

Recovery Partnership  
Consumer/Family Satisfaction Team  
Report on:

**Lehigh County HealthChoices**

Full Report  
1st Quarter  
January 1, 2022 to March 31, 2022

**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	59 98.3%	36 94.7%	- -
No	1 1.7%	2 5.3%	1 100.0%
Total	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	95 96.0%
No	4 4.0%
Total	99 100.0%

**Cummulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Yes	59 98.3%	36 94.7%	- -
No	1 1.7%	2 5.3%	1 100.0%
Total	60 100.0%	38 100.0%	1 100.0%

**All Surveys**

Yes	95 96.0%
No	4 4.0%
Total	99 100.0%

**Comments:**

**Adult:**

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#7391 - Horizon House- Robbins Bower - Half the staff was easy to talk to

**Parent/Guardian:**

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9892 through email but I don't always hear back though from PA Mentor

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#9985 - HAO - Very difficult to contact HAO

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#9985 - HAO - it's difficult to contact them HAO

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7372 PA Mentor does not respond to phone calls

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

	Adult	Parent/Guardian	Child/Adolescent
Always	51 85.0%	28 73.7%	- -
Almost Always	5 8.3%	8 21.1%	- -
Sometimes	4 6.7%	2 5.3%	1 100.0%
Never	- -	- -	- -
Total	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	56 93.3%	36 94.7%	- -
Negative	4 6.7%	2 5.3%	1 100.0%

**Total All Surveys**

Always	79 79.8%
Almost Always	13 13.1%
Sometimes	7 7.1%
Never	- -
Total	99 100.0%

Positive	92 92.9%
Negative	7 7.1%

**Cummulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Always	51 85.0%	28 73.7%	- -
Almost Always	5 8.3%	8 21.1%	- -
Sometimes	4 6.7%	2 5.3%	1 100.0%
Never	- -	- -	- -
Total	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	56 93.3%	36 94.7%	- -
Negative	4 6.7%	2 5.3%	1 100.0%

**Total All Surveys**

Always	79 79.8%
Almost Always	13 13.1%
Sometimes	7 7.1%
Never	- -
Total	99 100.0%

Positive	92 92.9%
Negative	7 7.1%

**Comments:**

**Adult:**

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The ICMs from PA Mentor are not coming or returning calls; previously I had no problems.

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#7391 - Horizon House- Robbins Bower - About 1/3 of the time

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9969- At Preventive Measures there's not many therapy appointments for full-time workers after 5pm.

**Parent/Guardian:**

**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	38 63.3%	31 81.6%	- -
No	22 36.7%	7 18.4%	1 100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	69 69.7%
No	30 30.3%
Totals	99 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	38 63.3%	31 81.6%	- -
No	22 36.7%	7 18.4%	1 100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	69 69.7%
No	30 30.3%
Totals	99 100.0%

**Comments:**

**Adult:**

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#9920 - HAO - not informed

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#7391 - Horizon House - Robbins Bower - not informed

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#8367 - Preventive Measures. - not informed

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#9972 - not informed

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#9973 - not informed

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#9978 - Bet El - not informed

---

0012 - Tendai Mary Mawindi - I'm not informed

---

HAO did not tell me how to file a complaint with them.

**Parent/Guardian:**

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#9907 - KidsPeace - not informed

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#9985 - HAO - I'm not informed

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#9985 - HAO - not informed

---

9998 - I'm not informed



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

	Adult	Parent/Guardian	Child/Adolescent
Always	52 86.7%	29 76.3%	- -
Almost Always	5 8.3%	6 15.8%	- -
Sometimes	3 5.0%	2 5.3%	1 100.0%
Never	- -	1 2.6%	- -
Totals	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	57 95.0%	35 92.1%	- -
Negative	3 5.0%	3 7.9%	1 100.0%
Total	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Always	81 81.8%
Almost Always	11 11.1%
Sometimes	6 6.1%
Never	1 1.0%
Totals	99 100.0%

