

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
2nd Quarter
April 1, 2020 to June 30, 2020

**Recovery Partnership
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Provider Specific Questions

Access to Services

Q1. Is your service provider easy to contact?

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	27 100.0%	47 94.0%	13 100.0%
No	-	3 6.0%	-
Total	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	87 96.7%
No	3 3.3%
Total	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	94 97.9%	103 93.6%	19 100.0%
No	2 2.1%	7 6.4%	-
Total	96 100.0%	110 100.0%	19 100.0%

All Surveys

Yes	216 96.0%
No	9 4.0%
Total	225 100.0%

Comments:

Adult:

Parent/Guardian:

With Dr. Abbas, you get an answering machine and leave a message it usually takes about a half hour for a callback.

At Ethos clinic, the phone rings forever and no answering machine.

At Ethos clinic, the phone rings forever and no answering machine.

My counselor was out on maternity leave.

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

	Adult	Parent/Gaurdian	Child/Adolescent
Always	22 81.5%	39 78.0%	11 84.6%
Almost Always	4 14.8%	10 20.0%	1 7.7%
Sometimes	1 3.7%	1 2.0%	1 7.7%
Never	- -	- -	- -
Total	27 100.0%	50 100.0%	13 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	26 96.3%	49 98.0%	12 92.3%
Negative	1 3.7%	1 2.0%	1 7.7%

Total All Surveys

Always	72 80.0%
Almost Always	15 16.7%
Sometimes	3 3.3%
Never	- -
Total	90 100.0%

Positive	87 96.7%
Negative	3 3.3%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Always	77 80.2%	87 79.1%	16 84.2%
Almost Always	13 13.5%	15 13.6%	1 5.3%
Sometimes	6 6.3%	4 3.6%	1 5.3%
Never	- -	4 3.6%	1 5.3%
Total	96 100.0%	110 100.0%	19 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	90 93.8%	102 92.7%	17 89.5%
Negative	6 6.3%	8 7.3%	2 10.5%

Total All Surveys

Always	180 80.0%
Almost Always	29 12.9%
Sometimes	11 4.9%
Never	5 2.2%
Total	225 100.0%

Positive	209 92.9%
Negative	16 7.1%

Comments:

Adult:

With Dr. Abbas, a lot of times they are full and it's hard to get appointments when my kids are at school.

Parent/Guardian:

With Dr Abbas, one doctor had to leave so only one doctor is available and most times not available when I can go with her, mostly when her father is available and my daughter does not want to go with him.

Nulton Diagnostics is very accommodating. They are very nice.

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	17 63.0%	35 70.0%	6 46.2%
No	10 37.0%	15 30.0%	7 53.8%
Totals	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	58 64.4%
No	32 35.6%
Totals	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	65 67.7%	77 70.0%	10 52.6%
No	31 32.3%	33 30.0%	9 47.4%
Totals	96 100.0%	110 100.0%	19 100.0%

Total All Surveys

Yes	152 67.6%
No	73 32.4%
Totals	225 100.0%

Comments:

Adult:

Parent/Guardian:

Nulton didn't tell me how to

Nulton Diagnostics.

Salisbury Behavioral H. told me but I forgot

C/FST staff informed the member how to file a complaint with the providers.

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

	Adult	Parent/Gaurdian	Child/Adolescent
Always	22 81.5%	42 84.0%	9 69.2%
Almost Always	4 14.8%	5 10.0%	1 7.7%
Sometimes	1 3.7%	3 6.0%	3 23.1%
Never	- -	- -	- -
Totals	27 100.0%	50 100.0%	13 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	26 96.3%	47 94.0%	10 76.9%
Negative	1 3.7%	3 6.0%	3 23.1%
Total	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Always	73 81.1%
Almost Always	10 11.1%
Sometimes	7 7.8%
Never	- -
Totals	90 100.0%

