



# Children With Chronic Conditions Experience of Care Report

Louisiana Department of Health

April 2021



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## Executive Summary

The Louisiana Department of Health (LDH) requires quality assessment and improvement activities to ensure that Healthy Louisiana Medicaid managed care organization (MCO) enrollees receive high-quality healthcare services (42 CFR Part 438). These activities include surveys of enrollees' experience with health care. Survey results provide important feedback on MCO performance, which is used to identify opportunities for continuous improvement in the care and services provided to members.

LDH requires the MCOs to contract with a National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS®) survey vendor to conduct annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Surveys. LDH contracted with IPRO to analyze the MCOs' 2020 survey data and report the results.

This report presents data collected during the 2020 CAHPS® administration to child MCO enrollees. The standardized survey instruments administered in 2020 were the CAHPS® 5.0H Child Medicaid Health Plan Survey (with the children with chronic conditions [CCC] measurement set). Parents or guardians of Child members from each MCO completed the surveys from February to May 2020. The following five MCOs participated in the 2020 CAHPS® Medicaid Health Plan Surveys: AmeriHealth Caritas Louisiana (ACLA); Aetna Better Health of Louisiana (ABHLA); Healthy Blue (HBL); Louisiana Healthcare Connections (LHCC); and UnitedHealthcare Community Plan Louisiana (UHC). Data are also presented for the Healthy Louisiana managed care program as a whole, termed the statewide average (SWA).

CAHPS® survey questions ask about experiences in a variety of areas. Results presented in this report include three global ratings: rating of health plan, rating of all healthcare, and rating of personal doctor, as well as individual survey responses for the following domains: Health Plan Ratings, Access to Care, Experience of Care, and Health Status. Responses are summarized as achievement scores from 0 to 100.

### Sampling Procedures and Survey Protocol

LDH required the MCOs to administer the 2020 CAHPS® Surveys according to NCQA HEDIS® Specifications for Survey Measures.<sup>1</sup> Enrollees eligible for sampling included those who were MCO members at the time the sample was drawn and who were continuously enrolled in the MCO for at least five of the last six months (July through December) of 2019. Child members eligible for sampling included those who were younger than 18 years of age (as of December 31, 2019). A sample of at least 1,840 children more likely to have a chronic condition (according to a claims-based prescreen code) was selected from each participating MCO. Surveys were administered to the parents/caregivers of the children in the sample.

### Response Rates

The administration of the CAHPS® surveys is comprehensive and is designed to achieve the highest possible response rate. For 2020, a total of 1,662 child surveys were completed for the CCC population enrolled in Louisiana's Medicaid managed care program for a survey response rate of 10.0 percent.

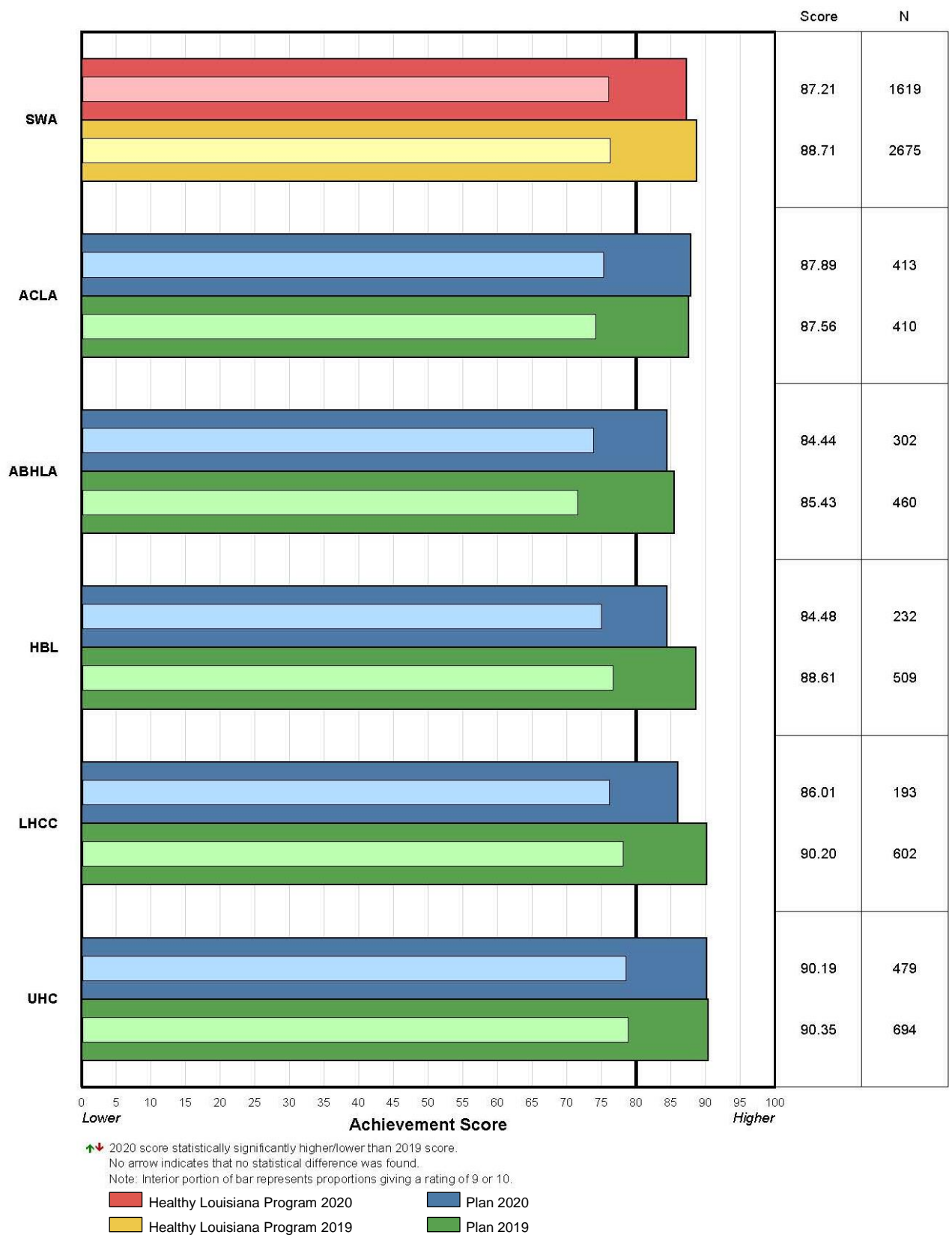
### Key Findings

- **Rating of child's health plan:** The overall score for the Healthy Louisiana managed care program was high (87.2) with similar scores among the plans (84.4–90.2). Scores in 2020 were similar to scores in 2019.
- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (93.3) with similar scores among the plans (91.5–96.5). Scores in 2020 were similar to scores in 2019.
- **Rating of all child's healthcare:** The overall score for the Healthy Louisiana managed care program was high (89.5) with similar scores among the plans (85.1–92.0). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly lower score in 2020 than in 2019 (from 91.3 to 85.1, a decrease of 6.2).

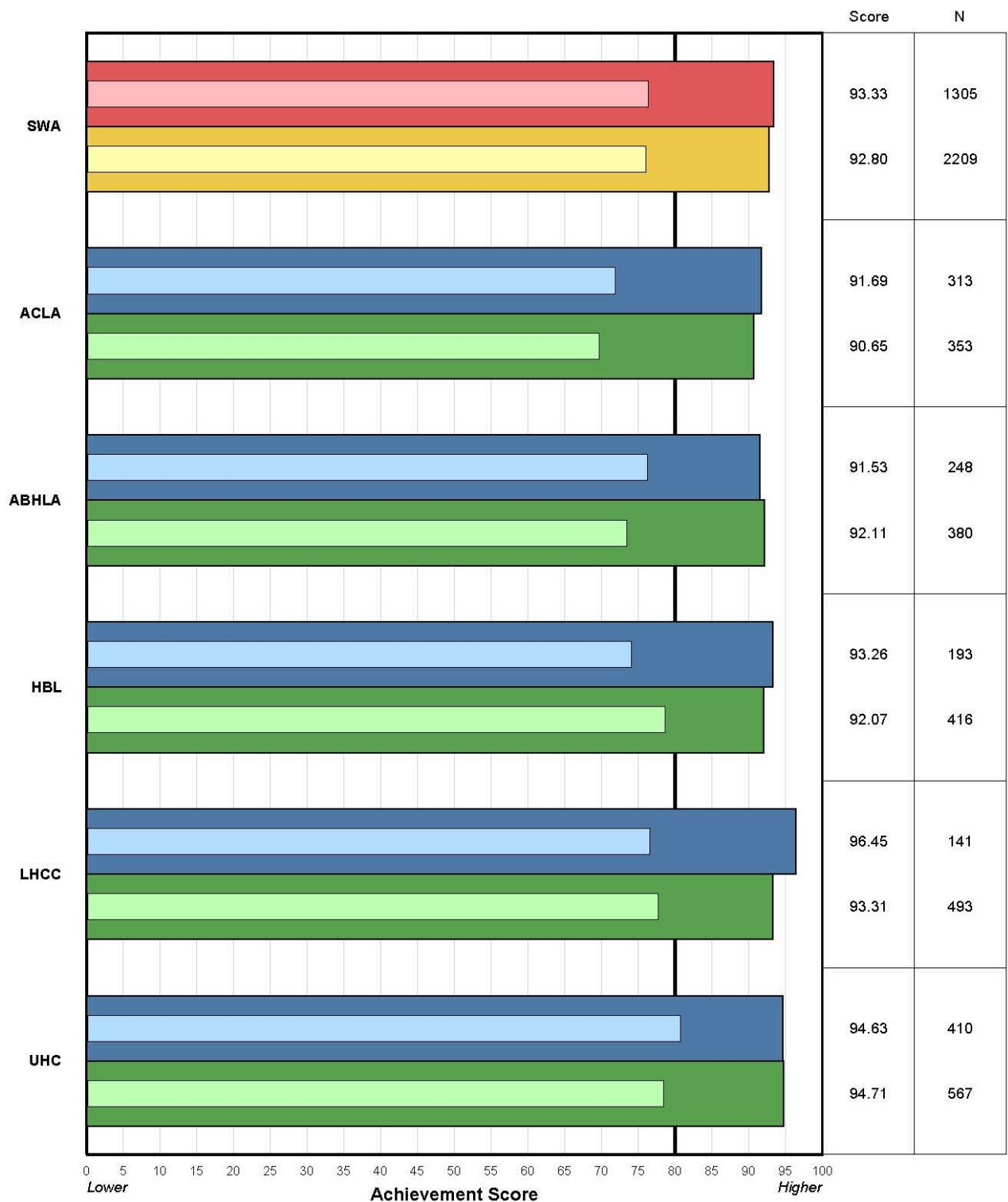
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<sup>1</sup> National Committee for Quality Assurance. *HEDIS® 2020, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA, 2019.

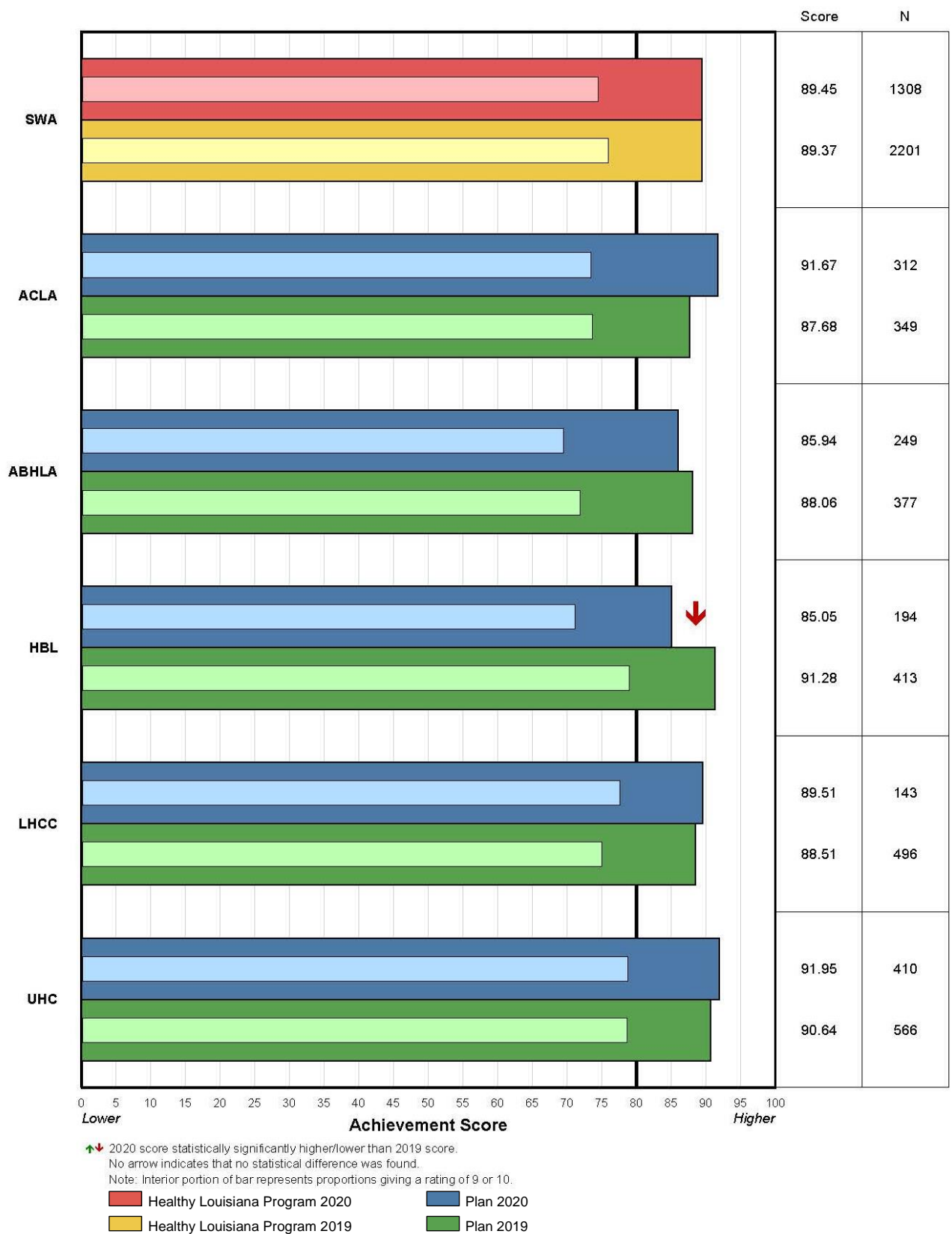
## Q49. Rating of child's plan



### Q10. Usually or always got care, tests, or treatment you thought your child needed



### Q9. Rating of all child's healthcare



**Q49. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	10	0.6%	2	0.5%	3	1.0%	1	0.4%	3	1.6%	1	0.2%
● 1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	3	0.2%	1	0.2%	0	0.0%	0	0.0%	0	0.0%	2	0.4%
● 3	7	0.4%	0	0.0%	3	1.0%	2	0.9%	0	0.0%	2	0.4%
● 4	12	0.7%	3	0.7%	2	0.7%	2	0.9%	5	2.6%	0	0.0%
● 5	44	2.7%	15	3.6%	5	1.7%	8	3.4%	5	2.6%	11	2.3%
● 6	37	2.3%	6	1.5%	8	2.6%	8	3.4%	6	3.1%	9	1.9%
● 7	94	5.8%	23	5.6%	26	8.6%	15	6.5%	8	4.1%	22	4.6%
● 8	181	11.2%	52	12.6%	32	10.6%	22	9.5%	19	9.8%	56	11.7%
● 9	253	15.6%	60	14.5%	53	17.5%	40	17.2%	36	18.7%	64	13.4%
● Best health plan possible	978	60.4%	251	60.8%	170	56.3%	134	57.8%	111	57.5%	312	65.1%
<b>Total</b>	1619	100.0%	413	100.0%	302	100.0%	232	100.0%	193	100.0%	479	100.0%
Not Answered	43		13		4		5		5		16	
<b>Reporting Category</b> Health Plan Ratings												
Achievement Score	87.2%		87.9%		84.4%		84.5%		86.0%		90.2%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-1.5		+0.3		-1.0		-4.1		-4.2		-0.2	

**Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	1.1%	3	1.0%	5	2.0%	2	1.0%	1	0.7%	3	0.7%
● Sometimes	73	5.6%	23	7.3%	16	6.5%	11	5.7%	4	2.8%	19	4.6%
● Usually	222	17.0%	62	19.8%	38	15.3%	37	19.2%	28	19.9%	57	13.9%
● Always	996	76.3%	225	71.9%	189	76.2%	143	74.1%	108	76.6%	331	80.7%
<b>Total</b>	1305	100.0%	313	100.0%	248	100.0%	193	100.0%	141	100.0%	410	100.0%
Not Answered	16		3		3		4		4		2	
<b>Reporting Category</b> Access to Care												
Achievement Score	93.3%		91.7%		91.5%		93.3%		96.5%		94.6%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.5		+1.0		-0.6		+1.2		+3.1		-0.1	

○ Response scored as: ● Achievement ● Room for improvement

**Q9. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health care possible	4	0.3%	0	0.0%	1	0.4%	1	0.5%	0	0.0%	2	0.5%
● 1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	3	0.2%	0	0.0%	1	0.4%	1	0.5%	0	0.0%	1	0.2%
● 3	3	0.2%	1	0.3%	1	0.4%	0	0.0%	1	0.7%	0	0.0%
● 4	8	0.6%	3	1.0%	3	1.2%	0	0.0%	1	0.7%	1	0.2%
● 5	17	1.3%	2	0.6%	5	2.0%	4	2.1%	1	0.7%	5	1.2%
● 6	33	2.5%	5	1.6%	8	3.2%	7	3.6%	5	3.5%	8	2.0%
● 7	70	5.4%	15	4.8%	16	6.4%	16	8.2%	7	4.9%	16	3.9%
● 8	196	15.0%	57	18.3%	41	16.5%	27	13.9%	17	11.9%	54	13.2%
● 9	196	15.0%	39	12.5%	40	16.1%	27	13.9%	31	21.7%	59	14.4%
● Best health care possible	778	59.5%	190	60.9%	133	53.4%	111	57.2%	80	55.9%	264	64.4%
<b>Total</b>	1308	100.0%	312	100.0%	249	100.0%	194	100.0%	143	100.0%	410	100.0%
Not Answered	13		4		2		3		2		2	
<b>Reporting Category</b> Rating of All Health Care												
Achievement Score	89.4%		91.7%		85.9%		85.1%		89.5%		92.0%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.1		+4.0		-2.1		<b>-6.2 ↓</b>		+1.0		+1.3	

○ Response scored as: ● Achievement ● Room for improvement



## Using This Report

This report is designed to identify and describe key opportunities for improving enrollees' experience of care across the Healthy Louisiana managed care program. For this report, LDH selected key indicators of enrollees' experience of care. LDH selected these key indicators based on two criteria: 1) they represent important aspects of healthcare; and 2) they are influenced directly by MCO policies and operations. Therefore, these results focus on areas where the MCOs have significant potential to improve enrollees' care and experience of care.

### About the CAHPS® Survey

The survey questions were obtained from the 2020 CAHPS® 5.0H Medicaid Child Survey (with the CCC measurement set). The objective of the survey is to capture complete and accurate information about consumer-reported experiences with healthcare. The survey aims to measure how well MCOs are meeting enrollees' expectations and perceived needs.

### Response Rates

The administration of the CAHPS® surveys is comprehensive and is designed to achieve the highest possible response rate. A high response rate facilitates the generalization of the survey responses to an MCO's population. The response rate is the total number of completed surveys divided by all eligible enrollees of the sample. An enrollee's survey was assigned a disposition code of "completed" if at least three of five specified questions were completed. Eligible enrollees included the entire sample minus ineligible members. Ineligible members of the sample met one or more of the following criteria: were deceased, were invalid (did not meet the eligible population criteria), were mentally or physically incapacitated, or had a language barrier.

For 2020, a total of 1,662 child surveys were completed for the CCC population enrolled in Louisiana's Medicaid managed care program for a survey response rate of 10.0 percent.

### Survey Analysis

Enrollee parent/caregiver responses to survey questions are summarized as achievement scores by MCO and for the program as a whole, termed the statewide average (SWA). An achievement score is computed as the proportion of responses that indicate a positive experience. In general, somewhat positive responses are included with positive responses as achievements. Achievement scores are computed by aggregating the top two or three positive experience responses, and reported for all pertinent survey items (i.e., those items that have a range of response choices from poor experience to positive). The scoring methodology included in this report is derived from the CAHPS® survey scoring guidelines.

Achievement scores for the component questionnaire items are presented in the form of bar charts to facilitate comparison of MCO scores over time. The graphs show the respondents answering "Usually" or "Always" for Never to Always scales, or "8", "9", or "10" for 0 to 10 scales. The interior portion of each bar represents the proportion giving a response of "Always" or "9" or "10".

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

### Interpretation of Results and Conclusions

Results presented here are in a format that is optimized for use in practical decision-making. Specifically, these results can:

1. Assist in identifying strengths and weaknesses in the quality of care and services for the MCOs.
2. Provide a way to assess where resources can best be allocated to improve performance for the MCOs.

Conclusions based on the information presented in this report should be tempered by its limitations. First, for some survey items, relatively small numbers of responses could be collected, due to skip patterns inherent in the instrument and/or a small survey sample size. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Additionally, in many of the charts and tables presented in this report, differences between MCOs are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

## Sample Disposition

	SWA	ACLA	ABHLA	HBL	LHCC	UHC
First mailing - sent	16723	3005	2459	3107	4543	3609
First mailing - usable returned surveys	746	176	129	123	161	157
Second mailing - usable returned surveys	494	93	116	114	2	169
Third mailing - usable returned surveys	61	0	61	0	0	0
Web - usable completed surveys	34	0	0	0	34	0
Phone - usable surveys	327	157	0	0	1	169
<b>Total - usable surveys</b>	<b>1662</b>	<b>426</b>	<b>306</b>	<b>237</b>	<b>198</b>	<b>495</b>
†Ineligible: According to population criteria‡	29	12	4	2	2	9
†Ineligible: Language barrier	5	3	0	1	0	1
†Ineligible: Deceased	1	1	0	0	0	0
†Ineligible: Mentally or physically unable to complete survey	0	0	0	0	0	0
Bad address	5917	413	2143	2864	154	343
Refusal	54	30	1	0	0	23
Incomplete survey	121	55	5	3	5	53
Nonresponse - Unavailable	8934	2065	0	0	4184	2685
<b>Response Rate</b>	<b>10.0%</b>	<b>14.3%</b>	<b>12.5%</b>	<b>7.6%</b>	<b>4.4%</b>	<b>13.8%</b>

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: *Response Rate = Total Returned and Completed Surveys / Total Eligible Cases*

## Health Plan Ratings

This section describes enrollees' parents'/caregivers' ratings of their child's health plan by MCO and for the Healthy Louisiana managed care program overall. Enrollees' parents'/caregivers were asked to rate different areas related to their child's health plan. The survey questions included the following:

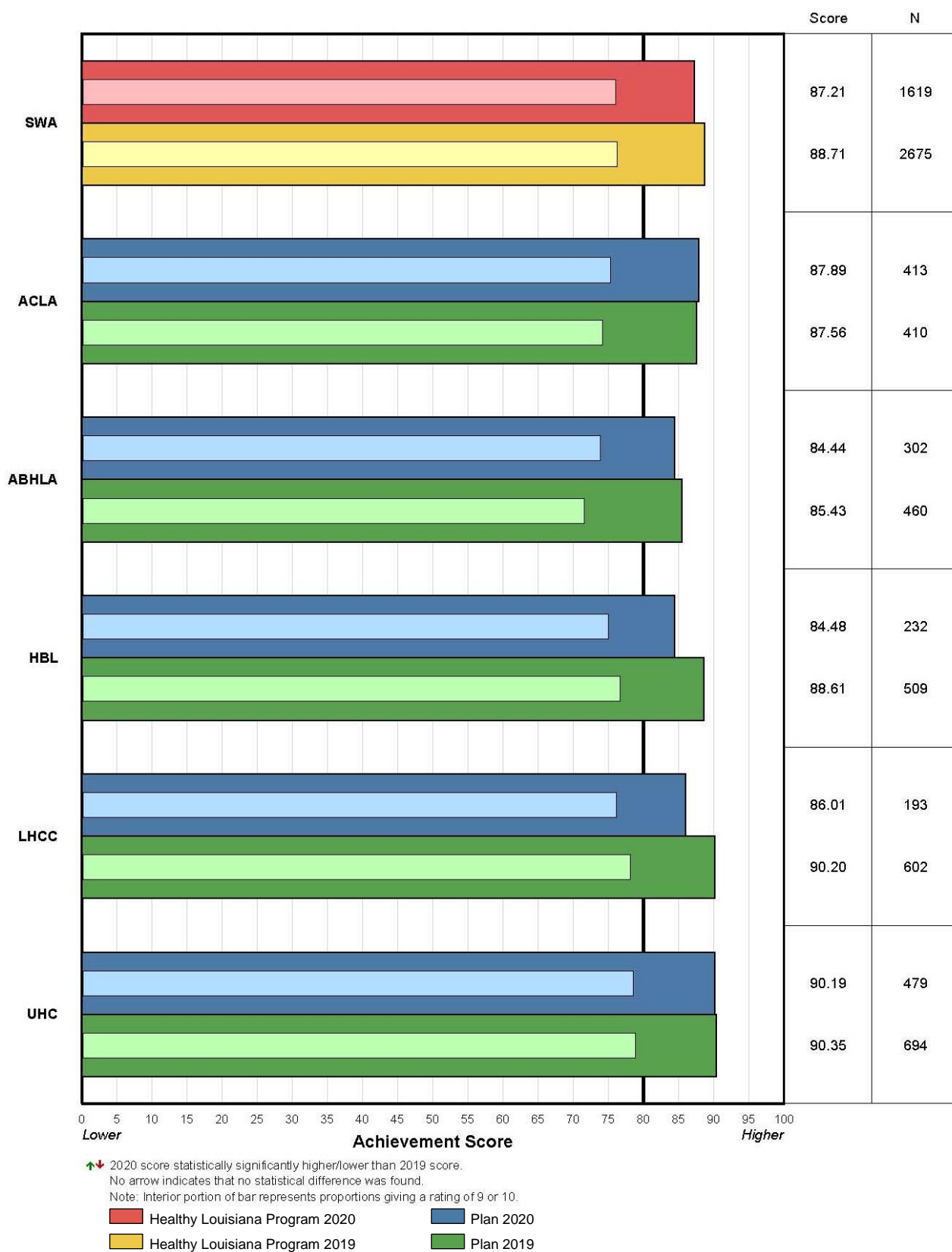
- Q49: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?  
Responses are on a scale of 0 to 10 with 0 being the worst and 10 the best.
- Q45: In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?  
Responses are Never, Sometimes, Usually, Always.
- Q46: In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?  
Responses are Never, Sometimes, Usually, Always.
- Q48: In the last 6 months, how often were the forms from your child's health plan easy to fill out?  
Responses are Never, Sometimes, Usually, Always.

### Key Findings

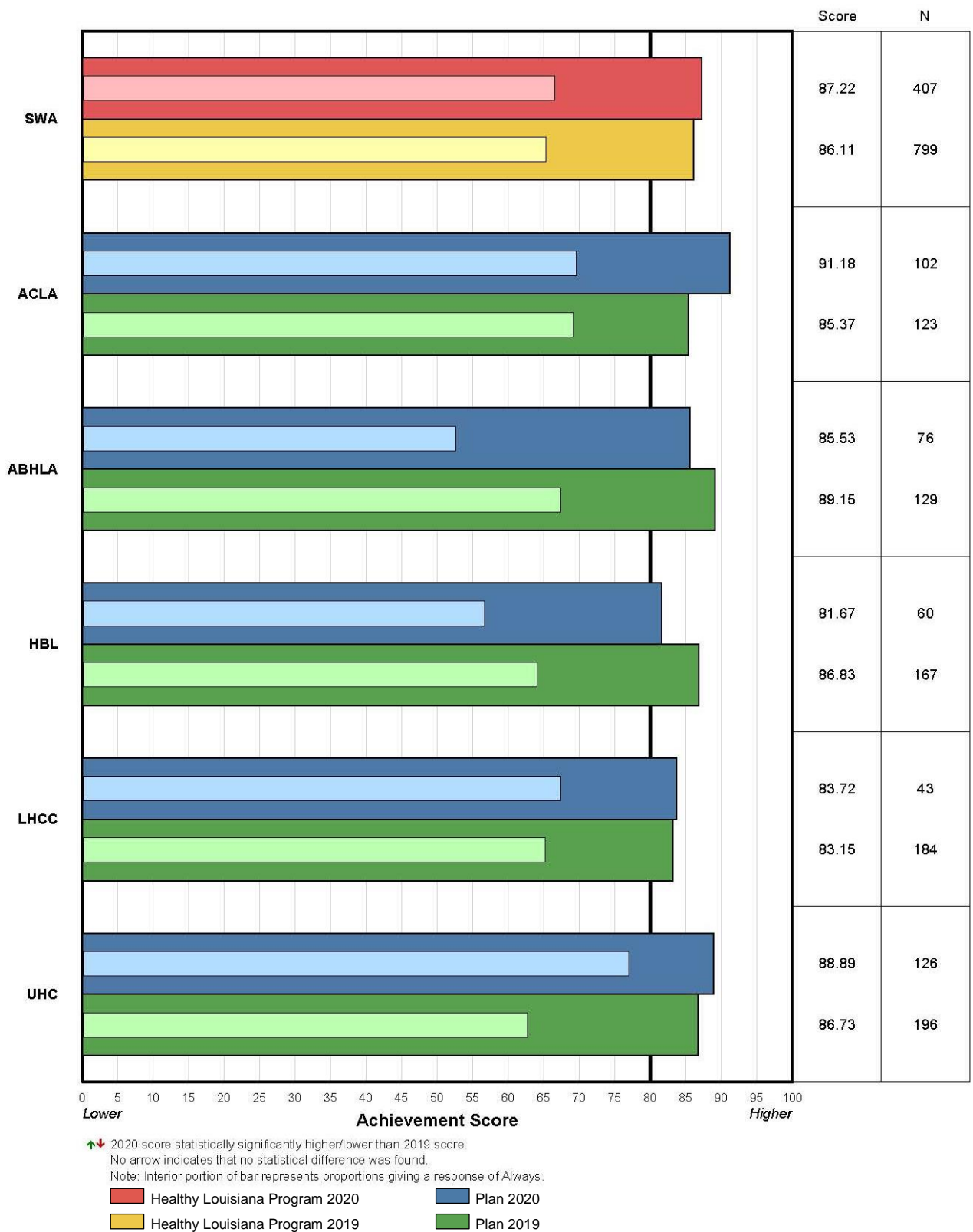
Results presented in the Health Plan Ratings section are summarized below. Scores are out of 100.