Positive	92 92.9%
Negative	7 7.1%
Total	99 100.0%

**Cummulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Always	52 86.7%	29 76.3%	- -
Almost Always	5 8.3%	6 15.8%	- -
Sometimes	3 5.0%	2 5.3%	1 100.0%
Never	- -	1 2.6%	- -
Totals	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	57 95.0%	35 92.1%	- -
Negative	3 5.0%	3 7.9%	1 100.0%
Total	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Always	81 81.8%
Almost Always	11 11.1%
Sometimes	6 6.1%
Never	1 1.0%
Totals	99 100.0%

Positive	92 92.9%
Negative	7 7.1%
Total	99 100.0%

**Comments:**

**Adult:**

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9969-At Preventive Measures, when I worked from 8:30- 5:00, it was hard to be seen.

**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	59 98.3%	34 89.5%	- -
No	1 1.7%	4 10.5%	1 100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	93 93.9%
No	6 6.1%
Totals	99 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	59 98.3%	34 89.5%	- -
No	1 1.7%	4 10.5%	1 100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

% Satisfied	50.0%
95% Confidence Interval	±7.0%
Yes	93 93.9%
No	6 6.1%
Totals	99 100.0%

**Comments:**

**Adult:**

---

#7391 - Horizon House - Got transfer to the hospital

**Parent/Guardian:**

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8190 He is going backwards a little now but mostly positive

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9892 too much turnover, who we have quit. Inconsistency is not good for my son.spoke to the supervisor at PA Mentor already.

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#0085 - HAO - She has not improved

---

#9985 - HAO - difficult to contact

---

9998 - I'm not informed

---

7372 Somewhat

**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	59 98.3%	35 92.1%	- -
No	1 1.7%	3 7.9%	1 100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	94 94.9%
No	5 5.1%
Totals	99 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	59 98.3%	35 92.1%	- -
No	1 1.7%	3 7.9%	1 100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	94 94.9%
No	5 5.1%
Totals	99 100.0%

**Comments:**

**Adult:**

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#7391 - Horizon House- Robbins Bower- Not informed

**Parent/Guardian:**

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9892 I haven't talked to anyone. We don't even have a TSS. His BHC is never around. I have to do everything on my own at PA Mentor.

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#9985 - HAO - I'm not informed

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#9985 - HAO - I'm not informed

---

9998 - I'm not informed

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	54 90.0%	36 94.7%	1 100.0%
No	6 10.0%	2 5.3%	- -
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	91 91.9%
No	8 8.1%
Totals	99 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	54 90.0%	36 94.7%	1 100.0%
No	6 10.0%	2 5.3%	- -
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	91 91.9%
No	8 8.1%
Totals	99 100.0%

**Comments:**

**Adult:**

---

No one from PA Mentor ever asked me about my physical health.

---

Not at Horizon House Robins Bower

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#7391 - Horizon House- Robbins Bower - Didn't check her physically

---

9183 not at Robins Bower

**Parent/Guardian:**

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8190 Not at Omni



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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	59 98.3%	32 84.2%	- -
No	1 1.7%	6 15.8%	1 100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	91 91.9%
No	8 8.1%
Totals	99 100.0%

**Cummulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	59 98.3%	32 84.2%	- -
No	1 1.7%	6 15.8%	1 100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	91 91.9%
No	8 8.1%
Totals	99 100.0%

**Comments:**

**Adult:**

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My psychiatrist at Lehigh Valley mental health at 17th and Chew Street isn't effectively treating my insomnia.  
Sometimes

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#7391 - Horizon House - Robbins Bower - Services not effective

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**Parent/Guardian:**

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8190 The therapy is not consistent. There is no one to fill in when therapist is out at Omni

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9892 If someone is here from PA Mentor Lack of communication and inconsistency. The school is helping.

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I waited 7 years to get a social worker for my son.

---

I was not happy with Pa Mentor. The BSC only spent two hours a week with my son. I dropped the services.

