

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
4th Quarter/EOY
October 1, 2021 to December 31, 2021

**Recovery Partnership
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Bethlehem, PA 18018
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Provider Specific Questions

Access to Services

Q1. Is your service provider easy to contact?

	Adult	Parent/Guardian	Child/Adolescent
Yes	35 94.6%	22 100.0%	1 100.0%
No	2 5.4%	- -	- -
Total	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Yes	58 96.7%
No	2 3.3%
Total	60 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	215 94.3%	144 90.6%	13 100.0%
No	13 5.7%	15 9.4%	- -
Total	228 100.0%	159 100.0%	13 100.0%

All Surveys

Yes	372 93.0%
No	28 7.0%
Total	400 100.0%

Comments:

Adult:

Pa Mentor doesn't return my calls until the next day.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Always	33 89.2%	19 86.4%	1 100.0%
Almost Always	3 8.1%	3 13.6%	- -
Sometimes	1 2.7%	- -	- -
Never	- -	- -	- -
Total	37 100.0%	22 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	36 97.3%	22 100.0%	1 100.0%
Negative	1 2.7%	- -	- -

Total All Surveys

Always	53 88.3%
Almost Always	6 10.0%
Sometimes	1 1.7%
Never	- -
Total	60 100.0%

Positive	59 98.3%
Negative	1 1.7%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	181 79.4%	117 73.6%	12 92.3%
Almost Always	33 14.5%	28 17.6%	- -
Sometimes	10 4.4%	10 6.3%	1 7.7%
Never	4 1.8%	4 2.5%	- -
Total	228 100.0%	159 100.0%	13 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	214 93.9%	145 91.2%	12 92.3%
Negative	14 6.1%	14 8.8%	1 7.7%

Total All Surveys

Always	310 77.5%
Almost Always	61 15.3%
Sometimes	21 5.3%
Never	8 2.0%
Total	400 100.0%

Positive	371 92.8%
Negative	29 7.3%

Comments:

Adult:

Parent/Guardian:

When my son's support service person from Team Services is out sick or on vacation, he cannot attend school.

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

		Adult	Parent/Guardian	Child/Adolescent
Yes	20	19	-	
	54.1%	86.4%	-	
No	17	3	1	
	45.9%	13.6%	100.0%	
Totals	37	22	1	
	100.0%	100.0%	100.0%	

Total All Surveys

Yes	39	65.0%
No	21	35.0%
Totals	60	100.0%

Cummulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes	134	106	8	
	58.8%	66.7%	61.5%	
No	94	53	5	
	41.2%	33.3%	38.5%	
Totals	228	159	13	
	100.0%	100.0%	100.0%	

Total All Surveys

Yes	248	62.0%
No	152	38.0%
Totals	400	100.0%

Comments:

Adult:

#9746 - H&L Psychological Services OPMH - Did not inform me
did not inform me. 9071

9749 H&L Psychological Services did not inform me how to do this.

#9766 - H & L Psychological Services OPMH- I'm not informed

9796 Bet EI did not tell me how to.

#9820 - HAO- I'm Not informed

#1433 - not informed- Bet-EI

Mr Herschman did not inform me.

#9821 - Bet EI -Not informed

Parent/Guardian:

#6276 - H & L Psychological Services

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

	Adult	Parent/Guardian	Child/Adolescent
Always	35 94.6%	20 90.9%	1 100.0%
Almost Always	1 2.7%	- -	- -
Sometimes	1 2.7%	2 9.1%	- -
Never	- -	- -	- -
Totals	37 100.0%	22 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	36 97.3%	20 90.9%	1 100.0%
Negative	1 2.7%	2 9.1%	- -
Total	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Always	56 93.3%
Almost Always	1 1.7%
Sometimes	3 5.0%
Never	- -
Totals	60 100.0%

