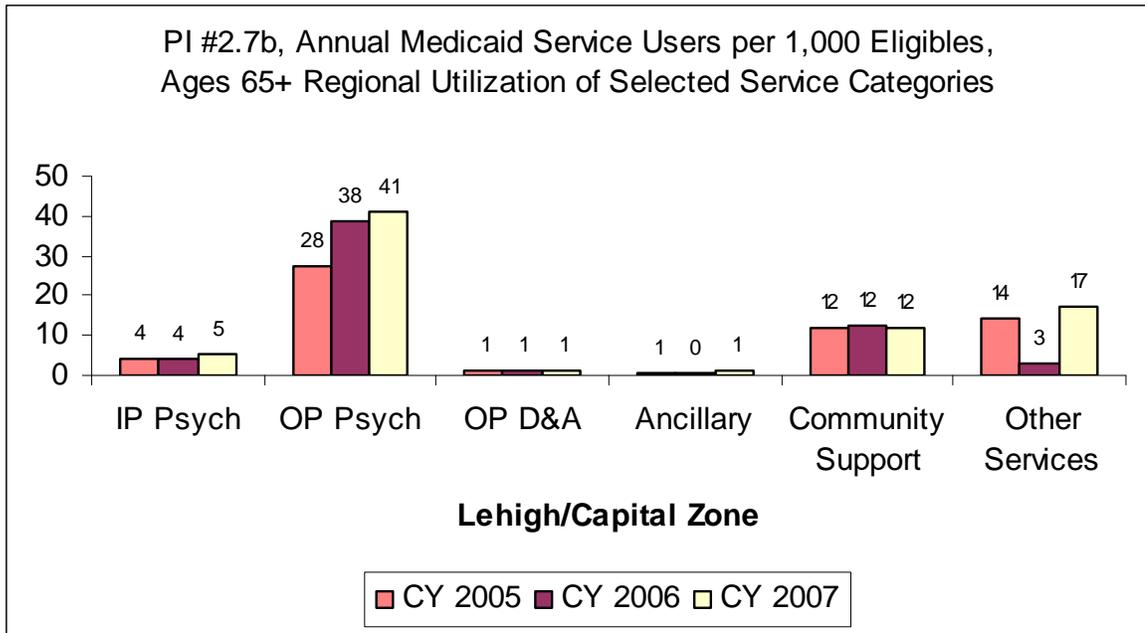
Southeast region



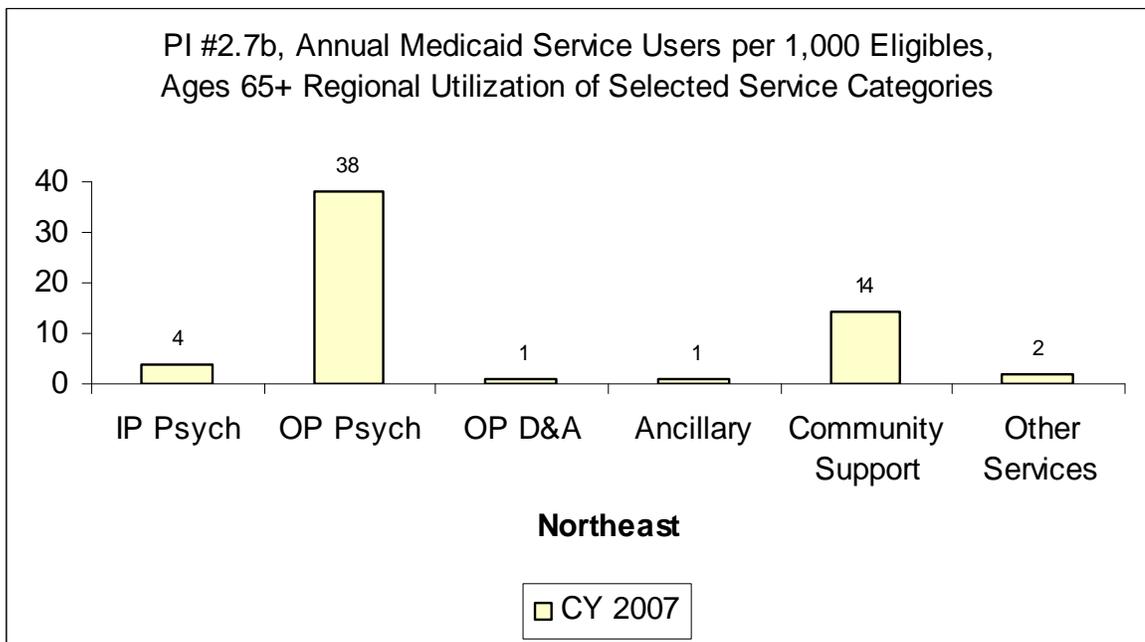
Southwest region



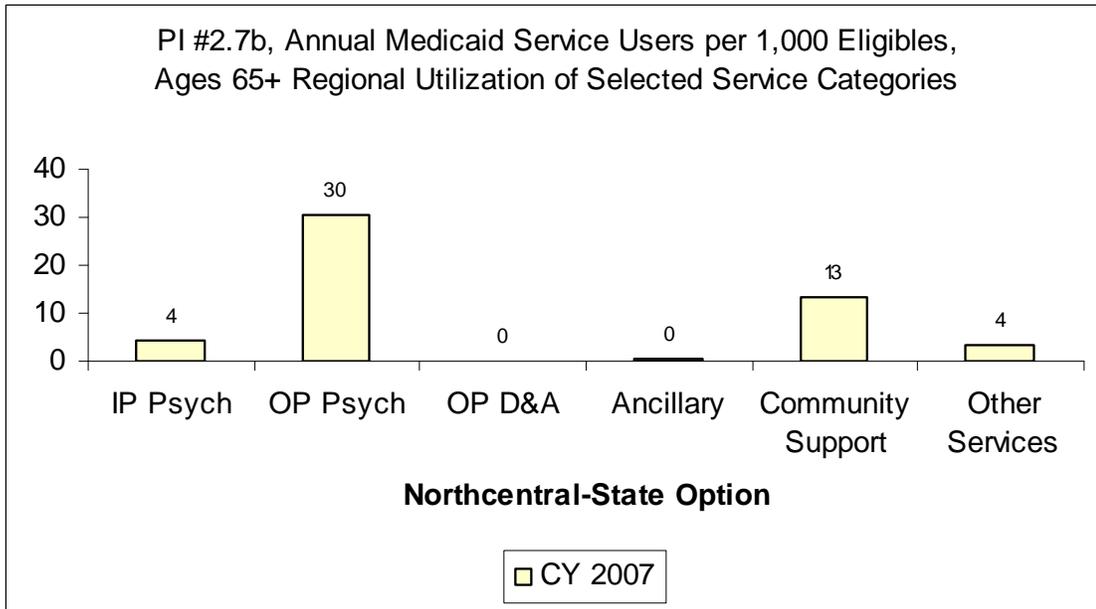
Lehigh/Capital region



Northeast BH region



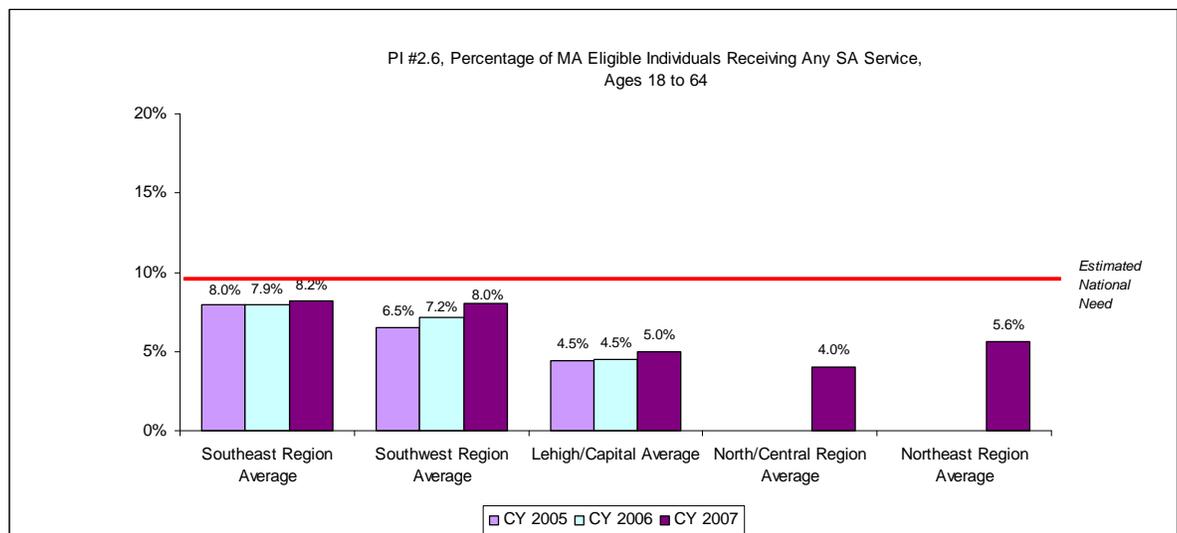
North/Central State Option region



Adult D&A 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 2007 National Survey on Drug Use and Health, in 2007, 9.4 percent of the persons age 12 or older (23.2 million) needed treatment for an illicit drug or alcohol use problem and 1.0 percent (2.4 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, for example, 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.



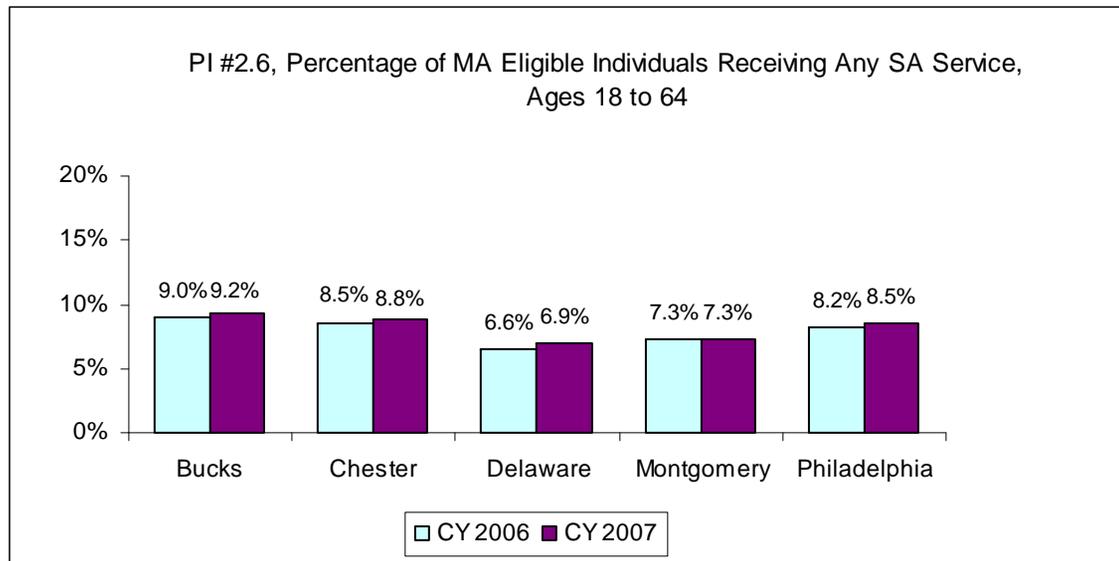
- All regions showed slight improvement in the percentage of MA eligible individuals ages 18 to 64 receiving any SA services.
- With the exception of Chester County in 2005, the largest percentage of individuals receiving any SA service has consistently been reported by Lawrence County. Consistently, the larger urban counties, Philadelphia and Allegheny, report relatively high numbers of individuals receiving SA service.
- Two of the five regions are near the estimated national need; however three regions are significantly below the estimated national need.

² The estimated national need for PI #2.6 (9.4%) is based on: Substance Abuse and Mental Health Services Administration. (2008). *Results from the 2007 National Survey on Drug Use and Health: National Findings* (Office of Applied Studies, NSDUH Series H-34, DHHS Publication No. SMA 08-4343). Rockville, MD (page 80).

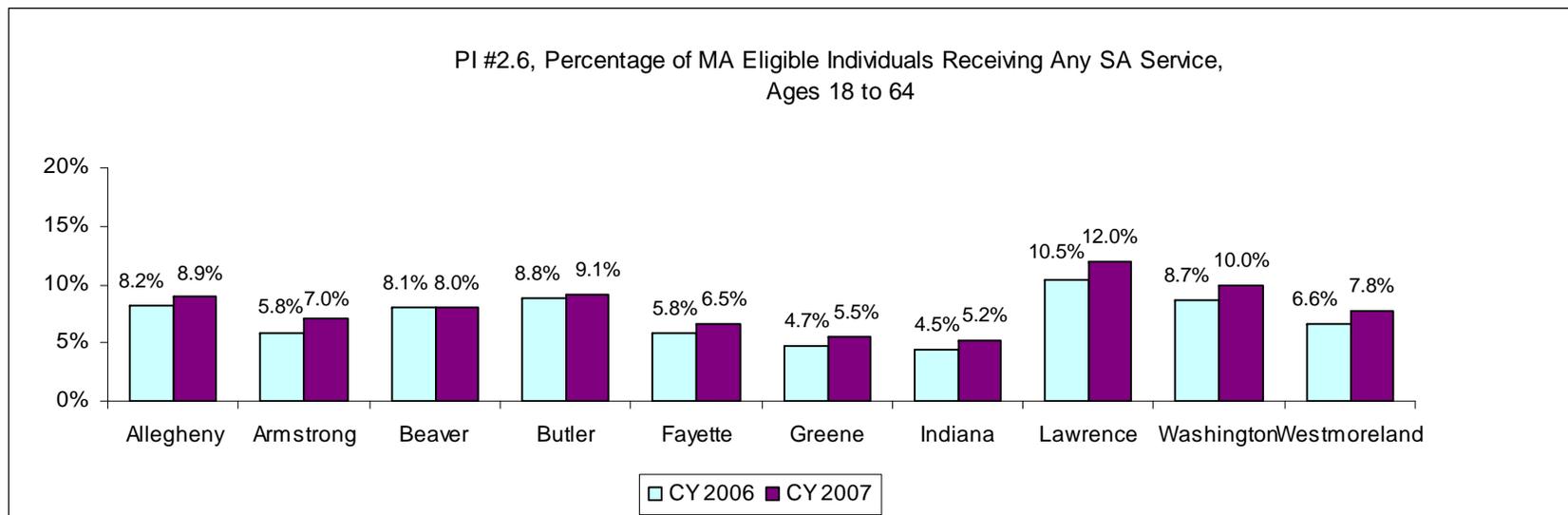
- While the overall treatment cost for individuals has increased due to higher inpatient costs and an increase in the number of outpatient D&A services, inpatient days per admission have decreased over time.³

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

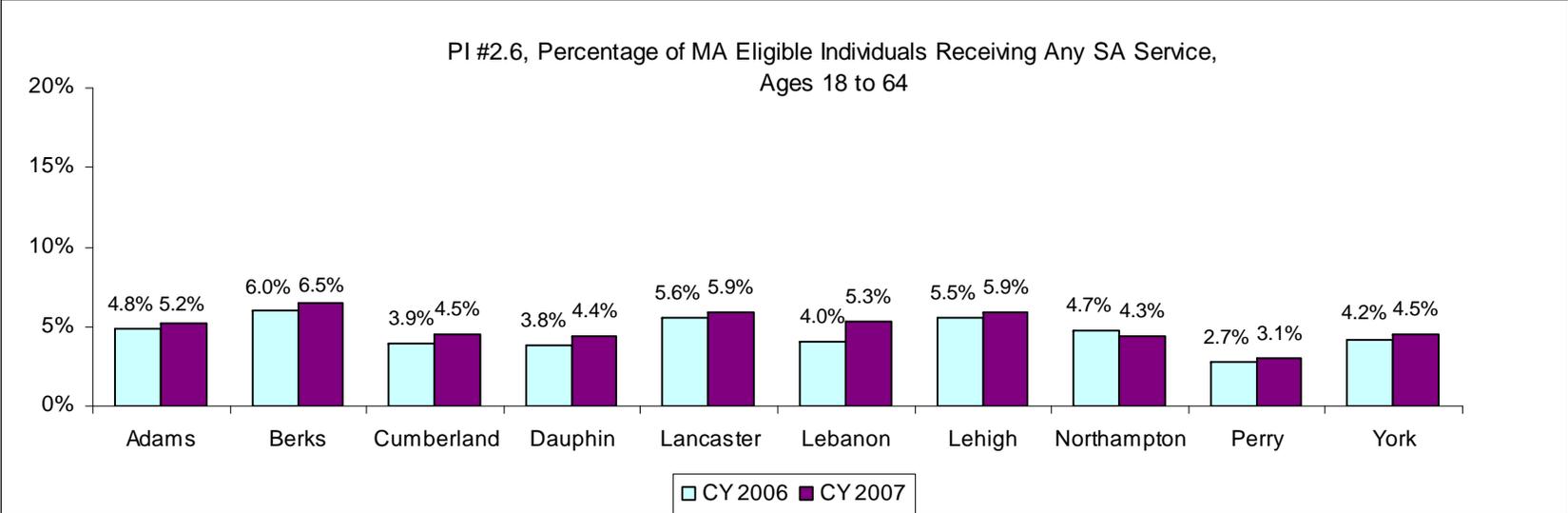
Southeast region



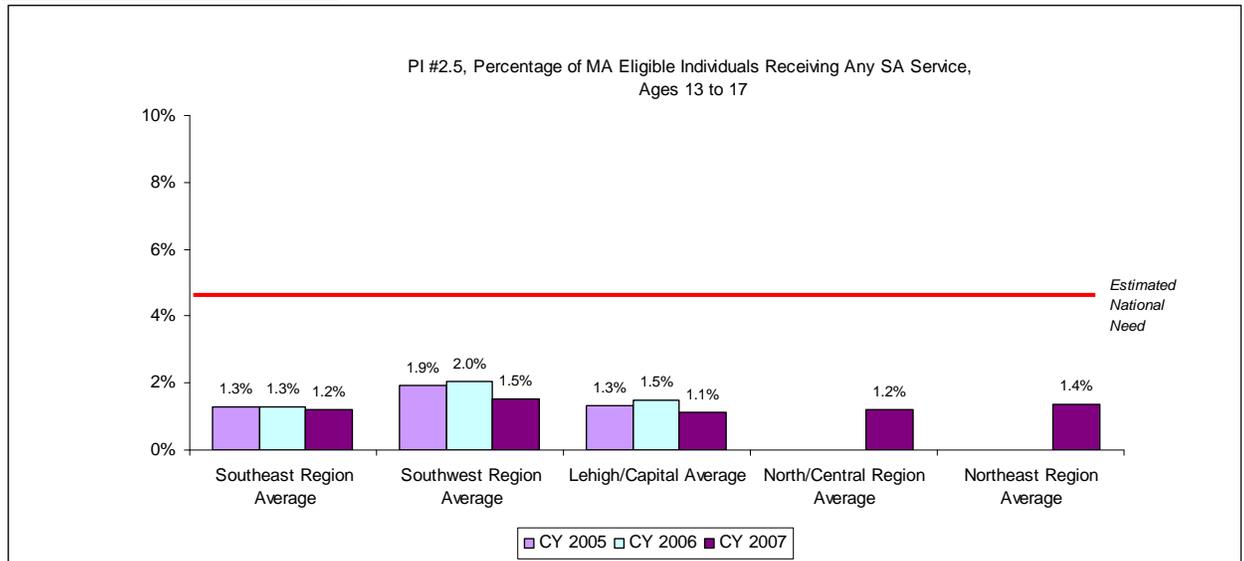
Southwest region



Lehigh/Capital region



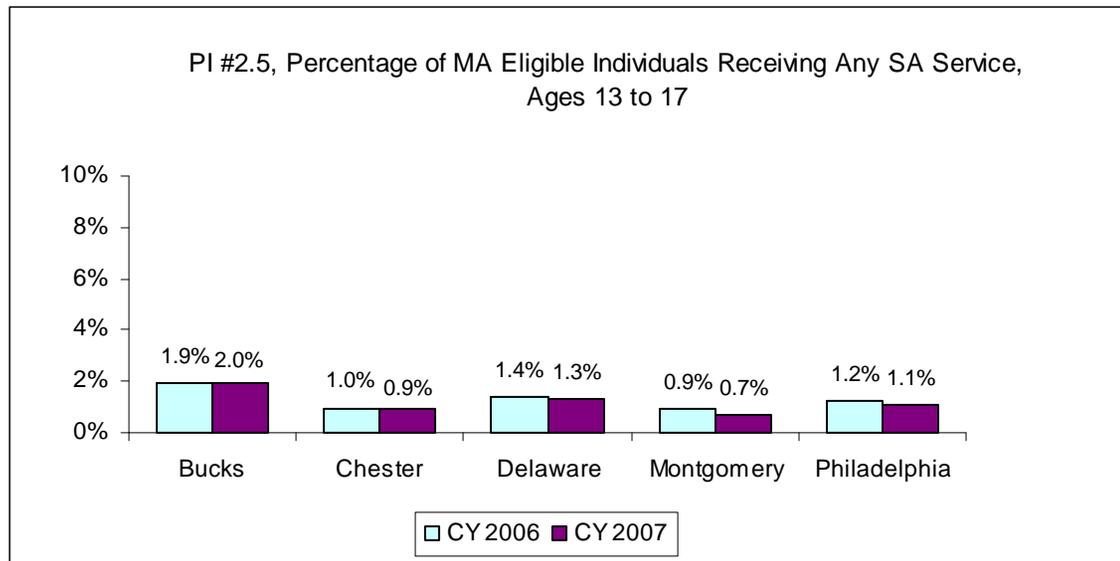
Adolescent D&A service



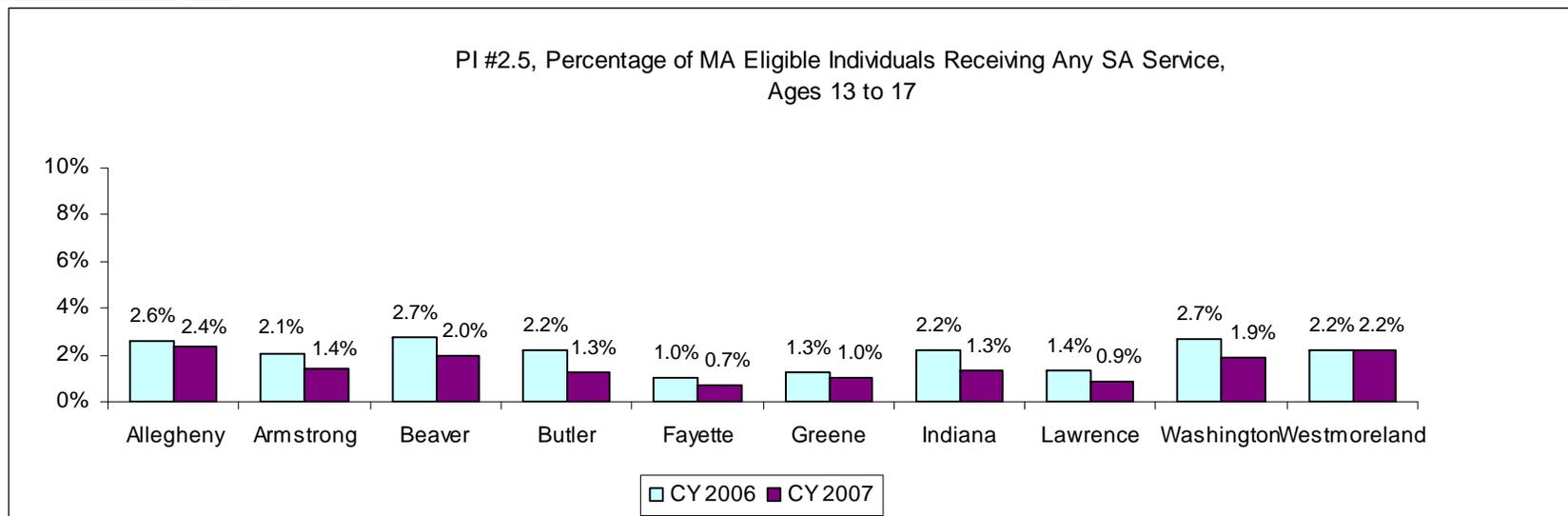
- National estimates of adolescent SA vary based on the ages and genders considered and based on screening or diagnostic tool used to define substance abuse and dependence. Nationally, of the 1.1 million youths (4.5 percent) who are in need of treatment, only 9.9 percent (111,000) of them received treatment at a specialty facility. The estimated national need presented here (4.5 percent) based on this data from the National Survey on Drug Use and Health is not based on a Medicaid-specific population.⁴
- Although slight, 0.1 percent – 0.5 percent, there was a decline in 2007 in access to SA services by adolescents for the three regions reporting multiple years of data. While the Southwest region reports the highest percent (1.5 percent) the Northeast region in its first year of reporting follows closely behind (1.4 percent).
- Among the individual counties the only county that showed an increase in the percentage of adolescents receiving SA services was Bucks County. The greatest decrease in individual counties occurred in Butler, Indiana, Washington, Armstrong and Beaver 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 (4.5%) is based on: Substance Abuse and Mental Health Services Administration. (2008). *Results from the 2007 National Survey on Drug Use and Health: National Findings* (Office of Applied Studies, NSDUH Series H-34, DHHS Publication No. SMA 08-4343). Rockville, MD (page 83).

