

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

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report
2nd Quarter 04/01/2019 - 06/30/2019**

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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	52 82.5%	13 81.3%	1 100.0%
Somewhat Satisfied	10 15.9%	2 12.5%	0 0
Dissatisfied	1 1.6%	0 0	0 0
Very Dissatisfied	0 0	1 6.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	62 98.4%	15 93.8%	1 100.0%
Negative	1 1.6%	1 6.3%	0 0

Total All Surveys

Mostly Satisfied	66 82.5%
Somewhat Satisfied	12 15.0%
Dissatisfied	1 1.3%
Very Dissatisfied	1 1.3%

Positive	78 97.5%
Negative	2 2.5%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	85 83.3%	53 75.7%	1 100.0%
Somewhat Satisfied	13 12.7%	14 20.0%	0 0
Dissatisfied	3 2.9%	1 1.4%	0 0
Very Dissatisfied	1 1.0%	2 2.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	98 96.1%	67 95.7%	1 100.0%
Negative	4 3.9%	3 4.3%	0 0

Total All Surveys

Positive	166 96.0%
Negative	7 4.0%

Mostly Satisfied	139 80.3%
Somewhat Satisfied	27 15.6%
Dissatisfied	4 2.3%
Very Dissatisfied	3 1.7%

Adult Comments:

I'm satisfied with LV ACT. I am not happy with the doctor at HAO, he either forgets to write my prescriptions or he writes them wrong. The nurse practitioner at HAO told the doctor I wasn't taking my medications because I said I didn't need any scripts at this time. The doctor believed her but they never ever asked me. At HAO they never pick up the telephone or return calls. I'm going to discuss filing a complaint with Magellan about HAO with my ICM first.

My injection is helping. I have schizophrenia and now have my own apartment thanks to Lehigh Valley ACT, Bet EI, and Lehigh Conference of Churches.

I enjoyed going to Pyramid.

Parent Guardian Comments:

I feel the BSC at Methodist should give us more tools to use to work with my son on a regular basis.

I am not happy at all with the Wrap Around service through Access. The Behavioral Specialist has not been out to the house and isn't willing to meet with our schedule. There is no communication either. We still have yet to see a TSS as well. I'm worried the psych eval will run out, it's been 6 months.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	50 79.4%	12 75.0%	1 100.0%
Somewhat Helpful	11 17.5%	4 25.0%	0 0
Not At All Helpful	2 3.2%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	61 96.8%	16 100.0%	1 100.0%
Negative	2 3.2%	0 0	0 0

Total All Surveys

Positive	78 97.5%
Negative	2 2.5%

Mostly Helpful	63 78.8%
Somewhat Helpful	15 18.8%
Not At All Helpful	2 2.5%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	81 79.4%	53 75.7%	1 100.0%
Somewhat Helpful	16 15.7%	17 24.3%	0 0
Not At All Helpful	5 4.9%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	97 95.1%	70 100.0%	1 100.0%
Negative	5 4.9%	0 0	0 0

Total All Surveys

Mostly Helpful	135 78.0%
Somewhat Helpful	33 19.1%
Not At All Helpful	5 2.9%

Positive	168 97.1%
Negative	5 2.9%

Adult Comments:

At Preventive Measures, I feel like I need ACT Team services because I am not getting the help I need.

The member doesn't really think every week for therapy is necessary.

I didn't "click" with my therapist at a Preventive Measures.

Parent Guardian Comments:

The one on one with the therapist at Methodist is much more helpful than the BSC.

At St. Luke's yes. The psychiatrist and counseling is great.

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

		Adult Parent/Guardian Child/Adolescent		
Yes	53	13	1	
	93.0%	92.9%	100.0%	
No	4	1	0	
	7.0%	7.1%	0	

		Adult Parent/Guardian Child/Adolescent		
Positive	53	13	1	
	93.0%	92.9%	100.0%	
Negative	4	1	0	
	7.0%	7.1%	0	

Total All Surveys

Yes	67	
	93.1%	
No	5	
	6.9%	

Positive	67	
	93.1%	
Negative	5	
	6.9%	

Not Applicable

		Adult Parent/Guardian Child/Adolescent		
Not Applicable		6	2	0

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
Yes	80	63	1	
	88.9%	94.0%	100.0%	
No	10	4	0	
	11.1%	6.0%	0	