Positive	57 95.0%
Negative	3 5.0%
Total	60 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	191 83.8%	124 78.0%	12 92.3%
Almost Always	22 9.6%	21 13.2%	1 7.7%
Sometimes	10 4.4%	10 6.3%	- -
Never	5 2.2%	4 2.5%	- -
Totals	228 100.0%	159 100.0%	13 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	213 93.4%	145 91.2%	13 100.0%
Negative	15 6.6%	14 8.8%	- -
Total	228 100.0%	159 100.0%	13 100.0%

Total All Surveys

Always	327 81.8%
Almost Always	44 11.0%
Sometimes	20 5.0%
Never	9 2.3%
Totals	400 100.0%

Positive	371 92.8%
Negative	29 7.3%
Total	400 100.0%

Comments:

Adult:

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	36 97.3%	22 100.0%	1 100.0%
No	1 2.7%	- -	- -
Totals	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Yes	59 98.3%
No	1 1.7%
Totals	60 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	216 94.7%	139 87.4%	13 100.0%
No	12 5.3%	20 12.6%	- -
Totals	228 100.0%	159 100.0%	13 100.0%

Total All Surveys

Yes	368 92.0%
No	32 8.0%
Totals	400 100.0%

Comments:

Adult:

#9836 - Bet EI - I have the same symptoms

Parent/Guardian:

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		37	22	1
		100.0%	100.0%	100.0%
No		-	-	-
		-	-	-
Totals		37	22	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes	60
	100.0%
No	-
	-
Totals	60
	100.0%

Cummulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		218	140	12
		95.6%	88.1%	92.3%
No		10	19	1
		4.4%	11.9%	7.7%
Totals		228	159	13
		100.0%	100.0%	100.0%

Total All Surveys

Yes	370
	92.5%
No	30
	7.5%
Totals	400
	100.0%

Comments:

Adult:

Parent/Guardian:

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	35 94.6%	22 100.0%	1 100.0%
No	2 5.4%	- -	- -
Totals	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Yes	58 96.7%
No	2 3.3%
Totals	60 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	206 90.4%	138 86.8%	10 76.9%
No	22 9.6%	21 13.2%	3 23.1%
Totals	228 100.0%	159 100.0%	13 100.0%

Total All Surveys

Yes	354 88.5%
No	46 11.5%
Totals	400 100.0%

Comments:

Adult:

5989 Not at Preventive Measures

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	37 100.0%	22 100.0%	1 100.0%
No	- -	- -	- -
Totals	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Yes	60 100.0%
No	- -
Totals	60 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	216 94.7%	144 90.6%	12 92.3%
No	12 5.3%	15 9.4%	1 7.7%
Totals	228 100.0%	159 100.0%	13 100.0%

Total All Surveys

Yes	372 93.0%
No	28 7.0%
Totals	400 100.0%

Comments:

Adult:

Parent/Guardian:

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 70.3%	18 81.8%	- -
Somewhat Hopeful	11 29.7%	4 18.2%	1 100.0%
Less Than Hopeful	-	-	-
Not At All Hopeful	-	-	-
Total	37 100.0%	22 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	37 100.0%	22 100.0%	1 100.0%
Negative	-	-	-
Totals	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Very Hopeful	44 73.3%
Somewhat Hopeful	16 26.7%
Less Than Hopeful	-
Not At All Hopeful	-
Total	60 100.0%

Positive	60 100.0%
Negative	-
Totals	60 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	150 65.8%	111 69.8%	6 46.2%
Somewhat Hopeful	71 31.1%	39 24.5%	7 53.8%
Less Than Hopeful	6 2.6%	2 1.3%	-
Not At All Hopeful	1 0.4%	7 4.4%	-
Total	228 100.0%	159 100.0%	13 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	221 96.9%	150 94.3%	13 100.0%
Negative	7 3.1%	9 5.7%	-
Totals	228 100.0%	159 100.0%	13 100.0%

Total All Surveys

Very Hopeful	267 66.8%
Somewhat Hopeful	117 29.3%
Less Than Hopeful	8 2.0%
Not At All Hopeful	8 2.0%
Total	400 100.0%