- **Rating of child's health plan:** The overall score for the Healthy Louisiana managed care program was high (87.2) with similar scores among the plans (84.4–90.2). Scores in 2020 were similar to scores in 2019.
- **Obtained help needed from customer service:** The overall score for the Healthy Louisiana managed care program was high (87.2) with similar scores among the plans (81.7–91.2). Scores in 2020 were similar to scores in 2019.
- **Customer service treated with courtesy and respect:** The overall score for the Healthy Louisiana managed care program was high (96.5) with similar scores among the plans (90.2–100.0). Scores in 2020 were similar to scores in 2019.
- **Health plan forms easy to fill out:** The overall score for the Healthy Louisiana managed care program was high (91.3) with similar scores among the plans (84.7–96.6). The Healthy Louisiana managed care program had a statistically significantly higher score in 2020 than in 2019 (from 82.3 to 91.3, an increase of 9.0). Additionally, three MCOs had a statistically significantly higher score in 2020 than in 2019 (from 84.6 to 94.3, an increase of 9.7; from 84.0 to 94.6, an increase of 10.6; and from 83.9 to 91.8, an increase of 7.9).

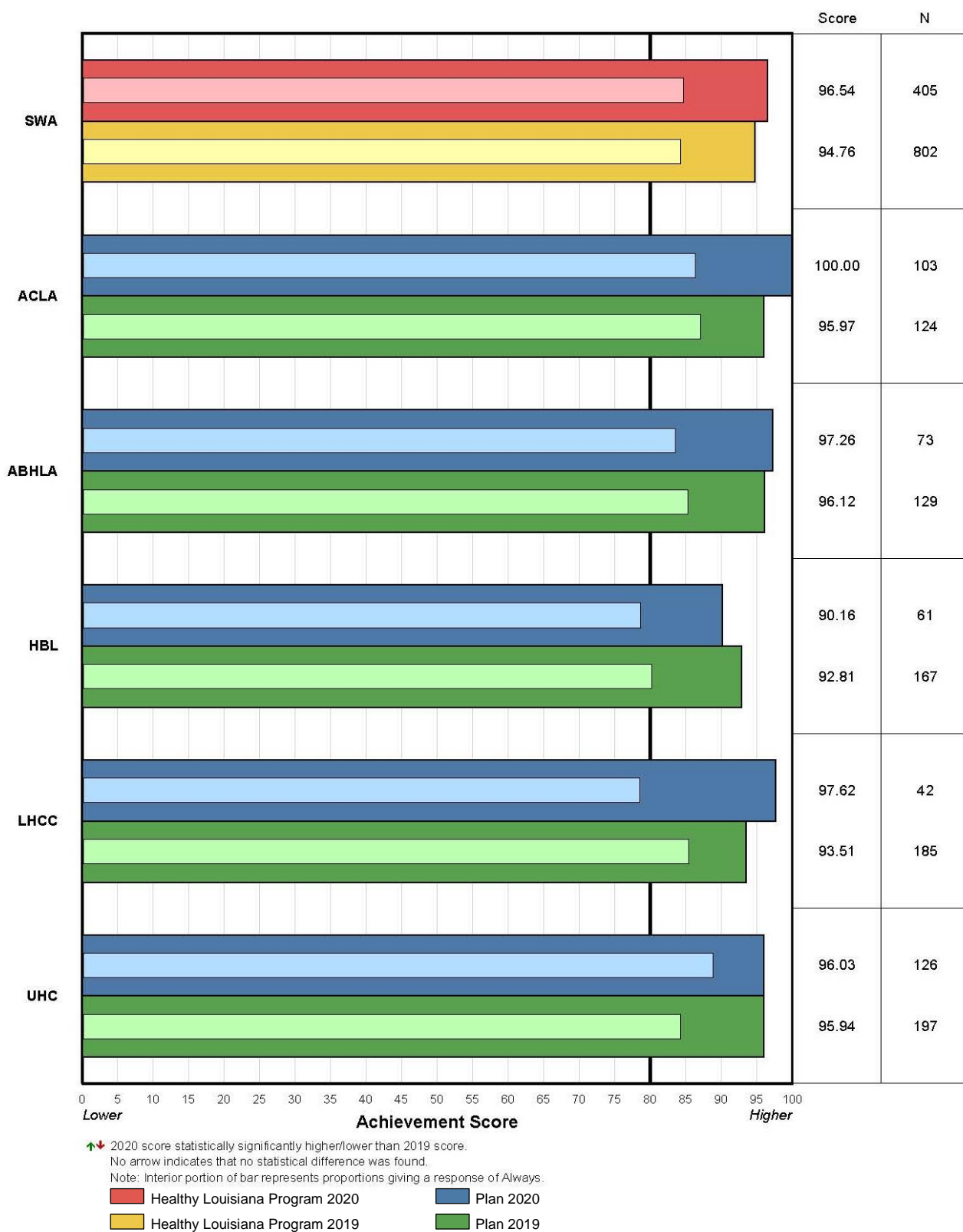
## Q49. Rating of child's plan



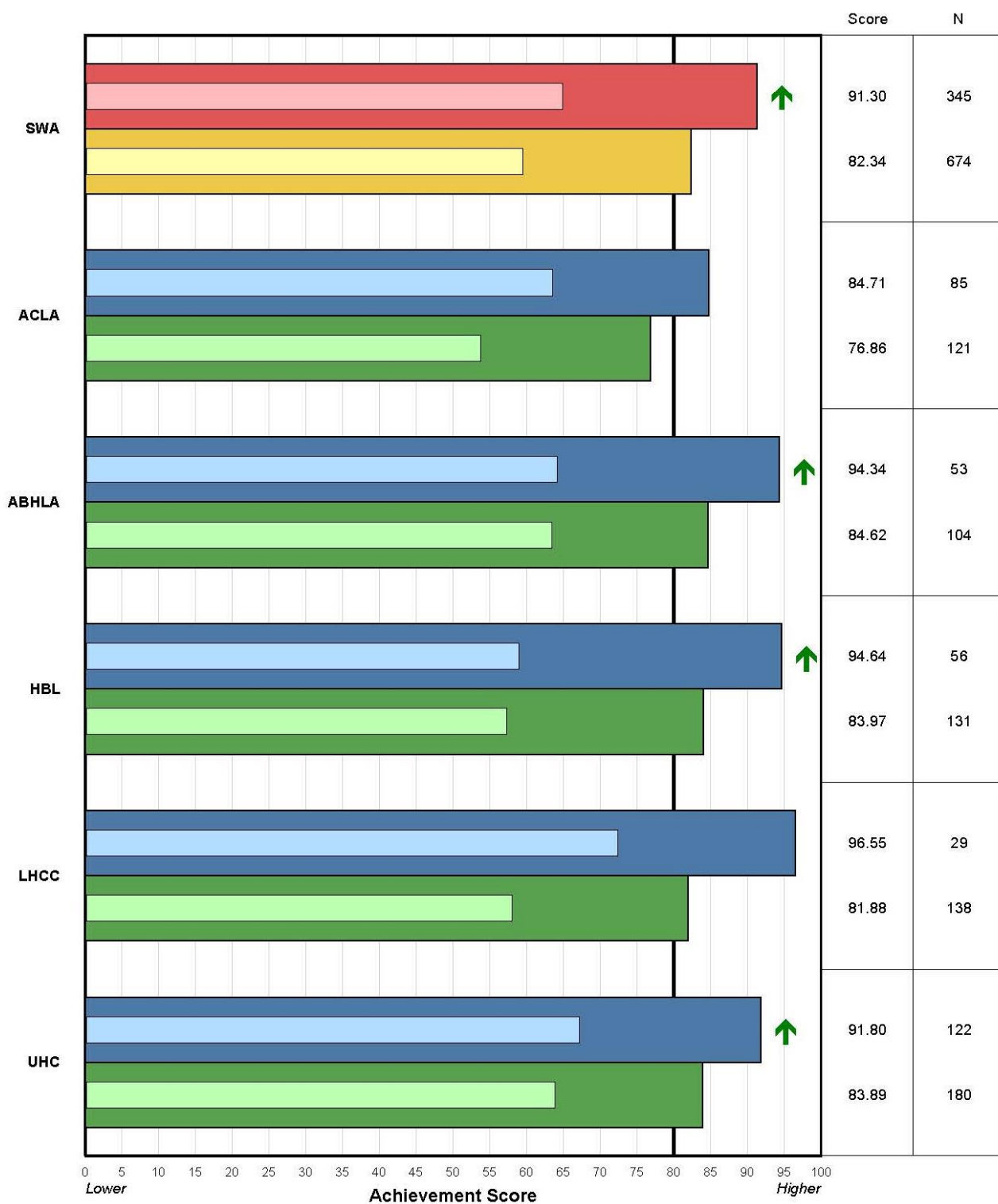
**Q45. Child's health plan customer service usually or always gave needed information or help**



### Q46. Usually or always treated with courtesy and respect by child's health plan customer service staff



### Q48. Forms from your child's health plan usually or always easy to fill out





**Q49. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	10	0.6%	2	0.5%	3	1.0%	1	0.4%	3	1.6%	1	0.2%
● 1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	3	0.2%	1	0.2%	0	0.0%	0	0.0%	0	0.0%	2	0.4%
● 3	7	0.4%	0	0.0%	3	1.0%	2	0.9%	0	0.0%	2	0.4%
● 4	12	0.7%	3	0.7%	2	0.7%	2	0.9%	5	2.6%	0	0.0%
● 5	44	2.7%	15	3.6%	5	1.7%	8	3.4%	5	2.6%	11	2.3%
● 6	37	2.3%	6	1.5%	8	2.6%	8	3.4%	6	3.1%	9	1.9%
● 7	94	5.8%	23	5.6%	26	8.6%	15	6.5%	8	4.1%	22	4.6%
● 8	181	11.2%	52	12.6%	32	10.6%	22	9.5%	19	9.8%	56	11.7%
● 9	253	15.6%	60	14.5%	53	17.5%	40	17.2%	36	18.7%	64	13.4%
● Best health plan possible	978	60.4%	251	60.8%	170	56.3%	134	57.8%	111	57.5%	312	65.1%
<b>Total</b>	1619	100.0%	413	100.0%	302	100.0%	232	100.0%	193	100.0%	479	100.0%
Not Answered	43		13		4		5		5		16	
<b>Reporting Category</b> Health Plan Ratings												
Achievement Score	87.2%		87.9%		84.4%		84.5%		86.0%		90.2%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-1.5		+0.3		-1.0		-4.1		-4.2		-0.2	

**Q45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	2.5%	1	1.0%	3	3.9%	2	3.3%	1	2.3%	3	2.4%
● Sometimes	42	10.3%	8	7.8%	8	10.5%	9	15.0%	6	14.0%	11	8.7%
● Usually	84	20.6%	22	21.6%	25	32.9%	15	25.0%	7	16.3%	15	11.9%
● Always	271	66.6%	71	69.6%	40	52.6%	34	56.7%	29	67.4%	97	77.0%
<b>Total</b>	407	100.0%	102	100.0%	76	100.0%	60	100.0%	43	100.0%	126	100.0%
Not Answered	13		1		1		5		4		2	
<b>Reporting Category</b> Health Plan Ratings												
Achievement Score	87.2%		91.2%		85.5%		81.7%		83.7%		88.9%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.1		+5.8		-3.6		-5.2		+0.6		+2.2	

○ Response scored as: ● Achievement ● Room for improvement

**Q46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	3	0.7%	0	0.0%	0	0.0%	1	1.6%	0	0.0%	2	1.6%
● Sometimes	11	2.7%	0	0.0%	2	2.7%	5	8.2%	1	2.4%	3	2.4%
● Usually	48	11.9%	14	13.6%	10	13.7%	7	11.5%	8	19.0%	9	7.1%
● Always	343	84.7%	89	86.4%	61	83.6%	48	78.7%	33	78.6%	112	88.9%
<b>Total</b>	405	100.0%	103	100.0%	73	100.0%	61	100.0%	42	100.0%	126	100.0%
Not Answered	15		0		4		4		5		2	
<b>Reporting Category</b> Health Plan Ratings												
Achievement Score	96.5%		100.0%		97.3%		90.2%		97.6%		96.0%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.8		+4.0		+1.1		-2.7		+4.1		+0.1	

**Q48. In the last 6 months, how often were the forms from your child's health plan easy to fill out?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	4	1.2%	0	0.0%	0	0.0%	1	1.8%	0	0.0%	3	2.5%
● Sometimes	26	7.5%	13	15.3%	3	5.7%	2	3.6%	1	3.4%	7	5.7%
● Usually	91	26.4%	18	21.2%	16	30.2%	20	35.7%	7	24.1%	30	24.6%
● Always	224	64.9%	54	63.5%	34	64.2%	33	58.9%	21	72.4%	82	67.2%
<b>Total</b>	345	100.0%	85	100.0%	53	100.0%	56	100.0%	29	100.0%	122	100.0%
Not Answered	10		2		2		4		0		2	
<b>Reporting Category</b> Health Plan Ratings												
Achievement Score	91.3%		84.7%		94.3%		94.6%		96.6%		91.8%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+9.0 ↑		+7.8		+9.7 ↑		+10.7 ↑		+14.7		+7.9 ↑	

○ Response scored as: ● Achievement ● Room for improvement

## Access to Care

This section describes enrollees' parents'/caregivers' experiences with access to care for their child by MCO and for the Healthy Louisiana managed care program overall. MCOs can directly influence access to care through their contracted networks and through maintaining accurate and up-to-date provider directories. The survey questions include the following:

- Q10: In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?  
Responses are Never, Sometimes, Usually, Always.
- Q4: In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?  
Responses are Never, Sometimes, Usually, Always.
- Q6: In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?  
Responses are Never, Sometimes, Usually, Always.
- Q41: In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?  
Responses are Never, Sometimes, Usually, Always.
- Q51: In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?  
Responses are Never, Sometimes, Usually, Always.
- Q15: In the last 6 months, how often was it easy to get special medical equipment or devices for your child?  
Responses are Never, Sometimes, Usually, Always.
- Q18: In the last 6 months, how often was it easy to get this therapy for your child?  
Responses are Never, Sometimes, Usually, Always.
- Q21: In the last 6 months, how often was it easy to get this treatment or counseling for your child?  
Responses are Never, Sometimes, Usually, Always.

