

Recovery Partnership  
Consumer/Family Satisfaction Team  
Report on:

**Lehigh County HealthChoices**

Full Report  
1st Quarter  
January 1, 2023 to March 31, 2023

**Recovery Partnership  
70 West North Street, Suite 101  
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	49 90.7%	32 84.2%	1 50.0%
No	5 9.3%	6 15.8%	1 50.0%
Total	54 100.0%	38 100.0%	2 100.0%

### Total All Surveys

Yes	82 87.2%
No	12 12.8%
Total	94 100.0%

### 2022 Cummulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	238 95.6%	118 93.7%	12 80.0%
No	11 4.4%	8 6.3%	3 20.0%
Total	249 100.0%	126 100.0%	15 100.0%

### All Surveys

Yes	368 94.4%
No	22 5.6%
Total	390 100.0%

## **Comments:**

### **Adult:**

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0491 If I email but it is hard by phone with Tania Martinez Jimenez.

---

1352 HAO doesnt return calls.

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0494 No. The therapist cancelled in December and I have not been able to reach anyone for a new appointment at HAO

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0524 At Muhlenburg, it is difficult to reach someone since COVID.

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0486 It was difficult getting an appointment at Bet El but got in contact easily.

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4558 St. Lukes is wonderful

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0584 Therapist is awesome but we met through video and I would like to go back/

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0571 Haven House does not return calls promptly.

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0573-At LV Hospital, I have to call multiple times because they don't return calls promptly.

### **Parent/Guardian:**

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0481-At PA Mentor, it is almost impossible to get in touch with anyone, you get sent to one, then another, then another.

---

0493 At PA Mentor it is hard to get in touch with anyone.

---

0487 At Bet El it was rough getting appointments but getting through was ok.

---

0487 Bet El didn't answer and if they did I didn't get called back.

---

0546 had to consistently be on them.

---

0580 Omni did not return a call about a new therapist. Has not had one for months.

---

0615 - PA Mentor Wescosville-it takes time

---

0632 - Sevita Group IBHS - problems communicating with the therapist

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

	Adult	Parent/Guardian	Child/Adolescent
Always	41 75.9%	30 78.9%	1 50.0%
Almost Always	8 14.8%	1 2.6%	- -
Sometimes	5 9.3%	7 18.4%	1 50.0%
Never	- -	- -	- -
Total	54 100.0%	38 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	49 90.7%	31 81.6%	1 50.0%
Negative	5 9.3%	7 18.4%	1 50.0%

**Total All Surveys**

Always	72 76.6%
Almost Always	9 9.6%
Sometimes	13 13.8%
Never	- -
Total	94 100.0%

Positive	81 86.2%
Negative	13 13.8%

**2022 Cummulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Always	202 81.1%	96 76.2%	10 66.7%
Almost Always	27 10.8%	18 14.3%	2 13.3%
Sometimes	20 8.0%	9 7.1%	3 20.0%
Never	- -	3 2.4%	- -
Total	249 100.0%	126 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	229 92.0%	114 90.5%	12 80.0%
Negative	20 8.0%	12 9.5%	3 20.0%

**Total All Surveys**

Always	308 79.0%
Almost Always	47 12.1%
Sometimes	32 8.2%
Never	3 0.8%
Total	390 100.0%

Positive	355 91.0%
Negative	35 9.0%

**Comments:**

**Adult:**

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0524 It's been difficult getting to see Allison, the therapist at Muhlenburg.

0486 very flexible most of the time at Bet El

**Parent/Guardian:**

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0487 Flexible most of the time at Bet El

**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		28	22	-
		51.9%	57.9%	-
No		26	16	2
		48.1%	42.1%	100.0%
Totals		54	38	2
		100.0%	100.0%	100.0%

**Total All Surveys**

Yes		50
		53.2%
No		44
		46.8%
Totals		94
		100.0%

**2022 Cummulative Yearly Total**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		162	89	7
		65.1%	70.6%	46.7%
No		87	37	8
		34.9%	29.4%	53.3%
Totals		249	126	15
		100.0%	100.0%	100.0%

**Total All Surveys**

Yes		258
		66.2%
No		132
		33.8%
Totals		390
		100.0%

**Comments:**

**Adult:**

- 
- 1352 HAO didn't tell me how to file a complaint.
- 
- 0507 - Omni - not informed
- 
- 9746 - H & L Psychological Services - not informed
- 
- 2570 - HAO - not informed
- 
- 9779 - A New Dawn - not informed
- 
- 9794 A New Dawn did not tell me how to file a complaint with them.
- 
- 0570 A New Dawn did not tell me how to file a complaint.
- 
- 0582 - HAO - not informed
- 
- 0571 I don't remember Haven House telling me about that.
- 
- 0593 - Neighborhood Health Centers - not informed
- 
- 0591 - LVH BSU - not informed
- 
- 0594 - BetEI - not informed
- 
- 0573- At LV Hospital, I was not informed about how to file a complaint.

