

February 3, 2011

HealthChoices Behavioral Health Performance Report – 2010

Commonwealth of Pennsylvania



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Stakeholder introduction

The Department of Public Welfare, Office of Mental Health and Substance Abuse Services (OMHSAS) is providing this report of HealthChoices Behavioral Health (HCBH) performance to inform consumers, families, people in recovery and other stakeholders about how well the mental health (MH) and substance abuse (SA) system is working. This 2010 performance report is based on data from 2007, 2008 and 2009 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 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 2010 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 (Commonwealth). The estimated national need, national norms and gold standards are identified in the graphs and referenced throughout the report. The intent of the gold standards is to set targets that, if met, would identify 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, we have met or are near the gold standards, but that does not mean the program should stop working to improve performance. We can always strive to do better.

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

- **Access** performance measures compare the number of people served to the number 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 performance and form the basis to develop QI strategies. This report on 2009 performance repeats the same access and quality of process measures from the previous report, with the addition of the North/Central County Option region, and presents the consumer satisfaction results across six years (2004, 2005, 2006, 2007, 2008 and 2009) and by region.

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

Table of performance indicators		
PI	Description	Page
Access		
PI #1a	Percentage of HealthChoices Behavioral Health Eligible Adults Receiving Services Who Have SMI and No Co-Occurring SA Diagnosis, Ages 18 to 64	28
PI #1b	Percentage of HealthChoices Behavioral Health Eligible Adults Receiving Services Who Have SMI and Co-Occurring SA Diagnosis, Ages 18 to 64	34
PI #2.1	Percentage of HealthChoices Behavioral Health Eligible Significant Minority Population (African-American) Receiving Any MH Service, Ages 18 to 64	41
PI #2.2	Percentage of HealthChoices Behavioral Health Eligible Significant Minority Population (African-American) Receiving Any SA Service, Ages 13 to 17	50
PI #2.3	Percentage of HealthChoices Behavioral Health Eligible Significant Minority Population (African-American) Receiving Any SA Service, Ages 18 to 64	46
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	23
PI #2.6	Percentage of HealthChoices Behavioral Health Eligible Individuals Receiving Any SA Service, Ages 18 to 64	17
PI #2.7a	Annual HealthChoices Behavioral Health Service Users per 1,000 Eligibles, Ages 65+ Regional Utilization of Any Service	13
PI #2.7b	Annual HealthChoices Behavioral Health Service Users per 1,000 Eligibles, Ages 65+ Regional Utilization of Selected Service Categories	14
Quality of process		
PI #3a	Percentage of HealthChoices Behavioral Health Eligible Individuals Under Age 21 Who Had an Encounter of at Least 1 Day in an RTF	55
PI #3b	Percentage of HealthChoices Behavioral Health Eligible Individuals Under Age 21 With Cumulative RTF Bed Days 120 or Greater	61
PI #4a	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Under Age 21	71
PI #4b	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Ages 21 to 64	66
PI #4c	Percentage of Psychiatric Inpatient Discharges Who Are Readmitted Within 30 Days Post-Discharge, Ages 65+	76
PI #5a	Percentage of Individuals Discharged From RTF With Follow-up Service(s) Within 7 Days Post-Discharge	96
PI #5b	Percentage of Individuals Discharged From Psychiatric Inpatient With Follow-up Service(s) Within 7 Days Post-Discharge, Under Age 21	84
PI #5c	Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	78
PI #5d	Percentage of Individuals Discharged From Psychiatric Inpatient with Follow-up Service(s) Within 7 Days Post-Discharge, Ages 65+	89
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	91

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Executive summary

This report of 2009 HealthChoices' Behavioral Health (HCBH) program performance is one of the tools used by the Office of Mental Health and Substance Abuse Services (OMHSAS) to measure performance for all 67 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 performance measures (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 performance indicators (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 data for 2007, 2008 and 2009.

In the 2009 report, county-specific data could not be analyzed for the Northeast and North/Central County Option regions. Because this indicator was available for the 2010 report for both the 2008 and 2009 data, the regional and county-specific results for 2008 for all regions were re-run. As a result of the additional time for 2008 data run out since last year's report, some of the results presented in the 2009 report have changed. This is due to having 15 months of claims run out for the 2008 data in the 2010 report, compared to only three months of claims run out in the 2009 report. The additional claims run out reflects claims that were paid more than three months after the end of 2008, as well as any claims or eligibility adjustments for services delivered during 2008. The additional data present a more complete picture of the performance of the regions and counties. In some instances, however, the additional data have impacted the results enough that some findings, at both the regional and county level presented in last year's

report, require an update or restatement. This is particularly the case for the regions and counties that have a small number of individuals utilizing services.¹

Another consideration in the results for this year's report is the change to reporting county-specific results for all of the regions. For example, last year's results were presented in the North/Central County Option region for combined Carbon/Monroe/Pike. This year, the county-specific results have separated the consortium into three separate reporting counties.

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

The positive trends reported in 2009 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 substance abuse (SA) service and adult access to any mental health (MH) service. There was also an increase in the percentage of adults with serious mental illness (SMI) who received services. This positive trend was seen in four regions for those with co-occurring SA diagnosis and in three regions for those with no co-occurring SA diagnosis.

The percentage of African-American adults (ages 18 – 64) receiving any MH service continued the upward trend in all but one of the regions reporting multiple years of data. That region, North/Central State Option remained stable. A clear trend line is not evident across regions for the percentage of African-American adults receiving any SA service. From 2008 to 2009, the percentage of African-American youth (ages 13 – 17) receiving any SA service improved in four (Southwest, Lehigh/Capital, Northeast, North/Central County Option) of the five regions reported for this indicator.

As reported in 2009, the positive trend of fewer residential treatment facility (RTF) days utilized by those under age 21 has continued. All six of the regions reported a decrease in the percentage of individuals under age 21 with ≥ 120 cumulative RTF bed days in 2009.

Three of the regions remained stable in the percentage of adult (those 21 – 62) psychiatric discharges who are readmitted within 30 days. The finding for those under age 21 was not as positive. All of the regions showed some increase in the rate of readmission within 30 days post-discharge. This finding for those under age 21 seems somewhat inconsistent with the finding that the rate of follow-up services within seven days of discharge overall remained fairly stable. The rate of follow-up services within

¹ Note: No results are presented if the n is less than 10.

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 last year it was reported that there had been a decrease in adult satisfaction with access to services across each year from 2004 – 2007, in 2008 and 2009 adult satisfaction with access to services improved. Additionally, parent/guardian satisfaction with the availability of care has improved in 2008 and 2009. Across all six 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. This sense of being involved in decisions about the treatment process is often seen as critical in treatment success. The level of satisfaction among parents/guardians regarding involvement in treatment decisions for their child/adolescent, and the parent's/guardian's feeling that the child's/adolescent's quality of life is much better, improved in 2008 and 2009. As in previous years, more than 75% of adults reported that the quality of their life is "much better" or "a little better" since being involved in treatment.

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

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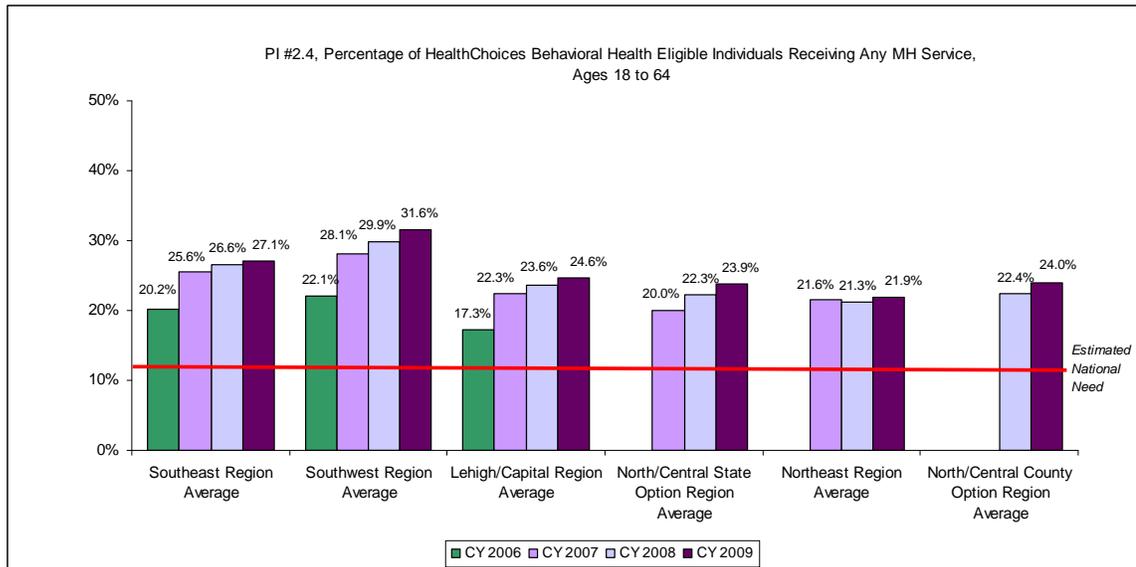
Access performance indicators

In the 2005 report, access to care was evaluated based on prevalence and penetration. Beginning in 2007, the HCBH performance report PIs were revised to report actual service use as opposed to use relative to prevalence. While this was a change in reporting of the indicator results, the specifications for the measures remain unchanged. This year's report presents utilization of services results based on data for 2007, 2008 and 2009. To place access performance in context, it is important to compare the percentage of individuals receiving care to the estimated national need, national norms and the OMHSAS gold standard, if any exists for that measure.

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

Adult mental health services

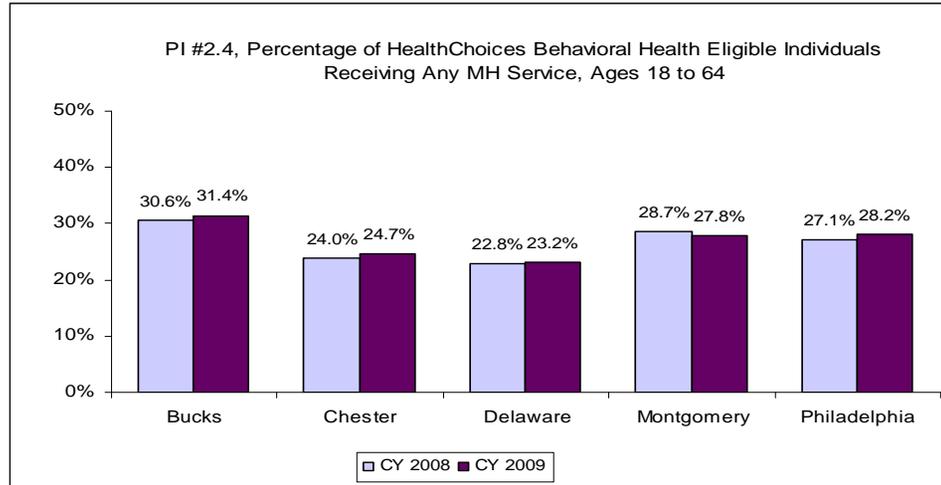
The first graph shows the percentage of all HCBH's eligible adults who received any MH service. Please note that the estimated national need presented in the graph below is from a study of the general population and is not Medicaid-specific.² Research has shown that those receiving medical assistance often have a greater need for MH services.



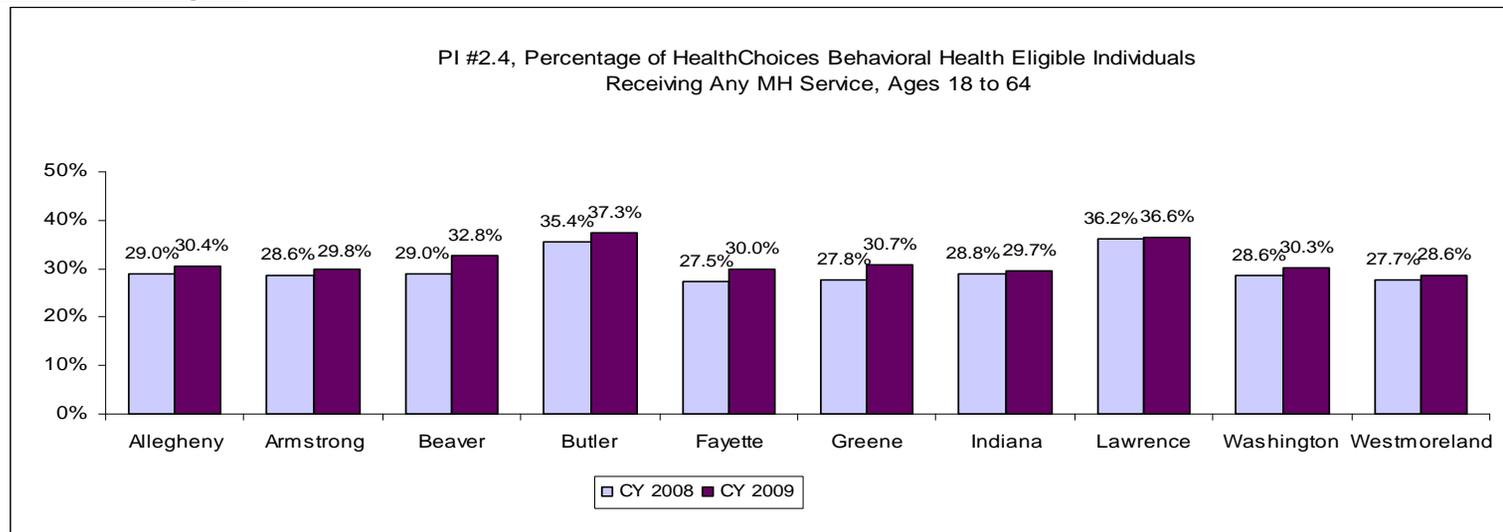
- Across the last four years there has been an increase in the reported percentages of individuals receiving any MH service. Four of the six regions showed a 1% or greater improvement from last year. The Southwest region has consistently reported the highest percentage, and since 2006 the percentage of individuals receiving any MH service has increased by 9.5 percentage points.
- All of the counties showed improvement from last year, with the exception of Montgomery County in the Southeast region and Venango County in the North/Central County Option region, which showed decreases of less than one percent.
- Butler County (37.3%) and Lawrence County (36.6%) had the highest percentages of individuals receiving any MH service. These two counties have consistently had the highest percentages.

² The estimated national need for PI #2.4 (11.7%) is based on the National Survey on Drug Use and Health 2008. U.S. Dept. of Health and Human Services, Substance Abuse and Mental Health Services Administration, Office of Applied Studies.

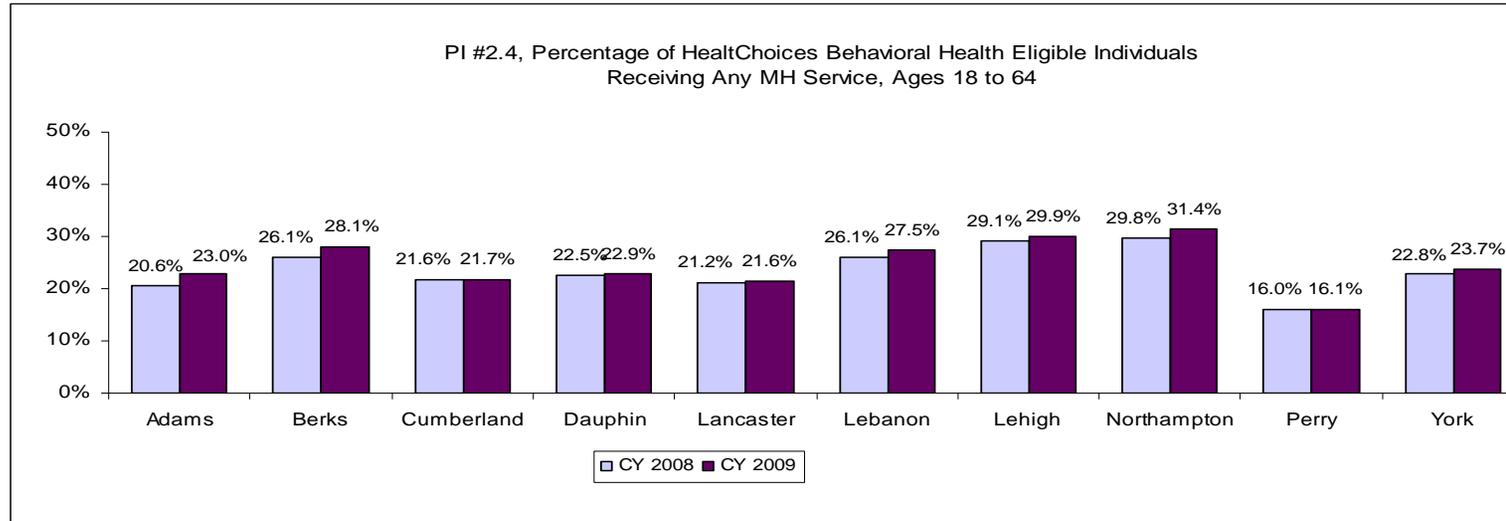
Southeast region



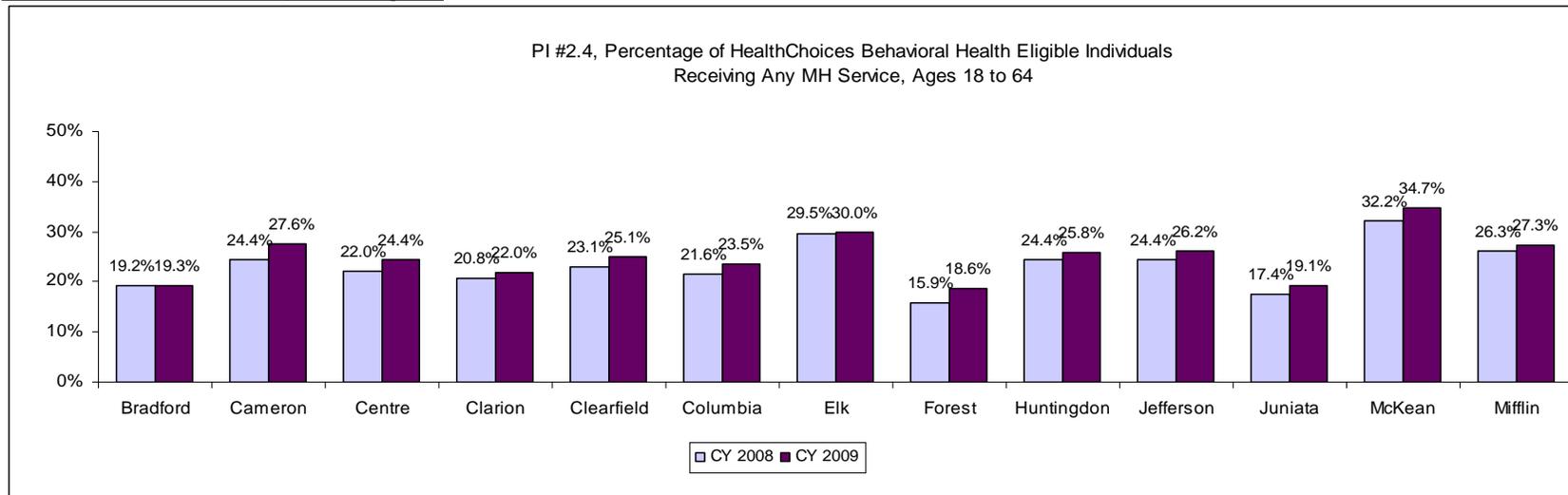
Southwest region



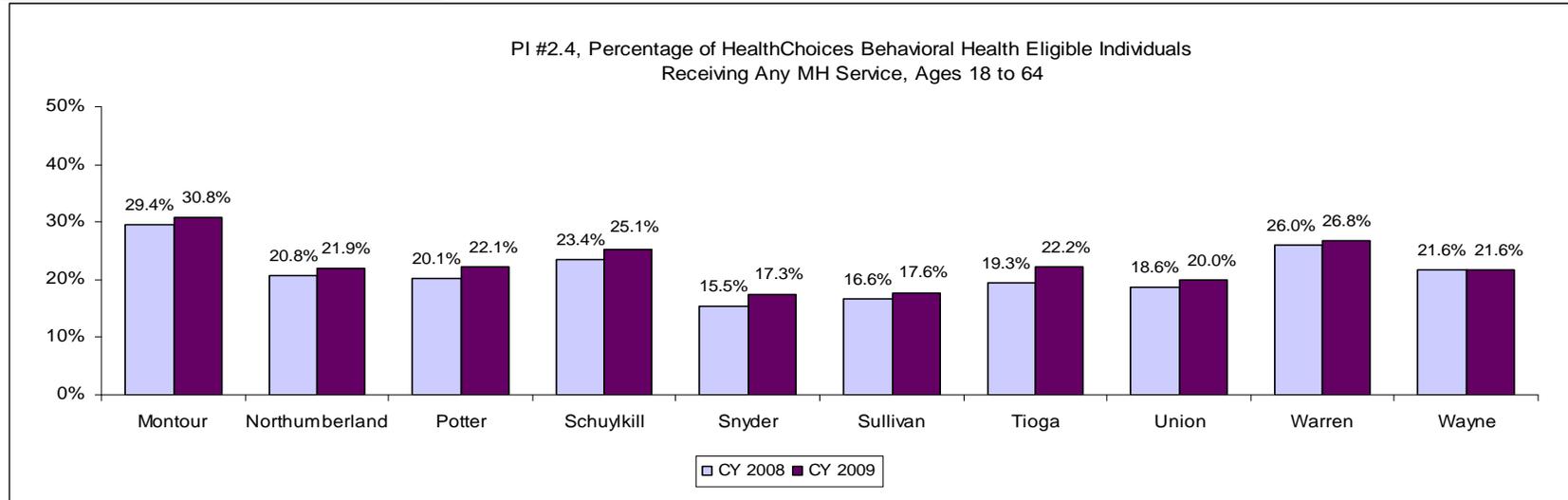
Lehigh/Capital region



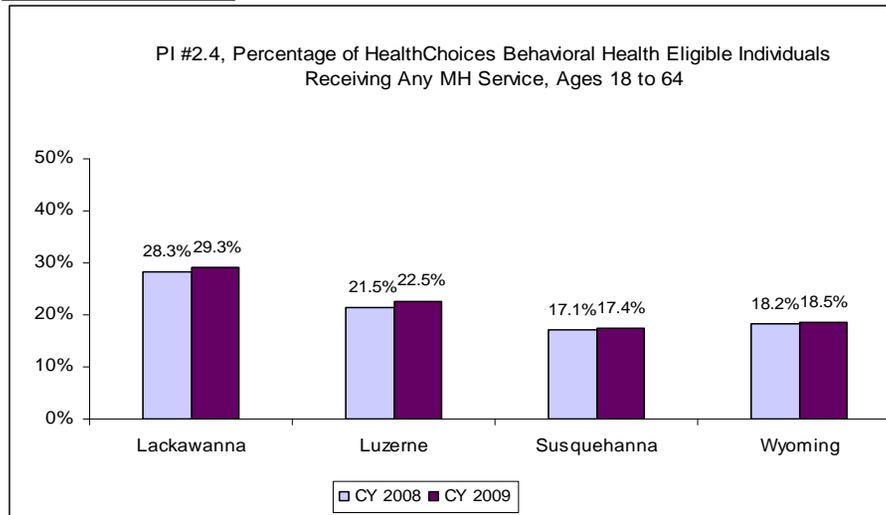
North/Central State Option region



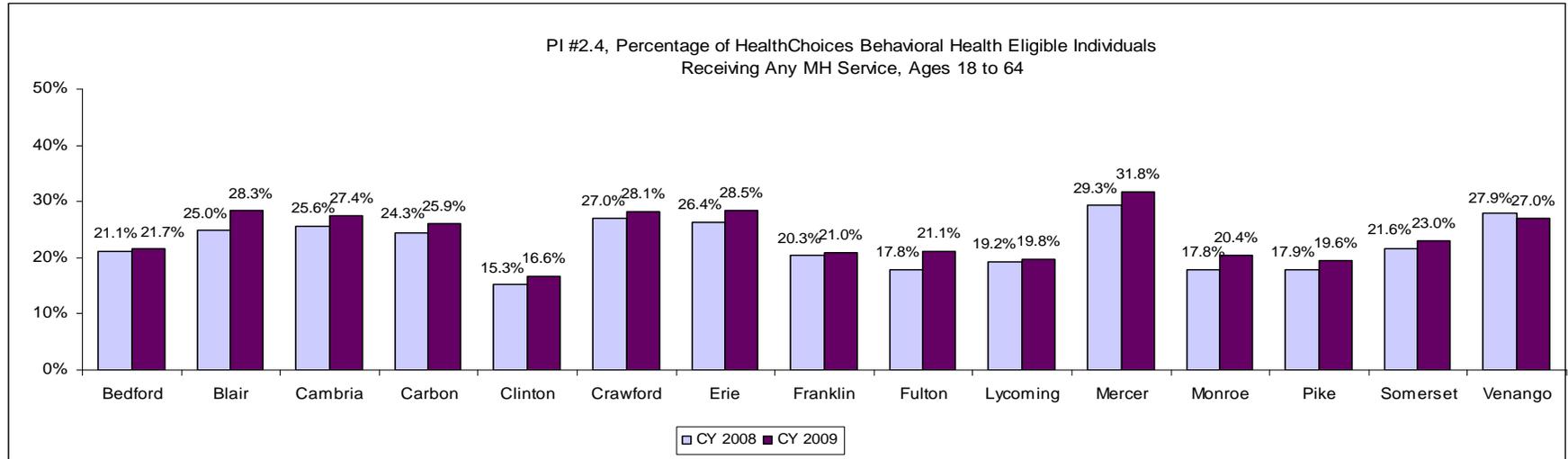
North/Central State Option region



Northeast region

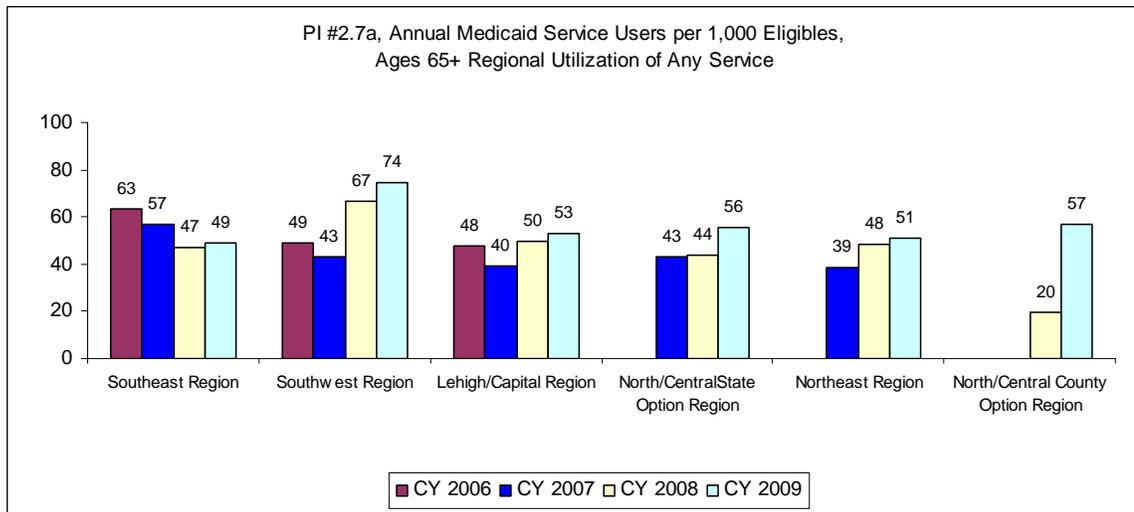


North/Central County Option region



Service users per 1,000 – ages 65+

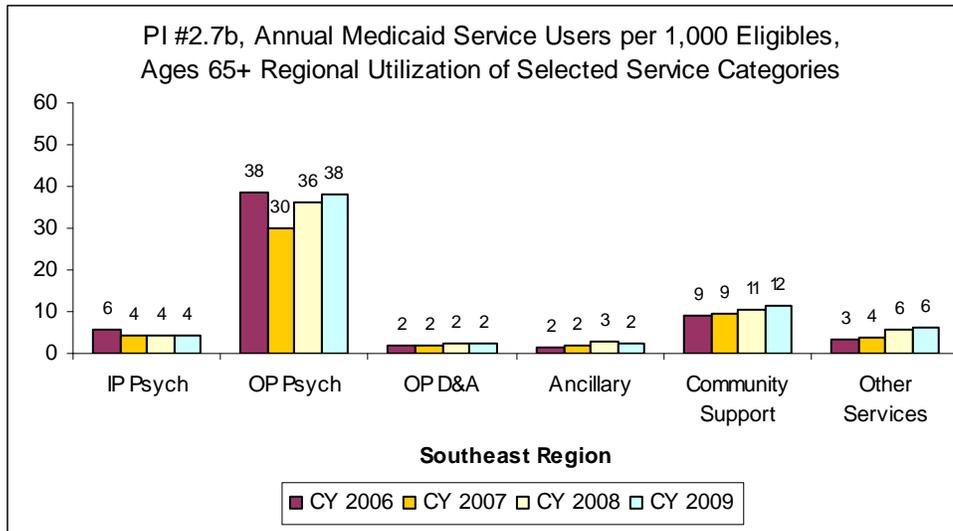
Illustrating data for the 65+ age group is challenging and must be taken in context. The data presented only shows the services paid for by Medicaid and does not include the relatively large portion of services paid by Medicare. However, it is important to provide some data for this population, in order to see utilization patterns for Medicaid services. The following graph shows the number of service users per 1,000 eligibles by region. Each region had an increase from 2008 to 2009 in the number of individuals who were 65+ years and utilized at least one of the service categories.



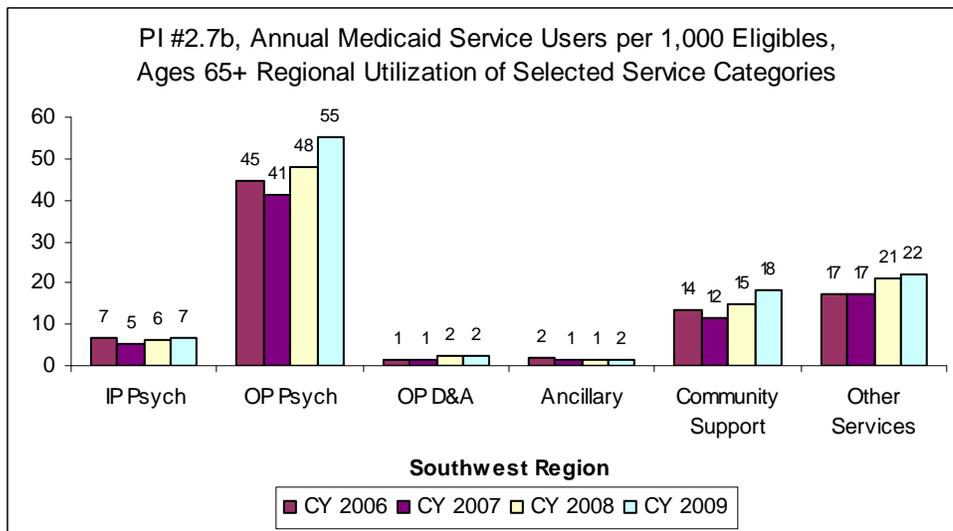
The graphs that follow illustrate the variance in the number of individuals per 1,000 receiving selected services. Some service categories were not shown due to their utilization being too low to be meaningful for comparison.

- The Southwest region has consistently had the highest utilization for the services selected. In particular, the utilization of “other services” is much higher than in the other regions.
- The outpatient psychiatric service category consistently showed the highest number of individuals receiving service in each region.
- The Southeast and Lehigh/Capital regions have similar patterns of utilization of services. These two regions consistently have lower utilization of community support services than the other four regions.
- Appendix C gives definitions for the service categories shown in the following graphs.

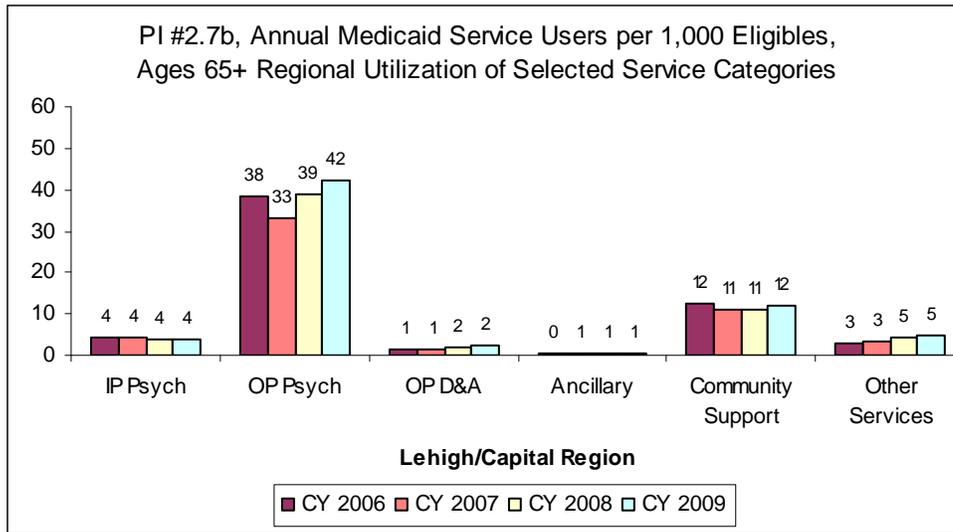
Southeast region



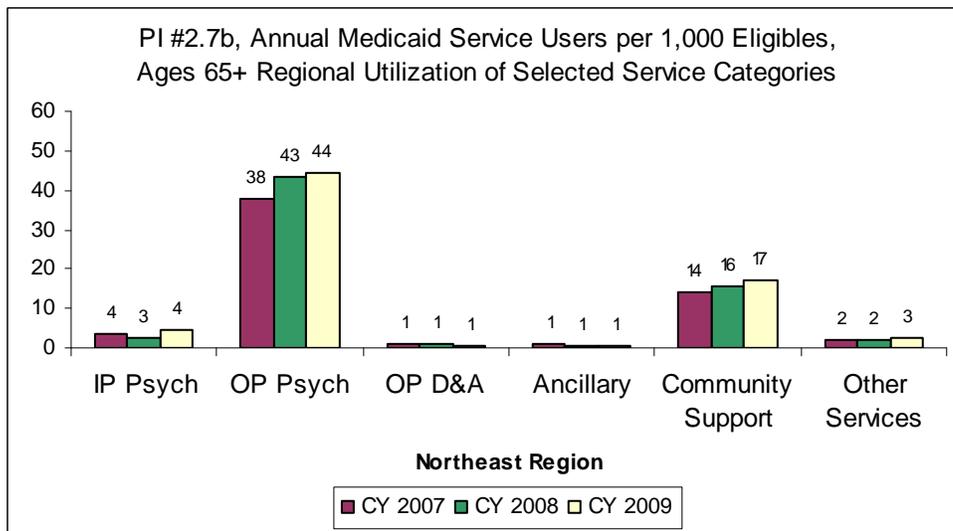
Southwest region



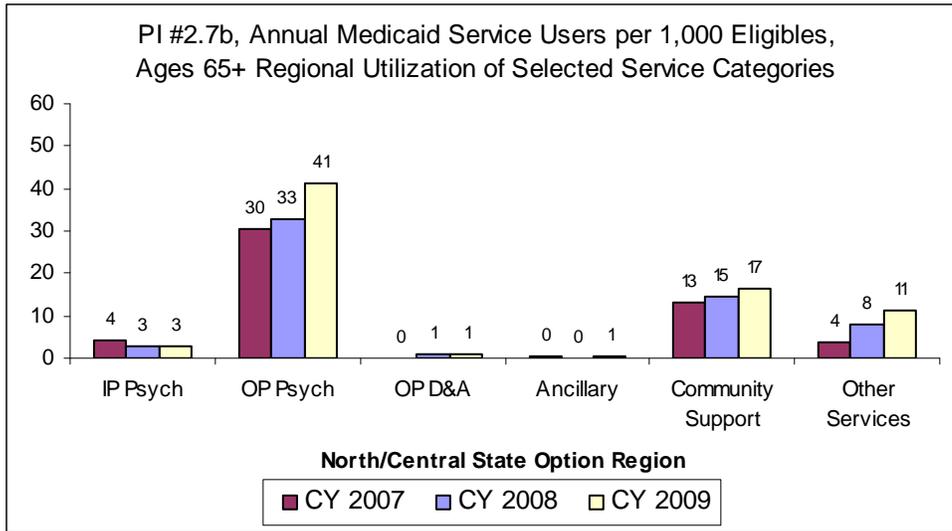
Lehigh/Capital region



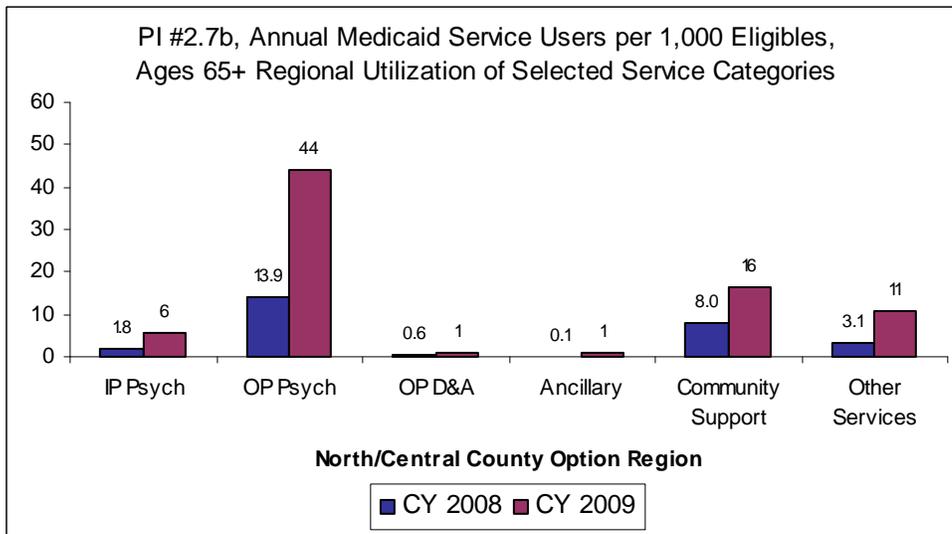
Northeast region



North/Central State Option region



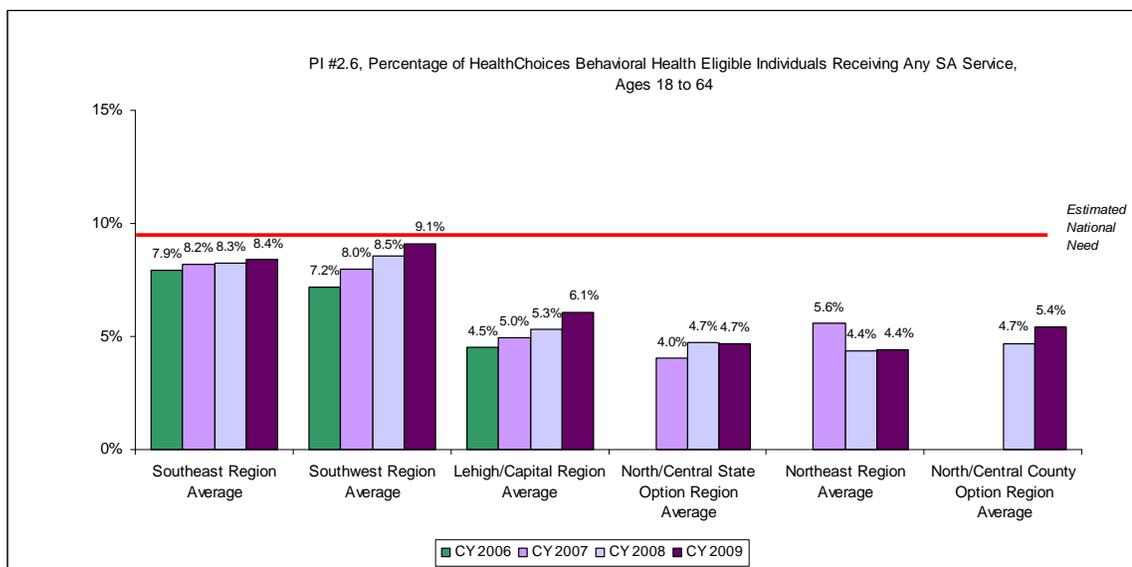
North/Central County Option region



Adult substance abuse service

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

1. According to the 2009 National Survey on Drug Use and Health, in 2009, 9.3% of the persons age 12 or older (20.0 million) needed treatment for an illicit drug or alcohol use problem and 1.0% (2.6 million) received treatment at a specialty facility.³ 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.



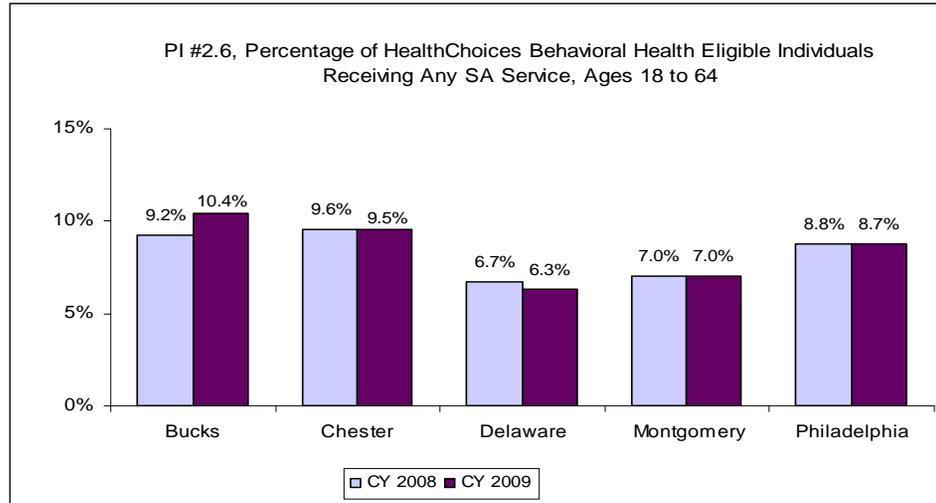
- Four of the six regions showed an increase in the percentage of HCBH-eligible individuals ages 18 – 64 receiving any SA services and two were unchanged from 2008.
- The largest percentage of individuals receiving any SA service since 2006 has consistently been reported by Lawrence County (11.8%). However, as was also seen in 2009, there was a very small (0.1%) decrease from 2008 to 2009. Butler County (11.3%), also part of the Southwest region, has the next largest percentage.

³ The estimated national need for PI #2.6 (9.3%) is based on: Substance Abuse and Mental Health Services Administration. (2010). *Results from the 2009 National Survey on Drug Use and Health: Volume 1. Summary of National Findings* (Office of Applied Studies, NSDUH Series H-38, HHS Publication No. SMA 10-4586Findings). Rockville, MD (page 84).

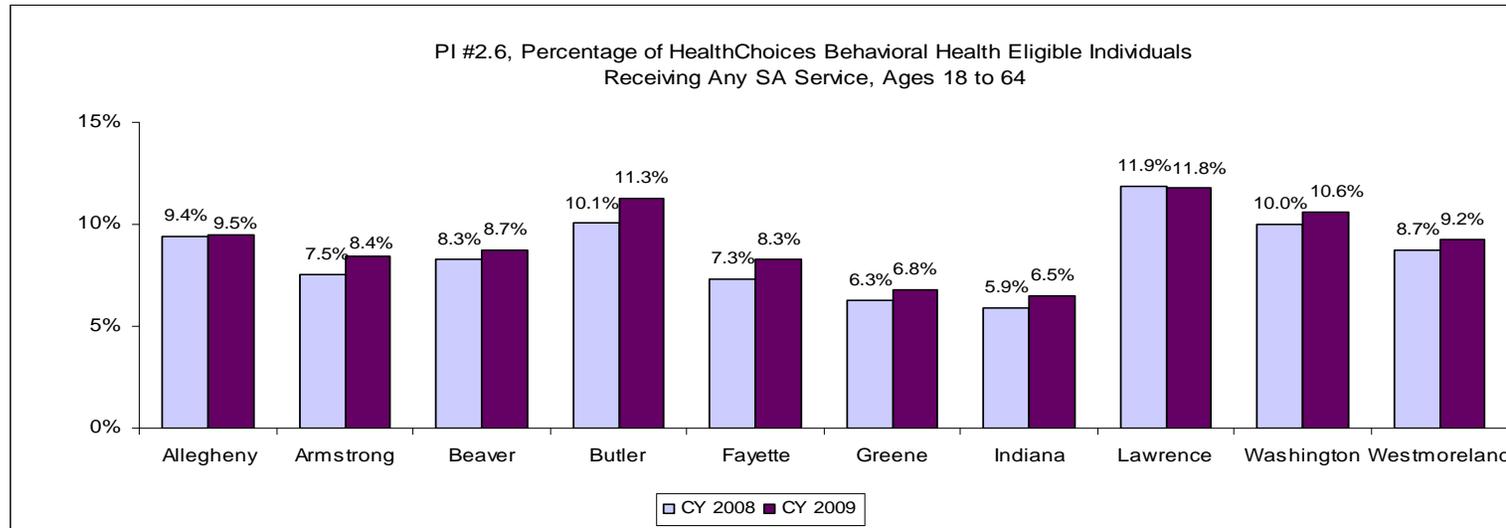
- The Southeast (8.4%) and Southwest (9.1%) regions are very close to the estimated national need (9.3%); however, the four other regions are significantly below the estimated national need.
- While the overall treatment cost for individuals has increased due to higher inpatient costs and an increase in the number of outpatient SA services, inpatient days per admission have decreased over time.⁴

⁴ Drug and alcohol data analysis key findings – four year trend data (2004 – 2007) Reported: November 2008.

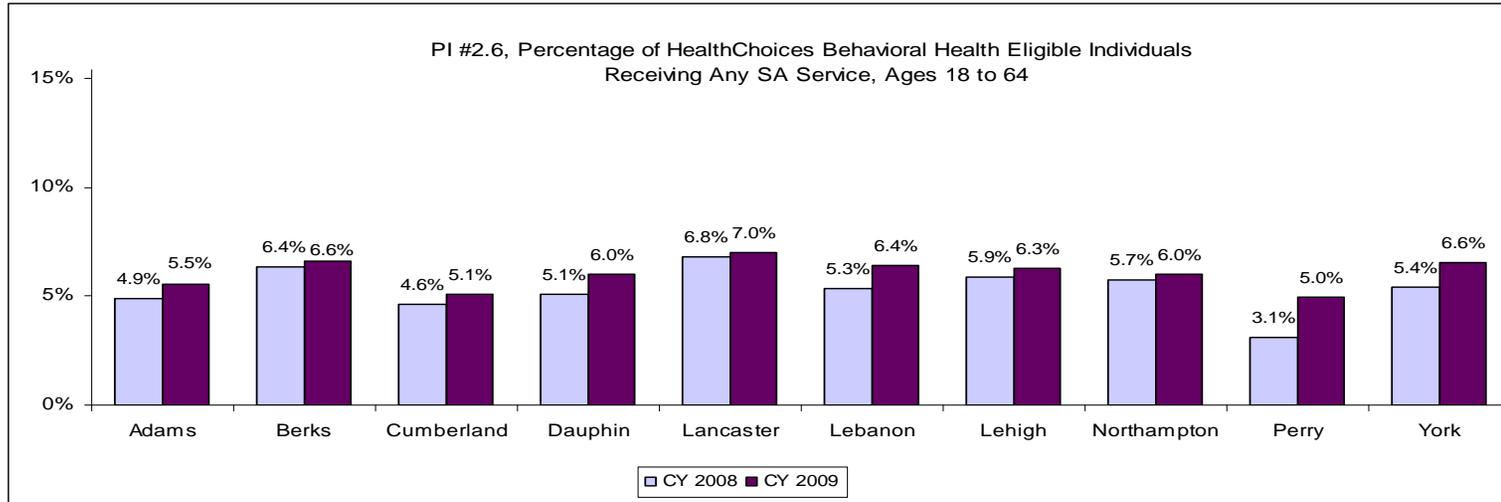
Southeast region



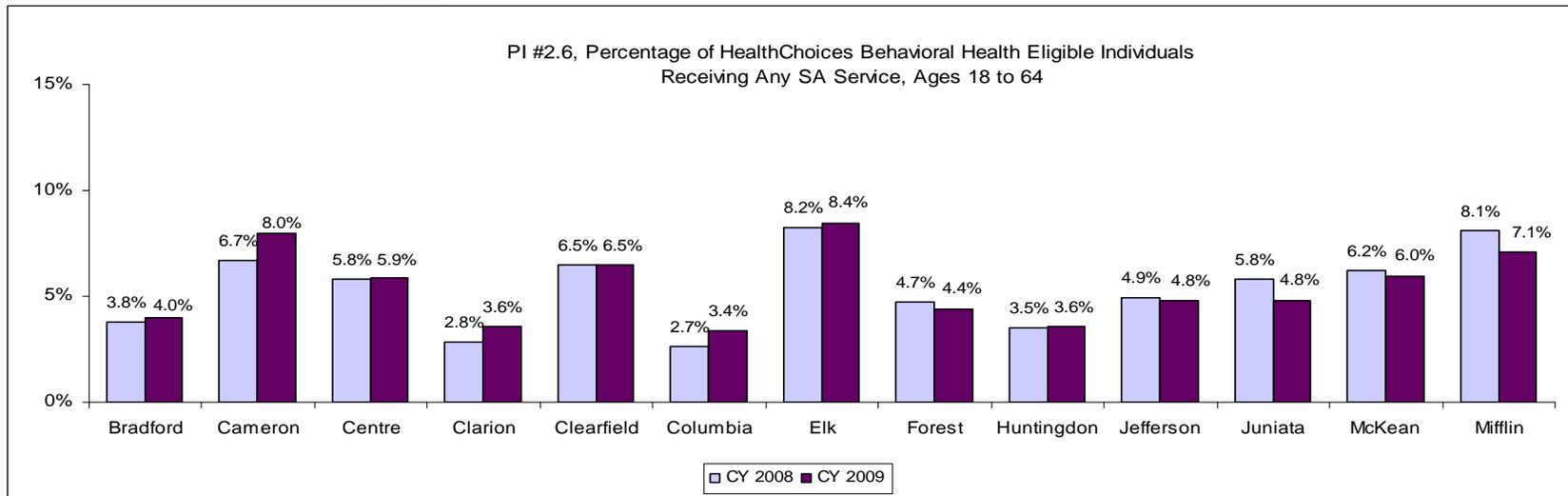
Southwest region



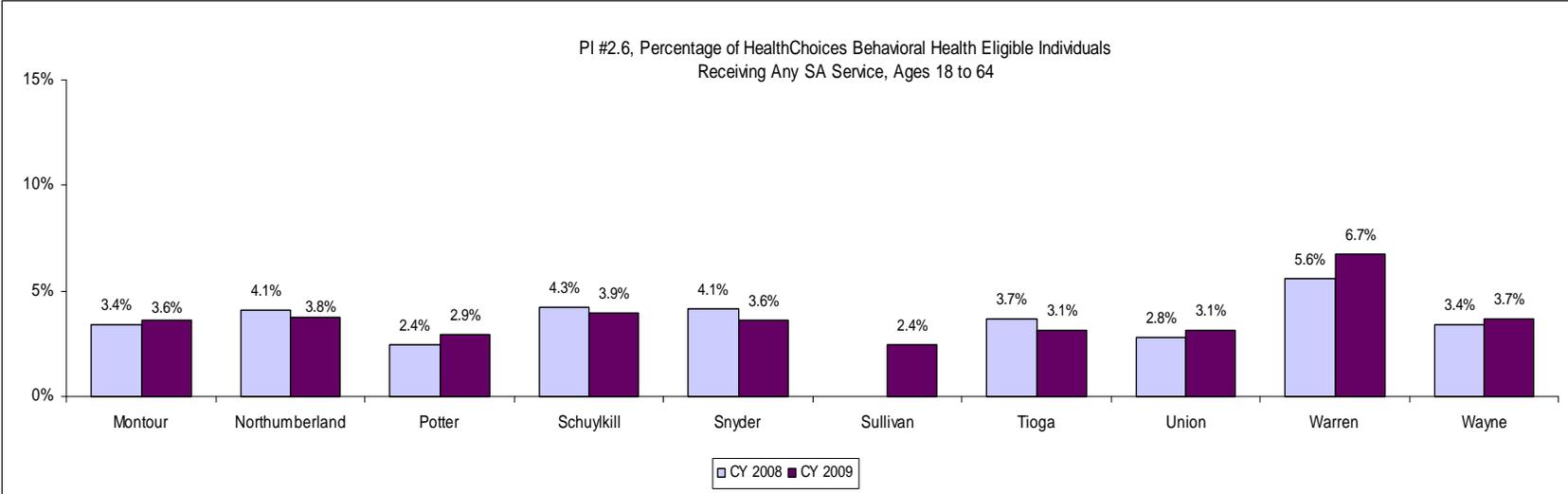
Lehigh/Capital region



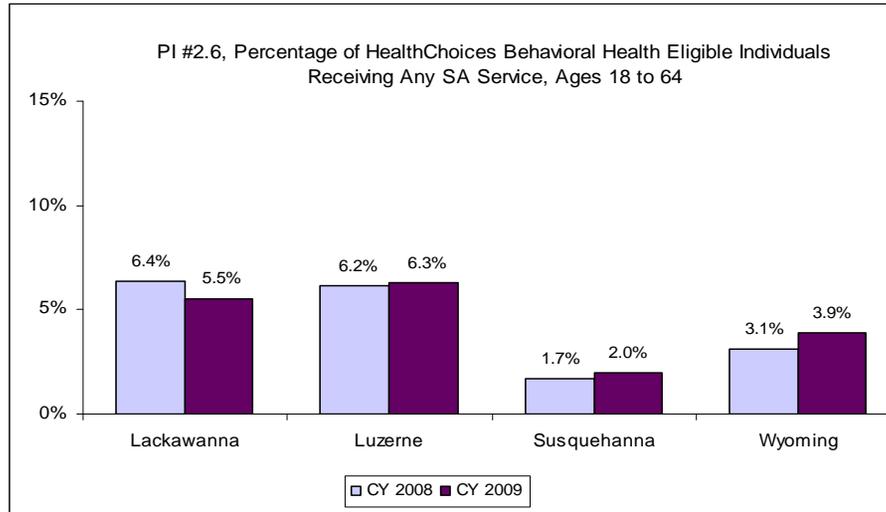
North/Central State Option region



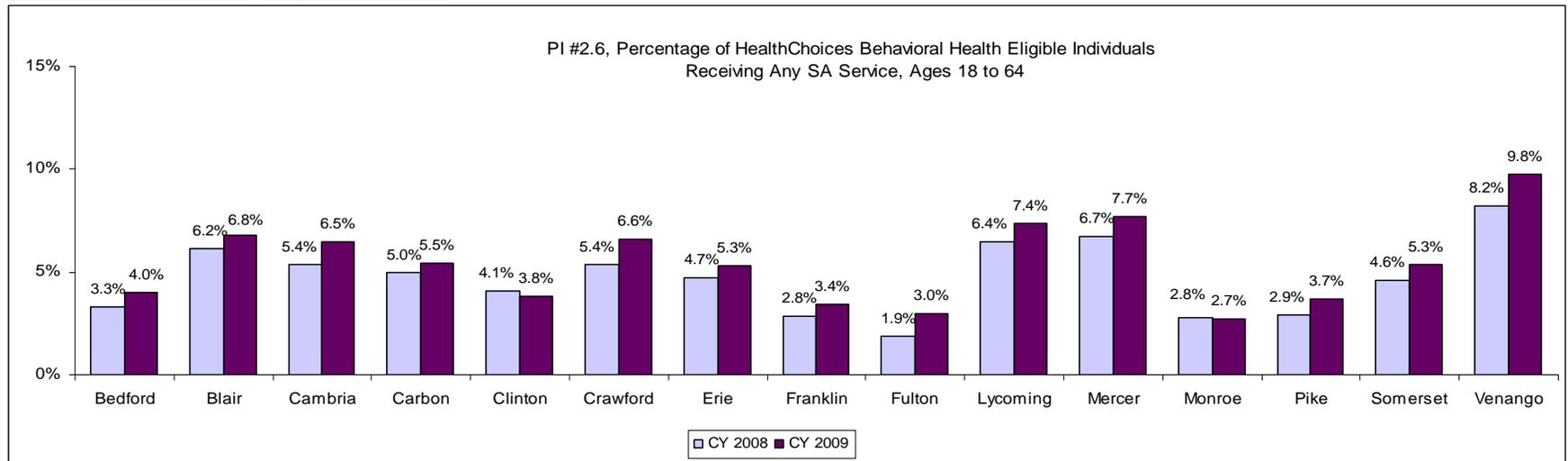
North/Central State Option region



Northeast region

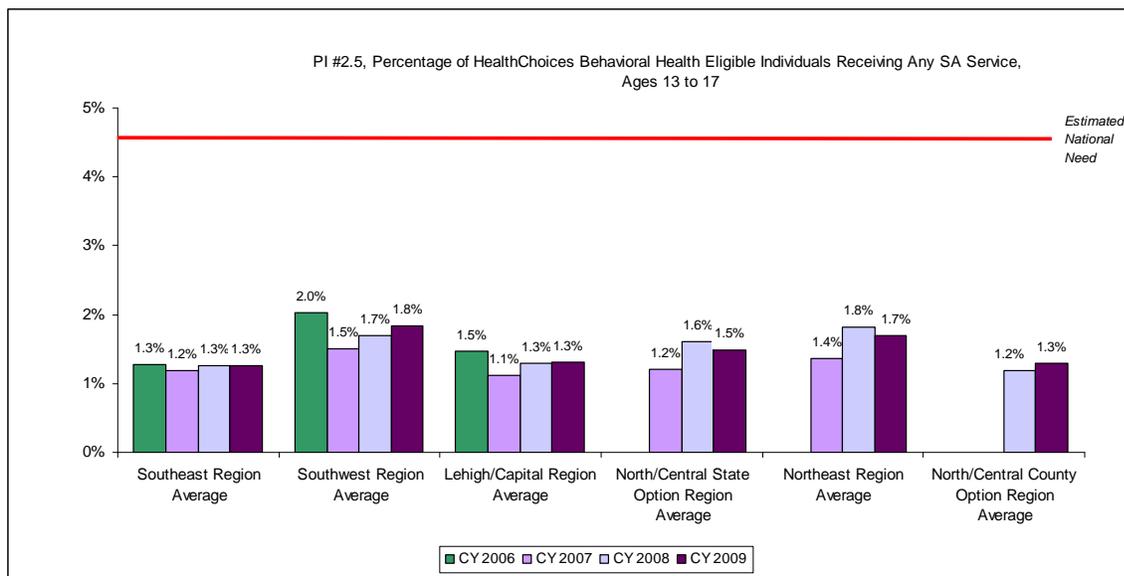


North/Central County Option region



Adolescent substance abuse service

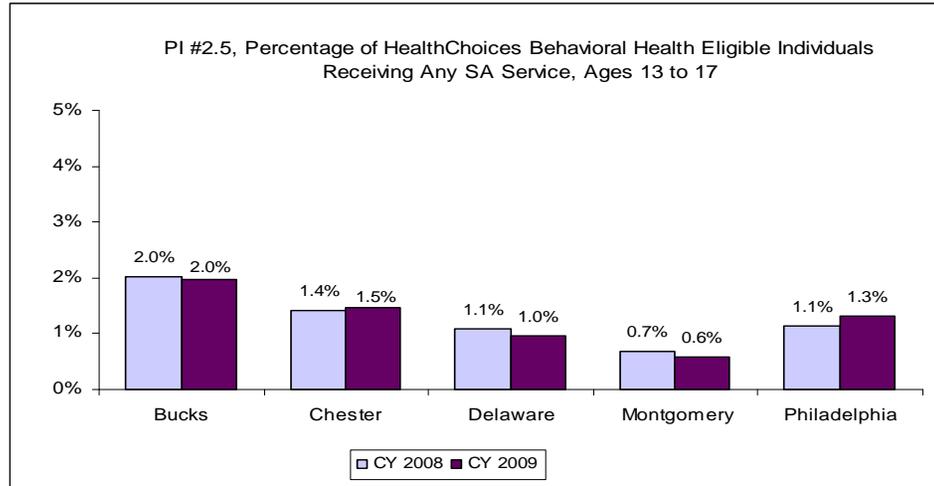
National estimates of adolescent SA vary based on the ages and genders considered and based on screening or diagnostic tool used to define SA and dependence. Nationally, of the 1.1 million youths (4.5%) who are in need of treatment, only 10.5% (115,000) of them received treatment at a specialty facility. The estimated national need presented here (4.5%) based on this data from the National Survey on Drug Use and Health is not based on a Medicaid-specific population.⁵



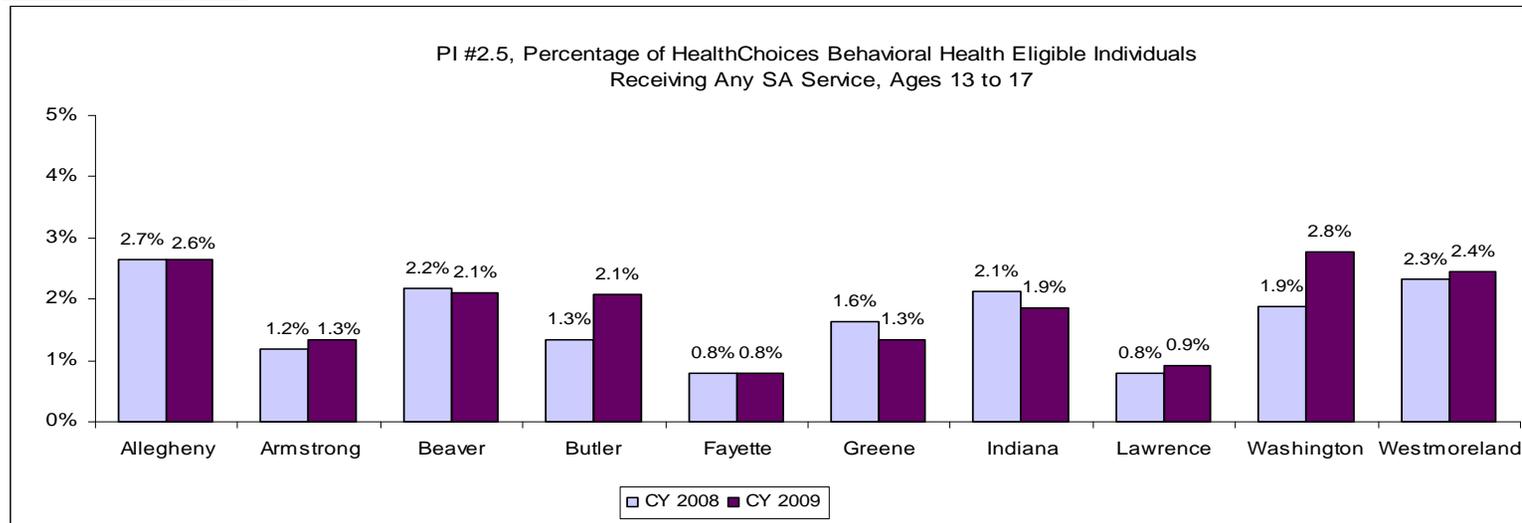
- Two regions, the Southwest and North/Central County Option improved slightly (0.1%) in the percent of adolescents receiving any SA service. This is the third year in which the Southwest has shown improvement. Two regions, the Southeast and Lehigh/Capital did not change from 2008 to 2009. The final two regions, the North/Central State Option and the Northeast showed a slight decline (0.1%).
- Washington (0.9%) and Butler (0.8%) counties, both in the Southwest region, had the highest percentage point change from 2008 to 2009.
- Clinton County (2.7%), whose data is presented as an individual county for the first time this year, had one of the higher percentages of adolescents receiving any SA service.
- 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.