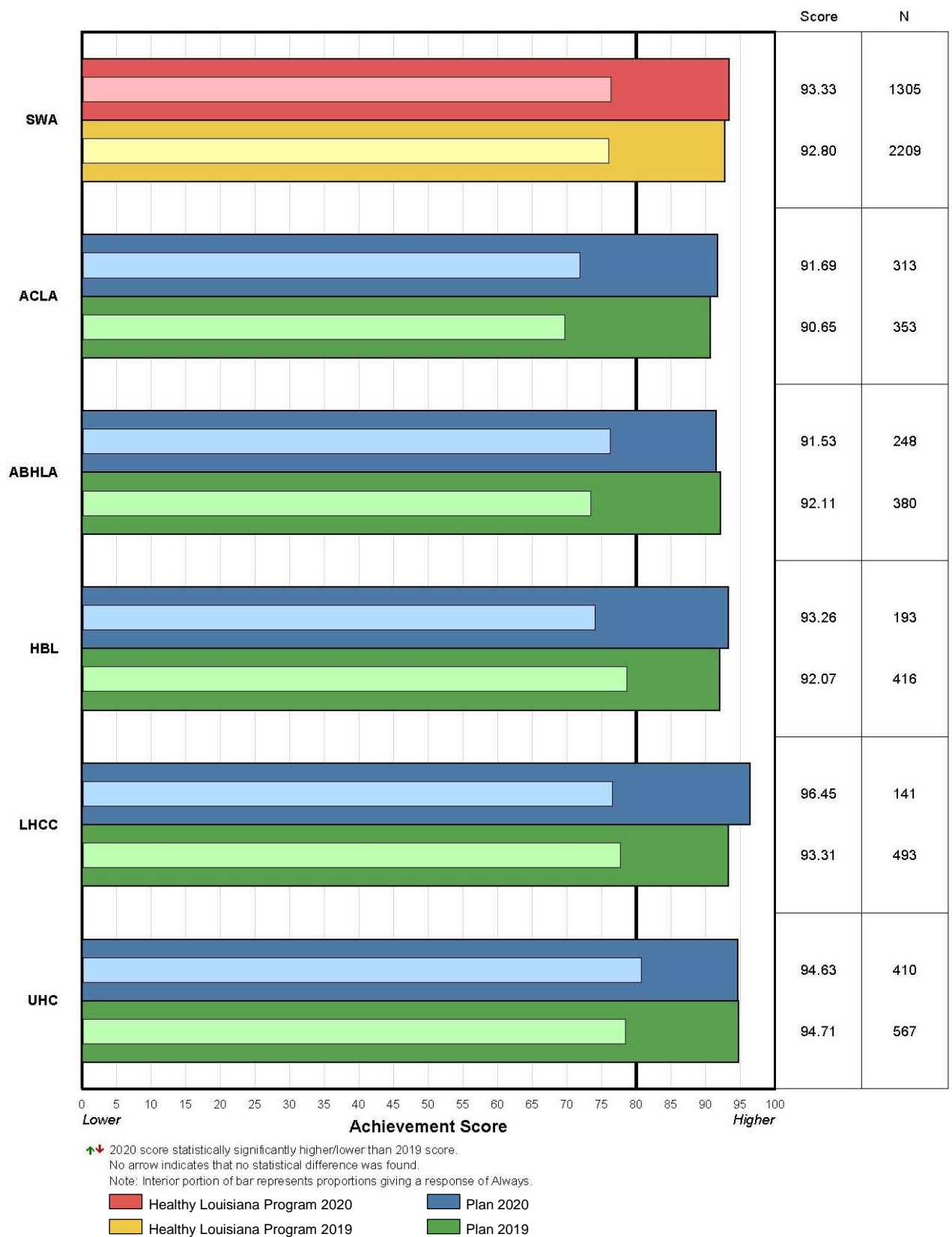
### Key Findings

Results presented in the Access to Care section are summarized below. Scores are out of 100.

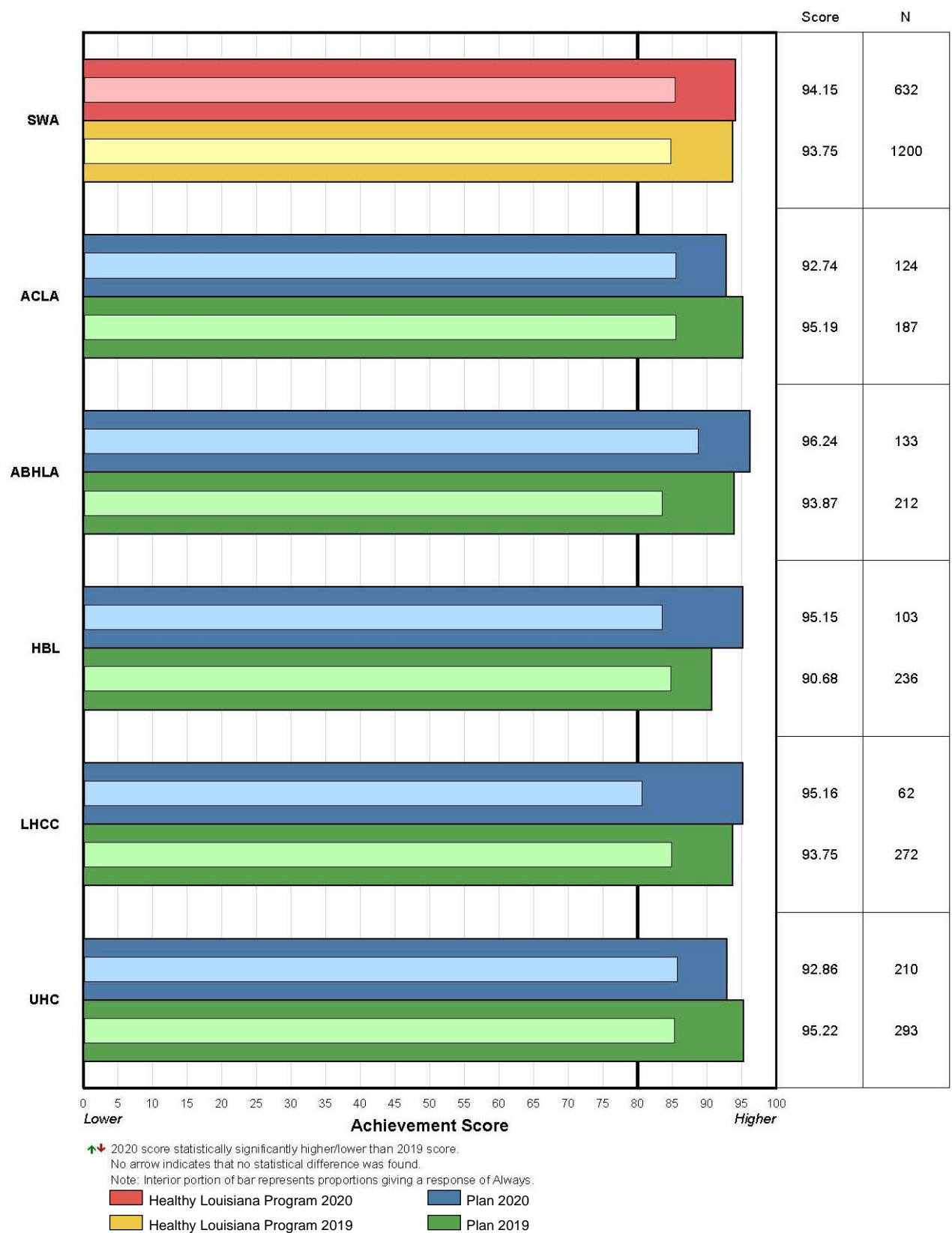
- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (93.3) with similar scores among the plans (91.5–96.5). Scores in 2020 were similar to scores in 2019.
- **Received care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (94.2) with similar scores among the plans (92.7–96.2). Scores in 2020 were similar to scores in 2019.
- **Received appointment for check-up or routine care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (93.8) with similar scores among the plans (91.9–96.5). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly higher score in 2020 than in 2019 (from 93.3 to 96.5, an increase of 3.2).
- **Received appointment to see a specialist as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (84.1) with similar scores among the plans (80.0–87.7). Scores in 2020 were similar to scores in 2019.
- **Access to prescription medicines:** The overall score for the Healthy Louisiana managed care program was high (92.5) with similar scores among the plans (90.3–96.1). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly higher score in 2020 than in 2019 (from 91.0 to 96.1, an increase of 5.1).
- **Access to special medical equipment or devices:** The overall score for the Healthy Louisiana managed care program was 73.8 with similar scores among the plans (60.5–100.0). Scores in 2020 varied from scores in 2019, but no statistically significant differences were observed.
- **Access to special therapy:** The overall score for the Healthy Louisiana managed care program was 77.0 with similar scores among the plans (65.2–92.9). Scores in 2020 were similar to scores in 2019.

- **Access to treatment or counseling:** The overall score for the Healthy Louisiana managed care program was 77.5 with similar scores among the plans (71.2–82.9). Scores in 2020 were similar to scores in 2019.

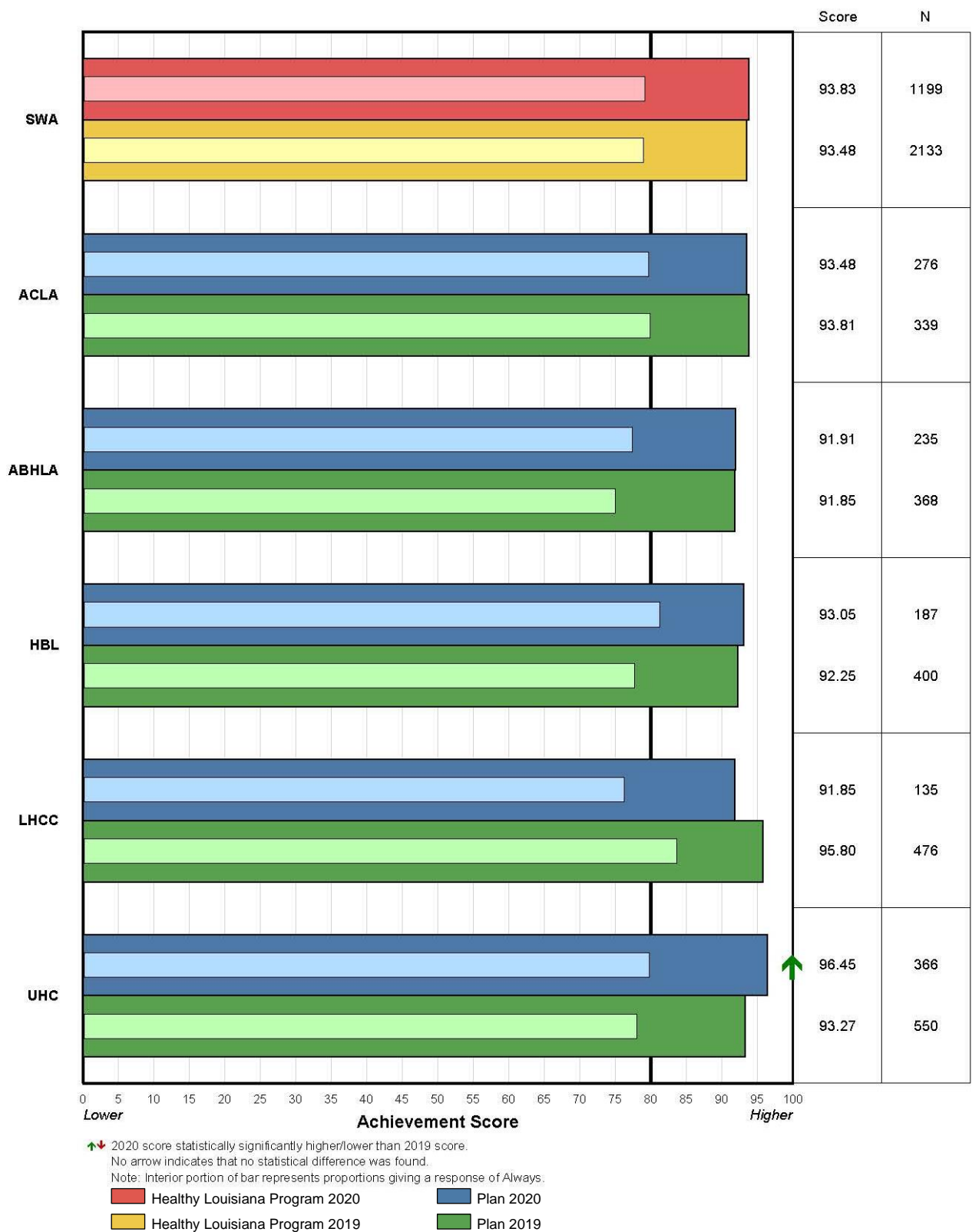
### Q10. Usually or always got care, tests, or treatment you thought your child needed



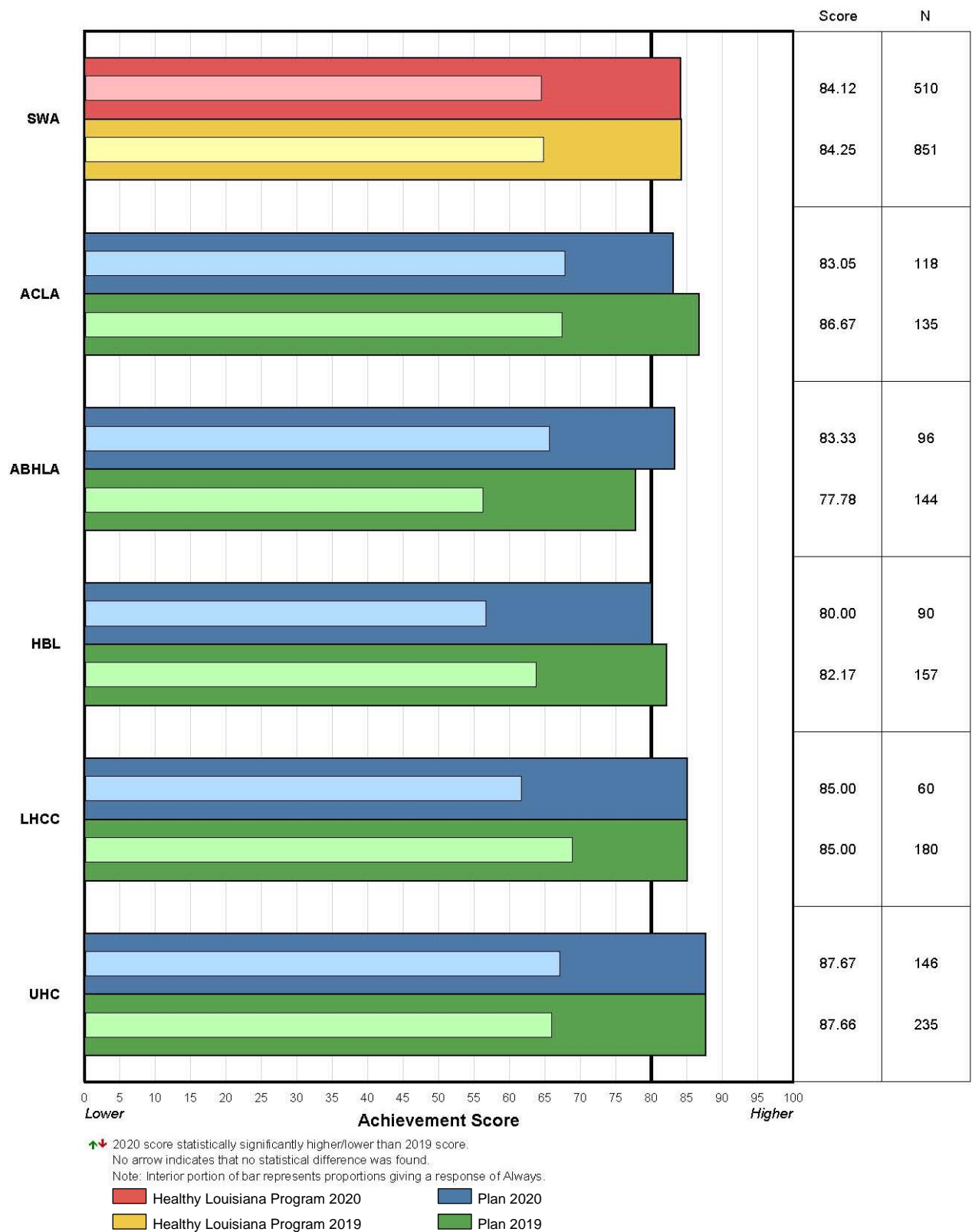
### Q4. Usually or always got urgent care as soon as your child needed



