

**Recovery Partnership
C/FST Report on:**

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report
4th Quarter 10/01/2017 - 12/31/2017**

Prepared by:
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Question 1: How satisfied are you with the quality of services provided to you?

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	59 85.5%	17 58.6%	0 0
Somewhat Satisfied	7 10.1%	8 27.6%	1 100.0%
Dissatisfied	1 1.4%	1 3.4%	0 0
Very Dissatisfied	2 2.9%	3 10.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	66 95.7%	25 86.2%	1 100.0%
Negative	3 4.3%	4 13.8%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	59 85.5%	17 58.6%	0 0
Somewhat Satisfied	7 10.1%	8 27.6%	1 100.0%
Dissatisfied	1 1.4%	1 3.4%	0 0
Very Dissatisfied	2 2.9%	3 10.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	66 95.7%	25 86.2%	1 100.0%
Negative	3 4.3%	4 13.8%	0 0

Adult Comments:

Lehigh Valley Health Network 17th & Chew st provide medication that is not good for me.

I 201 myself then when I tried to sign myself out of St Luke's AIP they 302 me.

Debbie at New Vitae is better than the last therapist.

Parent Guardian Comments:

Unprofessional attitudes no progress is going on with his treatment at KidsPeace PHP

She was in a partial program at Kidspeace PHP they didn't have enough services . My daughter tried to convince them to put her on drugs.

Question 2: How helpful are the services you receive in dealing more effectively with your illness?

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	53 76.8%	14 48.3%	0 0
Somewhat Helpful	11 15.9%	10 34.5%	1 100.0%
Not At All Helpful	5 7.2%	5 17.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	64 92.8%	24 82.8%	1 100.0%
Negative	5 7.2%	5 17.2%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	53 76.8%	14 48.3%	0 0
Somewhat Helpful	11 15.9%	10 34.5%	1 100.0%
Not At All Helpful	5 7.2%	5 17.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	64 92.8%	24 82.8%	1 100.0%
Negative	5 7.2%	5 17.2%	0 0

Adult Comments:

I'm the same the only thing that changed was the medication they gave me at St Luke's AIP.

The services at St. Luke's AIP were outstanding.

At Lehigh Valley Health Network BSU OPMH, I don't even feel better after my therapy session.

The therapy that I receive at Lehigh Valley Health Network BSU helps me sometimes.

Parent Guardian Comments:

The medication that they prescribe my son at Kids Peace isn't working and they are over medicating him

Question 3: Have you received assessments and referrals to the appropriate types of services?

	Adult Parent/Guardian Child/Adolescent		
Yes	45	16	0
	72.6%	64.0%	0
No	17	9	1
	27.4%	36.0%	100.0%

	Adult Parent/Guardian Child/Adolescent		
Positive	45	16	0
	72.6%	64.0%	0
Negative	17	9	1
	27.4%	36.0%	100.0%

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	7	4	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	45	16	0
	72.6%	64.0%	0
No	17	9	1
	27.4%	36.0%	100.0%

	Adult Parent/Guardian Child/Adolescent		
Positive	45	16	0
	72.6%	64.0%	0
Negative	17	9	1
	27.4%	36.0%	100.0%

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	7	4	0

Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	40	10	0	Positive	45	11	0
	88.9%	62.5%	0		100.0%	68.8%	0
Somewhat Comfortable	5	1	0	Negative	0	5	0
	11.1%	6.3%	0		0	31.3%	0
Somewhat Uncomfortable	0	1	0				
	0	6.3%	0				
Very Uncomfortable	0	4	0				
	0	25.0%	0				

Cumulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	40	10	0	Positive	45	11	0
	88.9%	62.5%	0		100.0%	68.8%	0
Somewhat Comfortable	5	1	0	Negative	0	5	0
	11.1%	6.3%	0		0	31.3%	0
Somewhat Uncomfortable	0	1	0				
	0	6.3%	0				
Very Uncomfortable	0	4	0				
	0	25.0%	0				

Adult Comments:

Parent Guardian Comments:

The intake for the ICM took way to long at Kids Peace PHP

KidsPeace PHP is hard to get in contact with.

