

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
1st Quarter
January 1, 2021 to March 31, 2021

**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	75 92.6%	39 79.6%	2 100.0%
No	6 7.4%	10 20.4%	- -
Total	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	116 87.9%
No	16 12.1%
Total	132 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	75 92.6%	39 79.6%	2 100.0%
No	6 7.4%	10 20.4%	- -
Total	81 100.0%	49 100.0%	2 100.0%

All Surveys

Yes	116 87.9%
No	16 12.1%
Total	132 100.0%

Comments:

Adult:

Very hard to get in touch with reception and their phone was broke for a while with Leeann Boyer

So many roadblocks to get an appointment- when said person would be scheduled, Dr. Abbas would “ghost” him. Or cancel appointments and not tell anyone.

Not at Omni. No one answers phones or reaches out to make appointments

Service from the office staff at Haven House just is not on point. They are rude and they violate privacy.

HAO - It's difficult

HAO- Sometimes it takes a long time to return my calls

Omni doesn't return phone messages.

Hard to get a hold of but does get back to the member eventually at Kidspace OPMH Chew Street

Parent/Guardian:

At OMNI Health, they do not answer the phone or return calls to make appointments.

At OMNI Health, they don't answer the phone and don't return messages to make appointments.

Not at Omni, they leave the child without medications. They don't communicate with appointment times.

They leave child without medication. They don't tell when appointments are. They can't get a hold of anyone, not reception not the therapist, nothing at Omni.

Omni Health- language barrier

Omni- I'm happy with therapies not with psychiatrist

Omni- sometimes

Omni - Sometimes it's difficult

At KidsPeace OPMH, Chew St., you usually have to leave a message, and it many days before you get a return call.

KidsPeace OPMH Chew St. - they don't return calls on time

Difficulty with this. No answers, wrong information. The front desk is very disorganized, Yessenia is very rude at Kidspace OPMH Chew St.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	63 77.8%	31 63.3%	2 100.0%
Almost Always	14 17.3%	11 22.4%	- -
Sometimes	2 2.5%	3 6.1%	- -
Never	2 2.5%	4 8.2%	- -
Total	81 100.0%	49 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	77 95.1%	42 85.7%	2 100.0%
Negative	4 4.9%	7 14.3%	- -

Total All Surveys

Always	96 72.7%
Almost Always	25 18.9%
Sometimes	5 3.8%
Never	6 4.5%
Total	132 100.0%

Positive	121 91.7%
Negative	11 8.3%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	63 77.8%	31 63.3%	2 100.0%
Almost Always	14 17.3%	11 22.4%	- -
Sometimes	2 2.5%	3 6.1%	- -
Never	2 2.5%	4 8.2%	- -
Total	81 100.0%	49 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	77 95.1%	42 85.7%	2 100.0%
Negative	4 4.9%	7 14.3%	- -

Total All Surveys

Always	96 72.7%
Almost Always	25 18.9%
Sometimes	5 3.8%
Never	6 4.5%
Total	132 100.0%

Positive	121 91.7%
Negative	11 8.3%

Comments:

Adult:

Hard to get an appointment and. Hard to get through at Leeann Boyer

Good with that. But if this person were to cancel, they would have to wait so long for an appointment, this person would run out of medication with Dr. Abbas

It's on their time. Not accommodating at Step By Step

Don't communicate about appointment times sometimes months go by at Omni

Omni - not too happy with the Psychiatrist Dr. Aileen and Dr. Mowendy

Parent/Guardian:

At OMNI Health, my child has gone months without appointments or medications because I couldn't get any response.

At OMNI Health, months go by without getting an appointments.

Months go by with no appointments at Omni

Months go by with no appointments at Omni

Her therapist is amazing though.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	45 55.6%	32 65.3%	2 100.0%
No	36 44.4%	17 34.7%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	79 59.8%
No	53 40.2%
Totals	132 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	45 55.6%	32 65.3%	2 100.0%
No	36 44.4%	17 34.7%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	79 59.8%
No	53 40.2%
Totals	132 100.0%

Comments:

Adult:

HAO - I am not informed

HAO- I don't know

I am not informed

HAO- I am not informed

Christopher Hershman never told me how to file a complaint.

HAO - I don't know

HAO- I am not informed

Kidspace did not tell me how to file a complaint.