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#9985 - HAO - They don't inform me about her treatment

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#9985 - HAO - I'm not informed

---

9998 - Therapist not effective

---

7372 PA Mentor did not have staff to help my son in a timely manner. Ex-husband cancelled services because of it.

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## 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	42 70.0%	22 57.9%	- -
Somewhat Hopeful	17 28.3%	14 36.8%	1 100.0%
Less Than Hopeful	-	2 5.3%	-
Not At All Hopeful	1 1.7%	-	-
Total	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	59 98.3%	36 94.7%	1 100.0%
Negative	1 1.7%	2 5.3%	-
Totals	60 100.0%	38 100.0%	1 100.0%

### Total All Surveys

Very Hopeful	64 64.6%
Somewhat Hopeful	32 32.3%
Less Than Hopeful	2 2.0%
Not At All Hopeful	1 1.0%
Total	99 100.0%

Positive	96 97.0%
Negative	3 3.0%
Totals	99 100.0%

### Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	42 70.0%	22 57.9%	- -
Somewhat Hopeful	17 28.3%	14 36.8%	1 100.0%
Less Than Hopeful	-	2 5.3%	-
Not At All Hopeful	1 1.7%	-	-
Total	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	59 98.3%	36 94.7%	1 100.0%
Negative	1 1.7%	2 5.3%	-
Totals	60 100.0%	38 100.0%	1 100.0%

### Total All Surveys

Very Hopeful	64 64.6%
Somewhat Hopeful	32 32.3%
Less Than Hopeful	2 2.0%
Not At All Hopeful	1 1.0%
Total	99 100.0%

Positive	96 97.0%
Negative	3 3.0%
Totals	99 100.0%

**Comments:**

**Adult:**

---

#7391 - Horizon House - Robbins Bower - Services not effective

**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	59 98.3%	38 100.0%	1 100.0%
No	1 1.7%	- -	- -
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	98 99.0%
No	1 1.0%
Totals	99 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	59 98.3%	38 100.0%	1 100.0%
No	1 1.7%	- -	- -
Totals	60 100.0%	38 100.0%	1 100.0%

**All Surveys**

% Satisfied	50.0%
95% Confidence Interval	±7.0%
Yes	98 99.0%
No	1 1.0%
Totals	99 100.0%

**Comments:**

**Adult:**

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9969- My psychiatrist at Preventive Measures sometimes presumes that I self-diagnosing because I am well educated.

**Parent/Guardian:**

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	53 88.3%	36 94.7%	1 100.0%
Somewhat Comfortable	6 10.0%	2 5.3%	- -
Less than Comfortable	-	-	-
Not al all Comfortable	1 1.7%	-	-
Totals	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	59 98.3%	38 100.0%	1 100.0%
Negative	1 1.7%	-	-
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Very Comfortable	90 90.9%
Somewhat Comfortable	8 8.1%
Less than Comfortable	-
Not al all Comfortable	1 1.0%
Totals	99 100.0%

Positive	98 99.0%
Negative	1 1.0%
Totals	99 100.0%

**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	53 88.3%	36 94.7%	1 100.0%
Somewhat Comfortable	6 10.0%	2 5.3%	- -
Less than Comfortable	-	-	-
Not al all Comfortable	1 1.7%	-	-
Totals	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	59 98.3%	38 100.0%	1 100.0%
Negative	1 1.7%	-	-
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Very Comfortable	90 90.9%
Somewhat Comfortable	8 8.1%
Less than Comfortable	-
Not al all Comfortable	1 1.0%
Totals	99 100.0%

Positive	98 99.0%
Negative	1 1.0%
Totals	99 100.0%

**Comments:**

**Adult:**

---

#7391 - Horizon House - Robbins Bower - Staff not approachable

**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	35 58.3%	13 34.2%	- -
No	25 41.7%	25 65.8%	1 100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	48 48.5%
No	51 51.5%
Totals	99 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	35 58.3%	13 34.2%	- -
No	25 41.7%	25 65.8%	1 100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

**All Surveys**

Yes	48 48.5%
No	51 51.5%
Totals	99 100.0%

## **Comments:**

### **Adult:**

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Salisbury Behavioral Health did not mention anything about peer-run or family-run programs yet.