No calls were made to me to step up Home Base services for my Son.

No phone calls for home base services from KidsPeace PHP

Took a lot of my time if I wasn't in the medical field I wouldn't know what to do.

Question 5: In the planning of your treatment are you viewed as an equal partner, are your opinions documented in your treatment plan?

	Adult Parent/Guardian Child/Adolescent		
Always	55	20	1
	79.7%	69.0%	100.0%
Almost Always	4	6	0
	5.8%	20.7%	0
Sometimes	7	2	0
	10.1%	6.9%	0
Rarely	0	1	0
	0	3.4%	0
Never	3	0	0
	4.3%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	66	28	1
	95.7%	96.6%	100.0%
Negative	3	1	0
	4.3%	3.4%	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	55	20	1
	79.7%	69.0%	100.0%
Almost Always	4	6	0
	5.8%	20.7%	0
Sometimes	7	2	0
	10.1%	6.9%	0
Rarely	0	1	0
	0	3.4%	0
Never	3	0	0
	4.3%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	66	28	1
	95.7%	96.6%	100.0%
Negative	3	1	0
	4.3%	3.4%	0

Adult Comments:

Haven House staff is not the same anymore

HAO Wellness Recovery Team respects me as an individual.

When I was at St Luke's AIP the Dr increased my Ambilify.

I do not know

Parent Guardian Comments:

Question 6: When you attend meetings regarding your treatment, are the appropriate decision makers, representing the programs you might attend, present?

	Adult Parent/Guardian Child/Adolescent		
Always	62	25	1
	89.9%	86.2%	100.0%
Almost Always	6	2	0
	8.7%	6.9%	0
Sometimes	1	2	0
	1.4%	6.9%	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	69	29	1
	100.0%	100.0%	100.0%
Negative	0	0	0
	0	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	62	25	1
	89.9%	86.2%	100.0%
Almost Always	6	2	0
	8.7%	6.9%	0
Sometimes	1	2	0
	1.4%	6.9%	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	69	29	1
	100.0%	100.0%	100.0%
Negative	0	0	0
	0	0	0

Adult Comments:

Parent Guardian Comments:

Question 7: Do you receive enough information to make educated choices regarding your treatment?

	Adult Parent/Guardian Child/Adolescent		
Always	57	20	0
	82.6%	69.0%	0
Almost Always	4	1	0
	5.8%	3.4%	0
Sometimes	4	5	1
	5.8%	17.2%	100.0%
Rarely	4	2	0
	5.8%	6.9%	0
Never	0	1	0
	0	3.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	65	26	1
	94.2%	89.7%	100.0%
Negative	4	3	0
	5.8%	10.3%	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	57	20	0
	82.6%	69.0%	0
Almost Always	4	1	0
	5.8%	3.4%	0
Sometimes	4	5	1
	5.8%	17.2%	100.0%
Rarely	4	2	0
	5.8%	6.9%	0
Never	0	1	0
	0	3.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	65	26	1
	94.2%	89.7%	100.0%
Negative	4	3	0
	5.8%	10.3%	0

Adult Comments:

Parent Guardian Comments:

Question 8: Do your service providers respect your culture, beliefs, customs, and the ways that you do things?

	Adult Parent/Guardian Child/Adolescent		
Always	63	26	0
	91.3%	89.7%	0
Almost Always	1	2	0
	1.4%	6.9%	0
Sometimes	4	0	1
	5.8%	0	100.0%
Rarely	1	1	0
	1.4%	3.4%	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	68	28	1
	98.6%	96.6%	100.0%
Negative	1	1	0
	1.4%	3.4%	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	63	26	0
	91.3%	89.7%	0
Almost Always	1	2	0
	1.4%	6.9%	0
Sometimes	4	0	1
	5.8%	0	100.0%
Rarely	1	1	0
	1.4%	3.4%	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	68	28	1
	98.6%	96.6%	100.0%
Negative	1	1	0
	1.4%	3.4%	0

Adult Comments:

I get treated like a child at e Unity House.

