

HEALTHCHOICES BEHAVIORAL HEALTH PERFORMANCE-BASED CONTRACTING REPORT – 2011 COMMONWEALTH OF PENNSYLVANIA

MARCH 20, 2012

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Stakeholder Introduction

The Department of Public Welfare, Office of Mental Health and Substance Abuse Services (OMHSAS) is providing this report of HealthChoices Behavioral Health (HCBH) performance to inform consumers, families, people in recovery and other stakeholders about how well the mental health (MH) and substance abuse (SA) system is working. This 2011 performance report is based on data from 2008, 2009 and 2010 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 HCBH program.

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

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

This performance report is a review of the “performance-based contracting” (PBC) initiative developed by OMHSAS for the HCBH program. These findings, based on person-level encounter (PLE) data, will provide a basis for counties and State government to collaborate on future goals for quality improvement (QI) and learn from each other about what it takes to improve performance. This document includes results for the HCBH counties in the Northeast, Southeast, Southwest, Lehigh/Capital, North/Central State Option and North/Central County Option regions. HCBH was implemented in the North/Central County Option counties in July 2007; this is the second year these data are included in the PBC report. The 2011 PBC report contains performance indicator (PI) results for all of the HCBH counties.

The first performance report was published by OMHSAS in 2004. It reported “baseline” or starting point information for the HCBH 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 HCBH 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. 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 HCBH 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, however, we have met or are near the gold standards, and strive to do even better.

The report covers three dimensions of performance: **Access, quality of process** and **consumer satisfaction**.

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

Results from all three dimensions – access, quality of process and consumer satisfaction – provide information on HCBH Program’s performance, and form the basis to develop QI strategies. This report on 2010 performance repeats the same access and quality of process measures from the 2009 performance report, with the addition of the North/Central County Option region, and presents the consumer satisfaction results across six years (2005, 2006, 2007, 2008, 2009 and 2010) and by region.

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

Table of performance indicators		
PI	Description	Page
Access		
PI #1a	Percentage of HealthChoices Behavioral Health Eligible Adults Receiving Services Who Have SMI and No Co-Occurring SA Diagnosis, Ages 18 to 64	30
PI #1b	Percentage of HealthChoices Behavioral Health Eligible Adults Receiving Services Who Have SMI and Co-Occurring SA Diagnosis, Ages 18 to 64	36
PI #2.1	Percentage of HealthChoices Behavioral Health Eligible Significant Minority Population (African-American) Receiving Any MH Service, Ages 18 to 64	43
PI #2.2	Percentage of HealthChoices Behavioral Health Eligible Significant Minority Population (African-American) Receiving Any SA Service, Ages 13 to 17	52
PI #2.3	Percentage of HealthChoices Behavioral Health Eligible Significant Minority Population (African-American) Receiving Any SA Service, Ages 18 to 64	48
PI #2.4	Percentage of HealthChoices Behavioral Health Eligible Individuals Receiving Any MH Service, Ages 18 to 64	8
PI #2.5	Percentage of HealthChoices Behavioral Health Eligible Individuals Receiving Any SA Service, Ages 13 to 17	24
PI #2.6	Percentage of HealthChoices Behavioral Health Eligible Individuals Receiving Any SA Service, Ages 18 to 64	18
PI #2.7a	Annual HealthChoices Behavioral Health Service Users per 1,000 Eligibles, Ages 65+ Regional Utilization of Any Service	14
PI #2.7b	Annual HealthChoices Behavioral Health Service Users per 1,000 Eligibles, Ages 65+ Regional Utilization of Selected Service Categories	15
PI #3a	Percentage of HealthChoices Behavioral Health Eligible Individuals Under Age 21 Who Had an Encounter of at Least 1 Day in an RTF	57
PI #3b	Percentage of HealthChoices Behavioral Health Eligible Individuals Under Age 21 With Cumulative RTF Bed Days 120 or Greater	63
PI #4a	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Under Age 21	74
PI #4b	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Ages 21 to 64	68
PI #4c	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Ages 65+	79
PI #5a	Percentage of Individuals Discharged From RTF With Follow-up Service(s) Within 7 Days Post-Discharge	100
PI #5b	Percentage of Individuals Discharged From Psychiatric Inpatient With Follow-up Service(s) Within 7 Days Post-Discharge, Under Age 21	87
PI #5c	Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	81

Table of performance indicators		
PI	Description	Page
PI #5d	Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 65+	92
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	95

2

Executive Summary

This report of HCBH's 2010 program performance is one of the tools used by OMHSAS to measure performance for all 67 HCBH counties. The key performance areas are access to service, quality of service process and consumer and family satisfaction.

In the 2007 report of 2006 findings, several of the PMs were revised from reporting utilization based on prevalence and penetration to reporting utilization of services based on the number eligible for HCBH. OMHSAS chose this approach due to the yearly changes in the OMHSAS population and the limitations of prevalence data for the PIs. While this was a change in reporting of the indicator results, the specifications for the measures remained unchanged. This year's report presents utilization of services results based on person level encounter (PLE) data for 2007, 2008, 2009 and 2010.

While not as significant as some previous years, the general trend of improvement in the access to care PIs continued in 2010. Some of the PI comparisons highlight improvement, with three of the four surpassing the established gold standard level of performance. While some indicators remain nearly constant or reflect a slight increase or decrease in performance, these small changes may not be statistically significant. However, when examined across years, the small changes may reflect a trend toward positive or negative change over time.

The positive trends reported in 2010 in the OMHSAS priority areas have continued. For those regions reporting multiple years of data, the results have shown continued trends in improved or stable adult access to any SA service and adult access to any MH service. There was an increase in the percentage of adults with serious mental illness (SMI) who received services in five out of the six regions, while the sixth region remained stable from 2009. This positive trend was also seen in four regions for those with co-occurring SA diagnosis.

The percentage of African-American adults (ages 18-64) receiving any MH service continued the upward trend in four of the six regions reporting multiple years of data. The Lehigh/Capital region remained stable from 2009 and the North/Central State Option region did not report data in 2009 so there is not a subsequent year comparison. Two of the regions, the Southeast and Lehigh/Capital, reported an increase in the percentage of African-American youth (ages 13-17) receiving any SA service while two other regions, the Northeast and North/Central County Option, were unchanged from 2009 to 2010. The Southwest region showed a slight decline in this access indicator. The North/Central State Option region has not had enough data to report on this indicator since 2007.

As reported in 2010, the positive trend of fewer residential treatment facility (RTF) days utilized by those under age 21 has continued. Five of the six regions reported a decrease in the percentage of individuals under age 21 with ≥ 120 cumulative RTF bed days in 2010. The North/Central State Option region was the exception with a slight (0.1 percentage point) increase.

Unfortunately the results for the percentage of adult (those 21-62) psychiatric discharges who are readmitted within 30 days were not as positive in 2010 as they previously have been. Only two of the regions, Lehigh/Capital and North/Central County Option, showed slight improvement. The remaining four regions had higher rates of readmission in 2010. While there was an increase in the rate of readmissions in 2010, the Northeast region – which consistently has the highest rate of follow up within seven days – had the lowest readmission rates in 2009 and 2010. Although improved from 2009 when all six of the regions showed higher rates of readmission for those under age 21, only three regions showed a decreased rate. Two of the regions, the Southeast and North/Central State Option that had lower rates of readmission, were two of the three regions that had higher rates of follow-up services within seven days of discharge. The rate of follow-up services within seven days of discharge from psychiatric services continues to be above the national norm in the under-21 population, and above or near the national norm in the 21-64 age population.

Consumer satisfaction results overall remain high. While there had been a decrease in adult satisfaction with access to services across each year from 2004-2007, in 2008 and 2009 adult satisfaction with access to services improved. Although it still remained high, there was a slight decrease in 2010. While parent/guardian satisfaction with the availability of care improved in 2008 and 2009, there was also a slight decrease in these results in 2010. Across all years of consumer satisfaction data, a very high percentage of adults report they were given a chance to participate in decisions regarding their own treatment; however, there was slight decrease in this area in 2010. This sense of being involved in decisions about the treatment process is often seen as critical in treatment success. The level of satisfaction among parents/guardians regarding involvement in treatment decisions for their child/adolescent increased each year, and did so again in 2010 by six percentage points. Likewise, the parent's/guardian's feeling that the child's/adolescent's quality of life is much better, which consistently improved since 2007, has improved in 2010 by four percentage points. In 2010, 84% of adults reported that their quality of life is "much better" or "a little better" since being involved in treatment.

Positive trends are apparent as the statewide HCBH program seeks to continuously improve the health outcomes for people served, and to help children, families, adults and older adults be an active part of their family and community. As areas for improvement are identified, the program's high accountability standards and focus on innovation through evidence-based practices, coupled with strong collaboration between OMHSAS and the counties in implementing QI activities are having a positive impact on care. The continued monitoring of HCBH's program performance will allow OMHSAS and the counties to identify the most effective QI strategies and the aspects of care that need improvement.

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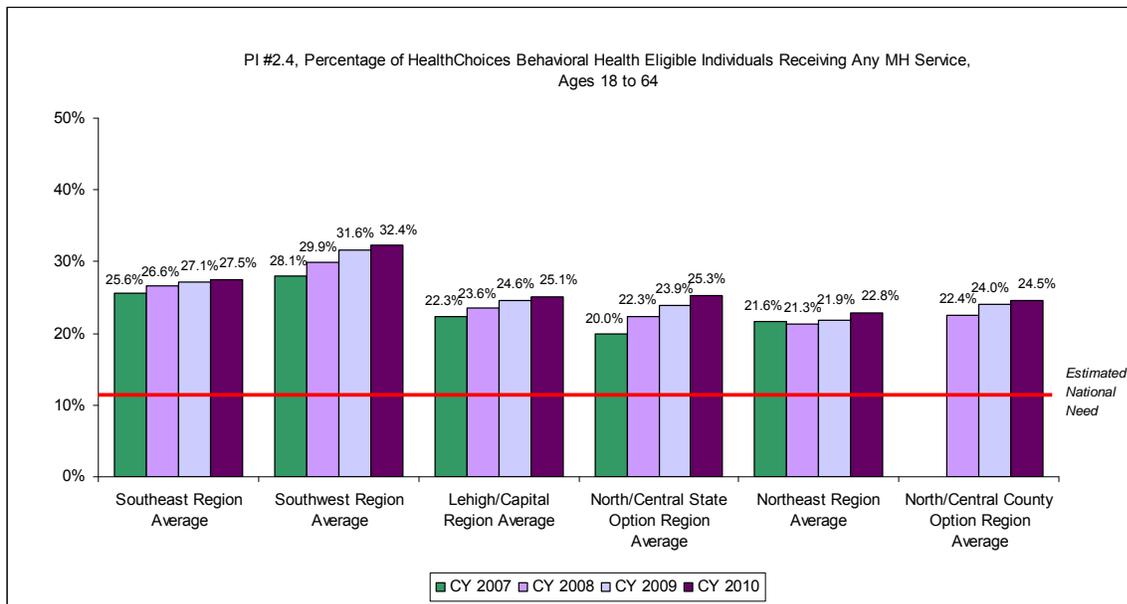
Access Performance Indicators

The 2011 report presents utilization of services results based on data for 2007, 2008, 2009 and 2010. 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 exist for that measure.

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

Adult mental health services (PI #2.4)

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

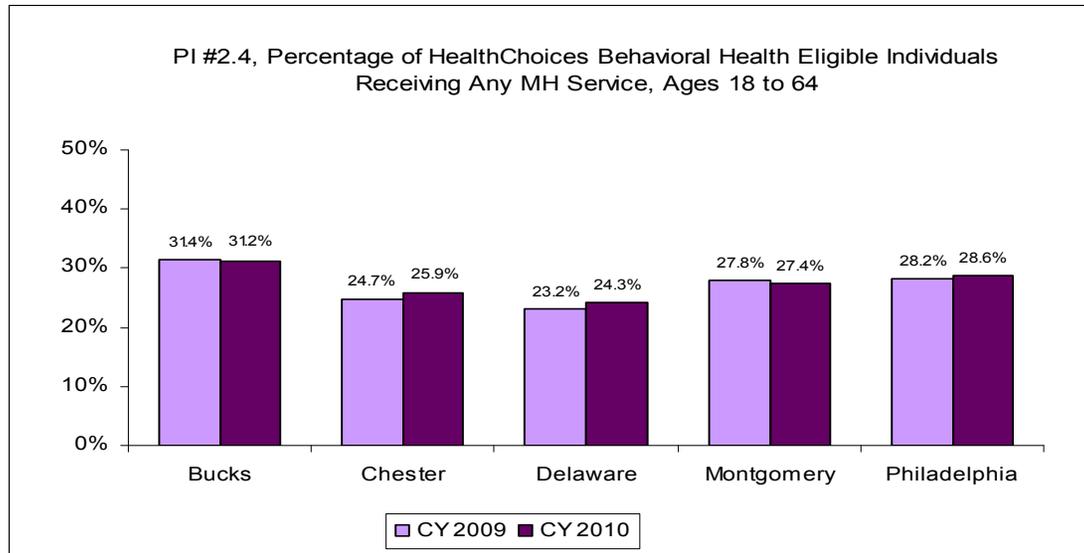


- Across the last four years there has been an increase in the reported percentages of individuals receiving any MH service. While the increase from 2009 to 2010 was not as great as from 2008 to 2009 for many of the regions, the North/Central State Option region showed a greater than 1% increase from last year. The Southwest region has consistently reported the highest percentage of individuals receiving any MH service.

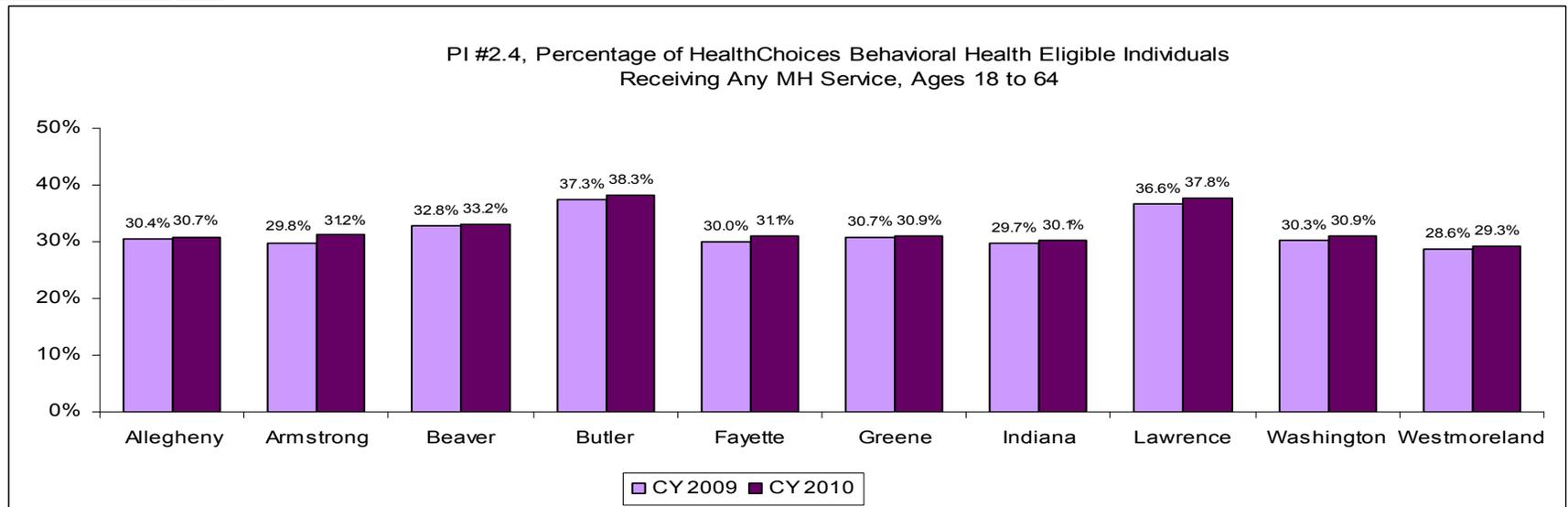
¹ The estimated national need for PI #2.4 (11.7%) is based on the National Survey on Drug Use and Health (NSDUH) 2009. US Department of Health and Human Services (DHHS), Substance Abuse and Mental Health Services Administration (SAMHSA), Office of Applied Studies.

- Last year all of the counties, with the exceptions of Montgomery County in the Southeast region and Venango County in the North/Central County Option region, showed improvement. However this year the county-specific results were more variable. All of the counties in the Southwest and Northeast regions showed improvement, but twelve of the counties dispersed throughout the other regions showed a slight decrease from 2009.
- Butler County (38.3%), Lawrence County (37.8%) and McKean County (36.0%) had the highest percentages of individuals receiving any MH service. These three counties have consistently had the highest percentages.

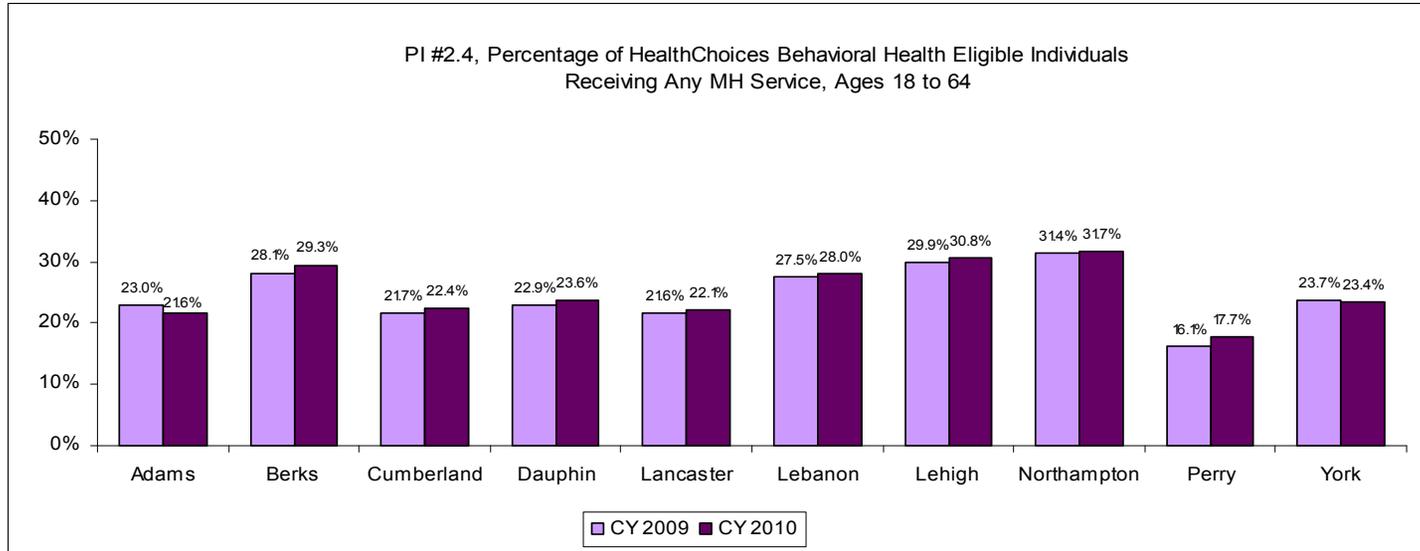
Southeast region



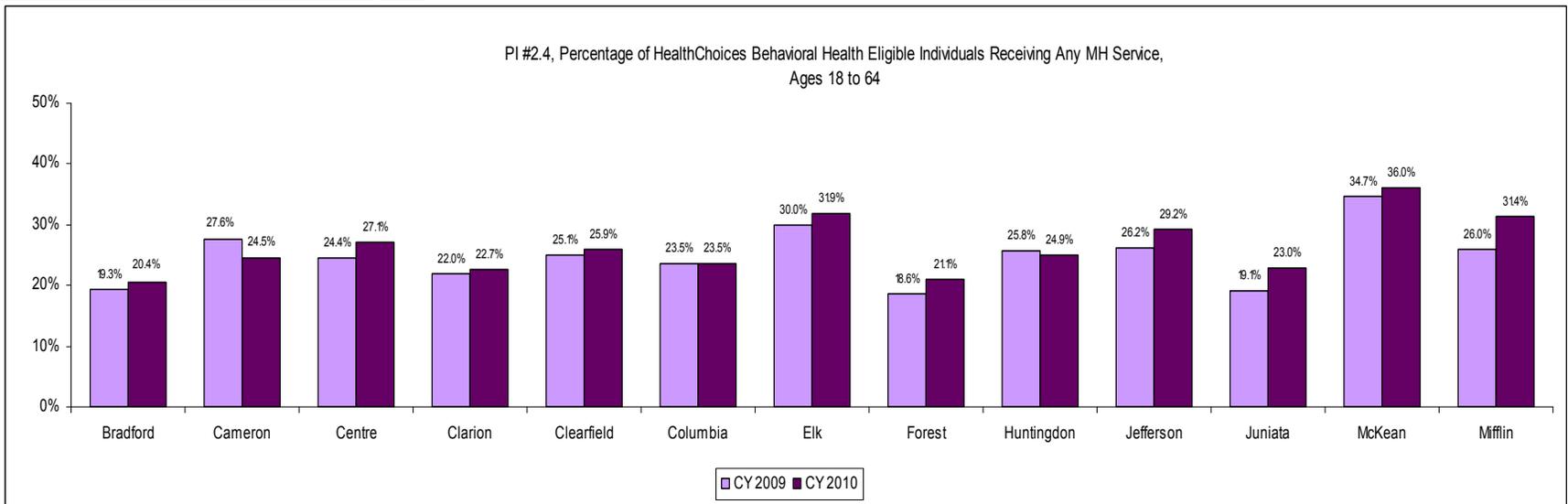
Southwest region



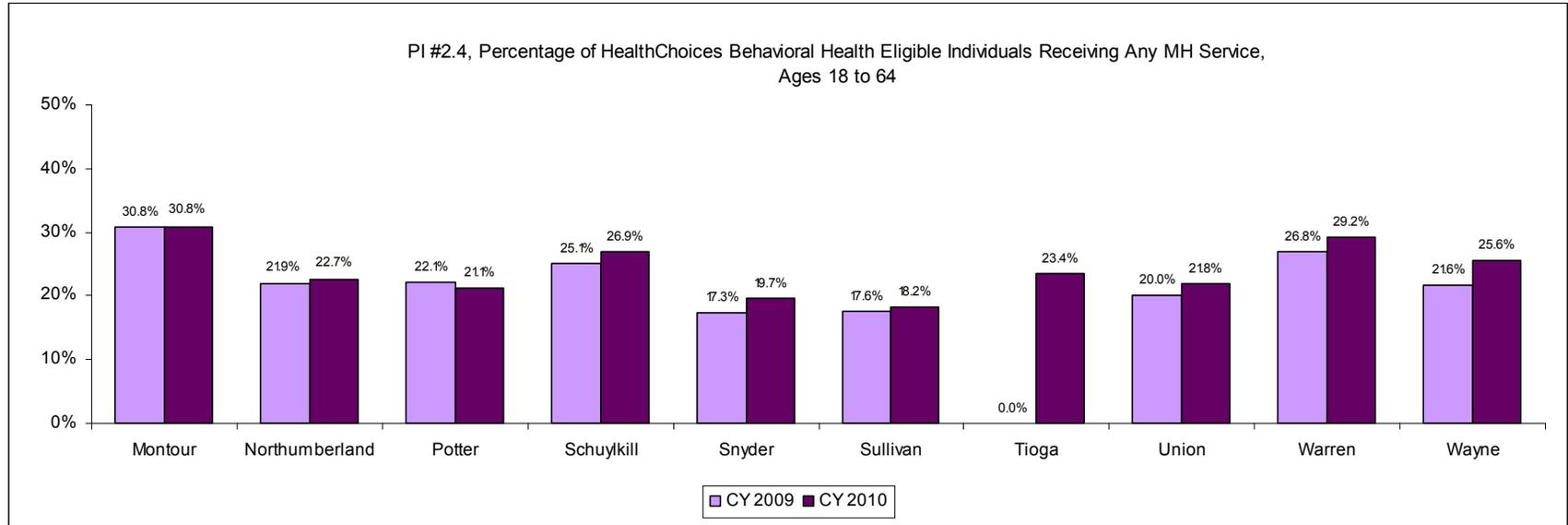
Lehigh/Capital region



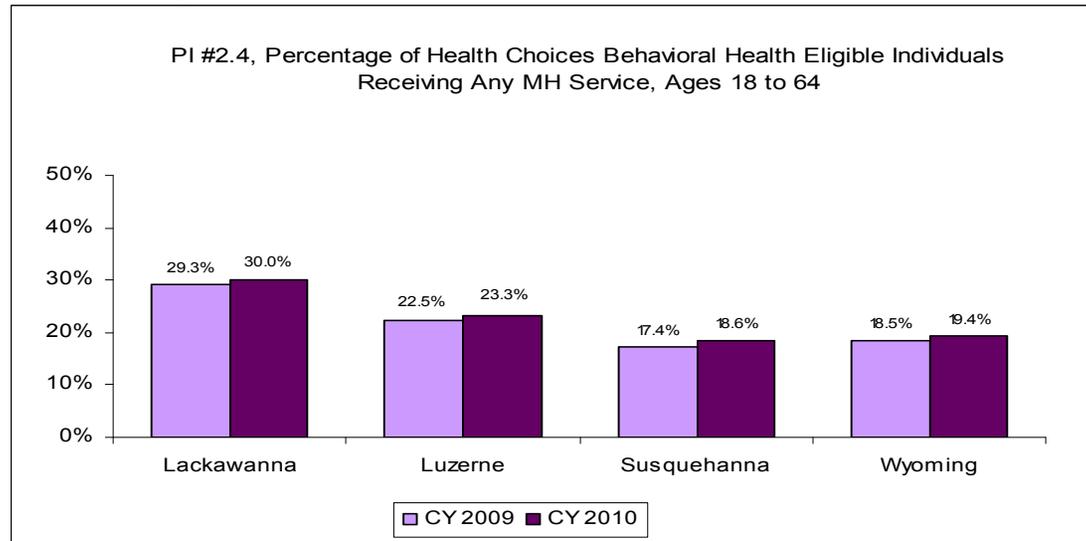
North/Central State Option region



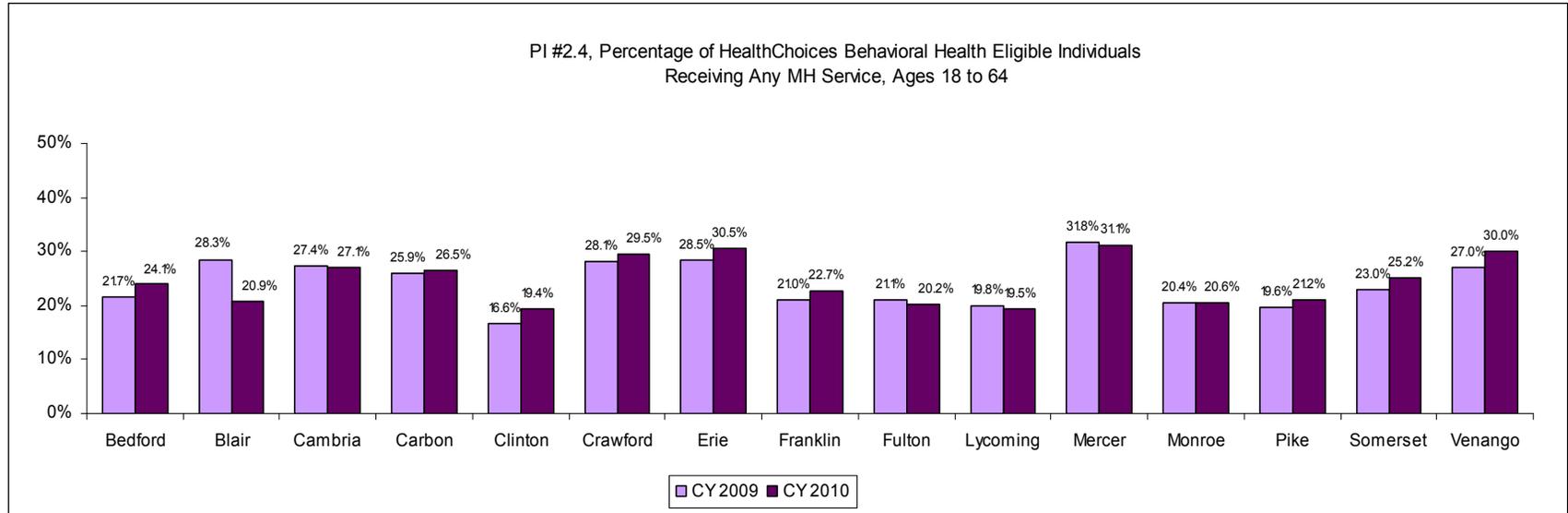
North/Central State Option region



Northeast region

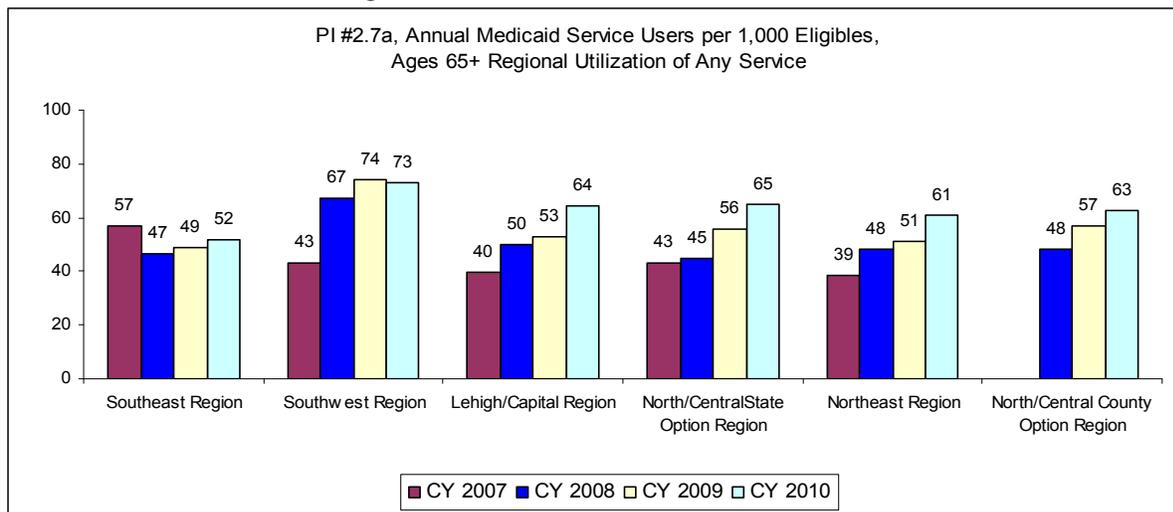


North/Central County Option region



Service users per 1,000 – Ages 65+ (PI #2.7a)

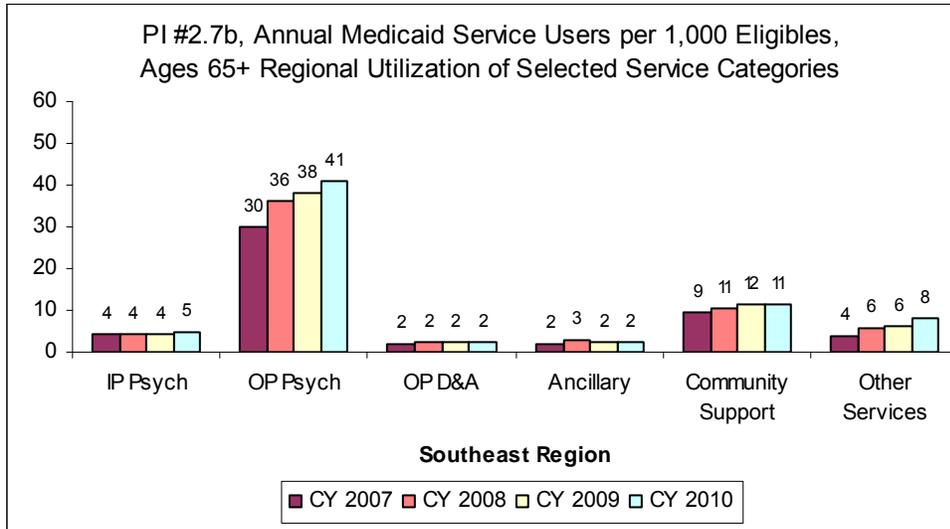
Illustrating data for the 65+ age group is challenging and must be taken in context. The data presented only shows the services paid by Medicaid and does not include the relatively large portion of services paid by Medicare. However, it is important to provide some data for this population in order to see utilization patterns for Medicaid services. The following graph shows the number of service users per 1,000 eligibles by region. Five of the six regions had an increase from 2009 to 2010 in the number of individuals who were 65+ years and utilized at least one of the service categories.



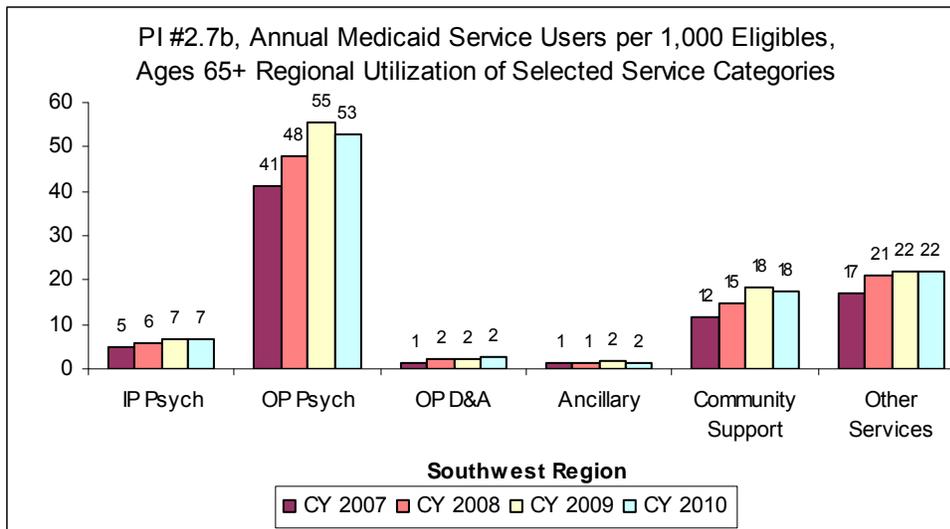
The graphs that follow illustrate the variance in the number of individuals per 1,000 receiving selected services. Some service categories were not shown due to their utilization being too low to be meaningful for comparison.

- While the Southwest region has consistently had the highest utilization for the services selected, particularly, utilization of “other services”, the gap has narrowed.
- The outpatient psychiatric service category consistently showed the highest number of individuals receiving service in each region.
- Appendix C gives definitions for the service categories shown in the following graphs.

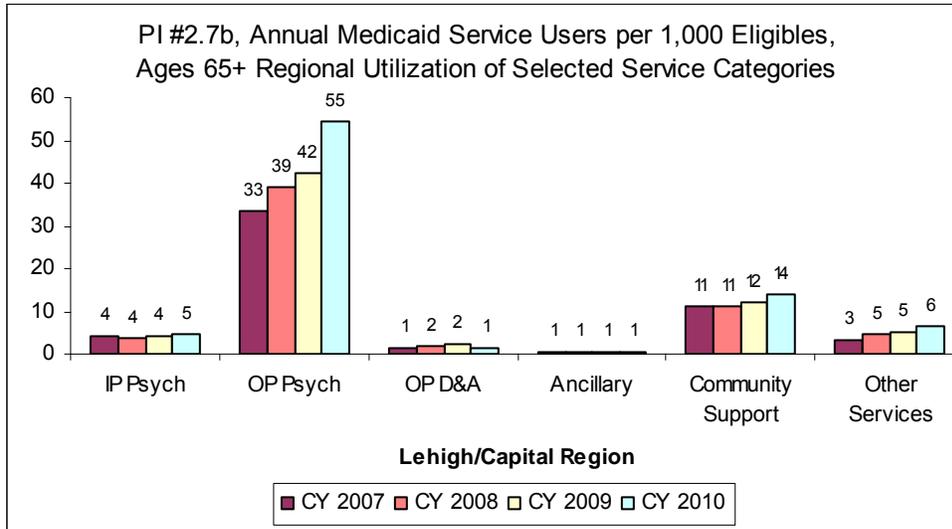
Southeast region



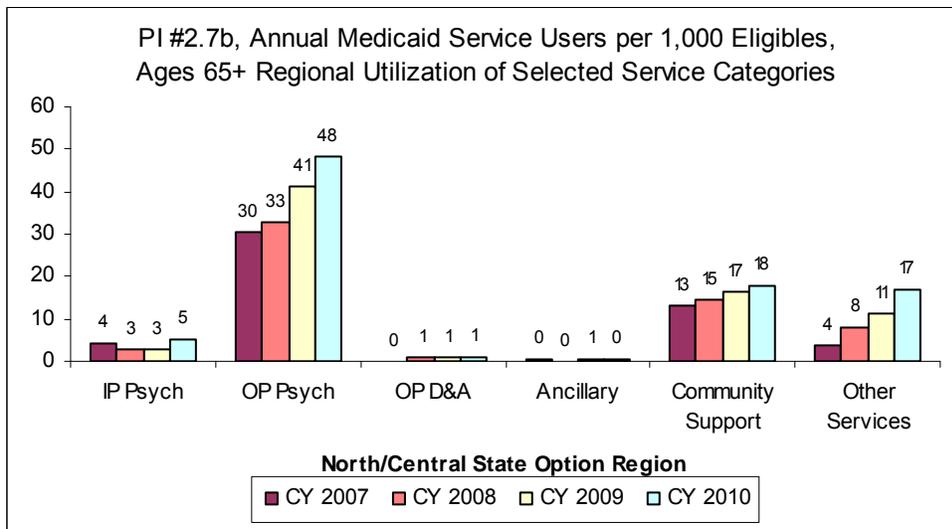
Southwest region



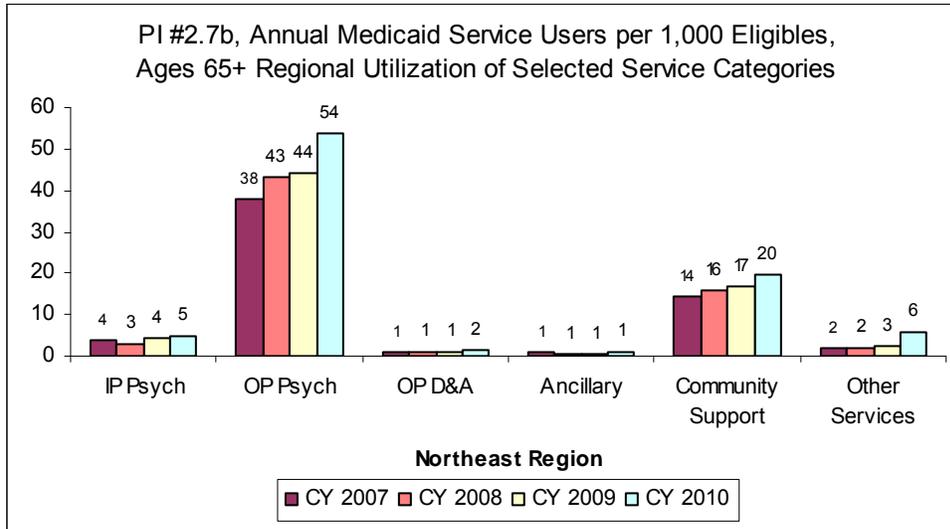
Lehigh/Capital region



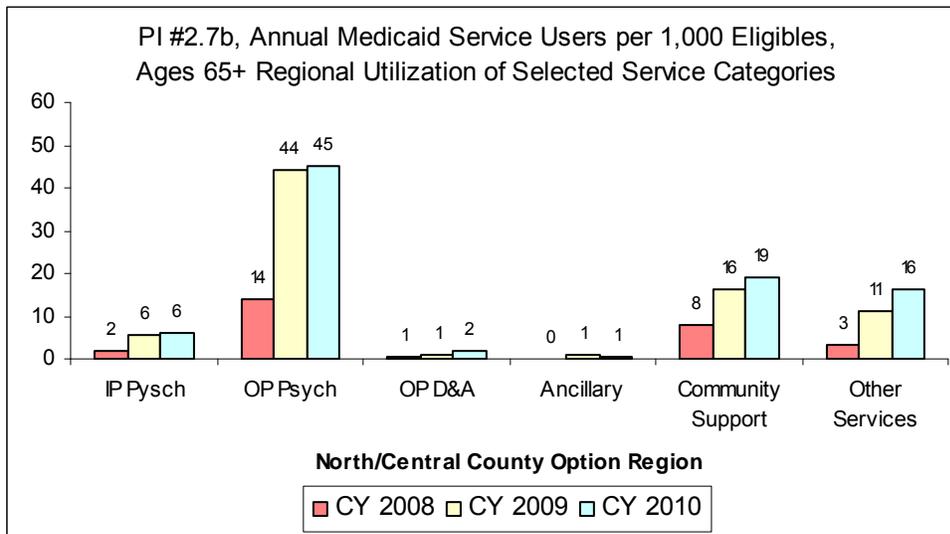
North/Central State Option region



Northeast region



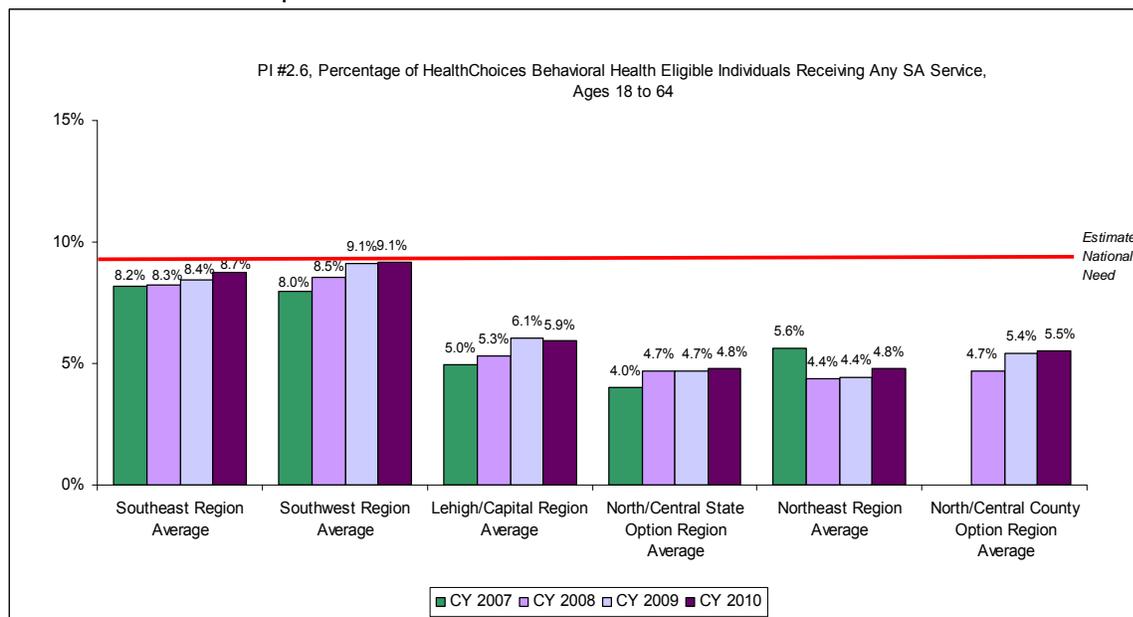
North/Central County Option region



Adult substance abuse service (PI #2.6)

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

1. According to the 2011 National Survey on Drug Use and Health (NSDUH), in 2010, 9.1% of the persons age 12 or older (23.1 million) needed treatment for an illicit drug or alcohol use problem and 1.0% (2.6 million) received treatment at a specialty facility.² Please note this estimated national need representing those likely to need treatment is based on data that are not Medicaid-specific.
2. For children, some of the more highly-utilized SA services (e.g., non-hospital rehabilitation services provided outside their HCBH zone) are not paid through the HCBH program. Because this data is not available, the total number of children receiving SA treatment in HCBH is under-reported.



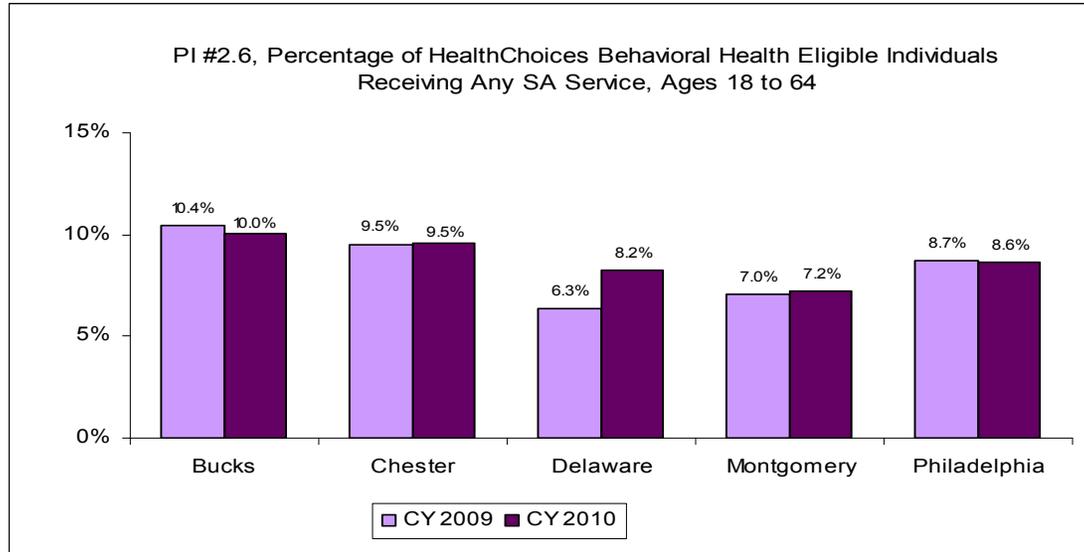
- Four of the six regions showed an increase in the percentage of HCBH-eligible individuals ages 18-64 receiving any SA services, one was unchanged and one region decreased slightly from 2009. The Southwest region has had the highest percentage for the last three years.

² The estimated national need for PI #2.6 (9.1%) is based on: SAMHSA. (2011). *Results from the 2010 NSDUH: Summary of National Findings* NSDUH Series H-41, HHS Publication No. (SMA) 11-4658. Rockville, MD: SAMHSA, 2011 (page 80).

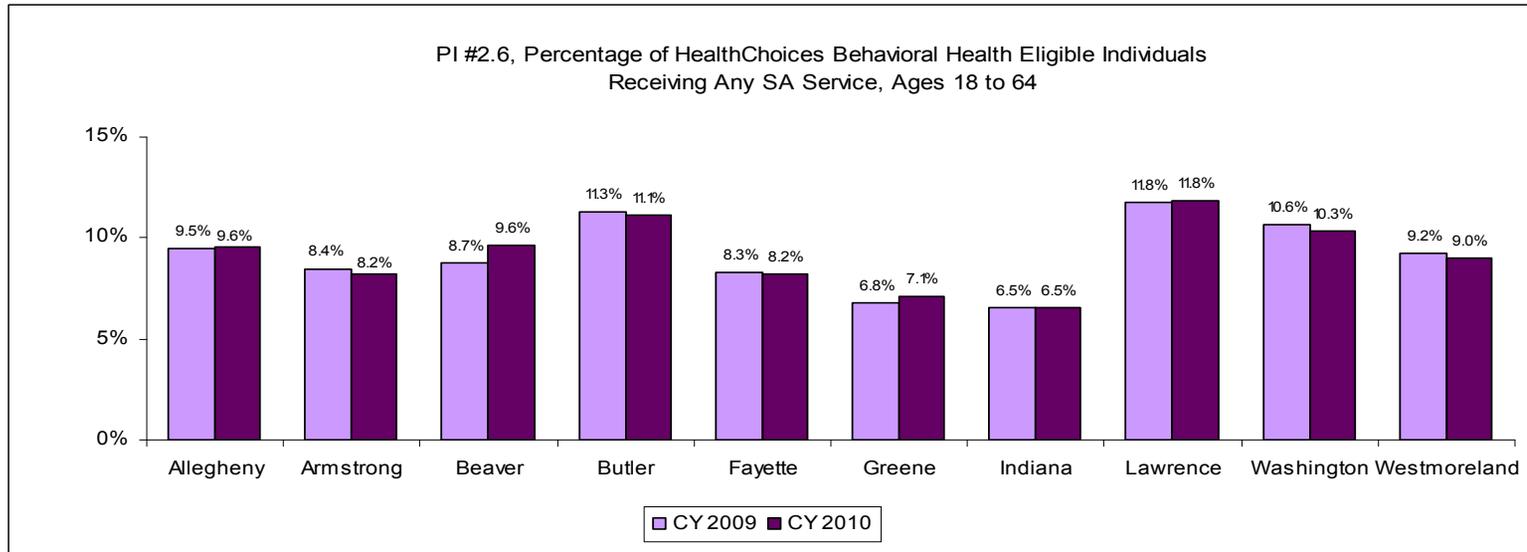
- The largest percentage of individuals receiving any SA service since 2006 has consistently been reported by Lawrence County (11.8%). Butler County (11.1%), also part of the Southwest region, has the next largest percentage; however it showed a slight (0.2 percentage point) decrease from 2009. Delaware, in the Southeast region, showed the most significant increase (1.9 percentage points) from 2009 to 2010.
- The Southeast (8.7%) and Southwest (9.1%) regions are very close to the estimated national need (9.3%); however, the four other regions remain significantly below the estimated national need.
- While the overall treatment cost for individuals has increased due to higher inpatient costs and an increase in the number of outpatient SA services, inpatient days per admission have decreased over time.³

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

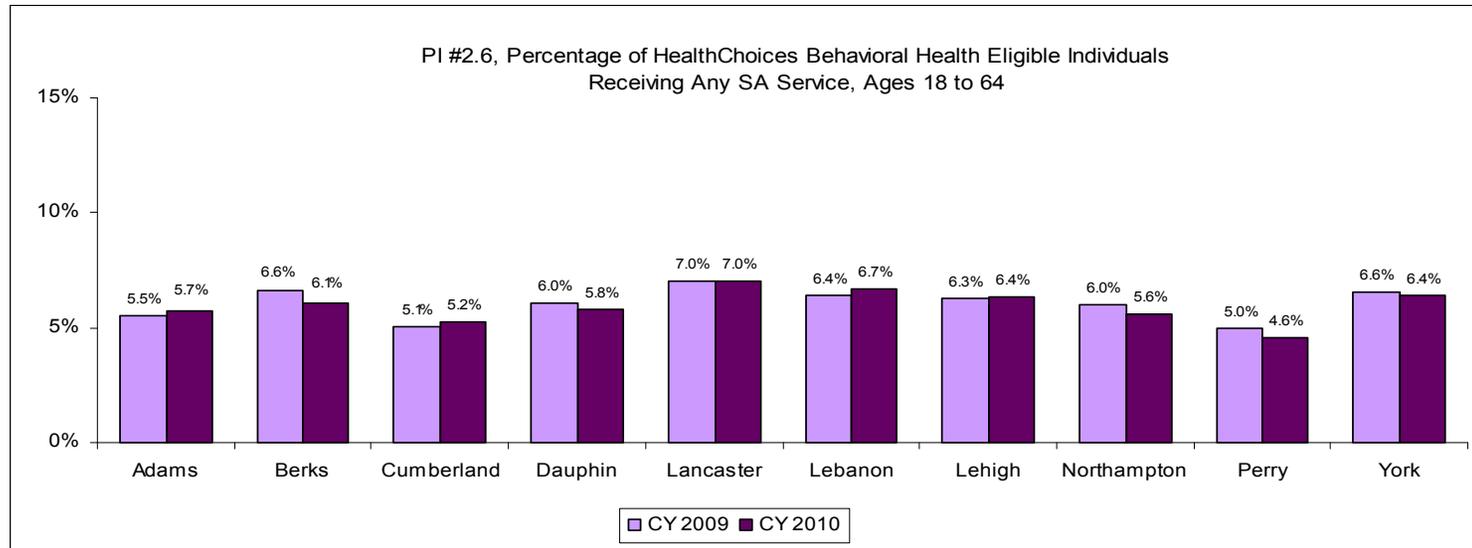
Southeast region



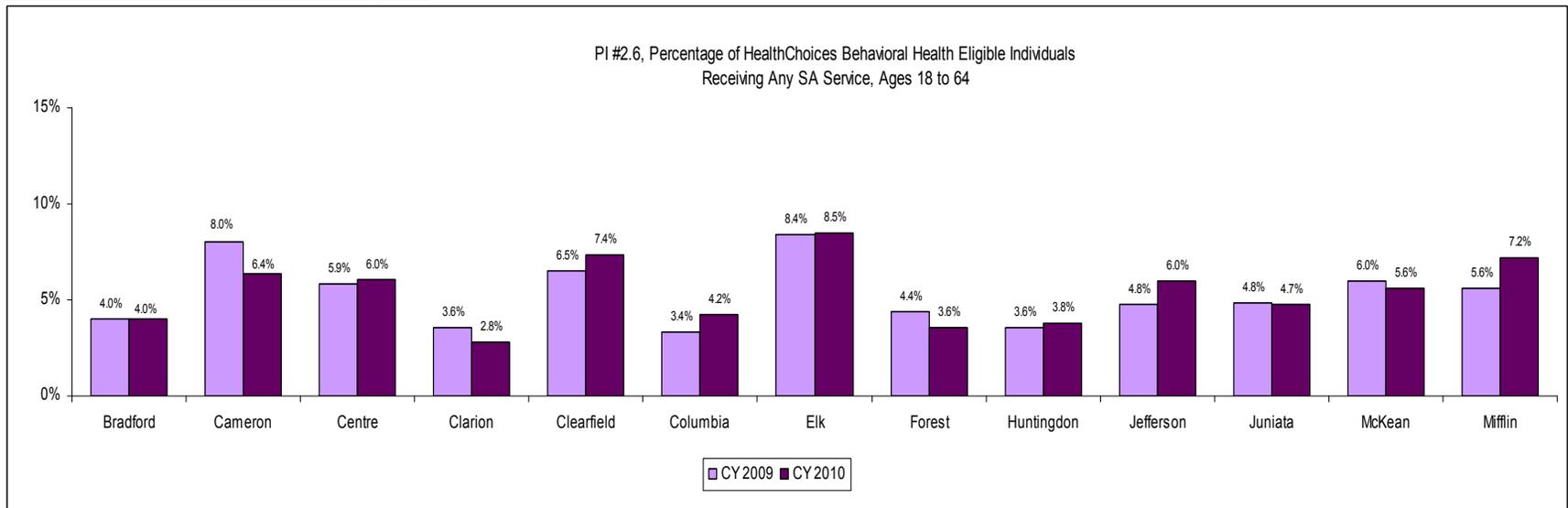
Southwest region



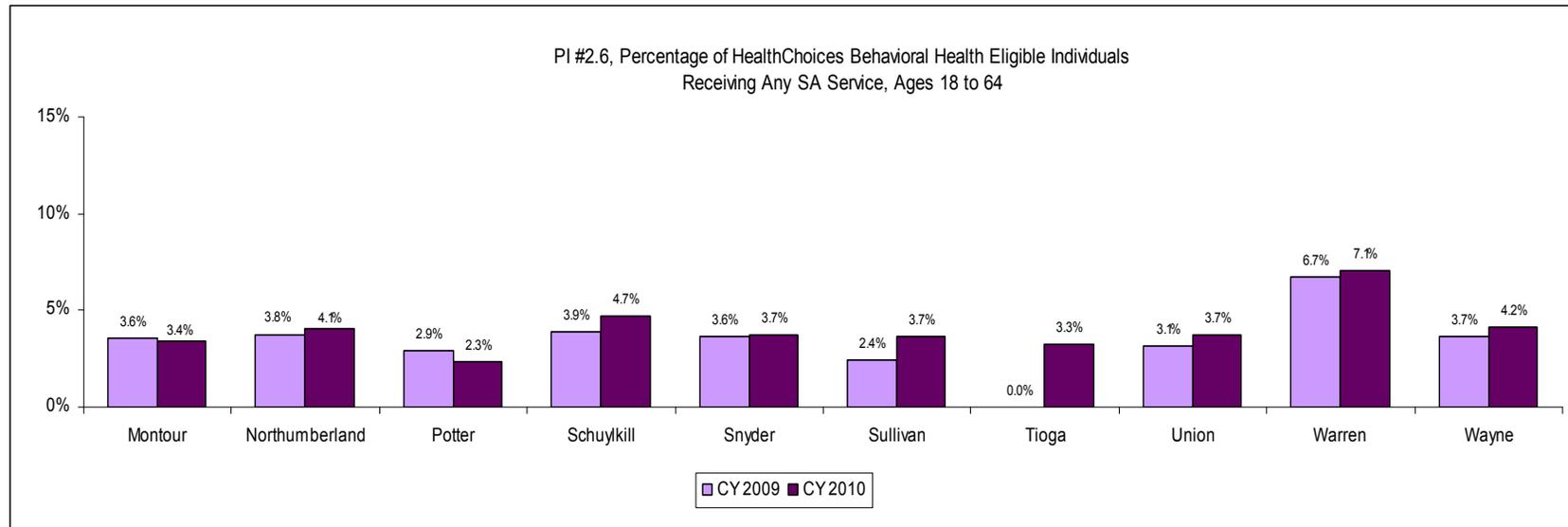
Lehigh/Capital region



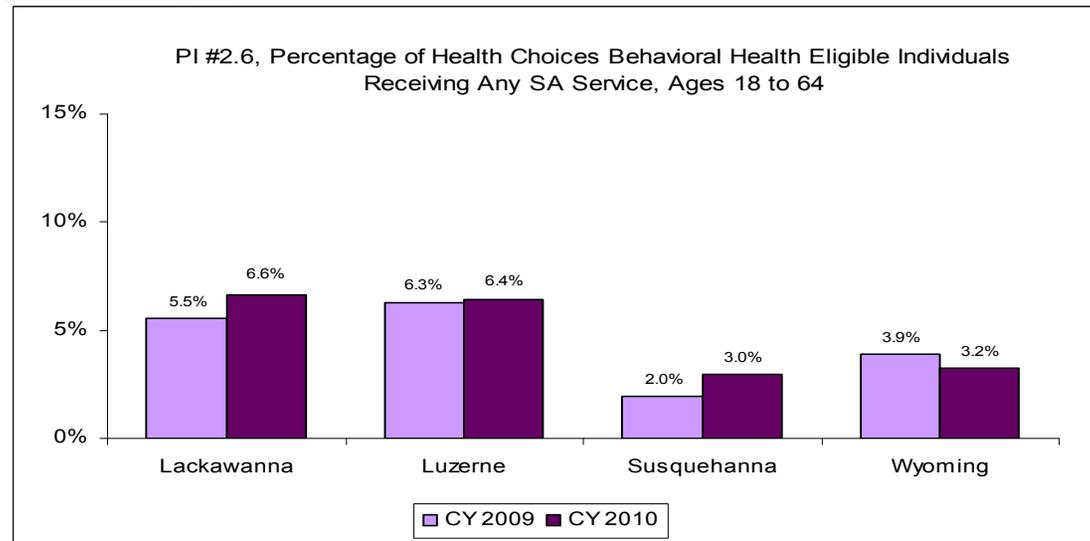
North/Central State Option region



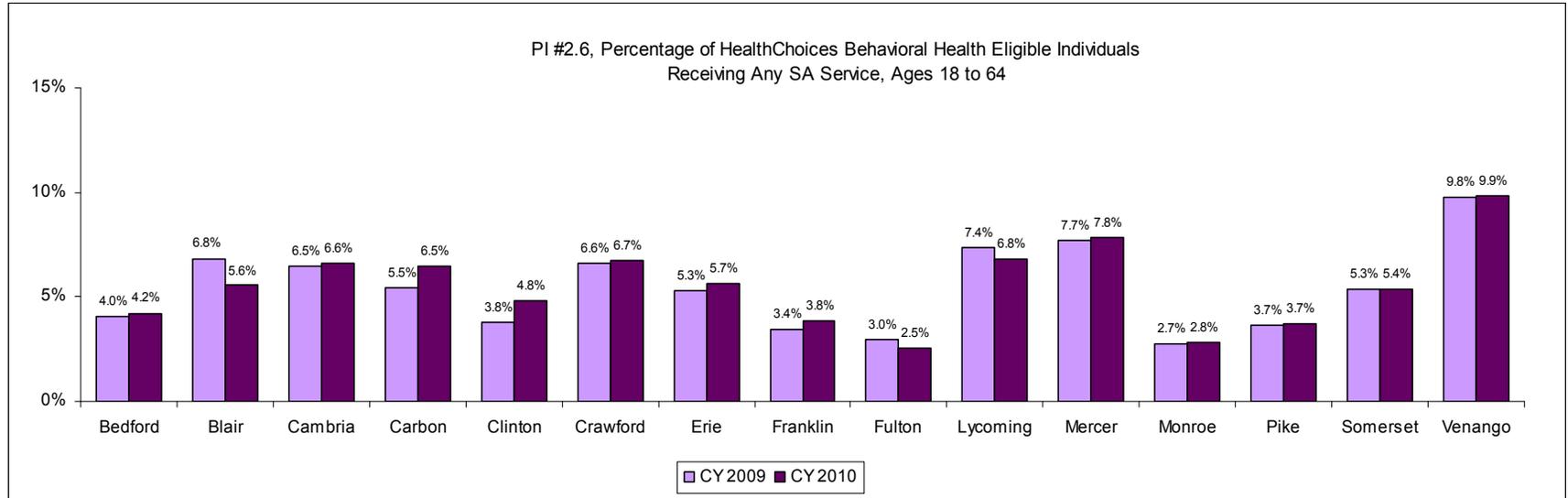
North/Central State Option region



Northeast region

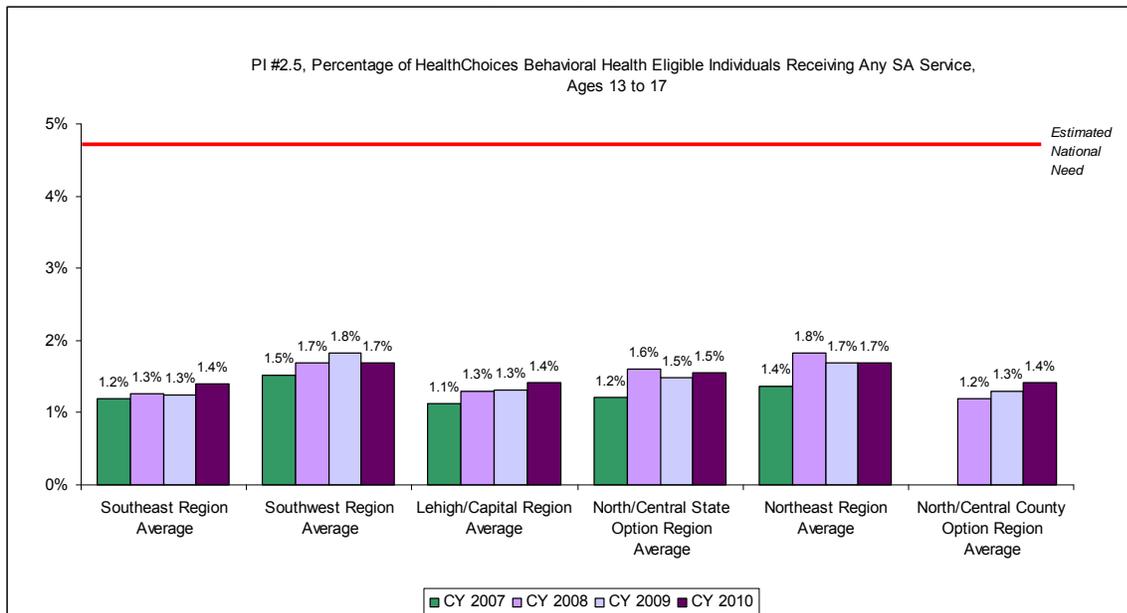


North/Central County Option region



Adolescent substance abuse service (PI #2.5)

National estimates of adolescent SA vary based on the ages and genders considered and based on the screening or diagnostic tool used to define SA and dependence. Nationally, of the 1.2 million youths (4.8%) who are in need of treatment, only 8.4% (98,000) received treatment at a specialty facility. The estimated national need presented here (4.8%) based on data from the NSDUH is not based on a Medicaid-specific population.⁴

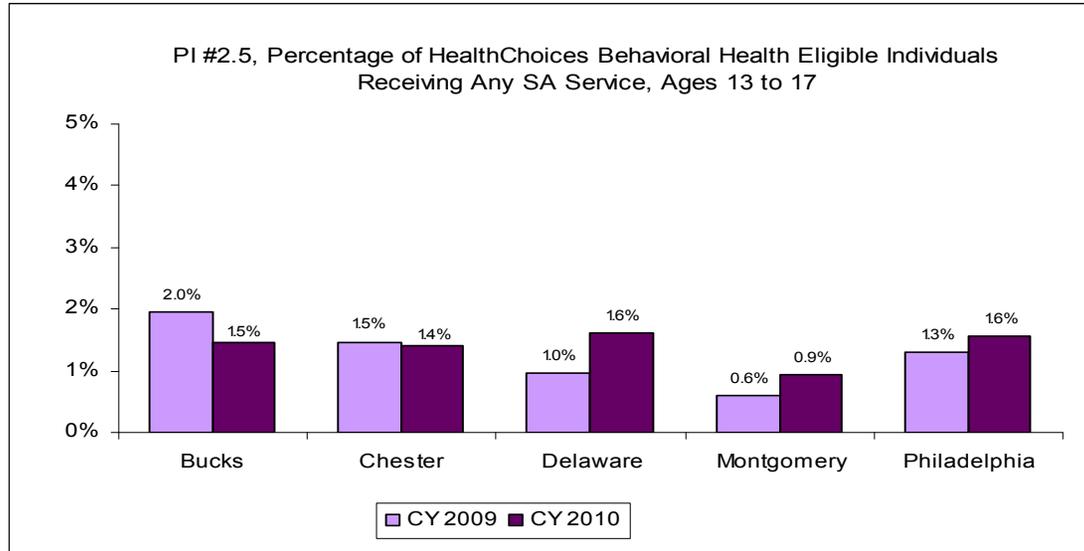


- Three regions, the Southeast, Lehigh/Capital and North/Central County Option, showed a slight increase (0.1%) from 2009 to 2010. Two regions, North/Central State Option and the Northeast, showed a decrease from 2008 to 2009 and remained stable from 2009 to 2010 in the percent of adolescents receiving any SA service.

