

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
3rd Quarter
July 1, 2020 to September 30, 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/Guardian	Child/Adolescent
Yes	86 94.5%	65 98.5%	10 100.0%
No	5 5.5%	1 1.5%	- -
Total	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	161 96.4%
No	6 3.6%
Total	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	234 97.5%	162 95.3%	25 100.0%
No	6 2.5%	8 4.7%	- -
Total	240 100.0%	170 100.0%	25 100.0%

All Surveys

Yes	421 96.8%
No	14 3.2%
Total	435 100.0%

Comments:

Adult:

Has cell phone number in case it's needed for the therapist- two therapists have helped a great deal from Pinebrook.
Bet-El is not responsible enough.

At Omni, it depends on the amount of staff. With Covid, they are changing.

However, the ICM from PA Mentor is bouncing her around from one ICM to another.

At HAO, I have to wait a long time for a return call.

Haven House has not returned my call for a therapy or psychiatric appointment in two weeks.

Preventive Measures and Bet-El are no good.

But you don't always get someone to talk to.

Parent/Guardian:

It takes them a day for KidsPeace to get back to me when I leave a message.

Depends on the amount of staff, with COVID things are changing at Omni.

Mostly

Omni didn't return my calls.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	72 79.1%	53 80.3%	10 100.0%
Almost Always	9 9.9%	9 13.6%	- -
Sometimes	8 8.8%	4 6.1%	- -
Never	2 2.2%	- -	- -
Total	91 100.0%	66 100.0%	10 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	81 89.0%	62 93.9%	10 100.0%
Negative	10 11.0%	4 6.1%	- -

Total All Surveys

Always	135 80.8%
Almost Always	18 10.8%
Sometimes	12 7.2%
Never	2 1.2%
Total	167 100.0%

Positive	153 91.6%
Negative	14 8.4%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	192 80.0%	132 77.6%	22 88.0%
Almost Always	28 11.7%	23 13.5%	1 4.0%
Sometimes	18 7.5%	11 6.5%	1 4.0%
Never	2 0.8%	4 2.4%	1 4.0%
Total	240 100.0%	170 100.0%	25 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	220 91.7%	155 91.2%	23 92.0%
Negative	20 8.3%	15 8.8%	2 8.0%

Total All Surveys

Always	346 79.5%
Almost Always	52 12.0%
Sometimes	30 6.9%
Never	7 1.6%
Total	435 100.0%

Positive	398 91.5%
Negative	37 8.5%

Comments:

Adult:

Bet EI - I don't like my therapist

Bet-EI, never and Preventive Measures, No.

Parent/Guardian:

KidsPeace B- two consecutive appointments cancelled

Days are hard to accommodate, there are no evening hours with Jack Gerhard.

We've continued to have a consistent TSS for our son with PA Mentor.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	65 71.4%	48 72.7%	5 50.0%
No	26 28.6%	18 27.3%	5 50.0%
Totals	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	118 70.7%
No	49 29.3%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	166 69.2%	123 72.4%	12 48.0%
No	74 30.8%	47 27.6%	13 52.0%
Totals	240 100.0%	170 100.0%	25 100.0%

Total All Surveys

Yes	301 69.2%
No	134 30.8%
Totals	435 100.0%

Comments:

Adult:

Preventive Measures

HAO

Parent/Guardian:

HAO- I don't know

HAO- I don't know

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

	Adult	Parent/Guardian	Child/Adolescent
Always	79 86.8%	59 89.4%	10 100.0%
Almost Always	7 7.7%	4 6.1%	- -
Sometimes	5 5.5%	3 4.5%	- -
Never	- -	- -	- -
Totals	91 100.0%	66 100.0%	10 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	86 94.5%	63 95.5%	10 100.0%
Negative	5 5.5%	3 4.5%	- -
Total	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Always	148 88.6%
Almost Always	11 6.6%
Sometimes	8 4.8%
Never	- -
Totals	167 100.0%

Positive	159 95.2%
Negative	8 4.8%
Total	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	210 87.5%	142 83.5%	21 84.0%
Almost Always	15 6.3%	13 7.6%	1 4.0%
Sometimes	12 5.0%	14 8.2%	3 12.0%
Never	3 1.3%	1 0.6%	- -
Totals	240 100.0%	170 100.0%	25 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	225 93.8%	155 91.2%	22 88.0%
Negative	15 6.3%	15 8.8%	3 12.0%
Total	240 100.0%	170 100.0%	25 100.0%

Total All Surveys

Always	373 85.7%
Almost Always	29 6.7%
Sometimes	29 6.7%
Never	4 0.9%
Totals	435 100.0%

Positive	402 92.4%
Negative	33 7.6%
Total	435 100.0%

Comments:

Adult:

Pinebrook quickly called back to the member.