Positive	83 92.2%
Negative	7 7.8%
Total	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Always	86 89.6%	91 82.7%	15 78.9%
Almost Always	6 6.3%	10 9.1%	1 5.3%
Sometimes	3 3.1%	8 7.3%	3 15.8%
Never	1 1.0%	1 0.9%	- -
Totals	96 100.0%	110 100.0%	19 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	92 95.8%	101 91.8%	16 84.2%
Negative	4 4.2%	9 8.2%	3 15.8%
Total	96 100.0%	110 100.0%	19 100.0%

Total All Surveys

Always	192 85.3%
Almost Always	17 7.6%
Sometimes	14 6.2%
Never	2 0.9%
Totals	225 100.0%

Positive	209 92.9%
Negative	16 7.1%
Total	225 100.0%

Comments:

Adult:

At Ethos clinic, Dr. Abbas put someone in charge that is a family member. She is the office manager and was punishing me and doing spiteful things because I was legitimately canceling appointments with adequate notice. As a punishment for two months she put my appointments off because I had to cancel. She was not telling the therapist she was doing it, she was over riding the appointments they made. I was making progress and for those two months I regressed because of it.

Parent/Guardian:

Quality of Service Delivery

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	25 92.6%	49 98.0%	13 100.0%
No	2 7.4%	1 2.0%	- -
Totals	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	87 96.7%
No	3 3.3%
Totals	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	92 95.8%	102 92.7%	19 100.0%
No	4 4.2%	8 7.3%	- -
Totals	96 100.0%	110 100.0%	19 100.0%

Total All Surveys

Yes	87 96.7%
No	3 3.3%
Totals	90 100.0%

Comments:

Adult:

Ethos clinic wants me to have TMS treatment because medications are not working, but Magellan will not pay for the treatment.

I'm still going for Ketamine treatment, so I'm still having a hard time with my mental health.

Parent/Guardian:

My daughters own lack of effort to get better.

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	26 96.3%	49 98.0%	13 100.0%
No	1 3.7%	1 2.0%	- -
Totals	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	88 97.8%
No	2 2.2%
Totals	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	91 94.8%	101 91.8%	18 94.7%
No	5 5.2%	9 8.2%	1 5.3%
Totals	96 100.0%	110 100.0%	19 100.0%

Total All Surveys

Yes	210 93.3%
No	15 6.7%
Totals	225 100.0%

Comments:

Adult:

At Ethos clinic, my first therapist had to leave so I had to switch therapist's and now it's a pretty substantial restart with the new therapist.

Parent/Guardian:

The coronavirus interfered with my daughters treatment.

Question 7. Were you asked about your physical health?

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	26 96.3%	46 92.0%	13 100.0%
No	1 3.7%	4 8.0%	- -
Totals	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	85 94.4%
No	5 5.6%
Totals	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	91 94.8%	97 88.2%	19 100.0%
No	5 5.2%	13 11.8%	- -
Totals	96 100.0%	110 100.0%	19 100.0%

Total All Surveys

Yes	207 92.0%
No	18 8.0%
Totals	225 100.0%

Comments:

Adult:

Parent/Guardian:

With Dr. Abbas, Her physical health has not been discussed. They didn't ask her or I about it.

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	27 100.0%	50 100.0%	13 100.0%
No	- -	- -	- -
Totals	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	90 100.0%
No	- -
Totals	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	95 99.0%	106 96.4%	19 100.0%
No	1 1.0%	4 3.6%	- -
Totals	96 100.0%	110 100.0%	19 100.0%

Total All Surveys

Yes	220 97.8%
No	5 2.2%
Totals	225 100.0%

Comments:

Adult:

Ethos clinic is amazing. They are all so helpful and kind. They listen and take everything we say into consideration. If we have any issues with anything they listen.

