

Recovery Partnership  
Consumer/Family Satisfaction Team  
Report on:

**Lehigh County HealthChoices**

Full Report  
1st Quarter  
January 1, 2020 to March 31, 2020

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

**THIS PAGE LEFT BLANK INTENTIONALLY**

**Provider Specific Questions**

**Access to Services**

**Q1. Is your service provider easy to contact?**

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	51 98.1%	22 84.6%	2 100.0%
No	1 1.9%	4 15.4%	- -
Total	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	75 93.8%
No	5 6.3%
Total	80 100.0%

**Cummulative Yearly Totals**

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	51 98.1%	22 84.6%	2 100.0%
No	1 1.9%	4 15.4%	- -
Total	52 100.0%	26 100.0%	2 100.0%

**All Surveys**

Yes	75 93.8%
No	5 6.3%
Total	80 100.0%

**Comments:**

**Adult:**

---

“When I call Omni Health Services it could take up to a week or more for them to get back to me.”

**Parent/Guardian:**

---

TSS wasn't much help, was only there three months

---

Holocomb wasn't helpful at all. PA Mentor is better

---

Salisbury BH is not. It takes a long time to get back to me.

---

I had a hard time getting the correct phone number to call.

**Question 2. Were services available at times that were good for you?**

	Adult	Parent/Gaurdian	Child/Adolescent
Always	41 78.8%	18 69.2%	1 50.0%
Almost Always	8 15.4%	2 7.7%	- -
Sometimes	3 5.8%	2 7.7%	- -
Never	- -	4 15.4%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	49 94.2%	20 76.9%	1 50.0%
Negative	3 5.8%	6 23.1%	1 50.0%

**Total All Surveys**

Always	60 75.0%
Almost Always	10 12.5%
Sometimes	5 6.3%
Never	5 6.3%
Total	80 100.0%

Positive	70 87.5%
Negative	10 12.5%

**Cummulative Yearly Totals**

	Adult	Parent/Gaurdian	Child/Adolescent
Always	41 78.8%	18 69.2%	1 50.0%
Almost Always	8 15.4%	2 7.7%	- -
Sometimes	3 5.8%	2 7.7%	- -
Never	- -	4 15.4%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	49 94.2%	20 76.9%	1 50.0%
Negative	3 5.8%	6 23.1%	1 50.0%

**Total All Surveys**

Always	60 75.0%
Almost Always	10 12.5%
Sometimes	5 6.3%
Never	5 6.3%
Total	80 100.0%

Positive	70 87.5%
Negative	10 12.5%

**Comments:**

**Adult:**

---

Bethel changed doctors too often

**Parent/Guardian:**

---

Services are needed and not available presently.

---

I always had to leave work early

---

Not from Holcomb but PA Mentor and Salisbury is good

---

Daughter has a job and coaches. New Dawn has a hard time accommodating her needs- times and dates. Daughter stopped talking to the therapist.

**Question 3. Do you know how to file a complaint with your provider(s)?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	34 65.4%	19 73.1%	1 50.0%
No	18 34.6%	7 26.9%	1 50.0%
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	54 67.5%
No	26 32.5%
Totals	80 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	34 65.4%	19 73.1%	1 50.0%
No	18 34.6%	7 26.9%	1 50.0%
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	54 67.5%
No	26 32.5%
Totals	80 100.0%

**Comments:**

**Adult:**

---

Not exactly sure.

---

Don't know

---

Not aware but is going to read the manual.

---

I don't remember getting information about filing a complaint from Horizon House ACT.

---

No information from Horizon House ACT

---

Horizon House ACT didn't explain this.

---

Not with Horizon House ACT

---

I have no idea how to make a complaint with A New Dawn. I wouldn't have a reason to file a complaint.

**Parent/Guardian:**

---

At KidsPeace I was never told about filing a complaint.

---

Doesn't want to at this time anyway.