Parent/Guardian:

HOA did not inform me how to.

HAO - I am not informed

Not with Jack Gerhard

Omni- I'm not informed

Omni- I'm not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	63 77.8%	31 63.3%	2 100.0%
Almost Always	11 13.6%	10 20.4%	- -
Sometimes	4 4.9%	4 8.2%	- -
Never	3 3.7%	4 8.2%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	74 91.4%	41 83.7%	2 100.0%
Negative	7 8.6%	8 16.3%	- -
Total	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Always	96 72.7%
Almost Always	21 15.9%
Sometimes	8 6.1%
Never	7 5.3%
Totals	132 100.0%

Positive	117 88.6%
Negative	15 11.4%
Total	132 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	63 77.8%	31 63.3%	2 100.0%
Almost Always	11 13.6%	10 20.4%	- -
Sometimes	4 4.9%	4 8.2%	- -
Never	3 3.7%	4 8.2%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	74 91.4%	41 83.7%	2 100.0%
Negative	7 8.6%	8 16.3%	- -
Total	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Always	96 72.7%
Almost Always	21 15.9%
Sometimes	8 6.1%
Never	7 5.3%
Totals	132 100.0%

Positive	117 88.6%
Negative	15 11.4%
Total	132 100.0%

Comments:

Adult:

Never - Dr. Abbas never keeps appointments

It's what is good for the, at Step By Step

Too much time passes between appointments at Omni

Jennifer Coleman canceled appointments. She was sick or her kids were sick.

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	75 92.6%	38 77.6%	2 100.0%
No	6 7.4%	11 22.4%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	115 87.1%
No	17 12.9%
Totals	132 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	75 92.6%	38 77.6%	2 100.0%
No	6 7.4%	11 22.4%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	115 87.1%
No	17 12.9%
Totals	132 100.0%

Comments:

Adult:

I was doing well at Ethos Clinic, then Magellan stopped covering, now I am without medication or a psychiatrist.

Is worse and worse without a Doctor or therapist and is going downhill because of Dr. Abbas.

HAO - Stress has gotten worse

Haven House - Working on it

Therapist is amazing at Step By Step

Therapist is great at Omni

HAO - I haven't gotten better

Omni - happy with the therapist and unhappy with the psychiatrist

Parent/Guardian:

Has got a lot worse since services with Christopher Hershman. Daughter had to be pulled from his services.

At OMNI Health, there is no consistency with appointments or staff to be able to maintain wellness.

At OMNI Health, staff and appointments are too inconsistent to be beneficial.

Appointments are not often enough - staff changes at Omni

Not at all. Appointments aren't consistent enough and neither is staff at Omni.

Omni Health- service has not been effective

HAO- He needs more help

My son is currently at a standstill at Kidspeace. We are trying to figure out his anger triggers and what medications help him.

At KidsPeace, Chew St., OPMH, my daughter was doing well for a short time, but has gotten increasingly worse over the past year.

Not improving, mental health has gone downhill~ semi maintaining @ Kidspeace OPMH Chew St.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	75 92.6%	38 77.6%	2 100.0%
No	6 7.4%	11 22.4%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	115 87.1%
No	17 12.9%
Totals	132 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	75 92.6%	38 77.6%	2 100.0%
No	6 7.4%	11 22.4%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	115 87.1%
No	17 12.9%
Totals	132 100.0%

Comments:

Adult:

They just told him to call the insurance when he had to leave that practice. They seemed so annoyed at Dr. Abbas's practice

HAO - Treatment is not enough

Not at Step By Step

They give nothing at Omni

Omni - happy with the therapist and unhappy with the psychiatrist

My first therapist at Omni was great but she quit because she didn't like the management. I don't really like my new therapist and I am not progressing.

I don't feel like I get help from the therapy at Kidspeace, only from the medications.

Parent/Guardian:

Christopher Hershman attempted to have a family session.father ended up confronting the step father. The doctor did nothing to prevent violence. Step father ended up in the parking lot being confronted with aggression.

OMNI Health has not given me any information.

At OMNI Health, they do not give any information.

They give nothing at Omni

They give nothing at Omni

Almost always at Omni

Omni- I'm not informed

Not by Jack Gerhard

Not Jack Gerhard

Omni- at one time they didn't follow-up with my call

KidsPeace OPMH Chew St.- therapist spoke to Midalys

It's like a hassle to get anything done at Kidspeace OPMH Chew St.

