

Recovery Partnership  
Consumer/Family Satisfaction Team  
Report on:

**Lehigh County HealthChoices**

Full Report  
3rd Quarter  
July 1, 2021 to September 30, 2021

**Recovery Partnership  
70 West North Street, Suite 101  
Bethlehem, PA 18018  
Telephone: 610-861-2741**

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**Provider Specific Questions**

**Access to Services**

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	67 95.7%	29 90.6%	4 100.0%
No	3 4.3%	3 9.4%	- -
Total	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Yes	100 94.3%
No	6 5.7%
Total	106 100.0%

**Cummulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Yes	180 94.2%	122 89.1%	12 100.0%
No	11 5.8%	15 10.9%	- -
Total	191 100.0%	137 100.0%	12 100.0%

**All Surveys**

Yes	314 92.4%
No	26 7.6%
Total	340 100.0%

**Comments:**

**Adult:**

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#9669 - When I call Neighborhood health center it is hard to get through. The phone just rings and rings or I get voicemail. I often have to go in person to get an appointment.

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#8906 - Every time calls were made no one called back. Very frustrating with Conference of Churches Haven House doesn't return calls; PA Mentor does.

**Parent/Guardian:**

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#9603 - BetEI - The answering machine answers

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9732 Penn Foundation, No one picks up you must leave a message.

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9728 At Penn Foundation, no one ever answers the phone; messages sometimes are not returned for two days.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	53 75.7%	24 75.0%	3 75.0%
Almost Always	10 14.3%	4 12.5%	- -
Sometimes	5 7.1%	4 12.5%	1 25.0%
Never	2 2.9%	- -	- -
Total	70 100.0%	32 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	63 90.0%	28 87.5%	3 75.0%
Negative	7 10.0%	4 12.5%	1 25.0%

**Total All Surveys**

Always	80 75.5%
Almost Always	14 13.2%
Sometimes	10 9.4%
Never	2 1.9%
Total	106 100.0%

Positive	94 88.7%
Negative	12 11.3%

**Cummulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Always	148 77.5%	98 71.5%	11 91.7%
Almost Always	30 15.7%	25 18.2%	- -
Sometimes	9 4.7%	10 7.3%	1 8.3%
Never	4 2.1%	4 2.9%	- -
Total	191 100.0%	137 100.0%	12 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	178 93.2%	123 89.8%	11 91.7%
Negative	13 6.8%	14 10.2%	1 8.3%

**Total All Surveys**

Always	257 75.6%
Almost Always	55 16.2%
Sometimes	20 5.9%
Never	8 2.4%
Total	340 100.0%

Positive	312 91.8%
Negative	28 8.2%

**Comments:**

**Adult:**

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#8906 - They get happy when she can't make it at County Conference of Churches  
Couldn't get funding in the beginning at Conference of Churches

**Parent/Guardian:**

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#9609 - Scheduling conflicts for family meetings with counselor. P/G stated she did not know the provider name.  
9732 After school appointments are almost impossible to get  
9728 At Penn Foundation, it's hard to get an appointment after school hours.

**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	43 61.4%	20 62.5%	1 25.0%
No	27 38.6%	12 37.5%	3 75.0%
Totals	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Yes	64 60.4%
No	42 39.6%
Totals	106 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	114 59.7%	87 63.5%	8 66.7%
No	77 40.3%	50 36.5%	4 33.3%
Totals	191 100.0%	137 100.0%	12 100.0%

**Total All Surveys**

Yes	209 61.5%
No	131 38.5%
Totals	340 100.0%

**Comments:**

**Adult:**

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Family Services - I'm not informed

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#9655 - Neighborhood Health Clinic -I'm not informed

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#9648 - Neighborhood health clinic didn't tell me how to make a complaint.

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#9661 - Neighborhood Health Center did not inform me.

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9670 Neighborhood Health Clinic did not inform me how to file a complaint.

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9683 Lehigh County Conference of Churches did not tell me how to file a complaint.

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#9690 - LC Conference Of Churches- I don't remember

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#9704 - KidsPeace - not informed

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#9705 - Haven House - I'm not informed

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#9020 - HAO- I'm not informed

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Lehigh County Conference of Churches didn't explain this to me.

