

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
3rd Quarter
July 1, 2022 to September 30, 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	72 96.0%	27 100.0%	7 87.5%
No	3 4.0%	- -	1 12.5%
Total	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Yes	106 96.4%
No	4 3.6%
Total	110 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	184 96.8%	86 95.6%	11 84.6%
No	6 3.2%	4 4.4%	2 15.4%
Total	190 100.0%	90 100.0%	13 100.0%

All Surveys

Yes	281 95.9%
No	12 4.1%
Total	293 100.0%

Comments:

Adult:

I haven't had to call them yet. I've only been with them about a month.

It took a week for my ICM at Pa Mentor to return my call. 9594

I don't have to call Haven House.

At Neighborhood Health Center, sometimes my calls are not returned.

At OMNI, They usually don't answer the phone or return a left message.

Parent/Guardian:

0324 no response from Mid Atlantic Rehab Services

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

	Adult	Parent/Guardian	Child/Adolescent
Always	59 78.7%	21 77.8%	7 87.5%
Almost Always	10 13.3%	5 18.5%	- -
Sometimes	6 8.0%	1 3.7%	1 12.5%
Never	- -	- -	- -
Total	75 100.0%	27 100.0%	8 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	69 92.0%	26 96.3%	7 87.5%
Negative	6 8.0%	1 3.7%	1 12.5%

Total All Surveys

Always	87 79.1%
Almost Always	15 13.6%
Sometimes	8 7.3%
Never	- -
Total	110 100.0%

Positive	102 92.7%
Negative	8 7.3%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	158 83.2%	69 76.7%	9 69.2%
Almost Always	19 10.0%	16 17.8%	2 15.4%
Sometimes	13 6.8%	5 5.6%	2 15.4%
Never	- -	- -	- -
Total	190 100.0%	90 100.0%	13 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	177 93.2%	85 94.4%	11 84.6%
Negative	13 6.8%	5 5.6%	2 15.4%

Total All Surveys

Always	236 80.5%
Almost Always	37 12.6%
Sometimes	20 6.8%
Never	- -
Total	293 100.0%

Positive	273 93.2%
Negative	20 6.8%

Comments:

Adult:

At Peer Mentor, my ICM said she would see me on a Friday, then called and said that she was going to take off on Fridays, but didn't schedule.

At OMNI, I can only see my therapist when the psychiatrist is in the office, which is two days a week; none when he goes on vacation.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	55 73.3%	20 74.1%	6 75.0%
No	20 26.7%	7 25.9%	2 25.0%
Totals	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Yes	81 73.6%
No	29 26.4%
Totals	110 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	133 70.0%	64 71.1%	6 46.2%
No	57 30.0%	26 28.9%	7 53.8%
Totals	190 100.0%	90 100.0%	13 100.0%

Total All Surveys

Yes	203 69.3%
No	90 30.7%
Totals	293 100.0%

Comments:

Adult:

8511 - Holcomb - Not Informed

0220 - Access Services - Not informed

0233 She tried filing a complaint with the supervisor at Pa Mentor but she did not get a favorable outcome.

0249 - KidsPeace - not informed

0248 - HAO - not informed

0313 - [REDACTED]

0320 - HAO -not informed

The office manager at OMNI does not return calls.

Parent/Guardian:

0157 - KidsPeace - not informed

0298 - PA Mentor - not informed

0314 - Kids Peace. - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	61 81.3%	22 81.5%	5 62.5%
Almost Always	9 12.0%	2 7.4%	2 25.0%
Sometimes	4 5.3%	1 3.7%	1 12.5%
Never	1 1.3%	2 7.4%	-
Totals	75 100.0%	27 100.0%	8 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	70 93.3%	24 88.9%	7 87.5%
Negative	5 6.7%	3 11.1%	1 12.5%
Total	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Always	88 80.0%
Almost Always	13 11.8%
Sometimes	6 5.5%
Never	3 2.7%
Totals	110 100.0%