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	71 87.7%	39 79.6%	2 100.0%
No	10 12.3%	10 20.4%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	112 84.8%
No	20 15.2%
Totals	132 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	71 87.7%	39 79.6%	2 100.0%
No	10 12.3%	10 20.4%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	112 84.8%
No	20 15.2%
Totals	132 100.0%

Comments:

Adult:

Not with Dr. Abbas

They didn't care, just wanted money. They didn't ask about physical issues that sometimes prevented him keeping appointments with Dr. Abbas.

Not at Step By Step

No concern at Omni

Not at Haven House

Not at Haven House

Parent/Guardian:

No concern at Omni

Nothing. They aren't concerned at Omni.

Not at Omni

Not by Jack Gerhard

Not by Jack Gerhard

Omni- the psychiatrist didn't call me back as supposed

KidsPeace OPMH Chew St. - Therapist spoke to Midalys

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	75 92.6%	39 79.6%	2 100.0%
No	6 7.4%	10 20.4%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	116 87.9%
No	16 12.1%
Totals	132 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	75 92.6%	39 79.6%	2 100.0%
No	6 7.4%	10 20.4%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	116 87.9%
No	16 12.1%
Totals	132 100.0%

Comments:

Adult:

I am very unhappy that Ethos was dropped as a provider.

100%

Greatly

Very dissatisfied with Dr. Abbas. He has people working for him that pose as therapists and don't have the credentials at Dr. Abbas practice.

Not with Step By Step

Not at Omni

Except with the office staff. The services with the doctor are good.

Jennifer Colman seems like a fine therapist; I just don't care for her style. That is why I do not have services presently.

A few times at Omni the psychiatrist missed appointments. My first therapist also quit because she didn't like the management.

Parent/Guardian:

Christopher Hershman is very aggressive, opinionated, tried to turn his daughter, who is bi-sexual, straight behind the parents back. He looks at guns on his iPad during meetings.

OMNI Health is totally unsatisfactory.

OMNI Health is overall unsatisfactory.

Not at Omni

Not at Omni

With Omni they sit with his son while in school, they do flash cards. No real things that tend to actual issues they see in the household

Omni Health- treatment not effective

I am satisfied with what Jennifer Coleman has done, but my son needs so much more than she has offer.

KidsPeace OPMH Chew St. - Problems scheduling appointments

With the therapist, everything else no @ Kidspeace OPMH Chew St.

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	54 66.7%	33 67.3%	1 50.0%
Somewhat Hopeful	25 30.9%	10 20.4%	1 50.0%
Less Than Hopeful	2 2.5%	-	-
Not At All Hopeful	-	6 12.2%	-
Total	81 100.0%	49 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	79 97.5%	43 87.8%	2 100.0%
Negative	2 2.5%	6 12.2%	-
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Very Hopeful	88 66.7%
Somewhat Hopeful	36 27.3%
Less Than Hopeful	2 1.5%
Not At All Hopeful	6 4.5%
Total	132 100.0%

Positive	124 93.9%
Negative	8 6.1%
Totals	132 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	54 66.7%	33 67.3%	1 50.0%
Somewhat Hopeful	25 30.9%	10 20.4%	1 50.0%
Less Than Hopeful	2 2.5%	-	-
Not At All Hopeful	-	6 12.2%	-
Total	81 100.0%	49 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	79 97.5%	43 87.8%	2 100.0%
Negative	2 2.5%	6 12.2%	-
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Very Hopeful	88 66.7%
Somewhat Hopeful	36 27.3%
Less Than Hopeful	2 1.5%
Not At All Hopeful	6 4.5%
Total	132 100.0%

Positive	124 93.9%
Negative	8 6.1%
Totals	132 100.0%

Comments:

Adult:

Depends on the day

Because this person is getting no help now and given no recommendations as to where to go or who to go to for help from Dr. Abbas.

Hopeful by nature

Psychiatrist is not great but the therapist is great at Omni. All too often going without medication

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	80 98.8%	43 87.8%	2 100.0%
No	1 1.2%	6 12.2%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	125 94.7%
No	7 5.3%
Totals	132 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	80 98.8%	43 87.8%	2 100.0%
No	1 1.2%	6 12.2%	- -
Totals	81 100.0%	49 100.0%	2 100.0%

All Surveys

Yes	125 94.7%
No	7 5.3%
Totals	132 100.0%

Comments:

Adult:

Med management and therapist yes but Dr. A bbashad his own beliefs

They care about nothing but money at Omni

Parent/Guardian:

Christopher Hershman is not respectful of anything.