⁵ The estimated national need for PI #2.5 (4.5%) is based on: Substance Abuse and Mental Health Services Administration. (2010). *Results from the 2009 National Survey on Drug Use and Health: Volume 1. Summary of National Findings* (Office of Applied Studies, NSDUH Series H-38A, HHS Publication No. SMA 10-4586Findings). Rockville, MD (page 87).

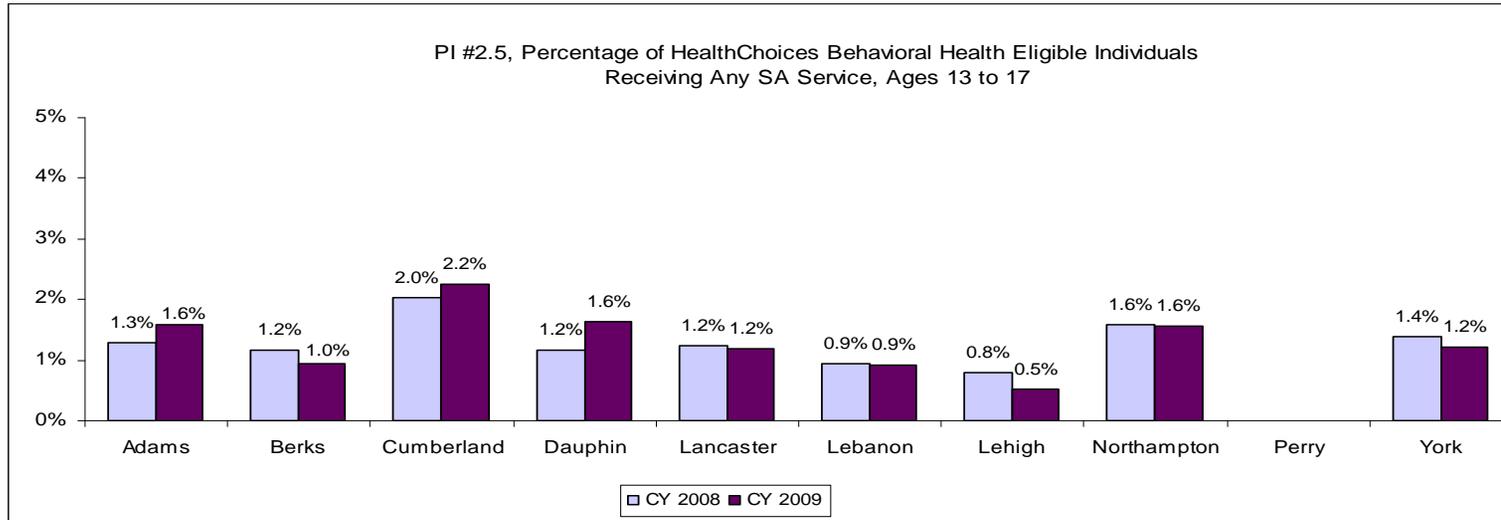
Southeast region



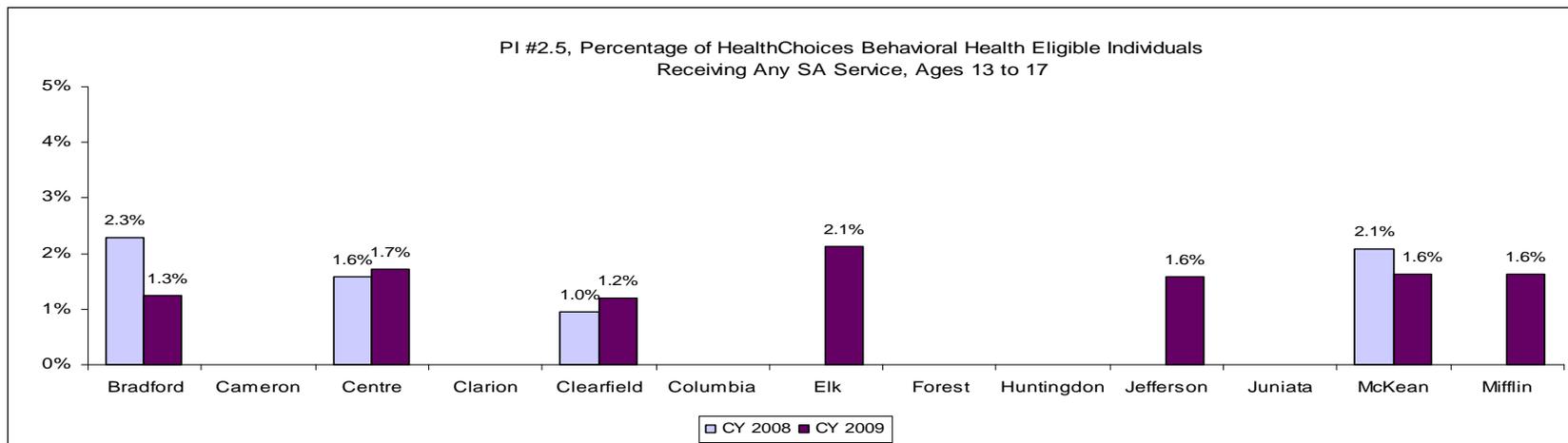
Southwest region



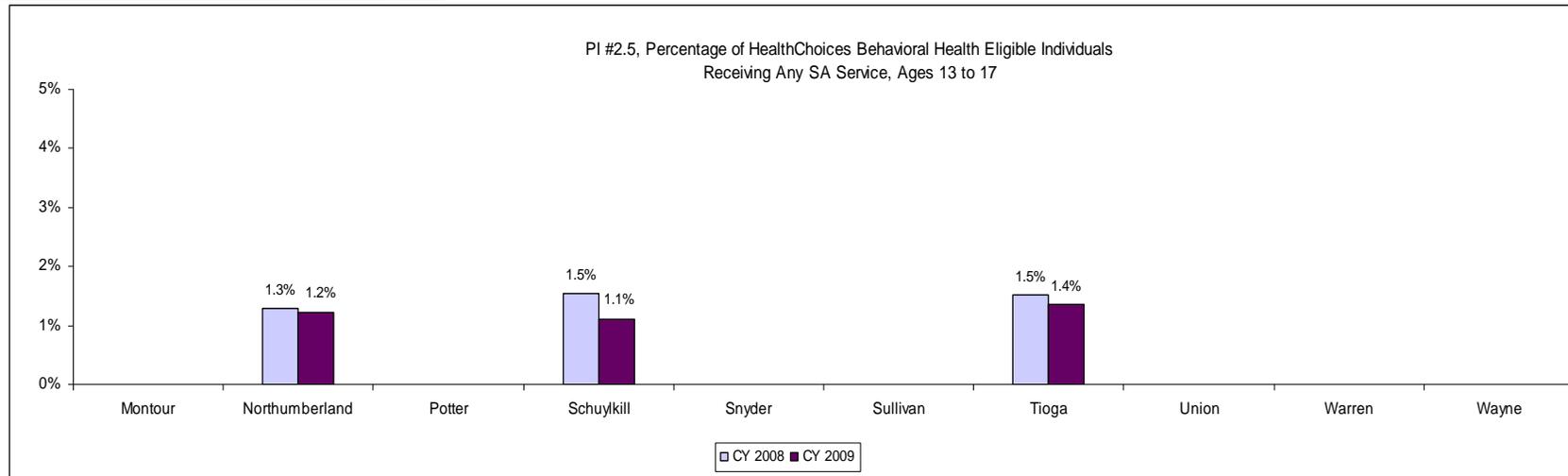
Lehigh/Capital region



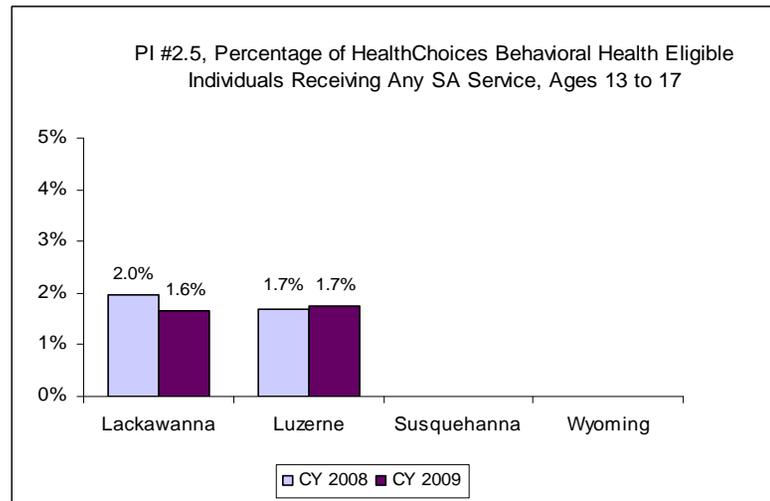
North/Central State Option region



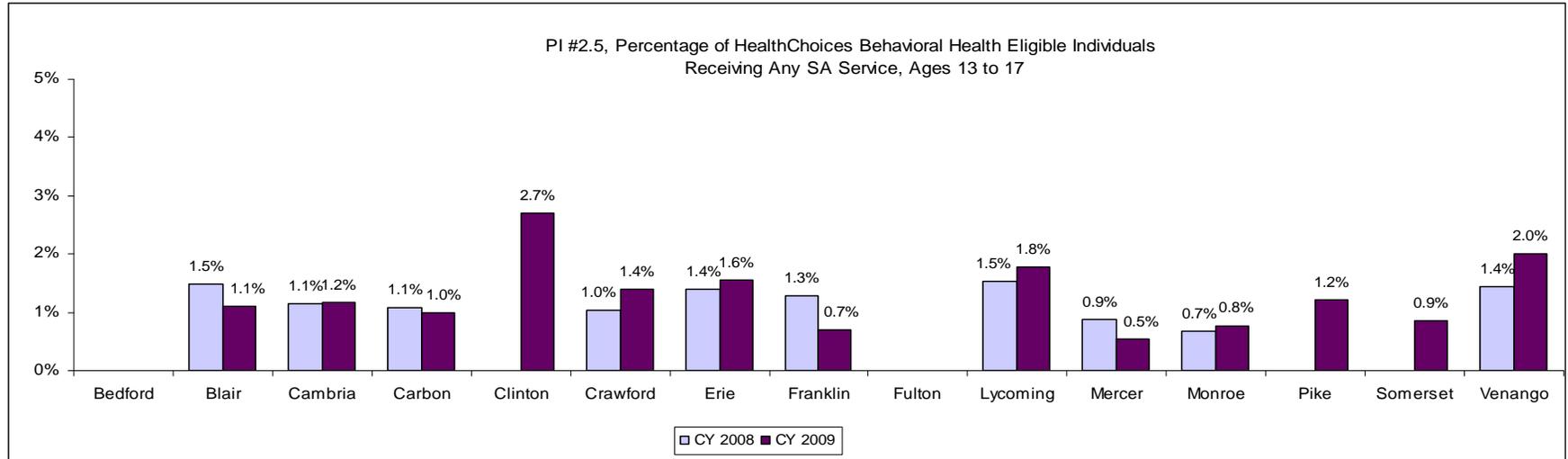
North/Central State Option region



Northeast region

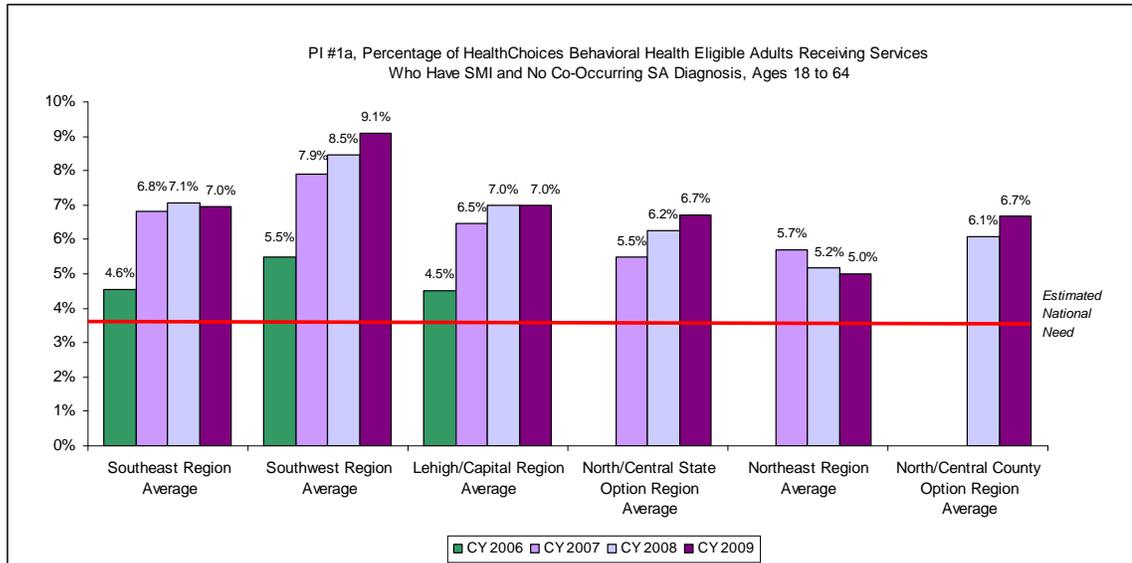


North/Central County Option region



Special populations, serious mental illness

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

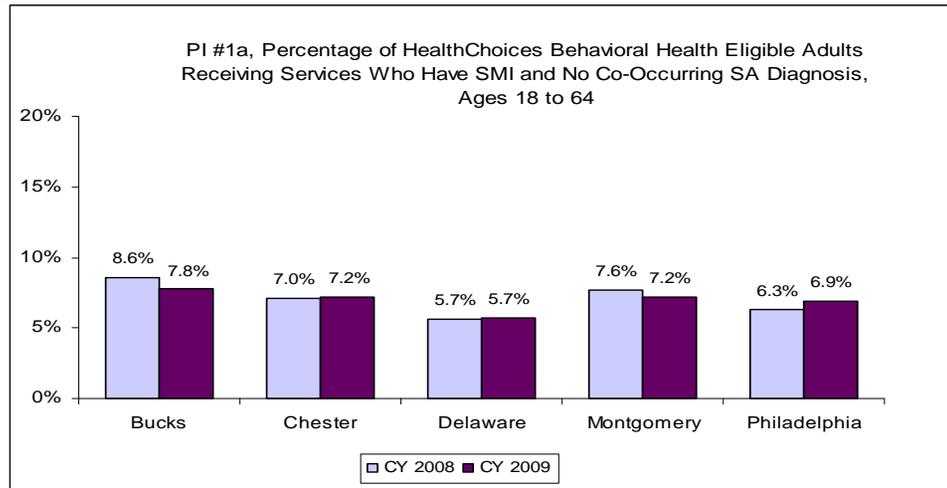


- The HCBH plans, as a whole, seem to be serving significant numbers of persons with SMI.
- While over the past three years there has been a consistent increase in the percentage of individuals receiving services who have a SMI across all regions reporting multiple years of data, this trend appears to have leveled off somewhat this year. Improvement was seen in the Southwest (0.6%), North/Central State Option (0.5%) and North/Central County Option (0.6%) regions. However, a slight decline was seen in the Southeast (0.1%) and Northeast (0.2%) regions. The Lehigh/Capital results were unchanged from 2008.
- There was more change in the individual county results between 2008 and 2009 than has been seen in previous years. 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 last year, Indiana County in the Southwest region and Northampton County in the Lehigh/Capital region had the largest overall percentages (11.6% and 12.0%, respectively) of individuals with SMI but no co-occurring SA diagnosis receiving services.
- The estimated national need has been established using information based on the National Comorbidity Survey Replication.⁶ Please note this survey was not based on

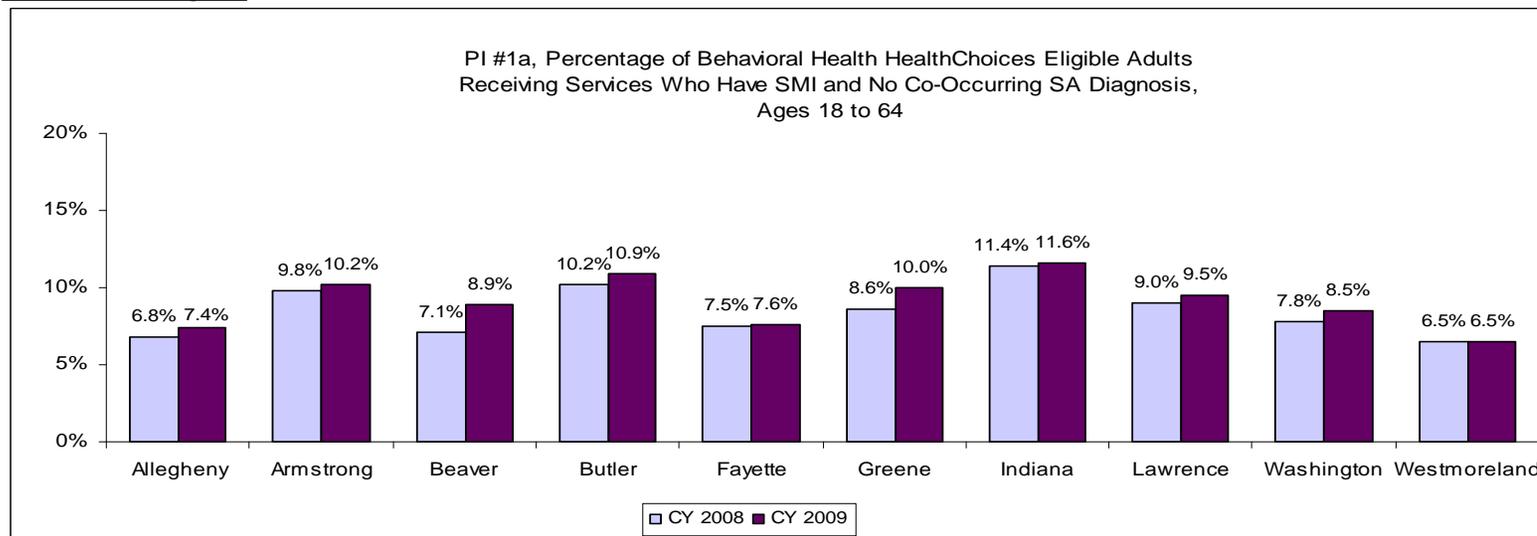
⁶ The estimated national need for PI #1a (3.8%) is based on the National Survey on Drug Use and Health 2008. U.S. Dept. of Health and Human Services, Substance Abuse and Mental Health Services Administration, Office of Applied Studies.

a Medicaid-specific population and the definition of SMI does differ from the OMHSAS definition. It appears initially as though the percentage of HCBH eligibles receiving services who have SMI with no co-occurring SA diagnosis is higher than the estimated national need. However, this graph should be considered in conjunction with the graph presenting results for PI #1b which presents results for the 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.

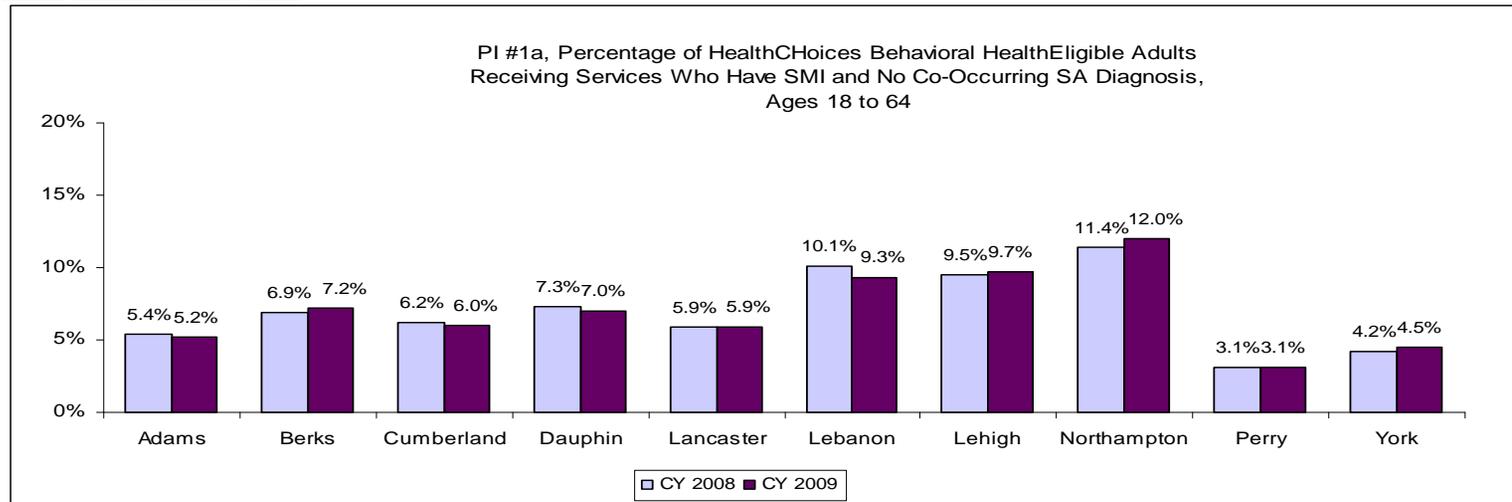
Southeast region



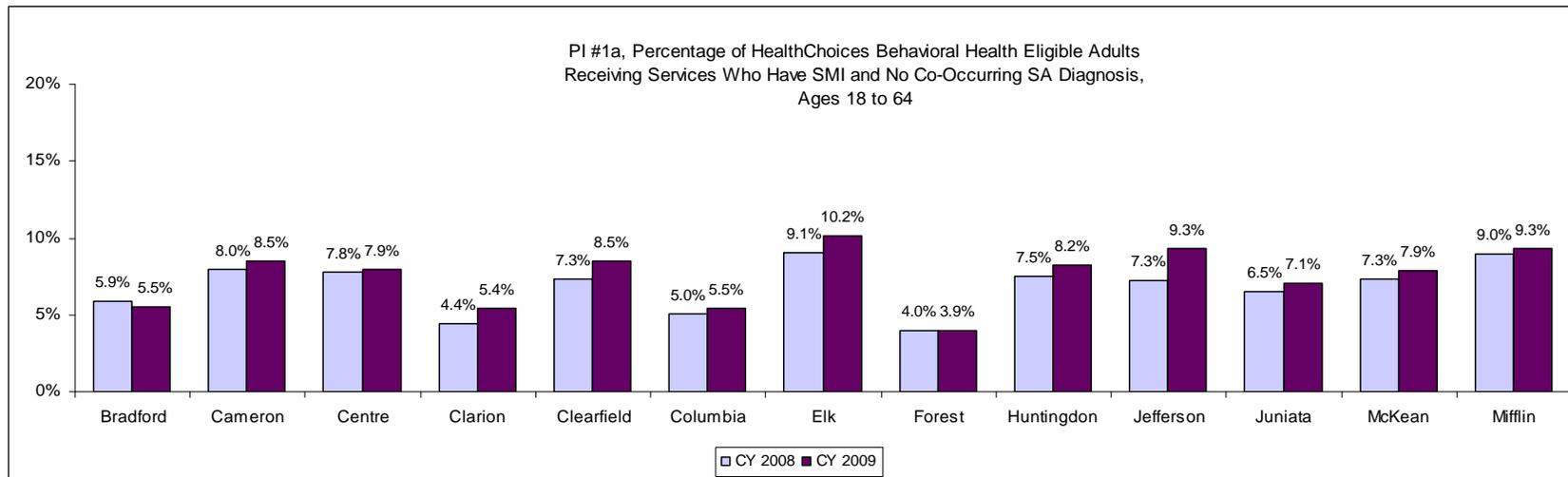
Southwest region



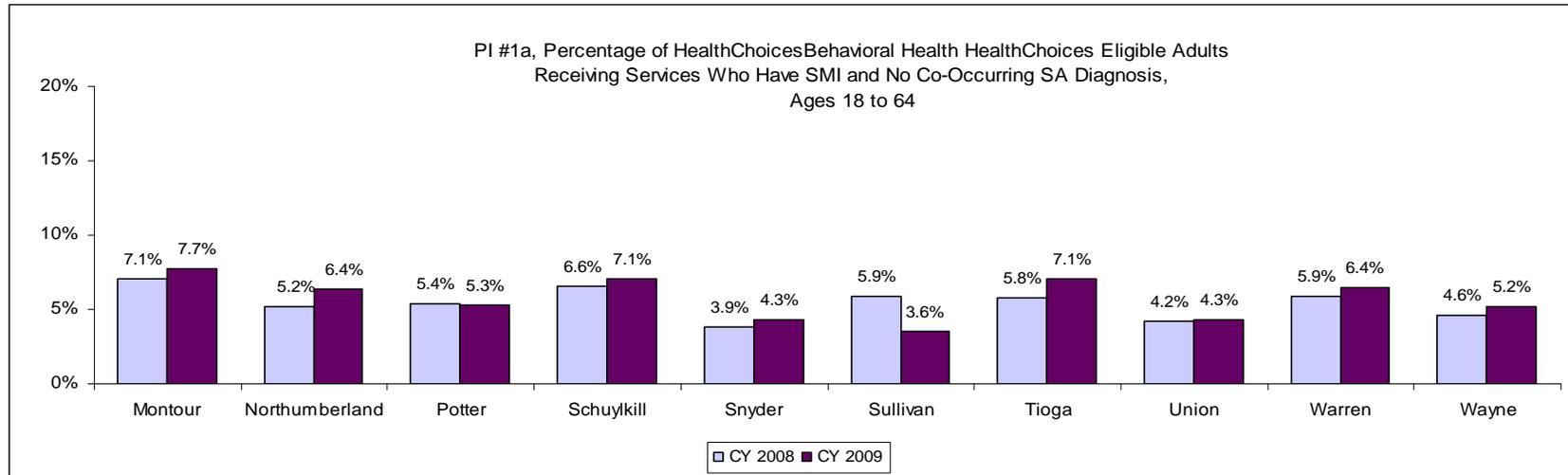
Lehigh/Capital region



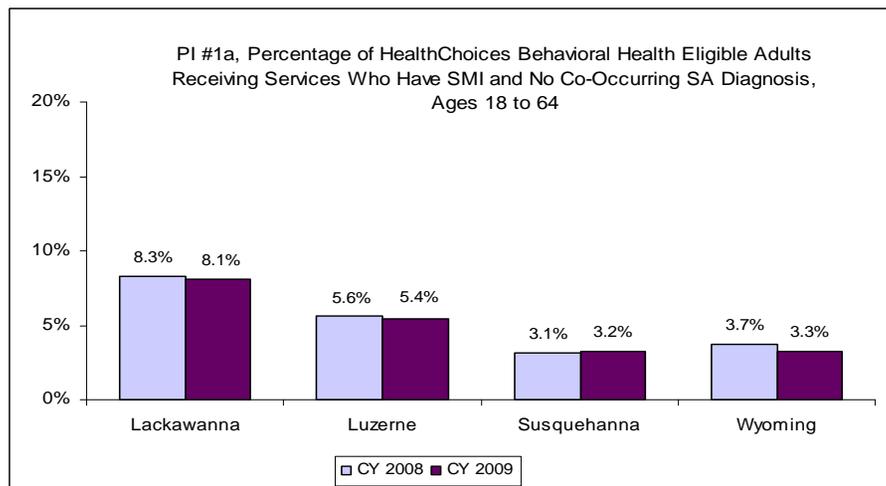
North/Central State Option region



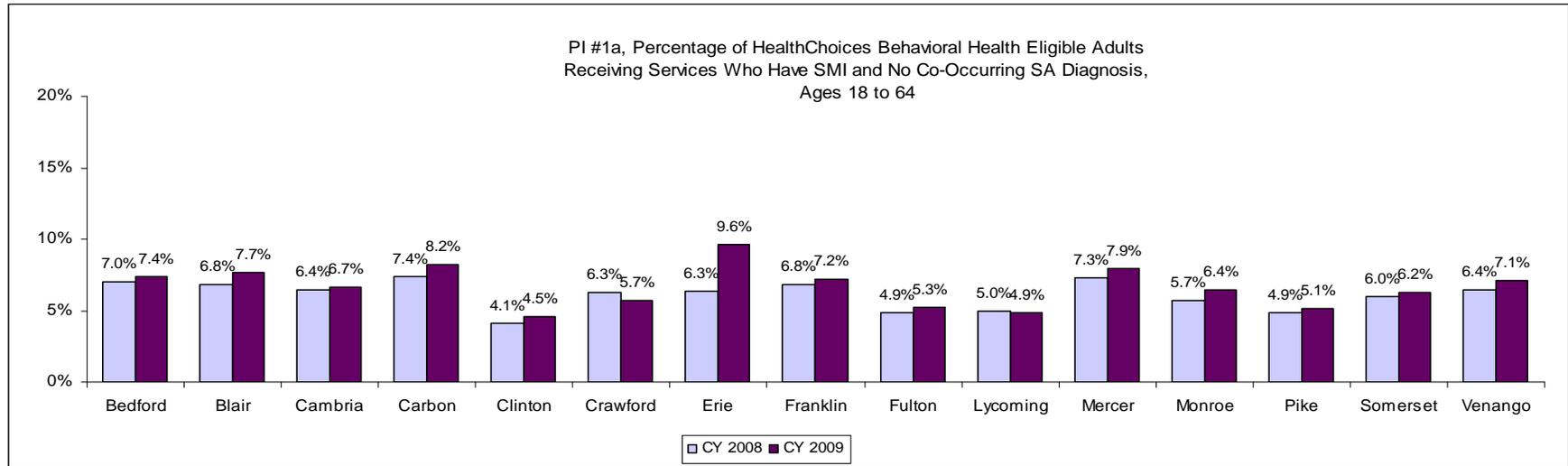
North/Central State Option region



Northeast region

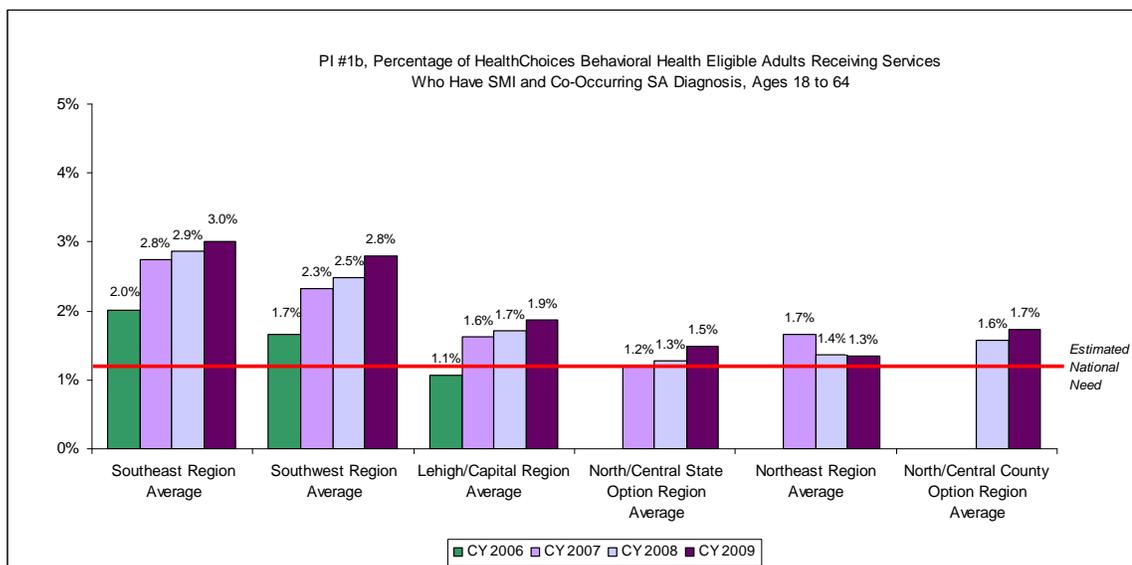


North/Central County Option region



Special populations, co-occurring disorder

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.⁷ In MH settings, as many as 40 – 60% of individuals have a co-occurring substance use diagnosis, and 60 – 80% of individuals in a substance abuse 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.⁸



- As reported over the last four years, there was improvement in the percentage of adults with SMI and co-occurring SA diagnosis receiving services across all years of data presented with the exception of the Northeast region, which reported a slight decrease in 2007, 2008 and 2009.
- Last year, four counties, Bucks and Philadelphia in the Southeast region and Allegheny and Butler in the Southwest region, reached or surpassed the estimated national need of individuals with SMI and a co-occurring diagnosis who are receiving services. This year, five counties have reached or surpassed the estimated national need. They are: Bucks in the Southeast region, Allegheny, Butler and Lawrence in the Southwest region and Mercer in the North/Central State Option region.

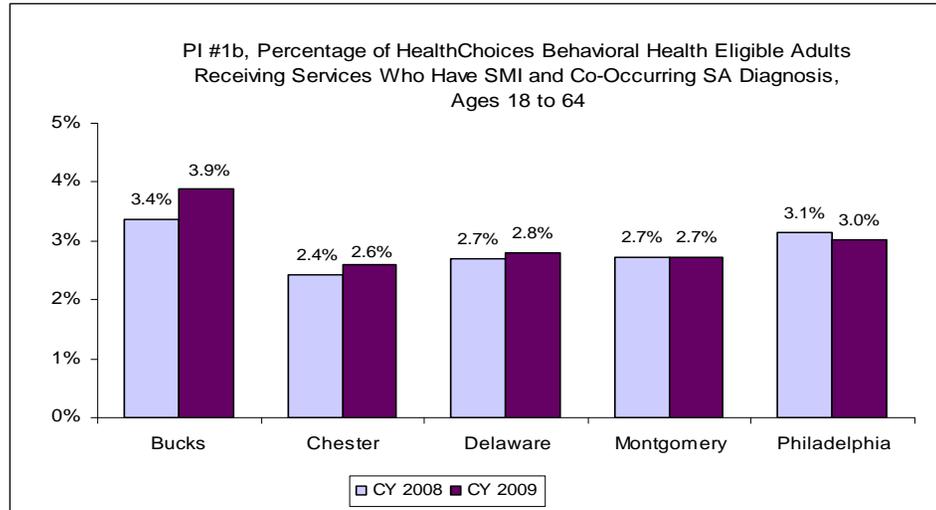
⁷ The estimated national need for PI #1b (1.3%) is based on the National Survey on Drug Use and Health 2008. U.S. Dept. of Health and Human Services, Substance Abuse and Mental Health Services Administration, Office of Applied Studies.

⁸ Substance Abuse and Mental Health Services Administration. Toolkit – *Co-Occurring Disorders; Integrated Dual Diagnosis Disorders Treatment*. Rockville, MD: Center for Mental Health Services, Department of Health and Human Services.

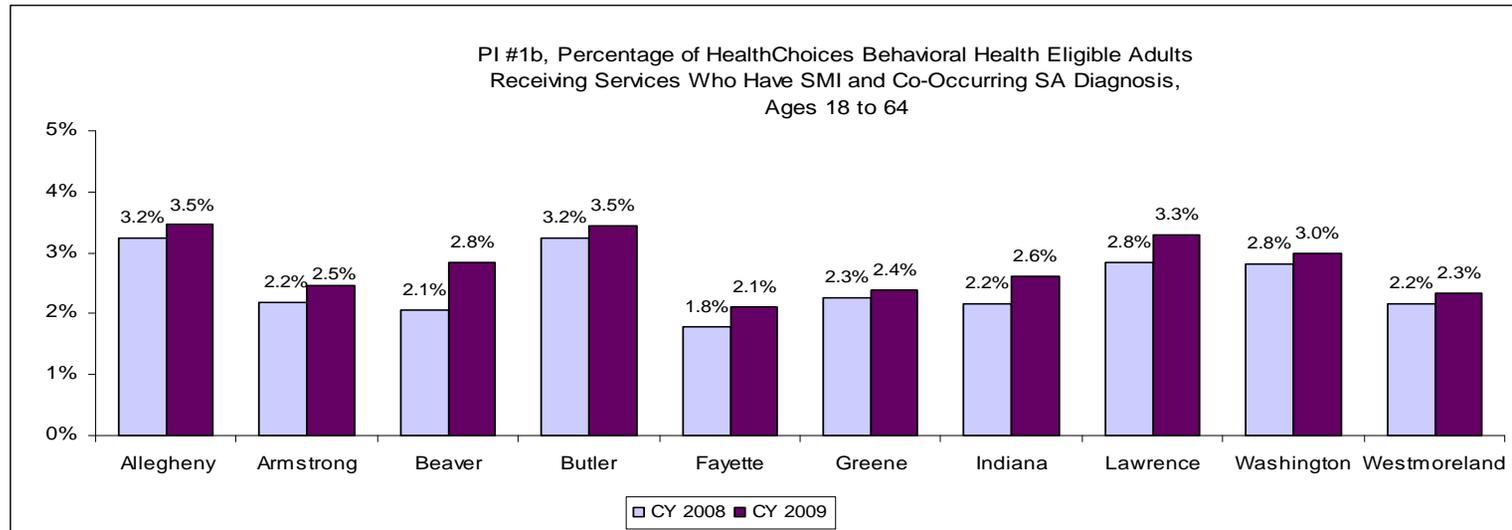
- National studies suggest that 50% of the persons with SMI typically have a co-occurring disorder. In the 2007 performance-based contracting (PBC) report, it was suggested that there may have been under identification of those with SMI with and without a co-occurring disorder. Given the increase in the rates in this report for both groups, it appears that efforts to identify and provide services to adults with SMI have been more successful.
- While not presented in these PBC graphs, individuals with SMI and co-occurring SA diagnosis in the Southwest region experience lower costs, shorter lengths of stay and a lower readmission rate than in other regions⁹.

⁹ Drug and alcohol data analysis key findings – four year trend data (2004 – 2007) Reported: November 2008.

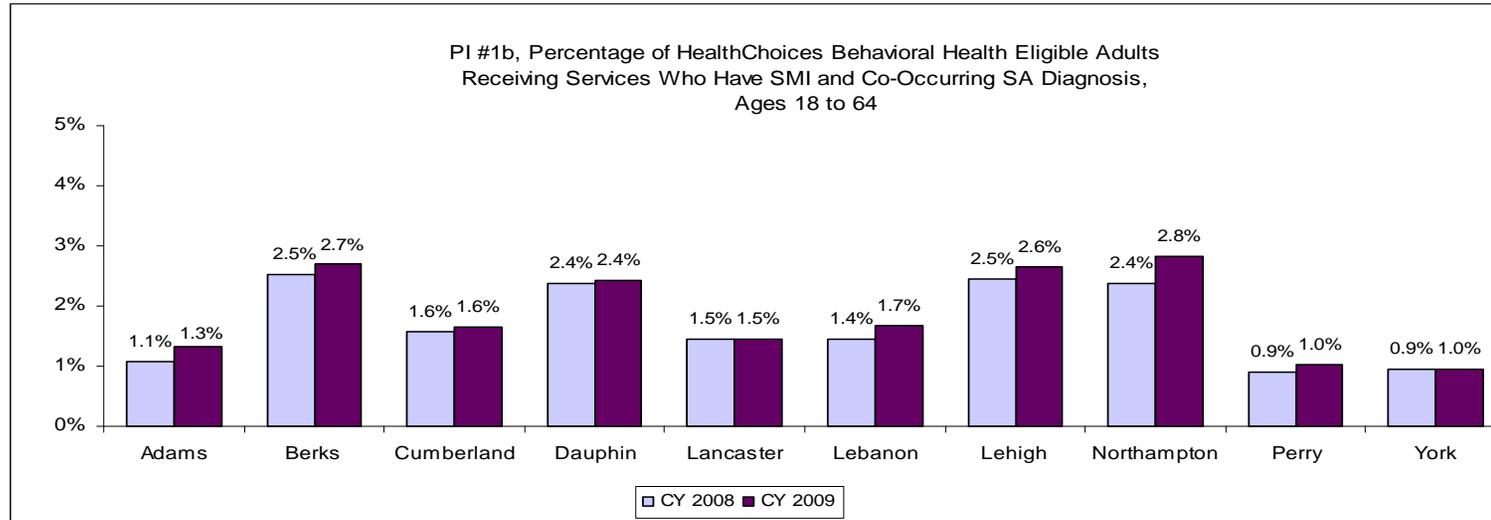
Southeast region



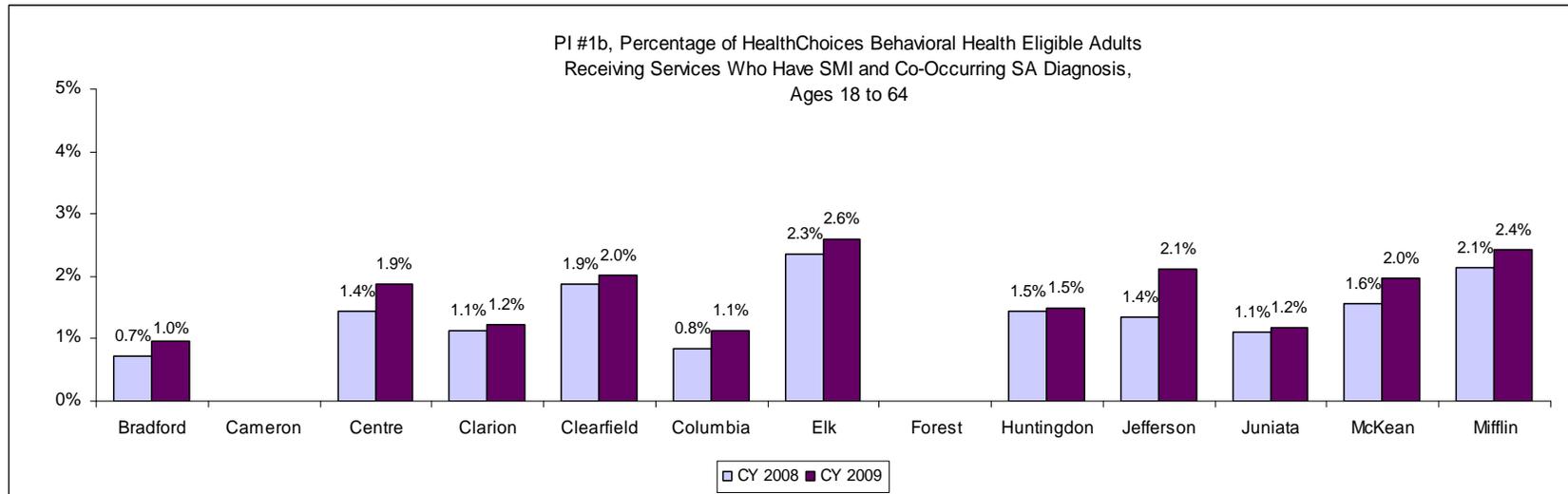
Southwest region



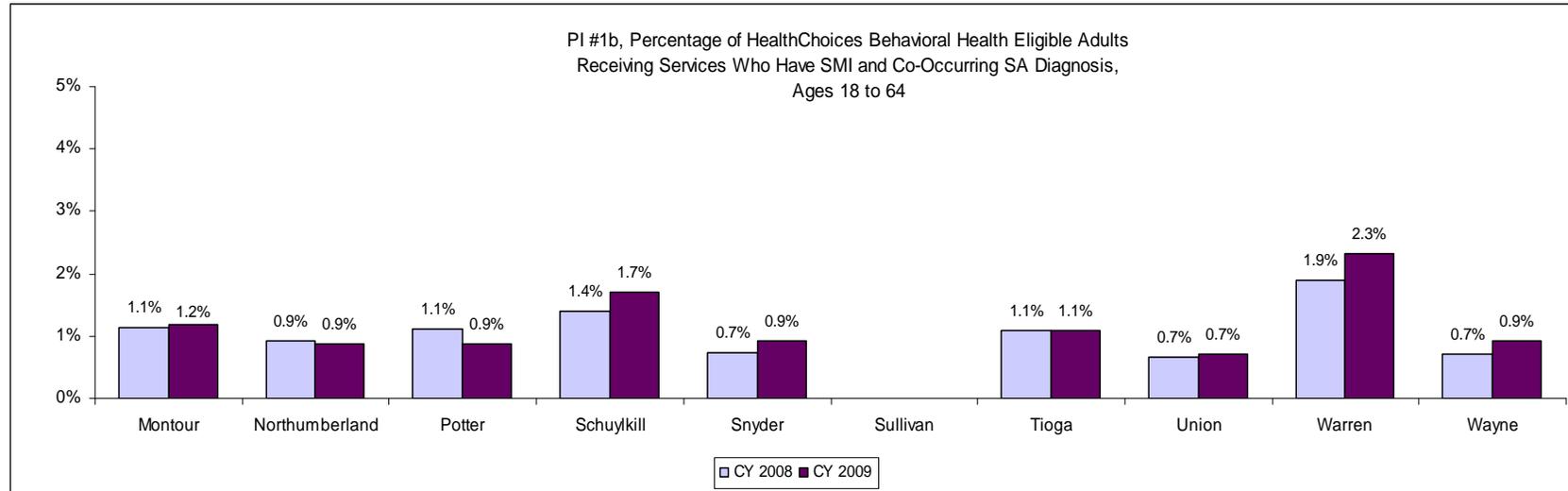
Lehigh/Capital region



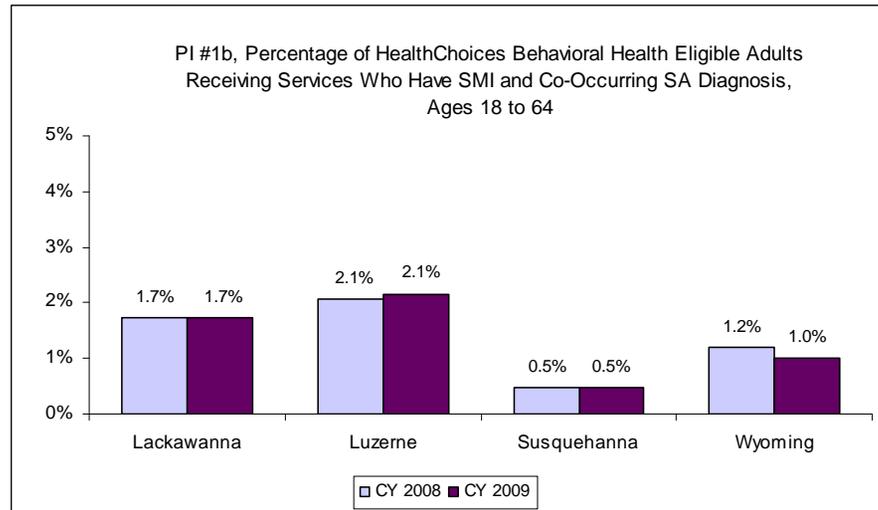
North/Central State Option region



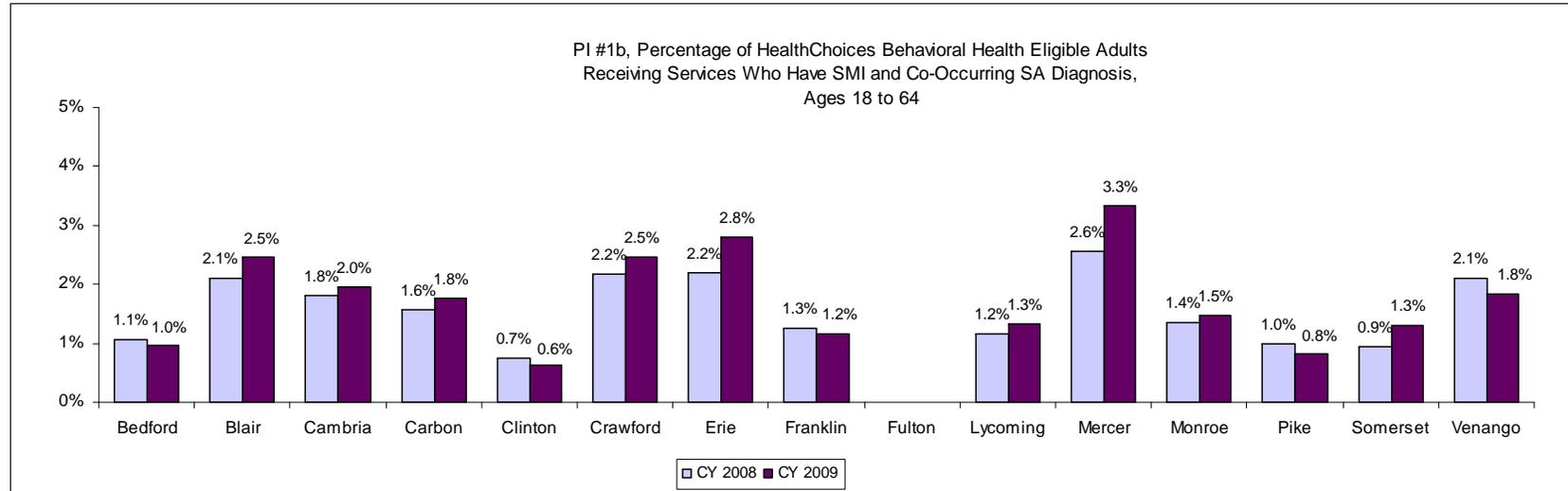
North/Central State Option region



Northeast region



North/Central County Option region



Special populations, minority adult mental health

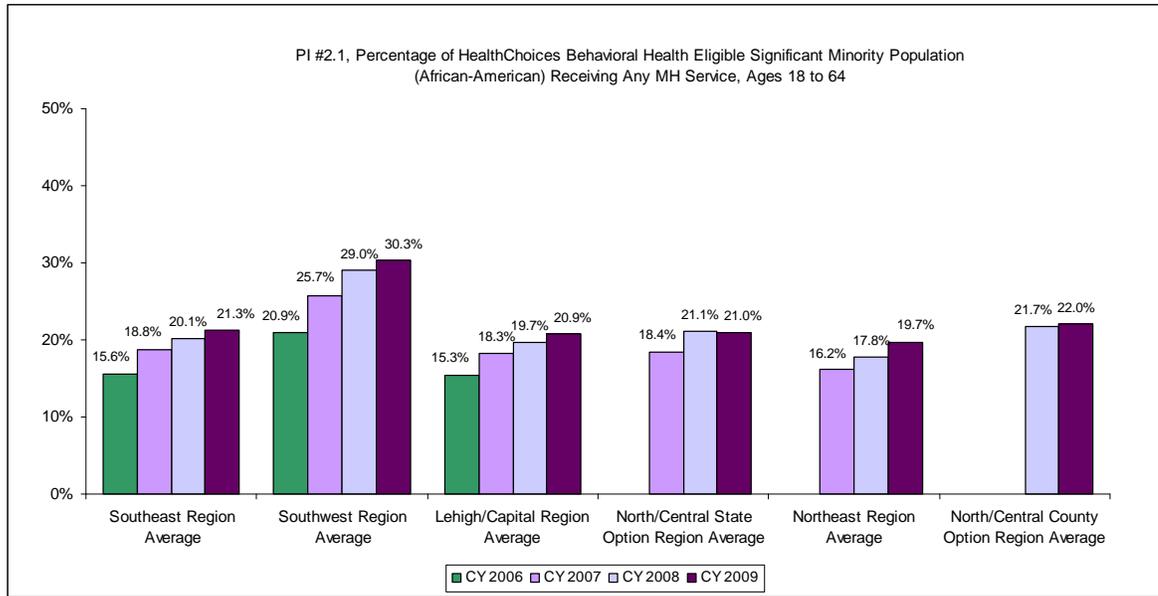
The next three sets of graphs show the percentage of African-American adults and adolescents who received services. With the exception of emergency room and inpatient psychiatric treatment, persons from minority backgrounds are less likely than Caucasians to seek MH outpatient treatment. Racial/ethnic minority youths are more likely to be treated in group residential treatment centers than in individualized community-based setting such as therapeutic foster care¹⁰. The reasons given by African Americans for not seeking treatment include fear of hospitalization and fear of treatment.¹¹ 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.¹² For these reasons, it is important to monitor service received by minority groups.

