

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

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report
3rd Quarter 07/01/2019 - 09/30/2019**

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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	29 96.7%	35 81.4%	1 50.0%
Somewhat Satisfied	1 3.3%	4 9.3%	1 50.0%
Dissatisfied	0 0	1 2.3%	0 0
Very Dissatisfied	0 0	3 7.0%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 100.0%	39 90.7%	2 100.0%
Negative	0 0	4 9.3%	0 0

Total All Surveys

Mostly Satisfied	65 86.7%
Somewhat Satisfied	6 8.0%
Dissatisfied	1 1.3%
Very Dissatisfied	3 4.0%

Positive	71 94.7%
Negative	4 5.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	114 86.4%	88 77.9%	2 66.7%
Somewhat Satisfied	14 10.6%	18 15.9%	1 33.3%
Dissatisfied	3 2.3%	2 1.8%	0 0
Very Dissatisfied	1 0.8%	5 4.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	128 97.0%	106 93.8%	3 100.0%
Negative	4 3.0%	7 6.2%	0 0

Total All Surveys

Positive	237 95.6%
Negative	11 4.4%

Mostly Satisfied	204 82.3%
Somewhat Satisfied	33 13.3%
Dissatisfied	5 2.0%
Very Dissatisfied	6 2.4%

Adult Comments:

Parent Guardian Comments:

At Bet el, 4th Street, Bethlehem, they are disorganized; it's like a circus.

LEHIGH LEARNING ACHIEVEMENT SCHOOL didn't let me know how my son was doing.

Services from CLIU21 Lehigh County turned from worse to horribly worse. He learned and watched inappropriate things online while at school. They wait for things to get worse before they do anything to make it better. SITES program is not helping, they just suspend him.

At OMNI BHRS, only one woman visits and she says they don't have the staff and it's not even her job.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	24 80.0%	31 73.8%	2 100.0%
Somewhat Helpful	6 20.0%	8 19.0%	0 0
Not At All Helpful	0 0	3 7.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 100.0%	39 92.9%	2 100.0%
Negative	0 0	3 7.1%	0 0

Total All Surveys

Positive	71 95.9%
Negative	3 4.1%

Mostly Helpful	57 77.0%
Somewhat Helpful	14 18.9%
Not At All Helpful	3 4.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	105 79.5%	84 75.0%	3 100.0%
Somewhat Helpful	22 16.7%	25 22.3%	0 0
Not At All Helpful	5 3.8%	3 2.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	127 96.2%	109 97.3%	3 100.0%
Negative	5 3.8%	3 2.7%	0 0

Total All Surveys

Mostly Helpful	192 77.7%
Somewhat Helpful	47 19.0%
Not At All Helpful	8 3.2%

Positive	239 96.8%
Negative	8 3.2%

Adult Comments:

Member is in the process of changing psychiatrist. Not happy the doctor changed locations.
Psychiatrist doesn't listen to her.

Parent Guardian Comments:

At Bet el, 4th Street, Bethlehem, they weren't helpful for my children.
My son got out of the hospital in July and I was told there's a 2 month wait to get into the Sites program.
At CLIU21, we are going through the steps.
At OMNI BHRS, the services have not been helpful for my son.
My son just started Services at KidsPeace three weeks ago.

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

	Adult Parent/Guardian Child/Adolescent		
Yes	26 86.7%	39 95.1%	1 50.0%
No	4 13.3%	2 4.9%	1 50.0%

	Adult Parent/Guardian Child/Adolescent		
Positive	26 86.7%	39 95.1%	1 50.0%
Negative	4 13.3%	2 4.9%	1 50.0%

Total All Surveys

Yes	66 90.4%
No	7 9.6%

Positive	66 90.4%
Negative	7 9.6%

Not Applicable

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

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	106 88.3%	102 94.4%	2 66.7%
No	14 11.7%	6 5.6%	1 33.3%

	Adult Parent/Guardian Child/Adolescent		
Positive	106 88.3%	102 94.4%	2 66.7%
Negative	14 11.7%	6 5.6%	1 33.3%

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	12	5	0

Total All Surveys

Yes	210 90.9%
No	21 9.1%

Positive	210 90.9%
Negative	21 9.1%

Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	25 96.2%	36 92.3%	1 100.0%
Somewhat Comfortable	1 3.8%	1 2.6%	0 0
Somewhat Uncomfortable	0 0	0 0	0 0
Very Uncomfortable	0 0	2 5.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	26 100.0%	37 94.9%	1 100.0%
Negative	0 0	2 5.1%	0 0