### Q6. Usually or always got an appointment for check-up or routine care as soon as your child needed

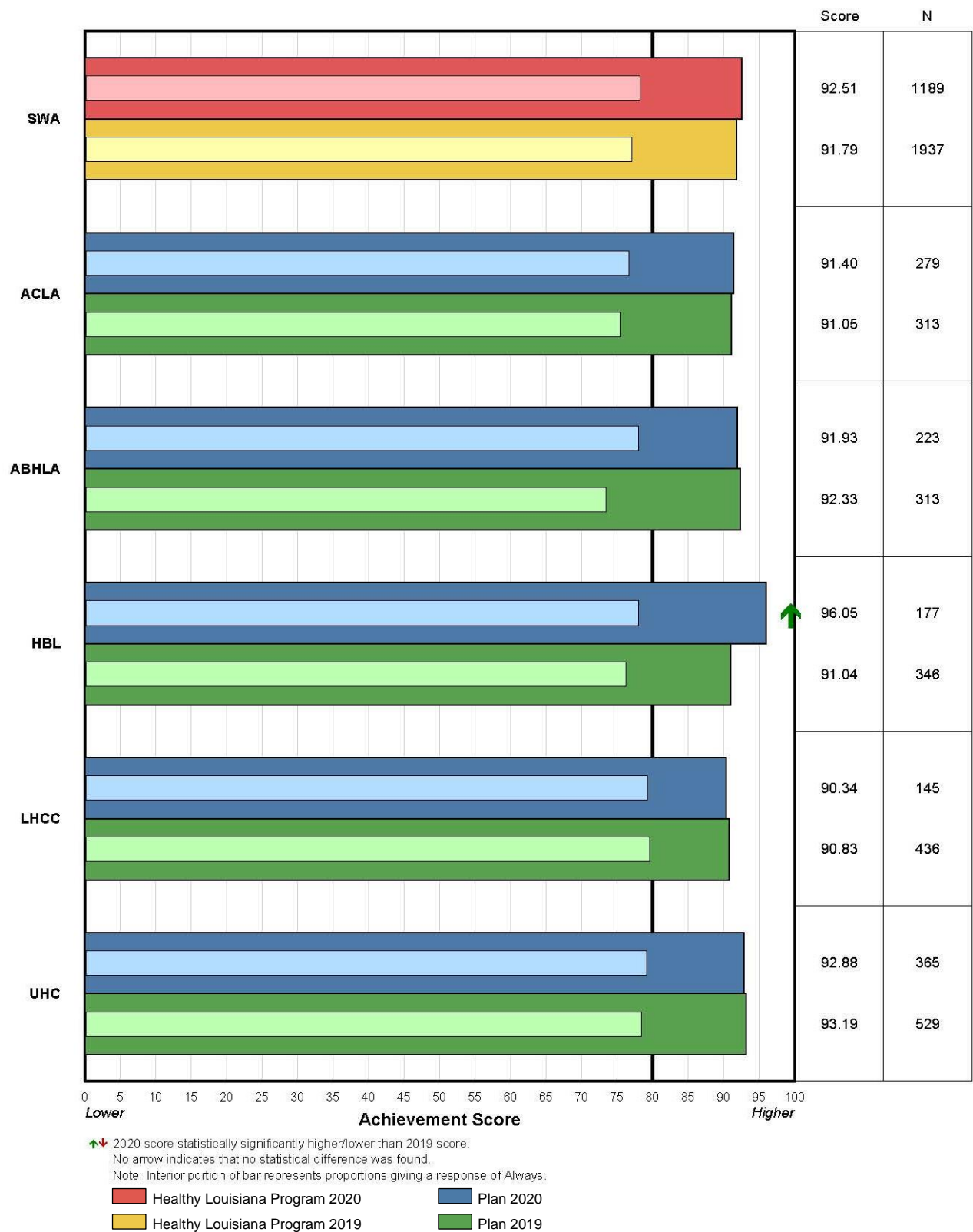


### Q41. Usually or always got an appointment for child to see a specialist as soon as you needed

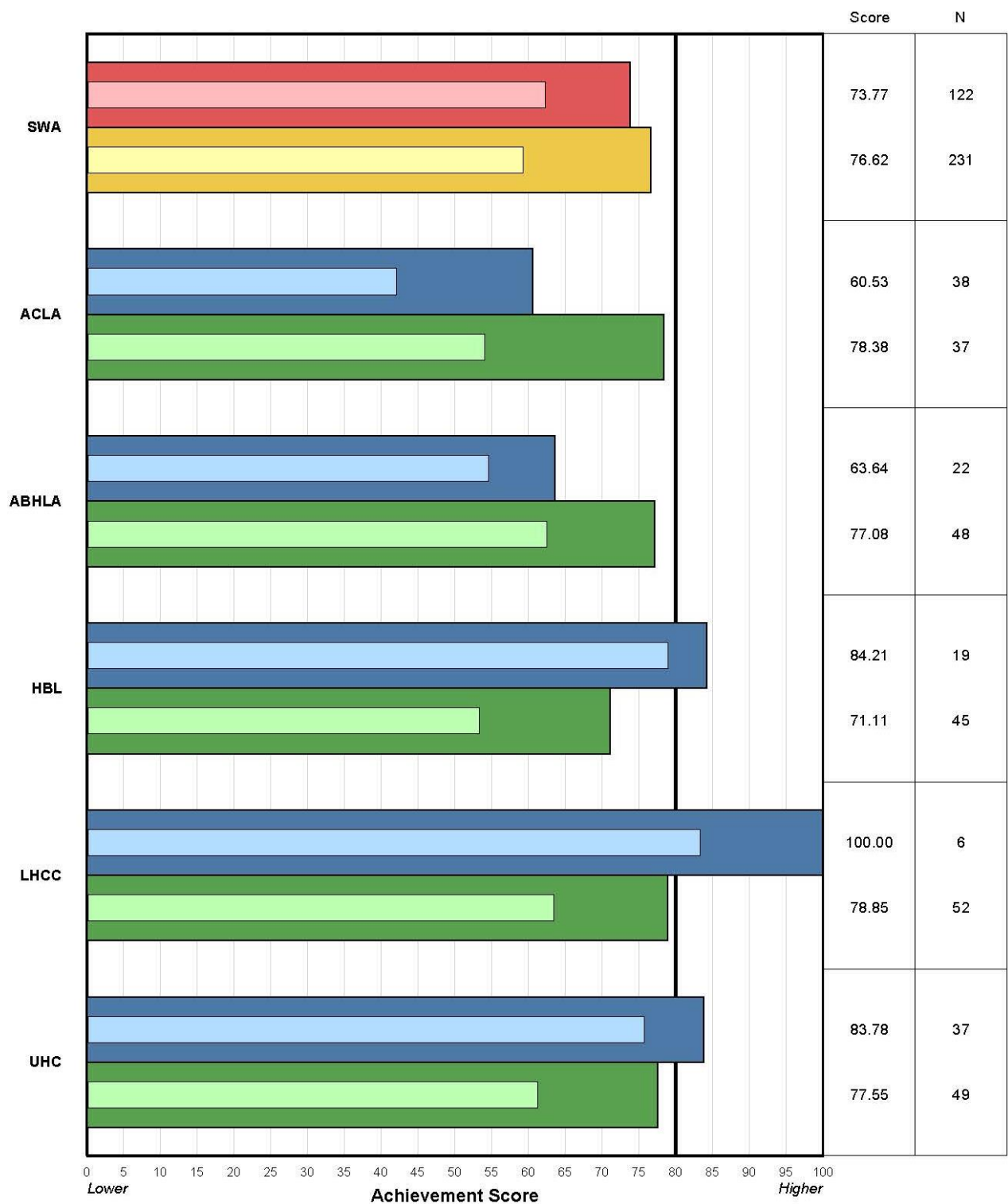




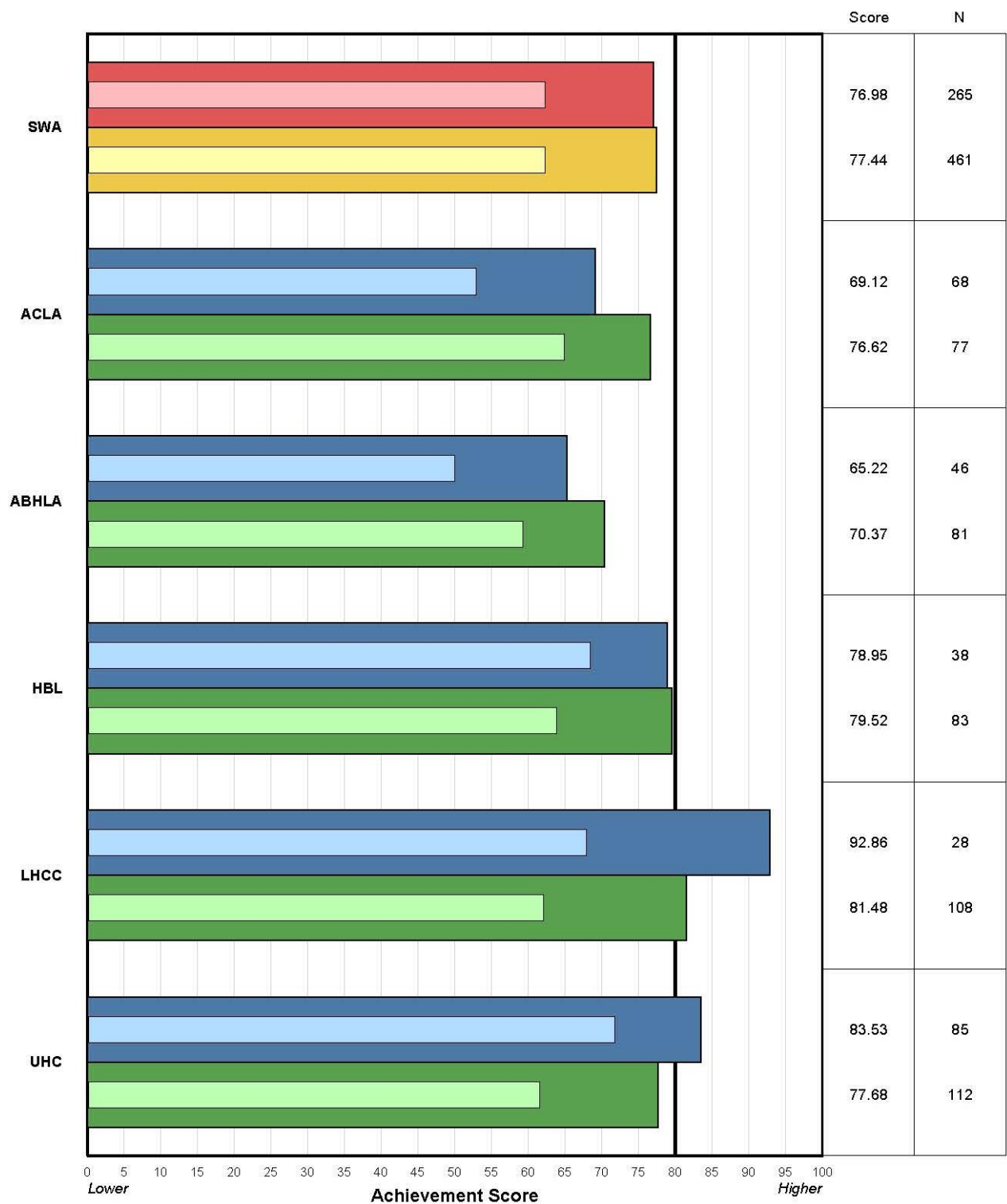
### Q51. Usually or always easy to get prescription medicine for child through child's health plan



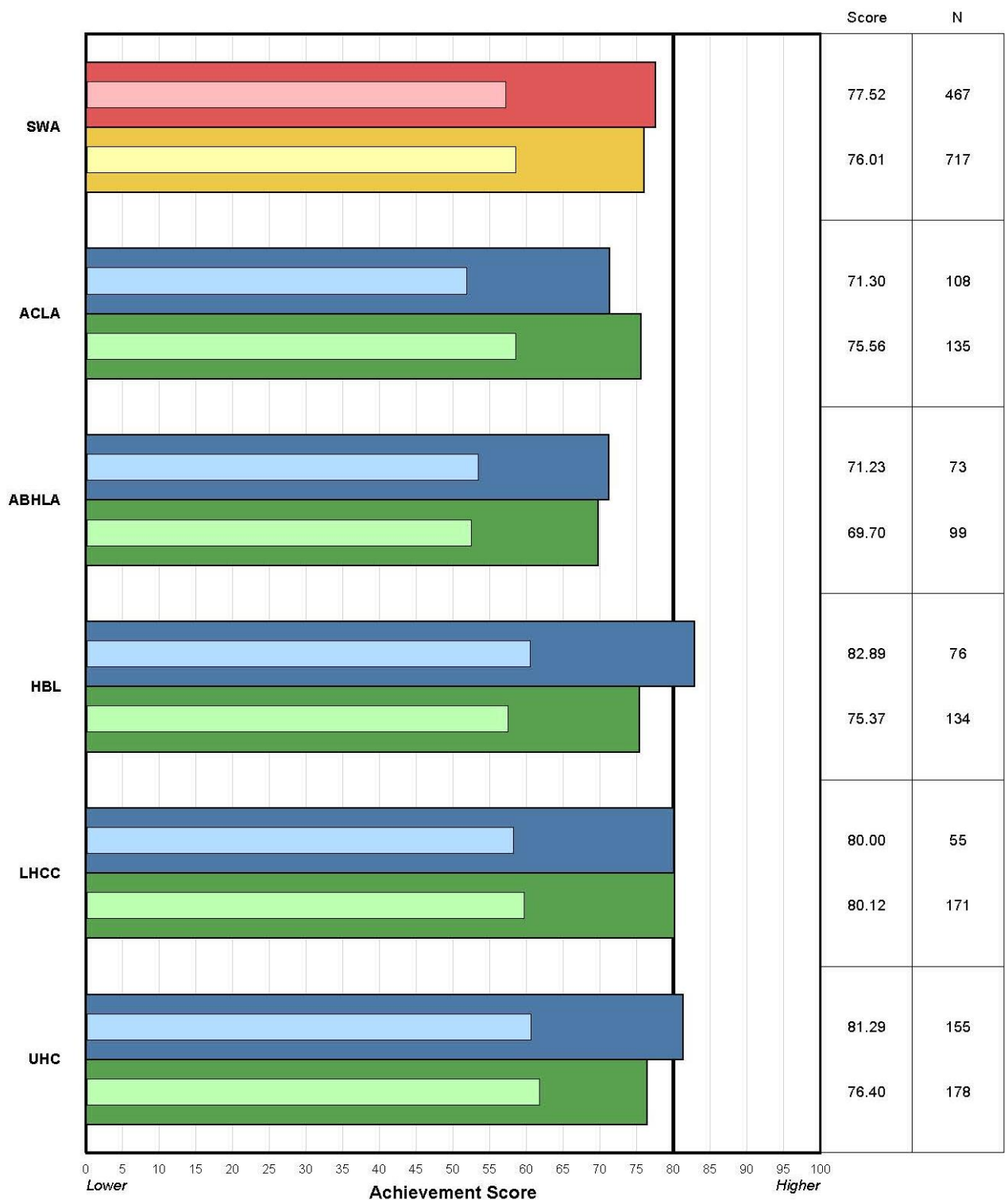
### Q15. Usually or always easy to get special medical equipment or devices for your child