Positive	384 96.0%
Negative	16 4.0%
Totals	400 100.0%

Comments:

Adult:

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	36 97.3%	22 100.0%	1 100.0%
No	1 2.7%	- -	- -
Totals	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Yes	59 98.3%
No	1 1.7%
Totals	60 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	226 99.1%	153 96.2%	13 100.0%
No	2 0.9%	6 3.8%	- -
Totals	228 100.0%	159 100.0%	13 100.0%

All Surveys

Yes	392 98.0%
No	8 2.0%
Totals	400 100.0%

Comments:

Adult:

There was slight negativity on my both our parts when I met my ICM from Pa Mentor.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	33 89.2%	21 95.5%	1 100.0%
Somewhat Comfortable	4 10.8%	-	-
Less than Comfortable	-	-	-
Not al all Comfortable	-	1 4.5%	-
Totals	37 100.0%	22 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	37 100.0%	21 95.5%	1 100.0%
Negative	-	1 4.5%	-
Totals	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Very Comfortable	55 91.7%
Somewhat Comfortable	4 6.7%
Less than Comfortable	-
Not al all Comfortable	1 1.7%
Totals	60 100.0%

Positive	59 98.3%
Negative	1 1.7%
Totals	60 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	206 90.4%	144 90.6%	11 84.6%
Somewhat Comfortable	18 7.9%	10 6.3%	1 7.7%
Less than Comfortable	1 0.4%	3 1.9%	-
Not al all Comfortable	3 1.3%	2 1.3%	1 7.7%
Totals	228 100.0%	159 100.0%	13 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	224 98.2%	154 96.9%	12 92.3%
Negative	4 1.8%	5 3.1%	1 7.7%
Totals	228 100.0%	159 100.0%	13 100.0%

Total All Surveys

Very Comfortable	361 90.3%
Somewhat Comfortable	29 7.3%
Less than Comfortable	4 1.0%
Not al all Comfortable	6 1.5%
Totals	400 100.0%

Positive	390 97.5%
Negative	10 2.5%
Totals	400 100.0%

Comments:

Adult:

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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	23 62.2%	11 50.0%	1 100.0%
No	14 37.8%	11 50.0%	- -
Totals	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Yes	35 58.3%
No	25 41.7%
Totals	60 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	126 55.3%	80 50.3%	9 69.2%
No	102 44.7%	79 49.7%	4 30.8%
Totals	228 100.0%	159 100.0%	13 100.0%

All Surveys

Yes	215 53.8%
No	185 46.3%
Totals	400 100.0%

Comments:

Adult:

#9746 - H & L Psychological Services OPMH - I'm not informed

H & L told me about it but it wasn't needed.

9816 No suggestions were made by Preventive measures.

#9820 - HAO- I'm not informed

#1433 - Not informed - Bet-EI

9815 not by Preventive Measures

6124 Not by Preventive Measures

5989 Not at Preventive Measures

#9821 - Bet EI - I'm not informed

#9842 - Preventive Measures - I'm not informed

#9827 - HAO - I'm not informed

Parent/Guardian:

9806 may be too young

9814- too young

9837 I was not informed by Holcomb.

9823 I was not informed by Bet EI.

9839 I was not informed about this by Bet EI.

9822 I was not informed by Bet EI how to file a complaint.

#8097 HAO - I'm not informed

#9834 - Omni - I wasn't informed

#9845 - Team Counseling - I'm not informed

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	30 81.1%	22 100.0%	1 100.0%
	No	7 18.9%	- -	- -
	Total	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

	Yes	53 88.3%
	No	7 11.7%
	Total	60 100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
	Yes	182 79.8%	131 82.4%	11 84.6%
	No	46 20.2%	28 17.6%	2 15.4%
	Total	228 100.0%	159 100.0%	13 100.0%

All Surveys

	Yes	324 81.0%
	No	76 19.0%
	Total	400 100.0%

Comments:

Adult:

#9746 - H & L Psychological Services OPMH - I'm not informed

Bet El did not inform me. I also have memory problems. 9071

H&L Psychological Services did not inform me.