Parent/Guardian:

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	14 51.9%	41 82.0%	10 76.9%
Somewhat Hopeful	13 48.1%	8 16.0%	3 23.1%
Less Than Hopeful	-	1 2.0%	-
Not At All Hopeful	-	-	-
Total	27 100.0%	50 100.0%	13 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	27 100.0%	49 98.0%	13 100.0%
Negative	-	1 2.0%	-
Totals	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Very Hopeful	65 72.2%
Somewhat Hopeful	24 26.7%
Less Than Hopeful	1 1.1%
Not At All Hopeful	-
Total	90 100.0%

Positive	89 98.9%
Negative	1 1.1%
Totals	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Very Hopeful	57 59.4%	81 73.6%	16 84.2%
Somewhat Hopeful	37 38.5%	26 23.6%	3 15.8%
Less Than Hopeful	1 1.0%	2 1.8%	-
Not At All Hopeful	1 1.0%	1 0.9%	-
Total	96 100.0%	110 100.0%	19 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	94 97.9%	107 97.3%	19 100.0%
Negative	2 2.1%	3 2.7%	-
Totals	96 100.0%	110 100.0%	19 100.0%

Total All Surveys

Very Hopeful	154 68.4%
Somewhat Hopeful	66 29.3%
Less Than Hopeful	3 1.3%
Not At All Hopeful	2 0.9%
Total	225 100.0%

Positive	220 97.8%
Negative	5 2.2%
Totals	225 100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	27 100.0%	50 100.0%	13 100.0%
No	- -	- -	- -
Totals	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	90 100.0%
No	- -
Totals	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	93 96.9%	110 100.0%	19 100.0%
No	3 3.1%	- -	- -
Totals	96 100.0%	110 100.0%	19 100.0%

All Surveys

Yes	222 98.7%
No	3 1.3%
Totals	225 100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Gaurdian	Child/Adolescent
Very Comfortable	26 96.3%	46 92.0%	12 92.3%
Somewhat Comfortable	1 3.7%	3 6.0%	1 7.7%
Less than Comfortable	-	-	-
Not al all Comfortable	-	1 2.0%	-
Totals	27 100.0%	50 100.0%	13 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	27 100.0%	49 98.0%	13 100.0%
Negative	-	1 2.0%	-
Totals	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Very Comfortable	84 93.3%
Somewhat Comfortable	5 5.6%
Less than Comfortable	-
Not al all Comfortable	1 1.1%
Totals	90 100.0%

Positive	89 98.9%
Negative	1 1.1%
Totals	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Very Comfortable	88 91.7%	105 95.5%	17 89.5%
Somewhat Comfortable	7 7.3%	4 3.6%	2 10.5%
Less than Comfortable	1 1.0%	-	-
Not al all Comfortable	-	1 0.9%	-
Totals	96 100.0%	110 100.0%	19 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	95 99.0%	109 99.1%	19 100.0%
Negative	1 1.0%	1 0.9%	-
Totals	96 100.0%	110 100.0%	19 100.0%

Total All Surveys

Very Comfortable	210 93.3%
Somewhat Comfortable	13 5.8%
Less than Comfortable	1 0.4%
Not al all Comfortable	1 0.4%
Totals	225 100.0%

Positive	223 99.1%
Negative	2 0.9%
Totals	225 100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	18 66.7%	28 56.0%	11 84.6%
No	9 33.3%	22 44.0%	2 15.4%
Totals	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	57 63.3%
No	33 36.7%
Totals	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	61 63.5%	59 53.6%	14 73.7%
No	35 36.5%	51 46.4%	5 26.3%
Totals	96 100.0%	110 100.0%	19 100.0%

All Surveys

Yes	134 59.6%
No	91 40.4%
Totals	225 100.0%

Comments:

Adult:

Doesn't apply with what I'm dealing with.

I'm not sure what those are.

They did not mention anything beyond seeing Dr. Abbas.

I didn't know these programs existed but my therapist is pretty knowledgeable that if he thought I'd benefit from this I'm sure he would encourage it.

I don't know what they are, so no.

Parent/Guardian:

Don't know what those programs are.

I have not heard of either of those programs.

Nulton Diagnostic and Treatment Center has not informed me about it

Nulton did not inform me

Nulton Diagnostics, I am not familiar with these programs.