No they do not respect the fact that I don't want to take meds at Haven House

Parent Guardian Comments:

Question 9: Do your service providers use everyday language you can understand?

	Adult Parent/Guardian Child/Adolescent		
Always	62 89.9%	27 93.1%	1 100.0%
Almost Always	4 5.8%	1 3.4%	0 0
Sometimes	2 2.9%	1 3.4%	0 0
Rarely	0 0	0 0	0 0
Never	1 1.4%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	68 98.6%	29 100.0%	1 100.0%
Negative	1 1.4%	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	62 89.9%	27 93.1%	1 100.0%
Almost Always	4 5.8%	1 3.4%	0 0
Sometimes	2 2.9%	1 3.4%	0 0
Rarely	0 0	0 0	0 0
Never	1 1.4%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	68 98.6%	29 100.0%	1 100.0%
Negative	1 1.4%	0 0	0 0

Adult Comments:

- The staff at Haven House explains my diagnosis in detail
- The Doctor doesn't speak Spanish at Lehigh Valley Health Network at 17th and Chew so they get me an interpreter.
- If St Luke's AIP didn't have someone that spoke Spanish they would get an interpreter to assist me.
- There are no Spanish speaking therapist or Drs at Lehigh Valley Health Network BSU

Parent Guardian Comments:

Question 10: How satisfied are you with the location(s) where you receive services?

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	54 78.3%	19 65.5%	1 100.0%
Somewhat Satisfied	10 14.5%	10 34.5%	0 0
Somewhat Dissatisfied	3 4.3%	0 0	0 0
Very Dissatisfied	2 2.9%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	64 92.8%	29 100.0%	1 100.0%
Negative	5 7.2%	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	54 78.3%	19 65.5%	1 100.0%
Somewhat Satisfied	10 14.5%	10 34.5%	0 0
Somewhat Dissatisfied	3 4.3%	0 0	0 0
Very Dissatisfied	2 2.9%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	64 92.8%	29 100.0%	1 100.0%
Negative	5 7.2%	0 0	0 0

Adult Comments:

Right now, I have Lanta bus services because of my cancer, but normally I have to get a ride to HAO Wellness Recovery Team.

I would be very satisfied if I didn't have to pay for parking at Blue Mountain AIP.

At LVHN OPMH 17th & Chew Street, street parking. There is a parking lot, but it is too far for me to walk. There's valet parking, but I feel obligated to tip them.

I didn't have a choice to be at St Luke's AIP.

The St. Luke's AIP program psychiatrist's office is to far and this makes it hard to keep my appointments.

Lehigh Valley Health Network BSU is to far for me to get too.

Parent Guardian Comments:

It's far for me.

Question 11: Has your service provider helped you locate services from alternative sources such as Consumer-run, Family-run, or Advocacy agencies?

		Adult Parent/Guardian Child/Adolescent		
Yes		37	10	0
		53.6%	34.5%	0
No		32	19	1
		46.4%	65.5%	100.0%

		Adult Parent/Guardian Child/Adolescent		
Not Interested In these		0	0	0

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
Yes		37	10	0
		53.6%	34.5%	0
No		32	19	1
		46.4%	65.5%	100.0%

		Adult Parent/Guardian Child/Adolescent		
Not Interested In these		0	0	0

Adult Comments:

Recovery Partnership C/FST staff gave member information about Peer support.

Parent Guardian Comments:

My son is involved with ACCESS, also Bet-El referred us to KidsPeace.
Pyramid never informed me have these services.

Question 12: Does the service provider discuss your symptoms with you in ways you can easily understand?

