

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

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report
1st Quarter 01/01/2019 - 03/31/2019**

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	33 84.6%	40 74.1%	0 0
Somewhat Satisfied	3 7.7%	12 22.2%	0 0
Dissatisfied	2 5.1%	1 1.9%	0 0
Very Dissatisfied	1 2.6%	1 1.9%	0 0

	Adult Parent/Guardian	
Positive	36 92.3%	52 96.3%
Negative	3 7.7%	2 3.7%

Total All Surveys

Mostly Satisfied	73 78.5%
Somewhat Satisfied	15 16.1%
Dissatisfied	3 3.2%
Very Dissatisfied	2 2.2%

Positive	88 94.6%
Negative	5 5.4%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	33 84.6%	40 74.1%	0 0
Somewhat Satisfied	3 7.7%	12 22.2%	0 0
Dissatisfied	2 5.1%	1 1.9%	0 0
Very Dissatisfied	1 2.6%	1 1.9%	0 0

	Adult Parent/Guardian	
Positive	36 92.3%	52 96.3%
Negative	3 7.7%	2 3.7%

Total All Surveys

Positive	88 94.6%
Negative	5 5.4%

Mostly Satisfied	73 78.5%
Somewhat Satisfied	15 16.1%
Dissatisfied	3 3.2%
Very Dissatisfied	2 2.2%

Adult Comments:

"I've needed help with housing and no one has helped me still. Not my BCM or CPS from Salisbury."

Parent Guardian Comments:

Psychiatrist over medicated my son.

"They don't have enough staff. My son was without services for six months in the beginning."

"Office staff are difficult and we had to change doctors."

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	31 79.5%	41 75.9%	0 0
Somewhat Helpful	5 12.8%	13 24.1%	0 0
Not At All Helpful	3 7.7%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	36 92.3%	54 100.0%	0 0
Negative	3 7.7%	0 0	0 0

Total All Surveys

Positive	90 96.8%
Negative	3 3.2%

Mostly Helpful	72 77.4%
Somewhat Helpful	18 19.4%
Not At All Helpful	3 3.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	31 79.5%	41 75.9%	0 0
Somewhat Helpful	5 12.8%	13 24.1%	0 0
Not At All Helpful	3 7.7%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	36 92.3%	54 100.0%	0 0
Negative	3 7.7%	0 0	0 0

Total All Surveys

Mostly Helpful	72 77.4%
Somewhat Helpful	18 19.4%
Not At All Helpful	3 3.2%

Positive	90 96.8%
Negative	3 3.2%

Adult Comments:

“It seems that all the services have not helped and that I know more than the workers do.”

Parent Guardian Comments:

PA Mentor has been indispensable for my son.

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

	Adult Parent/Guardian Child/Adolescent		
Yes	27	50	0
	81.8%	94.3%	0
No	6	3	0
	18.2%	5.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	27	50	0
	81.8%	94.3%	0
Negative	6	3	0
	18.2%	5.7%	0

Total All Surveys

Yes	77
	89.5%
No	9
	10.5%

Positive	77
	89.5%
Negative	9
	10.5%

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	6	1	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	27	50	0
	81.8%	94.3%	0
No	6	3	0
	18.2%	5.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	27	50	0
	81.8%	94.3%	0
Negative	6	3	0
	18.2%	5.7%	0

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	6	1	0

Total All Surveys

Yes	77
	89.5%
No	9
	10.5%

Positive	77
	89.5%
Negative	9
	10.5%

Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	24 88.9%	47 94.0%	0 0
Somewhat Comfortable	2 7.4%	3 6.0%	0 0
Somewhat Uncomfortable	1 3.7%	0 0	0 0
Very Uncomfortable	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	26 96.3%	50 100.0%	0 0
Negative	1 3.7%	0 0	0 0

Total All Surveys

Mostly Comfortable	71 92.2%
Somewhat Comfortable	5 6.5%
Somewhat Uncomfortable	1 1.3%
Very Uncomfortable	0 0