### Q18. Usually or always easy to get therapy for your child



### Q21. Usually or always easy to get treatment or counseling for your child



**Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	1.1%	3	1.0%	5	2.0%	2	1.0%	1	0.7%	3	0.7%
● Sometimes	73	5.6%	23	7.3%	16	6.5%	11	5.7%	4	2.8%	19	4.6%
● Usually	222	17.0%	62	19.8%	38	15.3%	37	19.2%	28	19.9%	57	13.9%
● Always	996	76.3%	225	71.9%	189	76.2%	143	74.1%	108	76.6%	331	80.7%
<b>Total</b>	1305	100.0%	313	100.0%	248	100.0%	193	100.0%	141	100.0%	410	100.0%
Not Answered	16		3		3		4		4		2	
<b>Reporting Category</b> Access to Care												
Achievement Score	93.3%		91.7%		91.5%		93.3%		96.5%		94.6%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.5		+1.0		-0.6		+1.2		+3.1		-0.1	

**Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	4	0.6%	2	1.6%	1	0.8%	0	0.0%	0	0.0%	1	0.5%
● Sometimes	33	5.2%	7	5.6%	4	3.0%	5	4.9%	3	4.8%	14	6.7%
● Usually	55	8.7%	9	7.3%	10	7.5%	12	11.7%	9	14.5%	15	7.1%
● Always	540	85.4%	106	85.5%	118	88.7%	86	83.5%	50	80.6%	180	85.7%
<b>Total</b>	632	100.0%	124	100.0%	133	100.0%	103	100.0%	62	100.0%	210	100.0%
Not Answered	26		9		4		3		4		6	
<b>Reporting Category</b> Access to Care												
Achievement Score	94.1%		92.7%		96.2%		95.1%		95.2%		92.9%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.4		-2.4		+2.4		+4.5		+1.4		-2.4	

**Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	10	0.8%	3	1.1%	4	1.7%	1	0.5%	1	0.7%	1	0.3%
● Sometimes	64	5.3%	15	5.4%	15	6.4%	12	6.4%	10	7.4%	12	3.3%
● Usually	176	14.7%	38	13.8%	34	14.5%	22	11.8%	21	15.6%	61	16.7%
● Always	949	79.1%	220	79.7%	182	77.4%	152	81.3%	103	76.3%	292	79.8%
<b>Total</b>	1199	100.0%	276	100.0%	235	100.0%	187	100.0%	135	100.0%	366	100.0%
Not Answered	53		18		11		6		6		12	
<b>Reporting Category</b> Access to Care												
Achievement Score	93.8%		93.5%		91.9%		93.0%		91.9%		96.4%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.3		-0.3		+0.1		+0.8		-3.9		+3.2 ↑	

○ Response scored as: ● Achievement ● Room for improvement

**Q41. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	3.1%	1	0.8%	2	2.1%	3	3.3%	2	3.3%	8	5.5%
● Sometimes	65	12.7%	19	16.1%	14	14.6%	15	16.7%	7	11.7%	10	6.8%
● Usually	100	19.6%	18	15.3%	17	17.7%	21	23.3%	14	23.3%	30	20.5%
● Always	329	64.5%	80	67.8%	63	65.6%	51	56.7%	37	61.7%	98	67.1%
<b>Total</b>	510	100.0%	118	100.0%	96	100.0%	90	100.0%	60	100.0%	146	100.0%
Not Answered	8		1		0		1		2		4	
<b>Reporting Category</b> Access to Care												
Achievement Score	84.1%		83.1%		83.3%		80.0%		85.0%		87.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.1		-3.6		+5.6		-2.2		+0.0		+0.0	

**Q51. In the last 6 months, how often was it easy to get prescription medicine for your child through your child's health plan?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	12	1.0%	1	0.4%	4	1.8%	2	1.1%	1	0.7%	4	1.1%
● Sometimes	77	6.5%	23	8.2%	14	6.3%	5	2.8%	13	9.0%	22	6.0%
● Usually	170	14.3%	41	14.7%	31	13.9%	32	18.1%	16	11.0%	50	13.7%
● Always	930	78.2%	214	76.7%	174	78.0%	138	78.0%	115	79.3%	289	79.2%
<b>Total</b>	1189	100.0%	279	100.0%	223	100.0%	177	100.0%	145	100.0%	365	100.0%
Not Answered	25		6		3		4		3		9	
<b>Reporting Category</b> Access to Care												
Achievement Score	92.5%		91.4%		91.9%		96.0%		90.3%		92.9%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.7		+0.3		-0.4		+5.0 ↑		-0.5		-0.3	

**Q15. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	12.3%	6	15.8%	4	18.2%	2	10.5%	0	0.0%	3	8.1%
● Sometimes	17	13.9%	9	23.7%	4	18.2%	1	5.3%	0	0.0%	3	8.1%
● Usually	14	11.5%	7	18.4%	2	9.1%	1	5.3%	1	16.7%	3	8.1%
● Always	76	62.3%	16	42.1%	12	54.5%	15	78.9%	5	83.3%	28	75.7%
<b>Total</b>	122	100.0%	38	100.0%	22	100.0%	19	100.0%	6	100.0%	37	100.0%
Not Answered	0		0		0		0		0		0	
<b>Reporting Category</b> Access to Care												
Achievement Score	73.8%		60.5%		63.6%		84.2%		100.0%		83.8%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-2.9		-17.9		-13.4		+13.1		+21.2		+6.2	

○ Response scored as: ● Achievement ● Room for improvement

**Q18. In the last 6 months, how often was it easy to get this therapy for your child?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	25	9.4%	9	13.2%	7	15.2%	4	10.5%	0	0.0%	5	5.9%
● Sometimes	36	13.6%	12	17.6%	9	19.6%	4	10.5%	2	7.1%	9	10.6%
● Usually	39	14.7%	11	16.2%	7	15.2%	4	10.5%	7	25.0%	10	11.8%
● Always	165	62.3%	36	52.9%	23	50.0%	26	68.4%	19	67.9%	61	71.8%
<b>Total</b>	265	100.0%	68	100.0%	46	100.0%	38	100.0%	28	100.0%	85	100.0%
Not Answered	7		2		1		2		1		1	
<b>Reporting Category</b> Access to Care												
Achievement Score	77.0%		69.1%		65.2%		78.9%		92.9%		83.5%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.5		-7.5		-5.2		-0.6		+11.4		+5.9	

**Q21. In the last 6 months, how often was it easy to get this treatment or counseling for your child?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	45	9.6%	11	10.2%	12	16.4%	7	9.2%	3	5.5%	12	7.7%
● Sometimes	60	12.8%	20	18.5%	9	12.3%	6	7.9%	8	14.5%	17	11.0%
● Usually	95	20.3%	21	19.4%	13	17.8%	17	22.4%	12	21.8%	32	20.6%
● Always	267	57.2%	56	51.9%	39	53.4%	46	60.5%	32	58.2%	94	60.6%
<b>Total</b>	467	100.0%	108	100.0%	73	100.0%	76	100.0%	55	100.0%	155	100.0%
Not Answered	18		6		1		3		2		6	
<b>Reporting Category</b> Access to Care												
Achievement Score	77.5%		71.3%		71.2%		82.9%		80.0%		81.3%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.5		-4.3		+1.5		+7.5		-0.1		+4.9	

○ Response scored as: ● Achievement ● Room for improvement



## Experience of Care

This section describes enrollees' parents'/caregivers' experiences with their child's doctor by MCO and for the Healthy Louisiana managed care program overall. MCOs can influence this rating by contracting with high quality providers and by giving providers the support and resources they need to take care of enrollees. The survey questions include the following:

- Q36: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?  
Responses are on a scale of 0 to 10 with 0 being the worst and 10 the best.
- Q27: In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?  
Responses are Never, Sometimes, Usually, Always.
- Q28: In the last 6 months, how often did your child's personal doctor listen carefully to you?  
Responses are Never, Sometimes, Usually, Always.
- Q29: In the last 6 months, how often did your child's personal doctor show respect for what you had to say?  
Responses are Never, Sometimes, Usually, Always.
- Q32: In the last 6 months, how often did your child's personal doctor spend enough time with your child?  
Responses are Never, Sometimes, Usually, Always.
- Q35: In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?  
Responses are Never, Sometimes, Usually, Always.

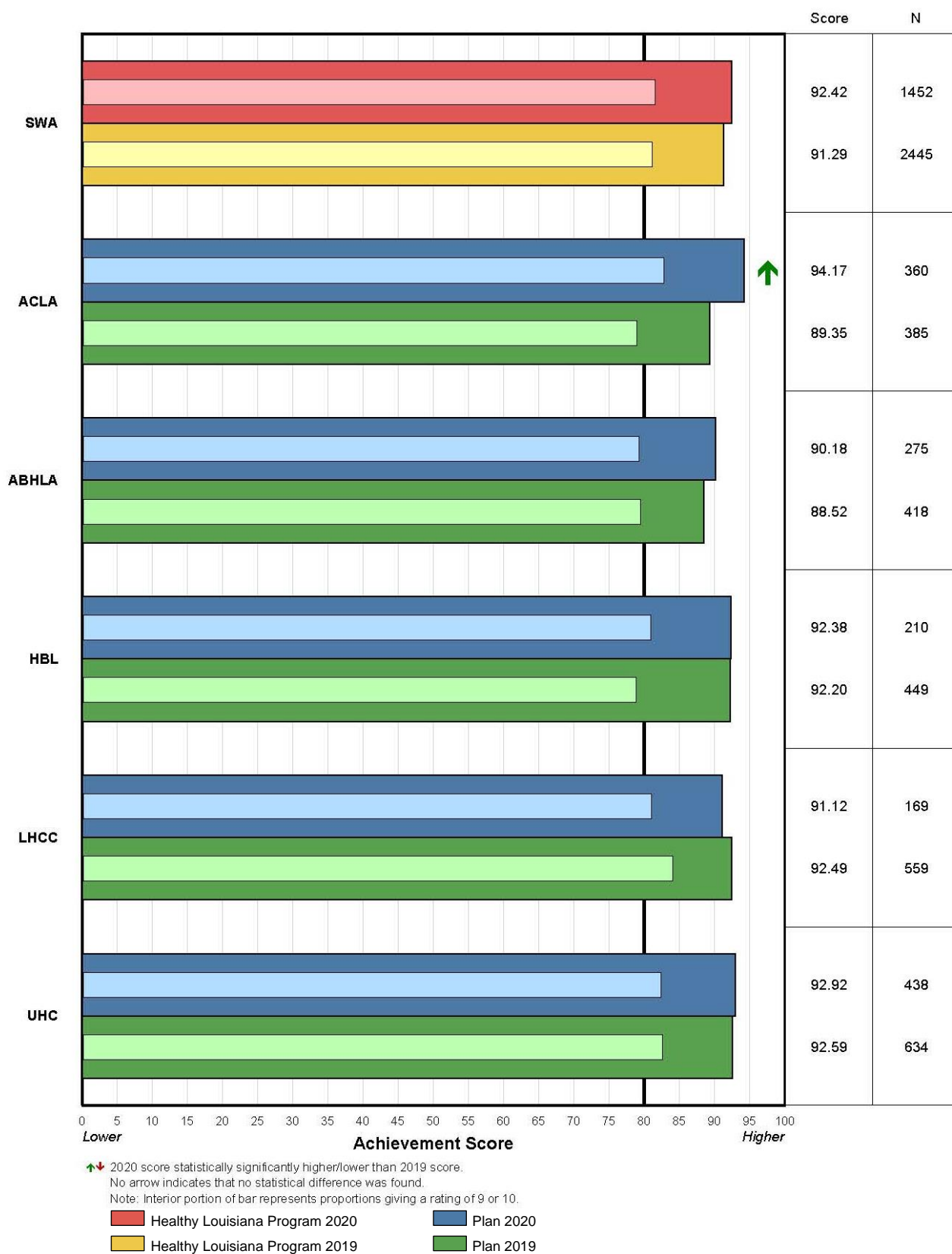
### Key Findings

Results presented in the Experience of Care section are summarized below. Responses are out of 100.

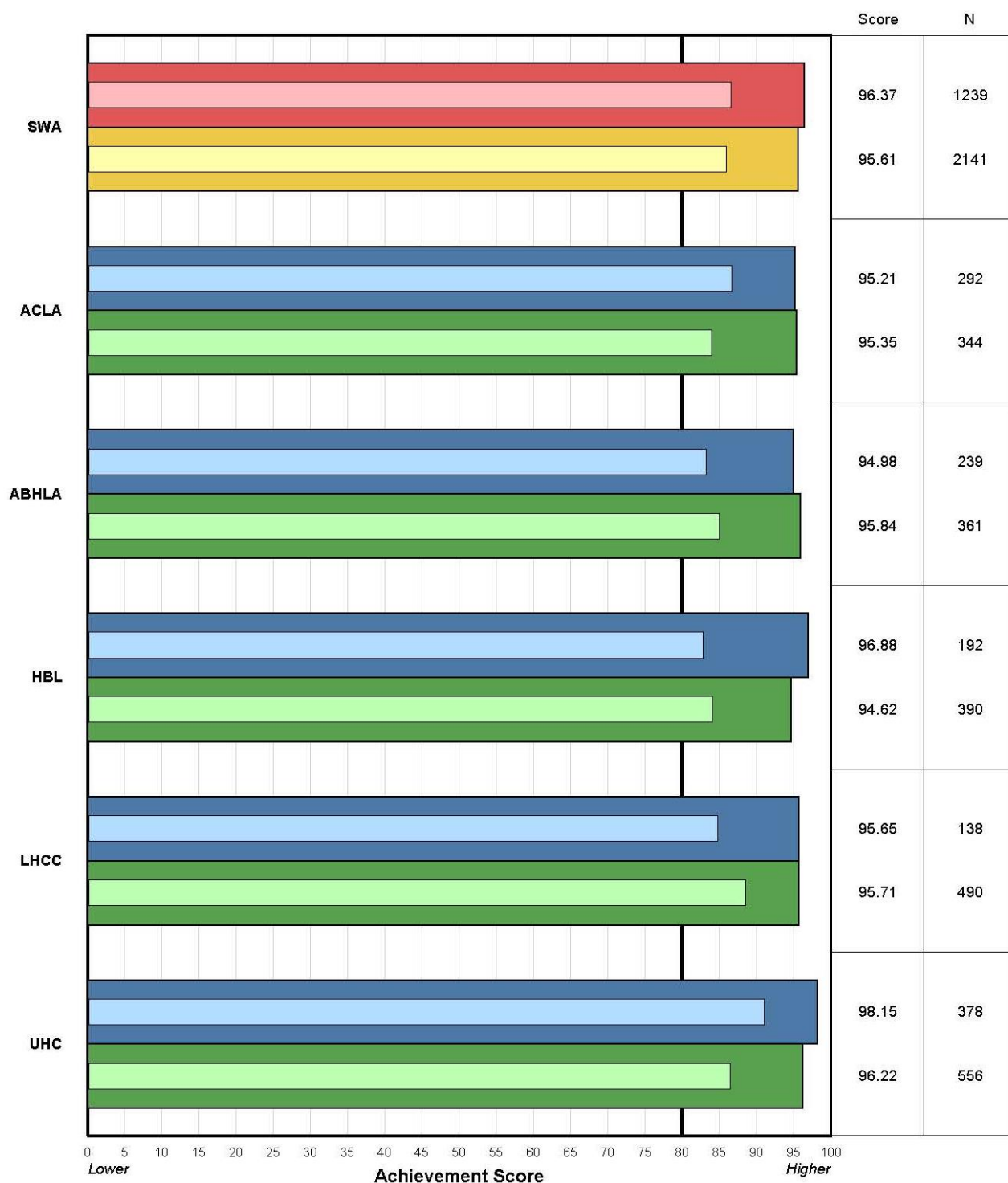
- **Rating of child's personal doctor:** The overall score for the Healthy Louisiana managed care program was high (92.4) with similar scores among the plans (90.2–94.2). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly higher score in 2020 than in 2019 (from 89.4 to 94.2, an increase of 4.8).
- **Child's personal doctor explained things in a way that was easy to understand:** The overall score for the Healthy Louisiana managed care program was high (96.4) with similar scores among the plans (95.0–98.2). Scores in 2020 were similar to scores in 2019.
- **Child's personal doctor listened carefully:** The overall score for the Healthy Louisiana managed care program was high (96.9) with similar scores among the plans (94.6–99.3). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly higher score in 2020 than in 2019 (from 96.3 to 99.3, an increase of 3.0).
- **Child's personal doctor showed respect for what patient had to say:** The overall score for the Healthy Louisiana managed care program was high (97.7) with similar scores among the plans (96.8–100.0). Scores in 2020 were similar to scores in 2019.
- **Child's personal doctor spent enough time with child:** The overall score for the Healthy Louisiana managed care program was high (93.3) with similar scores among the plans (90.7–98.5). The Healthy Louisiana managed care program had a statistically significantly higher score in 2020 than in 2019 (from 90.6 to 93.3, an increase of 2.7), and one MCO had a statistically significantly higher score in 2020 than in 2019 (from 91.0 to 98.5, an increase of 7.5).
- **Child's personal doctor seemed informed about care received from other doctors or providers:** The overall score for the Healthy Louisiana managed care program was high (85.1) with similar scores among the plans (80.7–89.6). Scores in 2020 were similar to scores in 2019.



