

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

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report  
4th Quarter 10/01/2019 - 12/31/2019  
Year End**

Prepared by:  
Recovery Partnership  
70 West North Street  
Suite 101  
Bethlehem, PA 18018  
610-861-2741

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	60 93.8%	59 83.1%	0 0
Somewhat Satisfied	2 3.1%	9 12.7%	0 0
Dissatisfied	0 0	2 2.8%	0 0
Very Dissatisfied	2 3.1%	1 1.4%	0 0

	Adult Parent/Guardian	
Positive	62 96.9%	68 95.8%
Negative	2 3.1%	3 4.2%

### Total All Surveys

Mostly Satisfied	119 88.1%
Somewhat Satisfied	11 8.1%
Dissatisfied	2 1.5%
Very Dissatisfied	3 2.2%

Positive	130 96.3%
Negative	5 3.7%

### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	174 88.8%	147 79.9%	2 66.7%
Somewhat Satisfied	16 8.2%	27 14.7%	1 33.3%
Dissatisfied	3 1.5%	4 2.2%	0 0
Very Dissatisfied	3 1.5%	6 3.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	190 96.9%	174 94.6%	3 100.0%
Negative	6 3.1%	10 5.4%	0 0

### Total All Surveys

Positive	367 95.8%
Negative	16 4.2%

Mostly Satisfied	323 84.3%
Somewhat Satisfied	44 11.5%
Dissatisfied	7 1.8%
Very Dissatisfied	9 2.3%

### Adult Comments:

Merakey didn't help me find housing when I was homeless and sleeping on people's sofas for the year I was their client.

Very satisfied.

"Treatment Trends seem to not do anything like you are just putting in time for no reason."

Haven House is great but Bet-El was awful.

Omni had poor communication in the office when switching doctors.

**Parent Guardian Comments:**

---

At PA Mentor, the TSS worker is not helpful at all.

---

We have a problem keeping TSSs and have not had one for two months now.

---

Epic services were only helpful in the beginning.

---

At Epic BHRS, The BSC was very consistent, but left after 6 months, but the TSS workers have changed so many times there's no consistency.

---

The TSS is wonderful at Epic BHRS.

---

They are excellent.

---

The supervisor and TSS from Omni did nothing. TSS did nothing, she would sit around at the daycare while my daughter was having behavioral issues and do nothing. The teacher at the daycare did more.

---

Had some issues in past year.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	57 89.1%	53 74.6%	0 0
Somewhat Helpful	6 9.4%	15 21.1%	0 0
Not At All Helpful	1 1.6%	3 4.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	63 98.4%	68 95.8%	0 0
Negative	1 1.6%	3 4.2%	0 0

**Total All Surveys**

Positive	131 97.0%
Negative	4 3.0%

Mostly Helpful	110 81.5%
Somewhat Helpful	21 15.6%
Not At All Helpful	4 3.0%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	162 82.7%	137 74.9%	3 100.0%
Somewhat Helpful	28 14.3%	40 21.9%	0 0
Not At All Helpful	6 3.1%	6 3.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	190 96.9%	177 96.7%	3 100.0%
Negative	6 3.1%	6 3.3%	0 0

**Total All Surveys**

Mostly Helpful	302 79.1%
Somewhat Helpful	68 17.8%
Not At All Helpful	12 3.1%

Positive	370 96.9%
Negative	12 3.1%

**Adult Comments:**

Merakey didn't set goals with me and left me with my sex trafficker.

Extremely

Negative for Bet-El but satisfied with Haven House.

**Parent Guardian Comments:**

---

At PA Mentor, the agency is good, but the contact staff turnover is ineffective.

---

VERY helpful.

---

The TSS from Omni was not helpful at all. Reason I fired them.

---

I love the BHRS services at Holcomb Behavioral Health.

---

No positive reactions from the services at Pinebrook, waiting for a new psychiatrist.

---

I'm having a hard time getting a home health aide. And just trying to get services in place for him.

---

Shepherd grouped member with the wrong people.

---

"He needs more therapy, but he has made progress."

---

Elwin is having trouble getting a TSS for my son for at home.

---

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

	Adult Parent/Guardian Child/Adolescent		
Yes	53	51	0
	91.4%	82.3%	0
No	5	11	0
	8.6%	17.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	53	51	0
	91.4%	82.3%	0
Negative	5	11	0
	8.6%	17.7%	0

**Total All Surveys**

Yes	104
	86.7%
No	16
	13.3%

Positive	104
	86.7%
Negative	16
	13.3%

**Not Applicable**

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	6	9	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Yes	159	153	2
	89.3%	90.0%	66.7%
No	19	17	1
	10.7%	10.0%	33.3%

	Adult Parent/Guardian Child/Adolescent		
Positive	159	153	2
	89.3%	90.0%	66.7%
Negative	19	17	1
	10.7%	10.0%	33.3%

**Not Applicable**

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	18	14	0

**Total All Surveys**

Yes	314
	89.5%
No	37
	10.5%

Positive	314
	89.5%
Negative	37
	10.5%

#### Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	48 90.6%	48 94.1%	0 0
Somewhat Comfortable	2 3.8%	2 3.9%	0 0
Somewhat Uncomfortable	3 5.7%	0 0	0 0
Very Uncomfortable	0 0	1 2.0%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	50 94.3%	50 98.0%	0 0
Negative	3 5.7%	1 2.0%	0 0