Total All Surveys

Mostly Comfortable	62 93.9%
Somewhat Comfortable	2 3.0%
Somewhat Uncomfortable	0 0
Very Uncomfortable	2 3.0%

Positive	64 97.0%
Negative	2 3.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	97 91.5%	96 94.1%	2 100.0%
Somewhat Comfortable	8 7.5%	4 3.9%	0 0
Somewhat Uncomfortable	1 0.9%	0 0	0 0
Very Uncomfortable	0 0	2 2.0%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	105 99.1%	100 98.0%	2 100.0%
Negative	1 0.9%	2 2.0%	0 0

Total All Surveys

Mostly Comfortable	195 92.9%
Somewhat Comfortable	12 5.7%
Somewhat Uncomfortable	1 0.5%
Very Uncomfortable	2 1.0%

Positive	207 98.6%
Negative	3 1.4%

Adult Comments:

The member stated that he went to Concerns and they set him up with a screening. He early likes Karen and Jeanette.

Parent Guardian Comments:

"It was a year and a half until he got to see a therapist at Holcomb.

He has to get worse before he gets something new offered. This could be bypassed if the correct service was available from the beginning.

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	28	36	1
	93.3%	83.7%	50.0%
Almost Always	1	2	1
	3.3%	4.7%	50.0%
Sometimes	1	2	0
	3.3%	4.7%	0
Rarely	0	1	0
	0	2.3%	0
Never	0	2	0
	0	4.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	30	40	2
	100.0%	93.0%	100.0%
Negative	0	3	0
	0	7.0%	0

Total All Surveys

Always	65	86.7%
Almost Always	4	5.3%
Sometimes	3	4.0%
Rarely	1	1.3%
Never	2	2.7%

Positive	72	96.0%
Negative	3	4.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	111	99	2
	84.1%	87.6%	66.7%
Almost Always	9	7	1
	6.8%	6.2%	33.3%
Sometimes	11	4	0
	8.3%	3.5%	0
Rarely	1	1	0
	0.8%	0.9%	0
Never	0	2	0
	0	1.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	131	110	3
	99.2%	97.3%	100.0%
Negative	1	3	0
	0.8%	2.7%	0

Total All Surveys

Always	212	85.5%
Almost Always	17	6.9%
Sometimes	15	6.0%
Rarely	2	0.8%
Never	2	0.8%

Positive	244	98.4%
Negative	4	1.6%

Adult Comments:

Parent Guardian Comments:

At Bet el, 4th Street, Bethlehem, they didn't want my input.

Daughter is over the age of 15, no one hares information about her.

The therapist is great at Pinebrook.

"The plan was given to us late by OMNI."

At OMNI BHRS, they rarely listen to my input.

I say almost always because my daughter is 16 and can make her own choices.

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	29 96.7%	39 90.7%	2 100.0%
Almost Always	1 3.3%	0 0	0 0
Sometimes	0 0	1 2.3%	0 0
Rarely	0 0	1 2.3%	0 0
Never	0 0	2 4.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 100.0%	40 93.0%	2 100.0%
Negative	0 0	3 7.0%	0 0

Total All Surveys

Always	70 93.3%
Almost Always	1 1.3%
Sometimes	1 1.3%
Rarely	1 1.3%
Never	2 2.7%

Positive	72 96.0%
Negative	3 4.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	118 89.4%	101 89.4%	3 100.0%
Almost Always	7 5.3%	7 6.2%	0 0
Sometimes	4 3.0%	1 0.9%	0 0
Rarely	2 1.5%	1 0.9%	0 0
Never	1 0.8%	3 2.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	129 97.7%	109 96.5%	3 100.0%
Negative	3 2.3%	4 3.5%	0 0

Total All Surveys

Always	222 89.5%
Almost Always	14 5.6%
Sometimes	5 2.0%
Rarely	3 1.2%
Never	4 1.6%

Positive	241 97.2%
Negative	7 2.8%

Adult Comments:

Parent Guardian Comments:

Mom says, "I just take her to the appointments so I don't know."

At OMNI BHRS, there have not been any meetings.