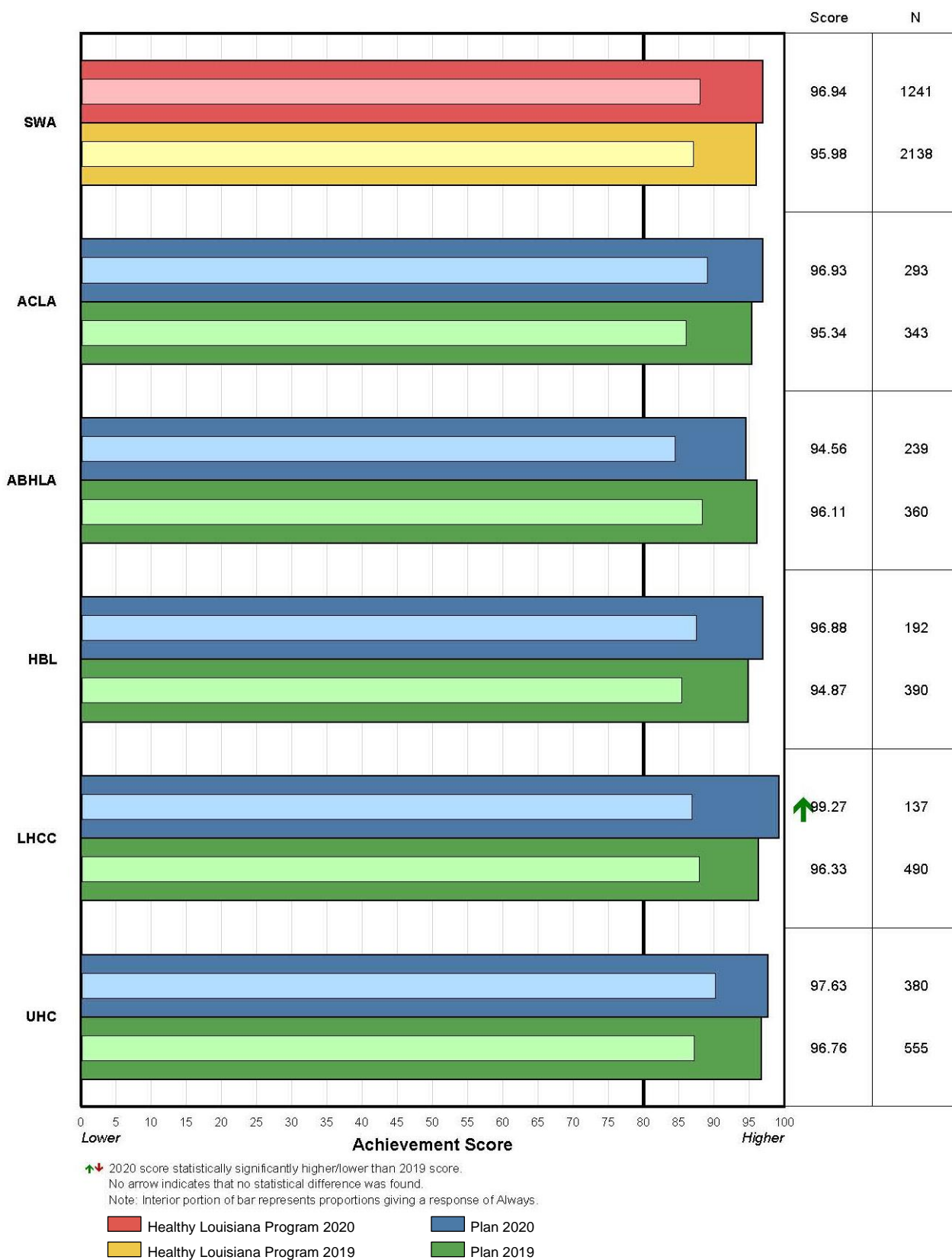
## Q36. Rating of child's personal doctor



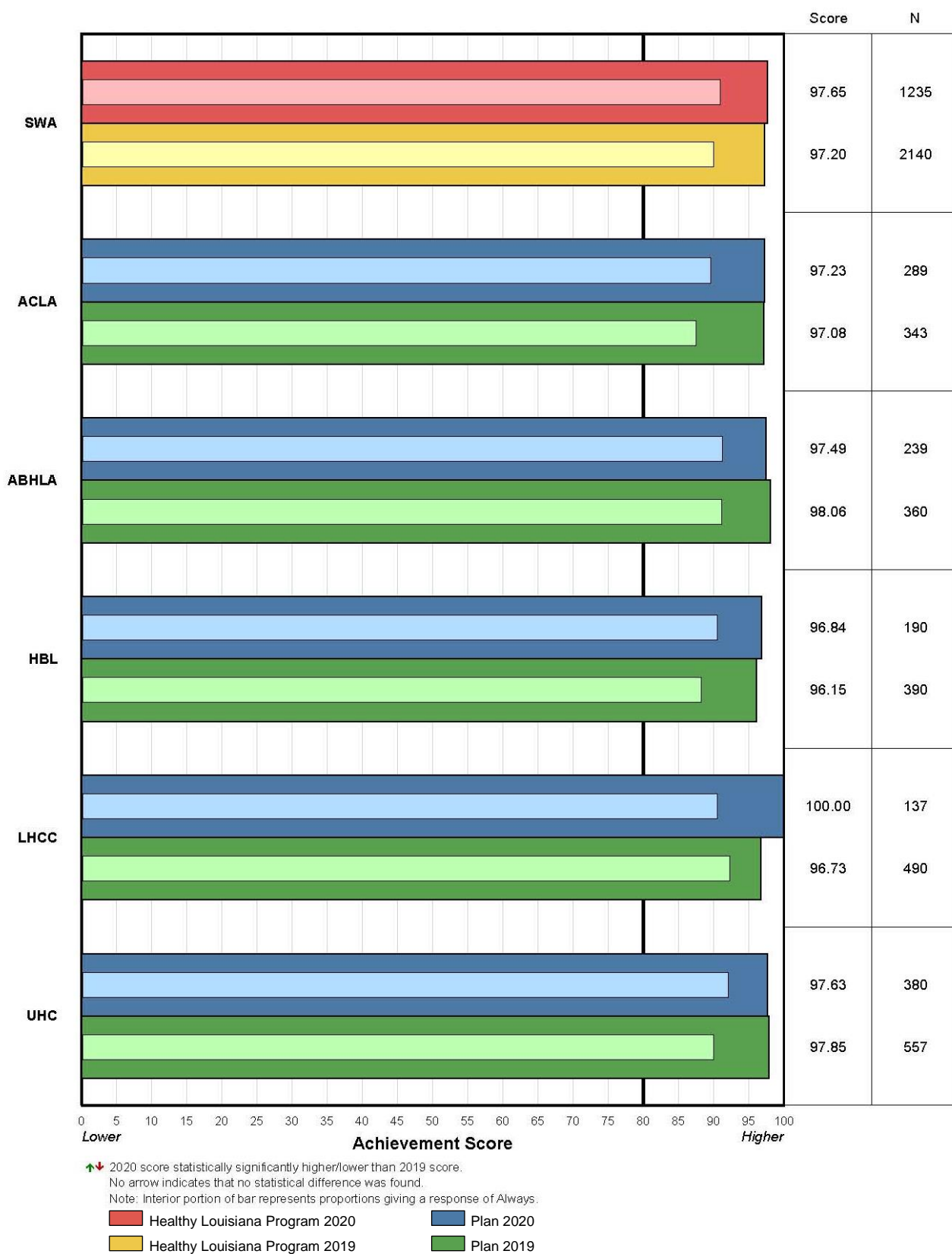
### Q27. Child's personal doctor usually or always explained things in way that was easy to understand



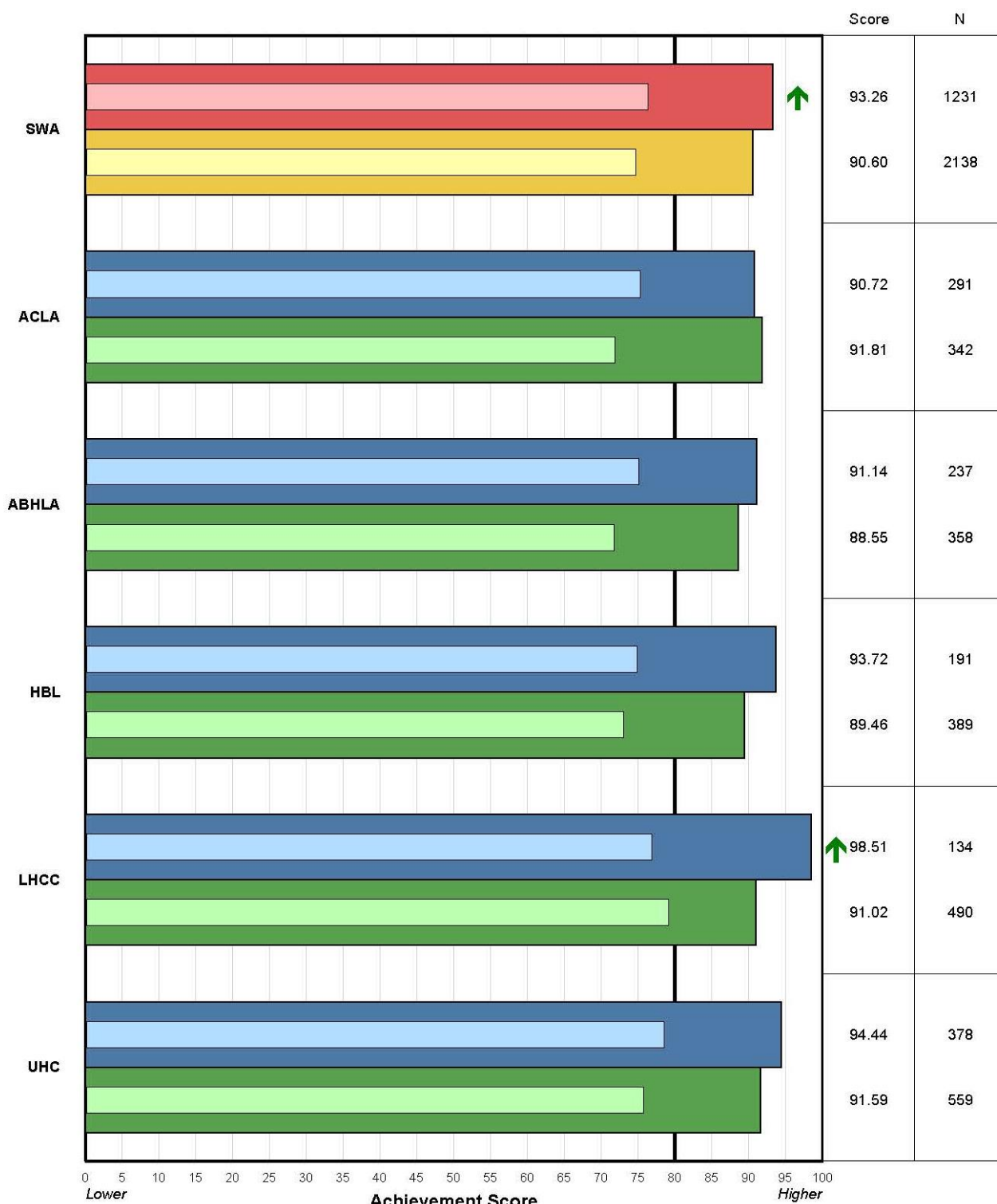
### Q28. Child's personal doctor usually or always listened carefully to you



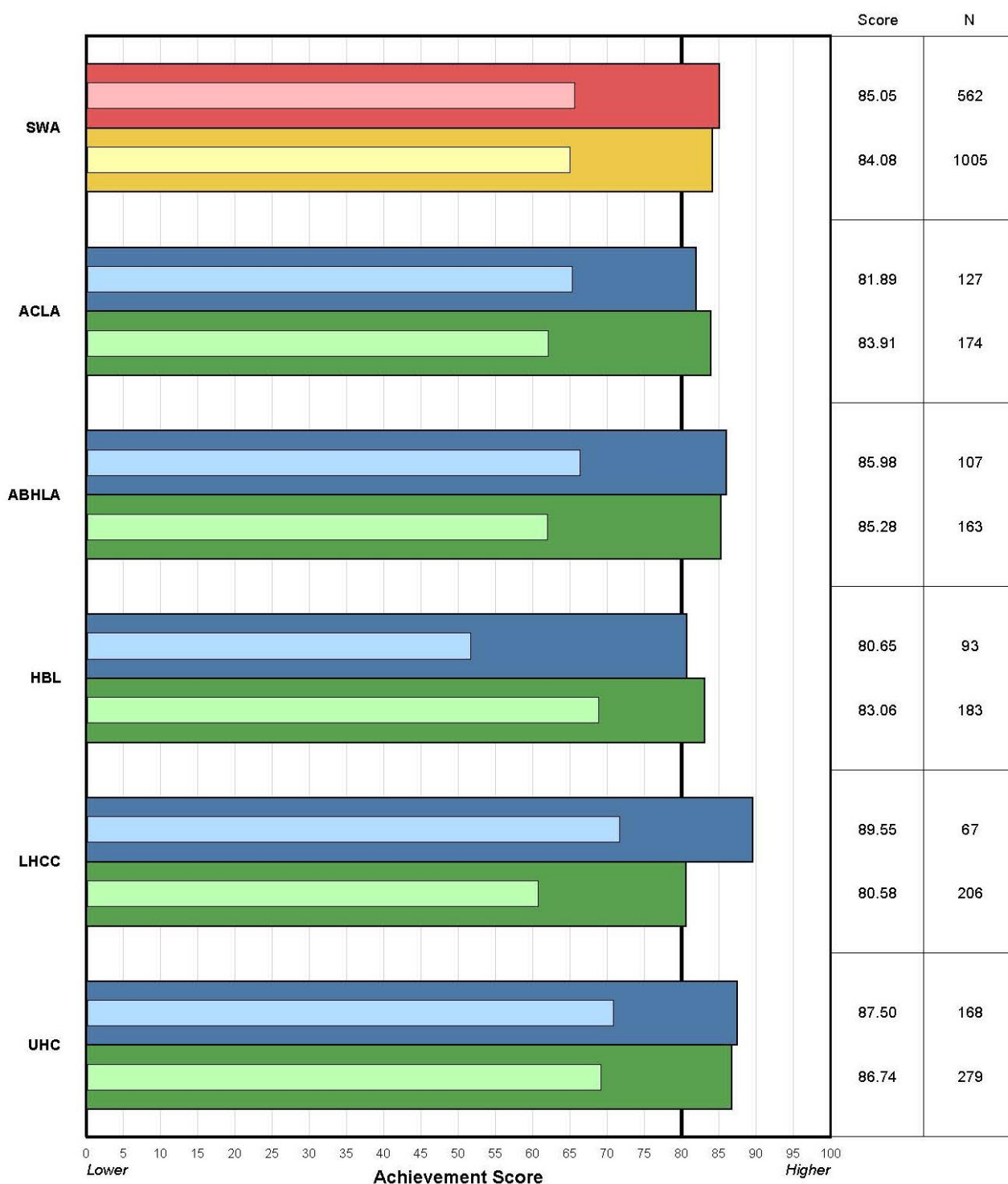
## Q29. Child's personal doctor usually or always showed respect for what you had to say



