

Recovery Partnership  
Consumer/Family Satisfaction Team  
Report on:

**Lehigh County HealthChoices**

Full Report  
2nd Quarter  
April 1, 2021 to June 30, 2021

**Recovery Partnership  
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**Provider Specific Questions**

**Access to Services**

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	38 95.0%	53 96.4%	6 100.0%
No	2 5.0%	2 3.6%	- -
Total	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Yes	97 96.0%
No	4 4.0%
Total	101 100.0%

**Cummulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Yes	113 93.4%	93 88.6%	8 100.0%
No	8 6.6%	12 11.4%	- -
Total	121 100.0%	105 100.0%	8 100.0%

**All Surveys**

Yes	214 91.5%
No	20 8.5%
Total	234 100.0%

**Comments:**

**Adult:**

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Concern OPMH - Phone lines not reliable

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HAO - sometimes it's easier than other times

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At Merakey ACT, some Team members use their cellphone and block the number and you can't call them back.

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I recently lost my husband unexpectedly, and my therapist at Olivewood OPMH made time to see me that same afternoon.

**Parent/Guardian:**

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At Salisbury Family Based Services, the therapist was great, but the scheduler(Laura) for the psychiatrist didn't do her job well.

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Warwick - case manager irresponsible when returning call

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

	Adult	Parent/Guardian	Child/Adolescent
Always	32 80.0%	42 76.4%	6 100.0%
Almost Always	6 15.0%	10 18.2%	- -
Sometimes	2 5.0%	3 5.5%	- -
Never	- -	- -	- -
Total	40 100.0%	55 100.0%	6 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	38 95.0%	52 94.5%	6 100.0%
Negative	2 5.0%	3 5.5%	- -

**Total All Surveys**

Always	80 79.2%
Almost Always	16 15.8%
Sometimes	5 5.0%
Never	- -
Total	101 100.0%

Positive	96 95.0%
Negative	5 5.0%

**Cummulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Always	95 78.5%	74 70.5%	8 100.0%
Almost Always	20 16.5%	21 20.0%	- -
Sometimes	4 3.3%	6 5.7%	- -
Never	2 1.7%	4 3.8%	- -
Total	121 100.0%	105 100.0%	8 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	115 95.0%	95 90.5%	8 100.0%
Negative	6 5.0%	10 9.5%	- -

**Total All Surveys**

Always	177 75.6%
Almost Always	41 17.5%
Sometimes	10 4.3%
Never	6 2.6%
Total	234 100.0%

Positive	218 93.2%
Negative	16 6.8%

**Comments:**

**Adult:**

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There were times when Hope House Crisis Residential had no availability for me to come stay.

**Parent/Guardian:**

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Warwick - COVID-19 affected services

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	26 65.0%	34 61.8%	5 83.3%
No	14 35.0%	21 38.2%	1 16.7%
Totals	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Yes	65 64.4%
No	36 35.6%
Totals	101 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	71 58.7%	67 63.8%	7 87.5%
No	50 41.3%	38 36.2%	1 12.5%
Totals	121 100.0%	105 100.0%	8 100.0%

**Total All Surveys**

Yes	145 62.0%
No	89 38.0%
Totals	234 100.0%

**Comments:**

**Adult:**

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I'm not informed

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Merakey - never told me how

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Merakey didn't tell me how to.

**Parent/Guardian:**

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Concern didn't tell me how to.

---

Concern never informed me of the procedure.

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Salisbury didn't inform me how to file a complaint

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Salisbury did not tell me how to file a complaint.

---

Warwick- I don't know

---

Warwick - never had to

---

Warwick- I'm not informed

---

Olivewood did not inform me.