#### Total All Surveys

Mostly Comfortable	96 92.3%
Somewhat Comfortable	4 3.8%
Somewhat Uncomfortable	3 2.9%
Very Uncomfortable	1 1.0%

Positive	100 96.2%
Negative	4 3.8%

#### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	145 91.2%	144 94.1%	2 100.0%
Somewhat Comfortable	10 6.3%	6 3.9%	0 0
Somewhat Uncomfortable	4 2.5%	0 0	0 0
Very Uncomfortable	0 0	3 2.0%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	155 97.5%	150 98.0%	2 100.0%
Negative	4 2.5%	3 2.0%	0 0

#### Total All Surveys

Mostly Comfortable	291 92.7%
Somewhat Comfortable	16 5.1%
Somewhat Uncomfortable	4 1.3%
Very Uncomfortable	3 1.0%

Positive	307 97.8%
Negative	7 2.2%

#### Adult Comments:

I am still working on referral services from Haven House.

When first diagnosed they made a mistake.

Had problems to obtain referrals this year

Not many options-researched on own mostly

#### Parent Guardian Comments:

---

They directed me to another school.

---

It was a very long process.

---

Mother could not obtain referrals



**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	58	59	0
	90.6%	83.1%	0
Almost Always	3	6	0
	4.7%	8.5%	0
Sometimes	2	4	0
	3.1%	5.6%	0
Rarely	0	1	0
	0	1.4%	0
Never	1	1	0
	1.6%	1.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	69	0
	98.4%	97.2%	0
Negative	1	2	0
	1.6%	2.8%	0

**Total All Surveys**

Always	117	86.7%
Almost Always	9	6.7%
Sometimes	6	4.4%
Rarely	1	0.7%
Never	2	1.5%

Positive	132	97.8%
Negative	3	2.2%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	169	158	2
	86.2%	85.9%	66.7%
Almost Always	12	13	1
	6.1%	7.1%	33.3%
Sometimes	13	8	0
	6.6%	4.3%	0
Rarely	1	2	0
	0.5%	1.1%	0
Never	1	3	0
	0.5%	1.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	194	179	3
	99.0%	97.3%	100.0%
Negative	2	5	0
	1.0%	2.7%	0

**Total All Surveys**

Always	329	85.9%
Almost Always	26	6.8%
Sometimes	21	5.5%
Rarely	3	0.8%
Never	4	1.0%

Positive	376	98.2%
Negative	7	1.8%

**Adult Comments:**

---

Merakey addressed my sex trafficker as my ex. They didn't believe anything I said, "They left me to die in the streets."

**Parent Guardian Comments:**

---

I never saw a treatment plan. I was told by both the supervisor and TSS from Omni I would get a treatment plan.

At Pinebrook, I feel they don't include me because of her age. The therapist, at Pinebrook, doesn't include me they say she is almost fourteen and they can't talk. My daughter is a cutter and I worry about her safety. We had wraparound it was great but now it's not with just psychiatrist and therapy services.

---

Not as much at the school.

**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	61	64	0
	95.3%	90.1%	0
Almost Always	1	3	0
	1.6%	4.2%	0
Sometimes	1	2	0
	1.6%	2.8%	0
Rarely	0	0	0
	0	0	0
Never	1	2	0
	1.6%	2.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	69	0
	98.4%	97.2%	0
Negative	1	2	0
	1.6%	2.8%	0

**Total All Surveys**

Always	125	92.6%
Almost Always	4	3.0%
Sometimes	3	2.2%
Rarely	0	0
Never	3	2.2%

Positive	132	97.8%
Negative	3	2.2%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	179	165	3
	91.3%	89.7%	100.0%
Almost Always	8	10	0
	4.1%	5.4%	0
Sometimes	5	3	0
	2.6%	1.6%	0
Rarely	2	1	0
	1.0%	0.5%	0
Never	2	5	0
	1.0%	2.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	192	178	3
	98.0%	96.7%	100.0%
Negative	4	6	0
	2.0%	3.3%	0

**Total All Surveys**

Always	347	90.6%
Almost Always	18	4.7%
Sometimes	8	2.1%
Rarely	3	0.8%
Never	7	1.8%

Positive	373	97.4%
Negative	10	2.6%

**Adult Comments:**

---

Merakey caseworker Joe wouldn't believe anything I said.

**Parent Guardian Comments:**

---

At PA Mentor, not all the workers are present for meetings.

At Omni, there were no meetings ever set up.

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

	Adult Parent/Guardian Child/Adolescent		
Always	60	63	0
	93.8%	88.7%	0
Almost Always	3	3	0
	4.7%	4.2%	0
Sometimes	1	3	0
	1.6%	4.2%	0
Rarely	0	0	0
	0	0	0
Never	0	2	0
	0	2.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	64	69	0
	100.0%	97.2%	0
Negative	0	2	0
	0	2.8%	0

**Total All Surveys**

Always	123	91.1%
Almost Always	6	4.4%
Sometimes	4	3.0%
Rarely	0	0
Never	2	1.5%

Positive	133	98.5%
Negative	2	1.5%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	173	152	2
	88.3%	82.6%	66.7%
Almost Always	12	14	1
	6.1%	7.6%	33.3%
Sometimes	9	10	0
	4.6%	5.4%	0
Rarely	2	1	0
	1.0%	0.5%	0
Never	0	7	0
	0	3.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	194	176	3
	99.0%	95.7%	100.0%
Negative	2	8	0
	1.0%	4.3%	0

**Total All Surveys**

Always	327	85.4%
Almost Always	27	7.0%
Sometimes	19	5.0%
Rarely	3	0.8%
Never	7	1.8%

Positive	373	97.4%
Negative	10	2.6%

**Adult Comments:**

**Parent Guardian Comments:**

---

At Omni, I never spoke to anyone. I was told it would happen and it never did. The supervisor Sonia Hamilton was more interested in her personal business and talking about her pets.