Bet El didn't inform me

Grandma doesn't know, Salisbury Behavioral

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

		Adult	Parent/Gaurdian	Child/Adolescent
	Yes	24 88.9%	45 90.0%	12 92.3%
	No	3 11.1%	5 10.0%	1 7.7%
	Total	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

	Yes	81 90.0%
	No	9 10.0%
	Total	90 100.0%

Cummulative Yearly Totals

		Adult	Parent/Gaurdian	Child/Adolescent
	Yes	86 89.6%	98 89.1%	17 89.5%
	No	10 10.4%	12 10.9%	2 10.5%
	Total	96 100.0%	110 100.0%	19 100.0%

All Surveys

	Yes	201 89.3%
	No	24 10.7%
	Total	225 100.0%

Comments:

Adult:

I signed paperwork but was never given anything from Ethos clinic.

Parent/Guardian:

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

	Adult	Parent/Gaurdian	Child/Adolescent
Always	23 85.2%	43 86.0%	9 69.2%
Almost Always	3 11.1%	1 2.0%	4 30.8%
Sometimes	1 3.7%	1 2.0%	- -
Never	- -	5 10.0%	- -
Total	27 100.0%	50 100.0%	13 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	26 96.3%	44 88.0%	13 100.0%
Negative	1 3.7%	6 12.0%	- -
Total	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Always	75 83.3%
Almost Always	8 8.9%
Sometimes	2 2.2%
Never	5 5.6%
Total	90 100.0%

Positive	83 92.2%
Negative	7 7.8%
Total	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Always	85 88.5%	97 88.2%	14 73.7%
Almost Always	6 6.3%	3 2.7%	4 21.1%
Sometimes	4 4.2%	2 1.8%	- -
Never	1 1.0%	8 7.3%	1 5.3%
Total	96 100.0%	110 100.0%	19 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Positive	91 94.8%	100 90.9%	18 94.7%
Negative	5 5.2%	10 9.1%	1 5.3%
Total	96 100.0%	110 100.0%	19 100.0%

Total All Surveys

Always	196 87.1%
Almost Always	13 5.8%
Sometimes	6 2.7%
Never	10 4.4%
Total	225 100.0%

Positive	209 92.9%
Negative	16 7.1%
Total	225 100.0%

Comments:

Adult:

Parent/Guardian:

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

		Adult	Parent/Gaurdian	Child/Adolescent
	Yes	16 80.0%	39 88.6%	10 76.9%
	No	4 20.0%	5 11.4%	3 23.1%
	Total	20 100.0%	44 100.0%	13 100.0%

		Adult	Parent/Gaurdian
	Not Applicable	7 100.0%	6 100.0%

Total All Surveys

	Yes	65 84.4%
	No	12 15.6%
	Total	77 100.0%

	Not Applicable	13 100.0%
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Cummulative Yearly Totals

		Adult	Parent/Gaurdian	Child/Adolescent
	Yes	61 71.8%	87 84.5%	14 77.8%
	No	24 28.2%	16 15.5%	4 22.2%
	Total	85 100.0%	103 100.0%	18 100.0%

		Adult	Parent/Gaurdian	Child/Adolescent
	Not Applicable	11 100.0%	7 100.0%	1 100.0%

All Surveys

	Yes	146 77.7%
	No	42 22.3%
	Total	188 100.0%

	Not Applicable	16 100.0%
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Comments:

Adult:

With Dr. Abbas, I don't think I did!

I don't think I ever got a copy from Ethos clinic.

Parent/Guardian:

At Nulton Diagnostics OPMH, Northern Lehigh HS, they make you pay \$.50 per page, so I didn't get a copy of my treatment plan.