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

	Adult	Parent/Guardian	Child/Adolescent
Always	35 87.5%	48 87.3%	6 100.0%
Almost Always	5 12.5%	5 9.1%	- -
Sometimes	- -	2 3.6%	- -
Never	- -	- -	- -
Totals	40 100.0%	55 100.0%	6 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	40 100.0%	53 96.4%	6 100.0%
Negative	- -	2 3.6%	- -
Total	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Always	89 88.1%
Almost Always	10 9.9%
Sometimes	2 2.0%
Never	- -
Totals	101 100.0%

Positive	99 98.0%
Negative	2 2.0%
Total	101 100.0%

**Cummulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Always	98 81.0%	80 76.2%	8 100.0%
Almost Always	16 13.2%	15 14.3%	- -
Sometimes	4 3.3%	6 5.7%	- -
Never	3 2.5%	4 3.8%	- -
Totals	121 100.0%	105 100.0%	8 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	114 94.2%	95 90.5%	8 100.0%
Negative	7 5.8%	10 9.5%	- -
Total	121 100.0%	105 100.0%	8 100.0%

**Total All Surveys**

Always	186 79.5%
Almost Always	31 13.2%
Sometimes	10 4.3%
Never	7 3.0%
Totals	234 100.0%

Positive	217 92.7%
Negative	17 7.3%
Total	234 100.0%

**Comments:**

**Adult:**

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It took a month to get into Hope House.

**Parent/Guardian:**

**Quality of Service Delivery**

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	36 90.0%	50 90.9%	6 100.0%
No	4 10.0%	5 9.1%	- -
Totals	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Yes	92 91.1%
No	9 8.9%
Totals	101 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	111 91.7%	89 84.8%	8 100.0%
No	10 8.3%	16 15.2%	- -
Totals	121 100.0%	105 100.0%	8 100.0%

**Total All Surveys**

Yes	92 91.1%
No	9 8.9%
Totals	101 100.0%

**Comments:**

**Adult:**

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Concern OPMH -I don't blame the clinic

---

KidsPeace Green Street

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My therapist at Concern is good but my psychiatrist was not and we discontinued contact.

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HAO - sometimes I feel better than other times

**Parent/Guardian:**

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My daughter didn't improve despite Salisburys efforts to help her. She just had to much going on and needed more extended intensive care. She's back in the hospital now.

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At HAO, my daughter only gets therapy and she needs more services.

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Not because of they services though, it's just him.

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Warwick FBS wasn't focusing on my son, so we switched to other services.

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Pinebrook - services were not effective

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	38 95.0%	52 94.5%	6 100.0%
No	2 5.0%	3 5.5%	- -
Totals	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Yes	96 95.0%
No	5 5.0%
Totals	101 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	113 93.4%	91 86.7%	8 100.0%
No	8 6.6%	14 13.3%	- -
Totals	121 100.0%	105 100.0%	8 100.0%

**Total All Surveys**

Yes	212 90.6%
No	22 9.4%
Totals	234 100.0%

**Comments:**

**Adult:**

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My therapist at Concern was helpful.

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At Hope House Crisis Residential, there was only a deep breathing technique taught. I don't know if it was because of the pandemic.

**Parent/Guardian:**

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At HAO, we were not given any information about about anything at all.

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Warwick - the caseworker is not providing effective treatment

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Only1 worker ever showed up from Warwick FBS, and they only spoke with my son 2 times and spent most of their time with me.

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	37 92.5%	48 87.3%	4 66.7%
No	3 7.5%	7 12.7%	2 33.3%
Totals	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Yes	89 88.1%
No	12 11.9%
Totals	101 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	108 89.3%	88 83.8%	6 75.0%
No	13 10.7%	17 16.2%	2 25.0%
Totals	121 100.0%	105 100.0%	8 100.0%

**Total All Surveys**

Yes	202 86.3%
No	32 13.7%
Totals	234 100.0%

**Comments:**

**Adult:**

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Not at Olivewood OPMH

**Parent/Guardian:**

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I am really not sure if we were asked about her physical health.

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I don't remember being asked about my daughter's physical health.



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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	39 97.5%	53 96.4%	6 100.0%
No	1 2.5%	2 3.6%	- -
Totals	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Yes	98 97.0%
No	3 3.0%
Totals	101 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	114 94.2%	93 88.6%	8 100.0%
No	7 5.8%	12 11.4%	- -
Totals	121 100.0%	105 100.0%	8 100.0%

**Total All Surveys**

Yes	215 91.9%
No	19 8.1%
Totals	234 100.0%

**Comments:**

**Adult:**

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They messed up my medications, they took her Xanax and then lost it at Hope House. They also threw away her epi pen

**Parent/Guardian:**

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At HAO, the therapist doesn't speak English very well and my daughter doesn't understand her very well; so it's non-productive.