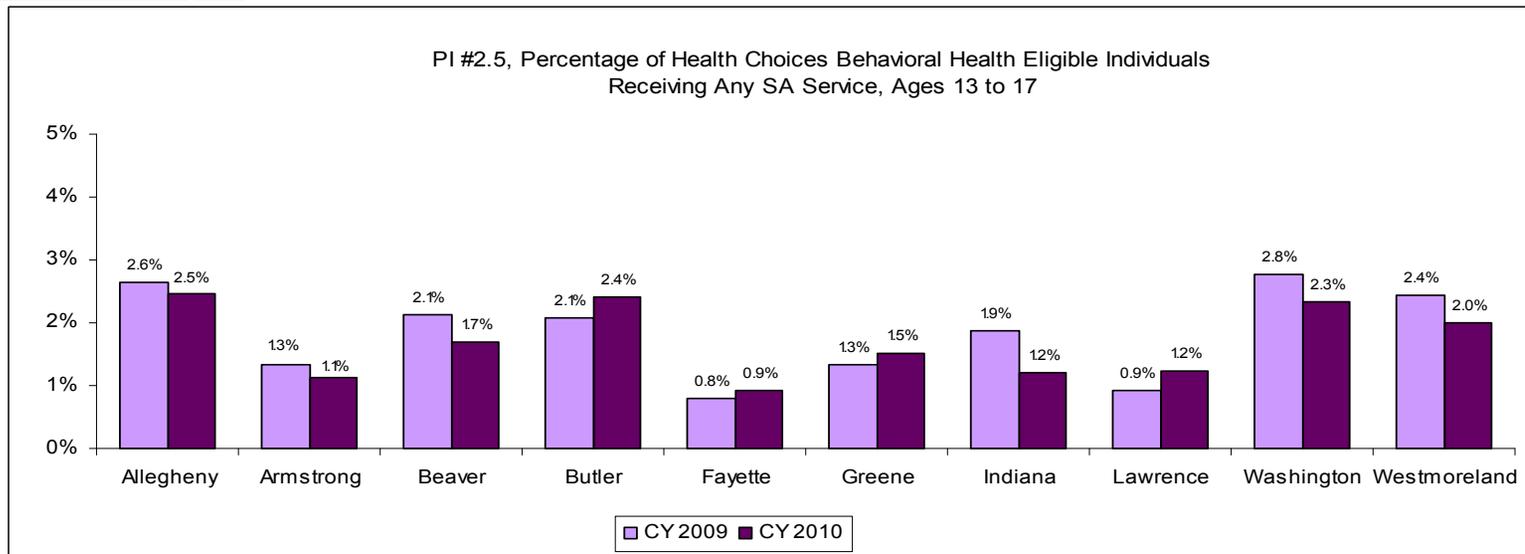
⁴ The estimated national need for PI #2.5 (4.8%) is based on: SAMHSA. (2011). *Results from the 2010 NSDUH: Summary of National Findings NSDUH Series H-41*, HHS Publication No. (SMA) 11-4658. Rockville, MD: SAMHSA, 2011 (page 83).

- Delaware County, in the Southeast region, Dauphin in the Lehigh/Capital region and Bradford and Jefferson counties, both in the North/Central State Option region, showed a 0.6 percentage point increase from 2009 to 2010. Mercer and Venango counties in the North/Central County Option region and Lackawanna County in the Northeast region showed a 0.5 percentage point increase.
- 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.

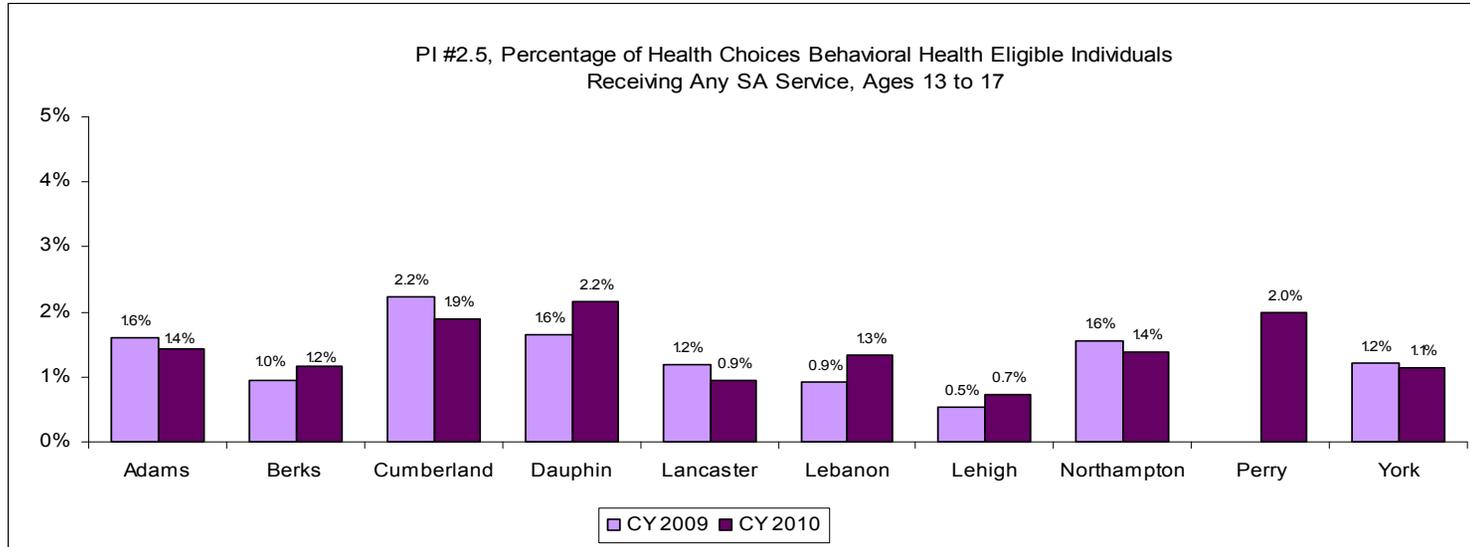
Southeast region



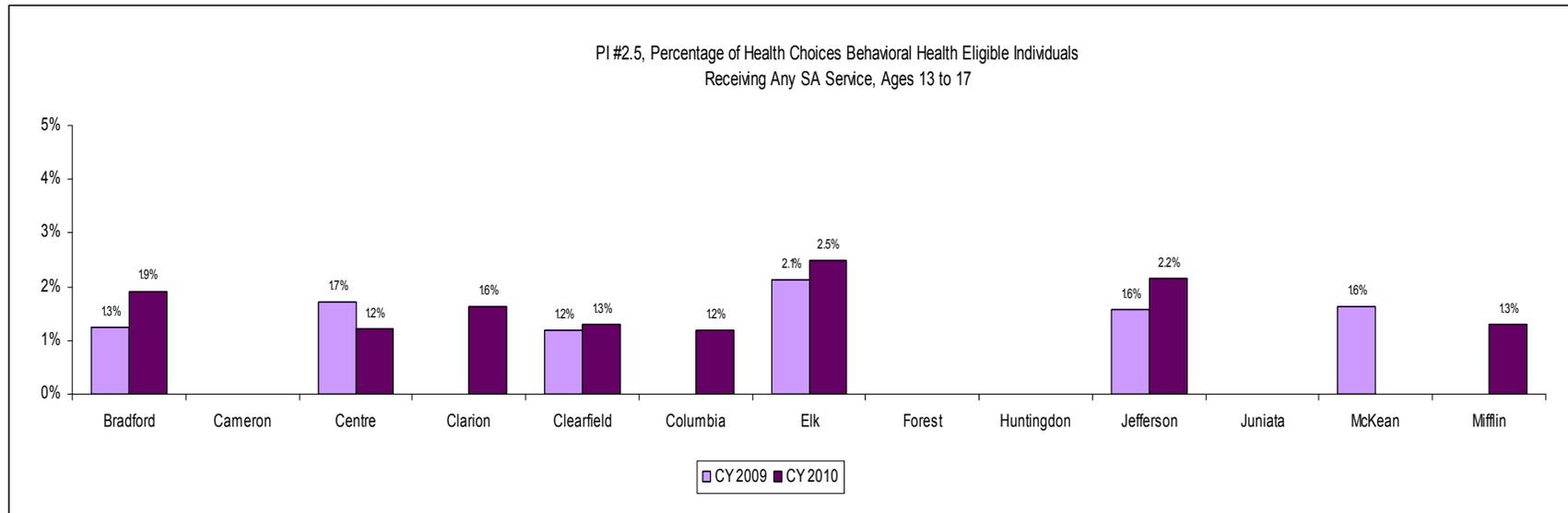
Southwest region



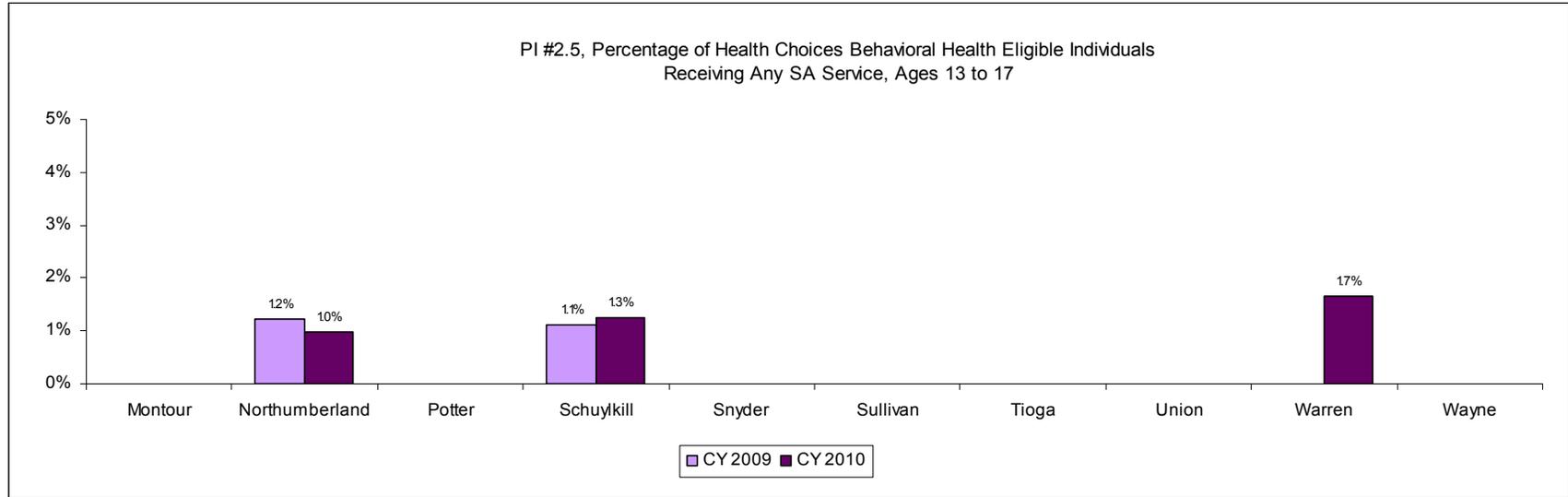
Lehigh/Capital region



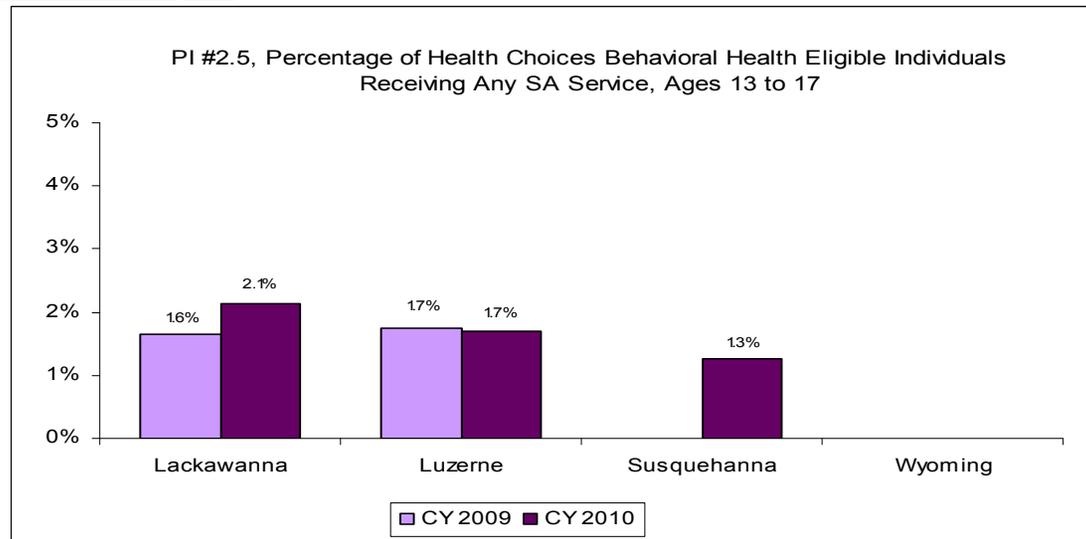
North/Central State Option region



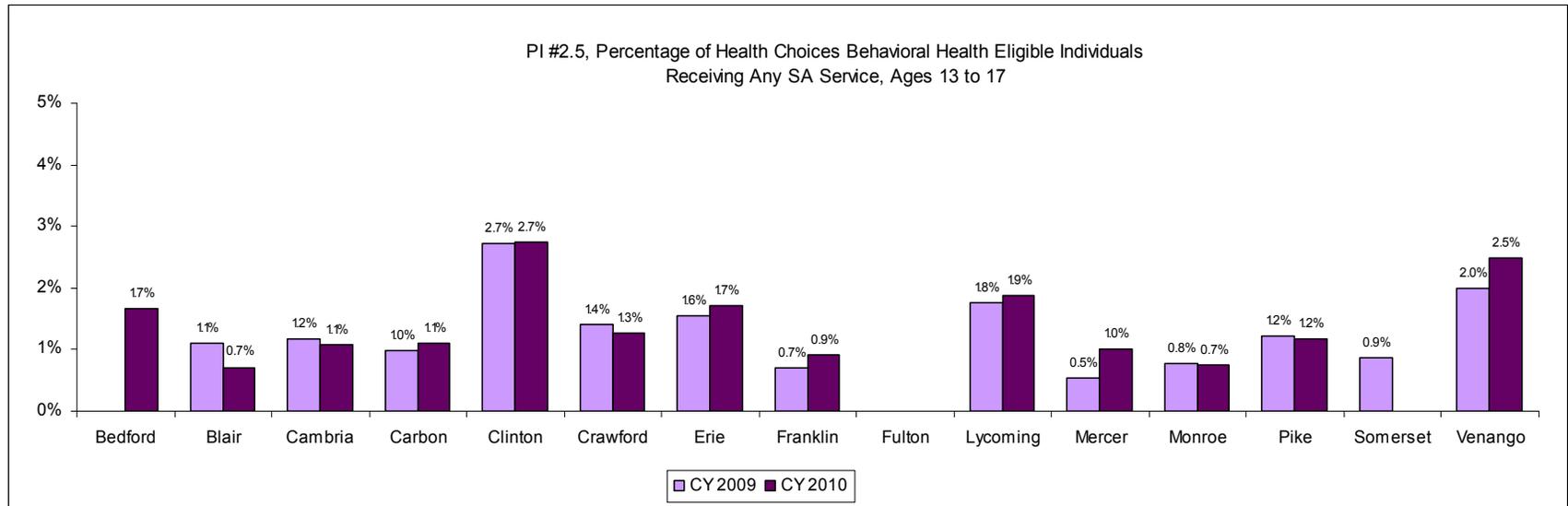
North/Central State Option region



Northeast region

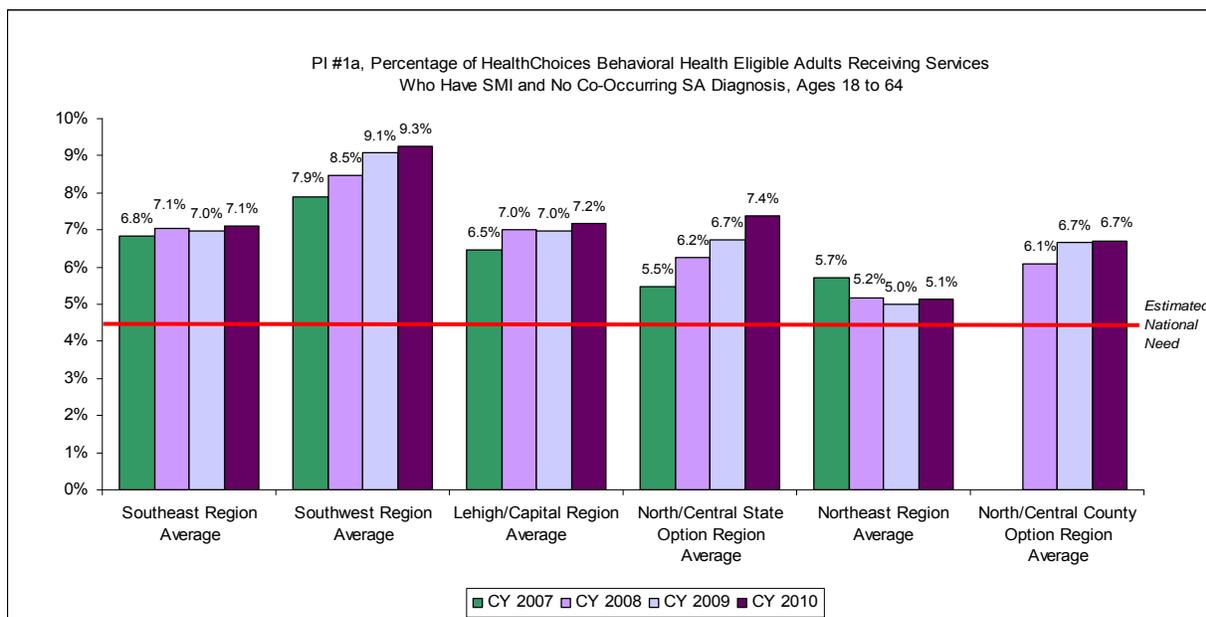


North/Central County Option region



Special populations, serious mental illness (PI #1a)

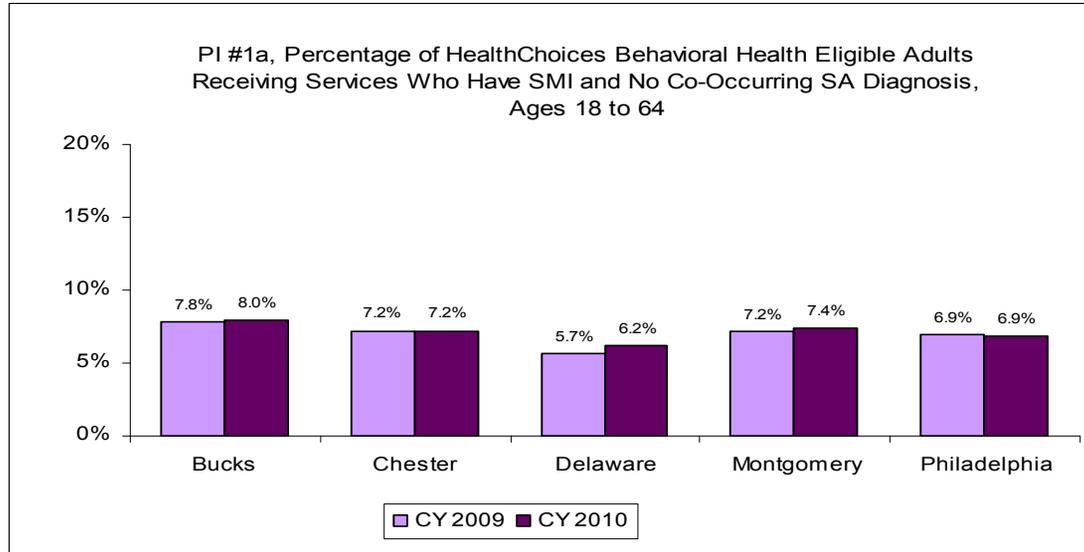
In addition to reviewing utilization for adults and adolescents as a whole, OMHSAS was interested in understanding service access in priority populations. One of the priority populations is people with Serious Mental Illness (SMI). The following chart displays the percentage of HCBH-eligible adults who meet the OMHSAS criteria for SMI and are receiving services. The estimated national need has been established using information based on a report from the NSDUH.⁵ Nationally, among adults ages 18 or older, the rate of SMI was 4.6 percent, which is about 10.4 million Americans. According to the 2008 and 2009 NSDUH, the Pennsylvania annual average for SMI was 3.8 percent for persons among 18 and older, which is lower than the national average of 4.6 percent. Please note this survey was not based on a Medicaid-specific population, and the definition of SMI used in the analysis does differ from the OMHSAS definition. It appears initially as though the percentage of HCBH eligibles receiving services who have SMI with no co-occurring SA diagnosis is higher than the estimated national need. However, this graph should be considered in conjunction with the graph presenting results for PI #1b, which presents results for the percentage of HCBH eligibles receiving services that have SMI with a co-occurring SA diagnosis. These results may indicate the possibility that the co-occurring SA diagnosis may be appropriate for a greater number of the HCBH-eligible population.



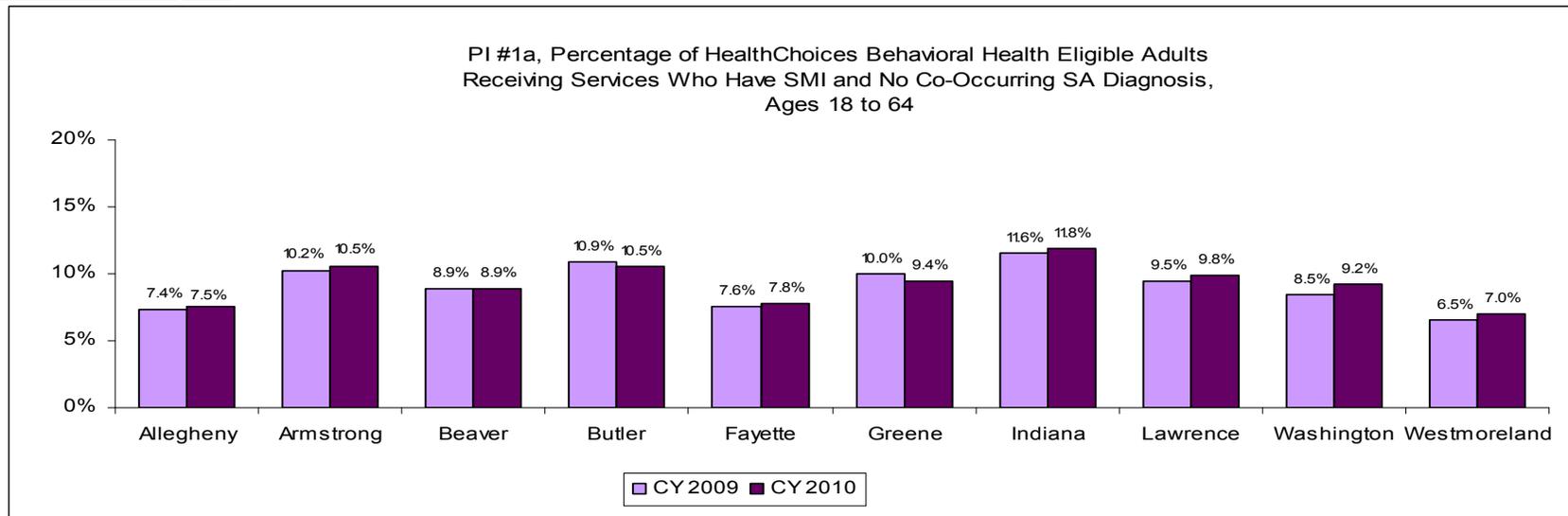
⁵ The estimated national need for PI #1a (4.6%) is based on the SAMHSA, Center for Behavioral Health Statistics and Quality. (October 6, 2011). The NSDUH Report: State Estimates of Adult Mental Illness. Rockville, MD.

- The HCBH plans, as a whole, seem to be serving significant numbers of persons with SMI. Five of the six regions showed improvement in the percentage of eligible adults with SMI who are receiving services. The most significant change from 2009 to 2010 was in the North/Central State Option region. There was an increase from 6.7% to 7.4%. While the North/Central County Option region did not show improvement from last year, the results remained stable at 6.7%.
- As mentioned in previous reports, it is important to note that the results in the counties with a smaller number of HCBH-eligible individuals can be less stable based on denominator size. Consistent with previous reports, Northampton County in the Lehigh/Capital region and Indiana County in the Southwest region had the largest overall percentages (12.0% and 11.8%, respectively) of individuals with SMI but no co-occurring SA diagnosis receiving services.
- This year there were several counties who were above 10.0% of individuals with SMI but no co-occurring SA diagnosis receiving services. In addition to Northampton and Indiana counties which were already mentioned, they were Butler (10.5%) in the Southeast region, Lehigh (10.2%) in the Lehigh/Capital region, Elk (11.2%), Jefferson (10.4%) and Mifflin (11.4%) in the North/Central State Option region and Erie in the North/Central County Option region.

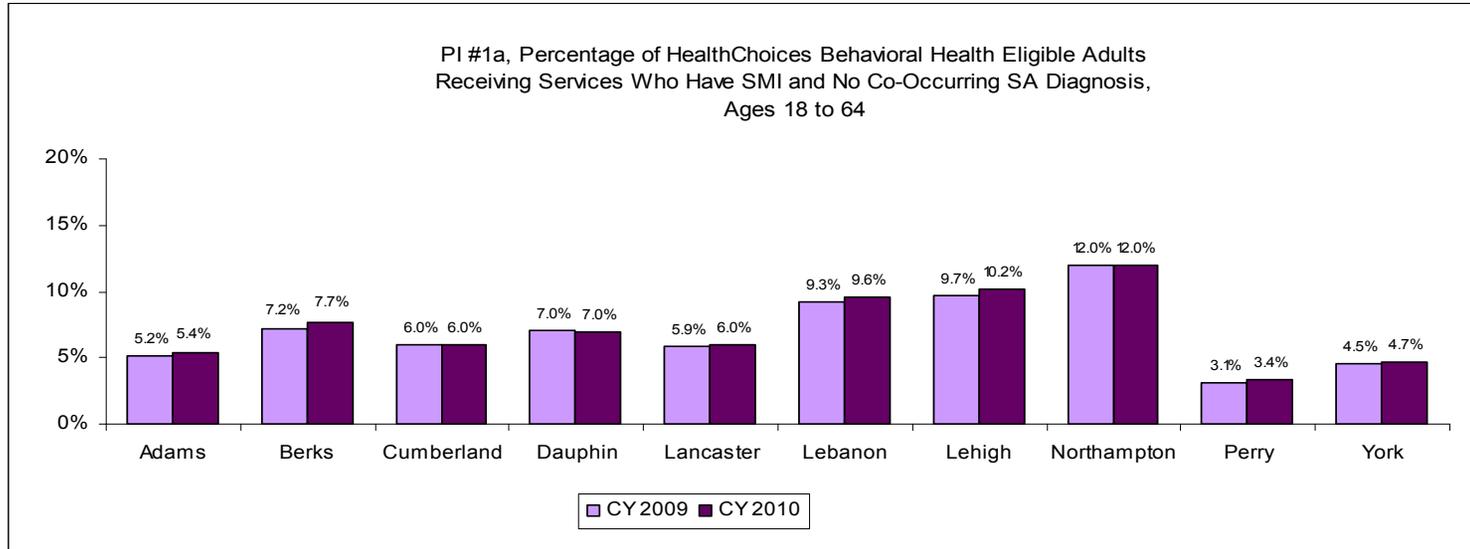
Southeast region



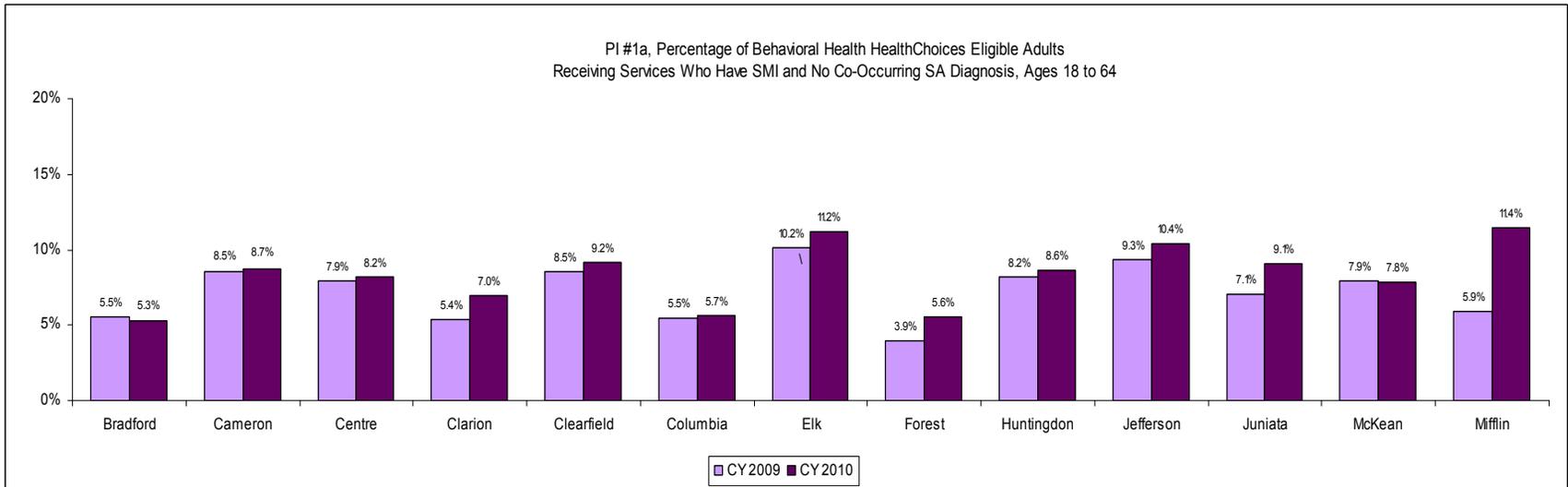
Southwest region



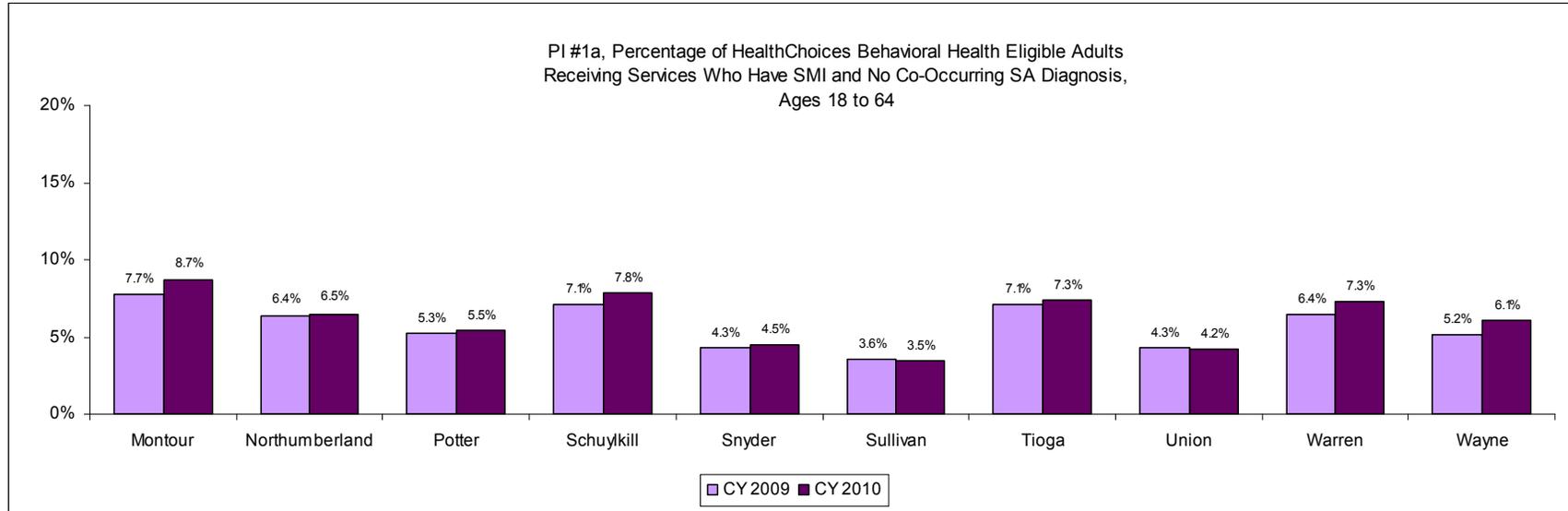
Lehigh/Capital region



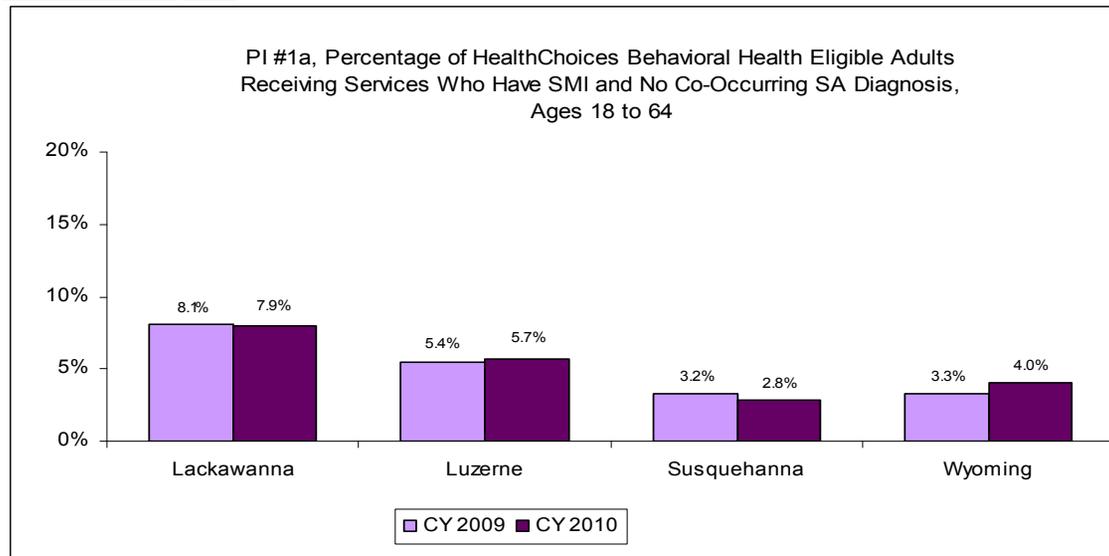
North/Central State Option region



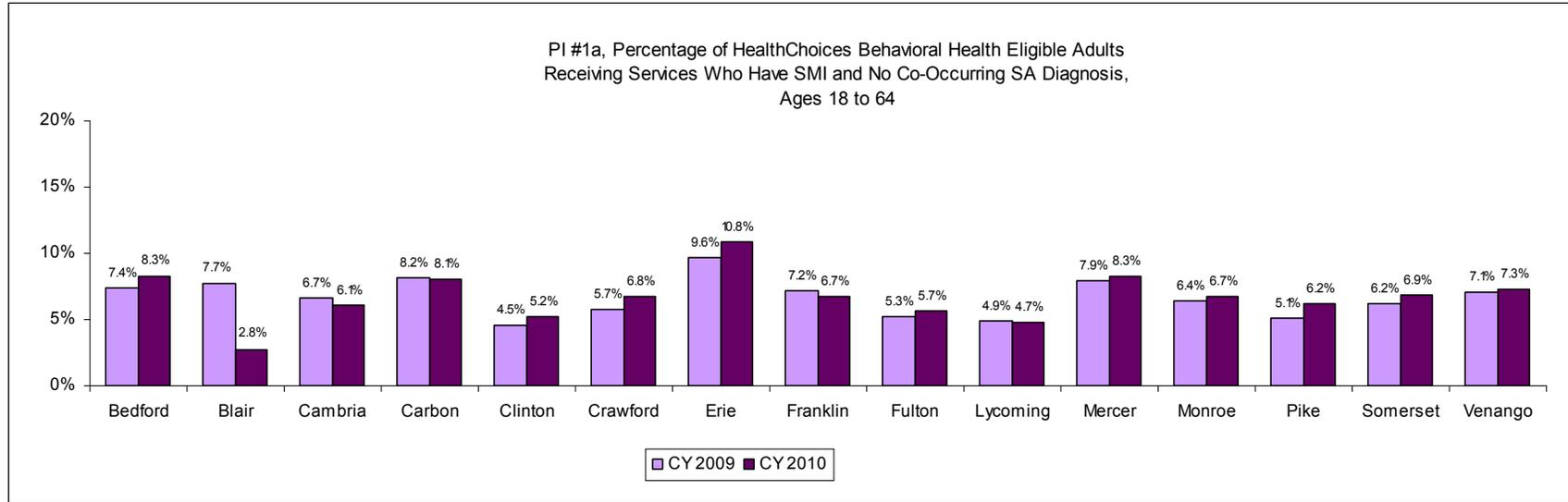
North/Central State Option region



Northeast region

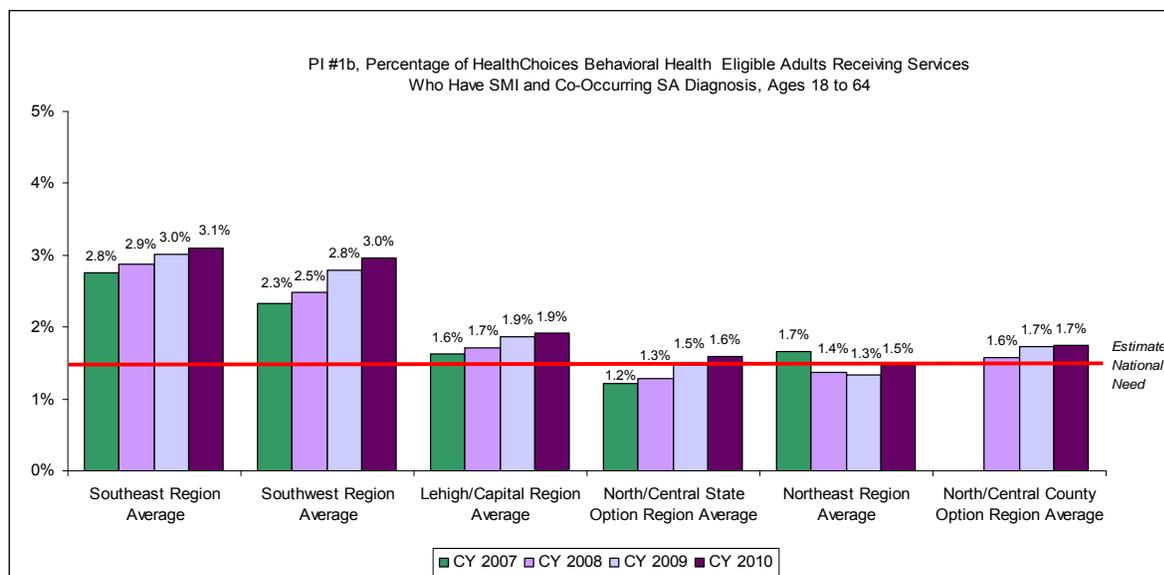


North/Central County Option region



Special populations, co-occurring disorder (PI #1b)

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. Approximately half of the adults with SMI in public MH systems have a co-occurring substance use disorder. In MH settings, as many as 40-60% of individuals have a co-occurring substance use diagnosis and 60-80% of individuals in a SA facility have a co-occurring mental illness. While adults with a SMI and a co-occurring substance use disorder are the most costly to treat, the good news is that there is a high rate of recovery when integrated, dual-diagnosis treatment is provided.⁶

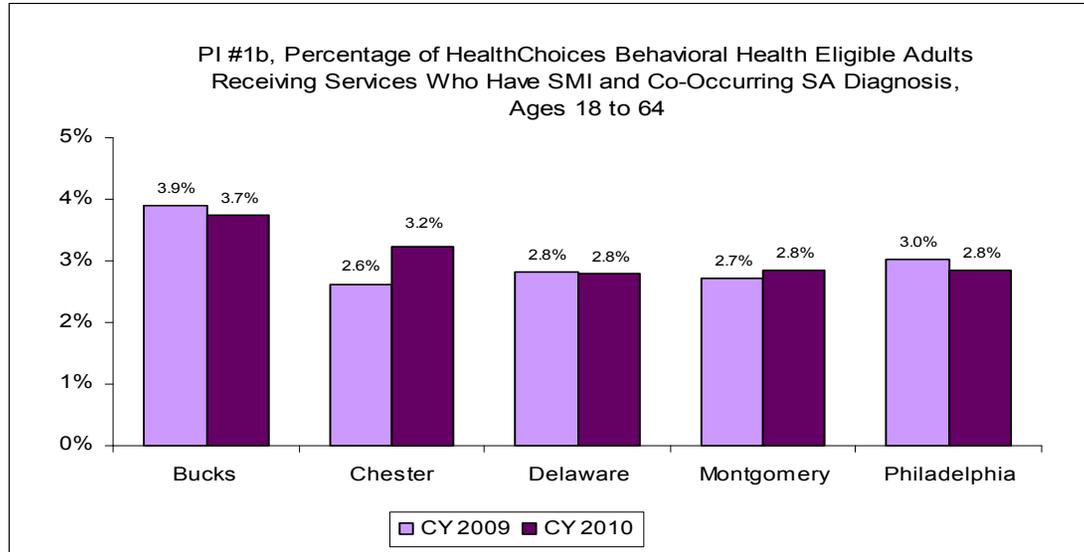


- Four of the six regions, the Southeast, Southwest, North/Central State Option and Northeast Regions showed improvement in the percentage of eligible adults receiving services who have SMI and a co-occurring SA diagnosis. The results for the two remaining regions, Lehigh/Capital and the North/Central County Option, were unchanged from 2009 to 2010.
- Mifflin in the North/Central County Option region had the greatest increase (0.9 percentage points) followed by Chester (0.6) in the Southeast region and Perry (0.5) in the Lehigh/Capital region.
- Several counties' results remained stable from 2009 to 2010 while eleven counties' results showed some level of decline.

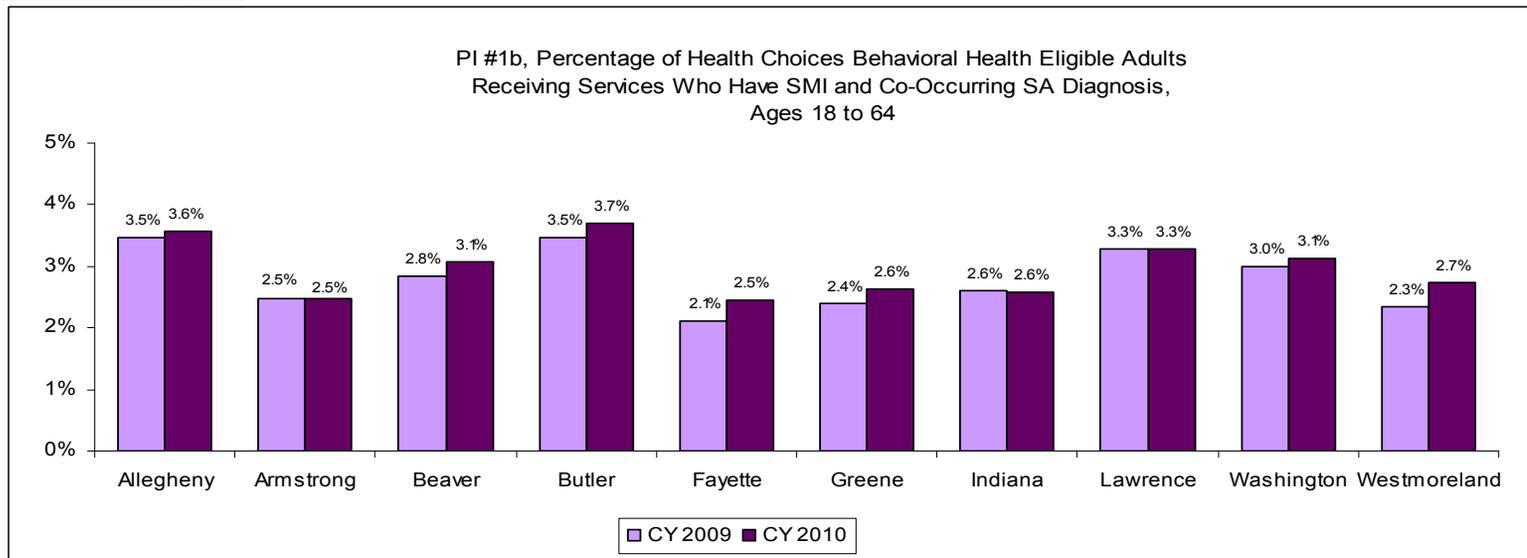
⁶ SAMHSA. Toolkit – Co-Occurring Disorders; Integrated Dual Diagnosis Disorders Treatment. Rockville, MD: Center for Mental Health Services (CMHS), DHHS.

- National studies suggest that 50% of the persons with SMI typically have a co-occurring disorder. In the 2007 PBC report, it was suggested that there may have been under identification of those with SMI with and without a co-occurring disorder. Given the increase in the rates in this report for both groups, it appears that efforts to identify and provide services to adults with SMI noted in last year's report continue to be successful.

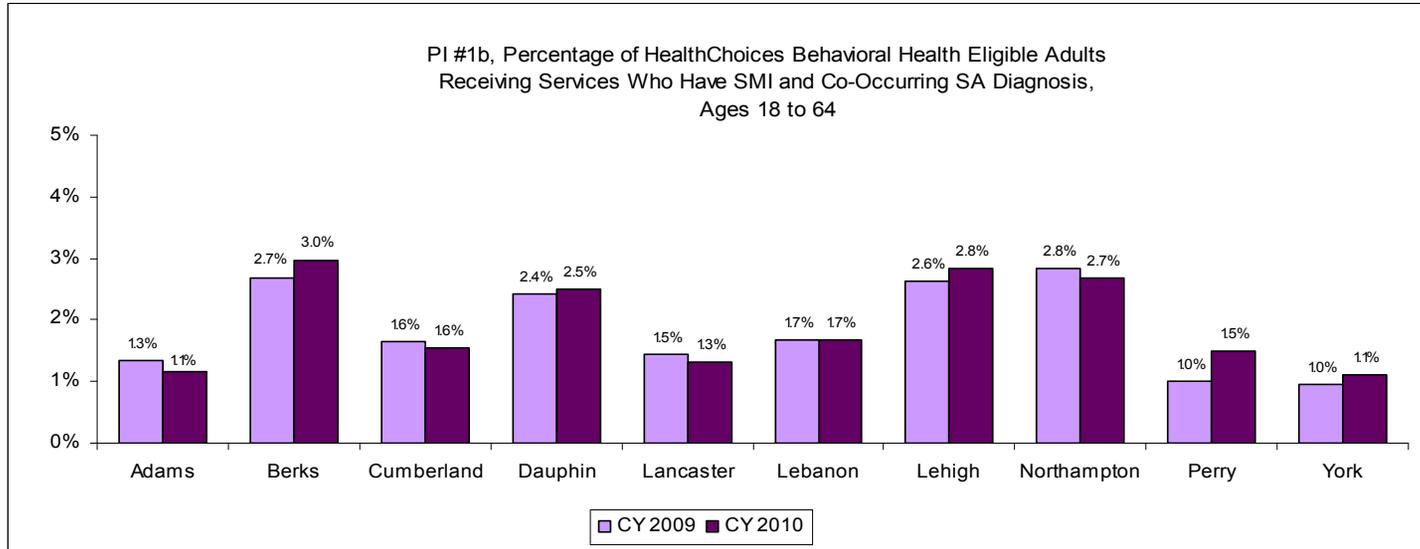
Southeast region



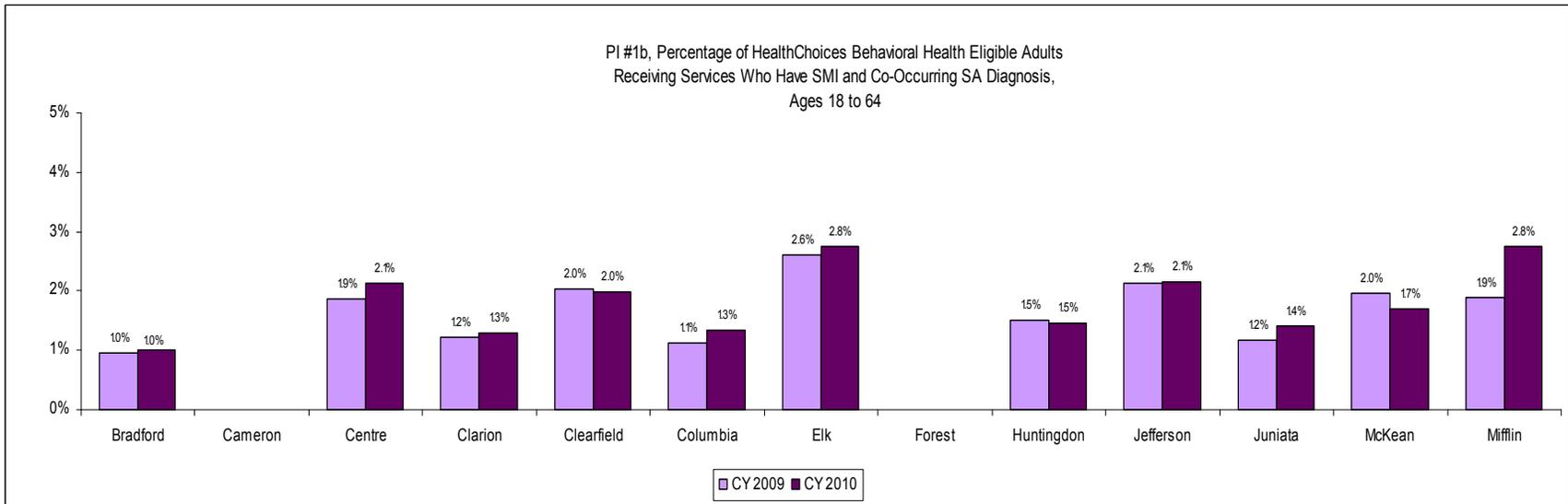
Southwest region



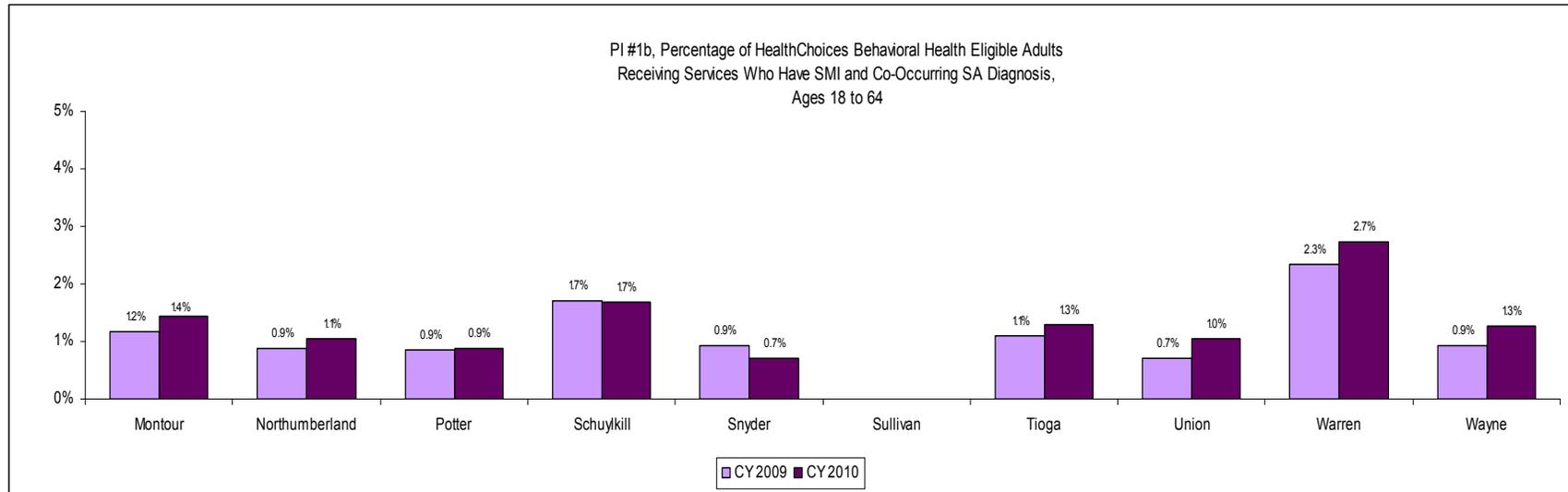
Lehigh/Capital region



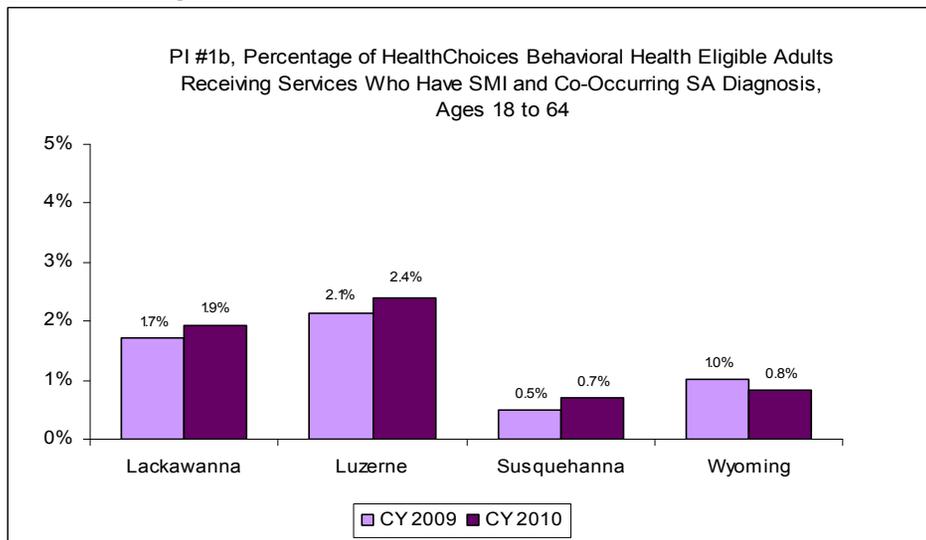
North/Central State Option region



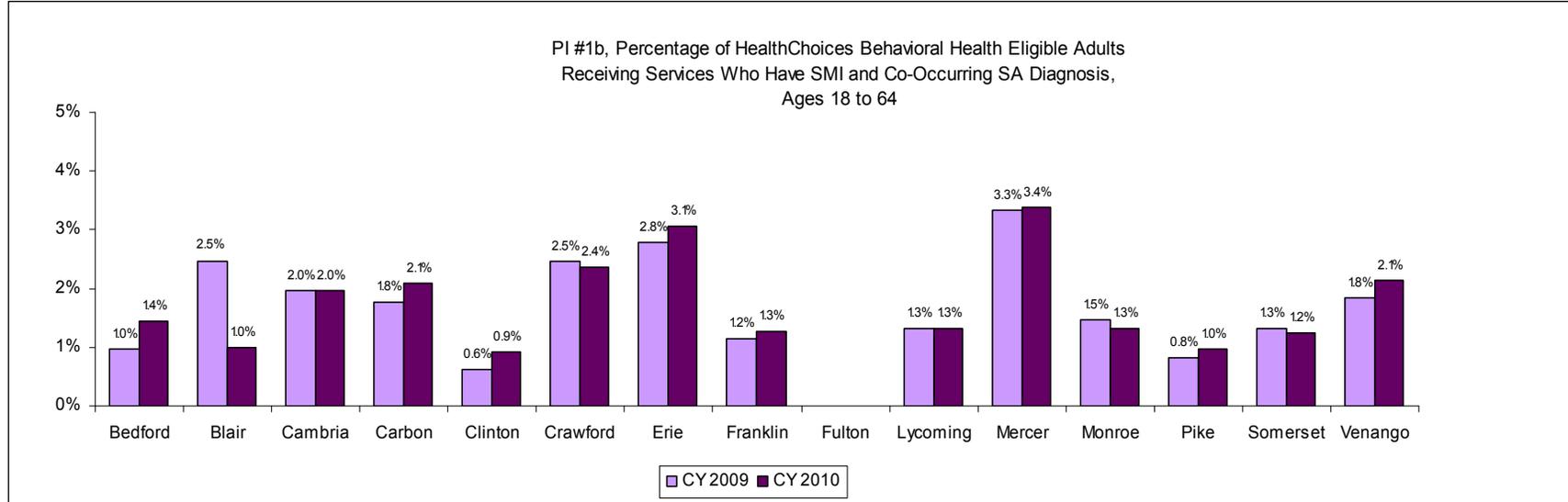
North/Central State Option region



Northeast region



North/Central County Option region



Special populations, minority adult mental health

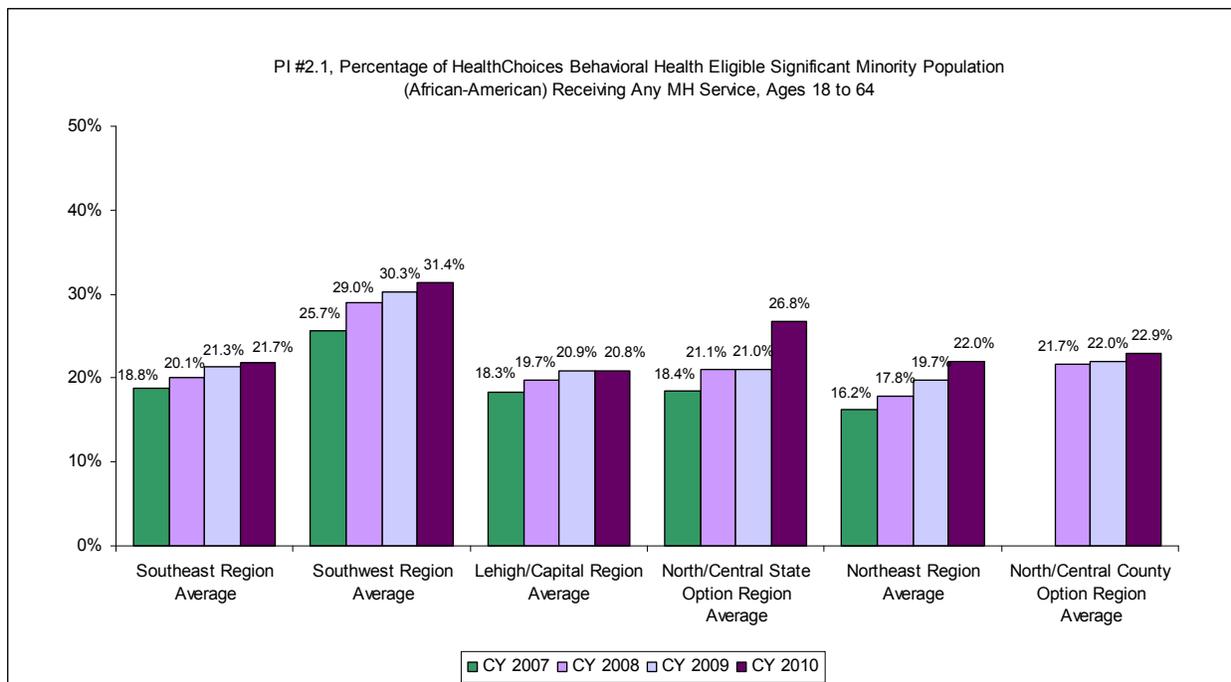
The next three sets of graphs show the percentage of African-American adults and adolescents who received services. With the exception of emergency room and inpatient psychiatric treatment, persons from minority backgrounds are less likely than Caucasians to seek MH outpatient treatment. Racial/ethnic minority youths are more likely to be treated in group residential treatment centers than in individualized community-based setting such as therapeutic foster care⁷. 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. Misinterpretation or misunderstanding by providers of culturally-specific coping behavioral and symptom expression can lead to misdiagnosis and/or inappropriate treatment. 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 graph on the following page shows the percentage of African-American adults who received any MH service.

