

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
4th Quarter - Year End
October 1, 2020 to December 31, 2020

**Recovery Partnership
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Bethlehem, PA 18018
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Provider Specific Questions

Access to Services

Q1. Is your service provider easy to contact?

	Adult	Parent/Guardian	Child/Adolescent
Yes	117 97.5%	44 97.8%	2 100.0%
No	3 2.5%	1 2.2%	- -
Total	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

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

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	281 96.9%	178 95.2%	27 100.0%
No	9 3.1%	9 4.8%	- -
Total	290 100.0%	187 100.0%	27 100.0%

All Surveys

Yes	486 96.4%
No	18 3.6%
Total	504 100.0%

Comments:

Adult:

Sometimes - COVID is an issue

Lehigh County Crisis- Not always easy to contact

A lot of different staff-so calling them directly isn't possible @ Pyramid CRS. You go through so many loops to get you to who you need.

Parent/Guardian:

Malvern takes days to return calls.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	93 77.5%	33 73.3%	2 100.0%
Almost Always	14 11.7%	7 15.6%	- -
Sometimes	12 10.0%	5 11.1%	- -
Never	1 0.8%	- -	- -
Total	120 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	107 89.2%	40 88.9%	2 100.0%
Negative	13 10.8%	5 11.1%	- -

Total All Surveys

Always	128 76.6%
Almost Always	21 12.6%
Sometimes	17 10.2%
Never	1 0.6%
Total	167 100.0%

Positive	149 89.2%
Negative	18 10.8%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	228 78.6%	143 76.5%	24 88.9%
Almost Always	35 12.1%	28 15.0%	1 3.7%
Sometimes	24 8.3%	12 6.4%	1 3.7%
Never	3 1.0%	4 2.1%	1 3.7%
Total	290 100.0%	187 100.0%	27 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	263 90.7%	171 91.4%	25 92.6%
Negative	27 9.3%	16 8.6%	2 7.4%

Total All Surveys

Always	395 78.4%
Almost Always	64 12.7%
Sometimes	37 7.3%
Never	8 1.6%
Total	504 100.0%

Positive	459 91.1%
Negative	45 8.9%

Comments:

Adult:

Lehigh County Crisis services didn't help

Not sure what is going on with services right now at Pyramid CRS - no consistency, maybe because of COVID.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	77 64.2%	29 64.4%	2 100.0%
No	43 35.8%	16 35.6%	- -
Totals	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	108 64.7%
No	59 35.3%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	193 66.6%	131 70.1%	14 51.9%
No	97 33.4%	56 29.9%	13 48.1%
Totals	290 100.0%	187 100.0%	27 100.0%

Total All Surveys

Yes	338 67.1%
No	166 32.9%
Totals	504 100.0%

Comments:

Adult:

My therapist Ms. Stone never told me how to file a complaint.

HAO never provided the procedure.

Bet El didn't explain how to file a complaint.

Bet El Allentown didn't tell me how to make a complaint.

Preventive Measures never told me how to file a complaint.

Lehigh County Crisis never told m

Preventive Measures never told me how to complain.

Horizon - Provider didn't show me how to

Treatment Trends - I am not informed

Pyramid- I am not informed

I was going to file a grievance but decided against it / against Pyramid CRS

Parent/Guardian:

HAO- I am not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	99 82.5%	35 77.8%	- -
Almost Always	9 7.5%	5 11.1%	1 50.0%
Sometimes	9 7.5%	5 11.1%	1 50.0%
Never	3 2.5%	- -	- -
Totals	120 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	108 90.0%	40 88.9%	1 50.0%
Negative	12 10.0%	5 11.1%	1 50.0%
Total	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

Always	134 80.2%
Almost Always	15 9.0%
Sometimes	15 9.0%
Never	3 1.8%
Totals	167 100.0%

Positive	149 89.2%
Negative	18 10.8%
Total	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	248 85.5%	153 81.8%	21 77.8%
Almost Always	21 7.2%	18 9.6%	2 7.4%
Sometimes	17 5.9%	15 8.0%	4 14.8%
Never	4 1.4%	1 0.5%	- -
Totals	290 100.0%	187 100.0%	27 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	269 92.8%	171 91.4%	23 85.2%
Negative	21 7.2%	16 8.6%	4 14.8%
Total	290 100.0%	187 100.0%	27 100.0%

Total All Surveys

Always	422 83.7%
Almost Always	41 8.1%
Sometimes	36 7.1%
Never	5 1.0%
Totals	504 100.0%

Positive	463 91.9%
Negative	41 8.1%
Total	504 100.0%

Comments:

Adult:

Took a while but she is very attentive now. (Elizabeta Fulinska)

I had many psychiatrists over the last year at HAO.