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

¹⁰ 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.

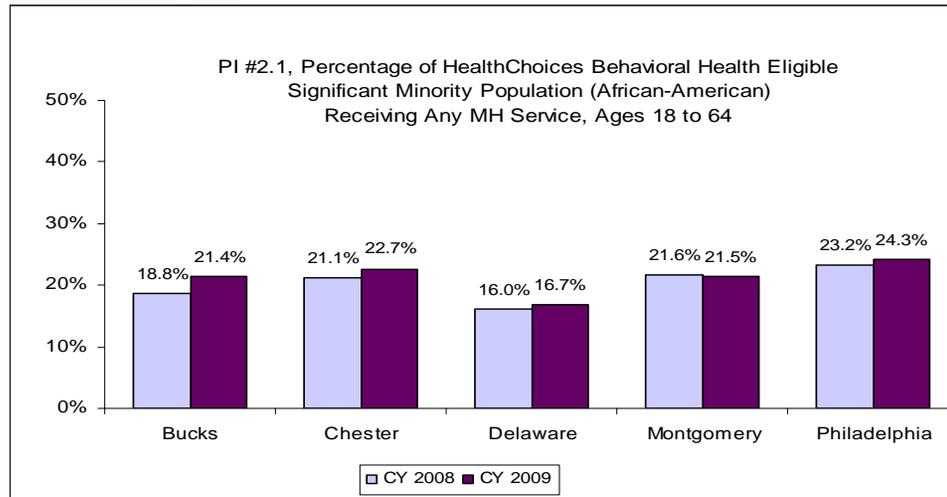
¹¹ US Department of Health and Human Services. *Mental Health: A Report of the Surgeon General –Executive Summary*. Rockville, MD: US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, National Institutes of Health, National Institute of Mental Health, 1999.

¹² U.S. Department of Health and Human Services. (2001). *Mental Health: Culture, Race, and Ethnicity—A Supplement to Mental Health: A Report of the Surgeon General*. Rockville, MD: U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services. (Chapter 3).

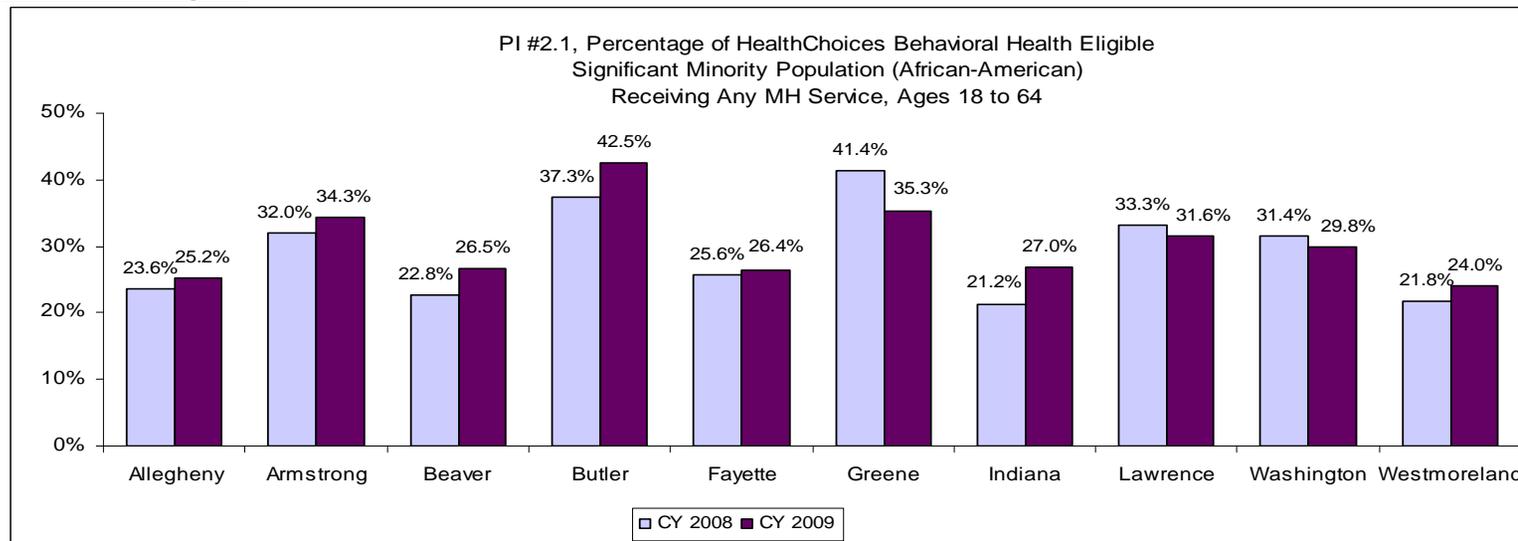


- As anticipated for all years presented, the percentage of the African-American population receiving MH services is less than the percentage for the HCBH-eligible population as a whole.
- The trend for regions reporting multiple years of data revealed an increased percentage of African Americans age 18 – 64 receiving MH services.
- Several counties, particularly in the North/Central State Option region do not have a sufficient number of African Americans in their population to report findings for this indicator. Also, 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.

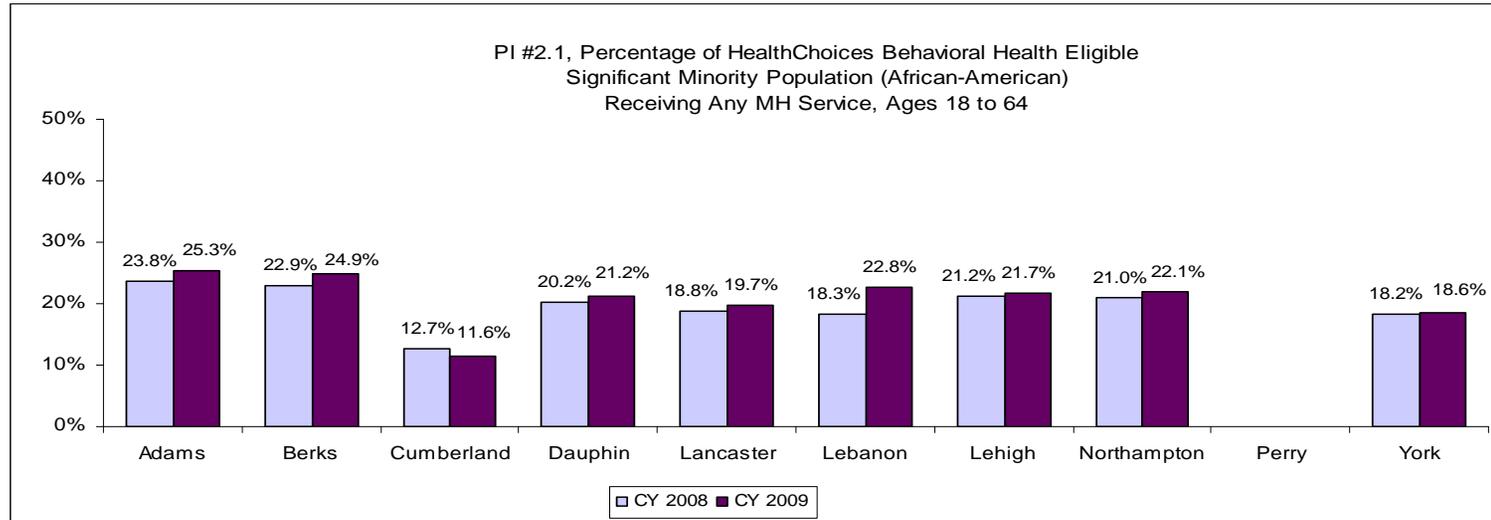
Southeast region



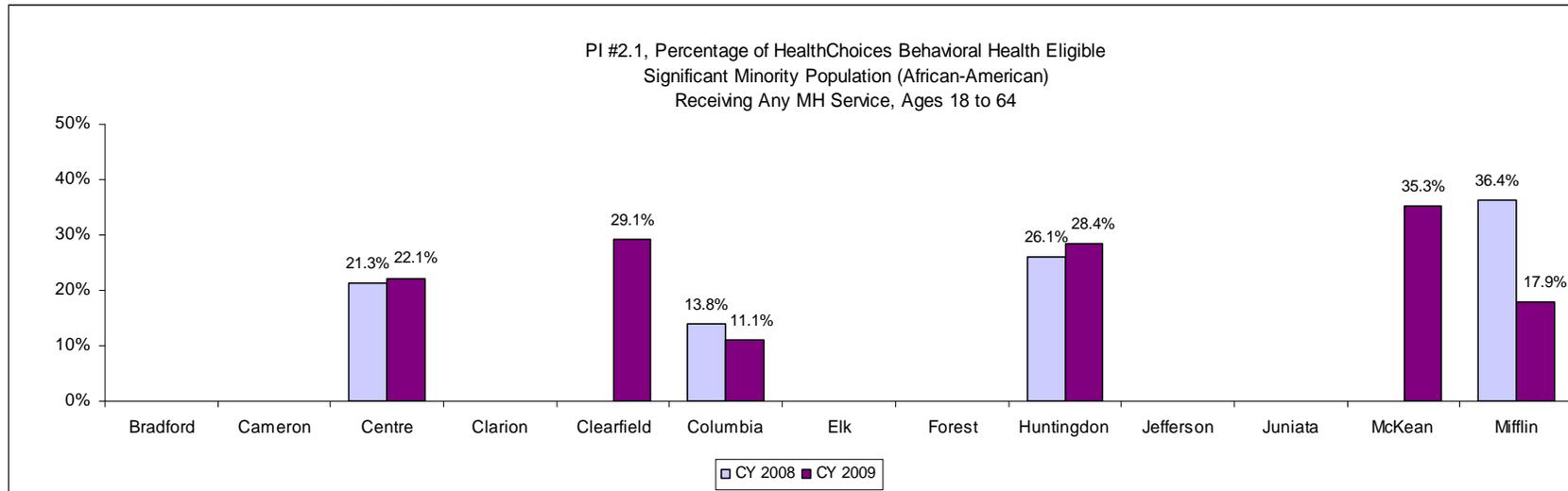
Southwest region



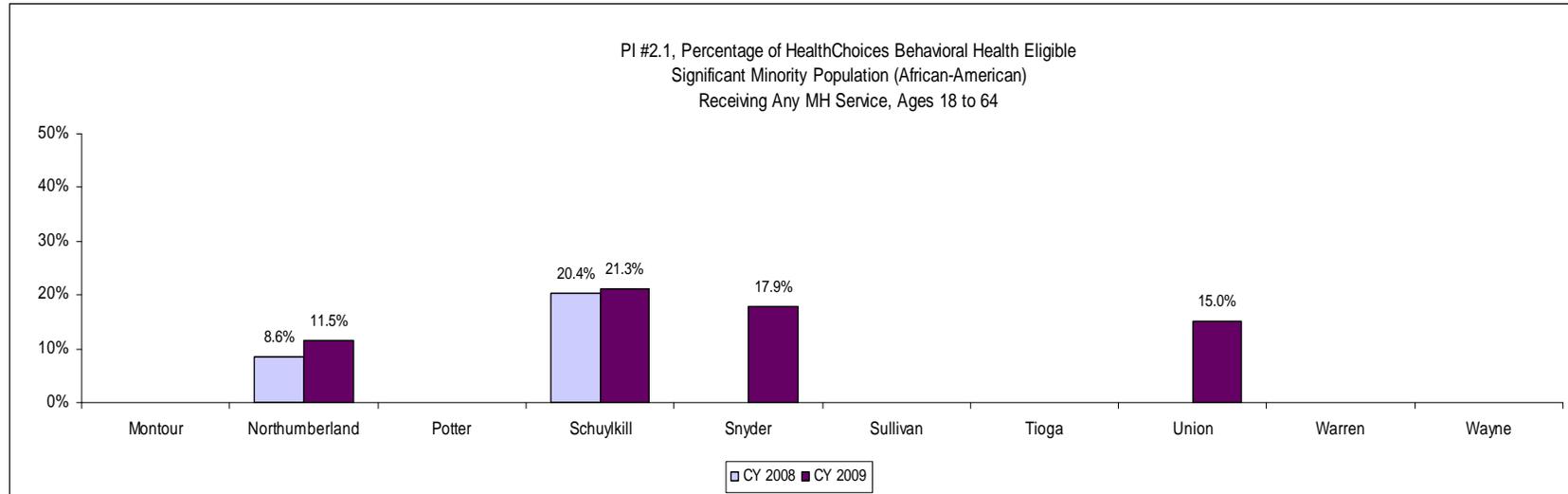
Lehigh/Capital region



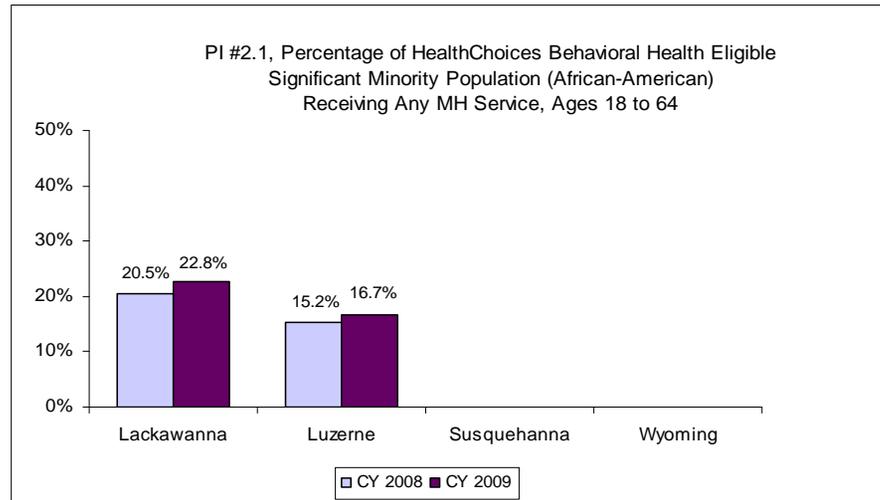
North/Central State Option region



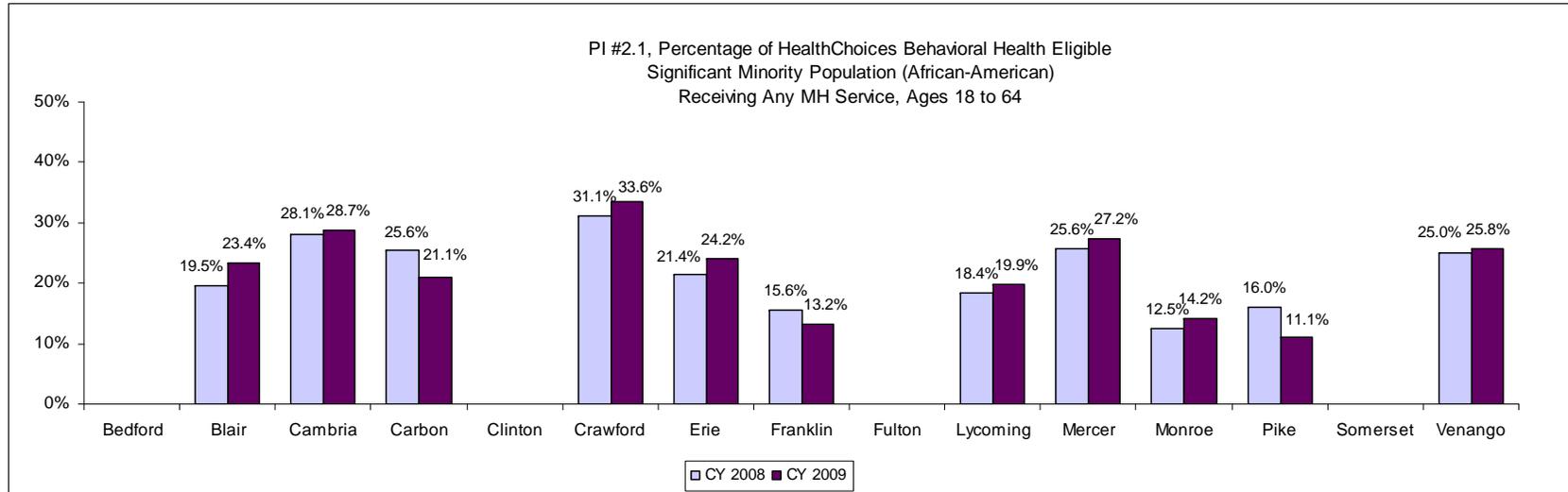
North/Central State Option region



Northeast region

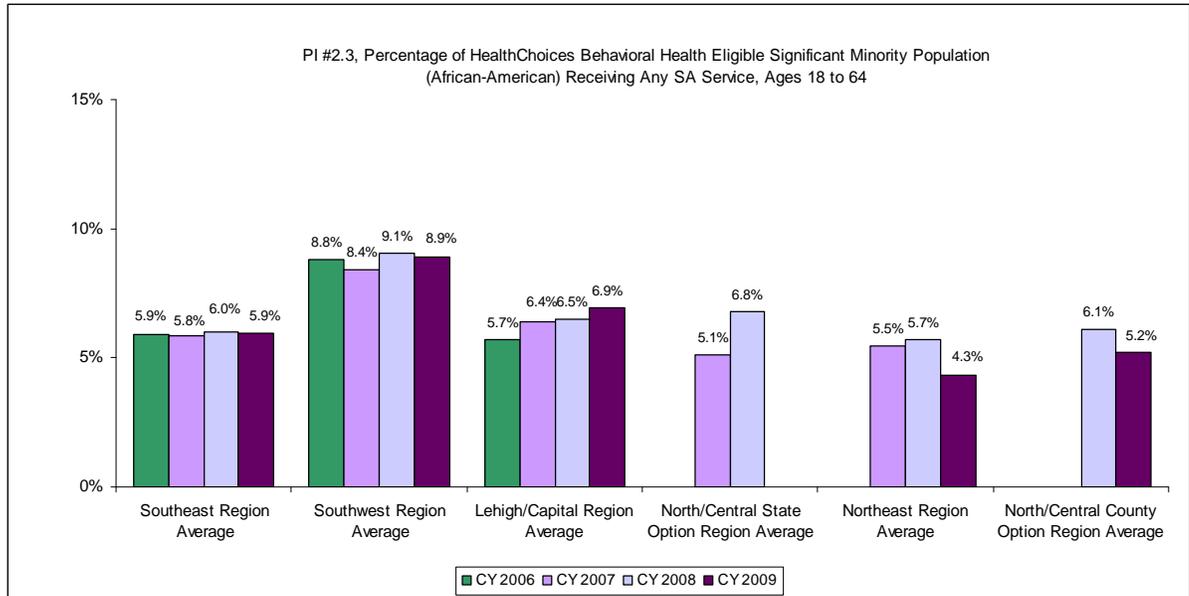


North/Central County Option region



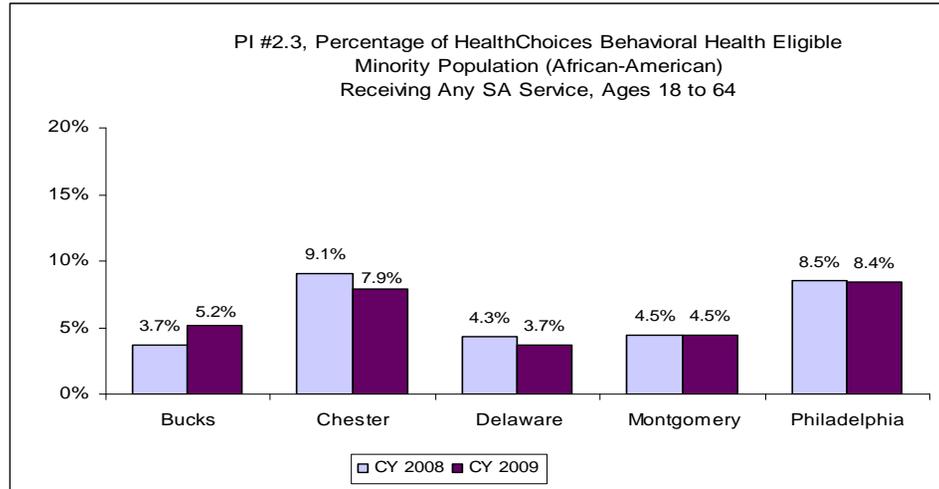
Special populations, minority adult substance abuse

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

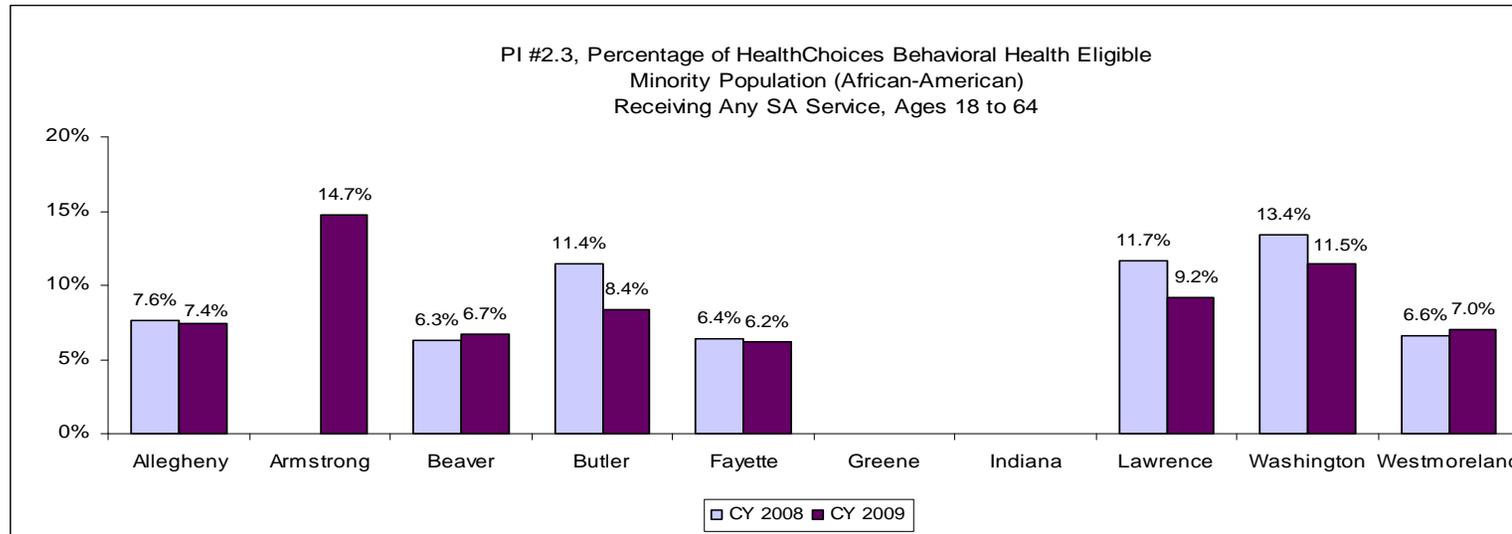


- In two regions, Lehigh/Capital and North/Central State Option, there was an increase in the percentage of the HCBH-eligible adult population receiving SA services. These two region percentages exceeded the population as a whole. There was a slight decrease in the Southeast region and the Southwest region and a more significant decrease in the Northeast and North/Central County Option regions.
- 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.

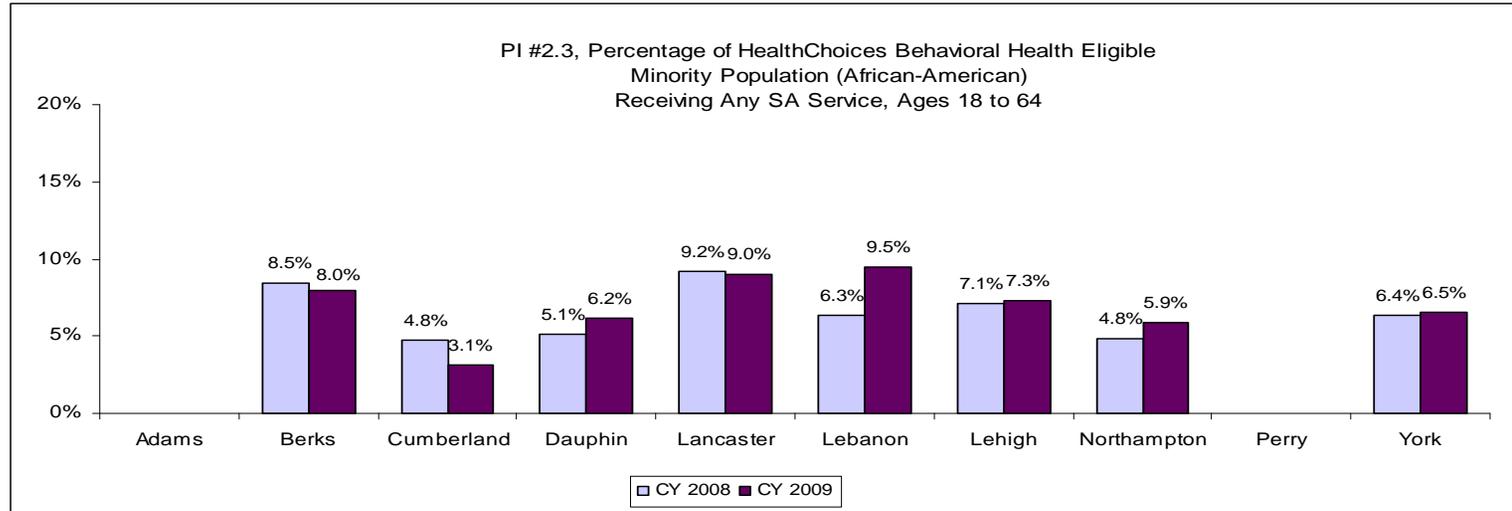
Southeast region



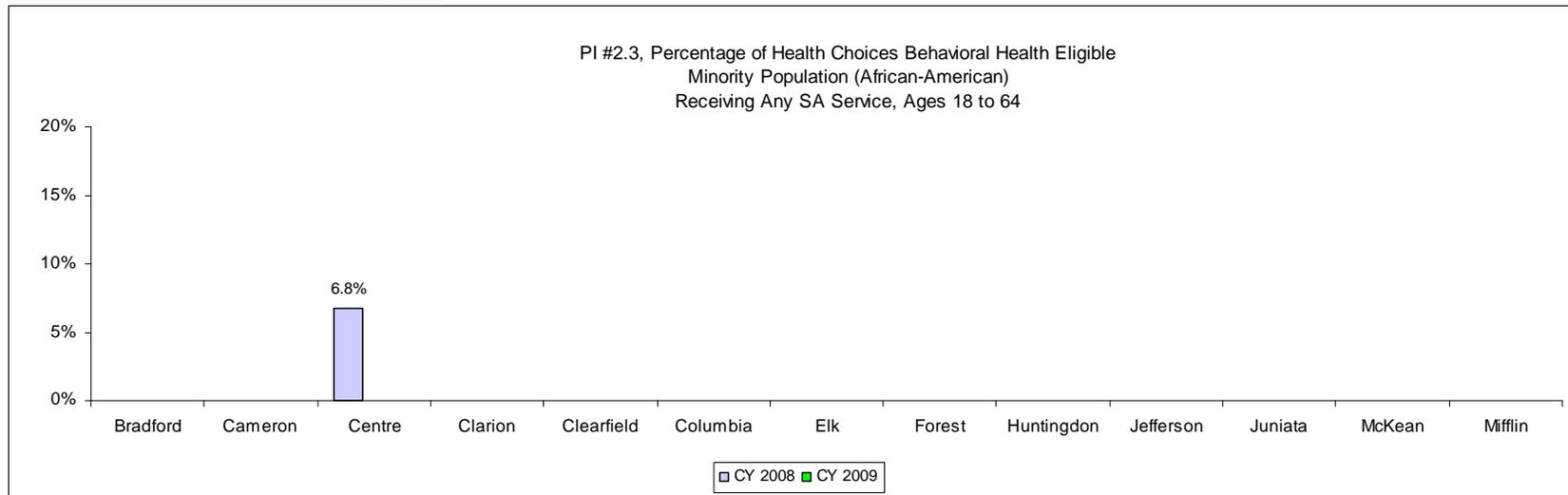
Southwest region



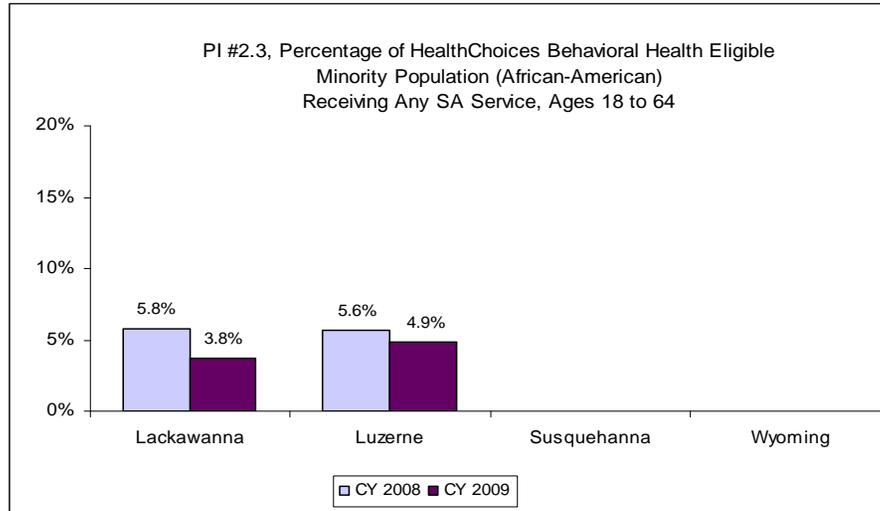
Lehigh/Capital region



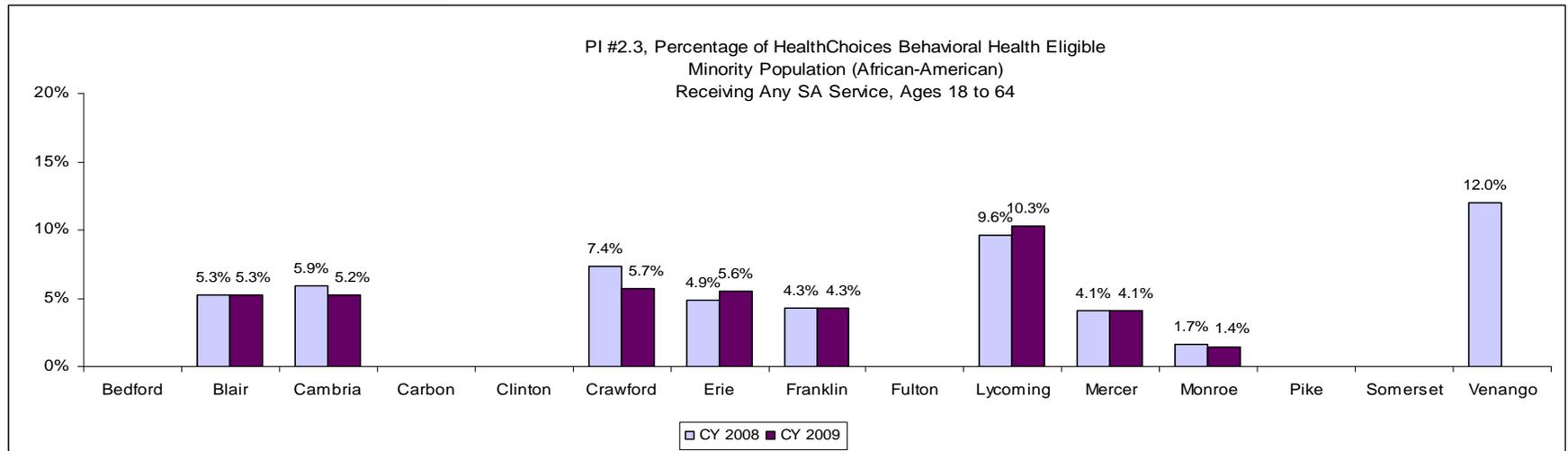
North/Central State Option region



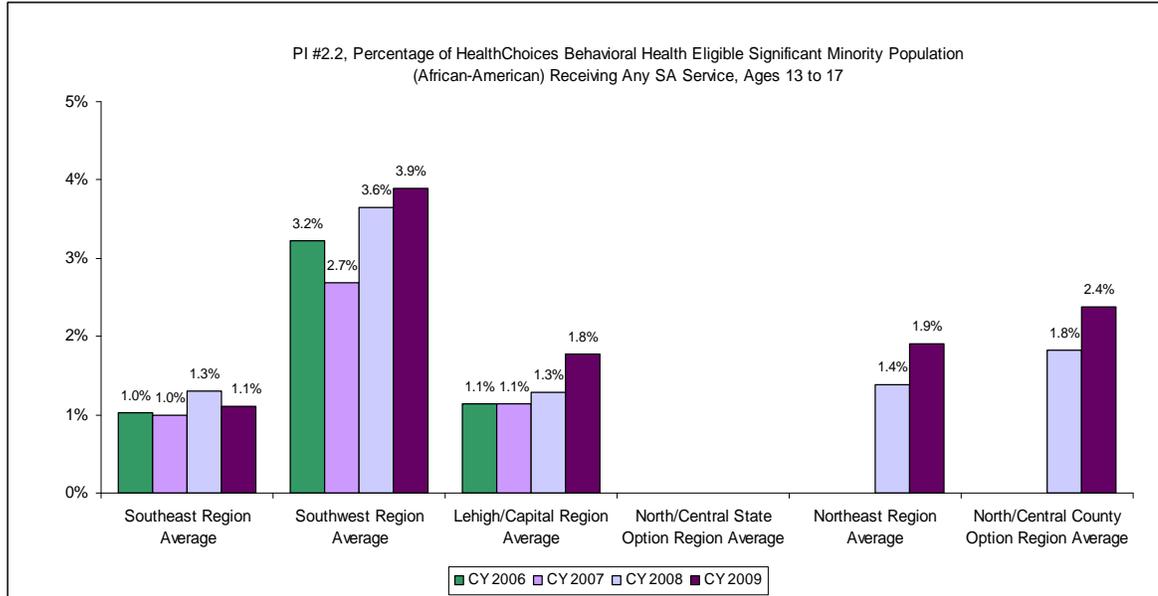
Northeast region



North/Central County Option region

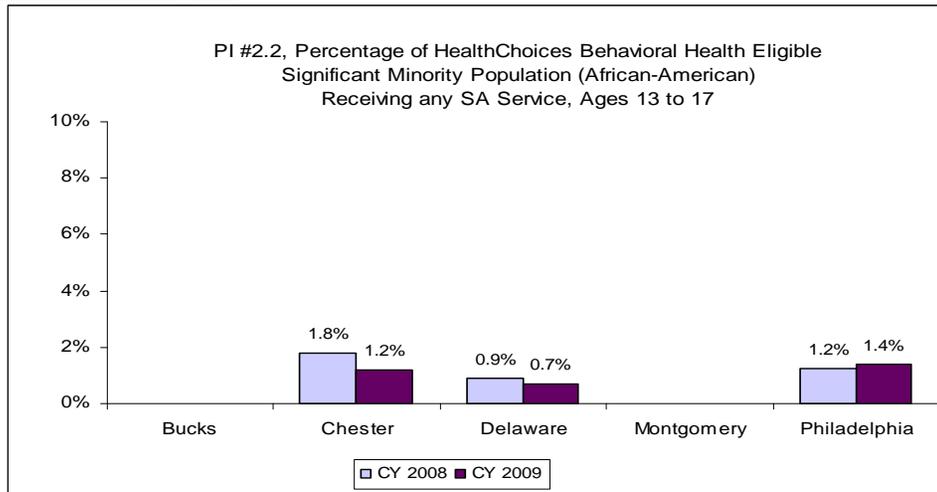


Special populations, minority adolescent substance abuse

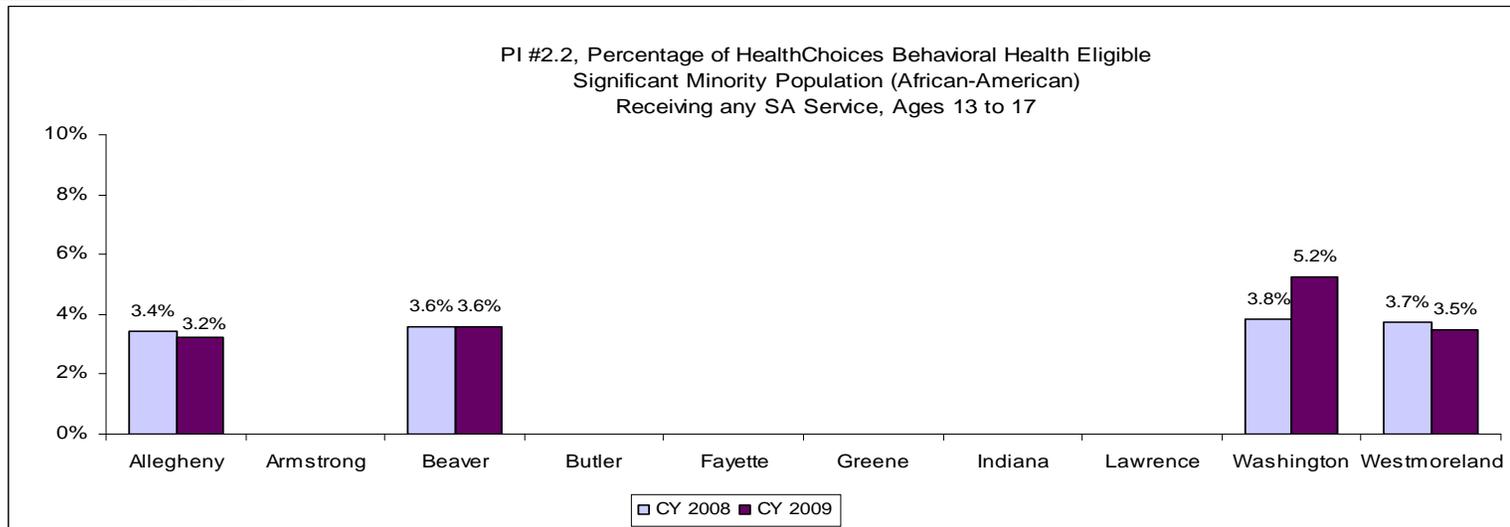


- The Southwest, Lehigh/Capital, Northeast and North/Central County Option regions all saw a slight increase in the percentages of HCBH-eligible African Americans ages 13 – 17 receiving SA services from 2008 to 2009. This was the second year that the Southwest and Lehigh/Capital showed increased utilization. The North/Central State Option region adolescent minority population was too small to report findings for this PI.
- In the Southwest region, the percentage of African-American adolescents receiving any SA service 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 and Philadelphia
 - Southwest: Allegheny, Beaver, Washington and Westmoreland
 - Lehigh/Capital: Berks (2008 only), Dauphin, Lancaster, Lehigh (2008 only), Northampton (2009 only) and York
 - Northeast: Luzerne
 - North/Central County Option: Erie

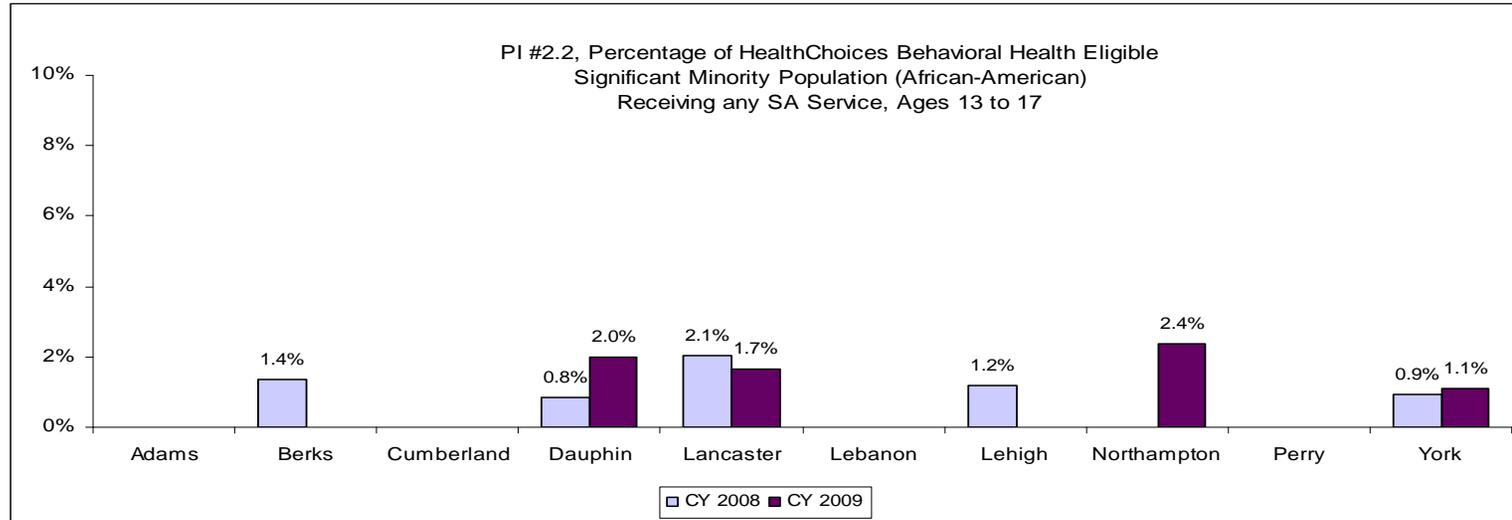
Southeast region



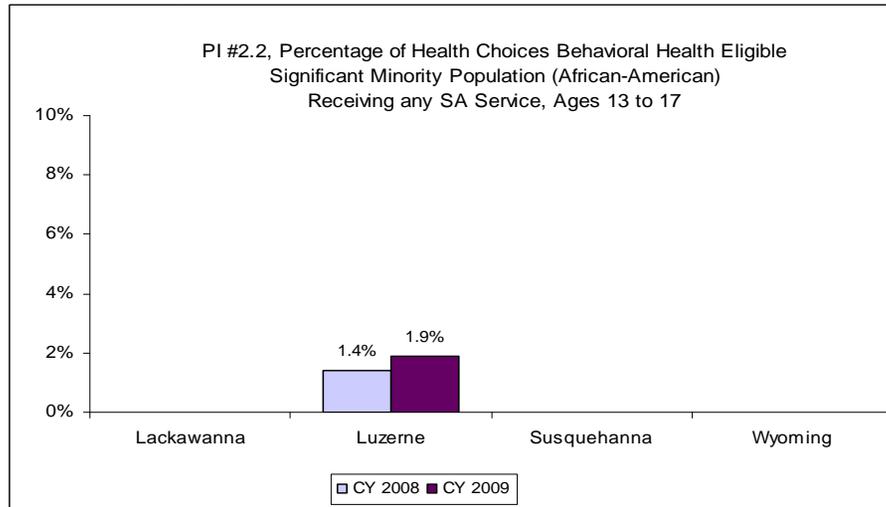
Southwest region



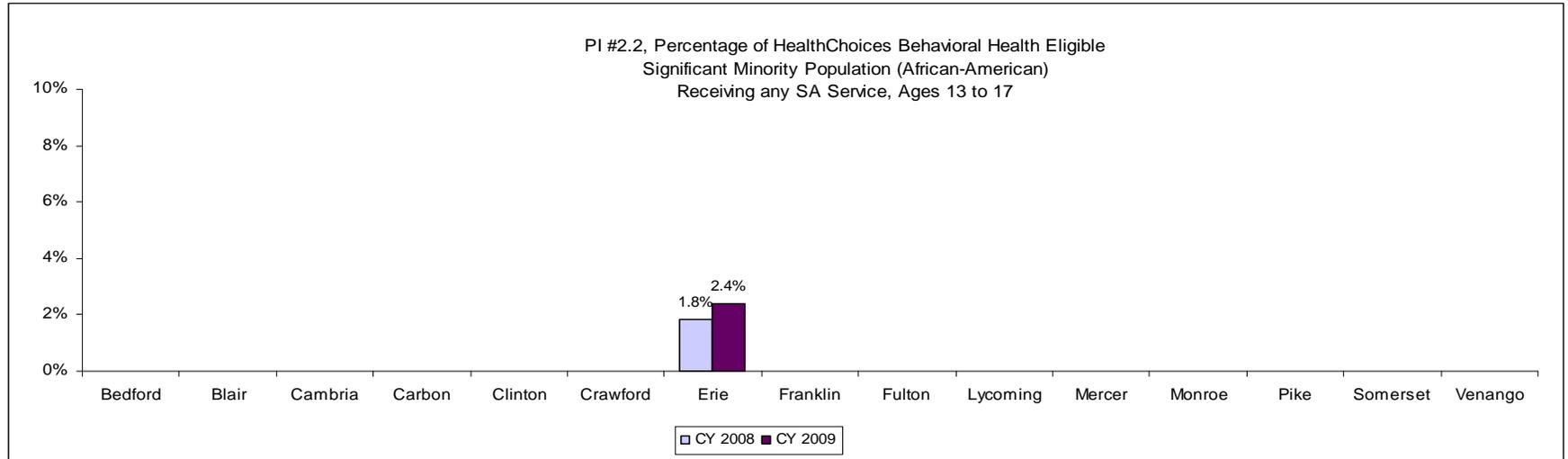
Lehigh/Capital region



Northeast region



North/Central County Option region





Quality of process performance indicators

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

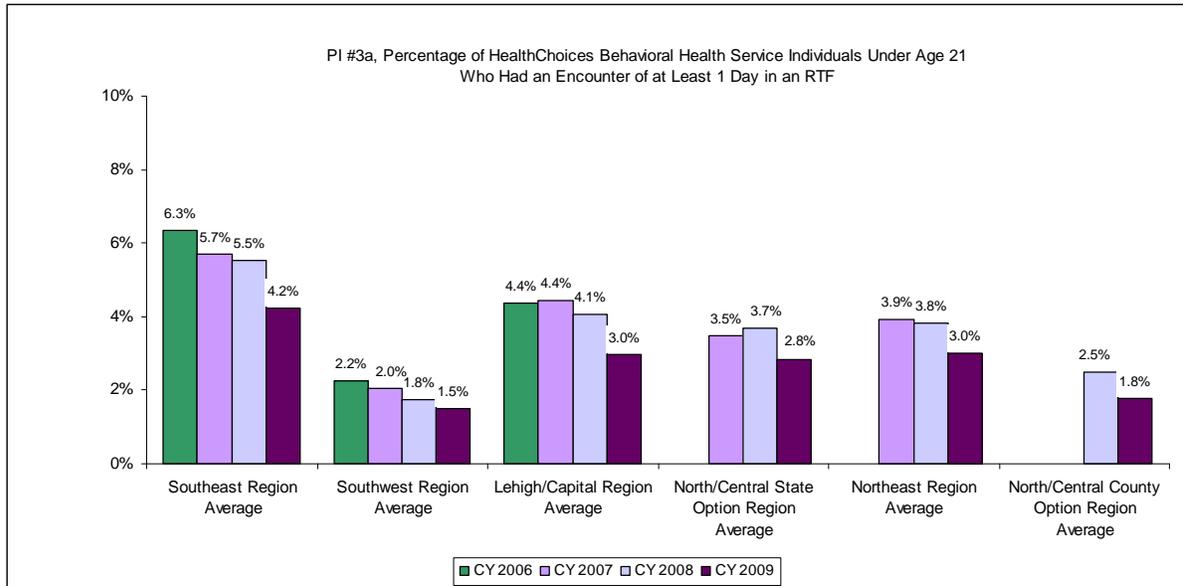
The following graphs present the individual results for quality of process performance by region and by county. County-specific results in table format for all years of data available are found in Appendix A. In some cases, a county measure is represented as “not calculated” because the numbers were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

Admission rate, residential treatment facilities

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.¹³ 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

¹³ US Surgeon General. (1999). *Mental Health: A report of the surgeon general*. Rockville, MD: US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, National Institutes of Health, National Institute of Mental Health.

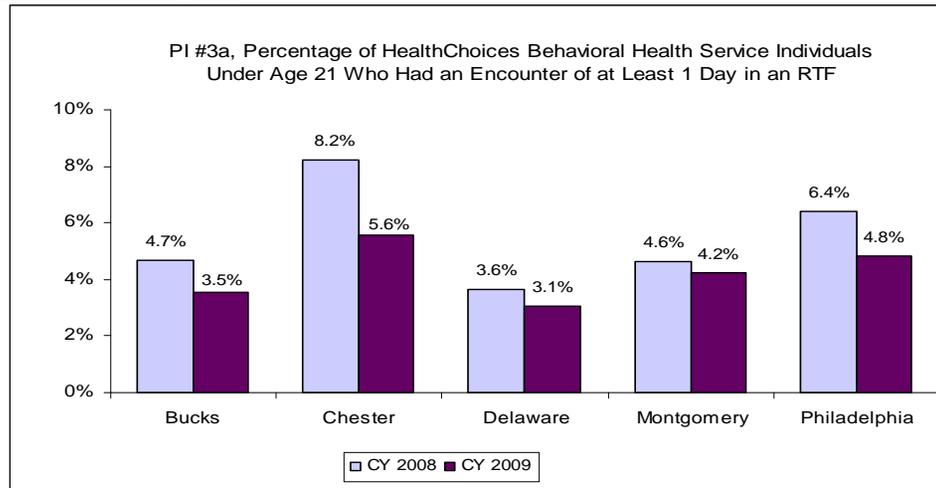
ineffective. There is no evidence of a relationship between any outcomes achieved in residential treatment and subsequent functioning in the community.¹⁴



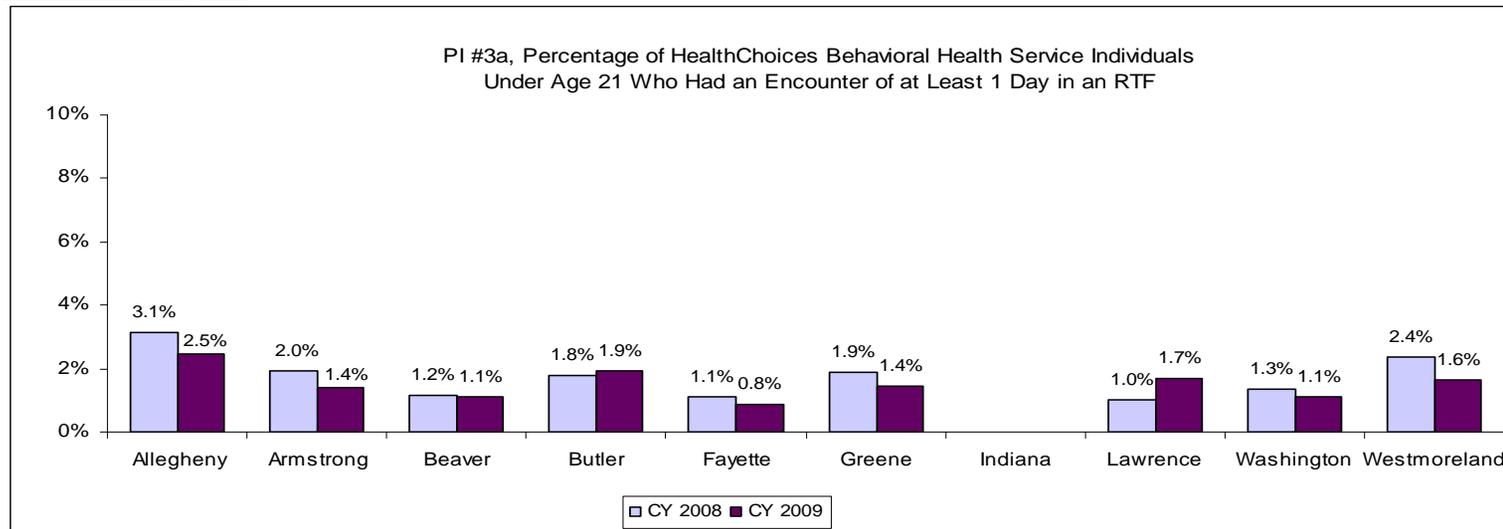
- The 2006 Integrated Children’s Services Initiative encouraged the enrollment of additional providers into the HCBH network to ensure that financial responsibility for children receiving MH services was taken on by the HCBH program. Since the initial increase in those under age 21 who had an encounter of at least one day in a RTF following this initiative, there has been a steady decline in the percentage of individuals under age 21 with a stay of at least one day in a RTF.
- Within their regions, Chester and Philadelphia counties in the Southeast region, Adams County in the Lehigh/Capital region and Warren County in the North/Central State Option region have the highest percentage of those under age 21 who have had at least one day in an RTF. While remaining the highest, these counties did follow the overall trend and experienced a decrease ranging from 1.4 – 2.6 percentage points.