Positive	76 98.7%
Negative	1 1.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	24 88.9%	47 94.0%	0 0
Somewhat Comfortable	2 7.4%	3 6.0%	0 0
Somewhat Uncomfortable	1 3.7%	0 0	0 0
Very Uncomfortable	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	26 96.3%	50 100.0%	0 0
Negative	1 3.7%	0 0	0 0

Total All Surveys

Mostly Comfortable	71 92.2%
Somewhat Comfortable	5 6.5%
Somewhat Uncomfortable	1 1.3%
Very Uncomfortable	0 0

Positive	76 98.7%
Negative	1 1.3%

Adult Comments:

Parent Guardian Comments:

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	32	48	0
	82.1%	88.9%	0
Almost Always	3	4	0
	7.7%	7.4%	0
Sometimes	3	2	0
	7.7%	3.7%	0
Rarely	1	0	0
	2.6%	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	54	0
	97.4%	100.0%	0
Negative	1	0	0
	2.6%	0	0

Total All Surveys

Always	80	86.0%
Almost Always	7	7.5%
Sometimes	5	5.4%
Rarely	1	1.1%
Never	0	0

Positive	92	98.9%
Negative	1	1.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	32	48	0
	82.1%	88.9%	0
Almost Always	3	4	0
	7.7%	7.4%	0
Sometimes	3	2	0
	7.7%	3.7%	0
Rarely	1	0	0
	2.6%	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	54	0
	97.4%	100.0%	0
Negative	1	0	0
	2.6%	0	0

Total All Surveys

Always	80	86.0%
Almost Always	7	7.5%
Sometimes	5	5.4%
Rarely	1	1.1%
Never	0	0

Positive	92	98.9%
Negative	1	1.1%

Adult Comments:

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	35	48	0
	89.7%	88.9%	0
Almost Always	0	5	0
	0	9.3%	0
Sometimes	1	0	0
	2.6%	0	0
Rarely	2	0	0
	5.1%	0	0
Never	1	1	0
	2.6%	1.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	36	53	0
	92.3%	98.1%	0
Negative	3	1	0
	7.7%	1.9%	0

Total All Surveys

Always	83	89.2%
Almost Always	5	5.4%
Sometimes	1	1.1%
Rarely	2	2.2%
Never	2	2.2%

Positive	89	95.7%
Negative	4	4.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	35	48	0
	89.7%	88.9%	0
Almost Always	0	5	0
	0	9.3%	0
Sometimes	1	0	0
	2.6%	0	0
Rarely	2	0	0
	5.1%	0	0
Never	1	1	0
	2.6%	1.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	36	53	0
	92.3%	98.1%	0
Negative	3	1	0
	7.7%	1.9%	0

Total All Surveys

Always	83	89.2%
Almost Always	5	5.4%
Sometimes	1	1.1%
Rarely	2	2.2%
Never	2	2.2%

Positive	89	95.7%
Negative	4	4.3%

Adult Comments:

“My CPS was late a lot.

At Bet-El OPMH, 6th Street Site, I have to wait over one hour past my appointment and they’re constantly changing my appointments.

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Always	32	41	0
	82.1%	75.9%	0
Almost Always	3	8	0
	7.7%	14.8%	0
Sometimes	3	1	0
	7.7%	1.9%	0
Rarely	1	1	0
	2.6%	1.9%	0
Never	0	3	0
	0	5.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	50	0
	97.4%	92.6%	0
Negative	1	4	0
	2.6%	7.4%	0

Total All Surveys

Always	73	78.5%
Almost Always	11	11.8%
Sometimes	4	4.3%
Rarely	2	2.2%
Never	3	3.2%