**Question 4. Did you receive services in a timely manner?**

	Adult	Parent/Gaurdian	Child/Adolescent
Always	48 92.3%	17 65.4%	2 100.0%
Almost Always	1 1.9%	4 15.4%	- -
Sometimes	2 3.8%	4 15.4%	- -
Never	1 1.9%	1 3.8%	- -
Totals	52 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Always	48 92.3%	17 65.4%	2 100.0%
Almost Always	1 1.9%	4 15.4%	- -
Sometimes	2 3.8%	4 15.4%	- -
Never	1 1.9%	1 3.8%	- -
Total	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Always	67 83.8%
Almost Always	5 6.3%
Sometimes	6 7.5%
Never	2 2.5%
Totals	80 100.0%

Always	67 83.8%
Almost Always	5 6.3%
Sometimes	6 7.5%
Never	2 2.5%
Total	80 100.0%

**Cummulative Yearly Totals**

	Adult	Parent/Gaurdian	Child/Adolescent
Always	48 92.3%	17 65.4%	2 100.0%
Almost Always	1 1.9%	4 15.4%	- -
Sometimes	2 3.8%	4 15.4%	- -
Never	1 1.9%	1 3.8%	- -
Totals	52 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Always	48 92.3%	17 65.4%	2 100.0%
Almost Always	1 1.9%	4 15.4%	- -
Sometimes	2 3.8%	4 15.4%	- -
Never	1 1.9%	1 3.8%	- -
Total	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Always	67 83.8%
Almost Always	5 6.3%
Sometimes	6 7.5%
Never	2 2.5%
Totals	80 100.0%

Always	67 83.8%
Almost Always	5 6.3%
Sometimes	6 7.5%
Never	2 2.5%
Total	80 100.0%

**Comments:**

**Adult:**

---

Bethel changed doctor too often

---

"I had to wait about three months to start services with Omni health services."

---

At Horizon House they cancel at the last minute.

**Parent/Guardian:**

## Quality of Service Delivery

**Question 5. As a result of your services have you been able to improve or maintain wellness?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	50 96.2%	21 80.8%	2 100.0%
No	2 3.8%	5 19.2%	- -
Totals	52 100.0%	26 100.0%	2 100.0%

### Total All Surveys

Yes	73 91.3%
No	7 8.8%
Totals	80 100.0%

### Cummulative Yearly Totals

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	50 96.2%	21 80.8%	2 100.0%
No	2 3.8%	5 19.2%	- -
Totals	52 100.0%	26 100.0%	2 100.0%

### Total All Surveys

Yes	73 91.3%
No	7 8.8%
Totals	80 100.0%

**Comments:**

**Adult:**

---

Not with Bethel

---

I'm still unstable because of my health problems.

---

Sometimes

**Parent/Guardian:**

---

"Not enough of the right services from Team Concepts and lack of staff."

---

Felt the support came from school more than the TSS but while in services he did improve.

---

We only had five weeks wit PA Mentor before they dropped us because they couldn't get my son to talk.

---

Too recent to know

---

Waiting one and 1/2 years for services from Salisbury BH. KidsPeace was helpful.

---

At New Dawn, they helped a little bit but they do more on their own time. The therapist doesn't help much at all.

**Question 6. Has your provider help you obtain the information you need so that you could take charge of your recovery?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	48 92.3%	20 76.9%	1 50.0%
No	4 7.7%	6 23.1%	1 50.0%
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	69 86.3%
No	11 13.8%
Totals	80 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	48 92.3%	20 76.9%	1 50.0%
No	4 7.7%	6 23.1%	1 50.0%
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	69 86.3%
No	11 13.8%
Totals	80 100.0%

**Comments:**

**Adult:**

---

I'm working on it

---

I did it my own.

---

I didn't ask BetEI Counselors

**Parent/Guardian:**

---

Not enough

---

My son has not improved yet at KidsPeace

---

Not with Holcomb, too sooner to know with other providers

---

"I'm still waiting for my child's services to continue her recovery."

---

New Dawn gives daughter information but she is 14. Mom feels left out. They tell her nothing.

**Question 7. Were you asked about your physical health?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	49 94.2%	24 92.3%	2 100.0%
No	3 5.8%	2 7.7%	- -
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	75 93.8%
No	5 6.3%
Totals	80 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	49 94.2%	24 92.3%	2 100.0%
No	3 5.8%	2 7.7%	- -
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	75 93.8%
No	5 6.3%
Totals	80 100.0%

**Comments:**

**Adult:**

---

“Omni H.S. didn’t ask me.”