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	20 100.0%	46 97.9%	7 53.8%
No	- -	1 2.1%	6 46.2%
Total	20 100.0%	47 100.0%	13 100.0%

	Adult	Parent/Gaurdian
Not Applicable	7 100.0%	3 100.0%

Total All Surveys

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

Not Applicable	10 100.0%
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Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	83 95.4%	103 97.2%	13 68.4%
No	4 4.6%	3 2.8%	6 31.6%
Total	87 100.0%	106 100.0%	19 100.0%

	Adult	Parent/Gaurdian
Not Applicable	9 100.0%	4 100.0%

All Surveys

Yes	199 93.9%
No	13 6.1%
Total	212 100.0%

Not Applicable	13 100.0%
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Comments:

Adult:

Parent/Guardian:

She's 15 years old

They don't have family here

Magellan Specific Questions

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	14 51.9%	35 70.0%	4 30.8%
No	13 48.1%	15 30.0%	9 69.2%
Total	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	53 58.9%
No	37 41.1%
Total	90 100.0%

Cumulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	55 57.3%	78 70.9%	9 47.4%
No	41 42.7%	32 29.1%	10 52.6%
Total	96 100.0%	110 100.0%	19 100.0%

All Surveys

Yes	142 63.1%
No	83 36.9%
Total	225 100.0%

Comments:

Adult:

Haven House did not tell me.

Parent/Guardian:

Nulton didn't tell me

Bet El didn't inform me

C/FST staff explained the grievance process.

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

		Adult	Parent/Gaurdian	Child/Adolescent
Yes		-	1	-
		-	2.0%	-
No		27	49	13
		100.0%	98.0%	100.0%
Total		27	50	13
		100.0%	100.0%	100.0%

Total All Surveys

Yes		1
		1.1%
No		89
		98.9%
Total		90
		100.0%

Cummulative Yearly Totals

		Adult	Parent/Gaurdian	Child/Adolescent
Yes		1	3	-
		1.0%	2.7%	-
No		95	107	19
		99.0%	97.3%	100.0%
Total		96	110	19
		100.0%	100.0%	100.0%

All Surveys

Yes		4
		1.8%
No		221
		98.2%
Total		225
		100.0%

Question 20. How easy was the process to navigate?

	Adult Parent/Gaurdian Child/Adolescent		
Very Easy	-	1	-
	-	100.0%	-
Somewhat Easy	-	-	-
	-	-	-
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	1	100.0%
Somewhat Easy	-	-
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	1	3	-
	100.0%	75.0%	-
Somewhat Easy	-	1	-
	-	25.0%	-
Somewhat Difficult	-	-	-
	-	-	-
Very Difficult	-	-	-
	-	-	-
Total	1	4	-
	100.0%	100.0%	-

	Adult Parent/Gaurdian Child/Adolescent		
Positive	1	4	-
	100.0%	100.0%	-
Negative	-	-	-
	-	-	-
Total	1	4	-
	100.0%	100.0%	-

Total All Surveys

Very Easy	4	80.0%
Somewhat Easy	1	20.0%
Somewhat Difficult	-	-
Very Difficult	-	-
Total	5	100.0%

Positive	5	100.0%
Negative	-	-
Total	5	100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	26 96.3%	44 88.0%	13 100.0%
No	1 3.7%	6 12.0%	- -
Total	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	83 92.2%
No	7 7.8%
Total	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	92 95.8%	91 82.7%	17 89.5%
No	4 4.2%	19 17.3%	2 10.5%
Total	96 100.0%	110 100.0%	19 100.0%

All Surveys

Yes	200 88.9%
No	25 11.1%
Total	225 100.0%

Comments:

Adult:

TMS treatments were denied. Trouble finding someone who will do a neuro psychiatric evaluation. I called Magellan three times and they gave me names on the list but when I contacted them they say they don't do evaluations anymore. I gave up calling Magellan because they say all they can do is give names on the list.

Parent/Guardian:

There are only a couple of choices.

I called a lot of places that said there is a waiting list. Dr. Abbas was the only place that did not have a wait list.

Almost every provider has about a three year waiting list.

There's not enough places for services available.

Nulton couldnt offer person connection due to Covi 19

Bet El has not offered other choices

Question 22. Was the location of services convenient?