Positive	88	94.6%
Negative	5	5.4%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	32	41	0
	82.1%	75.9%	0
Almost Always	3	8	0
	7.7%	14.8%	0
Sometimes	3	1	0
	7.7%	1.9%	0
Rarely	1	1	0
	2.6%	1.9%	0
Never	0	3	0
	0	5.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	50	0
	97.4%	92.6%	0
Negative	1	4	0
	2.6%	7.4%	0

Total All Surveys

Always	73	78.5%
Almost Always	11	11.8%
Sometimes	4	4.3%
Rarely	2	2.2%
Never	3	3.2%

Positive	88	94.6%
Negative	5	5.4%

Adult Comments:

Parent Guardian Comments:

At Access BHRS, I only receive the diagnosis. Any information I needed I had to look up on my own.

At Access BHRS,my children only received a diagnosis; I had to research on my own.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	39 100.0%	53 98.1%	0 0
Almost Always	0 0	1 1.9%	0 0
Sometimes	0 0	0 0	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	39 100.0%	54 100.0%	0 0
Negative	0 0	0 0	0 0

Total All Surveys

Always	92 98.9%
Almost Always	1 1.1%
Sometimes	0 0
Rarely	0 0
Never	0 0

Positive	93 100.0%
Negative	0 0

Cummulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	39 100.0%	53 98.1%	0 0
Almost Always	0 0	1 1.9%	0 0
Sometimes	0 0	0 0	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	39 100.0%	54 100.0%	0 0
Negative	0 0	0 0	0 0

Total All Surveys

Always	92 98.9%
Almost Always	1 1.1%
Sometimes	0 0
Rarely	0 0
Never	0 0

Positive	93 100.0%
Negative	0 0

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Always	38 97.4%	54 100.0%	0 0
Almost Always	1 2.6%	0 0	0 0
Sometimes	0 0	0 0	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	39 100.0%	54 100.0%	0 0
Negative	0 0	0 0	0 0

Total All Surveys

Always	92 98.9%
Almost Always	1 1.1%
Sometimes	0 0
Rarely	0 0
Never	0 0

Positive	93 100.0%
Negative	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	38 97.4%	54 100.0%	0 0
Almost Always	1 2.6%	0 0	0 0
Sometimes	0 0	0 0	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	39 100.0%	54 100.0%	0 0
Negative	0 0	0 0	0 0

Total All Surveys

Always	92 98.9%
Almost Always	1 1.1%
Sometimes	0 0
Rarely	0 0
Never	0 0

Positive	93 100.0%
Negative	0 0

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	35 89.7%	51 94.4%	0 0
Somewhat Satisfied	3 7.7%	1 1.9%	0 0
Somewhat Dissatisfied	1 2.6%	2 3.7%	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	38 97.4%	52 96.3%	0 0
Negative	1 2.6%	2 3.7%	0 0

Total All Surveys

Mostly Satisfied	86 92.5%
Somewhat Satisfied	4 4.3%
Somewhat Dissatisfied	3 3.2%
Very Dissatisfied	0 0

Positive	90 96.8%
Negative	3 3.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	35 89.7%	51 94.4%	0 0
Somewhat Satisfied	3 7.7%	1 1.9%	0 0
Somewhat Dissatisfied	1 2.6%	2 3.7%	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	38 97.4%	52 96.3%	0 0
Negative	1 2.6%	2 3.7%	0 0

Total All Surveys

Mostly Satisfied	86 92.5%
Somewhat Satisfied	4 4.3%
Somewhat Dissatisfied	3 3.2%
Very Dissatisfied	0 0

Positive	90 96.8%
Negative	3 3.2%

Adult Comments:

At Life Guidance, I have to go to South Side Bethlehem from Allentown. I wish there was somewhere closer.

Parent Guardian Comments:

Autism specialists are far to get to at Giesinger

Pinebrook in center city Allentown is not very convenient because I live at the far end of Lehigh County.