Bet-El - they are very irresponsible there

PA Mentor never calls back to set up with an ICM.

Dr. Always late to the appointment- member sits and waits for one and a half to two hours almost always at LVH at 17th and Chew. The scheduling could be better.

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/Guardian	Child/Adolescent
Yes	87 95.6%	60 90.9%	10 100.0%
No	4 4.4%	6 9.1%	- -
Totals	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	157 94.0%
No	10 6.0%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	229 95.4%	158 92.9%	25 100.0%
No	11 4.6%	12 7.1%	- -
Totals	240 100.0%	170 100.0%	25 100.0%

Total All Surveys

Yes	157 94.0%
No	10 6.0%
Totals	167 100.0%

Comments:

Adult:

Bet El- I got worse

My PCP has helped my transition to alternative services with 90 days of medications.

Since Covid-19, it's been very difficult.

HAO - Sometimes

"Still, life is difficult." Feels like she can't find services to help.

Parent/Guardian:

Maintains

Improve

My son's behavior has been worse because he is 15 years old and has refused to go to KidsPeace.

Definitely noticeable

My son has decompensated since the pandemic without the structure of school.

HAO- he doesn't have medication

Not much difference just yet.

My daughter is depressed because her father left for Puerto Rico and she hasn't had services in six months because of the virus.

A little bit

A little bit.

My son has not changed at Omni.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	87 95.6%	62 93.9%	10 100.0%
No	4 4.4%	4 6.1%	- -
Totals	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	159 95.2%
No	8 4.8%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	228 95.0%	158 92.9%	24 96.0%
No	12 5.0%	12 7.1%	1 4.0%
Totals	240 100.0%	170 100.0%	25 100.0%

Total All Surveys

Yes	410 94.3%
No	25 5.7%
Totals	435 100.0%

Comments:

Adult:

Bet EI- the doctor or therapist don't put enough attention

HAO - I don't remember

Not with Bet-EI.

Parent/Guardian:

Not relevant to situation they are in

The therapist doesn't involve me in her care.

HAO- He is not being helped enough

My daughters services were cancelled six months ago because of the COVID virus.

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	88 96.7%	57 86.4%	10 100.0%
No	3 3.3%	9 13.6%	- -
Totals	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	155 92.8%
No	12 7.2%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	226 94.2%	154 90.6%	25 100.0%
No	14 5.8%	16 9.4%	- -
Totals	240 100.0%	170 100.0%	25 100.0%

Total All Surveys

Yes	405 93.1%
No	30 6.9%
Totals	435 100.0%

Comments:

Adult:

Preventive Measures- I don't remember

Not recently

Not with Bet-El.

Always

Parent/Guardian:

KidsPeace Broadway

KidsPeace

Just in intake

HAO

Not with Jack Gerhard.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	86 94.5%	64 97.0%	10 100.0%
No	5 5.5%	2 3.0%	- -
Totals	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	160 95.8%
No	7 4.2%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	232 96.7%	162 95.3%	25 100.0%
No	8 3.3%	8 4.7%	- -
Totals	240 100.0%	170 100.0%	25 100.0%

Total All Surveys

Yes	419 96.3%
No	16 3.7%
Totals	435 100.0%

Comments:

Adult:

Bet-El - they are irresponsible.

Bet El - I am not happy

The psychiatrist at Pinebrook and Haven House has not been very supportive.

Not with Bet-El.

Doesn't think therapy is helping.

Parent/Guardian:

At the Learning Center, everyone is great except Dr. Clark; he didn't return my call for over a month, and my son's medication ran out.

Very

HAO - he is not medicated

My sons therapist favored the father during a custody battle.