---

At H&L, counselor didn't communicate with me about my daughter's treatment.

---

Beyond

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

	Adult Parent/Guardian Child/Adolescent		
Always	62	70	0
	96.9%	98.6%	0
Almost Always	1	0	0
	1.6%	0	0
Sometimes	0	0	0
	0	0	0
Rarely	0	0	0
	0	0	0
Never	1	1	0
	1.6%	1.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	70	0
	98.4%	98.6%	0
Negative	1	1	0
	1.6%	1.4%	0

**Total All Surveys**

Always	132
	97.8%
Almost Always	1
	0.7%
Sometimes	0
	0
Rarely	0
	0
Never	2
	1.5%

Positive	133
	98.5%
Negative	2
	1.5%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	191	178	3
	97.4%	96.7%	100.0%
Almost Always	4	2	0
	2.0%	1.1%	0
Sometimes	0	2	0
	0	1.1%	0
Rarely	0	0	0
	0	0	0
Never	1	2	0
	0.5%	1.1%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	195	182	3
	99.5%	98.9%	100.0%
Negative	1	2	0
	0.5%	1.1%	0

**Total All Surveys**

Always	372
	97.1%
Almost Always	6
	1.6%
Sometimes	2
	0.5%
Rarely	0
	0
Never	3
	0.8%

Positive	380
	99.2%
Negative	3
	0.8%

**Adult Comments:**

---

Merakey was putting me down because I couldn't work. They put me down because of illness symptoms. They lowered my self esteem.

**Parent Guardian Comments:**

---

Except for that one therapist

At Omni, I never spoke to anyone.



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

	Adult Parent/Guardian Child/Adolescent		
Always	61	69	0
	95.3%	97.2%	0
Almost Always	2	1	0
	3.1%	1.4%	0
Sometimes	0	1	0
	0	1.4%	0
Rarely	0	0	0
	0	0	0
Never	1	0	0
	1.6%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	71	0
	98.4%	100.0%	0
Negative	1	0	0
	1.6%	0	0

**Total All Surveys**

Always	130
	96.3%
Almost Always	3
	2.2%
Sometimes	1
	0.7%
Rarely	0
	0
Never	1
	0.7%

Positive	134
	99.3%
Negative	1
	0.7%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	190	176	3
	96.9%	95.7%	100.0%
Almost Always	4	2	0
	2.0%	1.1%	0
Sometimes	1	4	0
	0.5%	2.2%	0
Rarely	0	2	0
	0	1.1%	0
Never	1	0	0
	0.5%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	195	182	3
	99.5%	98.9%	100.0%
Negative	1	2	0
	0.5%	1.1%	0

**Total All Surveys**

Always	369
	96.3%
Almost Always	6
	1.6%
Sometimes	5
	1.3%
Rarely	2
	0.5%
Never	1
	0.3%

Positive	380
	99.2%
Negative	3
	0.8%

**Adult Comments:**

---

Merakey worker Jen said sometimes people just don't care.

**Parent Guardian Comments:**

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	57 89.1%	66 93.0%	0 0
Somewhat Satisfied	5 7.8%	4 5.6%	0 0
Somewhat Dissatisfied	0 0	0 0	0 0
Very Dissatisfied	2 3.1%	1 1.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	62 96.9%	70 98.6%	0 0
Negative	2 3.1%	1 1.4%	0 0

**Total All Surveys**

Mostly Satisfied	123 91.1%
Somewhat Satisfied	9 6.7%
Somewhat Dissatisfied	0 0
Very Dissatisfied	3 2.2%

Positive	132 97.8%
Negative	3 2.2%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	164 83.7%	161 87.5%	2 66.7%
Somewhat Satisfied	21 10.7%	17 9.2%	1 33.3%
Somewhat Dissatisfied	5 2.6%	3 1.6%	0 0
Very Dissatisfied	6 3.1%	3 1.6%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	185 94.4%	178 96.7%	3 100.0%
Negative	11 5.6%	6 3.3%	0 0

**Total All Surveys**

Mostly Satisfied	327 85.4%
Somewhat Satisfied	39 10.2%
Somewhat Dissatisfied	8 2.1%
Very Dissatisfied	9 2.3%

Positive	366 95.6%
Negative	17 4.4%

**Adult Comments:**

---

I felt the Merakey workers were verbally attacking me.

---

It's too far. The Lanta van takes too long when I go to my appointments at H&L Psychological Services.

**Parent Guardian Comments:**

---

They come to the house or school.

---

The BHRS services at Holcomb Behavioral Health come to our house and the daycare.

---

30 minute drive but worth it

---

Bet EI in Bethlehem there is never any parking.