---

Not by Horizon House ACT

**Parent/Guardian:**

---

Mom doesn’t remember.



**Question 8. Overall, are you satisfied with the services you receive?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	51 98.1%	22 84.6%	2 100.0%
No	1 1.9%	4 15.4%	- -
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	75 93.8%
No	5 6.3%
Totals	80 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	51 98.1%	22 84.6%	2 100.0%
No	1 1.9%	4 15.4%	- -
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	75 93.8%
No	5 6.3%
Totals	80 100.0%

**Comments:**

**Adult:**

---

Not at the mental health clinic with Dr. Matta.

---

"I had to drive forty minutes and the person at the Omni waiting room desk didn't see me when I signed in. Then after about forty minutes said she didn't see me and the doctor was busy so I had to reschedule."

---

Sometimes

---

In the middle

**Parent/Guardian:**

---

Services were dropped suddenly, has had none, someone left-TSS- and no one has replaced them since

---

No one was available to give prescriptions for medication, from KidsPeace Bethlehem. Child went through three counselors.

---

"It's awesome!"

---

Not with Holcomb. Too soon to know with other providers

---

"KidsPeace is doing a good job."

---

At New Dawn, they don't seem to be doing much of anything. She won't even talk to the therapist anymore.

## Quality of Life/Respect and Dignity

### Question 9. How hopeful are you about your life since starting services?

	Adult	Parent/Gaurdian	Child/Adolescent
Very Hopeful	31 59.6%	17 65.4%	2 100.0%
Somewhat Hopeful	19 36.5%	7 26.9%	- -
Less Than Hopeful	1 1.9%	1 3.8%	- -
Not At All Hopeful	1 1.9%	1 3.8%	- -
Total	52 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	50 96.2%	24 92.3%	2 100.0%
Negative	2 3.8%	2 7.7%	- -
Totals	52 100.0%	26 100.0%	2 100.0%

### Total All Surveys

Very Hopeful	50 62.5%
Somewhat Hopeful	26 32.5%
Less Than Hopeful	2 2.5%
Not At All Hopeful	2 2.5%
Total	80 100.0%

Positive	76 95.0%
Negative	4 5.0%
Totals	80 100.0%

### Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Very Hopeful	31 59.6%	17 65.4%	2 100.0%
Somewhat Hopeful	19 36.5%	7 26.9%	- -
Less Than Hopeful	1 1.9%	1 3.8%	- -
Not At All Hopeful	1 1.9%	1 3.8%	- -
Total	52 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	50 96.2%	24 92.3%	2 100.0%
Negative	2 3.8%	2 7.7%	- -
Totals	52 100.0%	26 100.0%	2 100.0%

### Total All Surveys

Very Hopeful	50 62.5%
Somewhat Hopeful	26 32.5%
Less Than Hopeful	2 2.5%
Not At All Hopeful	2 2.5%
Total	80 100.0%

Positive	76 95.0%
Negative	4 5.0%
Totals	80 100.0%

**Comments:**

**Adult:**

---

Very often I have aches and pains  
I have too many health problems.

**Parent/Guardian:**

**Question 10. Did your service provider respect your culture, beliefs, customs, and the way that you do things?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	50 96.2%	26 100.0%	2 100.0%
No	2 3.8%	- -	- -
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	78 97.5%
No	2 2.5%
Totals	80 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	50 96.2%	26 100.0%	2 100.0%
No	2 3.8%	- -	- -
Totals	52 100.0%	26 100.0%	2 100.0%

**All Surveys**

Yes	78 97.5%
No	2 2.5%
Totals	80 100.0%

**Comments:**

**Adult:**

---

Ethos Clinic didn't understand that my schizophrenia is spiritual.

**Parent/Guardian:**

---

PA Mentor did not like the way I punished my son Ian.