**Parent/Guardian:**

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#9602 - Haven House - I am not informed

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#9611 - KidsPeace Hospital - I'm not informed

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Neighborhood Health Clinic- I'm not informed

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9656- neighborhood Health Clinic- I'm not informed

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#9676 Neighborhood Health Clinic-I'm not informed

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9676 I was not informed by Neighborhood Health Center.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	58 82.9%	24 75.0%	3 75.0%
Almost Always	5 7.1%	6 18.8%	1 25.0%
Sometimes	5 7.1%	2 6.3%	- -
Never	2 2.9%	- -	- -
Totals	70 100.0%	32 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	63 90.0%	30 93.8%	4 100.0%
Negative	7 10.0%	2 6.3%	- -
Total	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Always	85 80.2%
Almost Always	12 11.3%
Sometimes	7 6.6%
Never	2 1.9%
Totals	106 100.0%

Positive	97 91.5%
Negative	9 8.5%
Total	106 100.0%

**Cummulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Always	156 81.7%	104 75.9%	11 91.7%
Almost Always	21 11.0%	21 15.3%	1 8.3%
Sometimes	9 4.7%	8 5.8%	- -
Never	5 2.6%	4 2.9%	- -
Totals	191 100.0%	137 100.0%	12 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	177 92.7%	125 91.2%	12 100.0%
Negative	14 7.3%	12 8.8%	- -
Total	191 100.0%	137 100.0%	12 100.0%

**Total All Surveys**

Always	271 79.7%
Almost Always	43 12.6%
Sometimes	17 5.0%
Never	9 2.6%
Totals	340 100.0%

Positive	314 92.4%
Negative	26 7.6%
Total	340 100.0%

**Comments:**

**Adult:**

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#9665 - It took two months to start services at A New Dawn

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#8906 - End up running out of meds due to late appointments with County Conference of Churches

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9729 Always in the beginning. Not so much on the way out.

**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	69 98.6%	28 87.5%	4 100.0%
No	1 1.4%	4 12.5%	- -
Totals	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Yes	101 95.3%
No	5 4.7%
Totals	106 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	180 94.2%	117 85.4%	12 100.0%
No	11 5.8%	20 14.6%	- -
Totals	191 100.0%	137 100.0%	12 100.0%

**Total All Surveys**

Yes	101 95.3%
No	5 4.7%
Totals	106 100.0%

**Comments:**

**Adult:**

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#9625 - BetEI - Treatment not effective

**Parent/Guardian:**

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#9609 - At KidsPeace Hospital, the experience was more negative, he went in with one behavior and came out with learned behaviors from other children.

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#9606 - Dogs always present for therapy-distracting not helpful with Christopher Hershman.

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#9611 - KidsPeace Hospital - bad communication and COVID-19

**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	68 97.1%	27 84.4%	3 75.0%
No	2 2.9%	5 15.6%	1 25.0%
Totals	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Yes	98 92.5%
No	8 7.5%
Totals	106 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	181 94.8%	118 86.1%	11 91.7%
No	10 5.2%	19 13.9%	1 8.3%
Totals	191 100.0%	137 100.0%	12 100.0%

**Total All Surveys**

Yes	310 91.2%
No	30 8.8%
Totals	340 100.0%

**Comments:**

**Adult:**

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#9608 - No conversations about independence they give you pills and pushes you out the door at Diagnostic and Treatment Center

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#1002 - "I'm doing a lot on my own" with Conference of Churches

**Parent/Guardian:**

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#9606 - Not by Christopher Hershman

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#9611 - KidsPeace Hospital - I was not informed of resources

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#9611 - KidsPeace Hospital - not always

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	63 90.0%	28 87.5%	3 75.0%
No	7 10.0%	4 12.5%	1 25.0%
Totals	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Yes	94 88.7%
No	12 11.3%
Totals	106 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	171 89.5%	116 84.7%	9 75.0%
No	20 10.5%	21 15.3%	3 25.0%
Totals	191 100.0%	137 100.0%	12 100.0%

**Total All Surveys**

Yes	296 87.1%
No	44 12.9%
Totals	340 100.0%

**Comments:**

**Adult:**

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#1002 - Not at Conference of Churches

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#8906 - Not at County Conference of Churches

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I wasn't asked by my therapist at a New Dawn.