**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		43	47	0
		67.2%	66.2%	0
No		21	24	0
		32.8%	33.8%	0

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

**Total All Surveys**

Yes	90	Not Interested In these	0
	66.7%		
No	45		
	33.3%		

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
Yes		152	114	1
		77.6%	62.0%	33.3%
No		44	70	2
		22.4%	38.0%	66.7%

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

**Total All Surveys**

Yes	267	Not Interested In these	0
	69.7%		
No	116		
	30.3%		

**Adult Comments:**

---

Never saw CRS

---

Doesn't know other services

---

Not interested

---

No interested

**Parent Guardian Comments:**

---

At EPIC BHRS, we didn't need any information about Peer Support or Advocacy services.

---

At Epic BHRS, there's been no mention of Advocacy services.

---

At Epic BHRS, they have not informed me about any Advocacy services.

---

At H&L, that hasn't come up.

---

I don't know what that is.

---

Too young

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

	Adult Parent/Guardian Child/Adolescent		
Always	60	65	0
	93.8%	91.5%	0
Almost Always	1	3	0
	1.6%	4.2%	0
Sometimes	2	0	0
	3.1%	0	0
Rarely	0	0	0
	0	0	0
Never	1	3	0
	1.6%	4.2%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	68	0
	98.4%	95.8%	0
Negative	1	3	0
	1.6%	4.2%	0

**Total All Surveys**

Always	125	92.6%
Almost Always	4	3.0%
Sometimes	2	1.5%
Rarely	0	0
Never	4	3.0%

Positive	131	97.0%
Negative	4	3.0%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	174	165	3
	88.8%	89.7%	100.0%
Almost Always	7	5	0
	3.6%	2.7%	0
Sometimes	7	4	0
	3.6%	2.2%	0
Rarely	4	1	0
	2.0%	0.5%	0
Never	4	9	0
	2.0%	4.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	188	174	3
	95.9%	94.6%	100.0%
Negative	8	10	0
	4.1%	5.4%	0

**Total All Surveys**

Always	342	89.3%
Almost Always	12	3.1%
Sometimes	11	2.9%
Rarely	5	1.3%
Never	13	3.4%

Positive	365	95.3%
Negative	18	4.7%

**Adult Comments:**

---

Merakey Merakey would just ask if everything was fine, have me sign papers, and leave.

**Parent Guardian Comments:**

---

Epic never gave him a diagnosis or discussed his symptoms.

---

We weren't just given a diagnosis, the diagnosis was explained to us in detail.

---

At Omni, the TSS and supervisor never discussed anything with me.

---

At H&L, counselor didn't communicate with me about my daughter.

---

I think so, but the therapist and psychiatrist at Pinebrook they don't talk to me because she is almost fourteen.



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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	59	54	0
	92.2%	76.1%	0
Somewhat Satisfied	2	4	0
	3.1%	5.6%	0
Somewhat Dissatisfied	2	8	0
	3.1%	11.3%	0
Very Dissatisfied	1	5	0
	1.6%	7.0%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	61	58	0
	95.3%	81.7%	0
Negative	3	13	0
	4.7%	18.3%	0

**Total All Surveys**

Mostly Satisfied	113	83.7%
Somewhat Satisfied	6	4.4%
Somewhat Dissatisfied	10	7.4%
Very Dissatisfied	6	4.4%

Positive	119	88.1%
Negative	16	11.9%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	180	144	3
	91.8%	78.3%	100.0%
Somewhat Satisfied	8	13	0
	4.1%	7.1%	0
Somewhat Dissatisfied	5	14	0
	2.6%	7.6%	0
Very Dissatisfied	3	13	0
	1.5%	7.1%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	188	157	3
	95.9%	85.3%	100.0%
Negative	8	27	0
	4.1%	14.7%	0

**Total All Surveys**

Mostly Satisfied	327	85.4%
Somewhat Satisfied	21	5.5%
Somewhat Dissatisfied	19	5.0%
Very Dissatisfied	16	4.2%

Positive	348	90.9%
Negative	35	9.1%

**Adult Comments:**

---

It took six months to get an appointment with a psychiatrist at Haven House.

---

It took a good month to get services.

---

It took a few months.

**Parent Guardian Comments:**

---

We had to wait 2 years to get our son into services.

---

At Epic BHRS, it took a long time to get staff for my son's services.

---

At ABA Support Services BHRS, my son was approved for services in July but didn't receive them until September.

---

Just getting started was hard dealing with insurance.

---

At Epic BHRS, I was told services were starting in 4 weeks and it was 4 months until I got any services.

---

Took a lot of time to get Magellan, about 4 months.

---

At Omni it took quite a while.

---

It took 3-4 months to get services.

---

They couldn't get my daughter into residential treatment.

---

It took about six months to get services from PA Mentor. Workers (BSC). was very rude and obnoxious. Went a few months without a therapist.

---

KidsPeace took a very long time, but after three or four appointments it got better.

---

KidsPeace took a very long time, after 3-4 appointments it got better.

---

KidsPeace took a very long time.