⁷ Snowden, L.R., A.E. Cuellar and A.M. Libby. 2003. "Minority Youth in Foster Care: Managed Care and Access to Mental Health Treatment." *Medical Care* 41(2): 264-274.

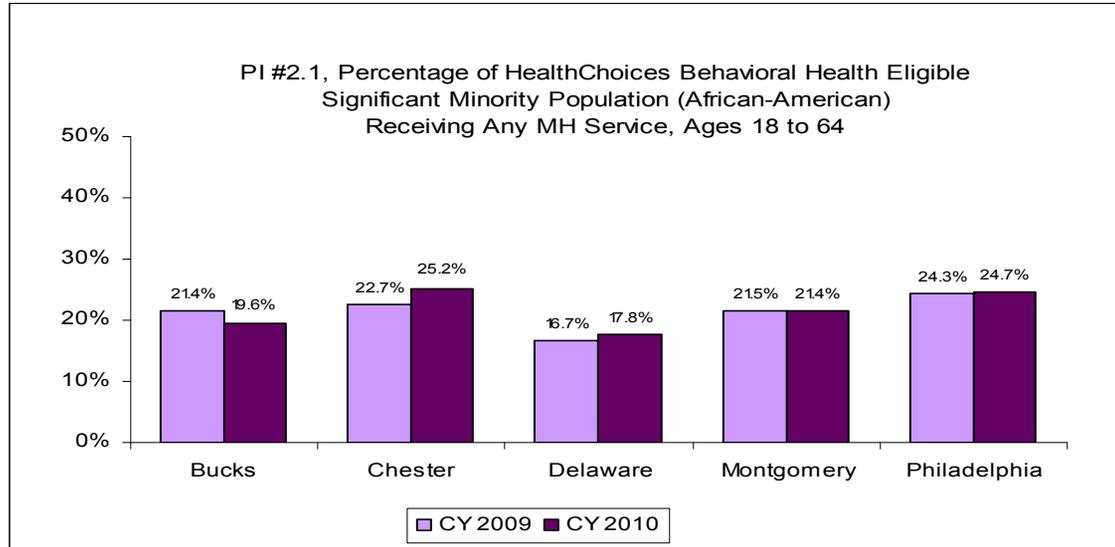
⁸ DHHS. *Mental Health: A Report of the Surgeon General – Executive Summary*. Rockville, MD: US Department of Health and Human Services, SAMHSA, CMHS, National Institutes of Health, National Institute of Mental Health, 1999.

⁹ DHHS. (2001). *Mental Health: Culture, Race, and Ethnicity – A Supplement to Mental Health: A Report of the Surgeon General*. Rockville, MD: DHHS, SAMHSA, CMHS. (Chapter 3).

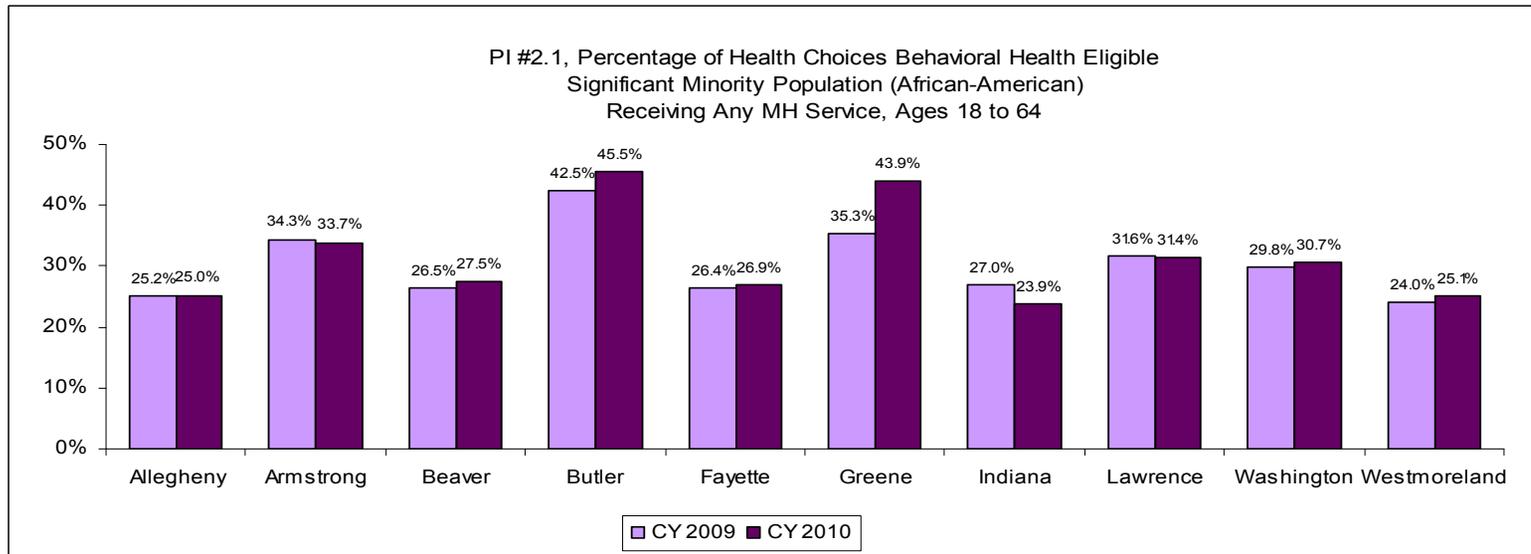


- As anticipated for all years presented, the percentage of the African-American population receiving MH services is less than the percentage for the HCBH-eligible population as a whole. The gap does seem to be narrowing somewhat, but efforts should continue.
- The trend of an increased percentage of African Americans age 18-64 receiving MH services continued from previous years in all but the Lehigh/Capital region. There was a slight 0.1% decrease from 2009 to 2010 in this region.
- While there appears to be a significant increase in the North/Central State Option region, several counties do not have a sufficient number of African Americans in their population to report findings for this indicator. It is important to note that while some counties have a sufficient number of African Americans to report on this indicator, the population remains small and a change in service utilization by one or two individuals from one year to the next may change the percentage precipitously.

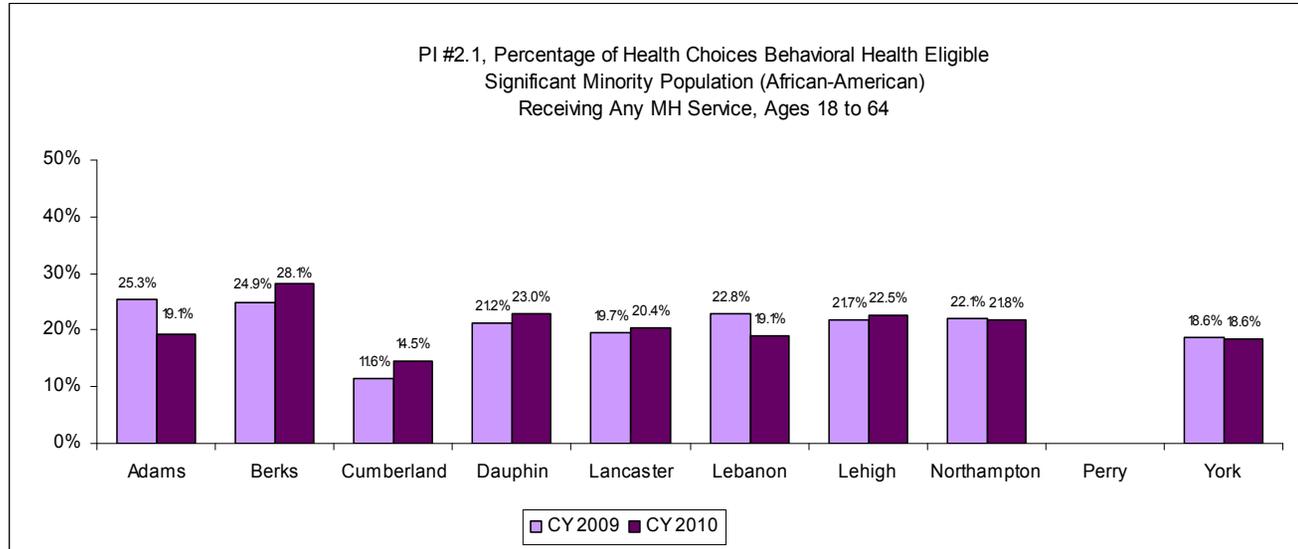
Southeast region



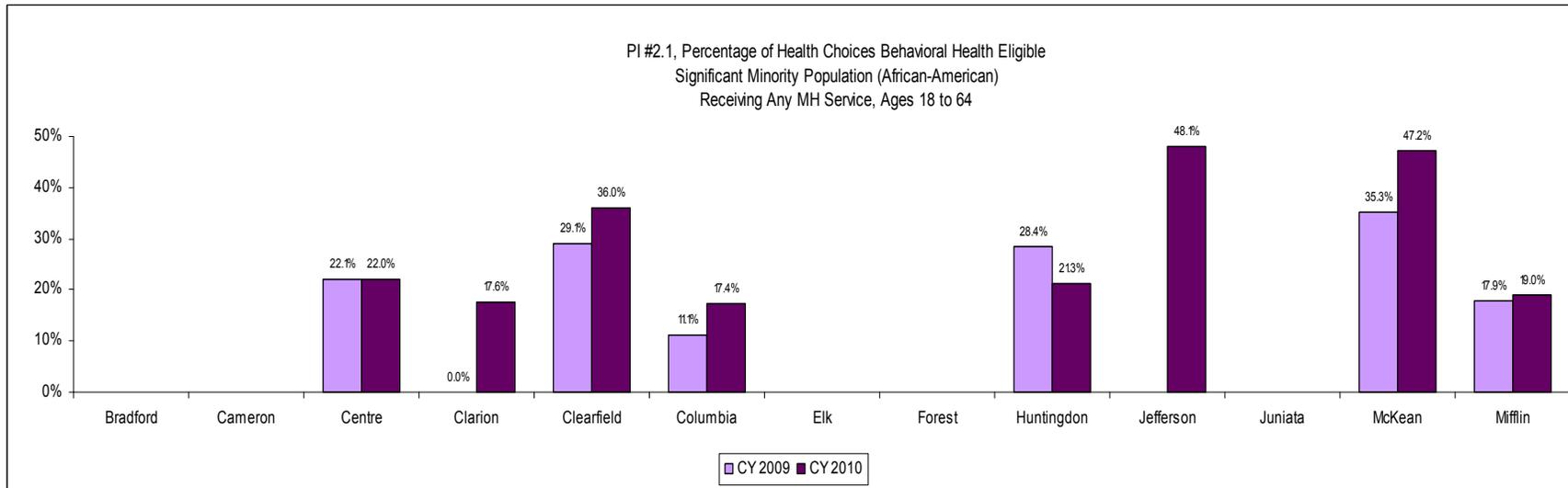
Southwest region



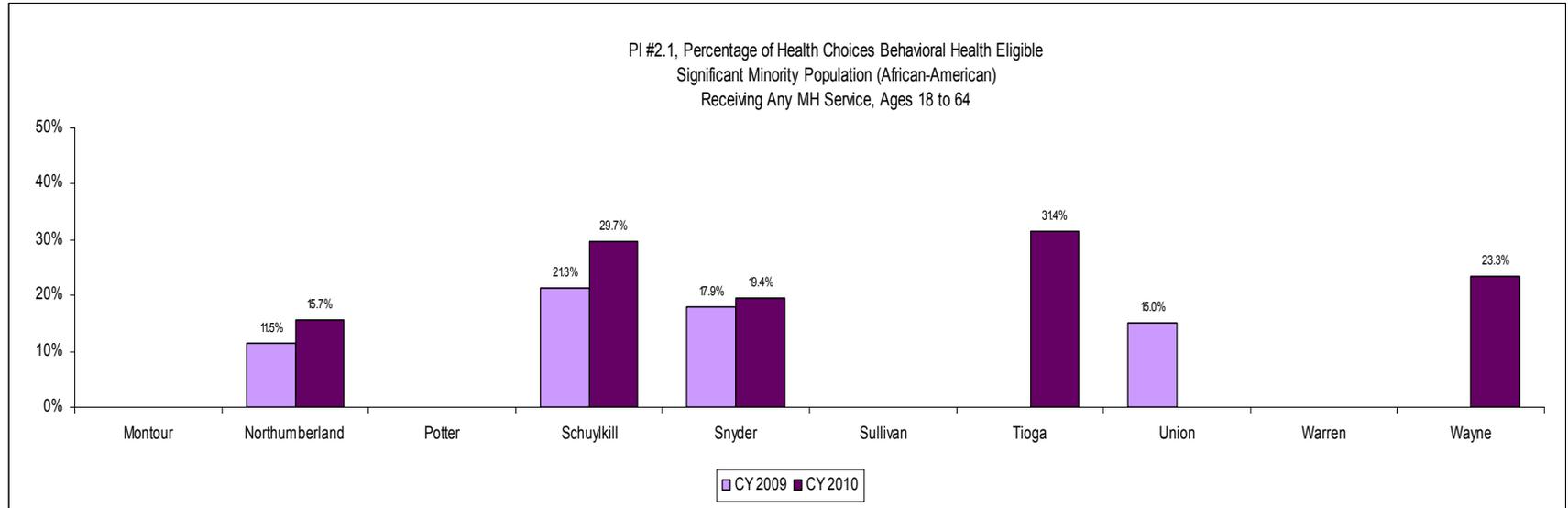
Lehigh/Capital region



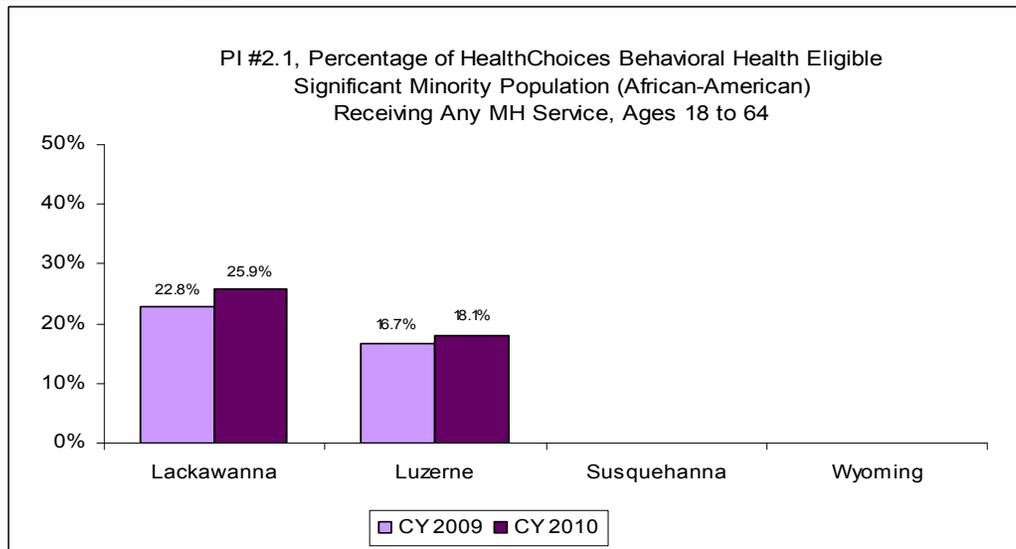
North/Central State Option region



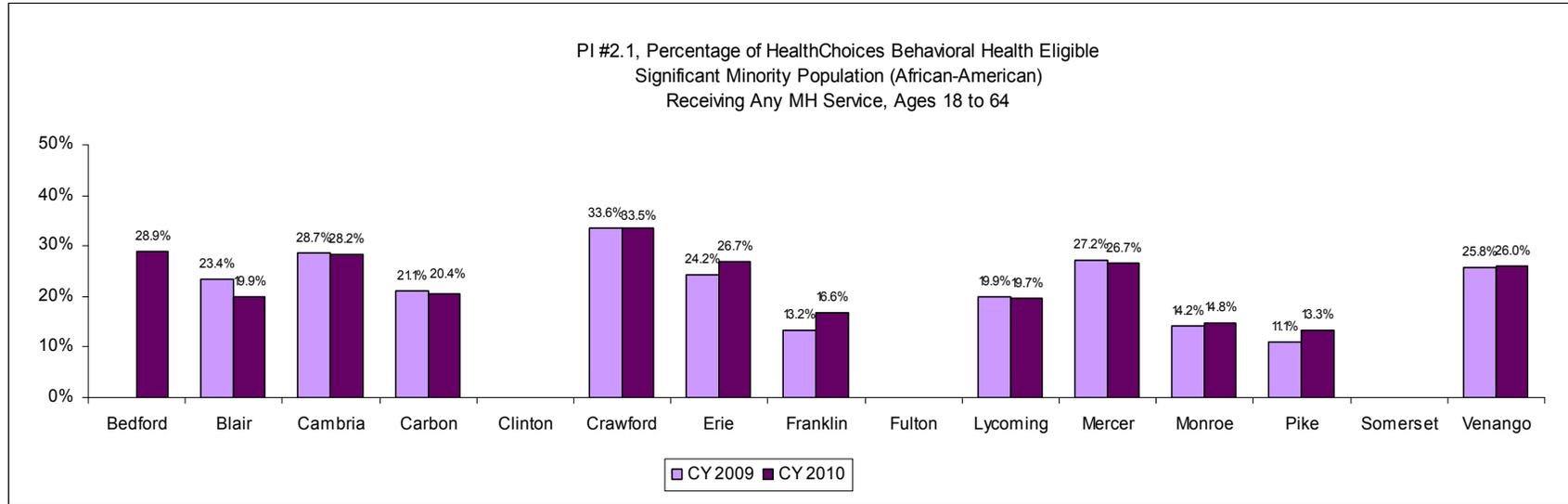
North/Central State Option region



Northeast region

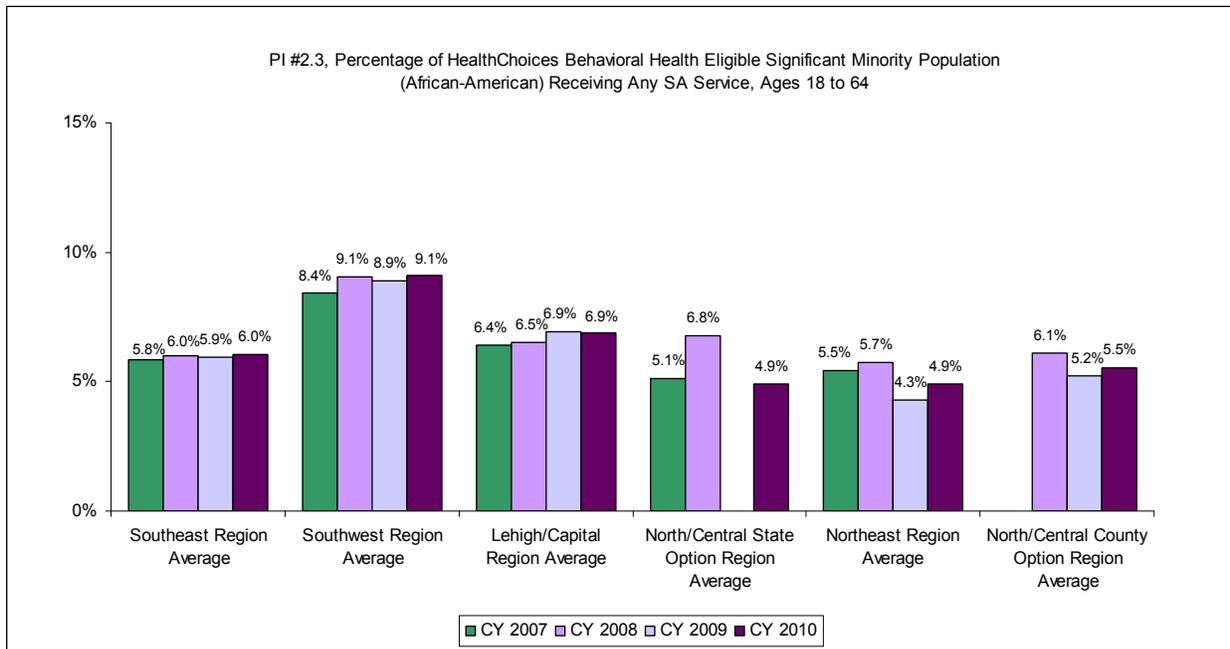


North/Central County Option region



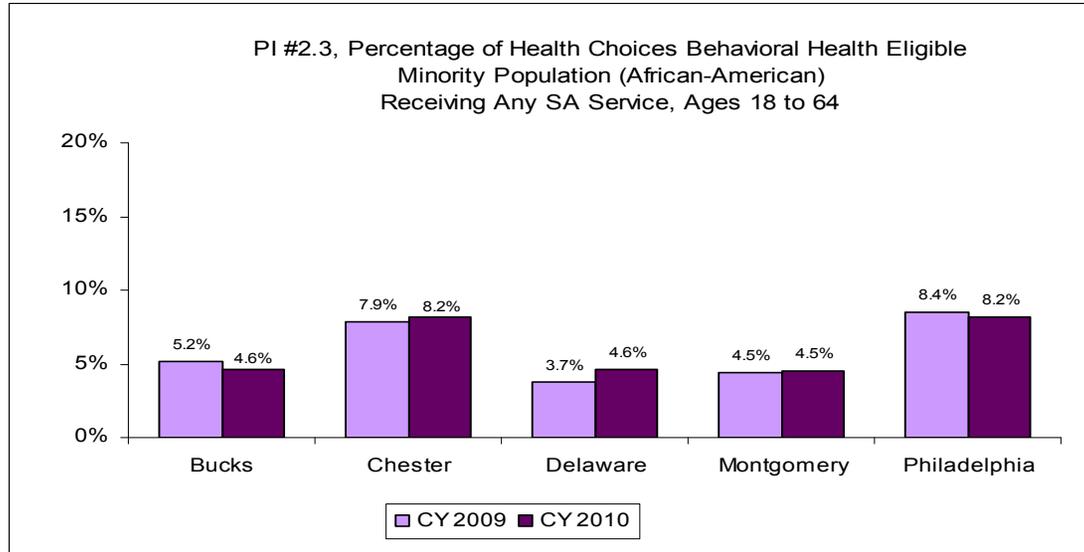
Special populations, minority adult substance abuse (PI #2.3)

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

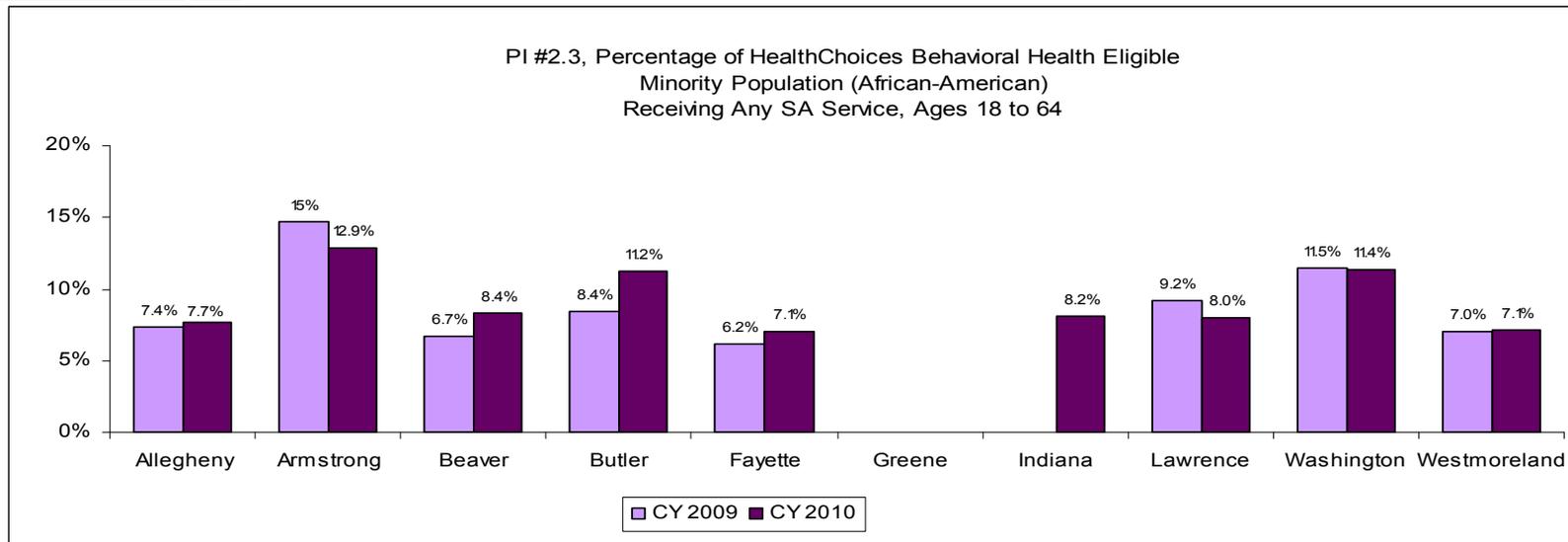


- In four regions, the Southeast, Southwest, Northeast and North/Central County Option, there was an increase in the percentage of the HCBH-eligible adult minority population receiving SA services. The Lehigh/Capital region was unchanged from 2009 to 2010.
- The North/Central State Option region did not have enough minority population (minimum of 10 individuals in the denominator) to calculate results in 2009, but the results for 2010 are below those in 2007 and 2008.
- As in previous years, there was considerable variation for this PI among counties within a region and several counties with a minority population too small for reporting on this indicator.

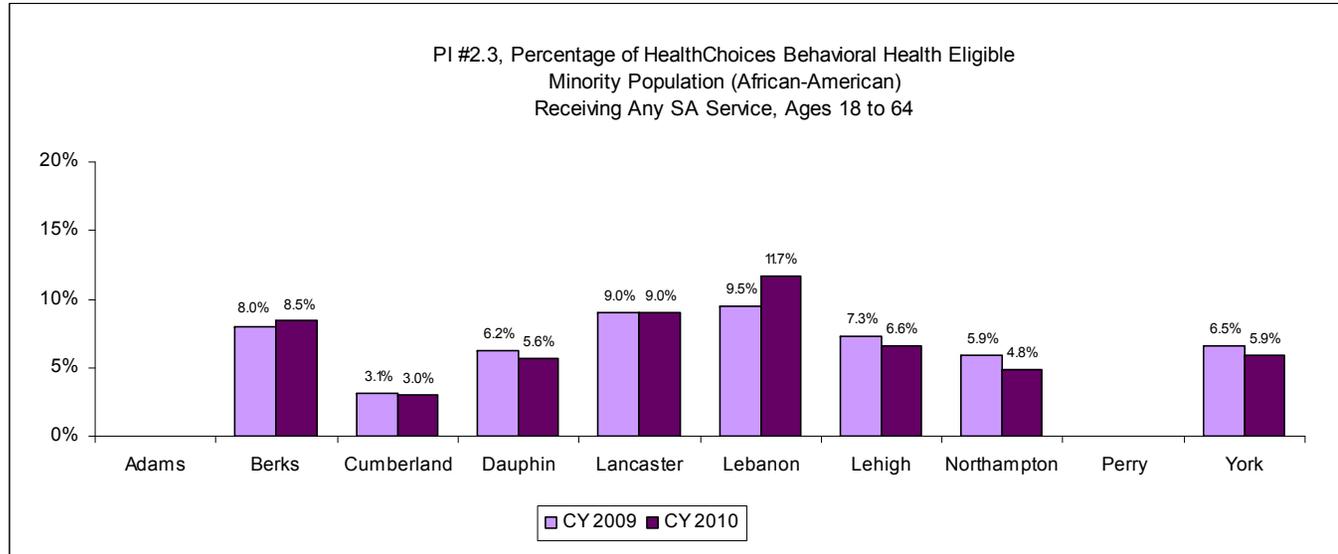
Southeast region



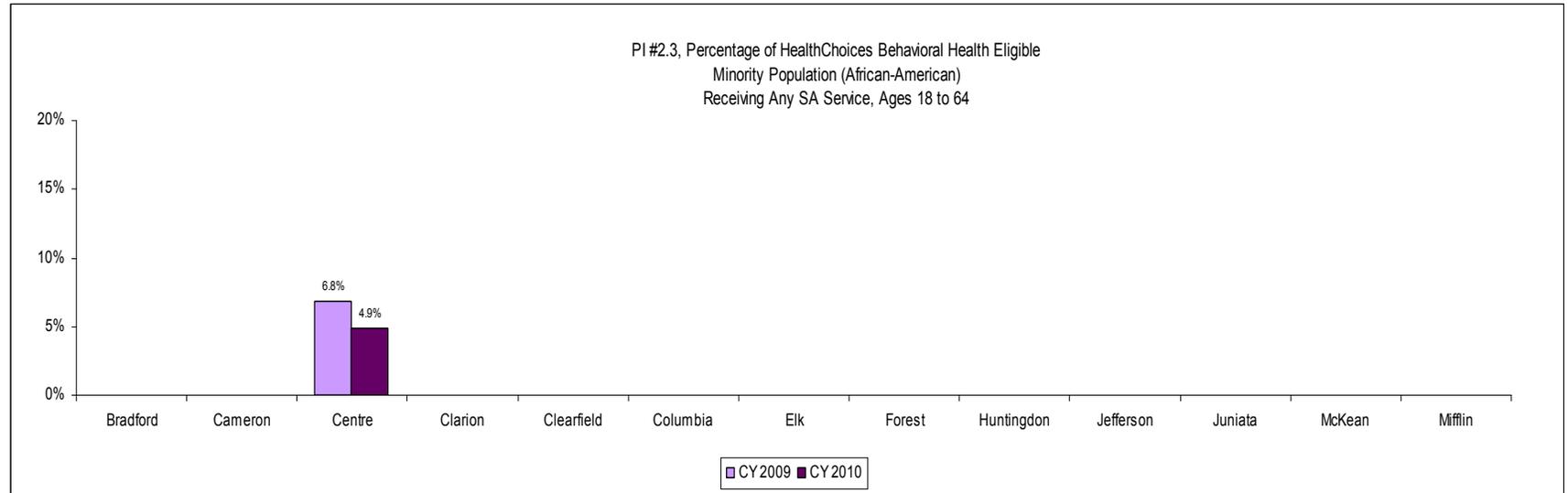
Southwest region



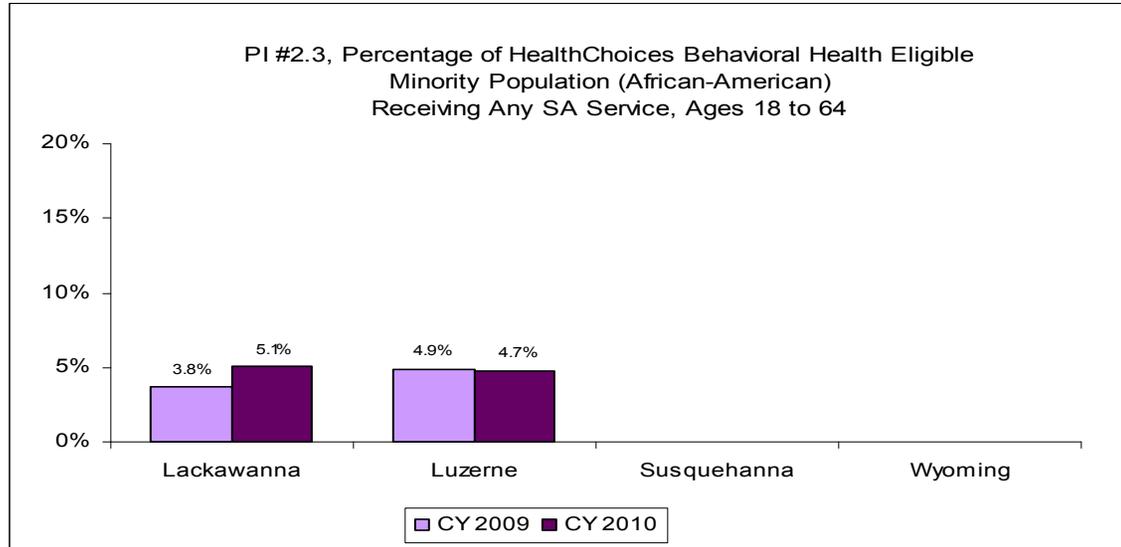
Lehigh/Capital region



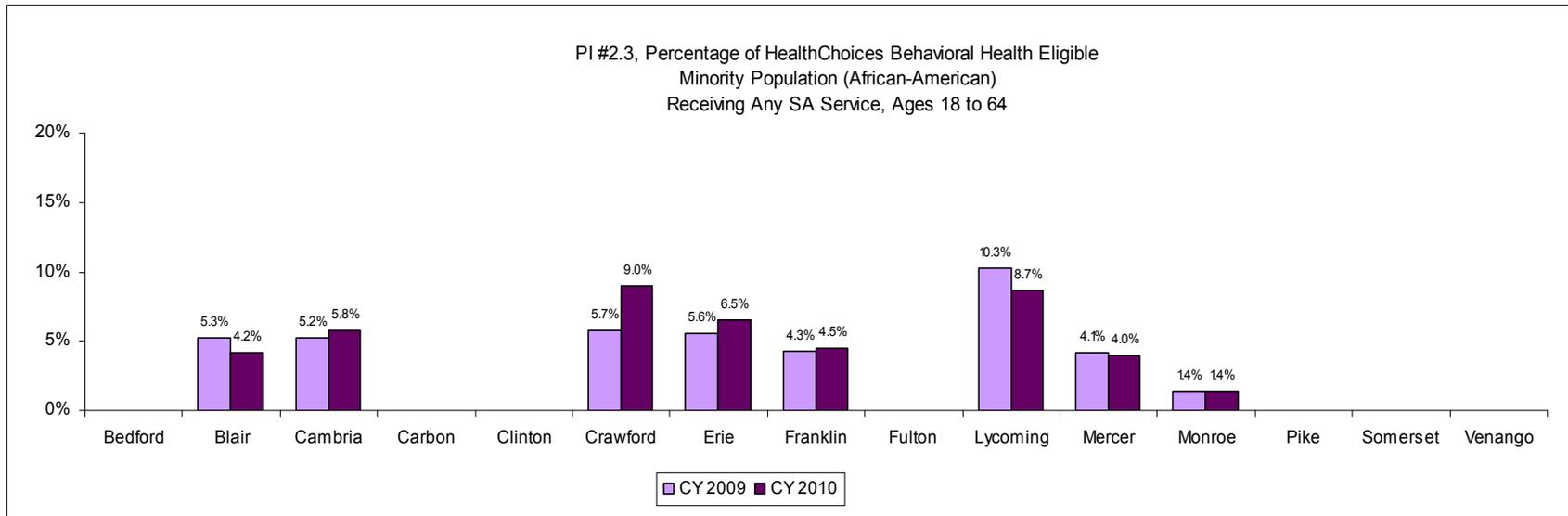
North/Central State Option region



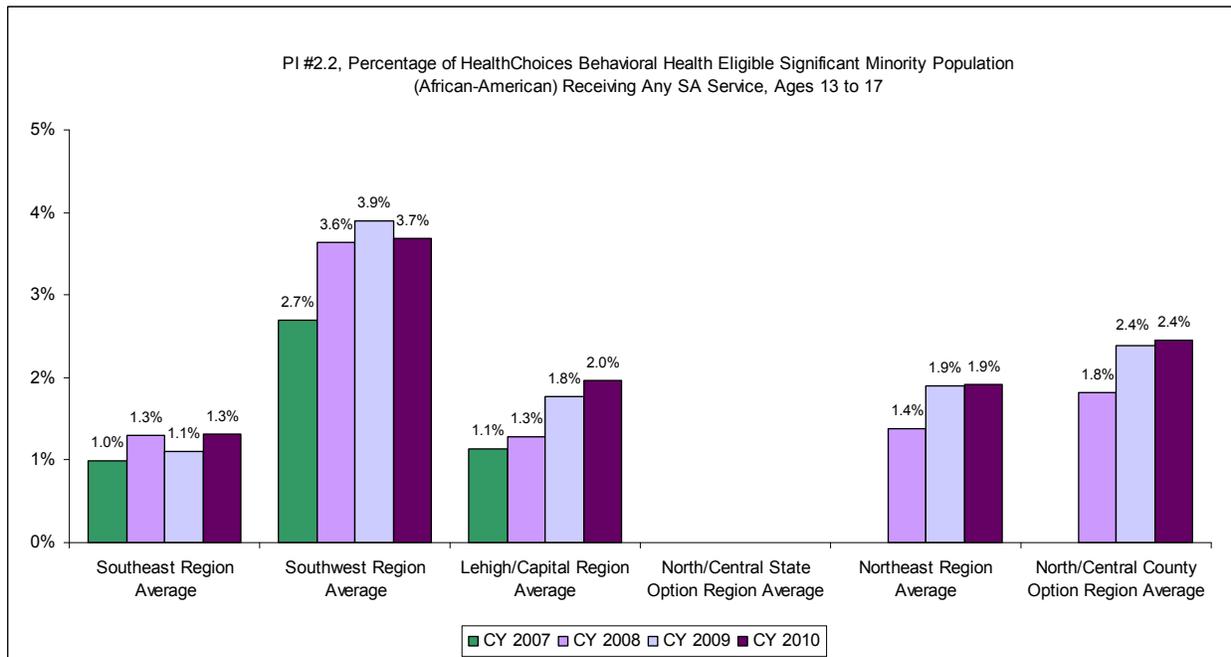
Northeast region



North/Central County Option region

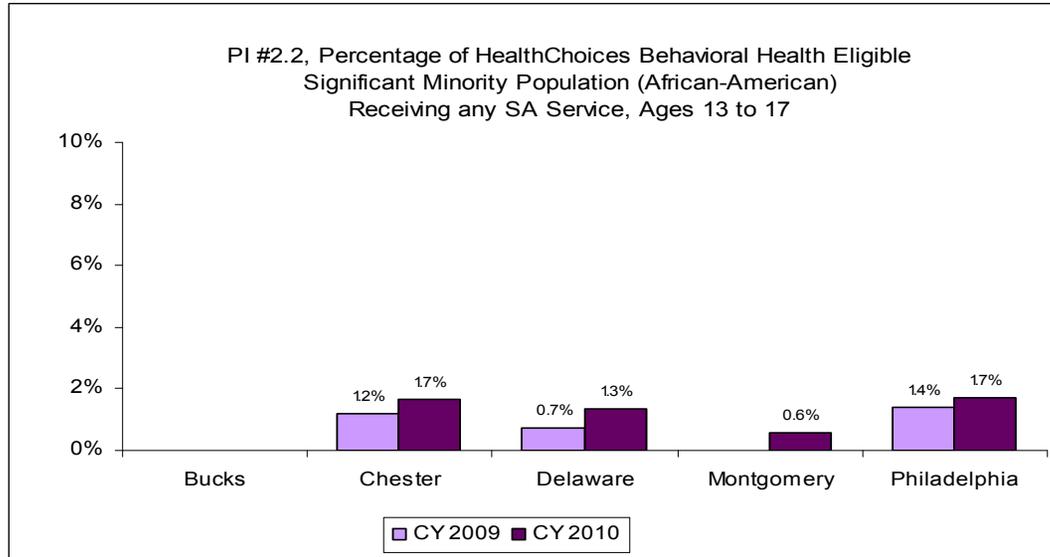


Special populations, minority adolescent substance abuse (PI #2.2)

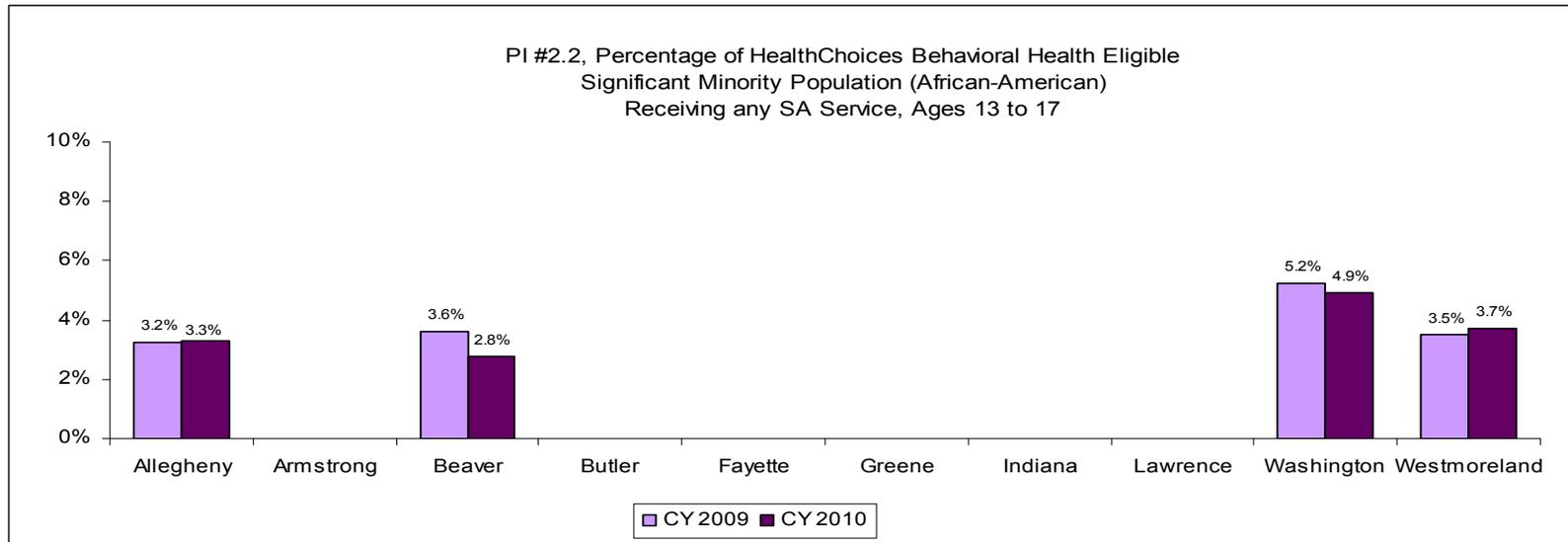


- The Southeast and Lehigh/Capital regions both saw a slight increase in the percentages of HCBH-eligible African Americans ages 13-17 receiving SA services from 2009 to 2010. This was the third year that the Lehigh/Capital region showed increased utilization for this population. The results in the Northeast and North/Central County Option regions were unchanged from 2009. The Southwest region saw a slight (0.2 percentage points) decrease. The North/Central State Option region’s adolescent minority population was too small to report findings for this indicator.
- As reported last year, the percentage of African-American adolescents receiving any SA service in the Southwest region was more than double the general population in that region.
- It is important to note that as with previous years, this indicator was calculated only for those counties with a minority population that is large enough for reporting. The counties reported are:
 - Southeast: Chester, Delaware, Montgomery (2010 only) and Philadelphia
 - Southwest: Allegheny, Beaver, Washington and Westmoreland
 - Lehigh/Capital: Berks (2010 only), Dauphin, Lancaster (2009 only) Northampton (2009 only) and York
 - Northeast: Luzerne
 - North/Central County Option: Erie and Lycoming (2010 only)

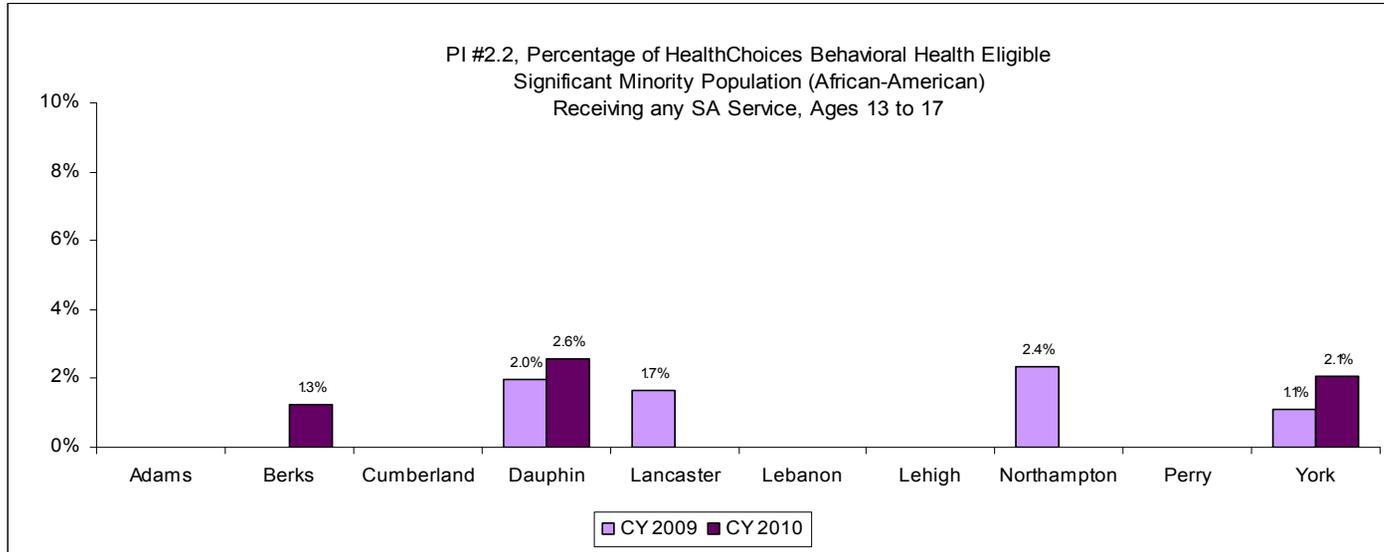
Southeast region



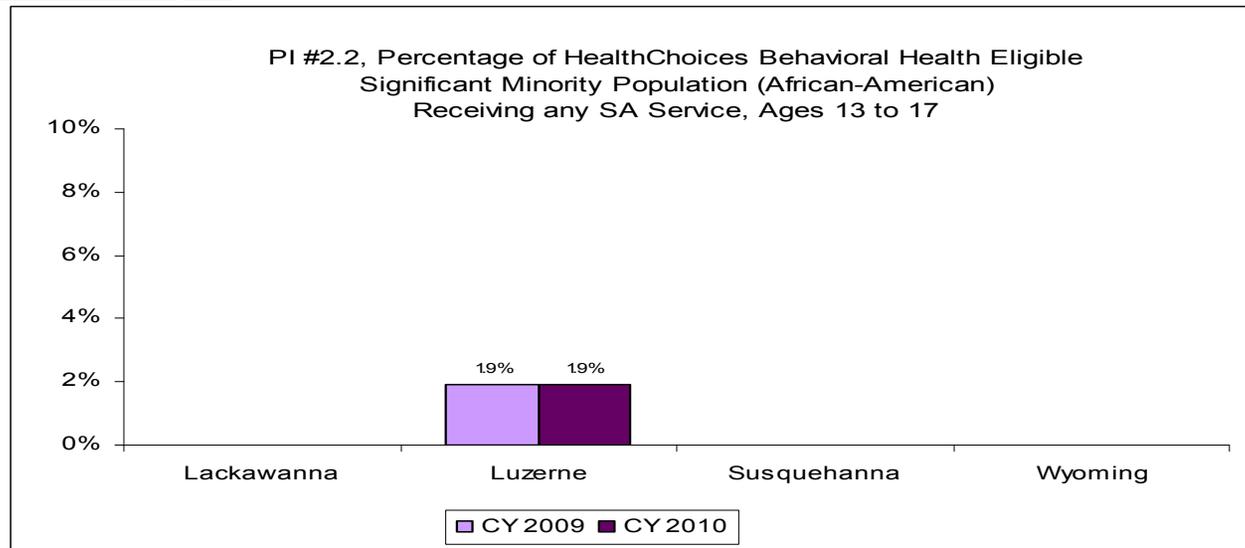
Southwest region



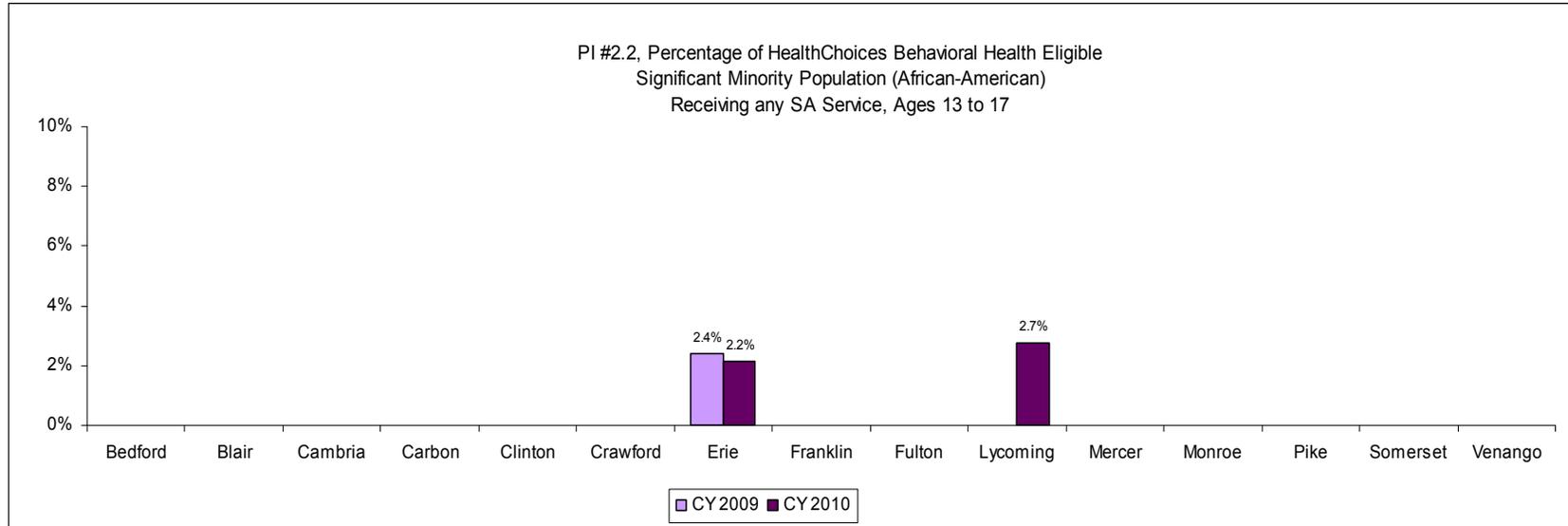
Lehigh/Capital region



Northeast region



North/Central County Option region



4

Quality of Process Performance Indicators

The quality of process PIs 3a-b, 4a-c and 5a-5e provide information about service delivery processes critical to effective and appropriate MH and SA service delivery. As with the access indicators, it is important to review results in reference to national norms and the OMHSAS gold standard.

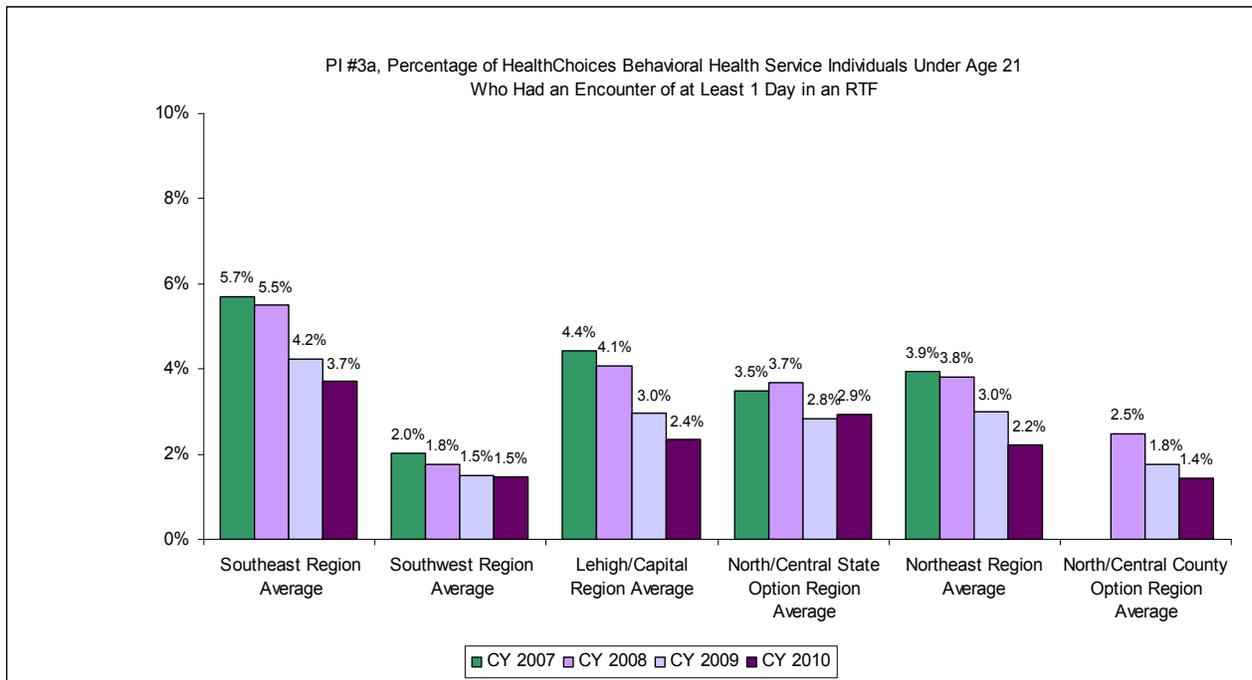
The following graphs present the individual results for quality of process performance by region and by county. County-specific results in table format for all years of data available are found in Appendix A. In some cases, a county measure is represented as “not calculated” because the numbers were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

Admission rate, residential treatment facilities (PI #3a)

The following graphs measure the percentage of children and adolescents who are MH service users who used RTF services during a one-year period, as well as the percentage of children with an extended stay in excess of 120 days. While removal from the community may be necessary for some youth with severe mental disorders, there is at best only weak evidence for the effectiveness of RTFs in reducing symptoms or problem behaviors, and gains may not be maintained after discharge.¹⁰ A 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 a 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

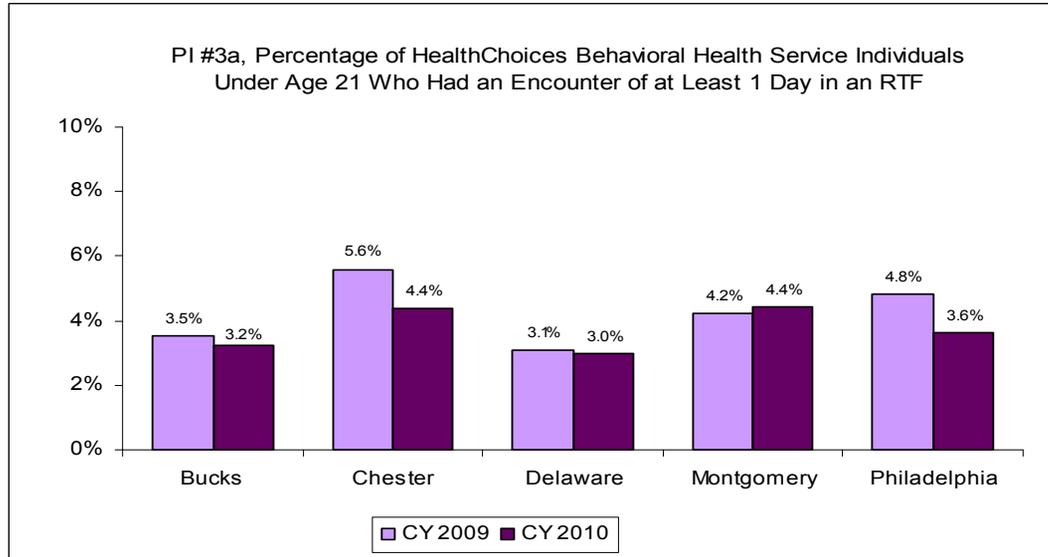
¹⁰ US Surgeon General. (1999). *Mental Health: A report of the surgeon general*. Rockville, MD: DHHS, SAMHSA, CMHS, National Institutes of Health, National Institute of Mental Health.

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

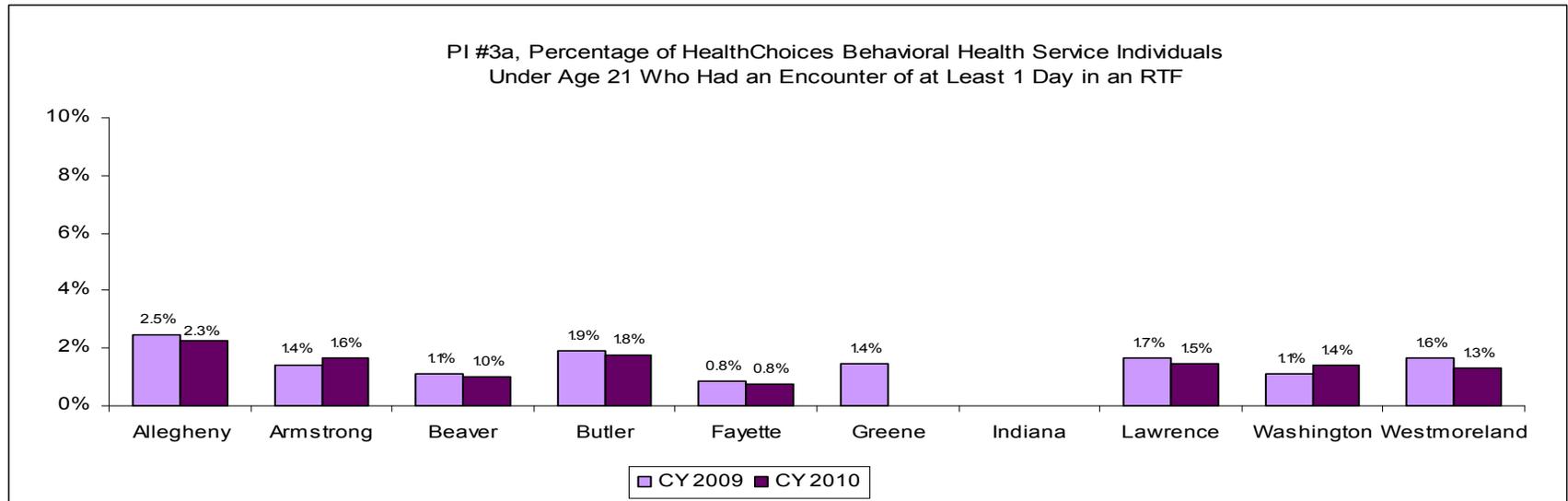


- The trend for fewer individuals under age 21 to spend at least one day in a RTF continued from 2009 to 2010 in all regions but the Southwest which was stable from last year and the North/Central region which showed a 0.1 percentage point increase.
- Warren County, part of the North/Central State Option region, had the highest percentage of youth who spent at least one day in a RTF. The county rate increase from 5.3% in 2009 to 6.0% in 2010. Although the Warren County rate of 6.0% was the highest of any county, McKean County and Jefferson County, also in the North/Central State Option region, increased from 3.3% to 4.5% and 1.8% to 3.0% respectively, a 1.2 percentage point increase, which was the most significant change in any county.