**Parent/Guardian:**

- 
- 0485 - HAO - not informed
- 
- 0492 HAO did not tell me how to file a complaint.
- 
- 0527 - H&L Psychological Services - not informed
- 
- 0574 - St. Lukes - not informed
- 
- 0615 - PA Mentor- Wescosville - not informed
- 
- 9948 - Sevita Group - not informed
- 
- 0631 - Sevita Group IBHS - not informed
- 
- 0632 - Sevita Group IBHS - not informed



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

	Adult	Parent/Guardian	Child/Adolescent
Always	44 81.5%	25 65.8%	1 50.0%
Almost Always	7 13.0%	3 7.9%	1 50.0%
Sometimes	3 5.6%	7 18.4%	- -
Never	- -	3 7.9%	- -
Totals	54 100.0%	38 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	51 94.4%	28 73.7%	2 100.0%
Negative	3 5.6%	10 26.3%	- -
Total	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Always	70 74.5%
Almost Always	11 11.7%
Sometimes	10 10.6%
Never	3 3.2%
Totals	94 100.0%

Positive	81 86.2%
Negative	13 13.8%
Total	94 100.0%

**2022 Cummulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Always	209 83.9%	98 77.8%	9 60.0%
Almost Always	26 10.4%	17 13.5%	4 26.7%
Sometimes	13 5.2%	6 4.8%	2 13.3%
Never	1 0.4%	5 4.0%	- -
Totals	249 100.0%	126 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	235 94.4%	115 91.3%	13 86.7%
Negative	14 5.6%	11 8.7%	2 13.3%
Total	249 100.0%	126 100.0%	15 100.0%

**Total All Surveys**

Always	316 81.0%
Almost Always	47 12.1%
Sometimes	21 5.4%
Never	6 1.5%
Totals	390 100.0%

Positive	363 93.1%
Negative	27 6.9%
Total	390 100.0%

**Comments:**

**Adult:**

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0524 I used to before COVID, now I haven't been able to video connect with them at Muhlenburg.  
4558 with St.Lukes

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**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	50 92.6%	34 89.5%	2 100.0%
No	4 7.4%	4 10.5%	- -
Totals	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Yes	86 91.5%
No	8 8.5%
Totals	94 100.0%

**2022 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	235 94.4%	112 88.9%	13 86.7%
No	14 5.6%	14 11.1%	2 13.3%
Totals	249 100.0%	126 100.0%	15 100.0%

**Total All Surveys**

% Satisfied	50.0%
95% Confidence Interval	±3.5%
Yes	360 92.3%
No	30 7.7%
Totals	390 100.0%

**Comments:**

**Adult:**

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1352 I am feeling worse. My dizziness is getting worse daily and HAO doesn't know if it's my medications.

---

0524 With Muhlenburg, not since COVID.

---

0486 I did not want to switch therapists but they kept switching them at Bet El

---

0584 Gave a lot of coping skills.

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0633 - HAO - Hasn't received services for 3 months due to not accepting Medicare

**Parent/Guardian:**

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0481- At PA Mentor, my daughter's behaviors were getting worse when the workers were there, whether it was at school or at home.

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0493 At PA Mentor my daughter's behaviors were getting worse when they would be present at home or at school.

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0531 - HL Psychological Services - Somewhat

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0487 they kept switching therapists at Bet El

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0487 but it often depends on the day

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0615 - PA Mentor - Wescosville - Services not effective

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	50 92.6%	33 86.8%	1 50.0%
No	4 7.4%	5 13.2%	1 50.0%
Totals	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Yes	84 89.4%
No	10 10.6%
Totals	94 100.0%

**2022 Cummulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	239 96.0%	115 91.3%	14 93.3%
No	10 4.0%	11 8.7%	1 6.7%
Totals	249 100.0%	126 100.0%	15 100.0%

**Total All Surveys**

Yes	368 94.4%
No	22 5.6%
Totals	390 100.0%

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

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9520 - HAO - not informed

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0524 At Muhlenburg, Dr. Dedania just smooshed me away and I didn't get help with the portal.

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0584 treated me like one of many not an individual at St. Lukes.

**Parent/Guardian:**

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At PA Mentor, they didn't teach anything. The developmental pediatrician from St. Luke's was very helpful.

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0493 The things learned comes from Developmental Pediatrics through St. Lukes not PA Mentor.

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0531 - HL Psychological Services - not informed , I asked

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0532-Because she is sixteen she's her own advocate

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0487 No coping skills offered by Bet EI

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0615 - PA Mentor Wescosville - not informed

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0632 - Sevita Group IBHS - poor communication

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	48 88.9%	33 86.8%	2 100.0%
No	6 11.1%	5 13.2%	- -
Totals	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Yes	83 88.3%
No	11 11.7%
Totals	94 100.0%

**2022 Cummulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	223 89.6%	111 88.1%	14 93.3%
No	26 10.4%	15 11.9%	1 6.7%
Totals	249 100.0%	126 100.0%	15 100.0%

**Total All Surveys**

Yes	348 89.2%
No	42 10.8%
Totals	390 100.0%

**Comments:**

**Adult:**

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0461 I volunteered my physical health to Haven House.

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9746 - H&L Psychological Services

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0524 I have many health problems and they ask nothing about it at Muhlenburg.

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0528 not by Virginia Herzog at HL Psychological Services

**Parent/Guardian:**

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0531 - HL Psychological Services - I offered the information

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0532-There was no reason to discuss this at H&L Psychological services



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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	50 92.6%	30 78.9%	1 50.0%
No	4 7.4%	8 21.1%	1 50.0%
Totals	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Yes	81 86.2%
No	13 13.8%
Totals	94 100.0%

**2022 Cummulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	237 95.2%	114 90.5%	13 86.7%
No	12 4.8%	12 9.5%	2 13.3%
Totals	249 100.0%	126 100.0%	15 100.0%

**Total All Surveys**

Yes	364 93.3%
No	26 6.7%
Totals	390 100.0%

**Comments:**

**Adult:**

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0491 Satisfied with the provider but not the office of Tania Martinez Jimenez.

---

0494 Hard to get in touch with them at HAO and medications are changed.

---

0524 Not since COVID but previously it was great at Muhlenburg.

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0486 satisfied with two therapists in the beginning but not at the end with all the switching. I felt they did not care at Bet EI.

**Parent/Guardian:**

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0481-At PA Mentor, my daughter's behavior we're getting worse when the staff were present, so I took her out of services.

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0493 I pulled her out of services, not beneficial at PA Mentor

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0521- At PA Mentor, there is always staff changes or no staff to provide services, so the children backslide.