Positive	101 91.8%
Negative	9 8.2%
Total	110 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	161 84.7%	70 77.8%	8 61.5%
Almost Always	19 10.0%	14 15.6%	3 23.1%
Sometimes	9 4.7%	3 3.3%	2 15.4%
Never	1 0.5%	3 3.3%	-
Totals	190 100.0%	90 100.0%	13 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	180 94.7%	84 93.3%	11 84.6%
Negative	10 5.3%	6 6.7%	2 15.4%
Total	190 100.0%	90 100.0%	13 100.0%

Total All Surveys

Always	239 81.6%
Almost Always	36 12.3%
Sometimes	14 4.8%
Never	4 1.4%
Totals	293 100.0%

Positive	275 93.9%
Negative	18 6.1%
Total	293 100.0%

Comments:

Adult:

At Peer Mentor, I have had three different Resource Coordinators in the past year.

9595k It took a month to start services at Pa Mentor.

0233 I waited three weeks after being discharged from the hospital to start services with Pa Mentor.

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	73 97.3%	24 88.9%	7 87.5%
No	2 2.7%	3 11.1%	1 12.5%
Totals	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Yes	104 94.5%
No	6 5.5%
Totals	110 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	183 96.3%	82 91.1%	11 84.6%
No	7 3.7%	8 8.9%	2 15.4%
Totals	190 100.0%	90 100.0%	13 100.0%

Total All Surveys

% Satisfied	50.0%
95% Confidence Interval	±4.0%
Yes	276 94.2%
No	17 5.8%
Totals	293 100.0%

Comments:

Adult:

With PA Mentor ICM Wescosville services, I have improved somewhat, but still struggle.

I have been hospitalized 4 times this year, and told i need ACT Team services, but there is a seven month waiting list.

My therapist at Omni, Alexis, talks more about her life, friends, and family than my issues.

Parent/Guardian:

0181 - she gets ups and downs

0281 - KidsPeace Hospital - difficult case

0298 - PA Mentor - by himself only

0314 - Kids Peace

0324 They don't help much at Pyramid: Mid Atlantic Rehab Services

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	73 97.3%	25 92.6%	8 100.0%
No	2 2.7%	2 7.4%	- -
Totals	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Yes	106 96.4%
No	4 3.6%
Totals	110 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	183 96.3%	84 93.3%	12 92.3%
No	7 3.7%	6 6.7%	1 7.7%
Totals	190 100.0%	90 100.0%	13 100.0%

Total All Surveys

Yes	279 95.2%
No	14 4.8%
Totals	293 100.0%

Comments:

Adult:

I need more services than Peer Mentor can provide.

My therapist at OMNI, Alexis, doesn't have a lot of solutions that i haven't already tried.

Parent/Guardian:

0314 - Kids Peace Hosp - not informed

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	67 89.3%	24 88.9%	7 87.5%
No	8 10.7%	3 11.1%	1 12.5%
Totals	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Yes	98 89.1%
No	12 10.9%
Totals	110 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	172 90.5%	82 91.1%	12 92.3%
No	18 9.5%	8 8.9%	1 7.7%
Totals	190 100.0%	90 100.0%	13 100.0%

Total All Surveys

Yes	266 90.8%
No	27 9.2%
Totals	293 100.0%

Comments:

Adult:

At Pinebrook, I was not ever asked about my physical health.

0290 Not at Haven House

0313 - [REDACTED]

Parent/Guardian:

0298 - Pa Mentor-sometimes

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	73 97.3%	26 96.3%	7 87.5%
No	2 2.7%	1 3.7%	1 12.5%
Totals	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Yes	106 96.4%
No	4 3.6%
Totals	110 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	183 96.3%	82 91.1%	11 84.6%
No	7 3.7%	8 8.9%	2 15.4%
Totals	190 100.0%	90 100.0%	13 100.0%

Total All Surveys

Yes	276 94.2%
No	17 5.8%
Totals	293 100.0%

Comments:

Adult:

0220 - Access Services - I didn't received the services as good as I thought

At Peer Mentor, there's been a lot of turnover in the past year.

There was a high turnover with my previous Resource Coordinators. 0224

9594 I feel that there is room for improvement at Pa mentor they have a high turnover rate.

I am somewhat satisfied but I need more help than Peer Mentor provides.