At OMNI Health, they only care about getting paid.

They care about nothing at Omni but money

They care about nothing but money at Omni

Omni Health- at times they were disrespectful

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	74 91.4%	39 79.6%	2 100.0%
Somewhat Comfortable	6 7.4%	6 12.2%	- -
Less than Comfortable	-	3 6.1%	-
Not al all Comfortable	1 1.2%	1 2.0%	-
Totals	81 100.0%	49 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	80 98.8%	45 91.8%	2 100.0%
Negative	1 1.2%	4 8.2%	-
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Very Comfortable	115 87.1%
Somewhat Comfortable	12 9.1%
Less than Comfortable	3 2.3%
Not al all Comfortable	2 1.5%
Totals	132 100.0%

Positive	127 96.2%
Negative	5 3.8%
Totals	132 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	74 91.4%	39 79.6%	2 100.0%
Somewhat Comfortable	6 7.4%	6 12.2%	- -
Less than Comfortable	-	3 6.1%	-
Not al all Comfortable	1 1.2%	1 2.0%	-
Totals	81 100.0%	49 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	80 98.8%	45 91.8%	2 100.0%
Negative	1 1.2%	4 8.2%	-
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Very Comfortable	115 87.1%
Somewhat Comfortable	12 9.1%
Less than Comfortable	3 2.3%
Not al all Comfortable	2 1.5%
Totals	132 100.0%

Positive	127 96.2%
Negative	5 3.8%
Totals	132 100.0%

Comments:

Adult:

HAO - but Dr. could be hard to reach

They deny her what she knows she needs at Step By Step.

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	43 53.1%	17 34.7%	1 50.0%
No	38 46.9%	32 65.3%	1 50.0%
Totals	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	61 46.2%
No	71 53.8%
Totals	132 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	43 53.1%	17 34.7%	1 50.0%
No	38 46.9%	32 65.3%	1 50.0%
Totals	81 100.0%	49 100.0%	2 100.0%

All Surveys

Yes	61 46.2%
No	71 53.8%
Totals	132 100.0%

Comments:

Adult:

This is not something she would need, no need to discuss

Not at Lehigh Valley Hospital Base 392

Not at Raja Abbas

Not at Methodist

No, not at Haven House

Not at Haven House

Not with Raja Abbas

Not by Leeann Boyer

Not by Dr. Abbas

HAO - I am not informed

HAO - I am not informed

HAO, I am not informed

Christopher N. Hershman- I was not informed

Not at Step By Step

Not by Omni

HAO - I Am Not Informed

HAO- I am not informed

HAO- I am not informed

Omni- I am not informed

HAO- I am not informed

Not by Haven House

That wouldn't be what I need with my treatment

HAO- I am not informed

HAO- I am not informed

HAO - I am not informed

HAO- I'm not informed

Not by Jennifer Coleman

HAO- I'm not informed

HAO- I'm not informed

HAO- I'm not informed

HAO - I'm not Informed

Omni made no suggestions for these types of programs.

Nothing was suggested by Kidspace.

Parent/Guardian:

HAO did not suggest anything.

HAO - I am not informed

OMNI Health never mentioned anything about other programs.

Not by Omni

Not at Omni

Not at Omni.

Omni Health- I'm not informed

Not by Jack Gerhard

Not by Jack Gerhard

Omni- I'm not informed

Omni - I'm not informed

HAO - Not yet informed

Too young, just a support team

Omni- I don't remember

Omni - I'm not informed

Omni - child is 9 yrs

HAO - I'm not informed

Omni - I'm not informed

KidsPeace Chew St. - I'm not informed

KidsPeace OPMH Chew St. - I'm not informed

KidsPeace OPMH Chew St. -I'm not informed

Not at Kidspeace OPMH Chew Street

KidsPeace OPMH - I'm not informed

Kidspeace did not inform us of this.

Kidspeace did not inform me of these services.