		Adult Parent/Guardian Child/Adolescent		
Positive	80	63	1	
	88.9%	94.0%	100.0%	
Negative	10	4	0	
	11.1%	6.0%	0	

Not Applicable

		Adult Parent/Guardian Child/Adolescent		
Not Applicable		12	3	0

Total All Surveys

Yes	144	
	91.1%	
No	14	
	8.9%	

Positive	144	
	91.1%	
Negative	14	
	8.9%	

Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	48 90.6%	13 100.0%	1 100.0%
Somewhat Comfortable	5 9.4%	0 0	0 0
Somewhat Uncomfortable	0 0	0 0	0 0
Very Uncomfortable	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	53 100.0%	13 100.0%	1 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Mostly Comfortable	62 92.5%
Somewhat Comfortable	5 7.5%
Somewhat Uncomfortable	0 0
Very Uncomfortable	0 0

Positive	67 100.0%
Negative	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	72 90.0%	60 95.2%	1 100.0%
Somewhat Comfortable	7 8.8%	3 4.8%	0 0
Somewhat Uncomfortable	1 1.3%	0 0	0 0
Very Uncomfortable	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	79 98.8%	63 100.0%	1 100.0%
Negative	1 1.3%	0 0	0 0

Total All Surveys

Mostly Comfortable	133 92.4%
Somewhat Comfortable	10 6.9%
Somewhat Uncomfortable	1 0.7%
Very Uncomfortable	0 0

Positive	143 99.3%
Negative	1 0.7%

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	51	15	1
	81.0%	93.8%	100.0%
Almost Always	5	1	0
	7.9%	6.3%	0
Sometimes	7	0	0
	11.1%	0	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	16	1
	100.0%	100.0%	100.0%
Negative	0	0	0
	0	0	0

Total All Surveys

Always	67	83.8%
Almost Always	6	7.5%
Sometimes	7	8.8%
Rarely	0	0
Never	0	0

Positive	80	100.0%
Negative	0	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	83	63	1
	81.4%	90.0%	100.0%
Almost Always	8	5	0
	7.8%	7.1%	0
Sometimes	10	2	0
	9.8%	2.9%	0
Rarely	1	0	0
	1.0%	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	101	70	1
	99.0%	100.0%	100.0%
Negative	1	0	0
	1.0%	0	0

Total All Surveys

Always	147	85.0%
Almost Always	13	7.5%
Sometimes	12	6.9%
Rarely	1	0.6%
Never	0	0

Positive	172	99.4%
Negative	1	0.6%

Adult Comments:

“With the therapist yes. The doctor at Preventative Measures doesn’t let me talk or express myself and he doesn’t explain things.”

“I haven’t had many visits with my therapist due to my health condition.”

The doctor at HAO doesn’t trust me and I don’t trust him.

They treat me as an equal partner. They got me onto the housing list too. Lehigh Valley ACT has been great especially Jerome Falwell.

My ICM at Lehigh Valley ACT is fine. Peer support from PA Mentor, I’m not having luck with peers. I’m not happy with the peer I have now.

Parent Guardian Comments:

They are starting to now. I had a meeting with them to fix problems we were having and now everything is great at CLIU 21.

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	54 85.7%	14 87.5%	1 100.0%
Almost Always	6 9.5%	2 12.5%	0 0
Sometimes	3 4.8%	0 0	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	63 100.0%	16 100.0%	1 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Always	69 86.3%
Almost Always	8 10.0%
Sometimes	3 3.8%
Rarely	0 0
Never	0 0

Positive	80 100.0%
Negative	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	89 87.3%	62 88.6%	1 100.0%
Almost Always	6 5.9%	7 10.0%	0 0
Sometimes	4 3.9%	0 0	0 0
Rarely	2 2.0%	0 0	0 0
Never	1 1.0%	1 1.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	99 97.1%	69 98.6%	1 100.0%
Negative	3 2.9%	1 1.4%	0 0

Total All Surveys

Always	152 87.9%
Almost Always	13 7.5%
Sometimes	4 2.3%
Rarely	2 1.2%
Never	2 1.2%

Positive	169 97.7%
Negative	4 2.3%

Adult Comments:

“Sometimes the scheduling is messed up at Preventative Measures.”