It all depended on which social worker I had at Pa Mentor. 0233

I don't feel like I am progressing at OMNI, but I cannot find anywhere else that accepts my insurance.

Parent/Guardian:

0230 except for the 22 month wait for the psychiatrist

0314 - Kids Peace Hosp - Services didn't work

0324 They just didn't help at Mid Atlantic Rehab Services

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	41 54.7%	21 77.8%	5 62.5%
Somewhat Hopeful	31 41.3%	5 18.5%	2 25.0%
Less Than Hopeful	3 4.0%	1 3.7%	1 12.5%
Not At All Hopeful	-	-	-
Total	75 100.0%	27 100.0%	8 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	72 96.0%	26 96.3%	7 87.5%
Negative	3 4.0%	1 3.7%	1 12.5%
Totals	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Very Hopeful	67 60.9%
Somewhat Hopeful	38 34.5%
Less Than Hopeful	5 4.5%
Not At All Hopeful	-
Total	110 100.0%

Positive	105 95.5%
Negative	5 4.5%
Totals	110 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	115 60.5%	65 72.2%	7 53.8%
Somewhat Hopeful	67 35.3%	22 24.4%	5 38.5%
Less Than Hopeful	6 3.2%	3 3.3%	1 7.7%
Not At All Hopeful	2 1.1%	-	-
Total	190 100.0%	90 100.0%	13 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	182 95.8%	87 96.7%	12 92.3%
Negative	8 4.2%	3 3.3%	1 7.7%
Totals	190 100.0%	90 100.0%	13 100.0%

Total All Surveys

Very Hopeful	187 63.8%
Somewhat Hopeful	94 32.1%
Less Than Hopeful	10 3.4%
Not At All Hopeful	2 0.7%
Total	293 100.0%

Positive	281 95.9%
Negative	12 4.1%
Totals	293 100.0%

Comments:

Adult:

I fear I will be hospitalized again because an ICM is not enough for me at this time.

I am not satisfied with my Omni services and cannot find another place for therapy.

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	75 100.0%	27 100.0%	7 87.5%
No	-	-	1 12.5%
Totals	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Yes	109 99.1%
No	1 0.9%
Totals	110 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	189 99.5%	90 100.0%	12 92.3%
No	1 0.5%	-	1 7.7%
Totals	190 100.0%	90 100.0%	13 100.0%

All Surveys

% Satisfied	50.0%
95% Confidence Interval	±4.0%
Yes	291 99.3%
No	2 0.7%
Totals	293 100.0%

Comments:

Adult:

I had to tell my RCM and other staff not to use blasphemy.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	67 89.3%	27 100.0%	7 87.5%
Somewhat Comfortable	7 9.3%	-	1 12.5%
Less than Comfortable	1 1.3%	-	-
Not al all Comfortable	-	-	-
Totals	75 100.0%	27 100.0%	8 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	74 98.7%	27 100.0%	8 100.0%
Negative	1 1.3%	-	-
Totals	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Very Comfortable	101 91.8%
Somewhat Comfortable	8 7.3%
Less than Comfortable	1 0.9%
Not al all Comfortable	-
Totals	110 100.0%

Positive	109 99.1%
Negative	1 0.9%
Totals	110 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	171 90.0%	86 95.6%	11 84.6%
Somewhat Comfortable	15 7.9%	4 4.4%	1 7.7%
Less than Comfortable	1 0.5%	-	1 7.7%
Not al all Comfortable	3 1.6%	-	-
Totals	190 100.0%	90 100.0%	13 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	186 97.9%	90 100.0%	12 92.3%
Negative	4 2.1%	-	1 7.7%
Totals	190 100.0%	90 100.0%	13 100.0%

Total All Surveys

Very Comfortable	268 91.5%
Somewhat Comfortable	20 6.8%
Less than Comfortable	2 0.7%
Not al all Comfortable	3 1.0%
Totals	293 100.0%

Positive	288 98.3%
Negative	5 1.7%
Totals	293 100.0%

Comments:

Adult:

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	37 49.3%	16 59.3%	4 50.0%
No	38 50.7%	11 40.7%	4 50.0%
Totals	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Yes	57 51.8%
No	53 48.2%
Totals	110 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	99 52.1%	36 40.0%	5 38.5%
No	91 47.9%	54 60.0%	8 61.5%
Totals	190 100.0%	90 100.0%	13 100.0%

All Surveys

Yes	140 47.8%
No	153 52.2%
Totals	293 100.0%

Comments:

Adult:

Omni did not make her aware of these programs 0154

At Bet EI, I was never told about any other programs available for me.