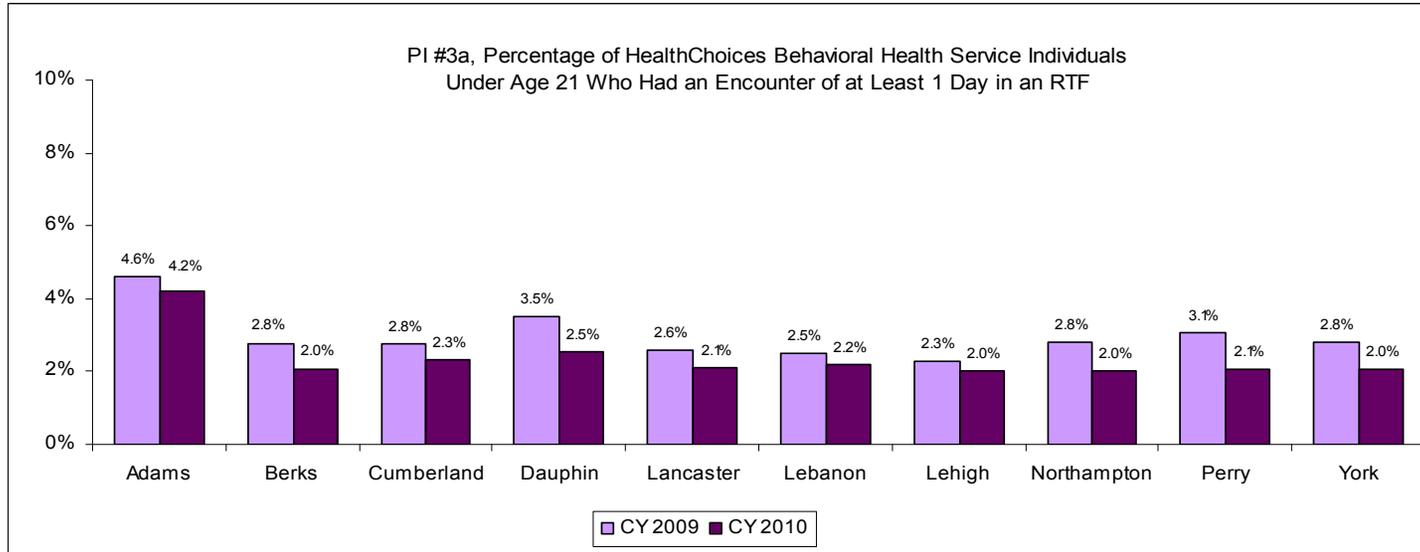
Southeast region



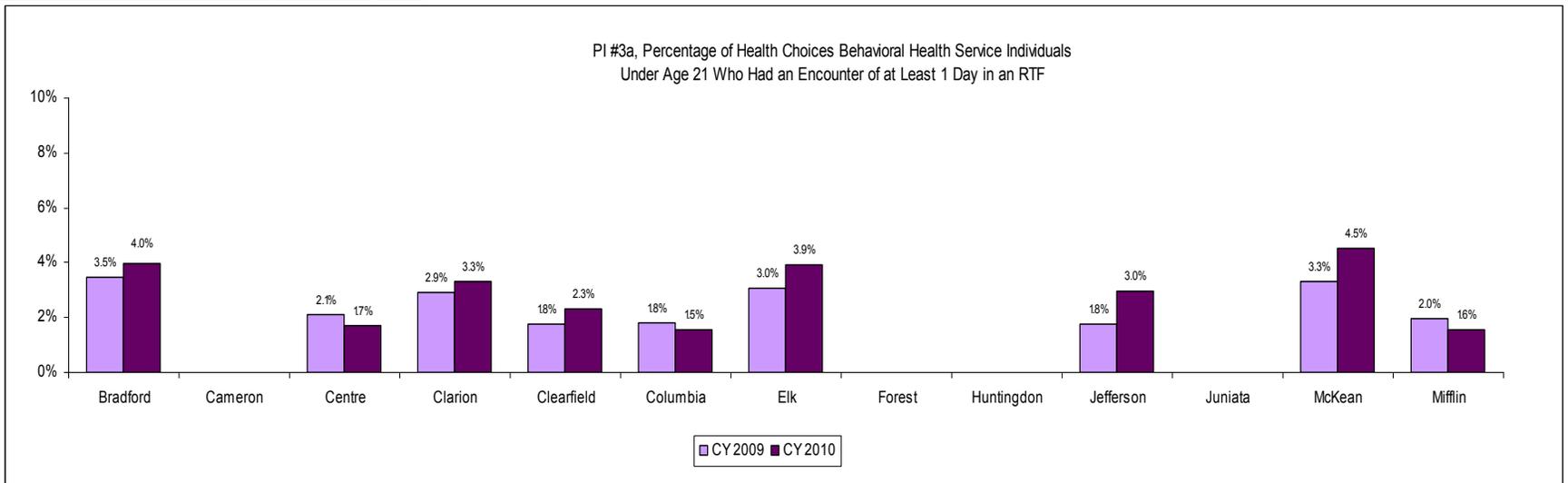
Southwest region



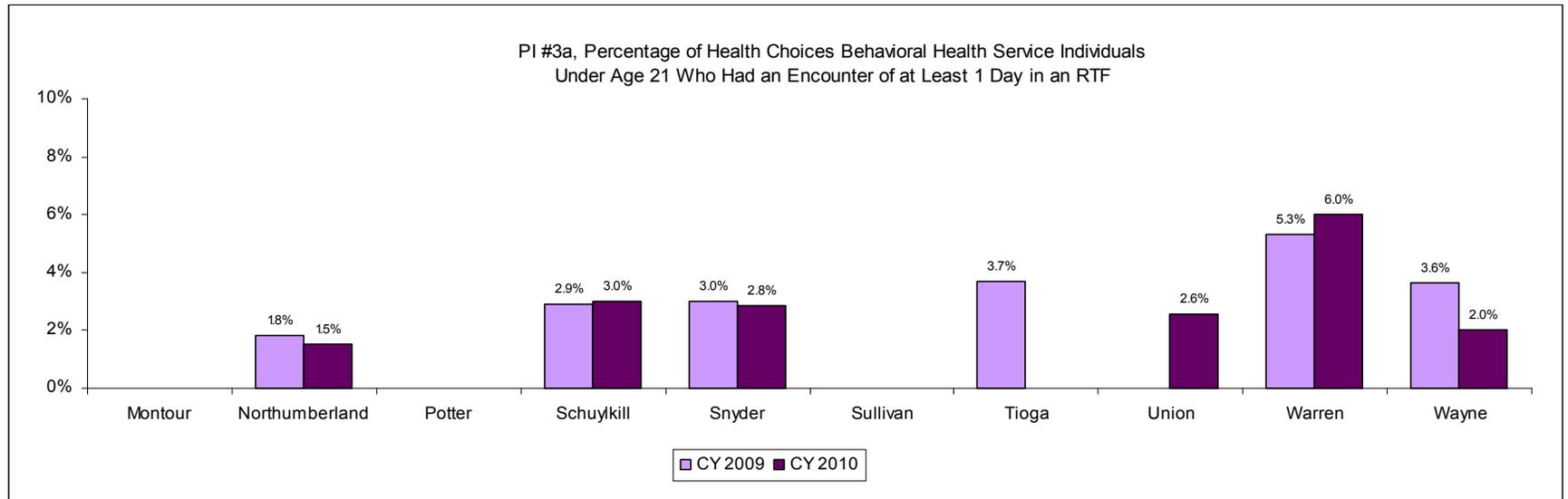
Lehigh/Capital region



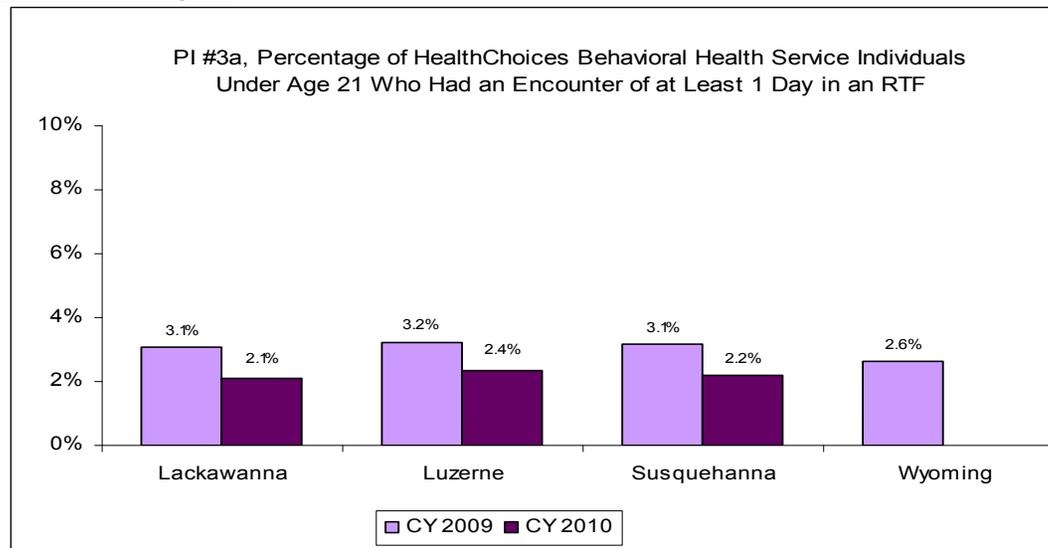
North/Central State Option region



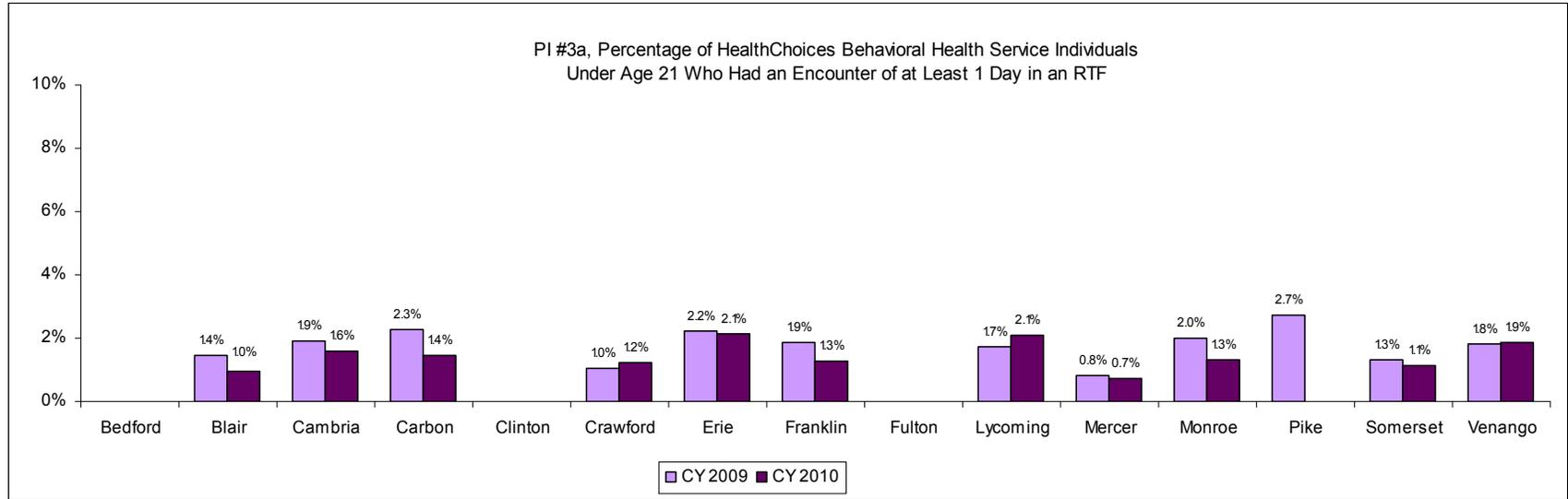
North/Central State Option region



Northeast region



North/Central County Option region

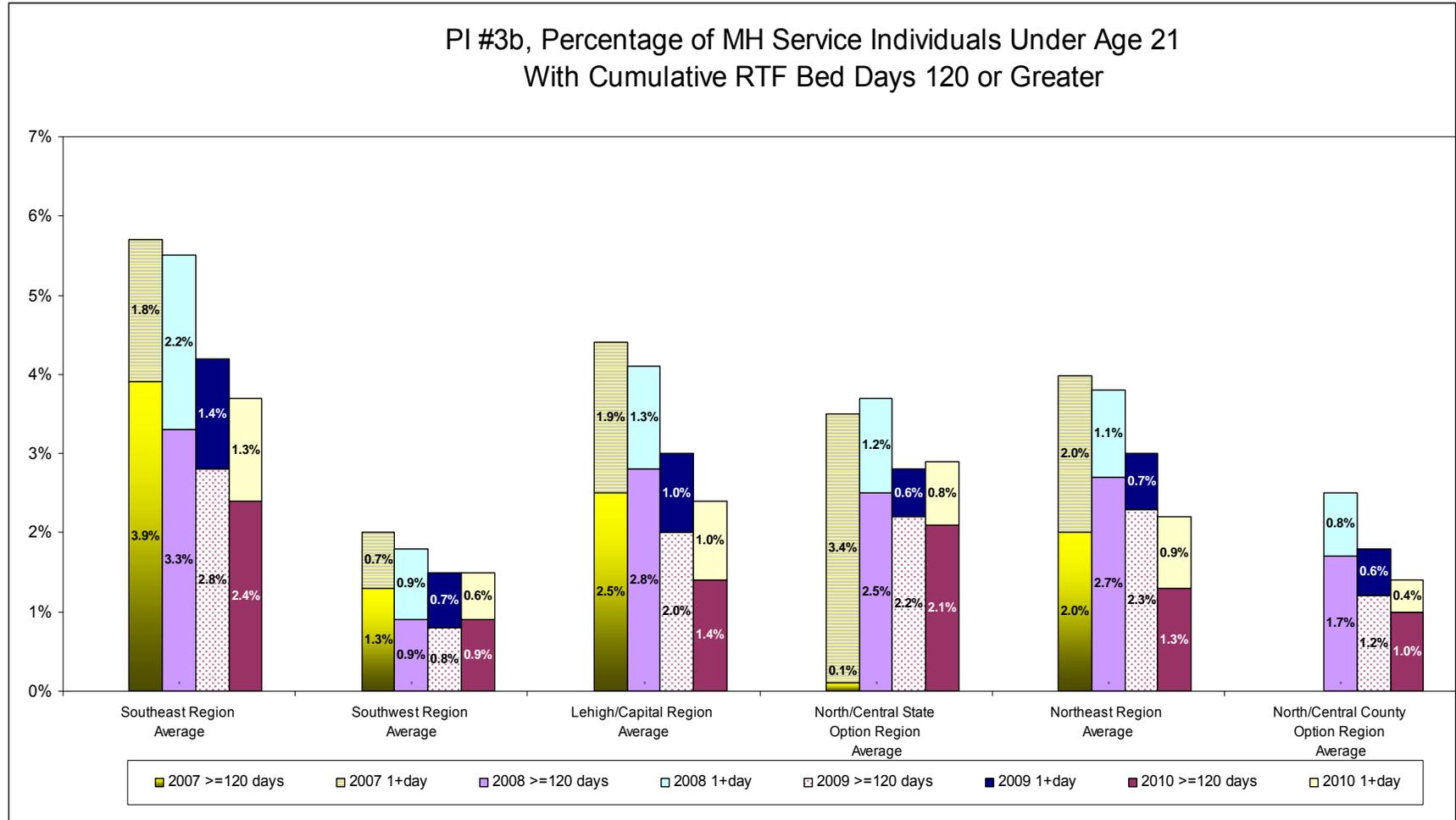


Length of stay, residential treatment facility

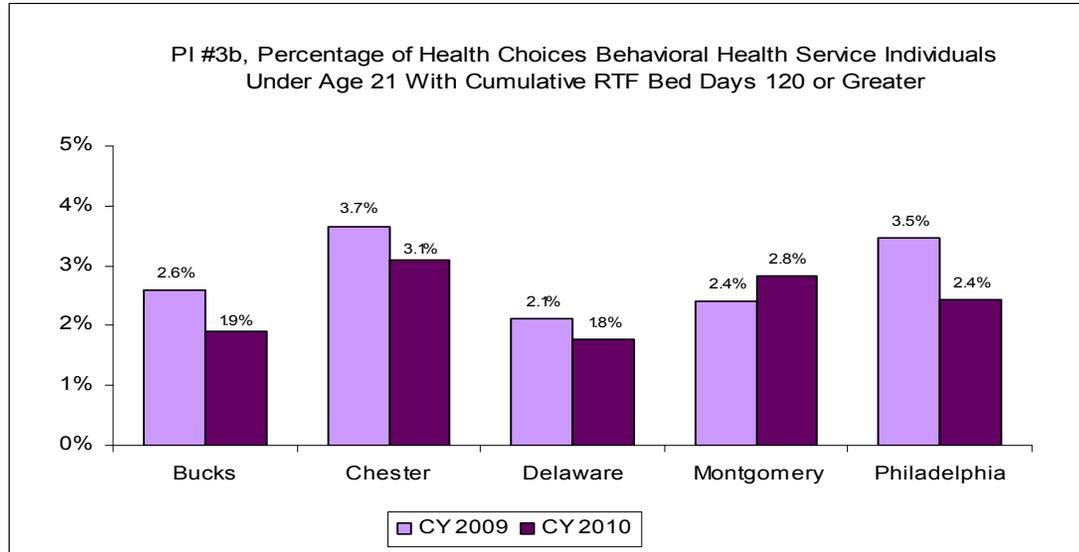
In addition to reviewing the number children being admitted to a RTF, OMHSAS is interested in how long the children stayed in the programs. One measure of length of placement is the percentage of children with lengths of stay greater than 120 days. The graph on the following page highlights the percentage 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 one or more days (1+).

- Five of the six of the regions reported a decrease in the percentage of individuals under age 21 with >120 cumulative RTF bed days in 2010. While the Southwest region has consistently reported the lowest percentage for this PI, in 2010 there was a slight increase (0.1 percentage points).
- The Northeast region showed the largest decrease in the percentage of individuals (from 2.3% to 1.3%) with >120 days in a RTF from 2009-2010.
- Chester County (3.1%) and Montgomery County (2.8%) in the Southeast region and Warren County (3.0%) and Bradford County (2.7%) in the North/Central State Option region reported the highest percentages of children in RTF for more than 120 days across all counties in 2010.

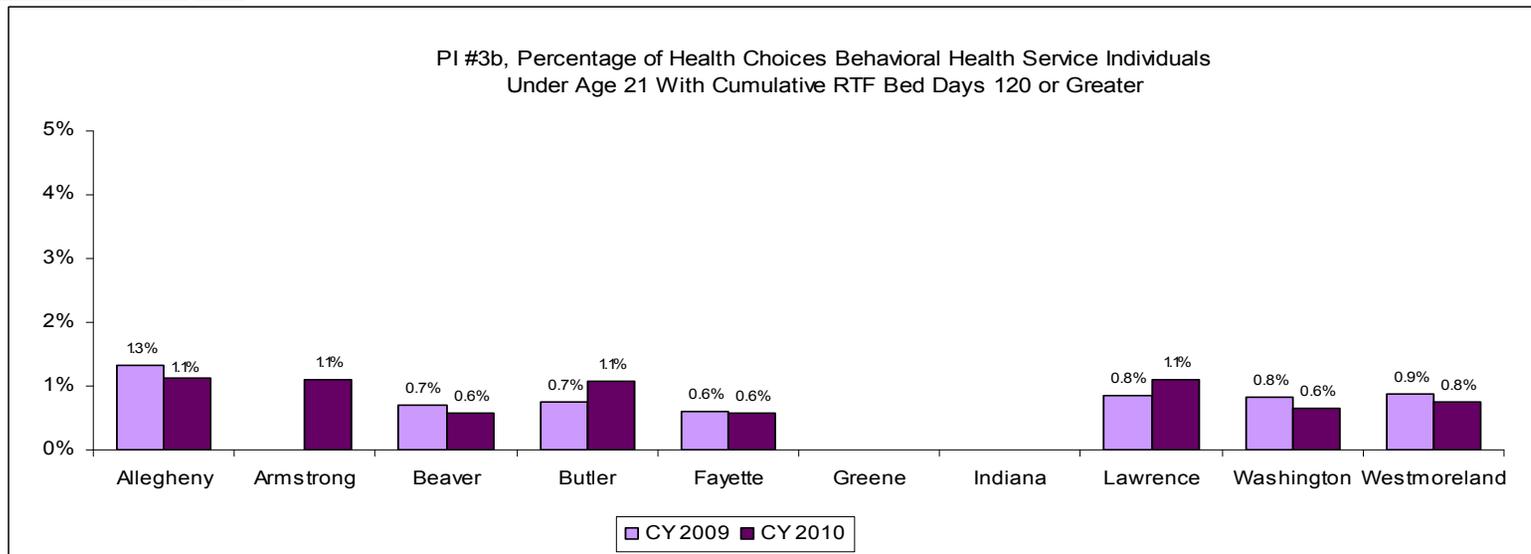
Length of stay, residential treatment facility



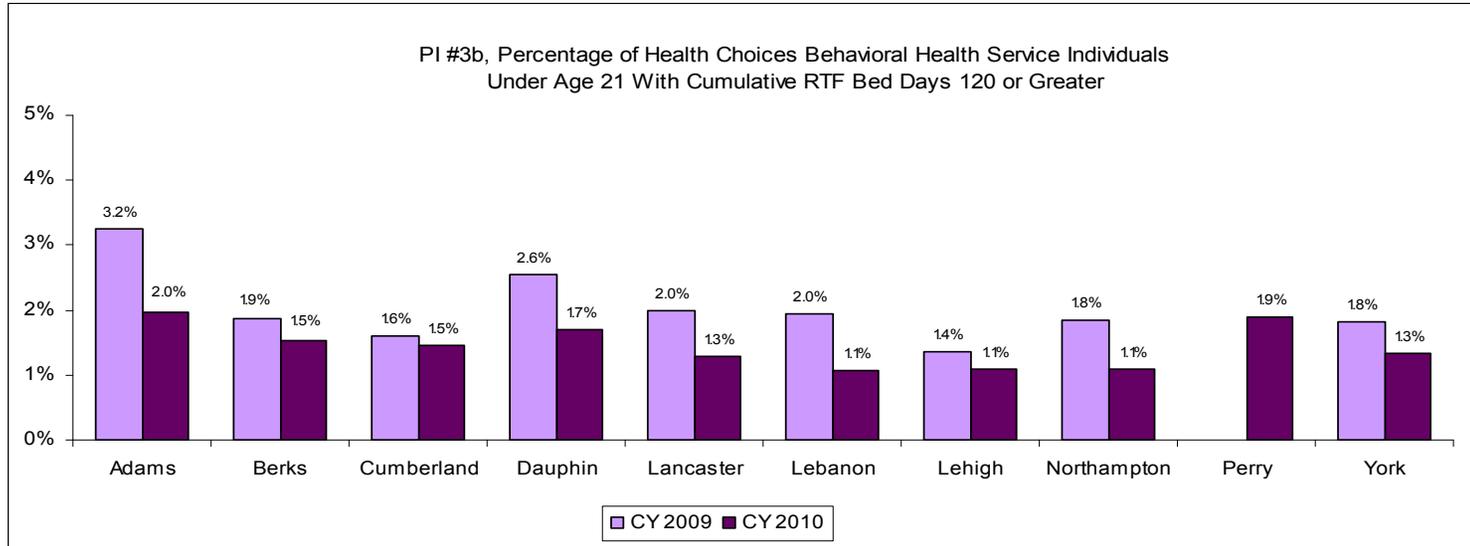
Southeast region



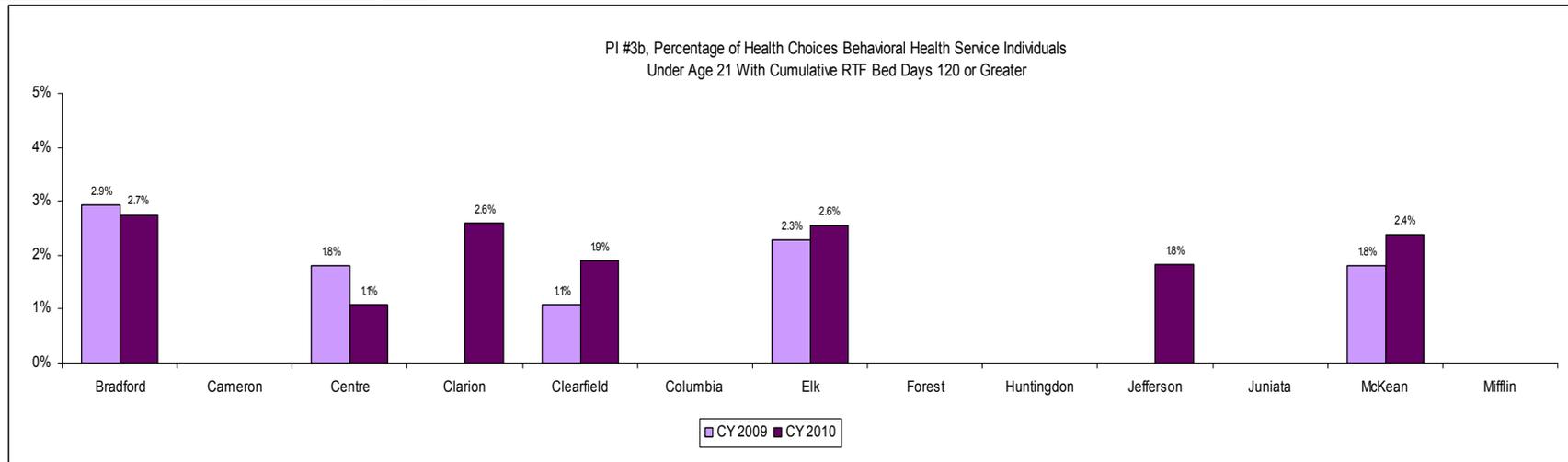
Southwest region



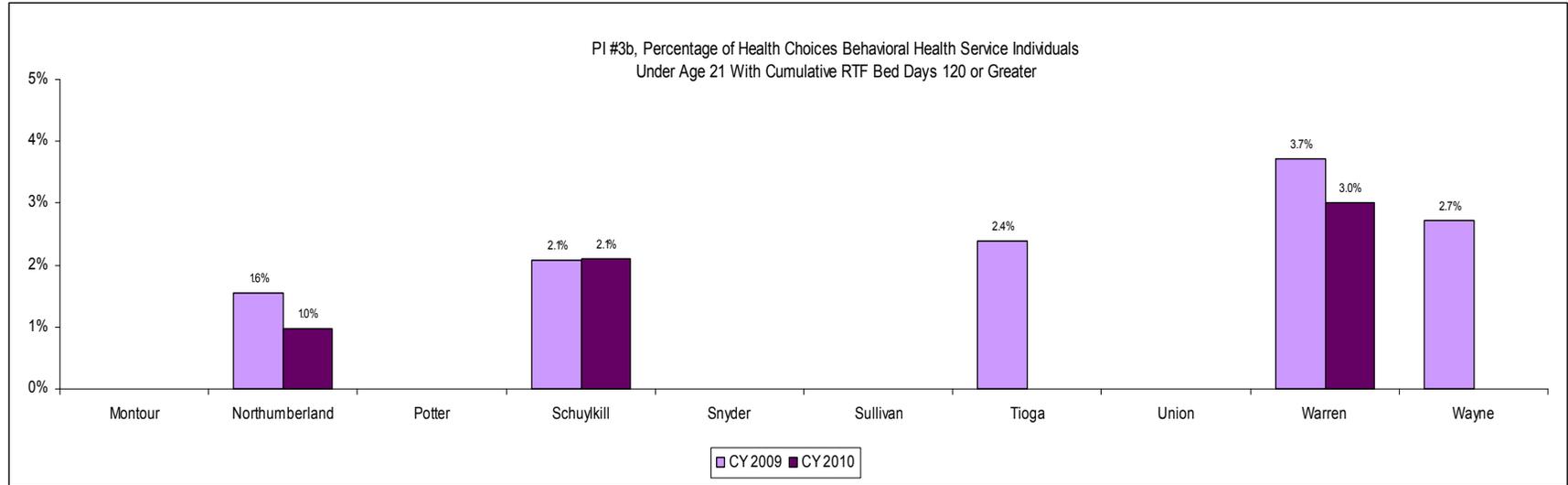
Lehigh/Capital region



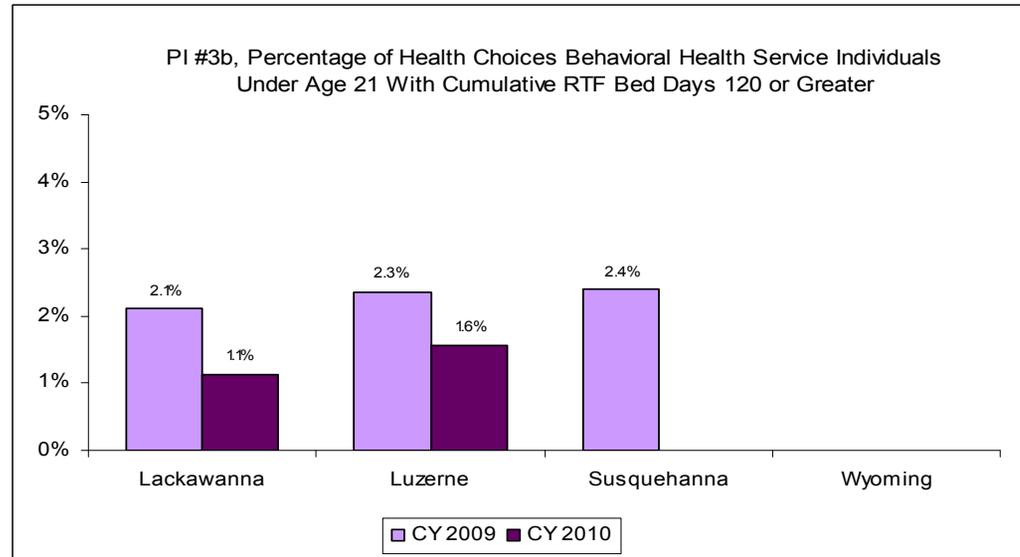
North/Central State Option region



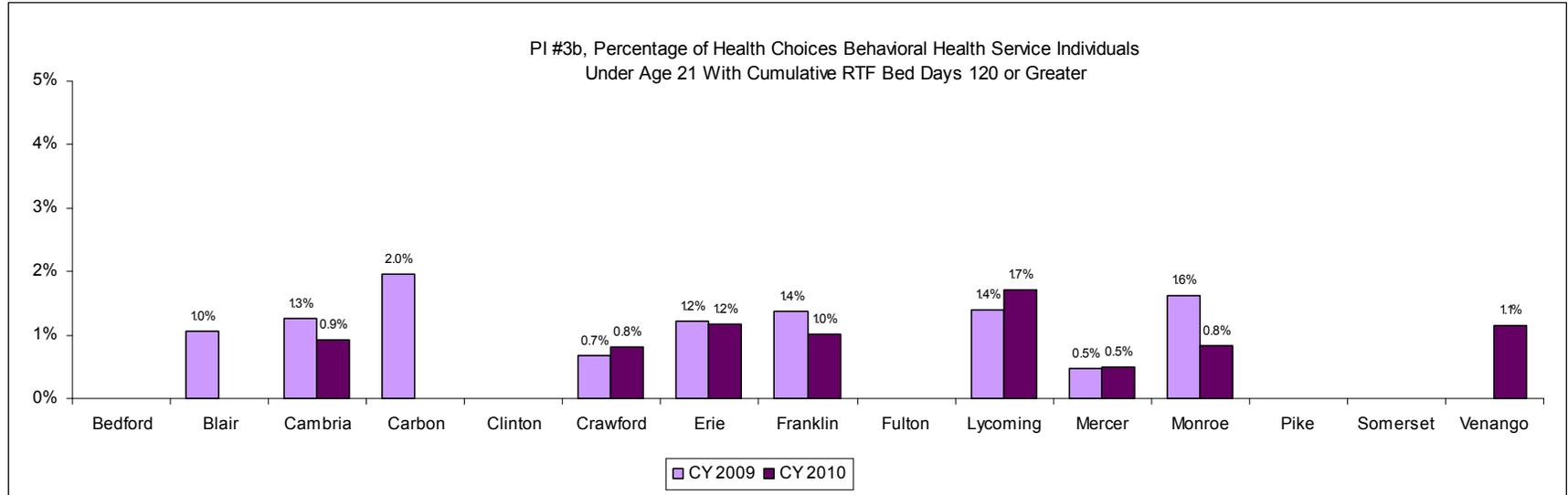
North/Central State Option region



Northeast region

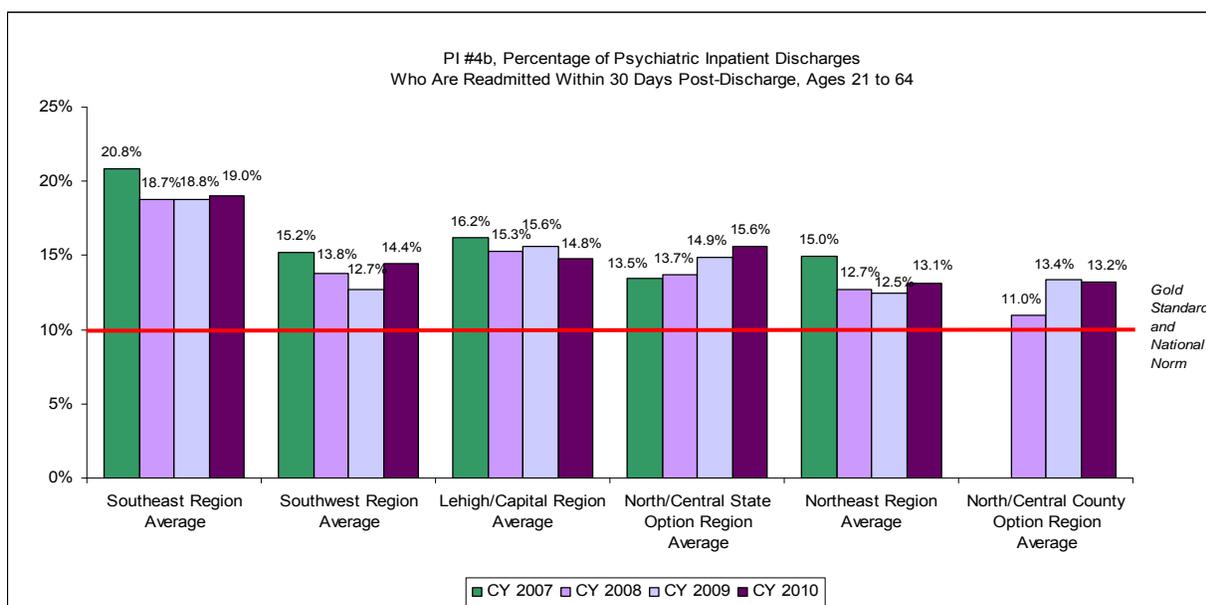


North/Central State Option region



Readmission rate, ages 21-64

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

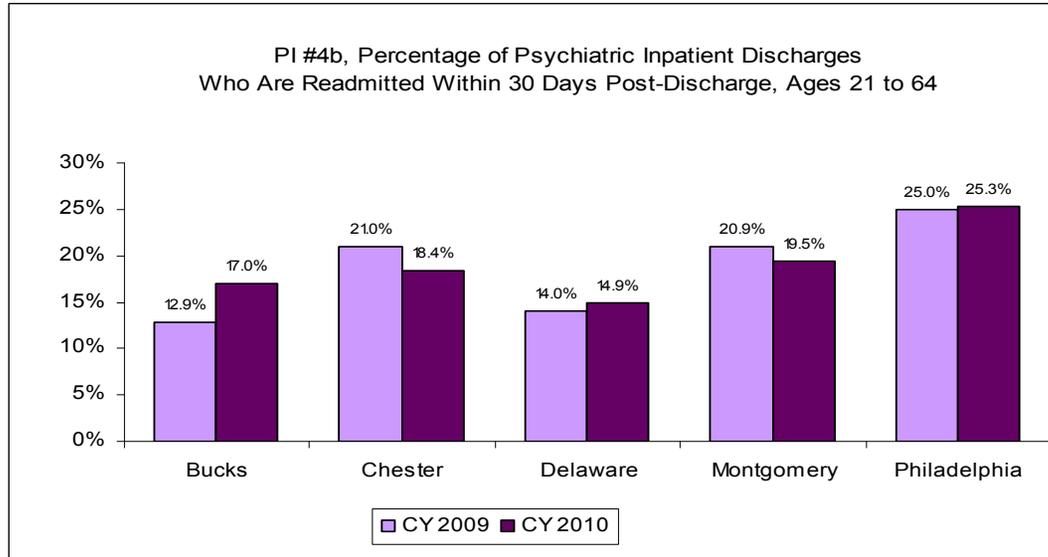


- All regions for all years presented have a rate of readmission that is higher than the gold standard and national norm¹² for adult readmissions within 30 days post-discharge.
- The Lehigh/Capital (0.8 percentage point change) and North/Central County Option (0.2 percentage point change) regions showed improvement, that is lower percentages of psychiatric inpatient readmissions, from 2008 to 2009.
- The Southwest region, which last year showed the most improvement, this year had the highest increase (1.7 percentage points) in readmissions within 30 days post-discharge.
- Philadelphia County, in the Southeast region, consistently has the highest rate of readmissions.

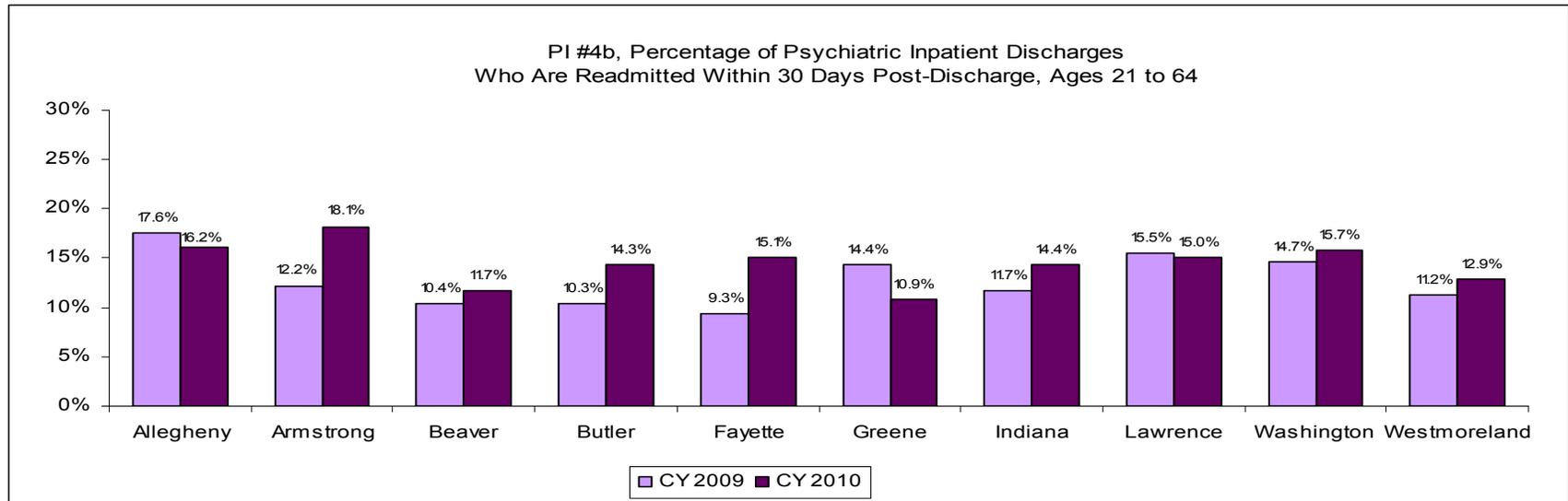
¹² While the literature does not definitively provide a gold standard for readmission rates, the data from Medicaid managed care plans suggest readmission benchmarks of 10%.

- In 2009, several counties – Fayette, Centre, Clearfield, Jefferson, Blair and Crawford – were at or below the OMHSAS standard of 10%. Of those counties, only Blair remained below the OMHSAS standard in 2010. Mercer (9.0%) and Schuylkill (10.0%) were able to decrease their rate of readmission from 2009 to 2010 to meet the OMHSAS standard.

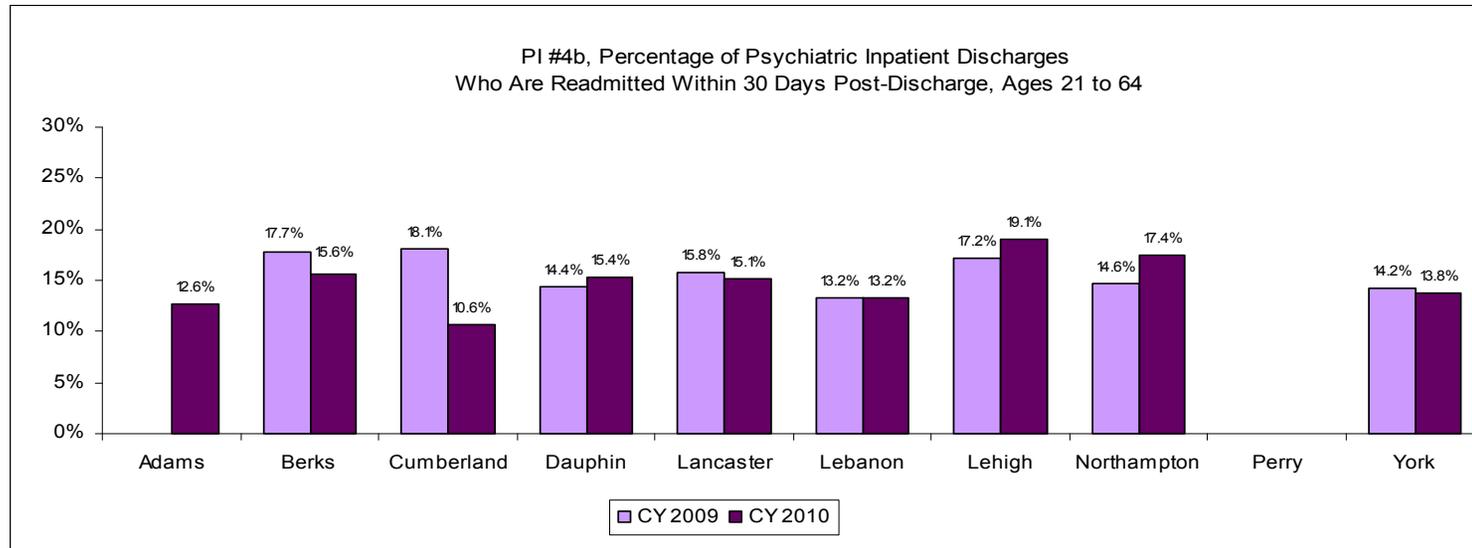
Southeast region



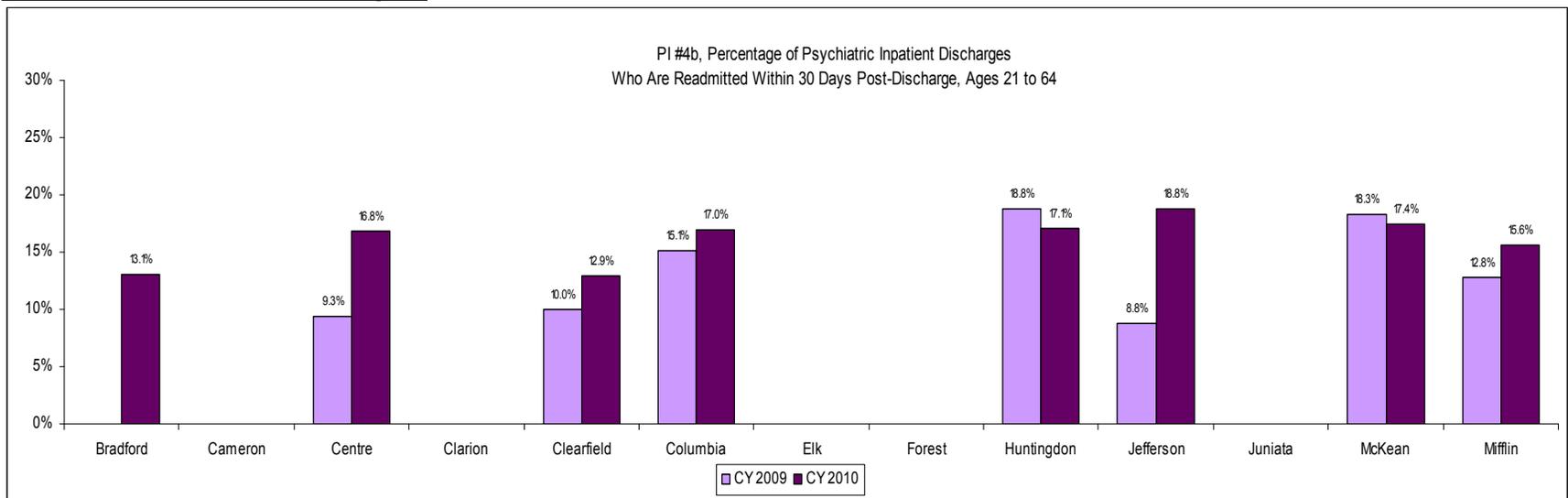
Southwest region



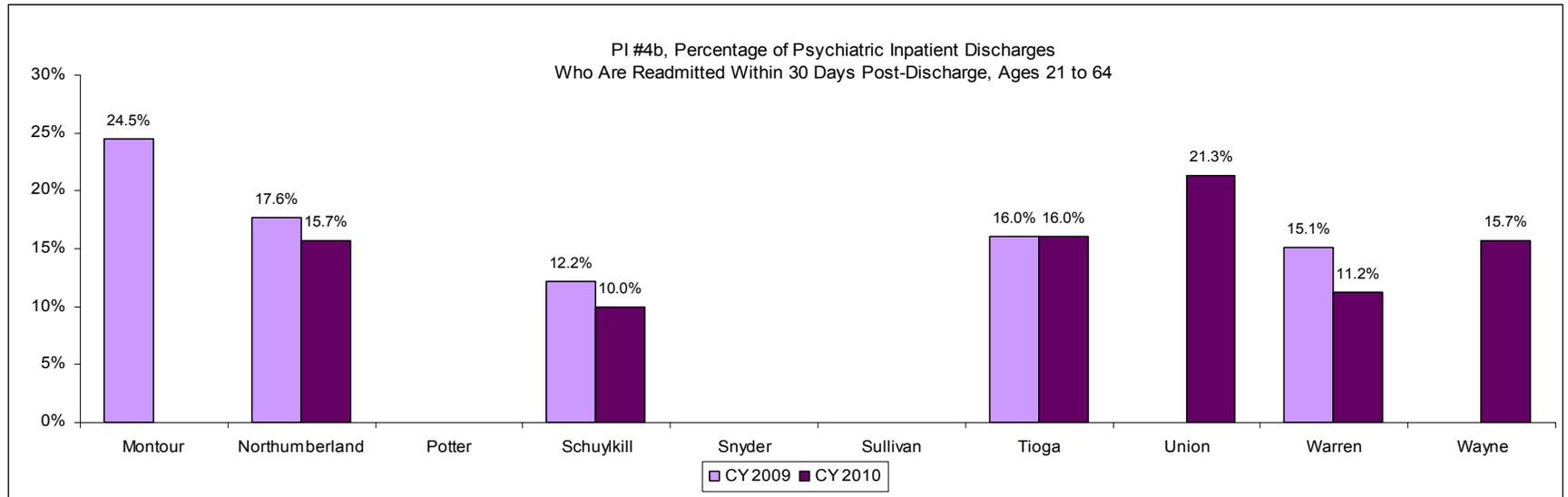
Lehigh/Capital region



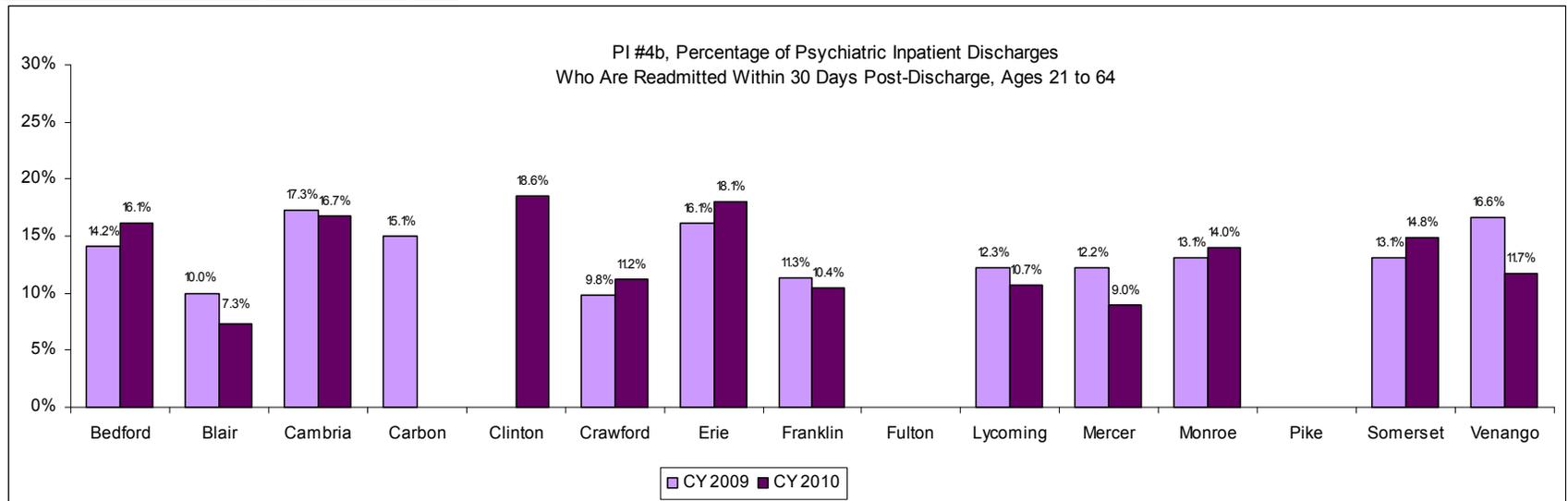
North/Central State Option region



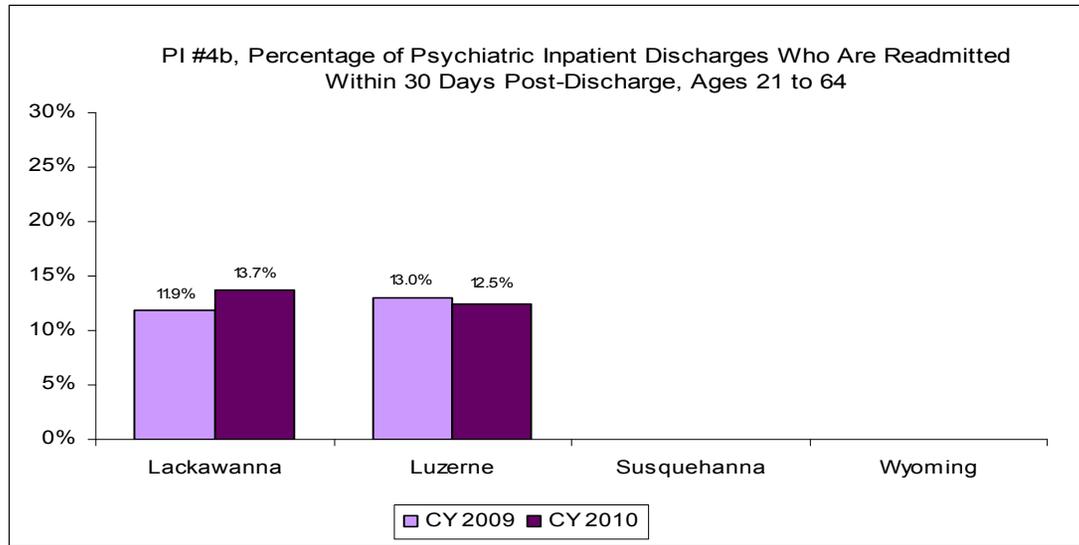
North/Central State Option region



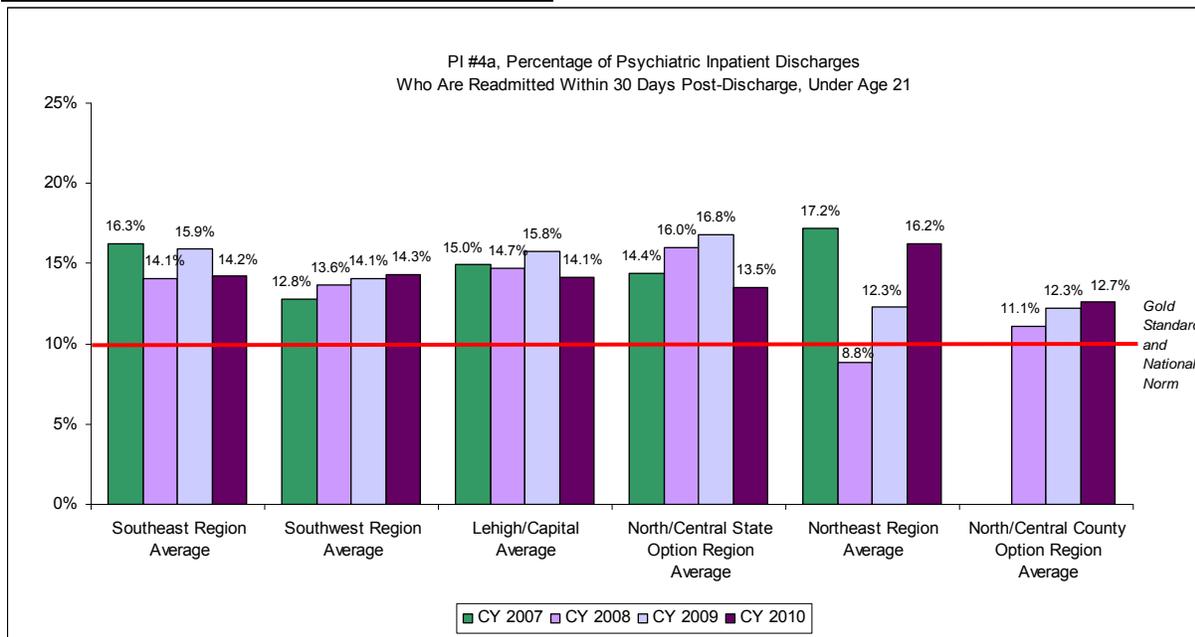
North/Central County Option region



Northeast region

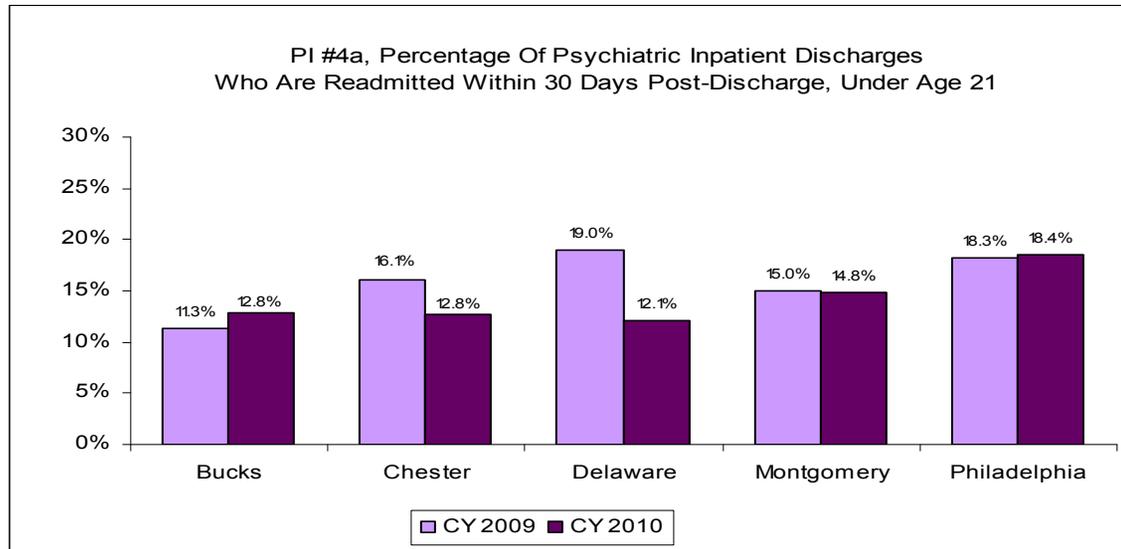


Readmission rate, under age 21 (PI #4a)

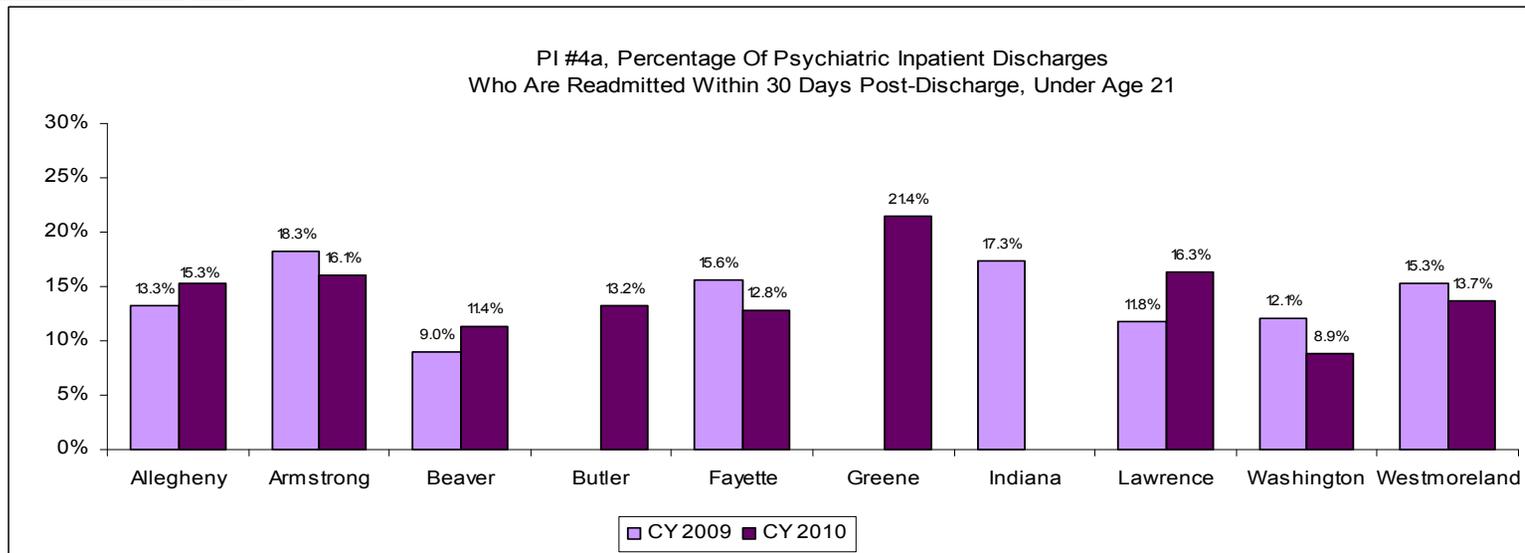


- Half of the regions – the Southeast, Lehigh/Capital and North/Central State Option – had a decreased rate of readmission within 30 days for those psychiatric inpatient discharges under age 21. This is an improvement from 2009 when all of the regions showed an increase, which is not the desired outcome.
- The largest decrease was in the North/Central State Option region (3.3 percentage points). For the second year in a row, the largest change was a 3.9 percentage point increase in the Northeast region.
- Greene County (21.4%) in the Southwest region and Bradford County (21.0%) in the North/Central State Option region had the highest rates of readmission in 2010. As previously mentioned, however, the results of counties with a small number of individuals in the PI denominator can be affected by just one or two individuals.
- Cumberland County in the Lehigh/Capital region (7.0 percentage point change) and Delaware County in the Southeast region (6.9 percentage point change) had the most significant decrease in their rates of readmissions.