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Always	53 84.1%	14 87.5%	1 100.0%
Almost Always	5 7.9%	1 6.3%	0 0
Sometimes	4 6.3%	1 6.3%	0 0
Rarely	1 1.6%	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	62 98.4%	16 100.0%	1 100.0%
Negative	1 1.6%	0 0	0 0

Total All Surveys

Always	68 85.0%
Almost Always	6 7.5%
Sometimes	5 6.3%
Rarely	1 1.3%
Never	0 0

Positive	79 98.8%
Negative	1 1.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	85 83.3%	55 78.6%	1 100.0%
Almost Always	8 7.8%	9 12.9%	0 0
Sometimes	7 6.9%	2 2.9%	0 0
Rarely	2 2.0%	1 1.4%	0 0
Never	0 0	3 4.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	100 98.0%	66 94.3%	1 100.0%
Negative	2 2.0%	4 5.7%	0 0

Total All Surveys

Always	141 81.5%
Almost Always	17 9.8%
Sometimes	9 5.2%
Rarely	3 1.7%
Never	3 1.7%

Positive	167 96.5%
Negative	6 3.5%

Adult Comments:

“For my therapist yes at Preventative Measures.”

Had to miss my appointments.

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	60	14	1
	95.2%	87.5%	100.0%
Almost Always	3	1	0
	4.8%	6.3%	0
Sometimes	0	1	0
	0	6.3%	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	16	1
	100.0%	100.0%	100.0%
Negative	0	0	0
	0	0	0

Total All Surveys

Always	75
	93.8%
Almost Always	4
	5.0%
Sometimes	1
	1.3%
Rarely	0
	0
Never	0
	0

Positive	80
	100.0%
Negative	0
	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	99	67	1
	97.1%	95.7%	100.0%
Almost Always	3	2	0
	2.9%	2.9%	0
Sometimes	0	1	0
	0	1.4%	0
Rarely	0	0	0
	0	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	102	70	1
	100.0%	100.0%	100.0%
Negative	0	0	0
	0	0	0

Total All Surveys

Always	167
	96.5%
Almost Always	5
	2.9%
Sometimes	1
	0.6%
Rarely	0
	0
Never	0
	0

Positive	173
	100.0%
Negative	0
	0

Adult Comments:

Parent Guardian Comments:

I say that because I live a Latino lifestyle and they are all Caucasian at CLIU 21.

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

	Adult Parent/Guardian Child/Adolescent		
Always	62 98.4%	16 100.0%	1 100.0%
Almost Always	1 1.6%	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	63 100.0%	16 100.0%	1 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Always	79 98.8%
Almost Always	1 1.3%
Sometimes	0 0
Rarely	0 0
Never	0 0

Positive	80 100.0%
Negative	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	100 98.0%	70 100.0%	1 100.0%
Almost Always	2 2.0%	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	102 100.0%	70 100.0%	1 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Always	171 98.8%
Almost Always	2 1.2%
Sometimes	0 0
Rarely	0 0
Never	0 0

Positive	173 100.0%
Negative	0 0

Adult Comments:

Especially my ICM Aric Hines of Lehigh Valley ACT.

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	47 74.6%	13 81.3%	0 0
Somewhat Satisfied	10 15.9%	2 12.5%	1 100.0%
Somewhat Dissatisfied	3 4.8%	0 0	0 0
Very Dissatisfied	3 4.8%	1 6.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	57 90.5%	15 93.8%	1 100.0%
Negative	6 9.5%	1 6.3%	0 0

Total All Surveys

Mostly Satisfied	60 75.0%
Somewhat Satisfied	13 16.3%
Somewhat Dissatisfied	3 3.8%
Very Dissatisfied	4 5.0%

Positive	73 91.3%
Negative	7 8.8%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	82 80.4%	64 91.4%	0 0
Somewhat Satisfied	13 12.7%	3 4.3%	1 100.0%
Somewhat Dissatisfied	4 3.9%	2 2.9%	0 0
Very Dissatisfied	3 2.9%	1 1.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	95 93.1%	67 95.7%	1 100.0%
Negative	7 6.9%	3 4.3%	0 0

Total All Surveys

Mostly Satisfied	146 84.4%
Somewhat Satisfied	17 9.8%
Somewhat Dissatisfied	6 3.5%
Very Dissatisfied	4 2.3%

Positive	163 94.2%
Negative	10 5.8%

Adult Comments:

The parking at Preventive Measures is ridiculous.