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

		Adult	Parent/Guardian	Child/Adolescent
Yes	69	31	2	
	85.2%	63.3%	100.0%	
No	12	18	-	
	14.8%	36.7%	-	
Total	81	49	2	
	100.0%	100.0%	100.0%	

Total All Surveys

Yes	102
	77.3%
No	30
	22.7%
Total	132
	100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes	69	31	2	
	85.2%	63.3%	100.0%	
No	12	18	-	
	14.8%	36.7%	-	
Total	81	49	2	
	100.0%	100.0%	100.0%	

All Surveys

Yes	102
	77.3%
No	30
	22.7%
Total	132
	100.0%

Comments:

Adult:

HAO - I feel confused

HAO, I am not informed

Christopher N. Hershman- I am not informed

Not by Step By Step

Not by Omni

Omni- I am not informed

Not from Haven House

HAO - I'm not informed

HAO- I'm not informed

No information was given by Kidspeace.

Parent/Guardian:

OMNI Health did not give me any information about my rights.

Not from Omni

They told nothing about rights at Omni

Nothing but closed doors at Omni.

OMNI- I am not informed

Omni Health- I'm not informed

Omni - I'm not informed

Omni - I'm not informed

HAO - Not yet informed

Omni - I'm not informed

KidsPeace OPMH Chew St. - I'm not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	66 81.5%	41 83.7%	2 100.0%
Almost Always	7 8.6%	3 6.1%	- -
Sometimes	2 2.5%	- -	- -
Never	6 7.4%	5 10.2%	- -
Total	81 100.0%	49 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	73 90.1%	44 89.8%	2 100.0%
Negative	8 9.9%	5 10.2%	- -
Total	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Always	109 82.6%
Almost Always	10 7.6%
Sometimes	2 1.5%
Never	11 8.3%
Total	132 100.0%

Positive	119 90.2%
Negative	13 9.8%
Total	132 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	66 81.5%	41 83.7%	2 100.0%
Almost Always	7 8.6%	3 6.1%	- -
Sometimes	2 2.5%	- -	- -
Never	6 7.4%	5 10.2%	- -
Total	81 100.0%	49 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	73 90.1%	44 89.8%	2 100.0%
Negative	8 9.9%	5 10.2%	- -
Total	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Always	109 82.6%
Almost Always	10 7.6%
Sometimes	2 1.5%
Never	11 8.3%
Total	132 100.0%

Positive	119 90.2%
Negative	13 9.8%
Total	132 100.0%

Comments:

Adult:

HAO - I don't remember

Christopher N. Hershman - I didn't participate

It's been a really long time at Lehigh Valley Hospital Base SVC Unit 392

Not at Haven House.

Not at Haven House

Just talking on a monthly basis with Jennifer Coleman

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	53 70.7%	36 80.0%	2 100.0%
No	22 29.3%	9 20.0%	- -
Total	75 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian
Not Applicable	6 100.0%	4 100.0%

Total All Surveys

Yes	91 74.6%
No	31 25.4%
Total	122 100.0%
Not Applicable	10 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	53 70.7%	36 80.0%	2 100.0%
No	22 29.3%	9 20.0%	- -
Total	75 100.0%	45 100.0%	2 100.0%

	Adult	Parent/Guardian
Not Applicable	6 100.0%	4 100.0%

All Surveys

Yes	55 79.7%
No	14 20.3%
Total	69 100.0%
Not Applicable	9 100.0%

Comments:

Adult:

Not at Lehigh Valley Hospital Base 392

Not at Haven House

Not with Dr. Abbas

HAO - I don't remember

Not from Step By Step

Not at Omni

It's been way too long to remember with Lehigh Valley Hosp. Base SVC Unit 392

HAO - I don't remember

Omni - TeleHealth

Haven House- done through Tele-Conference

Due to the pandemia

Parent/Guardian:

By email

By email

Not at Omni

Not from Kidspace OPMH Chew St.