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0506- At PA Mentor, inconsistency of services has the children backsliding.

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0531 - HL Psychological Services - not effective

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0487 The first therapist was good but afterward it felt like they didn't care at Bet EI

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0487 too many changes at Bet EI

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0615 - PA Mentor Wescosville - Services not effective

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0632 - Sevita Group IBHS - not enough help , poor communication

## 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	40 74.1%	27 71.1%	1 50.0%
Somewhat Hopeful	12 22.2%	10 26.3%	1 50.0%
Less Than Hopeful	2 3.7%	1 2.6%	-
Not At All Hopeful	-	-	-
Total	54 100.0%	38 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	52 96.3%	37 97.4%	2 100.0%
Negative	2 3.7%	1 2.6%	-
Totals	54 100.0%	38 100.0%	2 100.0%

### Total All Surveys

Very Hopeful	68 72.3%
Somewhat Hopeful	23 24.5%
Less Than Hopeful	3 3.2%
Not At All Hopeful	-
Total	94 100.0%

Positive	91 96.8%
Negative	3 3.2%
Totals	94 100.0%

### 2022 Cummulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	152 61.0%	84 66.7%	8 53.3%
Somewhat Hopeful	82 32.9%	35 27.8%	6 40.0%
Less Than Hopeful	12 4.8%	5 4.0%	1 6.7%
Not At All Hopeful	3 1.2%	2 1.6%	-
Total	249 100.0%	126 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	234 94.0%	119 94.4%	14 93.3%
Negative	15 6.0%	7 5.6%	1 6.7%
Totals	249 100.0%	126 100.0%	15 100.0%

### Total All Surveys

Very Hopeful	244 62.6%
Somewhat Hopeful	123 31.5%
Less Than Hopeful	18 4.6%
Not At All Hopeful	5 1.3%
Total	390 100.0%

Positive	367 94.1%
Negative	23 5.9%
Totals	390 100.0%

**Comments:**

**Adult:**

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1133, At Haven House, they have helped greatly with my depression and anxiety, but my physical health has deteriorated, making me less hopeful

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0524 Since COVID I have lost therapist services at Muhlenburg.

**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	54 100.0%	38 100.0%	2 100.0%
No	-	-	-
Totals	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Yes	94 100.0%
No	-
Totals	94 100.0%

**2022 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Yes	246 98.8%	125 99.2%	14 93.3%
No	3 1.2%	1 0.8%	1 6.7%
Totals	249 100.0%	126 100.0%	15 100.0%

**All Surveys**

% Satisfied	50.0%
95% Confidence Interval	±3.5%
Yes	385 98.7%
No	5 1.3%
Totals	390 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	47 87.0%	36 94.7%	1 50.0%
Somewhat Comfortable	7 13.0%	2 5.3%	- -
Less than Comfortable	- -	- -	- -
Not al all Comfortable	- -	- -	1 50.0%
Totals	54 100.0%	38 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	54 100.0%	38 100.0%	1 50.0%
Negative	- -	- -	1 50.0%
Totals	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Very Comfortable	84 89.4%
Somewhat Comfortable	9 9.6%
Less than Comfortable	- -
Not al all Comfortable	1 1.1%
Totals	94 100.0%

Positive	93 98.9%
Negative	1 1.1%
Totals	94 100.0%

**2022 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	219 88.0%	119 94.4%	13 86.7%
Somewhat Comfortable	22 8.8%	5 4.0%	1 6.7%
Less than Comfortable	3 1.2%	1 0.8%	1 6.7%
Not al all Comfortable	5 2.0%	1 0.8%	- -
Totals	249 100.0%	126 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	241 96.8%	124 98.4%	14 93.3%
Negative	8 3.2%	2 1.6%	1 6.7%
Totals	249 100.0%	126 100.0%	15 100.0%

**Total All Surveys**

Very Comfortable	351 90.0%
Somewhat Comfortable	28 7.2%
Less than Comfortable	5 1.3%
Not al all Comfortable	6 1.5%
Totals	390 100.0%

Positive	379 97.2%
Negative	11 2.8%
Totals	390 100.0%

**Comments:**

**Adult:**

**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	23 42.6%	21 55.3%	1 50.0%
No	31 57.4%	17 44.7%	1 50.0%
Totals	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Yes	45 47.9%
No	49 52.1%
Totals	94 100.0%

**2022 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	130 52.2%	48 38.1%	6 40.0%
No	119 47.8%	78 61.9%	9 60.0%
Totals	249 100.0%	126 100.0%	15 100.0%

**All Surveys**

Yes	184 47.2%
No	206 52.8%
Totals	390 100.0%

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

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0461 Haven House did not tell me about these services but I didn't need them anyway, I don't have problems.

---

0450 - HAO - not informed

---

0491 Not by Tania Martinez Jimenez.

---

0507 - Omni - not informed

---

0528 Not by Virginia Herzog at HL Psychological Services

---

0486 Not at Bet El.

---

0545 - HAO- not informed

---

2570 - HAO - not informed

---

9794 A New Dawn did not suggest anything pertaining to this.

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8569 - H & L - not informed

---

0570 A New Dawn did not make any suggestions regarding this.

---

0576 - SLUHN - Not informed

---

4558 was not looking.

---

0584 not at St. Lukes

---

0587 Not at Bet El

---

8600 not at St. Lukes

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0593 - Neighborhood Health Center - not informed

---

0261 - not informed - HAO

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0599 Preventive Measures did not suggest anything

---

0588 Neighborhood Health Center did not suggest anything.

---

0594 - BetEl - not informed

**Parent/Guardian:**

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0485 - HAO - not informed

---

0531 - HL Psychological Services - too young

---

0487 Not at Bet El

---

0487 Possibly too young,,,

---

0572 not by the Colonial IU 20

---

0574 - St. Lukes - she is young yet

---

0615 - PA Mentor Wescosville - too young

---

0626 Not at Sevita

---

No suggestions were made by the Sevita Group. 9953

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8768 The Sevita Group didn't suggest anything.