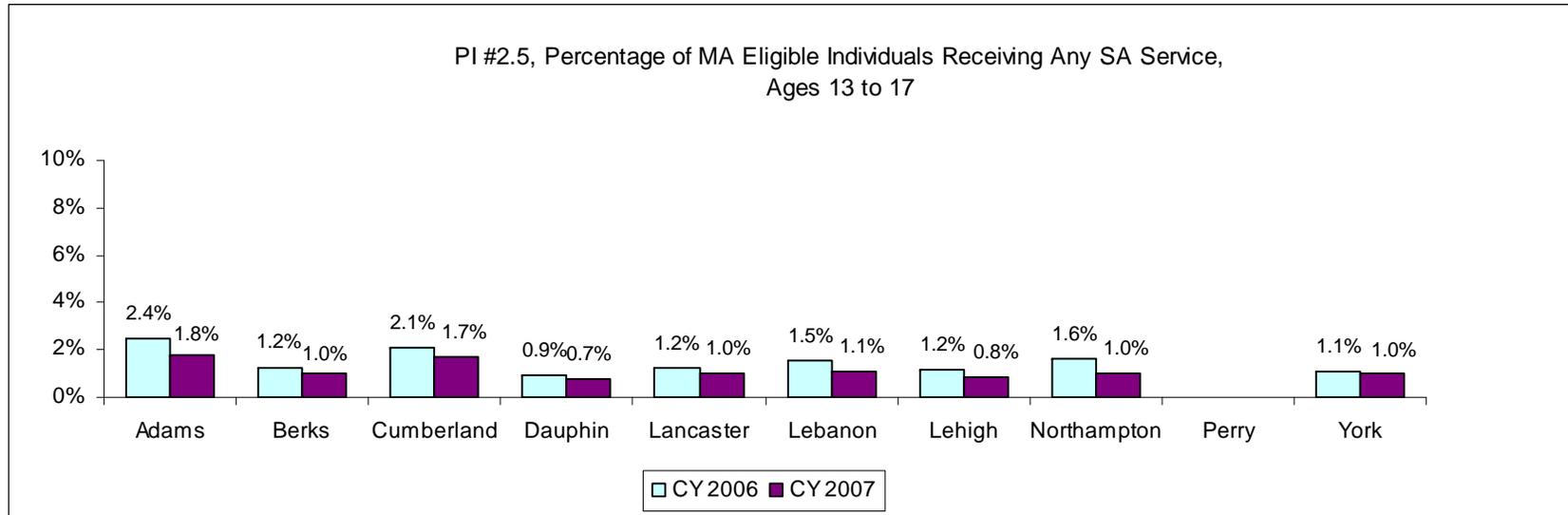
Southeast region



Southwest region

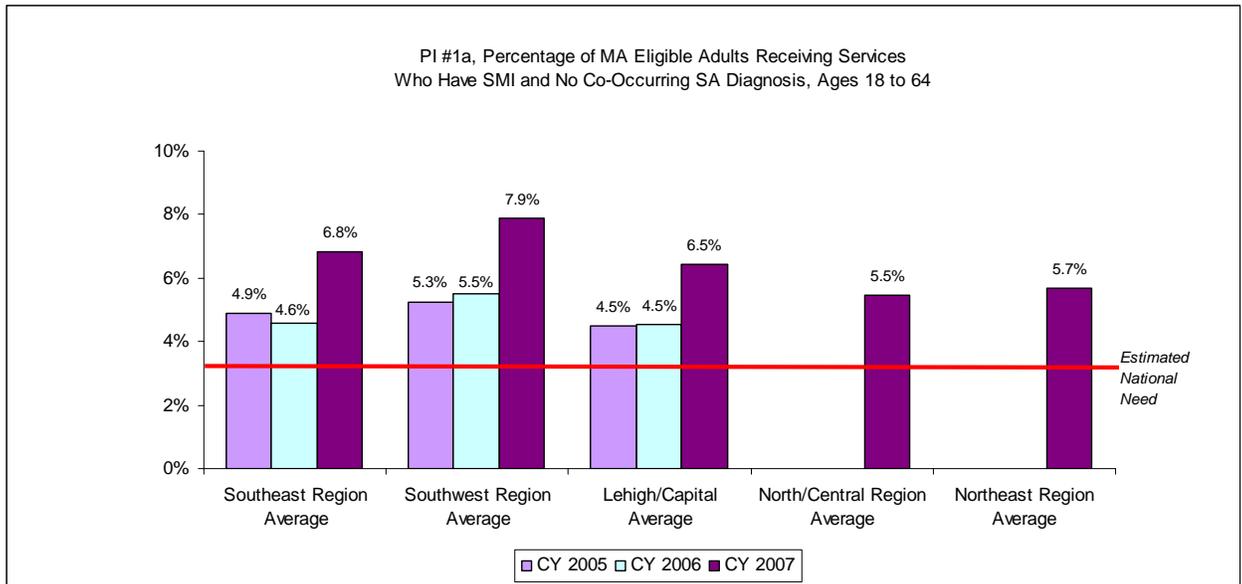


Lehigh/Capital region



Special populations, SMI

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 MA eligible adults who meet the OMHSAS criteria for SMI and are receiving services.

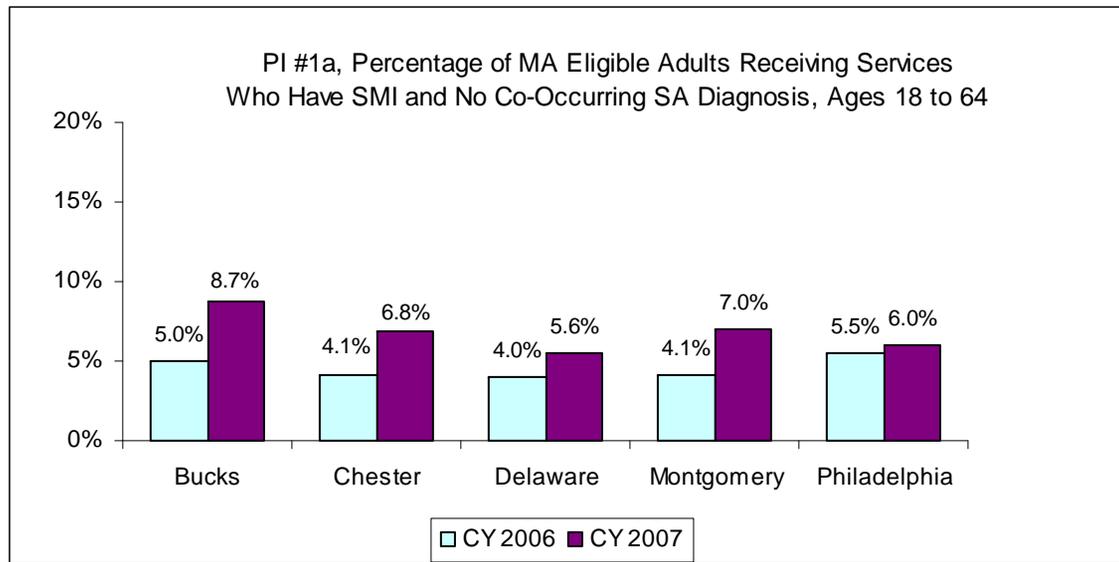


- The HealthChoices plans, as a whole, seem to be serving significant numbers of persons with SMI.
- There was a noticeable increase in the percentage of individuals receiving services who have a SMI across all regions reporting multiple years of data.
- Northampton County in the Lehigh/Capital region again had the largest overall percentage (10.9 percent) of individuals with SMI but no co-occurring SA diagnosis receiving services.
- Two of the counties, Butler (4.4 percent change) and Indiana (3.5 percent change), from the Southwest region and one county, Bucks (3.7 percent change), from the Southeast region had the largest individual increases in the percentage of individuals 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 MA eligibles receiving services who have SMI with no co-occurring substance abuse diagnosis is

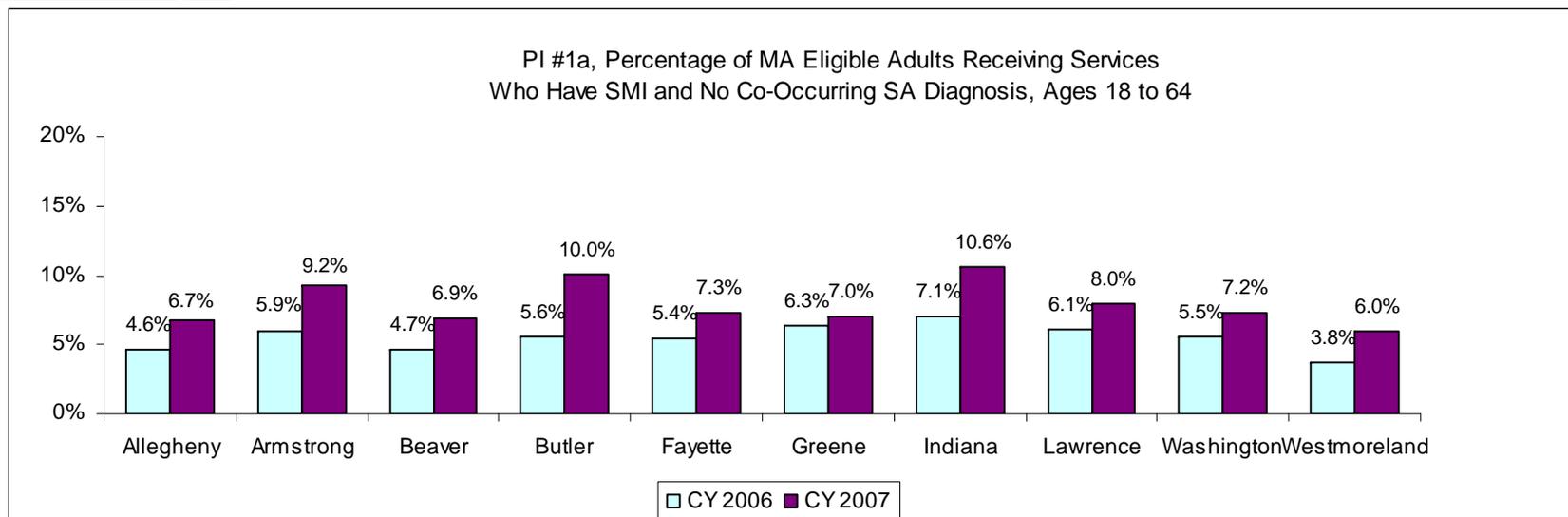
⁵ The estimated national need for PI #1a (3.1%) is based on: Kessler, R.C., Chiu, W.T., Colpe, L., Demler, O., Merikangas, K.R., Walters, E.E., Wang, P.S. (2006). The prevalence and correlates of serious mental illness (SMI) in the National Comorbidity Survey Replication (NCS-R). In R.W. Manderscheid & 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/>

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 percentage of MA 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 MA eligible population.

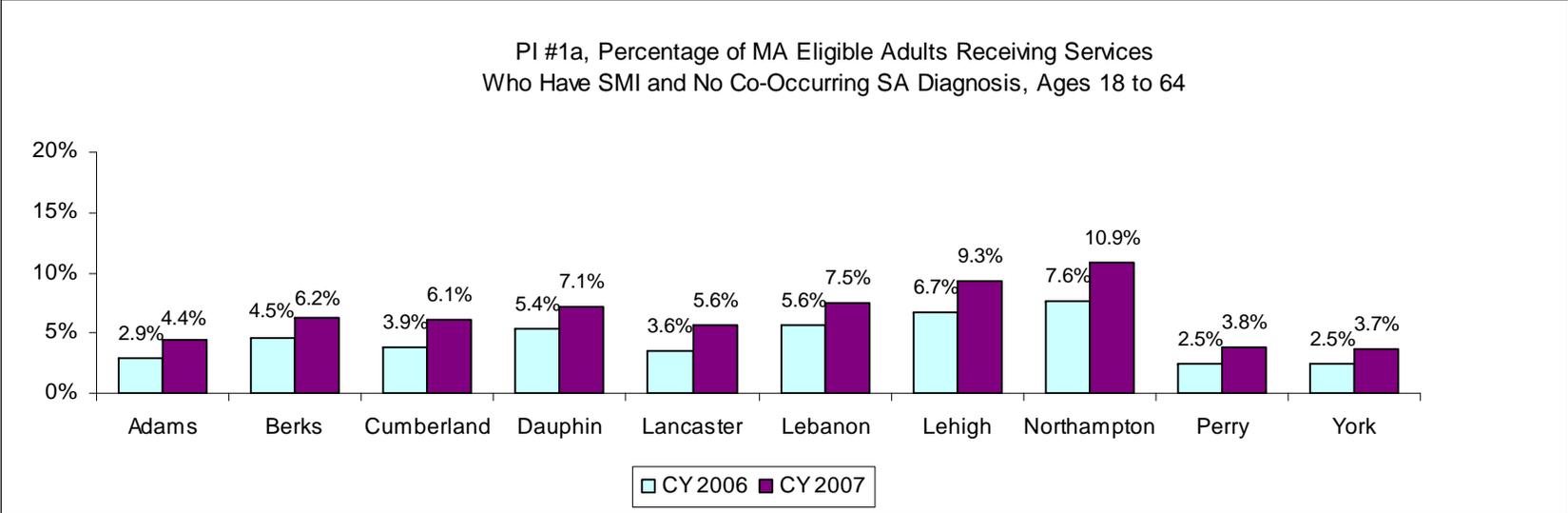
Southeast region



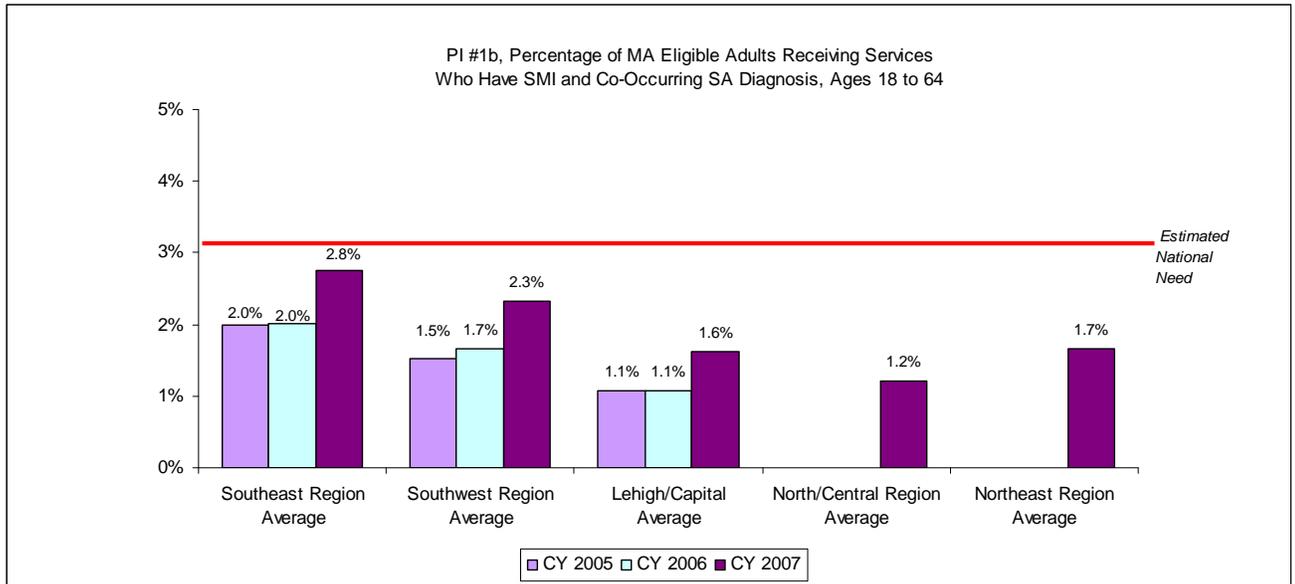
Southwest region



Lehigh/Capital 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 provided⁷.

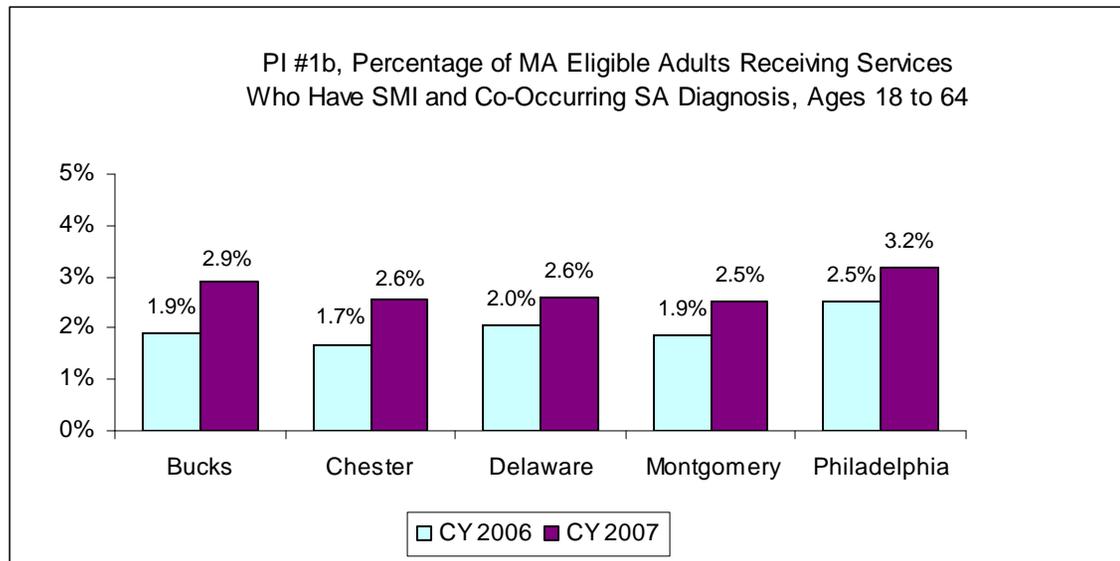
- As with the previous graph there was improvement in the percentage of adults with SMI and co-occurring SA diagnosis receiving services from 2006 to 2007. The greatest percentage increase for this indicator was in the Southeast region (0.8 percent).
- Three counties, Chester in the Southeast and Greene and Lawrence in the Southwest, had the greatest increase in the percentage of individuals served (0.9 percent) of all the counties with multiple years of data.

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

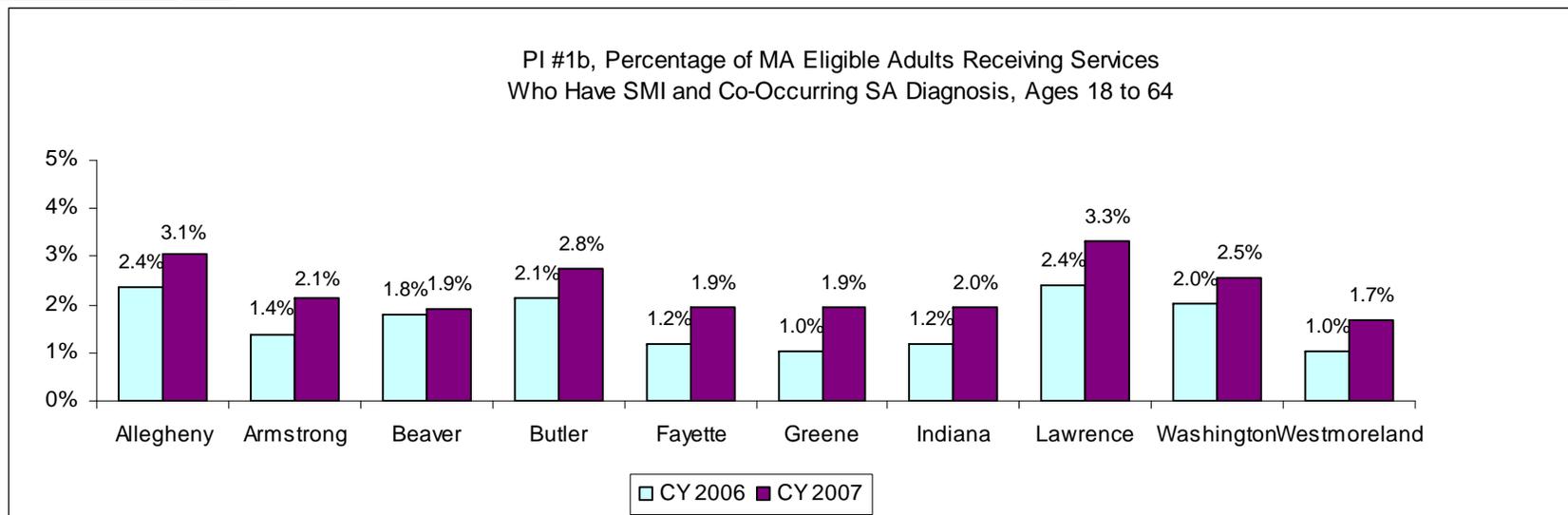
⁷ Substance Abuse and Mental Health Services Administration. Toolkit – *Co-Occurring Disorders; Integrated Dual Diagnosis Disorders Treatment*. Rockville, MD: Center for Mental Health Services, Department of Health and Human Services.

- National studies suggest that 50 percent 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 SW region experience lower costs, shorter lengths of stay and a lower readmission rate than in other regions.³

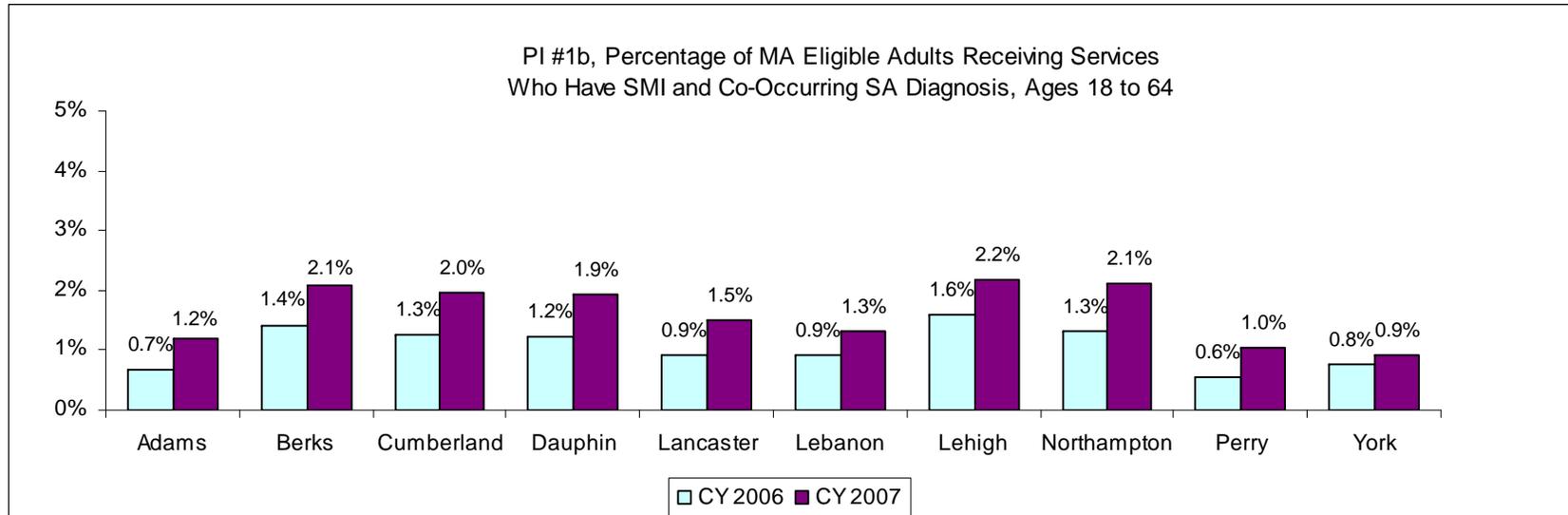
Southeast region



Southwest region



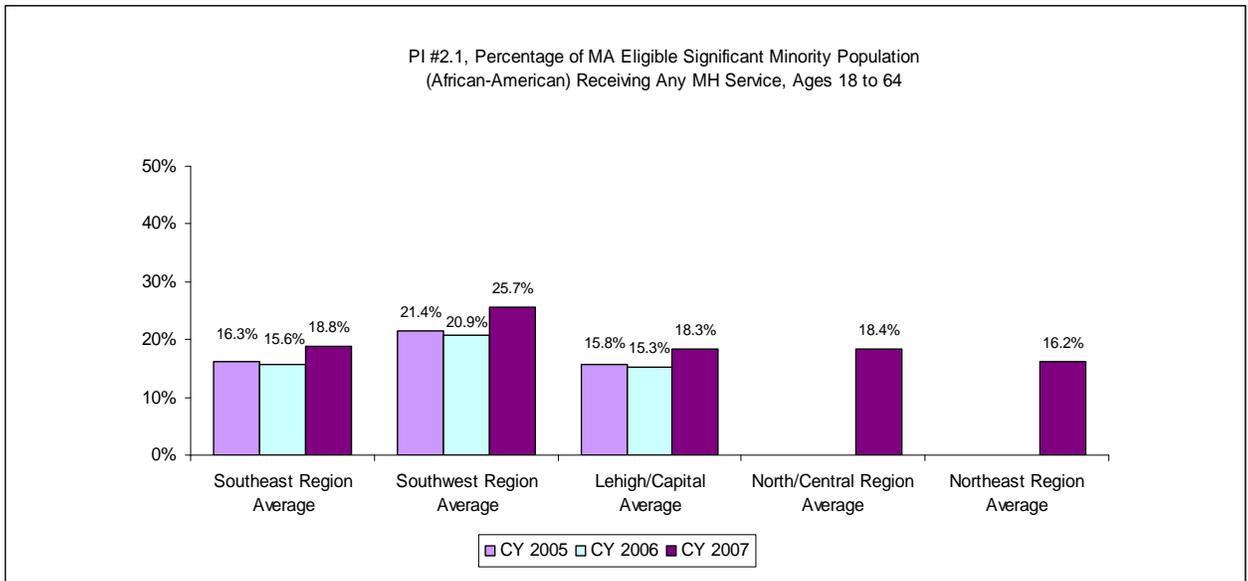
Lehigh/Capital region



Special populations, minority adult MH

The next three sets of graphs show the percentage of African-American adults and adolescents who received services. With the exception of emergency room (ER) 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.



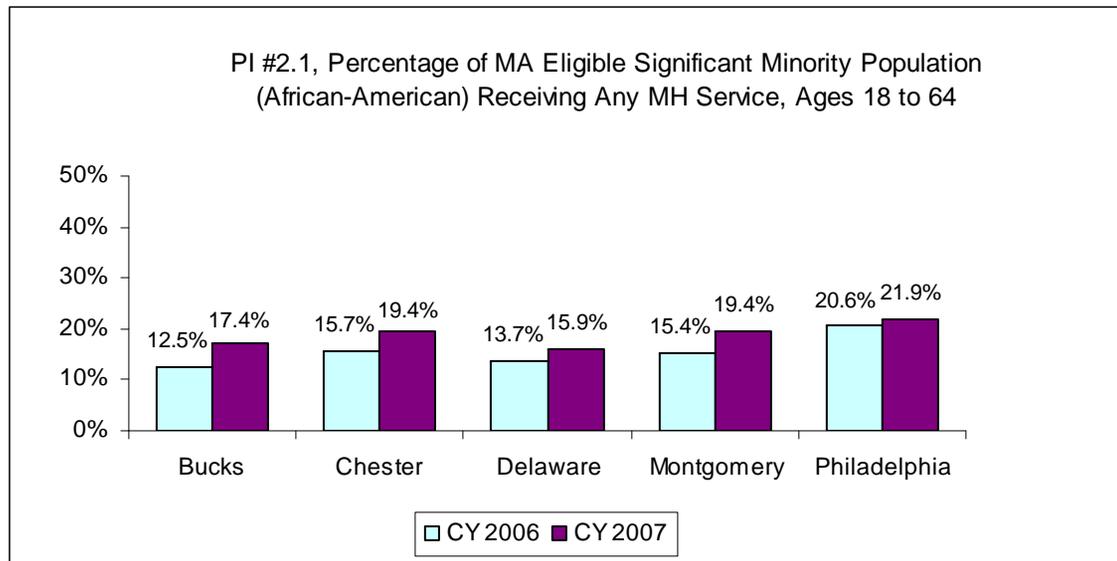
- As anticipated for all years presented, the percentage of the African-American population receiving MH services is less than the percentage for the health care population as a whole. All 3 regions reporting multiple years of data increased the percentage of African Americans ages 18 to 64 receiving MH services from previous years.
- Lebanon County in the Lehigh/Capital region was the only county that had a decrease in the percentage of the African-American population receiving services.

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.