**Question 11. Did you feel comfortable asking questions about your treatment and/or medications?**

	Adult	Parent/Gaurdian	Child/Adolescent
Very Comfortable	46 88.5%	25 96.2%	2 100.0%
Somewhat Comfortable	5 9.6%	1 3.8%	- -
Less than Comfortable	1 1.9%	- -	- -
Not al all Comfortable	- -	- -	- -
Totals	52 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	51 98.1%	26 100.0%	2 100.0%
Negative	1 1.9%	- -	- -
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Very Comfortable	73 91.3%
Somewhat Comfortable	6 7.5%
Less than Comfortable	1 1.3%
Not al all Comfortable	- -
Totals	80 100.0%

Positive	79 98.8%
Negative	1 1.3%
Totals	80 100.0%

**Cummulative Yearly Totals**

	Adult	Parent/Gaurdian	Child/Adolescent
Very Comfortable	46 88.5%	25 96.2%	2 100.0%
Somewhat Comfortable	5 9.6%	1 3.8%	- -
Less than Comfortable	1 1.9%	- -	- -
Not al all Comfortable	- -	- -	- -
Totals	52 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	51 98.1%	26 100.0%	2 100.0%
Negative	1 1.9%	- -	- -
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Very Comfortable	73 91.3%
Somewhat Comfortable	6 7.5%
Less than Comfortable	1 1.3%
Not al all Comfortable	- -
Totals	80 100.0%

Positive	79 98.8%
Negative	1 1.3%
Totals	80 100.0%

**Comments:**

**Adult:**

---

With my new doctor in Walnutport.

---

“They changed doctors recently at Omni H.S. and the new doctor talks down to me and doesn’t discuss my medications with me.”

---

Nikita from Horizon House ACT is wonderful.

**Parent/Guardian:**



**Question 12. Were you encouraged by your service provider to use peer-run or family-run programs?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	34 65.4%	11 42.3%	- -
No	18 34.6%	15 57.7%	2 100.0%
Totals	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	45 56.3%
No	35 43.8%
Totals	80 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	34 65.4%	11 42.3%	- -
No	18 34.6%	15 57.7%	2 100.0%
Totals	52 100.0%	26 100.0%	2 100.0%

**All Surveys**

Yes	45 56.3%
No	35 43.8%
Totals	80 100.0%

**Comments:**

**Adult:**

I really don't know what that is. I go to Salisbury. (CST staff explained what it is but she still said, "No I don't know what that is.")

I would like to know

At Bet El counseling, I was never given any information about Peer or Family run programs.

I don't know

I would like to know

Horizon House ACT or Ethos Clinic didn't mention anything about other programs.

Not with Horizon House Act

Not at Horizon House.

**Parent/Guardian:**

I'm not informed

I don't know

I didn't know

Omni hasn't informed us

At Omni Health Services, I didn't receive any information about Peer or Family-Run programs.

At KidsPeace, I was not informed about any Peer or Family-Run programs.

Nothing was recommended by Merakey.

HAO He only has been there forever a short time

**Question 13. Have you been given information, or know how to access information about your right?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	46 88.5%	23 88.5%	1 50.0%
No	6 11.5%	3 11.5%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	70 87.5%
No	10 12.5%
Total	80 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	46 88.5%	23 88.5%	1 50.0%
No	6 11.5%	3 11.5%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

**All Surveys**

Yes	70 87.5%
No	10 12.5%
Total	80 100.0%

**Comments:**

**Adult:**

---

Through the provider I was not given any information.

---

I don't know

---

C/FST staff gave member John Lees contact information

**Parent/Guardian:**

**Question 14. Did you participate in the development of your crisis plan or recovery plan?**

	Adult	Parent/Gaurdian	Child/Adolescent
Always	46 88.5%	22 84.6%	1 50.0%
Almost Always	2 3.8%	1 3.8%	- -
Sometimes	3 5.8%	1 3.8%	- -
Never	1 1.9%	2 7.7%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	48 92.3%	23 88.5%	1 50.0%
Negative	4 7.7%	3 11.5%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Always	69 86.3%
Almost Always	3 3.8%
Sometimes	4 5.0%
Never	4 5.0%
Total	80 100.0%