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		34	32	0
		87.2%	59.3%	0
No		5	22	0
		12.8%	40.7%	0

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

Total All Surveys

Yes	66	Not Interested In these	0
	71.0%		
No	27		
	29.0%		

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
Yes		34	32	0
		87.2%	59.3%	0
No		5	22	0
		12.8%	40.7%	0

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

Total All Surveys

Yes	66	Not Interested In these	0
	71.0%		
No	27		
	29.0%		

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Always	31	48	0
	79.5%	88.9%	0
Almost Always	1	1	0
	2.6%	1.9%	0
Sometimes	4	1	0
	10.3%	1.9%	0
Rarely	1	0	0
	2.6%	0	0
Never	2	4	0
	5.1%	7.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	36	50	0
	92.3%	92.6%	0
Negative	3	4	0
	7.7%	7.4%	0

Total All Surveys

Always	79	84.9%
Almost Always	2	2.2%
Sometimes	5	5.4%
Rarely	1	1.1%
Never	6	6.5%

Positive	86	92.5%
Negative	7	7.5%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	31	48	0
	79.5%	88.9%	0
Almost Always	1	1	0
	2.6%	1.9%	0
Sometimes	4	1	0
	10.3%	1.9%	0
Rarely	1	0	0
	2.6%	0	0
Never	2	4	0
	5.1%	7.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	36	50	0
	92.3%	92.6%	0
Negative	3	4	0
	7.7%	7.4%	0

Total All Surveys

Always	79	84.9%
Almost Always	2	2.2%
Sometimes	5	5.4%
Rarely	1	1.1%
Never	6	6.5%

Positive	86	92.5%
Negative	7	7.5%

Adult Comments:

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	35 89.7%	47 87.0%	0 0
Somewhat Satisfied	2 5.1%	2 3.7%	0 0
Somewhat Dissatisfied	2 5.1%	2 3.7%	0 0
Very Dissatisfied	0 0	3 5.6%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	37 94.9%	49 90.7%	0 0
Negative	2 5.1%	5 9.3%	0 0

Total All Surveys

Mostly Satisfied	82 88.2%
Somewhat Satisfied	4 4.3%
Somewhat Dissatisfied	4 4.3%
Very Dissatisfied	3 3.2%

Positive	86 92.5%
Negative	7 7.5%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	35 89.7%	47 87.0%	0 0
Somewhat Satisfied	2 5.1%	2 3.7%	0 0
Somewhat Dissatisfied	2 5.1%	2 3.7%	0 0
Very Dissatisfied	0 0	3 5.6%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	37 94.9%	49 90.7%	0 0
Negative	2 5.1%	5 9.3%	0 0

Total All Surveys

Mostly Satisfied	82 88.2%
Somewhat Satisfied	4 4.3%
Somewhat Dissatisfied	4 4.3%
Very Dissatisfied	3 3.2%

Positive	86 92.5%
Negative	7 7.5%

Adult Comments:

Parent Guardian Comments:

“It took two months to get seen.”

At CLIU21 BHRS, it took over 4 months to get my son started and he was spiraling down quickly. It’s been amazing since getting the help.

“Because my son went six months without any services at the start of school.”

“We waited a year to find a decent TSS from CLIU21.”

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

	Adult Parent/Guardian Child/Adolescent		
Always	32	46	0
	82.1%	85.2%	0
Almost Always	1	4	0
	2.6%	7.4%	0
Sometimes	3	1	0
	7.7%	1.9%	0
Rarely	3	3	0
	7.7%	5.6%	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	36	51	0
	92.3%	94.4%	0
Negative	3	3	0
	7.7%	5.6%	0

Total All Surveys

Always	78
	83.9%
Almost Always	5
	5.4%
Sometimes	4
	4.3%
Rarely	6
	6.5%
Never	0
	0

Positive	87
	93.5%
Negative	6
	6.5%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	32	46	0
	82.1%	85.2%	0
Almost Always	1	4	0
	2.6%	7.4%	0
Sometimes	3	1	0
	7.7%	1.9%	0
Rarely	3	3	0
	7.7%	5.6%	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	36	51	0
	92.3%	94.4%	0
Negative	3	3	0
	7.7%	5.6%	0

Total All Surveys

Always	78
	83.9%
Almost Always	5
	5.4%
Sometimes	4
	4.3%
Rarely	6
	6.5%
Never	0
	0

Positive	87
	93.5%
Negative	6
	6.5%

Adult Comments:

“It seems as if they talk about their own issues.”