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9683 Lehigh County Conference of Churches didn't ask me about my physical health

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#9726 - New Dawn - not asked

**Parent/Guardian:**

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#9606 - Not by Christopher Hershman

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I'm not sure if my daughter was at Mi Ramasamy. 9734

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	65 92.9%	29 90.6%	3 75.0%
No	5 7.1%	3 9.4%	1 25.0%
Totals	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Yes	97 91.5%
No	9 8.5%
Totals	106 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	179 93.7%	122 89.1%	11 91.7%
No	12 6.3%	15 10.9%	1 8.3%
Totals	191 100.0%	137 100.0%	12 100.0%

**Total All Surveys**

Yes	312 91.8%
No	28 8.2%
Totals	340 100.0%

**Comments:**

**Adult:**

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At Preventive Measures, I feel like my counselor is not fully attentive since working from home.

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#9625 - BetEL -Treatment not effective

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#9669 - The psychiatrist is not good at Casa Guadalupe.

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#8906 - David Watson left and it all fell apart at County Conference of Churches

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#9678- Neighborhood Health Clinic

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9729 Kept lying, no supervisors knew anything about furniture grants, kept switching therapists at Lehigh County Conference of Churches

**Parent/Guardian:**

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#9609 - At KidsPeace Hospital, there is not much structure, not much investment in the children. Staff are very rude and not helpful for children.

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#9606 - Not an atmosphere of professional conduct. He works from home and seems very distracted, Christopher Hershman.

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#9611 - KidsPeace Hospital - I have not seen progress

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#9611 - KidsPeace Hospital - therapist not efficient

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9732 Dr. Sokol is great. Inconsistency of counselors.. not good.

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9728 Dr. Sokol is great; inconsistency with counselors makes it difficult for the children to be comfortable.

## 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	44 62.9%	19 59.4%	2 50.0%
Somewhat Hopeful	23 32.9%	11 34.4%	2 50.0%
Less Than Hopeful	2 2.9%	1 3.1%	-
Not At All Hopeful	1 1.4%	1 3.1%	-
Total	70 100.0%	32 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	67 95.7%	30 93.8%	4 100.0%
Negative	3 4.3%	2 6.3%	-
Totals	70 100.0%	32 100.0%	4 100.0%

### Total All Surveys

Very Hopeful	65 61.3%
Somewhat Hopeful	36 34.0%
Less Than Hopeful	3 2.8%
Not At All Hopeful	2 1.9%
Total	106 100.0%

Positive	101 95.3%
Negative	5 4.7%
Totals	106 100.0%

### Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	124 64.9%	93 67.9%	6 50.0%
Somewhat Hopeful	60 31.4%	35 25.5%	6 50.0%
Less Than Hopeful	6 3.1%	2 1.5%	-
Not At All Hopeful	1 0.5%	7 5.1%	-
Total	191 100.0%	137 100.0%	12 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	184 96.3%	128 93.4%	12 100.0%
Negative	7 3.7%	9 6.6%	-
Totals	191 100.0%	137 100.0%	12 100.0%

### Total All Surveys

Very Hopeful	223 65.6%
Somewhat Hopeful	101 29.7%
Less Than Hopeful	8 2.4%
Not At All Hopeful	8 2.4%
Total	340 100.0%

Positive	324 95.3%
Negative	16 4.7%
Totals	340 100.0%

**Comments:**

**Adult:**

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#9625 - BetEI - Treatment not effective

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My services at Haven House are not helping my sleep apnea.

**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	70 100.0%	32 100.0%	4 100.0%
No	- -	- -	- -
Totals	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Yes	106 100.0%
No	- -
Totals	106 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	190 99.5%	131 95.6%	12 100.0%
No	1 0.5%	6 4.4%	- -
Totals	191 100.0%	137 100.0%	12 100.0%

**All Surveys**

Yes	333 97.9%
No	7 2.1%
Totals	340 100.0%

**Comments:**

**Adult:**

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9729 Sometimes the therapist (Bridgette) would get angry and raise her voice at Lehigh County Conference of Churches

**Parent/Guardian:**

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	62 88.6%	29 90.6%	2 50.0%
Somewhat Comfortable	6 8.6%	3 9.4%	1 25.0%
Less than Comfortable	1 1.4%	-	-
Not al all Comfortable	1 1.4%	-	1 25.0%
Totals	70 100.0%	32 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	68 97.1%	32 100.0%	3 75.0%
Negative	2 2.9%	-	1 25.0%
Totals	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Very Comfortable	93 87.7%
Somewhat Comfortable	10 9.4%
Less than Comfortable	1 0.9%
Not al all Comfortable	2 1.9%
Totals	106 100.0%