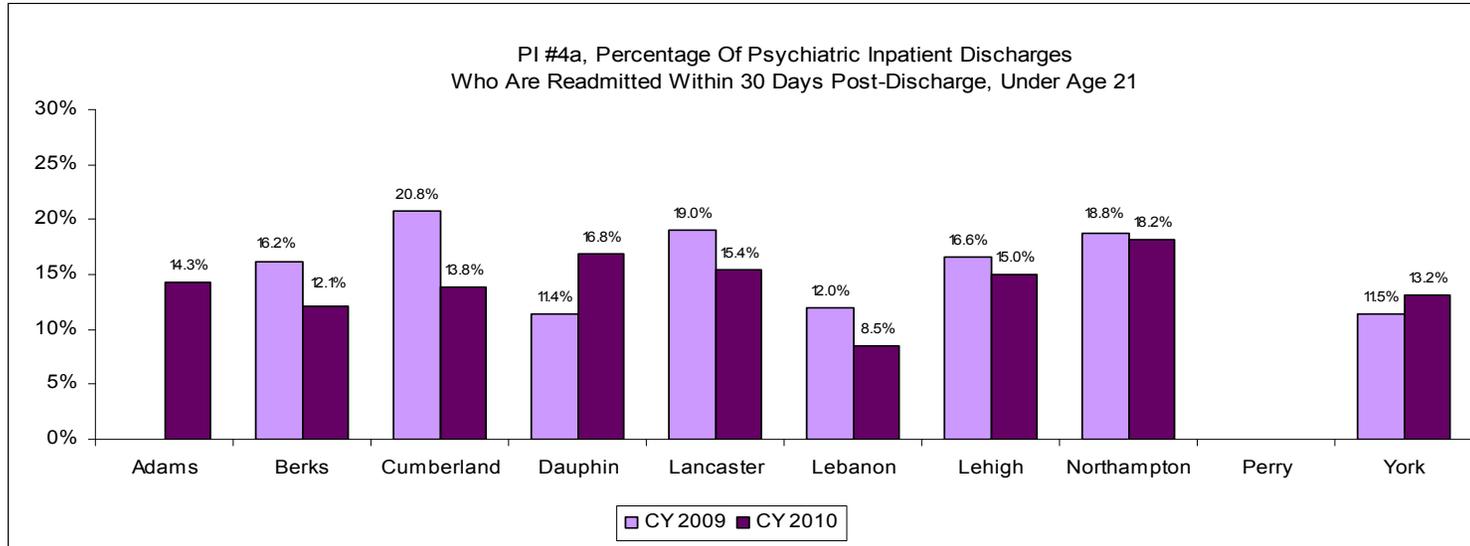
Southeast region



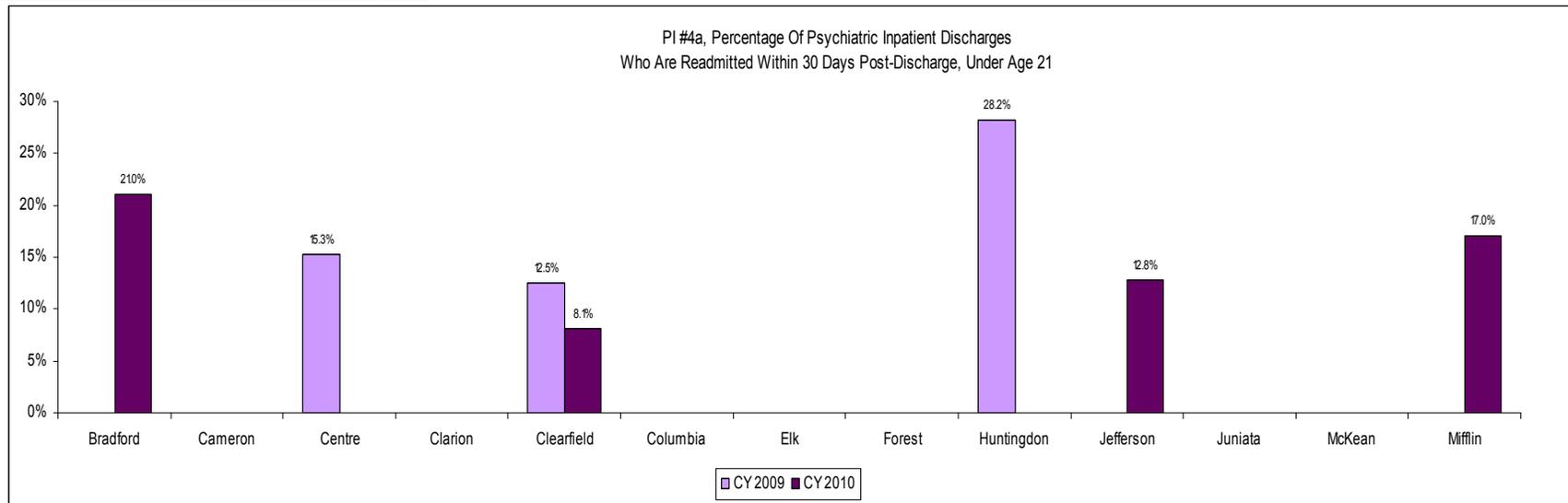
Southwest region



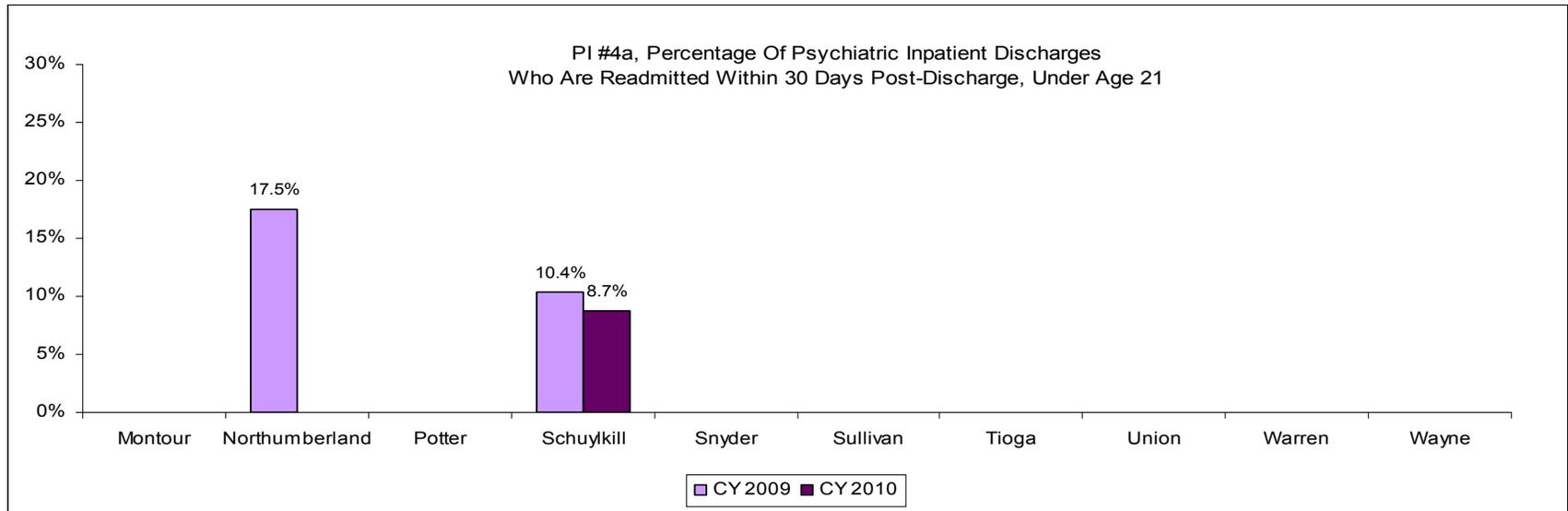
Lehigh/Capital region



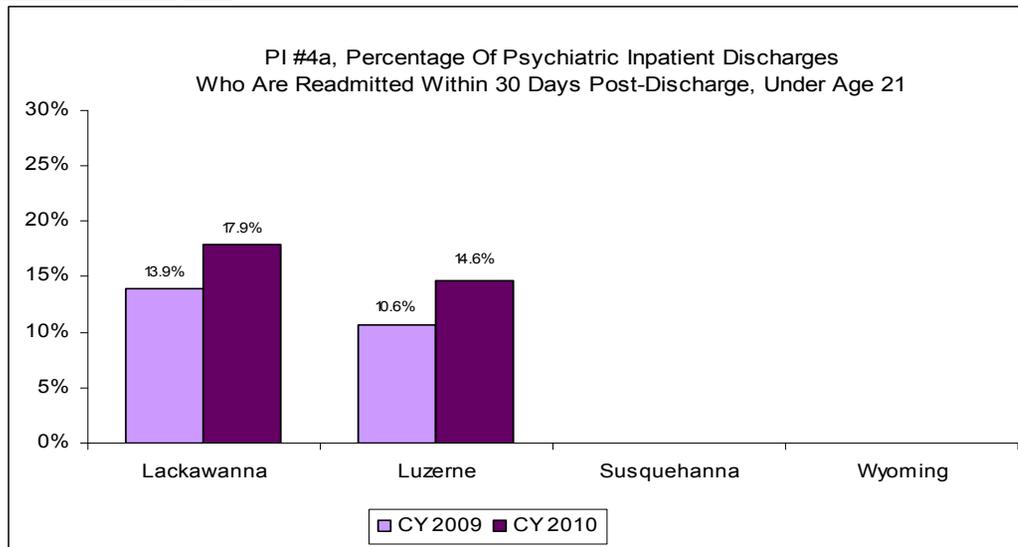
North/Central State Option region



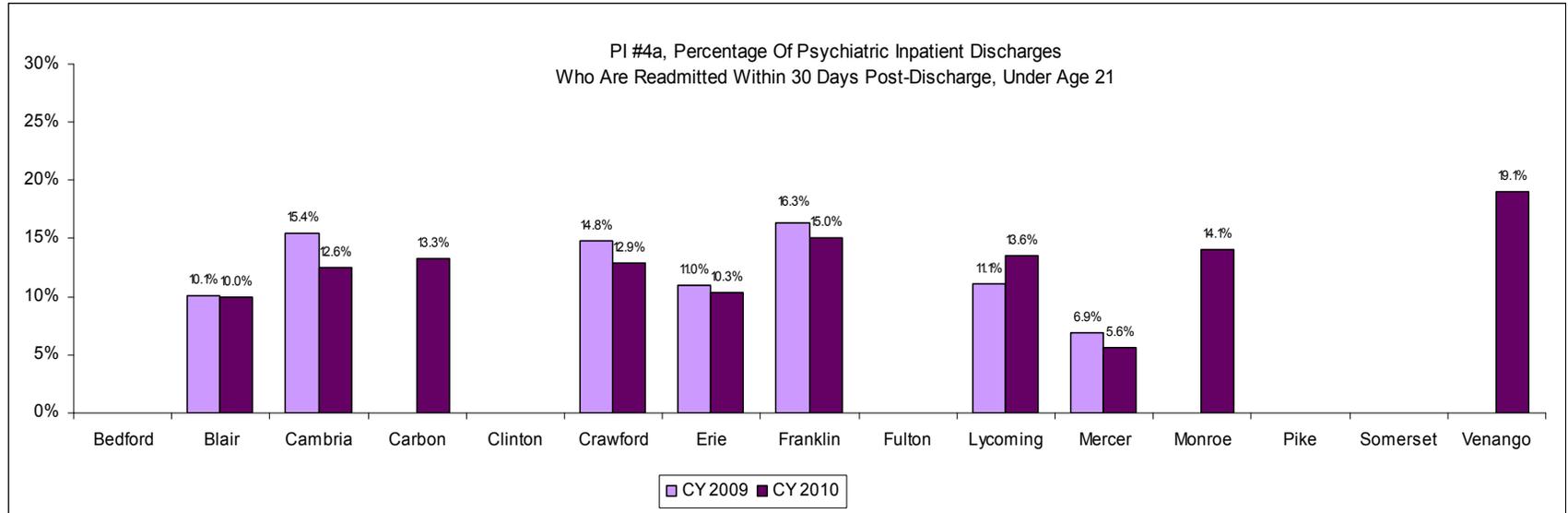
North/Central State Option region



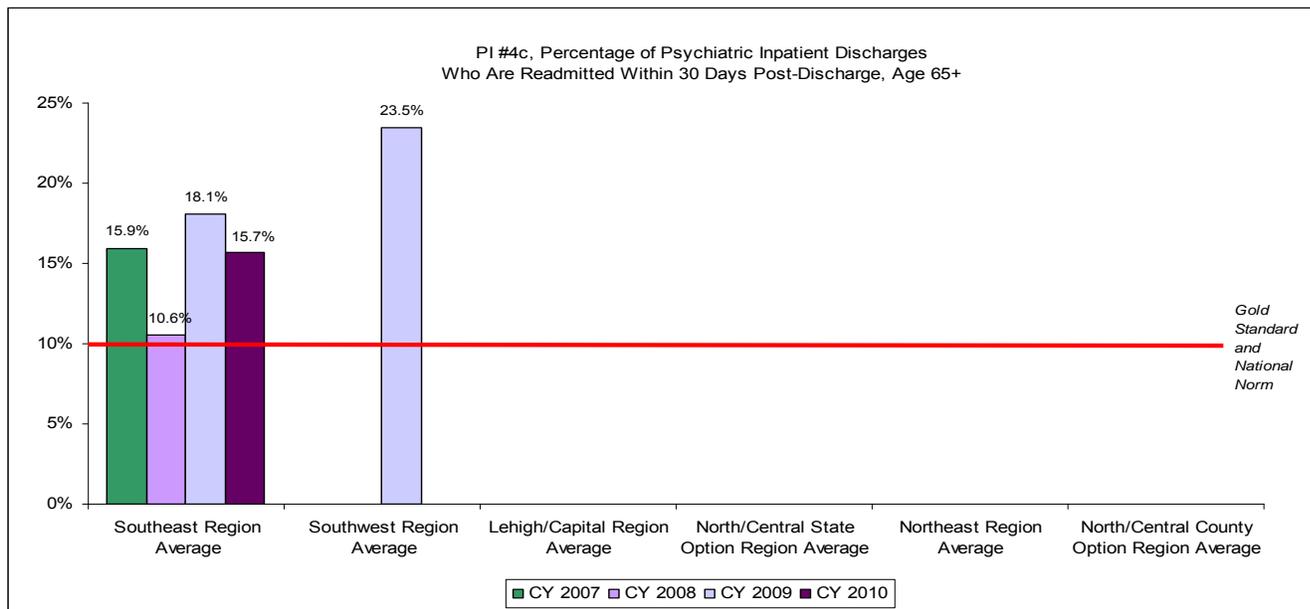
Northeast region



North/Central County Option region

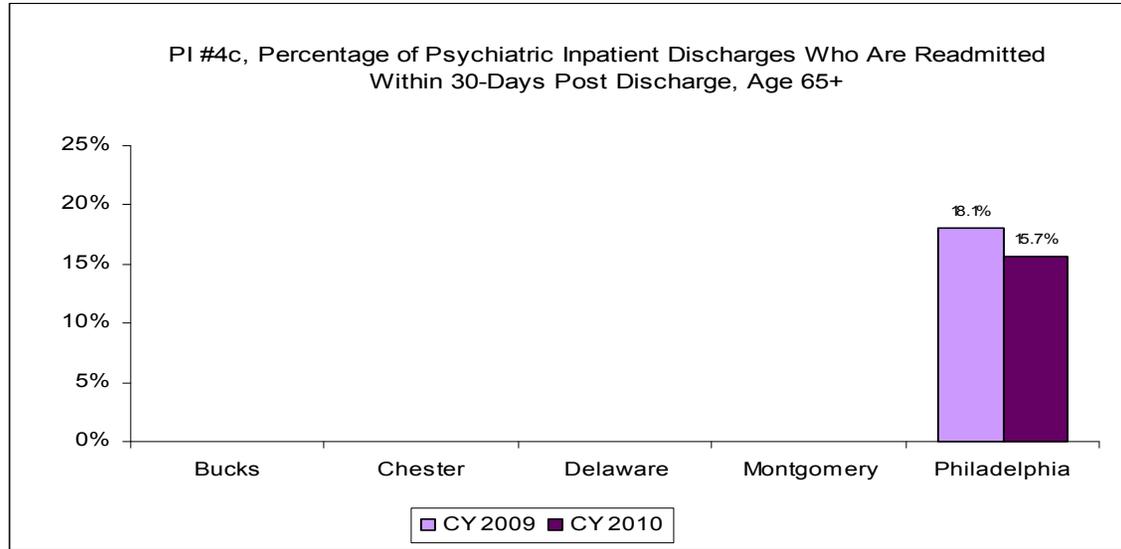


Readmission rate, ages 65+ (PI #4c)

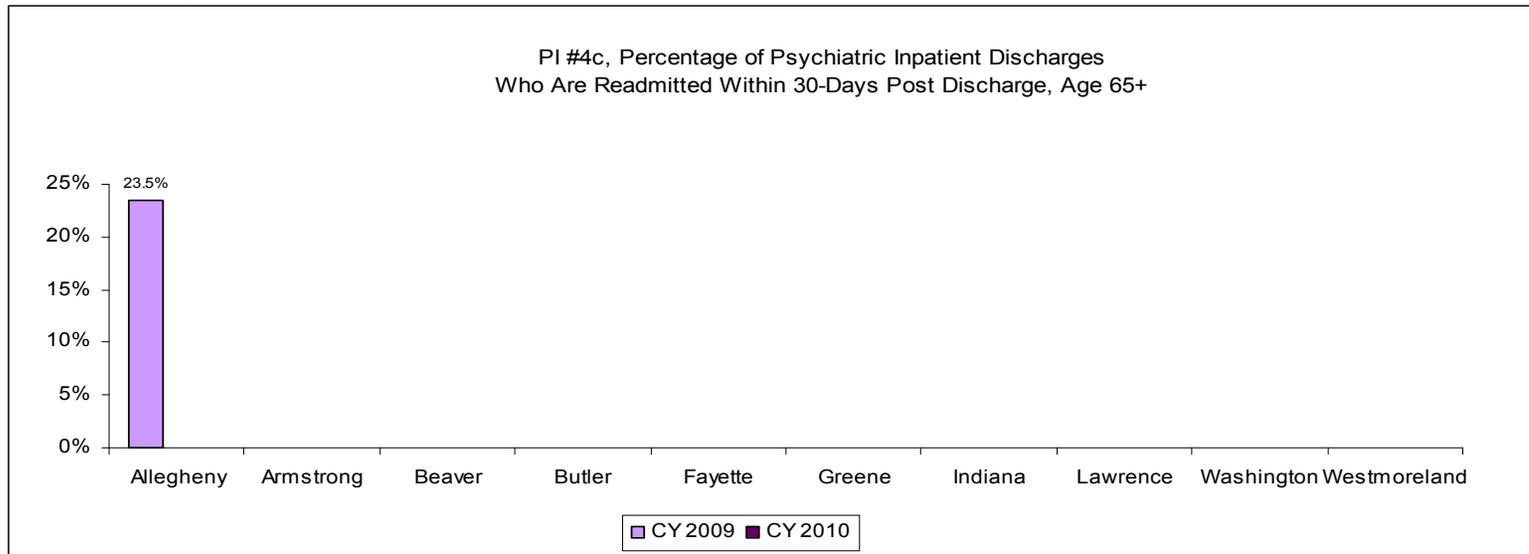


- As was described previously, illustrating data for the 65+ age group is challenging, as the data presented only shows the services paid for by Medicaid and does not include the relatively large portion of services paid for by Medicare. However, it is important to provide some data for this population in order to see utilization patterns for Medicaid services.
- The regional results presented here are of limited use for this indicator because of the low number of service users falling into this category. In 2010, results are available only for the Southeast region, and only for one county (Philadelphia) within that region.
- After a decrease (5.3 percentage points) in the rate of readmission from 2007 to 2008 in the Southeast region, there was a large rate increase (7.5 percentage points) from 2008 to 2009. However, in 2010 the rate decreased by 2.4 percentage points. It is likely that these larger variations from year to year are due to the limited available data.

Southeast region



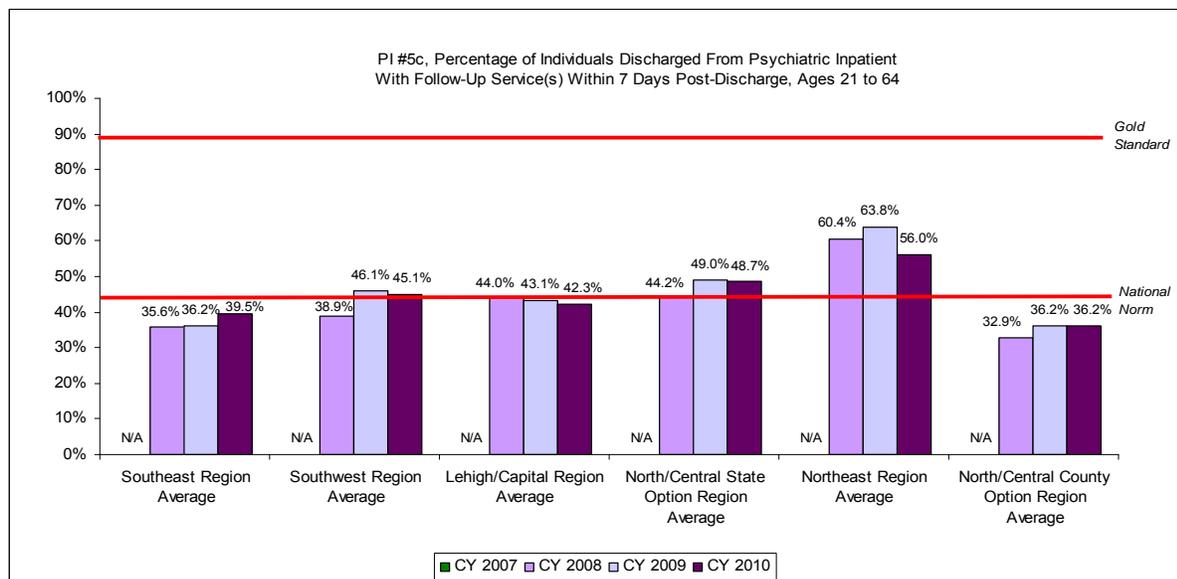
Southwest region



Seven-day follow up, inpatient ages 21-64

The final five sets of PI graphs illustrate the percentage of discharges from selected 24-hour LOCs (inpatient, RTF and non-hospital SA residential rehabilitation) in which a MH or SA service was provided in a community setting within seven days post-discharge. The premise is that provision of follow-up services in the community within the seven-day window post-discharge is critical to ensuring continuity of care and readmission prevention. The 2010 Healthcare Effectiveness Data and Information Set (HEDIS)¹³ Medicaid rates for follow up after hospitalization for mental illness are used as the national benchmark for these indicators. National benchmarks specific to RTF and non-hospital SA residential rehabilitation do not exist, but it is expected that the same results as those for inpatient will be achieved. The OMHSAS gold standard of 90% was established based on the belief that follow up with individuals discharged from psychiatric inpatient care is important for good health outcomes.

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

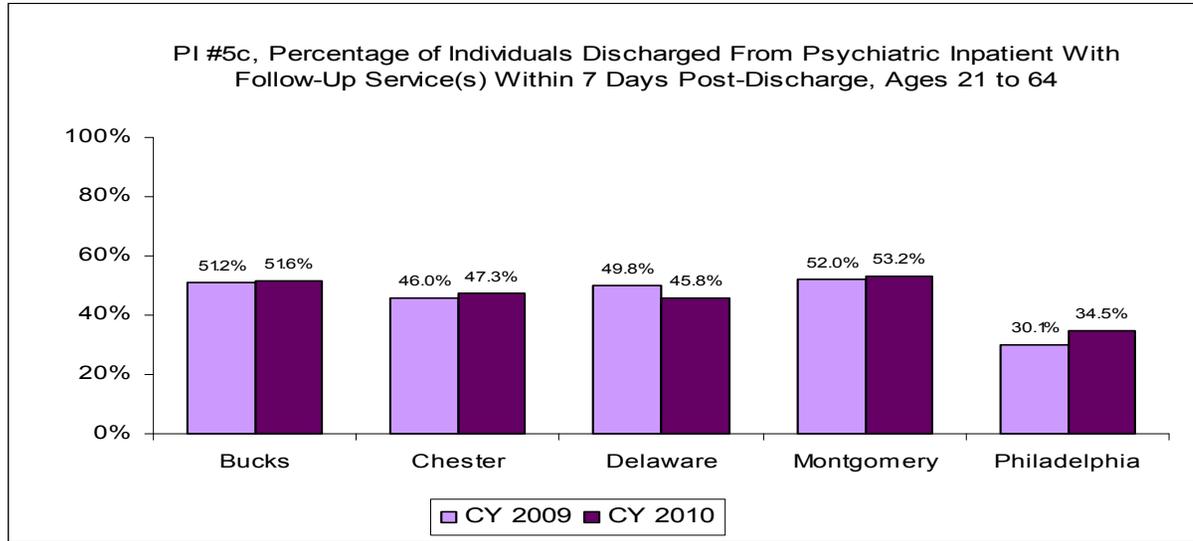


- In contrast to last year when five out of six regions showed an improved rate of follow-up services within seven days post-discharge, this year only one region improved (Southeast), one remained stable (North/Central County Option) and four regions (Southwest, Lehigh/Capital, North/Central State Option and Northeast) showed a decreased rate of follow up.

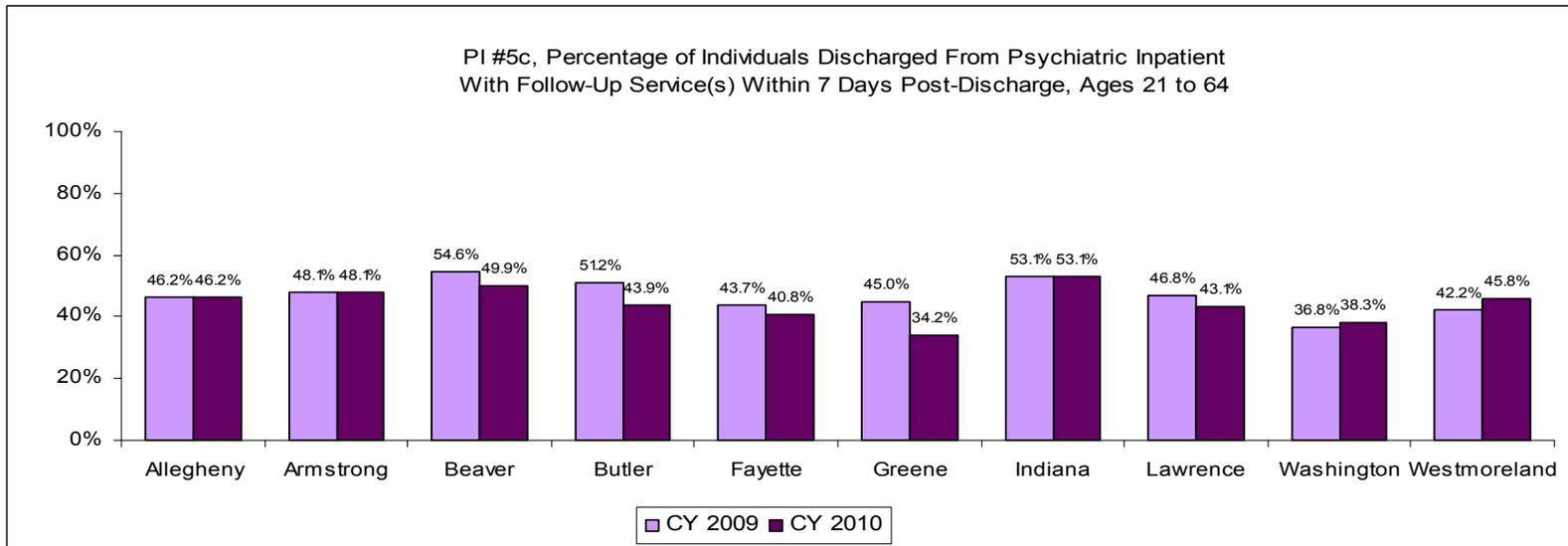
¹³ The National Norm for PI #5c (44.56%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from HEDIS, 2011.

- Three of the six regions – the Southwest, North/Central State Option and Northeast – each have a follow up within seven days post-discharge rate that surpasses the HEDIS national norm (44.56%).
- The top three counties with the best rates of follow up within seven days post-discharge are Columbia (69.4%), Montour (66.0%) and Union (65.4%) which are all in the North/Central State Option region.
- After a nearly 29 percentage point decrease from 2008 to 2009, Adams County, which is part of the Lehigh/Capital region, showed the greatest improvement (19.4 percentage point increase) in the rate of follow up within seven days from 2009 to 2010.

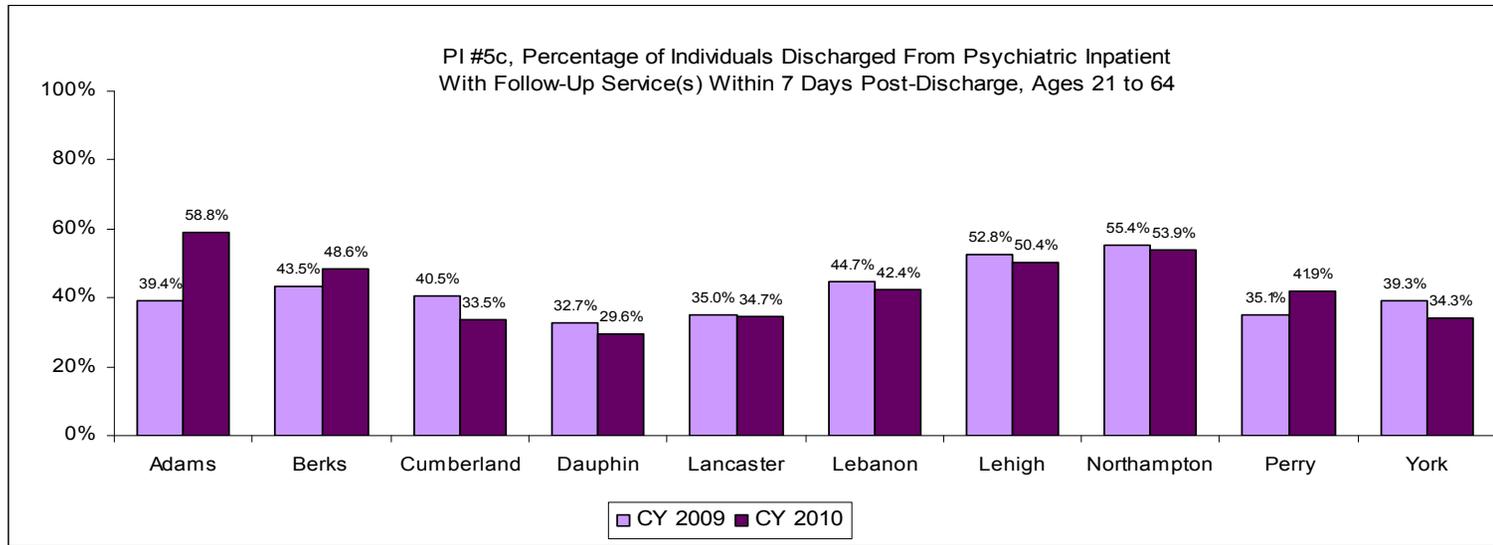
Southwest region



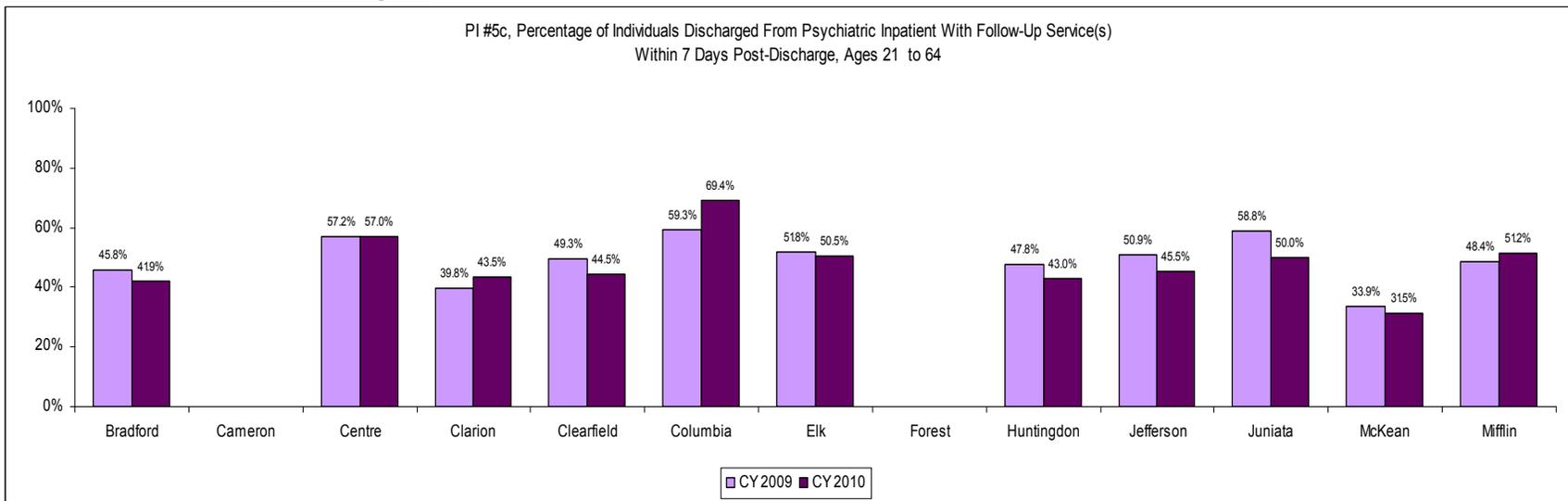
Southwest region



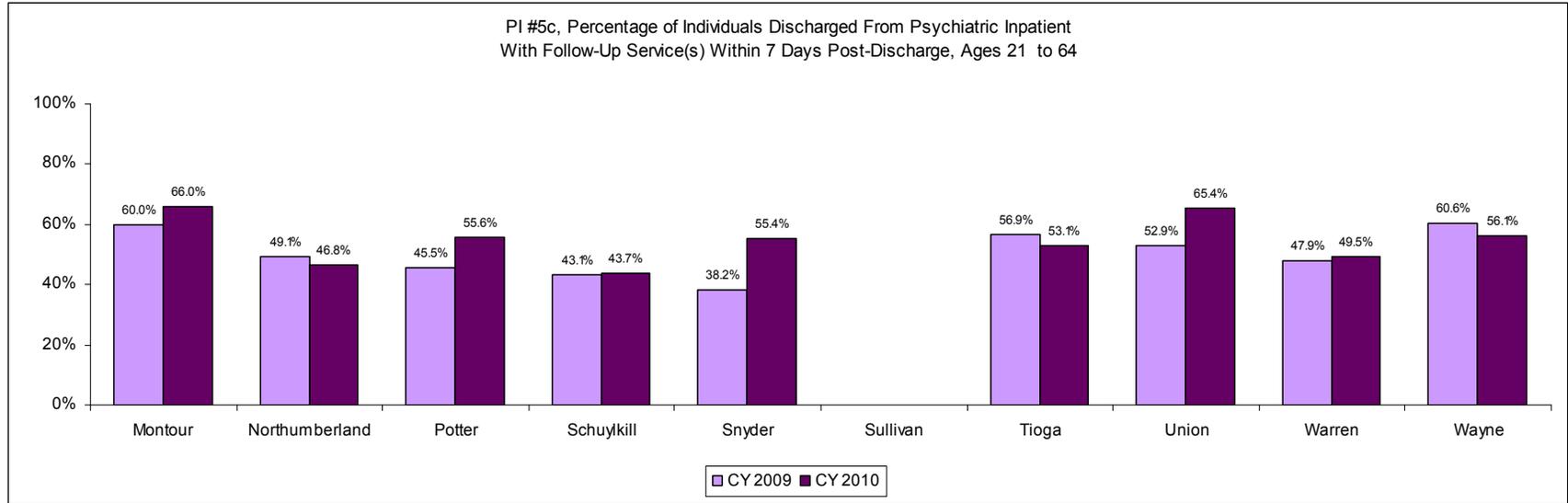
Lehigh/Capital region



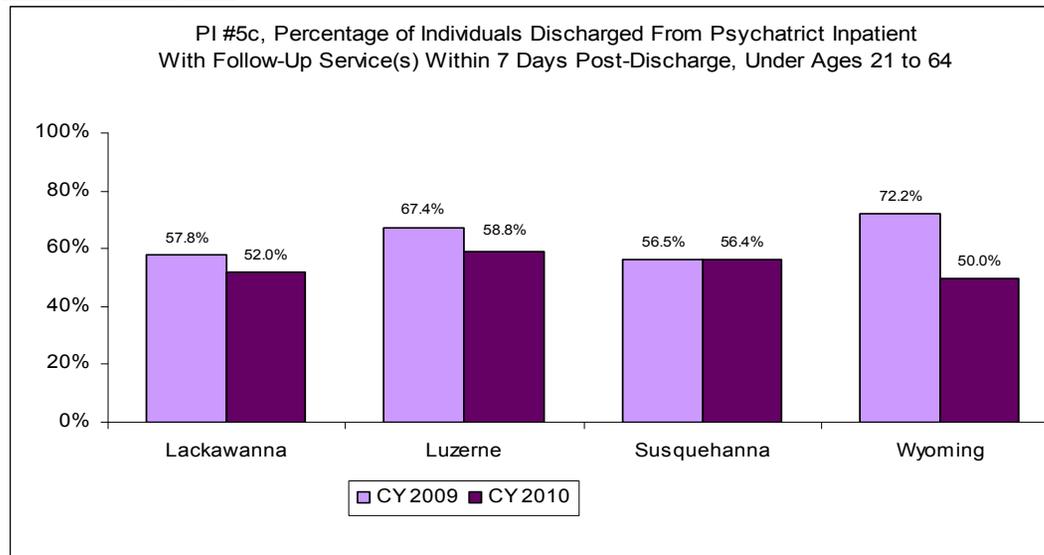
North/Central State Option region



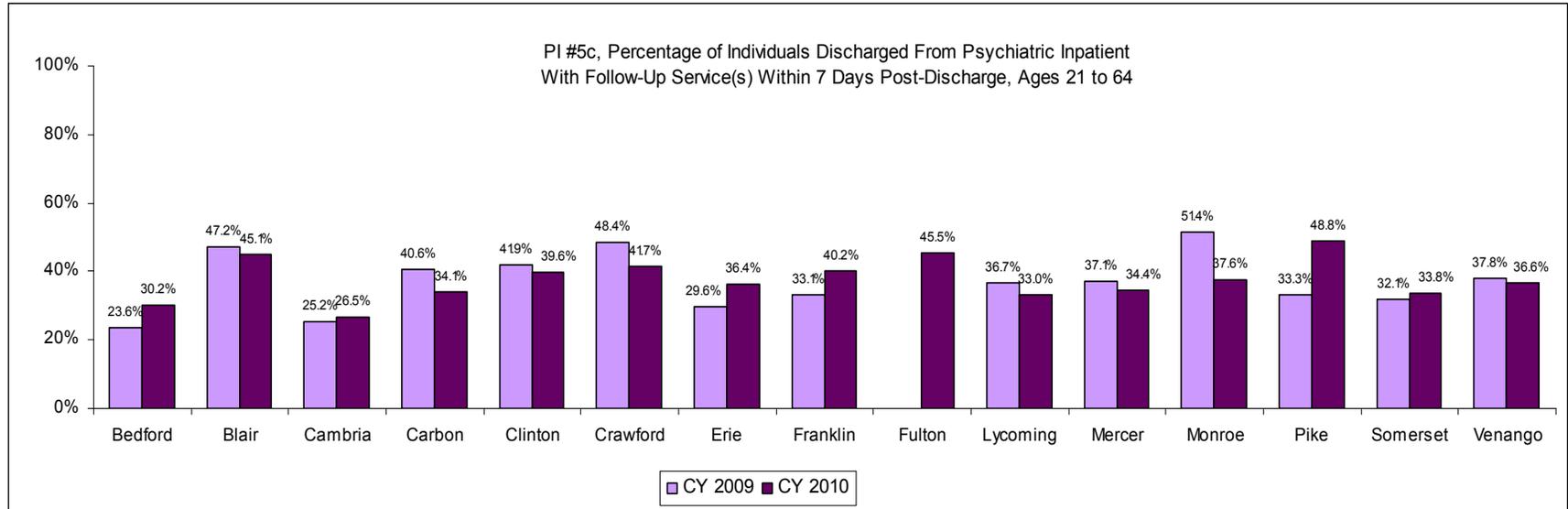
North/Central State Option region



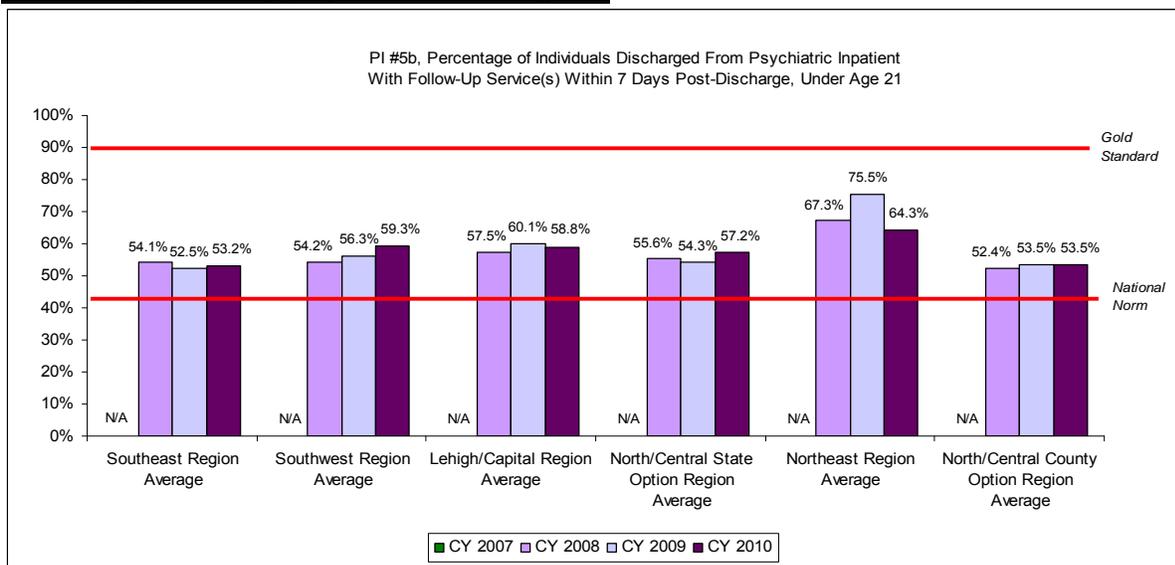
Northeast region



North/Central County Option region



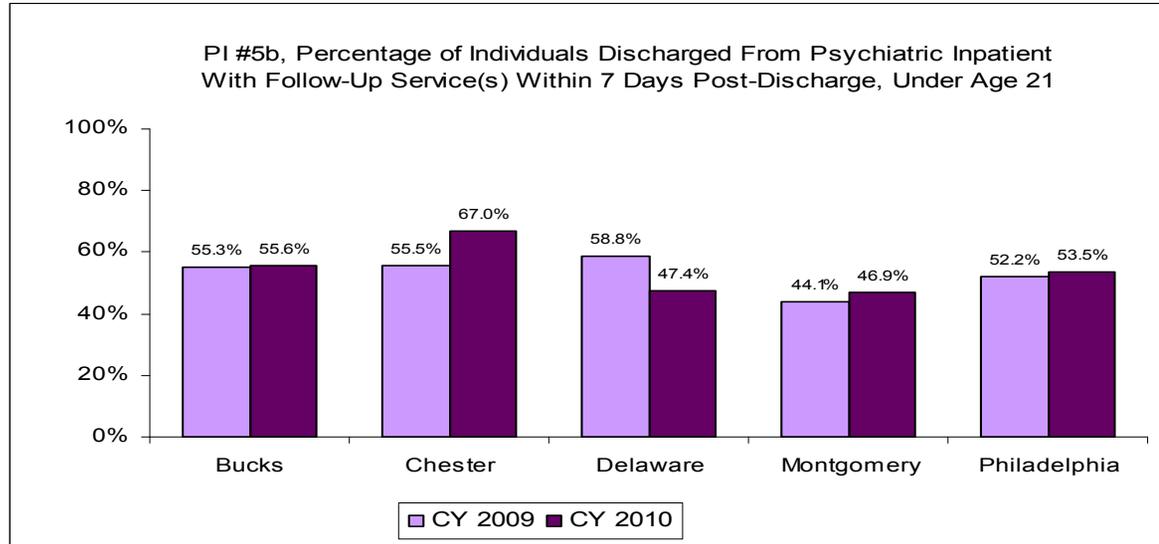
Seven-day follow up, inpatient under age 21



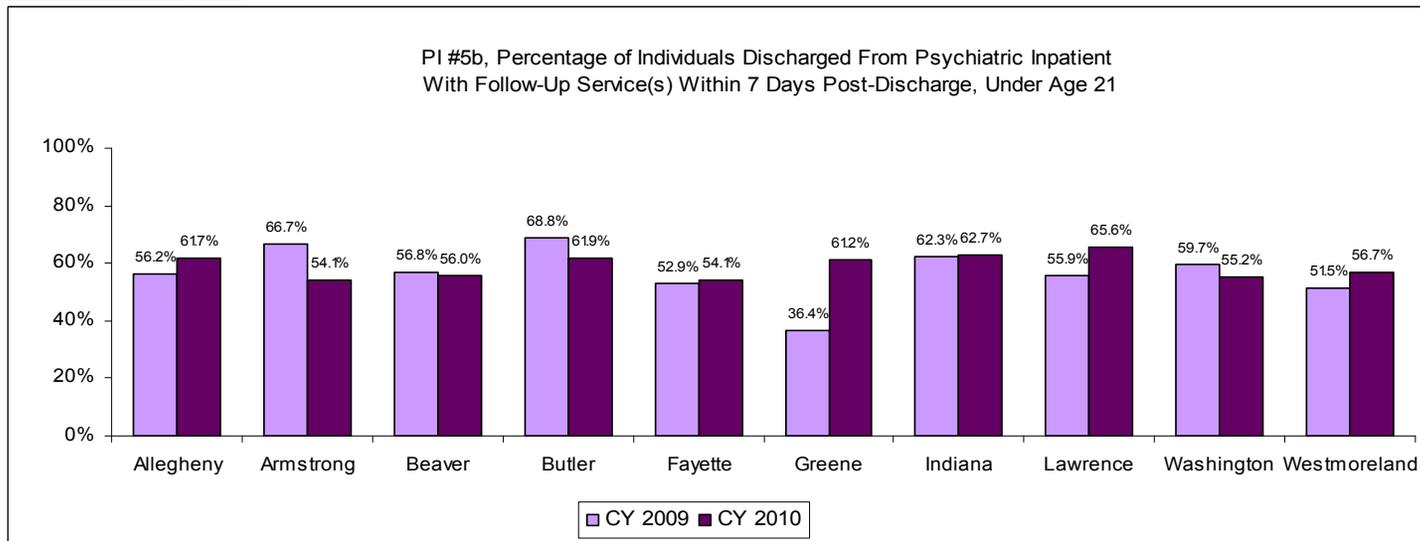
- All of the regions surpassed the national norm (44.56%) for PI 5b. However, none have achieved the gold standard established by OMHSAS.¹⁴ The Southeast, Southwest and North/Central State Option regions all showed improvement in follow up within seven days post-discharge for those under the age of 21. This was the fourth year of reported data in which the Southwest region showed improvement (2006, 2008, 2009 and 2010). The North/Central County Option region was unchanged from 2009 to 2010 while the performance in the Lehigh/Capital and Northeast regions declined.
- As reported in previous years, the rate of follow up for those under the age of 21 is consistently higher than those 21-64 years of age. However, the county-specific results are varied.
- Two counties in the North/Central State Option region, Tioga (78.6%) and Union (88.2%), which have only reported one year of data, had the highest rates of follow up within seven days post-discharge for those under the age of 21. Of those counties reporting multiple years of data, Susquehanna County (80.0%) had the highest rate of follow up and the greatest percentage point increase from 2009 to 2010.

¹⁴ The National Norm for PI #5b (44.56%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from HEDIS, 2011

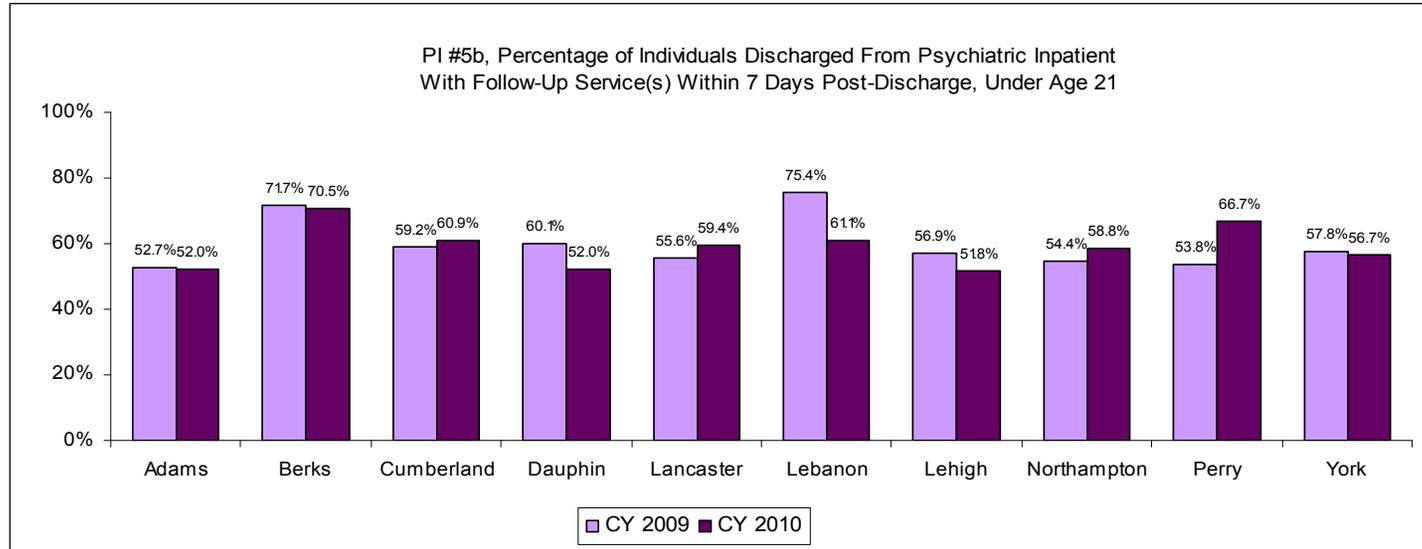
Southeast region



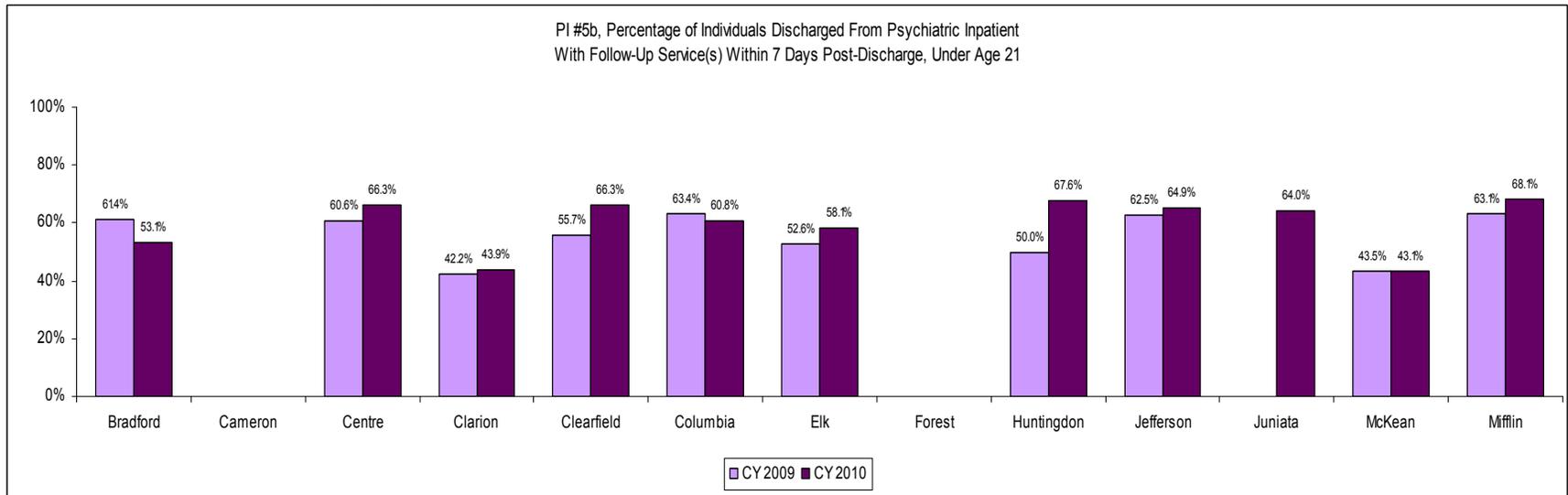
Southwest region



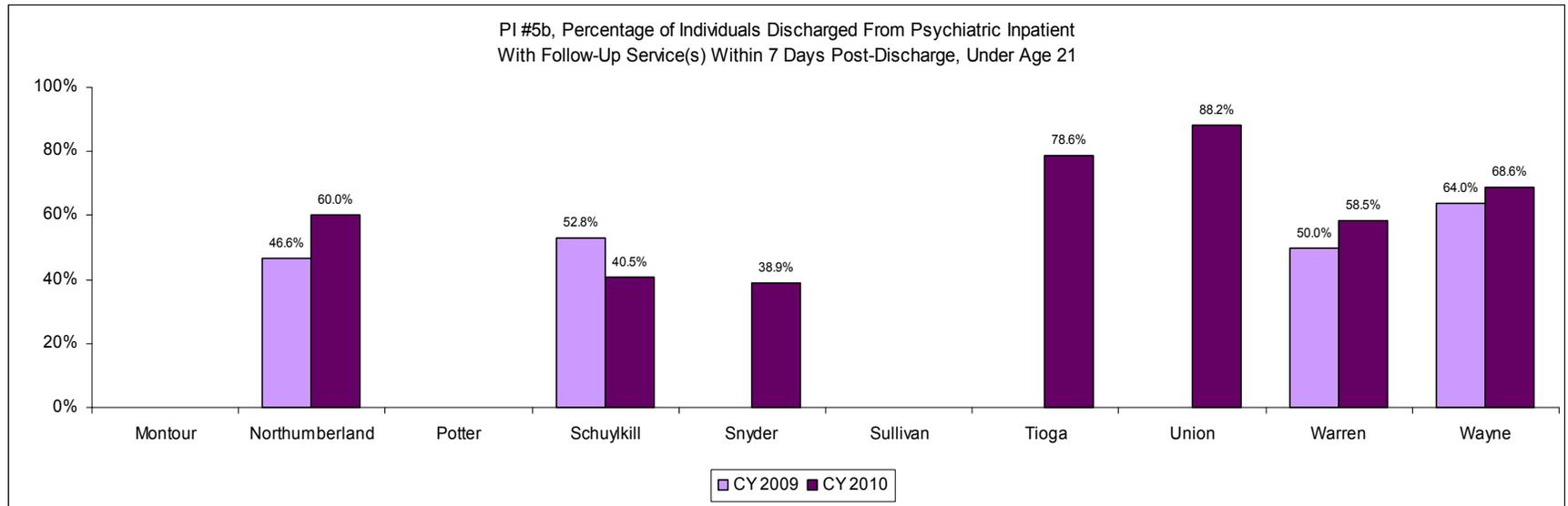
Lehigh/Capital region



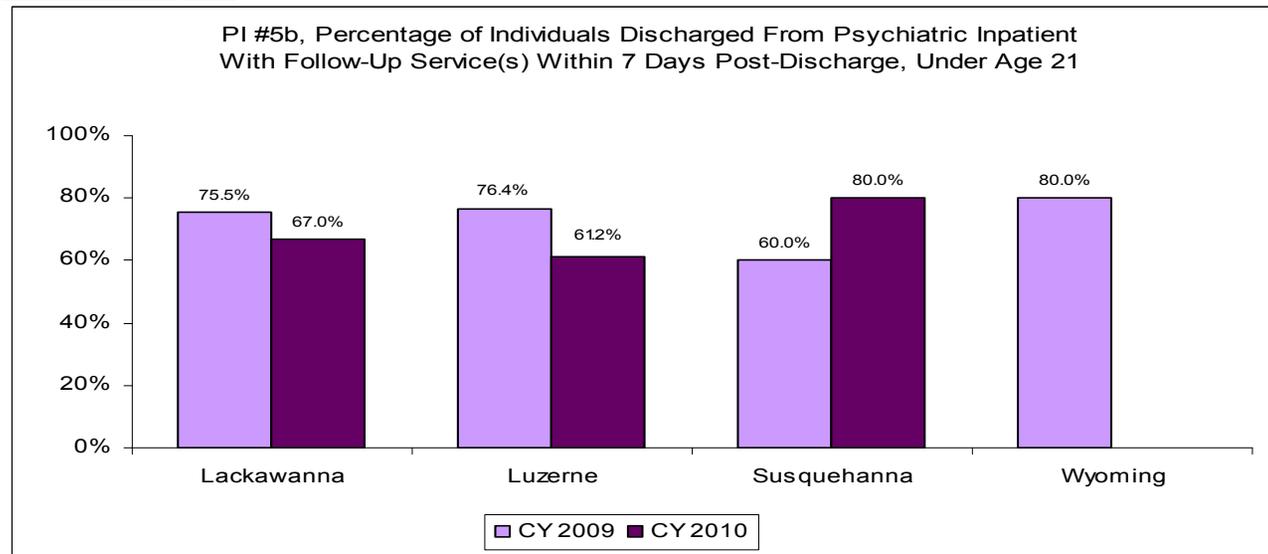
North/Central State Option region



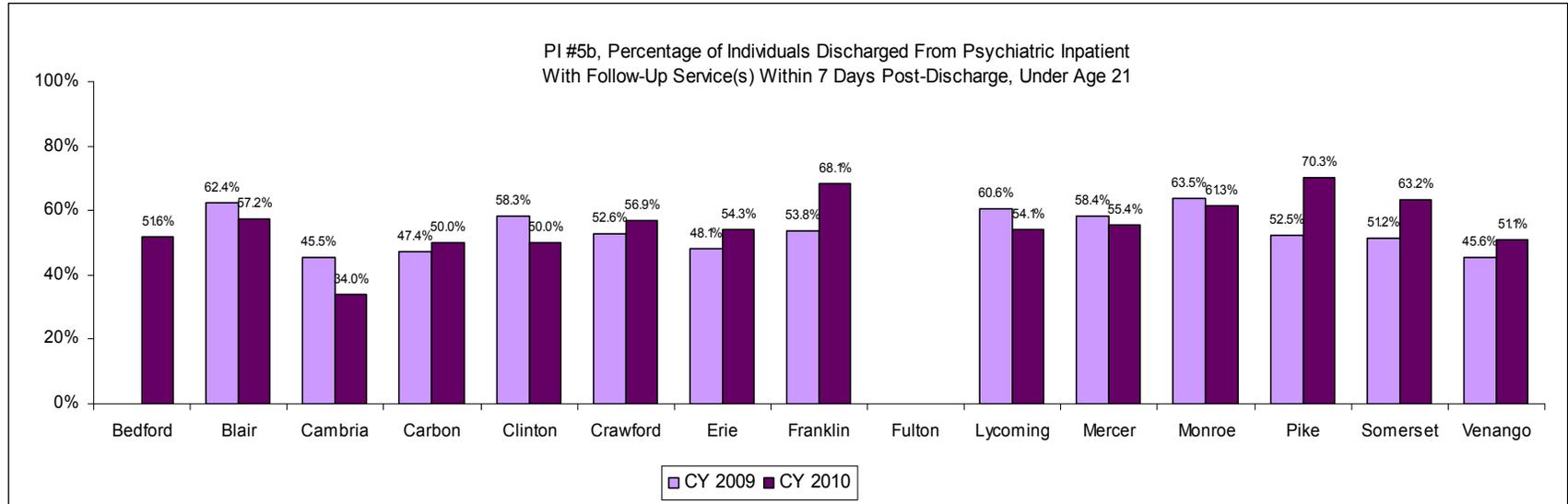
North/Central State Option region



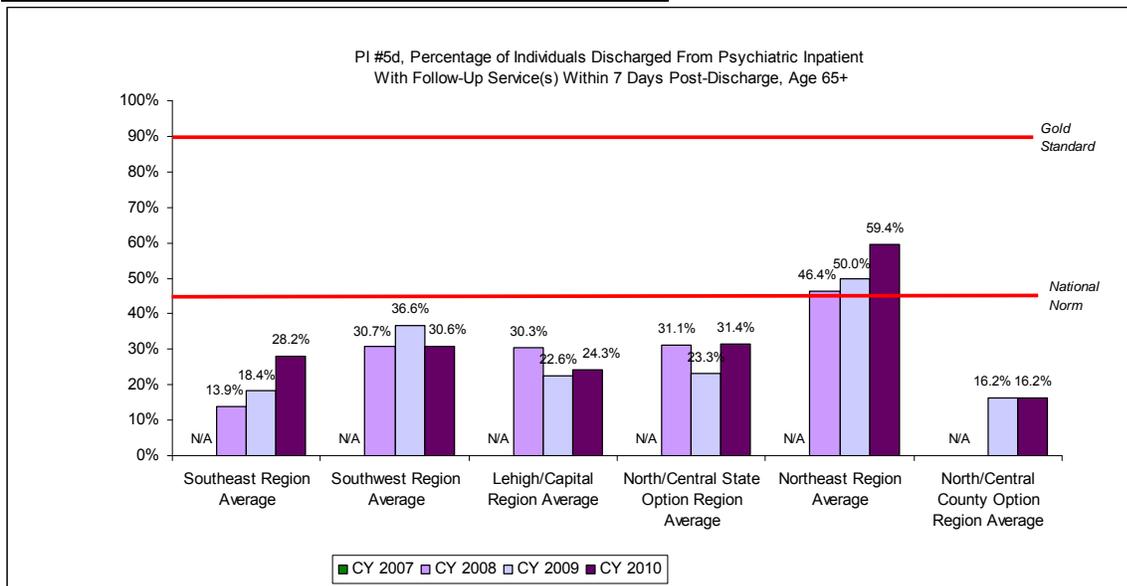
Northeast region



North/Central County Option region



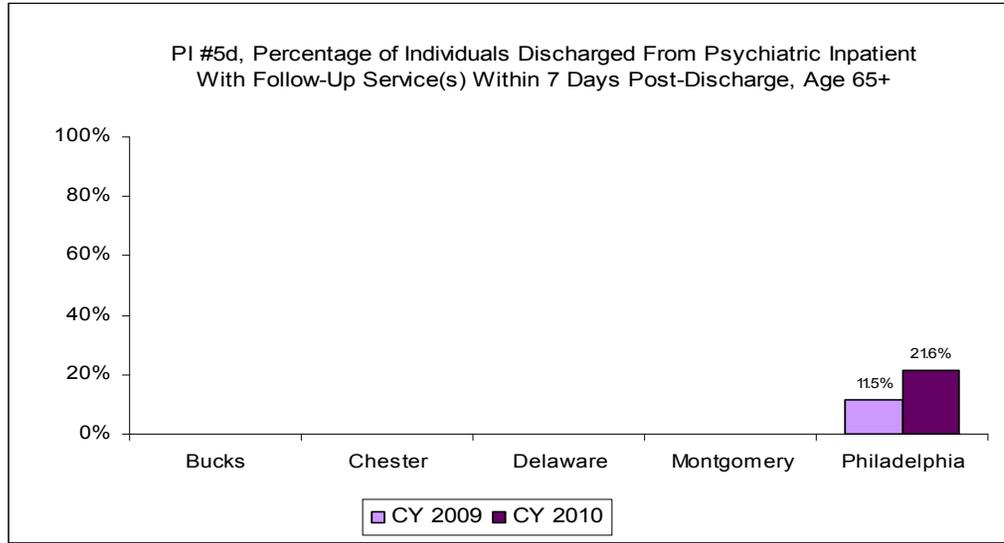
Seven-day follow-up, inpatient ages 65+ (PI #5d)



- As previously noted, illustrating data for the 65+ age group is challenging and must be taken in context. The data presented only show the services paid for by Medicaid and does not include the relatively large portion of services paid for by Medicare. However, it is important to provide some data for this population in order to see utilization patterns for Medicaid services. Please note that individual results are not presented for counties with fewer than ten individuals as part of the denominator.
- The Southeast, Lehigh/Capital, North Central State Option and Northeast regions showed improvement in the rate of follow-up services within seven days for those age 65+. Consistent with reporting over the last three years, the Northeast region rate of follow up was the highest in 2008 (46.4%), 2009 (50.0%) and 2010 (59.4%) and surpassed the HEDIS national norm.¹⁵
- None of the regions or counties approached the OMHSAS established gold standard of 90% follow up within seven days post-discharge.
- County level results are presented for the Southeast, Southwest and Northeast regions. The n, or number of observations, is less than 10 in all of the counties in the other regions; therefore, the individual graphs are not presented.