	Adult Parent/Guardian Child/Adolescent		
Always	58	23	0
	84.1%	79.3%	0
Almost Always	3	4	0
	4.3%	13.8%	0
Sometimes	5	2	1
	7.2%	6.9%	100.0%
Rarely	0	0	0
	0	0	0
Never	3	0	0
	4.3%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	66	29	1
	95.7%	100.0%	100.0%
Negative	3	0	0
	4.3%	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	58	23	0
	84.1%	79.3%	0
Almost Always	3	4	0
	4.3%	13.8%	0
Sometimes	5	2	1
	7.2%	6.9%	100.0%
Rarely	0	0	0
	0	0	0
Never	3	0	0
	4.3%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	66	29	1
	95.7%	100.0%	100.0%
Negative	3	0	0
	4.3%	0	0

Adult Comments:

Lehigh Valley Health Network 17th & Chew doesn't pay attention to my needs.
My therapist at Bet-el is great, but Dr. Velaluz doesn't really listen to me.

Parent Guardian Comments:

Question 13: Are you satisfied with the amount of time it took to receive services?

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	61 88.4%	20 69.0%	1 100.0%
Somewhat Satisfied	7 10.1%	8 27.6%	0 0
Somewhat Dissatisfied	0 0	0 0	0 0
Very Dissatisfied	1 1.4%	1 3.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	68 98.6%	28 96.6%	1 100.0%
Negative	1 1.4%	1 3.4%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	61 88.4%	20 69.0%	1 100.0%
Somewhat Satisfied	7 10.1%	8 27.6%	0 0
Somewhat Dissatisfied	0 0	0 0	0 0
Very Dissatisfied	1 1.4%	1 3.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	68 98.6%	28 96.6%	1 100.0%
Negative	1 1.4%	1 3.4%	0 0

Adult Comments:

The only reason I am not mostly satisfied is that I had to wait after surgery to start my services.

Parent Guardian Comments:

He has been involved with Kids Peace since he was 4 years old. I did the paperwork to put him in Kids Peace PHP. He came home with no coping skills. Two weeks is not enough time to help my child.

The authorization for Kidspeace PHP took too long.

Question 14: Are your service providers focused on your individual process of recovery?

	Adult Parent/Guardian Child/Adolescent		
Always	61 88.4%	19 65.5%	0 0
Almost Always	1 1.4%	5 17.2%	0 0
Sometimes	4 5.8%	2 6.9%	1 100.0%
Rarely	2 2.9%	3 10.3%	0 0
Never	1 1.4%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	66 95.7%	26 89.7%	1 100.0%
Negative	3 4.3%	3 10.3%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	61 88.4%	19 65.5%	0 0
Almost Always	1 1.4%	5 17.2%	0 0
Sometimes	4 5.8%	2 6.9%	1 100.0%
Rarely	2 2.9%	3 10.3%	0 0
Never	1 1.4%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	66 95.7%	26 89.7%	1 100.0%
Negative	3 4.3%	3 10.3%	0 0

Adult Comments:

Lately there is racism among the peers at Haven House

The time I spend at St LukesAIP was in my room. Saw the Dr. once. They prescribed Less medicine than what my regular Dr. gives me.

My therapist at Bet-el is great, but Dr. Velaluz treats me like just another case.

The program at Pyramid OPMH & OPDA is one size fits all.

Parent Guardian Comments:

My individual therapist Priscilla not my group therapist Christina at Pyramid OPMH

Question 15: Do you know how to file a complaint or grievance if you are dissatisfied with your services?

	Adult Parent/Guardian Child/Adolescent		
Yes	46	15	0
	66.7%	51.7%	0
No	23	14	1
	33.3%	48.3%	100.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	46	15	0
	66.7%	51.7%	0
No	23	14	1
	33.3%	48.3%	100.0%

Question 16: Have you ever used the Magellan complaint or grievance process?

	Adult Parent/Guardian Child/Adolescent		
Yes	4	1	0
	5.8%	3.4%	0
No	65	28	1
	94.2%	96.6%	100.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	4	1	0
	5.8%	3.4%	0
No	65	28	1
	94.2%	96.6%	100.0%

Question 16b: If so, was the process easy to navigate?