---

3471 not at Omni

---

9914 not at HAO

---

#9878 - Bet EI - not informed

---

9931 Not at Haven House

---

8922 Not by Robins Bower

---

9924 not at St. Lukes

---

#9920 - HAO - not informed

---

#4937 - Horizon House RB - She doesn't remember

---

#9947 - LVHN Mental Health Clinic - I'm not informed

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#9957 - HAO - not informed

---

Bet EI never mentioned anything about any peer-run or family-run programs.

---

7182 Not at Lehigh Valley Hospital

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0012 - Tendai Mary Mawindi- I'm not informed

---

HAO did not suggest anything like this.

### **Parent/Guardian:**

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#9888 - Team Counseling - I'm not informed

---

8190 Not at Omni

---

Too young (2 yrs old)

---

9892 Never heard of this from PA Mentor

---

#9907 - KidsPeace - no suggestions

---

9921 But everyone works well as a team with the school, different therapists

---

#8302 - IU21 - not informed

---

#9954 - not informed

---

Glen Koch Associates did not suggest any programs like this.

---

#9985 - HAO - I'm not informed

---

#9985 - HAO - I'm not informed

---

9998 - I'm not informed

---

Too young

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0014 - Preventive Measures - too young

---

0008 - Progressions- I'm not informed

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0015 Not by Pinebrook

**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		53	33	1
		88.3%	86.8%	100.0%
No		7	5	-
		11.7%	13.2%	-
Total		60	38	1
		100.0%	100.0%	100.0%

**Total All Surveys**

Yes	87
	87.9%
No	12
	12.1%
Total	99
	100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		53	33	1
		88.3%	86.8%	100.0%
No		7	5	-
		11.7%	13.2%	-
Total		60	38	1
		100.0%	100.0%	100.0%

**All Surveys**

Yes	87
	87.9%
No	12
	12.1%
Total	99
	100.0%

**Comments:**

**Adult:**

---

#9947 - LVHN Mental Health Clinic- I'm not informed

---

0012 - Tendai Mary Mawindi - I'm not informed

**Parent/Guardian:**

---

#9985 - HAO - I'm not informed

---

9998 - I'm not informed

---

0014 - Preventive Measures- 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	49 81.7%	34 89.5%	- -
Almost Always	4 6.7%	1 2.6%	- -
Sometimes	5 8.3%	1 2.6%	1 100.0%
Never	2 3.3%	2 5.3%	- -
Total	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	53 88.3%	35 92.1%	- -
Negative	7 11.7%	3 7.9%	1 100.0%
Total	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Always	83 83.8%
Almost Always	5 5.1%
Sometimes	7 7.1%
Never	4 4.0%
Total	99 100.0%

Positive	88 88.9%
Negative	11 11.1%
Total	99 100.0%

**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Always	49 81.7%	34 89.5%	- -
Almost Always	4 6.7%	1 2.6%	- -
Sometimes	5 8.3%	1 2.6%	1 100.0%
Never	2 3.3%	2 5.3%	- -
Total	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	53 88.3%	35 92.1%	- -
Negative	7 11.7%	3 7.9%	1 100.0%
Total	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Always	83 83.8%
Almost Always	5 5.1%
Sometimes	7 7.1%
Never	4 4.0%
Total	99 100.0%

Positive	88 88.9%
Negative	11 11.1%
Total	99 100.0%

**Comments:**

**Adult:**

---

7182 Not at Lehigh Valley Hospital

0003 Not with Therese Norcott Gibbons

**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	45 77.6%	32 84.2%	- -
No	13 22.4%	6 15.8%	1 100.0%
Total	58 100.0%	38 100.0%	1 100.0%

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

**Total All Surveys**

Yes	77 79.4%
No	20 20.6%
Total	97 100.0%

Not Applicable	2 100.0%
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**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	45 77.6%	32 84.2%	- -
No	13 22.4%	6 15.8%	1 100.0%
Total	58 100.0%	38 100.0%	1 100.0%

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

**All Surveys**

Yes	77 79.4%
No	20 20.6%
Total	97 100.0%

Not Applicable	2 100.0%
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**Comments:**

**Adult:**

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9924 Not from St. Lukes

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9969- At Preventive Measures, I have never been given a copy of my treatment plan.