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

	Adult Parent/Guardian Child/Adolescent		
Always	28 93.3%	34 79.1%	1 50.0%
Almost Always	1 3.3%	2 4.7%	1 50.0%
Sometimes	1 3.3%	5 11.6%	0 0
Rarely	0 0	0 0	0 0
Never	0 0	2 4.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 100.0%	41 95.3%	2 100.0%
Negative	0 0	2 4.7%	0 0

Total All Surveys

Always	63 84.0%
Almost Always	4 5.3%
Sometimes	6 8.0%
Rarely	0 0
Never	2 2.7%

Positive	73 97.3%
Negative	2 2.7%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	113 85.6%	89 78.8%	2 66.7%
Almost Always	9 6.8%	11 9.7%	1 33.3%
Sometimes	8 6.1%	7 6.2%	0 0
Rarely	2 1.5%	1 0.9%	0 0
Never	0 0	5 4.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	130 98.5%	107 94.7%	3 100.0%
Negative	2 1.5%	6 5.3%	0 0

Total All Surveys

Always	204 82.3%
Almost Always	21 8.5%
Sometimes	15 6.0%
Rarely	3 1.2%
Never	5 2.0%

Positive	240 96.8%
Negative	8 3.2%

Adult Comments:

Parent Guardian Comments:

Mother gets no information because daughter is over 15.

At OMNI BHRS, I haven't been educated about my son's illness.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	30 100.0%	41 95.3%	2 100.0%
Almost Always	0 0	0 0	0 0
Sometimes	0 0	1 2.3%	0 0
Rarely	0 0	0 0	0 0
Never	0 0	1 2.3%	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	30 100.0%	42 97.7%	2 100.0%
Negative	0 0	1 2.3%	0 0

Total All Surveys

Always	73 97.3%
Almost Always	0 0
Sometimes	1 1.3%
Rarely	0 0
Never	1 1.3%

Positive	74 98.7%
Negative	1 1.3%

Cummulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	129 97.7%	108 95.6%	3 100.0%
Almost Always	3 2.3%	2 1.8%	0 0
Sometimes	0 0	2 1.8%	0 0
Rarely	0 0	0 0	0 0
Never	0 0	1 0.9%	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	132 100.0%	112 99.1%	3 100.0%
Negative	0 0	1 0.9%	0 0

Total All Surveys

Always	240 96.8%
Almost Always	5 2.0%
Sometimes	2 0.8%
Rarely	0 0
Never	1 0.4%

Positive	247 99.6%
Negative	1 0.4%

Adult Comments:

Parent Guardian Comments:

Mother is not involved.

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

	Adult Parent/Guardian Child/Adolescent		
Always	29 96.7%	37 86.0%	2 100.0%
Almost Always	0 0	1 2.3%	0 0
Sometimes	1 3.3%	3 7.0%	0 0
Rarely	0 0	2 4.7%	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 100.0%	41 95.3%	2 100.0%
Negative	0 0	2 4.7%	0 0

Total All Surveys

Always	68 90.7%
Almost Always	1 1.3%
Sometimes	4 5.3%
Rarely	2 2.7%
Never	0 0

Positive	73 97.3%
Negative	2 2.7%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	129 97.7%	107 94.7%	3 100.0%
Almost Always	2 1.5%	1 0.9%	0 0
Sometimes	1 0.8%	3 2.7%	0 0
Rarely	0 0	2 1.8%	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	132 100.0%	111 98.2%	3 100.0%
Negative	0 0	2 1.8%	0 0

Total All Surveys

Always	239 96.4%
Almost Always	3 1.2%
Sometimes	4 1.6%
Rarely	2 0.8%
Never	0 0

Positive	246 99.2%
Negative	2 0.8%

Adult Comments:**Parent Guardian Comments:**

At Bet el, 4th Street, Bethlehem, they are very unprofessional and talk about their dates, etc, believing I didn't understand Spanish.

The member stated that she speaks better Spanish and they only speak English so sometimes she doesn't understand but they try to communicate and make sure she understands.

When they ask questions. Mother stated she isn't directly involved

At Holcomb it was very technical and hard to understand.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	25 83.3%	31 72.1%	2 100.0%
Somewhat Satisfied	3 10.0%	10 23.3%	0 0
Somewhat Dissatisfied	1 3.3%	1 2.3%	0 0
Very Dissatisfied	1 3.3%	1 2.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	28 93.3%	41 95.3%	2 100.0%
Negative	2 6.7%	2 4.7%	0 0

Total All Surveys

Mostly Satisfied	58 77.3%
Somewhat Satisfied	13 17.3%
Somewhat Dissatisfied	2 2.7%
Very Dissatisfied	2 2.7%

Positive	71 94.7%
Negative	4 5.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	107 81.1%	95 84.1%	2 66.7%
Somewhat Satisfied	16 12.1%	13 11.5%	1 33.3%
Somewhat Dissatisfied	5 3.8%	3 2.7%	0 0
Very Dissatisfied	4 3.0%	2 1.8%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	123 93.2%	108 95.6%	3 100.0%
Negative	9 6.8%	5 4.4%	0 0

Total All Surveys

Mostly Satisfied	204 82.3%
Somewhat Satisfied	30 12.1%
Somewhat Dissatisfied	8 3.2%
Very Dissatisfied	6 2.4%

Positive	234 94.4%
Negative	14 5.6%

Adult Comments:

They moved the office to a place with no bus route.