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	68 88.3%	44 89.8%	2 100.0%
No	9 11.7%	5 10.2%	- -
Total	77 100.0%	49 100.0%	2 100.0%

	Adult
Not Applicable	4 100.0%

Total All Surveys

Yes	114 89.1%
No	14 10.9%
Total	128 100.0%

Not Applicable	4 100.0%
----------------	-------------

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	68 88.3%	44 89.8%	2 100.0%
No	9 11.7%	5 10.2%	- -
Total	77 100.0%	49 100.0%	2 100.0%

	Adult
Not Applicable	4 100.0%

All Surveys

Yes	114 89.1%
No	14 10.9%
Total	128 100.0%

Not Applicable	4 100.0%
----------------	-------------

Comments:

Adult:

We never had a plan, not with Dr. Abbas, yes with the therapist

HAO - I was not informed

HAO - I am not informed

Christopher N. Hershman - I didn't get the option

HAO- I didn't received copy

Not at Haven House

HAO- I didn't get the option

HAO- I'm not informed

HAO - I haven't been at their office

Parent/Guardian:

Parents were involved indirectly. Christopher Hershman tried to turn it into family counseling. There is a problem between parents, Mom and Dad are not together it isn't a friendly relationship. Not for a 13 year old to work out problems.

Omni - I'm not informed

Omni - I'm not informed

Omni - I'm not informed

KidsPeace OPMH Chew St. - therapist sees Midalys only, for now

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	42 51.9%	25 51.0%	1 50.0%
No	39 48.1%	24 49.0%	1 50.0%
Total	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	68 51.5%
No	64 48.5%
Total	132 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	42 51.9%	25 51.0%	1 50.0%
No	39 48.1%	24 49.0%	1 50.0%
Total	81 100.0%	49 100.0%	2 100.0%

All Surveys

Yes	68 51.5%
No	64 48.5%
Total	132 100.0%

Comments:

Adult:

HAO, I AM NOT INFORMED

HAO - I am not informed

HAO- I am not informed

Omni- I am not informed

HAO- I am not informed

HAO- I'm not informed

Parent/Guardian:

I have never had to make a complaint or received information on how to.

HAO - I am not informed

HAO - I am not informed

Omni - I'm not informed

Omni - I'm not informed

HAO- I'm not informed

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		1	3	-
		1.2%	6.1%	-
No		80	46	2
		98.8%	93.9%	100.0%
Total		81	49	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes		4
		3.0%
No		128
		97.0%
Total		132
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		1	3	-
		1.2%	6.1%	-
No		80	46	2
		98.8%	93.9%	100.0%
Total		81	49	2
		100.0%	100.0%	100.0%

All Surveys

Yes		4
		3.0%
No		128
		97.0%
Total		132
		100.0%

Question 20. How easy was the process to navigate?

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	-	2 66.7%	-
Somewhat Easy	1 100.0%	1 33.3%	-
Somewhat Difficult	-	-	-
Very Difficult	-	-	-
Total	1 100.0%	3 100.0%	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	1 100.0%	3 100.0%	-
Negative	-	-	-
Total	1 100.0%	3 100.0%	-

Total All Surveys

Very Easy	2 50.0%
Somewhat Easy	2 50.0%
Somewhat Difficult	-
Very Difficult	-
Total	4 100.0%

Positive	4 100.0%
Negative	-
Total	4 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	-	2 66.7%	-
Somewhat Easy	1 100.0%	1 33.3%	-
Somewhat Difficult	-	-	-
Very Difficult	-	-	-
Total	1 100.0%	3 100.0%	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	1 100.0%	3 100.0%	-
Negative	-	-	-
Total	1 100.0%	3 100.0%	-

Total All Surveys

Very Easy	2 50.0%
Somewhat Easy	2 50.0%
Somewhat Difficult	-
Very Difficult	-
Total	4 100.0%

Positive	4 100.0%
Negative	-
Total	4 100.0%

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	74 91.4%	46 93.9%	2 100.0%
No	7 8.6%	3 6.1%	- -
Total	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	122 92.4%
No	10 7.6%
Total	132 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	74 91.4%	46 93.9%	2 100.0%
No	7 8.6%	3 6.1%	- -
Total	81 100.0%	49 100.0%	2 100.0%

All Surveys

Yes	122 92.4%
No	10 7.6%
Total	132 100.0%

Comments:

Adult:

Clueless on what is out there- computer information is useless

HAO - they didn't help me enough

There for the location, plans to leave upon home move

Took away Ethos, they helped so much

Needs a therapist, is looking for a female. That's her preference.

Parent/Guardian:

There are not enough in the area.

The only reason I am staying at OMNI, is because I can walk there.

There for the location, plans on changing services when they move.

There for the location. Plans on changing services upon a move.