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Warwick - at the beginning yes

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Warwick FBS only met with us(parents) and told us we were doing all the right things; they did not work with our son.

## 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	26 65.0%	40 72.7%	3 50.0%
Somewhat Hopeful	12 30.0%	14 25.5%	3 50.0%
Less Than Hopeful	2 5.0%	1 1.8%	-
Not At All Hopeful	-	-	-
Total	40 100.0%	55 100.0%	6 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	38 95.0%	54 98.2%	6 100.0%
Negative	2 5.0%	1 1.8%	-
Totals	40 100.0%	55 100.0%	6 100.0%

### Total All Surveys

Very Hopeful	69 68.3%
Somewhat Hopeful	29 28.7%
Less Than Hopeful	3 3.0%
Not At All Hopeful	-
Total	101 100.0%

Positive	98 97.0%
Negative	3 3.0%
Totals	101 100.0%

### Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	80 66.1%	74 70.5%	4 50.0%
Somewhat Hopeful	37 30.6%	24 22.9%	4 50.0%
Less Than Hopeful	4 3.3%	1 1.0%	-
Not At All Hopeful	-	6 5.7%	-
Total	121 100.0%	105 100.0%	8 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	117 96.7%	98 93.3%	8 100.0%
Negative	4 3.3%	7 6.7%	-
Totals	121 100.0%	105 100.0%	8 100.0%

### Total All Surveys

Very Hopeful	158 67.5%
Somewhat Hopeful	65 27.8%
Less Than Hopeful	5 2.1%
Not At All Hopeful	6 2.6%
Total	234 100.0%

Positive	223 95.3%
Negative	11 4.7%
Totals	234 100.0%

**Comments:**

**Adult:**

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My psychiatrist at Concern and I did not get along well at all and we parted ways. My therapist makes sure I get refills of my medications.

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It's better.

**Parent/Guardian:**

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	40 100.0%	55 100.0%	6 100.0%
No	- -	- -	- -
Totals	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Yes	101 100.0%
No	- -
Totals	101 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	120 99.2%	99 94.3%	8 100.0%
No	1 0.8%	6 5.7%	- -
Totals	121 100.0%	105 100.0%	8 100.0%

**All Surveys**

Yes	227 97.0%
No	7 3.0%
Totals	234 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	37 92.5%	54 98.2%	6 100.0%
Somewhat Comfortable	2 5.0%	1 1.8%	- -
Less than Comfortable	-	-	-
Not al all Comfortable	1 2.5%	-	-
Totals	40 100.0%	55 100.0%	6 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	39 97.5%	55 100.0%	6 100.0%
Negative	1 2.5%	-	-
Totals	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Very Comfortable	97 96.0%
Somewhat Comfortable	3 3.0%
Less than Comfortable	-
Not al all Comfortable	1 1.0%
Totals	101 100.0%

Positive	100 99.0%
Negative	1 1.0%
Totals	101 100.0%

**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	111 91.7%	94 89.5%	8 100.0%
Somewhat Comfortable	8 6.6%	7 6.7%	- -
Less than Comfortable	-	3 2.9%	-
Not al all Comfortable	2 1.7%	1 1.0%	-
Totals	121 100.0%	105 100.0%	8 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	119 98.3%	101 96.2%	8 100.0%
Negative	2 1.7%	4 3.8%	- -
Totals	121 100.0%	105 100.0%	8 100.0%

**Total All Surveys**

Very Comfortable	213 91.0%
Somewhat Comfortable	15 6.4%
Less than Comfortable	3 1.3%
Not al all Comfortable	3 1.3%
Totals	234 100.0%

Positive	228 97.4%
Negative	6 2.6%
Totals	234 100.0%

**Comments:**

**Adult:**

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The staff at Hope House was not personable.