Parent Guardian Comments:

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	29 74.4%	45 83.3%	0 0
	No	10 25.6%	9 16.7%	0 0

Total All Surveys

	Yes	74 79.6%
	No	19 20.4%

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	29 74.4%	45 83.3%	0 0
	No	10 25.6%	9 16.7%	0 0

Total All Surveys

	Yes	74 79.6%
	No	19 20.4%

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 10.3%	9 16.7%	0 0
	No	35 89.7%	45 83.3%	0 0

Total All Surveys

	Yes	13 14.0%
	No	80 86.0%

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 10.3%	9 16.7%	0 0
	No	35 89.7%	45 83.3%	0 0

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 100.0%	6 66.7%	0 0
	No	0 0	3 33.3%	0 0

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 100.0%	6 66.7%	0 0
	No	0 0	3 33.3%	0 0

Total All Surveys

Total All Surveys

	Yes	10 76.9%
	No	3 23.1%

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

	Adult Parent/Guardian Child/Adolescent		
Always	33	52	0
	84.6%	96.3%	0
Almost Always	3	1	0
	7.7%	1.9%	0
Sometimes	2	0	0
	5.1%	0	0
Rarely	0	0	0
	0	0	0
Never	1	1	0
	2.6%	1.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	53	0
	97.4%	98.1%	0
Negative	1	1	0
	2.6%	1.9%	0

Total All Surveys

Always	85
	91.4%
Almost Always	4
	4.3%
Sometimes	2
	2.2%
Rarely	0
	0
Never	2
	2.2%

Positive	91
	97.8%
Negative	2
	2.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	33	52	0
	84.6%	96.3%	0
Almost Always	3	1	0
	7.7%	1.9%	0
Sometimes	2	0	0
	5.1%	0	0
Rarely	0	0	0
	0	0	0
Never	1	1	0
	2.6%	1.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	53	0
	97.4%	98.1%	0
Negative	1	1	0
	2.6%	1.9%	0

Total All Surveys

Always	85
	91.4%
Almost Always	4
	4.3%
Sometimes	2
	2.2%
Rarely	0
	0
Never	2
	2.2%

Positive	91
	97.8%
Negative	2
	2.2%

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	34 87.2%	47 87.0%	0 0
Somewhat Satisfied	4 10.3%	5 9.3%	0 0
Somewhat Dissatisfied	0 0	2 3.7%	0 0
Very Dissatisfied	1 2.6%	0 0	0 0

	Adult Parent/Guardian	
Positive	38 97.4%	52 96.3%
Negative	1 2.6%	2 3.7%

Total All Surveys

Mostly Satisfied	81 87.1%
Somewhat Satisfied	9 9.7%
Somewhat Dissatisfied	2 2.2%
Very Dissatisfied	1 1.1%

Positive	90 96.8%
Negative	3 3.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	34 87.2%	47 87.0%	0 0
Somewhat Satisfied	4 10.3%	5 9.3%	0 0
Somewhat Dissatisfied	0 0	2 3.7%	0 0
Very Dissatisfied	1 2.6%	0 0	0 0

	Adult Parent/Guardian	
Positive	38 97.4%	52 96.3%
Negative	1 2.6%	2 3.7%

Total All Surveys

Mostly Satisfied	81 87.1%
Somewhat Satisfied	9 9.7%
Somewhat Dissatisfied	2 2.2%
Very Dissatisfied	1 1.1%

Positive	90 96.8%
Negative	3 3.2%

Adult Comments:

Parent Guardian Comments:

Most issues are with BHRS services.