		Adult	Parent/Gaurdian	Child/Adolescent
Yes	25	49	13	
	92.6%	98.0%	100.0%	
No	2	1	-	
	7.4%	2.0%	-	
Total	27	50	13	
	100.0%	100.0%	100.0%	

Total All Surveys

Yes	87
	96.7%
No	3
	3.3%
Total	90
	100.0%

Cummulative Yearly Totals

		Adult	Parent/Gaurdian	Child/Adolescent
Yes	88	101	19	
	91.7%	91.8%	100.0%	
No	8	9	-	
	8.3%	8.2%	-	
Total	96	110	19	
	100.0%	100.0%	100.0%	

All Surveys

Yes	208
	92.4%
No	17
	7.6%
Total	225
	100.0%

Comments:

Adult:

Ethos clinic is far away but the rest of my family goes there so it's convenient but out of the way.
Because I had no transportation Ethos clinic was not close by to where I was living.

Parent/Guardian:

With Dr. Abbas, it is not the best option. The office is a half hour away but it was the only place available without a wait list.

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	9 100.0%	10 100.0%	- -
No	- -	- -	- -
Total	9 100.0%	10 100.0%	- -

	Adult	Parent/Gaurdian	Child/Adolescent
Not Applicable	18 100.0%	40 100.0%	13 100.0%

Total All Surveys

Yes	19 100.0%
No	- -
Total	19 100.0%

Not Applicable	71 100.0%
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Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	15 100.0%	16 94.1%	- -
No	- -	1 5.9%	- -
Total	15 100.0%	17 100.0%	- -

	Adult	Parent/Gaurdian	Child/Adolescent
Not Applicable	81 100.0%	93 100.0%	19 100.0%

All Surveys

Yes	31 96.9%
No	1 3.1%
Total	32 100.0%

Not Applicable	193 100.0%
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Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	9 100.0%	10 100.0%	- -
No	- -	- -	- -
Total	9 100.0%	10 100.0%	- -

	Adult	Parent/Gaurdian	Child/Adolescent
Not Applicable	18 100.0%	40 100.0%	13 100.0%

Total All Surveys

Yes	19 100.0%
No	- -
Total	19 100.0%
Not Applicable	71 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	28 100.0%	24 100.0%	1 100.0%
No	- -	- -	- -
Total	28 100.0%	24 100.0%	1 100.0%

	Adult	Parent/Gaurdian	Child/Adolescent
Not Applicable	68 100.0%	86 100.0%	18 100.0%

All Surveys

Yes	53 100.0%
Total	53 100.0%
Not Applicable	172 100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	23 85.2%	37 74.0%	8 61.5%
No	4 14.8%	13 26.0%	5 38.5%
Total	27 100.0%	50 100.0%	13 100.0%

Total All Surveys

Yes	68 75.6%
No	22 24.4%
Total	90 100.0%

Cummulative Yearly Totals

	Adult	Parent/Gaurdian	Child/Adolescent
Yes	70 72.9%	88 80.0%	13 68.4%
No	26 27.1%	22 20.0%	6 31.6%
Total	96 100.0%	110 100.0%	19 100.0%

All Surveys

Yes	171 76.0%
No	54 24.0%
Total	225 100.0%

Comments:

Adult:

Parent/Guardian:

Nulton hasn't inform mother, member is 14 yrs

Salisbury Behavioral. Grandma doesn't know

C/FST staff explained how to access information through Magellan.