**Parent/Guardian:**



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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	22 55.0%	30 54.5%	4 66.7%
No	18 45.0%	25 45.5%	2 33.3%
Totals	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Yes	56 55.4%
No	45 44.6%
Totals	101 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	65 53.7%	48 45.7%	5 62.5%
No	56 46.3%	57 54.3%	3 37.5%
Totals	121 100.0%	105 100.0%	8 100.0%

**All Surveys**

Yes	118 50.4%
No	116 49.6%
Totals	234 100.0%

**Comments:**

**Adult:**

- Concern OPMH - I'm not informed
- Concern OPMH - I'm not informed
- Not by Concern OPMH
- KidsPeace Green Street- I'm not informed
- Concern made no suggestions for these services.
- No suggestions were made by Kidspeace.
- HAO - I am not informed
- HAO - not informed
- Not at Hope House
- A Pathway to Healing
- Not at Olivewood
- Olivewood OPMH -she didn't need them

**Parent/Guardian:**

- Not needed, she is too young
- Concern OPMH -I am not informed
- Concern OPMH- I am not informed
- Concern made no suggestions for these services.
- Not at Kidspeace Green Street
- Not at KidsPeace Green Street
- Concern made no suggestions for these programs.
- I was not informed
- Salisbury didn't suggest these services.
- Salisbury SBH - no suggestions
- Salisbury didn't suggest these services.
- HAO - I'm not informed
- Salisbury did not tell me about these services
- Warwick - I don't remember
- Warwick-I'm not informed
- Pinebrook - I don't remember

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		27	47	5
		67.5%	85.5%	83.3%
No		13	8	1
		32.5%	14.5%	16.7%
Total		40	55	6
		100.0%	100.0%	100.0%

**Total All Surveys**

Yes		79
		78.2%
No		22
		21.8%
Total		101
		100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		96	79	7
		79.3%	75.2%	87.5%
No		25	26	1
		20.7%	24.8%	12.5%
Total		121	105	8
		100.0%	100.0%	100.0%

**All Surveys**

Yes		182
		77.8%
No		52
		22.2%
Total		234
		100.0%

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

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Concern OPMH - I'm not informed

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Kidspace Green Street- I'm not informed

---

Kidspace didn't explain it to me.

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Concern OPMH-I'm not informed

---

HAO - not informed

---

HAO - I'm not informed

---

Merakey didn't inform me of my rights.

**Parent/Guardian:**

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Concern - I'm not informed

---

Concern OPMH- I'm not informed

---

Salisbury SBH - I am not informed

---

Salisbury SBH - Not informed

---

Salisbury didn't offer this.

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Warwick - I don't remember

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

	Adult	Parent/Guardian	Child/Adolescent
Always	34 85.0%	52 94.5%	6 100.0%
Almost Always	4 10.0%	1 1.8%	- -
Sometimes	- -	- -	- -
Never	2 5.0%	2 3.6%	- -
<b>Total</b>	<b>40</b> 100.0%	<b>55</b> 100.0%	<b>6</b> 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	38 95.0%	53 96.4%	6 100.0%
Negative	2 5.0%	2 3.6%	- -
<b>Total</b>	<b>40</b> 100.0%	<b>55</b> 100.0%	<b>6</b> 100.0%

**Total All Surveys**

Always	92 91.1%
Almost Always	5 5.0%
Sometimes	- -
Never	4 4.0%
<b>Total</b>	<b>101</b> 100.0%

Positive	97 96.0%
Negative	4 4.0%
<b>Total</b>	<b>101</b> 100.0%

**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Always	100 82.6%	94 89.5%	8 100.0%
Almost Always	11 9.1%	4 3.8%	- -
Sometimes	2 1.7%	- -	- -
Never	8 6.6%	7 6.7%	- -
<b>Total</b>	<b>121</b> 100.0%	<b>105</b> 100.0%	<b>8</b> 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	111 91.7%	98 93.3%	8 100.0%
Negative	10 8.3%	7 6.7%	- -
<b>Total</b>	<b>121</b> 100.0%	<b>105</b> 100.0%	<b>8</b> 100.0%

**Total All Surveys**

Always	202 86.3%
Almost Always	15 6.4%
Sometimes	2 0.9%
Never	15 6.4%
<b>Total</b>	<b>234</b> 100.0%