¹⁴ Mercer White Paper Community Alternatives to Psychiatric Residential Treatment Facility Services March 13, 2008.

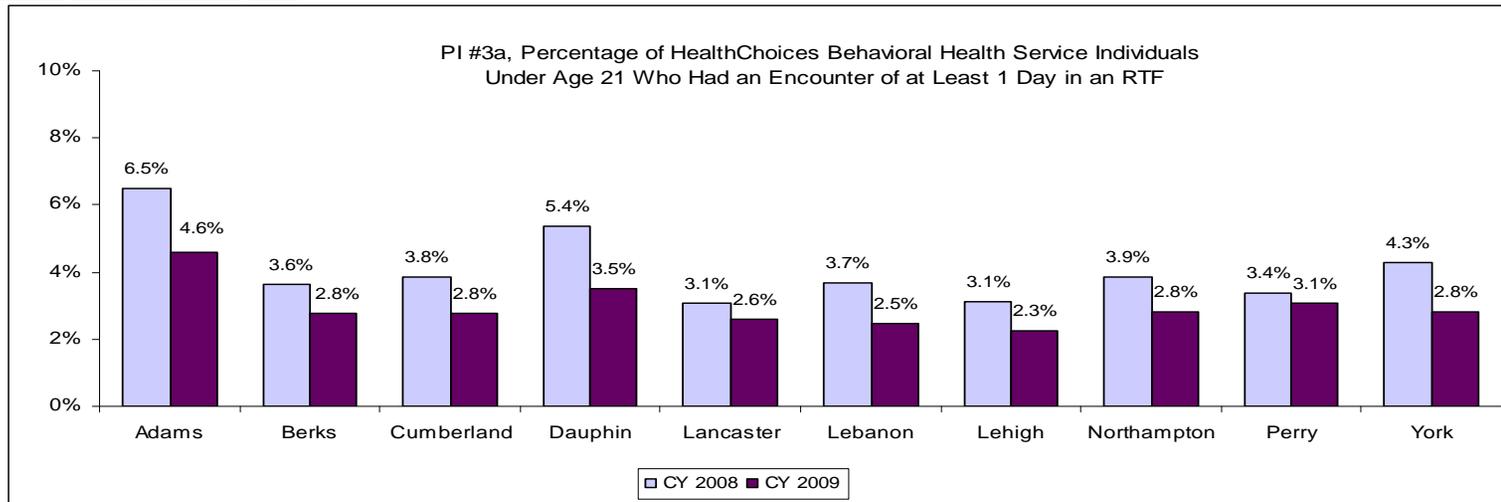
Southeast region



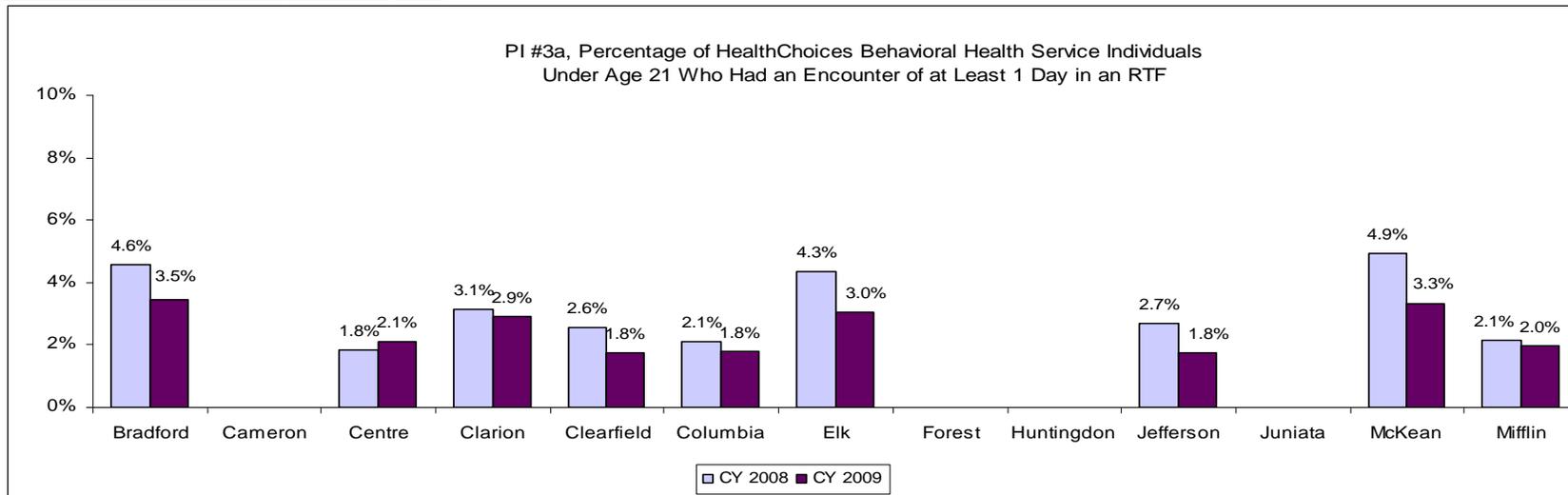
Southwest region



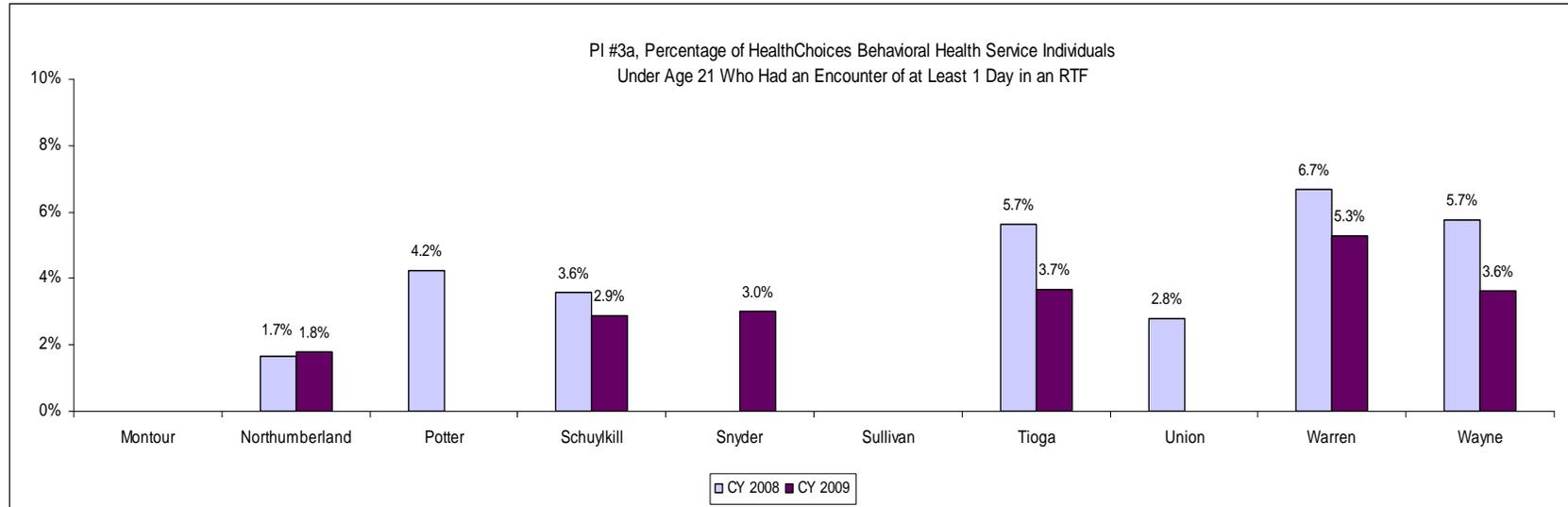
Lehigh/Capital region



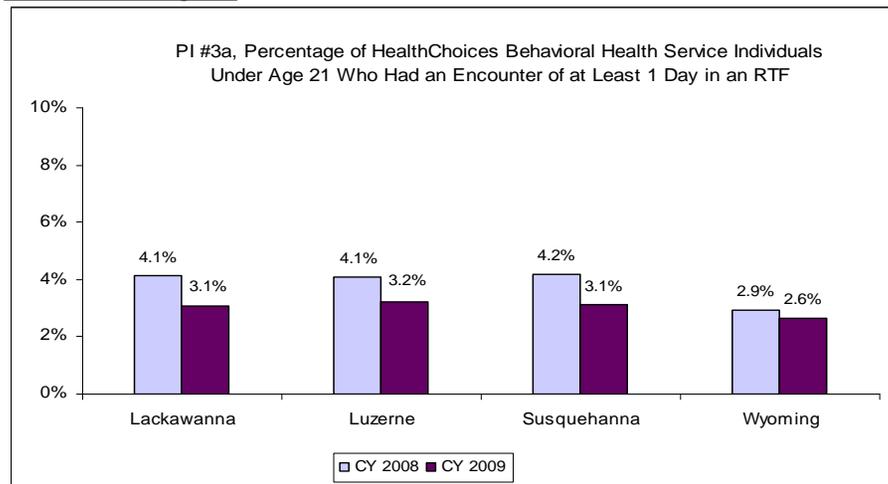
North/Central State Option region



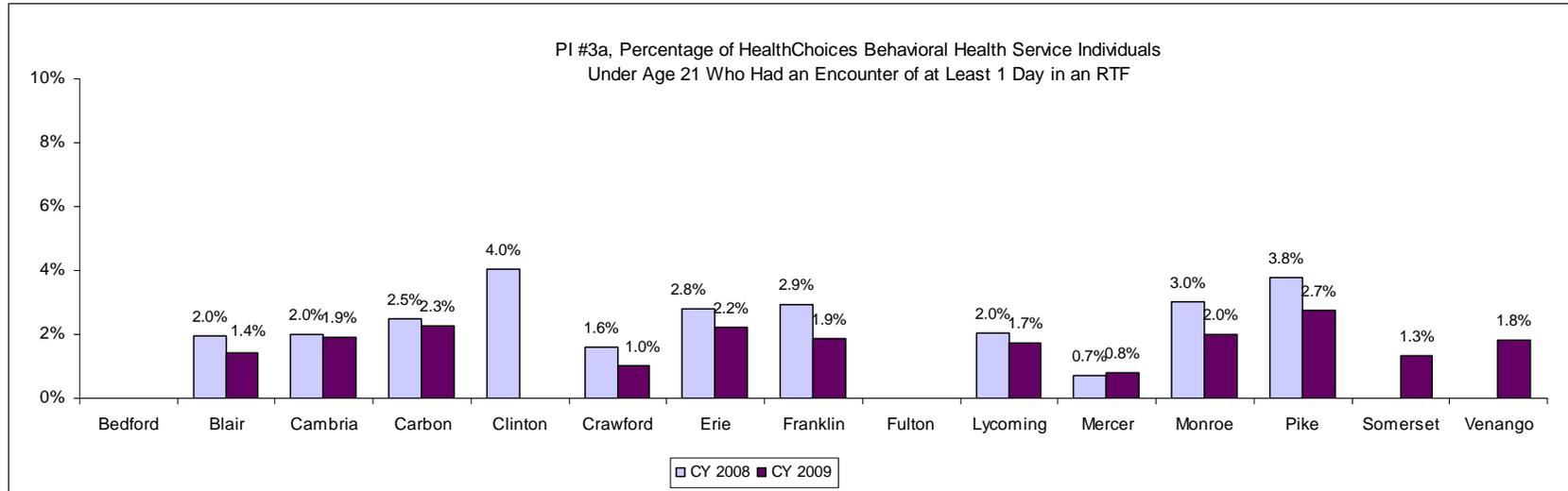
North/Central State Option region



Northeast region



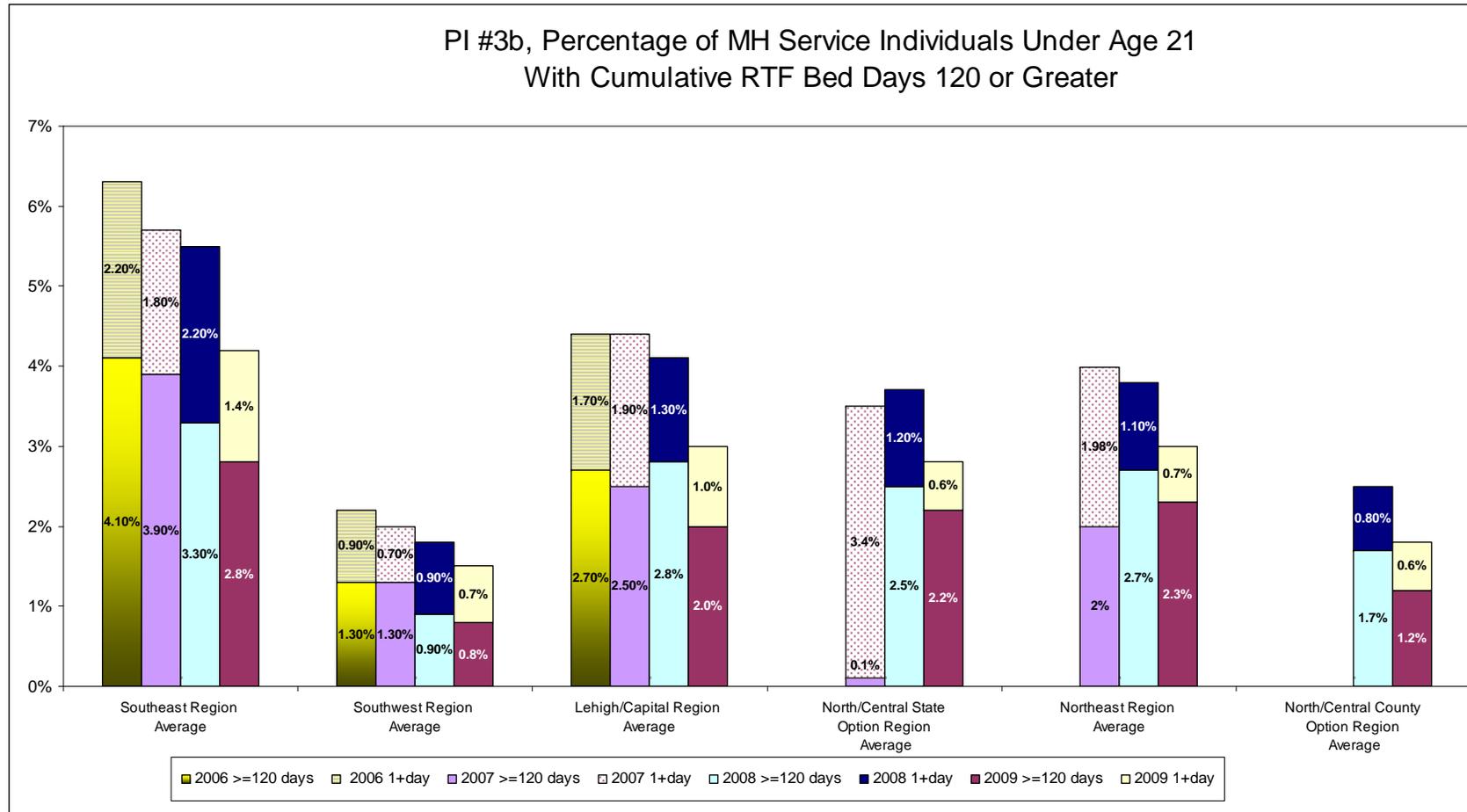
North/Central County Option region



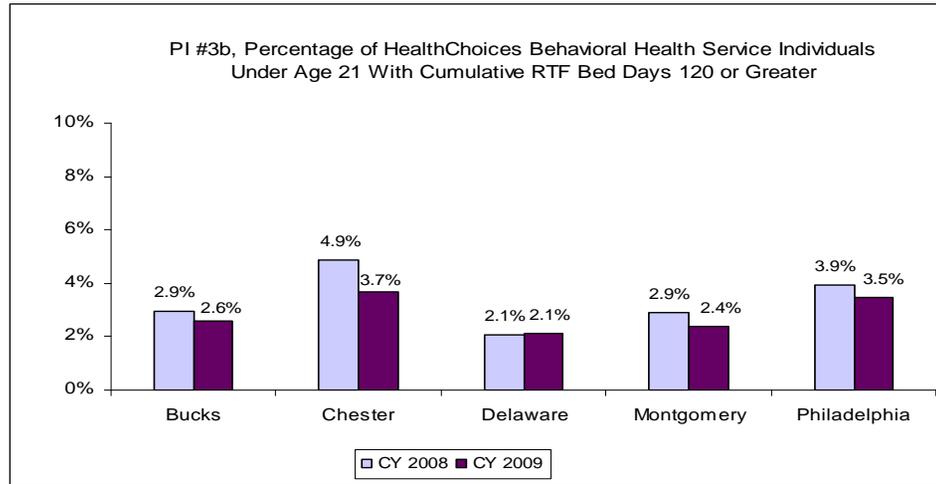
Length of stay, residential treatment facility

In addition to reviewing the number children being admitted to a RTF, OMHSAS is interested in how long the children were staying in the programs. One measure of length of placement is the percentage of children with lengths of stay greater than 120 days. The 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 overall.

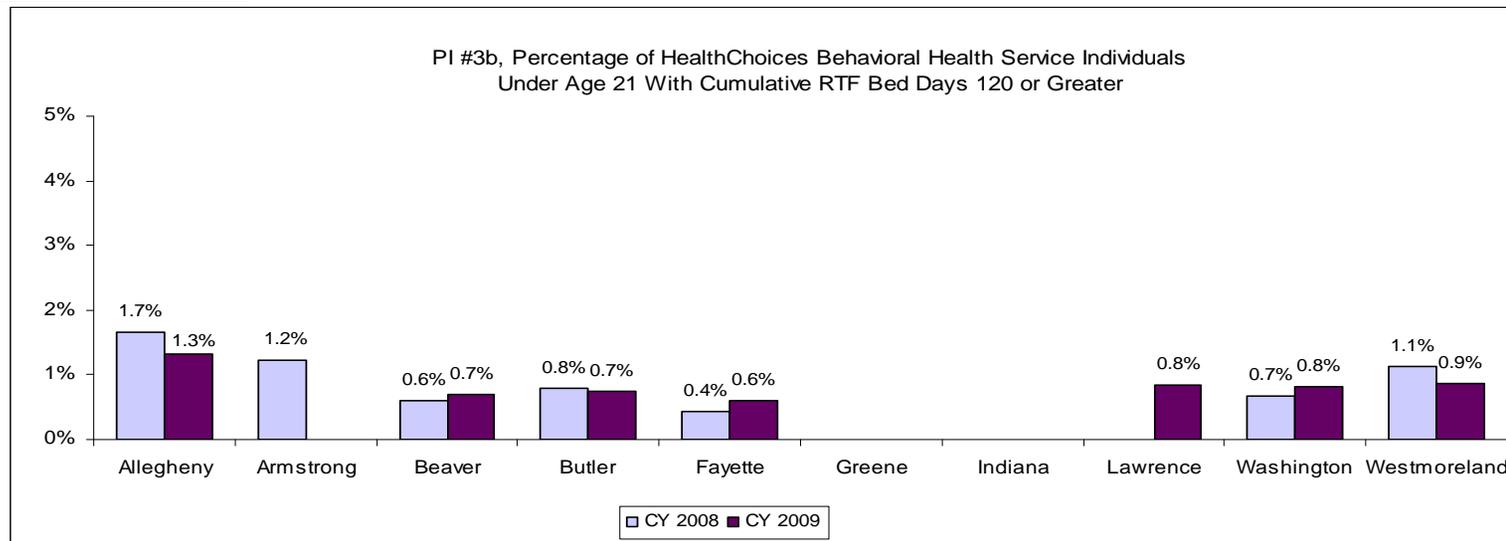
- All six of the regions reported a decrease in the percentage of individuals under age 21 with >120 cumulative RTF bed days in 2009.
- As shown in the graph above, the Southwest region has consistently had the lowest percentage of individuals with >120 days in a RTF. The Lehigh/Capital region showed the largest decrease in the percentage of individuals (from 2.8% to 2.0%) with >120 days in a RTF from 2008 – 2009.



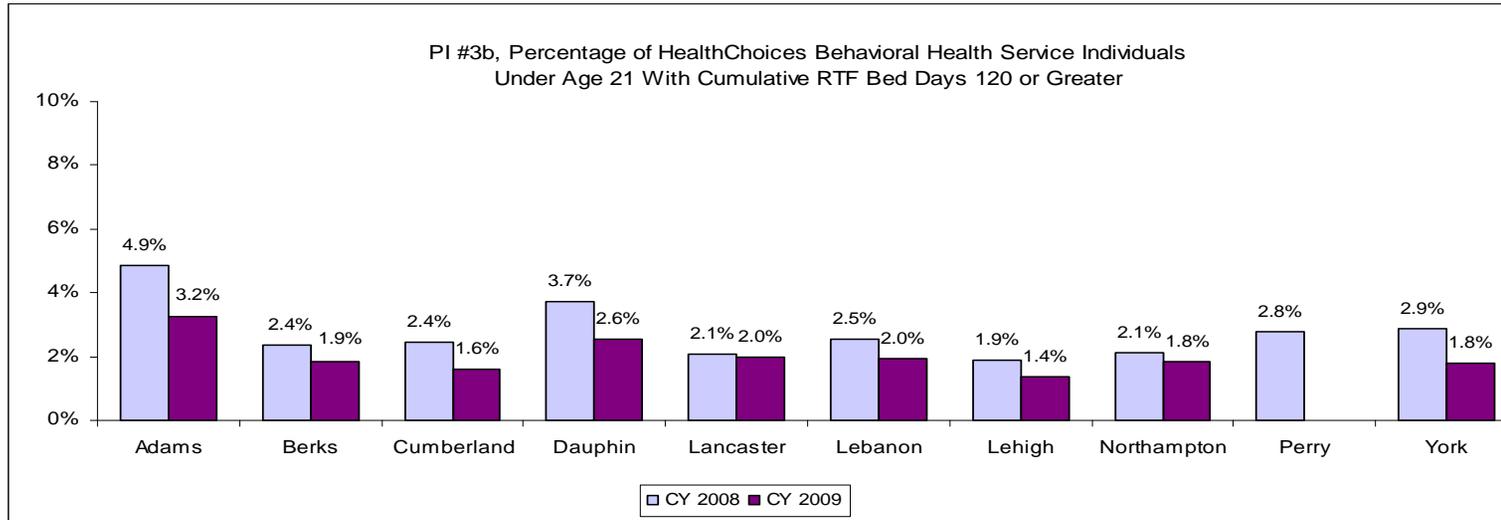
Southeast region



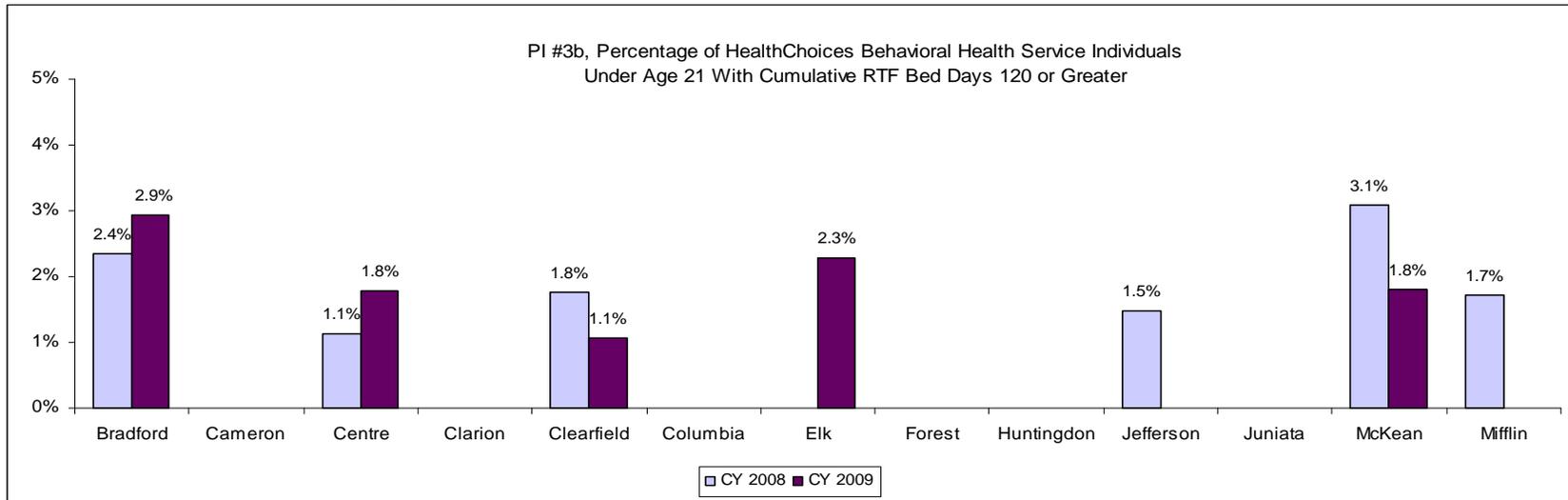
Southwest region



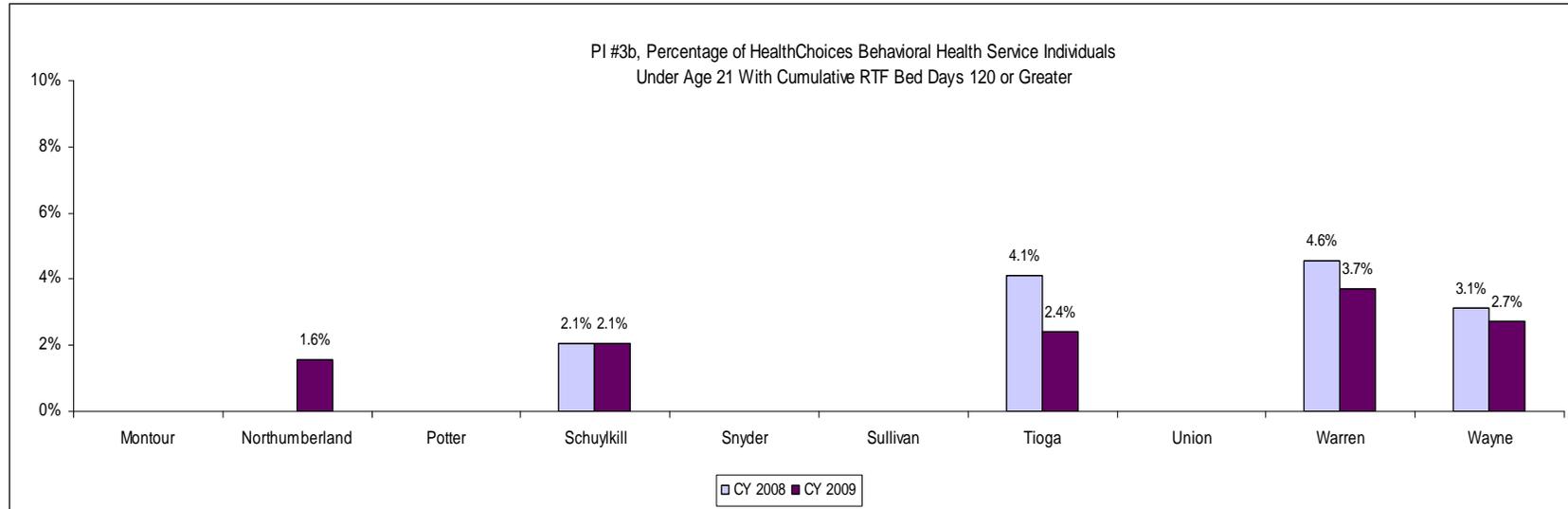
Lehigh/Capital region



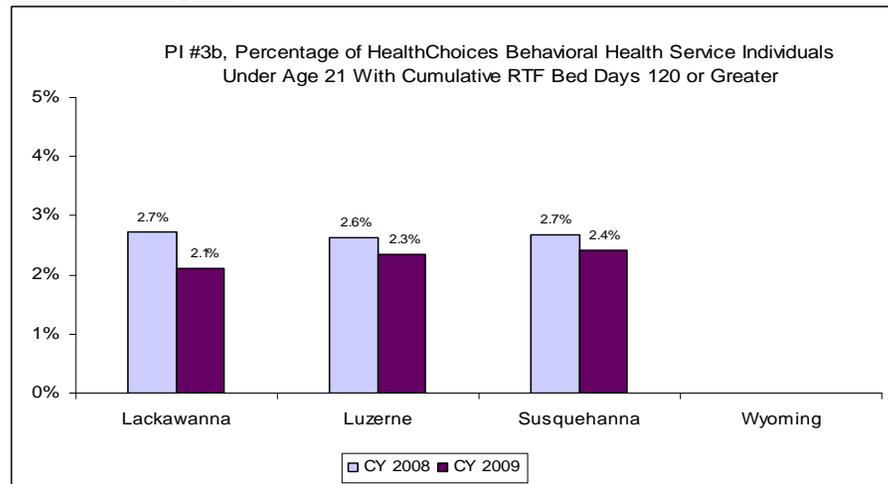
North/Central State Option region



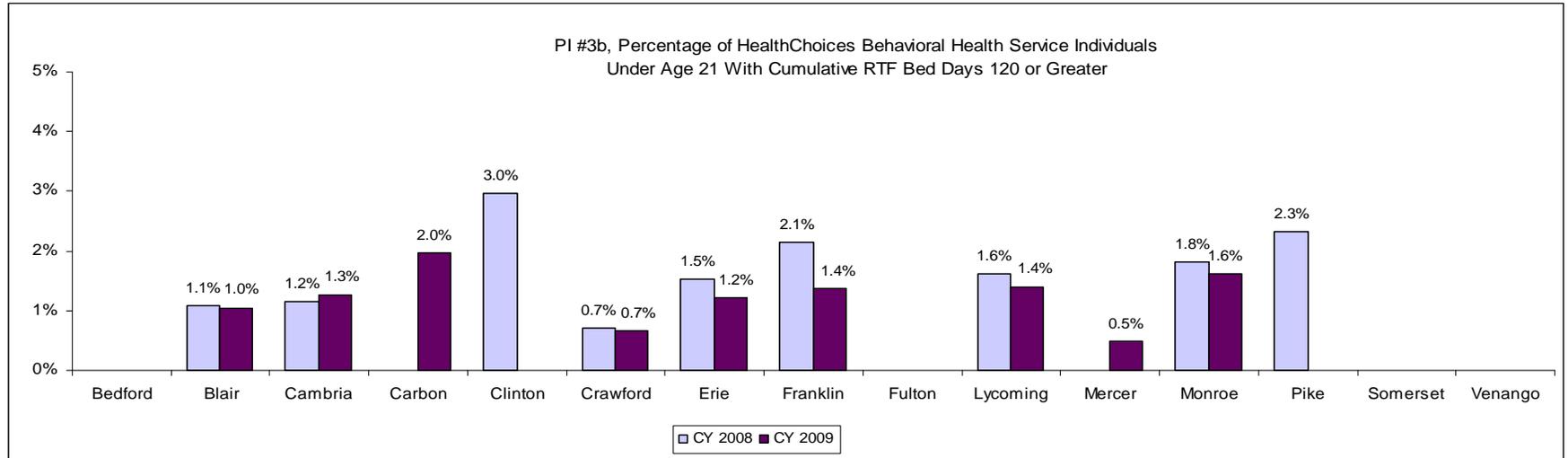
North/Central State Option region



Northeast region

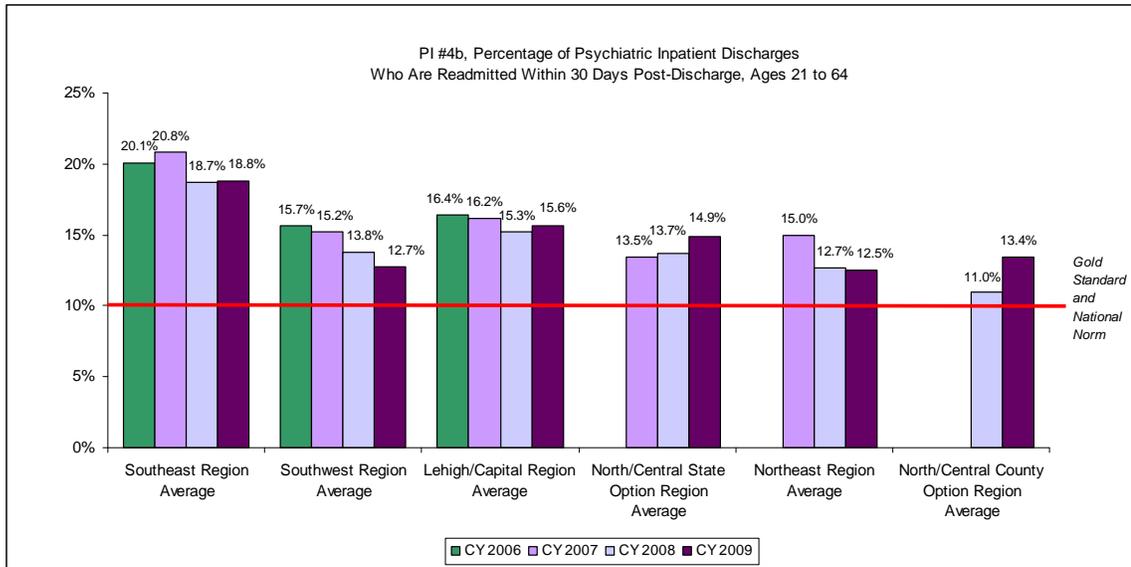


North/Central County Option region



Readmission rate, ages 21 – 64

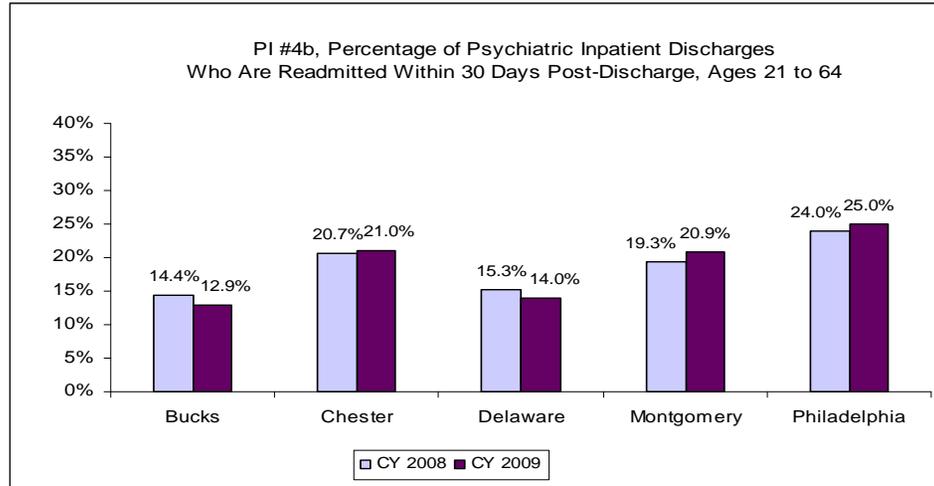
The next three sets of graphs illustrate the percentage of discharges from psychiatric inpatient services who are readmitted to that LOC within 30 days post-discharge. The premise is that highly-effective discharge planning and aftercare service delivery can reduce unnecessary readmissions. It is understood 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.



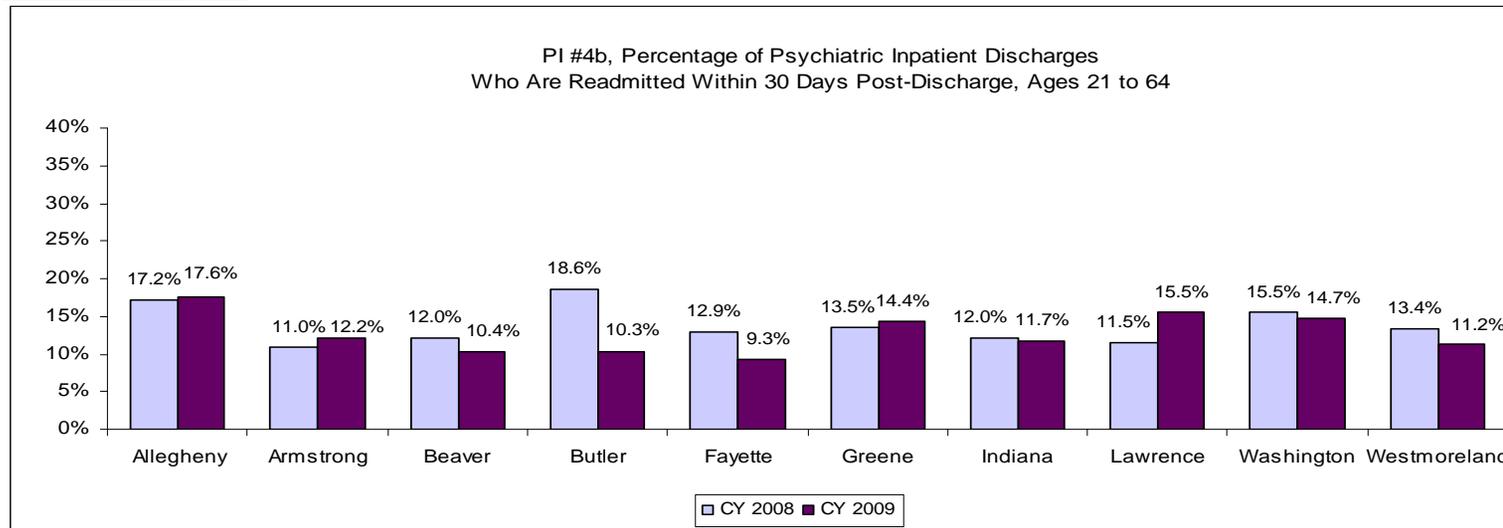
- All regions for all years presented have a rate of readmission that is higher than the gold standard and national norm¹⁵ for adult readmissions within 30 days post-discharge.
- The Southwest (1.1% change) and Northeast (0.2% change) regions showed improvement, that is lower percentages of psychiatric inpatient readmissions, from 2008 to 2009.
- In 2009, Butler County in the Southwest region had the largest decrease (8.3 percentage points) in percentage of individuals readmitted within 30 days.
- Several counties, some reporting county-specific data for the first time, were at or below the OMHSAS standard of 10%. Those counties were: Fayette (9.3%), Centre (9.3%), Clearfield (10.0%), Jefferson (8.8%), Blair (10.0%) and Crawford (9.8%).

¹⁵ While the literature does not definitively provide a gold standard for readmission rates the data from Medicaid managed care plans suggest readmission benchmarks of 10%.

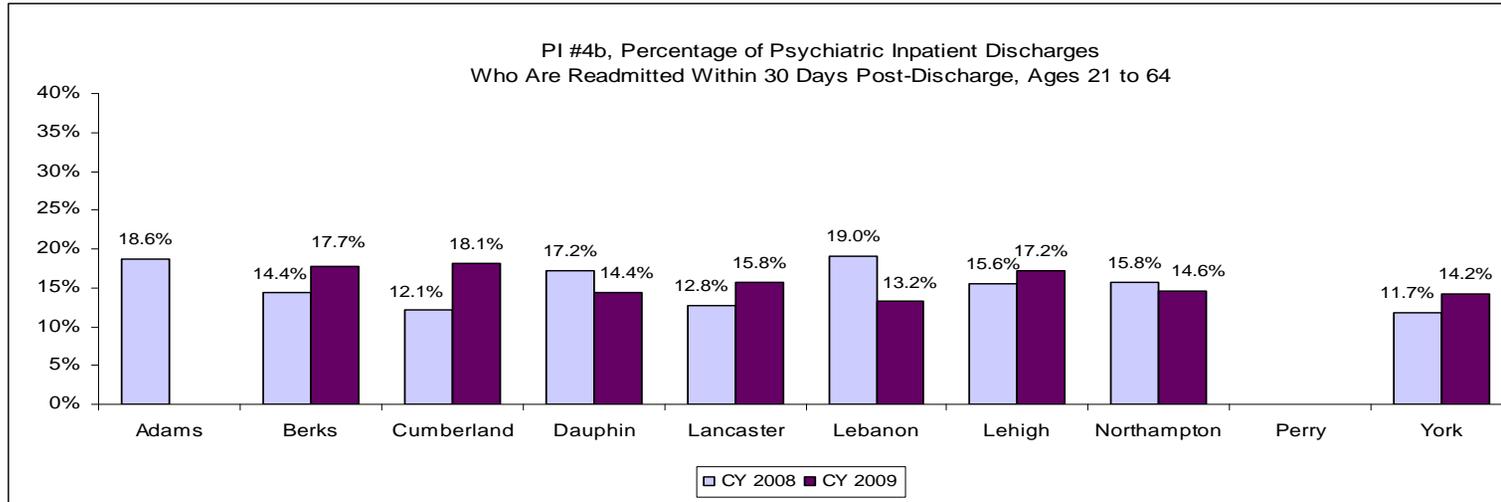
Southeast region



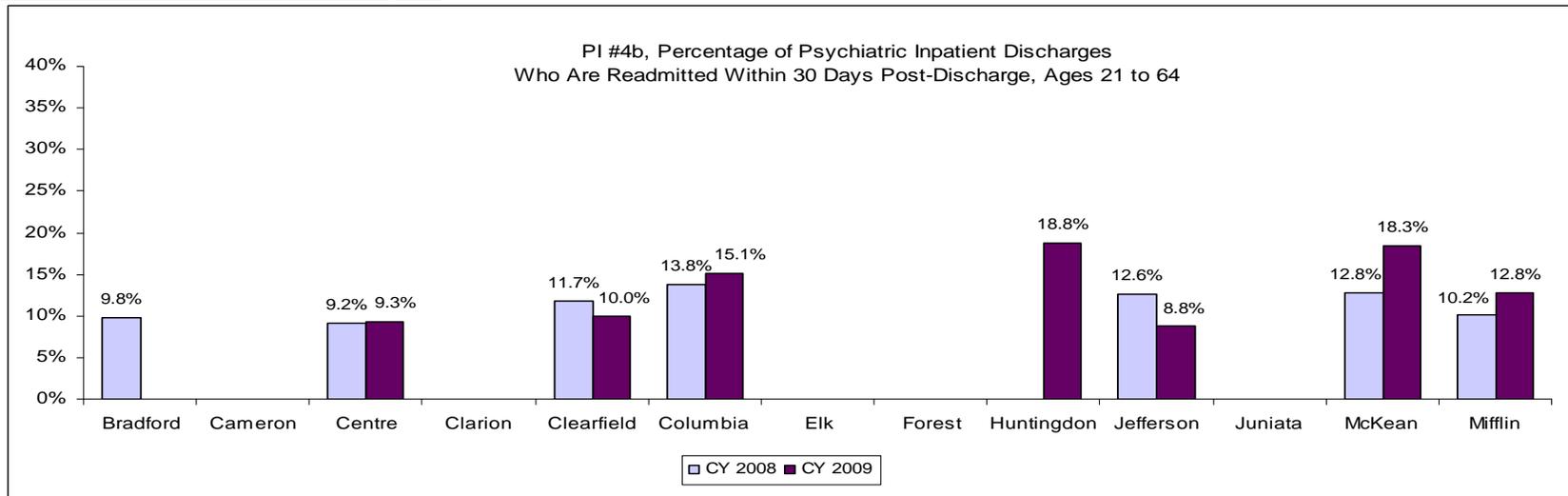
Southwest region



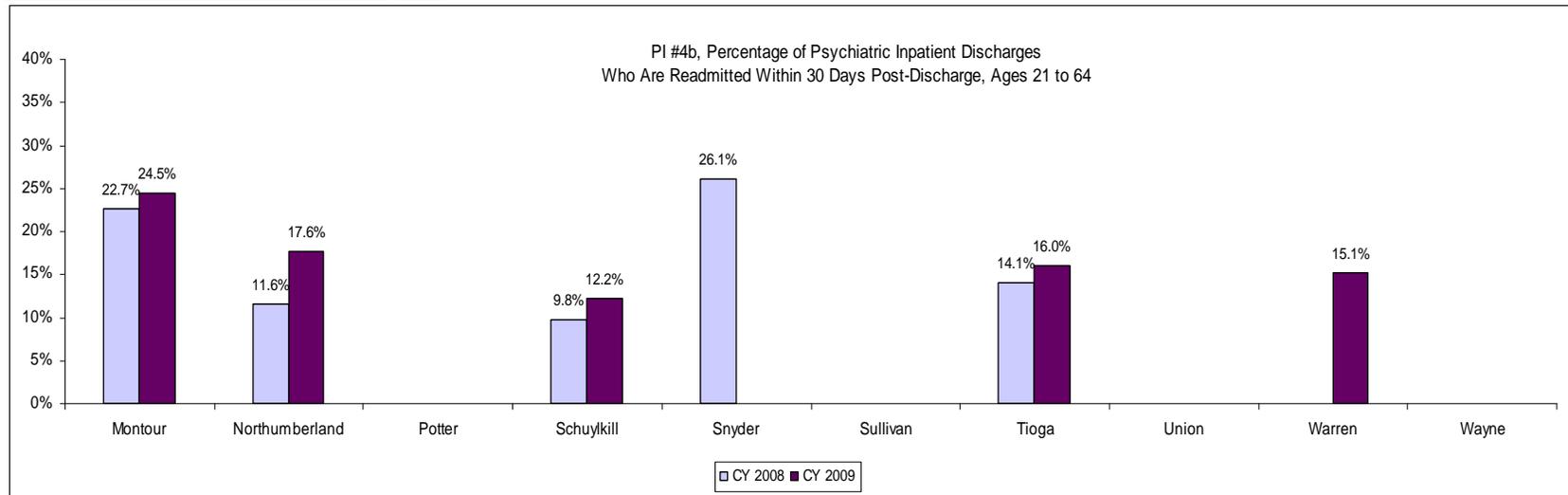
Lehigh/Capital region



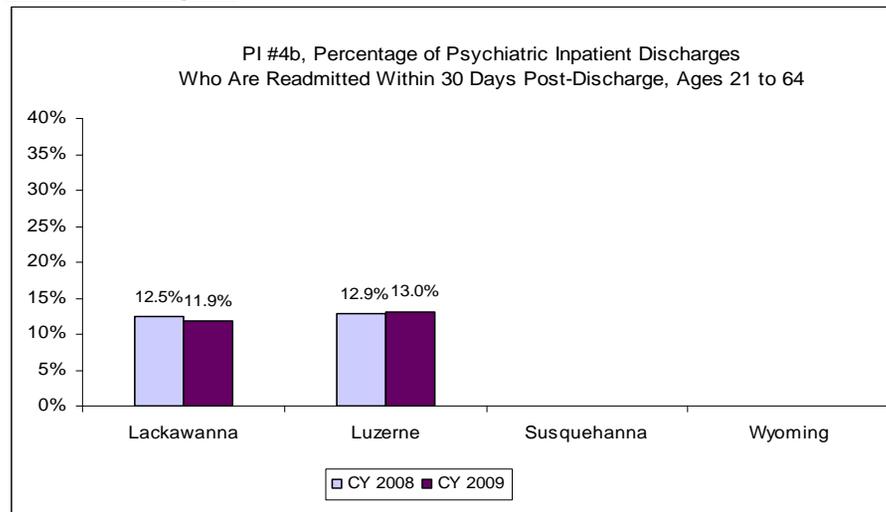
North/Central State Option region



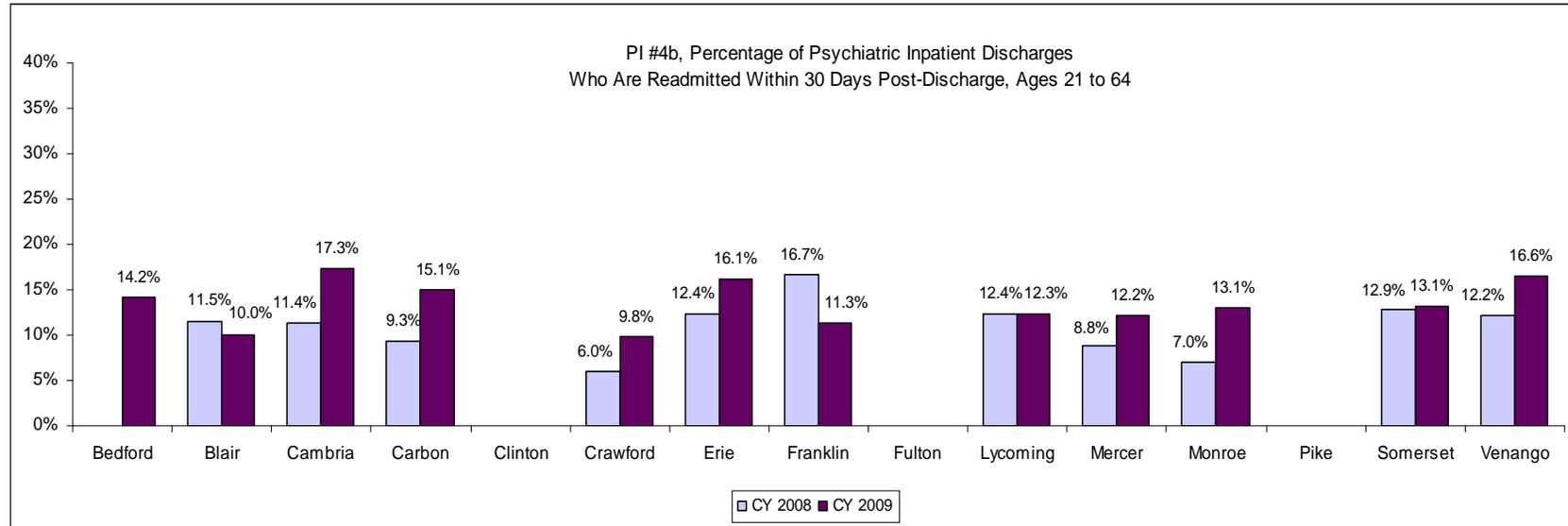
North/Central State Option region



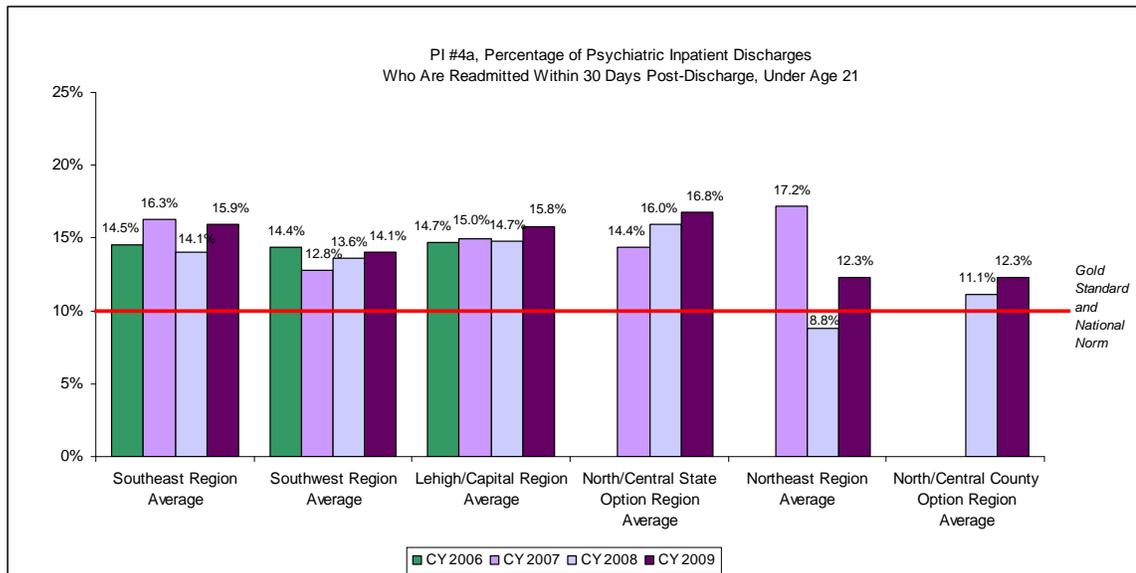
Northeast region



North/Central County Option region

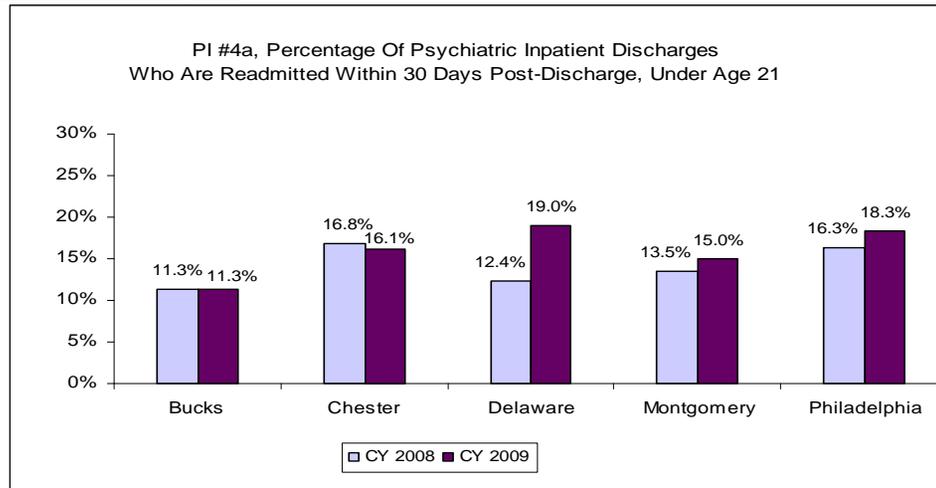


Readmission rate, under age 21

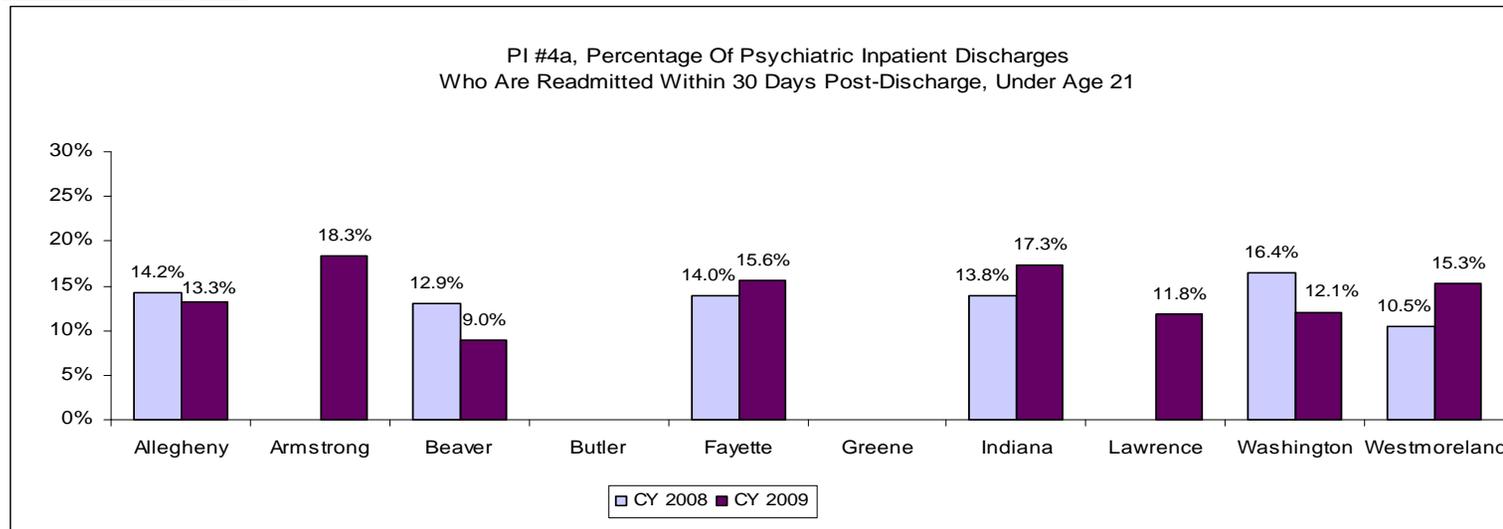


- All of the regions reported an increase in the percentage of psychiatric inpatient discharges under age 21 who are readmitted within 30 days, which is not the desired outcome.
- The largest change was in the Northeast region (3.5 percentage point increase) which was the region that showed the most improvement from 2007 to 2008. While the readmission rate (8.8%) in this region in 2008 was below the gold standard and national norm, which means very good performance, this year the Northeast region (12.3%) is above the 10% standard.
- Huntingdon County (28.2%) in the North/Central State Option region had the highest rate of readmission in 2009. Shuylkill County had the largest improvement in performance with a decrease in readmissions of 7.3 percentage points. 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.
- Delaware (6.6%) in the Southeast region and Lancaster (6.9%) in the Lehigh/Capital region had the largest percentage point increase in admissions.