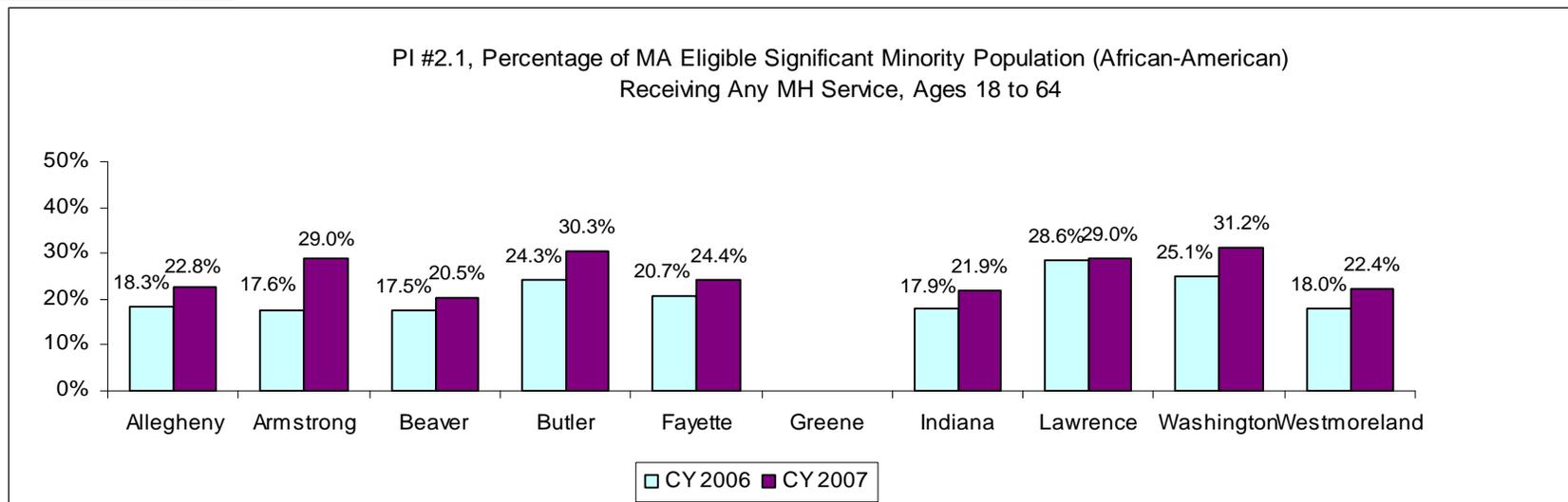
⁹ U.S. Department of Health and Human Services. (2001). *Mental Health: Culture, Race, and Ethnicity—A Supplement to Mental Health: A Report of the Surgeon General*. Rockville, MD: U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental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

- The Southwest region had the most counties with the highest percentages of increase. Armstrong County had more than 11 percent point change in African Americans receiving MH services.
- Some counties do not have a sufficient number of African Americans in their population to report findings for this indicator. All counties that did report had sufficient data for 2005, 2006 and 2007.

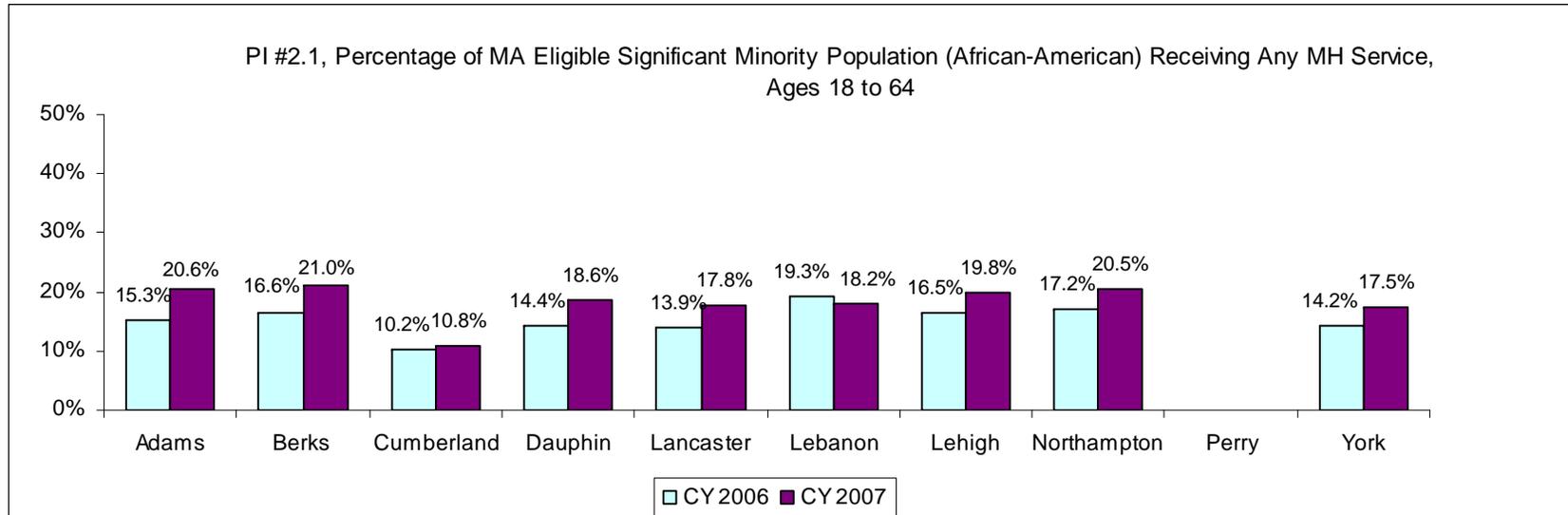
Southeast region



Southwest region

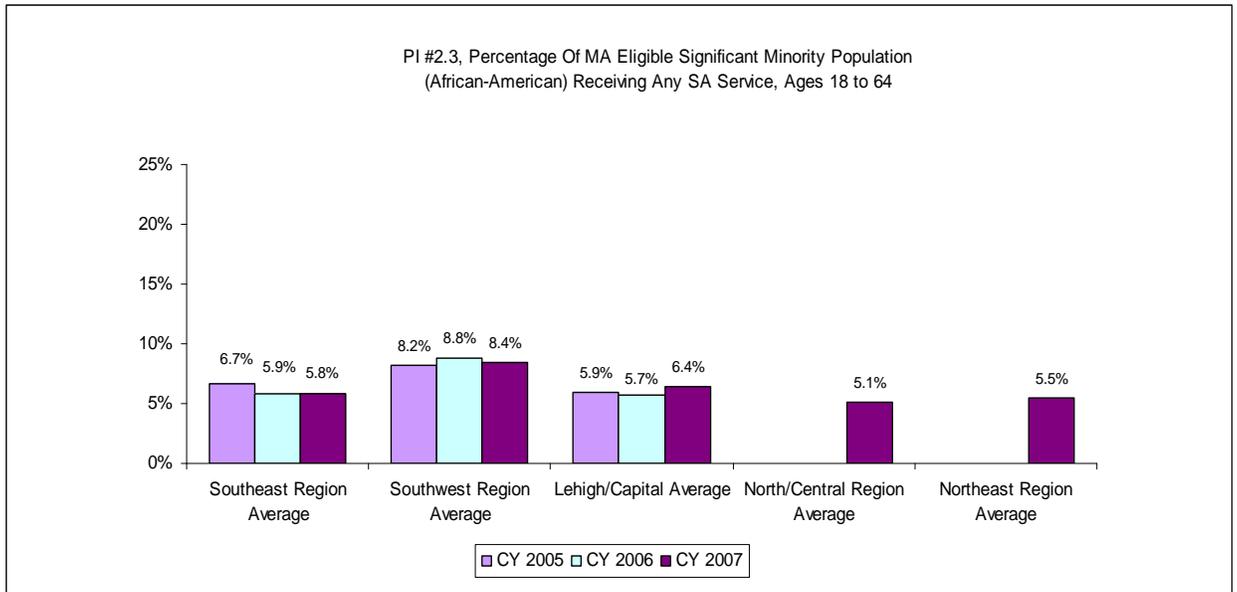


Lehigh/Capital region



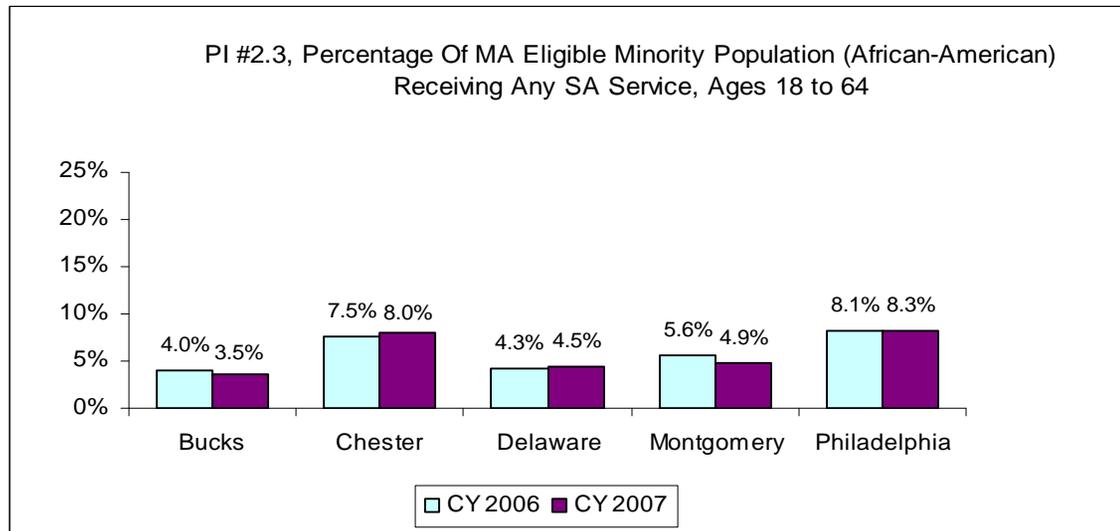
Special populations, minority adult D&A

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

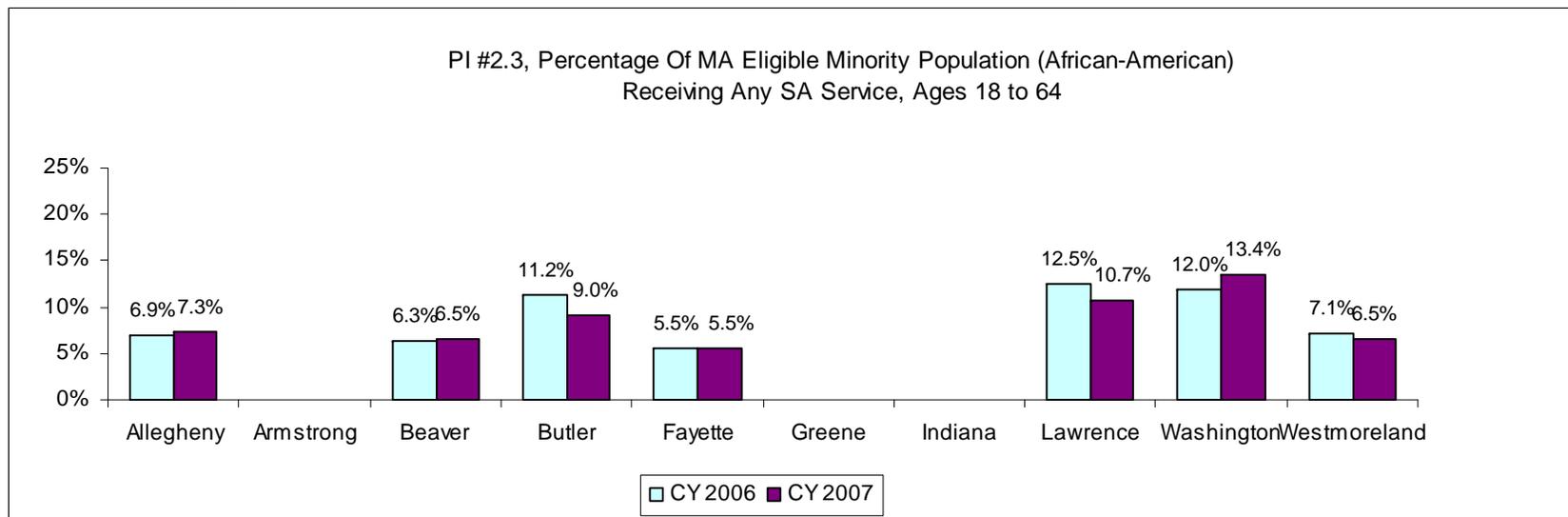


- With the exception of the Southeast region where there is a difference of 2.4 percent less utilization, the percentage of the minority population receiving SA services is close to or higher than the population as a whole.
- In contrast to previous years there was a slight increase in the percentage of African Americans receiving services in the Lehigh/Capital region.
- As in previous years, there was considerable variation for this performance indicator among counties within a region.

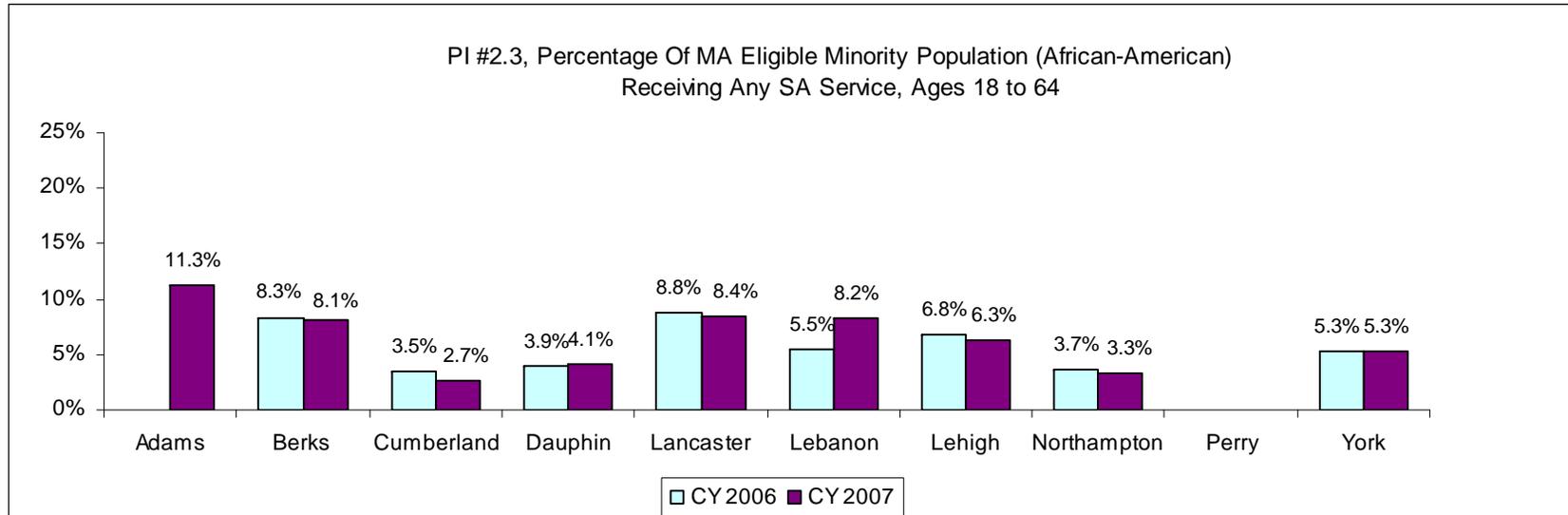
Southeast region



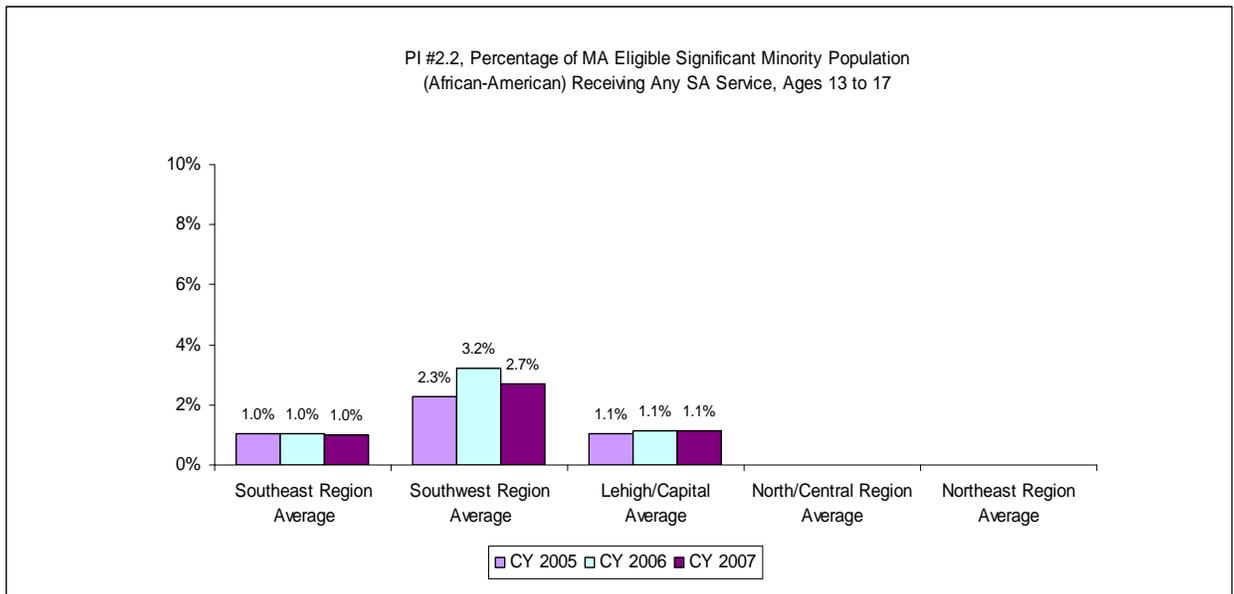
Southwest region



Lehigh/Capital region

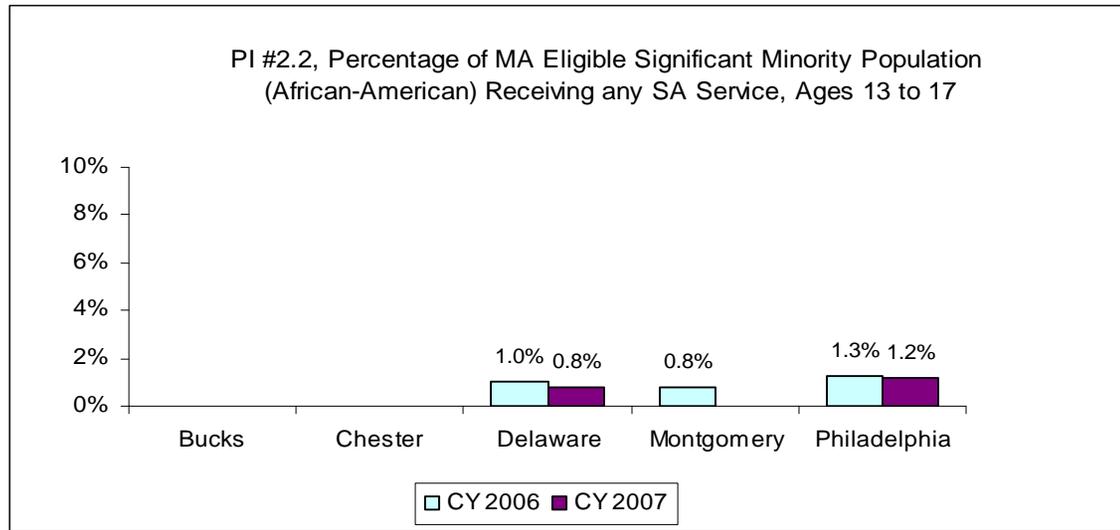


Special populations, minority adolescent D&A

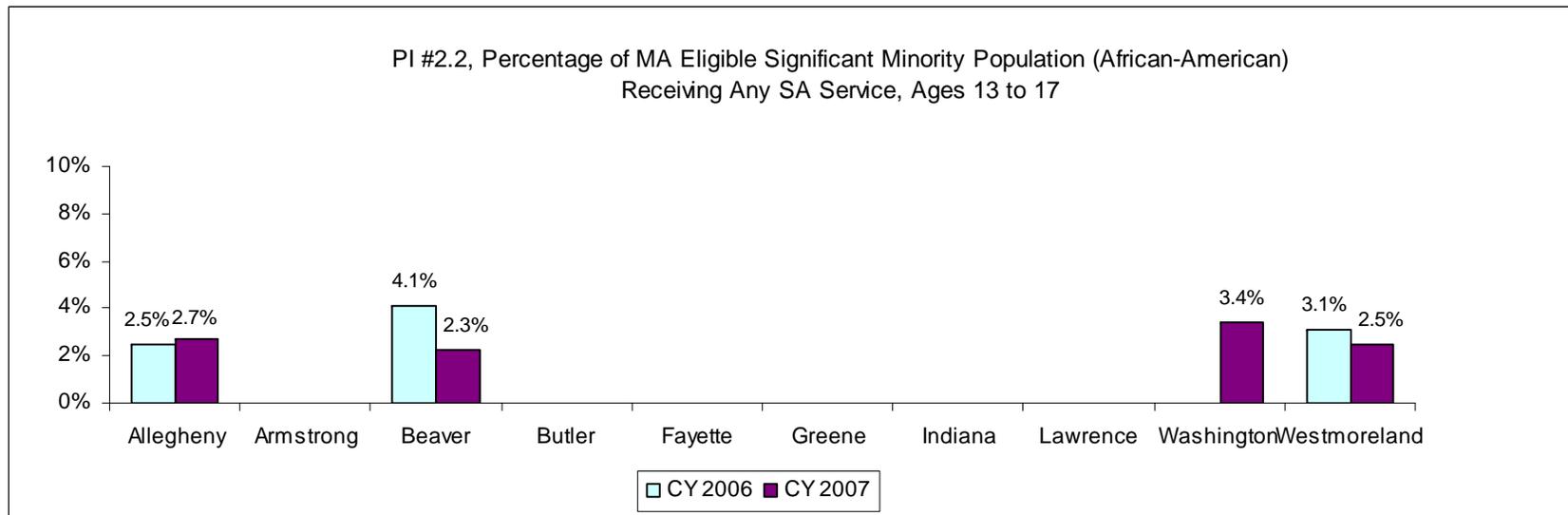


- The Southeast and Lehigh/Capital regions’ percentages of MA eligible African Americans ages 13 to 17 receiving SA services have been unchanged in 2005, 2006 and 2007. In contrast to a higher percentage served in 2006, the Southwest region showed a decrease in 2007.
- While last year Beaver County had the biggest increase in percentage of adolescent African Americans receiving SA services (from 1.5 percent to 4.1 percent) this year, the percentage dropped to 2.3 percent.
- 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: Delaware and Philadelphia; Montgomery (2006 only)
 - Southwest: Allegheny, Beaver, Westmoreland and Washington (2007 only)
 - Lehigh/Capital: Dauphin; Lancaster (2005 and 2007); Berks (2006 only), Lehigh and York (2007 only)

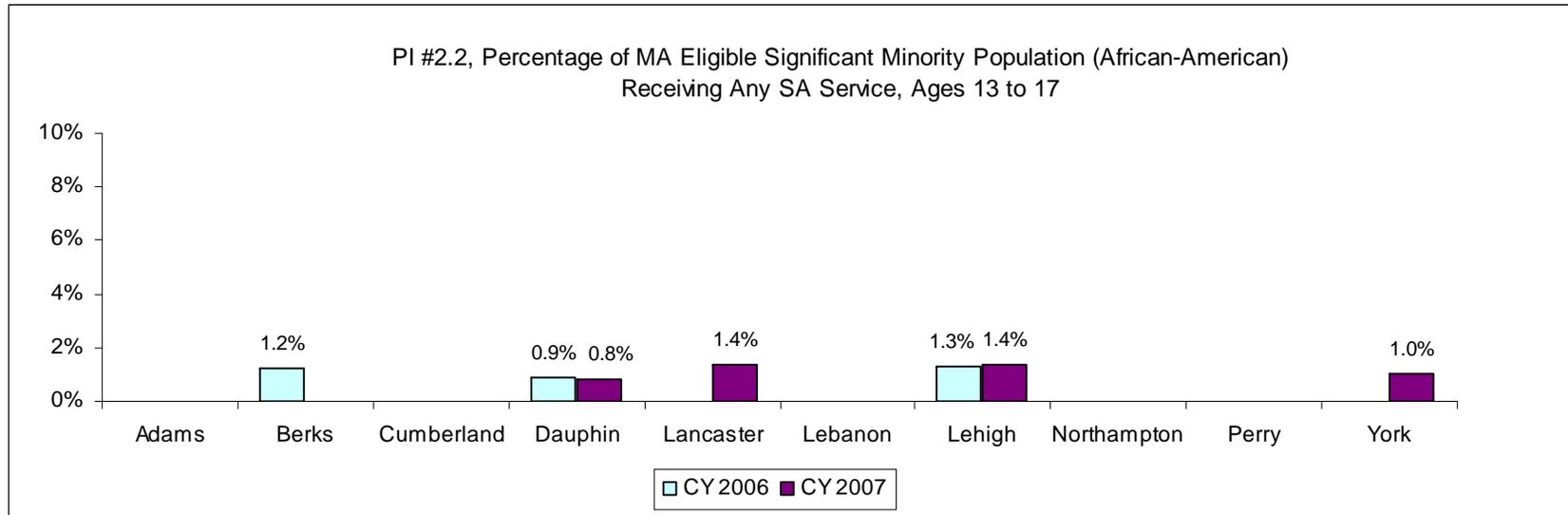
Southeast region

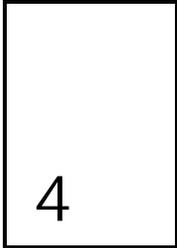


Southwest region



Lehigh/Capital region





Quality of process performance indicators

The Quality of Process PIs, 3a-b, 4a-c and 5a and 5e, provide information about service delivery processes critical to effective and appropriate MH and SA service delivery. As mentioned previously, three PIs are not presented in this report due to a lack of data availability in time for reporting. The indicators not included are:

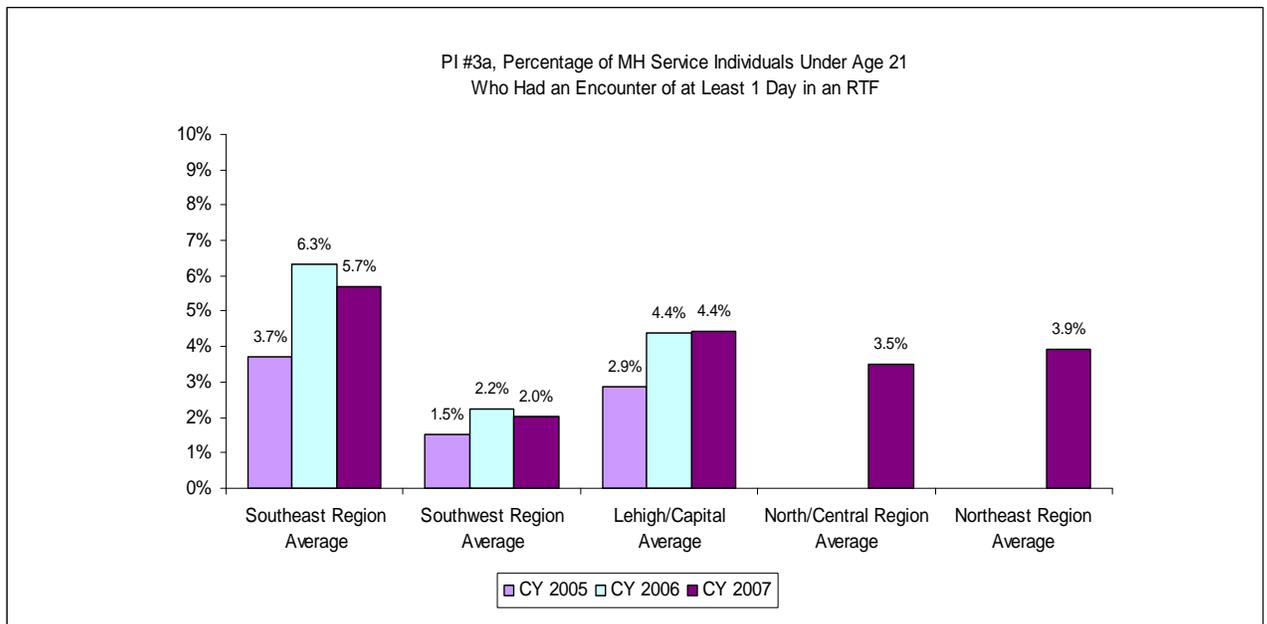
- 5b Percentage of Individuals Discharged From Psychiatric Inpatient With Follow-up Service(s) Within 7 Days Post-Discharge, Under Age 21
- 5c Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64
- 5d Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 65+

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 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, RTF

The following graphs measure the percentage of children and adolescents who are MH-service users who used RTF services during a 1-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 ineffective. There is no evidence of a relationship between any outcomes achieved in residential treatment and subsequent functioning in the community.¹¹



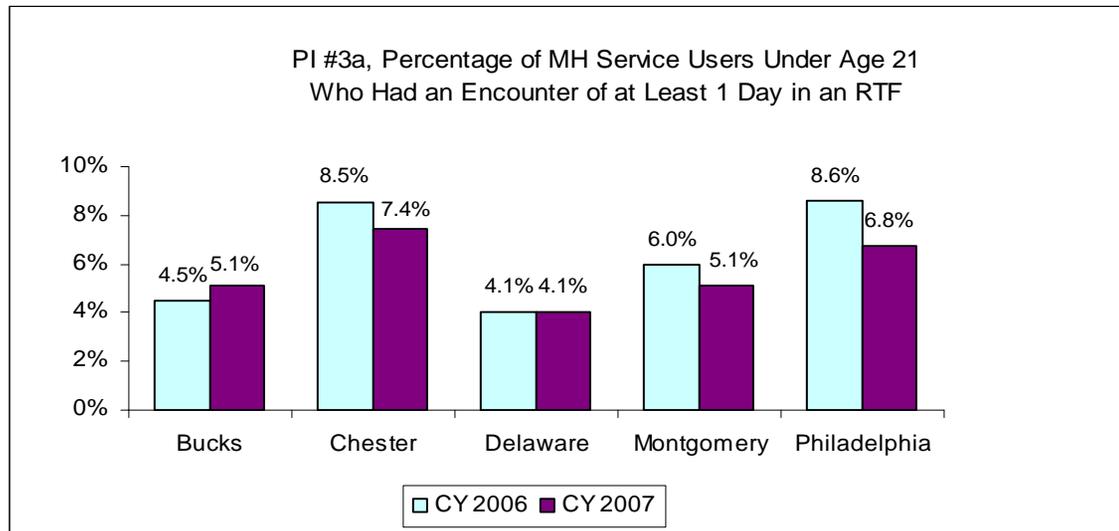
- Several of the counties reported increases in the percentage of RTF stays in 2006, an increase that may have been reflective, in part, of the 2006 Integrated Children’s Services Initiative (ICSI). This initiative encourages the enrollment of additional providers into the HealthChoices network to ensure that financial responsibility for children receiving mental health services is taken on by the HealthChoices program. Several of these counties experienced declines in RTF stays in 2007.