¹⁵ The National Norm for PI #5b (44.56%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from HEDIS, 2011

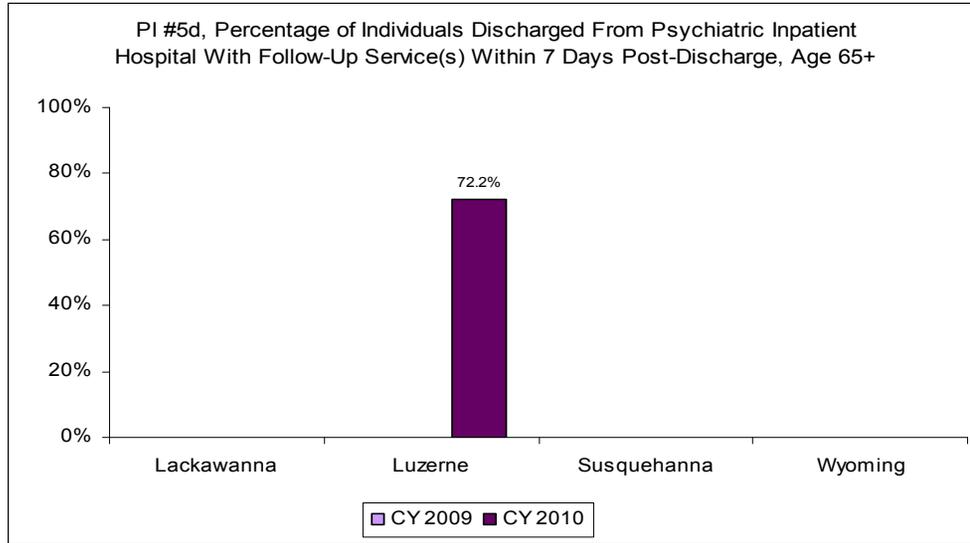
Southeast region



Southwest region

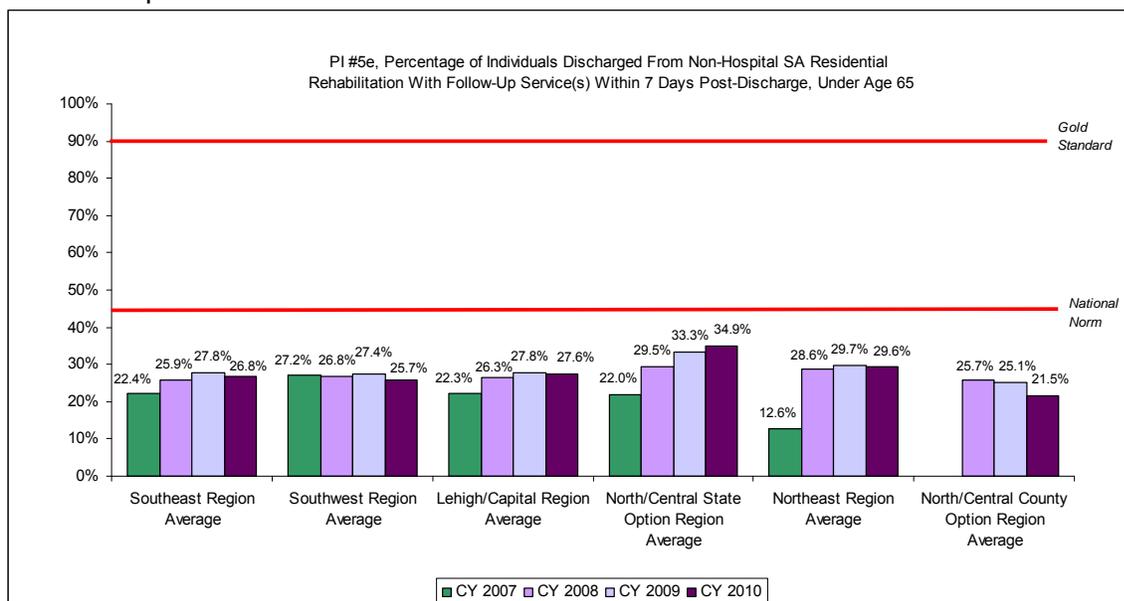


Northeast region



Substance abuse seven-day follow up after non-residential hospital rehabilitation (PI #5e)

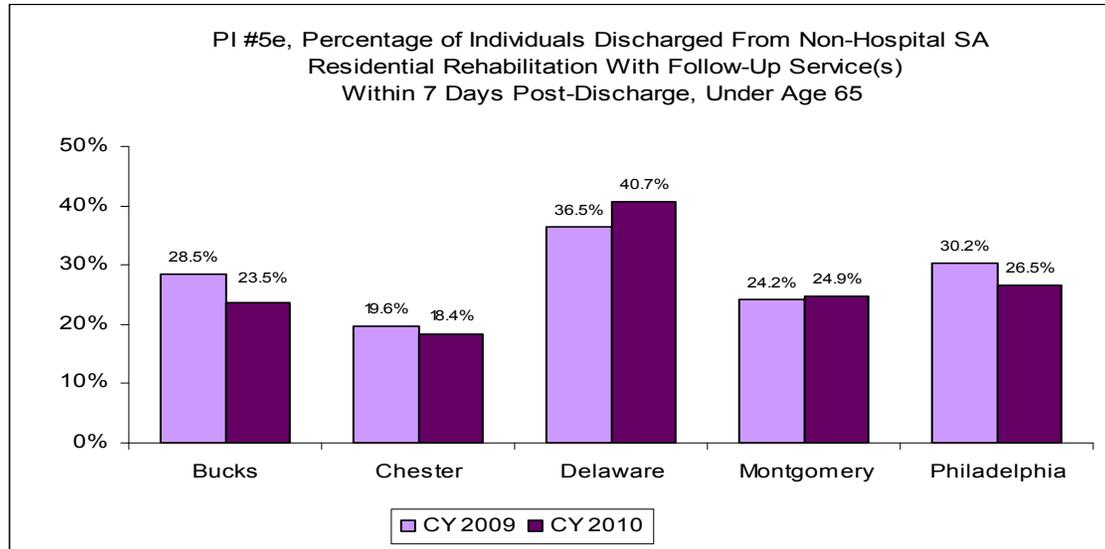
Non-hospital SA services include non-hospital residential detoxification, residential rehabilitation and half-way house. When leaving one of these LOCs, follow-up services in the community help to maintain gains made in treatment and prevent substance-seeking behaviors. The HEDIS measure is the national norm for follow-up after hospitalization for mental illness since none exists specifically for SA services.¹⁶ Please note that the following results may not reflect access to services paid outside HCBH.



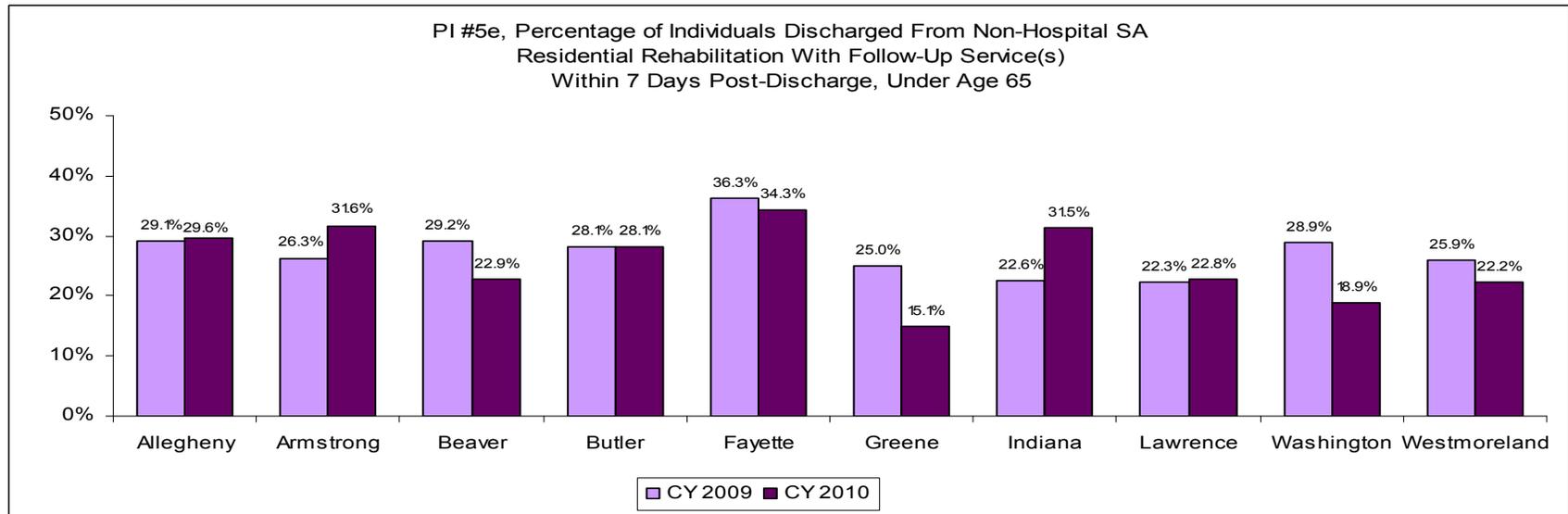
- The steady increase in the rate of follow up within seven days post-discharge from residential SA rehabilitation that has been seen since 2006 did not persist in 2010. The only region that showed an increase was the North/Central State Option region. Although in some instances the decline was very small (Lehigh/Capital 0.1 percentage point change) all of the other regions showed poorer performance on this indicator.
- The North/Central State Option (34.9%) region rate of follow up is 5.3 percentage points higher than the next highest region which is the Northeast (29.6%).
- The counties in the North/Central State Option region with the highest rates were Jefferson (47.5%), Mifflin (46.4%), Tioga (44.7%) and Centre (44.4%). Jefferson and Mifflin also had the greatest percentage point increases from last year at 15.6 and 14.3, respectively.

¹⁶ The National Norm for PI #5e (44.56%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from HEDIS, 2011.

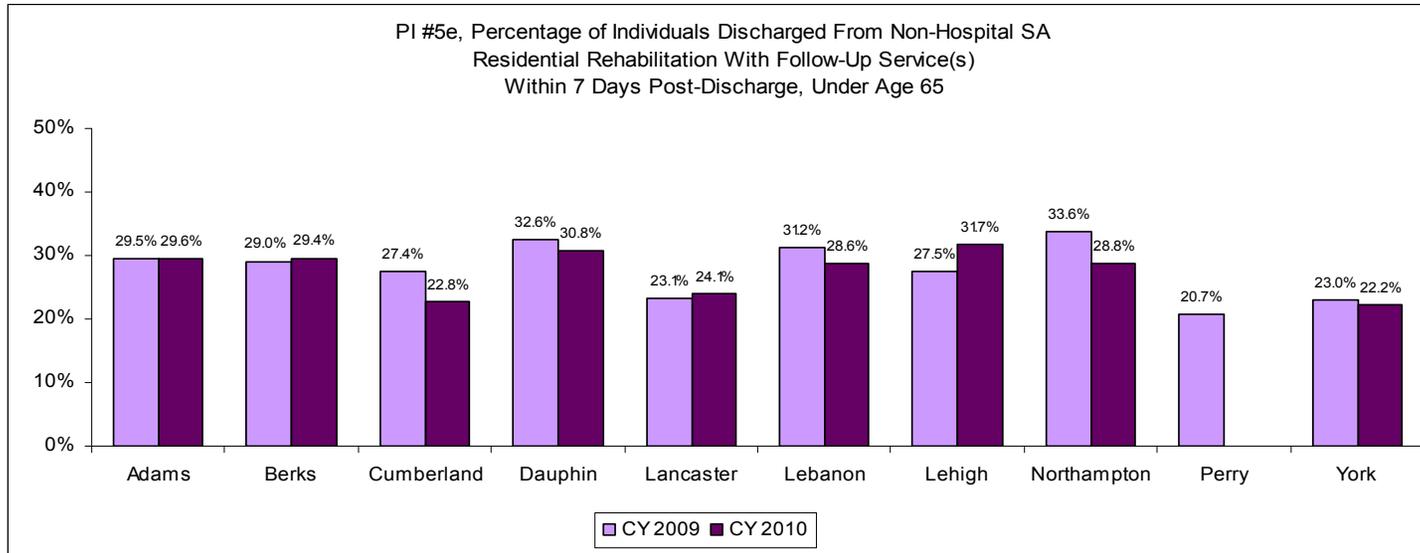
Southeast region



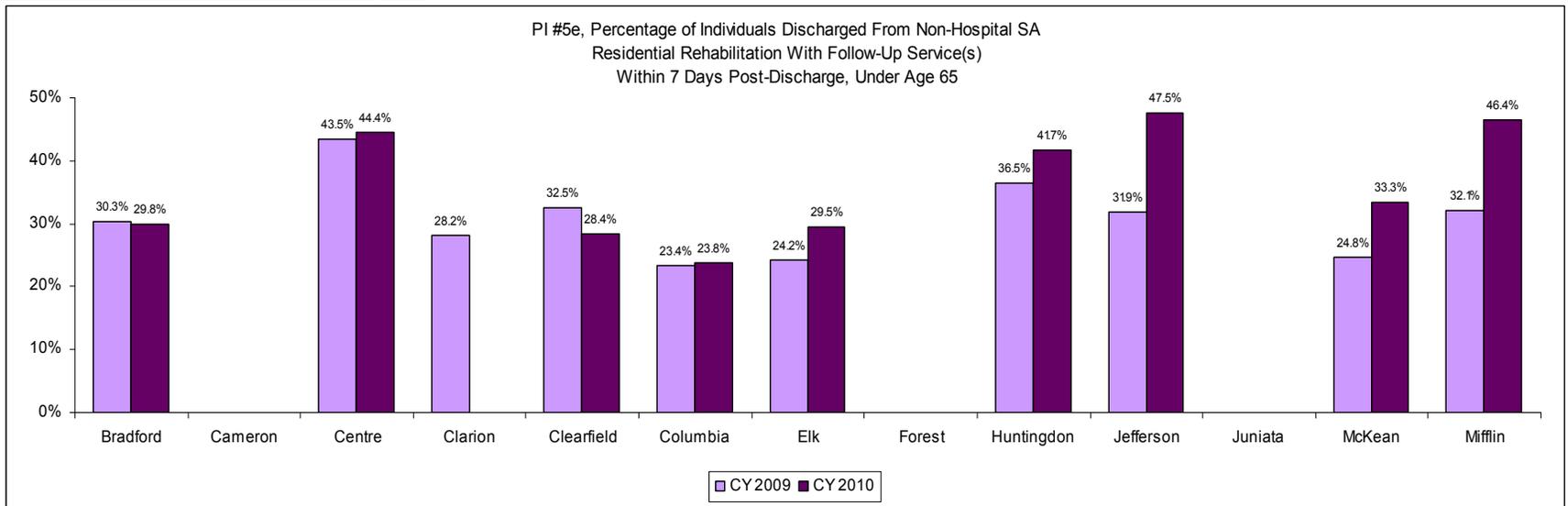
Southwest region



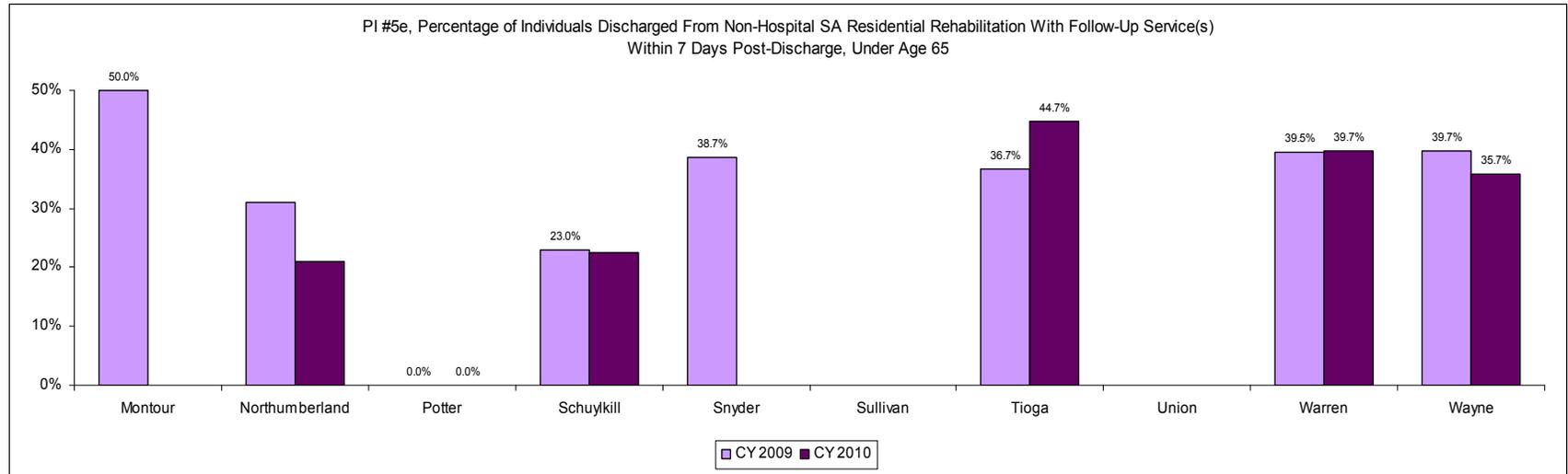
Lehigh/Capital region



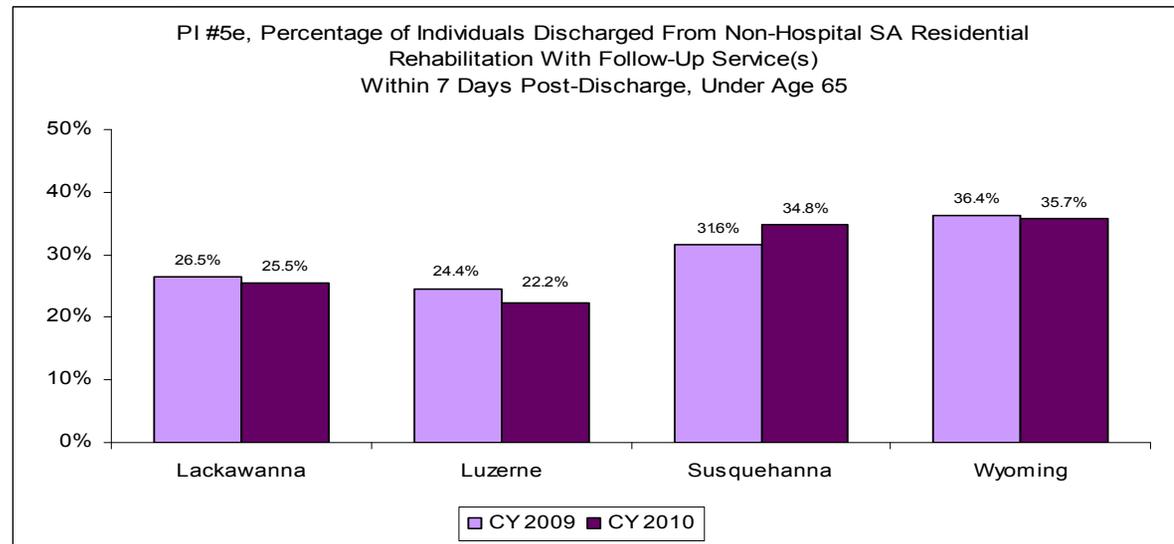
North/Central State Option region



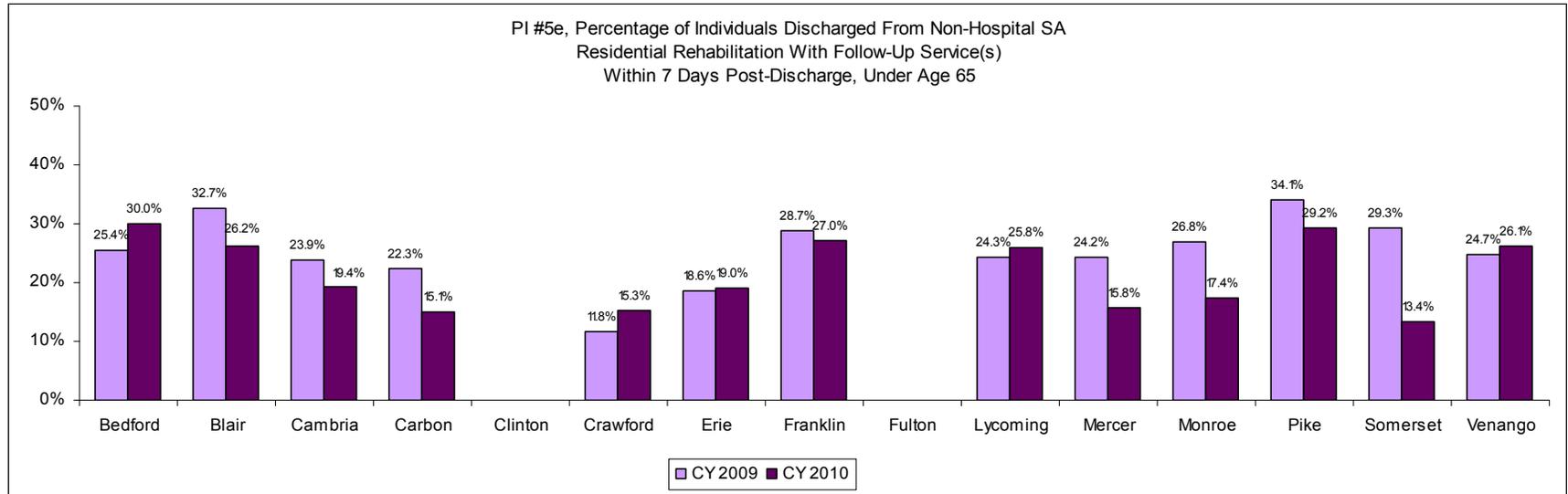
North/Central State Option region



Northeast region

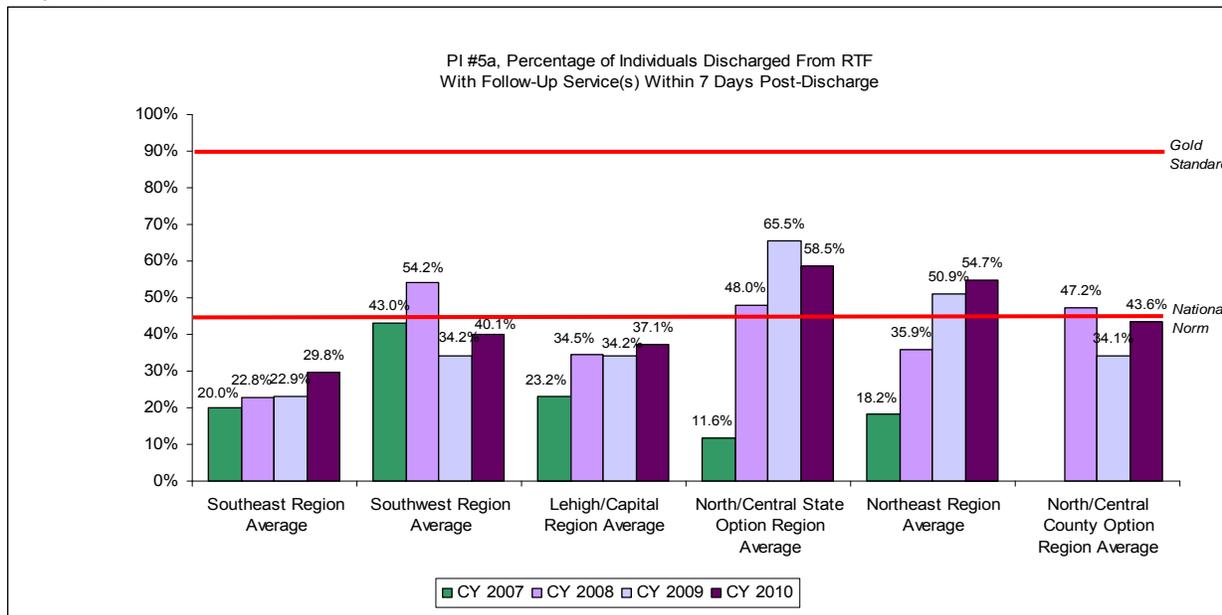


North/Central County Option region



Seven-day follow up, residential treatment facility (PI #5a)

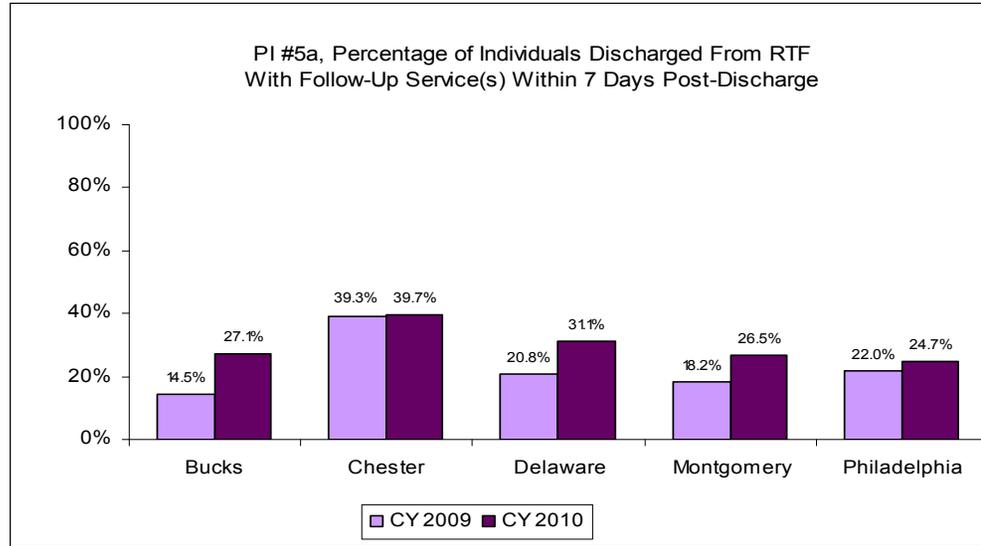
As with inpatient services, the provision of follow-up services within seven days post-discharge is important to maintain gains made in residential treatment. The number of inpatient days per admission for residential treatment has been decreasing over time. To ensure a positive outcome following a shortened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



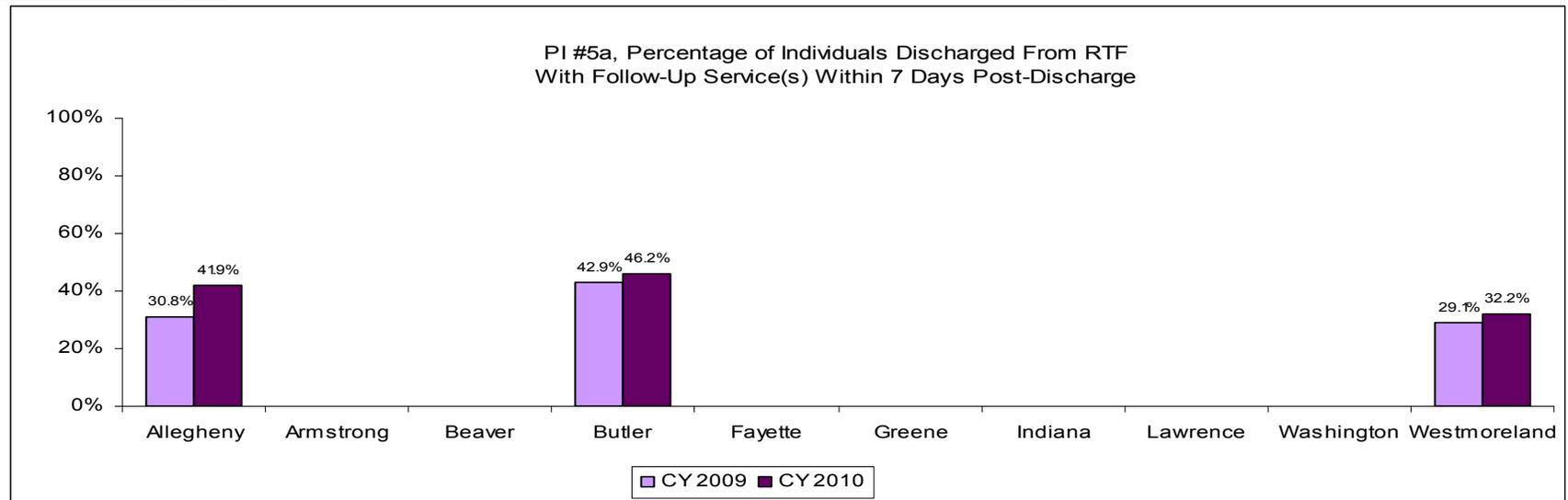
- Five of the six regions showed an improved rate of follow-up services within seven days post-discharge from a RTF. Two of the regions, North/Central State Option and Northeast, surpassed the national norm, and the North/Central County Option was less than one percentage point below. While the North/Central State Option region continues to have the highest rate of follow-up services (58.5%), the rate in 2010 was a decrease from 2009.
- The North/Central County Option showed the most improvement in 2010. The rate improved by 9.5 percentage points from 34.1% to 43.6% and surpassed the national norm in 2010.¹⁷
- As in 2009, Warren (84.4%) county had the highest rate of follow-up services within seven days post-discharge of all the counties reporting data in 2010.

¹⁷ The National Norm for PI #5a (44.56%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from HEDIS, 2011.

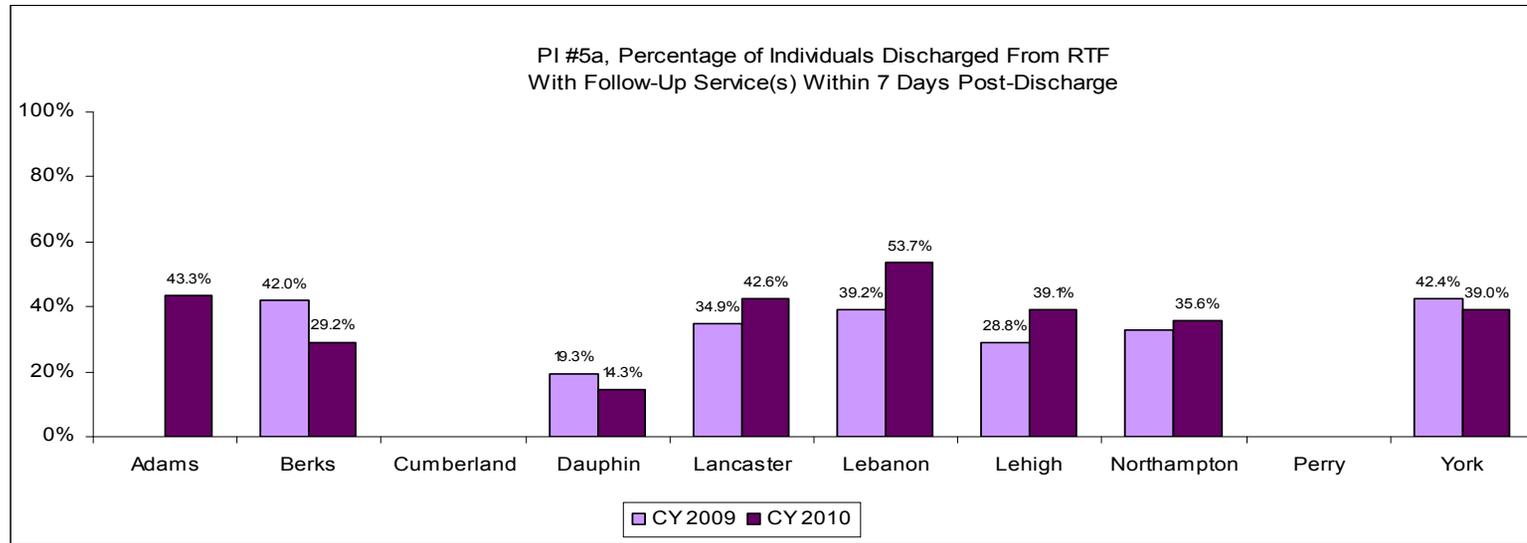
Southeast region



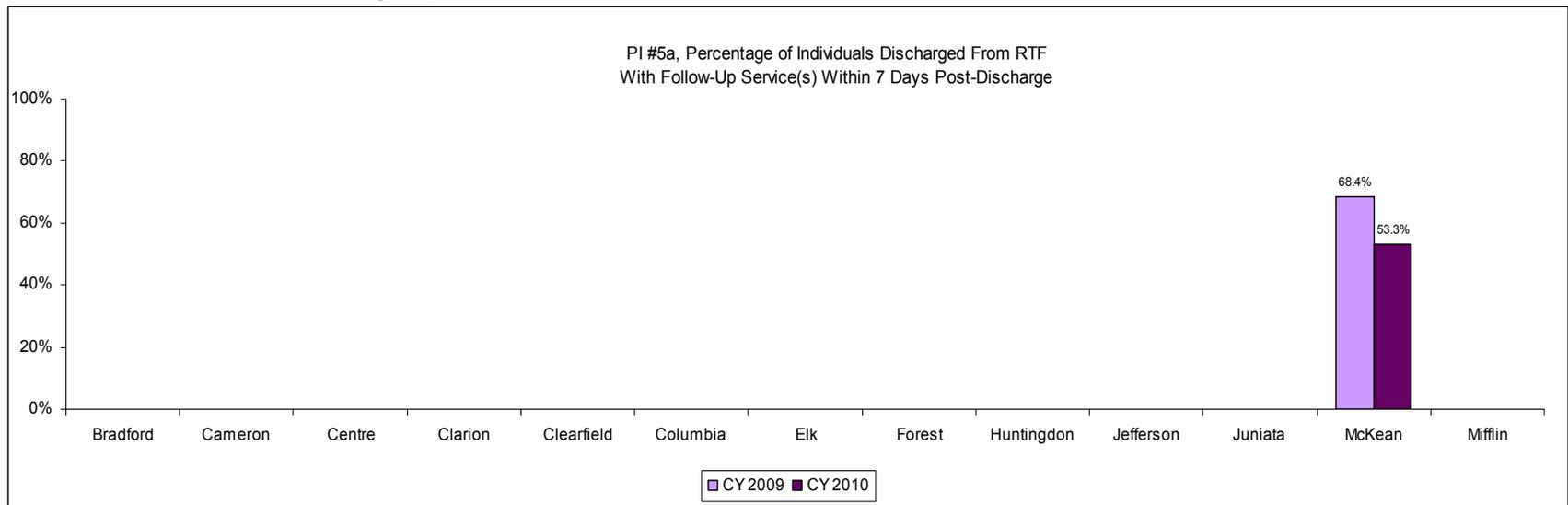
Southwest region



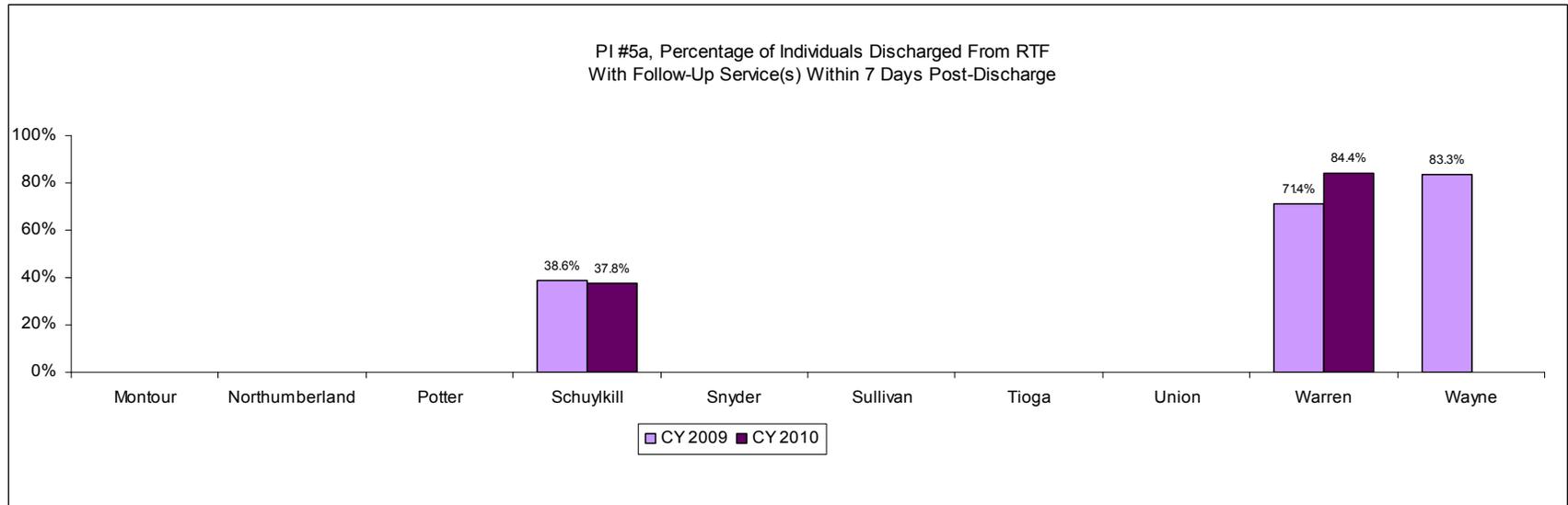
Lehigh/Capital region



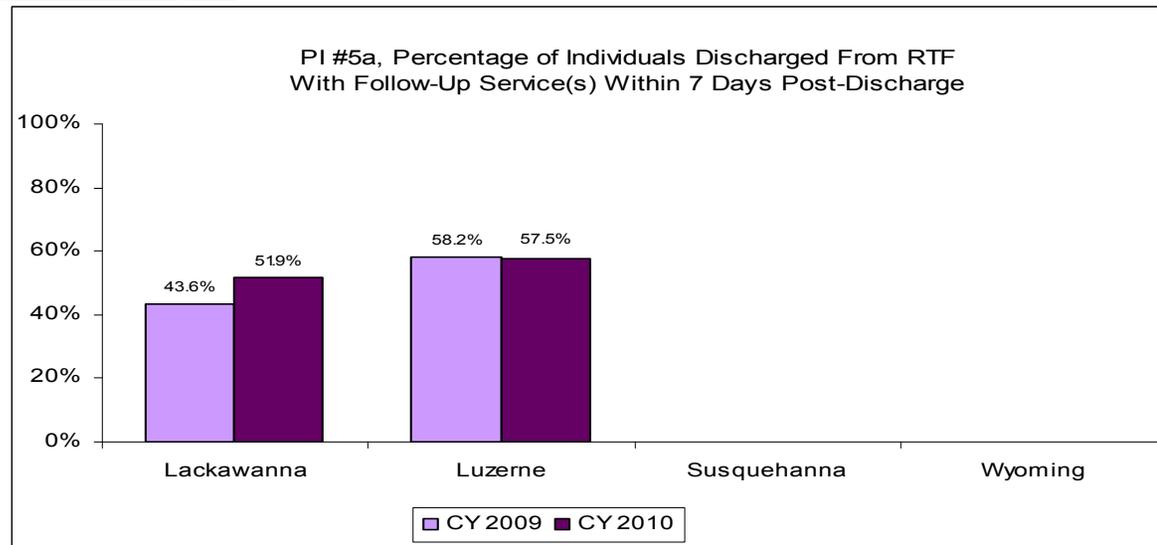
North/Central State Option region



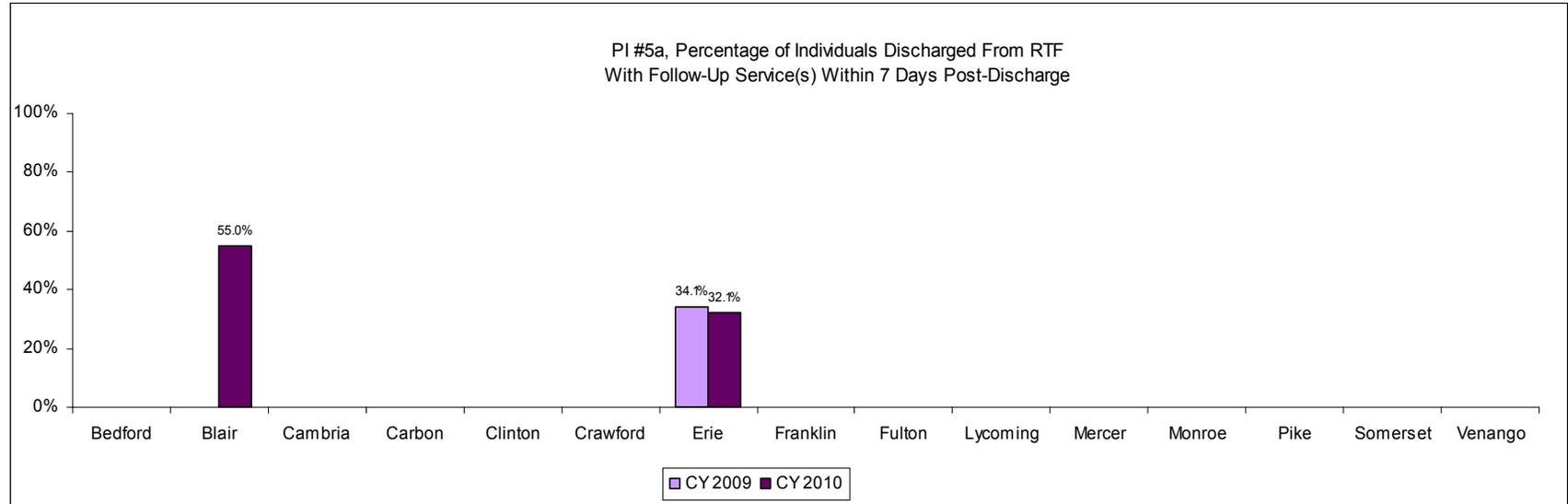
North/Central State Option region



Northeast region



North/Central County Option region



5

Performance Improvement Projects

Performance improvement projects (PIPs) are an important component of a BH quality program and are essential in improving access to quality care and satisfaction with service delivery. Each county is required to submit PIP results, via their behavioral health managed care organization (BH-MCO), for one selected MH and one D&A indicator to satisfy both the Balanced Budget Act of 1997 (BBA) External Quality Review (EQR) regulations and the HCBH PBC initiative. OMHSAS has selected Follow up After Hospitalization for Mental Health as the required MH PIP to meet the External Quality Review Organization (EQRO) requirement to validate a PIP as outlined by BBA EQR final rule. Counties are also required to develop an additional PIP for a D&A indicator. The D&A indicator is not validated by the EQRO. Each county is expected to set a target goal for improvement for each indicator. A detailed list of each county's selection of PIPs is provided in Table 1. The baseline results for 2009 and first year remeasurement (2010) results are presented in Table 2.

Table 1: 2010 performance improvement projects by county					
County	Ambulatory follow up MH inpatient seven days and 30 days	Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
<i>Southeast</i>					
Bucks	✓	✓			
Chester	✓	✓			
Delaware	✓	✓			
Montgomery	✓				
Philadelphia	✓	✓		✓	✓
<i>Southwest</i>					
Allegheny	✓	✓			
Armstrong	✓		✓		
Beaver	✓		✓		
Butler	✓		✓		
Fayette	✓		✓		
Greene	✓		✓		
Indiana	✓		✓		
Lawrence	✓		✓		
Washington	✓		✓		
Westmoreland	✓		✓		

Table 1: 2010 performance improvement projects by county					
County	Ambulatory follow up MH inpatient seven days and 30 days	Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
<i>Lehigh/ Capital</i>					
Adams	✓	✓			
Berks	✓	✓			
Cumberland	✓		✓		
Dauphin	✓		✓		
Lancaster	✓		✓		
Lebanon	✓		✓		
Lehigh	✓	✓			
Northampton	✓	✓			
Perry	✓		✓		
York	✓	✓			
<i>Northeast</i>					
Lackawanna	✓	✓	✓		
Luzerne	✓	✓	✓		
Susquehanna	✓	✓	✓		
Wyoming	✓	✓	✓		

Table 1: 2010 performance improvement projects by county					
County	Ambulatory follow up MH Inpatient seven days and 30 days	Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
<i>North/Central County Option</i>					
Bedford	✓	✓			
Blair	✓		✓		
Cambria	✓		✓		
Carbon	✓	✓			
Clinton	✓	✓			
Crawford	✓		✓		
Erie	✓		✓		
Franklin	✓		✓		
Fulton			✓		
Lycoming	✓	✓			
Mercer	✓		✓		
Monroe	✓	✓			
Pike	✓	✓			
Somerset	✓	✓			
Venango	✓		✓		
<i>North/Central State Option</i>		✓ ¹⁸			

¹⁸ The percentage of individuals under 65 discharged from substance abuse non-hospital residential rehabilitation with follow-up services within 7 days post discharge is reported only as a total for all counties within NCSO.

Region 1: State College ¹⁹	✓				
Region 2: Dubois ²⁰	✓				
Region 3: Dubois ²¹	✓				
Region 4: Moosic ²²	✓				
Region 5: Moosic ²³ :	✓				

¹⁹ Region 1: State College: Centre, Huntingdon, Juniata and Mifflin

²⁰ Region 2: Dubois: Clarion, Clearfield and Jefferson

²¹ Region 3: Dubois: Cameron, Elk, Forest, McKean, Potter and Warren

²² Region 4: Moosic: Columbia, Montour, Northumberland, Schuylkill, Snyder and Union

²³ Region 5: Moosic: Bradford, Sullivan, Tioga and Wayne

Table 2: Performance improvement projects baseline (2009) and first-year reimbursement (2010) results by county												
County	Ambulatory follow up MH inpatient seven days and 30 days				Ambulatory follow up SA residential seven days (under 65)		SA access rates youth (under 21)		30-day readmission rates for adults with SMI and co-occurring SA		30-day readmission rates SMI without co-occurring SA	
	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010
Southeast	7 days		30 days									
Bucks	52.1%	52.6%	68.4%	69.0%	37.4%	33.9%						
Chester	48.7%	54.0%	68.9%	70.3%	24.3%	23.5%						
Delaware	52.3%	46.4%	68.8%	65.8%	45.9%	50.8%						
Montgomery	49.9%	51.4%	68.2%	70.0%								
Philadelphia	34.7%	38.8%	51.1%	55.6%	36.4%	32.7%			25.8%	28.1%	19.2%	19.4%
Southwest	7 days		30 days				2009	2010				
Allegheny	48.1%	49.2%	67.1%	68.7%	38.1%	39.2%						
Armstrong	50.9%	48.9%	75.2%	78.5%			31.9%	22.5%				
Beaver	55.0%	51.0%	72.7%	72.0%			36.9%	30.5%				
Butler	55.0%	49.4%	74.8%	69.5%			36.8%	34.5%				
Fayette	46.0%	43.9%	70.3%	65.7%			21.5%	21.8%				
Greene	43.0%	40.0%	67.2%	64.8%			30.6%	23.3%				
Indiana	55.1%	55.7%	75.2%	76.4%			27.2%	20.8%				
Lawrence	48.6%	49.7%	75.3%	77.9%			35.8%	36.2%				
Washington	43.7%	64.6%	67.5%	68.5%			35.9%	29.8%				
Westmoreland	44.6%	48.7%	68.4%	70.4%			35.4%	32.2%				

Table 2: Performance improvement projects baseline (2009) and first-year reimbursement (2010) results by county												
County	Ambulatory follow up MH inpatient seven days and 30 days				Ambulatory follow up SA residential seven days (under 65)		SA access rates youth (under 21)		30-day readmission rates for adults with SMI and co-occurring SA		30-day readmission rates SMI without co-occurring SA	
	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010
Lehigh/Capital	7 days		30 days									
Adams	45.1%	56.7%	69.7%	77.5%	31.3%	36.1%						
Berks	51.2%	54.5%	72.6%	76.2%	33.7%	36.3%						
Cumberland	46.3%	42.1%	64.9%	68.0%			3.7%*	3.6%*				
Dauphin	40.0%	35.1%	60.1%	57.8%			2.6%*	3.6%*				
Lancaster	40.2%	40.8%	61.0%	60.4%			1.6%*	1.4%*				
Lebanon	55.6%	48.6%	77.2%	74.6%			1.2%*	1.8%*				
Lehigh	53.4%	50.4%	68.5%	67.5%	33.3%	36.9%						
Northampton	54.5%	55.0%	73.0%	70.8%	42.8%	33.9%						
Perry	42.2%	51.4%	65.6%	70.0%			1.8%*	2.5%*				
York	44.8%	41.1%	68.2%	68.1%	25.9%	26.0%						
Northeast	7 days		30 days		2009	2010	2009	2010				
Lackawanna	64.0%	57.4%	83.8%	79.6%	34.3%	29.8%						
Luzerne	69.5%	59.8%	81.7%	78.1%	28.2%	27.9%						
Susquehanna	57.6%	64.6%	78.8%	73.9%	29.7%	37.3%						
Wyoming	73.1%	51.0%	86.5%	76.5%	40.8%	38.0%						
North/Central County Option	7 days		30 days		2009	2010	2009	2010				
Bedford	28.6%	36.8%	58.0%	66.3%	20.0%	40.0%						
Blair	50.8%	48.1%	79.1%	73.9%			1.3%*	1.5%*				
Cambria	30.7%	28.5%	55.8%	51.5%			29.6%	29.0%				
Carbon	41.3%	37.6%	69.6%	64.5%	25.9%	20.2%						
Clinton	46.0%	43.8%	73.6%	71.9%	17.2%	33.3%						

Table 2: Performance improvement projects baseline (2009) and first-year reimbursement (2010) results by county										
County	Ambulatory follow up MH inpatient seven days and 30 days				Ambulatory follow up SA residential seven days (under 65)		SA access rates youth (under 21)		30-day readmission rates for adults with SMI and co-occurring SA	30-day readmission rates SMI without co-occurring SA
	7 days	7 days	30 days	30 days	2009	2010	2009	2010		
Crawford	49.2%	47.2%	72.8%	71.4%			30.3%	25.0%		
Erie	35.0%	41.2%	62.8%	66.0%			24.8%	24.3%		
Franklin	39.5%	49.6%	73.5%	80.1%			1.4%*	1.7%*		
Fulton	48.2%	46.4%	66.7%	75.0%			3.4%*	2.1%*		
Lycoming	43.6%	38.0%	64.0%	64.4%	33.6%	35.4%				
Mercer	44.7%	41.4%	70.5%	69.9%			21.4%	22.0%		
Monroe	55.0%	44.9%	71.4%	65.1%	31.8%	20.0%				
Pike	43.4%	57.3%	64.5%	76.8%	40.3%	46.8%				
Somerset	36.4%	38.4%	61.4%	59.6%	39.1%	26.3%				
Venango	40.2%	42.3%	70.1%	70.9%			41.5%	46.8%		
North/Central State Option	7 days		30 days		2009	2010				
					35.5%**	36.6%**				
Region 1	54.9%	56.0%	77.9%	82.6%						
Region 2	49.7%	49.2%	76.4%	76.8%						
Region 3	44.0%	46.0%	71.4%	76.8%						
Region 4	49.5%	51.2%	71.9%	74.1%						
Region 5	54.8%	52.6%	77.2%	74.3%						

*ages 13-17

** The percentage of individuals under 65 discharged from substance abuse non-hospital residential rehabilitation with follow-up services within 7 days post discharge is reported only as a total for all counties within NCSO.

The QI activity forms completed by each BH-MCO describing their activities to address ambulatory follow up seven and 30 days after a MH inpatient admission were reviewed. The development of each PIP included the analysis of barriers to improvement. Barriers serve to maintain an identified problem and impede optimal processes or outcomes (i.e., transportation difficulties or limited access to outpatient appointments might be a barrier to aftercare and lead to increased readmissions). In order to fully understand the problem that a PIP was to address, BH-MCOs sought input from internal and external stakeholders. Input from those closest to the problem allowed for more complete understanding of potential barriers to quality care, as well as potential interventions that were likely to result in barrier reduction or problem resolution. Interventions that were likely to remove or reduce these barriers were then chosen.

While OMHSAS required the same method across all HC Counties, each BH-MCO’s process for data collection, barrier identification and selecting interventions was unique. This resulted in PIP variations representative of each County’s needs, perspective, resources and prior experiences. The table below displays some of the barriers that were identified by the BH-MCOs and the interventions that were put in place to reduce the impact of the barriers. As the reader will see, several of the interventions address multiple barriers.

Barriers	Interventions
<ul style="list-style-type: none"> Incomplete or inappropriate discharge planning 	<ul style="list-style-type: none"> Address providers individually as patterns of discharge planning are identified Work with inpatient providers to be more inclusive of outpatient providers in discharge planning Develop and distribute best practice guidelines for discharge planning
<ul style="list-style-type: none"> Lack of outpatient appointment availability and wait lists beyond seven days 	<ul style="list-style-type: none"> Prioritize appointments and reserve appointment slots for members discharged from inpatient treatment Access psychiatrists through telepsychiatry programs Increase the number of outpatient providers contracted
<ul style="list-style-type: none"> Lack of peer support services 	<ul style="list-style-type: none"> Hire, contract and increase utilization of peer support services
<ul style="list-style-type: none"> Ineffective linkage of consumer to targeted or intensive case management services 	<ul style="list-style-type: none"> Improve notification of consumers’ inpatient admissions Peer support meet with consumers while they are still inpatient
<ul style="list-style-type: none"> Lack of perceived need by the consumer for follow up 	<ul style="list-style-type: none"> Peer support meet with consumers while they are still inpatient Educate members on the importance of follow up within seven days of discharge

Barriers	Interventions
<ul style="list-style-type: none">• Transportation difficulty	<ul style="list-style-type: none">• Access psychiatrists through telepsychiatry programs• Utilize mobile MH therapy• Increase member awareness of transportation service availability

6

Consumer Satisfaction

Soliciting consumer feedback is an important component of quality assurance and continuous program improvement. The purpose of the consumer satisfaction survey is to monitor the performance of HCBH 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 are the result of a joint initiative between OMHSAS, the Consumer Satisfaction Team Alliance of Pennsylvania and other interested stakeholders. A series of meetings was 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/adolescent or parent/guardian survey are:

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

There are two graphs for each question. The first graph presents the consumer satisfaction survey statewide results for the fourth quarters of 2007, 2008, 2009 and 2010. The second graph presents the regional results for the fourth quarter of 2010 for the Southeast, Southwest, Lehigh/Capital, North/Central State Option, North/Central County Option and Northeast regions. County-specific consumer satisfaction information can be found in Appendix B. For the years presented in this report, the following counties did not report results during the timeframe required by OMHSAS:

Southeast region

- Adult survey data not available:
 - Fourth quarter 2007 – Montgomery County
 - Fourth quarter 2008 – Montgomery County
 - Fourth quarter 2009 – Montgomery County
- Child/adolescent data not available:
 - Fourth quarter 2007 – Montgomery County
 - Fourth quarter 2008 – Montgomery County
 - Fourth quarter 2009 – Montgomery County

Lehigh/Capital region

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

North/Central County Option region

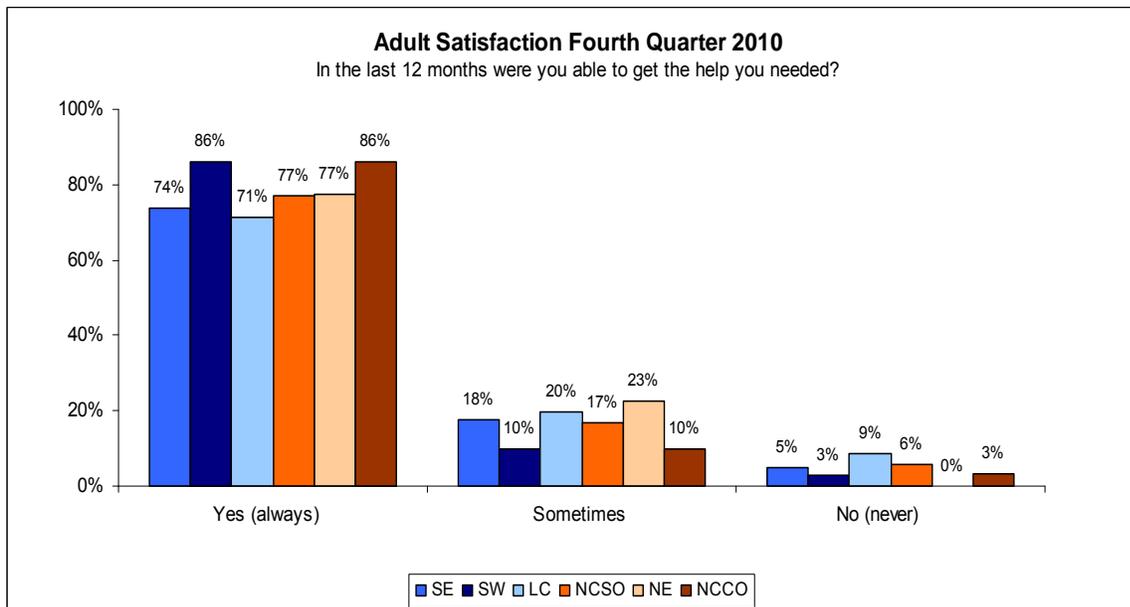
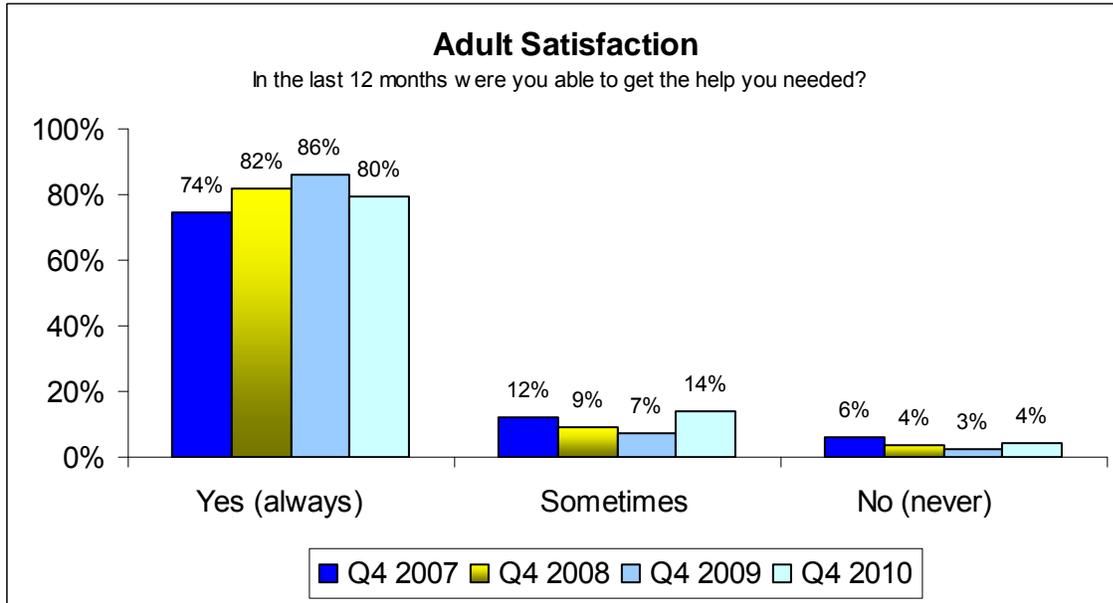
- Adult survey data not available:
 - Fourth quarter 2007 – Blair, Franklin/Fulton, Carbon/Monroe/Pike counties
- Child/adolescent data not available:
 - Fourth quarter 2007 – Blair, Franklin/Fulton, Carbon/Monroe/Pike counties

The analysis presented is based on a total of 7,318 completed surveys. In the fourth quarter of 2006, 4,475 surveys were returned; in the fourth quarter of 2007, 3,824 surveys were returned; in the fourth quarter of 2008, 6,323 surveys were returned; and in the fourth quarter of 2009, 6,405 surveys were returned. Of the surveys returned in 2010, 2,352 were completed in the Southeast region, 1,950 in the Southwest region, 635 in the Lehigh/Capital region, 616 in the North/Central State Option region, 107 in the Northeast region and 1,658 in the North/Central County Option region.