### Q32. Child's personal doctor usually or always spent enough time with you



### Q35. Child's personal doctor usually or always seemed informed about care received from other doctors or providers



**Q36. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst personal doctor possible	4	0.3%	1	0.3%	0	0.0%	1	0.5%	2	1.2%	0	0.0%
● 1	1	0.1%	0	0.0%	0	0.0%	1	0.5%	0	0.0%	0	0.0%
● 2	2	0.1%	1	0.3%	0	0.0%	0	0.0%	0	0.0%	1	0.2%
● 3	3	0.2%	0	0.0%	1	0.4%	1	0.5%	1	0.6%	0	0.0%
● 4	5	0.3%	1	0.3%	3	1.1%	0	0.0%	1	0.6%	0	0.0%
● 5	22	1.5%	4	1.1%	7	2.5%	2	1.0%	1	0.6%	8	1.8%
● 6	30	2.1%	6	1.7%	8	2.9%	5	2.4%	4	2.4%	7	1.6%
● 7	43	3.0%	8	2.2%	8	2.9%	6	2.9%	6	3.6%	15	3.4%
● 8	158	10.9%	41	11.4%	30	10.9%	24	11.4%	17	10.1%	46	10.5%
● 9	193	13.3%	45	12.5%	33	12.0%	34	16.2%	23	13.6%	58	13.2%
● Best personal doctor possible	991	68.3%	253	70.3%	185	67.3%	136	64.8%	114	67.5%	303	69.2%
<b>Total</b>	1452	100.0%	360	100.0%	275	100.0%	210	100.0%	169	100.0%	438	100.0%
Not Answered	31		14		5		5		3		4	
<b>Reporting Category</b> Experience of Care												
Achievement Score	92.4%		94.2%		90.2%		92.4%		91.1%		92.9%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.1		+4.8 ↑		+1.7		+0.2		-1.4		+0.3	

**Q27. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	9	0.7%	1	0.3%	3	1.3%	2	1.0%	2	1.4%	1	0.3%
● Sometimes	36	2.9%	13	4.5%	9	3.8%	4	2.1%	4	2.9%	6	1.6%
● Usually	122	9.8%	25	8.6%	28	11.7%	27	14.1%	15	10.9%	27	7.1%
● Always	1072	86.5%	253	86.6%	199	83.3%	159	82.8%	117	84.8%	344	91.0%
<b>Total</b>	1239	100.0%	292	100.0%	239	100.0%	192	100.0%	138	100.0%	378	100.0%
Not Answered	9		2		1		0		2		4	
<b>Reporting Category</b> Experience of Care												
Achievement Score	96.4%		95.2%		95.0%		96.9%		95.7%		98.1%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.8		-0.1		-0.9		+2.3		-0.1		+1.9	

○ Response scored as: ● Achievement ● Room for improvement



**Q28. In the last 6 months, how often did your child's personal doctor listen carefully to you?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	5	0.4%	2	0.7%	1	0.4%	1	0.5%	0	0.0%	1	0.3%
● Sometimes	33	2.7%	7	2.4%	12	5.0%	5	2.6%	1	0.7%	8	2.1%
● Usually	110	8.9%	23	7.8%	24	10.0%	18	9.4%	17	12.4%	28	7.4%
● Always	1093	88.1%	261	89.1%	202	84.5%	168	87.5%	119	86.9%	343	90.3%
<b>Total</b>	1241	100.0%	293	100.0%	239	100.0%	192	100.0%	137	100.0%	380	100.0%
Not Answered	7		1		1		0		3		2	
<b>Reporting Category</b> Experience of Care												
Achievement Score	96.9%		96.9%		94.6%		96.9%		99.3%		97.6%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.0		+1.6		-1.6		+2.0		+2.9 ↑		+0.9	

**Q29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	6	0.5%	2	0.7%	1	0.4%	2	1.1%	0	0.0%	1	0.3%
● Sometimes	23	1.9%	6	2.1%	5	2.1%	4	2.1%	0	0.0%	8	2.1%
● Usually	83	6.7%	22	7.6%	15	6.3%	12	6.3%	13	9.5%	21	5.5%
● Always	1123	90.9%	259	89.6%	218	91.2%	172	90.5%	124	90.5%	350	92.1%
<b>Total</b>	1235	100.0%	289	100.0%	239	100.0%	190	100.0%	137	100.0%	380	100.0%
Not Answered	13		5		1		2		3		2	
<b>Reporting Category</b> Experience of Care												
Achievement Score	97.7%		97.2%		97.5%		96.8%		100.0%		97.6%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.5		+0.1		-0.6		+0.7		+3.3		-0.2	

**Q32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	17	1.4%	3	1.0%	6	2.5%	4	2.1%	0	0.0%	4	1.1%
● Sometimes	66	5.4%	24	8.2%	15	6.3%	8	4.2%	2	1.5%	17	4.5%
● Usually	208	16.9%	45	15.5%	38	16.0%	36	18.8%	29	21.6%	60	15.9%
● Always	940	76.4%	219	75.3%	178	75.1%	143	74.9%	103	76.9%	297	78.6%
<b>Total</b>	1231	100.0%	291	100.0%	237	100.0%	191	100.0%	134	100.0%	378	100.0%
Not Answered	17		3		3		1		6		4	
<b>Reporting Category</b> Experience of Care												
Achievement Score	93.3%		90.7%		91.1%		93.7%		98.5%		94.4%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+2.7 ↑		-1.1		+2.6		+4.3		+7.5 ↑		+2.9	

○ Response scored as: ● Achievement ● Room for improvement



**Q35. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?**

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	29	5.2%	5	3.9%	6	5.6%	11	11.8%	3	4.5%	4	2.4%
● Sometimes	55	9.8%	18	14.2%	9	8.4%	7	7.5%	4	6.0%	17	10.1%
● Usually	109	19.4%	21	16.5%	21	19.6%	27	29.0%	12	17.9%	28	16.7%
● Always	369	65.7%	83	65.4%	71	66.4%	48	51.6%	48	71.6%	119	70.8%
<b>Total</b>	562	100.0%	127	100.0%	107	100.0%	93	100.0%	67	100.0%	168	100.0%
Not Answered	10		2		2		3		2		1	
<b>Reporting Category</b> Experience of Care												
Achievement Score	85.1%		81.9%		86.0%		80.6%		89.6%		87.5%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.0		-2.0		+0.7		-2.4		+9.0		+0.8	

○ Response scored as: ● Achievement ● Room for improvement

## Health Status and Demographics

This section describes information on the enrollees' demographics and overall health as answered by the parent/caregiver. The health status question was the following:

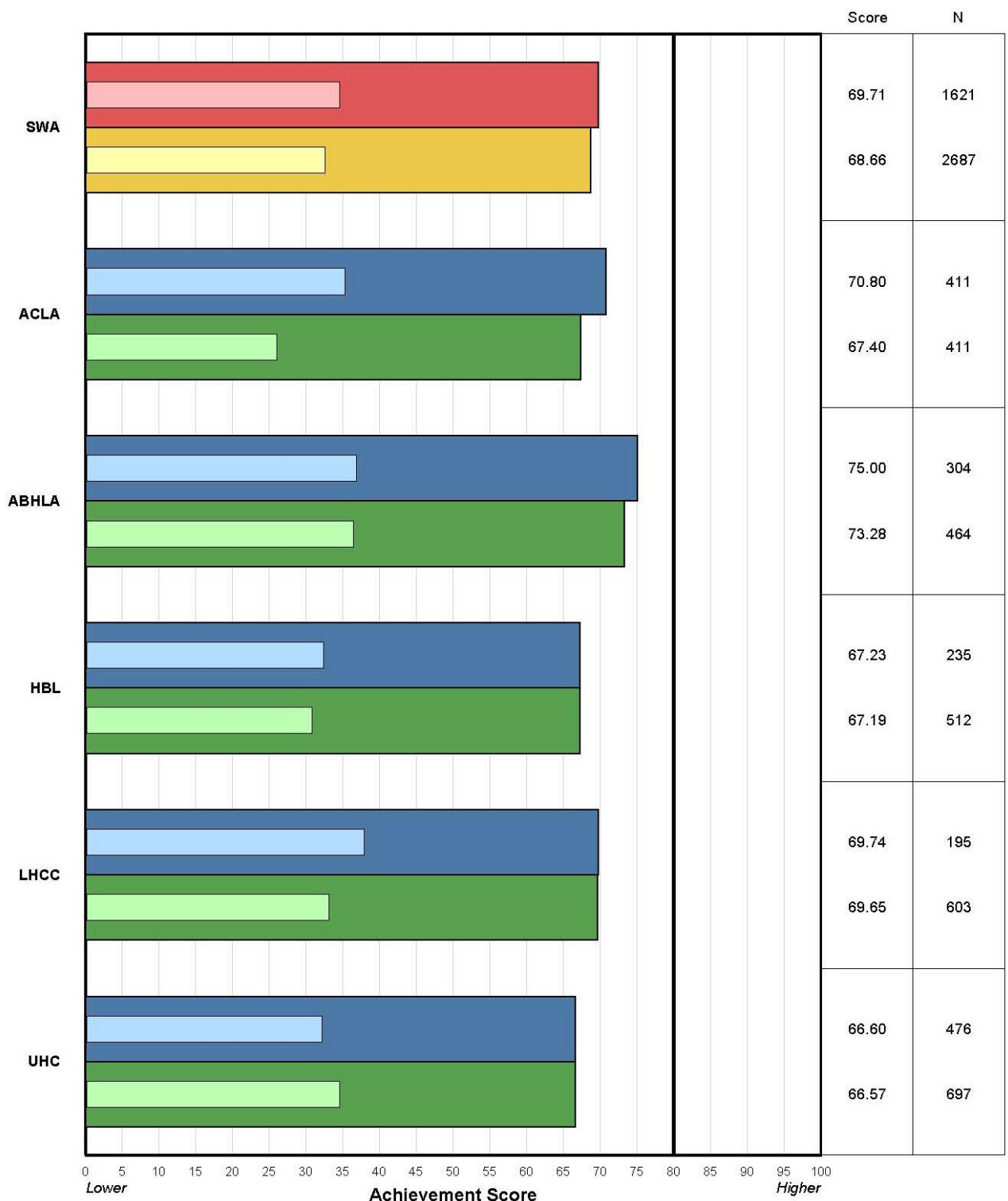
- Q53: In general, how would you rate your child's overall health?  
Responses are Excellent, Very Good, Good, Fair, and Poor.

### Key Findings

Results presented in the Health Status and Demographics section are summarized below. Responses are out of 100.

- **Rating of child's overall health:** The overall score for the Healthy Louisiana managed care program was 69.7 with similar scores among the plans (66.6–75.0). Scores in 2020 were similar to scores in 2019.

**Q53. Excellent or very good rating of your child's overall health**



↑↓ 2020 score statistically significantly higher/lower than 2019 score.  
 No arrow indicates that no statistical difference was found.  
 Note: Interior portion of bar represents proportions giving a response of Excellent.  
 Healthy Louisiana Program 2020      Plan 2020  
 Healthy Louisiana Program 2019      Plan 2019

## Q53. In general, how would you rate your child's overall health?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Excellent	560	34.5%	145	35.3%	112	36.8%	76	32.3%	74	37.9%	153	32.1%
● Very Good	570	35.2%	146	35.5%	116	38.2%	82	34.9%	62	31.8%	164	34.5%
● Good	373	23.0%	89	21.7%	58	19.1%	56	23.8%	45	23.1%	125	26.3%
● Fair	112	6.9%	29	7.1%	15	4.9%	21	8.9%	14	7.2%	33	6.9%
● Poor	6	0.4%	2	0.5%	3	1.0%	0	0.0%	0	0.0%	1	0.2%
<b>Total</b>	1621	100.0%	411	100.0%	304	100.0%	235	100.0%	195	100.0%	476	100.0%
Not Answered	41		15		2		2		3		19	
<b>Reporting Category</b>												
Health Status												
Achievement Score	69.7%		70.8%		75.0%		67.2%		69.7%		66.6%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.0		+3.4		+1.7		+0.0		+0.1		+0.0	

○ Response scored as: ● Achievement ● Room for improvement

## Respondent Sample Profile Demographic Characteristics

<b>Age</b>	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Less Than 1	2.1%	1.7%	3.7%	2.1%	1.0%	1.9%
1 to 2 years	8.4%	6.7%	13.4%	8.1%	8.9%	6.6%
3 to 4 years	10.4%	7.7%	17.4%	10.7%	8.9%	8.7%
5 to 7	13.3%	16.1%	10.7%	12.4%	12.5%	13.4%
8 to 10	14.8%	14.4%	10.4%	17.9%	13.0%	17.2%
11 to 13	18.9%	18.6%	16.1%	18.4%	22.9%	19.6%
14 to 18	32.1%	34.9%	28.4%	30.3%	32.8%	32.6%

<b>Gender</b>	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Male	54.5%	54.1%	53.8%	64.6%	51.3%	51.5%
Female	45.5%	45.9%	46.2%	35.4%	48.7%	48.5%

<b>Parent Education</b>	SWA	ACLA	ABHLA	HBL	LHCC	UHC
8th grade or less	4.9%	5.8%	3.3%	6.8%	6.3%	3.7%
Some high school	11.4%	16.5%	9.3%	10.1%	8.5%	10.3%
High school graduate	35.2%	35.2%	32.3%	33.8%	38.1%	36.7%
Some college	34.9%	32.2%	37.3%	33.3%	35.4%	36.2%
4-year college graduate	8.0%	6.3%	9.3%	9.7%	8.5%	7.6%
More than 4-year	5.5%	4.1%	8.3%	6.3%	3.2%	5.5%

<b>Race*</b>	SWA	ACLA	ABHLA	HBL	LHCC	UHC
White	53.9%	47.8%	56.5%	54.5%	57.1%	55.9%
Black or African American	42.2%	48.8%	38.5%	39.9%	40.1%	41.0%
Asian	2.7%	3.1%	2.7%	3.4%	2.2%	2.2%
Native Hawaiian or other Pacific Islander	0.4%	1.0%	0.3%	0.0%	1.1%	0.0%
American Indian or Alaska Native	3.0%	3.1%	3.0%	2.6%	1.1%	3.9%
Other	7.2%	7.7%	5.4%	5.2%	9.3%	8.3%

<b>Ethnicity</b>	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Hispanic	10.5%	13.2%	9.1%	9.6%	10.5%	9.5%
Non-Hispanic	89.5%	86.8%	90.9%	90.4%	89.5%	90.5%

\*Note: Race collected as "Select All That Apply" – Percentages may add to > 100%