I hate Allentown.

There isn't enough parking out back.

The office is too far away.

To get to Habit Opco, I have to walk about 2 miles from the bus stop in Fogelsville.

There is no bus service to take you there. Walking there from where the bus drops you off is a far and dangerous walk.

The distance is about a half hour ride.

At Habit Opco, the bus stop is two miles from the new clinic.

I don't like the location. It's next to a bank and day care center

Parent Guardian Comments:

I hate Allentown.

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		49	11	0
		77.8%	68.8%	0
No		14	5	1
		22.2%	31.3%	100.0%

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

Total All Surveys

Yes	60	Not Interested In these	0
	75.0%		
No	20		
	25.0%		

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
Yes		83	43	0
		81.4%	61.4%	0
No		19	27	1
		18.6%	38.6%	100.0%

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

Total All Surveys

Yes	126	Not Interested In these	0
	72.8%		
No	47		
	27.2%		

Adult Comments:

Life Guidance hasn't.

At Haven House, I wasn't informed about Peer Support or Advocacy services.

At Bet El, Bethlehem, I don't remember anything about Peer Support or Advocacy Services.

At Ethos, I was not told about Peer Support or Advocacy Services.

C/FST staff gave her the number for the Peer line.

Parent Guardian Comments:

The school provides a mentor that helps.

This has never come up at St. Luke's during counseling or psychiatrist appointments.

No not interested in services

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

	Adult Parent/Guardian Child/Adolescent		
Always	56 88.9%	14 87.5%	1 100.0%
Almost Always	3 4.8%	0 0	0 0
Sometimes	0 0	1 6.3%	0 0
Rarely	3 4.8%	1 6.3%	0 0
Never	1 1.6%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	59 93.7%	15 93.8%	1 100.0%
Negative	4 6.3%	1 6.3%	0 0

Total All Surveys

Always	71 88.8%
Almost Always	3 3.8%
Sometimes	1 1.3%
Rarely	4 5.0%
Never	1 1.3%

Positive	75 93.8%
Negative	5 6.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	87 85.3%	62 88.6%	1 100.0%
Almost Always	4 3.9%	1 1.4%	0 0
Sometimes	4 3.9%	2 2.9%	0 0
Rarely	4 3.9%	1 1.4%	0 0
Never	3 2.9%	4 5.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	95 93.1%	65 92.9%	1 100.0%
Negative	7 6.9%	5 7.1%	0 0

Total All Surveys

Always	150 86.7%
Almost Always	5 2.9%
Sometimes	6 3.5%
Rarely	5 2.9%
Never	7 4.0%

Positive	161 93.1%
Negative	12 6.9%

Adult Comments:

At Pinebrook OPMH, the psychiatrist pushes too many medications.

When they do the monthly treatment plan they ask the same questions. No one ever discusses symptoms except just one of the counselors.

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	59 93.7%	14 87.5%	1 100.0%
Somewhat Satisfied	3 4.8%	2 12.5%	0 0
Somewhat Dissatisfied	0 0	0 0	0 0
Very Dissatisfied	1 1.6%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	62 98.4%	16 100.0%	1 100.0%
Negative	1 1.6%	0 0	0 0

Total All Surveys

Mostly Satisfied	74 92.5%
Somewhat Satisfied	5 6.3%
Somewhat Dissatisfied	0 0
Very Dissatisfied	1 1.3%

Positive	79 98.8%
Negative	1 1.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	94 92.2%	61 87.1%	1 100.0%
Somewhat Satisfied	5 4.9%	4 5.7%	0 0
Somewhat Dissatisfied	2 2.0%	2 2.9%	0 0
Very Dissatisfied	1 1.0%	3 4.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	99 97.1%	65 92.9%	1 100.0%
Negative	3 2.9%	5 7.1%	0 0

Total All Surveys

Mostly Satisfied	156 90.2%
Somewhat Satisfied	9 5.2%
Somewhat Dissatisfied	4 2.3%
Very Dissatisfied	4 2.3%

Positive	165 95.4%
Negative	8 4.6%

Adult Comments:

At Habit Opco, it took a couple of months to get counseling, but only 2-3 days to get into the methadone program.