Waited a month, easily, for services.

Depends on who this member needs to speak to. It can be discouraging with Pyramid CRS.

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	114 95.0%	41 91.1%	2 100.0%
No	6 5.0%	4 8.9%	- -
Totals	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

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

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	276 95.2%	171 91.4%	27 100.0%
No	14 4.8%	16 8.6%	- -
Totals	290 100.0%	187 100.0%	27 100.0%

Total All Surveys

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

Comments:

Adult:

The services are not helping much. The medications from HAO are helping me.

I did not improve at HAO.

I still have ups and downs.

I've maintained, but no improvement at Zbet El Allentown.

Having a lot of trouble getting a psychiatrist since hers quit-can't get medications and office staff is useless at Bet-El Allentown.

I feel like I have not improved since therapy at Bet El Allentown

I was able to maintain wellness.

Improve

Pyramid - I relapsed, got COVID-19

But this member contributes it to Haven House, who he is presently seeing. Pyramid gave him a solid foundation to begin recovery.

Parent/Guardian:

At Malvern, he's had four to five different therapists in a year. They didn't teach much on feelings.

The therapies weren't effective

Progression- he hasn't received adequate care

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	113 94.2%	42 93.3%	2 100.0%
No	7 5.8%	3 6.7%	- -
Totals	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

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

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	274 94.5%	173 92.5%	26 96.3%
No	16 5.5%	14 7.5%	1 3.7%
Totals	290 100.0%	187 100.0%	27 100.0%

Total All Surveys

Yes	473 93.8%
No	31 6.2%
Totals	504 100.0%

Comments:

Adult:

HAO did not suggest coping skills.

Bet El Allentown didn't give me coping skills.

Lehigh County Crisis - I didn't get the necessary information

Pyramid - I need more information

They encouraged independence for sure at Pyramid CRS. This member needed "more handholding so to speak."

Parent/Guardian:

Progression- difficult due to COVID-19

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	105 87.5%	42 93.3%	2 100.0%
No	15 12.5%	3 6.7%	- -
Totals	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	149 89.2%
No	18 10.8%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	268 92.4%	169 90.4%	27 100.0%
No	22 7.6%	18 9.6%	- -
Totals	290 100.0%	187 100.0%	27 100.0%

Total All Surveys

Yes	464 92.1%
No	40 7.9%
Totals	504 100.0%

Comments:

Adult:

Not at HAO

HAO didn't ask about my physical health.

Bet EI never asked me

Not at Bet-EI Allentown

Not at Treatment Trends

Not at Pyramid CRS

Parent/Guardian:

Lehigh County Crisis- I don't remember

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	113 94.2%	41 91.1%	2 100.0%
No	7 5.8%	4 8.9%	- -
Totals	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	156 93.4%
No	11 6.6%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	277 95.5%	177 94.7%	27 100.0%
No	13 4.5%	10 5.3%	- -
Totals	290 100.0%	187 100.0%	27 100.0%

Total All Surveys

Yes	481 95.4%
No	23 4.6%
Totals	504 100.0%

Comments:

Adult:

There were too many changes at HAO with my psychiatrists and therapists

My therapist isn't helping at Bet El Allentown, she always contradicts me.

Good therapist but doctors are a huge issue. Impossible to get a new one there.

Sometimes- high turnover with therapists. Doctors always seem to be too busy and they push medications

I'm somewhat satisfied with my therapist at Preventive Measures. It's hard for me to talk about some of my depression caused by the loss of my daughter and her husband and my health issues.

At Preventive Measures, the psychiatrist does not engage with me; he just hands me a prescription.

At Bet El Allentown the therapist is not very helpful

Lehigh County Crisis - the services are not to my satisfaction

Pyramid -their services aren't effective

Middle ground more so at Pyramid CRS

Parent/Guardian:

Bet El Bethlehem- the psychiatrist reschedules often

The psychiatrist at Bet El Bethlehem cancels and reschedules frequently.