Positive	72 90.0%
Negative	8 10.0%
Total	80 100.0%

**Cummulative Yearly Totals**

	Adult	Parent/Gaurdian	Child/Adolescent
Always	46 88.5%	22 84.6%	1 50.0%
Almost Always	2 3.8%	1 3.8%	- -
Sometimes	3 5.8%	1 3.8%	- -
Never	1 1.9%	2 7.7%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	48 92.3%	23 88.5%	1 50.0%
Negative	4 7.7%	3 11.5%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Always	69 86.3%
Almost Always	3 3.8%
Sometimes	4 5.0%
Never	4 5.0%
Total	80 100.0%

Positive	72 90.0%
Negative	8 10.0%
Total	80 100.0%

**Comments:**

**Adult:**

---

They haven't giving me a plan

**Parent/Guardian:**

**Question 15. Did you receive a copy of your Crisis or Recovery Plan?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	33 68.8%	22 84.6%	1 100.0%
No	15 31.3%	4 15.4%	- -
Total	48 100.0%	26 100.0%	1 100.0%

	<b>Adult</b>	<b>Child/Adolescent</b>
Not Applicable	4 100.0%	1 100.0%

**Total All Surveys**

Yes	56 74.7%
No	19 25.3%
Total	75 100.0%

Not Applicable	5 100.0%
----------------	-------------

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	33 68.8%	22 84.6%	1 100.0%
No	15 31.3%	4 15.4%	- -
Total	48 100.0%	26 100.0%	1 100.0%

	<b>Adult</b>	<b>Child/Adolescent</b>
Not Applicable	4 100.0%	1 100.0%

**All Surveys**

Yes	56 74.7%
No	19 25.3%
Total	75 100.0%

Not Applicable	5 100.0%
----------------	-------------

**Comments:**

**Adult:**

- \_\_\_\_\_  
Not with Dr. Matta.
- \_\_\_\_\_  
I don't remember
- \_\_\_\_\_  
I did not receive a copy
- \_\_\_\_\_  
"They keep it."
- \_\_\_\_\_  
HAO did not provide a copy
- \_\_\_\_\_  
"I didn't want a copy"
- \_\_\_\_\_  
She didn't request it.
- \_\_\_\_\_  
She didn't ask for and wasn't given information by Horizon House Act
- \_\_\_\_\_  
Not from Horizon House ACT

**Parent/Guardian:**

- \_\_\_\_\_  
I don't have it in paper
- \_\_\_\_\_  
Not aware if they gave her daughter one but Mom has nothing.



**Question 16. Were you given the option to include the people most important to you in your treatment planning process?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	47 94.0%	25 96.2%	2 100.0%
No	3 6.0%	1 3.8%	- -
Total	50 100.0%	26 100.0%	2 100.0%

	<b>Adult</b>
Not Applicable	2 100.0%

**Total All Surveys**

Yes	74 94.9%
No	4 5.1%
Total	78 100.0%

Not Applicable	2 100.0%
----------------	-------------

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	47 94.0%	25 96.2%	2 100.0%
No	3 6.0%	1 3.8%	- -
Total	50 100.0%	26 100.0%	2 100.0%

	<b>Adult</b>
Not Applicable	2 100.0%

**All Surveys**

Yes	74 94.9%
No	4 5.1%
Total	78 100.0%

Not Applicable	2 100.0%
----------------	-------------

**Comments:**

**Adult:**

---

Not with Dr Matta.

---

My therapist at the mental health clinic has never offered for my mom to be included.

---

Yes they included everyone, even the step father. Nakita from Horizon House is wonderful.

**Parent/Guardian:**

---

Mom feels excluded dealing with doctors and therapists at New Dawn.

**Magellan Specific Questions**

**Question 18. Do you know how to file a complaint or grievance with Magellan?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	29 55.8%	19 73.1%	1 50.0%
No	23 44.2%	7 26.9%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	49 61.3%
No	31 38.8%
Total	80 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	29 55.8%	19 73.1%	1 50.0%
No	23 44.2%	7 26.9%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

**All Surveys**

Yes	49 61.3%
No	31 38.8%
Total	80 100.0%

**Comments:****Adult:**

---

I don't know how

---

She didn't have information for the family advocate.