0220 - Access Services - not informed

1091 not at PA Mentor iCM Wescosville

0215 Not at PA Mentor ICM Wescosville

0229 not at PA Mentor

0229 not at PA Mentor

Not applicable

0249 - KidsPeace - not informed

0290 Not by Haven House

0280 - BetEI - not informed

0313 - [REDACTED] not informed

Parent/Guardian:

0156 Not at Bet EI

0257 not applicable

0287 - PA Mentor - not informed

0314 - Kids Peace Hosp - not informed

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	70 93.3%	24 88.9%	7 87.5%
	No	5 6.7%	3 11.1%	1 12.5%
	Total	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

	Yes	101 91.8%
	No	9 8.2%
	Total	110 100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
	Yes	169 88.9%	78 86.7%	9 69.2%
	No	21 11.1%	12 13.3%	4 30.8%
	Total	190 100.0%	90 100.0%	13 100.0%

All Surveys

	Yes	256 87.4%
	No	37 12.6%
	Total	293 100.0%

Comments:

Adult:

Parent/Guardian:

0181 - not informed

0314 - Kids Peace Hosp - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	66 88.0%	23 85.2%	7 87.5%
Almost Always	2 2.7%	1 3.7%	1 12.5%
Sometimes	3 4.0%	1 3.7%	- -
Never	4 5.3%	2 7.4%	- -
Total	75 100.0%	27 100.0%	8 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	68 90.7%	24 88.9%	8 100.0%
Negative	7 9.3%	3 11.1%	- -
Total	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Always	96 87.3%
Almost Always	4 3.6%
Sometimes	4 3.6%
Never	6 5.5%
Total	110 100.0%

Positive	100 90.9%
Negative	10 9.1%
Total	110 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	161 84.7%	80 88.9%	8 61.5%
Almost Always	9 4.7%	2 2.2%	4 30.8%
Sometimes	10 5.3%	2 2.2%	1 7.7%
Never	10 5.3%	6 6.7%	- -
Total	190 100.0%	90 100.0%	13 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	170 89.5%	82 91.1%	12 92.3%
Negative	20 10.5%	8 8.9%	1 7.7%
Total	190 100.0%	90 100.0%	13 100.0%

Total All Surveys

Always	249 85.0%
Almost Always	15 5.1%
Sometimes	13 4.4%
Never	16 5.5%
Total	293 100.0%

Positive	264 90.1%
Negative	29 9.9%
Total	293 100.0%

Comments:

Adult:

I was unaware of a treatment plan at Omni. I only see a psychiatrist.
At PA Mentor, my ICM Tanya makes all the decisions without my input.

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	51 75.0%	20 83.3%	4 50.0%
	No	17 25.0%	4 16.7%	4 50.0%
	Total	68 100.0%	24 100.0%	8 100.0%

		Adult	Parent/Guardian
	Not Applicable	7 100.0%	3 100.0%

Total All Surveys

	Yes	75 75.0%
	No	25 25.0%
	Total	100 100.0%

	Not Applicable	10 100.0%
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Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
	Yes	130 73.9%	69 83.1%	7 53.8%
	No	46 26.1%	14 16.9%	6 46.2%
	Total	176 100.0%	83 100.0%	13 100.0%

		Adult	Parent/Guardian
	Not Applicable	14 100.0%	7 100.0%

All Surveys

	Yes	206 75.7%
	No	66 24.3%
	Total	272 100.0%

	Not Applicable	21 100.0%
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Comments:

Adult:

I didn't want a copy of my plan.