At HAO, the majority does not speak English.

Habit Opco moved to Orefield. There's no bus transportation to get there.

Parent Guardian Comments:

At Bet el, it was too far away to Uber and be told that I couldn't be seen because a doctor wasn't there.

At CLIU21, he's not at the place he needs to be.

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	26 86.7%	24 55.8%	1 50.0%
	No	4 13.3%	19 44.2%	1 50.0%

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

Total All Surveys

	Yes	51 68.0%	Not Interested In these 0	
	No	24 32.0%		

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	109 82.6%	67 59.3%	1 33.3%
	No	23 17.4%	46 40.7%	2 66.7%

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

Total All Surveys

	Yes	177 71.4%	Not Interested In these 0	
	No	71 28.6%		

Adult Comments:

Had the number for Peer line but asked for it again

At Concern, he speaks with Kelly and they just have really good conversation.

At KidsPeace, I have not been educated about the availability of Peer Support or Advocacy services.

Parent Guardian Comments:

At Bet el, no one told me about any advocacy services.

Mother is not involved.

At OMNI BHRS, I have not been told about Peer Support or Advocacy services.

My son is too young for Peer Services.

At KidsPeace Counseling, I didn't receive any information about Advocacy services.

KidsPeace could reach out more about other programs available.

My grandson is too young for this.

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

	Adult Parent/Guardian Child/Adolescent		
Always	27 90.0%	38 88.4%	2 100.0%
Almost Always	2 6.7%	1 2.3%	0 0
Sometimes	1 3.3%	2 4.7%	0 0
Rarely	0 0	0 0	0 0
Never	0 0	2 4.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 100.0%	41 95.3%	2 100.0%
Negative	0 0	2 4.7%	0 0

Total All Surveys

Always	67 89.3%
Almost Always	3 4.0%
Sometimes	3 4.0%
Rarely	0 0
Never	2 2.7%

Positive	73 97.3%
Negative	2 2.7%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	114 86.4%	100 88.5%	3 100.0%
Almost Always	6 4.5%	2 1.8%	0 0
Sometimes	5 3.8%	4 3.5%	0 0
Rarely	4 3.0%	1 0.9%	0 0
Never	3 2.3%	6 5.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	125 94.7%	106 93.8%	3 100.0%
Negative	7 5.3%	7 6.2%	0 0

Total All Surveys

Always	217 87.5%
Almost Always	8 3.2%
Sometimes	9 3.6%
Rarely	5 2.0%
Never	9 3.6%

Positive	234 94.4%
Negative	14 5.6%

Adult Comments:

Parent Guardian Comments:

This is not discussed with Mother.

At OMNI BHRS, they never discuss my son's symptoms.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	27 90.0%	29 67.4%	2 100.0%
Somewhat Satisfied	1 3.3%	5 11.6%	0 0
Somewhat Dissatisfied	1 3.3%	4 9.3%	0 0
Very Dissatisfied	1 3.3%	5 11.6%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	28 93.3%	34 79.1%	2 100.0%
Negative	2 6.7%	9 20.9%	0 0

Total All Surveys

Mostly Satisfied	58 77.3%
Somewhat Satisfied	6 8.0%
Somewhat Dissatisfied	5 6.7%
Very Dissatisfied	6 8.0%

Positive	64 85.3%
Negative	11 14.7%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	121 91.7%	90 79.6%	3 100.0%
Somewhat Satisfied	6 4.5%	9 8.0%	0 0
Somewhat Dissatisfied	3 2.3%	6 5.3%	0 0
Very Dissatisfied	2 1.5%	8 7.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	127 96.2%	99 87.6%	3 100.0%
Negative	5 3.8%	14 12.4%	0 0

Total All Surveys

Mostly Satisfied	214 86.3%
Somewhat Satisfied	15 6.0%
Somewhat Dissatisfied	9 3.6%
Very Dissatisfied	10 4.0%

Positive	229 92.3%
Negative	19 7.7%

Adult Comments:

At KidsPeace, it took more than 3 months to get my ICM.

At St. Luke's Behavioral Health, I had to wait for over a month to get an appointment and sometimes have to wait more than a month for the next available appointment.

Parent Guardian Comments:

Any providers I have called have extremely long waiting lists.

There are always waiting lists for psychiatrists.

At Concern OPMH, it took fourteen weeks to receive my son's services.

Hospitalization was very fast, but the wait for the next program is 2 months.

"It took a year and a half to see a therapist at Holcomb.