Positive	103 97.2%
Negative	3 2.8%
Totals	106 100.0%

**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	173 90.6%	123 89.8%	10 83.3%
Somewhat Comfortable	14 7.3%	10 7.3%	1 8.3%
Less than Comfortable	1 0.5%	3 2.2%	-
Not al all Comfortable	3 1.6%	1 0.7%	1 8.3%
Totals	191 100.0%	137 100.0%	12 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	187 97.9%	133 97.1%	11 91.7%
Negative	4 2.1%	4 2.9%	1 8.3%
Totals	191 100.0%	137 100.0%	12 100.0%

**Total All Surveys**

Very Comfortable	306 90.0%
Somewhat Comfortable	25 7.4%
Less than Comfortable	4 1.2%
Not al all Comfortable	5 1.5%
Totals	340 100.0%

Positive	331 97.4%
Negative	9 2.6%
Totals	340 100.0%

**Comments:**

**Adult:**

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At Preventive Measures, the psychiatrist doesn't listen when I tell him the medication should be changed because it is not working.

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#9625 - BetEL - No good communication

**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	38 54.3%	21 65.6%	3 75.0%
No	32 45.7%	11 34.4%	1 25.0%
Totals	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Yes	62 58.5%
No	44 41.5%
Totals	106 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	103 53.9%	69 50.4%	8 66.7%
No	88 46.1%	68 49.6%	4 33.3%
Totals	191 100.0%	137 100.0%	12 100.0%

**All Surveys**

Yes	180 52.9%
No	160 47.1%
Totals	340 100.0%

**Comments:**

**Adult:**

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BET-EL never even mentioned anything about any peer-run or family-run programs.

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Preventive measures- I'm not informed

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#9594 - No one at Preventive Measures ever mentioned anything about peer-run programs.

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Family Services - I'm not informed

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#9608 - Not at Diagnostic and Treatment Center

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#9625 - BetEI - I'm not informed

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Neighborhood health clinic -I'm not informed

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Neighborhood Health Clinic- I'm not informed

---

#9665 - A New Dawn did not inform me.

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Not at A New Dawn

---

Not by Lehigh County Conference of Churches

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#8906 - Not by County Conference of Churches

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#9678 Neighborhood Health Clinic- I'm not informed

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HAO #8924 - I'm not informed

---

9683 Lehigh County Conference of Churches did not inform me.

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#9707 - LC Conference Of Churches - I'm not informed

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Not at Lehigh Valley Hospital 17th and Chew

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#9020 - HAO- I'm not informed

---

9717 Not at A New Dawn

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#9679 - Lehigh County Conference of Churches -I was not informed

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#9726 - New Dawn - I was not informed

**Parent/Guardian:**

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Not by Broughal Middle School

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#9606 - Not by Christopher Hershman

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#9611 - KidsPeace Hospital - I'm not informed

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#9611 - KidsPeace Hospital- I'm not informed

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#9616 - Not at Family Services Main

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9659 Neighborhood Health Center did not inform me.

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#9723 - Concern - I'm not informed

**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	56 80.0%	30 93.8%	3 75.0%
	No	14 20.0%	2 6.3%	1 25.0%
	<b>Total</b>	<b>70</b> 100.0%	<b>32</b> 100.0%	<b>4</b> 100.0%

**Total All Surveys**

	Yes	89 84.0%
	No	17 16.0%
	<b>Total</b>	<b>106</b> 100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
	Yes	152 79.6%	109 79.6%	10 83.3%
	No	39 20.4%	28 20.4%	2 16.7%
	<b>Total</b>	<b>191</b> 100.0%	<b>137</b> 100.0%	<b>12</b> 100.0%

**All Surveys**

	Yes	271 79.7%
	No	69 20.3%
	<b>Total</b>	<b>340</b> 100.0%

**Comments:**

**Adult:**

---

#9608 - Not at Diagnostic and Treatment Center

---

#9655 - Neighborhood Health Clinic -I'm not informed

---

#9643 - Neighborhood Health Clinic- I'm not informed

---

#9661 - Neighborhood Health Center did not inform me.