8511 - Holcomb - Don't remember

0220 - Access Services - I don't think so

1091 not from PA Mentor ICM Wescosville

I don't remember if I got a copy at Pa Mentor. 9594

0215 Not from PA Mentor ICM Wescosville

0290 Not from Haven House

At Haven House, I can go pick up my treatment plan whenever I want.

5179 - [REDACTED] - doesn't remember

Parent/Guardian:

0156 Not at Bet El

I have not yet received a copy of my Crisis plan from Concern.

0324 Not from Mid Atlantic Rehab Services

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	61 92.4%	25 96.2%	8 100.0%
	No	5 7.6%	1 3.8%	- -
	Total	66 100.0%	26 100.0%	8 100.0%

		Adult	Parent/Guardian
	Not Applicable	9 100.0%	1 100.0%

Total All Surveys

	Yes	94 94.0%
	No	6 6.0%
	Total	100 100.0%

	Not Applicable	10 100.0%
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Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
	Yes	163 92.1%	82 94.3%	12 92.3%
	No	14 7.9%	5 5.7%	1 7.7%
	Total	177 100.0%	87 100.0%	13 100.0%

		Adult	Parent/Guardian
	Not Applicable	13 100.0%	3 100.0%

All Surveys

	Yes	257 92.8%
	No	20 7.2%
	Total	277 100.0%

	Not Applicable	16 100.0%
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Comments:

Adult:

0210 - PA Mentor - not an option

At PA Mentor, I was never told that i I could include anyone else in my treatment planning.

0313 - ██████████ not informed

0320 - HAO - lives alone

Parent/Guardian:

0314 - Kids Peace Hosp - not an option

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	41 54.7%	20 74.1%	4 50.0%
No	34 45.3%	7 25.9%	4 50.0%
Total	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Yes	65 59.1%
No	45 40.9%
Total	110 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	100 52.6%	54 60.0%	4 30.8%
No	90 47.4%	36 40.0%	9 69.2%
Total	190 100.0%	90 100.0%	13 100.0%

All Surveys

Yes	158 53.9%
No	135 46.1%
Total	293 100.0%

Comments:

Adult:

At HAO, I was not informed about how to file a complaint with Magellan.

C/FST staff explained the complaint process.

0220 - not informed

C/FST staff explained the complaint /grievance process to the member.

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

0249 - not informed

5179 - not informed

0248 - not informed

0280 - not informed

0313 - not informed

0320 - not informed

Parent/Guardian:

0298 - not informed

0314 - not informed

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		8	-	-
		10.7%	-	-
No		67	27	8
		89.3%	100.0%	100.0%
Total		75	27	8
		100.0%	100.0%	100.0%

Total All Surveys

Yes		8
		7.3%
No		102
		92.7%
Total		110
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		16	-	-
		8.4%	-	-
No		174	90	13
		91.6%	100.0%	100.0%
Total		190	90	13
		100.0%	100.0%	100.0%

All Surveys

Yes		16
		5.5%
No		277
		94.5%
Total		293
		100.0%

Question 20. How easy was the process to navigate?

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	5 100.0%	-	-
Somewhat Easy	-	-	-
Somewhat Difficult	-	-	-
Very Difficult	-	-	-
Total	5 100.0%	-	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	5 100.0%	-	-
Negative	-	-	-
Total	5 100.0%	-	-

Total All Surveys

Very Easy	5 100.0%
Somewhat Easy	-
Somewhat Difficult	-
Very Difficult	-
Total	5 100.0%

Positive	5 100.0%
Negative	-
Total	5 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	9 90.0%	1 100.0%	-
Somewhat Easy	-	-	-
Somewhat Difficult	1 10.0%	-	-
Very Difficult	-	-	-
Total	10 100.0%	1 100.0%	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	9 90.0%	1 100.0%	-
Negative	1 10.0%	-	-
Total	10 100.0%	1 100.0%	-

Total All Surveys

Very Easy	10 90.9%
Somewhat Easy	-
Somewhat Difficult	1 9.1%
Very Difficult	-
Total	11 100.0%

Positive	10 90.9%
Negative	1 9.1%
Total	11 100.0%

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		72	26	8
		96.0%	96.3%	100.0%
No		3	1	-
		4.0%	3.7%	-
Total		75	27	8
		100.0%	100.0%	100.0%

Total All Surveys

Yes		106
		96.4%
No		4
		3.6%
Total		110
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		177	80	13
		93.2%	88.9%	100.0%
No		13	10	-
		6.8%	11.1%	-
Total		190	90	13
		100.0%	100.0%	100.0%

All Surveys

Yes		270
		92.2%
No		23
		7.8%
Total		293
		100.0%

Comments:

Adult:

There are not enough providers available.