“KidsPeace had a bad smell once. The bathrooms are too small for the handicapped. The wall on the stairs is too slippery to hold on to.”

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	35	50	0
	89.7%	92.6%	0
Almost Always	1	2	0
	2.6%	3.7%	0
Sometimes	2	2	0
	5.1%	3.7%	0
Rarely	0	0	0
	0	0	0
Never	1	0	0
	2.6%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	54	0
	97.4%	100.0%	0
Negative	1	0	0
	2.6%	0	0

Total All Surveys

Always	85	91.4%
Almost Always	3	3.2%
Sometimes	4	4.3%
Rarely	0	0
Never	1	1.1%

Positive	92	98.9%
Negative	1	1.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	35	50	0
	89.7%	92.6%	0
Almost Always	1	2	0
	2.6%	3.7%	0
Sometimes	2	2	0
	5.1%	3.7%	0
Rarely	0	0	0
	0	0	0
Never	1	0	0
	2.6%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	54	0
	97.4%	100.0%	0
Negative	1	0	0
	2.6%	0	0

Total All Surveys

Always	85	91.4%
Almost Always	3	3.2%
Sometimes	4	4.3%
Rarely	0	0
Never	1	1.1%

Positive	92	98.9%
Negative	1	1.1%

Adult Comments:

Don't know what to expect.

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	34	52	0
	87.2%	96.3%	0
Almost Always	1	0	0
	2.6%	0	0
Sometimes	3	2	0
	7.7%	3.7%	0
Rarely	0	0	0
	0	0	0
Never	1	0	0
	2.6%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	54	0
	97.4%	100.0%	0
Negative	1	0	0
	2.6%	0	0

Total All Surveys

Always	86	92.5%
Almost Always	1	1.1%
Sometimes	5	5.4%
Rarely	0	0
Never	1	1.1%

Positive	92	98.9%
Negative	1	1.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	34	52	0
	87.2%	96.3%	0
Almost Always	1	0	0
	2.6%	0	0
Sometimes	3	2	0
	7.7%	3.7%	0
Rarely	0	0	0
	0	0	0
Never	1	0	0
	2.6%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	54	0
	97.4%	100.0%	0
Negative	1	0	0
	2.6%	0	0

Total All Surveys

Always	86	92.5%
Almost Always	1	1.1%
Sometimes	5	5.4%
Rarely	0	0
Never	1	1.1%

Positive	92	98.9%
Negative	1	1.1%

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	30	40	0
	76.9%	74.1%	0
Somewhat Satisfied	6	7	0
	15.4%	13.0%	0
Somewhat Dissatisfied	0	6	0
	0	11.1%	0
Very Dissatisfied	3	1	0
	7.7%	1.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	36	47	0
	92.3%	87.0%	0
Negative	3	7	0
	7.7%	13.0%	0

Total All Surveys

Mostly Satisfied	70	75.3%
Somewhat Satisfied	13	14.0%
Somewhat Dissatisfied	6	6.5%
Very Dissatisfied	4	4.3%

Positive	83	89.2%
Negative	10	10.8%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	30	40	0
	76.9%	74.1%	0
Somewhat Satisfied	6	7	0
	15.4%	13.0%	0
Somewhat Dissatisfied	0	6	0
	0	11.1%	0
Very Dissatisfied	3	1	0
	7.7%	1.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	36	47	0
	92.3%	87.0%	0
Negative	3	7	0
	7.7%	13.0%	0

Total All Surveys

Mostly Satisfied	70	75.3%
Somewhat Satisfied	13	14.0%
Somewhat Dissatisfied	6	6.5%
Very Dissatisfied	4	4.3%

Positive	83	89.2%
Negative	10	10.8%

Adult Comments:

Not enough information provided.

Parent Guardian Comments:

Not enough choices. Not aware of what services are available.