	Adult Parent/Guardian Child/Adolescent		
Yes	4	1	0
	100.0%	100.0%	0
No	0	0	0
	0	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	4	1	0
	100.0%	100.0%	0
No	0	0	0
	0	0	0

Question 17: Is it clear that you are responsible for deciding what services are provided to you?

	Adult Parent/Guardian Child/Adolescent		
Always	61 88.4%	26 89.7%	1 100.0%
Almost Always	2 2.9%	1 3.4%	0 0
Sometimes	4 5.8%	0 0	0 0
Rarely	1 1.4%	0 0	0 0
Never	1 1.4%	2 6.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	67 97.1%	27 93.1%	1 100.0%
Negative	2 2.9%	2 6.9%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	61 88.4%	26 89.7%	1 100.0%
Almost Always	2 2.9%	1 3.4%	0 0
Sometimes	4 5.8%	0 0	0 0
Rarely	1 1.4%	0 0	0 0
Never	1 1.4%	2 6.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	67 97.1%	27 93.1%	1 100.0%
Negative	2 2.9%	2 6.9%	0 0

Adult Comments:

I was mandated to attend Pyramid OP D&A services.

Parent Guardian Comments:

I thought I had no in put in his therapy.

I thought I had no input in his therapy.

Question 18: Are you satisfied with the physical environment where you receive services?

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	63 91.3%	22 75.9%	0 0
Somewhat Satisfied	3 4.3%	7 24.1%	1 100.0%
Somewhat Dissatisfied	3 4.3%	0 0	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	66 95.7%	29 100.0%	1 100.0%
Negative	3 4.3%	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	63 91.3%	22 75.9%	0 0
Somewhat Satisfied	3 4.3%	7 24.1%	1 100.0%
Somewhat Dissatisfied	3 4.3%	0 0	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	66 95.7%	29 100.0%	1 100.0%
Negative	3 4.3%	0 0	0 0

Adult Comments:

The presentation not very therapeutic at Pyramid OPMH & OPDA

Parent Guardian Comments:

It seems kind of cramped at Pyramid.

Question 19: Do you feel free to speak-up regarding issues you may have with the services you receive from your service providers without the fear of negative consequences?

	Adult Parent/Guardian Child/Adolescent		
Always	60	26	1
	87.0%	89.7%	100.0%
Almost Always	4	1	0
	5.8%	3.4%	0
Sometimes	3	2	0
	4.3%	6.9%	0
Rarely	0	0	0
	0	0	0
Never	2	0	0
	2.9%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	67	29	1
	97.1%	100.0%	100.0%
Negative	2	0	0
	2.9%	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	60	26	1
	87.0%	89.7%	100.0%
Almost Always	4	1	0
	5.8%	3.4%	0
Sometimes	3	2	0
	4.3%	6.9%	0
Rarely	0	0	0
	0	0	0
Never	2	0	0
	2.9%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	67	29	1
	97.1%	100.0%	100.0%
Negative	2	0	0
	2.9%	0	0

Adult Comments:

Parent Guardian Comments:

Question 19b: Do you feel free to speak-up regarding issues with Magellan Behavioral Health without fear of negative consequences?

	Adult Parent/Guardian Child/Adolescent		
Always	65 94.2%	26 89.7%	1 100.0%
Almost Always	1 1.4%	2 6.9%	0 0
Sometimes	1 1.4%	1 3.4%	0 0
Rarely	0 0	0 0	0 0
Never	2 2.9%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	67 97.1%	29 100.0%	1 100.0%
Negative	2 2.9%	0 0	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	65 94.2%	26 89.7%	1 100.0%
Almost Always	1 1.4%	2 6.9%	0 0
Sometimes	1 1.4%	1 3.4%	0 0
Rarely	0 0	0 0	0 0
Never	2 2.9%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	67 97.1%	29 100.0%	1 100.0%
Negative	2 2.9%	0 0	0 0

Adult Comments:

I would be scared to lose my services at Lehigh Valley Health Network BSU OPMH
When I called Magellan they were rude.