My son's psychiatrist, Dr Ebrahim at Preventive Measures, only spends five minutes with him. I'm having trouble finding specific services for his autism.

Dr Ebrahim at Preventive Measures

The services are not helping my son at Malvern.

At Malvern, he was getting worse. They didn't teach him about his feelings it was playing with play doh.

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	77 64.2%	33 73.3%	1 50.0%
Somewhat Hopeful	37 30.8%	11 24.4%	1 50.0%
Less Than Hopeful	6 5.0%	1 2.2%	-
Not At All Hopeful	-	-	-
Total	120 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	114 95.0%	44 97.8%	2 100.0%
Negative	6 5.0%	1 2.2%	-
Totals	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

Very Hopeful	111 66.5%
Somewhat Hopeful	49 29.3%
Less Than Hopeful	7 4.2%
Not At All Hopeful	-
Total	167 100.0%

Positive	160 95.8%
Negative	7 4.2%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	187 64.5%	139 74.3%	23 85.2%
Somewhat Hopeful	94 32.4%	43 23.0%	4 14.8%
Less Than Hopeful	8 2.8%	4 2.1%	-
Not At All Hopeful	1 0.3%	1 0.5%	-
Total	290 100.0%	187 100.0%	27 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	281 96.9%	182 97.3%	27 100.0%
Negative	9 3.1%	5 2.7%	-
Totals	290 100.0%	187 100.0%	27 100.0%

Total All Surveys

Very Hopeful	349 69.2%
Somewhat Hopeful	141 28.0%
Less Than Hopeful	12 2.4%
Not At All Hopeful	2 0.4%
Total	504 100.0%

Positive	490 97.2%
Negative	14 2.8%
Totals	504 100.0%

Comments:

Adult:

Covid-19 and less appointments

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	118 98.3%	45 100.0%	2 100.0%
No	2 1.7%	- -	- -
Totals	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	165 98.8%
No	2 1.2%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	281 96.9%	187 100.0%	27 100.0%
No	9 3.1%	- -	- -
Totals	290 100.0%	187 100.0%	27 100.0%

All Surveys

Yes	495 98.2%
No	9 1.8%
Totals	504 100.0%

Comments:

Adult:

There was a lot of gossip at HAO.
I'm unsure whether Lehigh County Crisis respected me.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	104 86.7%	42 93.3%	2 100.0%
Somewhat Comfortable	10 8.3%	3 6.7%	- -
Less than Comfortable	4 3.3%	- -	- -
Not al all Comfortable	2 1.7%	- -	- -
Totals	120 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	114 95.0%	45 100.0%	2 100.0%
Negative	6 5.0%	- -	- -
Totals	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

Very Comfortable	148 88.6%
Somewhat Comfortable	13 7.8%
Less than Comfortable	4 2.4%
Not al all Comfortable	2 1.2%
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	259 89.3%	177 94.7%	25 92.6%
Somewhat Comfortable	20 6.9%	7 3.7%	2 7.4%
Less than Comfortable	8 2.8%	2 1.1%	- -
Not al all Comfortable	3 1.0%	1 0.5%	- -
Totals	290 100.0%	187 100.0%	27 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	279 96.2%	184 98.4%	27 100.0%
Negative	11 3.8%	3 1.6%	- -
Totals	290 100.0%	187 100.0%	27 100.0%

Total All Surveys

Very Comfortable	461 91.5%
Somewhat Comfortable	29 5.8%
Less than Comfortable	10 2.0%
Not al all Comfortable	4 0.8%
Totals	504 100.0%

Positive	490 97.2%
Negative	14 2.8%
Totals	504 100.0%

Comments:

Adult:

They didn't replace medication they took me off of.

I never asked questions at Bet El Allentown and I'm not on medication.

Dr. Wants to stop my medications

I am not comfortable discussing medications with psychiatrist he prescribed sedating meds and I have to drive my car for my children. BetEl Allentown

In the beginning, it felt more like a chain of command — this member was always confused on who to speak to at Pyramid CRS.