We are still going through the process. CLIU21, is not the program he needs to be in.

"There was an eight month delay in receiving my daughter's services from OMNI BHRS."

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

	Adult Parent/Guardian Child/Adolescent		
Always	29 96.7%	35 81.4%	2 100.0%
Almost Always	0	1 2.3%	0
Sometimes	1 3.3%	5 11.6%	0
Rarely	0	0	0
Never	0	2 4.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 100.0%	41 95.3%	2 100.0%
Negative	0	2 4.7%	0

Total All Surveys

Always	66 88.0%
Almost Always	1 1.3%
Sometimes	6 8.0%
Rarely	0 0
Never	2 2.7%

Positive	73 97.3%
Negative	2 2.7%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	119 90.2%	94 83.2%	3 100.0%
Almost Always	2 1.5%	7 6.2%	0
Sometimes	8 6.1%	7 6.2%	0
Rarely	3 2.3%	3 2.7%	0
Never	0	2 1.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	129 97.7%	108 95.6%	3 100.0%
Negative	3 2.3%	5 4.4%	0

Total All Surveys

Always	216 87.1%
Almost Always	9 3.6%
Sometimes	15 6.0%
Rarely	6 2.4%
Never	2 0.8%

Positive	240 96.8%
Negative	8 3.2%

Adult Comments:

Parent Guardian Comments:

At Bet el, 4th Street, Bethlehem, they only care about getting paid, not the client.

Hopefully but nothing is discussed with Mom.

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	26 86.7%	35 81.4%	1 50.0%
	No	4 13.3%	8 18.6%	1 50.0%

Total All Surveys

	Yes	62 82.7%
	No	13 17.3%

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	104 78.8%	92 81.4%	1 33.3%
	No	28 21.2%	21 18.6%	2 66.7%

Total All Surveys

	Yes	197 79.4%
	No	51 20.6%

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	3 10.0%	6 14.0%	0 0
	No	27 90.0%	37 86.0%	2 100.0%

Total All Surveys

	Yes	9 12.0%
	No	66 88.0%

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	9 6.8%	16 14.2%	0 0
	No	123 93.2%	97 85.8%	3 100.0%

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	3 100.0%	4 66.7%	0 0
	No	0 0	2 33.3%	0 0

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	8 88.9%	11 68.8%	0 0
	No	1 11.1%	5 31.3%	0 0

Total All Surveys

Total All Surveys

	Yes	19 76.0%
	No	6 24.0%

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

	Adult Parent/Guardian Child/Adolescent		
Always	28 93.3%	43 100.0%	2 100.0%
Almost Always	1 3.3%	0 0	0 0
Sometimes	0 0	0 0	0 0
Rarely	0 0	0 0	0 0
Never	1 3.3%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	29 96.7%	43 100.0%	2 100.0%
Negative	1 3.3%	0 0	0 0

Total All Surveys

Always	73 97.3%
Almost Always	1 1.3%
Sometimes	0 0
Rarely	0 0
Never	1 1.3%

Positive	74 98.7%
Negative	1 1.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	118 89.4%	111 98.2%	3 100.0%
Almost Always	5 3.8%	1 0.9%	0 0
Sometimes	4 3.0%	0 0	0 0
Rarely	0 0	0 0	0 0
Never	5 3.8%	1 0.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	127 96.2%	112 99.1%	3 100.0%
Negative	5 3.8%	1 0.9%	0 0

Total All Surveys

Always	232 93.5%
Almost Always	6 2.4%
Sometimes	4 1.6%
Rarely	0 0
Never	6 2.4%

Positive	242 97.6%
Negative	6 2.4%

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	26 86.7%	37 86.0%	2 100.0%
Somewhat Satisfied	1 3.3%	3 7.0%	0 0
Somewhat Dissatisfied	3 10.0%	2 4.7%	0 0
Very Dissatisfied	0 0	1 2.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	27 90.0%	40 93.0%	2 100.0%
Negative	3 10.0%	3 7.0%	0 0

Total All Surveys

Mostly Satisfied	65 86.7%
Somewhat Satisfied	4 5.3%
Somewhat Dissatisfied	5 6.7%
Very Dissatisfied	1 1.3%

Positive	69 92.0%
Negative	6 8.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	121 91.7%	100 88.5%	3 100.0%
Somewhat Satisfied	6 4.5%	8 7.1%	0 0
Somewhat Dissatisfied	4 3.0%	4 3.5%	0 0
Very Dissatisfied	1 0.8%	1 0.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	127 96.2%	108 95.6%	3 100.0%
Negative	5 3.8%	5 4.4%	0 0

Total All Surveys

Mostly Satisfied	224 90.3%
Somewhat Satisfied	14 5.6%
Somewhat Dissatisfied	8 3.2%
Very Dissatisfied	2 0.8%

Positive	238 96.0%
Negative	10 4.0%

Adult Comments:

At Concern OPMH, the clients are mostly children, so I feel uncomfortable.