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9964-At PA Mentor, I have only been getting phone visits, which has really been difficult for me.

**Parent/Guardian:**



**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	56 93.3%	35 94.6%	1 100.0%
	No	4 6.7%	2 5.4%	- -
	Total	60 100.0%	37 100.0%	1 100.0%

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

**Total All Surveys**

	Yes	92 93.9%
	No	6 6.1%
	Total	98 100.0%

	Not Applicable	1 100.0%
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**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
	Yes	56 93.3%	35 94.6%	1 100.0%
	No	4 6.7%	2 5.4%	- -
	Total	60 100.0%	37 100.0%	1 100.0%

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

**All Surveys**

	Yes	92 93.9%
	No	6 6.1%
	Total	98 100.0%

	Not Applicable	1 100.0%
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**Comments:**

**Adult:**

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9924 Not at St. Lukes

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#7391 - Horizon House - Robbins Bower - Covid-19

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9969- At preventive Measures, I was never given the option to include anyone in my treatment.

**Parent/Guardian:**

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#9985 - HAO. - I'm not informed

---

9998 - I didn't participate

**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	28 46.7%	26 68.4%	- -
No	32 53.3%	12 31.6%	1 100.0%
Total	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	54 54.5%
No	45 45.5%
Total	99 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	28 46.7%	26 68.4%	- -
No	32 53.3%	12 31.6%	1 100.0%
Total	60 100.0%	38 100.0%	1 100.0%

**All Surveys**

Yes	54 54.5%
No	45 45.5%
Total	99 100.0%

**Comments:**

**Adult:**

---

#9878 - Not informed

---

#9920 - not informed

---

#9933 - not informed

---

#9938 - Not informed

---

4937 - not informed

---

#9947 - I'm not informed

---

#9956 - not informed

---

#9972 - not informed

---

#9973 - not informed

---

#9957 - not informed

---

#9978 - not informed

---

C/FST staff provided the information.

---

C/FST staff provided the member with the information .

---

0012 - I'm not informed

---

8419 - I'm not informed

**Parent/Guardian:**

---

#9907 - not informed

---

#9985 - I'm not informed

---

#9985 - I'm not informed

---

0014 - 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	5	-	-	
	8.3%	-	-	
No	55	38	1	
	91.7%	100.0%	100.0%	
Total	60	38	1	
	100.0%	100.0%	100.0%	

**Total All Surveys**

Yes	5
	5.1%
No	94
	94.9%
Total	99
	100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	5	-	-	
	8.3%	-	-	
No	55	38	1	
	91.7%	100.0%	100.0%	
Total	60	38	1	
	100.0%	100.0%	100.0%	

**All Surveys**

Yes	5
	5.1%
No	94
	94.9%
Total	99
	100.0%



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

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

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

**Total All Surveys**

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

Positive	3 100.0%
Negative	-
Total	3 100.0%

**Cumulative Yearly Totals**

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

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

**Total All Surveys**

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

Positive	3 100.0%
Negative	-
Total	3 100.0%

**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		54	33	1
		90.0%	86.8%	100.0%
No		6	5	-
		10.0%	13.2%	-
Total		60	38	1
		100.0%	100.0%	100.0%

**Total All Surveys**

Yes	88
	88.9%
No	11
	11.1%
Total	99
	100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		54	33	1
		90.0%	86.8%	100.0%
No		6	5	-
		10.0%	13.2%	-
Total		60	38	1
		100.0%	100.0%	100.0%

**All Surveys**

Yes	88
	88.9%
No	11
	11.1%
Total	99
	100.0%

**Comments:**

**Adult:**

---

There are not enough mental health providers available.