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	69 57.5%	26 57.8%	2 100.0%
No	51 42.5%	19 42.2%	- -
Totals	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	97 58.1%
No	70 41.9%
Totals	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	169 58.3%	100 53.5%	20 74.1%
No	121 41.7%	87 46.5%	7 25.9%
Totals	290 100.0%	187 100.0%	27 100.0%

All Surveys

Yes	289 57.3%
No	215 42.7%
Totals	504 100.0%

Comments:

Adult:

No suggestions were made by my therapist a Luke Ciaccio.

HAO- not informed

Not at HAO

I don't remember HAO suggesting this.

HAO made no suggestions.

HAO- I am not informed

No suggestions were made by Bet EI for peer run services.

No suggestions were made by Bet EI.

They didn't tell me about "tis at Bet EI Allentown.

Not at Bet-EI Allentown

Bet el- Allentown I wasn't informed

Bet EI Allentown- not encouraged

Not at Bet EI Allentown

Preventive Measures did not suggest this to me.

Preventive Measures- I was not informed

My therapist from Preventive Measures didn't suggest these programs.

One of three of therapists I had in the last year at Preventive Measures suggested these programs.

Preventive Measures did not inform me of these programs.

Preventive Measures-I am not informed

Lehigh County Crisis - I was not informed

Pyramid - I was not informed

Not at Pyramid

Pyramid- I am not informed

With COVID, it seems like everything is disorganized at Pyramid CRS.

Parent/Guardian:

Bet EI- I am not informed

HAO- I am not informed

Bet EI Allentown made no suggestions for this.

No suggestions were made by Preventive Measures.

Not at Malvern BHRS

Melvern BHRS- I am not informed

Not informed

Lehigh County Crisis- I am not informed

Progressions - I am not informed

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		99	37	2
		82.5%	82.2%	100.0%
No		21	8	-
		17.5%	17.8%	-
Total		120	45	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes	138
	82.6%
No	29
	17.4%
Total	167
	100.0%

Cummulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		257	165	25
		88.6%	88.2%	92.6%
No		33	22	2
		11.4%	11.8%	7.4%
Total		290	187	27
		100.0%	100.0%	100.0%

All Surveys

Yes	447
	88.7%
No	57
	11.3%
Total	504
	100.0%

Comments:

Adult:

HAO- But not 100% sure

Bet El Allentown, didn't give me any information about my rights.

Lehigh County Crisis - I am not informed

Pyramid - I was not informed

Parent/Guardian:

Not informed

Progressions - I am not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	94 78.3%	39 86.7%	- -
Almost Always	12 10.0%	4 8.9%	1 50.0%
Sometimes	6 5.0%	2 4.4%	1 50.0%
Never	8 6.7%	-	-
Total	120 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	106 88.3%	43 95.6%	1 50.0%
Negative	14 11.7%	2 4.4%	1 50.0%
Total	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

Always	133 79.6%
Almost Always	17 10.2%
Sometimes	9 5.4%
Never	8 4.8%
Total	167 100.0%

Positive	150 89.8%
Negative	17 10.2%
Total	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	242 83.4%	165 88.2%	17 63.0%
Almost Always	22 7.6%	7 3.7%	6 22.2%
Sometimes	11 3.8%	6 3.2%	3 11.1%
Never	15 5.2%	9 4.8%	1 3.7%
Total	290 100.0%	187 100.0%	27 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	264 91.0%	172 92.0%	23 85.2%
Negative	26 9.0%	15 8.0%	4 14.8%
Total	290 100.0%	187 100.0%	27 100.0%

Total All Surveys

Always	424 84.1%
Almost Always	35 6.9%
Sometimes	20 4.0%
Never	25 5.0%
Total	504 100.0%

Positive	459 91.1%
Negative	45 8.9%
Total	504 100.0%

Comments:

Adult:

I don't remember doing treatment plans at HAO.

I don't remember doing a treatment plan at Preventive Measures.

The therapist does all the treatment planning at BetEI Allentown

Very good with that at Pyramid CRS

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	75 67.6%	30 73.2%	2 100.0%
No	36 32.4%	11 26.8%	- -
Total	111 100.0%	41 100.0%	2 100.0%

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

Total All Surveys

Yes	107 69.5%
No	47 30.5%
Total	154 100.0%

Not Applicable	13 100.0%
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Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	180 68.4%	140 80.5%	20 76.9%
No	83 31.6%	34 19.5%	6 23.1%
Total	263 100.0%	174 100.0%	26 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	27 100.0%	13 100.0%	1 100.0%

All Surveys

Yes	213 71.5%
No	85 28.5%
Total	298 100.0%

Not Applicable	22 100.0%
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Comments:

Adult:

I don't remember getting a copy of my treatment plan

HAO- Didn't received a copy

HAO- Didn't provide copy

I've been having phone sessions at Bet EI.