At HAO it's very crowded and dirty.

At KidsPeace, the offices are very small, there's no privacy, furniture is ripped and there's no toys for children to play with.

Parent Guardian Comments:

At Bet el, 4th Street, Bethlehem, it's dirty and people are running around like it is a nightclub.

It's hard to find parking.

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	28	38	2
	93.3%	88.4%	100.0%
Almost Always	1	1	0
	3.3%	2.3%	0
Sometimes	1	3	0
	3.3%	7.0%	0
Rarely	0	0	0
	0	0	0
Never	0	1	0
	0	2.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	30	42	2
	100.0%	97.7%	100.0%
Negative	0	1	0
	0	2.3%	0

Total All Surveys

Always	68	90.7%
Almost Always	2	2.7%
Sometimes	4	5.3%
Rarely	0	0
Never	1	1.3%

Positive	74	98.7%
Negative	1	1.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	117	104	3
	88.6%	92.0%	100.0%
Almost Always	3	3	0
	2.3%	2.7%	0
Sometimes	6	5	0
	4.5%	4.4%	0
Rarely	0	0	0
	0	0	0
Never	6	1	0
	4.5%	0.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	126	112	3
	95.5%	99.1%	100.0%
Negative	6	1	0
	4.5%	0.9%	0

Total All Surveys

Always	224	90.3%
Almost Always	6	2.4%
Sometimes	11	4.4%
Rarely	0	0
Never	7	2.8%

Positive	241	97.2%
Negative	7	2.8%

Adult Comments:

Parent Guardian Comments:

Mother is not involved and feels she can't ask questions.

There is hesitation speaking up at OMNI BHRS. He did in the past and got a call from OMNI. (He will talk with Magellan's advocate about it.)

I feel if I complain that the higher ups at KidsPeace will take hours away of needed services from my daughter. I feel my daughter's needs are not put in place but staff is the priority. I feel my hands are tied so to speak. I do not wish to complain to Magellan.

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	28	40	2
	93.3%	93.0%	100.0%
Almost Always	0	0	0
	0	0	0
Sometimes	1	0	0
	3.3%	0	0
Rarely	0	1	0
	0	2.3%	0
Never	1	2	0
	3.3%	4.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	29	40	2
	96.7%	93.0%	100.0%
Negative	1	3	0
	3.3%	7.0%	0

Total All Surveys

Always	70
	93.3%
Almost Always	0
	0
Sometimes	1
	1.3%
Rarely	1
	1.3%
Never	3
	4.0%

Positive	71
	94.7%
Negative	4
	5.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	118	108	3
	89.4%	95.6%	100.0%
Almost Always	1	0	0
	0.8%	0	0
Sometimes	8	2	0
	6.1%	1.8%	0
Rarely	0	1	0
	0	0.9%	0
Never	5	2	0
	3.8%	1.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	126	112	3
	95.5%	99.1%	100.0%
Negative	6	1	0
	4.5%	0.9%	0

Total All Surveys

Always	229
	92.3%
Almost Always	1
	0.4%
Sometimes	10
	4.0%
Rarely	1
	0.4%
Never	7
	2.8%

Positive	241
	97.2%
Negative	7
	2.8%

Adult Comments:

Parent Guardian Comments:

He did make a complaint about OMNI to Magellan; then he received a call from OMNI asking why he contacted Magellan. (He will talk to the advocate.)

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	25 83.3%	31 72.1%	2 100.0%
Somewhat Satisfied	2 6.7%	3 7.0%	0 0
Somewhat Dissatisfied	1 3.3%	3 7.0%	0 0
Very Dissatisfied	2 6.7%	6 14.0%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	27 90.0%	34 79.1%	2 100.0%
Negative	3 10.0%	9 20.9%	0 0

Total All Surveys

Mostly Satisfied	58 77.3%
Somewhat Satisfied	5 6.7%
Somewhat Dissatisfied	4 5.3%
Very Dissatisfied	8 10.7%

Positive	63 84.0%
Negative	12 16.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	110 83.3%	84 74.3%	3 100.0%
Somewhat Satisfied	14 10.6%	11 9.7%	0 0
Somewhat Dissatisfied	2 1.5%	11 9.7%	0 0
Very Dissatisfied	6 4.5%	7 6.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	124 93.9%	95 84.1%	3 100.0%
Negative	8 6.1%	18 15.9%	0 0

Total All Surveys

Mostly Satisfied	197 79.4%
Somewhat Satisfied	25 10.1%
Somewhat Dissatisfied	13 5.2%
Very Dissatisfied	13 5.2%

Positive	222 89.5%
Negative	26 10.5%

Adult Comments:

There are not enough places to go for services.