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9948 - Sevita Group - not informed

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0632 - Sevita Group IBHS - 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	44	34	2	
	81.5%	89.5%	100.0%	
No	10	4	-	
	18.5%	10.5%	-	
Total	54	38	2	
	100.0%	100.0%	100.0%	

**Total All Surveys**

Yes	80
	85.1%
No	14
	14.9%
Total	94
	100.0%

**2022 Cumulative Yearly Total**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	213	112	11	
	85.5%	88.9%	73.3%	
No	36	14	4	
	14.5%	11.1%	26.7%	
Total	249	126	15	
	100.0%	100.0%	100.0%	

**All Surveys**

Yes	336
	86.2%
No	54
	13.8%
Total	390
	100.0%

**Comments:**

**Adult:**

---

0450 - HAO - not informed

---

1352 I was not informed by HAO.

---

9746 - H & L Psychological Services - not informed

---

0545 - HAO- not informed

---

0576 - SLUHN - not informed

---

0261 - not informed - HAO

---

0599 Preventive Measures did not provide it.

---

0588 Neighborhood Health Center did not provide anything.

**Parent/Guardian:**

---

0531 - HL Psychological Services - not informed

---

0632 - Sevita Group IBHS - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	43 79.6%	26 68.4%	1 50.0%
Almost Always	4 7.4%	2 5.3%	- -
Sometimes	5 9.3%	5 13.2%	- -
Never	2 3.7%	5 13.2%	1 50.0%
Total	54 100.0%	38 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	47 87.0%	28 73.7%	1 50.0%
Negative	7 13.0%	10 26.3%	1 50.0%
Total	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Always	70 74.5%
Almost Always	6 6.4%
Sometimes	10 10.6%
Never	8 8.5%
Total	94 100.0%

Positive	76 80.9%
Negative	18 19.1%
Total	94 100.0%

**2022 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Always	208 83.5%	114 90.5%	10 66.7%
Almost Always	11 4.4%	2 1.6%	4 26.7%
Sometimes	15 6.0%	2 1.6%	1 6.7%
Never	15 6.0%	8 6.3%	- -
Total	249 100.0%	126 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	219 88.0%	116 92.1%	14 93.3%
Negative	30 12.0%	10 7.9%	1 6.7%
Total	249 100.0%	126 100.0%	15 100.0%

**Total All Surveys**

Always	332 85.1%
Almost Always	17 4.4%
Sometimes	18 4.6%
Never	23 5.9%
Total	390 100.0%

Positive	349 89.5%
Negative	41 10.5%
Total	390 100.0%

**Comments:**

**Adult:**

---

0770 - A New Dawn - Never spoke of one - doesn't remember

---

0633 - HAO - nothing in writing at HAO

**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	29 59.2%	30 90.9%	1 100.0%
No	20 40.8%	3 9.1%	- -
Total	49 100.0%	33 100.0%	1 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	5 100.0%	5 100.0%	1 100.0%

**Total All Surveys**

Yes	60 72.3%
No	23 27.7%
Total	83 100.0%
Not Applicable	11 100.0%

**2022 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	165 71.4%	96 83.5%	9 60.0%
No	66 28.6%	19 16.5%	6 40.0%
Total	231 100.0%	115 100.0%	15 100.0%

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

**All Surveys**

Yes	270 74.8%
No	91 25.2%
Total	361 100.0%
Not Applicable	29 100.0%

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

---

0461 I don't remember receiving one from Haven House.

---

0450- HAO

---

0491 Not from Tania Martinez Jimenez.

---

0494 not at HAO

---

0507 - Omni - services over the phone

---

9746 - H & L Psychological Services - doesnt remember

---

0486 Not from Bet El

---

4558 We did not ask

---

0575 has a portal, doesn't need a copy

---

0588 Neighborhood Health Center did not provide a copy.

**Parent/Guardian:**

---

0487 Not from Bet El



**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	43 87.8%	30 85.7%	1 50.0%
No	6 12.2%	5 14.3%	1 50.0%
Total	49 100.0%	35 100.0%	2 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>
Not Applicable	5 100.0%	3 100.0%

**Total All Surveys**

Yes	74 86.0%
No	12 14.0%
Total	86 100.0%

Not Applicable	8 100.0%
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**2022 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	208 90.4%	115 95.0%	14 93.3%
No	22 9.6%	6 5.0%	1 6.7%
Total	230 100.0%	121 100.0%	15 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>
Not Applicable	19 100.0%	5 100.0%

**All Surveys**

Yes	337 92.1%
No	29 7.9%
Total	366 100.0%

Not Applicable	24 100.0%
----------------	--------------

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

---

0491 not from Tania Martinez Jimenez.

---

0507 - Omni - not informed

---

0486 Not from Bet EI

---

0576 - SLUHN - not an option

---

0584 Not at St. Lukes

---

0594 - BetEI - not informed

**Parent/Guardian:**

---

0481- At PA Mentor, We were not asked about including anyone else in treatment planning.