Positive	217 92.7%
Negative	17 7.3%
<b>Total</b>	<b>234</b> 100.0%

**Comments:**

**Adult:**

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Not at Olivewood OPMH

**Parent/Guardian:**

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	28 75.7%	45 86.5%	6 100.0%
No	9 24.3%	7 13.5%	- -
Total	37 100.0%	52 100.0%	6 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>
Not Applicable	3 100.0%	3 100.0%

**Total All Surveys**

Yes	79 83.2%
No	16 16.8%
Total	95 100.0%

Not Applicable	6 100.0%
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**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	81 72.3%	82 83.7%	8 100.0%
No	31 27.7%	16 16.3%	- -
Total	112 100.0%	98 100.0%	8 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>
Not Applicable	9 100.0%	7 100.0%

**All Surveys**

Yes	109 73.6%
No	39 26.4%
Total	148 100.0%

Not Applicable	13 100.0%
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**Comments:**

**Adult:**

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Not from Olivewood

**Parent/Guardian:**

---

Not at Kidspace Green Street

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Concern OPMH- I'm not informed sure

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Warwick - I don't remember



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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	35 92.1%	53 100.0%	6 100.0%
No	3 7.9%	- -	- -
Total	38 100.0%	53 100.0%	6 100.0%

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

**Total All Surveys**

Yes	94 96.9%
No	3 3.1%
Total	97 100.0%

Not Applicable	4 100.0%
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**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	103 89.6%	98 95.1%	8 100.0%
No	12 10.4%	5 4.9%	- -
Total	115 100.0%	103 100.0%	8 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>
Not Applicable	6 100.0%	2 100.0%

**All Surveys**

Yes	209 92.5%
No	17 7.5%
Total	226 100.0%

Not Applicable	8 100.0%
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**Comments:**

**Adult:**

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HAO - I don't remember

**Parent/Guardian:**

**Magellan Specific Questions**

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	23 57.5%	32 58.2%	3 50.0%
No	17 42.5%	23 41.8%	3 50.0%
Total	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Yes	58 57.4%
No	43 42.6%
Total	101 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	65 53.7%	58 55.2%	4 50.0%
No	56 46.3%	47 44.8%	4 50.0%
Total	121 100.0%	105 100.0%	8 100.0%

**All Surveys**

Yes	127 54.3%
No	107 45.7%
Total	234 100.0%

**Comments:**

**Adult:**

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Concern OPMH -I'm not informed

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HAO - I don't know

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Merakey - I don't know

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I don't know how to file a Magellan complaint.

**Parent/Guardian:**

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HAO - I'm not informed

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Warwick - I am not informed

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Magellan- I'm not informed

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	3	1	-	
	7.5%	1.8%	-	
No	37	54	6	
	92.5%	98.2%	100.0%	
Total	40	55	6	
	100.0%	100.0%	100.0%	

**Total All Surveys**

Yes	4
	4.0%
No	97
	96.0%
Total	101
	100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	4	4	-	
	3.3%	3.8%	-	
No	117	101	8	
	96.7%	96.2%	100.0%	
Total	121	105	8	
	100.0%	100.0%	100.0%	

**All Surveys**

Yes	8
	3.4%
No	226
	96.6%
Total	234
	100.0%

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

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

	Adult	Parent/Guardian	Child/Adolescent
Positive	2 66.7%	1 100.0%	- -
Negative	1 33.3%	-	-
Total	3 100.0%	1 100.0%	-

**Total All Surveys**

Very Easy	2 50.0%
Somewhat Easy	1 25.0%
Somewhat Difficult	1 25.0%
Very Difficult	-
Total	4 100.0%

Positive	3 75.0%
Negative	1 25.0%
Total	4 100.0%

**Cumulative Yearly Totals**

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

	Adult	Parent/Guardian	Child/Adolescent
Positive	3 75.0%	4 100.0%	- -
Negative	1 25.0%	-	-
Total	4 100.0%	4 100.0%	-

**Total All Surveys**

Very Easy	4 50.0%
Somewhat Easy	3 37.5%
Somewhat Difficult	1 12.5%
Very Difficult	-
Total	8 100.0%