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.

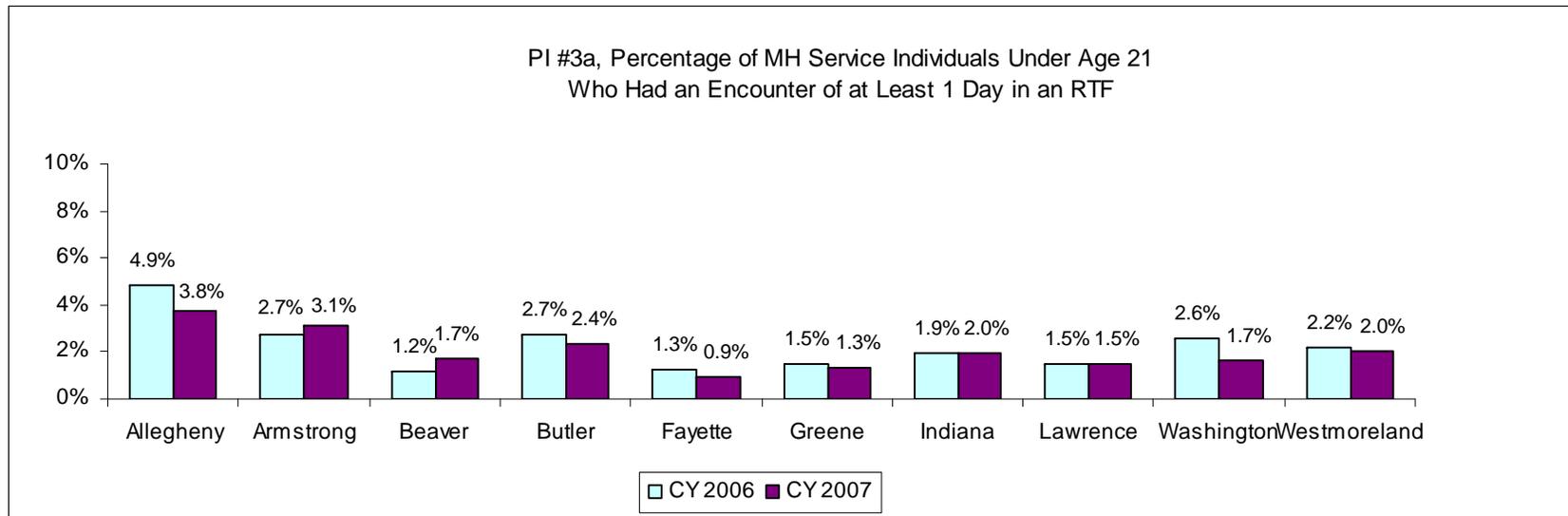
¹¹ White Paper Community Alternatives to Psychiatric Residential Treatment Facility Services March 13, 2009

- In the Southeast, Philadelphia went from 5.5 percent in 2005 to 8.6 percent in 2006 and back down to 6.8 percent in 2007.
- Chester increased from 4.9 percent in 2005 to 8.5 percent in 2006 then decreased to 7.4 percent in 2007.
- Adams County had the highest percentage of individuals in RTF for all counties with 5.5 percent in 2005, 8.9 percent in 2006 and 8.2 percent in 2007.

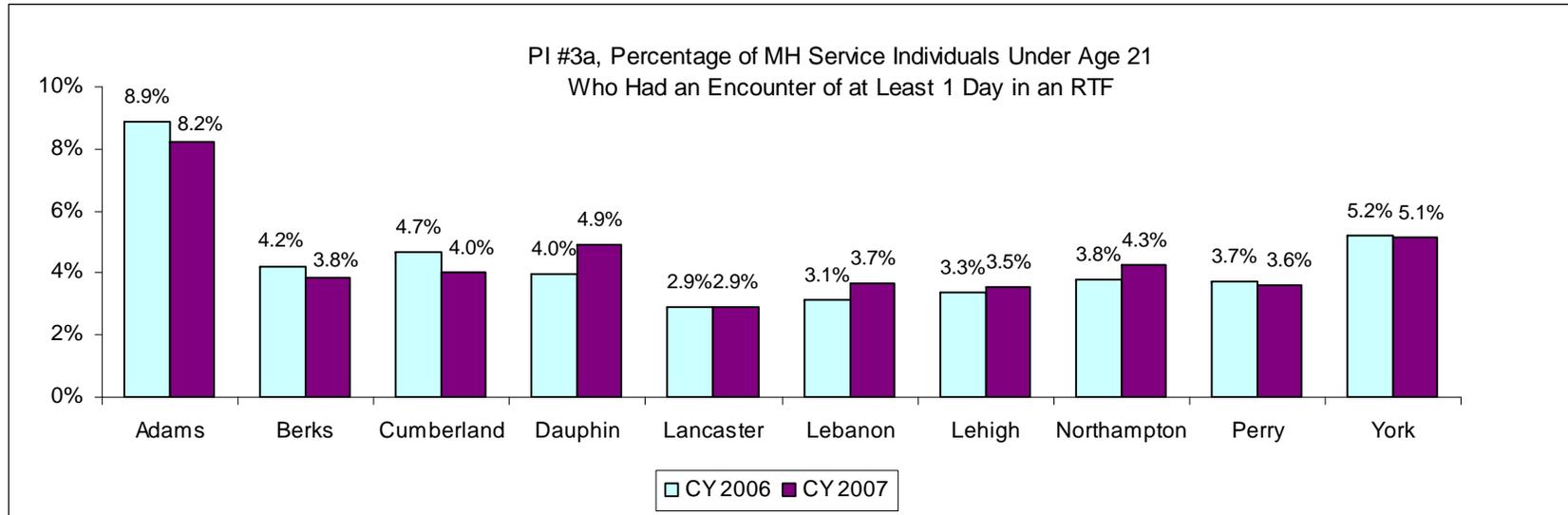
Southeast region



Southwest region

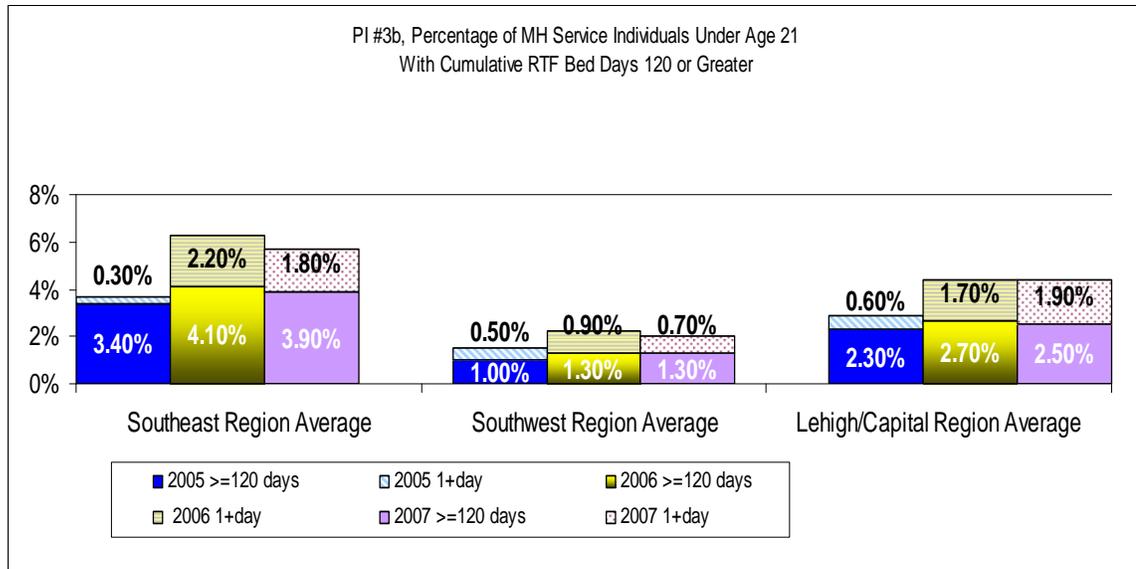


Lehigh/Capital region



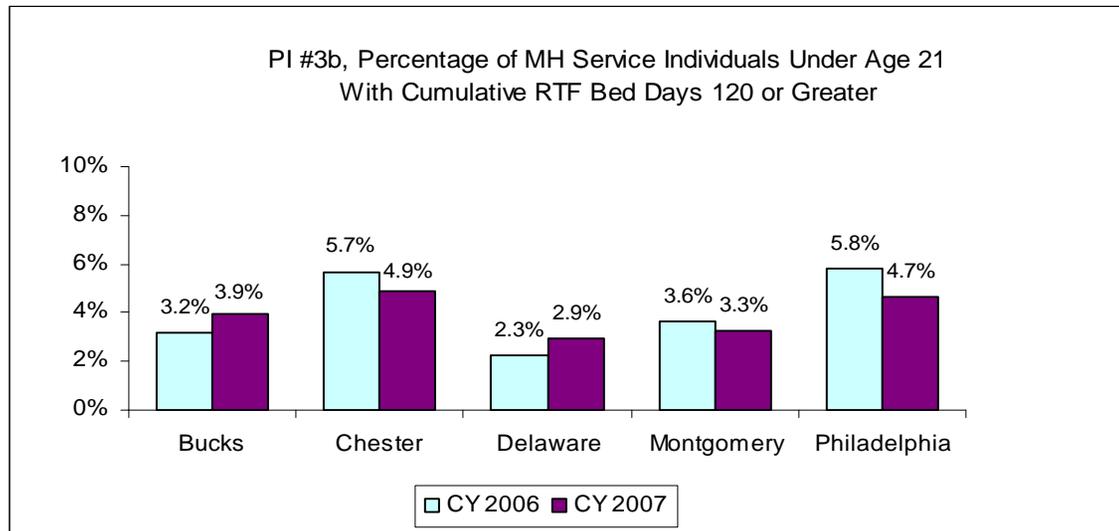
Length of stay, residential treatment facility

In addition to reviewing the number children being admitted to residential treatment, 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.

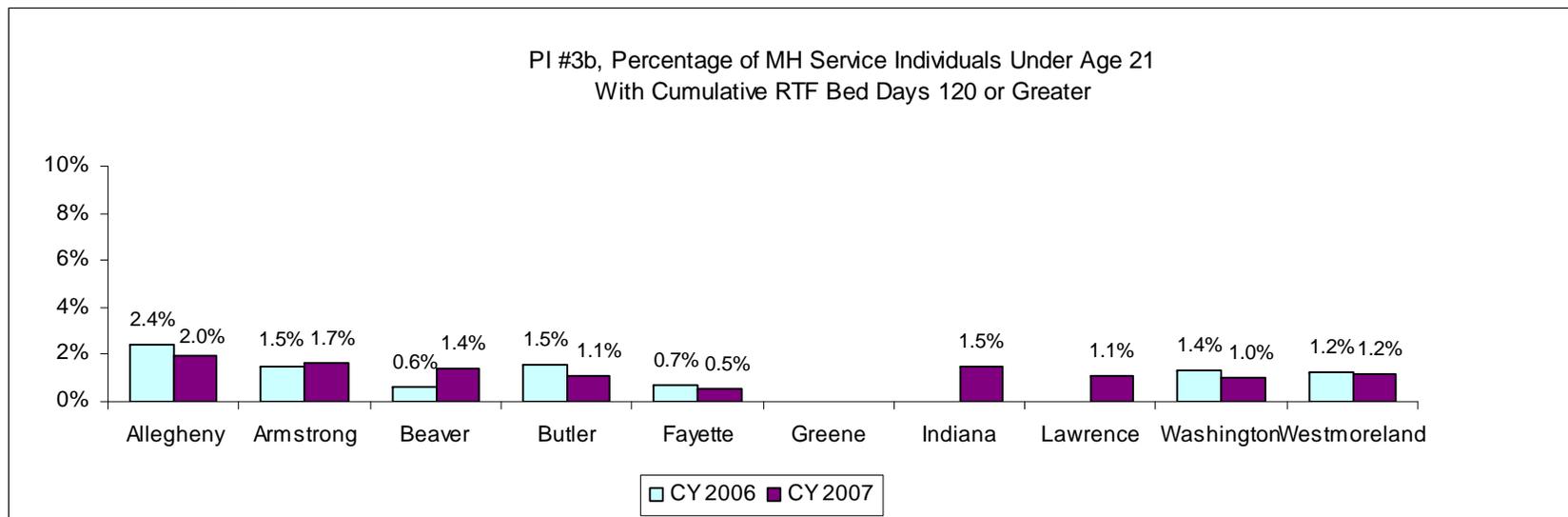


- There was a slight decrease in both the Southeast and Southwest regions in the percentage of individuals under age 21 with ≥ 120 cumulative RTF bed days from 2006 to 2007. The Lehigh/Capital region was unchanged from 2006.
- In the Lehigh/Capital region Adams County had the greatest change (decrease of 2.4 percent) in the percentage of those under age 21 with RTF bed days of 120 or greater.

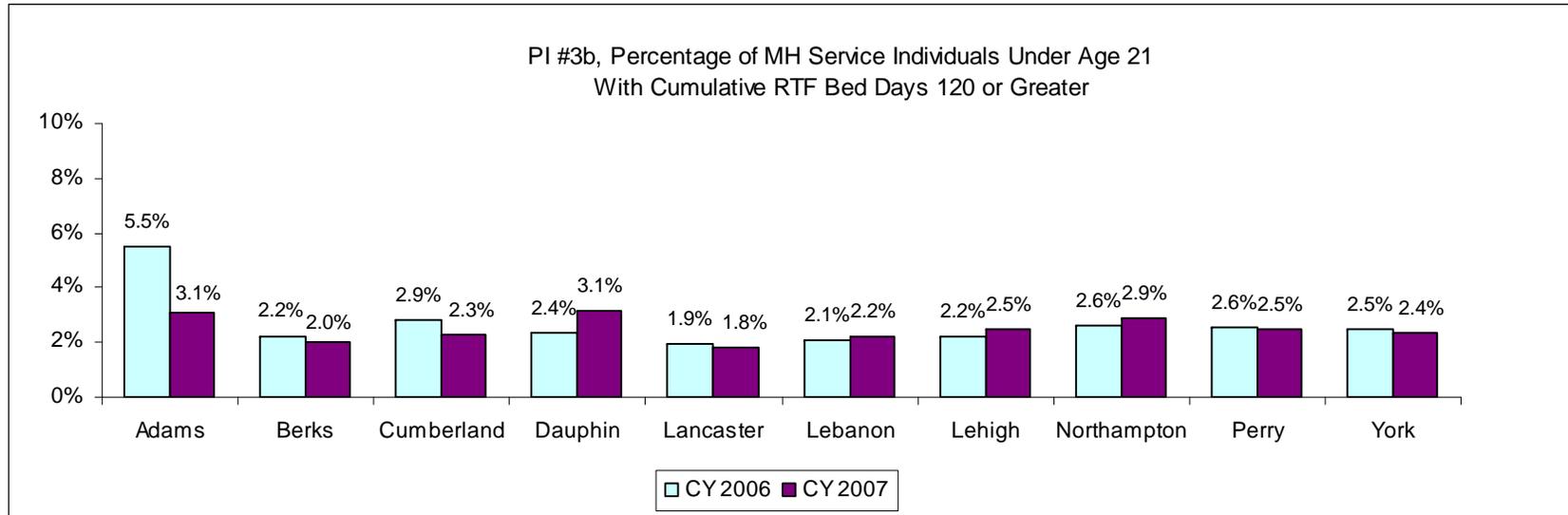
Southeast region



Southwest region

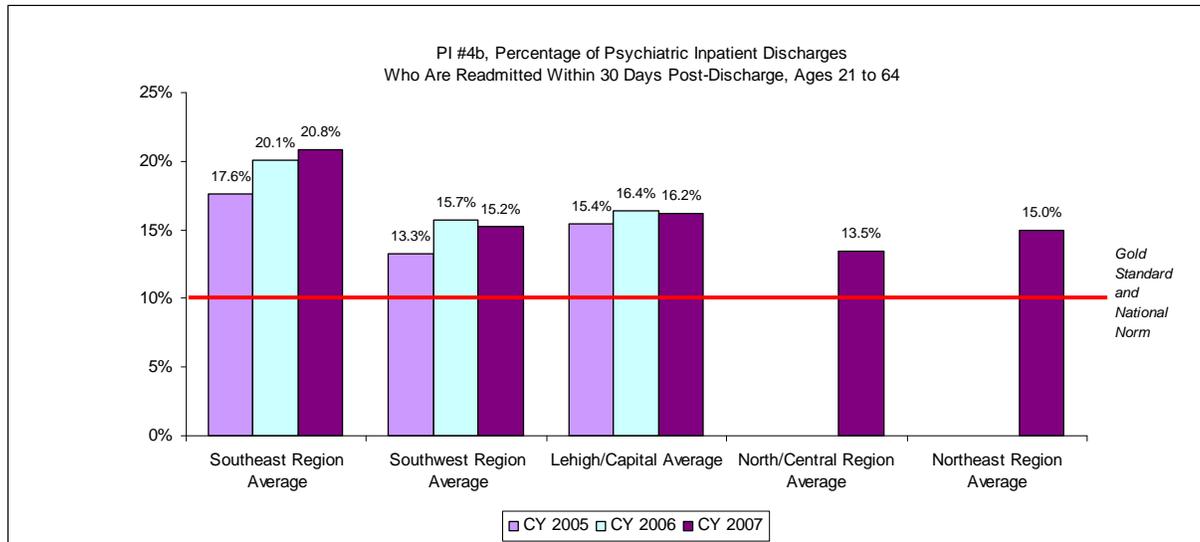


Lehigh/Capital region



Readmission rate, ages 21 to 64

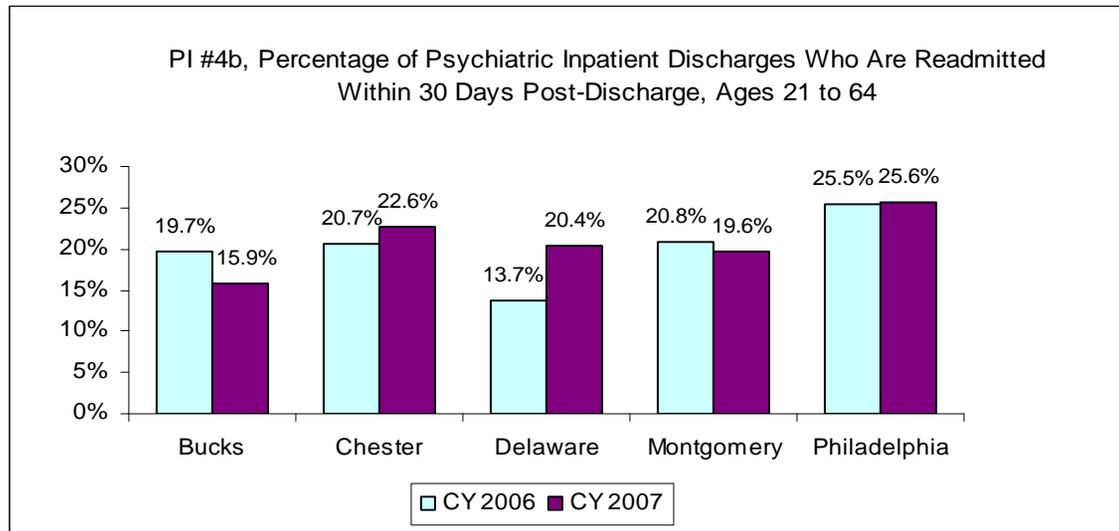
The next three sets of graphs illustrate the percentage of discharges from psychiatric inpatient services who are readmitted to that LOC within 30 days post-discharge. The premise is that highly effective discharge planning and aftercare service delivery can reduce unnecessary readmissions. It is understood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



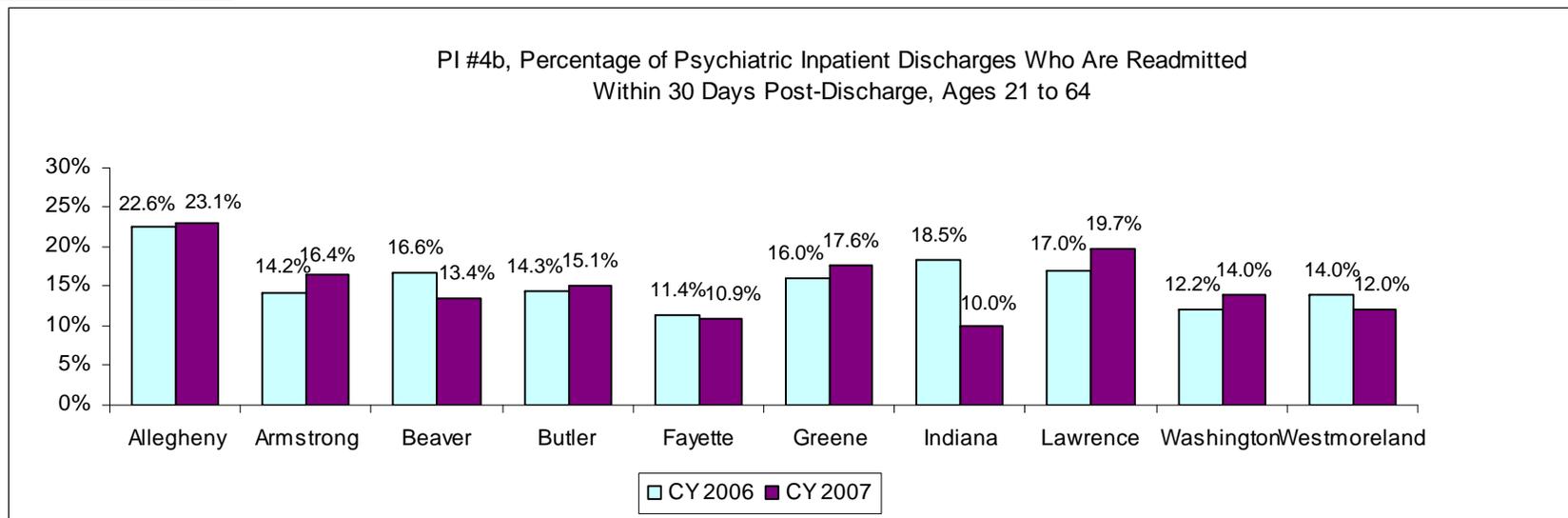
- All regions for all years presented have a rate of readmission that is higher than the gold standard and national norm for adult readmissions within 30 days post-discharge.
- Both the Southwest and Lehigh/Capital regions showed a slight decrease in readmission rates within 30 days from 2006.
- None of the counties reporting had readmission rates in 2007 that met or were below the gold standard of 10 percent.¹² While the lowest percentage (13.5 percent) of readmission within 30 days post-discharge occurred in the North/Central region, two counties, Indiana (10.0 percent) and Fayette (10.9 percent), in the Southwest region met or were very close to the gold standard.

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 percent.