---

0493 We were not included and we are the parents with PA Mentor.

---

0531 - HL Psychological Services - not informed

---

0487 Not at Bet EI

---

0487 The last therapist I had at Bet EI did not

---

0615 - PA Mentor, Wescosville - not informed

**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	26 48.1%	18 47.4%	1 50.0%
No	28 51.9%	20 52.6%	1 50.0%
Total	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Yes	45 47.9%
No	49 52.1%
Total	94 100.0%

**2022 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	127 51.0%	79 62.7%	5 33.3%
No	122 49.0%	47 37.3%	10 66.7%
Total	249 100.0%	126 100.0%	15 100.0%

**All Surveys**

Yes	211 54.1%
No	179 45.9%
Total	390 100.0%

**Comments:**

**Adult:**

---

0450 - not informed

---

0520 - not informed

---

9746 - not informed

---

0545 - not informed

---

2570 - not informed

---

0770 - not informed

---

0582 - not informed

---

0593 - not informed

---

0261 - not informed

---

0591 - not informed

---

0594 - not informed

---

0573- At LV Hospital , i was not informed about how to file a complaint with Magellan.

**Parent/Guardian:**

---

0485 - not informed

---

0531 - not informed

---

0574 - not informed

---

0615 - not informed

---

9948 - not informed

---

0632 - not informed

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
	Yes	3 5.6%	1 2.6%	1 50.0%
	No	51 94.4%	37 97.4%	1 50.0%
	Total	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Yes	5 5.3%
No	89 94.7%
Total	94 100.0%

**2022 Cumulative Yearly Total**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
	Yes	17 6.8%	3 2.4%	- -
	No	232 93.2%	123 97.6%	15 100.0%
	Total	249 100.0%	126 100.0%	15 100.0%

**All Surveys**

Yes	20 5.1%
No	370 94.9%
Total	390 100.0%



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

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	-	-	-
Somewhat Easy	2 66.7%	-	-
Somewhat Difficult	-	-	-
Very Difficult	1 33.3%	1 100.0%	-
Total	3 100.0%	1 100.0%	-

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

**Total All Surveys**

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

Positive	2 50.0%
Negative	2 50.0%
Total	4 100.0%

**2022 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	10 90.9%	2 50.0%	-
Somewhat Easy	-	-	-
Somewhat Difficult	1 9.1%	1 25.0%	-
Very Difficult	-	1 25.0%	-
Total	11 100.0%	4 100.0%	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	10 90.9%	2 50.0%	-
Negative	1 9.1%	2 50.0%	-
Total	11 100.0%	4 100.0%	-

**Total All Surveys**

Very Easy	12 80.0%
Somewhat Easy	-
Somewhat Difficult	2 13.3%
Very Difficult	1 6.7%
Total	15 100.0%

Positive	12 80.0%
Negative	3 20.0%
Total	15 100.0%

**Comments:**

**Adult:**

---

0486 no calls back

**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	44 81.5%	30 78.9%	1 50.0%
	No	10 18.5%	8 21.1%	1 50.0%
	<b>Total</b>	<b>54</b> 100.0%	<b>38</b> 100.0%	<b>2</b> 100.0%

**Total All Surveys**

	Yes	75 79.8%
	No	19 20.2%
	<b>Total</b>	<b>94</b> 100.0%

**2022 Cumulative Yearly Total**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
	Yes	232 93.2%	106 84.1%	15 100.0%
	No	17 6.8%	20 15.9%	- -
	<b>Total</b>	<b>249</b> 100.0%	<b>126</b> 100.0%	<b>15</b> 100.0%

**All Surveys**

	Yes	353 90.5%
	No	37 9.5%
	<b>Total</b>	<b>390</b> 100.0%

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

---

0494 There should be more places to go.

---

0459- There should be more places to go for services and more online for people who don't have transportation.

---

0507 - not informed

---

9746 - her social worker is trying to provide her with information about available psychologists

---

0524 I need a therapist.

---

0486 not sure what is available

---

0576 - not enough providers

---

8600 One doctor went to Africa and one is on maternity leave. No talk sessions, just medication refills at St. Lukes

---

0599 There are not enough providers out there.

---

0588 I don't feel there are enough providers.

**Parent/Guardian:**

---

0521, There are waiting lists and staff shortages many places.

---

0506, At PA Mentor, lack of staffing and inconsistent services and waiting lists for other providers has me dissatisfied.

---

0510, There should be more services available for children.

---

0531 - no services offered

---

0532-There is a shortage of providers for children. We have our last appointment tomorrow with H&L, Victoria Anne Rites, is no longer accepting Magellan. We were given a list of places that except Magellan and they are all very clinical places, that include drug/alcohol treatment and people with serious MH issues. It's not some place I want to take my sixteen year old daughter. Also, no places have evening hours so that makes it difficult. We have to miss school and work.

---

0487 I don't know what else is available

---

0487 Not happy with the therapist at Bet El and have not found a new place to go to

---

0615 - not enough options

---

0632 - not informed

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		51	36	2
		94.4%	94.7%	100.0%
No		3	2	-
		5.6%	5.3%	-
Total		54	38	2
		100.0%	100.0%	100.0%

**Total All Surveys**

Yes		89
		94.7%
No		5
		5.3%
Total		94
		100.0%

**2022 Cumulative Yearly Total**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		-	-	-
		-	-	-
No		-	-	-
		-	-	-
Total		-	-	-
		-	-	-

**All Surveys**

Yes		371
		95.1%
No		19
		4.9%
Total		390
		100.0%

**Comments:**

**Adult:**

---

0459-There should be more online telehealth service options.