---

C/FST provided the Magellan information.

---

C/FST staff gave the member John Lees contact information.

---

C/FST provided information.

---

C/FST provided the information.

---

I know I have a card, but when you called is the first time I knew I had Magellan. I wouldn't have a reason to complain to Magellan.

**Parent/Guardian:**

---

C/FST staff provided the parent with the Magellan member handbook and John Lees contact information.

---

But feels it is not necessary at this time.

**Question 19. Have you used the Magellan complaint or greivance process?**

		<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	-	1	-	-
	-	3.8%	-	-
No	52	25	2	
	100.0%	96.2%	100.0%	
Total	52	26	2	
	100.0%	100.0%	100.0%	

**Total All Surveys**

Yes	1	
	1.3%	
No	79	
	98.8%	
Total	80	
	100.0%	

**Cummulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	-	1	-	-
	-	3.8%	-	-
No	52	25	2	
	100.0%	96.2%	100.0%	
Total	52	26	2	
	100.0%	100.0%	100.0%	

**All Surveys**

Yes	1	
	1.3%	
No	79	
	98.8%	
Total	80	
	100.0%	

**Question 20. How easy was the process to navigate?**

	Adult Parent/Gaurdian Child/Adolescent		
Very Easy	-	-	-
Somewhat Easy	-	1	-
	-	100.0%	-
Somewhat Difficult	-	-	-
Very Difficult	-	-	-
Total	-	1	-
	-	100.0%	-

	Adult Parent/Gaurdian Child/Adolescent		
Positive	-	1	-
	-	100.0%	-
Negative	-	-	-
	-	-	-
Total	-	1	-
	-	100.0%	-

**Total All Surveys**

Very Easy	-
	-
Somewhat Easy	1
	100.0%
Somewhat Difficult	-
	-
Very Difficult	-
	-
Total	1
	100.0%

Positive	1
	100.0%
Negative	-
	-
Total	1
	100.0%

**Cummulative Yearly Totals**

	Adult Parent/Gaurdian Child/Adolescent		
Very Easy	-	-	-
Somewhat Easy	-	1	-
	-	100.0%	-
Somewhat Difficult	-	-	-
Very Difficult	-	-	-
Total	-	1	-
	-	100.0%	-

	Adult Parent/Gaurdian Child/Adolescent		
Positive	-	1	-
	-	100.0%	-
Negative	-	-	-
	-	-	-
Total	-	1	-
	-	100.0%	-

**Total All Surveys**

Very Easy	-
	-
Somewhat Easy	1
	100.0%
Somewhat Difficult	-
	-
Very Difficult	-
	-
Total	1
	100.0%

Positive	1
	100.0%
Negative	-
	-
Total	1
	100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

**Question 21. Are you satisfied with the amount of provider/service choices offered to you?**

		<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	51	15	-	
	98.1%	57.7%	-	
No	1	11	2	
	1.9%	42.3%	100.0%	
Total	52	26	2	
	100.0%	100.0%	100.0%	

**Total All Surveys**

Yes	66
	82.5%
No	14
	17.5%
Total	80
	100.0%

**Cummulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	51	15	-	
	98.1%	57.7%	-	
No	1	11	2	
	1.9%	42.3%	100.0%	
Total	52	26	2	
	100.0%	100.0%	100.0%	

**All Surveys**

Yes	66
	82.5%
No	14
	17.5%
Total	80
	100.0%



**Comments:**

**Adult:**

**Parent/Guardian:**

---

They changed therapists very often

---

A lot of difficulty getting a TSS.

---

Not enough choices for the type of service needed.

---

No one available to prescribe medications from KidsPeace Bethlehem.

---

It was hard to find another provider.

---

Not enough

---

My daughter needed a nurse at Merakey but they didn't give her one.

---

We needed a nurse from Merakey but didn't get one.

---

There are not enough places available within a 30 minute drive.

---

There are not enough places available that accept Magellan.

---

Only given one name and that was with New Dawn.