Quality of Life/Respect and Dignity

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

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	65 71.4%	48 72.7%	10 100.0%
Somewhat Hopeful	25 27.5%	17 25.8%	- -
Less Than Hopeful	1 1.1%	1 1.5%	- -
Not At All Hopeful	- -	- -	- -
Total	91 100.0%	66 100.0%	10 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	90 98.9%	65 98.5%	10 100.0%
Negative	1 1.1%	1 1.5%	- -
Totals	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Very Hopeful	123 73.7%
Somewhat Hopeful	42 25.1%
Less Than Hopeful	2 1.2%
Not At All Hopeful	- -
Total	167 100.0%

Positive	165 98.8%
Negative	2 1.2%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	159 66.3%	127 74.7%	22 88.0%
Somewhat Hopeful	77 32.1%	39 22.9%	3 12.0%
Less Than Hopeful	3 1.3%	3 1.8%	- -
Not At All Hopeful	1 0.4%	1 0.6%	- -
Total	240 100.0%	170 100.0%	25 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	236 98.3%	166 97.6%	25 100.0%
Negative	4 1.7%	4 2.4%	- -
Totals	240 100.0%	170 100.0%	25 100.0%

Total All Surveys

Very Hopeful	308 70.8%
Somewhat Hopeful	119 27.4%
Less Than Hopeful	6 1.4%
Not At All Hopeful	2 0.5%
Total	435 100.0%

Positive	427 98.2%
Negative	8 1.8%
Totals	435 100.0%

Comments:

Adult:

Bet El - I feel hopeful for myself

Hoping things will get better at Lehigh Valley. Left Preventative Measures because of conflicts with time.

The meds provided work 50/50. There seem to be no consistent results but things are moving toward good.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	86 94.5%	66 100.0%	10 100.0%
No	5 5.5%	- -	- -
Totals	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	162 97.0%
No	5 3.0%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	232 96.7%	170 100.0%	25 100.0%
No	8 3.3%	- -	- -
Totals	240 100.0%	170 100.0%	25 100.0%

All Surveys

Yes	427 98.2%
No	8 1.8%
Totals	435 100.0%

Comments:

Adult:

HAO - they were a little disrespectful

I'm not sure if Omni respected me.

Bet EI - he is not interested in my case

They don't pay attention at Bet-EI, to anything.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	83 91.2%	64 97.0%	9 90.0%
Somewhat Comfortable	4 4.4%	-	1 10.0%
Less than Comfortable	3 3.3%	2 3.0%	-
Not al all Comfortable	1 1.1%	-	-
Totals	91 100.0%	66 100.0%	10 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	87 95.6%	64 97.0%	10 100.0%
Negative	4 4.4%	2 3.0%	-
Totals	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Very Comfortable	156 93.4%
Somewhat Comfortable	5 3.0%
Less than Comfortable	5 3.0%
Not al all Comfortable	1 0.6%
Totals	167 100.0%

Positive	161 96.4%
Negative	6 3.6%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	218 90.8%	161 94.7%	23 92.0%
Somewhat Comfortable	14 5.8%	6 3.5%	2 8.0%
Less than Comfortable	6 2.5%	2 1.2%	-
Not al all Comfortable	2 0.8%	1 0.6%	-
Totals	240 100.0%	170 100.0%	25 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	232 96.7%	167 98.2%	25 100.0%
Negative	8 3.3%	3 1.8%	-
Totals	240 100.0%	170 100.0%	25 100.0%

Total All Surveys

Very Comfortable	402 92.4%
Somewhat Comfortable	22 5.1%
Less than Comfortable	8 1.8%
Not al all Comfortable	3 0.7%
Totals	435 100.0%

Positive	424 97.5%
Negative	11 2.5%
Totals	435 100.0%

Comments:

Adult:

They didn't tell her about weight gain and she didn't think to ask about that.

Bet EI - they don't care

Doesn't know who to even talk with at Bet-EI or Preventive Measures.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	48 52.7%	35 53.0%	7 70.0%
No	43 47.3%	31 47.0%	3 30.0%
Totals	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	90 53.9%
No	77 46.1%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	140 58.3%	92 54.1%	18 72.0%
No	100 41.7%	78 45.9%	7 28.0%
Totals	240 100.0%	170 100.0%	25 100.0%

All Surveys

Yes	250 57.5%
No	185 42.5%
Totals	435 100.0%

Comments:

Adult:

HAO - I know a little only

Bet EI Counseling- I was not informed

Omni Health Services - Wasn't informed

Bet EI

HAO I am not informed

She is too old.