Parent Guardian Comments:

Question 20: Are you satisfied with the amount of service choices provided?

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	56 81.2%	15 51.7%	1 100.0%
Somewhat Satisfied	9 13.0%	10 34.5%	0 0
Somewhat Dissatisfied	3 4.3%	2 6.9%	0 0
Very Dissatisfied	1 1.4%	2 6.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	65 94.2%	25 86.2%	1 100.0%
Negative	4 5.8%	4 13.8%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	56 81.2%	15 51.7%	1 100.0%
Somewhat Satisfied	9 13.0%	10 34.5%	0 0
Somewhat Dissatisfied	3 4.3%	2 6.9%	0 0
Very Dissatisfied	1 1.4%	2 6.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	65 94.2%	25 86.2%	1 100.0%
Negative	4 5.8%	4 13.8%	0 0

Adult Comments:

I'm extremely happy with the HAO Wellness Recovery Team.

There were not enough options to choose from besides Blue Mountain AIP.

I wish they had more services at Lehigh Valley Health Network OPMH 17th + Chew

They should have more services at St Luke's AIP.

I inquired about a group at Lehigh Valley Health Network BSU and they never called me back to register for the program.

Parent Guardian Comments:

They should have more services at Kids Peace PHP

KidsPeace PHP has referred my daughter for wrap-around services, but I have not been able to get a return call after calling a few times and leaving a message.

I think they should have more care on the weekends at Kidspeace PHP.

At KidsPeace PHP, I would have liked residential services for my son, but was denied.

Because they were changing his therapist at Kids Peace PHP

I think there should be more one on ones at Pyramid OPMH

Question 21: In the last 12 months were you able to get the help you needed?

	Adult
Always	54 78.3%
Sometimes	13 18.8%
Never	2 2.9%

	Adult
Positive	54 78.3%
Negative	15 21.7%

Cummulative Yearly Total

	Adult
Always	54 78.3%
Sometimes	13 18.8%
Never	2 2.9%

	Adult
Positive	54 78.3%
Negative	15 21.7%

Adult Comments:

They didn't help me with my goal

Lehigh Valley Health Network 17th & Chew continue giving me the injection even when I keep telling them I do not want it.

At Lehigh Valley Health Network BSU, I feel like I don't get enough therapy.

Question 21: In the last 12 months did you have difficulty finding the help you needed?

	Parent/Guardian Child/Adolescent	
Always	2 7.1%	0 0
Sometimes	10 35.7%	0 0
Never	16 57.1%	1 100.0%

	Parent/Guardian Child/Adolescent	
Positive	16 57.1%	1 100.0%
Negative	12 42.9%	0 0

	Parent/Guardian
Not Applicable	1

Cummulative Yearly Total

	Parent/Guardian Child/Adolescent	
Always	2 7.1%	0 0
Sometimes	10 35.7%	0 0
Never	16 57.1%	1 100.0%

	Parent/Guardian Child/Adolescent	
Positive	16 57.1%	1 100.0%
Negative	12 42.9%	0 0

Parent Guardian Comments:

I have been requesting for him to get recreational therapy through his caseworker but her superiors will not approve it.

Not enough care on the weekends at Kidspeace PHP

KidsPeace is very hard to contact.

At KidsPeace PHP,my son was denied residential treatment, but approved for CRR.

Because of my daughters age (6) no one would help her she got to the point where she started to hurt herself and cause bodily injury.

Question 22: Are you given a chance to make treatment decisions?