It took two months to get into treatment at Habit OPCO

Parent Guardian Comments:

In the beginning it took awhile, but now we are in it's great at St. Luke's.

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

	Adult Parent/Guardian Child/Adolescent		
Always	58 92.1%	13 81.3%	1 100.0%
Almost Always	1 1.6%	2 12.5%	0 0
Sometimes	4 6.3%	1 6.3%	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	63 100.0%	16 100.0%	1 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Always	72 90.0%
Almost Always	3 3.8%
Sometimes	5 6.3%
Rarely	0 0
Never	0 0

Positive	80 100.0%
Negative	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	90 88.2%	59 84.3%	1 100.0%
Almost Always	2 2.0%	6 8.6%	0 0
Sometimes	7 6.9%	2 2.9%	0 0
Rarely	3 2.9%	3 4.3%	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	99 97.1%	67 95.7%	1 100.0%
Negative	3 2.9%	3 4.3%	0 0

Total All Surveys

Always	150 86.7%
Almost Always	8 4.6%
Sometimes	9 5.2%
Rarely	6 3.5%
Never	0 0

Positive	167 96.5%
Negative	6 3.5%

Adult Comments:

“My therapist is.”

At Habit OPCO the nurse and counselor are awesome.

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	49 77.8%	12 75.0%	0 0
	No	14 22.2%	4 25.0%	1 100.0%

Total All Surveys

	Yes	61 76.3%
	No	19 23.8%

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	78 76.5%	57 81.4%	0 0
	No	24 23.5%	13 18.6%	1 100.0%

Total All Surveys

	Yes	135 78.0%
	No	38 22.0%

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	2 3.2%	1 6.3%	0 0
	No	61 96.8%	15 93.8%	1 100.0%

Total All Surveys

	Yes	3 3.8%
	No	77 96.3%

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	6 5.9%	10 14.3%	0 0
	No	96 94.1%	60 85.7%	1 100.0%

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	1 50.0%	1 100.0%	0 0
	No	1 50.0%	0 0	0 0

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	5 83.3%	7 70.0%	0 0
	No	1 16.7%	3 30.0%	0 0

Total All Surveys

Total All Surveys

	Yes	12 75.0%
	No	4 25.0%

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

	Adult Parent/Guardian Child/Adolescent		
Always	57	16	1
	90.5%	100.0%	100.0%
Almost Always	1	0	0
	1.6%	0	0
Sometimes	2	0	0
	3.2%	0	0
Rarely	0	0	0
	0	0	0
Never	3	0	0
	4.8%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	60	16	1
	95.2%	100.0%	100.0%
Negative	3	0	0
	4.8%	0	0

Total All Surveys

Always	74
	92.5%
Almost Always	1
	1.3%
Sometimes	2
	2.5%
Rarely	0
	0
Never	3
	3.8%

Positive	77
	96.3%
Negative	3
	3.8%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	90	68	1
	88.2%	97.1%	100.0%
Almost Always	4	1	0
	3.9%	1.4%	0
Sometimes	4	0	0
	3.9%	0	0
Rarely	0	0	0
	0	0	0
Never	4	1	0
	3.9%	1.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	98	69	1
	96.1%	98.6%	100.0%
Negative	4	1	0
	3.9%	1.4%	0

Total All Surveys

Always	159
	91.9%
Almost Always	5
	2.9%
Sometimes	4
	2.3%
Rarely	0
	0
Never	5
	2.9%

Positive	168
	97.1%
Negative	5
	2.9%

Adult Comments:

“No I don’t have a choice in doctors at Preventative Measures.”

“I don’t have paperwork explaining.”

Lehigh Valley ACT put me wherever they want. They sent me to HAO.