Not at Bet-EI

No one asked me.

I was not informed

I was not informed

I am not informed

Bet EI - I am not informed

I'm not informed

I wasn't informed

HAO - They didn't tell me

I'm not informed

HAO- I was not informed

Not at Bet-EI.

Not with LVH at 17th and Chew.

HAO- I don't know

Parent/Guardian:

KidsPeace- didn't hear about it

KidsPeace Broadway- I wasn't informed

It has been offered - not yet needed.

Does groups.

KidsPeace B- I was not informed

KidsPeace Broadway- I was not informed

No one ever asked if they were even wanted at Omni.

Working closely with Kids Peace for social groups.

Not with Jack Gerhard

I was not informed at HAO

Not informed

Not informed

HAO- I don't know what it is

No suggestions were made by Omni.

Progressions - I don't know

As a parent, I would appreciate if St. Luke's Behavioral Health provided information on peer-run or family-run programs. They might be helpful.

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		88	60	10
		96.7%	90.9%	100.0%
No		3	6	-
		3.3%	9.1%	-
Total		91	66	10
		100.0%	100.0%	100.0%

Total All Surveys

Yes	158 94.6%
No	9 5.4%
Total	167 100.0%

Cummulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		216	151	23
		90.0%	88.8%	92.0%
No		24	19	2
		10.0%	11.2%	8.0%
Total		240	170	25
		100.0%	100.0%	100.0%

All Surveys

Yes	390 89.7%
No	45 10.3%
Total	435 100.0%

Comments:

Adult:

HAO - information was not given

HAO - I don't have the information

Omni - information was not given

Parent/Guardian:

I don't recall receiving information.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	79 86.8%	61 92.4%	7 70.0%
Almost Always	5 5.5%	1 1.5%	1 10.0%
Sometimes	1 1.1%	2 3.0%	2 20.0%
Never	6 6.6%	2 3.0%	- -
Total	91 100.0%	66 100.0%	10 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	84 92.3%	62 93.9%	8 80.0%
Negative	7 7.7%	4 6.1%	2 20.0%
Total	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Always	147 88.0%
Almost Always	7 4.2%
Sometimes	5 3.0%
Never	8 4.8%
Total	167 100.0%

Positive	154 92.2%
Negative	13 7.8%
Total	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	202 84.2%	150 88.2%	17 68.0%
Almost Always	17 7.1%	7 4.1%	5 20.0%
Sometimes	10 4.2%	4 2.4%	2 8.0%
Never	11 4.6%	9 5.3%	1 4.0%
Total	240 100.0%	170 100.0%	25 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	219 91.3%	157 92.4%	22 88.0%
Negative	21 8.8%	13 7.6%	3 12.0%
Total	240 100.0%	170 100.0%	25 100.0%

Total All Surveys

Always	369 84.8%
Almost Always	29 6.7%
Sometimes	16 3.7%
Never	21 4.8%
Total	435 100.0%

Positive	398 91.5%
Negative	37 8.5%
Total	435 100.0%

Comments:

Adult:

Even on the phone / she is amazing (Tracy)

Never came up, never asked for her input- didn't even know there was one until therapist said something about the plan she had.

No face to face visits with therapists at Haven House

No face to face visits with therapists at Haven House

Not at HAO

With Preventive Measures.

Very early on.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	56 66.7%	49 77.8%	7 70.0%
No	28 33.3%	14 22.2%	3 30.0%
Total	84 100.0%	63 100.0%	10 100.0%

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

Total All Surveys

Yes	112 71.3%
No	45 28.7%
Total	157 100.0%

Not Applicable	10 100.0%
----------------	--------------

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	147 68.1%	126 79.7%	18 75.0%
No	69 31.9%	32 20.3%	6 25.0%
Total	216 100.0%	158 100.0%	24 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	24 100.0%	12 100.0%	1 100.0%

All Surveys

Yes	204 71.8%
No	80 28.2%
Total	284 100.0%

Not Applicable	21 100.0%
----------------	--------------

Comments:

Adult:

Preventive Measures

Omni HS

HAO

But not from PA Mentor, they fell apart since Shelly left.

It's in the office at HAO.

My services are on the phone at HAO.

Not with Bet-El.

Parent/Guardian:

Just initially. Not recently, not within the year for sure.

I did attend all my son's appointments at KidsPeace.