Not at Bet-EI in Allentown.

I don't remember getting a copy.

She doesn't remember

I am receiving my services on the phone at Preventive Measures right now.

Not at Bet EI Allentown.

I don't remember getting a copy from Preventive Measures.

Not at Treatment Trends

Horizon- copy not provided

Digital copies but format was hard to understand with Pyramid CRS

Parent/Guardian:

Bet EI - I don't remember

HAO didn't provide one

HAO didn't provide a copy of the treatment plan.

I receive my services on the phone at Preventive Measures.

My services at Preventive Measures are on the phone.

Not at Bet EI in Allentown

Malvern BHRS- 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	101 91.8%	39 90.7%	2 100.0%
No	9 8.2%	4 9.3%	- -
Total	110 100.0%	43 100.0%	2 100.0%

	Adult	Parent/Guardian
Not Applicable	10 100.0%	2 100.0%

Total All Surveys

Yes	142 91.6%
No	13 8.4%
Total	155 100.0%

Not Applicable	12 100.0%
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Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	245 92.1%	172 95.6%	21 77.8%
No	21 7.9%	8 4.4%	6 22.2%
Total	266 100.0%	180 100.0%	27 100.0%

	Adult	Parent/Guardian
Not Applicable	24 100.0%	7 100.0%

All Surveys

Yes	438 92.6%
No	35 7.4%
Total	473 100.0%

Not Applicable	31 100.0%
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Comments:

Adult:

I go alone to HAO.

Bet El- nobody informed her

Preventive Measures- I didn't have the option

HAO - I didn't know

Parent/Guardian:

Preventive Measures appointments are by phone

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	58 48.3%	22 48.9%	2 100.0%
No	62 51.7%	23 51.1%	- -
Total	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

Yes	82 49.1%
No	85 50.9%
Total	167 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	163 56.2%	124 66.3%	14 51.9%
No	127 43.8%	63 33.7%	13 48.1%
Total	290 100.0%	187 100.0%	27 100.0%

All Surveys

Yes	301 59.7%
No	203 40.3%
Total	504 100.0%

Comments:

Adult:

But never tried.

Bet EI - I was not informed

Horizon - no one explained to me how to

Treatment Trends - I am not informed

Checked website

Parent/Guardian:

HAO- I don't know

Malvern - I don't know

Malvern - I don't know

Progressions- I don't know

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	2 1.7%	2 4.4%	- -
No	118 98.3%	43 95.6%	2 100.0%
Total	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

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

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	7 2.4%	6 3.2%	- -
No	283 97.6%	181 96.8%	27 100.0%
Total	290 100.0%	187 100.0%	27 100.0%

All Surveys

Yes	13 2.6%
No	491 97.4%
Total	504 100.0%

Question 20. How easy was the process to navigate?

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	1 50.0%	- -	- -
Somewhat Easy	1 50.0%	- -	- -
Somewhat Difficult	- -	1 100.0%	- -
Very Difficult	- -	- -	- -
Total	2 100.0%	1 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	2 100.0%	- -	- -
Negative	- -	1 100.0%	- -
Total	2 100.0%	1 100.0%	- -

Total All Surveys

Very Easy	1 33.3%
Somewhat Easy	1 33.3%
Somewhat Difficult	1 33.3%
Very Difficult	- -
Total	3 100.0%

Positive	2 66.7%
Negative	1 33.3%
Total	3 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	3 42.9%	3 60.0%	- -
Somewhat Easy	3 42.9%	1 20.0%	- -
Somewhat Difficult	1 14.3%	1 20.0%	- -
Very Difficult	- -	- -	- -
Total	7 100.0%	5 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	6 85.7%	4 80.0%	- -
Negative	1 14.3%	1 20.0%	- -
Total	7 100.0%	5 100.0%	- -