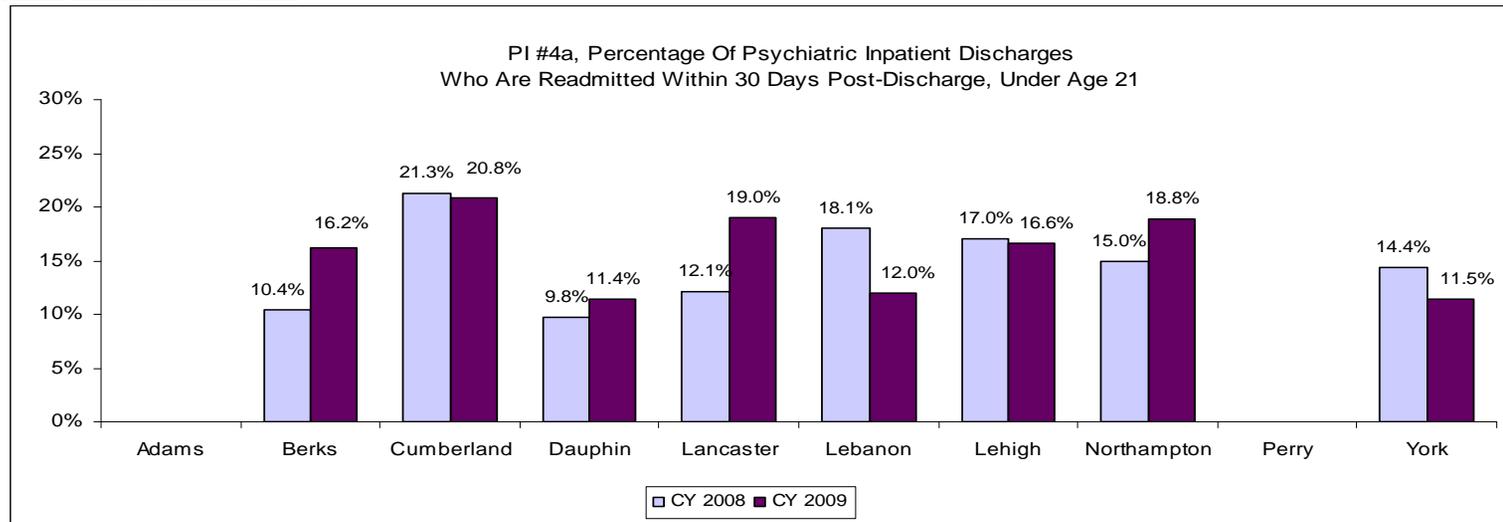
Southeast region



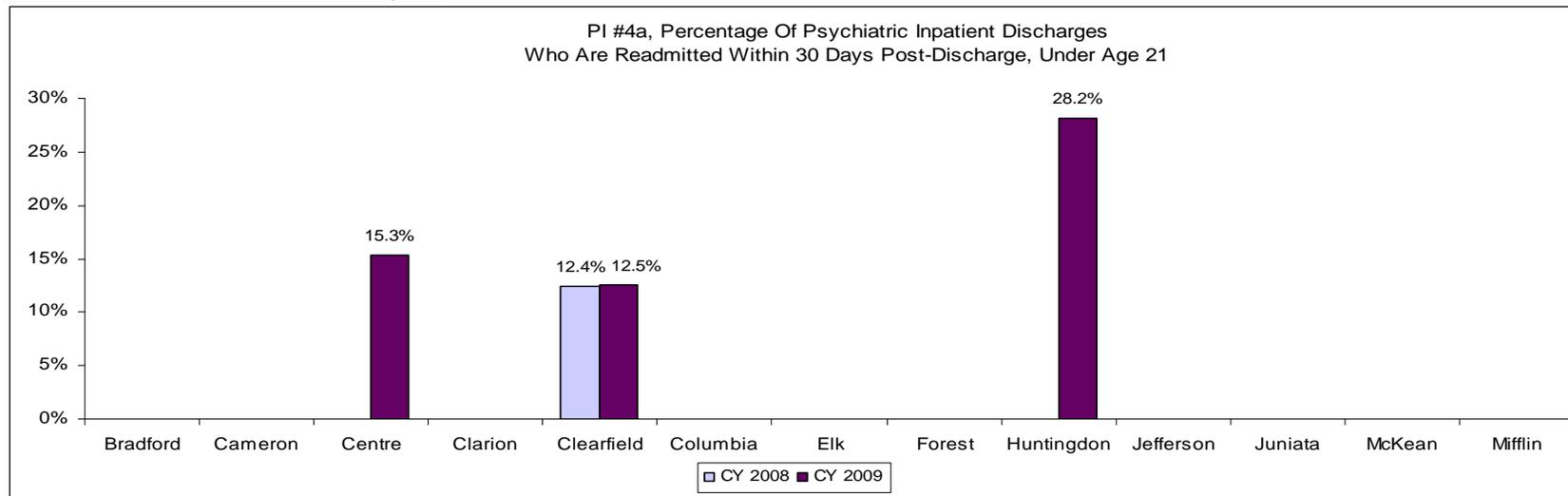
Southwest region



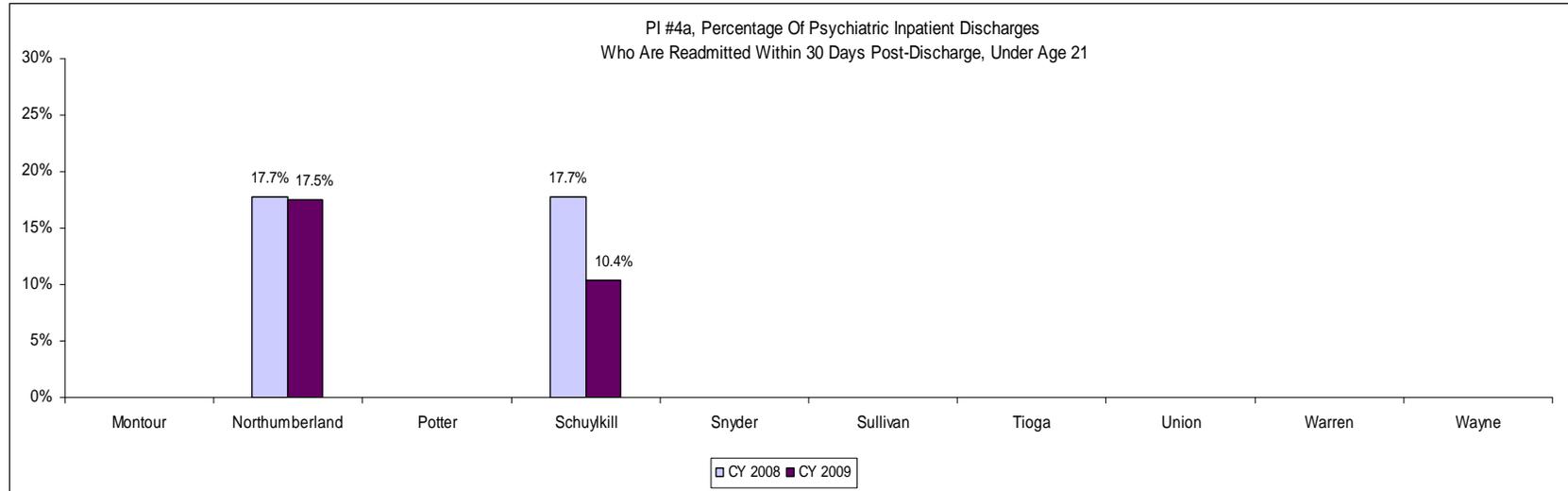
Lehigh/Capital region



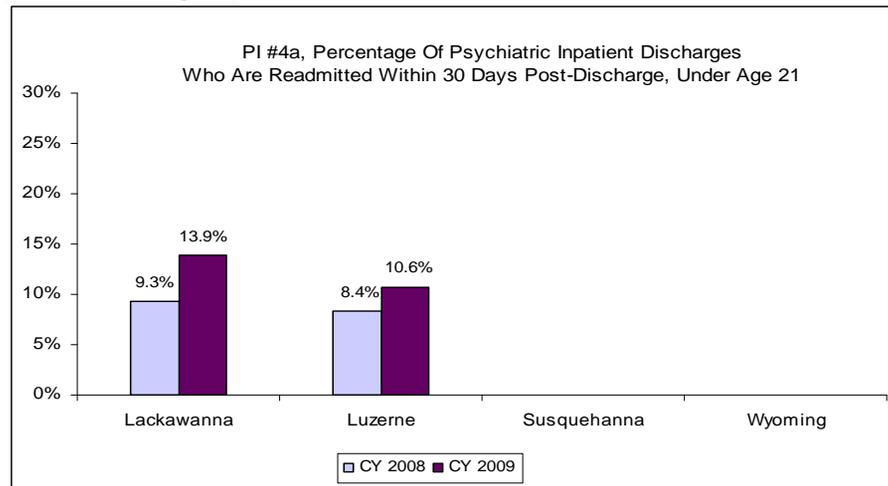
North/Central State Option region



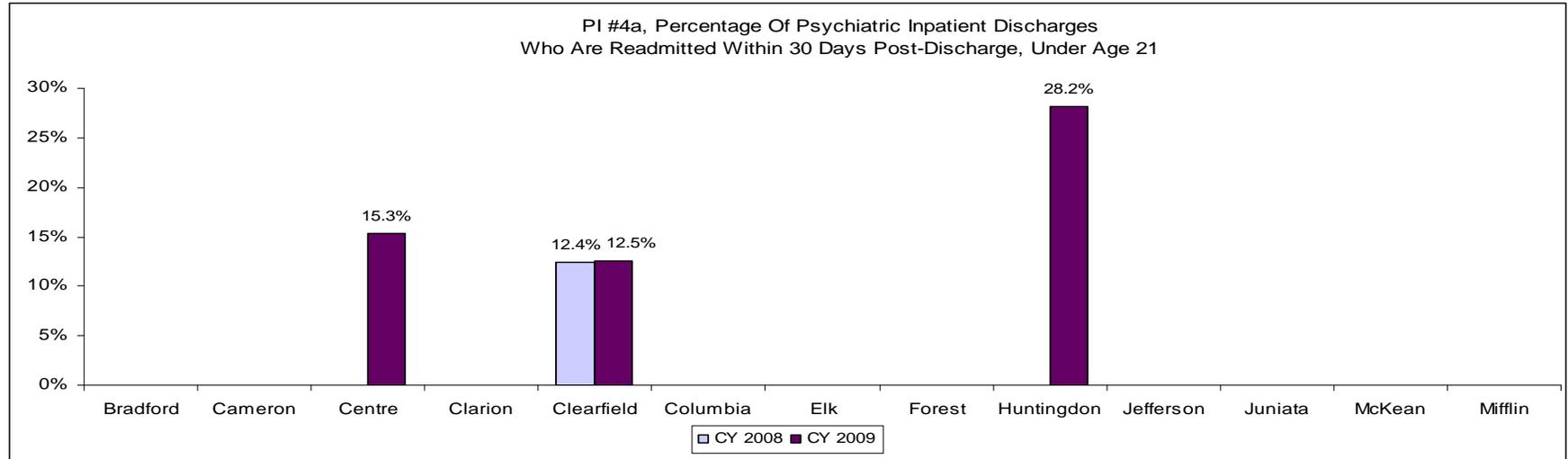
North/Central State Option region



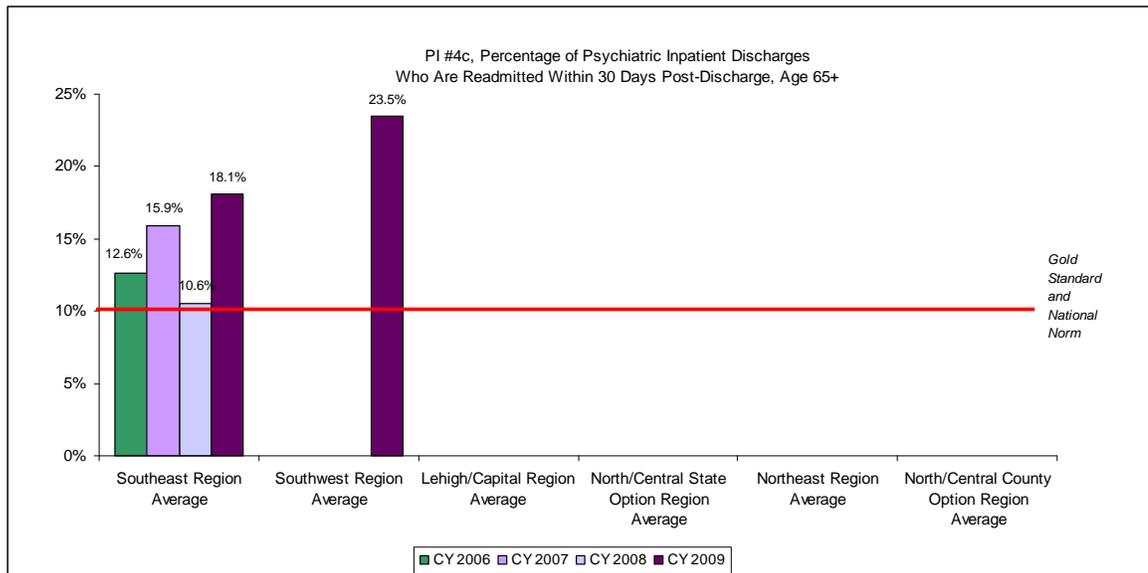
Northeast region



North/Central County Option region

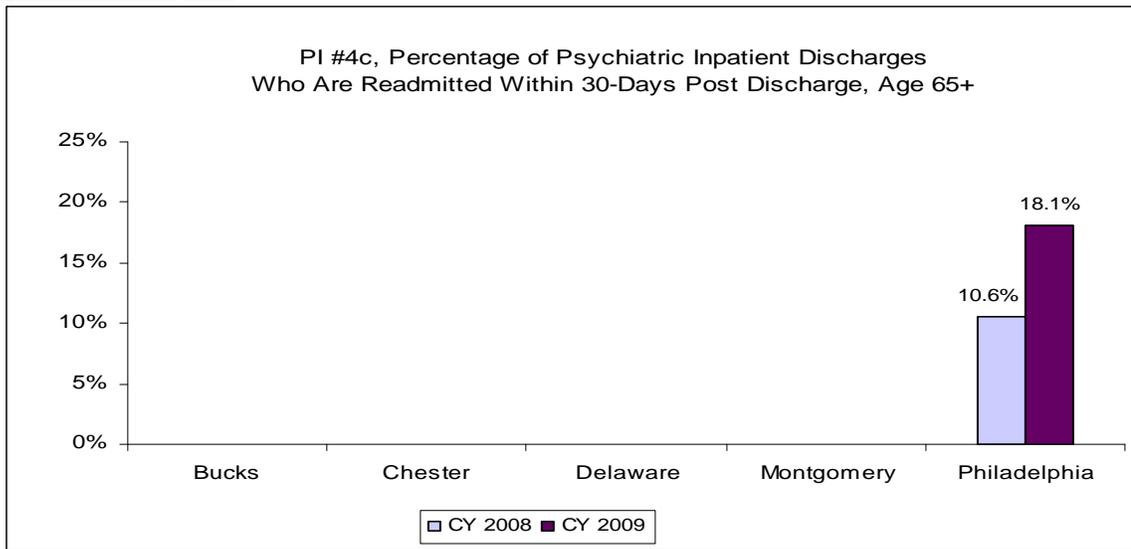


Readmission rate, ages 65+

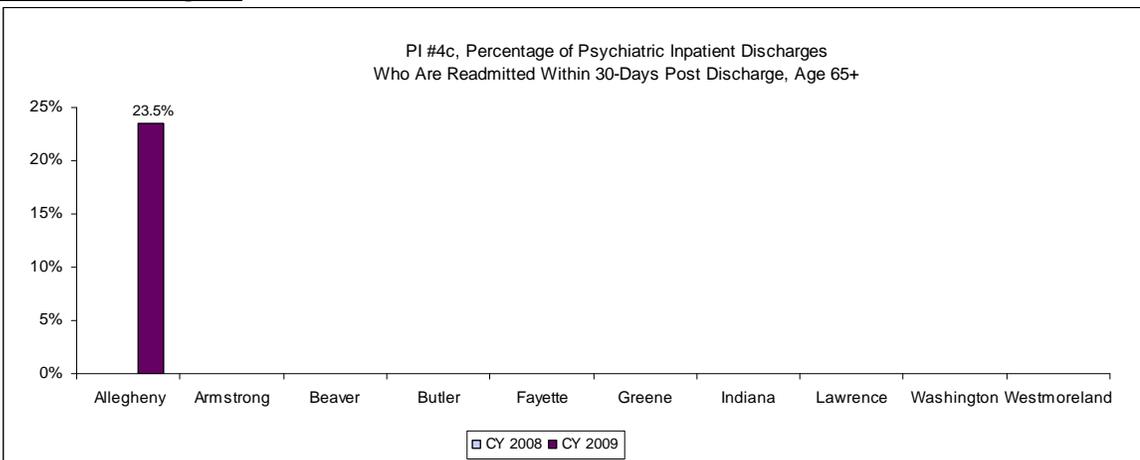


- As was described previously, illustrating data for the 65+ age group is challenging, as the data presented only shows the services paid for by Medicaid and does not include the relatively large portion of services paid for by Medicare. However, it is important to provide some data for this population 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. The results for the two regions presented are made up of just one county each.
- After a decrease (5.3 percentage points) in the rate of readmission from 2007 to 2008 in the Southeast region, there was a large increase (7.5 percentage points) from 2008 to 2009. The Southwest region (23.5%) had the largest percentage of readmissions for any year of data presented for all age categories.

Southeast region



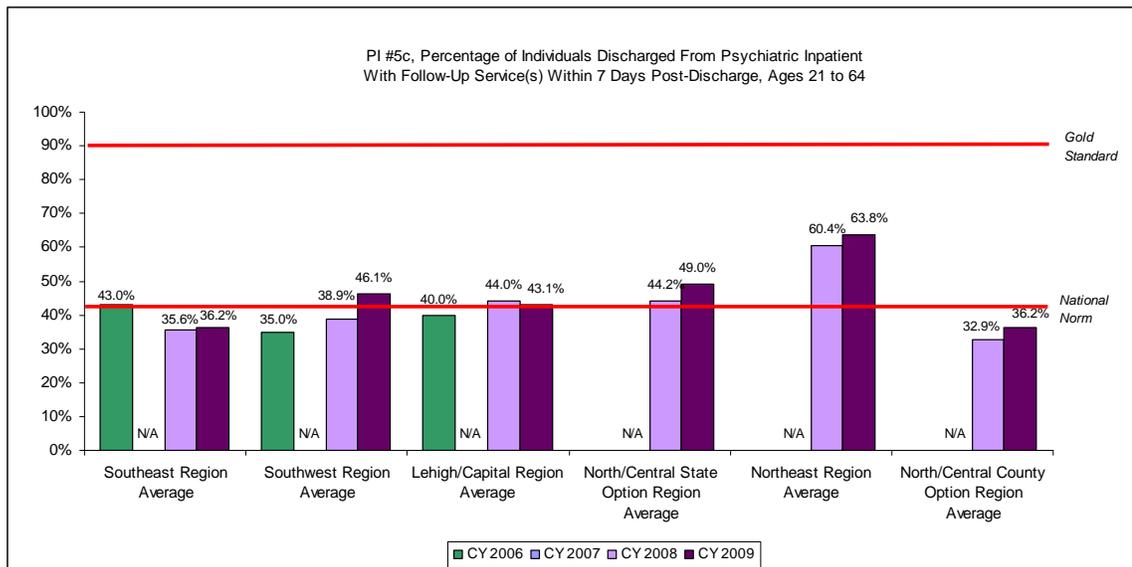
Southwest region



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)¹⁶ Medicaid rates for follow up after hospitalization for mental illness are used as the national benchmark for these indicators. National benchmarks specific to RTF and non-hospital SA residential rehabilitation do not exist, but it is expected that the same results as those for inpatient will be achieved. The OMHSAS gold standard of 90% was established as the standard based on the belief that follow up with individuals discharged from psychiatric inpatient care is important for good health outcomes.

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

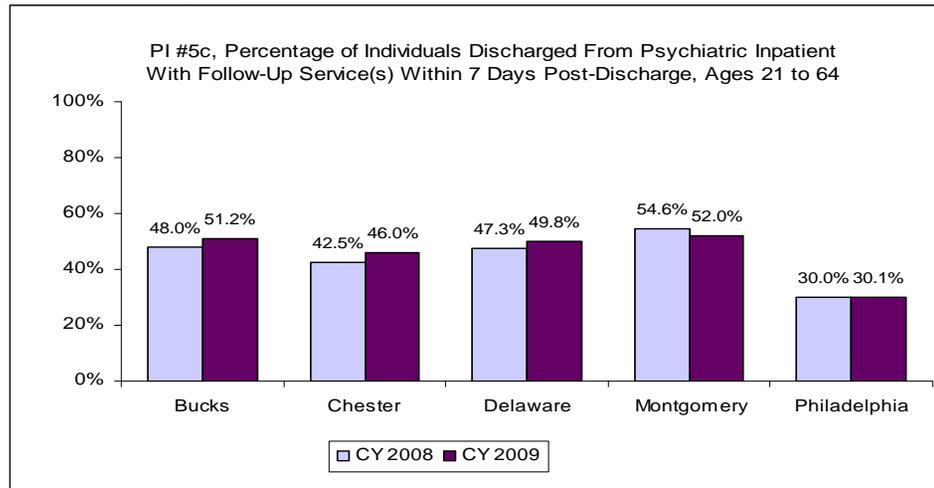


- All of the regions, with the exception of Lehigh/Capital, showed an improved rate of follow-up services within seven days post-discharge. However, the region still was above the HEDIS national norm.
- Four of the six regions, the Southwest, Lehigh/Capital, North/Central State Option and Northeast regions each have a follow up with seven days post-discharge rate that surpasses the HEDIS national norm (42.7%).
- Since 2004, all counties in the Southeast region, with the exception of Chester County for 2006 and 2008, and Montgomery for 2009, have shown improvement in the rate of follow up.

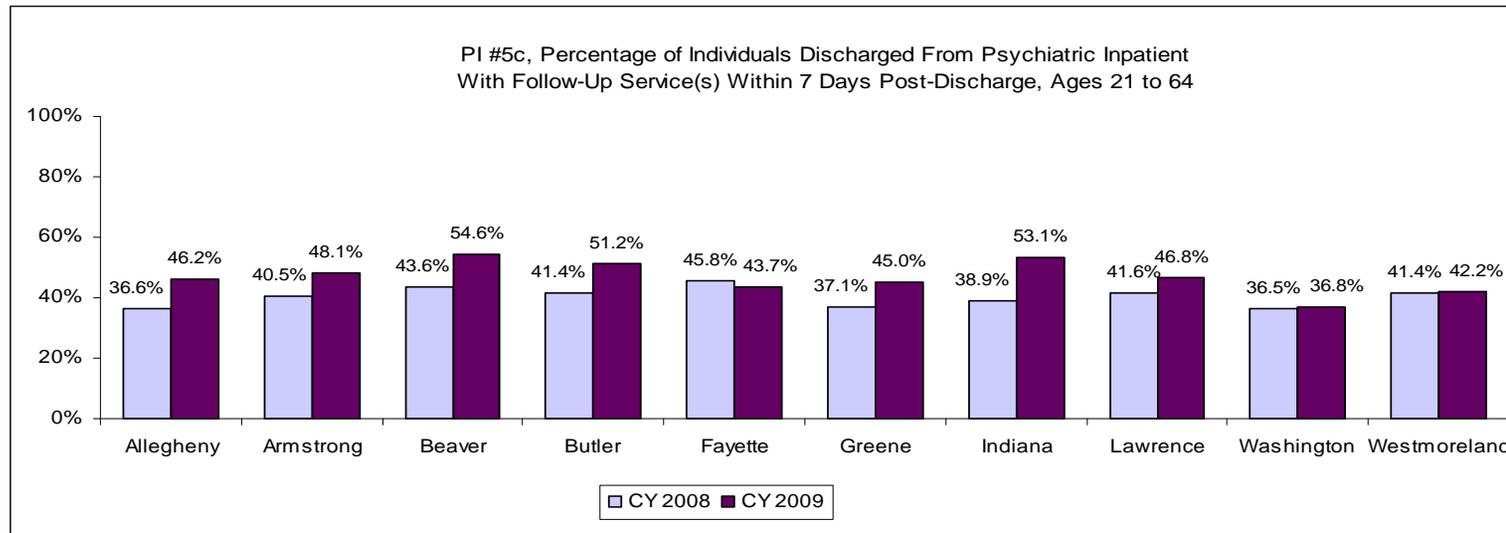
¹⁶ The National Norm for PI #5c (42.7%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from the Healthcare Effectiveness Data and Information Set, 2010.

- All four of the counties in the Northeast region showed improvement from 2008 to 2009.
- Fifteen of the 20 counties reporting multiple years of data in the North/Central State Option region showed improvement from 2008 to 2009. All but Fayette County in the Southwest region showed improvement from 2008 to 2009.

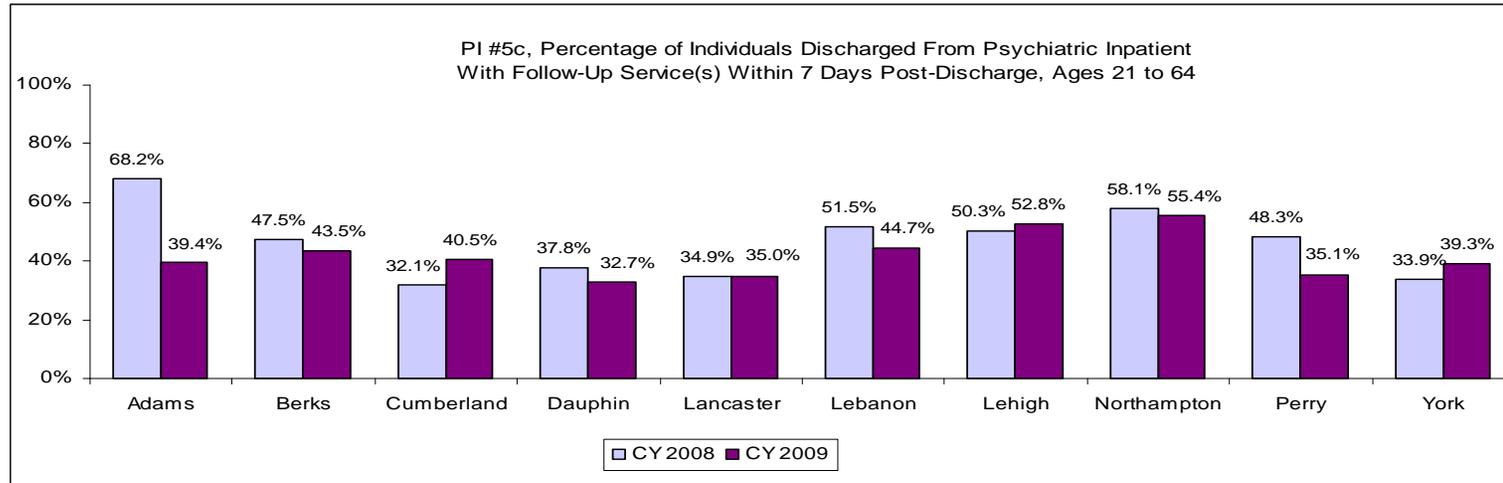
Southeast region



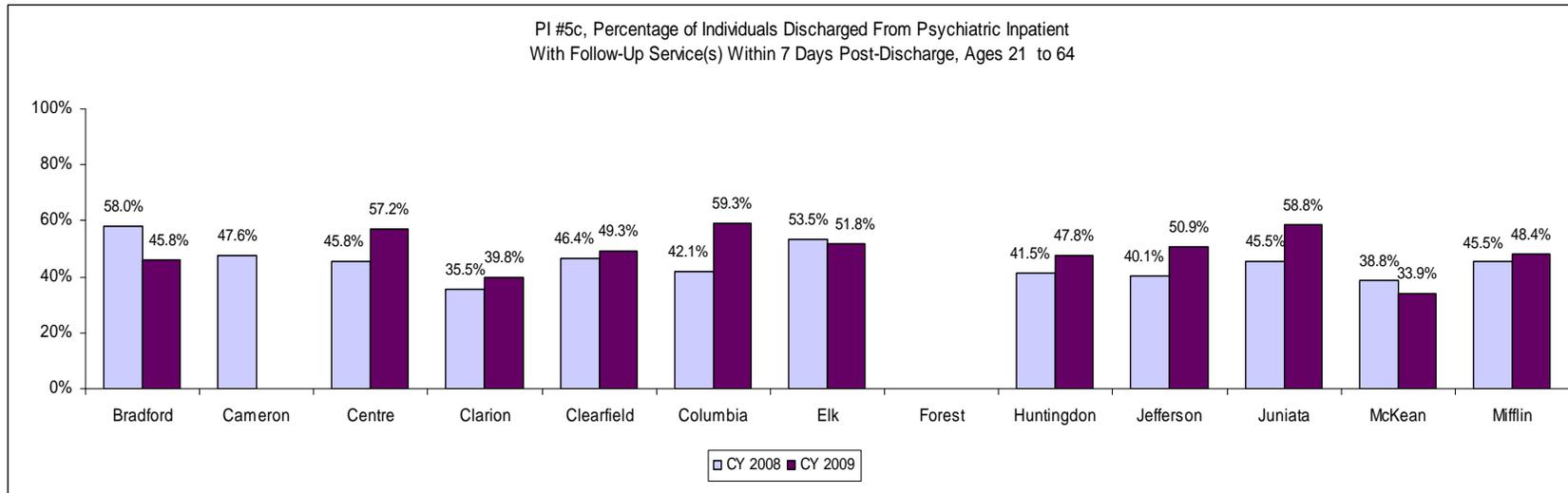
Southwest region



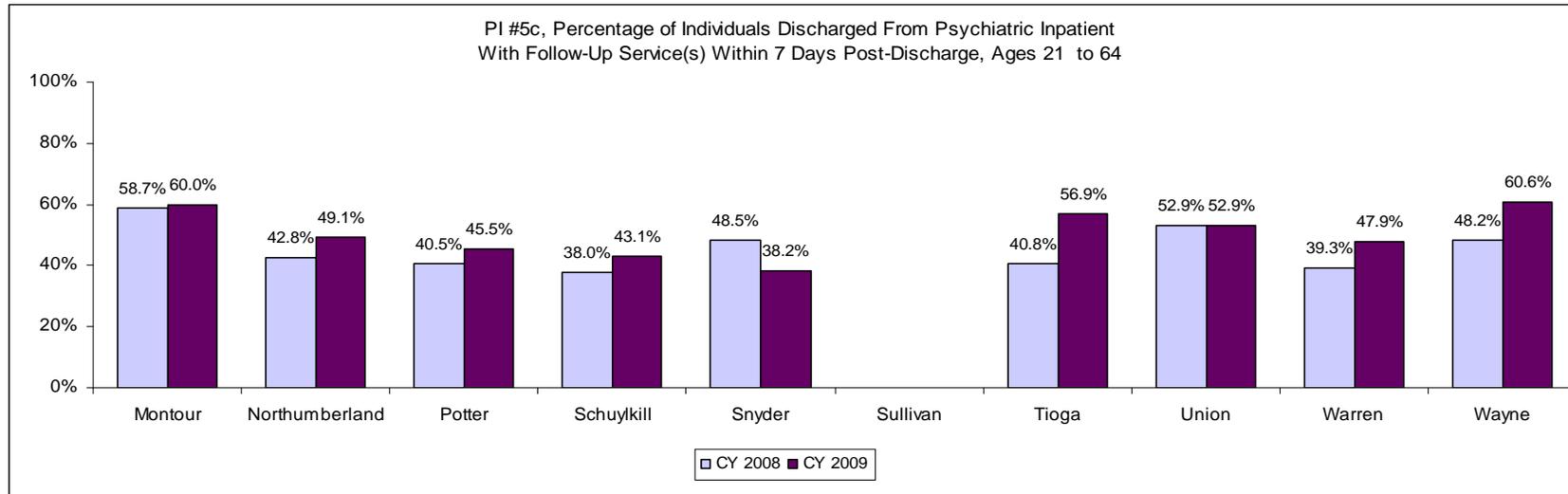
Lehigh/Capital region



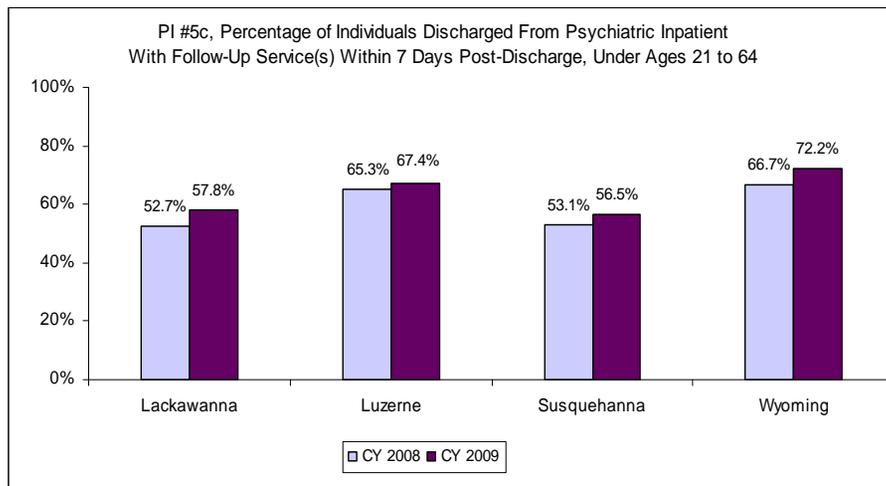
North/Central State Option region



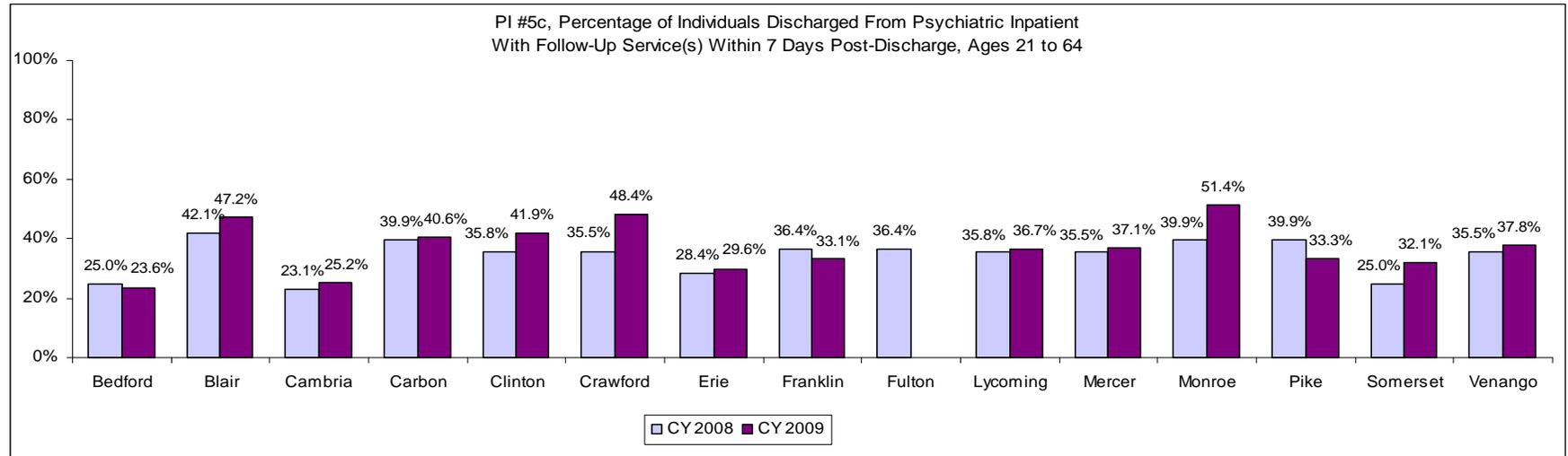
North/Central State Option region



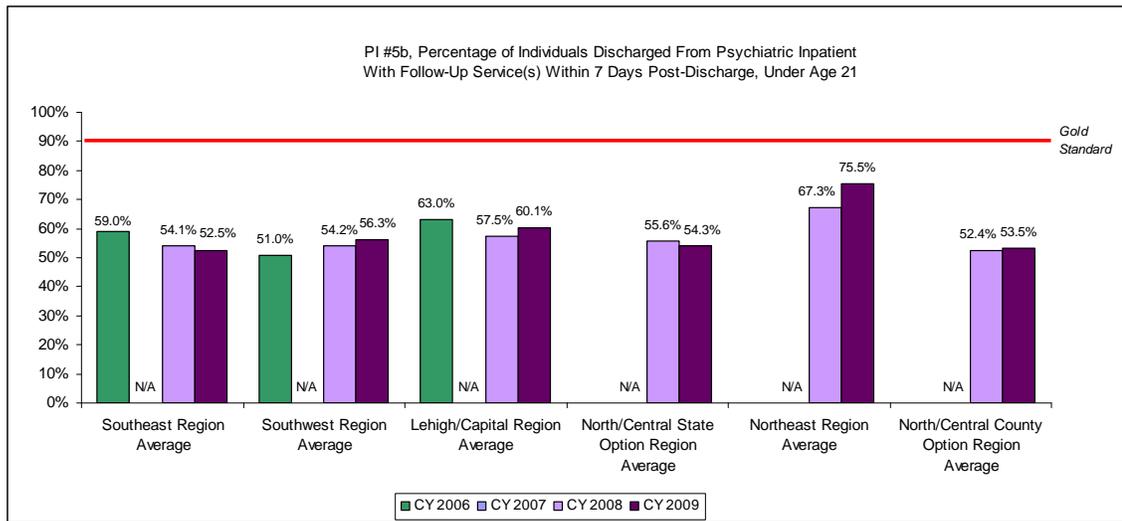
Northeast region



North/Central County Option region

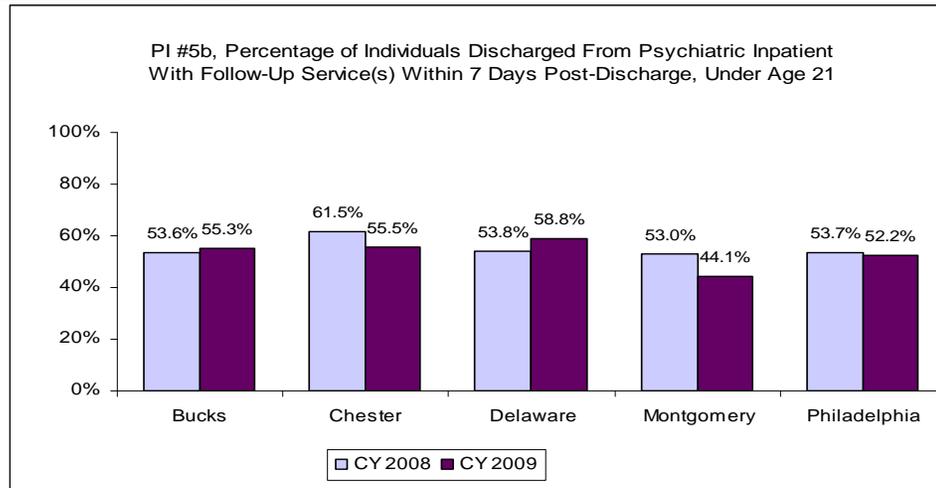


Seven-day follow up, inpatient under age 21

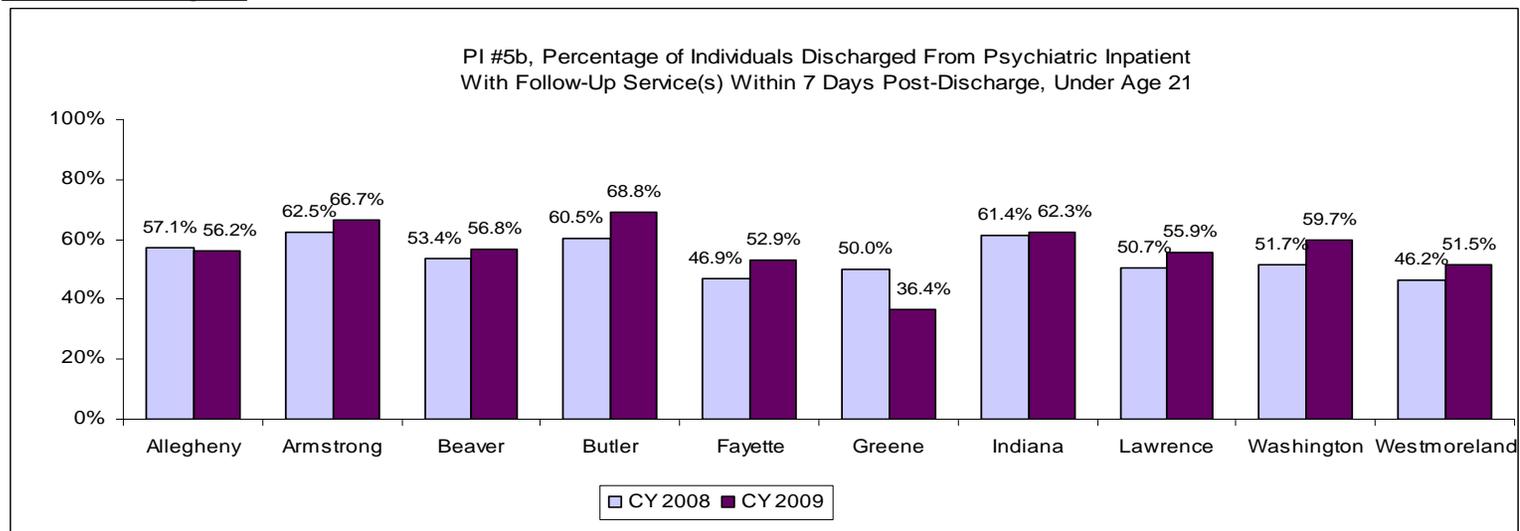


- All of the regions surpassed the national norm (42.7%) for PI 5b. However, none have achieved the gold standard established by OMHSAS. The Southwest, Lehigh/Capital, Northeast and North/Central County Option regions all showed improvement in follow up within seven days post-discharge for those under the age of 21. For the third year of reported data, the Southeast performance has declined for this PI.
- 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. Four counties, Cumberland, Huntington, Columbia and Luzerne had double-digit percent increases from 2008 to 2009, ranging from 11 – 20 percentage points, while others had significant decreases.
- Three counties in the Northeast region, Lackawanna (75.5%), Luzerne (76.4%) and Wyoming (80.0%) had the highest rates of follow up within seven days post-discharge for those under the age of 21. Two counties, Lebanon (75.4%) and Berks (71.7%), in the Lehigh/Capital region are above 70.0% follow-up.

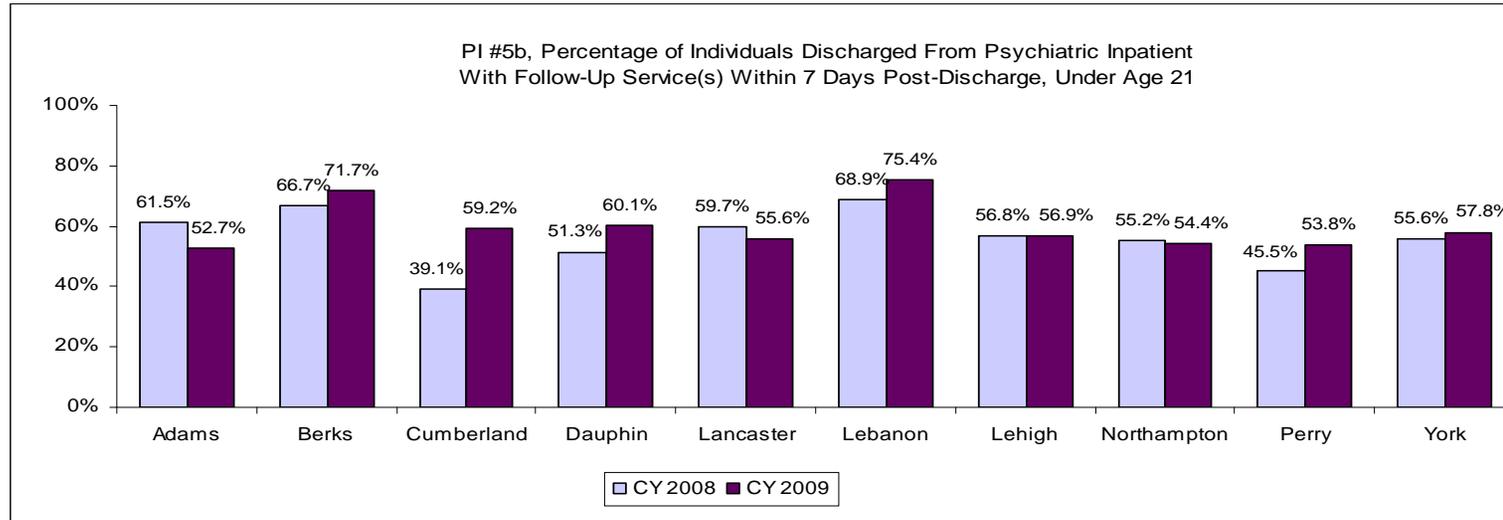
Southeast region



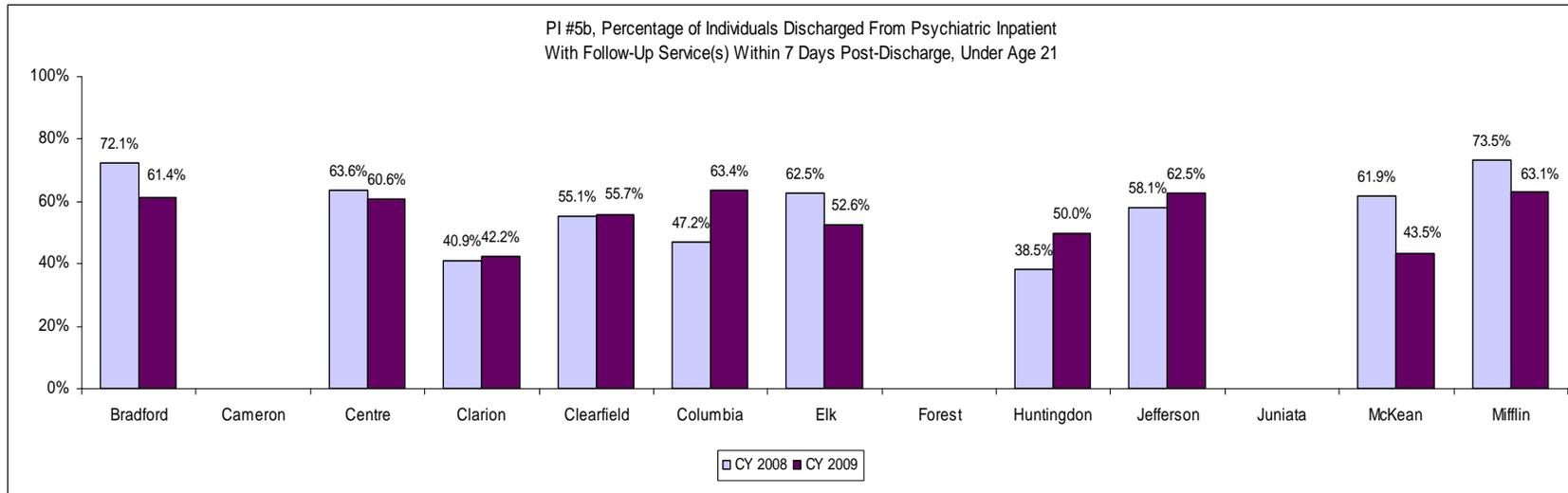
Southwest region



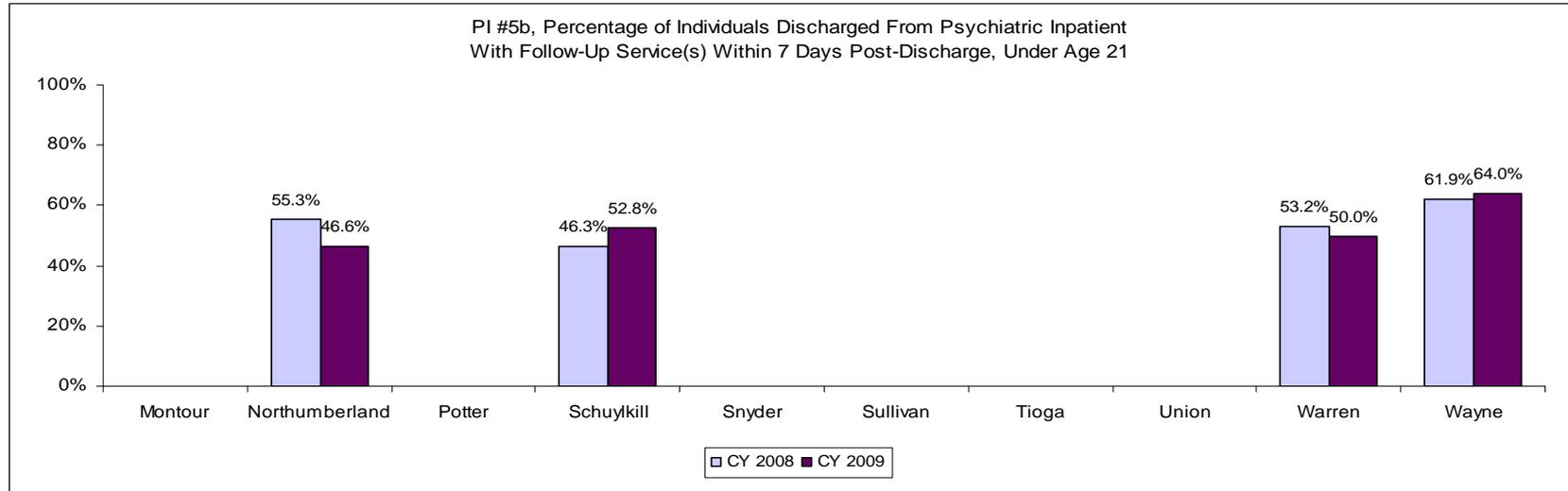
Lehigh/Capital region



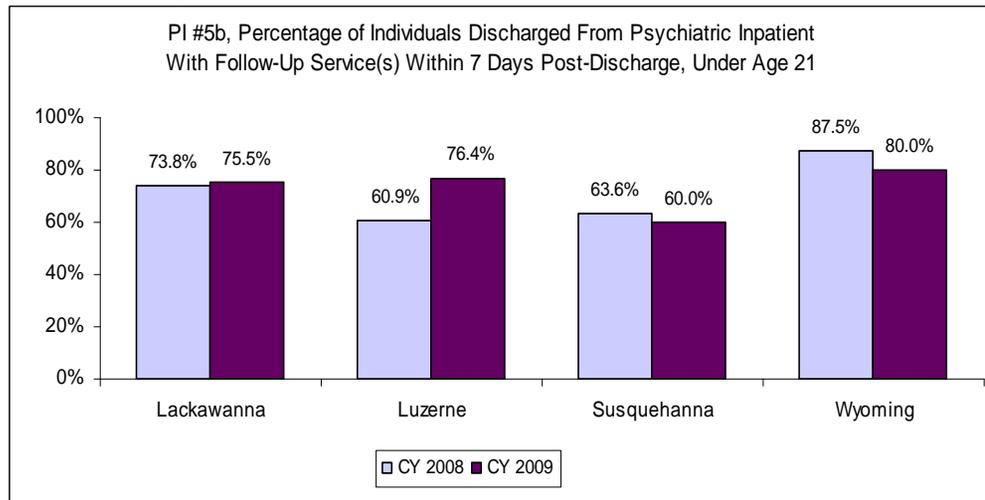
North/Central State Option region



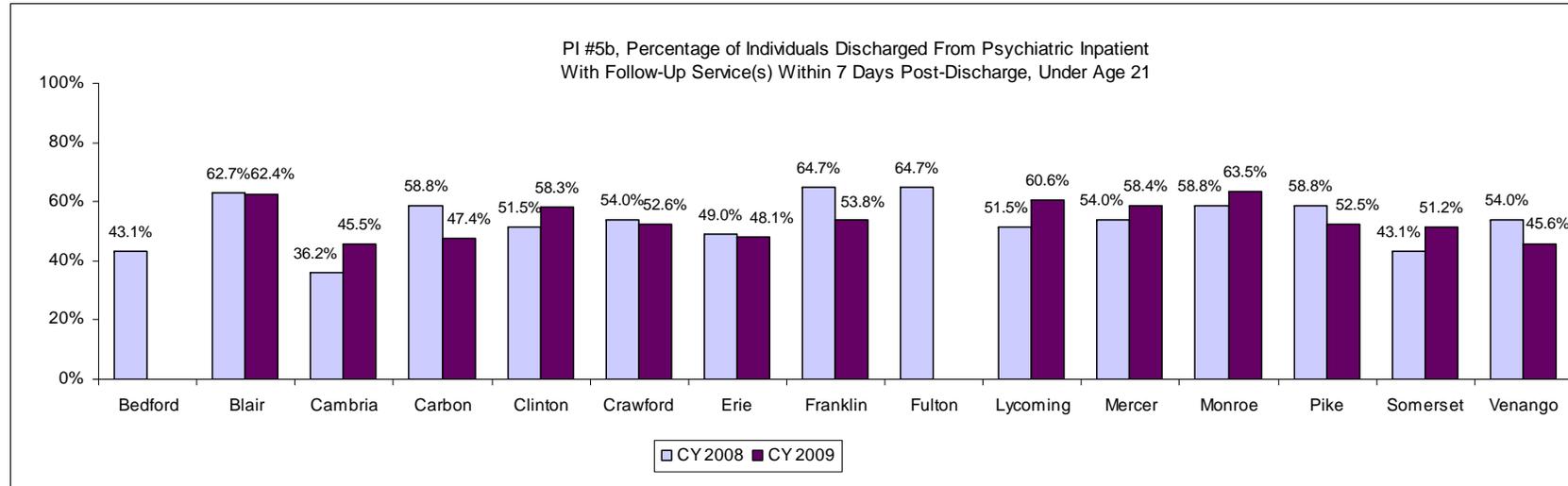
North/Central State Option region



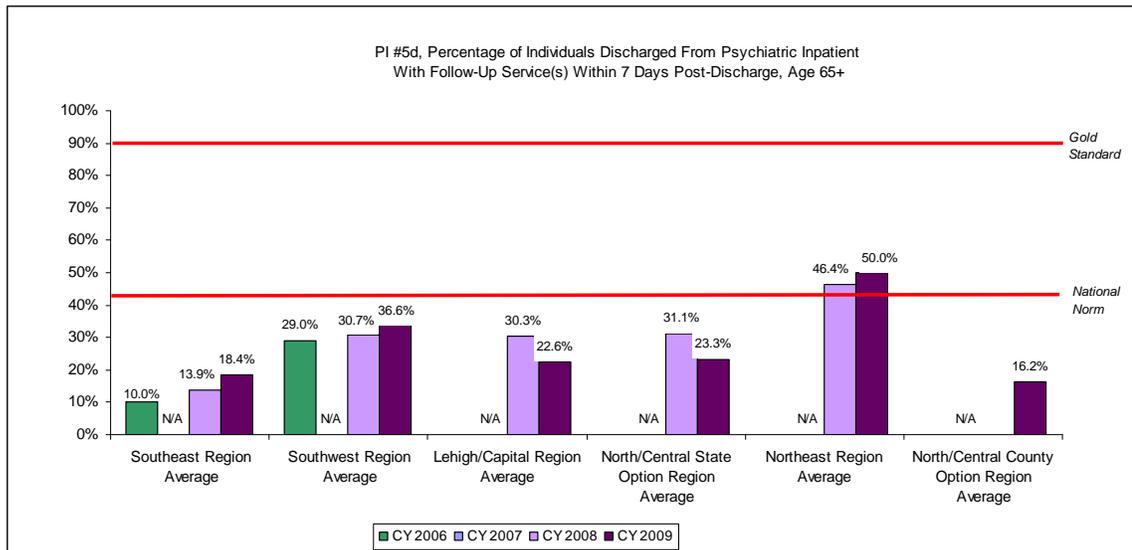
Northeast region



North/Central County Option region

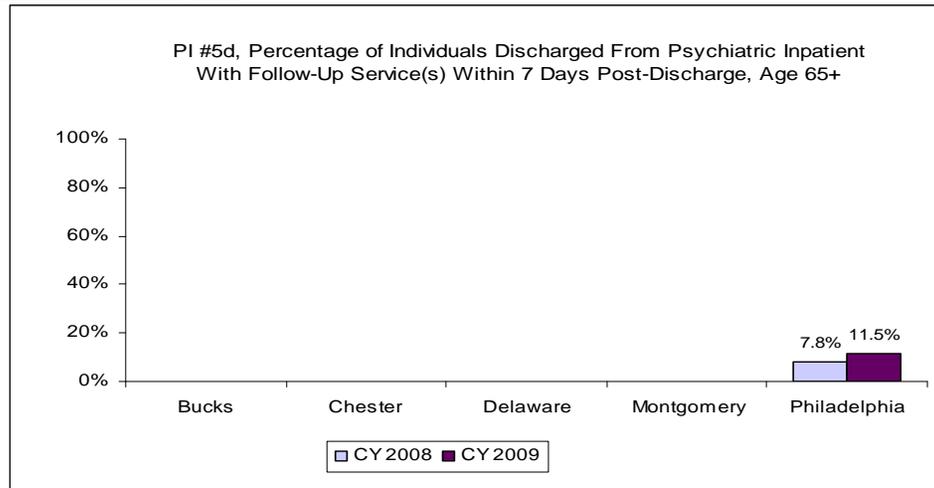


Seven-day follow-up, inpatient ages 65+

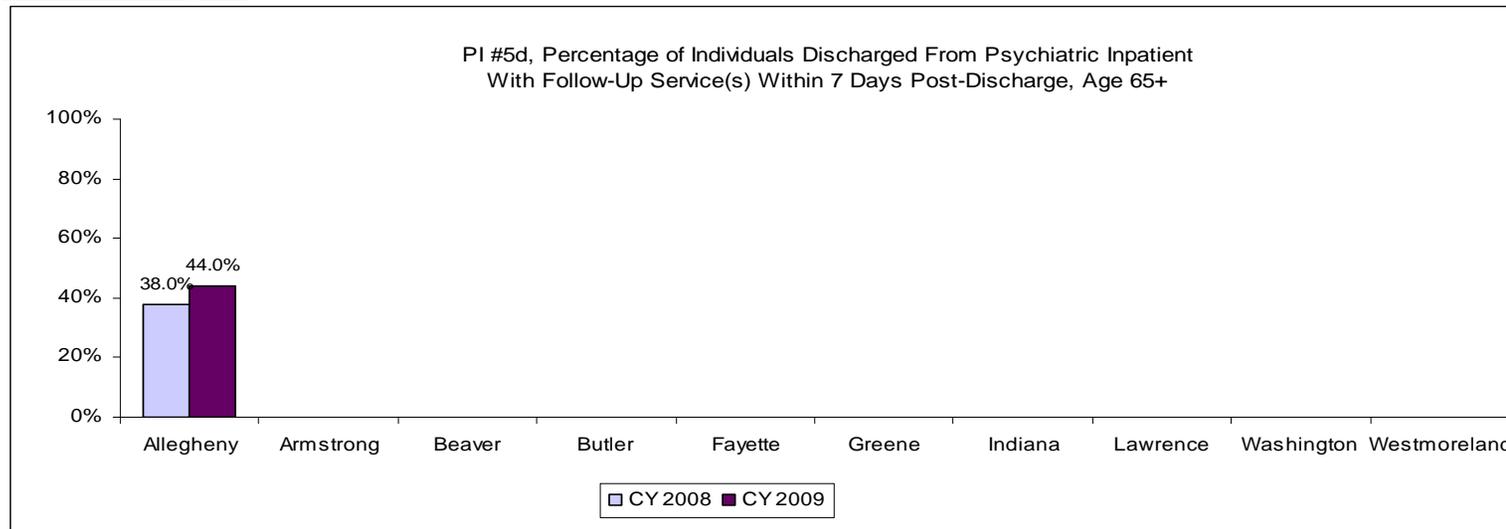


- As previously noted, illustrating data for the 65+ age group is challenging and must be taken in context. The data presented only show the services paid for by Medicaid and does not include the relatively large portion of services paid for by Medicare. However, it is important to provide some data 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, Southwest and Northeast regions showed improvement in the rate of follow-up services with seven days for those age 65+. The Northeast region rate of follow up was the highest in 2008 (46.4%) and 2009 (50.0%) and surpassed the HEDIS national norm.
- None of the regions or counties approaches the OMHSAS established gold standard of 90% follow up within seven days post-discharge.
- Results are not presented in the following individual graphs for Lehigh/Capital, North/Central State Option, Northeast, and North/Central Option region because the n is less than 10.