#9820 - HAO- I'm not informed

5989 Not by Preventive Measures

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Always	32 86.5%	20 90.9%	1 100.0%
Almost Always	2 5.4%	2 9.1%	- -
Sometimes	3 8.1%	- -	- -
Never	- -	- -	- -
Total	37 100.0%	22 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	34 91.9%	22 100.0%	1 100.0%
Negative	3 8.1%	- -	- -
Total	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Always	53 88.3%
Almost Always	4 6.7%
Sometimes	3 5.0%
Never	- -
Total	60 100.0%

Positive	57 95.0%
Negative	3 5.0%
Total	60 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	186 81.6%	139 87.4%	11 84.6%
Almost Always	16 7.0%	9 5.7%	1 7.7%
Sometimes	10 4.4%	1 0.6%	- -
Never	16 7.0%	10 6.3%	1 7.7%
Total	228 100.0%	159 100.0%	13 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	202 88.6%	148 93.1%	12 92.3%
Negative	26 11.4%	11 6.9%	1 7.7%
Total	228 100.0%	159 100.0%	13 100.0%

Total All Surveys

Always	336 84.0%
Almost Always	26 6.5%
Sometimes	11 2.8%
Never	27 6.8%
Total	400 100.0%

Positive	362 90.5%
Negative	38 9.5%
Total	400 100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	26 74.3%	21 95.5%	1 100.0%
No	9 25.7%	1 4.5%	- -
Total	35 100.0%	22 100.0%	1 100.0%

	Adult
Not Applicable	2 100.0%

Total All Surveys

Yes	48 82.8%
No	10 17.2%
Total	58 100.0%

Not Applicable	2 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	149 71.6%	125 84.5%	12 92.3%
No	59 28.4%	23 15.5%	1 7.7%
Total	208 100.0%	148 100.0%	13 100.0%

	Adult	Parent/Guardian
Not Applicable	20 100.0%	11 100.0%

All Surveys

Yes	194 76.7%
No	59 23.3%
Total	253 100.0%

Not Applicable	24 100.0%
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Comments:

Adult:

#9746 - H & L Psychological Services OPMH -

I don't remember. 9071

#9804 - HAO - I didn't receive copy

5989 Not from Preventive Measures

#9827 - HAO - I don't remember

Parent/Guardian:

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	32 91.4%	22 100.0%	1 100.0%
No	3 8.6%	- -	- -
Total	35 100.0%	22 100.0%	1 100.0%

	Adult
Not Applicable	2 100.0%

Total All Surveys

Yes	55 94.8%
No	3 5.2%
Total	58 100.0%

Not Applicable	2 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	195 89.4%	149 95.5%	13 100.0%
No	23 10.6%	7 4.5%	- -
Total	218 100.0%	156 100.0%	13 100.0%

	Adult	Parent/Guardian
Not Applicable	10 100.0%	3 100.0%

All Surveys

Yes	357 92.2%
No	30 7.8%
Total	387 100.0%

Not Applicable	13 100.0%
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Comments:

Adult:

#9795 - Step by Step - I'm not informed

5989 Not with Preventive Measures

No suggestions made by Pa Mentor.

Parent/Guardian:

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	24 64.9%	16 72.7%	- -
No	13 35.1%	6 27.3%	1 100.0%
Total	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Yes	40 66.7%
No	20 33.3%
Total	60 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	125 54.8%	95 59.7%	5 38.5%
No	103 45.2%	64 40.3%	8 61.5%
Total	228 100.0%	159 100.0%	13 100.0%

All Surveys

Yes	225 56.3%
No	175 43.8%
Total	400 100.0%

Comments:

Adult:

9071 I was not informed.

#9795 - I'm not informed

#9820 - HAO - I'm not informed, I don't remember

#1433 - I don't know

#9821 - Not informed

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		4	4	-
		10.8%	18.2%	-
No		33	18	1
		89.2%	81.8%	100.0%
Total		37	22	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes		8
		13.3%
No		52
		86.7%
Total		60
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		13	8	-
		5.7%	5.0%	-
No		215	151	13
		94.3%	95.0%	100.0%
Total		228	159	13
		100.0%	100.0%	100.0%

All Surveys

Yes		21
		5.3%
No		379
		94.8%
Total		400
		100.0%

Question 20. How easy was the process to navigate?