Everything they offer at Omni doesn't help and nowhere offers adequate services

Omni Health- I am not informed

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes		76	47	2
		93.8%	95.9%	100.0%
No		5	2	-
		6.2%	4.1%	-
Total		81	49	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes	125	94.7%
No	7	5.3%
Total	132	100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		76	47	2
		93.8%	95.9%	100.0%
No		5	2	-
		6.2%	4.1%	-
Total		81	49	2
		100.0%	100.0%	100.0%

All Surveys

Yes	125	94.7%
No	7	5.3%
Total	132	100.0%

Comments:

Adult:

It became less - Doctor moved to another town and driving is an issue. Virtual works better.

A little further but worth it

Virtual is best but it is not that far

Half hour drive

Only reason to be at Omni

HAO - it's far

It's a bit of a drive but is willing to now do over the phone visits with Jennifer Coleman.

Parent/Guardian:

As soon as I move, I will get different services for my child.

The location is the only reason I am still at OMNI Health.

Honestly the only reason the members parent is there

Only reason to be at Omni

Omni Health- no available parking

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	4 80.0%	3 100.0%	1 100.0%
No	1 20.0%	- -	- -
Total	5 100.0%	3 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	76 100.0%	46 100.0%	1 100.0%

Total All Surveys

Yes	8 88.9%
No	1 11.1%
Total	9 100.0%

Not Applicable	123 100.0%
----------------	---------------

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	4 80.0%	3 100.0%	1 100.0%
No	1 20.0%	- -	- -
Total	5 100.0%	3 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	76 100.0%	46 100.0%	1 100.0%

All Surveys

Yes	8 88.9%
No	1 11.1%
Total	9 100.0%

Not Applicable	123 100.0%
----------------	---------------

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	5 100.0%	2 100.0%	1 100.0%
No	-	-	-
Total	5 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	76 100.0%	47 100.0%	1 100.0%

Total All Surveys

Yes	8 100.0%
No	-
Total	8 100.0%
Not Applicable	124 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	5 100.0%	2 100.0%	1 100.0%
No	-	-	-
Total	5 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	76 100.0%	47 100.0%	1 100.0%

All Surveys

Yes	8 100.0%
Total	8 100.0%
Not Applicable	124 100.0%

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	55 67.9%	34 69.4%	2 100.0%
No	26 32.1%	15 30.6%	- -
Total	81 100.0%	49 100.0%	2 100.0%

Total All Surveys

Yes	91 68.9%
No	41 31.1%
Total	132 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	55 67.9%	34 69.4%	2 100.0%
No	26 32.1%	15 30.6%	- -
Total	81 100.0%	49 100.0%	2 100.0%

All Surveys

Yes	91 68.9%
No	41 31.1%
Total	132 100.0%

Comments:

Adult:

Lehigh Valley Hospital BSU- I am not informed

HAO - I am not informed

HAO - I am not informed

HAO - I am not sure

HAO - I am not informed

HAO, I am not informed

Christopher N. Hershman - I am not informed

Omni Health- I am not informed

HAO - I am not informed

HAO- I'm not informed

HAO- I'm not informed

HAO - I'm not informed

Parent/Guardian:

I never received a handbook.

HAO - I don't remember

Omni- I'm not informed

Omni- I'm not informed

Omni- I'm not informed

HAO - I'm not informed yet

Omni- I don't remember

KidsPeace Chew St. - I'm not informed

KidsPeace OPMH Chew St. - I'm not informed

KidsPeace OPMH Chew St. - I'm not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	5 71.4%	3 100.0%	1 100.0%
No	2 28.6%	- -	- -
Total	7 100.0%	3 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	74 100.0%	46 100.0%	1 100.0%

Total All Surveys

Yes	9 81.8%
No	2 18.2%
Total	11 100.0%

Not Applicable	121 100.0%
----------------	---------------

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	5 71.4%	3 100.0%	1 100.0%
No	2 28.6%	- -	- -
Total	7 100.0%	3 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	74 100.0%	46 100.0%	1 100.0%

All Surveys

Yes	9 81.8%
No	2 18.2%
Total	11 100.0%

Not Applicable	121 100.0%
----------------	---------------

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	64 81.0%
Sometimes	13 16.5%
Never	2 2.5%
Total	79 100.0%

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

Cumulative Yearly Totals

Always	64 81.0%
Sometimes	13 16.5%
Never	2 2.5%
Total	79 100.0%

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

Comments:

Adult:

- They closed off from Magellan and sent him for other services in the blind at Dr. Abbas

- Therapy yes. Psychiatrist no... not at Step By Step

- Therapy wise not medication wise at Omni

- Once Magellan took Ethos, No.