Southeast region

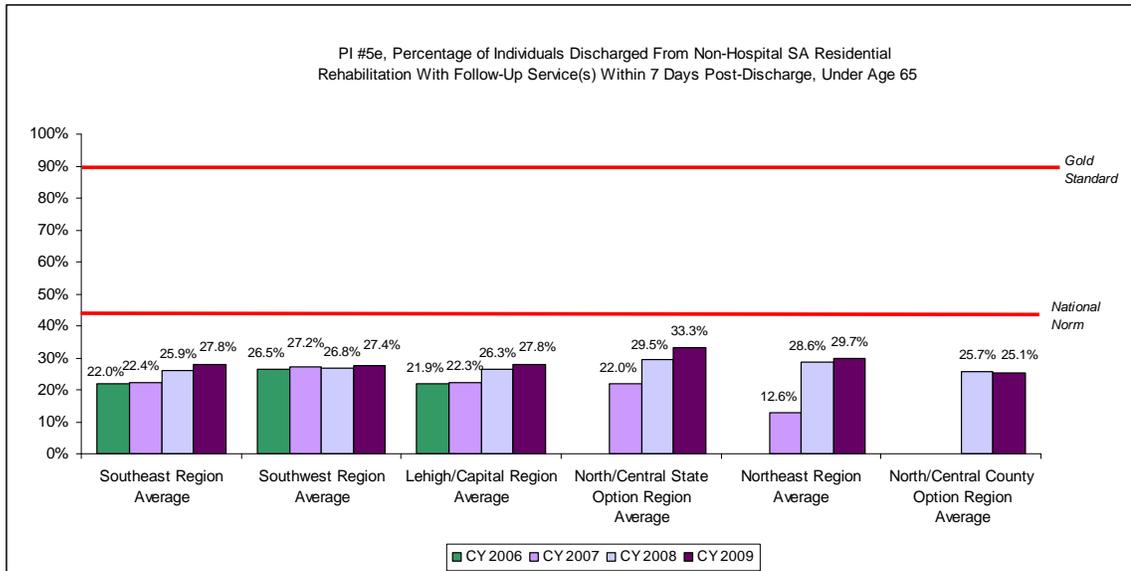


Southwest region



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

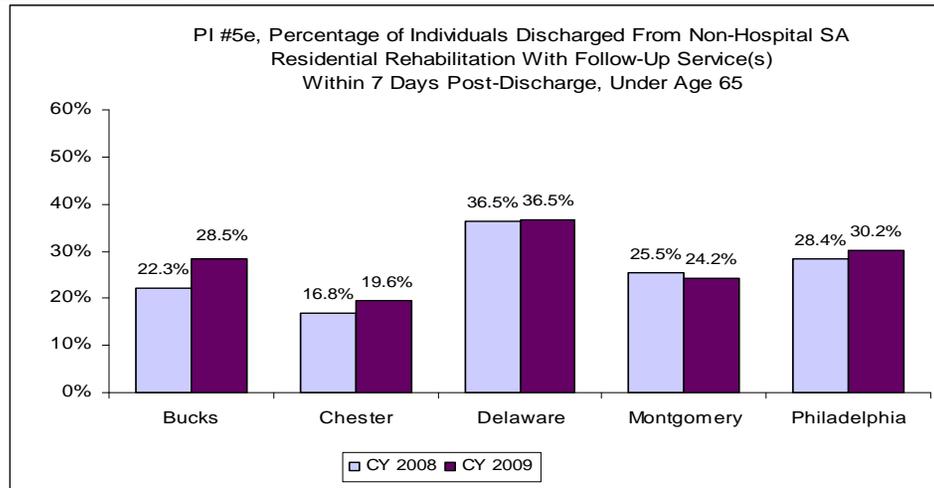
Non-hospital SA services include non-hospital residential detoxification, residential rehabilitation and half-way house. When leaving one of these LOCs, follow-up services in the community help to maintain gains made in treatment and prevent substance-seeking behaviors. The HEDIS measure is the national norm for follow-up after hospitalization for mental illness since none exists specifically for SA services.¹⁷ Please note that the following results may not reflect access to services paid outside HCBH.



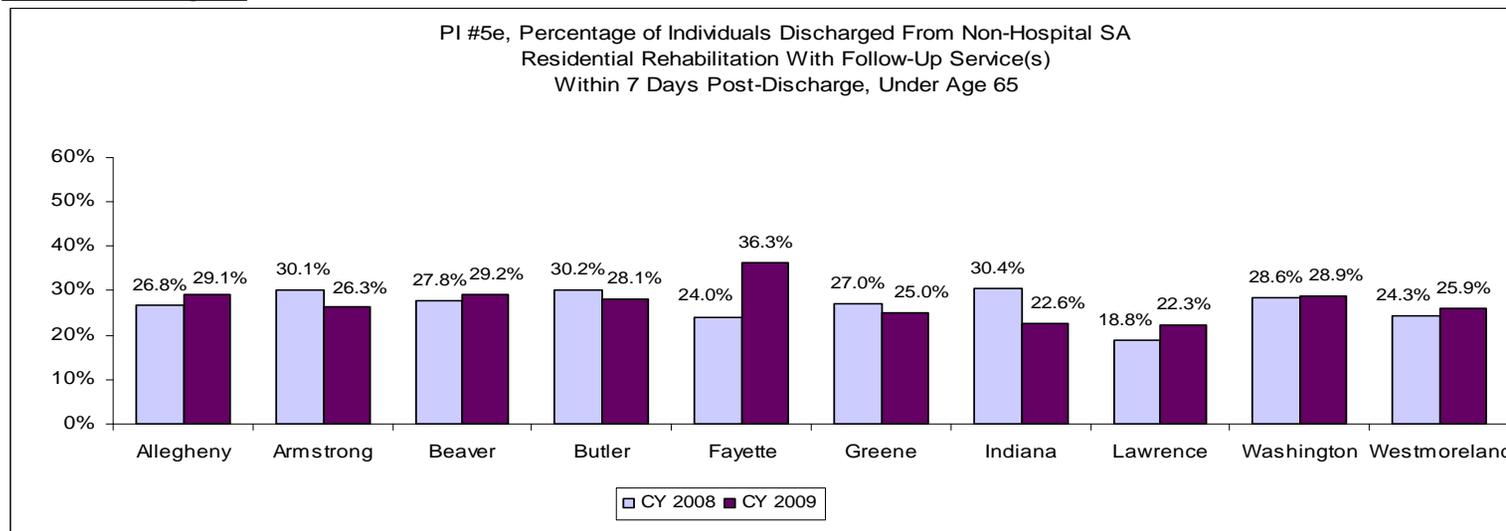
- Since 2006, there has been a steady increase in the rate of follow up within seven days post-discharge from residential SA rehabilitation in the Southeast, Lehigh/Capital and North/Central State Option regions. The Southwest has remained relatively stable (less than a one percentage point difference) across the years for which it has reported data.
- The North/Central State Option region in its third year of reporting has the highest rate of follow up of all six regions.
- In the Southwest region, Fayette had a 12.3 percentage point increase and Pike County, in the North/Central County Option region had a 12.1 percentage point increase in the rate of follow up from 2008 to 2009. Of all the counties, Wayne County in the North/Central State Option region has the largest (19.0) percentage point change.

¹⁷ The National Norm for PI #5e (42.7%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from the Healthcare Effectiveness Data and Information Set, 2010.

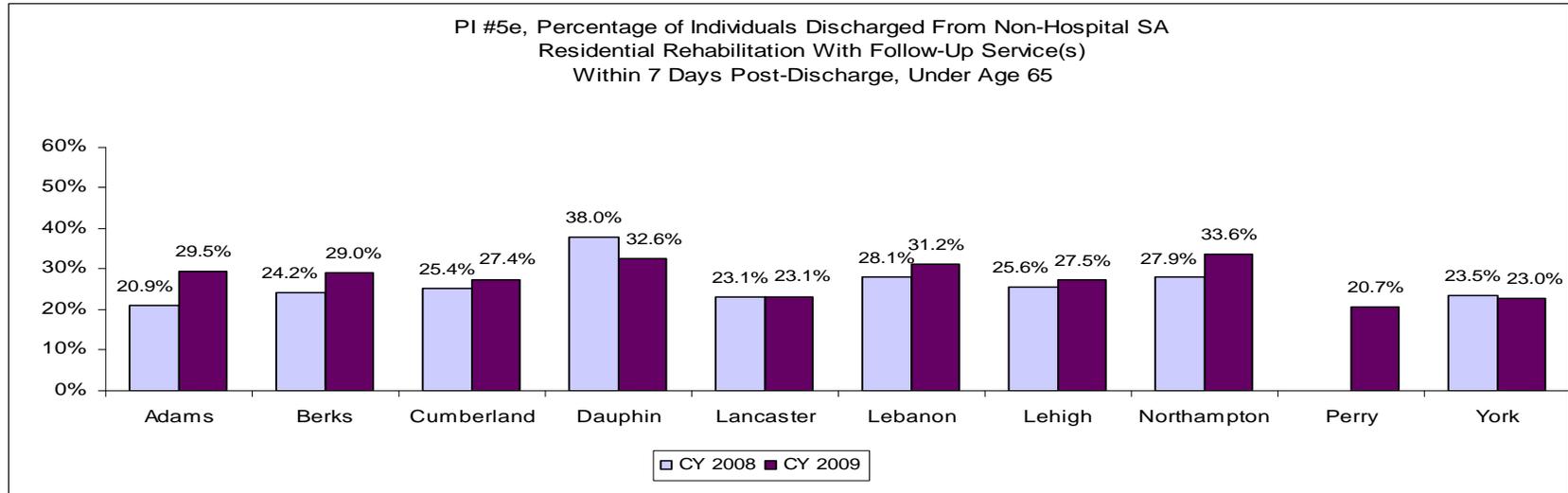
Southeast region



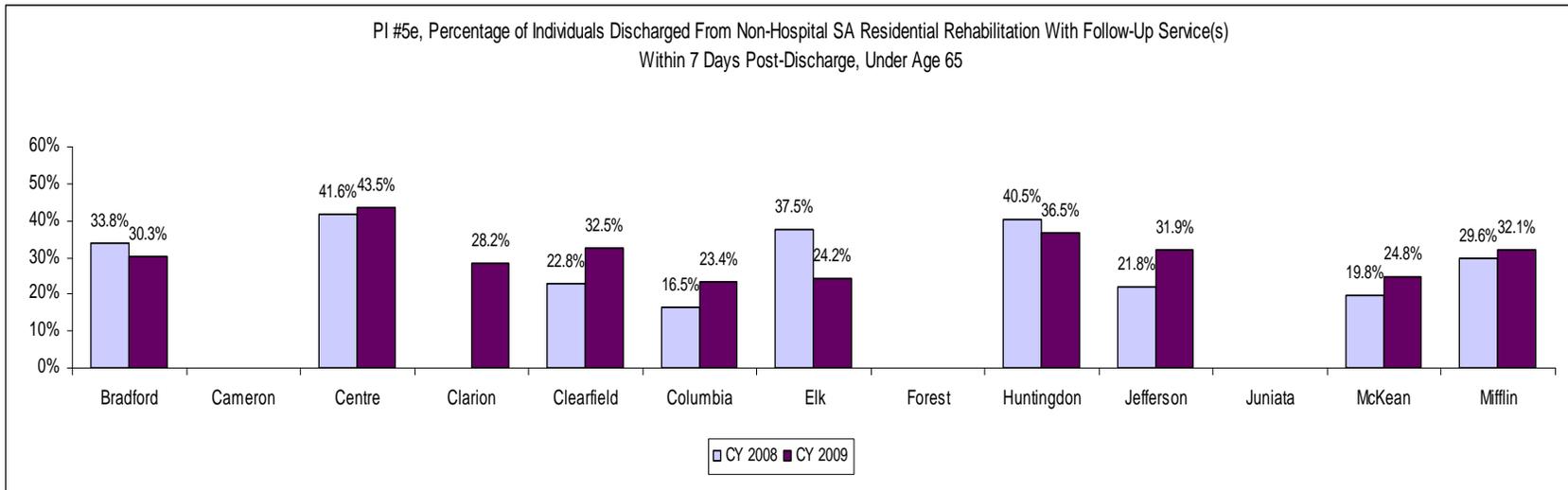
Southwest region



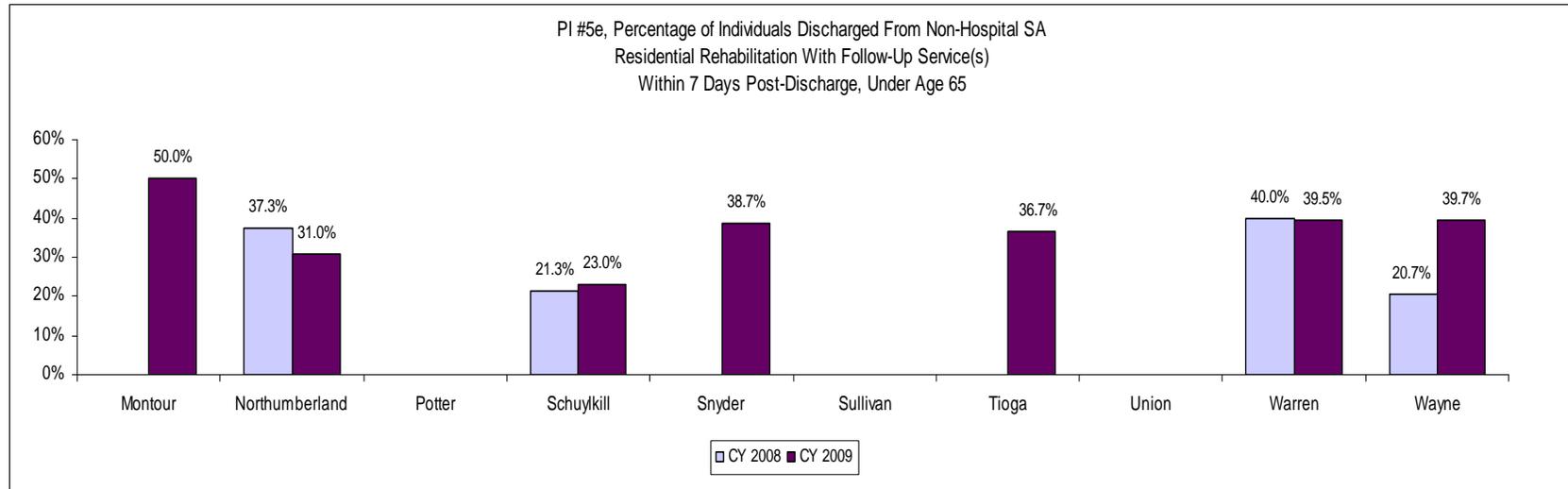
Lehigh/Capital region



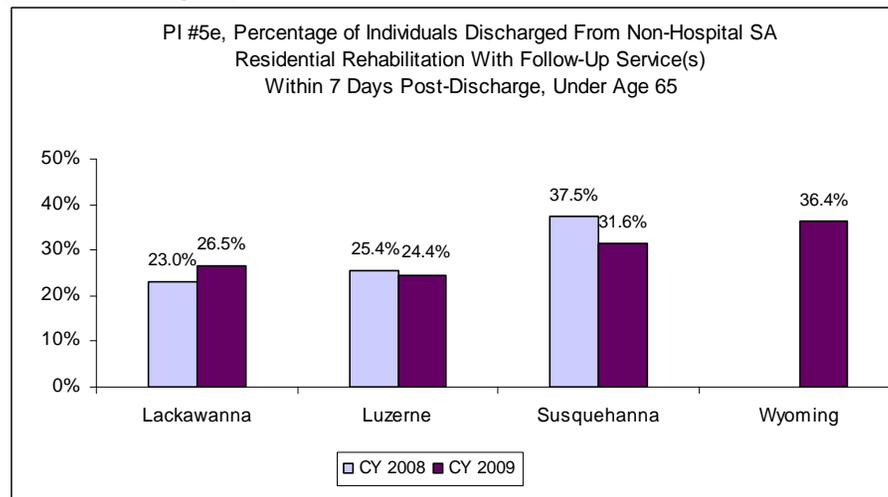
North/Central State Option region



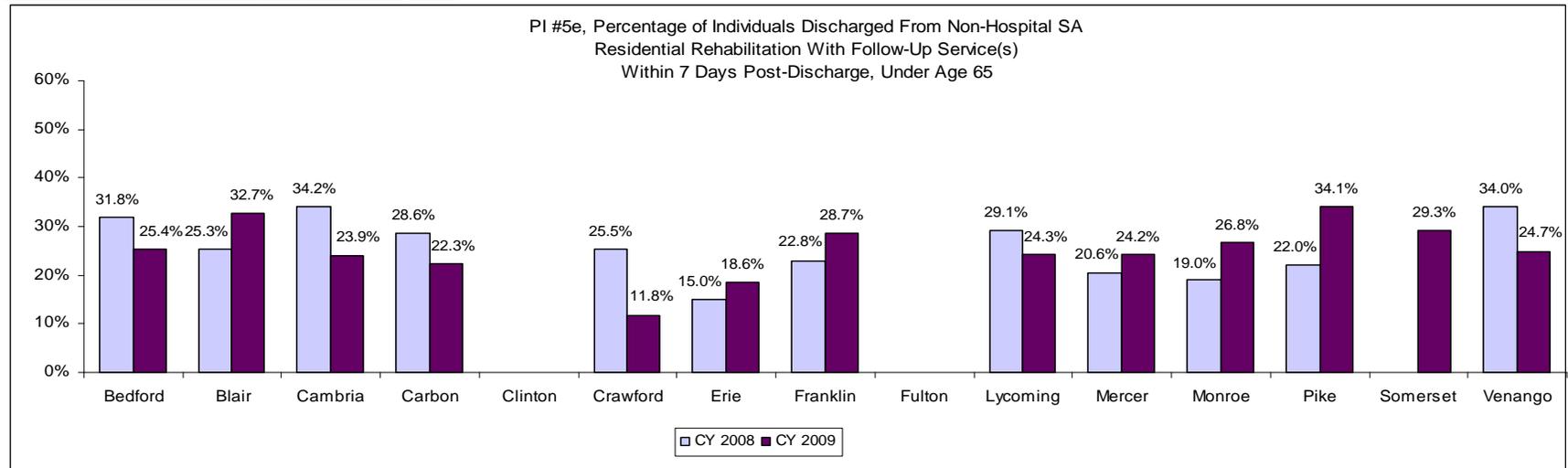
North/Central State Option region



Northeast region

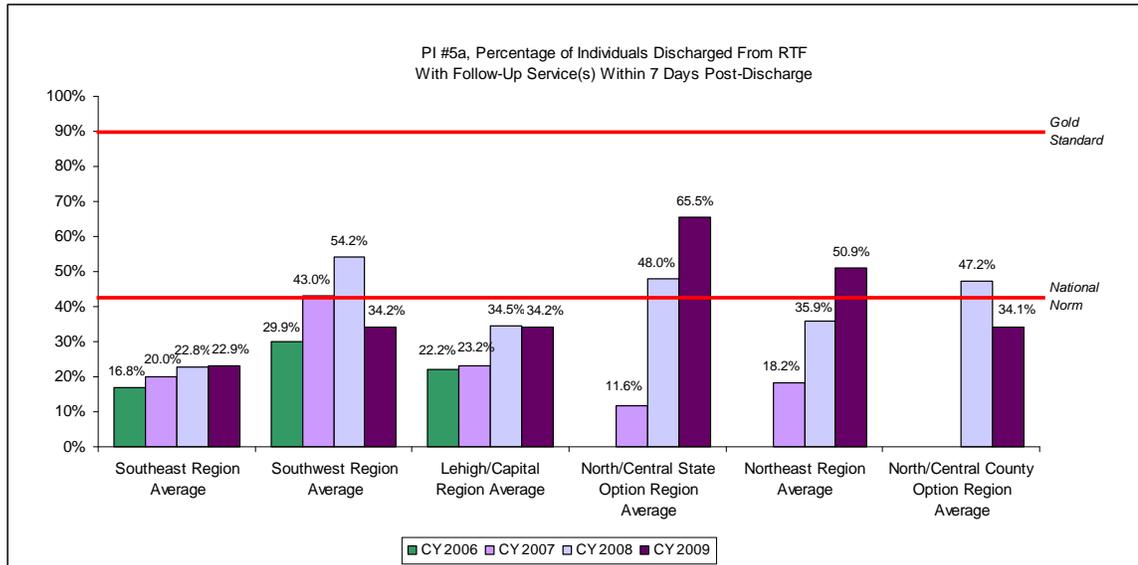


North/Central County Option region



Seven-day follow up, residential treatment facility

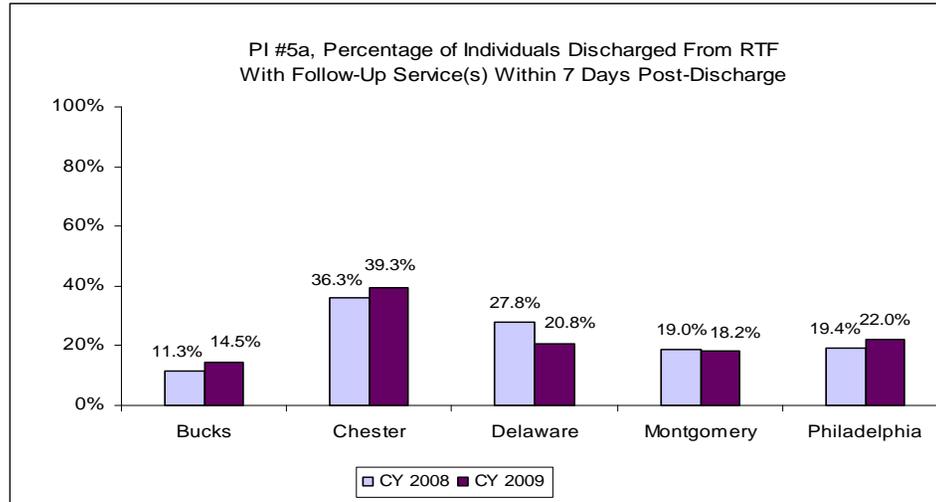
As with inpatient services, the provision of follow-up services within seven days post-discharge is important to maintain gains made in residential treatment. The number of inpatient days per admission for residential treatment has been decreasing over time. To ensure a positive outcome following a shortened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



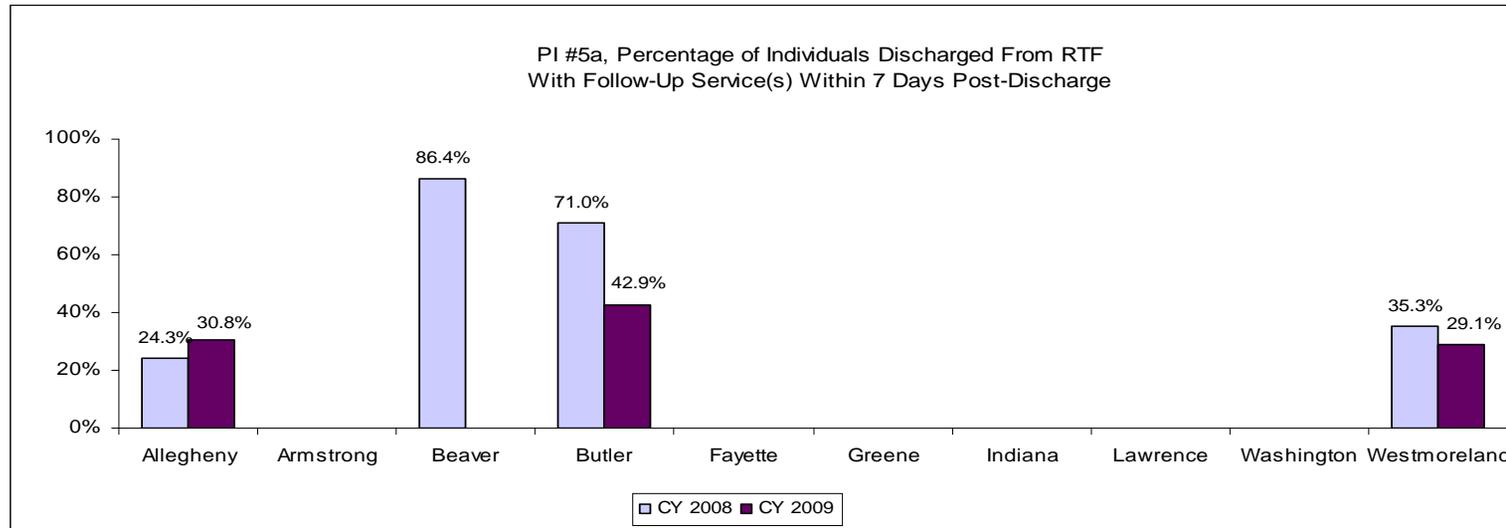
- While last year it was reported that all of the regions reporting multiple years of data saw an increase in the rate of follow-up services within seven days post-discharge from 2007 to 2008, the results for 2009 show greater variability. Please note some of this variability could be attributed to the change in the number of individuals discharged from a RTF from year to year.
- The North/Central State Option and Northeast regions showed significant improvement, 17.5 and 15 percentage point changes, respectively, and surpassed the national norm in 2009.¹⁸ However, the Southwest region and the North/Central County Option regions showed lowered performances that were just as significant, 20.0 and 13.1 percentage point changes, respectively. The Southeast and Lehigh/Capital regions remained stable.
- Warren (71.4%) and Wayne (83.3%) counties had the highest rates of follow-up services within seven days post-discharge of all the counties reporting data in 2009.

¹⁸ The National Norm for PI #5a (42.7%) is based on the Effectiveness of Care measure “Follow-up After Hospitalization for Mental Illness” from the Healthcare Effectiveness Data and Information Set, 2010.

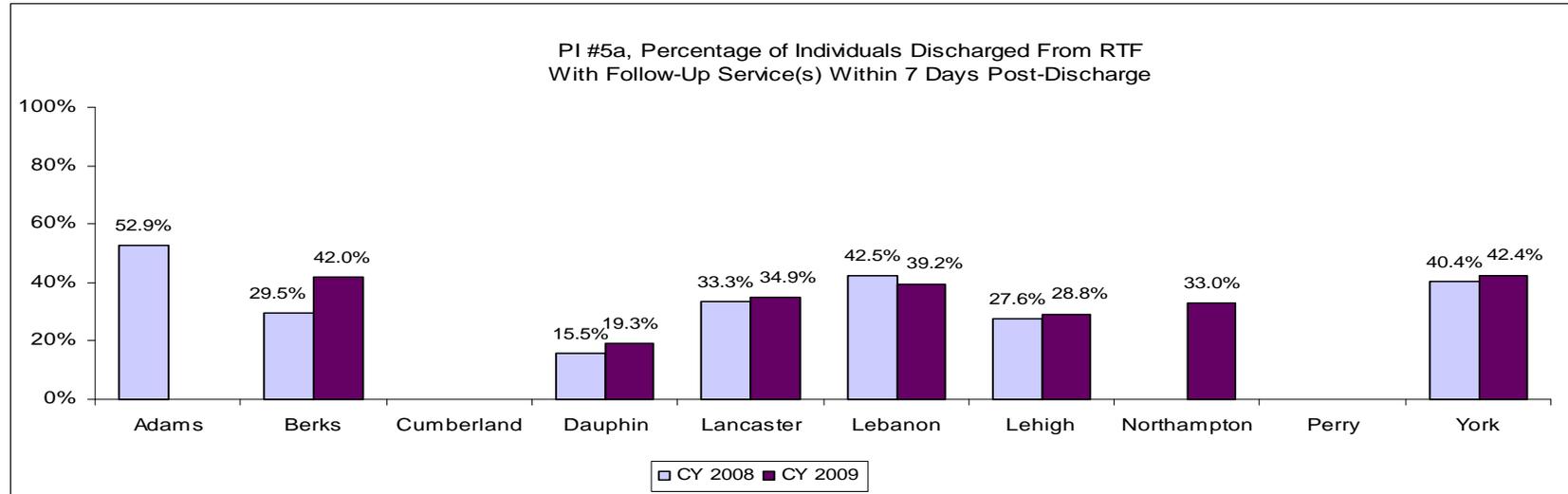
Southeast region



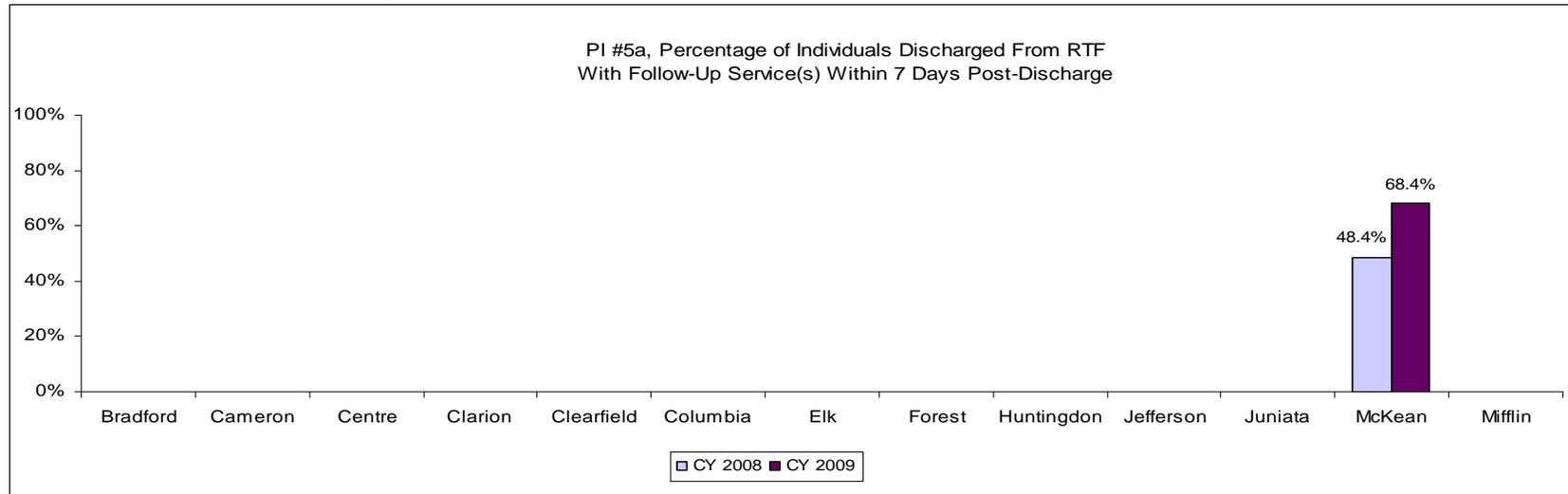
Southwest region



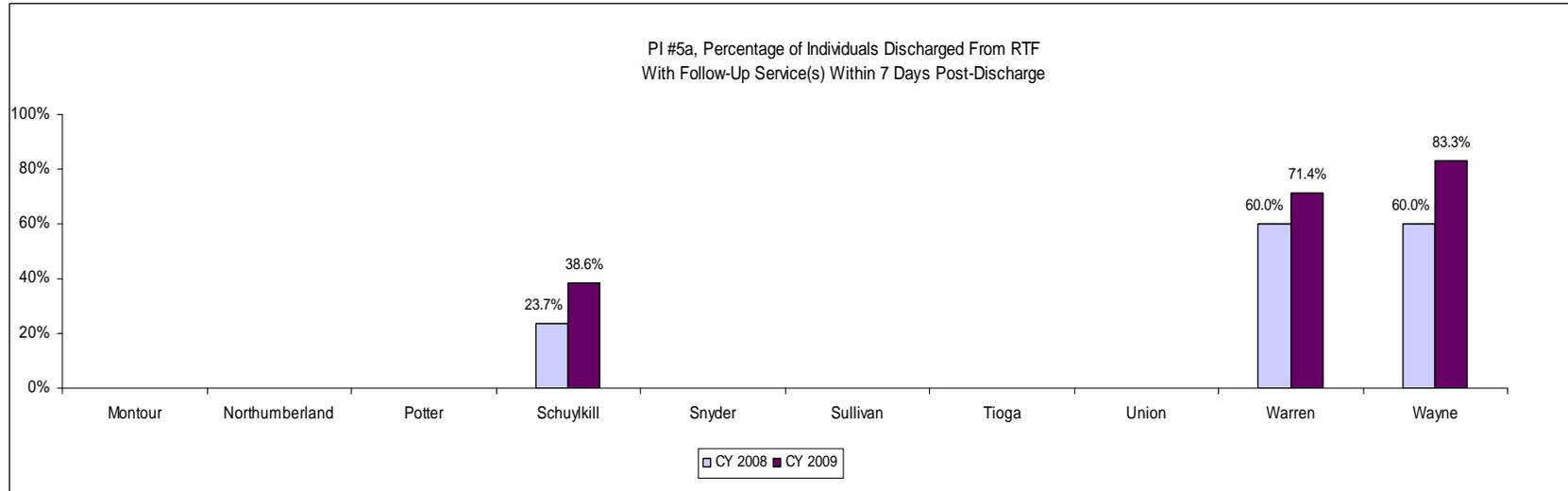
Lehigh/Capital region



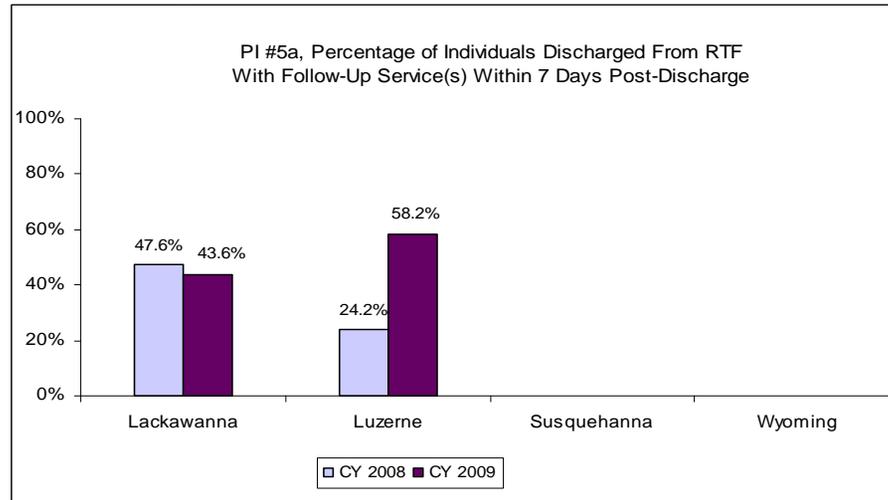
North/Central State Option region



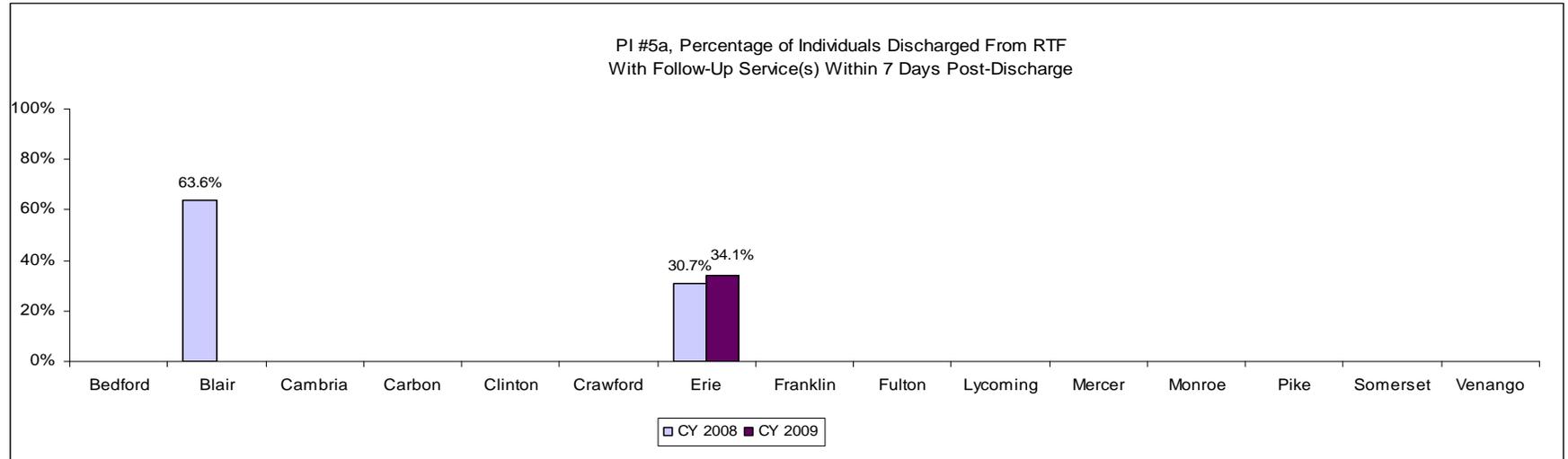
North/Central State Option region

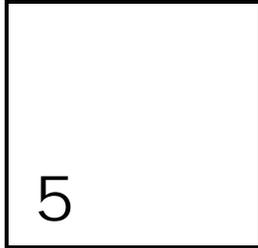


Northeast region



North/Central County Option region





Performance improvement projects

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

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

Table 1: 2008 performance improvement projects by county					
County	Ambulatory follow up MH inpatient seven days and 30 days	Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
Lehigh/Capital					
Adams	√	√			
Berks	√	√			
Cumberland	√		√		
Dauphin	√		√		
Lancaster	√		√		
Lebanon	√		√		
Lehigh	√	√			
Northampton	√	√			
Perry	√		√		
York	√	√			
Northeast					
Lackawanna	√	√			
Luzerne	√	√			
Wyoming	√	√			
Susquehanna	√	√			

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

Table 2: 2008 Performance improvement projects baseline results by county						
County	Ambulatory follow up MH inpatient seven days and 30 days		Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
	7 days	30 days				
Southeast	7 days	30 days				
Bucks	52.1%	68.4%	37.4%			
Chester	48.7%	68.9%	24.3%			
Delaware	52.3%	68.8%	45.9%			
Montgomery	49.9%	68.2%				
Philadelphia	34.7%	51.1%	36.4%		25.8%	19.2%
Southwest	7 days	30 days				
Allegheny	48.1%	67.1%	38.1%			
Armstrong	50.9%	75.2%		31.9%		
Beaver	55.0%	72.7%		36.9%		
Butler	55.0%	74.8%		36.8%		
Fayette	46.0%	70.3%		21.5%		
Greene	43.0%	67.2%		30.6%		
Indiana	55.1%	75.2%		27.2%		
Lawrence	48.6%	75.3%		35.8%		
Washington	43.7%	67.5%		35.9%		
Westmoreland	44.6%	68.4%		35.4%		

Table 2: 2008 Performance improvement projects baseline results by county						
County	Ambulatory follow up MH inpatient seven days and 30 days		Ambulatory follow up SA residential seven days (under 65)	SA access rates Youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
	7 days	30 days				
Lehigh/Capital						
Adams	45.1%	69.7%	31.3%			
Berks	51.2%	72.6%	33.7%			
Cumberland	46.3%	64.9%		3.7% (ages 13 – 17)		
Dauphin	40.0%	60.1%		2.6% (ages 13 – 17)		
Lancaster	40.2%	61.0%		1.6% (ages 13 – 17)		
Lebanon	55.6%	77.2%		1.2% (ages 13 – 17)		
Lehigh	53.4%	68.5%	33.3%			
Northampton	54.5%	73.0%	42.8%			
Perry	42.2%	65.6%		1.8% (ages 13 – 17)		
York	44.8%	68.2%	25.9%			
Northeast						
Lackawanna	64.0%	83.8%	34.3%			
Luzerne	69.5%	81.7%	28.2%			
Susquehanna	57.6%	78.8%	29.7%			
Wyoming	73.1%	86.5%	40.8%			

Table 2: 2008 Performance improvement projects baseline results by county						
County	Ambulatory follow up MH Inpatient seven days and 30 days		Ambulatory follow up SA residential seven days (under 65)	SA access rates youth (under 21)	Access rates for adults with SMI and co-occurring SA	Readmission rates SMI (with and without co-occurring SA)
	7 days	30 days				
North/ Central County Option						
Bedford	28.6%	58.0%	20.0%			
Blair	50.8%	79.1%		1.3% (ages 13 – 17)		
Cambria	30.7%	55.8%		29.6%		
Carbon	41.3%	69.6%	25.9%			
Clinton	46.0%	73.6%	17.2%			
Crawford	49.2%	72.8%		30.3%		
Erie	35.0%	62.8%		24.8%		
Franklin	39.5%	73.5%		1.4% (ages 13 – 17)		
Fulton	48.2%	66.7%		3.4% (ages 13 – 17)		
Lycoming	43.6%	64.0%	33.6%			
Mercer	44.7%	70.5%		21.4%		
Monroe	55.0%	71.4%	31.8%			
Pike	43.4%	64.5%	40.3%			
Somerset	36.4%	61.4%	39.1%			
Venango	40.2%	70.1%		41.5%		

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

The three questions selected for the adult survey are:

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

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

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

There are two graphs for each question. The first graph presents the Consumer Satisfaction survey statewide results for the fourth quarter for 2006, 2007, 2008 and 2009. The second graph presents the regional results for the fourth quarter of 2009 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 time frame 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 and 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 and adolescent data not available:
 - Fourth quarter 2008 – Cumberland, Dauphin, Lancaster, Lebanon and Perry counties

North/Central County Option region

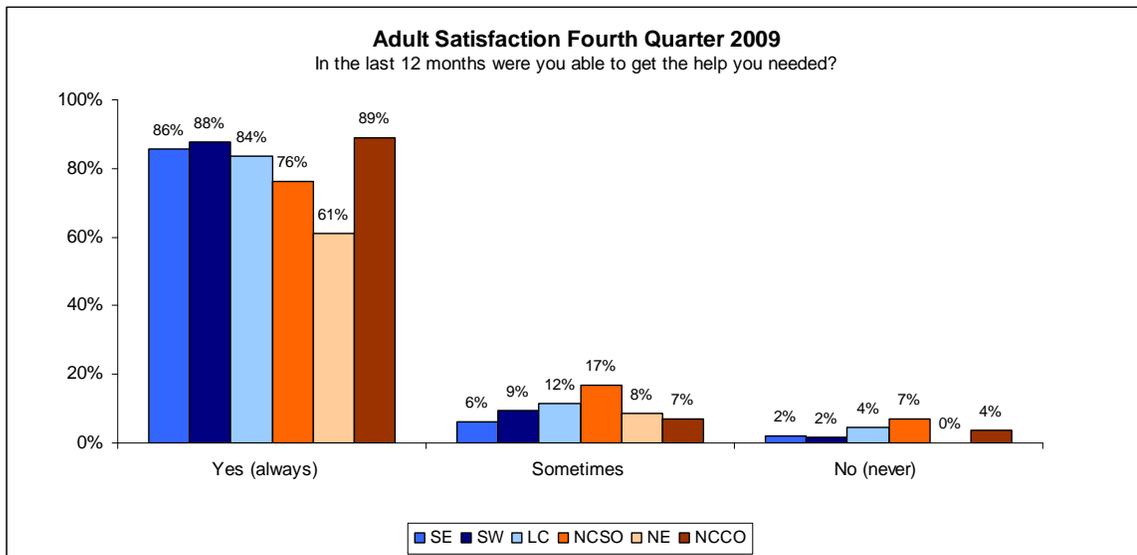
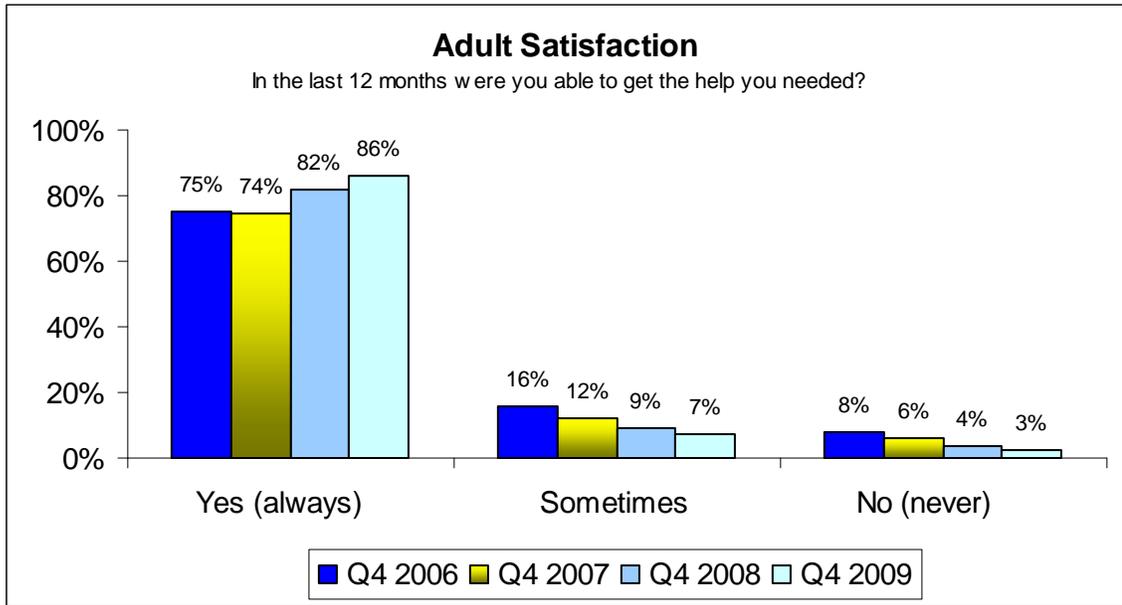
- Adult survey data not available:
 - Fourth quarter 2007 – Blair, Franklin/Fulton, Carbon/Monroe/Pike counties
- Child and adolescent data not available:
 - Fourth quarter 2007 – Blair, Franklin/Fulton, Carbon/Monroe/Pike counties

The analysis presented is based on a total of 8,261 completed surveys. In the fourth quarter of 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 2009, 2,183 were completed in the Southeast region, 1,282 in the Southwest region, 559 in the Lehigh/Capital region, 432 in the North/Central State Option region, 104 in the Northeast region and 1,845 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.

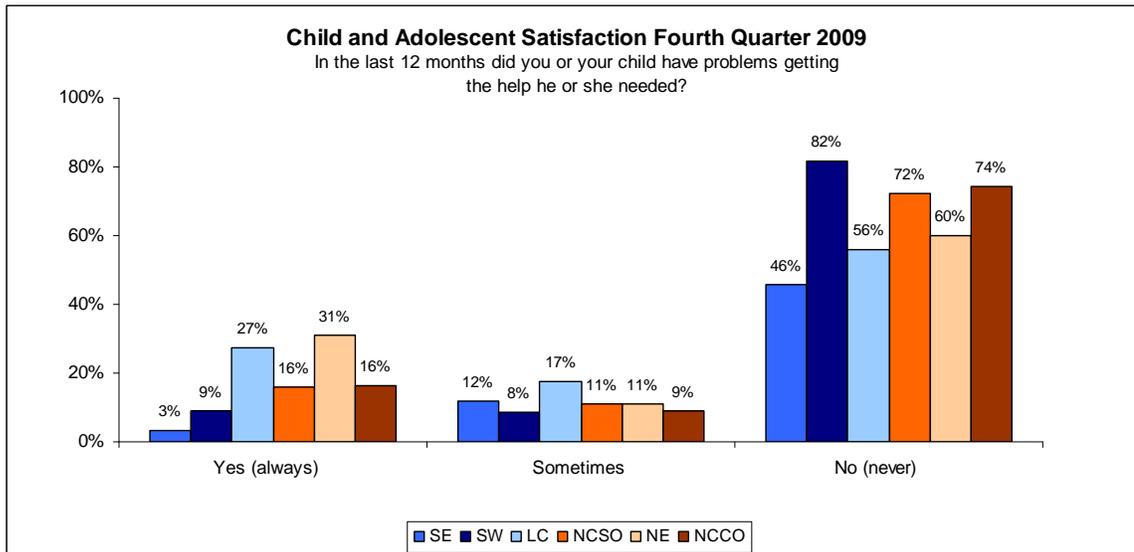
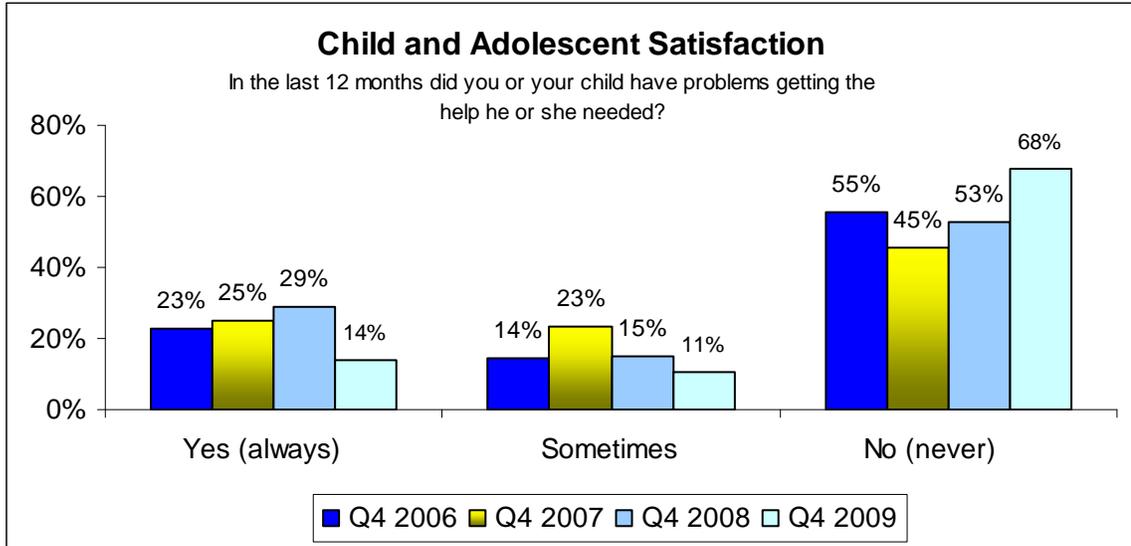
The first two graphs address overall satisfaction with access to services.