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

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

Total All Surveys

Very Easy	6 75.0%
Somewhat Easy	1 12.5%
Somewhat Difficult	- -
Very Difficult	1 12.5%
Total	8 100.0%

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

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	7 63.6%	7 77.8%	- -
Somewhat Easy	3 27.3%	1 11.1%	- -
Somewhat Difficult	1 9.1%	- -	- -
Very Difficult	- -	1 11.1%	- -
Total	11 100.0%	9 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	10 90.9%	8 88.9%	- -
Negative	1 9.1%	1 11.1%	- -
Total	11 100.0%	9 100.0%	- -

Total All Surveys

Very Easy	14 70.0%
Somewhat Easy	4 20.0%
Somewhat Difficult	1 5.0%
Very Difficult	1 5.0%
Total	20 100.0%

Positive	18 90.0%
Negative	2 10.0%
Total	20 100.0%

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		33	21	1
		89.2%	95.5%	100.0%
No		4	1	-
		10.8%	4.5%	-
Total		37	22	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes		55
		91.7%
No		5
		8.3%
Total		60
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		204	146	11
		89.5%	91.8%	84.6%
No		24	13	2
		10.5%	8.2%	15.4%
Total		228	159	13
		100.0%	100.0%	100.0%

All Surveys

Yes		361
		90.3%
No		39
		9.8%
Total		400
		100.0%

Comments:

Adult:

#1433 - not enough choices

6124 Hoping to get another place but is happy with Pyramid

I don't know of other providers.

Both psychiatrists and therapists are very limited and difficult to find.

Parent/Guardian:

We have not been able to find him any suitable counselors.

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes		35	22	1
		94.6%	100.0%	100.0%
No		2	-	-
		5.4%	-	-
Total		37	22	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes		58
		96.7%
No		2
		3.3%
Total		60
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		220	152	10
		96.5%	95.6%	76.9%
No		8	7	3
		3.5%	4.4%	23.1%
Total		228	159	13
		100.0%	100.0%	100.0%

All Surveys

Yes		382
		95.5%
No		18
		4.5%
Total		400
		100.0%

Comments:

Adult:

Rebecca from New Dawn moved several times. I live in Emmaus, she's in Bethlehem now, so we do virtual and its so much easier that way.

#1433 - Too far

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	6 100.0%	7 100.0%	- -
No	- -	- -	- -
Total	6 100.0%	7 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	31 100.0%	15 100.0%	1 100.0%

Total All Surveys

Yes	13 100.0%
No	- -
Total	13 100.0%

Not Applicable	47 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	25 89.3%	21 100.0%	3 100.0%
No	3 10.7%	- -	- -
Total	28 100.0%	21 100.0%	3 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	200 100.0%	138 100.0%	10 100.0%

All Surveys

Yes	49 94.2%
No	3 5.8%
Total	52 100.0%

Not Applicable	348 100.0%
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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	5 100.0%	8 100.0%	- -
No	- -	- -	- -
Total	5 100.0%	8 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	32 100.0%	14 100.0%	1 100.0%

Total All Surveys

Yes	13 100.0%
No	- -
Total	13 100.0%

Not Applicable	47 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	26 100.0%	23 100.0%	3 100.0%
No	- -	- -	- -
Total	26 100.0%	23 100.0%	3 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	202 100.0%	136 100.0%	10 100.0%

All Surveys

Yes	52 100.0%
Total	52 100.0%

Not Applicable	348 100.0%
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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?