“KidsPeace Program Sara Smile was terrible. An aide did damage to my car by banging on my window, because I wouldn’t speak to her.”

There’s not enough psychiatrists or psychologists in the area.

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

	Adult Parent/Guardian	
Always	31 79.5%	5 9.3%
Sometimes	4 10.3%	12 22.2%
Never	4 10.3%	37 68.5%

	Adult Parent/Guardian	
Positive	31 79.5%	5 9.3%
Negative	8 20.5%	49 90.7%

]

Cummulative Yearly Total

	Adult
Always	31 79.5%
Sometimes	4 10.3%
Never	4 10.3%

	Adult
Positive	31 79.5%
Negative	8 20.5%

]

Adult Comments:

No help with housing from any services from Salisbury BCM or CPS.

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

	Parent/Guardian
Always	5 9.3%
Sometimes	12 22.2%
Never	37 68.5%

	Parent/Guardian
Positive	37 68.5%
Negative	17 31.5%

Cummulative Yearly Total

	Parent/Guardian
Always	5 9.3%
Sometimes	12 22.2%
Never	37 68.5%

	Parent/Guardian
Positive	37 68.5%
Negative	17 31.5%

Parent Guardian Comments:

Having trouble finding a TSS for my son right now.

“Because of the summer program at KidsPeace and lack of TSS services at the LCIU21.”

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

	Adult Parent/Guardian Child/Adolescent		
Always	35	46	0
	92.1%	85.2%	0
Sometimes	3	5	0
	7.9%	9.3%	0
Never	0	3	0
	0	5.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	51	0
	100.0%	94.4%	0
Negative	0	3	0
	0	5.6%	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	1	0	0

Total All Surveys

Always	81
	88.0%
Sometimes	8
	8.7%
Never	3
	3.3%

Positive	89
	96.7%
Negative	3
	3.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	35	46	0
	92.1%	85.2%	0
Sometimes	3	5	0
	7.9%	9.3%	0
Never	0	3	0
	0	5.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	38	51	0
	100.0%	94.4%	0
Negative	0	3	0
	0	5.6%	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	1	0	0

Total All Surveys

Always	81
	88.0%
Sometimes	8
	8.7%
Never	3
	3.3%

Positive	89
	96.7%
Negative	3
	3.3%

Adult Comments:

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	20 51.3%	19 35.2%	0 0
A Little Better	10 25.6%	28 51.9%	0 0
About the Same	8 20.5%	6 11.1%	0 0
A Little Worse	1 2.6%	1 1.9%	0 0
Much Worse	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	38 97.4%	53 98.1%	0 0
Negative	1 2.6%	1 1.9%	0 0

Total All Surveys

Much better	39 41.9%
A Little Better	38 40.9%
About the Same	14 15.1%
A Little Worse	2 2.2%
Much Worse	0 0

Positive	91 97.8%
Negative	2 2.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Much better	20 51.3%	19 35.2%	0 0
A Little Better	10 25.6%	28 51.9%	0 0
About the Same	8 20.5%	6 11.1%	0 0
A Little Worse	1 2.6%	1 1.9%	0 0
Much Worse	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	38 97.4%	53 98.1%	0 0
Negative	1 2.6%	1 1.9%	0 0

Total All Surveys

Much better	39 41.9%
A Little Better	38 40.9%
About the Same	14 15.1%
A Little Worse	2 2.2%
Much Worse	0 0

Positive	91 97.8%
Negative	2 2.2%

Adult Comments:

“I’m still worried about where I’m going to live.”

Parent Guardian Comments:

With BHRS it’s a little worse.

“Which is somewhat my daughter’s choices she is making.”