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

		Adult	Parent/Gaurdian	Child/Adolescent
Yes		10	9	1
		100.0%	100.0%	100.0%
No		-	-	-
		-	-	-
Total		10	9	1
		100.0%	100.0%	100.0%

		Adult	Parent/Gaurdian	Child/Adolescent
Not Applicable		17	41	12
		100.0%	100.0%	100.0%

Total All Surveys

Yes		20
		100.0%
No		-
		-
Total		20
		100.0%

Not Applicable		70
		100.0%

Cummulative Yearly Totals

		Adult	Parent/Gaurdian	Child/Adolescent
Yes		21	14	1
		100.0%	100.0%	100.0%
No		-	-	-
		-	-	-
Total		21	14	1
		100.0%	100.0%	100.0%

		Adult	Parent/Gaurdian	Child/Adolescent
Not Applicable		75	96	18
		100.0%	100.0%	100.0%

All Surveys

Yes		36
		100.0%
Total		36
		100.0%

Not Applicable		189
		100.0%

Comments:

Adult:

Parent/Guardian:

Statewide Questions:

Adults

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

Always	23 85.2%
Sometimes	4 14.8%
Total	27 100.0%

Cummulative Yearly Totals

Always	64 81.0%
Sometimes	15 19.0%
Total	79 100.0%

Comments:

Adult:

At Ethos clinic, the office manager was punishing me and doing spiteful things because I was legitimately canceling appointments with adequate notice. As a punishment for two months she put my appointments off because I had to cancel. She was not telling the therapist she was doing it, she was over riding the appointments they made. I was making progress and for those two months I regressed because of it.

Providers that I contacted do not take insurance. They'll take the insurance for inpatient but not for outpatient.

Parent/Guardian:

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

	Parent/Gaurdian Child/Adolescent	
Always	1 2.0%	1 7.7%
Sometimes	5 10.0%	1 7.7%
Never	44 88.0%	11 84.6%
Total	50 100.0%	13 100.0%

Cummulative Yearly Totals

	Parent/Gaurdian Child/Adolescent	
Always	7 9.2%	2 13.3%
Sometimes	12 15.8%	2 13.3%
Never	57 75.0%	11 73.3%
Total	76 100.0%	15 100.0%

Parent/Guardian:

It is a combination of finding a provider, roadblocks with diagnosis and finding someone who can do a full scale evaluation that she needs.

Child/Adolescent:

Pyramid HC, covi19 is in the way

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

		Adult
Always	24	92.3%
Sometimes	2	7.7%
Total	26	100.0%

		Adult
Not Applicable	1	100.0%

		Parent/Gaurdian Child/Adolescent	
Always	42	11	
	84.0%	84.6%	
Sometimes	8	2	
	16.0%	15.4%	
Total	50	13	
	100.0%	100.0%	

Cummulative Yearly Totals

		Adult
Always	66	84.6%
Sometimes	12	15.4%
Total	78	100.0%

		Adult
Not Applicable	1	100.0%

		Parent/Gaurdian Child/Adolescent	
Always	66	13	
	86.8%	86.7%	
Sometimes	10	2	
	13.2%	13.3%	
Total	76	15	
	100.0%	100.0%	

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Comments:

Adult:

Parent/Guardian:

This is not really the providers fault, it is more difficult with the father not on board. As soon as providers find out one parent is not involved they back off because they do not want to get involved with court.

Child/Adolescent:

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

	Adult
Much Better	9 33.3%
A Little Better	18 66.7%
Total	27 100.0%

	Parent/Gaurdian Child/Adolescent	
Much Better	25 50.0%	8 61.5%
A Little Better	16 32.0%	5 38.5%
About The Same	7 14.0%	- -
A Little Worse	1 2.0%	- -
Much Worse	1 2.0%	- -
Total	50 100.0%	13 100.0%

Cummulative Yearly Totals

	Adult
Much Better	35 44.3%
A Little Better	35 44.3%
About The Same	7 8.9%
A Little Worse	1 1.3%
Much Worse	1 1.3%
Total	79 100.0%

	Parent/Gaurdian Child/Adolescent	
Much Better	35 46.1%	9 60.0%
A Little Better	28 36.8%	6 40.0%
About The Same	10 13.2%	- -
A Little Worse	2 2.6%	- -
Much Worse	1 1.3%	- -
Total	76 100.0%	15 100.0%

Comments:

Adult:

Parent/Guardian Child/Adolescent

My daughter has gone downhill because of her lack of effort since the corona virus started.

Child/Adolescent:

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.