My services are over the phone at HAO.

Not at HAO

HAO - I don't remember

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	77 89.5%	62 96.9%	10 100.0%
No	9 10.5%	2 3.1%	- -
Total	86 100.0%	64 100.0%	10 100.0%

	Adult	Parent/Guardian
Not Applicable	5 100.0%	2 100.0%

Total All Surveys

Yes	149 93.1%
No	11 6.9%
Total	160 100.0%

Not Applicable	7 100.0%
----------------	-------------

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	202 92.2%	156 95.7%	19 76.0%
No	17 7.8%	7 4.3%	6 24.0%
Total	219 100.0%	163 100.0%	25 100.0%

	Adult	Parent/Guardian
Not Applicable	21 100.0%	7 100.0%

All Surveys

Yes	377 92.6%
No	30 7.4%
Total	407 100.0%

Not Applicable	28 100.0%
----------------	--------------

Comments:

Adult:

Preventive Measures - I don't have family here

HAO- I don't remember

But she is allowed to bring someone to sessions if she wants to.

I don't remember being given the option at HAO.

HAO- I was not given the option

Not with Bet-El but yes with Preventive Measures.

HAO- option was not offered

Parent/Guardian:

KidsPeace Broadway- options weren't given

Mother is assuming this is her and she is sort of involved- wishes there was a day she and the doctor could have more one on one discussions.

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	62 68.1%	48 72.7%	7 70.0%
No	29 31.9%	18 27.3%	3 30.0%
Total	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	117 70.1%
No	50 29.9%
Total	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	145 60.4%	117 68.8%	12 48.0%
No	95 39.6%	53 31.2%	13 52.0%
Total	240 100.0%	170 100.0%	25 100.0%

All Surveys

Yes	274 63.0%
No	161 37.0%
Total	435 100.0%

Comments:

Adult:

Preventive Measures - Didn't need to complain

HAO -

HAO

Parent/Guardian:

HAO- I don't know

Community Solutions Inc

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	5 5.5%	2 3.0%	- -
No	86 94.5%	64 97.0%	10 100.0%
Total	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	7 4.2%
No	160 95.8%
Total	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	6 2.5%	5 2.9%	- -
No	234 97.5%	165 97.1%	25 100.0%
Total	240 100.0%	170 100.0%	25 100.0%

All Surveys

Yes	11 2.5%
No	424 97.5%
Total	435 100.0%

Question 20. How easy was the process to navigate?

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	2 40.0%	2 100.0%	- -
Somewhat Easy	2 40.0%	-	-
Somewhat Difficult	1 20.0%	-	-
Very Difficult	-	-	-
Total	5 100.0%	2 100.0%	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	4 80.0%	2 100.0%	- -
Negative	1 20.0%	-	-
Total	5 100.0%	2 100.0%	-

Total All Surveys

Very Easy	4 57.1%
Somewhat Easy	2 28.6%
Somewhat Difficult	1 14.3%
Very Difficult	-
Total	7 100.0%

Positive	6 85.7%
Negative	1 14.3%
Total	7 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	3 50.0%	3 75.0%	- -
Somewhat Easy	2 33.3%	1 25.0%	-
Somewhat Difficult	1 16.7%	-	-
Very Difficult	-	-	-
Total	6 100.0%	4 100.0%	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	5 83.3%	4 100.0%	- -
Negative	1 16.7%	-	-
Total	6 100.0%	4 100.0%	-

Total All Surveys

Very Easy	6 60.0%
Somewhat Easy	3 30.0%
Somewhat Difficult	1 10.0%
Very Difficult	-
Total	10 100.0%

Positive	9 90.0%
Negative	1 10.0%
Total	10 100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	84 92.3%	61 92.4%	10 100.0%
No	7 7.7%	5 7.6%	- -
Total	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	155 92.8%
No	12 7.2%
Total	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	229 95.4%	145 85.3%	23 92.0%
No	11 4.6%	25 14.7%	2 8.0%
Total	240 100.0%	170 100.0%	25 100.0%

All Surveys

Yes	397 91.3%
No	38 8.7%
Total	435 100.0%

Comments:

Adult:

HAO- I don't have enough information

Member misses Martha from Pinebrook

PA Mentor is not good with this at all. ICM still not scheduled since about 6 months ago.