---

#9678 Neighborhood Health Clinic- I'm not informed

---

HAO - 8924 - I'm not informed

---

9683 Lehigh County Conference of Churches did not inform me.

---

#9726 - New Dawn - I'm not informed

**Parent/Guardian:**

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IU21-PHP Allentown Learning and Adjutment Center - I am not informed

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#9611 - KidsPeace Hospital - 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	54 77.1%	25 78.1%	2 50.0%
Almost Always	3 4.3%	3 9.4%	1 25.0%
Sometimes	5 7.1%	1 3.1%	- -
Never	8 11.4%	3 9.4%	1 25.0%
Total	70 100.0%	32 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	57 81.4%	28 87.5%	3 75.0%
Negative	13 18.6%	4 12.5%	1 25.0%
Total	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Always	81 76.4%
Almost Always	7 6.6%
Sometimes	6 5.7%
Never	12 11.3%
Total	106 100.0%

Positive	88 83.0%
Negative	18 17.0%
Total	106 100.0%

**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Always	154 80.6%	119 86.9%	10 83.3%
Almost Always	14 7.3%	7 5.1%	1 8.3%
Sometimes	7 3.7%	1 0.7%	- -
Never	16 8.4%	10 7.3%	1 8.3%
Total	191 100.0%	137 100.0%	12 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	168 88.0%	126 92.0%	11 91.7%
Negative	23 12.0%	11 8.0%	1 8.3%
Total	191 100.0%	137 100.0%	12 100.0%

**Total All Surveys**

Always	283 83.2%
Almost Always	22 6.5%
Sometimes	8 2.4%
Never	27 7.9%
Total	340 100.0%

Positive	305 89.7%
Negative	35 10.3%
Total	340 100.0%

**Comments:**

**Adult:**

---

#9608 - Not at Diagnostic and Treatment Center

---

#9664 - Not at A New Dawn

---

#1002 - Not with Conference of Churches

---

#8906 - Just sign papers they give from County Conference of Churches

**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	42 68.9%	22 78.6%	3 75.0%
No	19 31.1%	6 21.4%	1 25.0%
Total	61 100.0%	28 100.0%	4 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>
Not Applicable	9 100.0%	4 100.0%

**Total All Surveys**

Yes	67 72.0%
No	26 28.0%
Total	93 100.0%

Not Applicable	13 100.0%
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**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	123 71.1%	104 82.5%	11 91.7%
No	50 28.9%	22 17.5%	1 8.3%
Total	173 100.0%	126 100.0%	12 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>
Not Applicable	18 100.0%	11 100.0%

**All Surveys**

Yes	151 74.8%
No	51 25.2%
Total	202 100.0%

Not Applicable	19 100.0%
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**Comments:**

**Adult:**

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#9607 - Not from Mitchell Clinic

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#9682 - Not from Conference of Churches

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Not from Hospital 17th and Chew

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Not from Holcomb

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9717 Not from A New Dawn

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#9726 - not received

**Parent/Guardian:**

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#9593 - Not from Broughal Middle School

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I can't recall if I did. 9734

**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	60 88.2%	29 93.5%	4 100.0%
No	8 11.8%	2 6.5%	- -
Total	68 100.0%	31 100.0%	4 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>
Not Applicable	2 100.0%	1 100.0%

**Total All Surveys**

Yes	93 90.3%
No	10 9.7%
Total	103 100.0%

Not Applicable	3 100.0%
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**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	163 89.1%	127 94.8%	12 100.0%
No	20 10.9%	7 5.2%	- -
Total	183 100.0%	134 100.0%	12 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>
Not Applicable	8 100.0%	3 100.0%

**All Surveys**

Yes	302 91.8%
No	27 8.2%
Total	329 100.0%

Not Applicable	11 100.0%
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**Comments:**

**Adult:**

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#9608 - Not during any session at Diagnostic and Treatment Center

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#9625 - BetEL - I am not informed

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#8906 - Not by County Conference of Churches

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HAO - #8924 - No option given

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#9020 - HAO- I don't remember

**Parent/Guardian:**

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#9606 - Not with Christopher Hershman

**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	36 51.4%	21 65.6%	1 25.0%
No	34 48.6%	11 34.4%	3 75.0%
Total	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Yes	58 54.7%
No	48 45.3%
Total	106 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	101 52.9%	79 57.7%	5 41.7%
No	90 47.1%	58 42.3%	7 58.3%
Total	191 100.0%	137 100.0%	12 100.0%

**All Surveys**

Yes	185 54.4%
No	155 45.6%
Total	340 100.0%

**Comments:**

**Adult:**

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#9579 - IU21 PHP Allentown Learning and Adjustment Center

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#9625 - I'm not informed

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8924 - I'm not informed

**Parent/Guardian:**

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I was never informed about being able to file a grievance. C/FST staff explained how to file a grievance.