	Adult Parent/Guardian Child/Adolescent		
Always	61	19	0
	88.4%	65.5%	0
Sometimes	8	7	0
	11.6%	24.1%	0
Never	0	3	1
	0	10.3%	100.0%

	Adult Parent/Guardian Child/Adolescent		
Positive	69	26	0
	100.0%	89.7%	0
Negative	0	3	1
	0	10.3%	100.0%

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	0	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	61	19	0
	88.4%	65.5%	0
Sometimes	8	7	0
	11.6%	24.1%	0
Never	0	3	1
	0	10.3%	100.0%

	Adult Parent/Guardian Child/Adolescent		
Positive	69	26	0
	100.0%	89.7%	0
Negative	0	3	1
	0	10.3%	100.0%

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	0	0	0

Adult Comments:

My therapist at Bet-El always listens to me, but Dr. Velaluz doesn't want to hear what I have to say.

Parent Guardian Comments:

Question 23: What effect has the treatment you receive had on the quality of your life?

	Adult Parent/Guardian Child/Adolescent		
Much better	31 44.9%	8 27.6%	0 0
A Little Better	23 33.3%	9 31.0%	0 0
About the Same	13 18.8%	10 34.5%	1 100.0%
A Little Worse	2 2.9%	0 0	0 0
Much Worse	0 0	2 6.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	67 97.1%	27 93.1%	1 100.0%
Negative	2 2.9%	2 6.9%	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Much better	31 44.9%	8 27.6%	0 0
A Little Better	23 33.3%	9 31.0%	0 0
About the Same	13 18.8%	10 34.5%	1 100.0%
A Little Worse	2 2.9%	0 0	0 0
Much Worse	0 0	2 6.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	67 97.1%	27 93.1%	1 100.0%
Negative	2 2.9%	2 6.9%	0 0

Adult Comments:

I'm learning coping skills with my anger at the Haven House

After I see Dr Martin at Lehigh Valley Health Network OPMH 17th + Chew I feel worse. She doesn't take the time to listen to me I see for like 5 minutes.

I was sent to Pyramid OPMH & OPDA for my Dual Dx they did not address my diagnosis it was strictly on Addiction.

My new therapist Christian who has been working with me this past year at Pyramid OPMH & OPDA has helped me a lot .

My therapist at Lehigh Valley Health Network BSU OPMH helps me to deal with my son

Between Heather my therapist and Kristen my ICM I have gotten a lot better.

Parent Guardian Comments:

Jordan has progressed a lot since he has been attending services at Kids Peace.

John enjoys spending time with the other children and is more sociable since he started at Kids Peace.

He listens a lot more since he started going to Kids Peace

Since our son has been at KidsPeace PHP, he has not been in trouble and his grades are straight A's.

When he came home from Kidspeace PHP things got out of control.

Question 24: Overall, how satisfied are you with Magellan Behavioral Health as your insurance provider?

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	67 97.1%	27 93.1%	1 100.0%	Positive	69 100.0%	29 100.0%	1 100.0%
Somewhat Satisfied	2 2.9%	1 3.4%	0 0	Negative	0 0	0 0	0 0
Somewhat Dissatisfied	0 0	1 3.4%	0 0				
Very Dissatisfied	0 0	0 0	0 0				

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent				Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	67 97.1%	27 93.1%	1 100.0%	Positive	69 100.0%	29 100.0%	1 100.0%
Somewhat Satisfied	2 2.9%	1 3.4%	0 0	Negative	0 0	0 0	0 0
Somewhat Dissatisfied	0 0	1 3.4%	0 0				
Very Dissatisfied	0 0	0 0	0 0				

Adult Comments:

Parent Guardian Comments:

I feel unsatisfied because Magellan only allows 8 months of in home services.
Magellan approved medications even when I disapproved.

Question 25: Would recommend Magellan Behavioral Health to friends or family?

	Adult Parent/Guardian Child/Adolescent		
Yes	66	27	1
	95.7%	93.1%	100.0%
No	3	2	0
	4.3%	6.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	69	29	1
	100.0%	100.0%	100.0%
Negative	0	0	0
	0	0	0

Cumulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	66	27	1
	95.7%	93.1%	100.0%
No	3	2	0
	4.3%	6.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	69	29	1
	100.0%	100.0%	100.0%
Negative	0	0	0
	0	0	0

Adult Comments:

I already have recommended Magellan to my friends.