Total All Surveys

Very Easy	6 50.0%
Somewhat Easy	4 33.3%
Somewhat Difficult	2 16.7%
Very Difficult	- -
Total	12 100.0%

Positive	10 83.3%
Negative	2 16.7%
Total	12 100.0%

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	111	41	2	
	92.5%	91.1%	100.0%	
No	9	4	-	
	7.5%	8.9%	-	
Total	120	45	2	
	100.0%	100.0%	100.0%	

Total All Surveys

Yes	154	92.2%
No	13	7.8%
Total	167	100.0%

Cummulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes	272	161	25	
	93.8%	86.1%	92.6%	
No	18	26	2	
	6.2%	13.9%	7.4%	
Total	290	187	27	
	100.0%	100.0%	100.0%	

All Surveys

Yes	458	90.9%
No	46	9.1%
Total	504	100.0%

Comments:

Adult:

I've had bad experiences at hospitals.

Would like to have more time with caseworkers from LV ACT

Struggling with finding a doctor there

I'm not aware of other options.

Pyramid - My request for services and programs were often delayed at the clinic

Pyramid - difficulties finding a dentist

Horizon - I am not sure

Pyramid - time slots not good for me

Parent/Guardian:

Bethlehem- no other places to go

There are no other providers available with any openings.

It's very difficult to find services with an autistic child.

I don't know of other wrap around providers.

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
	Yes	117 97.5%	42 93.3%	2 100.0%
	No	3 2.5%	3 6.7%	- -
	Total	120 100.0%	45 100.0%	2 100.0%

Total All Surveys

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

Cummulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
	Yes	278 95.9%	175 93.6%	27 100.0%
	No	12 4.1%	12 6.4%	- -
	Total	290 100.0%	187 100.0%	27 100.0%

All Surveys

	Yes	480 95.2%
	No	24 4.8%
	Total	504 100.0%

Comments:

Adult:

I am enjoying my video visits with my therapist at Haven House.

HAO was too far from me.

Pyramid - located too far

Pyramid - it's too far

Parent/Guardian:

Malvern is hard to get to.

Malvern- it's too far

Malvern- it's too far

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	14 93.3%	6 66.7%	- -
No	1 6.7%	3 33.3%	- -
Total	15 100.0%	9 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	105 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	20 83.3%
No	4 16.7%
Total	24 100.0%

Not Applicable	143 100.0%
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Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	37 97.4%	23 85.2%	- -
No	1 2.6%	4 14.8%	- -
Total	38 100.0%	27 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	252 100.0%	160 100.0%	27 100.0%

All Surveys

Yes	60 92.3%
No	5 7.7%
Total	65 100.0%

Not Applicable	439 100.0%
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Comments:

Adult:

Parent/Guardian:

Preventive Measures never answered my call

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	14 100.0%	9 100.0%	- -
No	- -	- -	- -
Total	14 100.0%	9 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	106 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	23 100.0%
No	- -
Total	23 100.0%

Not Applicable	144 100.0%
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Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	50 100.0%	34 100.0%	1 100.0%
No	- -	- -	- -
Total	50 100.0%	34 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	240 100.0%	153 100.0%	26 100.0%

All Surveys

Yes	85 100.0%
Total	85 100.0%

Not Applicable	419 100.0%
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Comments:

Adult:

Parent/Guardian:

Preventive Measures never answered my call

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		84	33	1
		70.0%	73.3%	50.0%
No		36	12	1
		30.0%	26.7%	50.0%
Total		120	45	2
		100.0%	100.0%	100.0%

Total All Surveys

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

Cummulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		216	147	19
		74.5%	78.6%	70.4%
No		74	40	8
		25.5%	21.4%	29.6%
Total		290	187	27
		100.0%	100.0%	100.0%

All Surveys

Yes		382
		75.8%
No		122
		24.2%
Total		504
		100.0%

Comments:

Adult:

I never received a handbook from Magellan.