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	61 96.8%	16 100.0%	1 100.0%
Somewhat Satisfied	1 1.6%	0 0	0 0
Somewhat Dissatisfied	1 1.6%	0 0	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	62 98.4%	16 100.0%	1 100.0%
Negative	1 1.6%	0 0	0 0

Total All Surveys

Mostly Satisfied	78 97.5%
Somewhat Satisfied	1 1.3%
Somewhat Dissatisfied	1 1.3%
Very Dissatisfied	0 0

Positive	79 98.8%
Negative	1 1.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	95 93.1%	63 90.0%	1 100.0%
Somewhat Satisfied	5 4.9%	5 7.1%	0 0
Somewhat Dissatisfied	1 1.0%	2 2.9%	0 0
Very Dissatisfied	1 1.0%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	100 98.0%	68 97.1%	1 100.0%
Negative	2 2.0%	2 2.9%	0 0

Total All Surveys

Mostly Satisfied	159 91.9%
Somewhat Satisfied	10 5.8%
Somewhat Dissatisfied	3 1.7%
Very Dissatisfied	1 0.6%

Positive	169 97.7%
Negative	4 2.3%

Adult Comments:

It's difficult parking in the back of the building.

They renovated and it's very nice there at Lehigh Valley ACT.

Parent Guardian Comments:

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	54	16	1
	85.7%	100.0%	100.0%
Almost Always	1	0	0
	1.6%	0	0
Sometimes	3	0	0
	4.8%	0	0
Rarely	0	0	0
	0	0	0
Never	5	0	0
	7.9%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	58	16	1
	92.1%	100.0%	100.0%
Negative	5	0	0
	7.9%	0	0

Total All Surveys

Always	71	88.8%
Almost Always	1	1.3%
Sometimes	3	3.8%
Rarely	0	0
Never	5	6.3%

Positive	75	93.8%
Negative	5	6.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	89	66	1
	87.3%	94.3%	100.0%
Almost Always	2	2	0
	2.0%	2.9%	0
Sometimes	5	2	0
	4.9%	2.9%	0
Rarely	0	0	0
	0	0	0
Never	6	0	0
	5.9%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	96	70	1
	94.1%	100.0%	100.0%
Negative	6	0	0
	5.9%	0	0

Total All Surveys

Always	156	90.2%
Almost Always	4	2.3%
Sometimes	7	4.0%
Rarely	0	0
Never	6	3.5%

Positive	167	96.5%
Negative	6	3.5%

Adult Comments:

“They only had one doctor so I couldn’t switch.”

Im not one to speak up.

“It depends on how I am feeling emotionally.

Very positive people there at Lehigh Valley ACT. I can let them know exactly how I feel.

The peer I have from PA Mentor extends the time he is here on the paperwork, then sits here and does his own thing, talks on the phone with friends, applies for loans. There’s suspicious activity going on, like drugs. I’m sure he came to my house drunk and used my bathroom to throw up. I don’t like the supervisor so I hesitate to tell her. I feel like I’m getting people in trouble.

Afraid at Habit OPCO that if I complain that they will take away the bottles, I have a lot to lose

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	56	16	1
	88.9%	100.0%	100.0%
Almost Always	0	0	0
	0	0	0
Sometimes	4	0	0
	6.3%	0	0
Rarely	0	0	0
	0	0	0
Never	3	0	0
	4.8%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	60	16	1
	95.2%	100.0%	100.0%
Negative	3	0	0
	4.8%	0	0

Total All Surveys

Always	73	91.3%
Almost Always	0	0
Sometimes	4	5.0%
Rarely	0	0
Never	3	3.8%

Positive	77	96.3%
Negative	3	3.8%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	90	68	1
	88.2%	97.1%	100.0%
Almost Always	1	0	0
	1.0%	0	0
Sometimes	7	2	0
	6.9%	2.9%	0
Rarely	0	0	0
	0	0	0
Never	4	0	0
	3.9%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	96	70	1
	94.1%	100.0%	100.0%
Negative	6	0	0
	5.9%	0	0

Total All Surveys

Always	159	91.9%
Almost Always	1	0.6%
Sometimes	9	5.2%
Rarely	0	0
Never	4	2.3%

Positive	167	96.5%
Negative	6	3.5%

Adult Comments:

“I have anxiety about speaking up.”

At Habit OPCO I am afraid to say something because they might take away my bottles.