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

	Adult Parent/Guardian Child/Adolescent		
Always	62	63	0
	96.9%	88.7%	0
Almost Always	0	5	0
	0	7.0%	0
Sometimes	0	1	0
	0	1.4%	0
Rarely	1	1	0
	1.6%	1.4%	0
Never	1	1	0
	1.6%	1.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	62	69	0
	96.9%	97.2%	0
Negative	2	2	0
	3.1%	2.8%	0

**Total All Surveys**

Always	125
	92.6%
Almost Always	5
	3.7%
Sometimes	1
	0.7%
Rarely	2
	1.5%
Never	2
	1.5%

Positive	131
	97.0%
Negative	4
	3.0%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	181	157	3
	92.3%	85.3%	100.0%
Almost Always	2	12	0
	1.0%	6.5%	0
Sometimes	8	8	0
	4.1%	4.3%	0
Rarely	4	4	0
	2.0%	2.2%	0
Never	1	3	0
	0.5%	1.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	191	177	3
	97.4%	96.2%	100.0%
Negative	5	7	0
	2.6%	3.8%	0

**Total All Surveys**

Always	341
	89.0%
Almost Always	14
	3.7%
Sometimes	16
	4.2%
Rarely	8
	2.1%
Never	4
	1.0%

Positive	371
	96.9%
Negative	12
	3.1%

**Adult Comments:**

---

When something different is going on, the doctor sees things differently than Mom. There are disagreements about issues that come up. Mother states that there is a difference between living with her daughter and sitting with her for that just one hour.

---

Merakey never advocated for me when I got kicked out of Step by Step. I had to live with my sex trafficker.

**Parent Guardian Comments:**

---

Grouped in social skills to evaluate behavior was all.

---

The TSS from Omni was more interested in sitting around doing nothing. I introduced myself to the TSS and I asked her what she does for my daughter. She told me she teaches her ABC's and 123's and that was not true.

---

Yes, he has a great team now.

---

At Good Shepherd they grouped him

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

		<b>Adult Parent/Guardian Child/Adolescent</b>		
	Yes	41 64.1%	51 71.8%	0 0
	No	23 35.9%	20 28.2%	0 0

**Total All Surveys**

	Yes	92 68.1%
	No	43 31.9%

**Cummulative Yearly Total**

		<b>Adult Parent/Guardian Child/Adolescent</b>		
	Yes	145 74.0%	143 77.7%	1 33.3%
	No	51 26.0%	41 22.3%	2 66.7%

**Total All Surveys**

	Yes	289 75.5%
	No	94 24.5%

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	2 3.1%	7 9.9%	0 0
	No	62 96.9%	64 90.1%	0 0

**Total All Surveys**

	Yes	9 6.7%
	No	126 93.3%

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
	Yes	11 5.6%	23 12.5%	0 0
	No	185 94.4%	161 87.5%	3 100.0%

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

		Adult Parent/Guardian Child/Adolescent		
	Yes	2 100.0%	7 100.0%	0 0
	No	0 0	0 0	0 0

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
	Yes	10 90.9%	18 78.3%	0 0
	No	1 9.1%	5 21.7%	0 0

**Total All Surveys**

**Total All Surveys**

	Yes	28 82.4%
	No	6 17.6%

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

	Adult Parent/Guardian Child/Adolescent		
Always	60	65	0
	93.8%	91.5%	0
Almost Always	2	2	0
	3.1%	2.8%	0
Sometimes	1	4	0
	1.6%	5.6%	0
Rarely	1	0	0
	1.6%	0	0
Never	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	71	0
	98.4%	100.0%	0
Negative	1	0	0
	1.6%	0	0

**Total All Surveys**

Always	125
	92.6%
Almost Always	4
	3.0%
Sometimes	5
	3.7%
Rarely	1
	0.7%
Never	0
	0

Positive	134
	99.3%
Negative	1
	0.7%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	178	176	3
	90.8%	95.7%	100.0%
Almost Always	7	3	0
	3.6%	1.6%	0
Sometimes	5	4	0
	2.6%	2.2%	0
Rarely	1	0	0
	0.5%	0	0
Never	5	1	0
	2.6%	0.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	190	183	3
	96.9%	99.5%	100.0%
Negative	6	1	0
	3.1%	0.5%	0

**Total All Surveys**

Always	357
	93.2%
Almost Always	10
	2.6%
Sometimes	9
	2.3%
Rarely	1
	0.3%
Never	6
	1.6%

Positive	376
	98.2%
Negative	7
	1.8%

**Adult Comments:**

---

My ICM or psychiatrist at Haven House make the decisions, not me.

**Parent Guardian Comments:**

---

"They explain it to me when I don't understand."



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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	61 95.3%	71 100.0%	0 0
Somewhat Satisfied	2 3.1%	0 0	0 0
Somewhat Dissatisfied	0 0	0 0	0 0
Very Dissatisfied	1 1.6%	0 0	0 0

	Adult Parent/Guardian	
Positive	63 98.4%	71 100.0%
Negative	1 1.6%	0 0

**Total All Surveys**

Mostly Satisfied	132 97.8%
Somewhat Satisfied	2 1.5%
Somewhat Dissatisfied	0 0
Very Dissatisfied	1 0.7%

Positive	134 99.3%
Negative	1 0.7%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	182 92.9%	171 92.9%	3 100.0%
Somewhat Satisfied	8 4.1%	8 4.3%	0 0
Somewhat Dissatisfied	4 2.0%	4 2.2%	0 0
Very Dissatisfied	2 1.0%	1 0.5%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	190 96.9%	179 97.3%	3 100.0%
Negative	6 3.1%	5 2.7%	0 0

**Total All Surveys**

Mostly Satisfied	356 93.0%
Somewhat Satisfied	16 4.2%
Somewhat Dissatisfied	8 2.1%
Very Dissatisfied	3 0.8%

Positive	372 97.1%
Negative	11 2.9%

**Adult Comments:**

---

Merakey told me I didn't shower, was overweight, and insecure.