I never received a Magellan handbook

Bet El- not informed

Bet El - Allentown I wasn't informed

Bet El Allentown- I was not informed

Preventive Measures- I was not informed

Preventive Measures- I am not informed

Lehigh County Crisis- I am not informed

Pyramid - I am not informed

Horizon - I don't have the information

Treatment Trends - I am not informed

Parent/Guardian:

Bet t El - I am not informed

Bet El

Not informed at Bet El Allentown

Lehigh County Crisis - I have not been informed

Not informed

Malvern- I am not informed

Malvern - I am not informed

Progressions- I am not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	15 100.0%	7 100.0%	- -
No	- -	- -	- -
Total	15 100.0%	7 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	105 100.0%	38 100.0%	2 100.0%

Total All Surveys

Yes	22 100.0%
No	- -
Total	22 100.0%

Not Applicable	145 100.0%
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Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	42 97.7%	23 100.0%	1 100.0%
No	1 2.3%	- -	- -
Total	43 100.0%	23 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	247 100.0%	164 100.0%	26 100.0%

All Surveys

Yes	66 98.5%
No	1 1.5%
Total	67 100.0%

Not Applicable	437 100.0%
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Comments:

Adult:

Parent/Guardian:

Preventive Measures never answered my call

Statewide Questions:

Adults

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

Always	92 76.7%
Sometimes	24 20.0%
Never	4 3.3%
Total	120 100.0%

Cummulative Yearly Totals

Always	227 78.5%
Sometimes	55 19.0%
Never	7 2.4%
Total	289 100.0%

Not Applicable	1 100.0%
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Comments:

Adult:

- I didn't improve approve at Bet El Allentown.
- Having a struggle getting a prescribing doctor- even on the phone, at Bet-El Allentown
- Bet El Allentown has not been helpful for me
- Lehigh County crisis didn't help at all.

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent	
Always	3 6.7%	- -
Sometimes	11 24.4%	- -
Never	31 68.9%	2 100.0%
Total	45 100.0%	2 100.0%

Cummulative Yearly Totals

	Parent/Guardian Child/Adolescent	
Always	16 8.6%	2 7.4%
Sometimes	33 17.6%	3 11.1%
Never	138 73.8%	22 81.5%
Total	187 100.0%	27 100.0%

Parent/Guardian:

- I can't find specialized services for his autism.
- There aren't many options for child psychiatrists.
- There aren't enough psychiatrists for children.
- My sons services at Malvern are not effective.
- Progressions- due to Covid-19

Child/Adolescent:

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

	Adult
Always	97 81.5%
Sometimes	18 15.1%
Never	4 3.4%
Total	119 100.0%

	Adult
Not Applicable	1 100.0%

	Parent/Guardian Child/Adolescent	
Always	39 86.7%	1 50.0%
Sometimes	5 11.1%	1 50.0%
Never	1 2.2%	- -
Total	45 100.0%	2 100.0%

Cummulative Yearly Totals

	Adult
Always	244 84.7%
Sometimes	38 13.2%
Never	6 2.1%
Total	288 100.0%

	Adult
Not Applicable	2 100.0%

	Parent/Guardian Child/Adolescent	
Always	164 87.7%	22 81.5%
Sometimes	21 11.2%	5 18.5%
Never	2 1.1%	- -
Total	187 100.0%	27 100.0%

Comments:

Adult:

- _____
- I never made choices at Bet El Allentown.
- _____
- I never had the chance to make decisions
- _____
- At Bet El Allentown I have not been given any choices
- _____
- I haven't had effective services.
- _____
- Lehigh County Crisis - I didn't make decisions

Parent/Guardian:

Preventive Measures didn't give me the chance to make decisions for my child

Child/Adolescent:

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

	Adult
Much Better	64 53.3%
A Little Better	38 31.7%
About The Same	14 11.7%
A Little Worse	4 3.3%
Total	120 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	26 57.8%	1 50.0%
A Little Better	13 28.9%	1 50.0%
About The Same	6 13.3%	- -
Total	45 100.0%	2 100.0%

Cummulative Yearly Totals

	Adult
Much Better	143 49.3%
A Little Better	108 37.2%
About The Same	31 10.7%
A Little Worse	6 2.1%
Much Worse	2 0.7%
Total	290 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	92 49.2%	19 70.4%
A Little Better	65 34.8%	7 25.9%
About The Same	23 12.3%	1 3.7%
A Little Worse	5 2.7%	- -
Much Worse	2 1.1%	- -
Total	187 100.0%	27 100.0%

Comments:

Adult:

Bet El Allentown didn't help me, therefore I am moving to HAO

Parent/Guardian Child/Adolescent

My sons occupational and speech therapy at Good Shepard are helping,

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.