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	55 87.3%	13 81.3%	1 100.0%
Somewhat Satisfied	6 9.5%	1 6.3%	0 0
Somewhat Dissatisfied	1 1.6%	2 12.5%	0 0
Very Dissatisfied	1 1.6%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	61 96.8%	14 87.5%	1 100.0%
Negative	2 3.2%	2 12.5%	0 0

Total All Surveys

Mostly Satisfied	69 86.3%
Somewhat Satisfied	7 8.8%
Somewhat Dissatisfied	3 3.8%
Very Dissatisfied	1 1.3%

Positive	76 95.0%
Negative	4 5.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	85 83.3%	53 75.7%	1 100.0%
Somewhat Satisfied	12 11.8%	8 11.4%	0 0
Somewhat Dissatisfied	1 1.0%	8 11.4%	0 0
Very Dissatisfied	4 3.9%	1 1.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	97 95.1%	61 87.1%	1 100.0%
Negative	5 4.9%	9 12.9%	0 0

Total All Surveys

Mostly Satisfied	139 80.3%
Somewhat Satisfied	20 11.6%
Somewhat Dissatisfied	9 5.2%
Very Dissatisfied	5 2.9%

Positive	159 91.9%
Negative	14 8.1%

Adult Comments:

“They didn’t provide any choices at Transitions.”

Parent Guardian Comments:

We had a lot of trouble finding a provider.

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

	Adult Parent/Guardian Child/Adolescent		
Always	50	1	0
	79.4%	6.3%	0
Sometimes	11	2	0
	17.5%	12.5%	0
Never	2	13	1
	3.2%	81.3%	100.0%

	Adult Parent/Guardian Child/Adolescent		
Positive	50	1	0
	79.4%	6.3%	0
Negative	13	15	1
	20.6%	93.8%	100.0%

Cummulative Yearly Total

	Adult
Always	81
	79.4%
Sometimes	15
	14.7%
Never	6
	5.9%

	Adult
Positive	81
	79.4%
Negative	21
	20.6%

Adult Comments:

I got the help I needed when I was in the hospital.
 "Not from my doctor at Preventive Measures."

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

	Parent/Guardian Child/Adolescent	
Always	1 6.3%	0 0
Sometimes	2 12.5%	0 0
Never	13 81.3%	1 100.0%

	Parent/Guardian Child/Adolescent	
Positive	13 81.3%	1 100.0%
Negative	3 18.8%	0 0

Cummulative Yearly Total

	Parent/Guardian Child/Adolescent	
Always	6 8.6%	0 0
Sometimes	14 20.0%	0 0
Never	50 71.4%	1 100.0%

	Parent/Guardian Child/Adolescent	
Positive	50 71.4%	1 100.0%
Negative	20 28.6%	0 0

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Always	49	14	1
	80.3%	87.5%	100.0%
Sometimes	12	2	0
	19.7%	12.5%	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	61	16	1
	100.0%	100.0%	100.0%
Negative	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	2	0	0

Total All Surveys

Always	64
	82.1%
Sometimes	14
	17.9%
Never	0
	0

Positive	78
	100.0%
Negative	0
	0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	84	60	1
	84.8%	85.7%	100.0%
Sometimes	15	7	0
	15.2%	10.0%	0
Never	0	3	0
	0	4.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	99	67	1
	100.0%	95.7%	100.0%
Negative	0	3	0
	0	4.3%	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	3	0	0

Total All Surveys

Always	145
	85.3%
Sometimes	22
	12.9%
Never	3
	1.8%

Positive	167
	98.2%
Negative	3
	1.8%

Adult Comments:

The doctor at HAO keeps changing everything. I don't trust him.

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	36 57.1%	6 37.5%	0 0
A Little Better	18 28.6%	8 50.0%	1 100.0%
About the Same	7 11.1%	2 12.5%	0 0
A Little Worse	1 1.6%	0 0	0 0
Much Worse	1 1.6%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	61 96.8%	16 100.0%	1 100.0%
Negative	2 3.2%	0 0	0 0

Total All Surveys

Much better	42 52.5%
A Little Better	27 33.8%
About the Same	9 11.3%
A Little Worse	1 1.3%
Much Worse	1 1.3%