Same bathroom for men and women

**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	61	67	0
	95.3%	94.4%	0
Almost Always	0	4	0
	0	5.6%	0
Sometimes	2	0	0
	3.1%	0	0
Rarely	0	0	0
	0	0	0
Never	1	0	0
	1.6%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	71	0
	98.4%	100.0%	0
Negative	1	0	0
	1.6%	0	0

**Total All Surveys**

Always	128
	94.8%
Almost Always	4
	3.0%
Sometimes	2
	1.5%
Rarely	0
	0
Never	1
	0.7%

Positive	134
	99.3%
Negative	1
	0.7%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	178	171	3
	90.8%	92.9%	100.0%
Almost Always	3	7	0
	1.5%	3.8%	0
Sometimes	8	5	0
	4.1%	2.7%	0
Rarely	0	0	0
	0	0	0
Never	7	1	0
	3.6%	0.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	189	183	3
	96.4%	99.5%	100.0%
Negative	7	1	0
	3.6%	0.5%	0

**Total All Surveys**

Always	352
	91.9%
Almost Always	10
	2.6%
Sometimes	13
	3.4%
Rarely	0
	0
Never	8
	2.1%

Positive	375
	97.9%
Negative	8
	2.1%

**Adult Comments:**

---

I never felt free to speak up to Merakey.

---

I don't wish to leave a comment. I see a therapist at H&L Psychological Services

**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	61	71	0
	95.3%	100.0%	0
Almost Always	1	0	0
	1.6%	0	0
Sometimes	0	0	0
	0	0	0
Rarely	1	0	0
	1.6%	0	0
Never	1	0	0
	1.6%	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	62	71	0
	96.9%	100.0%	0
Negative	2	0	0
	3.1%	0	0

**Total All Surveys**

Always	132	97.8%
Almost Always	1	0.7%
Sometimes	0	0
Rarely	1	0.7%
Never	1	0.7%

Positive	133	98.5%
Negative	2	1.5%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	179	179	3
	91.3%	97.3%	100.0%
Almost Always	2	0	0
	1.0%	0	0
Sometimes	8	2	0
	4.1%	1.1%	0
Rarely	1	1	0
	0.5%	0.5%	0
Never	6	2	0
	3.1%	1.1%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	189	183	3
	96.4%	99.5%	100.0%
Negative	7	1	0
	3.6%	0.5%	0

**Total All Surveys**

Always	361	94.3%
Almost Always	2	0.5%
Sometimes	10	2.6%
Rarely	2	0.5%
Never	8	2.1%

Positive	375	97.9%
Negative	8	2.1%

**Adult Comments:**

---

She does not like to “feel blown off or like a pain to anyone.”

---

I never knew that I could speak up to anyone at Magellan; now I know that I can talk to the member advocate.

**Parent Guardian Comments:**

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	56 87.5%	52 73.2%	0 0
Somewhat Satisfied	6 9.4%	10 14.1%	0 0
Somewhat Dissatisfied	1 1.6%	5 7.0%	0 0
Very Dissatisfied	1 1.6%	4 5.6%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	62 96.9%	62 87.3%	0 0
Negative	2 3.1%	9 12.7%	0 0

### Total All Surveys

Mostly Satisfied	108 80.0%
Somewhat Satisfied	16 11.9%
Somewhat Dissatisfied	6 4.4%
Very Dissatisfied	5 3.7%

Positive	124 91.9%
Negative	11 8.1%

### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	166 84.7%	136 73.9%	3 100.0%
Somewhat Satisfied	20 10.2%	21 11.4%	0 0
Somewhat Dissatisfied	3 1.5%	16 8.7%	0 0
Very Dissatisfied	7 3.6%	11 6.0%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	186 94.9%	157 85.3%	3 100.0%
Negative	10 5.1%	27 14.7%	0 0

### Total All Surveys

Mostly Satisfied	305 79.6%
Somewhat Satisfied	41 10.7%
Somewhat Dissatisfied	19 5.0%
Very Dissatisfied	18 4.7%

Positive	346 90.3%
Negative	37 9.7%

**Adult Comments:**

---

Merakey tried to tell me to stay with their services.

---

Member lives in Kutztown. There are limited areas to travel to.

---

There are not enough providers to choose from.

---

Member was told they were unavailable and told she had to go elsewhere.

---

Not enough doctors. Hard to get appointments

---

She doesn't know other options

**Parent Guardian Comments:**

---

There are not enough services available.

---

I didn't know of any services so I can't answer correctly. We were with Epic for a year before they mentioned my daughter could have a mobile therapist. I will contact Magellan to find more services available.

---

I don't know where else he can go.

---

There is not enough choices. Mental Health is an issue and I just do not understand why there is not enough choices.

---

No enough providers in the area.

---

There's not enough services available for autistic children.

---

There are not enough services for kids or adults.

---

"There was a very limited amount 2-3 of agencies to choose from and two didn't work out. We were misinformed about information."

---

"I'm not satisfied with Magellan not paying for a service I feel is needed for my child."