Bet EI is closing and and my social worker is looking for somewhere for me to get services.

Parent/Guardian:

0230 except that no non-traditional services to help my daughter with meltdowns

But wish there was more male providers

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes		69	27	8
		92.0%	100.0%	100.0%
No		6	-	-
		8.0%	-	-
Total		75	27	8
		100.0%	100.0%	100.0%

Total All Surveys

Yes	104	94.5%
No	6	5.5%
Total	110	100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		182	87	13
		95.8%	96.7%	100.0%
No		8	3	-
		4.2%	3.3%	-
Total		190	90	13
		100.0%	100.0%	100.0%

All Surveys

Yes	282	96.2%
No	11	3.8%
Total	293	100.0%

Comments:

Adult:

9312 My Suboxen clinic is far from where I am moving to in Allentown and I will have to use the Lanta van when my father is not able to drive me.

I live in Wind Gap, can't drive, and my services are in Bethlehem.

At Bet-El Bethlehem, there's no place to park.

Bet El is a little too far for me to go to.

I have been doing telehealth at Omni, because I can't afford the price to takes multiple buses for one visit.

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	8 100.0%	4 100.0%	2 100.0%
No	- -	- -	- -
Total	8 100.0%	4 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	67 100.0%	23 100.0%	6 100.0%

Total All Surveys

Yes	14 100.0%
No	- -
Total	14 100.0%

Not Applicable	96 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	28 100.0%	17 85.0%	2 100.0%
No	- -	3 15.0%	- -
Total	28 100.0%	20 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	162 100.0%	70 100.0%	11 100.0%

All Surveys

Yes	47 94.0%
No	3 6.0%
Total	50 100.0%

Not Applicable	243 100.0%
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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	7 100.0%	4 100.0%	2 100.0%
No	- -	- -	- -
Total	7 100.0%	4 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	68 100.0%	23 100.0%	6 100.0%

Total All Surveys

Yes	13 100.0%
No	- -
Total	13 100.0%
Not Applicable	97 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	26 100.0%	17 94.4%	2 100.0%
No	- -	1 5.6%	- -
Total	26 100.0%	18 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	164 100.0%	72 100.0%	11 100.0%

All Surveys

Yes	45 97.8%
No	1 2.2%
Total	46 100.0%
Not Applicable	247 100.0%

Comments:

Adult:

Parent/Guardian:

Question 25. Have you been given, or do you know how to access information about your rights and responsibilities through Magellan?

	Adult	Parent/Guardian	Child/Adolescent
Yes	55 73.3%	18 66.7%	4 50.0%
No	20 26.7%	9 33.3%	4 50.0%
Total	75 100.0%	27 100.0%	8 100.0%

Total All Surveys

Yes	77 70.0%
No	33 30.0%
Total	110 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	122 64.2%	59 65.6%	5 38.5%
No	68 35.8%	31 34.4%	8 61.5%
Total	190 100.0%	90 100.0%	13 100.0%

All Surveys

Yes	186 63.5%
No	107 36.5%
Total	293 100.0%

Comments:

Adult:

At HAO, I was not informed about my rights and responsibilities through Magellan.

0210 - I don't remember

0249 - not aware

5179 - not informed

0320 - not informed

Parent/Guardian:

0298 - not informed

0314 - not informed

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	7 100.0%	4 100.0%	3 100.0%
	No	- -	- -	- -
	Total	7 100.0%	4 100.0%	3 100.0%

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		68 100.0%	23 100.0%	5 100.0%

Total All Surveys

	Yes	14 100.0%
	No	- -
	Total	14 100.0%

Not Applicable		96 100.0%
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Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
	Yes	27 100.0%	17 100.0%	3 100.0%
	No	- -	- -	- -
	Total	27 100.0%	17 100.0%	3 100.0%

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		163 100.0%	73 100.0%	10 100.0%

All Surveys

	Yes	47 100.0%
	Total	47 100.0%

Not Applicable		246 100.0%
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Comments:

Adult:

Parent/Guardian:

Magellan was very respectful but could not help to get an earlier appointment with the psychiatrist at Concern.