Bet EI - they are not interested

I'm not informed

HAO- no one has offered me additional choices

Looking forward to Lehigh Valley Mental Health. Left Preventive Measures, conflict in schedules.

Wasn't aware of the services offered to her.

Parent/Guardian:

Just issues with getting wrap around with KidsPeace.

KidsPeace- nota whole lot of option

Kids Peace was the only available but kind of thankful because the people they are working with happen to be very very wonderful- can't say enough good about them.

HAO - he is not medicated

My my provider HAO has not told me about Drop In Centers or housingoptions.

I'm not satisfied with choices.

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes		89	64	10
		97.8%	97.0%	100.0%
No		2	2	-
		2.2%	3.0%	-
Total		91	66	10
		100.0%	100.0%	100.0%

Total All Surveys

Yes		163
		97.6%
No		4
		2.4%
Total		167
		100.0%

Cummulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		230	161	25
		95.8%	94.7%	100.0%
No		10	9	-
		4.2%	5.3%	-
Total		240	170	25
		100.0%	100.0%	100.0%

All Surveys

Yes		416
		95.6%
No		19
		4.4%
Total		435
		100.0%

Comments:

Adult:

They come to her home from PA Mentor or she has to take the bus that comes to her door.
It's about a half hour drive

Parent/Guardian:

Not ideal but not too bad.

KidsPeace- 45 minutes drive one way

Not too bad, little of a drive but not horrible, just over a half hour.

KidsPeace Broadway is 30-35 minutes away from us. I wish there was some place closer.

It is at home.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	10 100.0%	6 85.7%	- -
No	- -	1 14.3%	- -
Total	10 100.0%	7 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	81 100.0%	59 100.0%	10 100.0%

Total All Surveys

Yes	16 94.1%
No	1 5.9%
Total	17 100.0%

Not Applicable	150 100.0%
----------------	---------------

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	31 100.0%	22 88.0%	- -
No	- -	3 12.0%	- -
Total	31 100.0%	25 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	209 100.0%	145 100.0%	25 100.0%

All Surveys

Yes	53 94.6%
No	3 5.4%
Total	56 100.0%

Not Applicable	379 100.0%
----------------	---------------

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	11 100.0%	7 100.0%	- -
No	- -	- -	- -
Total	11 100.0%	7 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	80 100.0%	59 100.0%	10 100.0%

Total All Surveys

Yes	18 100.0%
No	- -
Total	18 100.0%

Not Applicable	149 100.0%
----------------	---------------

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	44 100.0%	33 100.0%	1 100.0%
No	- -	- -	- -
Total	44 100.0%	33 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	196 100.0%	137 100.0%	24 100.0%

All Surveys

Yes	78 100.0%
Total	78 100.0%

Not Applicable	357 100.0%
----------------	---------------

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/Guardian	Child/Adolescent
Yes	75 82.4%	55 83.3%	9 90.0%
No	16 17.6%	11 16.7%	1 10.0%
Total	91 100.0%	66 100.0%	10 100.0%

Total All Surveys

Yes	139 83.2%
No	28 16.8%
Total	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	182 75.8%	135 79.4%	18 72.0%
No	58 24.2%	35 20.6%	7 28.0%
Total	240 100.0%	170 100.0%	25 100.0%

All Surveys

Yes	335 77.0%
No	100 23.0%
Total	435 100.0%

Comments:

Adult:

HAO- I don't have the information

Preventive Measures

HAO

Not through the insurance company but the providers office, yes.

I don't know

Parent/Guardian:

C/FST staff provided the member with the information of John Lees contact info and handbook.

Community Solutions Inc

Progressions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	9 90.0%	7 100.0%	- -
No	1 10.0%	- -	- -
Total	10 100.0%	7 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	81 100.0%	59 100.0%	10 100.0%

Total All Surveys

Yes	16 94.1%
No	1 5.9%
Total	17 100.0%

Not Applicable	150 100.0%
----------------	---------------

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	35 97.2%	22 100.0%	1 100.0%
No	1 2.8%	- -	- -
Total	36 100.0%	22 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	204 100.0%	148 100.0%	24 100.0%

All Surveys

Yes	58 98.3%
No	1 1.7%
Total	59 100.0%

Not Applicable	376 100.0%
----------------	---------------

Comments:

Adult:

Sometimes, member called them and they were a little short with her.

Parent/Guardian:

I had to call Magellan to get help getting services started.