Positive	7 87.5%
Negative	1 12.5%
Total	8 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		37	51	5
		92.5%	92.7%	83.3%
No		3	4	1
		7.5%	7.3%	16.7%
Total		40	55	6
		100.0%	100.0%	100.0%

**Total All Surveys**

Yes		93
		92.1%
No		8
		7.9%
Total		101
		100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		111	98	7
		91.7%	93.3%	87.5%
No		10	7	1
		8.3%	6.7%	12.5%
Total		121	105	8
		100.0%	100.0%	100.0%

**All Surveys**

Yes		216
		92.3%
No		18
		7.7%
Total		234
		100.0%



**Comments:**

**Adult:**

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There are not enough participating providers. I am on a wait list to see a psychiatrist for three months.  
I have to go to a specialist for my psychiatric condition in Philadelphia and it is not covered by Magellan.

**Parent/Guardian:**

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Warwick- need more agencies

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I feel that there that we need more services in the area.

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Warwick - I'm not informed

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I had trouble finding an individual psychiatrist.

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		40	54	4
		100.0%	98.2%	66.7%
No		-	1	2
		-	1.8%	33.3%
Total		40	55	6
		100.0%	100.0%	100.0%

**Total All Surveys**

Yes	98
	97.0%
No	3
	3.0%
Total	101
	100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		116	102	6
		95.9%	97.1%	75.0%
No		5	3	2
		4.1%	2.9%	25.0%
Total		121	105	8
		100.0%	100.0%	100.0%

**All Surveys**

Yes	224
	95.7%
No	10
	4.3%
Total	234
	100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	5 83.3%	9 100.0%	2 100.0%
No	1 16.7%	- -	- -
Total	6 100.0%	9 100.0%	2 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	34 100.0%	46 100.0%	4 100.0%

**Total All Surveys**

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

Not Applicable	84 100.0%
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**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	9 81.8%	12 100.0%	3 100.0%
No	2 18.2%	- -	- -
Total	11 100.0%	12 100.0%	3 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	110 100.0%	93 100.0%	5 100.0%

**All Surveys**

Yes	24 92.3%
No	2 7.7%
Total	26 100.0%

Not Applicable	208 100.0%
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**Comments:**

**Adult:**

**Parent/Guardian:**

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
	Yes	6 100.0%	10 100.0%	2 100.0%
	No	- -	- -	- -
	Total	6 100.0%	10 100.0%	2 100.0%

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
	Not Applicable	34 100.0%	45 100.0%	4 100.0%

**Total All Surveys**

	Yes	18 100.0%
	No	- -
	Total	18 100.0%
	Not Applicable	83 100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
	Yes	11 100.0%	12 100.0%	3 100.0%
	No	- -	- -	- -
	Total	11 100.0%	12 100.0%	3 100.0%

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
	Not Applicable	110 100.0%	93 100.0%	5 100.0%

**All Surveys**

	Yes	26 100.0%
	Total	26 100.0%
	Not Applicable	208 100.0%

**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?**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	26 65.0%	41 74.5%	5 83.3%
No	14 35.0%	14 25.5%	1 16.7%
Total	40 100.0%	55 100.0%	6 100.0%

**Total All Surveys**

Yes	72 71.3%
No	29 28.7%
Total	101 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	81 66.9%	76 72.4%	7 87.5%
No	40 33.1%	29 27.6%	1 12.5%
Total	121 100.0%	105 100.0%	8 100.0%

**All Surveys**

Yes	164 70.1%
No	70 29.9%
Total	234 100.0%



**Comments:**

**Adult:**

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Concern OPMH - I am not informed

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KidsPeace Green Street - I'm not informed

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Concern OPMH - I'm not informed

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HAO - not informed

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I was not informed previously by Magellan.