Magellan was respectful, but not able to get an earlier appointment for the psychiatrist at Concern.

Statewide Questions:

Adults

Statewide Question 1. In the last 12 months were you able to get the help you needed?

Always	49 65.3%
Sometimes	26 34.7%
Total	75 100.0%

Cumulative Yearly Totals

Always	148 77.9%
Sometimes	41 21.6%
Never	1 0.5%
Total	190 100.0%

Comments:

Adult:

At Peer Mentor, there's been a lot of turnover in the past year.
I was without an ICM for a month at Pa Mentor. 6565

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent	
Always	3 11.1%	- -
Sometimes	7 25.9%	4 50.0%
Never	17 63.0%	4 50.0%
Total	27 100.0%	8 100.0%

Cumulative Yearly Totals

	Parent/Guardian Child/Adolescent	
Always	8 8.9%	1 7.7%
Sometimes	21 23.3%	5 38.5%
Never	61 67.8%	7 53.8%
Total	90 100.0%	13 100.0%

Parent/Guardian:

At KidsPeace, my children were doing much better and were discharged; now I am trying to get them back in services.

7634 Kidspeace my children did great but got discharged and I am trying to get services again

0230 finding a psychiatrist for my child

It took a while for to find Nulton for a regular therapist; I would like to find one geared toward LGBTQ.

At PA Mentor, the TSS worker's visits have been very inconsistent.

Child/Adolescent:

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

	Adult
Always	63 84.0%
Sometimes	11 14.7%
Never	1 1.3%
Total	75 100.0%

	Parent/Guardian Child/Adolescent	
Always	24 88.9%	7 87.5%
Sometimes	2 7.4%	1 12.5%
Never	1 3.7%	- -
Total	27 100.0%	8 100.0%

Cumulative Yearly Totals

	Adult
Always	163 86.2%
Sometimes	23 12.2%
Never	3 1.6%
Total	189 100.0%

	Adult
Not Applicable	1 100.0%

	Parent/Guardian Child/Adolescent	
Always	80 88.9%	11 84.6%
Sometimes	8 8.9%	2 15.4%
Never	2 2.2%	- -
Total	90 100.0%	13 100.0%

Comments:

Adult:

At PA Mentor, my ICM Tanya says that I am not able to take care of myself .

Parent/Guardian:

0314 - Child is manipulative towards mother

Child/Adolescent:

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

	Adult
Much Better	40 53.3%
A Little Better	28 37.3%
About The Same	5 6.7%
A Little Worse	2 2.7%
Total	75 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	14 51.9%	5 62.5%
A Little Better	11 40.7%	1 12.5%
About The Same	2 7.4%	1 12.5%
A Little Worse	- -	1 12.5%
Total	27 100.0%	8 100.0%

Cumulative Yearly Totals

	Adult
Much Better	104 54.7%
A Little Better	63 33.2%
About The Same	18 9.5%
A Little Worse	3 1.6%
Much Worse	2 1.1%
Total	190 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	45 50.0%	7 53.8%
A Little Better	33 36.7%	2 15.4%
About The Same	10 11.1%	3 23.1%
A Little Worse	1 1.1%	1 7.7%
Much Worse	1 1.1%	- -
Total	90 100.0%	13 100.0%

Comments:

Adult:

At PA Mentor, I have not been able to get a peer support since the end of last year.
I need ACT Team services and there's a waiting list seven months long.

Parent/Guardian Child/Adolescent

0181 - she get ups and downs

0230 The services have helped tremendously at PA Mentor. She wouldn't be as well as she is without them.

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.

The social workers at Pa Mentor were restricted on how much they could do for me. When I filed a complaint with the supervision it wasn't taken seriously and was brushed aside.