---

0524 Allentown to Muhlenburg is far. I have to take an Uber, that is expensive.

---

0584 hard to find a time that worked for both of us over video, it was difficult at St. Lukes

**Parent/Guardian:**

---

0469 they come to us

---

0496 Some of my sons programs with KidsPeace are thirty minutes away.

---

0532-H&L, Victoria Anne Rites, was tele health

---

0572 Initially a little far but now it is done by zoom

---

0615 - it's far away

**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	7 87.5%	2 66.7%	- -
No	1 12.5%	1 33.3%	- -
Total	8 100.0%	3 100.0%	- -

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	46 100.0%	35 100.0%	2 100.0%

**Total All Surveys**

Yes	9 81.8%
No	2 18.2%
Total	11 100.0%

Not Applicable	83 100.0%
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**2022 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	39 95.1%	22 84.6%	2 100.0%
No	2 4.9%	4 15.4%	- -
Total	41 100.0%	26 100.0%	2 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	208 100.0%	100 100.0%	13 100.0%

**All Surveys**

Yes	63 91.3%
No	6 8.7%
Total	69 100.0%

Not Applicable	321 100.0%
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**Comments:**

**Adult:**

---

0486 no return calls

**Parent/Guardian:**

---

0487 no return calls

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

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

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	47 100.0%	35 100.0%	2 100.0%

**Total All Surveys**

Yes	10 100.0%
No	- -
Total	10 100.0%

Not Applicable	84 100.0%
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**2022 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Yes	36 100.0%	22 91.7%	2 100.0%
No	- -	2 8.3%	- -
Total	36 100.0%	24 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	213 100.0%	102 100.0%	13 100.0%

**All Surveys**

Yes	60 96.8%
No	2 3.2%
Total	62 100.0%

Not Applicable	328 100.0%
----------------	---------------

**Comments:**

**Adult:**

---

0486 never spoke to anyone my calls were not returned

**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	36 66.7%	27 71.1%	1 50.0%
No	18 33.3%	11 28.9%	1 50.0%
Total	54 100.0%	38 100.0%	2 100.0%

**Total All Surveys**

Yes	64 68.1%
No	30 31.9%
Total	94 100.0%

**2022 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	152 61.0%	85 67.5%	6 40.0%
No	97 39.0%	41 32.5%	9 60.0%
Total	249 100.0%	126 100.0%	15 100.0%

**All Surveys**

Yes	243 62.3%
No	147 37.7%
Total	390 100.0%

**Comments:**

**Adult:**

- 0450 - not informed
- 0507 - not informed
- 9746 - not informed
- 0545 - not informed
- 2570 - I don't remember
- 9779 - not informed
- 0593 - not informed
- 0261 - not informed
- 0573- At LV Hospital , I was not informed about my rights through Magellan.

**Parent/Guardian:**

- 0485 - not informed
- 0574 - not informed
- 9948 - not informed
- 0632 - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	7 77.8%	5 100.0%	- -
No	2 22.2%	- -	- -
Total	9 100.0%	5 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	45 100.0%	33 100.0%	2 100.0%

**Total All Surveys**

Yes	12 85.7%
No	2 14.3%
Total	14 100.0%

Not Applicable	80 100.0%
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**2022 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Yes	36 92.3%	24 100.0%	3 100.0%
No	3 7.7%	- -	- -
Total	39 100.0%	24 100.0%	3 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	210 100.0%	102 100.0%	12 100.0%

**All Surveys**

Yes	63 95.5%
No	3 4.5%
Total	66 100.0%

Not Applicable	324 100.0%
----------------	---------------

**Comments:**

**Adult:**

---

0486 just got transferred

**Parent/Guardian:**

**Statewide Questions:**

**Adults**

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

Always	41 77.4%
Sometimes	11 20.8%
Never	1 1.9%
Total	53 100.0%

Not Applicable	1 100.0%
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**2022 Cumulative Yearly Total**

Always	190 76.3%
Sometimes	56 22.5%
Never	3 1.2%
Total	249 100.0%

**Comments:**

**Adult:**

0486 switching therapists and no return calls from Bet EI

**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	10 26.3%	1 50.0%
Sometimes	4 10.5%	- -
Never	24 63.2%	1 50.0%
Total	38 100.0%	2 100.0%

**2022 Cumulative Yearly Total**

	<b>Parent/Guardian Child/Adolescent</b>	
Always	12 9.5%	1 6.7%
Sometimes	26 20.6%	5 33.3%
Never	88 69.8%	9 60.0%
Total	126 100.0%	15 100.0%

**Parent/Guardian:**

---

0481- At PA Mentor, the inconsistency in care made it so hard to get any quality of care for my daughter.

---

0493 No consistency at all at PA Mentor

---

0521-Staff shortages and inconsistency of care at PA Mentor.

---

0506- Staffing issues at PA Mentor has made the services ineffective.

---

0531 - difficult, ineffective treatment

---

0615 - child has not improved, poor communication with staff

---

0632 - not getting enough hours

**Child/Adolescent:**

---

0487 have not found anywhere since Bet EI closed

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

	<b>Adult</b>
Always	50 92.6%
Sometimes	4 7.4%
Total	54 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Always	28 73.7%	2 100.0%
Sometimes	8 21.1%	- -
Never	2 5.3%	- -
Total	38 100.0%	2 100.0%

**2022 Cumulative Yearly Total**

	<b>Adult</b>
Always	213 85.9%
Sometimes	30 12.1%
Never	5 2.0%
Total	248 100.0%

	<b>Adult</b>
Not Applicable	1 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Always	113 89.7%	13 86.7%
Sometimes	9 7.1%	2 13.3%
Never	4 3.2%	- -
Total	126 100.0%	15 100.0%



**Comments:**

**Adult:**

**Parent/Guardian:**

---

I

---

0580 Not at Bet El or Omni

---

0615 - no communication

**Child/Adolescent:**

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

	<b>Adult</b>
Much Better	27 50.0%
A Little Better	21 38.9%
About The Same	5 9.3%
A Little Worse	1 1.9%
Total	54 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Much Better	23 60.5%	1 50.0%
A Little Better	10 26.3%	- -
About The Same	5 13.2%	1 50.0%
Total	38 100.0%	2 100.0%

**2022 Cumulative Yearly Total**

	<b>Adult</b>
Much Better	134 53.8%
A Little Better	79 31.7%
About The Same	27 10.8%
A Little Worse	7 2.8%
Much Worse	2 0.8%
Total	249 100.0%

	<b>Parent/Guardian Child/Adolescent</b>	
Much Better	59 46.8%	7 46.7%
A Little Better	48 38.1%	4 26.7%
About The Same	13 10.3%	3 20.0%
A Little Worse	2 1.6%	1 6.7%
Much Worse	4 3.2%	- -
Total	126 100.0%	15 100.0%

**Comments:**

**Adult:**

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1133- Dr. Lirag at Haven House has been very helpful.

