

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
3rd Quarter
July 1, 2023 to September 30, 2023

**Recovery Partnership
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Bethlehem, PA 18018
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Provider Specific Questions

Access to Services

Q1. Is your service provider easy to contact?

	Adult	Parent/Guardian	Child/Adolescent
Yes	45 93.8%	28 93.3%	11 91.7%
No	3 6.3%	2 6.7%	1 8.3%
Total	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Yes	84 93.3%
No	6 6.7%
Total	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	140 93.3%	94 91.3%	14 87.5%
No	10 6.7%	9 8.7%	2 12.5%
Total	150 100.0%	103 100.0%	16 100.0%

All Surveys

Yes	248 92.2%
No	21 7.8%
Total	269 100.0%

Comments:

Adult:

0807 sometimes, mostly texts with Salisbury ICM

0419 Salisbury ICM does not return call or texts.

4805-Alex, my Salisbury ICM, doesn't return my calls.

I always have to leave messages at Merakey but they do return calls. 0842

3049 Except contacting them after office hours nobody answers and they don't return call at Salisbury ICM

Parent/Guardian:

0792 Whitney never responded and eventually changed her phone number at PA Mentor FBS. Heather caused conflict pitting parents against each other.

7372 PA Mentor FBS - They were always too busy or unavailable. They just stopped seeing me at school and at home.

0836-At LVHN 17th St. Clinic, you can't get anyone to answer the phone, you have to go in person and the receptionist is not pleasant.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	40 83.3%	24 80.0%	9 75.0%
Almost Always	4 8.3%	2 6.7%	1 8.3%
Sometimes	3 6.3%	4 13.3%	1 8.3%
Never	1 2.1%	-	1 8.3%
Total	48 100.0%	30 100.0%	12 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	44 91.7%	26 86.7%	10 83.3%
Negative	4 8.3%	4 13.3%	2 16.7%

Total All Surveys

Always	73 81.1%
Almost Always	7 7.8%
Sometimes	8 8.9%
Never	2 2.2%
Total	90 100.0%

Positive	80 88.9%
Negative	10 11.1%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	125 83.3%	82 79.6%	12 75.0%
Almost Always	16 10.7%	6 5.8%	1 6.3%
Sometimes	8 5.3%	14 13.6%	2 12.5%
Never	1 0.7%	1 1.0%	1 6.3%
Total	150 100.0%	103 100.0%	16 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	141 94.0%	88 85.4%	13 81.3%
Negative	9 6.0%	15 14.6%	3 18.8%

Total All Surveys

Always	219 81.4%
Almost Always	23 8.6%
Sometimes	24 8.9%
Never	3 1.1%
Total	269 100.0%

Positive	242 90.0%
Negative	27 10.0%

Comments:

Adult:

0419 I have to working around Salisbury ICMs schedule.

4805- Alex, my Salisbury ICM, doesn't call or show up sometimes.

0875 My caseworker is only available to me once a month from Merakey and I need her now.

Parent/Guardian:

0772 Changes regularly at Valley Youth House

0772-At Valley Youth House there are 2 therapists for nine clients and they don't give you a regular day and time, so it's different every week.

7372 PA Mentor FBS - They did not have a lot of availability during hours we needed. The team often talked about how booked they are because they are short staffed.

7372 PA Mentor FBS - They would only contact me in school for about ten minutes or very late at night at my mom's. Then they just stopped coming with no reason.

0791 It doesn't fit into my schedule often at PA Mentor Family Based Services.

0836- At LVHN 17thSt. Clinic, appointments are hard to get; if the psychiatrist says to come in 1 month, you might get an appt. In 6-8 weeks.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	36 75.0%	21 70.0%	8 66.7%
No	12 25.0%	9 30.0%	4 33.3%
Totals	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Yes	65 72.2%
No	25 27.8%
Totals	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	97 64.7%	67 65.0%	9 56.3%
No	53 35.3%	36 35.0%	7 43.8%
Totals	150 100.0%	103 100.0%	16 100.0%

Total All Surveys

Yes	173 64.3%
No	96 35.7%
Totals	269 100.0%

Comments:

Adult:

7376 - Salisbury Behavioral Health - not informed

0698 - Kids Peace Hosp - not informed

Parent/Guardian:

7372 PA Mentor FBS

0137 - Merakey Family Based - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	43 89.6%	20 66.7%	9 75.0%
Almost Always	1 2.1%	4 13.3%	1 8.3%
Sometimes	4 8.3%	5 16.7%	1 8.3%
Never	-	1 3.3%	1 8.3%
Totals	48 100.0%	30 100.0%	12 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	44 91.7%	24 80.0%	10 83.3%
Negative	4 8.3%	6 20.0%	2 16.7%
Total	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Always	72 80.0%
Almost Always	6 6.7%
Sometimes	10 11.1%
Never	2 2.2%
Totals	90 100.0%

Positive	78 86.7%
Negative	12 13.3%
Total	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	128 85.3%	67 65.0%	12 75.0%
Almost Always	13 8.7%	14 13.6%	2 12.5%
Sometimes	9 6.0%	17 16.5%	1 6.3%
Never	-	5 4.9%	1 6.3%
Totals	150 100.0%	103 100.0%	16 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	141 94.0%	81 78.6%	14 87.5%
Negative	9 6.0%	22 21.4%	2 12.5%
Total	150 100.0%	103 100.0%	16 100.0%

Total All Surveys

Always	207 77.0%
Almost Always	29 10.8%
Sometimes	27 10.0%
Never	6 2.2%
Totals	269 100.0%

Positive	236 87.7%
Negative	33 12.3%
Total	269 100.0%

Comments:

Adult:

Parent/Guardian:

Quality of Service Delivery

Question 5. As a result of your services have you been able to improve or maintain wellness?

	Adult	Parent/Guardian	Child/Adolescent
Yes	43 89.6%	25 83.3%	10 83.3%
No	5 10.4%	5 16.7%	2 16.7%
Totals	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Yes	78 86.7%
No	12 13.3%
Totals	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	140 93.3%	90 87.4%	14 87.5%
No	10 6.7%	13 12.6%	2 12.5%
Totals	150 100.0%	103 100.0%	16 100.0%

Total All Surveys

% Satisfied	50.0%
95% Confidence Interval	±4.2%
Yes	244 90.7%
No	25 9.3%
Totals	269 100.0%

Comments:

Adult:

0781-At Pinebrook, my son's services were stopped because my son doesn't have a psychologist or psychiatrist.

0804- I let my services lapse due to depression, my ICM from Merakey had nothing to do with it. She was a great help.

4805- I haven't improved in the last year. My Salisbury ICM doesn't have time to help me. I want to get into assisted living, but Alex hasn't helped me.

3049 It was no fault of the ICM at Salisbury..

Parent/Guardian:

0778 They cut the services off because they said he wasn't on medications at Pinebrook

0769 - Valley Youth House - not informed

7372 PA Mentor FBS - The services made my son worse. He did not feel like he had support at all and his behaviors worsened. I also felt not supported as I have receiving FBS through another provider in the past.

0792 We went back to BHRS because he was declining with PA Mentor FBS

7372 PA Mentor FBS - They made things worse and reported things to my dad I never said. They also reported my moms boyfriend over something that was a joke. They were not there for me or to help me or my family. They only came to make me go back to my dads.

5228 - Salisbury Behavioral Health - still the same

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	44 91.7%	25 83.3%	9 75.0%
No	4 8.3%	5 16.7%	3 25.0%
Totals	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Yes	78 86.7%
No	12 13.3%
Totals	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	137 91.3%	88 85.4%	12 75.0%
No	13 8.7%	15 14.6%	4 25.0%
Totals	150 100.0%	103 100.0%	16 100.0%

Total All Surveys

Yes	237 88.1%
No	32 11.9%
Totals	269 100.0%

Comments:

Adult:

4805-My Salisbury ICM doesn't help me very much.

Parent/Guardian:

0778 sometimes, nothing is consistent at Pinebrook

0772 at Valley Youth House, they are not teaching me any coping skills.

7372 PA Mentor FBS - I had to get information on my own. They said they would help a lot but never delivered and helped such as getting help with school and for him to get the help he needed.

0792 There was no plan, no goal setting or anything to go by at PA Mentor FBS

7372 PA Mentor FBS - They never helped me with any questions they would just give me questions. They never helped me understand my rights. They took my dad's side not mine. Nancy was nice then she disappeared. Kathleen was always mean to me and she was mean to my mom making her talk to my dad.

5228 - Salisbury Behavioral Health - not informed

0822- PA Mentor just listened to me and my Mom; never made any suggestions.

0836- Both Salisbury ICM and the LVHN 17th St. Clinic have not given much help.