---

I am not aware of other providers.

---

Could use more resources

---

8922 somewhat

---

9924 The system is confusing and laws make everything difficult

---

There are not enough providers available that accept Magellan.

---

#7391 - Not enough choices

**Parent/Guardian:**

---

9929 There should be more and waitlists are long

---

Other places I tried had waiting lists or didn't accept my insurance.

---

#9985 - Because I'm not informed

---

9998 - I didn't get options

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	58	37	1	
	96.7%	97.4%	100.0%	
No	2	1	-	
	3.3%	2.6%	-	
Total	60	38	1	
	100.0%	100.0%	100.0%	

**Total All Surveys**

Yes	96
	97.0%
No	3
	3.0%
Total	99
	100.0%

**Cumulative Yearly Totals**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	58	37	1	
	96.7%	97.4%	100.0%	
No	2	1	-	
	3.3%	2.6%	-	
Total	60	38	1	
	100.0%	100.0%	100.0%	

**All Surveys**

Yes	96
	97.0%
No	3
	3.0%
Total	99
	100.0%

**Comments:**

**Adult:**

---

Horizon House Robins Bower is far from a bus stop but you can't go anywhere anywhere

---

9964- My services from my psychiatrist at Preventive Measures are very difficult because he talks fast and has a heavy foreign accent.

**Parent/Guardian:**

---

0014 - too far

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	14 100.0%	11 78.6%	- -
No	- -	3 21.4%	- -
Total	14 100.0%	14 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	46 100.0%	24 100.0%	1 100.0%

**Total All Surveys**

Yes	25 89.3%
No	3 10.7%
Total	28 100.0%

Not Applicable	71 100.0%
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**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Yes	14 100.0%	11 78.6%	- -
No	- -	3 21.4%	- -
Total	14 100.0%	14 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	46 100.0%	24 100.0%	1 100.0%

**All Surveys**

Yes	25 89.3%
No	3 10.7%
Total	28 100.0%

Not Applicable	71 100.0%
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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	14 100.0%	10 90.9%	- -
No	- -	1 9.1%	- -
Total	14 100.0%	11 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	46 100.0%	27 100.0%	1 100.0%

**Total All Surveys**

Yes	24 96.0%
No	1 4.0%
Total	25 100.0%

Not Applicable	74 100.0%
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**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Yes	14 100.0%	10 90.9%	- -
No	- -	1 9.1%	- -
Total	14 100.0%	11 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	46 100.0%	27 100.0%	1 100.0%

**All Surveys**

Yes	24 96.0%
No	1 4.0%
Total	25 100.0%

Not Applicable	74 100.0%
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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	40 66.7%	27 71.1%	- -
No	20 33.3%	11 28.9%	1 100.0%
Total	60 100.0%	38 100.0%	1 100.0%

**Total All Surveys**

Yes	67 67.7%
No	32 32.3%
Total	99 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	40 66.7%	27 71.1%	- -
No	20 33.3%	11 28.9%	1 100.0%
Total	60 100.0%	38 100.0%	1 100.0%

**All Surveys**

Yes	67 67.7%
No	32 32.3%
Total	99 100.0%

**Comments:**

**Adult:**

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#9920 - not informed

---

#9947 - I'm not informed

---

#9956 - not informed

---

#9973 - not informed

---

#9957 - not informed

---

0012 - I'm not informed

---

I was not previously given a member handbook from Magellan.