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

	Adult Parent/Guardian	
Always	52 81.3%	6 8.5%
Sometimes	6 9.4%	24 33.8%
Never	6 9.4%	41 57.7%

	Adult Parent/Guardian	
Positive	52 81.3%	6 8.5%
Negative	12 18.8%	65 91.5%

**Cummulative Yearly Total**

	Adult
Always	159 81.1%
Sometimes	24 12.2%
Never	13 6.6%

	Adult
Positive	159 81.1%
Negative	37 18.9%

**Adult Comments:**

Merakey services were not effective. I'm now going to Bet El.

Big issues with coverage in the beginning.

Took awhile

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

	Parent/Guardian
Always	6 8.5%
Sometimes	24 33.8%
Never	41 57.7%

	Parent/Guardian
Positive	41 57.7%
Negative	30 42.3%

**Cummulative Yearly Total**

	Parent/Guardian	Child/Adolescent
Always	17 9.2%	1 33.3%
Sometimes	46 25.0%	0 0
Never	121 65.8%	2 66.7%

	Parent/Guardian	Child/Adolescent
Positive	121 65.8%	2 66.7%
Negative	63 34.2%	1 33.3%

**Parent Guardian Comments:**

My daughter isn't able to have a TSS anymore because she is 18. Not as comfortable with the BSC at Epic BHRS

"He could use more services."

There was no improvement with Epic

Insurance issues that got worked out. Child was labeled incorrectly in the system and it happens every year. It's very frustrating. It took a lot of hard work.

Had a hard time finding physical therapy and eating therapy.

He needed help discussing emotions and was on the waiting list for a while.

Counseling was hard to find. When you go online the provider will say they take the insurance, then when you call they don't take it.

Just was starting out with services.

In the beginning I had a hard time and Omni stepped in and I thought it would be a good fit but they weren't a right fit. The TSS and supervisor were horrible. I never got progress reports from the TSS. Then I got another TSS that had no experience. Laura at Omni told me that it would be very hard to get a TSS with experience basically it won't happen. The BSC she is excellent.

Getting the TSS from BHRS services at Holcomb Behavioral took a long time, but we knew there was a wait list.

There was a lapse in all services for a couple months.

Being on waiting list.

Had a hard time getting mobile therapist.

At KidsPeace there was another kid picking on my son, so he had to be taken out of the program. When my son would get out of character they wouldn't recognize it until it was too late, and I had to tell them what to watch for.

I need a home health aide for my son.

We often have scheduling problems with Elwyn.

It was somehow difficult to obtain services

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

	Adult Parent/Guardian Child/Adolescent		
Always	57	65	0
	89.1%	92.9%	0
Sometimes	6	4	0
	9.4%	5.7%	0
Never	1	1	0
	1.6%	1.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	63	69	0
	98.4%	98.6%	0
Negative	1	1	0
	1.6%	1.4%	0

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

### Total All Surveys

Always	122
	91.0%
Sometimes	10
	7.5%
Never	2
	1.5%

Positive	132
	98.5%
Negative	2
	1.5%

### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	167	165	3
	86.5%	90.2%	100.0%
Sometimes	24	12	0
	12.4%	6.6%	0
Never	2	6	0
	1.0%	3.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	191	177	3
	99.0%	96.7%	100.0%
Negative	2	6	0
	1.0%	3.3%	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	3	1	0

### Total All Surveys

Always	335
	88.4%
Sometimes	36
	9.5%
Never	8
	2.1%

Positive	371
	97.9%
Negative	8
	2.1%

**Adult Comments:**

---

Merakey always made the decisions for me.

**Parent Guardian Comments:**

---

At Epic BHRS, they write the plan without any input from me.

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

	Adult Parent/Guardian Child/Adolescent		
Much better	37 57.8%	40 56.3%	0 0
A Little Better	24 37.5%	21 29.6%	0 0
About the Same	2 3.1%	8 11.3%	0 0
A Little Worse	0 0	2 2.8%	0 0
Much Worse	1 1.6%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	63 98.4%	69 97.2%	0 0
Negative	1 1.6%	2 2.8%	0 0

#### Total All Surveys

Much better	77 57.0%
A Little Better	45 33.3%
About the Same	10 7.4%
A Little Worse	2 1.5%
Much Worse	1 0.7%

Positive	132 97.8%
Negative	3 2.2%

### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Much better	107 54.6%	81 44.0%	1 33.3%
A Little Better	65 33.2%	74 40.2%	1 33.3%
About the Same	20 10.2%	23 12.5%	0 0
A Little Worse	2 1.0%	4 2.2%	1 33.3%
Much Worse	2 1.0%	2 1.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	192 98.0%	178 96.7%	2 66.7%
Negative	4 2.0%	6 3.3%	1 33.3%

#### Total All Surveys

Much better	189 49.3%
A Little Better	140 36.6%
About the Same	43 11.2%
A Little Worse	7 1.8%
Much Worse	4 1.0%

Positive	372 97.1%
Negative	11 2.9%

**Adult Comments:**

---

Merakey just put me down instead of helping me.

---

There is always room for progress.

---

A LOT better

**Parent Guardian Comments:**

---

They help Mother every step of the way. Mother thinks he is doing much better.

---

Mom is very grateful for the services. He speaks now and can do things for himself now. It's amazing.

---

The Behavioral Therapist helped a lot from Holcomb Behavioral Health.

---

Work in progress

---

Communication is so much better.