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	32 82.1%	48 88.9%	0 0
Somewhat Satisfied	7 17.9%	5 9.3%	0 0
Somewhat Dissatisfied	0 0	1 1.9%	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	39 100.0%	53 98.1%	0 0
Negative	0 0	1 1.9%	0 0

Total All Surveys

Mostly Satisfied	80 86.0%
Somewhat Satisfied	12 12.9%
Somewhat Dissatisfied	1 1.1%
Very Dissatisfied	0 0

Positive	92 98.9%
Negative	1 1.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	32 82.1%	48 88.9%	0 0
Somewhat Satisfied	7 17.9%	5 9.3%	0 0
Somewhat Dissatisfied	0 0	1 1.9%	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	39 100.0%	53 98.1%	0 0
Negative	0 0	1 1.9%	0 0

Total All Surveys

Mostly Satisfied	80 86.0%
Somewhat Satisfied	12 12.9%
Somewhat Dissatisfied	1 1.1%
Very Dissatisfied	0 0

Positive	92 98.9%
Negative	1 1.1%

Adult Comments:

Parent Guardian Comments:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	39 100.0%	51 94.4%	0 0
No	0 0	3 5.6%	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	39 100.0%	51 94.4%	0 0
Negative	0 0	3 5.6%	0 0

Total All Surveys

Yes	90 96.8%
No	3 3.2%

Positive	90 96.8%
Negative	3 3.2%

Cummulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	39 100.0%	51 94.4%	0 0
No	0 0	3 5.6%	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	39 100.0%	51 94.4%	0 0
Negative	0 0	3 5.6%	0 0

Total All Surveys

Yes	90 96.8%
No	3 3.2%

Positive	90 96.8%
Negative	3 3.2%

Adult Comments:

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	0	1	0
	0	1.9%	0
No	39	53	0
	100.0%	98.1%	0

Cummulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	0	1	0
	0	1.9%	0
No	39	53	0
	100.0%	98.1%	0

Please provide your contact information: Adult

Please provide your contact information: Parent/Guardian

Jerry Rodriguez 484-201-7121 I would like help exploring resources for adult autism residential services.

Please provide your contact information: Child/Adolescent

Question 27: Do you have any additional comments? Adult

No

No

"I really need help with my living situation." "I will call the Magellan advocate today."

At Salisbury New Story CPS, my CPS Jerry doesn't come weekly, but he has me sign paperwork that he was here. He is always available when I have a crisis. I don't want to get him in trouble, but it's not right that somebody has to pay for services I didn't get.

New Story CPS Karen has been a great influence on my life and becoming a productive member of society and broaden my horizons.

No.

LVACT asked me if I wanted to continue ICM services and I said I needed the support.

No

My CPS from Salisbury Behavioral Health, Katherine Frankenthal is a great, nice helpful person, but her car is very dirty, and full of garbage and bugs.

No

New Directions saved my life multiple times.

No.

No.

I am very thankful for New Directions for their support and help.

No.

No.

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

Problems with BHRS services. Not enough services for clients.

We felt like we got the run around trying to get help from Magellan for Residential Treatment for our daughter as a teenager.

No.

"I am satisfied with the CLIU21 services. Especially for my son's BSC, Olga; who has helped him progress in every way."

We are very happy with the CLIU21 BHRS Program. They are wonderful with my son.

All her workers at CLIU21 helped a lot.

I'm very happy with my child's progress. But disappointed about not getting the services for six months and not enough staff."

No

No

"Our BSC, Joan has been outstanding! Our TSS, Donna is very creative with ideas for activities. They both have been a tremendous help."

"Dr Clark at the IU21 is great with helping my daughter. The whole team there is very helpful."

No

No

No

No

No

At Access BHRS, they need to improve the quality of their TSS workers. They don't have enough and the ones they do have are not very therapeutic.

At Access BHRS, the TSS workers are not therapeutic and they don't have enough staff.

No.

"The Office is very unorganized. They almost terminated services due to their negligence."

We had a conflict of interest at KidsPeace, after complaining it took months to get services at Pinebrook
Answers with pretty inadequate services until the end of 2018, when Pinebrook got a great psychologist.

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