Statewide Questions:

Adults

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

Always	71 78.9%
Sometimes	16 17.8%
Never	3 3.3%
Total	90 100.0%

Not Applicable	1 100.0%
----------------	-------------

Cummulative Yearly Totals

Always	135 79.9%
Sometimes	31 18.3%
Never	3 1.8%
Total	169 100.0%

Not Applicable	1 100.0%
----------------	-------------

Comments:

Adult:

- After four therapists, finally found an awesome one - Tracy
- Struggling to get a more permanent ICM.
- Bet EI - I didn't get any help
- Because of COVID-19, it's been very hard.
- They make you start over if you miss appointments in a three week program with Preventive Measures and Bet- EI.
- Omni- I have been with Omni only for two months

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent	
Always	6 9.1%	- -
Sometimes	10 15.2%	1 10.0%
Never	50 75.8%	9 90.0%
Total	66 100.0%	10 100.0%

Cummulative Yearly Totals

	Parent/Guardian Child/Adolescent	
Always	13 9.2%	2 8.0%
Sometimes	22 15.5%	3 12.0%
Never	107 75.4%	20 80.0%
Total	142 100.0%	25 100.0%

Parent/Guardian:

HAO- he is not medicated

Took forever- Got no help at all, a lot of excuses and delays with Jack Gerhard.

We had staffing problems with the TSS at PaMentor.

I had problems waiting to get services started for my child.

Child/Adolescent:

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

	Adult
Always	81 89.0%
Sometimes	8 8.8%
Never	2 2.2%
Total	91 100.0%

	Parent/Guardian Child/Adolescent	
Always	59 89.4%	8 80.0%
Sometimes	6 9.1%	2 20.0%
Never	1 1.5%	- -
Total	66 100.0%	10 100.0%

Cumulative Yearly Totals

	Adult
Always	147 87.0%
Sometimes	20 11.8%
Never	2 1.2%
Total	169 100.0%

	Adult
Not Applicable	1 100.0%

	Parent/Guardian Child/Adolescent	
Always	125 88.0%	21 84.0%
Sometimes	16 11.3%	4 16.0%
Never	1 0.7%	- -
Total	142 100.0%	25 100.0%

Comments:

Adult:

Bet El - never had a chance

Parent/Guardian:

Child is 17 - she consults Mom

The therapist doesn't include me in her care.

HAO- he needs medication

Mom wishes though, that a day would be set aside-or some time to discuss how to handle situations or what goals she could work on at home. More communication would be nice with Jack Gerhard.

Child/Adolescent:

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

	Adult
Much Better	44 48.4%
A Little Better	35 38.5%
About The Same	10 11.0%
A Little Worse	1 1.1%
Much Worse	1 1.1%
Total	91 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	31 47.0%	9 90.0%
A Little Better	24 36.4%	- -
About The Same	7 10.6%	1 10.0%
A Little Worse	3 4.5%	- -
Much Worse	1 1.5%	- -
Total	66 100.0%	10 100.0%

Cummulative Yearly Totals

	Adult
Much Better	79 46.5%
A Little Better	70 41.2%
About The Same	17 10.0%
A Little Worse	2 1.2%
Much Worse	2 1.2%
Total	170 100.0%

Parent/Guardian Child/Adolescent

Much Better	66 46.5%	18 72.0%
A Little Better	52 36.6%	6 24.0%
About The Same	17 12.0%	1 4.0%
A Little Worse	5 3.5%	- -
Much Worse	2 1.4%	- -
Total	142 100.0%	25 100.0%

Comments:

Adult:

Bet El - they are not interested

Because of Covid-19, I am not getting better.

Haven House is a wonderful place.

They push medications that aren't a good idea, cause to be sleepy and they don't care at Bet-El.

In between much and a little.

They are good people at HAO, Felix has been great. He always checks in on me.

Parent/Guardian Child/Adolescent

My son is 15 years old and allowed to decline services.

My son's behavior has been a little worse since the pandemic because of the lack of routine and services.

The COVID virus made things worse.

Transition to new school, he kept walking out of class and the school and Glenn Koch and associates got him one on one support. Rochelle Lysinger was awesome with help and services.

H

My daughters father left and her services stopped six months ago.

I feel that I don't get enough time to discuss my child's area of concerns with the psychiatrist.

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.