	Adult	Parent/Guardian	Child/Adolescent
Yes	25 67.6%	21 95.5%	1 100.0%
No	12 32.4%	1 4.5%	- -
Total	37 100.0%	22 100.0%	1 100.0%

Total All Surveys

Yes	47 78.3%
No	13 21.7%
Total	60 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	153 67.1%	120 75.5%	10 76.9%
No	75 32.9%	39 24.5%	3 23.1%
Total	228 100.0%	159 100.0%	13 100.0%

All Surveys

Yes	283 70.8%
No	117 29.3%
Total	400 100.0%

Comments:

Adult:

#9746 - I'm not informed

I am not informed. 9071

I don't remember getting anything about Magellan from H&L Psychological Services OPMH.

#9820 - I'm not informed

#1433 - I'm not informed

#9821 - not informed

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	5 83.3%	7 100.0%	- -
No	1 16.7%	- -	- -
Total	6 100.0%	7 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	31 100.0%	15 100.0%	1 100.0%

Total All Surveys

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

Not Applicable	47 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	26 89.7%	19 95.0%	3 100.0%
No	3 10.3%	1 5.0%	- -
Total	29 100.0%	20 100.0%	3 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	199 100.0%	139 100.0%	10 100.0%

All Surveys

Yes	48 92.3%
No	4 7.7%
Total	52 100.0%

Not Applicable	348 100.0%
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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	31 86.1%
Sometimes	5 13.9%
Total	36 100.0%
Not Applicable	1 100.0%

Cumulative Yearly Totals

Always	179 79.6%
Sometimes	42 18.7%
Never	4 1.8%
Total	225 100.0%
Not Applicable	3 100.0%

Comments:

Adult:

I don't currently have a therapist or psychiatrist.

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent	
Always	1 4.5%	- -
Sometimes	7 31.8%	- -
Never	14 63.6%	1 100.0%
Total	22 100.0%	1 100.0%

Cumulative Yearly Totals

	Parent/Guardian Child/Adolescent	
Always	7 4.4%	- -
Sometimes	37 23.3%	4 30.8%
Never	115 72.3%	9 69.2%
Total	159 100.0%	13 100.0%

Parent/Guardian:

#9845 - Paraprofessional was not approved for full school day

Child/Adolescent:

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

	Adult
Always	32 86.5%
Sometimes	4 10.8%
Never	1 2.7%
Total	37 100.0%

	Parent/Guardian Child/Adolescent	
Always	21 95.5%	1 100.0%
Sometimes	1 4.5%	- -
Total	22 100.0%	1 100.0%

Cumulative Yearly Totals

	Adult
Always	196 86.0%
Sometimes	30 13.2%
Never	2 0.9%
Total	228 100.0%

	Parent/Guardian Child/Adolescent	
Always	146 91.8%	11 84.6%
Sometimes	11 6.9%	2 15.4%
Never	2 1.3%	- -
Total	159 100.0%	13 100.0%

Comments:

Adult:

Parent/Guardian:

Child/Adolescent:

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

	Adult
Much Better	24 64.9%
A Little Better	10 27.0%
About The Same	3 8.1%
Total	37 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	16 72.7%	- -
A Little Better	6 27.3%	1 100.0%
Total	22 100.0%	1 100.0%

Cumulative Yearly Totals

	Adult
Much Better	128 56.1%
A Little Better	69 30.3%
About The Same	23 10.1%
A Little Worse	6 2.6%
Much Worse	2 0.9%
Total	228 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	75 47.2%	8 61.5%
A Little Better	56 35.2%	4 30.8%
About The Same	17 10.7%	1 7.7%
A Little Worse	5 3.1%	- -
Much Worse	6 3.8%	- -
Total	159 100.0%	13 100.0%

Comments:

Adult:

Parent/Guardian Child/Adolescent

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.

C/FST staff gave the member the Magellan member handbook and John Lees contact information.