- They are hard to get in touch with at Kidspeace OPMH Chew Street.

- I didn't need help over the last year. I was fine.

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent	
Always	6 12.2%	- -
Sometimes	9 18.4%	- -
Never	34 69.4%	2 100.0%
Total	49 100.0%	2 100.0%

Cumulative Yearly Totals

	Parent/Guardian Child/Adolescent	
Always	6 12.2%	- -
Sometimes	9 18.4%	- -
Never	34 69.4%	2 100.0%
Total	49 100.0%	2 100.0%

Parent/Guardian:

- It has been difficult to get appointments at OMNI Health.

- OMNI Health cannot keep TSS or BSC, and my child is failing school now.

- Can't get appointments, child is failing in school, can't keep a TSS or BSC with Omni

- Can't get appointments at Omni. Failing in school, can't keep a TSS or BSC at Omni

- We had a slow start at Kidspeace because of Covid.

- KidsPeace OPMH Chew St - At the beginning

Child/Adolescent:

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

	Adult
Always	70 86.4%
Sometimes	10 12.3%
Never	1 1.2%
Total	81 100.0%

	Parent/Guardian Child/Adolescent	
Always	44 89.8%	1 50.0%
Sometimes	3 6.1%	1 50.0%
Never	2 4.1%	- -
Total	49 100.0%	2 100.0%

Cumulative Yearly Totals

	Adult
Always	70 86.4%
Sometimes	10 12.3%
Never	1 1.2%
Total	81 100.0%

	Parent/Guardian Child/Adolescent	
Always	44 89.8%	1 50.0%
Sometimes	3 6.1%	1 50.0%
Never	2 4.1%	- -
Total	49 100.0%	2 100.0%

Comments:

Adult:

Therapist was good at that at Dr. Abbas office

They make it themselves (the psychiatrist) Cheryl the therapist is awesome though at Step By Step

Parent/Guardian:

Not with Christopher Hershman.

Child/Adolescent:

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

	Adult
Much Better	45 55.6%
A Little Better	26 32.1%
About The Same	8 9.9%
A Little Worse	1 1.2%
Much Worse	1 1.2%
Total	81 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	21 42.9%	1 50.0%
A Little Better	16 32.7%	1 50.0%
About The Same	5 10.2%	- -
A Little Worse	1 2.0%	- -
Much Worse	6 12.2%	- -
Total	49 100.0%	2 100.0%

Cumulative Yearly Totals

	Adult
Much Better	45 55.6%
A Little Better	26 32.1%
About The Same	8 9.9%
A Little Worse	1 1.2%
Much Worse	1 1.2%
Total	81 100.0%

Parent/Guardian Child/Adolescent

Much Better	21 42.9%	1 50.0%
A Little Better	16 32.7%	1 50.0%
About The Same	5 10.2%	- -
A Little Worse	1 2.0%	- -
Much Worse	6 12.2%	- -
Total	49 100.0%	2 100.0%

Comments:

Adult:

Not enough treatment, treatment was cut off

Can't get medications at Omni

Parent/Guardian Child/Adolescent

His therapy was less than desired. Not good for Daughter. Terrible experience.

My child is failing school since going to OMNI Health.

OMNI Health is not helpful.

Omni doesn't help enough

Omni doesn't help enough

Been in the area for two years and has steadily going down hill since they came to Pennsylvania. Omni is useless

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.

Latasha Clark, 1-646-919-6662, I need help to find different services than OMNI Health.

Latasha Clark, 1-646-919-6662, not happy with OMNI Health, am moving and would like help to find other services.

Please reach out to Latasha Clark. 1 646 919 6662 wants to speak about poor services and is looking to find new services

Please reach out to Latasha Clark. 1 646 919 6662 - looking to speak about poor services and somewhere else to get services

Please reach out to Latasha Clark. She would like to discuss poor services at Omni and find new ones

Alexander Rutherford, father of Benjamin, please contact him. He is having a horrible time with resources. Feels no service can help. Is basically at wits end.