Parent Guardian Comments:

Question 26: Would you like the Magellan Member and Family Advocate to contact you about a specific question or concern with your current services?

	Adult Parent/Guardian Child/Adolescent		
Yes	5	5	0
	7.2%	17.2%	0
No	64	24	1
	92.8%	82.8%	100.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	5	5	0
	7.2%	17.2%	0
No	64	24	1
	92.8%	82.8%	100.0%

Please provide your contact information: Adult

Brian Poplawski - 484-425-3324 PTSD treatments

Beth Leigh's Rickett 610 730- 2458 Dr Martin is not doing her job she only spends 5 mins with me and doesn't explain anything.

Kristine Memari, 610-433-1699, medication coverage

Lisa Wynn, 484-350-6791. I am looking for a Resource Coordinator.

Emma Knoblach, 484-294-1368, I am confused about my therapy choices since I have been switched to Medicare, with Gateway secondary

Please provide your contact information: Parent/Guardian

Jay Bell, 484-387-6591, having trouble getting a psychiatrist

Mr. Rodriguez 347-570-7189 always running out of my sons medication.

Casey 484 714 1597 my son isn't getting the help he needs. Please help me.

Casey (484) 714 1597 my son isn't getting the help he needs.

Joannie Colon 484 929 8084 Can not found services for her she needs help.

Please provide your contact information: Child/Adolescent

Question 27: Do you have any additional comments? Adult

Unity House is very helpful to me.

I am very satisfied with the Haven House Wellness Recovery Team Services.

A lot of drama and gossip among the peers. I feel uncomfortable when I attend the Unity House.

At Unity House Psych Rehab it's a great program, there is a lot to do.

The Haven House has been very helpful to me

The staff at Haven House helped me out a lot with my PTSD

Hispanic Association Organization has been a life saver. I could not have made it this far without their help.

My team/ therapist at HAO wellness recovery team has helped me tremendously

Lori Kleist (therapist) from Lehigh Valley Health Network 17th + Chew is amazing she really listens and gives me feed back.

I am really satisfied with the services at LVHN OPMH 17th & Chew Street.

I'm satisfied for the most part at Lehigh Valley Health Network OPMH 17th and Chew

I should have not gotten 302 St Luke's AIP tricked me into staying there.

They were very helpful and did everything they could to help me at Pyramid OPMH

At St. Luke's AIP, everything was so clear. I love Eileen, Suzanne, Sarah, and Kim. They were all excellent.

Jennifer Allen my therapist at Pyramid OPMH and OPDA goes above and beyond her duties.

I really like the program at Pyramid OPMH. I'm shy, so it was good to be around others with similar issues consistently. I was able to trust and open up.

I was referred by a friend and I really like the program at Pyramid OPMH and OPDA

We need a longer break at Pyramid OPDA we are there for 3 hours with only a 10 minute break.

I appreciate that Magellan is there for me and pays for my therapy.

At Lehigh Valley Health Network BSU, although my therapist is very caring and understanding, I have not been able to feel better after my therapy.

If I didn't have my counselor Abby at Mid Atlantic Rehabilitation Services I probably wouldn't still be here

Question 27: Do you have any additional comments? Parent/Guardian

John is waiting to see the Dr. he is currently receiving therapy services . He is Hyperactive and he is delayed on developmental stages

We are extremely satisfied with the services at KidsPeace PHP and the amount of time it took to get the help.

They need to find the underlying problem and fix it.

I am happy with KidsPeace PHP as far as my daughter's sexual assault, but she has other issues that aren't being addressed.

My son has been with KidsPeace since third grade. He is now in seventh grade, and I am overall very pleased with them.

Please help to get any alternate Doctor and Therapist for my son.

Please help me to get another Doctor and Therapist for my son.

I wouldn't recommend Kidspeace PHP to anyone.

I voiced to them my concerns Kids Peace PHP

I think there should be more parent involvement with minors at Pyramid OPMH

Question 27: Do you have any additional comments? Child/Adolescent