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

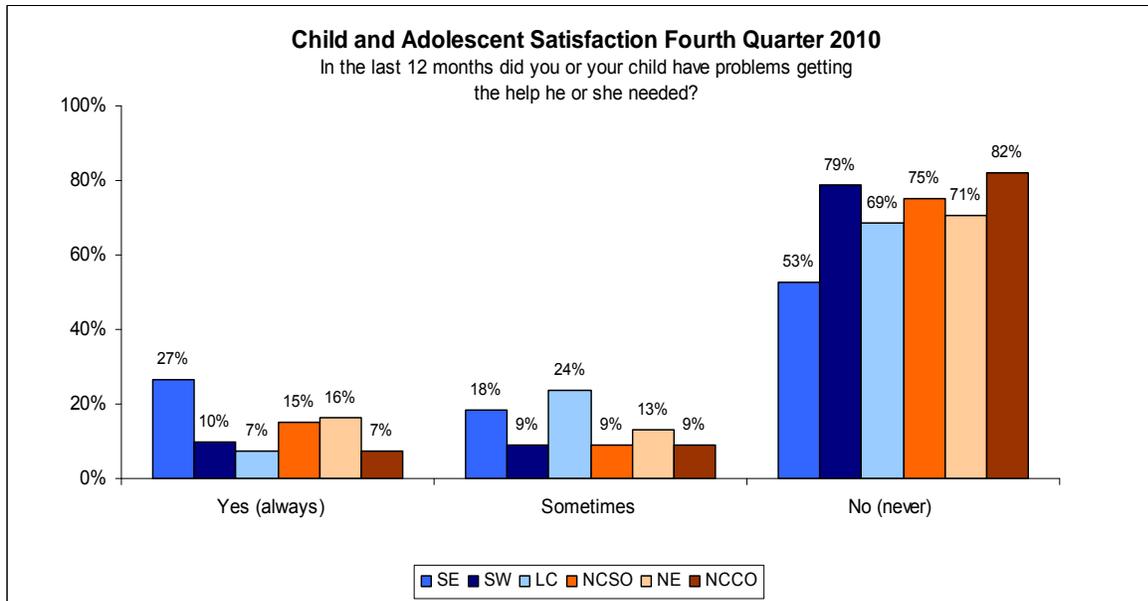
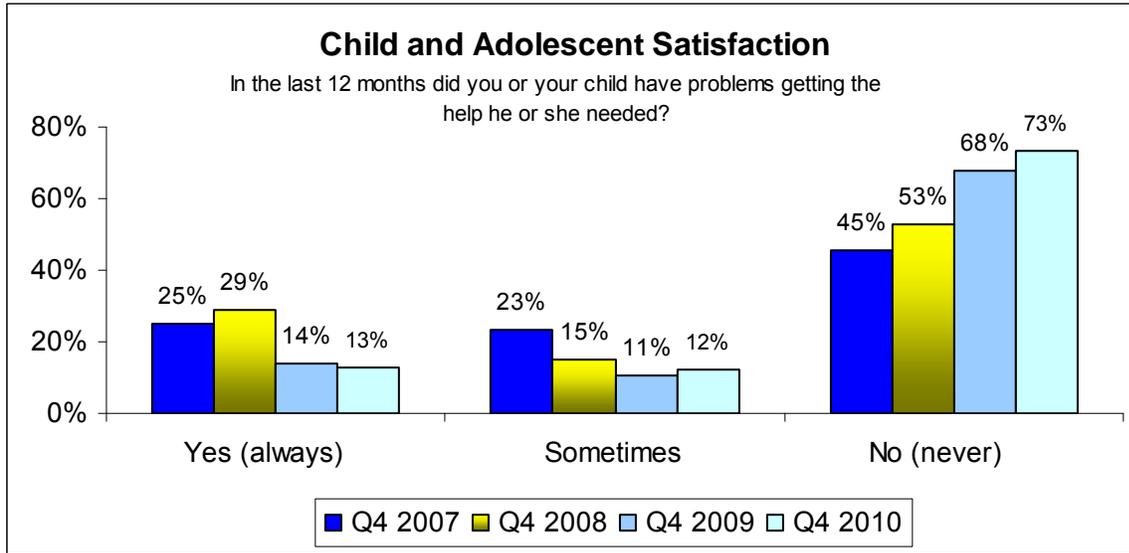
The first two graphs address overall satisfaction with access to services.

Satisfaction, adults



- In 2010, 80% of adults indicated they were always able to get the help they needed. This is a decline in satisfaction and falls below the ratings for 2008 and 2009.
- Four of the six regions reported a decrease in adult member satisfaction in getting the help needed. However, the Northeast region showed a significant improvement from 2009 (16 percentage points) and the North/Central State Option region showed a slight improvement (one percentage point).

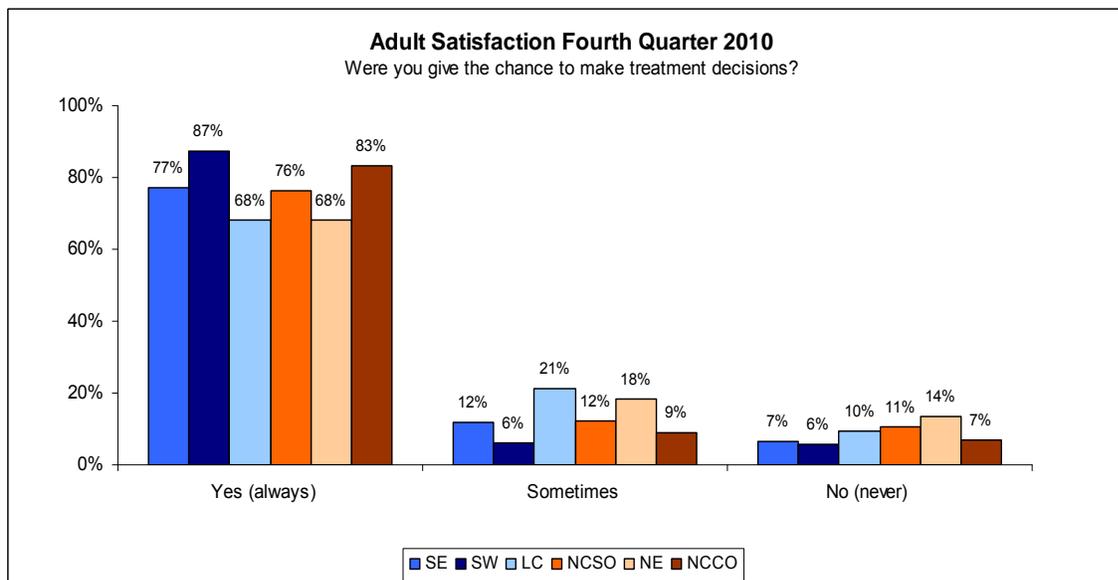
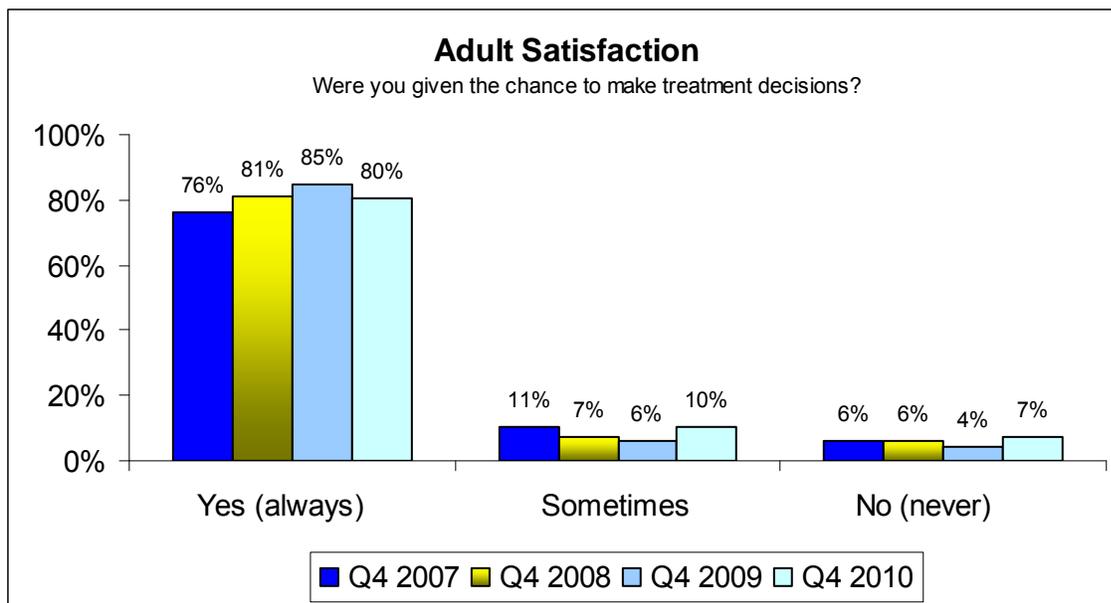
Satisfaction, child and adolescent

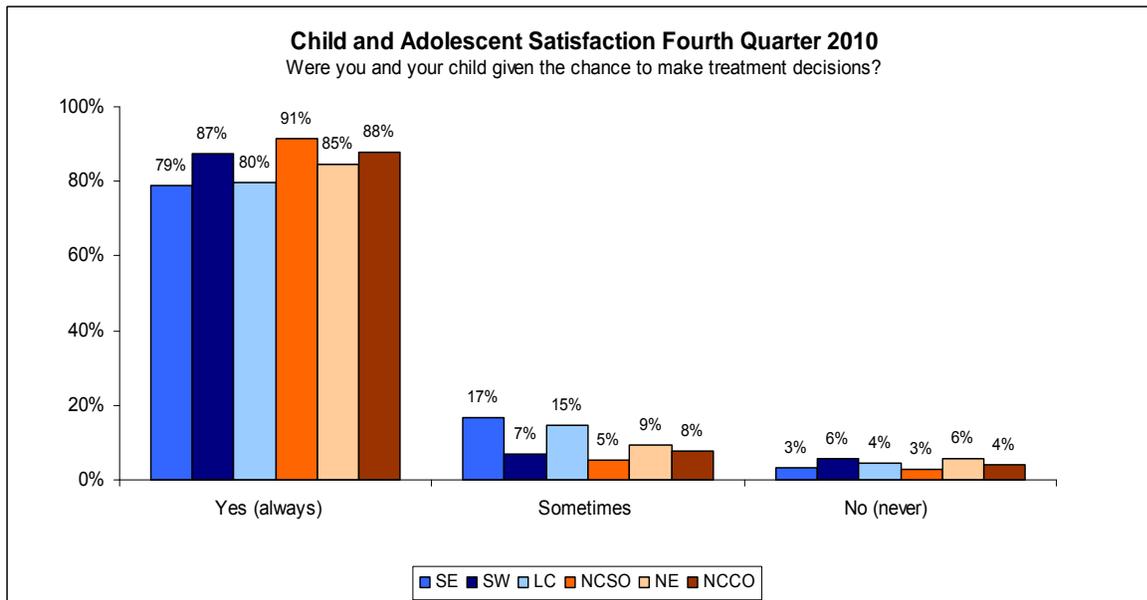
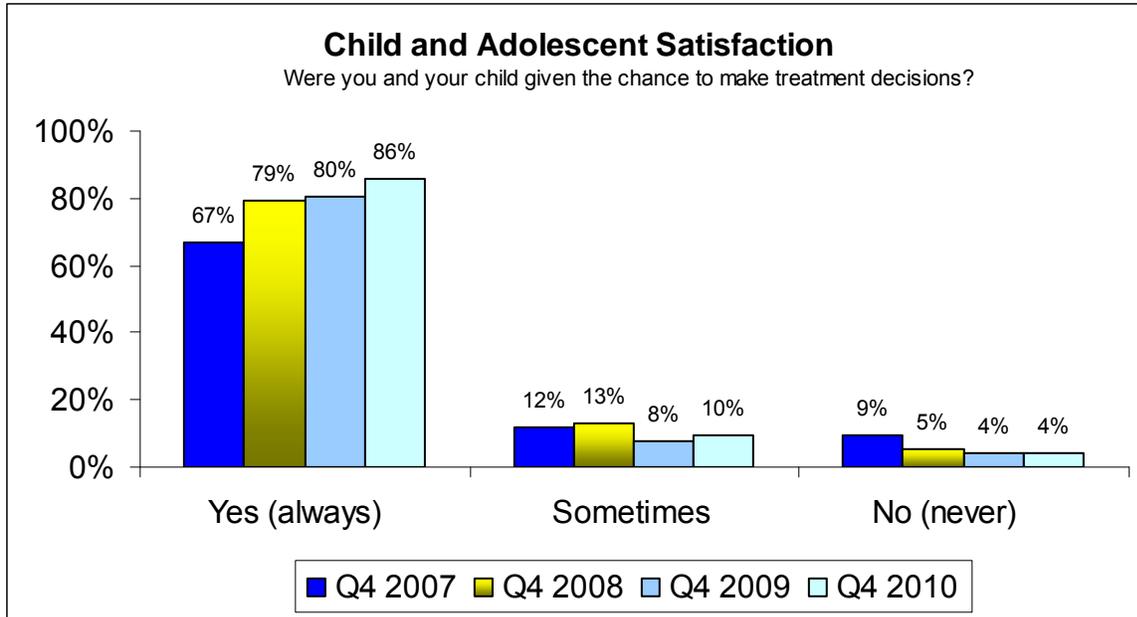


- This question provides insight into the ease of access to services as perceived by parents/guardians of children/adolescents. For those regions reporting multiple years of data, there has been a consistent increase in the percent of parents/guardians who reported never having problems getting the help needed. Since 2007, there has been a consistent trend in improvement in satisfaction with children/adolescents getting the help they needed. From 2007 to 2010, there has been an improvement of 28 percentage points.
- As in 2009, five of the six regions showed improvement on this measure of satisfaction. As in previous years, the North/Central County Option and Southwest regions had the highest percentage of satisfaction.
- Due to the wording of this question, the potential exists that results may be impacted by responses intended to be positive (“no” response) that were scored as negative (“yes” response).

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

Involvement in decisions, adults and children

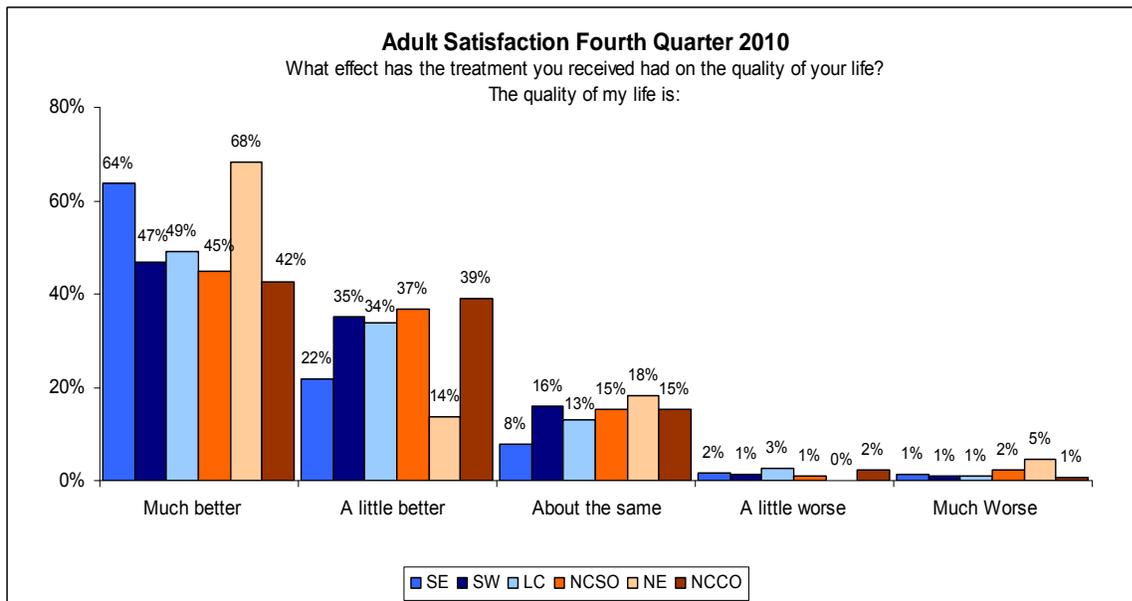
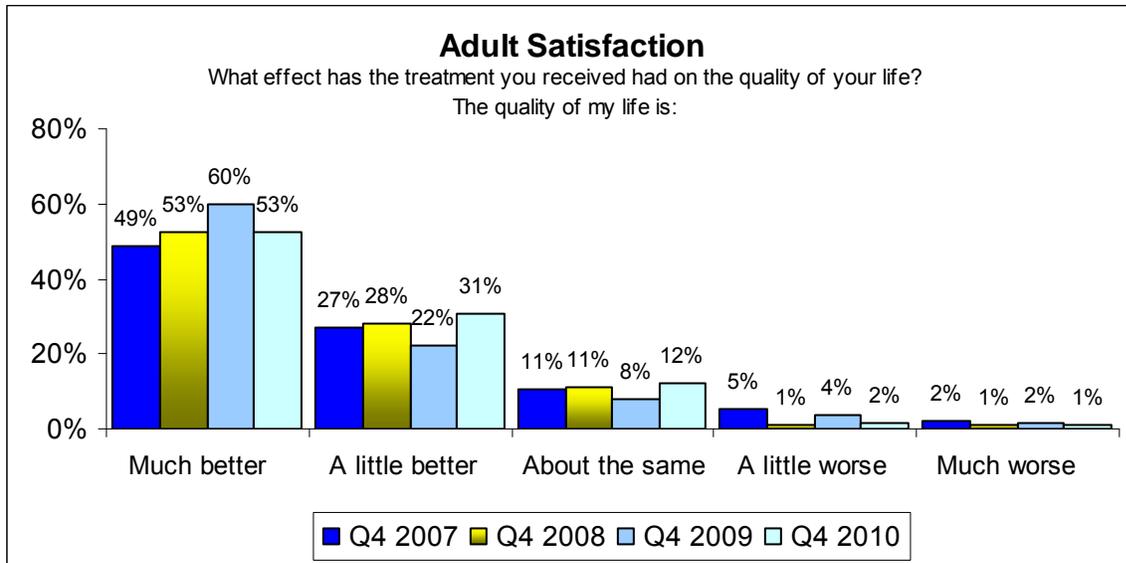


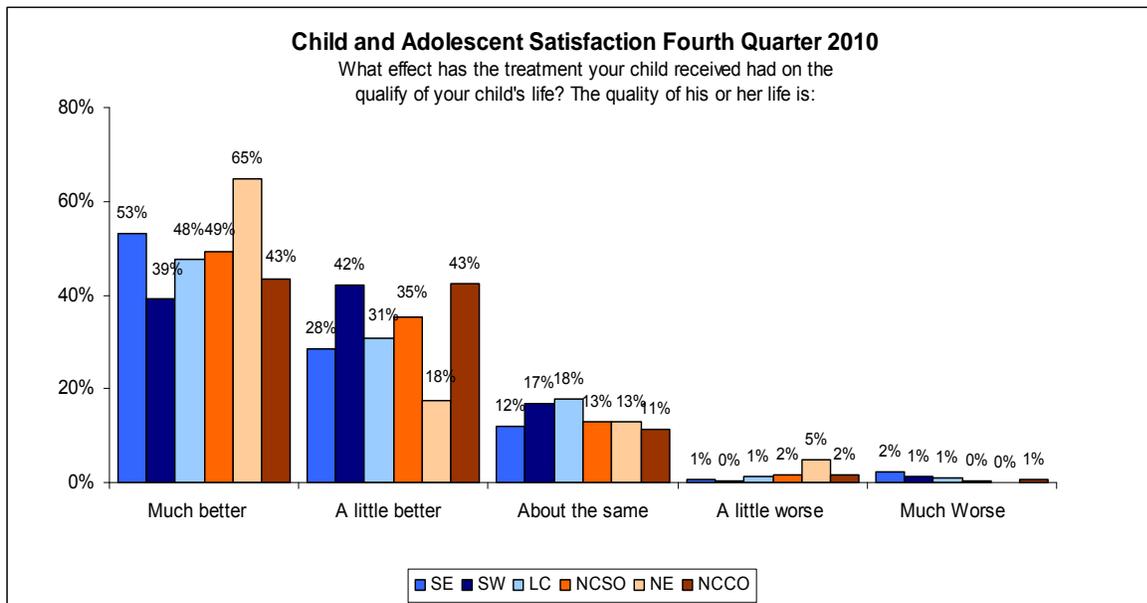
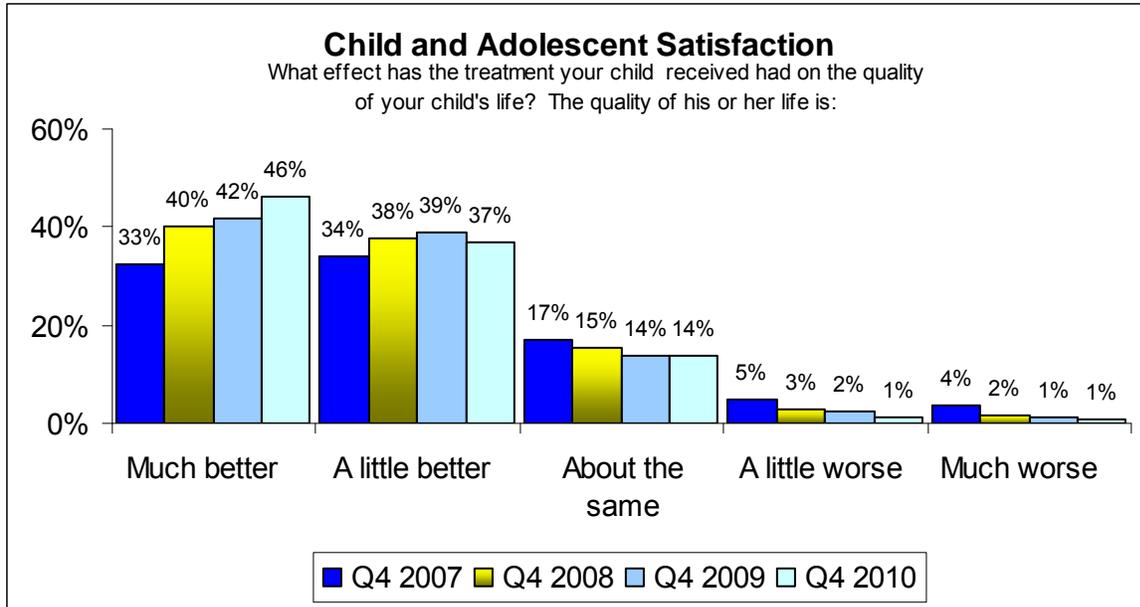


- A high percentage of both adults and parents/guardians of children/adolescents across years and regions indicated they were given the chance to make treatment decisions. While the percentage of parents/guardians of children/adolescents reporting they were always given this opportunity has increased each of the past four years, this year saw a decrease in the percentage of adults reporting they were always given this opportunity.
- The Northeast region saw a 12 percentage point increase in adults and the Southeast region saw a 27 percentage point increase in parents/guardians who felt they or their children were given the chance to make treatment decisions. These were the most significant changes in the respective population.

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

Quality of life, adults and children





- The majority of adults and parents/guardians of children/adolescents (more than 80 percent in both populations) continue to report that the quality of their life or their child's life is much better or a little better due to having received treatment.
- The trend observed over the last three years of an increase in parents/guardians reporting that the quality of their child's life is much better continued in 2010.
- There was a slight decrease (seven percentage points) in the percent of adults reporting that the quality of their life was much better.
- The Northeast region in both the adult and child/adolescent populations had the highest percentages reporting that the quality of life was much better.

APPENDIX A

County Performance Indicator Tables

Southeast counties

Access Performance Indicators	Southeast Average						HealthChoices Average						HealthChoices Weighted Average					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	5%	5%	7%	7%	7%	7%	5%	5%	7%	7%	7%	7%	5%	5%	6%	7%	7%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	2%	2%	3%	3%	3%	3%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	16%	16%	19%	20%	21%	22%	18%	18%	21%	23%	23%	25%	19%	19%	21%	22%	23%	24%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	1%	1%	1%	1%	1%	1%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	7%	6%	6%	6%	6%	6%	7%	7%	7%	7%	7%	7%	8%	7%	7%	8%	7%	7%
PI #2a, Mental Health Service, Hispanic	NC	46%	NC	54%	54%	70%	25%	46%	72%	68%	97%	123%	3%	5%	8%	39%	52%	65%
PI #2b, Substance Abuse Service, Hispanic, Under Age 21	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #2d, Substance Abuse Service, Hispanic, Age 21-64	NC	NC	NC	5%	5%	6%	NC	NC	NC	4%	5%	6%	0%	NC	1%	4%	5%	6%
PI #2.4, Mental Health Service, Ages 18 to 64	21%	20%	26%	27%	27%	27%	20%	20%	25%	24%	25%	26%	21%	21%	25%	26%	27%	28%
PI #2.5, Substance Abuse Service, Ages 13 to 17	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	2%	2%	1%	1%	1%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	8%	8%	8%	8%	8%	9%	6%	6%	7%	6%	6%	6%	7%	7%	7%	7%	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

Southeast counties

Access Performance Indicators	Bucks						Chester						Delaware					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	5%	5%	9%	9%	8%	8%	4%	4%	7%	7%	7%	7%	4%	4%	6%	6%	6%	6%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	2%	2%	3%	3%	4%	4%	2%	2%	3%	2%	3%	3%	2%	2%	3%	3%	3%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	14%	13%	17%	19%	21%	20%	16%	16%	19%	21%	23%	25%	14%	14%	16%	16%	17%	18%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	2%	1%	2%	1%	1%	1%	1%	1%	1%								
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	5%	4%	4%	4%	5%	5%	9%	8%	8%	9%	8%	8%	5%	4%	4%	4%	4%	5%
PI #2a, Mental Health Service, Hispanic	NC	46%	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC						
PI #2b, Substance Abuse Service, Hispanic, Under Age 21	NC	NC	NC	NC	NC	NC												
PI #2d, Substance Abuse Service, Hispanic, Age 21-64	NC	NC	NC	NC	NC	NC												
PI #2.4, Mental Health Service, Ages 18 to 64	21%	21%	30%	31%	31%	31%	18%	17%	23%	24%	25%	26%	19%	19%	23%	23%	23%	24%
PI #2.5, Substance Abuse Service, Ages 13 to 17	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	8%	9%	9%	9%	10%	10%	10%	9%	9%	10%	10%	10%	6%	7%	7%	7%	6%	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

Access Performance Indicators	Montgomery						Philadelphia					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	5%	4%	7%	8%	7%	7%	6%	6%	6%	6%	7%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	2%	2%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	16%	15%	19%	22%	22%	21%	20%	21%	22%	23%	24%	25%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	1%	NC	NC	NC	1%	1%	1%	1%	1%	1%	2%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	6%	6%	5%	4%	4%	5%	8%	8%	8%	9%	8%	8%
PI #2a , Mental Health Service, Hispanic	NC	NC	NC	NC	NC	NC	NC	NC	NC	41%	54%	70%
PI #2b , Substance Abuse Service, Hispanic, Under Age 21	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #2d , Substance Abuse Service, Hispanic, Age 21-64	NC	NC	NC	NC	NC	NC	NC	NC	NC	4%	5%	6%
PI #2.4 , Mental Health Service, Ages 18 to 64	20%	20%	27%	29%	28%	27%	24%	24%	26%	27%	28%	29%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	7%	7%	7%	7%	7%	7%	8%	8%	8%	9%	9%	9%

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

Quality/Process Performance Indicators	Southeast Average						HealthChoices Average						HealthChoices Weighted Average					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	6%	6%	6%	4%	4%	3%	4%	4%	3%	3%	2%	3%	5%	4%	4%	3%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	4%	4%	3%	3%	2%	2%	3%	2%	2%	2%	2%	3%	3%	3%	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	14%	14%	16%	14%	16%	14%	13%	15%	15%	13%	15%	14%	15%	16%	16%	13%	15%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	18%	20%	21%	19%	19%	19%	15%	17%	17%	14%	15%	15%	19%	22%	21%	18%	18%	19%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	12%	13%	16%	11%	18%	16%	12%	13%	16%	11%	21%	16%	8%	12%	10%	7%	12%	10%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	28%	17%	20%	23%	23%	30%	34%	22%	28%	39%	39%	41%	23%	18%	16%	27%	30%	34%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	54%	59%	NC	54%	52%	53%	56%	57%	NC	56%	54%	59%	53%	57%	NC	56%	56%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	35%	43%	NC	36%	36%	39%	36%	39%	NC	43%	46%	45%	33%	36%	NC	39%	41%	42%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	12%	10%	NC	14%	18%	28%	28%	20%	NC	23%	18%	43%	19%	16%	NC	19%	26%	28%
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%	22%	22%	26%	28%	27%	23%	24%	24%	27%	29%	28%	23%	24%	24%	27%	29%	27%

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

** NC = Not Calculated

Southeast counties

Quality/Process Performance Indicators	Bucks						Chester						Delaware					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	5%	5%	5%	4%	3%	5%	9%	7%	8%	6%	4%	3%	4%	4%	4%	3%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	3%	4%	3%	3%	2%	4%	6%	5%	5%	4%	3%	3%	2%	3%	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	13%	16%	14%	11%	11%	13%	13%	13%	22%	17%	16%	13%	11%	12%	14%	12%	19%	12%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	17%	20%	16%	14%	13%	17%	15%	21%	23%	21%	21%	18%	14%	14%	20%	15%	14%	15%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC												
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	35%	22%	19%	11%	14%	27%	24%	19%	28%	36%	39%	40%	25%	16%	21%	28%	21%	31%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	56%	61%	NC	54%	55%	56%	65%	59%	NC	62%	55%	67%	49%	63%	NC	54%	59%	47%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	41%	47%	NC	48%	51%	52%	45%	51%	NC	42%	46%	47%	25%	38%	NC	47%	50%	46%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	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	24%	20%	22%	22%	28%	24%	17%	16%	18%	17%	20%	18%	27%	24%	21%	36%	37%	41%

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** NC = Not Calculated

Southeast counties

Quality/Process Performance Indicators	Montgomery						Philadelphia					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	6%	5%	5%	4%	4%	5%	9%	7%	6%	5%	4%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	4%	3%	3%	2%	3%	6%	6%	5%	4%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	18%	16%	13%	14%	15%	15%	16%	16%	18%	16%	18%	18%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	19%	21%	20%	19%	21%	19%	23%	26%	26%	24%	25%	25%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	12%	13%	16%	11%	18%	16%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	43%	15%	18%	19%	18%	27%	13%	13%	14%	19%	22%	25%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	50%	59%	NC	53%	44%	47%	48%	54%	NC	54%	52%	54%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	35%	48%	NC	55%	52%	53%	28%	30%	NC	30%	30%	35%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	12%	10%	NC	8%	12%	22%
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%	24%	23%	26%	24%	25%	23%	27%	28%	28%	30%	26%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Southwest Average						HealthChoices Average						HealthChoices Weighted Average					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	5%	6%	8%	8%	9%	9%	5%	5%	7%	7%	7%	7%	5%	5%	6%	7%	7%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	2%	2%	2%	2%	3%	3%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	21%	21%	26%	29%	30%	31%	18%	18%	21%	23%	23%	25%	19%	19%	21%	22%	23%	24%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	2%	3%	3%	4%	4%	4%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	8%	9%	8%	9%	9%	9%	7%	7%	7%	7%	7%	7%	8%	7%	7%	8%	7%	7%
PI #2.4, Mental Health Service, Ages 18 to 64	21%	22%	28%	30%	32%	32%	20%	20%	25%	24%	25%	26%	21%	21%	25%	26%	27%	28%
PI #2.5, Substance Abuse Service, Ages 13 to 17	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%	1%	1%	1%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	6%	7%	8%	9%	9%	9%	6%	6%	7%	6%	6%	6%	7%	7%	7%	7%	7%	8%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Allegheny						Armstrong						Beaver					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	5%	5%	7%	7%	7%	8%	6%	6%	9%	10%	10%	11%	4%	5%	7%	7%	9%	9%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	3%	2%	3%	3%	3%	4%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	19%	18%	23%	24%	25%	25%	31%	18%	29%	32%	34%	34%	16%	17%	20%	23%	27%	27%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	2%	2%	3%	3%	3%	3%	NC	NC	NC	NC	NC	NC	2%	4%	2%	4%	4%	3%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	8%	7%	7%	8%	7%	8%	15%	NC	NC	NC	15%	13%	5%	6%	6%	6%	7%	8%
PI #2.4, Mental Health Service, Ages 18 to 64	22%	21%	28%	29%	30%	31%	19%	20%	27%	29%	30%	31%	21%	22%	27%	29%	33%	33%
PI #2.5, Substance Abuse Service, Ages 13 to 17	3%	3%	2%	3%	3%	2%	2%	2%	1%	1%	1%	1%	2%	3%	2%	2%	2%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	9%	8%	9%	9%	9%	10%	5%	6%	7%	8%	8%	8%	7%	8%	8%	8%	9%	10%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Butler						Fayette						Greene					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	5%	6%	10%	10%	11%	11%	5%	5%	7%	8%	8%	8%	7%	6%	7%	9%	10%	9%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	2%	2%	3%	3%	3%	4%	1%	1%	2%	2%	2%	2%	1%	1%	2%	2%	2%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	22%	24%	30%	37%	43%	45%	21%	21%	24%	26%	26%	27%	NC	NC	NC	41%	35%	44%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC																	
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	11%	9%	11%	8%	11%	5%	5%	5%	6%	6%	7%	NC	NC	NC	NC	NC	NC
PI #2.4, Mental Health Service, Ages 18 to 64	23%	24%	33%	35%	37%	38%	20%	21%	26%	28%	30%	31%	21%	22%	26%	28%	31%	31%
PI #2.5, Substance Abuse Service, Ages 13 to 17	2%	2%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	8%	9%	9%	10%	11%	11%	5%	6%	7%	7%	8%	8%	4%	5%	5%	6%	7%	7%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Indiana						Lawrence					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	6%	7%	11%	11%	12%	12%	6%	6%	8%	9%	9%	10%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	1%	1%	2%	2%	3%	3%	2%	2%	3%	3%	3%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	14%	18%	22%	21%	27%	24%	28%	29%	29%	33%	32%	31%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC						
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	8%	9%	13%	11%	12%	9%	8%
PI #2a , Mental Health Service, Hispanic	NC	NC	NC	NC	NC	NC						
PI #2b , Substance Abuse Service, Hispanic, Under Age 21	NC	NC	NC	NC	NC	NC						
PI #2d , Substance Abuse Service, Hispanic, Age 21-64	NC	NC	NC	NC	NC	NC						
PI #2.4 , Mental Health Service, Ages 18 to 64	18%	19%	27%	29%	30%	30%	26%	27%	34%	36%	37%	38%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	2%	2%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	4%	4%	5%	6%	7%	7%	9%	10%	12%	12%	12%	12%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Washington						Westmoreland					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	6%	6%	7%	8%	8%	9%	4%	4%	6%	6%	7%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	2%	2%	3%	3%	3%	3%	1%	1%	2%	2%	2%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	24%	25%	31%	31%	30%	31%	17%	18%	22%	22%	24%	25%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	3%	4%	5%	5%	3%	3%	2%	4%	4%	4%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	10%	12%	13%	13%	11%	11%	7%	7%	7%	7%	7%	7%
PI #2a , Mental Health Service, Hispanic	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #2b , Substance Abuse Service, Hispanic, Under Age 21	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #2d , Substance Abuse Service, Hispanic, Age 21-64	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #2.4 , Mental Health Service, Ages 18 to 64	22%	23%	28%	29%	30%	31%	20%	20%	26%	28%	29%	29%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	2%	3%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	8%	9%	10%	10%	11%	10%	6%	7%	8%	9%	9%	9%

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

Quality/Process Performance Indicators	Southwest Average						HealthChoices Average						HealthChoices Weighted Average					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a, At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	2%	2%	2%	2%	1%	3%	4%	4%	3%	3%	2%	3%	5%	4%	4%	3%	2%
PI #3b, Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	1%	1%	1%	1%	1%	2%	3%	2%	2%	2%	2%	3%	3%	3%	2%	2%	2%
PI #4a, Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	14%	14%	13%	14%	14%	14%	13%	15%	15%	13%	15%	14%	15%	16%	16%	13%	15%	15%
PI #4b, Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	16%	15%	14%	13%	14%	15%	17%	17%	14%	15%	15%	19%	22%	21%	18%	18%	19%
PI #4c, Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	23%	NC	12%	13%	16%	11%	21%	16%	8%	12%	10%	7%	12%	10%
PI #5a, Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	49%	30%	43%	54%	34%	40%	34%	22%	28%	39%	39%	41%	23%	18%	16%	27%	30%	34%
PI #5b, Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	57%	51%	NC	54%	56%	59%	56%	57%	NC	56%	54%	59%	53%	57%	NC	56%	56%	56%
PI #5c, Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	37%	35%	NC	39%	46%	45%	36%	39%	NC	43%	46%	45%	33%	36%	NC	39%	41%	42%
PI #5d, Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	37%	29%	NC	31%	37%	31%	28%	20%	NC	23%	18%	43%	19%	16%	NC	19%	26%	28%
PI #5e, Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	25%	27%	27%	27%	27%	26%	23%	24%	24%	27%	29%	28%	23%	24%	24%	27%	29%	27%

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

** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Allegheny						Armstrong						Beaver					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	5%	4%	3%	2%	2%	1%	3%	3%	2%	1%	2%	1%	1%	2%	1%	1%	1%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	2%	2%	2%	1%	1%	NC	1%	2%	1%	NC	1%	1%	1%	1%	1%	1%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	18%	20%	18%	14%	13%	15%	15%	17%	13%	NC	18%	16%	15%	14%	10%	13%	9%	11%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	20%	23%	23%	17%	18%	16%	13%	14%	16%	11%	12%	18%	16%	17%	13%	12%	10%	12%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	23%	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	39%	19%	17%	24%	31%	42%	NC	NC	NC	NC	NC	NC	54%	NC	73%	86%	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	56%	58%	NC	57%	56%	62%	53%	41%	NC	63%	67%	54%	54%	45%	NC	53%	57%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	38%	39%	NC	37%	46%	46%	36%	35%	NC	41%	48%	48%	49%	39%	NC	44%	55%	50%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	23%	29%	NC	38%	44%	35%	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	24%	24%	24%	27%	29%	30%	28%	42%	28%	30%	26%	32%	28%	27%	26%	28%	29%	23%

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** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Butler						Fayette						Greene					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	3%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	NC	1%	1%	2%	1%	NC
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	2%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	NC	NC	NC	NC	NC	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	12%	10%	NC	NC	13%	11%	15%	14%	14%	16%	13%	NC	NC	NC	NC	NC	21%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	14%	15%	19%	10%	14%	11%	11%	11%	13%	9%	15%	16%	16%	18%	13%	14%	11%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC																	
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	57%	43%	51%	71%	43%	46%	NC											
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	67%	47%	NC	60%	69%	62%	44%	54%	NC	47%	53%	54%	54%	52%	NC	50%	36%	61%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	40%	36%	NC	41%	51%	44%	31%	33%	NC	46%	44%	41%	29%	28%	NC	37%	45%	34%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	50%	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%	23%	22%	30%	28%	28%	23%	20%	35%	24%	36%	34%	24%	NC	32%	27%	25%	15%

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

Quality/Process Performance Indicators	Indiana						Lawrence					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	NC	2%	2%	NC	NC	NC	1%	1%	2%	1%	2%	1%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	NC	NC	2%	NC	NC	NC	1%	NC	1%	NC	1%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	NC	14%	17%	NC	10%	14%	14%	NC	12%	16%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	9%	18%	10%	12%	12%	14%	14%	17%	20%	11%	16%	15%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC						
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	NC	50%	NC	NC	NC	74%	NC	56%	NC	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	81%	50%	NC	61%	62%	63%	58%	59%	NC	51%	56%	66%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	47%	40%	NC	39%	53%	53%	37%	38%	NC	42%	47%	43%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	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	35%	35%	36%	30%	23%	31%	22%	20%	20%	19%	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

Southwest counties

Quality/Process Performance Indicators	Washington						Westmoreland					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	3%	2%	1%	1%	1%	1%	2%	2%	2%	2%	1%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	13%	12%	11%	16%	12%	9%	13%	11%	13%	11%	15%	14%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	14%	12%	14%	15%	15%	16%	8%	14%	12%	13%	11%	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	33%	36%	34%	NC	NC	NC	38%	22%	20%	35%	29%	32%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	49%	47%	NC	52%	60%	55%	55%	54%	NC	46%	52%	57%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	27%	29%	NC	37%	37%	38%	36%	35%	NC	41%	42%	46%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	24%	28%	26%	29%	29%	19%	19%	20%	23%	24%	26%	22%

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

** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Lehigh/Capital Average						HealthChoices Average						HealthChoices Weighted Average					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	4%	5%	6%	7%	7%	7%	5%	5%	7%	7%	7%	7%	5%	5%	6%	7%	7%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	1%	1%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	16%	15%	18%	20%	21%	21%	18%	18%	21%	23%	23%	25%	19%	19%	21%	22%	23%	24%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	1%	1%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	6%	6%	6%	7%	7%	7%	7%	7%	7%	7%	7%	7%	8%	7%	7%	8%	7%	7%
PI #2.4, Mental Health Service, Ages 18 to 64	18%	17%	22%	24%	25%	25%	20%	20%	25%	24%	25%	26%	21%	21%	25%	26%	27%	28%
PI #2.5, Substance Abuse Service, Ages 13 to 17	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	2%	2%	1%	1%	1%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	4%	5%	5%	5%	6%	6%	6%	6%	7%	6%	6%	6%	7%	7%	7%	7%	7%	8%

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Adams						Berks						Cumberland				
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	3%	3%	4%	5%	5%	5%	5%	5%	6%	7%	7%	8%	4%	6%	6%	6%	6%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%	3%	3%	1%	2%	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	17%	15%	21%	24%	25%	19%	19%	17%	21%	23%	25%	28%	10%	11%	13%	12%	15%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	NC	1%	NC	1%	NC	NC	NC	NC	NC						
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	NC	11%	NC	NC	NC	9%	8%	8%	8%	8%	8%	4%	3%	5%	3%	3%
PI #2.4, Mental Health Service, Ages 18 to 64	16%	15%	20%	21%	23%	22%	20%	19%	24%	26%	28%	29%	16%	21%	22%	22%	22%
PI #2.5, Substance Abuse Service, Ages 13 to 17	2%	2%	2%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%	2%	2%	2%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	3%	5%	5%	5%	6%	6%	6%	6%	6%	6%	7%	6%	4%	4%	5%	5%	5%

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Dauphin						Lancaster						Lebanon					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	5%	5%	7%	7%	7%	7%	3%	4%	6%	6%	6%	6%	6%	6%	8%	10%	9%	10%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	1%	1%	2%	2%	2%	3%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	15%	14%	19%	20%	21%	23%	14%	14%	18%	19%	20%	20%	18%	19%	18%	18%	23%	19%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	1%	1%	1%	1%	2%	3%	1%	NC	1%	2%	2%	NC						
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	4%	4%	4%	5%	6%	6%	9%	9%	8%	9%	9%	9%	6%	5%	8%	6%	9%	12%
PI #2.4, Mental Health Service, Ages 18 to 64	17%	17%	22%	22%	23%	24%	15%	15%	20%	21%	22%	22%	19%	18%	24%	26%	27%	28%
PI #2.5, Substance Abuse Service, Ages 13 to 17	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	4%	4%	4%	5%	6%	6%	6%	6%	6%	7%	7%	7%	4%	4%	5%	5%	6%	7%

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Lehigh						Northampton					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	7%	7%	9%	10%	10%	10%	7%	8%	11%	11%	12%	12%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	1%	2%	2%	2%	3%	3%	1%	1%	2%	2%	3%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	17%	17%	20%	21%	22%	22%	17%	17%	21%	21%	22%	22%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	1%	1%	NC	NC	NC	NC	NC	NC	2%	NC
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	7%	7%	6%	7%	7%	7%	5%	4%	3%	5%	6%	5%
PI #2.4, Mental Health Service, Ages 18 to 64	22%	22%	28%	29%	30%	31%	21%	22%	28%	30%	31%	32%
PI #2.5, Substance Abuse Service, Ages 13 to 17	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	6%	5%	6%	6%	6%	6%	5%	5%	4%	6%	6%	6%

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Perry						York					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	2%	2%	4%	3%	3%	3%	2%	3%	4%	4%	5%	5%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	NC	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	14%	14%	18%	18%	19%	19%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	1%	1%	1%	2%							
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	5%	5%	5%	6%	7%	6%
PI #2.4 , Mental Health Service, Ages 18 to 64	13%	12%	15%	16%	16%	18%	16%	16%	21%	23%	24%	23%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	NC	NC	NC	NC	2%	1%	1%	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	2%	3%	3%	3%	5%	5%	4%	4%	4%	5%	7%	6%

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** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Lehigh/Capital Average						HealthChoices Average						HealthChoices Weighted Average					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	4%	4%	4%	3%	2%	3%	4%	4%	3%	3%	2%	3%	5%	4%	4%	3%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	3%	2%	3%	2%	1%	2%	3%	2%	2%	2%	2%	3%	3%	3%	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	13%	15%	15%	15%	16%	14%	13%	15%	15%	13%	15%	14%	15%	16%	16%	13%	15%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	16%	16%	15%	16%	15%	15%	17%	17%	14%	15%	15%	19%	22%	21%	18%	18%	19%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	12%	13%	16%	11%	21%	16%	8%	12%	10%	7%	12%	10%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	27%	22%	23%	35%	34%	37%	34%	22%	28%	39%	39%	41%	23%	18%	16%	27%	30%	34%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	57%	63%	NC	57%	60%	59%	56%	57%	NC	56%	54%	59%	53%	57%	NC	56%	56%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	36%	40%	NC	44%	43%	42%	36%	39%	NC	43%	46%	45%	33%	36%	NC	39%	41%	42%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	30%	23%	24%	28%	20%	NC	23%	18%	43%	19%	16%	NC	19%	26%	28%
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%	22%	22%	26%	28%	28%	23%	24%	24%	27%	29%	28%	23%	24%	24%	27%	29%	27%

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** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Adams						Berks						Cumberland					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	5%	9%	8%	6%	5%	4%	2%	4%	4%	4%	3%	2%	3%	5%	4%	4%	3%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	4%	5%	3%	5%	3%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	NC	NC	NC	14%	14%	18%	13%	10%	16%	12%	16%	15%	16%	21%	21%	14%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	NC	NC	16%	19%	NC	13%	18%	15%	19%	14%	18%	16%	14%	13%	13%	12%	18%	11%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC												
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	29%	25%	14%	53%	NC	43%	13%	9%	8%	29%	42%	29%	29%	28%	26%	NC	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	59%	61%	NC	62%	53%	52%	67%	72%	NC	67%	72%	71%	42%	54%	NC	39%	59%	61%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	34%	45%	NC	68%	39%	59%	40%	43%	NC	48%	43%	49%	34%	34%	NC	32%	40%	34%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC												
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	24%	23%	21%	29%	30%	17%	18%	22%	24%	29%	29%	14%	23%	21%	25%	27%	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

Quality/Process Performance Indicators	Dauphin						Lancaster						Lebanon					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	4%	5%	5%	3%	3%	3%	3%	3%	3%	3%	2%	2%	3%	4%	4%	2%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	3%	4%	3%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	3%	2%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	8%	14%	18%	10%	11%	17%	15%	14%	17%	12%	19%	15%	14%	12%	18%	18%	12%	9%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	17%	17%	16%	17%	14%	15%	14%	16%	17%	13%	16%	15%	19%	18%	18%	19%	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						
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	36%	27%	32%	16%	19%	14%	31%	30%	39%	33%	35%	43%	33%	NC	NC	43%	39%	54%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	54%	66%	NC	51%	60%	52%	55%	63%	NC	60%	56%	59%	76%	73%	NC	69%	75%	61%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	36%	37%	NC	38%	33%	30%	33%	33%	NC	35%	35%	35%	38%	38%	NC	52%	45%	42%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC						
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	24%	23%	27%	38%	33%	31%	17%	19%	18%	23%	23%	24%	17%	22%	23%	28%	31%	29%

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

** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Lehigh						Northampton					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	3%	4%	3%	2%	2%	2%	4%	4%	4%	3%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	2%	2%	1%	1%	2%	3%	3%	2%	2%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	13%	17%	22%	17%	17%	15%	12%	13%	8%	15%	19%	18%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	18%	15%	16%	17%	19%	15%	19%	19%	16%	15%	17%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC						
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	16%	19%	18%	28%	29%	39%	NC	16%	30%	NC	33%	36%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	50%	58%	NC	57%	57%	52%	49%	58%	NC	55%	54%	59%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	37%	47%	NC	50%	53%	50%	45%	45%	NC	58%	55%	54%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	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	24%	23%	22%	26%	27%	32%	22%	26%	23%	28%	34%	29%

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

** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Perry						York					
	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	NC	4%	4%	3%	3%	2%	4%	5%	5%	4%	3%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	NC	3%	2%	3%	NC	2%	3%	3%	2%	3%	2%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	NC	NC	NC	NC	10%	14%	8%	14%	11%	13%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	NC	NC	NC	NC	NC	NC	11%	14%	13%	12%	14%	14%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC											
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	NC	NC	NC	NC	NC	25%	25%	19%	40%	42%	39%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	36%	79%	NC	45%	54%	67%	56%	61%	NC	56%	58%	57%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	23%	46%	NC	48%	35%	42%	29%	40%	NC	34%	39%	34%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC											
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	NC	NC	NC	NC	21%	NC	24%	20%	21%	24%	23%	22%

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

** NC = Not Calculated

North/Central State Option counties

Access Performance Indicators	Northcentral State Option Average				HealthChoices Average				HealthChoices Weighted Average			
	CY 2007	CY 2008	CY 2009	CY 2010	CY 2007	CY 2008	CY 2009	CY 2010	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	5%	6%	7%	7%	7%	7%	7%	7%	6%	7%	7%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	1%	1%	1%	2%	2%	2%	2%	2%	2%	2%	3%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	18%	21%	21%	27%	21%	23%	23%	25%	21%	22%	23%	24%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	2%	2%	2%	2%	1%	2%	2%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	5%	7%	NC	5%	7%	7%	7%	7%	7%	8%	7%	7%
PI #2a, Mental Health Service, Hispanic	NC	NC	NC	NC	72%	68%	97%	123%	8%	39%	52%	65%
PI #2b, Substance Abuse Service, Hispanic, Under Age 21	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #2d, Substance Abuse Service, Hispanic, Age 21-64	NC	NC	NC	NC	NC	4%	5%	6%	1%	4%	5%	6%
PI #2.4, Mental Health Service, Ages 18 to 64	20%	22%	24%	25%	25%	24%	25%	26%	25%	26%	27%	28%
PI #2.5, Substance Abuse Service, Ages 13 to 17	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	4%	5%	5%	5%	7%	6%	6%	6%	7%	7%	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

North/Central State Option counties

Access Performance Indicators	Bradford			Cameron			Centre			Clarion			Clearfield			Columbia		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	6%	6%	5%	8%	9%	9%	8%	8%	8%	4%	5%	7%	7%	9%	9%	5%	5%	6%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	1%	1%	1%	NC	NC	NC	1%	2%	2%	1%	1%	1%	2%	2%	2%	1%	1%	1%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	21%	22%	22%	NC	NC	18%	NC	29%	36%	14%	11%	17%
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	NC	NC	NC	NC	NC	7%	NC	5%	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #2.4, Mental Health Service, Ages 18 to 64	19%	19%	20%	24%	28%	24%	22%	24%	27%	21%	22%	23%	23%	25%	26%	22%	23%	24%
PI #2.5, Substance Abuse Service, Ages 13 to 17	2%	1%	2%	NC	NC	NC	2%	2%	1%	NC	NC	2%	1%	1%	1%	NC	NC	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	4%	4%	4%	7%	8%	6%	6%	6%	6%	3%	4%	3%	7%	6%	7%	3%	3%	4%

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** NC = Not Calculated

North/Central State Option counties

Access Performance Indicators	Elk			Forest			Huntingdon			Jefferson			Juniata			McKean		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	9%	10%	11%	4%	4%	6%	7%	8%	9%	7%	9%	10%	7%	7%	9%	7%	8%	8%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	2%	3%	3%	NC	NC	NC	1%	2%	1%	1%	2%	2%	1%	1%	1%	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	26%	28%	21%	NC	NC	48%	NC	NC	NC	NC	35%	47%
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	NC	NC	NC	NC	NC						
PI #2.4, Mental Health Service, Ages 18 to 64	30%	30%	32%	16%	19%	21%	24%	26%	25%	24%	26%	29%	17%	19%	23%	32%	35%	36%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	2%	NC	NC	NC	NC	NC	NC	NC	2%	2%	NC	NC	NC	2%	2%	NC
PI #2.6, Substance Abuse Service, Ages 18 to 64	8%	8%	9%	5%	4%	4%	4%	4%	4%	5%	5%	6%	6%	5%	5%	6%	6%	6%

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** NC = Not Calculated

North/Central State Option counties

Access Performance Indicators	Mifflin			Montour			Northumberland			Potter			Schuylkill		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	4%	6%	11%	7%	8%	9%	5%	6%	6%	5%	5%	5%	7%	7%	8%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	1%	2%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	15%	NC	19%	NC	NC	NC	9%	11%	16%	NC	NC	NC	20%	21%	30%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC						
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC						
PI #2.4 , Mental Health Service, Ages 18 to 64	20%	26%	31%	29%	31%	31%	21%	22%	23%	20%	22%	21%	23%	25%	27%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	NC	1%	NC	NC	NC	1%	1%	1%	NC	NC	NC	2%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	3%	6%	7%	3%	4%	3%	4%	4%	4%	2%	3%	2%	4%	4%	5%

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** NC = Not Calculated

North/Central State Option counties

Access Performance Indicators	Snyder			Sullivan			Tioga			Union			Warren			Wayne		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	4%	4%	5%	6%	4%	3%	0%	0%	7%	4%	4%	4%	6%	6%	7%	5%	5%	6%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	1%	1%	1%	NC	NC	NC	0%	0%	1%	1%	1%	1%	2%	2%	3%	1%	1%	1%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	18%	19%	NC	NC	NC	0%	0%	31%	NC	15%	NC	NC	NC	NC	NC	NC	23%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	0%	0%	NC									
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	0%	0%	NC									
PI #2.4, Mental Health Service, Ages 18 to 64	15%	17%	20%	17%	18%	18%	0%	0%	23%	19%	20%	22%	26%	27%	29%	22%	22%	26%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	NC	NC	NC	NC	NC	0%	0%	NC	NC	NC	NC	NC	NC	2%	NC	NC	NC
PI #2.6, Substance Abuse Service, Ages 18 to 64	4%	4%	4%	NC	2%	4%	0%	0%	3%	3%	3%	4%	6%	7%	7%	3%	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

North/Central State Option counties

Quality/Process Performance Indicators	Northcentral State Option Average				HealthChoices Average				HealthChoices Weighted Average			
	CY 2007	CY 2008	CY 2009	CY 2010	CY 2007	CY 2008	CY 2009	CY 2010	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	4%	3%	3%	4%	3%	3%	2%	4%	4%	3%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	0%	3%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	14%	16%	17%	14%	15%	13%	15%	14%	16%	13%	15%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	14%	15%	16%	17%	14%	15%	15%	21%	18%	18%	19%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	16%	11%	21%	16%	10%	7%	12%	10%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	12%	48%	65%	59%	28%	39%	39%	41%	16%	27%	30%	34%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	56%	54%	57%	NC	56%	54%	59%	NC	56%	56%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	44%	49%	49%	NC	43%	46%	45%	NC	39%	41%	42%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	31%	23%	31%	NC	23%	18%	43%	NC	19%	26%	28%
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%	29%	33%	35%	24%	27%	29%	28%	24%	27%	29%	27%

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

** NC = Not Calculated

North/Central State Option counties

Quality/Process Performance Indicators	Bradford			Cameron			Centre			Clarion			Clearfield			Columbia		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	5%	3%	4%	NC	NC	NC	2%	2%	2%	3%	3%	3%	3%	2%	2%	2%	2%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	3%	3%	NC	NC	NC	1%	2%	1%	NC	NC	3%	2%	1%	2%	NC	NC	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	21%	NC	NC	NC	NC	15%	NC	NC	NC	NC	12%	13%	8%	NC	NC	NC
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	10%	NC	13%	NC	NC	NC	9%	9%	17%	NC	NC	NC	12%	10%	13%	14%	15%	17%
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	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	72%	61%	53%	NC	NC	NC	64%	61%	66%	41%	42%	44%	55%	56%	66%	47%	63%	61%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	58%	46%	42%	48%	NC	NC	46%	57%	57%	36%	40%	44%	46%	49%	45%	42%	59%	69%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
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	34%	30%	30%	NC	NC	NC	42%	44%	44%	NC	28%	NC	23%	33%	28%	16%	23%	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

Quality/Process Performance Indicators	Elk			Forest			Huntingdon			Jefferson			Juniata			McKean		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #3a, At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	4%	NC	NC	NC	NC	NC	NC	3%	2%	3%	NC	NC	NC	5%	3%	5%
PI #3b, Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	NC	2%	3%	NC	NC	NC	NC	NC	NC	1%	NC	2%	NC	NC	NC	3%	2%	2%
PI #4a, Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	28%	NC	NC	NC	13%	NC	NC	NC	NC	NC	NC						
PI #4b, Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	NC	19%	17%	13%	9%	19%	NC	NC	NC	13%	18%	17%						
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	NC	NC	NC	48%	68%	53%						
PI #5b, Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	63%	53%	58%	NC	NC	NC	38%	50%	68%	58%	63%	65%	NC	NC	64%	62%	43%	43%
PI #5c, Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	53%	52%	51%	NC	NC	NC	41%	48%	43%	40%	51%	45%	45%	59%	50%	39%	34%	31%
PI #5d, Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC						
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	38%	24%	30%	NC	NC	NC	40%	37%	42%	22%	32%	48%	NC	NC	NC	20%	25%	33%

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

** NC = Not Calculated

North/Central State Option counties

Quality/Process Performance Indicators	Mifflin			Montour			Northumberland			Potter			Schuylkill		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	2%	2%	NC	NC	NC	2%	2%	2%	4%	NC	NC	4%	3%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	NC	NC	NC	NC	NC	NC	2%	1%	NC	NC	NC	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	17%	NC	NC	NC	18%	18%	NC	NC	NC	NC	18%	10%	9%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	10%	13%	16%	23%	25%	NC	12%	18%	16%	NC	NC	NC	10%	12%	10%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	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	24%	39%	38%						
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	73%	63%	68%	NC	NC	NC	55%	47%	60%	NC	NC	NC	46%	53%	41%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	45%	48%	51%	59%	60%	66%	43%	49%	47%	41%	45%	56%	38%	43%	44%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC						
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	30%	32%	46%	NC	50%	NC	37%	31%	21%	NC	NC	NC	21%	23%	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

North/Central State Option counties

Quality/Process Performance Indicators	Snyder			Sullivan			Tioga			Union			Warren			Wayne		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #3a, At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	NC	3%	3%	NC	NC	NC	6%	4%	NC	3%	NC	3%	7%	5%	6%	6%	4%	2%
PI #3b, Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	NC	NC	NC	NC	NC	NC	4%	2%	NC	NC	NC	NC	5%	4%	3%	3%	3%	NC
PI #4a, Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #4b, Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	26%	NC	NC	NC	NC	NC	14%	16%	16%	NC	NC	21%	NC	15%	11%	NC	NC	16%
PI #4c, Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5a, Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	60%	71%	84%	60%	83%	NC
PI #5b, Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	39%	NC	NC	NC	NC	NC	79%	NC	NC	88%	53%	50%	59%	62%	64%	69%
PI #5c, Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	48%	38%	55%	NC	NC	NC	41%	57%	53%	53%	53%	65%	39%	48%	49%	48%	61%	56%
PI #5d, Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
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	39%	NC	NC	NC	NC	NC	37%	45%	NC	NC	NC	40%	39%	40%	21%	40%	36%

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

** NC = Not Calculated

Northeast counties

Access Performance Indicators	Northeast Average				HealthChoices Average				HealthChoices Weighted Average			
	CY 2007	CY 2008	CY 2009	CY 2010	CY 2007	CY 2008	CY 2009	CY 2010	CY 2007	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	6%	5%	5%	5%	7%	7%	7%	7%	6%	7%	7%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	2%	1%	1%	1%	2%	2%	2%	2%	2%	2%	3%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	16%	18%	20%	22%	21%	23%	23%	25%	21%	22%	23%	24%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	1%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	5%	6%	4%	5%	7%	7%	7%	7%	7%	8%	7%	7%
PI #2.4 , Mental Health Service, Ages 18 to 64	22%	21%	22%	23%	25%	24%	25%	26%	25%	26%	27%	28%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	1%	2%	2%	2%	1%	1%	1%	2%	1%	1%	1%	2%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	6%	4%	4%	5%	7%	6%	6%	6%	7%	7%	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

Northeast counties

Access Performance Indicators	Lackawanna			Luzerne			Susquehanna			Wyoming		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	8%	8%	8%	6%	5%	6%	3%	3%	3%	4%	3%	4%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	2%	2%	2%	2%	2%	2%	0%	0%	1%	1%	1%	1%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	20%	23%	26%	15%	17%	18%	NC	NC	NC	NC	NC	NC
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	1%	2%	2%	NC	NC	NC	NC	NC	NC
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	6%	4%	5%	6%	5%	5%	NC	NC	NC	NC	NC	NC
PI #2.4 , Mental Health Service, Ages 18 to 64	28%	29%	30%	22%	22%	23%	17%	17%	19%	18%	19%	19%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	2%	2%	2%	2%	2%	2%	NC	NC	1%	NC	NC	NC
PI #2.6 , Substance Abuse Service, Ages 18 to 64	6%	6%	7%	6%	6%	6%	2%	2%	3%	3%	4%	3%

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

** NC = Not Calculated

Northeast counties

Quality/Process Performance Indicators	Northeast Average				HealthChoices Average				HealthChoices Weighted Average			
	CY 2007	CY 2008	CY 2009	CY 2010	CY 2007	CY 2008	CY 2009	CY 2010	CY 2007	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	4%	3%	2%	4%	3%	3%	2%	4%	4%	3%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	3%	2%	1%	2%	2%	2%	2%	3%	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	17%	9%	12%	16%	15%	13%	15%	14%	16%	13%	15%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	13%	12%	13%	17%	14%	15%	15%	21%	18%	18%	19%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	16%	11%	21%	16%	10%	7%	12%	10%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	18%	36%	51%	55%	28%	39%	39%	41%	16%	27%	30%	34%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	67%	76%	64%	NC	56%	54%	59%	NC	56%	56%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	60%	64%	56%	NC	43%	46%	45%	NC	39%	41%	42%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	46%	50%	59%	NC	23%	18%	43%	NC	19%	26%	28%
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%	29%	30%	30%	24%	27%	29%	28%	24%	27%	29%	27%

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

** NC = Not Calculated

Northeast counties

Quality/Process Performance Indicators	Lackawanna			Luzerne			Susquehanna			Wyoming		
	CY2008	CY2009	CY2010	CY2008	CY2009	CY2010	CY2008	CY2009	CY2010	CY2008	CY2009	CY2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	2%	4%	3%	2%	4%	3%	2%	3%	3%	NC
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	2%	1%	3%	2%	2%	3%	2%	NC	NC	NC	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	9%	14%	18%	8%	11%	15%	NC	NC	NC	NC	NC	NC
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	12%	12%	14%	13%	13%	12%	NC	NC	NC	NC	NC	NC
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	48%	44%	52%	24%	58%	57%	NC	NC	NC	NC	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	74%	76%	67%	61%	76%	61%	64%	60%	80%	88%	80%	NC
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	53%	58%	52%	65%	67%	59%	53%	57%	56%	67%	72%	50%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	72%	NC	NC	NC	NC	NC	NC
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	23%	27%	26%	25%	24%	22%	38%	32%	35%	NC	36%	36%