Satisfaction, adults



- In 2009, 86% of adults indicated they were always able to get the help they needed. This is the second year that this rate of satisfaction has increased
- Five of the six regions had a high percentage of consumer satisfaction being able to get the help needed in the fourth quarter of 2009. The North/Central State Option region had the largest increase from last year in this measure of satisfaction, while the Northeast region level of satisfaction declined from 80% in 2008 to 61% in 2009.

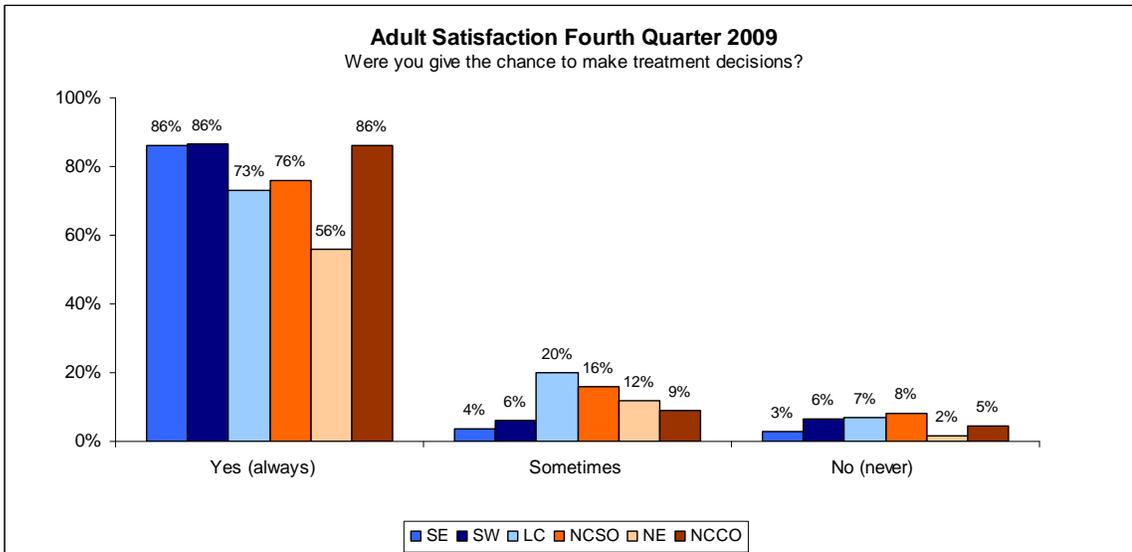
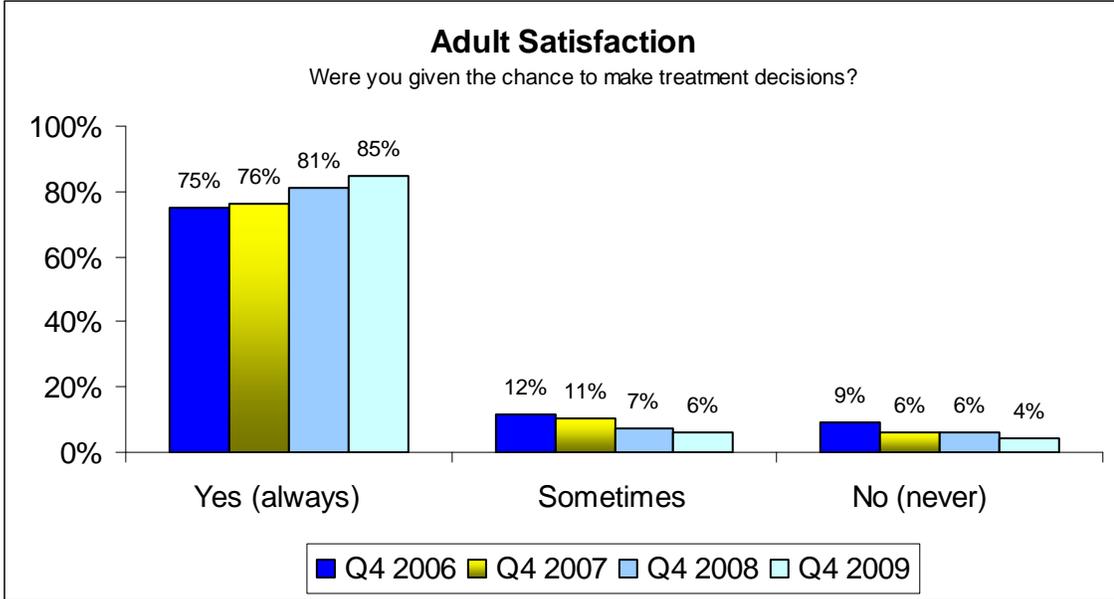
Satisfaction, child and adolescent

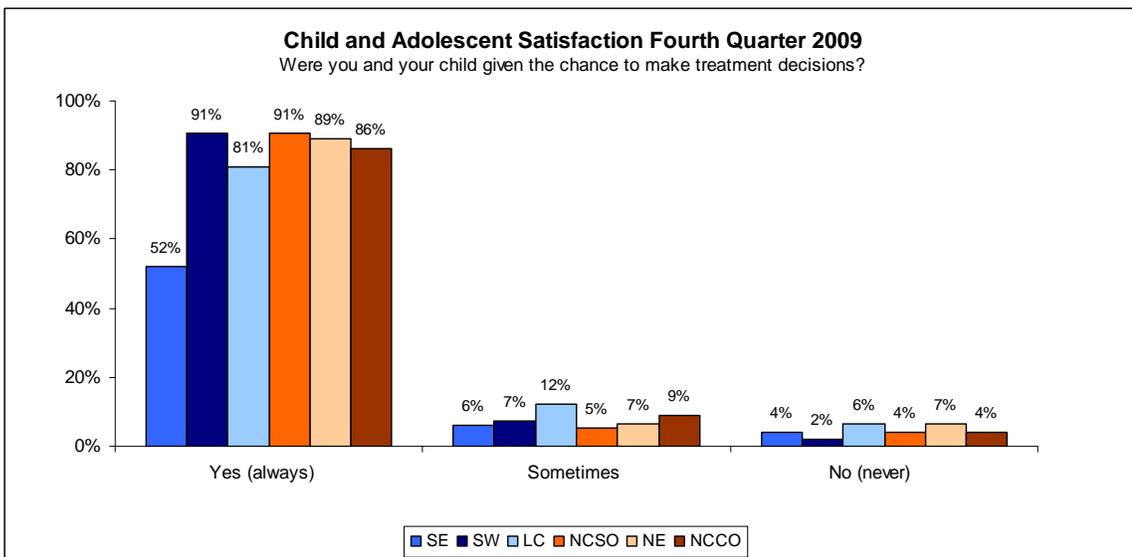
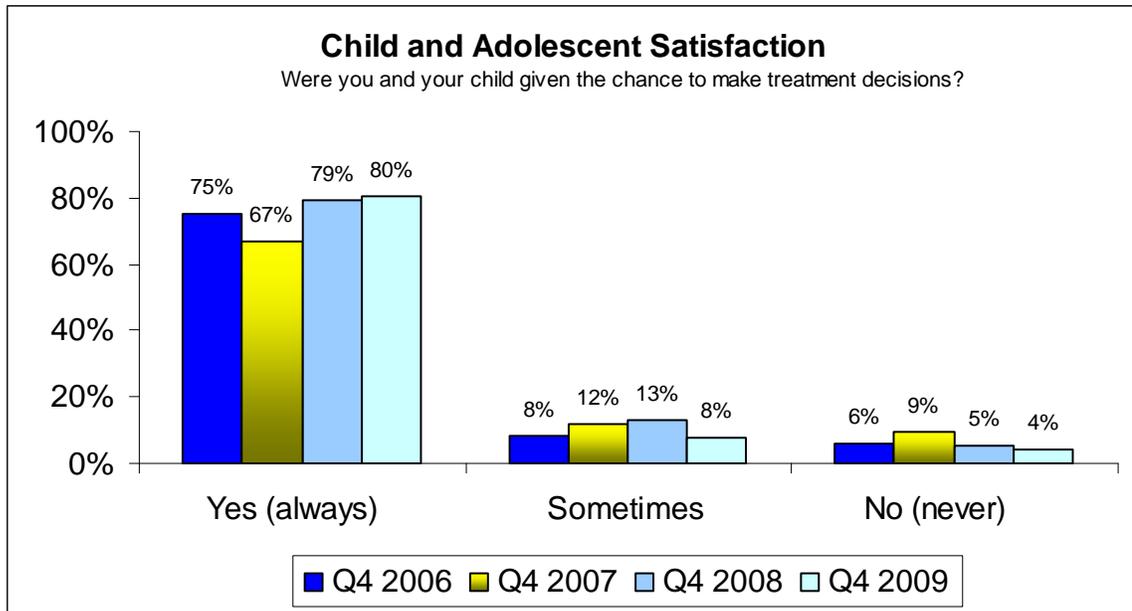


- This question provides insight into the ease of access to services as perceived by parents/guardians of children/adolescents. For those regions reporting multiple years of data, there has been a consistent increase in the percent of parents/guardians who reported never having problems getting the help needed. From 2007 to 2009, there has been an improvement of 23 percentage points.
- Five of the six regions showed improvement on this measure of satisfaction in 2009. As in 2008, the North/Central County Option and Southwest regions had the highest percentage of satisfaction. Lehigh/Capital was the only region where there was a slight decline of eight percentage points in this measure 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

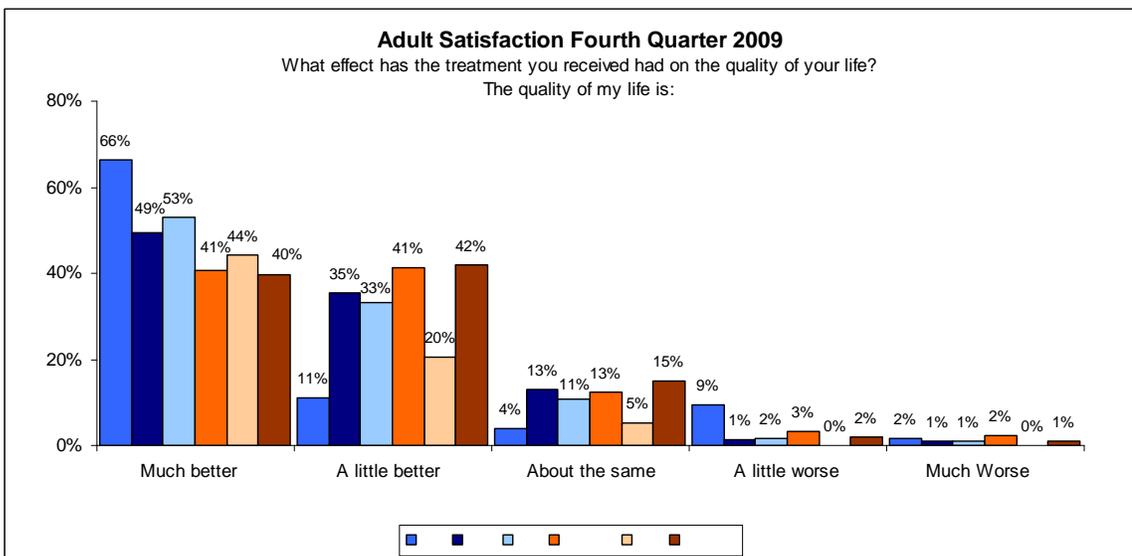
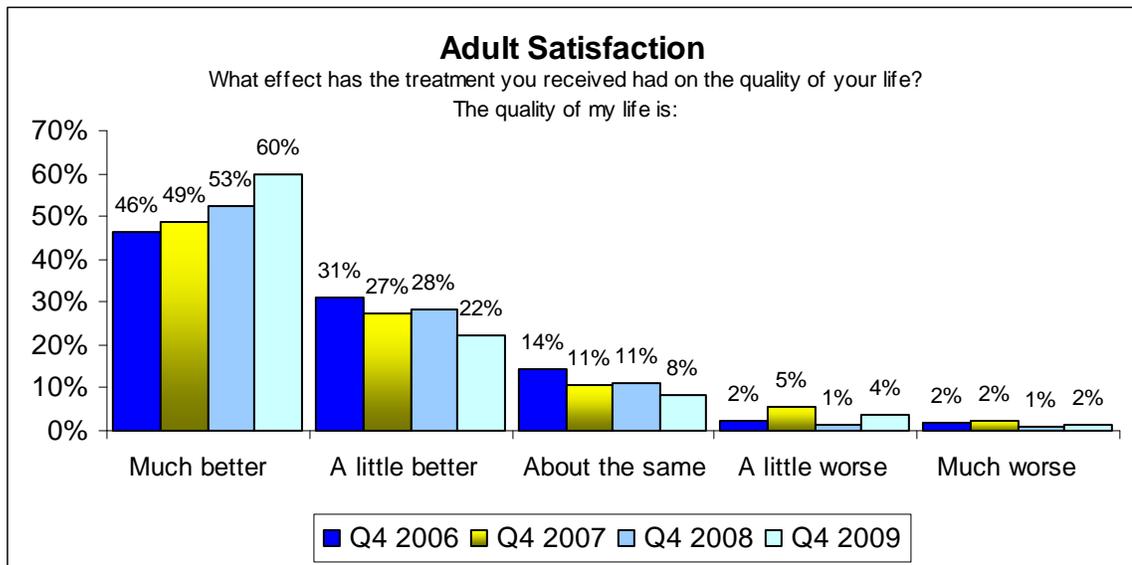


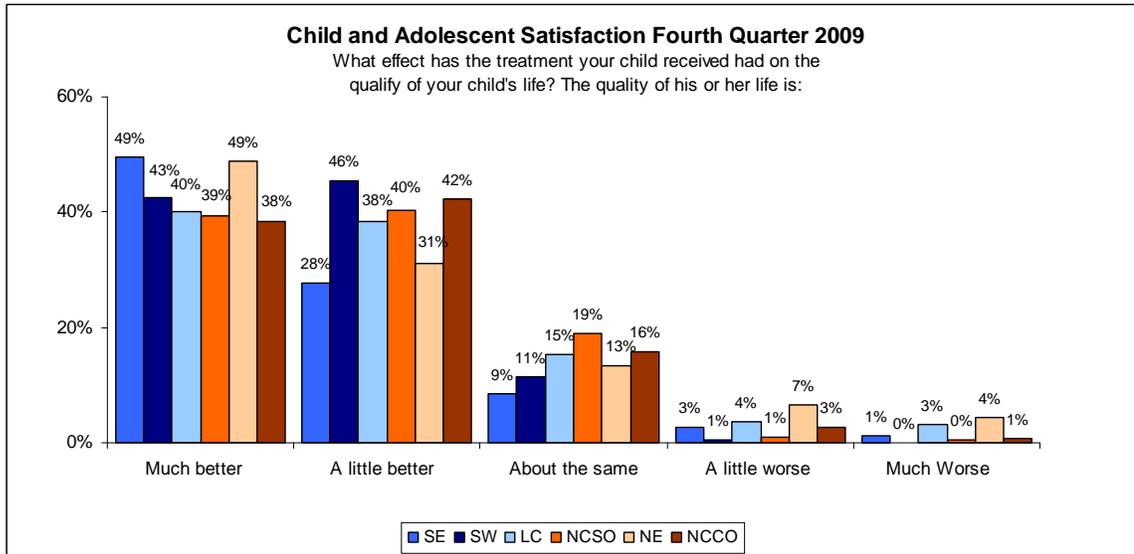
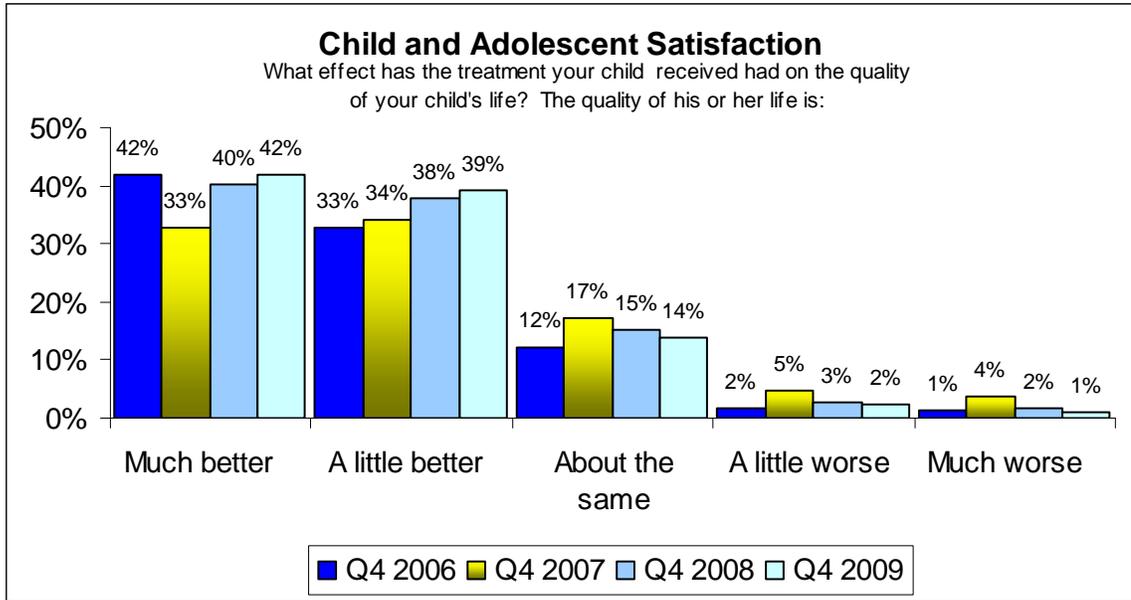


- A high percentage of both adults and parents/guardians of children/adolescents across years and regions indicated they were given the chance to make treatment decisions. The percent reporting they were always given this opportunity has increased each of the past three years.
- All of the regions reported a higher level of satisfaction when comparing results from the fourth quarters of 2008 and 2009. The Southwest and North/Central State Option were over 90% on this measure of satisfaction for parents/guardians of children/adolescents.

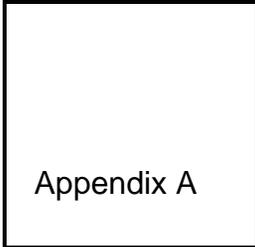
The final four graphs address clients' satisfaction with the impact of treatment on their quality of life.

Quality of life, adults and children





- There has been a continual increase since 2006 in the percentage of adults who reported that the effect of treatment was that the quality of life was much better. Aside from a dip from 2006 to 2007, the same trend in satisfaction is reported by parents/guardians of children. The change of seven percentage points among adults from 2008 to 2009 was the most significant increase of the four years presented.
- Statewide, more than 80% of adults and parents/guardians of children felt the quality of life was “much better” or “a little better.”
- Adults in the Southeast region had the largest percentage of individuals reporting that their life was “much better.”
- Parents/guardians reporting the highest percentage of children/adolescents whose quality of life was “much better” were in the Southeast and Northeast and region.



County performance indicator tables

Southeast counties

Access Performance Indicators	Southeast Average								HealthChoices Average								HealthChoices Weighted Average							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	77%	5%	5%	5%	5%	7%	7%	7%	83%	5%	4%	5%	5%	7%	7%	7%		5%	5%	5%	5%	6%	7%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	61%	2%	2%	2%	2%	3%	3%	3%	57%	1%	1%	1%	1%	2%	2%	2%		2%	2%	2%	2%	2%	2%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	16%	14%	16%	16%	19%	20%	21%	NC	17%	17%	18%	18%	21%	23%	23%		18%	18%	19%	19%	21%	22%	23%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	1%	1%	1%	1%	1%	1%	NC	1%	1%	2%	2%	2%	2%	2%		1%	1%	1%	1%	1%	2%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	5%	5%	7%	6%	6%	6%	6%	NC	6%	6%	7%	7%	7%	7%	7%		7%	7%	8%	7%	7%	8%	7%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	19%	19%	21%	20%	26%	27%	27%	NC	18%	18%	20%	20%	25%	24%	25%		20%	20%	21%	21%	25%	26%	27%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	1%	1%	NC	1%	1%	2%	2%	1%	1%	1%		1%	1%	2%	2%	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	7%	7%	8%	8%	8%	8%	8%	NC	5%	5%	6%	6%	7%	6%	6%		6%	6%	7%	7%	7%	7%	7%

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

** NC = Not Calculated

Southeast counties

Access Performance Indicators	Bucks								Chester								Delaware							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	84%	6%	5%	5%	5%	9%	9%	8%	71%	5%	5%	4%	4%	7%	7%	7%	75%	5%	5%	4%	4%	6%	6%	6%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	55%	2%	2%	2%	2%	3%	3%	4%	63%	1%	1%	2%	2%	3%	2%	3%	54%	1%	2%	2%	2%	3%	3%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	13%	14%	14%	13%	17%	19%	21%	NC	NC	7%	16%	16%	19%	21%	23%	NC	13%	14%	14%	14%	16%	16%	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	2%	1%	NC	0%	1%	1%	1%	1%	1%	1%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	4%	3%	5%	4%	4%	4%	5%	NC	NC	4%	9%	8%	8%	9%	8%	NC	4%	4%	5%	4%	4%	4%	4%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	19%	20%	21%	21%	30%	31%	31%	NC	17%	16%	18%	17%	23%	24%	25%	NC	18%	18%	19%	19%	23%	23%	23%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	2%	2%	2%	2%	2%	2%	NC	1%	1%	1%	1%	1%	1%	1%	NC	1%	1%	1%	1%	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	6%	7%	8%	9%	9%	9%	10%	NC	8%	7%	10%	9%	9%	10%	10%	NC	6%	6%	6%	7%	7%	7%	6%

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** NC = Not Calculated

Southeast counties

Access Performance Indicators	Montgomery								Philadelphia							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	80%	5%	5%	5%	4%	7%	8%	7%	77%	6%	6%	6%	6%	6%	6%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	50%	2%	2%	2%	2%	3%	3%	3%	83%	2%	3%	3%	3%	3%	3%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	17%	16%	16%	15%	19%	22%	22%	NC	20%	19%	20%	21%	22%	23%	24%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	1%	NC	NC	NC	NC	1%	1%	1%	1%	1%	1%	1%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	5%	5%	6%	6%	5%	4%	4%	NC	8%	8%	8%	8%	8%	9%	8%
PI #2.4 , Mental Health Service, Ages 18 to 64	NC	20%	19%	20%	20%	27%	29%	28%	NC	23%	22%	24%	24%	26%	27%	28%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	1%	1%	NC	1%	1%	1%	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	NC	6%	6%	7%	7%	7%	7%	7%	NC	8%	8%	8%	8%	8%	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 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	4%	4%	6%	6%	6%	4%	4%	3%	3%	3%	4%	4%	3%	3%		3%	4%	3%	5%	4%	4%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	3%	3%	3%	4%	4%	3%	3%	2%	2%	2%	2%	3%	2%	2%	2%		2%	2%	3%	3%	3%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	11%	15%	15%	14%	14%	16%	14%	16%	12%	15%	15%	13%	15%	15%	13%	15%		15%	16%	15%	16%	16%	13%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	18%	19%	18%	20%	21%	19%	19%	15%	15%	16%	15%	17%	17%	14%	15%		18%	20%	19%	22%	21%	18%	18%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	12%	7%	8%	12%	13%	16%	11%	18%	5%	7%	8%	12%	13%	16%	11%	21%		5%	6%	8%	12%	10%	7%	12%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	21%	24%	22%	28%	17%	20%	23%	23%	24%	30%	28%	34%	22%	28%	39%	39%		26%	24%	23%	18%	16%	27%	30%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	47%	54%	59%	NC	54%	52%	NC	NC	50%	56%	57%	NC	56%	54%		NC	48%	53%	57%	NC	56%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	32%	35%	43%	NC	36%	36%	NC	NC	34%	36%	39%	NC	43%	46%		NC	30%	33%	36%	NC	39%	41%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	15%	12%	10%	NC	14%	18%	NC	NC	14%	28%	20%	NC	23%	18%		NC	15%	19%	16%	NC	19%	26%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	23%	23%	24%	22%	22%	22%	26%	28%	25%	24%	25%	23%	24%	24%	27%	29%		23%	24%	23%	24%	24%	27%	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

Southeast counties

Quality/Process Performance Indicators	Bucks								Chester								Delaware								
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	4%	2%	5%	5%	5%	4%	5%	4%	6%	5%	9%	7%	8%	6%	4%	3%	4%	3%	4%	4%	4%	4%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	2%	2%	3%	3%	4%	3%	3%	3%	2%	3%	4%	6%	5%	5%	4%	3%	2%	3%	3%	2%	3%	2%	2%	
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	12%	17%	13%	13%	16%	14%	11%	11%	8%	14%	16%	13%	13%	22%	17%	16%	12%	15%	12%	11%	12%	14%	12%	19%	
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	16%	12%	17%	20%	16%	14%	13%	11%	16%	20%	15%	21%	23%	21%	21%	11%	15%	18%	14%	14%	20%	15%	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	NC	NC	NC	15%	NC	NC	NC	NC	NC	NC	NC	NC	
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	27%	32%	27%	35%	22%	19%	11%	14%	24%	28%	16%	24%	19%	28%	36%	39%	17%	11%	24%	25%	16%	21%	28%	21%	
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	52%	56%	61%	NC	54%	55%	NC	NC	37%	65%	59%	NC	62%	55%	NC	NC	54%	49%	63%	NC	54%	59%	
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	39%	41%	47%	NC	48%	51%	NC	NC	36%	45%	51%	NC	42%	46%	NC	NC	25%	25%	38%	NC	47%	50%	
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	23%	21%	25%	24%	20%	22%	22%	28%	18%	27%	19%	17%	16%	18%	17%	20%	23%	25%	28%	27%	24%	21%	36%	37%	

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** NC = Not Calculated

Southeast counties

Quality/Process Performance Indicators	Montgomery								Philadelphia							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	4%	3%	4%	3%	6%	5%	5%	4%	4%	3%	4%	5%	9%	7%	6%	5%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	2%	2%	4%	3%	3%	2%	3%	3%	3%	6%	6%	5%	4%	3%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	12%	16%	14%	18%	16%	13%	14%	15%	12%	13%	18%	16%	16%	18%	16%	18%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	20%	22%	23%	19%	21%	20%	19%	21%	18%	20%	24%	23%	26%	26%	24%	25%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	10%	7%	8%	12%	13%	16%	11%	18%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge ¹	18%	26%	24%	43%	15%	18%	19%	18%	17%	23%	18%	13%	13%	14%	19%	22%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	46%	50%	59%	NC	53%	44%	NC	NC	46%	48%	54%	NC	54%	52%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	35%	35%	48%	NC	55%	52%	NC	NC	24%	28%	30%	NC	30%	30%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	14%	12%	10%	NC	8%	12%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65 ¹	20%	19%	25%	20%	24%	23%	26%	24%	30%	23%	23%	23%	27%	28%	28%	30%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Southwest Average								HealthChoices Average								HealthChoices Weighted Average							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	86%	5%	5%	5%	6%	8%	8%	9%	83%	5%	4%	5%	5%	7%	7%	7%		5%	5%	5%	5%	6%	7%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	55%	1%	1%	2%	2%	2%	2%	3%	57%	1%	1%	1%	1%	2%	2%	2%		2%	2%	2%	2%	2%	2%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	20%	21%	21%	21%	26%	29%	30%	NC	17%	17%	18%	18%	21%	23%	23%		18%	18%	19%	19%	21%	22%	23%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	2%	2%	2%	3%	3%	4%	4%	NC	1%	1%	2%	2%	2%	2%	2%		1%	1%	1%	1%	1%	2%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	7%	7%	8%	9%	8%	9%	9%	NC	6%	6%	7%	7%	7%	7%	7%		7%	7%	8%	7%	7%	8%	7%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	19%	20%	21%	22%	28%	30%	32%	NC	18%	18%	20%	20%	25%	24%	25%		20%	20%	21%	21%	25%	26%	27%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	2%	2%	2%	2%	2%	2%	NC	1%	1%	2%	2%	1%	1%	1%		1%	1%	2%	2%	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	5%	5%	6%	7%	8%	9%	9%	NC	5%	5%	6%	6%	7%	6%	6%		6%	6%	7%	7%	7%	7%	7%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Allegheny								Armstrong								Beaver							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	72%	6%	5%	5%	5%	7%	7%	7%	93%	6%	6%	6%	6%	9%	10%	10%	78%	5%	2%	4%	5%	7%	7%	9%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	72%	2%	2%	3%	2%	3%	3%	3%	38%	1%	1%	1%	1%	2%	2%	2%	55%	1%	1%	2%	2%	2%	2%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	19%	19%	19%	18%	23%	24%	25%	NC	23%	24%	31%	18%	29%	32%	34%	NC	14%	15%	16%	17%	20%	23%	27%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	2%	2%	2%	3%	3%	3%	NC	NC	NC	NC	NC	NC	NC	NC	NC	2%	NC	2%	4%	2%	4%	4%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	7%	7%	8%	7%	7%	8%	7%	NC	NC	NC	15%	NC	NC	NC	15%	NC	4%	4%	5%	6%	6%	6%	7%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	21%	21%	22%	21%	28%	29%	30%	NC	16%	17%	19%	20%	27%	29%	30%	NC	18%	19%	21%	22%	27%	29%	33%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	2%	3%	3%	2%	3%	3%	NC	2%	1%	2%	2%	1%	1%	1%	NC	2%	2%	2%	3%	2%	2%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	7%	8%	9%	8%	9%	9%	9%	NC	4%	4%	5%	6%	7%	8%	8%	NC	5%	5%	7%	8%	8%	8%	9%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Butler								Fayette								Greene							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	97%	4%	4%	5%	6%	10%	10%	11%	83%	4%	4%	5%	5%	7%	8%	8%	85%	5%	6%	7%	6%	7%	9%	10%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	86%	2%	1%	2%	2%	3%	3%	3%	46%	1%	1%	1%	1%	2%	2%	2%	31%	1%	1%	1%	1%	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	23%	28%	22%	24%	30%	37%	43%	NC	19%	21%	21%	21%	24%	26%	26%	NC	NC	NC	NC	NC	NC	41%	35%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	18%	13%	NC	11%	9%	11%	8%	NC	3%	5%	5%	5%	5%	6%	6%	NC	NC	NC	NC	NC	NC	NC	NC
PI #2.4, Mental Health Service, Ages 18 to 64	NC	21%	21%	23%	24%	33%	35%	37%	NC	18%	18%	20%	21%	26%	28%	30%	NC	18%	19%	21%	22%	26%	28%	31%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	2%	2%	2%	1%	1%	2%	NC	0%	1%	1%	1%	1%	1%	1%	NC	2%	2%	2%	1%	1%	2%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	8%	7%	8%	9%	9%	10%	11%	NC	3%	4%	5%	6%	7%	7%	8%	NC	2%	4%	4%	5%	5%	6%	7%

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Southwest counties

Access Performance Indicators	Indiana								Lawrence							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	87%	5%	5%	6%	7%	11%	11%	12%	110%	5%	6%	6%	6%	8%	9%	9%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	34%	1%	1%	1%	1%	2%	2%	3%	72%	2%	1%	2%	2%	3%	3%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	15%	10%	14%	18%	22%	21%	27%	NC	26%	31%	28%	29%	29%	33%	32%
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
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC	5%	8%	9%	13%	11%	12%	9%
PI #2.4 , Mental Health Service, Ages 18 to 64	NC	15%	16%	18%	19%	27%	29%	30%	NC	23%	25%	26%	27%	34%	36%	37%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	1%	2%	2%	2%	1%	2%	2%	NC	1%	1%	2%	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	NC	3%	3%	4%	4%	5%	6%	7%	NC	5%	7%	9%	10%	12%	12%	12%

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** NC = Not Calculated

Southwest counties

Access Performance Indicators	Washington								Westmoreland							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	97%	5%	5%	6%	6%	7%	8%	8%	53%	4%	4%	4%	4%	6%	6%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	81%	2%	1%	2%	2%	3%	3%	3%	37%	1%	1%	1%	1%	2%	2%	2%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	20%	22%	24%	25%	31%	31%	30%	NC	17%	18%	17%	18%	22%	22%	24%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	3%	4%	5%	NC	NC	NC	3%	3%	2%	4%	4%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	8%	8%	10%	12%	13%	13%	11%	NC	5%	5%	7%	7%	7%	7%	7%
PI #2.4 , Mental Health Service, Ages 18 to 64	NC	20%	20%	22%	23%	28%	29%	30%	NC	18%	19%	20%	20%	26%	28%	29%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	2%	3%	2%	3%	2%	2%	3%	NC	1%	2%	2%	2%	2%	2%	2%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	NC	6%	6%	8%	9%	10%	10%	11%	NC	4%	4%	6%	7%	8%	9%	9%

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** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Southwest Average								HealthChoices Average								HealthChoices Weighted Average							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	2%	2%	2%	2%	2%	1%	2%	4%	3%	3%	3%	4%	4%	2%	3%		3%	4%	3%	5%	4%	3%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	2%	3%	2%	2%	2%		2%	2%	3%	3%	3%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	13%	14%	15%	14%	14%	13%	14%	14%	12%	15%	15%	13%	15%	15%	13%	15%		15%	16%	15%	16%	16%	13%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	15%	13%	14%	13%	16%	15%	14%	13%	15%	15%	16%	15%	17%	17%	14%	15%		18%	20%	19%	22%	21%	18%	18%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	4%	NC	NC	NC	NC	NC	NC	23%	5%	7%	8%	12%	13%	16%	11%	21%		5%	6%	8%	12%	10%	7%	12%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	31%	48%	44%	49%	30%	43%	54%	34%	24%	30%	28%	34%	22%	28%	39%	39%		26%	24%	23%	18%	16%	27%	30%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	48%	57%	51%	NC	54%	56%	NC	NC	50%	56%	57%	NC	56%	54%		NC	48%	53%	57%	NC	56%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	34%	37%	35%	NC	39%	46%	NC	NC	34%	36%	39%	NC	43%	46%		NC	30%	33%	36%	NC	39%	41%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	16%	37%	29%	NC	31%	37%	NC	NC	14%	28%	20%	NC	23%	18%		NC	15%	19%	16%	NC	19%	26%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65	33%	29%	28%	25%	27%	27%	27%	27%	25%	24%	25%	23%	24%	24%	27%	29%		23%	24%	23%	24%	24%	27%	29%

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** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Allegheny								Armstrong								Beaver							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	1%	2%	2%	5%	4%	2%	2%	2%	2%	2%	1%	3%	3%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	1%	1%	1%	2%	2%	2%	1%	2%	2%	NC	NC	1%	2%	1%	NC	1%	1%	1%	1%	1%	1%	1%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	14%	19%	18%	18%	20%	18%	14%	13%	10%	NC	NC	15%	17%	13%	NC	18%	13%	10%	15%	15%	14%	10%	13%	9%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	17%	19%	20%	20%	23%	23%	17%	18%	12%	10%	14%	13%	14%	16%	11%	12%	16%	12%	17%	16%	17%	13%	12%	10%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	5%	NC	NC	NC	NC	NC	NC	23%	0%	NC	6%	NC												
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	33%	50%	44%	39%	19%	17%	24%	31%	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	54%	NC	73%	86%	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	44%	56%	58%	NC	57%	56%	NC	NC	47%	53%	41%	NC	63%	67%	NC	NC	47%	54%	45%	NC	53%	57%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	35%	38%	39%	NC	37%	46%	NC	NC	44%	36%	35%	NC	41%	48%	NC	NC	38%	49%	39%	NC	44%	55%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	19%	23%	29%	NC	38%	44%	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	21%	26%	29%	24%	24%	24%	27%	29%	51%	35%	42%	28%	42%	28%	30%	26%	30%	28%	26%	28%	27%	26%	28%	29%

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** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Butler								Fayette								Greene							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	1%	2%	2%	3%	2%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	2%	NC	NC	1%	1%	1%	1%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	NC	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	2%	NC						
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	22%	11%	16%	NC	12%	10%	NC	NC	10%	13%	14%	11%	15%	14%	14%	16%	11%	NC						
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	12%	10%	8%	13%	14%	15%	19%	10%	13%	13%	10%	11%	11%	11%	13%	9%	14%	12%	14%	16%	16%	18%	13%	14%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	6%	NC	3%	NC	NC	NC	NC	NC	NC	NC	NC													
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	NC	NC	NC	57%	43%	51%	71%	43%	NC	54%	50%	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	NC	NC	51%	67%	47%	NC	60%	69%	NC	NC	44%	44%	54%	NC	47%	53%	NC	NC	15%	54%	52%	NC	50%	36%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	30%	40%	36%	NC	41%	51%	NC	NC	29%	31%	33%	NC	46%	44%	NC	NC	36%	29%	28%	NC	37%	45%
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	50%	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	22%	25%	20%	22%	23%	22%	30%	28%	33%	32%	26%	23%	20%	35%	24%	36%	NC	NC	29%	24%	NC	32%	27%	25%

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** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Indiana								Lawrence							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	NC	3%	NC	2%	2%	NC	NC	1%	1%	2%	1%	1%	2%	NC	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	2%	2%	NC	NC	2%	NC	NC	1%	1%	NC	1%	NC	1%	NC	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	10%	NC	NC	NC	NC	NC	14%	17%	10%	16%	NC	10%	14%	14%	NC	12%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	23%	16%	16%	9%	18%	10%	12%	12%	16%	13%	15%	14%	17%	20%	11%	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
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	NC	NC	NC	NC	NC	50%	NC	NC	NC	NC	NC	74%	NC	56%	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	55%	81%	50%	NC	61%	62%	NC	NC	49%	58%	59%	NC	51%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	35%	47%	40%	NC	39%	53%	NC	NC	32%	37%	38%	NC	42%	47%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
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	45%	33%	36%	35%	35%	36%	30%	23%	34%	27%	20%	22%	20%	20%	19%	22%

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** NC = Not Calculated

Southwest counties

Quality/Process Performance Indicators	Washington								Westmoreland							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	2%	2%	2%	3%	2%	1%	1%	2%	2%	2%	1%	2%	2%	2%	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	12%	12%	14%	13%	12%	11%	16%	12%	16%	15%	12%	13%	11%	13%	11%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	11%	15%	13%	14%	12%	14%	15%	15%	13%	14%	14%	8%	14%	12%	13%	11%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	4%	NC	0%	NC												
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	28%	41%	NC	33%	36%	34%	NC	NC	31%	46%	37%	38%	22%	20%	35%	29%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	49%	49%	47%	NC	52%	60%	NC	NC	46%	55%	54%	NC	46%	52%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	26%	27%	29%	NC	37%	37%	NC	NC	31%	36%	35%	NC	41%	42%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	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	32%	28%	25%	24%	28%	26%	29%	29%	33%	23%	27%	19%	20%	23%	24%	26%

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Lehigh/Capital Average								HealthChoices Average								HealthChoices Weighted Average							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	NC	4%	4%	4%	5%	6%	7%	7%	83%	5%	4%	5%	5%	7%	7%	7%		5%	5%	5%	5%	6%	7%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	NC	1%	1%	1%	1%	2%	2%	2%	57%	1%	1%	1%	1%	2%	2%	2%		2%	2%	2%	2%	2%	2%	3%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	14%	14%	16%	15%	18%	20%	21%	NC	17%	17%	18%	18%	21%	23%	23%		18%	18%	19%	19%	21%	22%	23%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	1%	1%	1%	1%	1%	2%	NC	1%	1%	2%	2%	2%	2%	2%		1%	1%	1%	1%	1%	2%	2%
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	4%	5%	6%	6%	6%	7%	7%	NC	6%	6%	7%	7%	7%	7%	7%		7%	7%	8%	7%	7%	8%	7%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	16%	16%	18%	17%	22%	24%	25%	NC	18%	18%	20%	20%	25%	24%	25%		20%	20%	21%	21%	25%	26%	27%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	1%	1%	NC	1%	1%	2%	2%	1%	1%	1%		1%	1%	2%	2%	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	4%	4%	4%	5%	5%	5%	6%	NC	5%	5%	6%	6%	7%	6%	6%		6%	6%	7%	7%	7%	7%	7%

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Adams								Berks								Cumberland							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	NC	2%	3%	3%	3%	4%	5%	5%	NC	5%	4%	5%	5%	6%	7%	7%	NC	4%	3%	4%	4%	6%	6%	6%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	NC	0%	1%	1%	1%	1%	1%	1%	NC	1%	1%	1%	1%	2%	3%	3%	NC	1%	1%	1%	1%	2%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	15%	16%	17%	15%	21%	24%	25%	NC	16%	17%	19%	17%	21%	23%	25%	NC	10%	12%	11%	10%	11%	13%	12%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	1%	NC	1%	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	11%	NC	NC	NC	6%	8%	9%	8%	8%	8%	8%	NC	NC	NC	3%	4%	3%	5%	3%
PI #2.4, Mental Health Service, Ages 18 to 64	NC	14%	14%	16%	15%	20%	21%	23%	NC	18%	18%	20%	19%	24%	26%	28%	NC	15%	14%	16%	16%	21%	22%	22%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	1%	2%	2%	2%	1%	2%	NC	1%	1%	2%	1%	1%	1%	1%	NC	1%	1%	1%	2%	2%	2%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	3%	3%	3%	5%	5%	5%	6%	NC	5%	5%	6%	6%	6%	6%	7%	NC	3%	3%	4%	4%	4%	5%	5%

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Dauphin								Lancaster								Lebanon								
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	NC	5%	4%	5%	5%	7%	7%	7%	NC	4%	3%	3%	4%	6%	6%	6%	NC	6%	5%	6%	6%	8%	10%	9%	
PI #1b, SMI and Substance Abuse, Ages 18 to 64	NC	1%	1%	1%	1%	2%	2%	2%	NC	1%	1%	1%	1%	2%	1%	1%	NC	1%	1%	1%	1%	1%	1%	1%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	14%	15%	15%	14%	19%	20%	21%	NC	13%	14%	14%	14%	18%	19%	20%	NC	14%	17%	18%	19%	18%	18%	23%	
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	1%	1%	1%	1%	1%	1%	2%	NC	NC	NC	1%	NC	1%	2%	2%	NC	NC	NC	NC	NC	NC	NC	NC	
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	3%	3%	4%	4%	4%	5%	6%	NC	7%	9%	9%	9%	8%	9%	9%	NC	NC	NC	6%	5%	8%	6%	9%	
PI #2.4, Mental Health Service, Ages 18 to 64	NC	15%	16%	17%	17%	22%	22%	23%	NC	14%	14%	15%	15%	20%	21%	22%	NC	17%	18%	19%	18%	24%	26%	27%	
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	1%	2%	NC	1%	1%	1%	1%	1%	1%	1%	NC	1%	1%	1%	2%	1%	1%	1%	
PI #2.6, Substance Abuse Service, Ages 18 to 64	NC	3%	3%	4%	4%	4%	5%	6%	NC	5%	5%	6%	6%	6%	7%	7%	NC	3%	3%	4%	4%	5%	5%	6%	

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Lehigh								Northampton							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	NC	6%	5%	7%	7%	9%	10%	10%	NC	7%	6%	7%	8%	11%	11%	12%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	NC	1%	1%	1%	2%	2%	2%	3%	NC	1%	1%	1%	1%	2%	2%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	NC	13%	11%	17%	17%	20%	21%	22%	NC	18%	15%	17%	17%	21%	21%	22%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	1%	1%	1%	NC	NC	NC	NC	NC	NC	NC	NC	2%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	2%	2%	7%	7%	6%	7%	7%	NC	2%	1%	5%	4%	3%	5%	6%
PI #2.4 , Mental Health Service, Ages 18 to 64	NC	22%	21%	22%	22%	28%	29%	30%	NC	22%	21%	21%	22%	28%	30%	31%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	1%	1%	1%	1%	1%	1%	1%	NC	1%	1%	1%	2%	1%	2%	2%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	NC	4%	4%	6%	5%	6%	6%	6%	NC	4%	4%	5%	5%	4%	6%	6%

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** NC = Not Calculated

Lehigh/Capital counties

Access Performance Indicators	Perry								York							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	NC	2%	2%	2%	2%	4%	3%	3%	NC	3%	3%	2%	3%	4%	4%	5%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	NC	NC	NC	NC	1%	1%	1%	1%	NC	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	NC	NC	NC	13%	13%	14%	14%	18%	18%	19%
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	1%	1%	1%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC	4%	5%	5%	5%	5%	6%	7%
PI #2.4 , Mental Health Service, Ages 18 to 64	NC	10%	10%	13%	12%	15%	16%	16%	NC	16%	16%	16%	16%	21%	23%	24%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	NC	NC	NC	NC	NC	NC	NC	NC	1%	1%	1%	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	NC	2%	2%	2%	3%	3%	3%	5%	NC	4%	4%	4%	4%	4%	5%	7%

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** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Lehigh/Capital Average								HealthChoices Average								HealthChoices Weighted Average							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	5%	4%	4%	3%	4%	4%	3%	3%	4%	3%	3%	3%	4%	4%	2%	3%		3%	4%	3%	5%	4%	3%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	3%	3%	2%	3%	2%	3%	2%	2%	2%	2%	2%	3%	2%	2%	2%		2%	2%	3%	3%	3%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	10%	16%	15%	13%	15%	15%	15%	16%	12%	15%	15%	13%	15%	15%	13%	15%		15%	16%	15%	16%	16%	13%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	14%	15%	17%	15%	16%	16%	15%	16%	15%	15%	16%	15%	17%	17%	14%	15%		18%	20%	19%	22%	21%	18%	18%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	5%	7%	8%	12%	13%	16%	11%	21%		5%	6%	8%	12%	10%	7%	12%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	23%	25%	25%	27%	22%	23%	35%	34%	24%	30%	28%	34%	22%	28%	39%	39%		26%	24%	23%	18%	16%	27%	30%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	53%	57%	63%	NC	57%	60%	NC	NC	50%	56%	57%	NC	56%	54%		NC	48%	53%	57%	NC	56%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	36%	36%	40%	NC	44%	43%	NC	NC	34%	36%	39%	NC	43%	46%		NC	30%	33%	36%	NC	39%	41%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	10%	NC	NC	NC	30%	23%	NC	NC	14%	28%	20%	NC	23%	18%		NC	15%	19%	16%	NC	19%	26%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65	15%	20%	21%	20%	22%	22%	26%	28%	25%	24%	25%	23%	24%	24%	27%	29%		23%	24%	23%	24%	24%	27%	29%

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** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Adams								Berks								Cumberland							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	6%	6%	7%	5%	9%	8%	4%	5%	3%	2%	3%	2%	4%	4%	2%	3%	7%	5%	6%	3%	5%	4%	2%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	4%	3%	4%	5%	3%	5%	3%	2%	1%	1%	2%	2%	2%	2%	2%	4%	5%	4%	2%	3%	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	23%	NC	NC	NC	NC	NC	NC	11%	12%	15%	14%	18%	13%	10%	16%	3%	22%	23%	16%	15%	16%	21%	21%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	7%	NC	22%	NC	NC	16%	19%	NC	15%	13%	17%	18%	15%	19%	14%	18%	20%	12%	13%	14%	13%	13%	12%	18%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	NC	33%	32%	29%	25%	14%	53%	NC	NC	11%	8%	13%	9%	8%	29%	42%	NC	27%	29%	29%	28%	26%	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	37%	59%	61%	NC	62%	53%	NC	NC	52%	67%	72%	NC	67%	72%	NC	NC	63%	42%	54%	NC	39%	59%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	50%	34%	45%	NC	68%	39%	NC	NC	32%	40%	43%	NC	48%	43%	NC	NC	42%	34%	34%	NC	32%	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	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	NC	NC	NC	NC	24%	23%	21%	29%	16%	15%	19%	17%	18%	22%	24%	29%	NC	20%	22%	14%	23%	21%	25%	27%

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** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Dauphin								Lancaster							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	3%	4%	2%	4%	5%	4%	3%	7%	5%	5%	3%	3%	3%	2%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	3%	3%	2%	2%	3%	4%	3%	4%	5%	4%	2%	2%	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	10%	13%	14%	8%	14%	18%	10%	11%	12%	13%	14%	15%	14%	17%	12%	19%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	14%	17%	13%	17%	17%	16%	17%	14%	15%	14%	16%	14%	16%	17%	13%	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
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	19%	30%	23%	36%	27%	32%	16%	19%	8%	20%	21%	31%	30%	39%	33%	35%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	52%	54%	66%	NC	51%	60%	NC	NC	59%	55%	63%	NC	60%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	29%	36%	37%	NC	38%	33%	NC	NC	30%	33%	33%	NC	35%	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	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	18%	29%	33%	24%	23%	27%	38%	33%	16%	18%	21%	17%	19%	18%	23%	23%

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** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Lebanon								Lehigh								Northampton							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	6%	4%	4%	2%	3%	4%	2%	2%	5%	3%	3%	2%	3%	4%	2%	2%	5%	3%	3%	2%	4%	4%	3%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	3%	3%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	3%	3%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	16%	20%	11%	14%	12%	18%	18%	12%	16%	17%	17%	13%	17%	22%	17%	17%	7%	16%	14%	12%	13%	8%	15%	19%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	20%	19%	22%	19%	18%	18%	19%	13%	13%	20%	16%	15%	18%	15%	16%	17%	15%	15%	17%	15%	19%	19%	16%	15%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	NC	NC	NC	NC	NC	0%	NC	NC	NC	NC	NC	NC	NC	NC							
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	NC	29%	45%	33%	NC	NC	43%	39%	36%	21%	NC	16%	19%	18%	28%	29%	36%	33%	NC	NC	16%	30%	NC	33%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	62%	76%	73%	NC	69%	75%	NC	NC	56%	50%	58%	NC	57%	57%	NC	NC	57%	49%	58%	NC	55%	54%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	33%	38%	38%	NC	52%	45%	NC	NC	36%	37%	47%	NC	50%	53%	NC	NC	43%	45%	45%	NC	58%	55%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	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	19%	25%	15%	17%	22%	23%	28%	31%	11%	20%	22%	24%	23%	22%	26%	27%	13%	21%	20%	22%	26%	23%	28%	34%

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** NC = Not Calculated

Lehigh/Capital counties

Quality/Process Performance Indicators	Perry								York							
	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009	CY 2002 Baseline	CY 2003	CY 2004	CY 2005	CY 2006	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	5%	NC	NC	NC	4%	4%	2%	3%	4%	3%	5%	4%	5%	5%	3%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	4%	NC	NC	NC	3%	2%	3%	NC	2%	2%	3%	3%	3%	2%	3%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	8%	NC	11%	12%	14%	10%	14%	8%	14%	11%						
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	NC	14%	14%	13%	11%	14%	13%	12%	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	NC	NC	NC	NC
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	NC	NC	NC	NC	NC	NC	NC	NC	13%	18%	19%	25%	25%	19%	40%	42%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	NC	NC	36%	79%	NC	45%	54%	NC	NC	40%	56%	61%	NC	56%	58%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	NC	NC	NC	23%	46%	NC	48%	35%	NC	NC	31%	29%	40%	NC	34%	39%
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
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	NC	NC	NC	NC	NC	NC	NC	21%	8%	16%	16%	24%	20%	21%	24%	23%

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

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** NC = Not Calculated

North/Central State Option counties

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

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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 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	9%	10%	4%	4%	7%	8%	7%	9%	7%	7%	7%	8%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	2%	3%	NC	NC	1%	2%	1%	2%	1%	1%	2%	2%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	NC	NC	NC	26%	28%	NC	NC	NC	NC	NC	35%
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%	16%	19%	24%	26%	24%	26%	17%	19%	32%	35%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	NC	NC	NC	NC	NC	2%	NC	NC	2%	2%
PI #2.6, Substance Abuse Service, Ages 18 to 64	8%	8%	5%	4%	4%	4%	5%	5%	6%	5%	6%	6%

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** NC = Not Calculated

North/Central State Option counties

Access Performance Indicators	Mifflin		Montour		Northumberland		Potter		Schuylkill		Snyder	
	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	9%	9%	7%	8%	5%	6%	5%	5%	7%	7%	4%	4%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	2%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	36%	18%	NC	NC	9%	11%	NC	NC	20%	21%	NC	18%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
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	26%	27%	29%	31%	21%	22%	20%	22%	23%	25%	15%	17%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	2%	NC	NC	1%	1%	NC	NC	2%	1%	NC	NC
PI #2.6, Substance Abuse Service, Ages 18 to 64	8%	7%	3%	4%	4%	4%	2%	3%	4%	4%	4%	4%

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** NC = Not Calculated

North/Central State Option counties

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

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** 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 2007	CY 2008	CY 2009	CY 2007	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	3%	3%	4%	2%	3%	4%	3%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	0%	3%	2%	2%	2%	2%	3%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	14%	16%	17%	15%	13%	15%	16%	13%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	13%	14%	15%	17%	14%	15%	21%	18%	18%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	NC	16%	11%	21%	10%	7%	12%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	12%	48%	65%	28%	39%	39%	16%	27%	30%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	NC	56%	54%	NC	56%	54%	NC	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%	NC	43%	46%	NC	39%	41%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	31%	23%	NC	23%	18%	NC	19%	26%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65	22%	29%	33%	24%	27%	29%	24%	27%	29%

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** NC = Not Calculated

North/Central State Option counties

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

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** NC = Not Calculated

North/Central State Option counties

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

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** NC = Not Calculated

North/Central State Option counties

Quality/Process Performance Indicators	Mifflin		Montour		Northumberland		Potter		Schuylkill		Snyder	
	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	2%	NC	NC	NC	2%	NC	NC	3%	3%	NC	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	NC	NC	NC	NC	2%	NC	NC	2%	2%	NC	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	NC	NC	18%	18%	NC	NC	18%	10%	NC	NC
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	10%	13%	23%	25%	12%	18%	NC	NC	10%	12%	26%	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	NC	NC	NC	NC	NC	NC	NC	NC	24%	39%	NC	NC
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	73%	63%	NC	NC	55%	47%	NC	NC	46%	53%	NC	NC
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	45%	48%	59%	60%	43%	49%	41%	45%	38%	43%	48%	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	30%	32%	NC	50%	37%	31%	NC	NC	21%	23%	NC	39%