There's not enough service choices available.

Parent Guardian Comments:

Gateway doesn't have enough places for services.

At Concern, The choice for different places are limited, it makes it all very stressful.

There are not enough services close by.

All the services for my son's behavior have a waiting list.

"Very limited choices for treatment and it took too long."

There are not enough services available for children in need.

I don't know any other providers.

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

	Adult Parent/Guardian Child/Adolescent		
Always	26 86.7%	5 11.6%	1 50.0%
Sometimes	3 10.0%	8 18.6%	0 0
Never	1 3.3%	30 69.8%	1 50.0%

	Adult Parent/Guardian Child/Adolescent		
Positive	26 86.7%	5 11.6%	1 50.0%
Negative	4 13.3%	38 88.4%	1 50.0%

Cummulative Yearly Total

	Adult
Always	107 81.1%
Sometimes	18 13.6%
Never	7 5.3%

	Adult
Positive	107 81.1%
Negative	25 18.9%

Adult Comments:

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

	Parent/Guardian Child/Adolescent			Parent/Guardian Child/Adolescent	
Always	5 11.6%	1 50.0%	Positive	30 69.8%	1 50.0%
Sometimes	8 18.6%	0 0	Negative	13 30.2%	1 50.0%
Never	30 69.8%	1 50.0%			

Cummulative Yearly Total

	Parent/Guardian Child/Adolescent			Parent/Guardian Child/Adolescent	
Always	11 9.7%	1 33.3%	Positive	80 70.8%	2 66.7%
Sometimes	22 19.5%	0 0	Negative	33 29.2%	1 33.3%
Never	80 70.8%	2 66.7%			

Parent Guardian Comments:

With getting a support dog.

My son needs ABA services and that's not available. He went from public school to CLIU21 but he needs lower. SITES therapist doesn't know why he has become aggressive. The therapist should know why that's what they are supposed to do.

There was a delay in getting services for over two months.

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

	Adult Parent/Guardian Child/Adolescent		
Always	26	40	2
	86.7%	93.0%	100.0%
Sometimes	3	1	0
	10.0%	2.3%	0
Never	1	2	0
	3.3%	4.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	29	41	2
	96.7%	95.3%	100.0%
Negative	1	2	0
	3.3%	4.7%	0

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

Total All Surveys

Always	68
	90.7%
Sometimes	4
	5.3%
Never	3
	4.0%

Positive	72
	96.0%
Negative	3
	4.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	110	100	3
	85.3%	88.5%	100.0%
Sometimes	18	8	0
	14.0%	7.1%	0
Never	1	5	0
	0.8%	4.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	128	108	3
	99.2%	95.6%	100.0%
Negative	1	5	0
	0.8%	4.4%	0

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

Total All Surveys

Always	213
	86.9%
Sometimes	26
	10.6%
Never	6
	2.4%

Positive	239
	97.6%
Negative	6
	2.4%

Adult Comments:

“They usually make the decisions for us.”

Parent Guardian Comments:

Mother is not included due to her child being 15.

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

	Adult Parent/Guardian Child/Adolescent		
Much better	14 46.7%	16 37.2%	1 50.0%
A Little Better	13 43.3%	17 39.5%	0 0
About the Same	3 10.0%	7 16.3%	0 0
A Little Worse	0 0	1 2.3%	1 50.0%
Much Worse	0 0	2 4.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 100.0%	40 93.0%	1 50.0%
Negative	0	3 7.0%	1 50.0%

Total All Surveys

Much better	31 41.3%
A Little Better	30 40.0%
About the Same	10 13.3%
A Little Worse	2 2.7%
Much Worse	2 2.7%

Positive	71 94.7%
Negative	4 5.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Much better	70 53.0%	41 36.3%	1 33.3%
A Little Better	41 31.1%	53 46.9%	1 33.3%
About the Same	18 13.6%	15 13.3%	0 0
A Little Worse	2 1.5%	2 1.8%	1 33.3%
Much Worse	1 0.8%	2 1.8%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	129 97.7%	109 96.5%	2 66.7%
Negative	3 2.3%	4 3.5%	1 33.3%

Total All Surveys

Much better	112 45.2%
A Little Better	95 38.3%
About the Same	33 13.3%
A Little Worse	5 2.0%
Much Worse	3 1.2%

Positive	240 96.8%
Negative	8 3.2%

Adult Comments:

Living in a state of depression- has good and bad days
"I'm still addicted, just to a different medication."