Positive	78 97.5%
Negative	2 2.5%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Much better	56 54.9%	25 35.7%	0 0
A Little Better	28 27.5%	36 51.4%	1 100.0%
About the Same	15 14.7%	8 11.4%	0 0
A Little Worse	2 2.0%	1 1.4%	0 0
Much Worse	1 1.0%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	99 97.1%	69 98.6%	1 100.0%
Negative	3 2.9%	1 1.4%	0 0

Total All Surveys

Much better	81 46.8%
A Little Better	65 37.6%
About the Same	23 13.3%
A Little Worse	3 1.7%
Much Worse	1 0.6%

Positive	169 97.7%
Negative	4 2.3%

Adult Comments:

My treatment is okay at Haven House, but I'm not getting better because I cannot afford marriage counseling or anger management.

Parent Guardian Comments:

"This is most likely due to his age."

Occupational Therapy, TSS have been great. Have Access and CLIU 21 services.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	60 95.2%	16 100.0%	1 100.0%
Somewhat Satisfied	3 4.8%	0 0	0 0
Somewhat Dissatisfied	0 0	0 0	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	63 100.0%	16 100.0%	1 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Mostly Satisfied	77 96.3%
Somewhat Satisfied	3 3.8%
Somewhat Dissatisfied	0 0
Very Dissatisfied	0 0

Positive	80 100.0%
Negative	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	92 90.2%	64 91.4%	1 100.0%
Somewhat Satisfied	10 9.8%	5 7.1%	0 0
Somewhat Dissatisfied	0 0	1 1.4%	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	102 100.0%	69 98.6%	1 100.0%
Negative	0 0	1 1.4%	0 0

Total All Surveys

Mostly Satisfied	157 90.8%
Somewhat Satisfied	15 8.7%
Somewhat Dissatisfied	1 0.6%
Very Dissatisfied	0 0

Positive	172 99.4%
Negative	1 0.6%

Adult Comments:

Parent Guardian Comments:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	63 100.0%	16 100.0%	1 100.0%
No	0 0	0 0	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	63 100.0%	16 100.0%	1 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Yes	80 100.0%
No	0 0

Positive	80 100.0%
Negative	0 0

Cummulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	102 100.0%	67 95.7%	1 100.0%
No	0 0	3 4.3%	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	102 100.0%	67 95.7%	1 100.0%
Negative	0 0	3 4.3%	0 0

Total All Surveys

Yes	170 98.3%
No	3 1.7%

Positive	170 98.3%
Negative	3 1.7%

Adult Comments:

If more people would speak Spanish, I could get more support.

Parent Guardian Comments:

“Except the doctor at Preventive Measures.”

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	1 1.6%	2 12.5%	0 0
No	62 98.4%	14 87.5%	1 100.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	1 1.0%	3 4.3%	0 0
No	101 99.0%	67 95.7%	1 100.0%

Please provide your contact information: Adult

Sharon Hertzke 610-333-9581 Peer support issue with PA Mentor.

Please provide your contact information: Parent/Guardian

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

610-432-2739 Parents of Lissette Rico said that Salisbury New Story ICM services have Lissette sign paperwork when she's away from the parents, who are guardians.

Shakieah Fry (610) 739-3581. I would like help with getting my daughter's Wrap Around Services started. It's been 6 months and we saw them maybe 2 times and there is no communication with Access Services. I would like him to help us get Wrap Around with a better provider.

Please provide your contact information: Child/Adolescent

Question 27: Do you have any additional comments? Adult

At Preventive Measures, Dr. Afzal does not even speak to me. He doesn't want to listen. He has prescriptions pre written and hands them to me as soon as I walk in.

No.

Preventive Measures are really good.

Magellan changed the sign in process to electronic and it's a pain.

"Talking with a therapist has helped."

"There was an interruption in my services due to my issues. That's why some things don't apply."

"I'm grateful and satisfied with my services from Pyramid.

"I'm very satisfied with all services provided by Magellan."

The psychiatrists at the mental health centers should inform the clients that they could get a DUI from the medications given.

My counselor, Karl at Habit Opco, is excellent.

I love Habit OPCO. It helps.

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

No.

"The doctor is real cocky when he speaks to me. He doesn't talk to us,he just writes prescriptions."

Magellan changed the sign in process and it's a pain. It's now electronic.

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