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		5	-	-
		7.1%	-	-
No		65	32	4
		92.9%	100.0%	100.0%
Total		70	32	4
		100.0%	100.0%	100.0%

**Total All Surveys**

Yes		5
		4.7%
No		101
		95.3%
Total		106
		100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		9	4	-
		4.7%	2.9%	-
No		182	133	12
		95.3%	97.1%	100.0%
Total		191	137	12
		100.0%	100.0%	100.0%

**All Surveys**

Yes		13
		3.8%
No		327
		96.2%
Total		340
		100.0%

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

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

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

**Total All Surveys**

Very Easy	4 100.0%
Somewhat Easy	- -
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	4 57.1%	4 80.0%	- -
Somewhat Easy	2 28.6%	1 20.0%	- -
Somewhat Difficult	1 14.3%	- -	- -
Very Difficult	- -	- -	- -
Total	7 100.0%	5 100.0%	- -

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

**Total All Surveys**

Very Easy	8 66.7%
Somewhat Easy	3 25.0%
Somewhat Difficult	1 8.3%
Very Difficult	- -
Total	12 100.0%

Positive	11 91.7%
Negative	1 8.3%
Total	12 100.0%

**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	60	27	3	
	85.7%	84.4%	75.0%	
No	10	5	1	
	14.3%	15.6%	25.0%	
Total	70	32	4	
	100.0%	100.0%	100.0%	

**Total All Surveys**

Yes	90
	84.9%
No	16
	15.1%
Total	106
	100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	171	125	10	
	89.5%	91.2%	83.3%	
No	20	12	2	
	10.5%	8.8%	16.7%	
Total	191	137	12	
	100.0%	100.0%	100.0%	

**All Surveys**

Yes	306
	90.0%
No	34
	10.0%
Total	340
	100.0%

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

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#9648 - I didn't know of any other services besides Neighborhood Health Clinic.

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#9664 - It is very hard to get in anywhere.

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I feel there is a need for more children's services because there are waiting lists.

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I'm not aware of others

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8924 - Didn't helped with housing issues

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#9707 - LC Conference Of Churches - They need more doctors

---

For Magellan, Doctors don't want to take the insurance. There are not enough providers

**Parent/Guardian:**

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#9581 - IU21 - There should be more services available for IU services.

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Would like to have more

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#9609 - Not a lot of different choices out there.

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		69	28	3
		98.6%	87.5%	75.0%
No		1	4	1
		1.4%	12.5%	25.0%
Total		70	32	4
		100.0%	100.0%	100.0%

**Total All Surveys**

Yes	100	94.3%
No	6	5.7%
Total	106	100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		185	130	9
		96.9%	94.9%	75.0%
No		6	7	3
		3.1%	5.1%	25.0%
Total		191	137	12
		100.0%	100.0%	100.0%

**All Surveys**

Yes	324	95.3%
No	16	4.7%
Total	340	100.0%

**Comments:**

**Adult:**

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9717 Was given more information about doctors who deal with younger children

**Parent/Guardian:**

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#9611 - It's far from my home

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#9611 - Too far

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9732 40 minute drive but they had a psychiatrist available

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9728 Penn Foundation had a psychiatric appointment availability, but is a minimum forty minute drive.

**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	10 90.9%	2 100.0%	- -
No	1 9.1%	- -	- -
Total	11 100.0%	2 100.0%	- -

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	59 100.0%	30 100.0%	3 100.0%

**Total All Surveys**

Yes	12 92.3%
No	1 7.7%
Total	13 100.0%

Not Applicable	92 100.0%
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**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	19 86.4%	14 100.0%	3 100.0%
No	3 13.6%	- -	- -
Total	22 100.0%	14 100.0%	3 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	169 100.0%	123 100.0%	8 100.0%

**All Surveys**

Yes	36 92.3%
No	3 7.7%
Total	39 100.0%

Not Applicable	300 100.0%
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**Comments:**

**Adult:**

**Parent/Guardian:**

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	10 100.0%	3 100.0%	- -
No	- -	- -	- -
Total	10 100.0%	3 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	60 100.0%	29 100.0%	4 100.0%

**Total All Surveys**

Yes	13 100.0%
No	- -
Total	13 100.0%

Not Applicable	93 100.0%
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**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Yes	21 100.0%	15 100.0%	3 100.0%
No	- -	- -	- -
Total	21 100.0%	15 100.0%	3 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	170 100.0%	122 100.0%	9 100.0%