Parent Guardian Comments:

Daughter's behavior is not much better.

Member has not been going to Concern much, been in New Jersey.

Hospitalization at KidsPeace was helpful, but waiting for a program availability has made things much.

At CLIU21, he's learned behaviors I'm not okay with.

Since services have started.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	28 93.3%	38 88.4%	2 100.0%
Somewhat Satisfied	2 6.7%	4 9.3%	0 0
Somewhat Dissatisfied	0 0	1 2.3%	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 100.0%	42 97.7%	2 100.0%
Negative	0 0	1 2.3%	0 0

Total All Surveys

Mostly Satisfied	68 90.7%
Somewhat Satisfied	6 8.0%
Somewhat Dissatisfied	1 1.3%
Very Dissatisfied	0 0

Positive	74 98.7%
Negative	1 1.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	120 90.9%	102 90.3%	3 100.0%
Somewhat Satisfied	12 9.1%	9 8.0%	0 0
Somewhat Dissatisfied	0 0	2 1.8%	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	132 100.0%	111 98.2%	3 100.0%
Negative	0 0	2 1.8%	0 0

Total All Surveys

Mostly Satisfied	225 90.7%
Somewhat Satisfied	21 8.5%
Somewhat Dissatisfied	2 0.8%
Very Dissatisfied	0 0

Positive	246 99.2%
Negative	2 0.8%

Adult Comments:

Parent Guardian Comments:

Magellan is limiting my son's therapy and he needs more because of his diagnosis of autism.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	30 100.0%	41 95.3%	1 50.0%
No	0 0	2 4.7%	1 50.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	30 100.0%	41 95.3%	1 50.0%
Negative	0 0	2 4.7%	1 50.0%

Total All Surveys

Yes	72 96.0%
No	3 4.0%

Positive	72 96.0%
Negative	3 4.0%

Cummulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	132 100.0%	108 95.6%	2 66.7%
No	0 0	5 4.4%	1 33.3%

	Adult	Parent/Guardian	Child/Adolescent
Positive	132 100.0%	108 95.6%	2 66.7%
Negative	0 0	5 4.4%	1 33.3%

Total All Surveys

Yes	242 97.6%
No	6 2.4%

Positive	242 97.6%
Negative	6 2.4%

Adult Comments:

Parent Guardian Comments:

No one needs it

“Except for getting into services.”

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	4	0
	3.3%	9.3%	0
No	29	39	2
	96.7%	90.7%	100.0%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	2	7	0
	1.5%	6.2%	0
No	130	106	3
	98.5%	93.8%	100.0%

Please provide your contact information: Adult

Jaylany Rosa, 484-587-5277; Getting Services at Bet El Bethlehem. “ They are making me leave Services, cut me off and then start again.”

Please provide your contact information: Parent/Guardian

Lakisha Callazo about getting a support dog for my son.

Lorna Velazquez 484 239 1985 - member found that there are providers on the list that actually don't participate that are not on the list. This parent found that the system is very hard to navigate with the list of providers is so inaccurate. She found out about Concern through a friend and this place is great. Without the friend she would have never found Concern. Member feels like this inaccurate list is a huge customer service issue.

LaToya Santiago, 484-725-0201. Wants to know what other services are available for son.

Richard Dewey, 484-357-4758. Had difficulty getting services in place, long delay, no communication with progress from OMNI.

Please provide your contact information: Child/Adolescent

Question 27: Do you have any additional comments? Adult

“Grief is difficult and different for everyone. I am hurt and disappointed about losing my doctor. I opened up to someone and now I have to do it with someone else.”

“They are very disorganized. I will try to call the advocate.”

“They are wonderful. I am completely satisfied.”

One time at Habit Opco, my urine sample was missing and then I was told it was found and it was hot for morphine and codeine and they took away my take home medication.

I wish it wasn't so hard to get services, especially for children with developmental delays.

“I'm very satisfied with them. They are very supportive.”

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

At Bet el, 4th Street, Bethlehem, they can never find the charts or medication and pharmacy information.

The member stated that she is very happy to have found Concern. They are very nice people.

See 26c

She is getting the right services she needs and she is doing much better.

At OMNI BHRS, I am confused as to what services my son is supposed to be receiving. The woman who comes to our home says it is not her job.

At KidsPeace Counseling, the therapist was telling me to reward my daughter's bad behaviors as well as good ones, and she started getting worse, so I stopped her counseling.

I will call Magellan's Member and Family Advocate to see about a complaint I have from a service my daughter received a year ago.

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