**Question 22. Was the location of services convenient?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	47 90.4%	20 76.9%	2 100.0%
No	5 9.6%	6 23.1%	- -
Total	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	69 86.3%
No	11 13.8%
Total	80 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	47 90.4%	20 76.9%	2 100.0%
No	5 9.6%	6 23.1%	- -
Total	52 100.0%	26 100.0%	2 100.0%

**All Surveys**

Yes	69 86.3%
No	11 13.8%
Total	80 100.0%

**Comments:**

**Adult:**

---

Lanta is never on time

---

Takes 3 buses to get to services.

---

“It’s about forty minutes away.”

---

Horizon House is all the way on Cedar Crest boulevard in Allentown and I live in Fountain Hill.

**Parent/Guardian:**

---

It’s too far

---

Had to have a long drive.

---

Had a forty minute drive.

---

Too far away

---

It’s too far from my house.

---

I wanted some place closer to our home.

**Question 23. If you contacted Magellan, were your treatment choices explained in a way you could understand?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	4 100.0%	1 100.0%	- -
No	- -	- -	- -
Total	4 100.0%	1 100.0%	- -

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Not Applicable	48 100.0%	25 100.0%	2 100.0%

**Total All Surveys**

Yes	5 100.0%
No	- -
Total	5 100.0%

Not Applicable	75 100.0%
----------------	--------------

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	4 100.0%	1 100.0%	- -
No	- -	- -	- -
Total	4 100.0%	1 100.0%	- -

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Not Applicable	48 100.0%	25 100.0%	2 100.0%

**All Surveys**

Yes	5 100.0%
Total	5 100.0%

Not Applicable	75 100.0%
----------------	--------------

**Comments:**

**Adult:**

**Parent/Guardian:**

**Question 24. Did Magellan respect your culture, beliefs, customs, and the way you do things?**

		<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
	Yes	16 100.0%	8 100.0%	1 100.0%
	No	- -	- -	- -
	Total	16 100.0%	8 100.0%	1 100.0%

		<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
	Not Applicable	36 100.0%	18 100.0%	1 100.0%

**Total All Surveys**

	Yes	25 100.0%
	No	- -
	Total	25 100.0%
	Not Applicable	55 100.0%

**Cummulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
	Yes	16 100.0%	8 100.0%	1 100.0%
	No	- -	- -	- -
	Total	16 100.0%	8 100.0%	1 100.0%

		<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
	Not Applicable	36 100.0%	18 100.0%	1 100.0%

**All Surveys**

	Yes	25 100.0%
	Total	25 100.0%
	Not Applicable	55 100.0%

**Comments:**

**Adult:**

---

I never spoke to Magellan.

**Parent/Guardian:**

**Question 25. Have you been given, or do you know how to access information about your rights and responsibilities through Magellan?**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	34 65.4%	22 84.6%	1 50.0%
No	18 34.6%	4 15.4%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	57 71.3%
No	23 28.8%
Total	80 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Gaurdian</b>	<b>Child/Adolescent</b>
Yes	34 65.4%	22 84.6%	1 50.0%
No	18 34.6%	4 15.4%	1 50.0%
Total	52 100.0%	26 100.0%	2 100.0%

**All Surveys**

Yes	57 71.3%
No	23 28.8%
Total	80 100.0%



**Comments:**

**Adult:**

---

C/FST staff gave the member John Lees contact information.

---

I don't know

---

She has a manual now.

---

C/FST staff gave member John Lees contact information.

---

C/FST gave the member the information

---

C/FST staff gave member John Lees contact information

---

C/FST provided this information.

---

I don't know anything about Magellan.

**Parent/Guardian:**

---

Not sure

---

I didn't know

**Question 26. Was the person you spoke to at Magellan respectful?**

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	8 100.0%	- -	- -
No	- -	- -	- -
Total	8 100.0%	- -	- -

	Adult	Parent/Gaurdian	Child/Adolescent
Not Applicable	44 100.0%	26 100.0%	2 100.0%

**Total All Surveys**

Yes	8 100.0%
No	- -
Total	8 100.0%

Not Applicable	72 100.0%
----------------	--------------

**Cummulative Yearly Totals**

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	8 100.0%	- -	- -
No	- -	- -	- -
Total	8 100.0%	- -	- -

	Adult	Parent/Gaurdian	Child/Adolescent
Not Applicable	44 100.0%	26 100.0%	2 100.0%

**All Surveys**

Yes	8 100.0%
Total	8 100.0%

Not Applicable	72 100.0%
----------------	--------------

**Comments:**

**Adult:**

**Parent/Guardian:**

---

My daughter needed a nurse fro Merakey because of her liver problems.