**All Surveys**

Yes	39 100.0%
Total	39 100.0%

Not Applicable	301 100.0%
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**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	47 67.1%	23 71.9%	2 50.0%
No	23 32.9%	9 28.1%	2 50.0%
Total	70 100.0%	32 100.0%	4 100.0%

**Total All Surveys**

Yes	72 67.9%
No	34 32.1%
Total	106 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	128 67.0%	99 72.3%	9 75.0%
No	63 33.0%	38 27.7%	3 25.0%
Total	191 100.0%	137 100.0%	12 100.0%

**All Surveys**

Yes	236 69.4%
No	104 30.6%
Total	340 100.0%

**Comments:**

**Adult:**

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#8924 - I'm not informed

**Parent/Guardian:**

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	10 100.0%	2 100.0%	- -
No	- -	- -	- -
Total	10 100.0%	2 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	60 100.0%	30 100.0%	4 100.0%

**Total All Surveys**

Yes	12 100.0%
No	- -
Total	12 100.0%

Not Applicable	94 100.0%
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**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Yes	21 91.3%	12 92.3%	3 100.0%
No	2 8.7%	1 7.7%	- -
Total	23 100.0%	13 100.0%	3 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	168 100.0%	124 100.0%	9 100.0%

**All Surveys**

Yes	36 92.3%
No	3 7.7%
Total	39 100.0%

Not Applicable	301 100.0%
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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	54 77.1%
Sometimes	15 21.4%
Never	1 1.4%
Total	70 100.0%

**Cumulative Yearly Totals**

Always	148 78.3%
Sometimes	37 19.6%
Never	4 2.1%
Total	189 100.0%

Not Applicable	2 100.0%
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**Comments:**

**Adult:**

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- #9625 - BetEL - Treatment not efficient
  - #9665 - There are no psychiatrists available at A New Dawn.

**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	9 28.1%	1 25.0%
Never	23 71.9%	3 75.0%
Total	32 100.0%	4 100.0%

**Cumulative Yearly Totals**

	<b>Parent/Guardian Child/Adolescent</b>	
Always	6 4.4%	- -
Sometimes	30 21.9%	4 33.3%
Never	101 73.7%	8 66.7%
Total	137 100.0%	12 100.0%

**Parent/Guardian:**

**Child/Adolescent:**

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

	<b>Adult</b>
Always	58 82.9%
Sometimes	12 17.1%
Total	70 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Always	31 96.9%	3 75.0%
Sometimes	1 3.1%	1 25.0%
Total	32 100.0%	4 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>
Always	164 85.9%
Sometimes	26 13.6%
Never	1 0.5%
Total	191 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Always	125 91.2%	10 83.3%
Sometimes	10 7.3%	2 16.7%
Never	2 1.5%	- -
Total	137 100.0%	12 100.0%

**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	38 54.3%
A Little Better	21 30.0%
About The Same	8 11.4%
A Little Worse	3 4.3%
Total	70 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Much Better	12 37.5%	2 50.0%
A Little Better	13 40.6%	1 25.0%
About The Same	5 15.6%	1 25.0%
A Little Worse	2 6.3%	- -
Total	32 100.0%	4 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>
Much Better	104 54.5%
A Little Better	59 30.9%
About The Same	20 10.5%
A Little Worse	6 3.1%
Much Worse	2 1.0%
Total	191 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Much Better	59 43.1%	8 66.7%
A Little Better	50 36.5%	3 25.0%
About The Same	17 12.4%	1 8.3%
A Little Worse	5 3.6%	- -
Much Worse	6 4.4%	- -
Total	137 100.0%	12 100.0%

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

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#9625 - BetEI - Treatment not efficient

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#1002 - Getting worse due to having to move, a lot of anxiety

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8924 - I'm not receiving housing or disability- HAO

**Parent/Guardian Child/Adolescent**

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#9584 - Depends on the day, meds don't always help

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At KidsPeace Hospital, it was more of a traumatic experience, he resents me for sending him there. I think it's more of a behavior issue than mental health issue, but they are so quick to send children there and it's not effective.

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#9611 - KidsPeace Hospital- she needs change of therapist

**Child/Adolescent:**

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#9611 - KidsPeace Hospital - Therapist not efficient

**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.**