**Parent/Guardian Child/Adolescent**

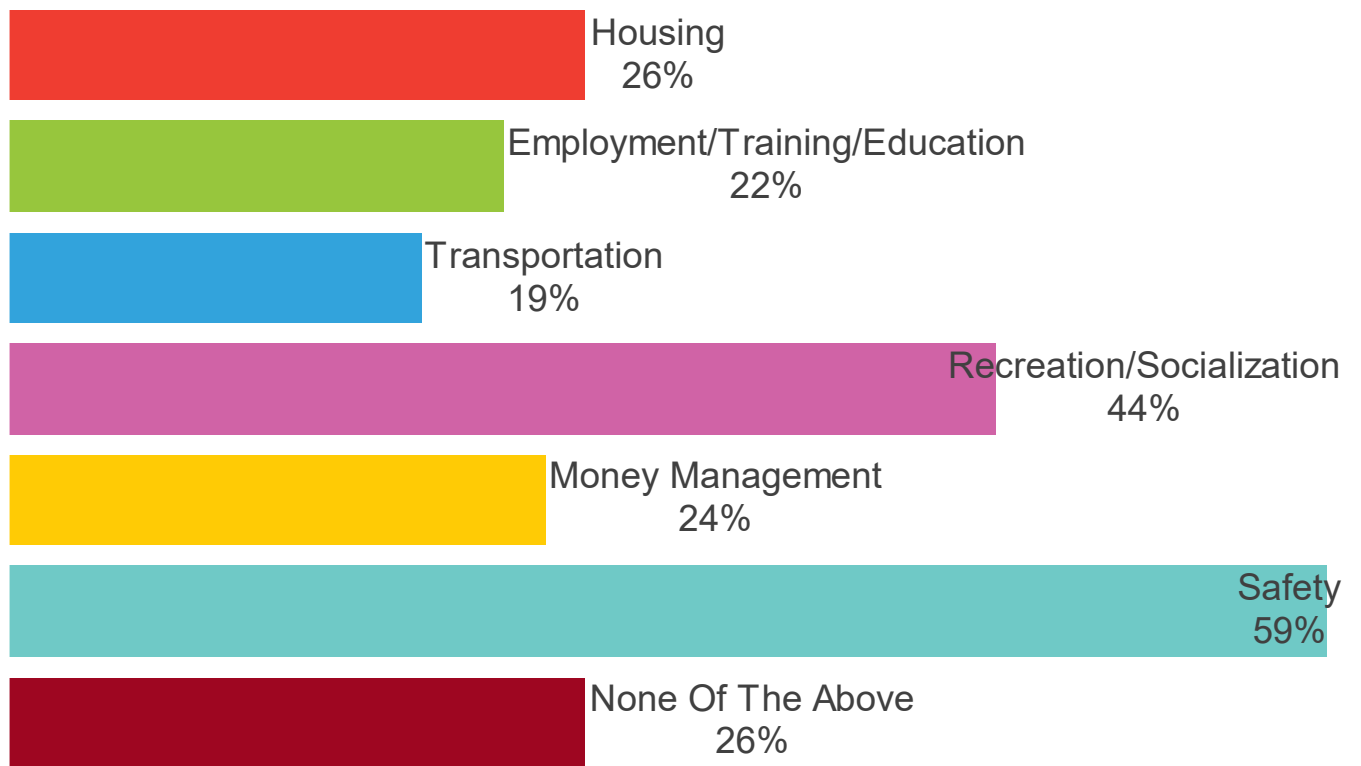
**Child/Adolescent:**

**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.**

## Lehigh County

Q17. Has your provider(s) helped you with your goals in any of the following areas: Percentage