**Statewide Questions:**

**Adults**

**Statewide Question 1. In the last 12 months were you able to get the help you needed?**

Always	41 78.8%
Sometimes	11 21.2%
Total	52 100.0%

**Cummulative Yearly Totals**

Always	41 78.8%
Sometimes	11 21.2%
Total	52 100.0%

**Comments:**

**Adult:**

---

Not from Dr Matta

---

Dr. Martin at Lehigh Valley Hospital Muhlenburg took me off XNax abruptly and won't try the antidepressants that work for me.

**Parent/Guardian:**

**Question 1. In the last 12 months did you have difficulties getting the help you needed?**

	<b>Parent/Gaurdian Child/Adolescent</b>	
Always	6 23.1%	1 50.0%
Sometimes	7 26.9%	1 50.0%
Never	13 50.0%	- -
Total	26 100.0%	2 100.0%

**Cummulative Yearly Totals**

	<b>Parent/Gaurdian Child/Adolescent</b>	
Always	6 23.1%	1 50.0%
Sometimes	7 26.9%	1 50.0%
Never	13 50.0%	- -
Total	26 100.0%	2 100.0%

**Parent/Guardian:**

- There was a lack of proper providers for the type of service needed.
- Yes, it was not easy
- Merakey didn't provide a nurse for physical illness.
- Waiting for wrap around services from Salisbury BH.
- Sometimes difficult to coordinate times and dates with New Dawn.

**Child/Adolescent:**

First two months were ok not now

**Statewide Question 2. Are you given a chance to make treatment decisions?**

	<b>Adult</b>
Always	42 80.8%
Sometimes	10 19.2%
Total	52 100.0%

	<b>Parent/Gaurdian Child/Adolescent</b>	
Always	24 92.3%	2 100.0%
Sometimes	2 7.7%	- -
Total	26 100.0%	2 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>
Always	42 80.8%
Sometimes	10 19.2%
Total	52 100.0%

	<b>Parent/Gaurdian Child/Adolescent</b>	
Always	24 92.3%	2 100.0%
Sometimes	2 7.7%	- -
Total	26 100.0%	2 100.0%

**Comments:**

**Adult:**

---

If I ask them or I tell them at Horizon House ACT.

**Parent/Guardian:**

**Child/Adolescent:**

**Statewide Question 3. What effect has the treatment you received had on the quality of your life?**

	<b>Adult</b>
Much Better	26 50.0%
A Little Better	17 32.7%
About The Same	7 13.5%
A Little Worse	1 1.9%
Much Worse	1 1.9%
Total	52 100.0%

	<b>Parent/Gaurdian Child/Adolescent</b>	
Much Better	10 38.5%	1 50.0%
A Little Better	12 46.2%	1 50.0%
About The Same	3 11.5%	- -
A Little Worse	1 3.8%	- -
Total	26 100.0%	2 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>
Much Better	26 50.0%
A Little Better	17 32.7%
About The Same	7 13.5%
A Little Worse	1 1.9%
Much Worse	1 1.9%
Total	52 100.0%

	<b>Parent/Gaurdian Child/Adolescent</b>	
Much Better	10 38.5%	1 50.0%
A Little Better	12 46.2%	1 50.0%
About The Same	3 11.5%	- -
A Little Worse	1 3.8%	- -
Total	26 100.0%	2 100.0%



**Comments:**

**Adult:**

---

Increasing pains

---

With my new doctor.

---

Manual with John Lees contact information given

---

John Lees contact information given

**Parent/Guardian Child/Adolescent**

**Child/Adolescent:**

---

It was much better but services were dropped- the TSS left with no replacement so no services, child is going backwards.

**Q27. If you would like the Magellan Member and Family Advocate to contact you please enter your name, contact number, and a brief description of your concern.**