**Parent/Guardian:**

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Concern OPMH -I'm not informed

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Concern OPMH - I'm not informed

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Concern - I'm not informed

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Concern OPMH - I'm not informed

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Information was not provided

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HAO - I'm not informed

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Warwick - I'm not informed

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Warwick- I'm not informed

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	6 100.0%	7 87.5%	2 100.0%
No	-	1 12.5%	-
Total	6 100.0%	8 100.0%	2 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	34 100.0%	47 100.0%	4 100.0%

**Total All Surveys**

Yes	15 93.8%
No	1 6.3%
Total	16 100.0%

Not Applicable	85 100.0%
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**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	11 84.6%	10 90.9%	3 100.0%
No	2 15.4%	1 9.1%	-
Total	13 100.0%	11 100.0%	3 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	108 100.0%	94 100.0%	5 100.0%

**All Surveys**

Yes	24 88.9%
No	3 11.1%
Total	27 100.0%

Not Applicable	207 100.0%
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**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	30 75.0%
Sometimes	9 22.5%
Never	1 2.5%
Total	40 100.0%

**Cumulative Yearly Totals**

Always	94 79.0%
Sometimes	22 18.5%
Never	3 2.5%
Total	119 100.0%

Not Applicable	2 100.0%
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**Comments:**

**Adult:**

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I get help from my therapist. I had questions that my psychiatrist and my therapist were unable to answer.

**Parent/Guardian:**

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

	<b>Parent/Guardian Child/Adolescent</b>	
Sometimes	12 21.8%	3 50.0%
Never	43 78.2%	3 50.0%
Total	55 100.0%	6 100.0%

**Cumulative Yearly Totals**

	<b>Parent/Guardian Child/Adolescent</b>	
Always	6 5.7%	- -
Sometimes	21 20.0%	3 37.5%
Never	78 74.3%	5 62.5%
Total	105 100.0%	8 100.0%

**Parent/Guardian:**

My daughter was without a therapist for a few months because her therapist quit and Kidspeace didn't have anyone to replace her.

Concern OPMH - no appointments available

At SalisburyFamily Based Services, Laura, the scheduler for the psychiatrist, dropped the ball and my daughter wasn't scheduled and got no medication for two months.

When I had private insurance, I was denied services my daughter needed; now with Magellan insurance she is getting the help she needs.

HAO - COVID-19

Warwick- COVID-19, she didn't received the appropriate treatment

Warwick - Covid-19

Warwick - COVID-19 affected everything

Covid complicated my daughter's treatment.

**Child/Adolescent:**

Warwick - COVID-19 problems scheduling

COVID interrupted my services.

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

	<b>Adult</b>
Always	36 90.0%
Sometimes	4 10.0%
Total	40 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Always	49 89.1%	6 100.0%
Sometimes	6 10.9%	- -
Total	55 100.0%	6 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>
Always	106 87.6%
Sometimes	14 11.6%
Never	1 0.8%
Total	121 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Always	94 89.5%	7 87.5%
Sometimes	9 8.6%	1 12.5%
Never	2 1.9%	- -
Total	105 100.0%	8 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

**Child/Adolescent:**

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

	<b>Adult</b>
Much Better	21 52.5%
A Little Better	12 30.0%
About The Same	4 10.0%
A Little Worse	2 5.0%
Much Worse	1 2.5%
Total	40 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Much Better	25 45.5%	5 83.3%
A Little Better	21 38.2%	1 16.7%
About The Same	7 12.7%	- -
A Little Worse	2 3.6%	- -
Total	55 100.0%	6 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>
Much Better	66 54.5%
A Little Better	38 31.4%
About The Same	12 9.9%
A Little Worse	3 2.5%
Much Worse	2 1.7%
Total	121 100.0%



**Parent/Guardian Child/Adolescent**

Much Better	47 44.8%	6 75.0%
A Little Better	37 35.2%	2 25.0%
About The Same	12 11.4%	- -
A Little Worse	3 2.9%	- -
Much Worse	6 5.7%	- -
Total	105 100.0%	8 100.0%

**Comments:**

**Adult:**

---

More stable

**Parent/Guardian Child/Adolescent**

---

At Salisbury Family Based Services, I had to flip out because my daughter was almost hospitalized because appointments were not scheduled by Laura.

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Between about the same and a little

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Warwick FBS wasn't working with our son; now he is without a psychiatrist while we are awaiting an opening.

**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.**

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Toni Frey (610) 969-6325 We need help getting a psychiatrist and ICM services. Amy B. (Lehigh County Children's Caseworker) is helping.