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

** NC = Not Calculated

North/Central County Option Counties

Access Performance Indicators	Northcentral County Option Average			HealthChoices Average			HealthChoices Weighted Average		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	6%	7%	7%	7%	7%	7%	7%	7%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	2%	2%	2%	2%	2%	2%	2%	3%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	22%	22%	23%	23%	23%	25%	22%	23%	24%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	2%	2%	2%	2%	2%	2%	2%	2%	2%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	6%	5%	6%	7%	7%	7%	8%	7%	7%
PI #2.4 , Mental Health Service, Ages 18 to 64	22%	24%	25%	24%	25%	26%	26%	27%	28%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	1%	1%	1%	1%	1%	2%	1%	1%	2%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	5%	5%	6%	6%	6%	6%	7%	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

North/Central County Option Counties

Access Performance Indicators	Bedford			Blair			Cambria			Carbon		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	7%	7%	8%	7%	8%	3%	6%	7%	6%	7%	8%	8%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	1%	1%	1%	2%	2%	1%	2%	2%	2%	2%	2%	2%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	NC	29%	19%	23%	20%	28%	29%	28%	26%	21%	20%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC											
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	5%	5%	4%	6%	5%	6%	NC	NC	NC
PI #2.4 , Mental Health Service, Ages 18 to 64	21%	22%	24%	25%	28%	21%	26%	27%	27%	24%	26%	26%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	NC	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	3%	4%	4%	6%	7%	6%	5%	6%	7%	5%	5%	6%

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

** NC = Not Calculated

North/Central County Option Counties

Access Performance Indicators	Clinton			Crawford			Erie			Franklin		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	4%	5%	5%	6%	6%	7%	6%	10%	11%	7%	7%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	1%	1%	1%	2%	2%	2%	2%	3%	3%	1%	1%	1%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	NC	NC	31%	34%	33%	21%	24%	27%	16%	13%	17%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	2%	2%	2%	NC	NC	NC
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	7%	6%	9%	5%	6%	6%	4%	4%	5%
PI #2.4 , Mental Health Service, Ages 18 to 64	15%	17%	19%	27%	28%	30%	26%	28%	31%	20%	21%	23%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	3%	3%	1%	1%	1%	1%	2%	2%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	4%	4%	5%	5%	7%	7%	5%	5%	6%	3%	3%	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

North/Central County Option Counties

Access Performance Indicators	Fulton			Lycoming			Mercer			Monroe		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	5%	5%	6%	5%	5%	5%	7%	8%	8%	6%	6%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	NC	NC	NC	1%	1%	1%	3%	3%	3%	1%	1%	1%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	NC	NC	18%	20%	20%	26%	27%	27%	13%	14%	15%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	3%	NC	NC	NC	NC	NC	NC
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	10%	10%	9%	4%	4%	4%	2%	1%	1%
PI #2.4 , Mental Health Service, Ages 18 to 64	18%	21%	20%	19%	20%	19%	29%	32%	31%	18%	20%	21%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	NC	NC	2%	2%	2%	1%	1%	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	2%	3%	3%	6%	7%	7%	7%	8%	8%	3%	3%	3%

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

** NC = Not Calculated

North/Central County Option Counties

Access Performance Indicators	Pike			Somerset			Venango		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	5%	5%	6%	6%	6%	7%	6%	7%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	1%	1%	1%	1%	1%	1%	2%	2%	2%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	16%	11%	13%	NC	NC	NC	25%	26%	26%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	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	12%	NC	NC
PI #2.4 , Mental Health Service, Ages 18 to 64	18%	20%	21%	22%	23%	25%	28%	27%	30%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	1%	1%	NC	1%	NC	1%	2%	2%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	3%	4%	4%	5%	5%	5%	8%	10%	10%

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

** NC = Not Calculated

North/Central County Option Counties

Quality/Process Performance Indicators	Northcentral County Option Average			HealthChoices Average			HealthChoices Weighted Average		
	CY2008	CY2009	CY2010	CY2008	CY2009	CY2010	CY2008	CY2009	CY2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	2%	1%	3%	3%	2%	4%	3%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	1%	1%	2%	2%	2%	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	11%	12%	13%	13%	15%	14%	13%	15%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	11%	13%	13%	14%	15%	15%	18%	18%	19%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	11%	21%	16%	7%	12%	10%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	47%	34%	44%	39%	39%	41%	27%	30%	34%
PI #5b , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Under Age 21	52%	53%	53%	56%	54%	59%	56%	56%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	33%	36%	36%	43%	46%	45%	39%	41%	42%
PI #5d , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	16%	16%	23%	18%	43%	19%	26%	28%
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	26%	25%	22%	27%	29%	28%	27%	29%	27%

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

** NC = Not Calculated

North/Central County Option Counties

Quality/Process Performance Indicators	Bedford			Blair			Cambria			Carbon		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	NC	NC	NC	2%	1%	1%	2%	2%	2%	2%	2%	1%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	NC	NC	NC	1%	1%	NC	1%	1%	1%	NC	2%	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	NC	9%	10%	10%	10%	15%	13%	NC	NC	13%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	NC	14%	16%	11%	10%	7%	11%	17%	17%	9%	15%	NC
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC											
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	NC	NC	64%	NC	55%	NC	NC	NC	NC	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Under Age 21	43%	NC	52%	63%	62%	57%	36%	45%	34%	59%	47%	50%
PI #5c , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	25%	24%	30%	42%	47%	45%	23%	25%	26%	40%	41%	34%
PI #5d , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC											
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	32%	25%	30%	25%	33%	26%	34%	24%	19%	29%	22%	15%

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

** NC = Not Calculated

North/Central County Option Counties

Quality/Process Performance Indicators	Clinton			Crawford			Erie			Franklin		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	NC	NC	2%	1%	1%	3%	2%	2%	3%	2%	1%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	NC	NC	1%	1%	1%	2%	1%	1%	2%	1%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	NC	12%	15%	13%	11%	11%	10%	14%	16%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	NC	NC	19%	6%	10%	11%	12%	16%	18%	17%	11%	10%
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	31%	34%	32%	NC	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Under Age 21	51%	58%	50%	54%	53%	57%	49%	48%	54%	65%	54%	68%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	36%	42%	40%	35%	48%	42%	28%	30%	36%	36%	33%	40%
PI #5d , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
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	25%	12%	15%	15%	19%	19%	23%	29%	27%

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

** NC = Not Calculated

North/Central County Option Counties

Quality/Process Performance Indicators	Fulton			Lycoming			Mercer			Monroe		
	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010	CY 2008	CY 2009	CY 2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	NC	NC	NC	2%	2%	2%	1%	1%	1%	3%	2%	1%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	NC	NC	NC	2%	1%	2%	NC	0%	1%	2%	2%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	NC	NC	11%	14%	12%	7%	6%	9%	NC	14%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	NC	NC	NC	12%	12%	11%	9%	12%	9%	7%	13%	14%
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	NC	NC	NC	NC	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Under Age 21	65%	NC	NC	51%	61%	54%	54%	58%	55%	59%	64%	61%
PI #5c , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	36%	NC	45%	36%	37%	33%	35%	37%	34%	40%	51%	38%
PI #5d , Discharged From Psychiatric Inpatient With Follow Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
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	29%	24%	26%	21%	24%	16%	19%	27%	17%

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

** NC = Not Calculated

North/Central County Option Counties

Quality/Process Performance Indicators	Pike			Somerset			Venango		
	CY2008	CY2009	CY2010	CY2008	CY2009	CY2010	CY2008	CY2009	CY2010
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	NC	NC	1%	1%	NC	2%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	NC	NC	NC	NC	NC	NC	NC	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	NC	NC	NC	NC	NC	NC	19%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	NC	NC	NC	13%	13%	15%	12%	17%	12%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	59%	53%	70%	43%	51%	63%	54%	46%	51%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	40%	33%	49%	25%	32%	34%	35%	38%	37%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC
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%	34%	29%	NC	29%	13%	34%	25%	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

APPENDIX B

Consumer/Family Satisfaction Survey Results

Southeast region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Bucks				Chester				Delaware			
Number of respondents	59	15	13	14	172	14	54	74	157	0	194	0
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	57.60%	66.70%	0.00%	64.29%	73.30%	100.00%	53.70%	74.32%	68.80%	0	90.70%	0
Sometimes	32.20%	20.00%	0.00%	14.29%	21.50%	0.00%	24.10%	20.27%	8.30%	0	6.70%	0
No (never)	1.70%	0.00%	0.00%	14.29%	4.70%	0.00%	1.90%	5.41%	22.90%	0	0.00%	0
2. Were you given the chance to make treatment decisions?												
Yes (always)	44.10%	33.30%	0.00%	64.29%	63.40%	100.00%	22.20%	68.92%	83.40%	0	88.70%	0
Sometimes	32.20%	26.70%	0.00%	7.14%	23.30%	0.00%	27.80%	22.97%	16.60%	0	8.80%	0
No (never)	15.30%	20.00%	0.00%	28.57%	12.20%	0.00%	1.90%	8.11%	0.00%	0	0.00%	0
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	49.20%	53.30%	53.80%	35.71%	56.40%	71.40%	16.70%	44.59%	71.30%	0	83.50%	0
A little better	33.90%	20.00%	30.80%	35.71%	29.10%	28.60%	31.50%	27.03%	18.50%	0	6.70%	0
About the same	8.50%	13.30%	15.40%	28.57%	13.40%	0.00%	1.90%	22.97%	10.20%	0	6.70%	0
A little worse	3.40%	0.00%	0.00%	0.00%	0.00%	0.00%	1.90%	2.70%	0.00%	0	0.50%	0
Much Worse	0.00%	0.00%	0.00%	0.00%	1.20%	0.00%	5.60%	2.70%	0.00%	0	0.00%	0

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southeast region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Montgomery				Philadelphia				Southeast average			
Number of respondents	N/A	N/A	N/A	642	1047	1818	1538	1253	1435	1847	1799	1983
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	N/A	N/A	N/A	51.56%	75.30%	78.40%	87.10%	85.16%	73.60%	78.50%	85.80%	73.73%
Sometimes	N/A	N/A	N/A	38.16%	10.60%	6.90%	5.40%	6.94%	12.50%	6.90%	6.10%	17.60%
No (never)	N/A	N/A	N/A	9.50%	5.20%	2.40%	2.50%	2.39%	6.90%	2.30%	2.20%	4.89%
2. Were you given the chance to make treatment decisions?												
Yes (always)	N/A	N/A	N/A	53.27%	76.60%	77.00%	88.80%	90.10%	74.40%	76.80%	86.10%	77.21%
Sometimes	N/A	N/A	N/A	29.28%	6.20%	5.80%	2.10%	2.47%	10.50%	6.00%	3.60%	11.95%
No (never)	N/A	N/A	N/A	16.20%	5.00%	4.30%	3.10%	1.44%	5.70%	4.40%	2.70%	6.66%
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	N/A	N/A	45.17%	59.00%	64.90%	75.60%	74.46%	53.70%	64.90%	66.50%	63.59%
A little better	N/A	N/A	N/A	35.51%	18.00%	14.20%	11.60%	14.29%	18.00%	14.30%	11.10%	21.79%
About the same	N/A	N/A	N/A	14.02%	10.10%	6.10%	4.60%	3.43%	9.30%	6.10%	4.10%	7.77%
A little worse	N/A	N/A	N/A	3.12%	0.80%	0.60%	0.30%	1.04%	8.50%	0.50%	9.30%	1.77%
Much Worse	N/A	N/A	N/A	2.02%	1.10%	1.00%	1.00%	0.80%	2.90%	1.00%	1.80%	1.26%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southeast region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Bucks				Chester				Delaware			
Number of respondents	100	0	127	0	68	47	59	80	85	93	0	17
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	55.00%	0	0.00%	0	26.50%	6.40%	11.90%	65.00%	17.60%	26.90%	0	64.71%
Sometimes	31.00%	0	0.00%	0	20.60%	59.60%	44.10%	32.50%	28.20%	20.40%	0	5.88%
No (never)	8.00%	0	0.00%	0	52.90%	34.00%	28.80%	2.50%	54.10%	44.10%	0	29.41%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	39.00%	0	0.00%	0	79.40%	51.10%	49.20%	70.00%	65.90%	68.80%	0	64.71%
Sometimes	31.00%	0	0.00%	0	14.70%	44.70%	27.10%	27.50%	23.50%	18.30%	0	11.76%
No (never)	24.00%	0	0.00%	0	5.90%	2.10%	16.90%	2.50%	10.60%	5.40%	0	23.53%
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	35.00%	0	46.50%	0	29.40%	38.30%	18.60%	40.00%	35.30%	35.50%	0	47.06%
A little better	38.00%	0	25.20%	0	63.20%	44.70%	57.60%	37.50%	21.20%	33.30%	0	23.53%
About the same	18.00%	0	7.90%	0	7.40%	14.90%	18.60%	17.50%	36.50%	14.00%	0	23.53%
A little worse	1.00%	0	3.90%	0	0.00%	2.10%	5.10%	1.25%	2.40%	7.50%	0	0.00%
Much Worse	1.00%	0	0.80%	0	0.00%	0.00%	3.40%	3.75%	4.70%	0.00%	0	5.88%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southeast region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Montgomery				Philadelphia				Southeast average			
Number of respondents	N/A	N/A	N/A	104	177	231	198	168	430	371	384	369
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	N/A	N/A	N/A	28.85%	65.50%	70.60%	2.50%	2.98%	47.40%	51.50%	3.10%	26.56%
Sometimes	N/A	N/A	N/A	21.15%	18.60%	16.50%	9.60%	11.31%	29.30%	22.90%	11.70%	18.43%
No (never)	N/A	N/A	N/A	50.00%	7.90%	7.80%	79.80%	80.95%	29.50%	20.20%	45.60%	52.85%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	N/A	N/A	N/A	76.92%	76.80%	74.90%	86.40%	85.71%	66.30%	70.40%	52.10%	78.86%
Sometimes	N/A	N/A	N/A	17.31%	9.60%	11.70%	4.00%	11.31%	20.00%	17.50%	6.30%	16.53%
No (never)	N/A	N/A	N/A	5.77%	6.20%	11.30%	3.00%	0.00%	12.80%	8.60%	4.20%	3.25%
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	N/A	N/A	51.92%	41.80%	51.90%	60.60%	60.71%	34.20%	46.10%	49.50%	53.12%
A little better	N/A	N/A	N/A	34.62%	29.90%	25.10%	20.20%	20.83%	38.40%	29.60%	27.60%	28.46%
About the same	N/A	N/A	N/A	10.58%	16.40%	10.40%	6.10%	8.93%	16.50%	11.90%	8.60%	11.92%
A little worse	N/A	N/A	N/A	0.00%	1.10%	4.80%	1.00%	0.60%	10.20%	5.10%	2.60%	0.54%
Much Worse	N/A	N/A	N/A	1.92%	0.60%	3.50%	1.00%	1.19%	5.30%	2.20%	1.30%	2.17%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southwest region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Allegheny				Armstrong				Beaver			
Number of respondents	131	179	110	417	18	24	84	55	174	165	187	223
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	65.60%	62.00%	61.80%	78.42%	94.40%	87.50%	96.40%	94.55%	87.90%	93.90%	97.30%	88.79%
Sometimes	26.00%	24.00%	33.60%	16.07%	5.60%	8.30%	0.00%	3.64%	2.90%	3.60%	1.60%	6.73%
No (never)	8.40%	14.00%	4.50%	5.52%	0.00%	4.20%	3.60%	0.00%	9.20%	1.80%	1.10%	3.59%
2. Were you given the chance to make treatment decisions?												
Yes (always)	74.80%	81.00%	78.20%	83.45%	94.40%	87.50%	97.60%	90.91%	85.10%	87.30%	95.20%	89.69%
Sometimes	14.50%	8.40%	6.40%	9.59%	0.00%	8.30%	0.00%	5.45%	3.40%	1.80%	0.50%	2.24%
No (never)	10.70%	10.60%	15.50%	6.95%	5.60%	4.20%	2.40%	3.64%	5.20%	6.10%	3.20%	7.17%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	24.40%	54.20%	44.50%	46.76%	77.80%	41.70%	60.70%	58.18%	52.30%	53.30%	59.90%	48.43%
A little better	63.40%	25.70%	32.70%	28.06%	5.60%	29.20%	28.60%	30.91%	34.50%	31.50%	27.80%	32.29%
About the same	7.60%	15.10%	17.30%	21.58%	11.10%	29.20%	9.50%	10.91%	10.30%	13.30%	10.70%	17.04%
A little worse	2.30%	2.80%	1.80%	1.92%	0.00%	0.00%	1.20%	0.00%	0.00%	0.00%	0.00%	2.24%
Much Worse	2.30%	2.20%	3.60%	1.68%	5.60%	0.00%	0.00%	0.00%	1.10%	1.20%	1.60%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southwest region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Butler				Fayette				Greene			
Number of respondents	150	98	71	100	125	311	142	154	86	43	24	45
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	66.70%	84.70%	78.90%	77.00%	98.40%	86.80%	88.00%	90.91%	23.30%	93.00%	66.70%	86.67%
Sometimes	16.70%	14.30%	18.30%	16.00%	0.80%	4.20%	2.80%	1.95%	3.50%	7.00%	33.30%	13.33%
No (never)	2.00%	1.00%	2.80%	3.00%	0.80%	7.70%	2.10%	1.30%	3.50%	0.00%	0.00%	0.00%
2. Were you given the chance to make treatment decisions?												
Yes (always)	71.30%	72.40%	74.60%	81.00%	91.20%	92.00%	84.50%	87.01%	62.80%	93.00%	70.80%	97.78%
Sometimes	16.00%	17.30%	14.10%	11.00%	1.60%	1.00%	3.50%	3.25%	3.50%	7.00%	25.00%	2.22%
No (never)	8.70%	10.20%	11.30%	6.00%	7.20%	7.10%	7.70%	5.84%	1.20%	0.00%	4.20%	0.00%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	57.30%	57.10%	52.10%	64.00%	42.40%	37.00%	46.50%	48.05%	15.10%	4.70%	8.30%	2.22%
A little better	23.30%	29.60%	33.80%	27.00%	40.80%	46.60%	36.60%	38.31%	40.70%	79.10%	91.70%	77.78%
About the same	11.30%	10.20%	9.90%	6.00%	16.00%	15.80%	14.10%	12.99%	8.10%	16.30%	0.00%	20.00%
A little worse	2.70%	2.00%	2.80%	1.00%	0.80%	0.60%	2.80%	0.65%	3.50%	0.00%	0.00%	0.00%
Much Worse	0.00%	1.00%	1.40%	2.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southwest region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Indiana				Lawrence				Washington			
Number of respondents	49	31	77	28	80	164	97	265	64	84	46	60
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	69.40%	96.80%	97.40%	89.29%	68.80%	86.60%	95.90%	90.94%	81.30%	91.70%	84.80%	90.00%
Sometimes	24.50%	3.20%	2.60%	7.14%	8.80%	4.90%	4.10%	6.42%	15.60%	7.10%	15.20%	10.00%
No (never)	6.10%	0.00%	0.00%	0.00%	3.80%	2.40%	0.00%	1.13%	0.00%	1.20%	0.00%	0.00%
2. Were you given the chance to make treatment decisions?												
Yes (always)	69.40%	93.50%	90.90%	96.43%	91.30%	90.20%	90.70%	90.19%	75.00%	77.40%	78.30%	85.00%
Sometimes	18.40%	6.50%	7.80%	3.57%	5.00%	4.30%	9.30%	4.15%	21.90%	15.50%	6.50%	10.00%
No (never)	12.20%	0.00%	1.30%	0.00%	2.50%	3.00%	0.00%	5.28%	3.10%	6.00%	15.20%	5.00%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	53.10%	35.50%	46.80%	71.43%	50.00%	39.00%	33.00%	37.74%	59.40%	53.60%	54.30%	61.67%
A little better	24.50%	61.30%	41.60%	21.43%	37.50%	41.50%	47.40%	44.15%	31.30%	36.90%	30.40%	28.33%
About the same	18.40%	3.20%	10.40%	7.14%	11.30%	18.30%	19.60%	16.23%	9.40%	7.10%	13.00%	8.33%
A little worse	0.00%	0.00%	1.30%	0.00%	0.00%	1.20%	0.00%	1.89%	0.00%	2.40%	2.20%	0.00%
Much Worse	2.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.67%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southwest region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Westmoreland				Southwest average			
Number of respondents	113	102	77	94	990	1201	915	1441
1. In the last 12 months were you able to get the help you needed?								
Yes (always)	79.60%	78.40%	88.30%	91.49%	73.70%	84.00%	87.80%	85.98%
Sometimes	14.20%	18.60%	10.40%	5.32%	11.50%	9.60%	9.40%	9.65%
No (never)	3.50%	2.00%	1.30%	3.19%	4.40%	5.10%	1.70%	2.91%
2. Were you given the chance to make treatment decisions?								
Yes (always)	77.90%	87.30%	79.20%	90.43%	78.90%	86.40%	86.40%	87.37%
Sometimes	12.40%	6.90%	13.00%	4.26%	9.60%	6.00%	6.20%	6.04%
No (never)	3.50%	3.90%	7.80%	5.32%	6.20%	6.30%	6.40%	5.83%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:								
Much better	38.10%	48.00%	53.20%	45.74%	44.00%	44.70%	49.30%	46.77%
A little better	38.90%	37.30%	28.60%	41.49%	37.50%	39.10%	35.40%	35.11%
About the same	19.50%	9.80%	15.60%	10.64%	12.10%	14.10%	13.00%	15.89%
A little worse	1.80%	2.90%	1.30%	0.00%	1.30%	1.30%	1.30%	1.39%
Much Worse	0.00%	0.00%	1.30%	2.13%	0.70%	0.60%	1.00%	0.83%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southwest region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Allegheny				Armstrong				Beaver			
Number of respondents	106	1	23	161	10	7	20	27	9	0	7	26
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	14.20%	0	21.70%	10.56%	10.00%	14.30%	10.00%	3.70%	33.30%	0	85.70%	19.23%
Sometimes	18.90%	0	13.00%	10.56%	0.00%	0.00%	5.00%	3.70%	0.00%	0	0.00%	0.00%
No (never)	67.00%	100%	78.30%	78.88%	20.00%	85.70%	85.00%	88.89%	66.70%	0	14.30%	80.77%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	83.00%	100%	91.30%	91.93%	80.00%	85.70%	95.00%	85.19%	100.00%	0	100.00%	100.00%
Sometimes	8.50%	0	8.70%	4.35%	0.00%	0.00%	0.00%	7.41%	0.00%	0	0.00%	0.00%
No (never)	8.50%	0	0.00%	3.73%	20.00%	14.30%	5.00%	7.41%	0.00%	0	0.00%	0.00%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:												
Much better	31.10%	0	34.80%	46.58%	30.00%	42.90%	45.00%	37.04%	55.60%	0	42.90%	26.92%
A little better	27.40%	100%	47.80%	32.92%	50.00%	57.10%	40.00%	48.15%	33.30%	0	42.90%	46.15%
About the same	26.40%	0	17.40%	19.25%	10.00%	0.00%	15.00%	14.81%	0.00%	0	14.30%	26.92%
A little worse	2.80%	0	0.00%	0.62%	0.00%	0.00%	0.00%	0.00%	0.00%	0	0.00%	0.00%
Much Worse	2.80%	0	0.00%	0.62%	10.00%	0.00%	0.00%	0.00%	11.10%	0	0.00%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southwest region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Butler				Fayette				Greene			
Number of respondents	34	32	47	39	9	24	18	17	28	43	83	55
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	14.70%	56.30%	12.80%	28.21%	11.10%	29.20%	0.00%	23.53%	7.10%	18.60%	1.20%	1.82%
Sometimes	26.50%	15.60%	12.80%	7.69%	0.00%	0.00%	0.00%	0.00%	7.10%	32.60%	8.40%	16.36%
No (never)	41.20%	25.00%	74.50%	51.28%	88.90%	70.80%	66.70%	35.29%	35.70%	48.80%	90.40%	81.82%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	76.50%	65.60%	80.90%	48.72%	77.80%	83.30%	88.90%	100.00%	96.40%	53.50%	88.00%	87.27%
Sometimes	8.80%	18.80%	12.80%	23.08%	0.00%	0.00%	11.10%	0.00%	3.60%	46.50%	12.00%	12.73%
No (never)	11.80%	9.40%	6.40%	28.21%	11.10%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:												
Much better	32.40%	40.60%	44.70%	41.03%	0.00%	45.80%	33.30%	29.41%	14.30%	9.30%	51.80%	12.73%
A little better	23.50%	37.50%	44.70%	38.46%	44.40%	41.70%	55.60%	58.82%	60.70%	65.10%	48.20%	80.00%
About the same	38.20%	21.90%	10.60%	12.82%	44.40%	4.20%	11.10%	11.76%	17.90%	25.60%	0.00%	7.27%
A little worse	2.90%	0.00%	0.00%	2.56%	0.00%	4.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Much Worse	0.00%	0.00%	0.00%	5.13%	0.00%	4.20%	0.00%	0.00%	7.10%	0.00%	0.00%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southwest region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Indiana				Lawrence				Washington			
Number of respondents	2	7	64	37	16	50	38	71	30	20	19	8
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	0.00%	0.00%	0.00%	2.70%	6.30%	12.00%	26.30%	7.04%	13.30%	0.00%	10.50%	12.50%
Sometimes	0.00%	0.00%	4.70%	0.00%	6.30%	0.00%	2.60%	12.68%	3.30%	5.00%	5.30%	0.00%
No (never)	50.00%	71.40%	95.30%	97.30%	50.00%	88.00%	71.10%	80.28%	56.70%	0.00%	84.20%	87.50%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	100.00%	71.40%	95.30%	94.59%	87.50%	96.00%	100.00%	87.32%	86.70%	0.00%	89.50%	100.00%
Sometimes	0.00%	0.00%	1.60%	2.70%	6.30%	2.00%	0.00%	5.63%	3.30%	10.00%	10.50%	0.00%
No (never)	0.00%	0.00%	3.10%	2.70%	0.00%	0.00%	0.00%	7.04%	3.30%	5.00%	0.00%	0.00%
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	50.00%	0.00%	32.80%	54.05%	31.30%	32.00%	50.00%	36.62%	33.30%	0.00%	26.30%	37.50%
A little better	50.00%	85.70%	40.60%	35.14%	37.50%	32.00%	39.50%	35.21%	60.00%	5.00%	68.40%	50.00%
About the same	0.00%	14.30%	26.60%	5.41%	18.80%	30.00%	10.50%	28.17%	6.70%	10.00%	5.30%	12.50%
A little worse	0.00%	0.00%	0.00%	0.00%	6.30%	4.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Much Worse	0.00%	0.00%	0.00%	2.70%	0.00%	2.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Southwest region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Westmoreland				Southwest average			
Number of respondents	67	77	48	68	345	261	367	509
1. In the last 12 months did you or your child have problems getting the help he or she needed?								
Yes (always)	11.90%	7.80%	2.10%	5.88%	25.50%	17.60%	9.00%	9.82%
Sometimes	22.40%	9.10%	18.80%	10.29%	16.50%	10.30%	8.40%	9.04%
No (never)	64.20%	83.10%	79.20%	83.82%	47.20%	63.60%	81.70%	78.59%
2. Were you and your child given the chance to make treatment decisions?								
Yes (always)	79.10%	88.30%	89.60%	85.29%	81.70%	73.60%	90.70%	87.23%
Sometimes	10.40%	6.50%	8.30%	8.82%	10.10%	13.00%	7.40%	7.07%
No (never)	9.00%	3.90%	2.10%	5.88%	7.00%	4.60%	1.90%	5.70%
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	35.80%	33.80%	43.80%	44.12%	35.90%	28.00%	42.50%	39.10%
A little better	44.80%	44.20%	41.70%	38.24%	35.70%	42.90%	45.50%	42.24%
About the same	16.40%	20.80%	10.40%	14.71%	20.60%	20.30%	11.40%	16.90%
A little worse	3.00%	1.30%	4.20%	0.00%	2.00%	1.50%	0.50%	0.39%
Much Worse	0.00%	0.00%	0.00%	2.94%	2.00%	0.80%	0.00%	1.18%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Lehigh/Capital region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Berks				Cumberland				Dauphin			
Number of respondents	61	36	55	21	30	N/A	22	9	47	N/A	78	121
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	35.10%	97.20%	90.90%	90.48%	83.30%	N/A	90.90%	66.67%	78.70%	N/A	80.80%	71.07%
Sometimes	13.30%	2.80%	5.50%	0.00%	13.30%	N/A	4.50%	11.11%	8.50%	N/A	9.00%	14.05%
No (never)	45.50%	0.00%	3.60%	9.52%	3.30%	N/A	4.50%	22.22%	12.80%	N/A	10.30%	14.88%
2. Were you given the chance to make treatment decisions?												
Yes (always)	81.70%	80.60%	81.80%	90.48%	86.70%	N/A	50.00%	55.56%	76.60%	N/A	55.10%	66.12%
Sometimes	7.30%	5.60%	7.30%	0.00%	13.30%	N/A	40.90%	22.22%	10.60%	N/A	38.50%	28.10%
No (never)	6.20%	13.90%	10.90%	9.52%	0.00%	N/A	9.10%	22.22%	12.80%	N/A	6.40%	5.79%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	40.30%	50.00%	49.10%	38.10%	43.30%	N/A	50.00%	66.67%	27.70%	N/A	41.00%	43.80%
A little better	36.40%	38.90%	45.50%	61.90%	30.00%	N/A	40.90%	11.11%	38.30%	N/A	41.00%	32.23%
About the same	16.20%	11.10%	3.60%	0.00%	13.30%	N/A	4.50%	0.00%	19.10%	N/A	14.10%	15.70%
A little worse	2.10%	0.00%	1.80%	0.00%	6.70%	N/A	4.50%	11.11%	0.00%	N/A	2.60%	4.96%
Much Worse	1.20%	0.00%	0.00%	0.00%	0.00%	N/A	0.00%	11.11%	14.90%	N/A	0.00%	2.48%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Lehigh/Capital region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Lancaster				Lebanon				Lehigh			
Number of respondents	42	N/A	79	62	7	N/A	26	11	8	12	20	46
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	76.20%	N/A	92.40%	79.03%	71.40%	N/A	92.30%	27.27%	75.00%	83.30%	80.00%	78.26%
Sometimes	7.10%	N/A	5.10%	14.52%	0.00%	N/A	3.80%	45.45%	12.50%	16.70%	20.00%	17.39%
No (never)	16.70%	N/A	2.50%	6.45%	28.60%	N/A	0.00%	27.27%	12.50%	0.00%	0.00%	4.35%
2. Were you given the chance to make treatment decisions?												
Yes (always)	71.40%	N/A	83.50%	67.74%	85.70%	N/A	80.80%	45.45%	37.50%	83.30%	85.00%	76.09%
Sometimes	14.30%	N/A	8.90%	4.84%	14.30%	N/A	3.80%	45.45%	62.50%	0.00%	10.00%	13.04%
No (never)	14.30%	N/A	7.60%	27.42%	0.00%	N/A	11.50%	9.09%	0.00%	16.70%	5.00%	4.35%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	35.70%	N/A	55.70%	50.00%	71.40%	N/A	73.10%	36.36%	25.00%	41.70%	60.00%	47.83%
A little better	38.10%	N/A	29.10%	35.48%	14.30%	N/A	15.40%	45.45%	37.50%	41.70%	30.00%	39.13%
About the same	19.00%	N/A	11.40%	14.52%	14.30%	N/A	7.70%	9.09%	25.00%	8.30%	10.00%	13.04%
A little worse	7.10%	N/A	0.00%	0.00%	0.00%	N/A	0.00%	9.09%	0.00%	8.30%	0.00%	0.00%
Much Worse	0.00%	N/A	1.30%	0.00%	0.00%	N/A	3.80%	0.00%	12.50%	0.00%	0.00%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Lehigh/Capital region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Northampton				Perry				York/Adams			
Number of respondents	15	28	9	29	9	N/A	6	2	40	138	74	88
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	86.70%	75.00%	88.90%	86.21%	100.00%	N/A	83.30%	50.00%	65.00%	68.10%	67.60%	59.09%
Sometimes	13.30%	25.00%	0.00%	13.79%	0.00%	N/A	0.00%	0.00%	20.00%	24.60%	31.10%	37.50%
No (never)	0.00%	0.00%	11.10%	0.00%	0.00%	N/A	16.70%	50.00%	15.00%	7.20%	1.40%	2.27%
2. Were you given the chance to make treatment decisions?												
Yes (always)	73.30%	64.30%	88.90%	79.31%	77.80%	N/A	66.70%	50.00%	85.00%	75.40%	73.00%	62.50%
Sometimes	26.70%	28.60%	11.10%	17.24%	22.20%	N/A	16.70%	50.00%	12.50%	15.90%	25.70%	30.68%
No (never)	0.00%	3.60%	0.00%	0.00%	0.00%	N/A	16.70%	0.00%	2.50%	8.70%	1.40%	6.82%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	66.70%	60.70%	22.20%	37.93%	55.60%	N/A	50.00%	0.00%	40.00%	59.40%	62.20%	63.64%
A little better	26.70%	28.60%	55.60%	48.28%	11.10%	N/A	50.00%	100.00%	50.00%	25.40%	21.60%	22.73%
About the same	6.70%	10.70%	22.20%	13.79%	33.30%	N/A	0.00%	0.00%	7.50%	11.60%	10.80%	11.36%
A little worse	0.00%	0.00%	0.00%	0.00%	0.00%	N/A	0.00%	0.00%	0.00%	2.90%	2.70%	2.27%
Much Worse	0.00%	0.00%	0.00%	0.00%	0.00%	N/A	0.00%	0.00%	2.50%	0.70%	2.70%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Lehigh/Capital region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10
Lehigh/Capital average				
Number of respondents	259	214	369	389
1. In the last 12 months were you able to get the help you needed?				
Yes (always)	79.90%	74.80%	83.70%	71.21%
Sometimes	10.00%	20.60%	11.70%	19.79%
No (never)	10.00%	4.70%	4.30%	8.74%
2. Were you given the chance to make treatment decisions?				
Yes (always)	75.70%	75.20%	72.90%	68.12%
Sometimes	14.70%	15.00%	20.10%	21.34%
No (never)	9.70%	9.30%	6.80%	9.51%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:				
Much better	40.20%	57.00%	53.10%	49.10%
A little better	38.20%	29.00%	33.30%	33.93%
About the same	15.10%	11.20%	10.80%	13.11%
A little worse	2.30%	2.30%	1.60%	2.57%
Much Worse	3.50%	0.50%	1.10%	1.03%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

MERCER

Lehigh/Capital region – County breakout

Children and adolescent	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Berks				Cumberland				Dauphin			
Number of respondents	36	57	15	57	115	N/A	15	3	186	N/A	17	2
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	2.80%	3.50%	20.00%	5.26%	20.00%	N/A	40.00%	33.33%	22.60%	N/A	17.60%	0.00%
Sometimes	5.60%	17.50%	6.70%	12.28%	11.30%	N/A	13.30%	66.67%	15.10%	N/A	0.00%	50.00%
No (never)	91.70%	78.90%	86.70%	82.46%	68.70%	N/A	46.70%	0.00%	61.80%	N/A	82.40%	0.00%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	80.60%	75.40%	86.70%	87.72%	84.30%	N/A	80.00%	33.33%	82.30%	N/A	76.50%	0.00%
Sometimes	5.60%	12.30%	6.70%	8.77%	7.80%	N/A	13.30%	66.67%	9.70%	N/A	0.00%	50.00%
No (never)	13.90%	12.30%	20.00%	3.51%	7.00%	N/A	6.70%	0.00%	8.10%	N/A	23.50%	0.00%
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	55.60%	40.40%	46.70%	43.86%	32.20%	N/A	46.70%	33.33%	31.20%	N/A	35.30%	0.00%
A little better	33.30%	40.40%	33.30%	33.33%	36.50%	N/A	26.70%	33.33%	39.80%	N/A	35.30%	50.00%
About the same	11.10%	12.30%	20.00%	22.81%	22.60%	N/A	13.30%	33.33%	19.40%	N/A	17.60%	0.00%
A little worse	0.00%	5.30%	6.70%	0.00%	1.70%	N/A	0.00%	0.00%	3.20%	N/A	11.80%	0.00%
Much Worse	0.00%	1.80%	6.70%	0.00%	6.10%	N/A	13.30%	0.00%	4.30%	N/A	0.00%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Lehigh/Capital region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Lancaster				Lebanon				Lehigh			
Number of respondents	159	N/A	29	57	44	N/A	14	4	27	31	28	56
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	15.70%	N/A	24.10%	19.30%	15.90%	N/A	7.10%	25.00%	0.00%	0.00%	0.00%	0.00%
Sometimes	13.80%	N/A	6.90%	31.58%	20.50%	N/A	0.00%	50.00%	33.30%	25.80%	32.10%	17.86%
No (never)	68.60%	N/A	69.00%	49.12%	61.40%	N/A	85.70%	25.00%	66.70%	74.20%	67.90%	82.14%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	84.30%	N/A	72.40%	71.93%	81.80%	N/A	92.90%	75.00%	85.20%	83.90%	92.90%	91.07%
Sometimes	9.40%	N/A	10.30%	15.79%	11.40%	N/A	0.00%	25.00%	11.10%	16.10%	7.10%	8.93%
No (never)	6.30%	N/A	13.80%	12.28%	4.50%	N/A	0.00%	0.00%	3.70%	0.00%	0.00%	0.00%
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	35.20%	N/A	24.10%	43.86%	27.30%	N/A	28.60%	25.00%	22.20%	45.20%	35.70%	57.14%
A little better	34.60%	N/A	44.80%	21.05%	43.20%	N/A	57.10%	50.00%	51.90%	32.30%	53.60%	37.50%
About the same	21.40%	N/A	24.10%	26.32%	15.90%	N/A	7.10%	25.00%	25.90%	6.50%	3.60%	5.36%
A little worse	5.00%	N/A	0.00%	3.51%	9.10%	N/A	7.10%	0.00%	0.00%	3.20%	7.10%	0.00%
Much Worse	3.10%	N/A	3.40%	1.75%	4.50%	N/A	0.00%	0.00%	0.00%	12.90%	0.00%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Lehigh/Capital region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Northampton				Perry				York/Adams			
Number of respondents	3	7	27	44	42	N/A	2	1	97	67	43	22
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	0.00%	14.30%	3.70%	0.00%	23.80%	N/A	0.00%	0.00%	15.50%	47.80%	72.10%	1.00%
Sometimes	0.00%	0.00%	25.90%	18.18%	9.50%	N/A	0.00%	100.00%	14.40%	23.90%	27.90%	40.91%
No (never)	100.00%	85.70%	70.40%	81.82%	61.90%	N/A	100%	0.00%	70.10%	28.40%	0.00%	69.10%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	100.00%	100.00%	85.20%	88.64%	83.30%	N/A	50.00%	0.00%	90.70%	74.60%	74.40%	50.00%
Sometimes	0.00%	0.00%	11.10%	9.09%	4.80%	N/A	50.00%	0.00%	4.10%	22.40%	25.60%	40.91%
No (never)	0.00%	0.00%	0.00%	0.00%	9.50%	N/A	0.00%	100.00%	5.20%	3.00%	0.00%	4.55%
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	100.00%	100.00%	48.10%	52.27%	42.90%	N/A	0.00%	0.00%	43.30%	49.30%	51.20%	45.45%
A little better	0.00%	0.00%	25.90%	31.82%	26.20%	N/A	0.00%	0.00%	39.20%	34.30%	34.90%	27.27%
About the same	0.00%	0.00%	22.20%	13.64%	16.70%	N/A	50.00%	100.00%	10.30%	10.40%	11.60%	18.18%
A little worse	0.00%	0.00%	0.00%	2.27%	0.00%	N/A	50.00%	0.00%	2.10%	1.50%	0.00%	0.00%
Much Worse	0.00%	0.00%	3.70%	0.00%	7.10%	N/A	0.00%	0.00%	1.00%	4.50%	2.30%	4.55%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Lehigh/Capital region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10
Lehigh/Capital Average				
Number of respondents	709	162	190	246
1. In the last 12 months did you or your child have problems getting the help he or she needed?				
Yes (always)	17.30%	16.40%	27.40%	7.32%
Sometimes	14.20%	15.90%	17.40%	23.58%
No (never)	67.40%	43.50%	55.80%	68.70%
2. Were you and your child given the chance to make treatment decisions?				
Yes (always)	84.30%	58.90%	81.10%	79.67%
Sometimes	8.20%	12.60%	12.10%	14.63%
No (never)	7.10%	4.20%	6.30%	4.47%
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	35.50%	36.00%	40.00%	47.56%
A little better	37.40%	26.20%	38.40%	30.89%
About the same	18.50%	7.50%	15.30%	17.89%
A little worse	3.10%	2.30%	3.70%	1.22%
Much Worse	3.70%	3.70%	3.20%	0.81%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

North/Central State Option region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10
North/Central State Option				
Number of respondents	369	185	216	324
1. In the last 12 months were you able to get the help you needed?				
Yes (always)	79.10%	91.40%	76.40%	77.16%
Sometimes	13.60%	5.40%	16.70%	16.98%
No (never)	7.30%	2.20%	6.90%	5.86%
2. Were you given the chance to make treatment decisions?				
Yes (always)	74.80%	83.80%	75.90%	76.23%
Sometimes	7.90%	7.60%	15.70%	12.35%
No (never)	17.30%	7.00%	8.30%	10.80%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:				
Much better	34.10%	50.30%	40.70%	44.75%
A little better	37.40%	31.90%	41.20%	36.73%
About the same	22.00%	13.50%	12.50%	15.43%
A little worse	5.10%	1.60%	3.20%	0.93%
Much Worse	1.40%	1.10%	2.30%	2.16%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

North/Central State Option region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10
North/Central State Option				
Number of respondents	382	218	216	292
1. In the last 12 months did you or your child have problems getting the help he or she needed?				
Yes (always)	31.20%	27.10%	15.70%	15.07%
Sometimes	12.30%	9.20%	11.10%	8.90%
No (never)	50.50%	57.30%	72.20%	75.00%
2. Were you and your child given the chance to make treatment decisions?				
Yes (always)	69.20%	90.40%	90.70%	91.44%
Sometimes	5.70%	3.70%	5.10%	5.14%
No (never)	14.30%	5.00%	4.20%	2.74%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:				
Much better	34.30%	48.60%	39.40%	49.32%
A little better	40.90%	36.20%	40.30%	35.27%
About the same	18.90%	12.40%	19.00%	13.01%
A little worse	3.40%	1.80%	0.90%	1.71%
Much Worse	2.50%	0.50%	0.50%	0.34%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

MERCER

Northeast region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Lackawanna				Luzerne				Susquehanna			
Number of respondents	72	33	41	21	89	34	15	0	6	13	3	1
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	77.80%	93.90%	87.80%	76.19%	85.40%	67.60%	0.00%	0	100.00%	76.90%	0.00%	100.00%
Sometimes	16.70%	6.10%	12.20%	23.81%	11.20%	26.50%	0.00%	0	0.00%	23.10%	0.00%	0.00%
No (never)	2.80%	0.00%	0.00%	0.00%	3.40%	5.90%	0.00%	0	0.00%	0.00%	0.00%	0.00%
2. Were you given the chance to make treatment decisions?												
Yes (always)	62.50%	93.90%	80.50%	66.67%	75.30%	47.10%	0.00%	0	100.00%	61.50%	0.00%	100.00%
Sometimes	16.70%	6.10%	17.10%	19.05%	14.60%	23.50%	0.00%	0	0.00%	23.10%	0.00%	0.00%
No (never)	15.30%	0.00%	2.40%	14.29%	10.10%	29.40%	0.00%	0	0.00%	15.40%	0.00%	0.00%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	50.00%	45.50%	63.40%	66.67%	44.90%	44.10%	0.00%	0	33.30%	15.40%	0.00%	100.00%
A little better	27.80%	36.40%	29.30%	9.52%	34.80%	2.90%	0.00%	0	66.70%	38.50%	0.00%	100.00%
About the same	9.70%	18.20%	7.30%	19.05%	15.70%	17.60%	0.00%	0	0.00%	38.50%	0.00%	0.00%
A little worse	4.20%	0.00%	0.00%	0.00%	2.20%	2.90%	0.00%	0	0.00%	0.00%	0.00%	0.00%
Much Worse	4.20%	0.00%	0.00%	4.76%	1.10%	0.00%	0.00%	0	0.00%	7.70%	0.00%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

Northeast region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09
	Wyoming				Northeast average		
Number of respondents	8	0	0	0	175	80	59
1. In the last 12 months were you able to get the help you needed?							
Yes (always)	87.50%	0	0	0	82.90%	80.00%	61.00%
Sometimes	12.50%	0	0	0	13.10%	17.50%	8.50%
No (never)	0.00%	0	0	0	2.90%	2.50%	0.00%
2. Were you given the chance to make treatment decisions?							
Yes (always)	75.00%	0	0	0	70.90%	68.80%	55.90%
Sometimes	0.00%	0	0	0	14.30%	16.30%	11.90%
No (never)	25.00%	0	0	0	12.60%	15.00%	1.70%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:							
Much better	62.50%	0	0	0	47.40%	40.00%	44.10%
A little better	25.00%	0	0	0	32.60%	22.50%	20.30%
About the same	12.50%	0	0	0	12.60%	21.30%	5.10%
A little worse	0.00%	0	0	0	2.90%	1.30%	0.00%
Much Worse	0.00%	0	0	0	2.30%	1.30%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

MERCER

Northeast region – County breakout

Children and adolescent	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Lackawanna				Luzerne				Susquehanna			
Number of respondents	32	51	15	46	42	36	30	25	0	5	0	13
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	3.10%	84.30%	53.30%	21.74%	9.50%	72.20%	20.00%	8.00%	0	100.00%	0	15.38%
Sometimes	34.40%	7.80%	6.70%	17.39%	33.30%	19.40%	13.30%	8.00%	0	0.00%	0	7.69%
No (never)	59.40%	7.80%	40.00%	60.87%	57.10%	8.30%	66.70%	84.00%	0	0.00%	0	76.92%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	40.60%	80.40%	86.70%	80.43%	69.00%	77.80%	86.70%	88.00%	0	80.00%	0	92.31%
Sometimes	46.90%	7.80%	0.00%	10.87%	16.70%	13.90%	10.00%	12.00%	0	20.00%	0	0.00%
No (never)	6.30%	9.80%	13.30%	8.70%	14.30%	8.30%	3.30%	0.00%	0	0.00%	0	7.69%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:												
Much better	31.30%	52.90%	53.30%	52.17%	45.20%	47.20%	46.70%	72.00%	0	80.00%	0	92.31%
A little better	34.40%	31.40%	13.30%	19.57%	47.60%	38.90%	36.70%	20.00%	0	20.00%	0	7.69%
About the same	15.60%	15.70%	13.30%	19.57%	4.80%	8.30%	13.30%	8.00%	0	0.00%	0	0.00%
A little worse	6.30%	0.00%	13.30%	8.70%	0.00%	0.00%	3.30%	0.00%	0	0.00%	0	0.00%
Much Worse	6.30%	0.00%	13.30%	0.00%	2.40%	5.60%	0.00%	0.00%	0	0.00%	0	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

MERCER

Northeast region – County breakout

Children and adolescent	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Wyoming				Northeast average			
Number of respondents	1	0	0	1	75		45	85
1. In the last 12 months did you or your child have problems getting the help he or she needed?								
		0	0				31.10%	16.47%
Yes (always)	0.00%			0.00%	9.30%			
		0	0				11.10%	12.94%
Sometimes	0.00%			0.00%	38.70%			
		0	0				60.00%	70.59%
No (never)	100.00%			100.00%	58.70%			
2. Were you and your child given the chance to make treatment decisions?								
		0	0				88.90%	84.71%
Yes (always)	100.00%			100.00%	57.30%			
		0	0				6.70%	9.41%
Sometimes	0.00%			0.00%	29.30%			
		0	0					5.88%
No (never)				0.00%			0.00%	
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:								
		0	0				48.90%	64.71%
Much better	100.00%			100.00%	40.00%			
		0	0				31.10%	17.65%
A little better	0.00%			0.00%	41.30%			
		0	0				13.30%	12.94%
About the same	0.00%			0.00%	9.30%			
		0	0				6.70%	4.71%
A little worse	0.00%			0.00%	2.70%			
		0	0				4.40%	0.00%
Much Worse	0.00%			0.00%	4.00%			

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

MERCER

North/Central County Option region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Bedford/Somerset				Blair				Franklin/Fulton			
Number of respondents	24	156	128	102	N/A	66	78	90	N/A	123	101	141
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	0.00%	84.00%	82.00%	85.29%	N/A	83.30%	84.60%	90.00%	N/A	91.10%	88.10%	75.18%
Sometimes	4.20%	10.30%	7.00%	12.75%	N/A	3.00%	11.50%	7.78%	N/A	8.10%	10.90%	18.44%
No (never)	54.20%	5.80%	10.20%	0.98%	N/A	13.60%	3.80%	2.22%	N/A	1.60%	1.00%	4.96%
2. Were you given the chance to make treatment decisions?												
Yes (always)	54.20%	82.10%	78.10%	78.43%	N/A	69.70%	74.40%	76.67%	N/A	88.60%	82.20%	71.63%
Sometimes	0.00%	10.30%	12.50%	17.65%	N/A	7.60%	23.10%	16.67%	N/A	9.80%	11.90%	18.44%
No (never)	0.00%	7.70%	8.60%	1.96%	N/A	21.20%	2.60%	6.67%	N/A	2.40%	4.00%	9.22%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	45.80%	48.10%	50.80%	45.10%	N/A	57.60%	46.20%	45.56%	N/A	35.00%	38.60%	31.91%
A little better	29.20%	37.80%	33.60%	33.33%	N/A	36.40%	35.90%	38.89%	N/A	42.30%	43.60%	47.52%
About the same	12.50%	11.50%	11.70%	15.69%	N/A	6.10%	14.10%	13.33%	N/A	17.10%	12.90%	14.18%
A little worse	0.00%	1.90%	2.30%	0.98%	N/A	0.00%	2.60%	2.22%	N/A	4.10%	1.00%	4.26%
Much Worse	0.00%	0.60%	1.60%	1.96%	N/A	0.00%	1.30%	0.00%	N/A	1.60%	2.00%	1.42%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

North/Central County Option region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Lycoming/Clinton				Cambria				Crawford			
Number of respondents	55	32	0	45	33	70	44	48	64	41	33	49
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	85.50%	75.00%	0	66.67%	78.80%	91.40%	97.70%	97.92%	70.30%	90.20%	97.00%	93.88%
Sometimes	5.50%	18.80%	0	26.67%	9.10%	8.60%	2.30%	2.08%	26.60%	7.30%	3.00%	6.12%
No (never)	9.10%	6.30%	0	6.67%	9.10%	0.00%	0.00%	0.00%	1.60%	2.40%	0.00%	0.00%
2. Were you given the chance to make treatment decisions?												
Yes (always)	63.60%	84.40%	0	77.78%	69.70%	97.10%	100.00%	100.00%	68.80%	73.2	93.90%	97.96%
Sometimes	9.10%	15.60%	0	22.22%	15.20%	1.40%	0.00%	0.00%	23.40%	14.6	3.00%	0.00%
No (never)	21.80%	0.00%	0	0	12.10%	1.40%	0.00%	0.00%	6.30%	12.2	3.00%	2.04%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	36.40%	78.10%	0	71.11%	33.30%	24.30%	22.70%	20.83%	34.40%	39.00%	21.20%	53.06%
A little better	25.50%	18.80%	0	15.56%	36.40%	68.60%	70.50%	75.00%	40.60%	56.10%	75.80%	42.86%
About the same	23.60%	0.00%	0	11.11%	21.20%	5.70%	6.80%	4.17%	23.40%	2.40%	3.00%	2.04%
A little worse	7.30%	3.10%	0	2.22%	6.10%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	2.04%
Much Worse	3.60%	0.00%	0	0.00%	3.00%	1.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

North/Central County Option region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Erie				Mercer				Venango			
Number of respondents	365	394	638	292	55	71	35	57	0	61	14	131
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	83.00%	89.30%	90.30%	89.73%	70.90%	62.00%	77.10%	84.21%	0	83.60%	92.90%	87.79%
Sometimes	14.00%	7.10%	6.30%	7.19%	16.40%	38.00%	17.10%	7.02%	0	9.80%	0.00%	6.87%
No (never)	3.00%	3.30%	3.40%	3.08%	10.90%	0.00%	5.70%	5.26%	0	6.60%	7.10%	5.34%
2. Were you given the chance to make treatment decisions?												
Yes (always)	84.00%	87.30%	88.40%	84.25%	63.60%	71.80%	88.60%	82.46%	0	80.30%	92.90%	92.37%
Sometimes	11.00%	5.60%	6.90%	4.11%	12.70%	21.10%	5.70%	5.26%	0	4.90%	0.00%	0.76%
No (never)	5.00%	5.80%	4.70%	11.64%	16.40%	7.00%	5.70%	5.26%	0	14.80%	7.10%	6.87%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	37.00%	36.80%	37.90%	40.75%	30.90%	38.00%	40.00%	38.60%	0	37.70%	57.10%	46.56%
A little better	39.00%	37.30%	41.40%	37.33%	49.10%	36.60%	37.10%	42.11%	0	26.20%	28.60%	32.06%
About the same	22.00%	22.30%	17.10%	18.49%	14.50%	16.90%	22.90%	19.30%	0	18.00%	14.30%	19.08%
A little worse	1.00%	2.80%	2.50%	2.74%	3.60%	5.60%	0.00%	0.00%	0	0.00%	0.00%	1.53%
Much Worse	1.00%	0.80%	1.10%	0.68%	1.80%	2.80%	0.00%	0.00%	0	1.60%	0.00%	0.76%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

North/Central County Option region – County breakout

Adults	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Carbon/Monroe/Pike				North/Central average			
Number of respondents	N/A	24	32	15	596	1038	1103	970
1. In the last 12 months were you able to get the help you needed?								
Yes (always)	N/A	79.20%	96.90%	93.33%	77.20%	85.60%	89.00%	86.19%
Sometimes	N/A	8.30%	3.10%	0.00%	14.10%	10.20%	7.10%	9.90%
No (never)	N/A	4.20%	0.00%	6.67%	6.50%	3.90%	3.80%	3.40%
2. Were you given the chance to make treatment decisions?								
Yes (always)	N/A	76.60%	84.40%	86.67%	76.60%	84.10%	86.20%	83.30%
Sometimes	N/A	12.10%	12.50%	6.67%	12.10%	8.20%	8.80%	8.87%
No (never)	N/A	7.90%	0.00%	6.67%	7.90%	7.10%	4.60%	7.11%
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	36.30%	50.00%	66.67%	36.30%	40.20%	39.60%	42.47%
A little better	N/A	38.30%	34.40%	13.33%	38.30%	39.40%	42.00%	38.87%
About the same	N/A	21.20%	12.50%	20.00%	21.20%	15.70%	15.00%	15.36%
A little worse	N/A	2.00%	3.10%	0.00%	2.00%	2.40%	2.10%	2.16%
Much Worse	N/A	1.30%	0.00%	0.00%	1.30%	1.20%	1.10%	0.72%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

North/Central County Option region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Bedford/Somerset				Blair				Franklin/Fulton			
Number of respondents	62	113	72	91	N/A	58	57	98	N/A	64	149	87
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	12.90%	14.20%	12.50%	6.59%	N/A	10.30%	7.00%	10.20%	N/A	21.90%	14.10%	9.20%
Sometimes	6.50%	9.70%	9.70%	8.79%	N/A	3.40%	12.30%	7.14%	N/A	6.30%	9.40%	10.34%
No (never)	62.90%	76.10%	77.80%	83.52%	N/A	86.20%	80.70%	82.65%	N/A	65.60%	76.50%	78.16%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	61.30%	71.70%	84.70%	83.52%	N/A	86.20%	78.90%	91%	N/A	81.30%	79.90%	74.71%
Sometimes	1.60%	23.00%	9.70%	8.79%	N/A	13.80%	15.80%	4%	N/A	10.90%	10.10%	13.79%
No (never)	3.20%	1.80%	5.60%	6.59%	N/A	0.00%	5.30%	5%	N/A	3.10%	6.70%	10.34%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:												
Much better	56.50%	32.70%	41.70%	45.05%	N/A	41.40%	40.40%	60.20%	N/A	28.10%	47.70%	58.62%
A little better	27.40%	45.10%	43.10%	37.36%	N/A	46.60%	35.10%	31.63%	N/A	39.10%	34.20%	26.44%
About the same	8.10%	20.40%	12.50%	14.29%	N/A	8.60%	19.30%	6.12%	N/A	23.40%	12.80%	8.05%
A little worse	0.00%	0.00%	1.40%	1.10%	N/A	1.70%	53.00%	1.02%	N/A	1.60%	2.70%	3.45%
Much Worse	0.00%	0.00%	1.40%	0.00%	N/A	1.70%	0.00%	1.02%	N/A	3.10%	1.30%	2.30%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

North/Central County Option region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Lycoming/Clinton				Cambria				Crawford			
Number of respondents	14	63	29	127	4	63	19	15	12	23	7	35
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	28.60%	0.00%	79.30%	3.15%	25.00%	1.60%	0.00%	0.00%	41.70%	43.50%	0.00%	5.71%
Sometimes	0.00%	11.10%	20.70%	15.75%	0.00%	9.50%	10.50%	0.00%	41.70%	21.70%	14.30%	8.57%
No (never)	71.40%	88.90%	0.00%	81.10%	75.00%	88.90%	89.50%	100.00%	16.70%	30.40%	85.70%	77.14%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	57.10%	95.20%	65.50%	81.89%	0.00%	100.00%	100.00%	100.00%	50.00%	91.30%	100.00%	94.29%
Sometimes	7.10%	4.80%	27.60%	16.54%	25.00%	0.00%	0.00%	0.00%	50.00%	4.30%	0.00%	5.71%
No (never)	35.70%	0.00%	6.90%	1.57%	75.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
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	14.30%	71.40%	37.90%	27.56%	0.00%	28.60%	26.30%	46.67%	50.00%	34.80%	57.10%	62.86%
A little better	50.00%	14.30%	34.50%	59.06%	0.00%	52.40%	68.40%	53.33%	33.30%	34.80%	42.90%	25.71%
About the same	28.60%	11.10%	24.10%	11.02%	100.00%	19.00%	5.30%	0.00%	16.70%	26.10%	0.00%	8.57%
A little worse	0.00%	3.20%	3.40%	1.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.86%
Much Worse	0.00%	0.00%	0.00%	0.79%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

North/Central County Option region – County breakout

Children and adolescents	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Erie				Mercer				Vanango			
Number of respondents	75	218	360	191	26	19	27	13	0	16	2	
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	17.00%	18.30%	17.50%	8.38%	26.90%	36.80%	0.00%	7.69%	0	25.00%	100.00%	
Sometimes	0.00%	17.00%	7.20%	4.71%	11.50%	47.40%	14.80%	15.38%	0	25.00%	0.00%	
No (never)	73.00%	64.70%	75.30%	86.91%	57.70%	15.80%	85.20%	38.46%	0	50.00%	0.00%	
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	82.00%	85.30%	90.80%	94.24%	84.60%	47.40%	81.50%	84.62%	0	81.30%	50.00%	
Sometimes	11.00%	11.00%	6.10%	2.62%	3.80%	36.80%	18.50%	0.00%	0	12.50%	0.00%	
No (never)	7.00%	3.70%	3.10%	3.14%	11.50%	15.80%	0.00%	7.69%	0	6.30%	50.00%	
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	23.00%	31.20%	33.30%	34.03%	46.20%	10.50%	48.10%	30.77%	0	31.30%	0.00%	
A little better	43.00%	45.90%	43.90%	50.26%	42.30%	57.90%	51.90%	38.46%	0	50.00%	100.00%	
About the same	29.00%	19.30%	18.90%	14.14%	7.70%	5.30%	0.00%	30.77%	0	18.80%	0.00%	
A little worse	0.00%	3.20%	3.10%	1.57%	0.00%	21.10%	0.00%	0.00%	0	0.00%	0.00%	
Much Worse	4.00%	0.50%	0.80%	0.00%	3.80%	5.30%	0.00%	0.00%	0	0.00%	0.00%	

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

North/Central County Option region – County breakout

Children and adolescent	4Q07	4Q08	4Q09	4Q10	4Q07	4Q08	4Q09	4Q10
	Carbone/Monroe/Pike				North/Central average			
Number of respondents	N/A	17	20	0	193	654	742	688
1. In the last 12 months did you or your child have problems getting the help he or she needed?								
Yes (always)	N/A	23.50%	0.00%	0	19.60%	15.60%	16.40%	7.41%
Sometimes	N/A	5.90%	5.00%	0	6.20%	13.10%	9.20%	9.01%
No (never)	N/A	64.70%	95.00%	0	64.10%	70.30%	74.40%	81.98%
2. Were you and your child given the chance to make treatment decisions?								
Yes (always)	N/A	41.20%	95.00%	0	70.20%	82.90%	86.10%	87.65%
Sometimes	N/A	5.90%	5.00%	0	9.50%	12.10%	9.00%	7.70%
No (never)	N/A	35.30%	0.00%	0	9.50%	3.40%	4.20%	4.22%
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	35.30%	35.00%	0	37.40%	35.30%	38.30%	43.31%
A little better	N/A	29.40%	55.00%	0	36.90%	42.40%	42.20%	42.59%
About the same	N/A	17.60%	10.00%	0	20.10%	17.90%	15.80%	11.34%
A little worse	N/A	0.00%	0.00%	0	0.00%	2.30%	2.70%	1.74%
Much Worse	N/A	17.60%	0.00%	0	2.10%	1.20%	0.80%	0.58%

N/A: Data not collected

0: No adult or child/adolescent surveys conducted in the report quarter

APPENDIX C

Service Category Definitions for Performance Indicator #2.7b

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



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