---

8419 - I'm not informed

**Parent/Guardian:**

---

#9907 - Not informed

---

#9985. - I'm not informed

---

#9985 - not informed

---

9998 - I'm not informed

---

0014 - I'm not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	13 100.0%	11 100.0%	- -
No	- -	- -	- -
Total	13 100.0%	11 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	47 100.0%	27 100.0%	1 100.0%

**Total All Surveys**

Yes	24 100.0%
No	- -
Total	24 100.0%

Not Applicable	75 100.0%
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**Cumulative Yearly Totals**

	Adult	Parent/Guardian	Child/Adolescent
Yes	13 100.0%	11 100.0%	- -
No	- -	- -	- -
Total	13 100.0%	11 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	47 100.0%	27 100.0%	1 100.0%

**All Surveys**

Yes	24 100.0%
Total	24 100.0%

Not Applicable	75 100.0%
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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	51 85.0%
Sometimes	8 13.3%
Never	1 1.7%
Total	60 100.0%

┌

**Cumulative Yearly Totals**

Always	51 85.0%
Sometimes	8 13.3%
Never	1 1.7%
Total	60 100.0%

┌

**Comments:**

**Adult:**

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PA Mentor was not showing up or returning calls, so I switched to Salisbury Behavioral Health; they are much better.

---

PA Mentor has been having a hard time hiring case mangers who are capable.

---

#7391 - Wellness Recovery Team

---

I have not been able to find any services since being at Horizon House Robbins Bower.

**Parent/Guardian:**

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

	<b>Parent/Guardian Child/Adolescent</b>	
Always	4 10.5%	1 100.0%
Sometimes	9 23.7%	- -
Never	25 65.8%	- -
Total	38 100.0%	1 100.0%

**Cumulative Yearly Totals**

	<b>Parent/Guardian Child/Adolescent</b>	
Always	4 10.5%	1 100.0%
Sometimes	9 23.7%	- -
Never	25 65.8%	- -
Total	38 100.0%	1 100.0%

**Parent/Guardian:**

---

8190 The therapist is not dependable

---

9889 In the beginning it was a bit of a hassle at CNNH Therapy

---

9892 PA Mentor is too inconsistent

---

Life Guidance services did not help my son.

---

#9985 - Communication problems

---

9998 - she didn't improve

---

7372 PA Mentor had staffing issues getting a TSS and a mobile therapist

---

We lost services due to the pandemic, now ABA Support Services is having difficulties hiring staff.

---

0015 Waiting for autism assessment for two years and waiting for a psychiatrist

**Child/Adolescent:**

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

	<b>Adult</b>
Always	52 86.7%
Sometimes	8 13.3%
Total	60 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Always	33 86.8%	1 100.0%
Sometimes	4 10.5%	- -
Never	1 2.6%	- -
Total	38 100.0%	1 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>
Always	52 86.7%
Sometimes	8 13.3%
Total	60 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Always	33 86.8%	1 100.0%
Sometimes	4 10.5%	- -
Never	1 2.6%	- -
Total	38 100.0%	1 100.0%



**Comments:**

**Adult:**

---

#7391 - Depending on what service

**Parent/Guardian:**

---

#9985 - They don't share information with me

**Child/Adolescent:**

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

	<b>Adult</b>
Much Better	32 53.3%
A Little Better	16 26.7%
About The Same	10 16.7%
A Little Worse	1 1.7%
Much Worse	1 1.7%
Total	60 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Much Better	17 44.7%	- -
A Little Better	14 36.8%	- -
About The Same	7 18.4%	1 100.0%
Total	38 100.0%	1 100.0%

**Cumulative Yearly Totals**

	<b>Adult</b>
Much Better	32 53.3%
A Little Better	16 26.7%
About The Same	10 16.7%
A Little Worse	1 1.7%
Much Worse	1 1.7%
Total	60 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Much Better	17 44.7%	- -
A Little Better	14 36.8%	- -
About The Same	7 18.4%	1 100.0%
Total	38 100.0%	1 100.0%

**Comments:**

**Adult:**

---

When I moved out of Lehigh County, my Penn Foundation psychiatrist switched my medications and they are not working.

---

#7391 - Life events, changing staff

---

I don't think I have gotten any better since going to Horizon House Robbins Bower.

**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.**

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Tahiara Jones would like a call because PA Mentor does not provide consistent care which she is looking for and is looking for a possibly a different provider if care can't be consistent with present provider.