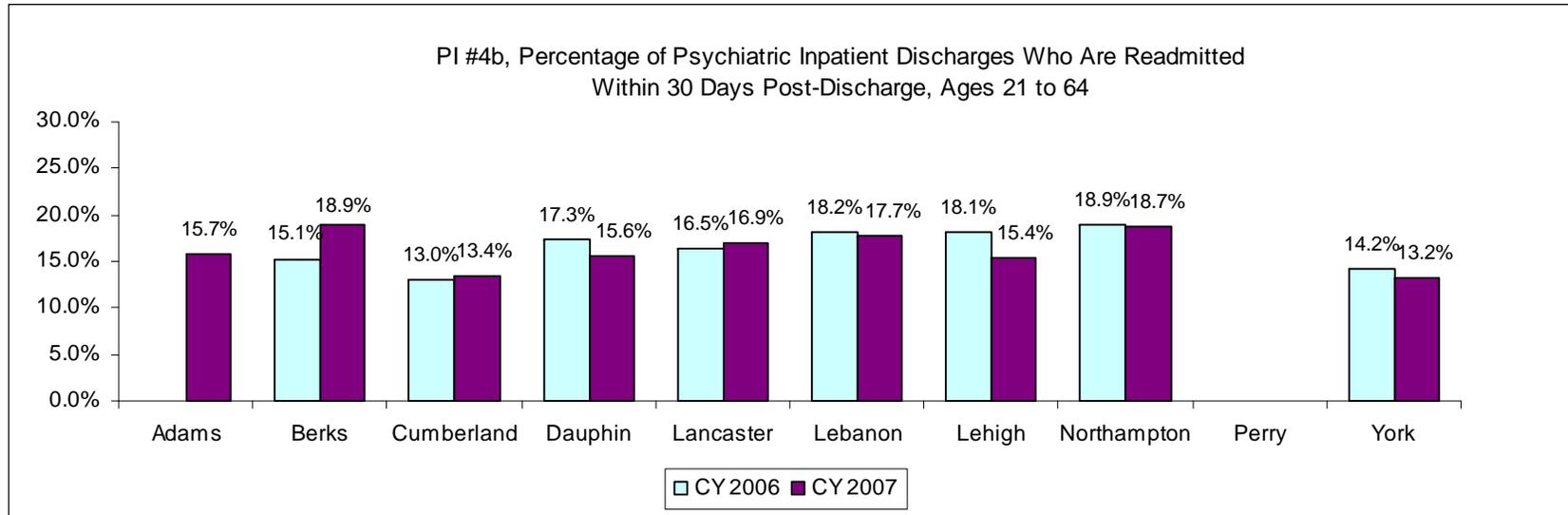
Southeast region



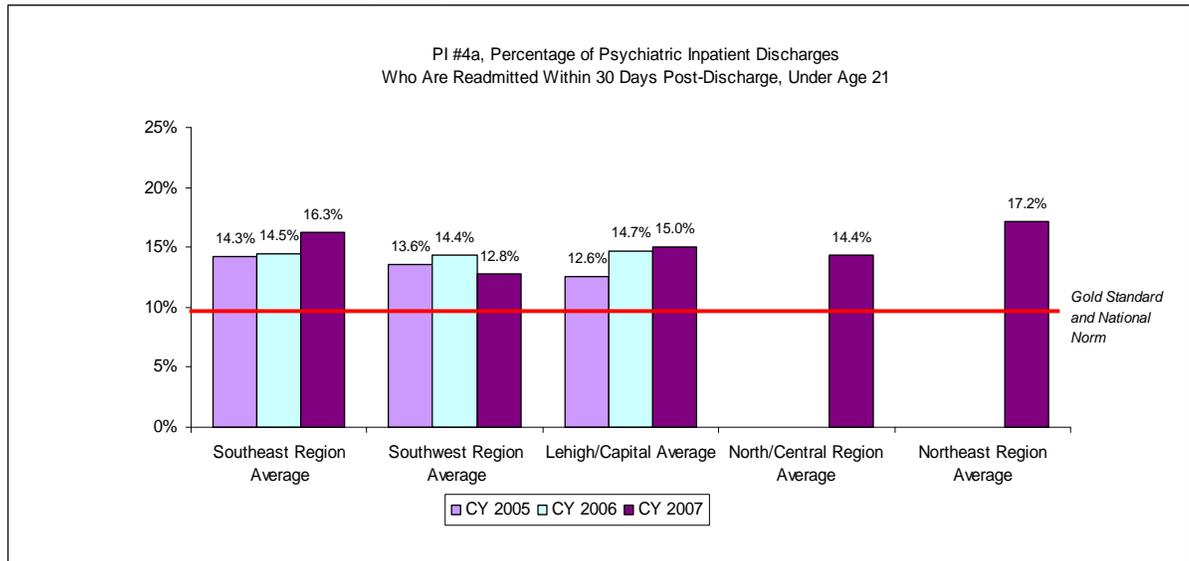
Southwest region



Lehigh/Capital region

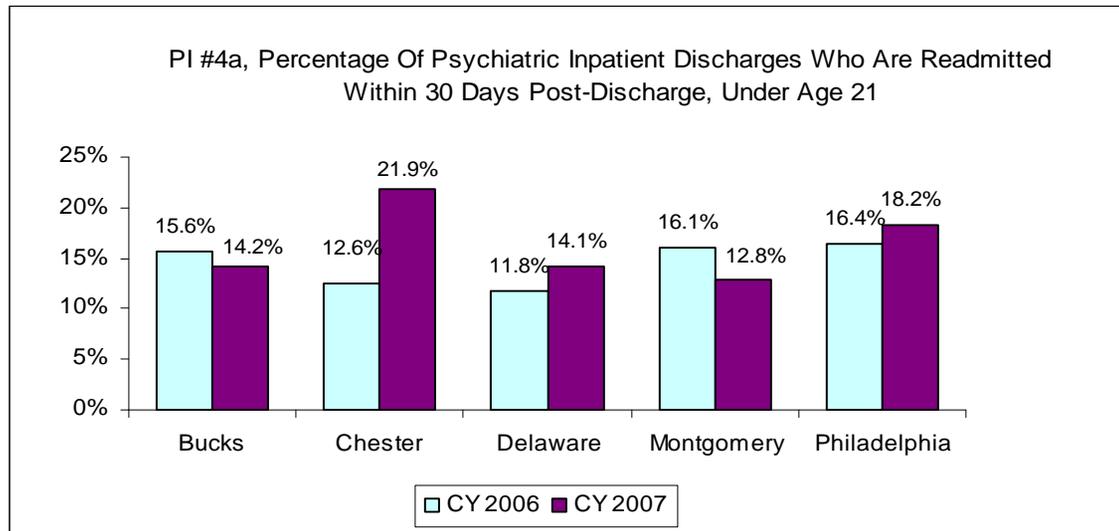


Readmission rate, under age 21

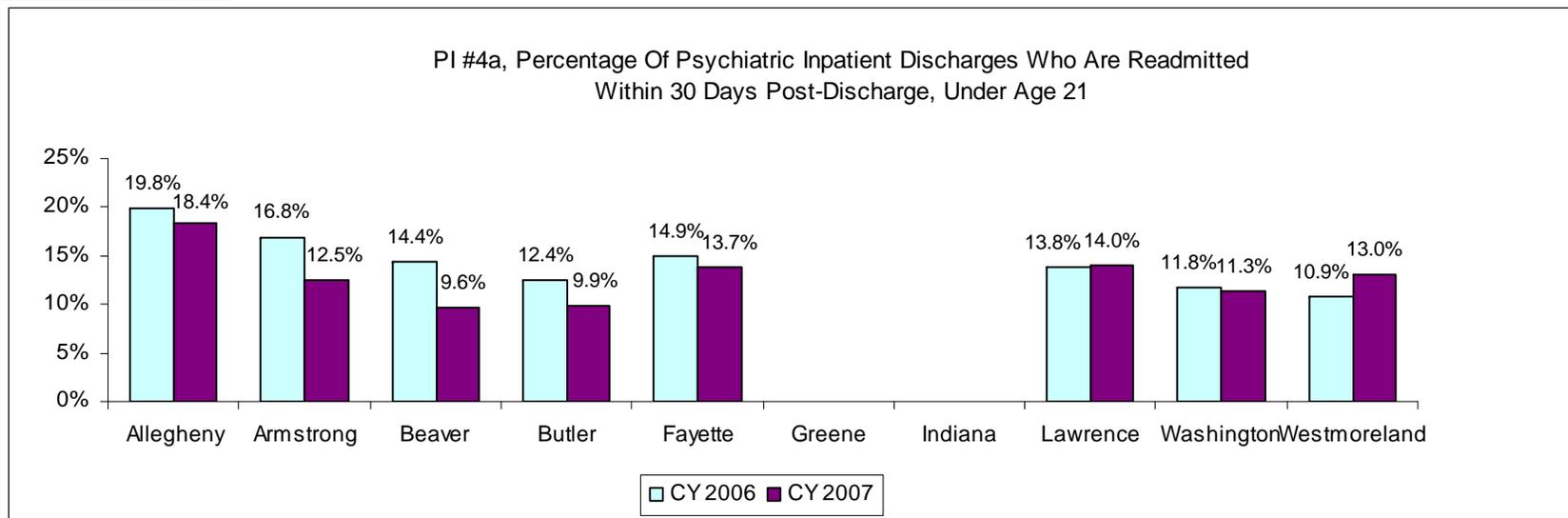


- The Southwest region saw a decrease in the rate of readmission in 2007 while both the Southeast and Lehigh/Capital regions saw an increase for the second year. The Northeast region in its first year of reporting had the highest rate of readmission among the five regions.¹²
- Chester County in the Southeast region saw the greatest increase in the rate of readmission within 30 days for those under the age of 21 (12.6 percent to 21.9 percent).
- Five of the eight counties reporting in the Lehigh/Capital region had an increase in readmission rates from 2006 to 2007.

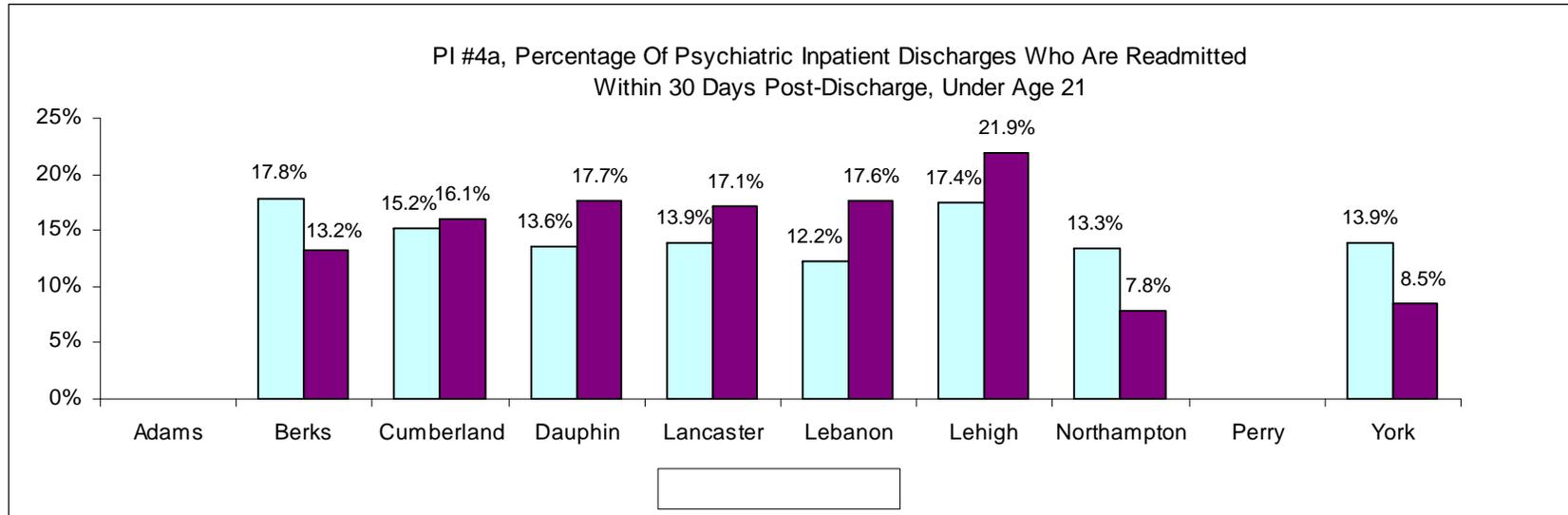
Southeast region



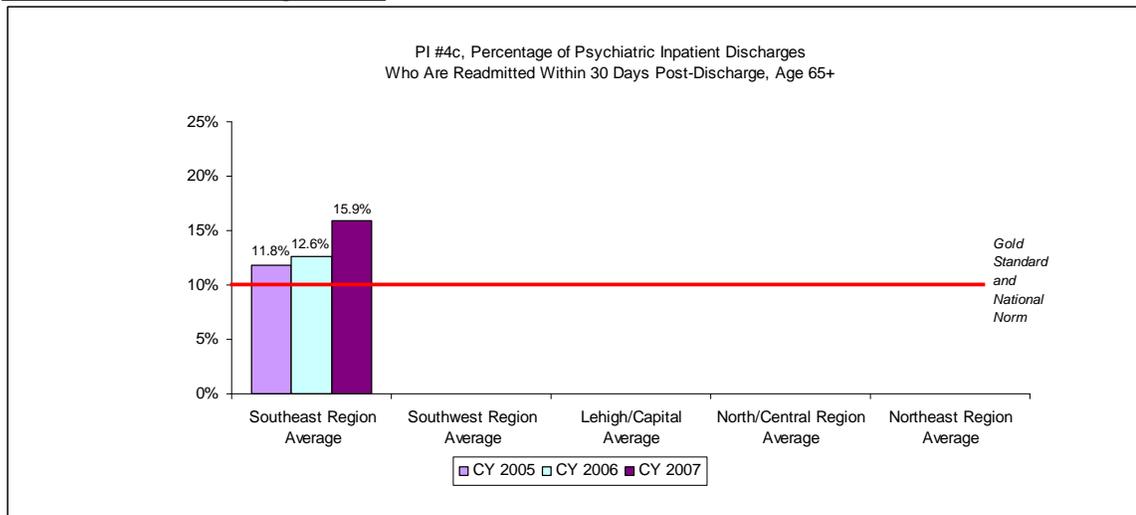
Southwest region



Lehigh/Capital region

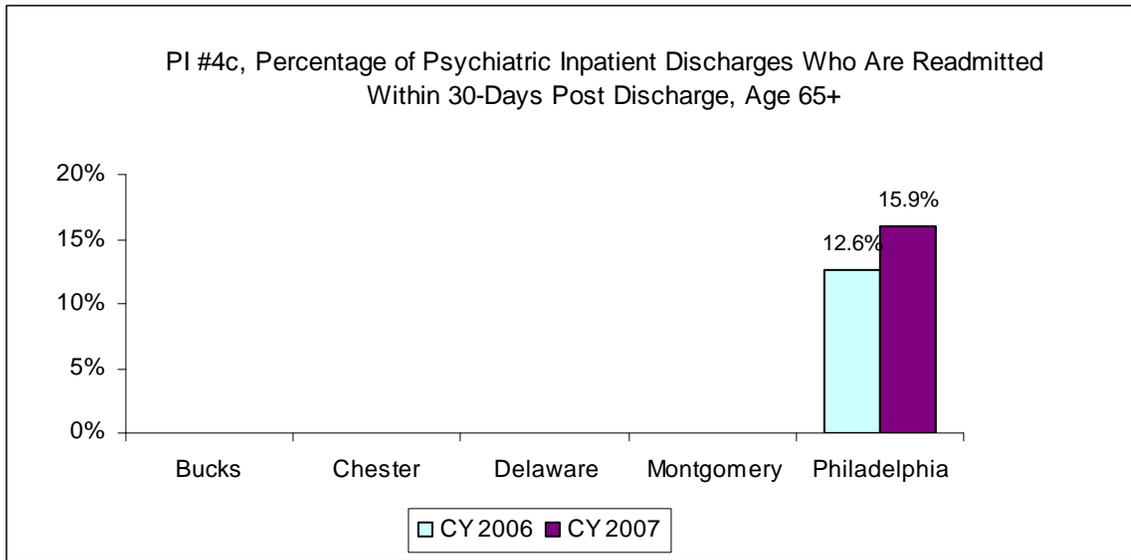


Readmission rate, ages 65+



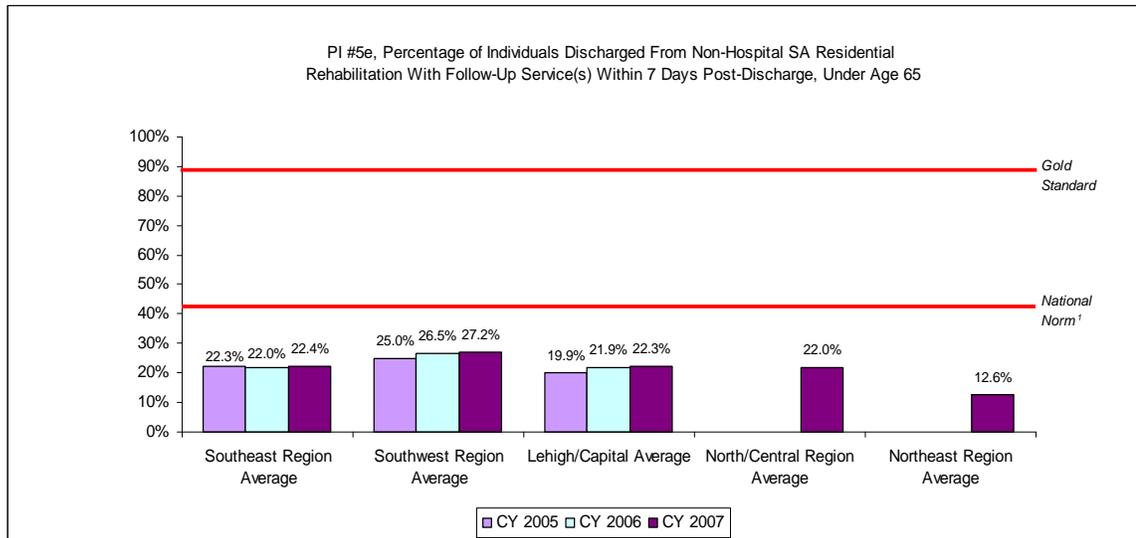
- As was described previously, illustrating data for the 65+ age group is challenging, as the data presented only shows the services paid for by Medicaid and does not include the relatively large portion of services paid for by Medicare. However, it is important to provide some data for this population in order to see utilization patterns for Medicaid services.¹²
- 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.
- In the Southeast, 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. Again this rate exceeded the established gold standard and national norm.

Southeast region



SA 7-day follow up after non-residential hospital rehabilitation

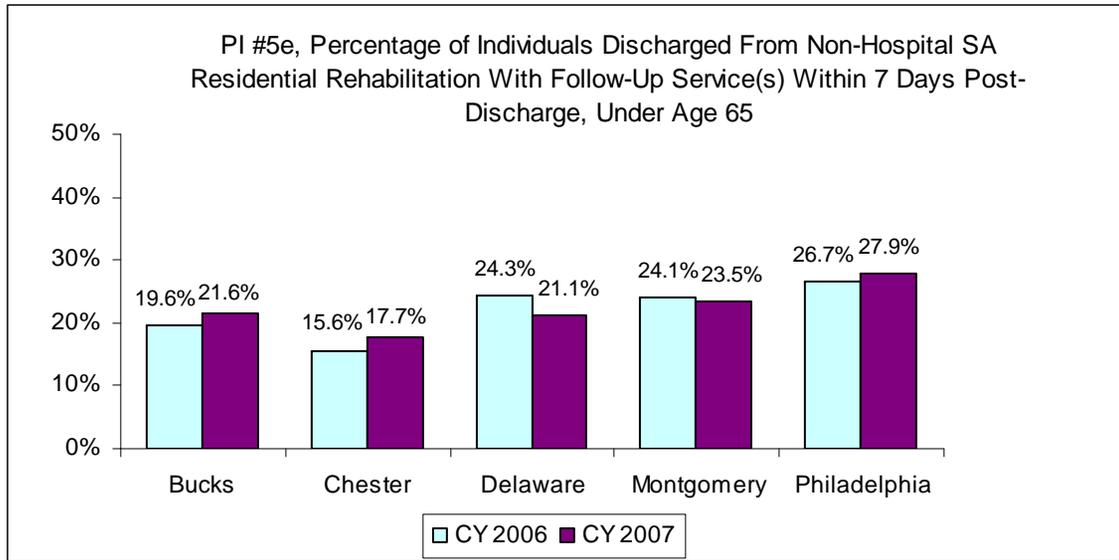
Non-hospital SA services include non-hospital residential detoxification, residential rehabilitation and half-way house. When leaving one of these LOCs, follow-up services in the community help to maintain gains made in treatment and prevent substance-seeking behaviors. The HEDIS measure is the national norm for inpatient follow-up since none exists specifically for D&A services.¹³ Please note that the following results may not reflect access to services paid outside MA.



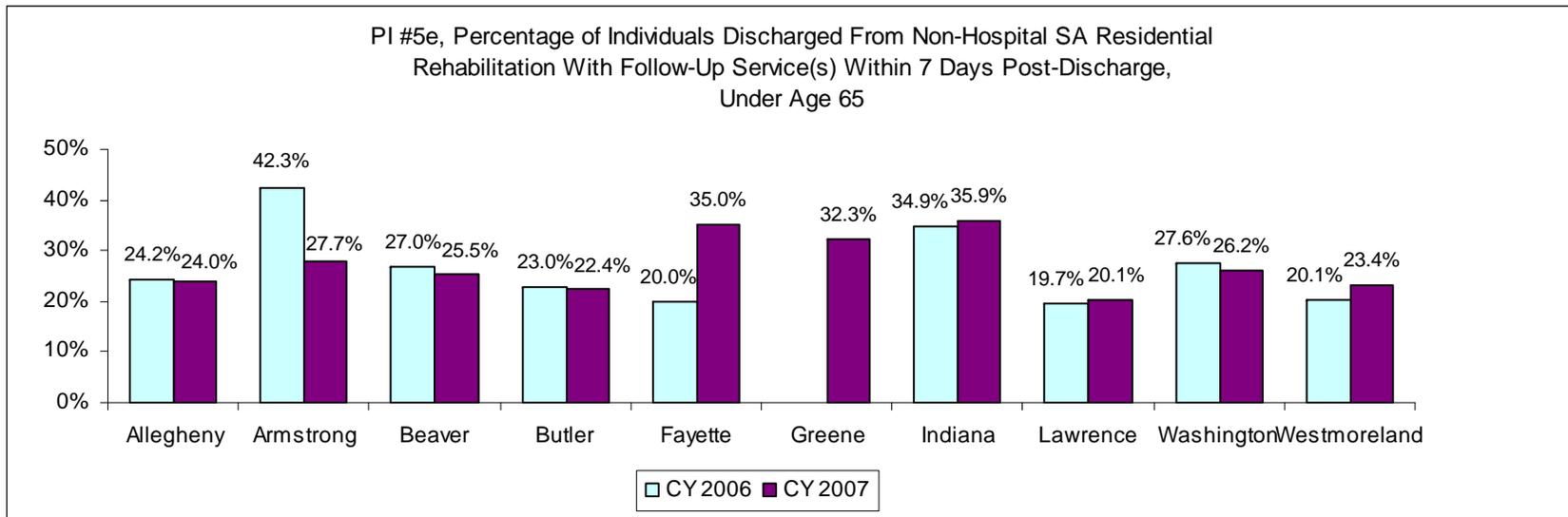
- Results across the all four years of reported data have been held relatively steady across the three regions. There has not been a steady increase or decrease in the rate of follow up within seven days post-discharge.
- However, none of the regions across the four years has achieved the national norm.
- In the Southwest region, Armstrong saw a dramatic decrease and Fayette saw an increase from 2006 to 2007, with rates varying from 42.3 percent to 27.7 percent and from 20 percent to 35 percent, respectively. Of all the counties, Indiana in the Southwest has the highest rate of follow up (nearly 36 percent).

¹³ The National Norm for PI #5e (42.5%) is based on the Healthcare Effectiveness Data and Information Set, 2008.

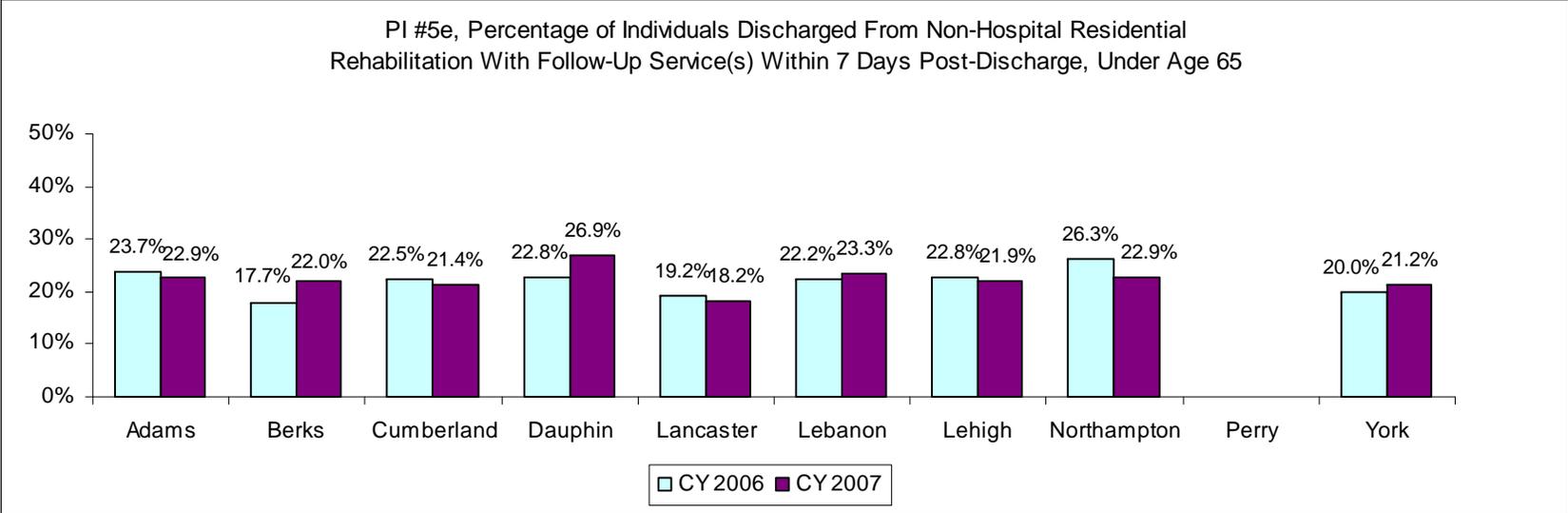
Southeast region



Southwest region

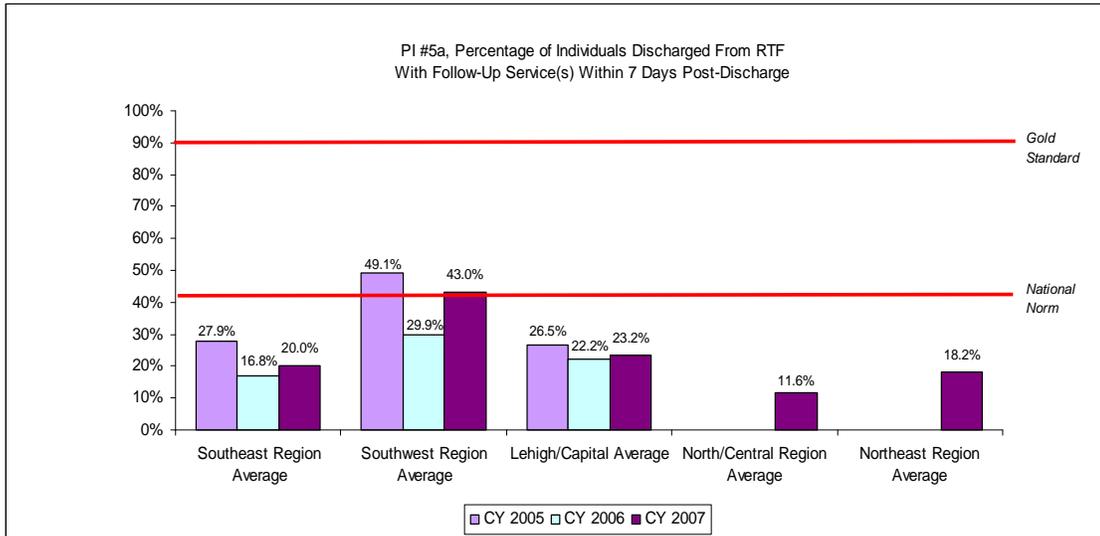


Lehigh/Capital region



7-day follow up, RTF

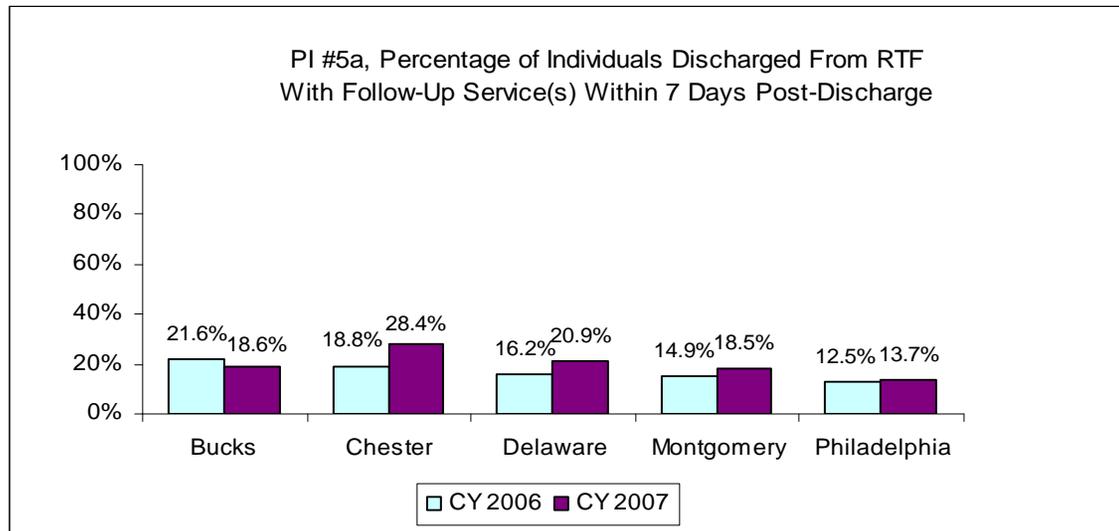
As with inpatient services, the provision of follow-up services within seven days post-discharge is important to maintain gains made in residential treatment. The number of inpatient days per admission for substance abuse treatment has been decreasing over time. To ensure a positive outcome following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