---

His behavior is worsening. He goes to Pa Mentor.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	60	61	0
	93.8%	85.9%	0
Somewhat Satisfied	4	5	0
	6.3%	7.0%	0
Somewhat Dissatisfied	0	5	0
	0	7.0%	0
Very Dissatisfied	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	64	66	0
	100.0%	93.0%	0
Negative	0	5	0
	0	7.0%	0

**Total All Surveys**

Mostly Satisfied	121	89.6%
Somewhat Satisfied	9	6.7%
Somewhat Dissatisfied	5	3.7%
Very Dissatisfied	0	0

Positive	130	96.3%
Negative	5	3.7%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	180	163	3
	91.8%	88.6%	100.0%
Somewhat Satisfied	16	14	0
	8.2%	7.6%	0
Somewhat Dissatisfied	0	7	0
	0	3.8%	0
Very Dissatisfied	0	0	0
	0	0	0

	Adult Parent/Guardian Child/Adolescent		
Positive	196	177	3
	100.0%	96.2%	100.0%
Negative	0	7	0
	0	3.8%	0

**Total All Surveys**

Mostly Satisfied	346	90.3%
Somewhat Satisfied	30	7.8%
Somewhat Dissatisfied	7	1.8%
Very Dissatisfied	0	0

Positive	376	98.2%
Negative	7	1.8%

**Adult Comments:**

**Parent Guardian Comments:**

---

Magellan does not value parents information. Families are included as tokens.

---

It is a little confusing sometimes.

---

Magellan is not letting me leave Lehigh County, they say I have to stay in Lehigh County for Mental Health services. There is not enough services, there is waiting lists for two to three years.

---

Magellan is not letting me leave Lehigh County, they say I have to stay in Lehigh County for Mental Health services. There's is not enough services, there is waiting lists for two to three years.

---

Magellan is not letting me leave Lehigh County, they say I have to stay in Lehigh County for Mental Health services. There's not enough services, there is waiting lists for 2-3 years.

---

My son is more aggressive.



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

	Adult	Parent/Guardian	Child/Adolescent
Yes	64 100.0%	69 97.2%	0 0
No	0 0	2 2.8%	0 0

	Adult	Parent/Guardian	Child/Adolescent
Positive	64 100.0%	69 97.2%	0 0
Negative	0 0	2 2.8%	0 0

**Total All Surveys**

Yes	133 98.5%
No	2 1.5%

Positive	133 98.5%
Negative	2 1.5%

**Cummulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Yes	196 100.0%	177 96.2%	2 66.7%
No	0 0	7 3.8%	1 33.3%

	Adult	Parent/Guardian	Child/Adolescent
Positive	196 100.0%	177 96.2%	2 66.7%
Negative	0 0	7 3.8%	1 33.3%

**Total All Surveys**

Yes	375 97.9%
No	8 2.1%

Positive	375 97.9%
Negative	8 2.1%

**Adult Comments:**

Wish there were more choices

**Parent Guardian Comments:**

Magellan does not value parents information. Families are included as tokens.

Hard fighting for residential. She was hospitalized for four months instead.

**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	4	4	0
	6.3%	5.6%	0
No	60	67	0
	93.8%	94.4%	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Yes	6	11	0
	3.1%	6.0%	0
No	190	173	3
	96.9%	94.0%	100.0%

**Please provide your contact information: Adult**

Sonia Martinez (484) 538-9638 Transportation help to get to my appointments. I take Lanta Van now but it is horrible. Is there any help you can provide.

Wants more information about Member services

Wants services for her son

She wants to ask about Advocacy Services

**Please provide your contact information: Parent/Guardian**

Feda Melhim 610 351 4028 — she works from 10-2. Please call after 2:00. She needs more services and isn't able to get them.

Blanca Quinones, (610) 333-2189. She wants to discuss other available services for her child.

Glendalys Contreras 484-280-4293, Needs help getting a home health aide for son.

Kathleen Davila, 267-575-4784. My son's behavior has worsened and he is more aggressive.

**Please provide your contact information: Child/Adolescent**

**Question 27: Do you have any additional comments? Adult**

---

Dr. Garcia at Haven House is excellent, as well as my therapist, Casey.

---

Consumer will contact John Lees herself.

---

Everyone at H and L Psychological OPMH is amazing.

---

I would recommend H and L, they are awesome.

---

KidsPeace is a great help but the doctor left and he got medication from the nurse.

---

Bet-EI was absolutely horrible.

---

Very satisfied with Bet EI services.

---

"I'm very satisfied with all of my services."

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

---

Daughter needs more services to progress.

---

Mother is very grateful for this insurance.

---

My only complaint is that there are not enough service choices.

---

He is doing very well in services. They are helping.

---

We are working with a new group community services for children, so I think we'll be okay.

---

The only reason I stay at PA Mentor is because Zanetta Grove, the therapist is great. If she leaves, I will leave also.

---

The only reason I am staying with PA Mentor is because Zanetta Grove, the therapist is great. If she leaves, so will I.

---

There was a lapse in insurance due to poor communication from the county.

---

I'm happy wi my son's services at Aveanna.

---

Very pleased with services.

---

The office staff has poor communication. Not even changing address and sending workers to the wrong address.

---

Everything is wonderful. Magellan made it so easy for the members mother.

---

Dr Heckman at IU 20 overmedicated my son.

---

Our BSC Karen from Elwyn is amazing.

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