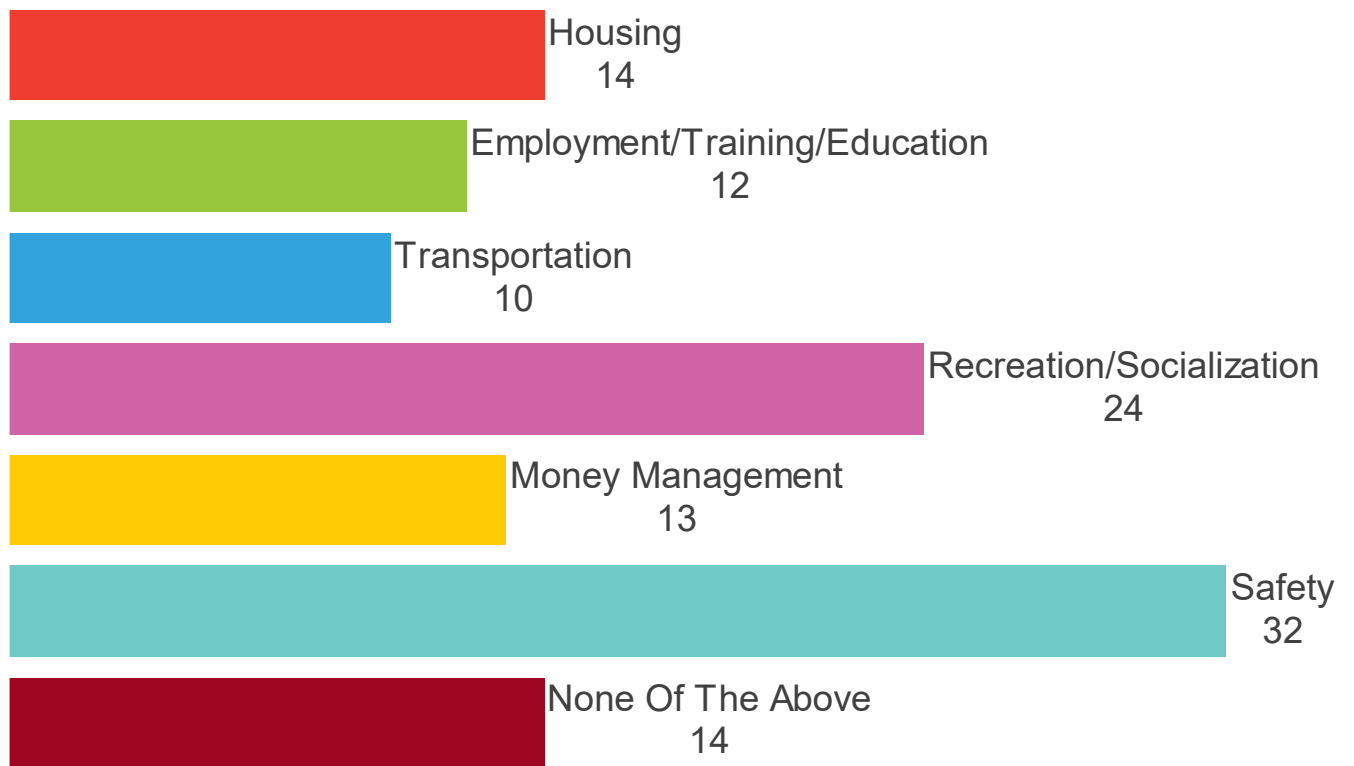
Adults



## Lehigh County

Q17. Has your provider(s) helped you with your goals in any of the following areas: Count

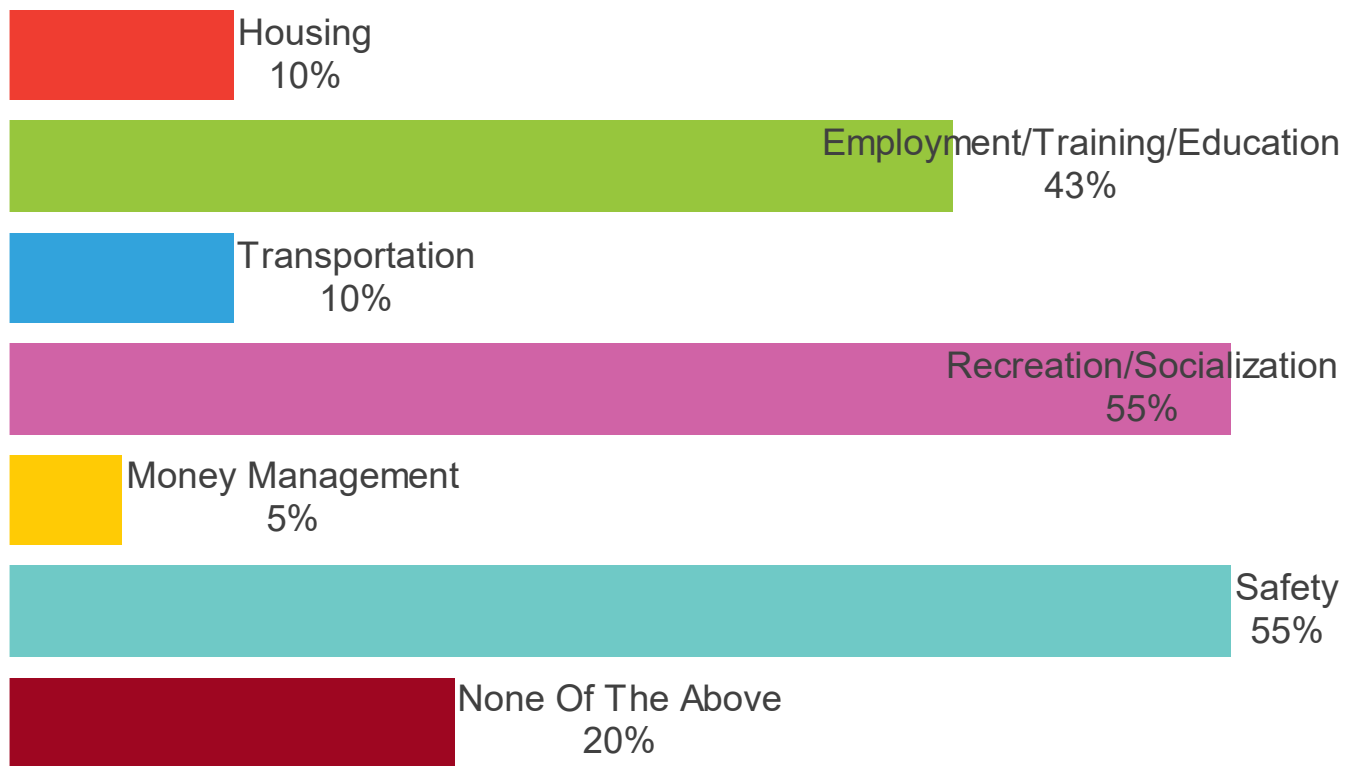
Adults



## Lehigh County

Q17. Has your provider(s) helped you with your goals in any of the following areas: Percentage

Parent/Guardian Child/Adolescent



## Lehigh County

Q17. Has your provider(s) helped you with your goals in any of the following areas: Count

Parent/Guardian Child Adolescent