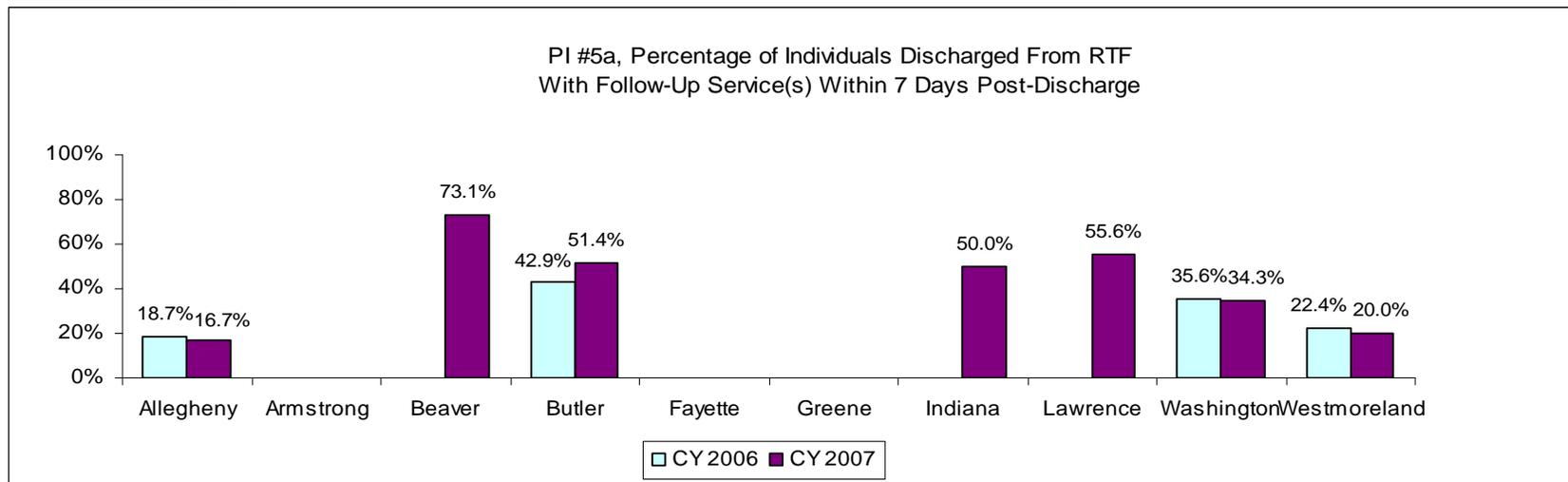
- Although four regions did not, the Southwest region saw an increase from 2006 in 2007 and did reach the national norm for follow-up services within seven days post-discharge from an RTF in 2006.¹⁴
- At a rate of 73.1 percent, Beaver County by far had the highest rate of follow-up services within seven days post-discharge of all the counties reporting data in 2007.

¹⁴ The national norm for PI #5a (42.5%) is based on the Healthcare Effectiveness Data and Information Set, 2008.

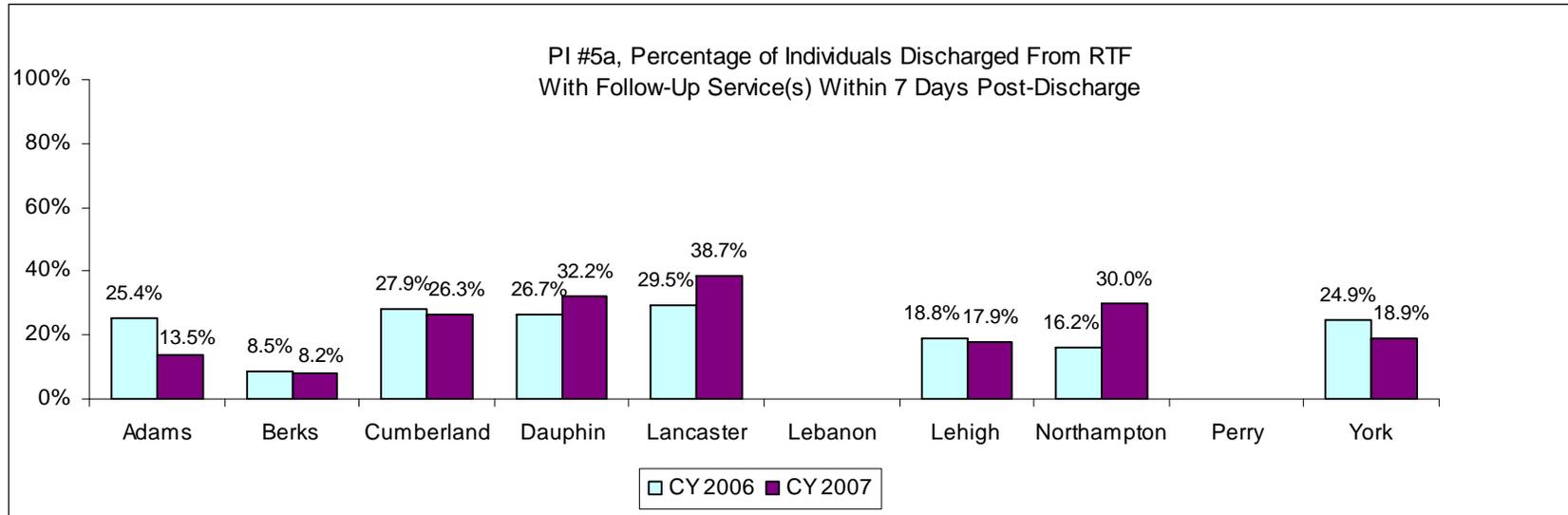
Southeast region

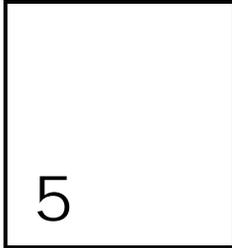


Southwest region



Lehigh/Capital region





Consumer satisfaction

Soliciting consumer feedback is an important component of quality assurance (QA) 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 and the Consumer Satisfaction Team Alliance of Pennsylvania (C/STAP). 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 results for the fourth quarter for 2004, 2005, 2006 and 2007 for the Southeast, Southwest and Lehigh/Capital regions. The second graph includes these three counties as well as the North/Central State Option, North/Central County Option and Northeast BH findings for the fourth quarter of 2007. 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
- 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

Southwest region

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

Lehigh/Capital region

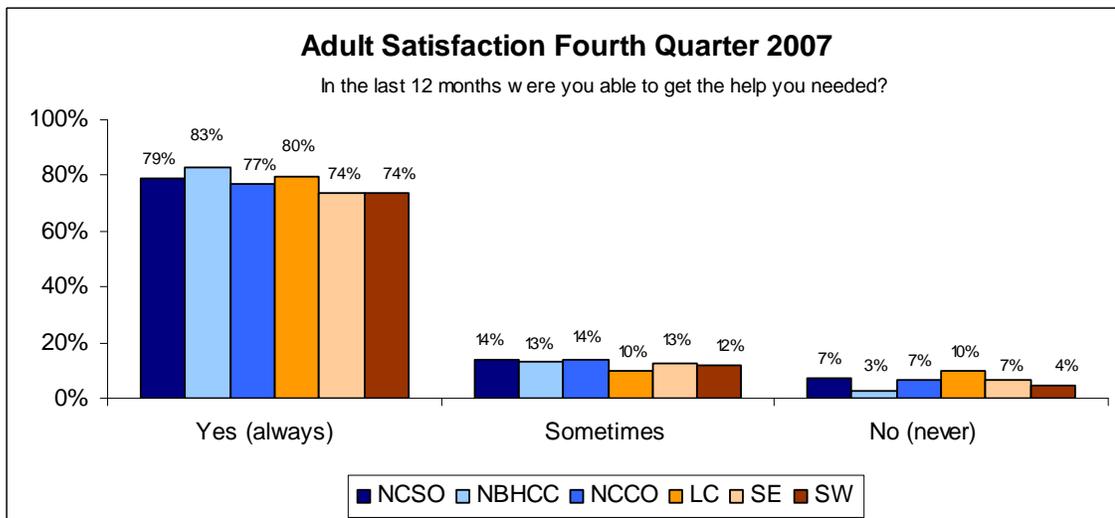
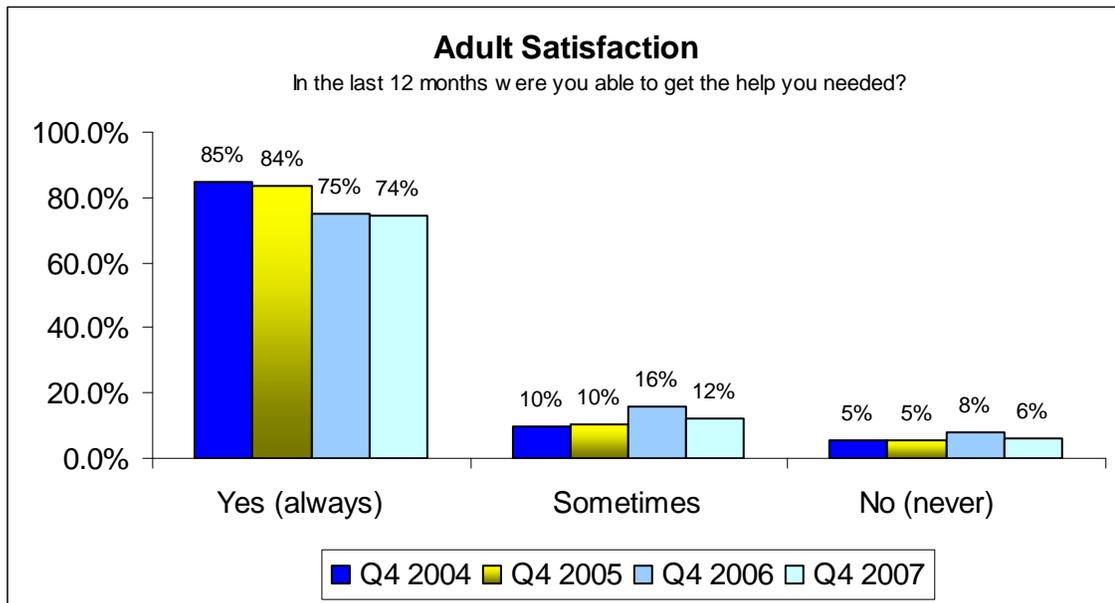
- Adult survey data not available:
 - Fourth quarter 2005 – Perry County
- Child and adolescent data not available:
 - Fourth quarter 2004 – Northampton

The analysis presented is based on a total of 8,261 completed surveys. In the fourth quarter of 2004, 1,793 surveys were returned; during the fourth quarter of 2005, 1,993 surveys were returned, during the fourth quarter of 2006, 4,475 surveys were returned and in the fourth quarter of 2007 3,824 surveys were returned. Of the surveys returned in 2007, 990 were completed in the Southwest region, 259 in the Lehigh/Capital region, 1,435 in the Southeast region, 36 were in the North/Central State Option, 596 were in the North Central County Option and 175 were in the Northeast.

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 6 graphs present overall results. For those counties reporting, County-specific results are found in **Appendix B**.

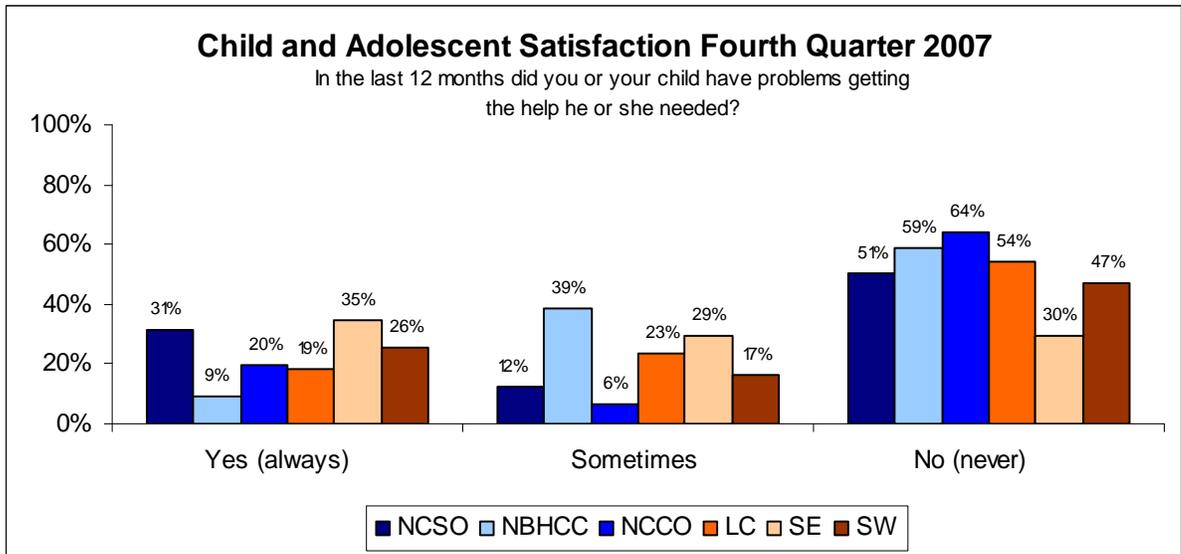
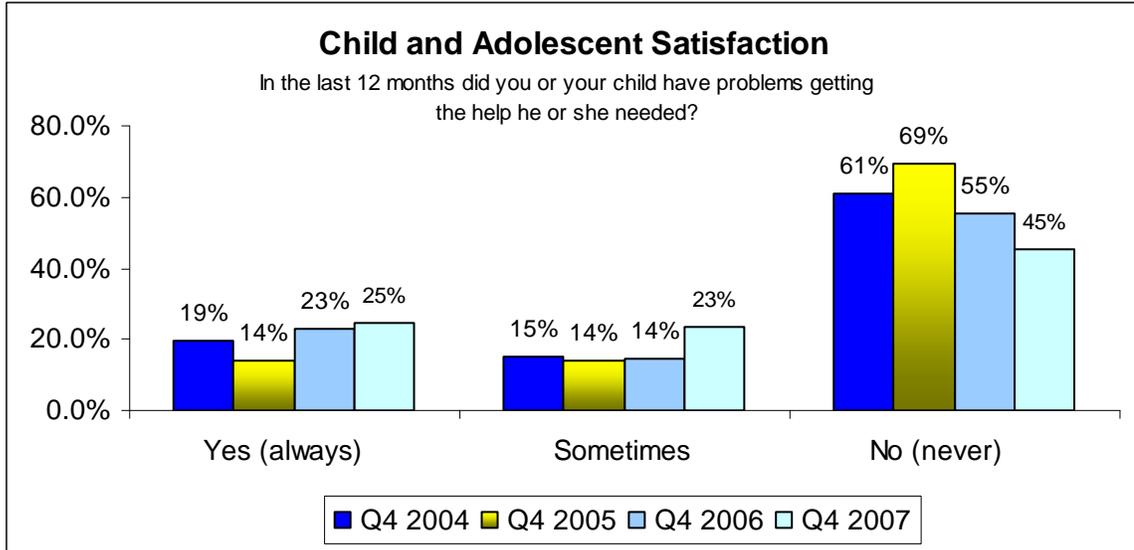
The first two graphs address overall satisfaction with access to services.

Satisfaction, adults



- Three-quarters of adults in the counties reporting multiple years of data indicate strong satisfaction with being able to get the help they needed.
- In the fourth quarter of 2007 the highest satisfaction with access to services was reported by consumers in the Northeast BH region.

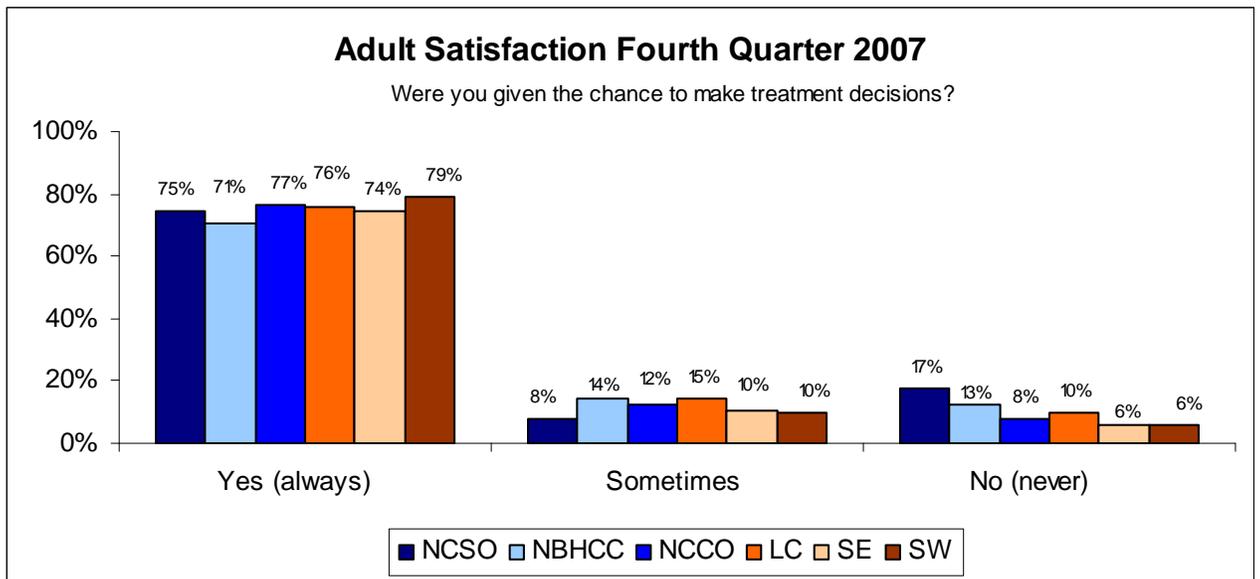
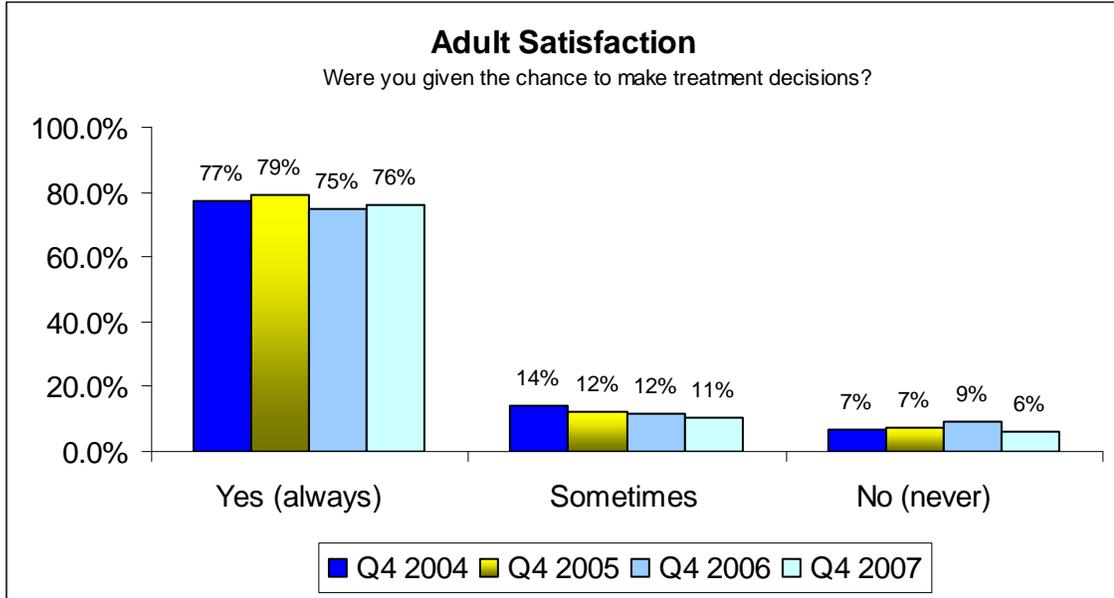
Satisfaction, child and adolescent

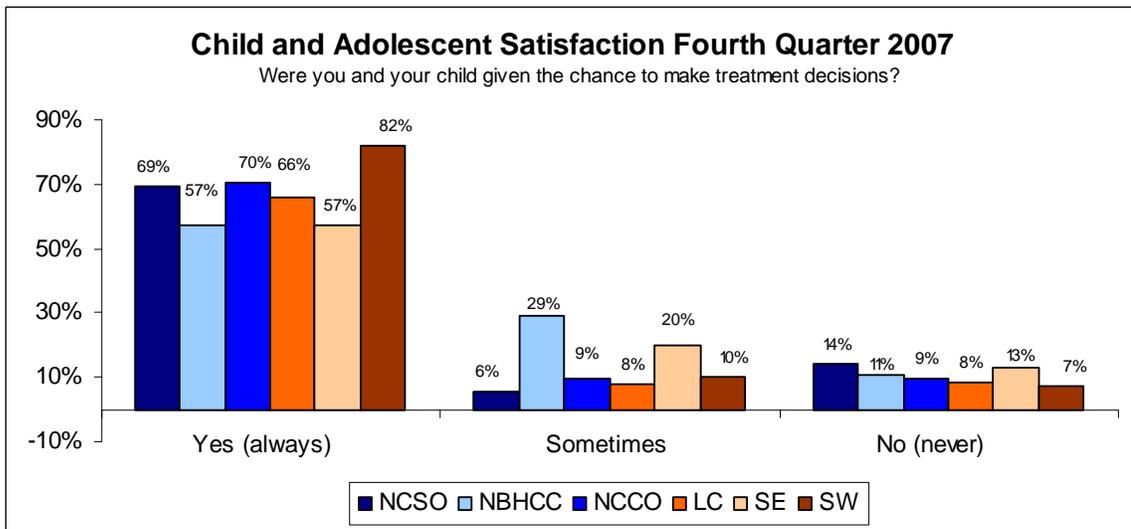
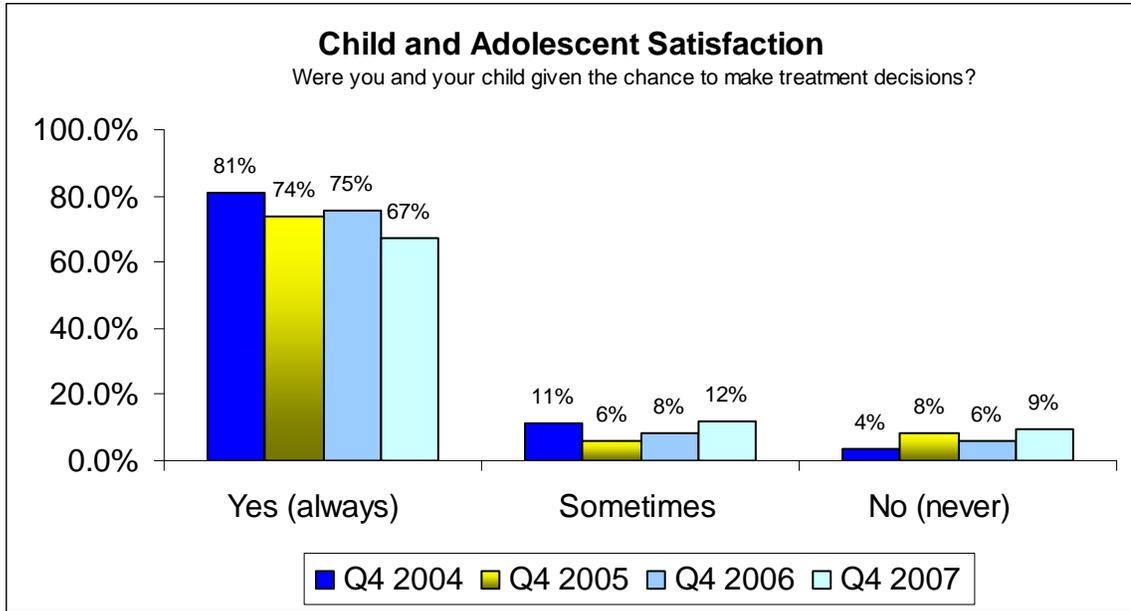


- This question provides insight into the ease of access to services as perceived by parents and guardians of children/adolescents. For those regions reporting multiple years of data there was a slight decrease in parent and guardian satisfaction with access to service for children/adolescents.
- The Southwest region had the highest percentage of satisfaction in 2007. In contrast to the adult results, Northeast BH received one of the lower ratings 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