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** NC = Not Calculated

North/Central State Option counties

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

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

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

** NC = Not Calculated

Northeast counties

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

Northeast counties

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

Northeast counties

Quality/Process Performance Indicators	Lackawanna		Luzerne		Susquehanna		Wyoming	
	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	3%	3%	3%	3%	2%	3%	NC	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	3%	2%	3%	2%	3%	2%	NC	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	9%	14%	8%	11%	NC	NC	NC	NC
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	12%	12%	13%	13%	NC	NC	NC	NC
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	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%	24%	58%	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%	61%	76%	64%	60%	88%	80%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	53%	58%	65%	67%	53%	57%	67%	72%
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
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%	25%	24%	38%	32%	NC	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 2008	CY 2009	CY 2008	CY 2009
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	6%	7%	7%	7%	7%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	2%	2%	2%	2%	2%	3%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	22%	22%	23%	23%	22%	23%
PI #2.2 , Substance Abuse Service, Ages 13 to 17, African American	2%	2%	2%	2%	2%	2%
PI #2.3 , Substance Abuse Service, Ages 18 to 64, African American	6%	5%	7%	7%	8%	7%
PI #2.4 , Mental Health Service, Ages 18 to 64	22%	24%	24%	25%	26%	27%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	1%	1%	1%	1%	1%	1%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	5%	5%	6%	6%	7%	7%

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

** NC = Not Calculated

North/Central County Option counties

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

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

** NC = Not Calculated

North/Central County Option counties

Access Performance Indicators	Clinton		Crawford		Erie		Franklin	
	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	4%	5%	6%	6%	6%	10%	7%	7%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	1%	1%	2%	2%	2%	3%	1%	1%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	NC	31%	34%	21%	24%	16%	13%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	2%	2%	NC	NC
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	NC	7%	6%	5%	6%	4%	4%
PI #2.4, Mental Health Service, Ages 18 to 64	15%	17%	27%	28%	26%	28%	20%	21%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	3%	1%	1%	1%	2%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	4%	4%	5%	7%	5%	5%	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	Fulton		Lycoming		Mercer		Monroe	
	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009
PI #1a, SMI and No Substance Abuse, Ages 18 to 64	5%	5%	5%	5%	7%	8%	6%	6%
PI #1b, SMI and Substance Abuse, Ages 18 to 64	NC	NC	1%	1%	3%	3%	1%	1%
PI #2.1, Mental Health Service, Ages 18 to 64, African American	NC	NC	18%	20%	26%	27%	13%	14%
PI #2.2, Substance Abuse Service, Ages 13 to 17, African American	NC	NC	NC	NC	NC	NC	NC	NC
PI #2.3, Substance Abuse Service, Ages 18 to 64, African American	NC	NC	10%	10%	4%	4%	2%	1%
PI #2.4, Mental Health Service, Ages 18 to 64	18%	21%	19%	20%	29%	32%	18%	20%
PI #2.5, Substance Abuse Service, Ages 13 to 17	NC	NC	2%	2%	1%	1%	1%	1%
PI #2.6, Substance Abuse Service, Ages 18 to 64	2%	3%	6%	7%	7%	8%	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 2008	CY 2009	CY 2008	CY 2009
PI #1a , SMI and No Substance Abuse, Ages 18 to 64	5%	5%	6%	6%	6%	7%
PI #1b , SMI and Substance Abuse, Ages 18 to 64	1%	1%	1%	1%	2%	2%
PI #2.1 , Mental Health Service, Ages 18 to 64, African American	16%	11%	NC	NC	25%	26%
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	12%	NC
PI #2.4 , Mental Health Service, Ages 18 to 64	18%	20%	22%	23%	28%	27%
PI #2.5 , Substance Abuse Service, Ages 13 to 17	NC	1%	NC	1%	1%	2%
PI #2.6 , Substance Abuse Service, Ages 18 to 64	3%	4%	5%	5%	8%	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	
	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	1%	2%	2%	3%	3%	3%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	1%	2%	2%	2%	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	11%	12%	13%	15%	13%	15%
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	11%	13%	14%	15%	18%	18%
PI #4c , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 65+	NC	NC	11%	21%	7%	12%
PI #5a , Discharged From RTF With Follow-Up Service(s) Within 7 Days Post-Discharge	47%	34%	39%	39%	27%	30%
PI #5b , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Under Age 21	52%	53%	56%	54%	56%	56%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	33%	36%	43%	46%	39%	41%
PI #5d , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 65+	NC	16%	23%	18%	19%	26%
PI #5e , Discharged From Non-Hospital Residential Detox, Rehabilitation and Halfway House Services for D&A Dependency or Addiction with Follow-Up Services Within 7 Days Post-Discharge, Under Age 65	26%	25%	27%	29%	27%	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

North/Central County Option counties

Quality/Process Performance Indicators	Bedford		Blair		Cambria		Carbon	
	CY 2008	CY 2009						
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	NC	NC	1%	1%	1%	2%	NC	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	NC	NC	1%	1%	1%	1%	NC	2%
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	9%	10%	10%	15%	NC	NC
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	NC	14%	11%	10%	11%	17%	9%	15%
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	NC	NC	64%	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%		63%	62%	36%	45%	59%	47%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	25%	24%	42%	47%	23%	25%	40%	41%
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	32%	25%	25%	33%	34%	24%	29%	22%

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

** NC = Not Calculated

North/Central County Option counties

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

North/Central County Option counties

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

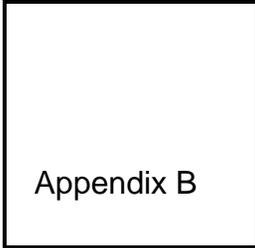
** NC = Not Calculated

North/Central County Option counties

Quality/Process Performance Indicators	Pike		Somerset		Venango	
	CY 2008	CY 2009	CY 2008	CY 2009	CY 2008	CY 2009
PI #3a , At Least One Day in a Residential Treatment Facility, Under Age 21, Mental Health	2%	3%	NC	1%	NC	2%
PI #3b , Cumulative RTF Bed Days 120 or Greater, Under Age 21, Mental Health	2%	NC	NC	NC	NC	NC
PI #4a , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Under Age 21	NC	NC	NC	NC	NC	NC
PI #4b , Psychiatric Inpatient Readmitted Within 30 Days Post-Discharge, Age 21 to 64	NC	NC	13%	13%	12%	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	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%	43%	51%	54%	46%
PI #5c , Discharged From Psychiatric Inpatient With Follow-Up Service(s) Within 7 Days Post-Discharge, Ages 21 to 64	40%	33%	25%	32%	35%	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
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	22%	34%	NC	29%	34%	25%

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

** NC = Not Calculated



Satisfaction survey results

Southeast region – County breakout

Adults	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Bucks				Chester				Delaware			
Number of respondents	13	59	15	13	30	172	14	54	117	157	0	194
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	69.2%	57.6%	66.7%	0.0%	70.0%	73.3%	100.0%	53.7%	76.9%	68.8%	0	90.7%
Sometimes	15.4%	32.2%	20.0%	0.0%	26.7%	21.5%	0.0%	24.1%	15.4%	8.3%	0	6.7%
No (never)	7.7%	1.7%	0.0%	0.0%	3.3%	4.7%	0.0%	1.9%	1.7%	22.9%	0	0.0%
2. Were you given the chance to make treatment decisions?												
Yes (always)	69.2%	44.1%	33.3%	0.0%	66.7%	63.4%	100.0%	22.2%	85.5%	83.4%	0	88.7%
Sometimes	23.1%	32.2%	26.7%	0.0%	33.3%	23.3%	0.0%	27.8%	2.6%	16.6%	0	8.8%
No (never)	0.0%	15.3%	20.0%	0.0%	0.0%	12.2%	0.0%	1.9%	6.0%	0.0%	0	0.0%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	61.5%	49.2%	53.3%	53.8%	53.3%	56.4%	71.4%	16.7%	83.8%	71.3%	0	83.5%
A little better	23.1%	33.9%	20.0%	30.8%	33.3%	29.1%	28.6%	31.5%	8.5%	18.5%	0	6.7%
About the same	0.0%	8.5%	13.3%	15.4%	13.3%	13.4%	0.0%	1.9%	1.7%	10.2%	0	6.7%
A little worse	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	1.7%	0.0%	0	0.5%
Much Worse	7.7%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	5.6%	0.0%	0.0%	0	0.0%

N/A: Data not collected

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

Southeast region – County breakout

Adults	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Montgomery				Philadelphia				Southeast average			
Number of respondents	413	N/A	N/A	N/A	763	1047	1818	1538	1336	1435	1847	1799
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	47.2%	N/A	N/A	N/A	68.0%	75.3%	78.4%	87.1%	62.4%	73.6%	78.5%	85.8%
Sometimes	42.1%	N/A	N/A	N/A	17.8%	10.6%	6.9%	5.4%	25.3%	12.5%	6.9%	6.1%
No (never)	15.7%	N/A	N/A	N/A	8.3%	5.2%	2.4%	2.5%	9.9%	6.9%	2.3%	2.2%
2. Were you given the chance to make treatment decisions?												
Yes (always)	74.1%	N/A	N/A	N/A	65.5%	76.6%	77.0%	88.8%	70.0%	74.4%	76.8%	86.1%
Sometimes	8.2%	N/A	N/A	N/A	14.3%	6.2%	5.8%	2.1%	12.4%	10.5%	6.0%	3.6%
No (never)	14.3%	N/A	N/A	N/A	12.6%	5.0%	4.3%	3.1%	12.4%	5.7%	4.4%	2.7%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	45.5%	N/A	N/A	N/A	47.1%	59.0%	64.9%	75.6%	50.1%	53.7%	64.9%	66.5%
A little better	36.3%	N/A	N/A	N/A	22.1%	18.0%	14.2%	11.6%	25.6%	18.0%	14.3%	11.1%
About the same	10.9%	N/A	N/A	N/A	15.7%	10.1%	6.1%	4.6%	13.4%	9.3%	6.1%	4.1%
A little worse	1.7%	N/A	N/A	N/A	3.5%	0.8%	0.6%	0.3%	2.9%	8.5%	0.5%	9.3%
Much Worse	2.9%	N/A	N/A	N/A	3.1%	1.1%	1.0%	1.0%	2.7%	2.9%	1.0%	1.8%

N/A: Data not collected

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

Southeast region – County breakout

Children and adolescents	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Bucks				Chester				Delaware			
Number of respondents	0	100	0	127	38	68	47	59	62	85	93	0
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	0	55.0%	0	0.0%	26.3%	26.5%	6.4%	11.9%	29.0%	17.6%	26.9%	0
Sometimes	0	31.0%	0	0.0%	15.8%	20.6%	59.6%	44.1%	17.7%	28.2%	20.4%	0
No (never)	0	8.0%	0	0.0%	57.9%	52.9%	34.0%	28.8%	53.2%	54.1%	44.1%	0
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	0	39.0%	0	0.0%	94.7%	79.4%	51.1%	49.2%	74.2%	65.9%	68.8%	0
Sometimes	0	31.0%	0	0.0%	5.3%	14.7%	44.7%	27.1%	17.7%	23.5%	18.3%	0
No (never)	0	24.0%	0	0.0%	0.0%	5.9%	2.1%	16.9%	3.2%	10.6%	5.4%	0
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:												
Much better	0	35.0%	0	46.5%	50.0%	29.4%	38.3%	18.6%	32.3%	35.3%	35.5%	0
A little better	0	38.0%	0	25.2%	39.5%	63.2%	44.7%	57.6%	51.6%	21.2%	33.3%	0
About the same	0	18.0%	0	7.9%	5.3%	7.4%	14.9%	18.6%	12.9%	36.5%	14.0%	0
A little worse	0	1.0%	0	3.9%	5.3%	0.0%	2.1%	5.1%	3.2%	2.4%	7.5%	0
Much Worse	0	1.0%	0	0.8%	0.0%	0.0%	0.0%	3.4%	0.0%	4.7%	0.0%	0

N/A: Data not collected

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

Southeast region – County breakout

Children and adolescents	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Montgomery				Philadelphia				Southeast average			
Number of respondents	241	N/A	N/A	N/A	0	177	231	198	341	430	371	384
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	14.9%	N/A	N/A	N/A	0	65.5%	70.6%	2.5%	18.8%	47.4%	51.5%	3.1%
Sometimes	20.3%	N/A	N/A	N/A	0	18.6%	16.5%	9.6%	19.4%	29.3%	22.9%	11.7%
No (never)	45.2%	N/A	N/A	N/A	0	7.9%	7.8%	79.8%	48.1%	29.5%	20.2%	45.6%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	58.9%	N/A	N/A	N/A	0	76.8%	74.9%	86.4%	65.7%	66.3%	70.4%	52.1%
Sometimes	14.5%	N/A	N/A	N/A	0	9.6%	11.7%	4.0%	14.1%	20.0%	17.5%	6.3%
No (never)	5.8%	N/A	N/A	N/A	0	6.2%	11.3%	3.0%	4.7%	12.8%	8.6%	4.2%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:												
Much better	40.2%	N/A	N/A	N/A	0	41.8%	51.9%	60.6%	39.9%	34.2%	46.1%	49.5%
A little better	25.7%	N/A	N/A	N/A	0	29.9%	25.1%	20.2%	32.0%	38.4%	29.6%	27.6%
About the same	9.5%	N/A	N/A	N/A	0	16.4%	10.4%	6.1%	9.7%	16.5%	11.9%	8.6%
A little worse	1.2%	N/A	N/A	N/A	0	1.1%	4.8%	1.0%	2.1%	10.2%	5.1%	2.6%
Much Worse	2.5%	N/A	N/A	N/A	0	0.6%	3.5%	1.0%	1.8%	5.3%	2.2%	1.3%

N/A: Data not collected

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

Southwest region – County breakout

Adults	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Allegheny				Armstrong				Beaver				Butler			
Number of respondents	171	131	179	110	61	18	24	84	143	174	165	187	77	150	98	71
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	52.6%	65.6%	62.0%	61.8%	83.6%	94.4%	87.5%	96.4%	91.6%	87.9%	93.9%	97.3%	81.8%	66.7%	84.7%	78.9%
Sometimes	23.4%	26.0%	24.0%	33.6%	13.1%	5.6%	8.3%	0.0%	0.7%	2.9%	3.6%	1.6%	16.9%	16.7%	14.3%	18.3%
No (never)	24.0%	8.4%	14.0%	4.5%	0.0%	0.0%	4.2%	3.6%	5.6%	9.2%	1.8%	1.1%	1.3%	2.0%	1.0%	2.8%
2. Were you given the chance to make treatment decisions?																
Yes (always)	62.0%	74.8%	81.0%	78.2%	80.3%	94.4%	87.5%	97.6%	91.6%	85.1%	87.3%	95.2%	81.8%	71.3%	72.4%	74.6%
Sometimes	27.5%	14.5%	8.4%	6.4%	13.1%	0.0%	8.3%	0.0%	0.7%	3.4%	1.8%	0.5%	10.4%	16.0%	17.3%	14.1%
No (never)	10.5%	10.7%	10.6%	15.5%	1.6%	5.6%	4.2%	2.4%	3.5%	5.2%	6.1%	3.2%	6.5%	8.7%	10.2%	11.3%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	51.5%	24.4%	54.2%	44.5%	65.6%	77.8%	41.7%	60.7%	55.9%	52.3%	53.3%	59.9%	50.6%	57.3%	57.1%	52.1%
A little better	31.0%	63.4%	25.7%	32.7%	27.9%	5.6%	29.2%	28.6%	28.0%	34.5%	31.5%	27.8%	37.7%	23.3%	29.6%	33.8%
About the same	17.0%	7.6%	15.1%	17.3%	4.9%	11.1%	29.2%	9.5%	12.6%	10.3%	13.3%	10.7%	9.1%	11.3%	10.2%	9.9%
A little worse	0.6%	2.3%	2.8%	1.8%	1.6%	0.0%	0.0%	1.2%	1.4%	0.0%	0.0%	0.0%	1.3%	2.7%	2.0%	2.8%
Much Worse	0.0%	2.3%	2.2%	3.6%	0.0%	5.6%	0.0%	0.0%	0.7%	1.1%	1.2%	1.6%	0.0%	0.0%	1.0%	1.4%

N/A: Data not collected

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

Southwest region – County breakout

Adults	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Fayette				Greene				Indiana				Lawrence			
Number of respondents	270	125	311	142	116	86	43	24	89	49	31	77	132	80	164	97
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	100.0%	98.4%	86.8%	88.0%	92.2%	23.3%	93.0%	66.7%	96.6%	69.4%	96.8%	97.4%	79.5%	68.8%	86.6%	95.9%
Sometimes	0.0%	0.8%	4.2%	2.8%	4.3%	3.5%	7.0%	33.3%	0.0%	24.5%	3.2%	2.6%	16.7%	8.8%	4.9%	4.1%
No (never)	0.0%	0.8%	7.7%	2.1%	3.4%	3.5%	0.0%	0.0%	3.4%	6.1%	0.0%	0.0%	3.8%	3.8%	2.4%	0.0%
2. Were you given the chance to make treatment decisions?																
Yes (always)	94.8%	91.2%	92.0%	84.5%	85.3%	62.8%	93.0%	70.8%	73.0%	69.4%	93.5%	90.9%	73.5%	91.3%	90.2%	90.7%
Sometimes	0.0%	1.6%	1.0%	3.5%	6.0%	3.5%	7.0%	25.0%	0.0%	18.4%	6.5%	7.8%	13.6%	5.0%	4.3%	9.3%
No (never)	5.2%	7.2%	7.1%	7.7%	0.0%	1.2%	0.0%	4.2%	22.5%	12.2%	0.0%	1.3%	6.1%	2.5%	3.0%	0.0%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	36.3%	42.4%	37.0%	46.5%	42.2%	15.1%	4.7%	8.3%	12.4%	53.1%	35.5%	46.8%	40.2%	50.0%	39.0%	33.0%
A little better	42.2%	40.8%	46.6%	36.6%	37.9%	40.7%	79.1%	91.7%	14.6%	24.5%	61.3%	41.6%	30.3%	37.5%	41.5%	47.4%
About the same	20.7%	16.0%	15.8%	14.1%	13.8%	8.1%	16.3%	0.0%	9.0%	18.4%	3.2%	10.4%	22.7%	11.3%	18.3%	19.6%
A little worse	0.4%	0.8%	0.6%	2.8%	1.7%	3.5%	0.0%	0.0%	1.1%	0.0%	0.0%	1.3%	0.8%	0.0%	1.2%	0.0%
Much Worse	0.4%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%

N/A: Data not collected

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

Southwest region – County breakout

Adults	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Washington				Westmoreland				Southwest average			
Number of respondents	134	64	84	46	102	113	102	77	1295	990	1201	915
1. In the last 12 months were you able to get the help you needed?												
Yes (always)	93.3%	81.3%	91.7%	84.8%	86.3%	79.6%	78.4%	88.3%	86.2%	73.7%	84.0%	87.8%
Sometimes	5.2%	15.6%	7.1%	15.2%	9.8%	14.2%	18.6%	10.4%	8.2%	11.5%	9.6%	9.4%
No (never)	1.5%	0.0%	1.2%	0.0%	3.9%	3.5%	2.0%	1.3%	5.3%	4.4%	5.1%	1.7%
2. Were you given the chance to make treatment decisions?												
Yes (always)	80.6%	75.0%	77.4%	78.3%	72.5%	77.9%	87.3%	79.2%	80.9%	78.9%	86.4%	86.4%
Sometimes	12.7%	21.9%	15.5%	6.5%	16.7%	12.4%	6.9%	13.0%	9.5%	9.6%	6.0%	6.2%
No (never)	6.7%	3.1%	6.0%	15.2%	4.9%	3.5%	3.9%	7.8%	6.6%	6.2%	6.3%	6.4%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:												
Much better	55.2%	59.4%	53.6%	54.3%	39.2%	38.1%	48.0%	53.2%	44.2%	44.0%	44.7%	49.3%
A little better	32.8%	31.3%	36.9%	30.4%	41.2%	38.9%	37.3%	28.6%	33.7%	37.5%	39.1%	35.4%
About the same	11.9%	9.4%	7.1%	13.0%	15.7%	19.5%	9.8%	15.6%	15.4%	12.1%	14.1%	13.0%
A little worse	0.0%	0.0%	2.4%	2.2%	2.0%	1.8%	2.9%	1.3%	0.9%	1.3%	1.3%	1.3%
Much Worse	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	1.3%	0.8%	0.7%	0.6%	1.0%

N/A: Data not collected

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

Southwest region – County breakout

Children and adolescents	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Allegheny				Armstrong				Beaver				Butler			
Number of respondents	151	106	1	23	40	10	7	20	60	9	0	7	15	34	32	47
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	11.9%	14.2%	0	21.7%	15.0%	10.0%	14.3%	10.0%	40.0%	33.3%	0	85.7%	26.7%	14.7%	56.3%	12.8%
Sometimes	17.9%	18.9%	0	13.0%	17.5%	0.0%	0.0%	5.0%	5.0%	0.0%	0	0.0%	6.7%	26.5%	15.6%	12.8%
No (never)	70.2%	67.0%	100%	78.3%	67.5%	20.0%	85.7%	85.0%	36.7%	66.7%	0	14.3%	66.7%	41.2%	25.0%	74.5%
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	89.4%	83.0%	100%	91.3%	85.0%	80.0%	85.7%	95.0%	85.0%	100.0%	0	100.0%	86.7%	76.5%	65.6%	80.9%
Sometimes	4.6%	8.5%	0	8.7%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	0.0%	13.3%	8.8%	18.8%	12.8%
No (never)	6.0%	8.5%	0	0.0%	2.5%	20.0%	14.3%	5.0%	0.0%	0.0%	0	0.0%	0.0%	11.8%	9.4%	6.4%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:																
Much better	38.4%	31.1%	0	34.8%	37.5%	30.0%	42.9%	45.0%	35.0%	55.6%	0	42.9%	46.7%	32.4%	40.6%	44.7%
A little better	27.2%	27.4%	100%	47.8%	57.5%	50.0%	57.1%	40.0%	41.7%	33.3%	0	42.9%	26.7%	23.5%	37.5%	44.7%
About the same	27.2%	26.4%	0	17.4%	0.0%	10.0%	0.0%	15.0%	5.0%	0.0%	0	14.3%	26.7%	38.2%	21.9%	10.6%
A little worse	3.3%	2.8%	0	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	2.9%	0.0%	0.0%
Much Worse	4.0%	2.8%	0	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	11.1%	0	0.0%	0.0%	0.0%	0.0%	0.0%

N/A: Data not collected

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

Southwest region – County breakout

Children and adolescents	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Fayette				Greene				Indiana				Lawrence			
Number of respondents	24	9	24	18	86	28	43	83	3	2	7	64	125	16	50	38
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	16.7%	11.1%	29.2%	0.0%	9.3%	7.1%	18.6%	1.2%	100.0%	0.0%	0.0%	0.0%	14.4%	6.3%	12.0%	26.3%
Sometimes	4.2%	0.0%	0.0%	0.0%	4.7%	7.1%	32.6%	8.4%	0.0%	0.0%	0.0%	4.7%	4.0%	6.3%	0.0%	2.6%
No (never)	79.2%	88.9%	70.8%	66.7%	59.3%	35.7%	48.8%	90.4%	0.0%	50.0%	71.4%	95.3%	80.8%	50.0%	88.0%	71.1%
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	95.8%	77.8%	83.3%	88.9%	96.5%	96.4%	53.5%	88.0%	100.0%	100.0%	71.4%	95.3%	88.0%	87.5%	96.0%	100.0%
Sometimes	0.0%	0.0%	0.0%	11.1%	3.5%	3.6%	46.5%	12.0%	0.0%	0.0%	0.0%	1.6%	6.4%	6.3%	2.0%	0.0%
No (never)	4.2%	11.1%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:																
Much better	33.3%	0.0%	45.8%	33.3%	47.7%	14.3%	9.3%	51.8%	0.0%	50.0%	0.0%	32.8%	62.4%	31.3%	32.0%	50.0%
A little better	58.3%	44.4%	41.7%	55.6%	31.4%	60.7%	65.1%	48.2%	33.3%	50.0%	85.7%	40.6%	29.6%	37.5%	32.0%	39.5%
About the same	8.3%	44.4%	4.2%	11.1%	18.6%	17.9%	25.6%	0.0%	0.0%	0.0%	14.3%	26.6%	0.8%	18.8%	30.0%	10.5%
A little worse	0.0%	0.0%	4.2%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	4.0%	0.0%
Much Worse	0.0%	0.0%	4.2%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%

N/A: Data not collected

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

Southwest region – County breakout

Children and adolescents	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Washington				Westmoreland				Southwest average			
Number of respondents	37	30	20	19	96	67	77	48	734	345	261	367
1. In the last 12 months did you or your child have problems getting the help he or she needed?												
Yes (always)	2.7%	13.3%	0.0%	10.5%	3.1%	11.9%	7.8%	2.1%	29.0%	25.5%	17.6%	9.0%
Sometimes	8.1%	3.3%	5.0%	5.3%	12.5%	22.4%	9.1%	18.8%	9.1%	16.5%	10.3%	8.4%
No (never)	89.2%	56.7%	0.0%	84.2%	84.4%	64.2%	83.1%	79.2%	57.1%	47.2%	63.6%	81.7%
2. Were you and your child given the chance to make treatment decisions?												
Yes (always)	83.8%	86.7%	0.0%	89.5%	79.2%	79.1%	88.3%	89.6%	86.6%	81.7%	73.6%	90.7%
Sometimes	13.5%	3.3%	10.0%	10.5%	5.2%	10.4%	6.5%	8.3%	6.0%	10.1%	13.0%	7.4%
No (never)	2.7%	3.3%	5.0%	0.0%	14.6%	9.0%	3.9%	2.1%	4.6%	7.0%	4.6%	1.9%
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	37.8%	33.3%	0.0%	26.3%	44.8%	35.8%	33.8%	43.8%	47.0%	35.9%	28.0%	42.5%
A little better	48.6%	60.0%	5.0%	68.4%	32.3%	44.8%	44.2%	41.7%	33.7%	35.7%	42.9%	45.5%
About the same	10.8%	6.7%	10.0%	5.3%	17.7%	16.4%	20.8%	10.4%	13.6%	20.6%	20.3%	11.4%
A little worse	2.7%	0.0%	0.0%	0.0%	3.1%	3.0%	1.3%	4.2%	1.4%	2.0%	1.5%	0.5%
Much Worse	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	2.0%	0.8%	0.0%

N/A: Data not collected

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

Lehigh/Capital region – County breakout

Adults	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Berks				Cumberland				Dauphin				Lancaster			
Number of respondents	61	61	36	55	42	30	N/A	22	102	47	N/A	78	77	42	N/A	79
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	85.2%	35.1%	97.2%	90.9%	78.6%	83.3%	N/A	90.9%	80.4%	78.7%	N/A	80.8%	80.5%	76.2%	N/A	92.4%
Sometimes	9.8%	13.3%	2.8%	5.5%	2.4%	13.3%	N/A	4.5%	2.0%	8.5%	N/A	9.0%	3.9%	7.1%	N/A	5.1%
No (never)	4.9%	45.5%	0.0%	3.6%	16.7%	3.3%	N/A	4.5%	17.6%	12.8%	N/A	10.3%	15.6%	16.7%	N/A	2.5%
2. Were you given the chance to make treatment decisions?																
Yes (always)	80.3%	81.7%	80.6%	81.8%	69.0%	86.7%	N/A	50.0%	76.5%	76.6%	N/A	55.1%	70.1%	71.4%	N/A	83.5%
Sometimes	4.9%	7.3%	5.6%	7.3%	19.0%	13.3%	N/A	40.9%	10.8%	10.6%	N/A	38.5%	16.9%	14.3%	N/A	8.9%
No (never)	14.8%	6.2%	13.9%	10.9%	11.9%	0.0%	N/A	9.1%	9.8%	12.8%	N/A	6.4%	10.4%	14.3%	N/A	7.6%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	41.0%	40.3%	50.0%	49.1%	31.0%	43.3%	N/A	50.0%	38.2%	27.7%	N/A	41.0%	36.4%	35.7%	N/A	55.7%
A little better	32.8%	36.4%	38.9%	45.5%	42.9%	30.0%	N/A	40.9%	40.2%	38.3%	N/A	41.0%	42.9%	38.1%	N/A	29.1%
About the same	24.6%	16.2%	11.1%	3.6%	11.9%	13.3%	N/A	4.5%	11.8%	19.1%	N/A	14.1%	14.3%	19.0%	N/A	11.4%
A little worse	1.6%	2.1%	0.0%	1.8%	7.1%	6.7%	N/A	4.5%	3.9%	0.0%	N/A	2.6%	3.9%	7.1%	N/A	0.0%
Much Worse	0.0%	1.2%	0.0%	0.0%	2.4%	0.0%	N/A	0.0%	3.9%	14.9%	N/A	0.0%	1.3%	0.0%	N/A	1.3%

N/A: Data not collected

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

Lehigh/Capital region – County breakout

Adults	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Lebanon				Lehigh				Northampton				Perry			
Number of respondents	15	7	N/A	26	41	8	12	20	32	15	28	9	12	9	N/A	6
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	80.0%	71.4%	N/A	92.3%	78.0%	75.0%	83.3%	80.0%	78.1%	86.7%	75.0%	88.9%	91.7%	100.0%	N/A	83.3%
Sometimes	20.0%	0.0%	N/A	3.8%	22.0%	12.5%	16.7%	20.0%	21.9%	13.3%	25.0%	0.0%	0.0%	0.0%	N/A	0.0%
No (never)	0.0%	28.6%	N/A	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	8.3%	0.0%	N/A	16.7%
2. Were you given the chance to make treatment decisions?																
Yes (always)	66.7%	85.7%	N/A	80.8%	75.6%	37.5%	83.3%	85.0%	53.1%	73.3%	64.3%	88.9%	83.3%	77.8%	N/A	66.7%
Sometimes	26.7%	14.3%	N/A	3.8%	22.0%	62.5%	0.0%	10.0%	46.9%	26.7%	28.6%	11.1%	16.7%	22.2%	N/A	16.7%
No (never)	6.7%	0.0%	N/A	11.5%	2.4%	0.0%	16.7%	5.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	N/A	16.7%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	33.3%	71.4%	N/A	73.1%	43.9%	25.0%	41.7%	60.0%	53.1%	66.7%	60.7%	22.2%	33.3%	55.6%	N/A	50.0%
A little better	33.3%	14.3%	N/A	15.4%	41.5%	37.5%	41.7%	30.0%	31.3%	26.7%	28.6%	55.6%	41.7%	11.1%	N/A	50.0%
About the same	13.3%	14.3%	N/A	7.7%	12.2%	25.0%	8.3%	10.0%	9.4%	6.7%	10.7%	22.2%	25.0%	33.3%	N/A	0.0%
A little worse	6.7%	0.0%	N/A	0.0%	2.4%	0.0%	8.3%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	0.0%
Much Worse	13.3%	0.0%	N/A	3.8%	0.0%	12.5%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	0.0%

N/A: Data not collected

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

Lehigh/Capital region – County breakout

Adults	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	York/Adams				Lehigh/Capital average			
Number of respondents	54	40	138	74	436	259	214	369
1. In the last 12 months were you able to get the help you needed?								
Yes (always)	77.8%	65.0%	68.1%	67.6%	80.5%	79.9%	74.8%	83.7%
Sometimes	13.0%	20.0%	24.6%	31.1%	8.7%	10.0%	20.6%	11.7%
No (never)	0.0%	15.0%	7.2%	1.4%	9.4%	10.0%	4.7%	4.3%
2. Were you given the chance to make treatment decisions?								
Yes (always)	77.8%	85.0%	75.4%	73.0%	73.4%	75.7%	75.2%	72.9%
Sometimes	11.1%	12.5%	15.9%	25.7%	16.3%	14.7%	15.0%	20.1%
No (never)	1.9%	2.5%	8.7%	1.4%	8.0%	9.7%	9.3%	6.8%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:								
Much better	50.0%	40.0%	59.4%	62.2%	40.4%	40.2%	57.0%	53.1%
A little better	35.2%	50.0%	25.4%	21.6%	38.5%	38.2%	29.0%	33.3%
About the same	5.6%	7.5%	11.6%	10.8%	13.5%	15.1%	11.2%	10.8%
A little worse	0.0%	0.0%	2.9%	2.7%	3.2%	2.3%	2.3%	1.6%
Much Worse	0.0%	2.5%	0.7%	2.7%	2.1%	3.5%	0.5%	1.1%

N/A: Data not collected

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

Lehigh/Capital region – County breakout

Children and adolescent	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Berks				Cumberland				Dauphin				Lancaster			
Number of respondents	14	36	57	15	29	115	N/A	15	84	186	N/A	17	87	159	N/A	29
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	0.0%	2.8%	3.5%	20.0%	20.7%	20.0%	N/A	40.0%	11.9%	22.6%	N/A	17.6%	9.2%	15.7%	N/A	24.1%
Sometimes	7.1%	5.6%	17.5%	6.7%	10.3%	11.3%	N/A	13.3%	10.7%	15.1%	N/A	0.0%	9.2%	13.8%	N/A	6.9%
No (never)	21.4%	91.7%	78.9%	86.7%	69.0%	68.7%	N/A	46.7%	77.4%	61.8%	N/A	82.4%	81.6%	68.6%	N/A	69.0%
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	92.9%	80.6%	75.4%	86.7%	82.8%	84.3%	N/A	80.0%	75.0%	82.3%	N/A	76.5%	70.1%	84.3%	N/A	72.4%
Sometimes	0.0%	5.6%	12.3%	6.7%	0.0%	7.8%	N/A	13.3%	10.7%	9.7%	N/A	0.0%	10.3%	9.4%	N/A	10.3%
No (never)	7.1%	13.9%	12.3%	20.0%	17.2%	7.0%	N/A	6.7%	9.5%	8.1%	N/A	23.5%	13.8%	6.3%	N/A	13.8%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:																
Much better	42.9%	55.6%	40.4%	46.7%	34.5%	32.2%	N/A	46.7%	32.1%	31.2%	N/A	35.3%	36.8%	35.2%	N/A	24.1%
A little better	42.9%	33.3%	40.4%	33.3%	44.8%	36.5%	N/A	26.7%	46.4%	39.8%	N/A	35.3%	36.8%	34.6%	N/A	44.8%
About the same	14.3%	11.1%	12.3%	20.0%	13.8%	22.6%	N/A	13.3%	10.7%	19.4%	N/A	17.6%	14.9%	21.4%	N/A	24.1%
A little worse	0.0%	0.0%	5.3%	6.7%	3.4%	1.7%	N/A	0.0%	3.6%	3.2%	N/A	11.8%	3.4%	5.0%	N/A	0.0%
Much Worse	0.0%	0.0%	1.8%	6.7%	3.4%	6.1%	N/A	13.3%	4.8%	4.3%	N/A	0.0%	1.1%	3.1%	N/A	3.4%

N/A: Data not collected

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

Lehigh/Capital region – County breakout

Children and adolescents	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	Lebanon				Lehigh				Northampton				Perry			
Number of respondents	24	44	N/A	14	20	27	31	28	7	3	7	27	15	42	N/A	2
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	4.2%	15.9%	N/A	7.1%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	3.7%	20.0%	23.8%	N/A	0.0%
Sometimes	12.5%	20.5%	N/A	0.0%	30.0%	33.3%	25.8%	32.1%	57.1%	0.0%	0.0%	25.9%	20.0%	9.5%	N/A	0.0%
No (never)	79.2%	61.4%	N/A	85.7%	65.0%	66.7%	74.2%	67.9%	42.9%	100.0%	85.7%	70.4%	60.0%	61.9%	N/A	100%
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	87.5%	81.8%	N/A	92.9%	75.0%	85.2%	83.9%	92.9%	42.9%	100.0%	100.0%	85.2%	86.7%	83.3%	N/A	50.0%
Sometimes	8.3%	11.4%	N/A	0.0%	10.0%	11.1%	16.1%	7.1%	57.1%	0.0%	0.0%	11.1%	0.0%	4.8%	N/A	50.0%
No (never)	4.2%	4.5%	N/A	0.0%	15.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	9.5%	N/A	0.0%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:																
Much better	41.7%	27.3%	N/A	28.6%	50.0%	22.2%	45.2%	35.7%	42.9%	100.0%	100.0%	48.1%	20.0%	42.9%	N/A	0.0%
A little better	29.2%	43.2%	N/A	57.1%	35.0%	51.9%	32.3%	53.6%	28.6%	0.0%	0.0%	25.9%	60.0%	26.2%	N/A	0.0%
About the same	29.2%	15.9%	N/A	7.1%	5.0%	25.9%	6.5%	3.6%	14.3%	0.0%	0.0%	22.2%	13.3%	16.7%	N/A	50.0%
A little worse	0.0%	9.1%	N/A	7.1%	5.0%	0.0%	3.2%	7.1%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	50.0%
Much Worse	0.0%	4.5%	N/A	0.0%	5.0%	0.0%	12.9%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	7.1%	N/A	0.0%

N/A: Data not collected

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

Lehigh/Capital region – County breakout

Children and adolescents	4Q06	4Q07	4Q08	4Q09	4Q06	4Q07	4Q08	4Q09
	York/Adams				Lehigh/Capital Average			
Number of respondents	53	97	67	43	333	709	162	190
1. In the last 12 months did you or your child have problems getting the help he or she needed?								
Yes (always)	11.3%	15.5%	47.8%	72.1	13.2%	17.3%	16.4%	27.4%
Sometimes	34.0%	14.4%	23.9%	27.9	21.3%	14.2%	15.9%	17.4%
No (never)	54.7%	70.1%	28.4%	0.0	59.2%	67.4%	43.5%	55.8%
2. Were you and your child given the chance to make treatment decisions?								
Yes (always)	69.8%	90.7%	74.6%	74.4	60.4%	84.3%	58.9%	81.1%
Sometimes	22.6%	4.1%	22.4%	25.6	8.1%	8.2%	12.6%	12.1%
No (never)	7.5%	5.2%	3.0%	0.0	10.2%	7.1%	4.2%	6.3%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:								
Much better	11.3%	43.3%	49.3%	51.2%	33.3%	35.5%	36.0%	40.0%
A little better	34.0%	39.2%	34.3%	34.9%	32.1%	37.4%	26.2%	38.4%
About the same	9.4%	10.3%	10.4%	11.6%	11.1%	18.5%	7.5%	15.3%
A little worse	0.0%	2.1%	1.5%	0.0%	2.7%	3.1%	2.3%	3.7%
Much Worse	1.9%	1.0%	4.5%	2.3%	1.8%	3.7%	3.7%	3.2%

N/A: Data not collected

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

North/Central State Option region

Adults	4Q07	4Q08	4Q09
North/Central State Option			
Number of respondents	369	185	216
1. In the last 12 months were you able to get the help you needed?			
Yes (always)	79.1%	91.4%	76.4%
Sometimes	13.6%	5.4%	16.7%
No (never)	7.3%	2.2%	6.9%
2. Were you given the chance to make treatment decisions?			
Yes (always)	74.8%	83.8%	75.9%
Sometimes	7.9%	7.6%	15.7%
No (never)	17.3%	7.0%	8.3%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:			
Much better	34.1%	50.3%	40.7%
A little better	37.4%	31.9%	41.2%
About the same	22.0%	13.5%	12.5%
A little worse	5.1%	1.6%	3.2%
Much Worse	1.4%	1.1%	2.3%

N/A: Data not collected

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

North/Central State Option region

Children and adolescents	4Q07	4Q08	4Q09
North/Central State Option			
Number of respondents	382	218	216
1. In the last 12 months did you or your child have problems getting the help he or she needed?			
Yes (always)	31.2%	27.1%	15.7%
Sometimes	12.3%	9.2%	11.1%
No (never)	50.5%	57.3%	72.2%
2. Were you and your child given the chance to make treatment decisions?			
Yes (always)	69.2%	90.4%	90.7%
Sometimes	5.7%	3.7%	5.1%
No (never)	14.3%	5.0%	4.2%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:			
Much better	34.3%	48.6%	39.4%
A little better	40.9%	36.2%	40.3%
About the same	18.9%	12.4%	19.0%
A little worse	3.4%	1.8%	0.9%
Much Worse	2.5%	0.5%	0.5%

N/A: Data not collected

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

Northeast region

Adults	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09
	Lackawanna			Luzerne			Susquehanna			Wyoming			Northeast average		
Number of respondents	72	33	41	89	34	15	6	13	3	8	0	0	175	80	59
1. In the last 12 months were you able to get the help you needed?															
Yes (always)	77.8%	93.9%	87.8%	85.4%	67.6%	0.0%	100.0%	76.9%	0.0%	87.5%	0	0	82.9%	80.0%	61.0%
Sometimes	16.7%	6.1%	12.2%	11.2%	26.5%	0.0%	0.0%	23.1%	0.0%	12.5%	0	0	13.1%	17.5%	8.5%
No (never)	2.8%	0.0%	0.0%	3.4%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0	0	2.9%	2.5%	0.0%
2. Were you given the chance to make treatment decisions?															
Yes (always)	62.5%	93.9%	80.5%	75.3%	47.1%	0.0%	100.0%	61.5%	0.0%	75.0%	0	0	70.9%	68.8%	55.9%
Sometimes	16.7%	6.1%	17.1%	14.6%	23.5%	0.0%	0.0%	23.1%	0.0%	0.0%	0	0	14.3%	16.3%	11.9%
No (never)	15.3%	0.0%	2.4%	10.1%	29.4%	0.0%	0.0%	15.4%	0.0%	25.0%	0	0	12.6%	15.0%	1.7%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:															
Much better	50.0%	45.5%	63.4%	44.9%	44.1%	0.0%	33.3%	15.4%	0.0%	62.5%	0	0	47.4%	40.0%	44.1%
A little better	27.8%	36.4%	29.3%	34.8%	2.9%	0.0%	66.7%	38.5%	0.0%	25.0%	0	0	32.6%	22.5%	20.3%
About the same	9.7%	18.2%	7.3%	15.7%	17.6%	0.0%	0.0%	38.5%	0.0%	12.5%	0	0	12.6%	21.3%	5.1%
A little worse	4.2%	0.0%	0.0%	2.2%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0	0	2.9%	1.3%	0.0%
Much Worse	4.2%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0	0	2.3%	1.3%	0.0%

N/A: Data not collected

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

Northeast region

Children and adolescent	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09
	Lackawanna			Luzerne			Susquehanna			Wyoming			Northeast average		
Number of respondents	32	51	15	42	36	30	0	5	0	1	0	0	75	92	45
1. In the last 12 months did you or your child have problems getting the help he or she needed?															
Yes (always)	3.1%	84.3%	53.3%	9.5%	72.2%	20.0%	0	100.0%	0	0.0%	0	0	9.3%	80.4%	31.1%
Sometimes	34.4%	7.8%	6.7%	33.3%	19.4%	13.3%	0	0.0%	0	0.0%	0	0	38.7%	12.0%	11.1%
No (never)	59.4%	7.8%	40.0%	57.1%	8.3%	66.7%	0	0.0%	0	100.0%	0	0	58.7%	7.6%	60.0%
2. Were you and your child given the chance to make treatment decisions?															
Yes (always)	40.6%	80.4%	86.7%	69.0%	77.8%	86.7%	0	80.0%	0	100.0%	0	0	57.3%	79.3%	88.9%
Sometimes	46.9%	7.8%	0.0%	16.7%	13.9%	10.0%	0	20.0%	0	0.0%	0	0	29.3%	10.9%	6.7%
No (never)	6.3%	9.8%	13.3%	14.3%	8.3%	3.3%	0	0.0%	0	0.0%	0	0	10.7%	8.7%	6.7%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:															
Much better	31.3%	52.9%	53.3%	45.2%	47.2%	46.7%	0	80.0%	0	100.0%	0	0	40.0%	52.2%	48.9%
A little better	34.4%	31.4%	13.3%	47.6%	38.9%	36.7%	0	20.0%	0	0.0%	0	0	41.3%	33.7%	31.1%
About the same	15.6%	15.7%	13.3%	4.8%	8.3%	13.3%	0	0.0%	0	0.0%	0	0	9.3%	12.0%	13.3%
A little worse	6.3%	0.0%	13.3%	0.0%	0.0%	3.3%	0	0.0%	0	0.0%	0	0	2.7%	0.0%	6.7%
Much Worse	6.3%	0.0%	13.3%	2.4%	5.6%	0.0%	0	0.0%	0	0.0%	0	0	4.0%	2.2%	4.4%

N/A: Data not collected

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

North/Central County Option region

Adults	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	
	Bedford/Somerset			Blair			Franklin/Fulton			Lycoming/Clinton			Cambria			
Number of respondents	24	156	128	N/A	66	78	N/A	123	101	55	32	0	33	70	44	
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	0.0%	84.0%	82.0%	N/A	83.3%	84.6%	N/A	91.1%	88.1%	85.5%	75.0%	0	78.8%	91.4%	97.7%	
Sometimes	4.2%	10.3%	7.0%	N/A	3.0%	11.5%	N/A	8.1%	10.9%	5.5%	18.8%	0	9.1%	8.6%	2.3%	
No (never)	54.2%	5.8%	10.2%	N/A	13.6%	3.8%	N/A	1.6%	1.0%	9.1%	6.3%	0	9.1%	0.0%	0.0%	
2. Were you given the chance to make treatment decisions?																
Yes (always)	54.2%	82.1%	78.1%	N/A	69.7%	74.4%	N/A	88.6%	82.2%	63.6%	84.4%	0	69.7%	97.1%	100.0%	
Sometimes	0.0%	10.3%	12.5%	N/A	7.6%	23.1%	N/A	9.8%	11.9%	9.1%	15.6%	0	15.2%	1.4%	0.0%	
No (never)	0.0%	7.7%	8.6%	N/A	21.2%	2.6%	N/A	2.4%	4.0%	21.8%	0.0%	0	12.1%	1.4%	0.0%	
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	45.8%	48.1%	50.8%	N/A	57.6%	46.2%	N/A	35.0%	38.6%	36.4%	78.1%	0	33.3%	24.3%	22.7%	
A little better	29.2%	37.8%	33.6%	N/A	36.4%	35.9%	N/A	42.3%	43.6%	25.5%	18.8%	0	36.4%	68.6%	70.5%	
About the same	12.5%	11.5%	11.7%	N/A	6.1%	14.1%	N/A	17.1%	12.9%	23.6%	0.0%	0	21.2%	5.7%	6.8%	
A little worse	0.0%	1.9%	2.3%	N/A	0.0%	2.6%	N/A	4.1%	1.0%	7.3%	3.1%	0	6.1%	0.0%	0.0%	
Much Worse	0.0%	0.6%	1.6%	N/A	0.0%	1.3%	N/A	1.6%	2.0%	3.6%	0.0%	0	3.0%	1.4%	0.0%	

N/A: Data not collected

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

North/Central County Option region

Adults	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	
	Crawford			Erie			Mercer			Venango			Carbon/Monroe/Pike			
Number of respondents	64	41	33	365	394	638	55	71	35	0	61	14	N/A	24	32	
1. In the last 12 months were you able to get the help you needed?																
Yes (always)	70.3%	90.2%	97.0%	83.0%	89.3%	90.3%	70.9%	62.0%	77.1%	0	83.6%	92.9%	N/A	79.2%	96.9%	
Sometimes	26.6%	7.3%	3.0%	14.0%	7.1%	6.3%	16.4%	38.0%	17.1%	0	9.8%	0.0%	N/A	8.3%	3.1%	
No (never)	1.6%	2.4%	0.0%	3.0%	3.3%	3.4%	10.9%	0.0%	5.7%	0	6.6%	7.1%	N/A	4.2%	0.0%	
2. Were you given the chance to make treatment decisions?																
Yes (always)	68.8%	73.2	93.9%	84.0%	87.3%	88.4%	63.6%	71.8%	88.6%	0	80.3%	92.9%	N/A	76.6%	84.4%	
Sometimes	23.4%	14.6	3.0%	11.0%	5.6%	6.9%	12.7%	21.1%	5.7%	0	4.9%	0.0%	N/A	12.1%	12.5%	
No (never)	6.3%	12.2	3.0%	5.0%	5.8%	4.7%	16.4%	7.0%	5.7%	0	14.8%	7.1%	N/A	7.9%	0.0%	
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:																
Much better	34.4%	39.0%	21.2%	37.0%	36.8%	37.9%	30.9%	38.0%	40.0%	0	37.7%	57.1%	N/A	36.3%	50.0%	
A little better	40.6%	56.1%	75.8%	39.0%	37.3%	41.4%	49.1%	36.6%	37.1%	0	26.2%	28.6%	N/A	38.3%	34.4%	
About the same	23.4%	2.4%	3.0%	22.0%	22.3%	17.1%	14.5%	16.9%	22.9%	0	18.0%	14.3%	N/A	21.2%	12.5%	
A little worse	0.0%	2.4%	0.0%	1.0%	2.8%	2.5%	3.6%	5.6%	0.0%	0	0.0%	0.0%	N/A	2.0%	3.1%	
Much Worse	0.0%	0.0%	0.0%	1.0%	0.8%	1.1%	1.8%	2.8%	0.0%	0	1.6%	0.0%	N/A	1.3%	0.0%	

N/A: Data not collected

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

North/Central County Option region

Adults	4Q07	4Q08	4Q09
North/Central average			
Number of respondents	596	1038	1103
1. In the last 12 months were you able to get the help you needed?			
Yes (always)	77.2%	85.6%	89.0%
Sometimes	14.1%	10.2%	7.1%
No (never)	6.5%	3.9%	3.8%
2. Were you given the chance to make treatment decisions?			
Yes (always)	76.6%	84.1%	86.2%
Sometimes	12.1%	8.2%	8.8%
No (never)	7.9%	7.1%	4.6%
3. What effect has the treatment you received had on the quality of your life? The quality of my life is:			
Much better	36.3%	40.2%	39.6%
A little better	38.3%	39.4%	42.0%
About the same	21.2%	15.7%	15.0%
A little worse	2.0%	2.4%	2.1%
Much Worse	1.3%	1.2%	1.1%

N/A: Data not collected

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

North/Central County Option region

Children and adolescents	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	
	Bedford/Somerset			Blair			Franklin/Fulton			Lycoming/Clinton			Cambria			
Number of respondents	62	113	72	N/A	58	57	N/A	64	149	14	63	29	4	63	19	
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	12.9%	14.2%	12.5%	N/A	10.3%	7.0	N/A	21.9%	14.1%	28.6%	0.0%	79.3%	25.0%	1.6%	0.0%	
Sometimes	6.5%	9.7%	9.7%	N/A	3.4%	12.3	N/A	6.3%	9.4%	0.0%	11.1%	20.7%	0.0%	9.5%	10.5%	
No (never)	62.9%	76.1%	77.8%	N/A	86.2%	80.7	N/A	65.6%	76.5%	71.4%	88.9%	0.0%	75.0%	88.9%	89.5%	
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	61.3%	71.7%	84.7%	N/A	86.2%	78.9	N/A	81.3%	79.9%	57.1%	95.2%	65.5%	0.0%	100.0%	100.0%	
Sometimes	1.6%	23.0%	9.7%	N/A	13.8%	15.8	N/A	10.9%	10.1%	7.1%	4.8%	27.6%	25.0%	0.0%	0.0%	
No (never)	3.2%	1.8%	5.6%	N/A	0.0%	5.3	N/A	3.1%	6.7%	35.7%	0.0%	6.9%	75.0%	0.0%	0.0%	
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:																
Much better	56.5%	32.7%	41.7%	N/A	41.4%	40.4	N/A	28.1%	47.7%	14.3%	71.4%	37.9%	0.0%	28.6%	26.3%	
A little better	27.4%	45.1%	43.1%	N/A	46.6%	35.1	N/A	39.1%	34.2%	50.0%	14.3%	34.5%	0.0%	52.4%	68.4%	
About the same	8.1%	20.4%	12.5%	N/A	8.6%	19.3	N/A	23.4%	12.8%	28.6%	11.1%	24.1%	100.0%	19.0%	5.3%	
A little worse	0.0%	0.0%	1.4%	N/A	1.7%	5.3	N/A	1.6%	2.7%	0.0%	3.2%	3.4%	0.0%	0.0%	0.0%	
Much Worse	0.0%	0.0%	1.4%	N/A	1.7%	0.0	N/A	3.1%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

N/A: Data not collected

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

North/Central County Option region

Children and adolescents	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	4Q07	4Q08	4Q09	
	Crawford			Erie			Mercer			Vanango			Carbone/Monroe/Pike			
Number of respondents	12	23	7	75	218	360	26	19	27	0	16	2	N/A	17	20	
1. In the last 12 months did you or your child have problems getting the help he or she needed?																
Yes (always)	41.7%	43.5%	0.0%	17.0%	18.3%	17.5%	26.9%	36.8%	0.0%	0	25.0%	100.0%	N/A	23.5%	0.0%	
Sometimes	41.7%	21.7%	14.3%	0.0%	17.0%	7.2%	11.5%	47.4%	14.8%	0	25.0%	0.0%	N/A	5.9%	5.0%	
No (never)	16.7%	30.4%	85.7%	73.0%	64.7%	75.3%	57.7%	15.8%	85.2%	0	50.0%	0.0%	N/A	64.7%	95.0%	
2. Were you and your child given the chance to make treatment decisions?																
Yes (always)	50.0%	91.3%	100.0%	82.0%	85.3%	90.8%	84.6%	47.4%	81.5%	0	81.3%	50.0%	N/A	41.2%	95.0%	
Sometimes	50.0%	4.3%	0.0%	11.0%	11.0%	6.1%	3.8%	36.8%	18.5%	0	12.5%	0.0%	N/A	5.9%	5.0%	
No (never)	0.0%	0.0%	0.0%	7.0%	3.7%	3.1%	11.5%	15.8%	0.0%	0	6.3%	50.0%	N/A	35.3%	0.0%	
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:																
Much better	50.0%	34.8%	57.1%	23.0%	31.2%	33.3%	46.2%	10.5%	48.1%	0	31.3%	0.0%	N/A	35.3%	35.0%	
A little better	33.3%	34.8%	42.9%	43.0%	45.9%	43.9%	42.3%	57.9%	51.9%	0	50.0%	100.0%	N/A	29.4%	55.0%	
About the same	16.7%	26.1%	0.0%	29.0%	19.3%	18.9%	7.7%	5.3%	0.0%	0	18.8%	0.0%	N/A	17.6%	10.0%	
A little worse	0.0%	0.0%	0.0%	0.0%	3.2%	3.1%	0.0%	21.1%	0.0%	0	0.0%	0.0%	N/A	0.0%	0.0%	
Much Worse	0.0%	0.0%	0.0%	4.0%	0.5%	0.8%	3.8%	5.3%	0.0%	0	0.0%	0.0%	N/A	17.6%	0.0%	

N/A: Data not collected

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

North/Central County Option region

Children and adolescent	4Q07	4Q08	4Q09
North/Central average			
Number of respondents	193	654	742
1. In the last 12 months did you or your child have problems getting the help he or she needed?			
Yes (always)	19.6%	15.6%	16.4%
Sometimes	6.2%	13.1%	9.2%
No (never)	64.1%	70.3%	74.4%
2. Were you and your child given the chance to make treatment decisions?			
Yes (always)	70.2%	82.9%	86.1%
Sometimes	9.5%	12.1%	9.0%
No (never)	9.5%	3.4%	4.2%
3. What effect has the treatment your child received had on the quality of your child's life? The quality of their life is:			
Much better	37.4%	35.3%	38.3%
A little better	36.9%	42.4%	42.2%
About the same	20.1%	17.9%	15.8%
A little worse	0.0%	2.3%	2.7%
Much Worse	2.1%	1.2%	0.8%

N/A: Data not collected

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

Appendix C

Service category definitions for indicator #2.7b

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



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