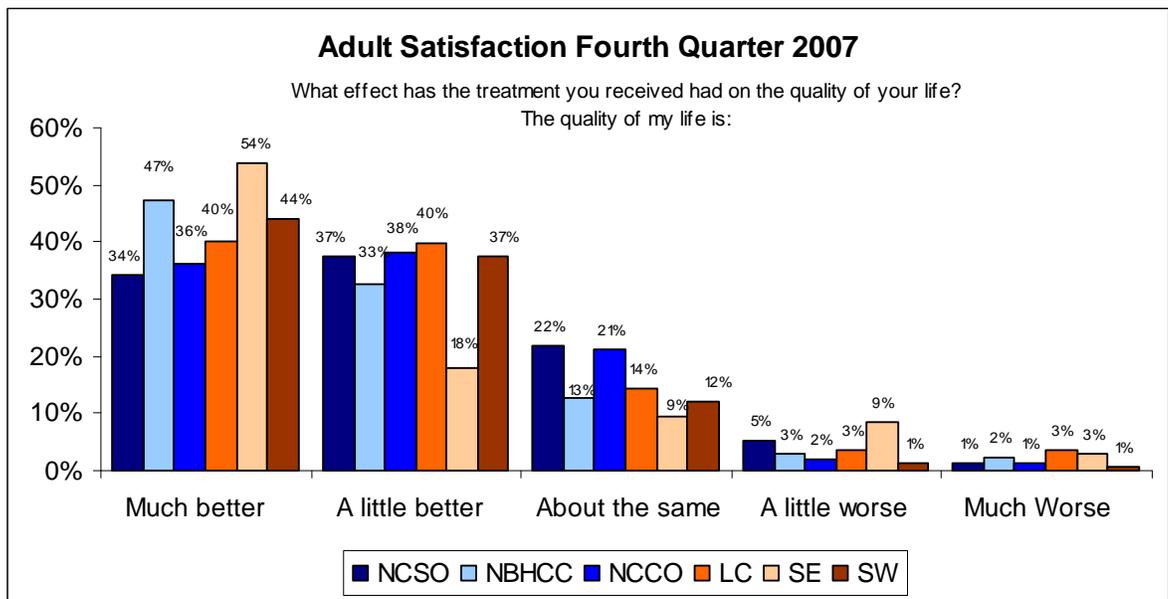
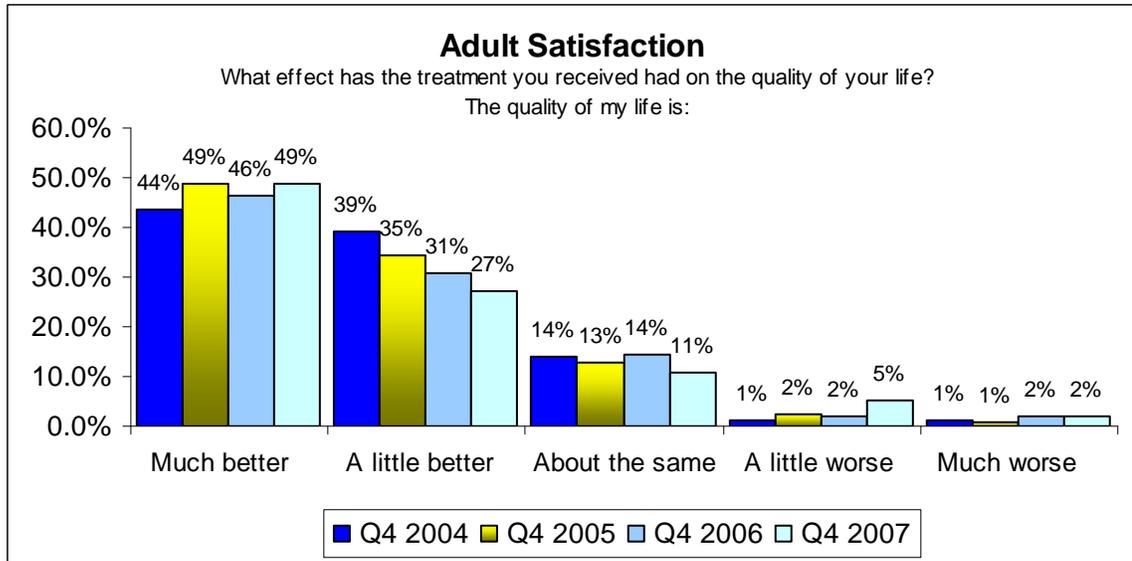


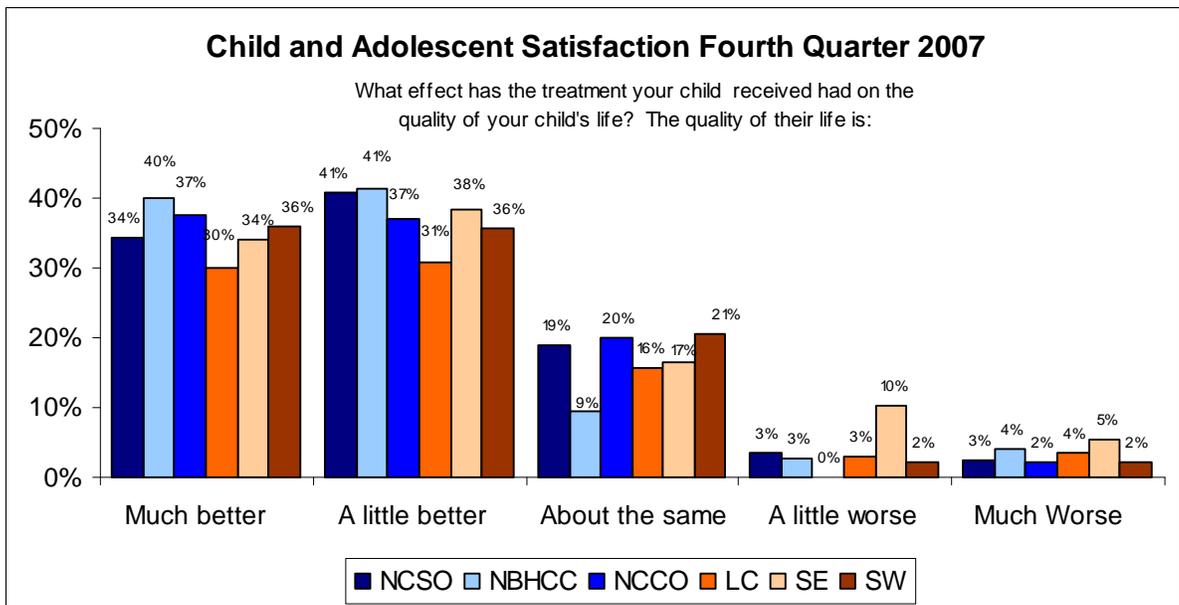
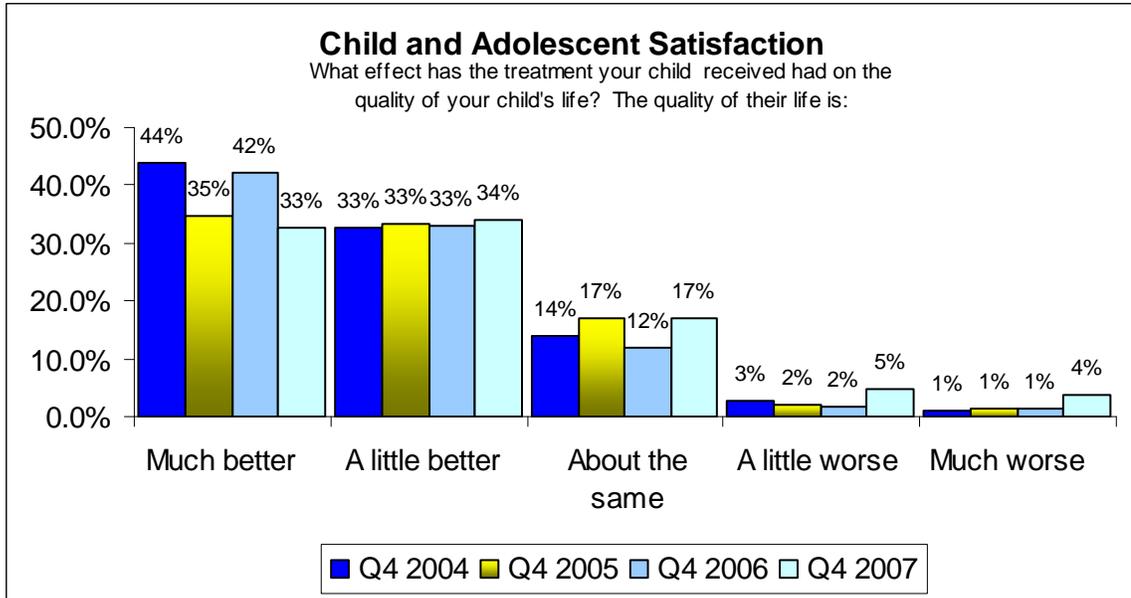


- A high percentage of both adults and parents/guardians of children/adolescents indicate they were given the chance to make treatment decisions. There was a slight decrease from 2006 to 2007 in the parent and guardian satisfaction with being involved in treatment decisions.
- As with the previous areas of satisfaction discussed, the Southwest region had the highest percentage of satisfaction reported for involvement in treatment decisions.

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

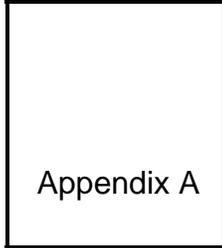
Quality of life, adults and children





- More than three-fourths of adult respondents indicated their quality of life was “much better” or “a little better.” Among adults, there was a slight decline in the overall rating of the impact of treatment on the quality of life.
- Of the five regions reporting data in the fourth quarter of 2007 the adults in the Southeast region had the largest percentage of individuals in reporting that their life was “much better.”
- A high percentage of adults and parents/guardians of children/adolescent respondents indicate treatment had a positive impact on the child/adolescent’s quality of life. Those in the Northeast BH region indicated the quality of their child’s/adolescent’s life was much better.

- There was a decline in satisfaction among parents/guardians in 2007. The satisfaction rating was the lowest in 2007 for the years reported.



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

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 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	4%	4%	6%	6%	4%	3%	3%	3%	4%	4%		3%	4%	3%	5%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	3%	3%	3%	4%	4%	2%	2%	2%	2%	3%	2%		2%	2%	3%	3%	3%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	11%	15%	15%	14%	14%	16%	12%	15%	15%	13%	15%	15%		15%	16%	15%	16%	16%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	18%	19%	18%	20%	21%	15%	15%	16%	15%	17%	17%		18%	20%	19%	22%	21%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	12%	7%	8%	12%	13%	16%	5%	7%	8%	12%	13%	16%		5%	6%	8%	12%	10%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	21%	24%	22%	28%	17%	20%	24%	30%	28%	34%	22%	28%		26%	24%	23%	18%	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%	25%	24%	25%	23%	24%	24%		23%	24%	23%	24%	24%

* 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 (continued)

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

Southeast counties (continued)

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

* 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 (continued)

Quality/Process Performance Indicators	Bucks						Chester						Delaware					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	4%	2%	5%	5%	5%	4%	6%	5%	9%	7%	4%	3%	4%	3%	4%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	2%	2%	3%	3%	4%	3%	2%	3%	4%	6%	5%	3%	2%	3%	3%	2%	3%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	12%	17%	13%	13%	16%	14%	8%	14%	16%	13%	13%	22%	12%	15%	12%	11%	12%	14%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	16%	12%	17%	20%	16%	11%	16%	20%	15%	21%	23%	11%	15%	18%	14%	14%	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	15%	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%	24%	28%	16%	24%	19%	28%	17%	11%	24%	25%	16%	21%
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%	18%	27%	19%	17%	16%	18%	23%	25%	28%	27%	24%	21%

* 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 (continued)

Quality/Process Performance Indicators	Montgomery						Philadelphia					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	4%	3%	6%	5%	4%	3%	4%	5%	9%	7%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	2%	2%	4%	3%	3%	3%	3%	6%	6%	5%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	12%	16%	14%	18%	16%	13%	12%	13%	18%	16%	16%	18%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	20%	22%	23%	19%	21%	20%	18%	20%	24%	23%	26%	26%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	10%	7%	8%	12%	13%	16%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	18%	26%	24%	43%	15%	18%	17%	23%	18%	13%	13%	14%
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%	30%	23%	23%	23%	27%	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

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

Southwest counties (continued)

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 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	2%	2%	2%	2%	2%	4%	3%	3%	3%	4%	4%		3%	4%	3%	5%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	1%	1%	1%	1%	1%	2%	2%	2%	2%	3%	2%		2%	2%	3%	3%	3%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	13%	14%	15%	14%	14%	13%	12%	15%	15%	13%	15%	15%		15%	16%	15%	16%	16%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	13%	14%	13%	16%	15%	15%	15%	16%	15%	17%	17%		18%	20%	19%	22%	21%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	4%	NC	NC	NC	NC	NC	5%	7%	8%	12%	13%	16%		5%	6%	8%	12%	10%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	31%	48%	44%	49%	30%	43%	24%	30%	28%	34%	22%	28%		26%	24%	23%	18%	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	33%	29%	28%	25%	27%	27%	25%	24%	25%	23%	24%	24%		23%	24%	23%	24%	24%

* 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

Southwest counties (continued)

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

* 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

Southwest counties *(continued)*

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

* 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

Southwest counties (continued)

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

* 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

Southwest counties *(continued)*

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

* 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

Southwest counties (continued)

Quality/Process Performance Indicators	Allegheny						Armstrong						Beaver					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	1%	2%	2%	5%	4%	2%	2%	2%	1%	3%	3%	2%	1%	1%	1%	1%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	1%	1%	1%	2%	2%	2%	2%	NC	NC	1%	2%	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%	10%	NC	NC	15%	17%	13%	13%	10%	15%	15%	14%	10%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	17%	19%	20%	20%	23%	23%	12%	10%	14%	13%	14%	16%	16%	12%	17%	16%	17%	13%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	5%	NC	NC	NC	NC	NC	0%	NC	NC	NC	NC	NC	6%	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%	NC	NC	NC	NC	NC	NC	NC	NC	NC	54%	NC	73%
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%	51%	35%	42%	28%	42%	28%	30%	28%	26%	28%	27%	26%

* 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

Southwest counties (continued)

Quality/Process Performance Indicators	Butler						Fayette						Greene					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	1%	2%	2%	3%	2%	1%	1%	2%	1%	1%	1%	2%	2%	NC	NC	1%	1%
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%	2%	NC	NC	NC	NC	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	22%	11%	16%	NC	12%	10%	10%	13%	14%	11%	15%	14%	11%	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%	13%	13%	10%	11%	11%	11%	14%	12%	14%	16%	16%	18%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	6%	NC	NC	NC	NC	NC	3%	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	57%	43%	51%	NC	54%	50%	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%	33%	32%	26%	23%	20%	35%	NC	NC	29%	24%	NC	32%

* 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

Southwest counties (*continued*)

Quality/Process Performance Indicators	Butler						Fayette						Greene					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	1%	2%	2%	3%	2%	1%	1%	2%	1%	1%	1%	2%	2%	NC	NC	1%	1%
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%	2%	NC	NC	NC	NC	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	22%	11%	16%	NC	12%	10%	10%	13%	14%	11%	15%	14%	11%	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%	13%	13%	10%	11%	11%	11%	14%	12%	14%	16%	16%	18%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	6%	NC	NC	NC	NC	NC	3%	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	57%	43%	51%	NC	54%	50%	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%	33%	32%	26%	23%	20%	35%	NC	NC	29%	24%	NC	32%

* 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

Southwest counties (continued)

Quality/Process Performance Indicators	Indiana						Lawrence					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	NC	3%	NC	2%	2%	1%	1%	2%	1%	1%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	2%	NC	NC	2%	1%	1%	NC	1%	NC	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	10%	NC	NC	NC	NC	NC	10%	16%	NC	10%	14%	14%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	23%	16%	16%	9%	18%	10%	16%	13%	15%	14%	17%	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
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	74%	NC	56%
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%	34%	27%	20%	22%	20%	20%

* 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

Southwest counties (continued)

Quality/Process Performance Indicators	Washington						Westmoreland					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	2%	2%	2%	3%	2%	2%	2%	2%	1%	2%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	12%	12%	14%	13%	12%	11%	16%	15%	12%	13%	11%	13%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	11%	15%	13%	14%	12%	14%	13%	14%	14%	8%	14%	12%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	4%	NC	NC	NC	NC	NC	0%	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%	31%	46%	37%	38%	22%	20%
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%	33%	23%	27%	19%	20%	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

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

Lehigh/Capital counties (continued)

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 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
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%	4%	3%	5%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	3%	3%	2%	3%	2%	2%	2%	2%	2%	3%	2%		2%	2%	3%	3%	3%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	10%	16%	15%	13%	15%	15%	12%	15%	15%	13%	15%	15%		15%	16%	15%	16%	16%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	14%	15%	17%	15%	16%	16%	15%	15%	16%	15%	17%	17%		18%	20%	19%	22%	21%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	5%	7%	8%	12%	13%	16%		5%	6%	8%	12%	10%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	23%	25%	25%	27%	22%	23%	24%	30%	28%	34%	22%	28%		26%	24%	23%	18%	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	15%	20%	21%	20%	22%	22%	25%	24%	25%	23%	24%	24%		23%	24%	23%	24%	24%

* 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 (continued)

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

* 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 (*continued*)

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

* 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 (continued)

Access Performance Indicators	Lehigh						Northampton						Perry						York					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	NC	6%	5%	7%	7%	9%	NC	7%	6%	7%	8%	11%	NC	2%	2%	2%	2%	4%	NC	3%	3%	2%	3%	4%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	NC	1%	1%	1%	2%	2%	NC	1%	1%	1%	1%	2%	NC	NC	NC	NC	1%	1%	NC	1%	1%	1%	1%	1%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	13%	11%	17%	17%	20%	NC	18%	15%	17%	17%	21%	NC	NC	NC	NC	NC	NC	NC	13%	13%	14%	14%	18%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	1%	1%	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	1%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	2%	2%	7%	7%	6%	NC	2%	1%	5%	4%	3%	NC	NC	NC	NC	NC	NC	NC	4%	5%	5%	5%	5%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	22%	21%	22%	22%	28%	NC	22%	21%	21%	22%	28%	NC	10%	10%	13%	12%	15%	NC	16%	16%	16%	16%	21%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	NC	1%	1%	1%	2%	1%	NC	NC	NC	NC	NC	NC	NC	1%	1%	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	4%	4%	6%	5%	6%	NC	4%	4%	5%	5%	4%	NC	2%	2%	2%	3%	3%	NC	4%	4%	4%	4%	4%

* 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 (continued)

Quality/Process Performance Indicators	Adams						Berks						Cumberland					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	6%	6%	7%	5%	9%	8%	3%	2%	3%	2%	4%	4%	7%	5%	6%	3%	5%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	4%	3%	4%	5%	3%	2%	1%	1%	2%	2%	2%	4%	5%	4%	2%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	23%	NC	NC	NC	NC	11%	12%	15%	14%	18%	13%	3%	22%	23%	16%	15%	16%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	7%	NC	22%	NC	NC	16%	15%	13%	17%	18%	15%	19%	20%	12%	13%	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	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%	NC	11%	8%	13%	9%	8%	NC	27%	29%	29%	28%	26%
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%	16%	15%	19%	17%	18%	22%	NC	20%	22%	14%	23%	21%

* 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 (continued)

Quality/Process Performance Indicators	Dauphin						Lancaster						Lebanon					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	3%	4%	2%	4%	5%	7%	5%	5%	3%	3%	3%	6%	4%	4%	2%	3%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	3%	3%	2%	2%	3%	4%	5%	4%	2%	2%	2%	3%	3%	3%	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	10%	13%	14%	8%	14%	18%	12%	13%	14%	15%	14%	17%	16%	20%	11%	14%	12%	18%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	14%	17%	13%	17%	17%	16%	15%	14%	16%	14%	16%	17%	20%	19%	22%	19%	18%	18%
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
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	19%	30%	23%	36%	27%	32%	8%	20%	21%	31%	30%	39%	NC	29%	45%	33%	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%	16%	18%	21%	17%	19%	18%	19%	25%	15%	17%	22%	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

Lehigh/Capital counties (continued)

Quality/Process Performance Indicators	Lehigh						Northampton					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	5%	3%	3%	2%	3%	4%	5%	3%	3%	2%	4%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	3%	3%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	16%	17%	17%	13%	17%	22%	7%	16%	14%	12%	13%	8%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	20%	16%	15%	18%	15%	15%	15%	17%	15%	19%	19%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	0%	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	36%	21%	NC	16%	19%	18%	36%	33%	NC	NC	16%	30%
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%	13%	21%	20%	22%	26%	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

Lehigh/Capital counties (continued)

Quality/Process Performance Indicators	Perry						York					
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	5%	NC	NC	NC	4%	4%	4%	3%	5%	4%	5%	5%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	4%	NC	NC	NC	3%	2%	2%	2%	3%	3%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	8%	NC	NC	NC	NC	NC	11%	12%	14%	10%	14%	8%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	NC	NC	NC	NC	NC	14%	14%	13%	11%	14%	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
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	NC	NC	NC	NC	NC	13%	18%	19%	25%	25%	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	NC	NC	NC	NC	NC	NC	8%	16%	16%	24%	20%	21%

* 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 2007	CY 2007
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	6%	7%	6%
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	16%	21%	21%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	2%	1%
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	22%	25%	25%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	6%	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 *(continued)*

Quality/Process Performance Indicators	Northeast Average	HealthChoices Average	HealthChoices Weighted Average
	CY 2007	CY 2007	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	4%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	3%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	17%	15%	16%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	17%	21%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	16%	10%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	18%	28%	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	13%	24%	24%

* 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	North/Central State Option Average	HealthChoices Average	HealthChoices Weighted Average
	CY 2007	CY 2007	CY 2007
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	5%	7%	6%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	1%	2%	2%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	18%	21%	21%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	2%	1%
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	20%	25%	25%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	4%	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.

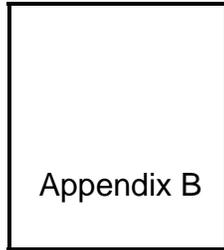
** NC = Not Calculated

North/Central State Option counties *(continued)*

Quality/Process Performance Indicators	North/Central State Option Average	HealthChoices Average	HealthChoices Weighted Average
	CY 2007	CY 2007	CY 2007
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	4%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	0%	2%	3%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	14%	15%	16%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	17%	21%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	16%	10%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	12%	28%	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	22%	24%	24%

* 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	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Allegheny				Armstrong				Beaver				Butler			
<i>Number of Respondents</i>	160	146	171	131	58	85	61	18	53	134	143	174	43	46	77	150
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	84.4 %	85.6 %	52.6 %	65.6 %	81.0 %	74.1 %	83.6 %	94.4 %	90.6 %	82.1 %	91.6 %	87.9 %	88.4 %	89.1 %	81.8 %	66.7 %
Sometimes	5.6%	7.5%	23.4 %	26.0 %	10.3 %	23.5 %	13.1 %	5.6%	7.5%	6.7%	0.7%	2.9%	11.6 %	10.9 %	16.9 %	16.7 %
No (never)	10.0 %	6.8%	24.0 %	8.4%	8.6%	2.4%	0.0%	0.0%	1.9%	8.2%	5.6%	9.2%	0.0%	0.0%	1.3%	2.0%
2. Were you given the chance to make treatment decisions?																
Yes (always)	70.0 %	76.7 %	62.0 %	74.8 %	72.4 %	77.6 %	80.3 %	94.4 %	81.1 %	85.1 %	91.6 %	85.1 %	81.4 %	78.3 %	81.8 %	71.3 %
Sometimes	18.1 %	13.7 %	27.5 %	14.5 %	22.4 %	16.5 %	13.1 %	0.0%	5.7%	6.0%	0.7%	3.4%	11.6 %	10.9 %	10.4 %	16.0 %
No (never)	11.9 %	9.6%	10.5 %	10.7 %	1.7%	5.9%	1.6%	5.6%	7.5%	6.0%	3.5%	5.2%	4.7%	10.9 %	6.5%	8.7%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	46.3 %	50.0 %	51.5 %	24.4 %	50.0 %	57.6 %	65.6 %	77.8 %	45.3 %	55.2 %	55.9 %	52.3 %	60.5 %	58.7 %	50.6 %	57.3 %
A little better	38.8 %	36.3 %	31.0 %	63.4 %	36.2 %	20.0 %	27.9 %	5.6%	43.4 %	23.1 %	28.0 %	34.5 %	30.2 %	26.1 %	37.7 %	23.3 %
About the same	13.8 %	11.0 %	17.0 %	7.6%	10.3 %	20.0 %	4.9%	11.1 %	9.4%	14.9 %	12.6 %	10.3 %	9.3%	10.9 %	9.1%	11.3 %
A little worse	0.0%	1.4%	0.6%	2.3%	3.4%	0.0%	1.6%	0.0%	0.0%	2.2%	1.4%	0.0%	0.0%	0.0%	1.3%	2.7%
Much worse	1.3%	1.4%	0.0%	2.3%	0.0%	2.4%	0.0%	5.6%	1.9%	1.5%	0.7%	1.1%	0.0%	4.3%	0.0%	0.0%

Southwest region – County breakout (*continued*)

Adults	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Fayette				Greene				Indiana				Lawrence			
<i>Number of Respondents</i>	96	141	270	125	41	45	116	86	58	64	89	49	102	53	132	80
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	84.4 %	95.7%	100.0 %	98.4 %	68.3 %	91.1 %	92.2 %	23.3 %	93.1 %	89.1 %	96.6 %	69.4 %	94.1 %	86.8 %	79.5 %	68.8 %
Sometimes	11.5 %	0.7%	0.0%	0.8%	19.5 %	8.9%	4.3%	3.5%	5.2%	9.4%	0.0%	24.5 %	3.9%	13.2 %	16.7 %	8.8%
No (never)	4.2%	3.5%	0.0%	0.8%	12.2 %	0.0%	3.4%	3.5%	1.7%	1.6%	3.4%	6.1%	2.0%	0.0%	3.8%	3.8%
2. Were you given the chance to make treatment decisions?																
Yes (always)	85.4 %	93.6%	94.8%	91.2 %	80.5 %	80.0 %	85.3 %	62.8 %	79.3 %	85.9 %	73.0 %	69.4 %	86.3 %	92.5 %	73.5 %	91.3 %
Sometimes	9.4%	0.0%	0.0%	1.6%	4.9%	20.0 %	6.0%	3.5%	12.1 %	0.0%	0.0%	18.4 %	8.8%	7.5%	13.6 %	5.0%
No (never)	5.2%	6.4%	5.2%	7.2%	12.2 %	0.0%	0.0%	1.2%	0.0%	14.1 %	22.5 %	12.2 %	2.0%	0.0%	6.1%	2.5%
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 %	48.9%	36.3%	42.4 %	29.3 %	15.6 %	42.2 %	15.1 %	39.7 %	31.3 %	12.4 %	53.1 %	38.2 %	28.3 %	40.2 %	50.0 %
A little better	32.3 %	34.8%	42.2%	40.8 %	36.6 %	37.8 %	37.9 %	40.7 %	44.8 %	50.0 %	14.6 %	24.5 %	44.1 %	54.7 %	30.3 %	37.5 %
About the same	15.6 %	13.5%	20.7%	16.0 %	24.4 %	40.0 %	13.8 %	8.1%	13.8 %	17.2 %	9.0%	18.4 %	16.7 %	17.0 %	22.7 %	11.3 %
A little worse	4.2%	2.8%	0.4%	0.8%	2.4%	6.7%	1.7%	3.5%	0.0%	1.6%	1.1%	0.0%	0.0%	0.0%	0.8%	0.0%
Much worse	2.1%	0.0%	0.4%	0.0%	2.4%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	2.3%	0.0%

Southwest region – County breakout (*continued*)

Adults	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Washington				Westmoreland				SW Average			
<i>Number of Respondents</i>	145	116	134	64	129	48	102	113	885	878	1295	990
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	84.1%	78.4%	93.3%	81.3%	93.8%	79.2%	86.3%	79.6%	87.0%	85.1%	86.2%	73.7%
Sometimes	8.3%	16.4%	5.2%	15.6%	6.2%	12.5%	9.8%	14.2%	7.9%	10.0%	8.2%	11.5%
No (never)	5.5%	3.4%	1.5%	0.0%	0.0%	8.3%	3.9%	3.5%	4.7%	4.2%	5.3%	4.4%
2. Were you given the chance to make treatment decisions?												
Yes (always)	79.3%	78.4%	80.6%	75.0%	80.6%	70.8%	72.5%	77.9%	79.1%	82.6%	80.9%	78.9%
Sometimes	9.7%	11.2%	12.7%	21.9%	14.0%	18.8%	16.7%	12.4%	12.3%	9.3%	9.5%	9.6%
No (never)	8.3%	6.9%	6.7%	3.1%	3.1%	6.3%	4.9%	3.5%	6.1%	6.9%	6.6%	6.2%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	51.7%	57.8%	55.2%	59.4%	34.1%	47.9%	39.2%	38.1%	44.1%	48.3%	44.2%	44.0%
A little better	37.2%	35.3%	32.8%	31.3%	44.2%	27.1%	41.2%	38.9%	39.2%	33.5%	33.7%	37.5%
About the same	5.5%	4.3%	11.9%	9.4%	20.2%	18.8%	15.7%	19.5%	13.7%	14.7%	15.4%	12.1%
A little worse	1.4%	0.9%	0.0%	0.0%	0.0%	4.2%	2.0%	1.8%	1.0%	1.8%	0.9%	1.3%
Much worse	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	1.0%	0.9%	0.8%	0.7%

Southwest region – County breakout (*continued*)

Children and Adolescents	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Allegheny				Armstrong				Beaver				Butler			
<i>Number of Respondents</i>	57	75	151	106	11	20	40	10	25	N/A	60	9	36	30	15	34
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	3.5%	17.3%	11.9%	14.2%	0.0%	0.0%	15.0%	10.0%	52.0%	N/A	40.0%	33.3%	36.1%	20.0%	26.7%	14.7%
Sometimes	36.8%	10.7%	17.9%	18.9%	18.2%	25.0%	17.5%	0.0%	0.0%	N/A	5.0%	0.0%	13.9%	13.3%	6.7%	26.5%
No (never)	59.6%	72.0%	70.2%	67.0%	81.8%	75.0%	67.5%	20.0%	48.0%	N/A	36.7%	66.7%	50.0%	66.7%	66.7%	41.2%
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	96.5%	89.3%	89.4%	83.0%	81.8%	70.0%	85.0%	80.0%	84.0%	N/A	85.0%	100.0%	86.1%	93.3%	86.7%	76.5%
Sometimes	1.8%	2.7%	4.6%	8.5%	18.2%	10.0%	5.0%	0.0%	0.0%	N/A	0.0%	0.0%	11.1%	6.7%	13.3%	8.8%
No (never)	1.8%	8.0%	6.0%	8.5%	0.0%	20.0%	2.5%	20.0%	16.0%	N/A	0.0%	0.0%	2.8%	0.0%	0.0%	11.8%
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	57.9%	34.7%	38.4%	31.1%	81.8%	45.0%	37.5%	30.0%	56.0%	N/A	35.0%	55.6%	38.9%	26.7%	46.7%	32.4%
A little better	24.6%	33.3%	27.2%	27.4%	18.2%	40.0%	57.5%	50.0%	64.0%	N/A	41.7%	33.3%	44.4%	46.7%	26.7%	23.5%
About the same	15.8%	25.3%	27.2%	26.4%	0.0%	15.0%	0.0%	10.0%	20.0%	N/A	5.0%	0.0%	13.9%	13.3%	26.7%	38.2%
A little worse	1.8%	4.0%	3.3%	2.8%	0.0%	0.0%	2.5%	0.0%	4.0%	N/A	0.0%	0.0%	2.8%	6.7%	0.0%	2.9%
Much worse	0.0%	2.7%	4.0%	2.8%	0.0%	0.0%	0.0%	10.0%	0.0%	N/A	0.0%	11.1%	0.0%	3.3%	0.0%	0.0%

N/A-Data not collected

Southwest region – County breakout (*continued*)

Children and Adolescents	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Fayette				Greene				Indiana				Lawrence			
<i>Number of Respondents</i>	71	26	24	9	11	54	86	28	4	17	3	2	54	26	125	16
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	18.3 %	19.2%	16.7 %	11.1 %	36.4 %	31.5 %	9.3%	7.1%	0.0%	11.8%	100.0 %	0.0%	13.0 %	0.0%	14.4 %	6.3%
Sometimes	8.5%	3.8%	4.2%	0.0%	0.0%	3.7%	4.7%	7.1%	0.0%	0.0%	0.0%	0.0%	1.9%	3.8%	4.0%	6.3%
No (never)	73.2 %	76.9%	79.2 %	88.9 %	63.6 %	64.8 %	59.3 %	35.7 %	100.0 %	88.2%	0.0%	50.0%	85.2 %	92.3 %	80.8 %	50.0 %
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	88.7 %	88.5%	95.8 %	77.8 %	90.9 %	92.6 %	96.5 %	96.4 %	100.0 %	100.0 %	100.0 %	100.0 %	94.4 %	96.2 %	88.0 %	87.5 %
Sometimes	9.9%	7.7%	0.0%	0.0%	9.1%	1.9%	3.5%	3.6%	0.0%	0.0%	0.0%	0.0%	5.6%	3.8%	6.4%	6.3%
No (never)	1.4%	3.8%	4.2%	11.1 %	0.0%	5.6%	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	38.0 %	34.6%	33.3 %	0.0%	18.2 %	25.9 %	47.7 %	14.3 %	25.0%	52.9%	0.0%	50.0%	72.2 %	30.8 %	62.4 %	31.3 %
A little better	42.3 %	23.1%	58.3 %	44.4 %	54.5 %	55.6 %	31.4 %	60.7 %	75.0%	35.3%	33.3%	50.0%	9.3%	19.2 %	29.6 %	37.5 %
About the same	14.1 %	34.6%	8.3%	44.4 %	9.1%	16.7 %	18.6 %	17.9 %	0.0%	11.8%	0.0%	0.0%	18.5 %	50.0 %	0.8%	18.8 %
A little worse	1.4%	3.8%	0.0%	0.0%	9.1%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Much worse	4.2%	3.8%	0.0%	0.0%	9.1%	1.9%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Southwest region – County breakout (*continued*)

Children and Adolescents	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Washington				Westmoreland				SW Average			
<i>Number of Respondents</i>	16	11	37	30	58	68	96	67	343	327	734	345
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	31.3%	9.1%	2.7%	13.3%	6.9%	2.9%	3.1%	11.9%	17.8%	14.1%	29.0%	25.5%
Sometimes	0.0%	18.2%	8.1%	3.3%	10.3%	13.2%	12.5%	22.4%	12.0%	9.8%	9.1%	16.5%
No (never)	68.8%	72.7%	89.2%	56.7%	82.8%	79.4%	84.4%	64.2%	70.3%	74.9%	57.1%	47.2%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	87.5%	100.0%	83.8%	86.7%	82.8%	82.4%	79.2%	79.1%	89.2%	89.0%	86.6%	81.7%
Sometimes	12.5%	0.0%	13.5%	3.3%	6.9%	5.9%	5.2%	10.4%	7.0%	4.3%	6.0%	10.1%
No (never)	0.0%	0.0%	2.7%	3.3%	5.2%	10.3%	14.6%	9.0%	2.9%	6.4%	4.6%	7.0%
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	18.8%	54.5%	37.8%	33.3%	25.9%	33.8%	44.8%	35.8%	46.9%	34.3%	47.0%	35.9%
A little better	50.0%	36.4%	48.6%	60.0%	48.3%	41.2%	32.3%	44.8%	34.4%	38.5%	33.7%	35.7%
About the same	25.0%	9.1%	10.8%	6.7%	13.8%	22.1%	17.7%	16.4%	14.0%	22.9%	13.6%	20.6%
A little worse	0.0%	0.0%	2.7%	0.0%	6.9%	1.5%	3.1%	3.0%	2.3%	2.1%	1.4%	2.0%
Much worse	6.3%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	1.8%	0.8%	2.0%

Southeast region — County breakout

Adults	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Bucks				Chester				Delaware			
<i>Number of Respondents</i>	31	29	13	59	24	8	30	172	N/A	173	117	157
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	32.3%	58.6%	69.2%	57.6%	87.5%	100.0%	70.0%	73.3%	N/A	92.5%	76.9%	68.8%
Sometimes	38.7%	17.2%	15.4%	32.2%	12.5%	0.0%	26.7%	21.5%	N/A	6.4%	15.4%	8.3%
No (never)	22.6%	24.1%	7.7%	1.7%	0.0%	0.0%	3.3%	4.7%	N/A	0.6%	1.7%	22.9%
2. Were you given the chance to make treatment decisions?												
Yes (always)	35.5%	86.2%	69.2%	44.1%	75.0%	75.0%	66.7%	63.4%	N/A	86.7%	85.5%	83.4%
Sometimes	41.9%	10.3%	23.1%	32.2%	20.8%	25.0%	33.3%	23.3%	N/A	9.8%	2.6%	16.6%
No (never)	16.1%	0.0%	0.0%	15.3%	4.2%	0.0%	0.0%	12.2%	N/A	3.5%	6.0%	0.0%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	9.7%	41.4%	61.5%	49.2%	66.7%	75.0%	53.3%	56.4%	N/A	56.1%	83.8%	71.3%
A little better	51.6%	34.5%	23.1%	33.9%	20.8%	25.0%	33.3%	29.1%	N/A	37.6%	8.5%	18.5%
About the same	25.8%	20.7%	0.0%	8.5%	8.3%	0.0%	13.3%	13.4%	N/A	5.2%	1.7%	10.2%
A little worse	6.5%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	N/A	0.6%	1.7%	0.0%
Much worse	6.5%	6.9%	7.7%	0.0%	4.2%	0.0%	0.0%	1.2%	N/A	0.6%	0.0%	0.0%

N/A-Data not collected

Southeast region — County breakout (*continued*)

Adults	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Montgomery				Philadelphia				SE Average			
<i>Number of Respondents</i>	N/A	65	413	N/A	N/A	N/A	763	1047	55	275	1336	1435
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	N/A	69.2%	47.2%	N/A	N/A	N/A	68.0%	75.3%	56.4%	83.6%	62.4%	73.6%
Sometimes	N/A	26.2%	42.1%	N/A	N/A	N/A	17.8%	10.6%	27.3%	12.0%	25.3%	12.5%
No (never)	N/A	4.6%	15.7%	N/A	N/A	N/A	8.3%	5.2%	12.7%	4.0%	9.9%	6.9%
2. Were you given the chance to make treatment decisions?												
Yes (always)	N/A	64.6%	74.1%	N/A	N/A	N/A	65.5%	76.6%	52.7%	81.1%	70.0%	74.4%
Sometimes	N/A	30.8%	8.2%	N/A	N/A	N/A	14.3%	6.2%	32.7%	15.3%	12.4%	10.5%
No (never)	N/A	4.6%	14.3%	N/A	N/A	N/A	12.6%	5.0%	10.9%	3.3%	12.4%	5.7%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	N/A	56.9%	45.5%	N/A	N/A	N/A	47.1%	59.0%	34.5%	55.3%	50.1%	53.7%
A little better	N/A	32.3%	36.3%	N/A	N/A	N/A	22.1%	18.0%	38.2%	35.6%	25.6%	18.0%
About the same	N/A	10.8%	10.9%	N/A	N/A	N/A	15.7%	10.1%	18.2%	8.0%	13.4%	9.3%
A little worse	N/A	0.0%	1.7%	N/A	N/A	N/A	3.5%	0.8%	3.6%	0.4%	2.9%	8.5%
Much worse	N/A	0.0%	2.9%	N/A	N/A	N/A	3.1%	1.1%	5.5%	1.1%	2.7%	2.9%

N/A-Data not collected

Southeast region — County breakout (*continued*)

Children and Adolescents	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Bucks				Chester				Delaware			
<i>Number of Respondents</i>	76	6	N/A	100	27	22	38	68	N/A	N/A	62	85
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	25.0%	16.7%	N/A	55.0%	11.1%	9.1%	26.5%	26.5%	N/A	N/A	29.0%	17.6%
Sometimes	23.7%	33.3%	N/A	31.0%	40.7%	4.5%	15.8%	20.6%	N/A	N/A	17.7%	28.2%
No (never)	43.4%	50.0%	N/A	8.0%	48.1%	86.4%	57.9%	52.9%	N/A	N/A	53.2%	54.1%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	77.6%	33.3%	N/A	39.0%	100.0%	100.0%	94.7%	79.4%	N/A	N/A	74.2%	65.9%
Sometimes	13.2%	50.0%	N/A	31.0%	0.0%	0.0%	5.3%	14.7%	N/A	N/A	17.7%	23.5%
No (never)	9.2%	16.7%	N/A	24.0%	0.0%	0.0%	0.0%	5.9%	N/A	N/A	3.2%	10.6%
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	40.8%	16.7%	N/A	35.0%	29.6%	59.1%	50.0%	29.4%	N/A	N/A	32.3%	35.3%
A little better	32.9%	66.7%	N/A	38.0%	48.1%	31.8%	39.5%	63.2%	N/A	N/A	51.6%	21.2%
About the same	10.5%	16.7%	N/A	18.0%	11.1%	9.1%	5.3%	7.4%	N/A	N/A	12.9%	36.5%
A little worse	3.9%	0.0%	N/A	1.0%	0.0%	0.0%	5.3%	0.0%	N/A	N/A	3.2%	2.4%
Much worse	1.3%	0.0%	N/A	1.0%	0.0%	0.0%	0.0%	0.0%	N/A	N/A	0.0%	4.7%

Southeast region — County breakout (*continued*)

Children and Adolescents	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Montgomery				Philadelphia				SE Average			
<i>Number of Respondents</i>	N/A	4	241	N/A	N/A	N/A	N/A	177	103	32	341	430
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	N/A	50.0%	14.9%	N/A	N/A	N/A	N/A	65.5%	21.4%	15.6%	18.8%	34.7%
Sometimes	N/A	25.0%	20.3%	N/A	N/A	N/A	N/A	18.6%	28.2%	12.5%	19.4%	29.3%
No (never)	N/A	25.0%	45.2%	N/A	N/A	N/A	N/A	7.9%	44.7%	71.9%	48.1%	29.5%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	N/A	50.0%	58.9%	N/A	N/A	N/A	N/A	76.8%	83.5%	81.3%	65.7%	57.2%
Sometimes	N/A	50.0%	14.5%	N/A	N/A	N/A	N/A	9.6%	9.7%	15.6%	14.1%	20.0%
No (never)	N/A	0.0%	5.8%	N/A	N/A	N/A	N/A	6.2%	6.8%	3.1%	4.7%	12.8%
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	N/A	25.0%	40.2%	N/A	N/A	N/A	N/A	41.8%	37.9%	46.9%	39.9%	34.2%
A little better	N/A	50.0%	25.7%	N/A	N/A	N/A	N/A	29.9%	36.9%	40.6%	32.0%	38.4%
About the same	N/A	0.0%	9.5%	N/A	N/A	N/A	N/A	16.4%	10.7%	9.4%	9.7%	16.5%
A little worse	N/A	25.0%	1.2%	N/A	N/A	N/A	N/A	1.1%	2.9%	3.1%	2.1%	10.2%
Much worse	N/A	0.0%	2.5%	N/A	N/A	N/A	N/A	0.6%	1.0%	0.0%	1.8%	5.3%

Lehigh/Capital region – County breakout

Adults	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Berks				Cumberland				Dauphin				Lancaster			
<i>Number of Respondents</i>	40	49	61	61	23	20	42	30	47	50	102	47	11	60	77	42
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	80.0%	77.6%	85.2%	35.1%	78.3%	80.0%	78.6%	83.3%	80.9%	82.0%	80.4%	78.7%	81.8%	80.0%	80.5%	76.2%
Sometimes	7.5%	10.2%	9.8%	13.3%	8.7%	5.0%	2.4%	13.3%	14.9%	10.0%	2.0%	8.5%	18.2%	1.7%	3.9%	7.1%
No (never)	12.5%	12.2%	4.9%	45.5%	13.0%	15.0%	16.7%	3.3%	4.3%	8.0%	17.6%	12.8%	0.0%	18.3%	15.6%	16.7%
2. Were you given the chance to make treatment decisions?																
Yes (always)	85.0%	67.3%	80.3%	81.7%	60.9%	70.0%	69.0%	86.7%	74.5%	64.0%	76.5%	76.6%	81.8%	58.3%	70.1%	71.4%
Sometimes	10.0%	22.4%	4.9%	7.3%	17.4%	10.0%	19.0%	13.3%	19.1%	28.0%	10.8%	10.6%	18.2%	21.7%	16.9%	14.3%
No (never)	5.0%	10.2%	14.8%	6.2%	21.7%	10.0%	11.9%	0.0%	8.5%	8.0%	9.8%	12.8%	0.0%	18.3%	10.4%	14.3%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	60.0%	36.7%	41.0%	40.3%	52.2%	50.0%	31.0%	43.3%	31.9%	36.0%	38.2%	27.7%	45.5%	36.7%	36.4%	35.7%
A little better	17.5%	49.0%	32.8%	36.4%	43.5%	30.0%	42.9%	30.0%	59.6%	38.0%	40.2%	38.3%	36.4%	35.0%	42.9%	38.1%
About the same	17.5%	6.1%	24.6%	16.2%	4.3%	10.0%	11.9%	13.3%	10.6%	18.0%	11.8%	19.1%	18.2%	15.0%	14.3%	19.0%
A little worse	5.0%	8.2%	1.6%	2.1%	0.0%	0.0%	7.1%	6.7%	0.0%	8.0%	3.9%	0.0%	0.0%	8.3%	3.9%	7.1%
Much worse	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	3.9%	14.9%	0.0%	1.7%	1.3%	0.0%

Lehigh/Capital region — County breakout (*continued*)

Adults	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Lebanon				Lehigh				Northampton			
<i>Number of Respondents</i>	1	2	15	7	38	38	41	8	15	29	32	15
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	100.0%	0.0%	80.0%	71.4%	86.8%	84.2%	78.0%	75.0%	86.7%	82.8%	78.1%	86.7%
Sometimes	0.0%	0.0%	20.0%	0.0%	13.2%	15.8%	22.0%	12.5%	6.7%	17.2%	21.9%	13.3%
No (never)	0.0%	100.0%	0.0%	28.6%	0.0%	0.0%	0.0%	12.5%	6.7%	0.0%	0.0%	0.0%
2. Were you given the chance to make treatment decisions?												
Yes (always)	0.0%	50.0%	66.7%	85.7%	81.6%	76.3%	75.6%	37.5%	86.7%	86.2%	53.1%	73.3%
Sometimes	100.0%	0.0%	26.7%	14.3%	15.8%	18.4%	22.0%	62.5%	6.7%	10.3%	46.9%	26.7%
No (never)	0.0%	50.0%	6.7%	0.0%	2.6%	2.6%	2.4%	0.0%	6.7%	0.0%	0.0%	0.0%
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%	0.0%	33.3%	71.4%	44.7%	50.0%	43.9%	25.0%	40.0%	82.8%	53.1%	66.7%
A little better	0.0%	50.0%	33.3%	14.3%	36.8%	44.7%	41.5%	37.5%	40.0%	13.8%	31.3%	26.7%
About the same	100.0%	50.0%	13.3%	14.3%	15.8%	5.3%	12.2%	25.0%	13.3%	3.4%	9.4%	6.7%
A little worse	0.0%	0.0%	6.7%	0.0%	2.6%	0.0%	2.4%	0.0%	0.0%	0.0%	3.1%	0.0%
Much worse	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%	12.5%	6.7%	0.0%	3.1%	0.0%

Lehigh/Capital region — County breakout (*continued*)

Adults	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Perry				York/Adams				LC Average			
<i>Number of Respondents</i>	15	N/A	12	9	13	27	54	40	203	275	436	259
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	100.0%	N/A	91.7%	100.0%	53.8%	74.1%	77.8%	65.0%	81.8%	79.6%	80.5%	79.9%
Sometimes	0.0%	N/A	0.0%	0.0%	46.2%	14.8%	13.0%	20.0%	12.8%	9.8%	8.7%	10.0%
No (never)	0.0%	N/A	8.3%	0.0%	0.0%	11.1%	0.0%	15.0%	5.4%	10.5%	9.4%	10.0%
2. Were you given the chance to make treatment decisions?												
Yes (always)	86.7%	N/A	83.3%	77.8%	53.8%	63.0%	77.8%	85.0%	76.8%	67.6%	73.4%	75.7%
Sometimes	0.0%	N/A	16.7%	22.2%	30.8%	11.1%	11.1%	12.5%	15.3%	19.3%	16.3%	14.7%
No (never)	13.3%	N/A	0.0%	0.0%	15.4%	25.9%	1.9%	2.5%	8.4%	11.3%	8.0%	9.7%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	40.0%	N/A	33.3%	55.6%	46.2%	33.3%	50.0%	40.0%	44.8%	43.6%	40.4%	40.2%
A little better	40.0%	N/A	41.7%	11.1%	46.2%	37.0%	35.2%	50.0%	39.9%	37.1%	38.5%	39.8%
About the same	20.0%	N/A	25.0%	33.3%	7.7%	18.5%	5.6%	7.5%	13.8%	11.6%	13.5%	14.3%
A little worse	0.0%	N/A	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	1.5%	5.5%	3.2%	3.5%
Much worse	0.0%	N/A	0.0%	0.0%	0.0%	3.7%	0.0%	2.5%	0.5%	0.7%	2.1%	3.5%

Lehigh/Capital region — County breakout (*continued*)

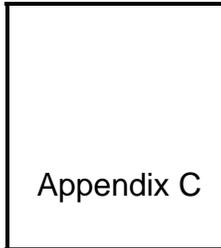
Children and Adolescents	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Berks				Cumberland				Dauphin			
<i>Number of Respondents</i>	30	44	14	36	18	19	29	115	57	53	84	186
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	70.0%	81.8%	0.0%	2.8%	38.9%	26.3%	20.7%	20.0%	14.0%	7.5%	11.9%	22.6%
Sometimes	13.3%	13.6%	7.1%	5.6%	0.0%	10.5%	10.3%	11.3%	21.1%	5.7%	10.7%	15.1%
No (never)	16.7%	4.5%	21.4%	91.7%	61.1%	63.2%	69.0%	68.7%	64.9%	86.8%	77.4%	61.8%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	73.3%	81.8%	92.9%	80.6%	77.8%	68.4%	82.8%	84.3%	84.2%	81.1%	75.0%	82.3%
Sometimes	6.7%	13.6%	0.0%	5.6%	22.2%	15.8%	0.0%	7.8%	14.0%	9.4%	10.7%	9.7%
No (never)	20.0%	4.5%	7.1%	13.9%	0.0%	10.5%	17.2%	7.0%	1.8%	3.8%	9.5%	8.1%
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	26.7%	40.9%	42.9%	55.6%	44.4%	47.4%	34.5%	32.2%	54.4%	26.4%	32.1%	31.2%
A little better	36.7%	43.2%	42.9%	33.3%	27.8%	31.6%	44.8%	36.5%	26.3%	39.6%	46.4%	39.8%
About the same	6.7%	11.4%	14.3%	11.1%	11.1%	5.3%	13.8%	22.6%	14.0%	18.9%	10.7%	19.4%
A little worse	30.0%	2.3%	0.0%	0.0%	5.6%	5.3%	3.4%	1.7%	5.3%	1.9%	3.6%	3.2%
Much worse	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	3.4%	6.1%	0.0%	1.9%	4.8%	4.3%

Lehigh/Capital region — County breakout (*continued*)

Children and Adolescents	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Lancaster				Lebanon				Lehigh			
<i>Number of Respondents</i>	11	32	87	159	14	5	24	44	1	1	20	27
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	27.3%	15.6%	9.2%	15.7%	14.3%	40.0%	4.2%	15.9%	0.0%	0.0%	5.0%	0.0%
Sometimes	0.0%	9.4%	9.2%	13.8%	7.1%	0.0%	12.5%	20.5%	100.0%	0.0%	30.0%	33.3%
No (never)	72.7%	75.0%	81.6%	68.6%	78.6%	60.0%	79.2%	61.4%	0.0%	100.0%	65.0%	66.7%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	72.7%	81.3%	70.1%	84.3%	92.9%	60.0%	87.5%	81.8%	0.0%	100.0%	75.0%	85.2%
Sometimes	0.0%	9.4%	10.3%	9.4%	0.0%	0.0%	8.3%	11.4%	100.0%	0.0%	10.0%	11.1%
No (never)	27.3%	6.3%	13.8%	6.3%	7.1%	40.0%	4.2%	4.5%	0.0%	0.0%	15.0%	3.7%
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	45.5%	37.5%	36.8%	35.2%	35.7%	40.0%	41.7%	27.3%	0.0%	0.0%	50.0%	22.2%
A little better	36.4%	40.6%	36.8%	34.6%	35.7%	40.0%	29.2%	43.2%	100.0%	100.0%	35.0%	51.9%
About the same	18.2%	12.5%	14.9%	21.4%	21.4%	20.0%	29.2%	15.9%	0.0%	0.0%	5.0%	25.9%
A little worse	0.0%	3.1%	3.4%	5.0%	7.1%	0.0%	0.0%	9.1%	0.0%	0.0%	5.0%	0.0%
Much worse	0.0%	3.1%	1.1%	3.1%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	5.0%	0.0%

Lehigh/Capital region — County breakout (*continued*)

Children and Adolescents	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07	4Q04	4Q05	4Q06	4Q07
	Northampton				Perry				York/Adams				LC Average			
<i>Number of Respondents</i>	N/A	1	7	3	15	2	15	42	58	49	53	97	204	206	333	709
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	N/A	0.0%	0.0%	0.0%	100.0%	0.0%	20.0%	23.8%	5.2%	16.3%	11.3%	15.5%	21.1%	13.1%	13.2%	18.6%
Sometimes	N/A	0.0%	57.1%	0.0%	0.0%	0.0%	20.0%	9.5%	19.0%	18.4%	34.0%	14.4%	14.2%	20.4%	21.3%	23.3%
No (never)	N/A	100.0%	42.9%	100.0%	0.0%	100.0%	60.0%	61.9%	75.9%	65.3%	54.7%	70.1%	54.4%	59.7%	59.2%	54.3%
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	N/A	100.0%	42.9%	100.0%	86.7%	100.0%	86.7%	83.3%	62.1%	65.3%	69.8%	90.7%	66.2%	49.0%	60.4%	65.9%
Sometimes	N/A	0.0%	57.1%	0.0%	13.3%	0.0%	0.0%	4.8%	31.0%	24.5%	22.6%	4.1%	18.6%	7.8%	8.1%	7.8%
No (never)	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	9.5%	3.4%	10.2%	7.5%	5.2%	3.4%	12.6%	10.2%	8.3%
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	N/A	100.0%	42.9%	100.0%	0.0%	0.0%	20.0%	42.9%	41.4%	32.7%	11.3%	43.3%	41.7%	33.5%	33.3%	30.0%
A little better	N/A	0.0%	28.6%	0.0%	0.0%	100.0%	60.0%	26.2%	44.8%	53.1%	34.0%	39.2%	27.9%	23.8%	32.1%	30.7%
About the same	N/A	0.0%	14.3%	0.0%	0.0%	0.0%	13.3%	16.7%	12.1%	8.2%	9.4%	10.3%	15.2%	8.7%	11.1%	15.8%
A little worse	N/A	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	2.0%	0.0%	2.1%	2.9%	1.9%	2.7%	3.0%
Much worse	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	2.0%	1.9%	1.0%	0.0%	1.0%	1.8%	3.5%



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 mental health services for children and adolescents, targeted mental health 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