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	43 89.6%	23 76.7%	9 75.0%
No	5 10.4%	7 23.3%	3 25.0%
Totals	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Yes	75 83.3%
No	15 16.7%
Totals	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	137 91.3%	87 84.5%	13 81.3%
No	13 8.7%	16 15.5%	3 18.8%
Totals	150 100.0%	103 100.0%	16 100.0%

Total All Surveys

Yes	237 88.1%
No	32 11.9%
Totals	269 100.0%

Comments:

Adult:

0753 - I was not asked by Salisbury ICM

4805- Salisbury ICM

Parent/Guardian:

0778 not at Pinebrook

0769 - Valley Youth House - doesn't remember

7372 PA Mentor FBS - I do not recall them ever asking about his physical health. They only talked about his behaviors and told him to stop lying.

7372 PA Mentor FBS - All they did was make me talk to my dad.

0791 Not at PA Mentor Family Based Services

I don't remember Valley youth house asking me. 0813

0815 not at PA Mentor Family Based services.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	44 91.7%	23 76.7%	9 75.0%
No	4 8.3%	7 23.3%	3 25.0%
Totals	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Yes	76 84.4%
No	14 15.6%
Totals	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	141 94.0%	83 80.6%	12 75.0%
No	9 6.0%	20 19.4%	4 25.0%
Totals	150 100.0%	103 100.0%	16 100.0%

Total All Surveys

Yes	236 87.7%
No	33 12.3%
Totals	269 100.0%

Comments:

Adult:

0781-The therapist was good, but the services were stopped.

0807 not always, it has been weeks since I heard from them , still waiting for a response from two plus weeks ago.

0419 Overall they had bad communication skills at Salisbury ICMs

4805- I need help getting into assisted living from my Salisbury ICM.

0842 The services from Merakey didn't help me at all.

3049 I can only see my Salisbury ICM two hours a week. Her name is Christy Heinick, she is great.

Parent/Guardian:

0778 Therapist is good at Pinebrook but the restrictions need to be broadened, not everything is textbook.

0772- I wish I could see the same therapist every week, not switch back and forth.

0769 - Valley Youth House - not well enough

0796 - PA Mentor Family Based - lack of continuous care

7372 PA Mentor FBS - I felt this service was not for helping our family but made it worse. We had FBS in the past and it was very helpful, but this time it was not at all what we had expected. Very little support compared to what we had in the past. My son is very upset and does not trust this provider anymore.

0792 PA Mentor FBS was horrendous

7372 PA Mentor FBS - All they did was try to fix my relationship with my abusive father and they made things worse. They didn't help my mom or our family at all. They only cared about my dad and called me a liar.

0791 Only because they can't fill hours at PA Mentor Family Based Services

I was extremely happy with Merakey family based services but not with Kidspeace. We can't see a psychiatrist in person. 0786

0836-My 34 year-old son with Schizophrenia needs much more help and a place to live.

10769-Did not turn out as presented at Valley Youth House.

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	24 50.0%	18 60.0%	8 66.7%
Somewhat Hopeful	23 47.9%	10 33.3%	2 16.7%
Less Than Hopeful	-	1 3.3%	1 8.3%
Not At All Hopeful	1 2.1%	1 3.3%	1 8.3%
Total	48 100.0%	30 100.0%	12 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	47 97.9%	28 93.3%	10 83.3%
Negative	1 2.1%	2 6.7%	2 16.7%
Totals	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Very Hopeful	50 55.6%
Somewhat Hopeful	35 38.9%
Less Than Hopeful	2 2.2%
Not At All Hopeful	3 3.3%
Total	90 100.0%

Positive	85 94.4%
Negative	5 5.6%
Totals	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	89 59.3%	70 68.0%	10 62.5%
Somewhat Hopeful	56 37.3%	28 27.2%	4 25.0%
Less Than Hopeful	4 2.7%	4 3.9%	1 6.3%
Not At All Hopeful	1 0.7%	1 1.0%	1 6.3%
Total	150 100.0%	103 100.0%	16 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	145 96.7%	98 95.1%	14 87.5%
Negative	5 3.3%	5 4.9%	2 12.5%
Totals	150 100.0%	103 100.0%	16 100.0%

Total All Surveys

Very Hopeful	169 62.8%
Somewhat Hopeful	88 32.7%
Less Than Hopeful	9 3.3%
Not At All Hopeful	3 1.1%
Total	269 100.0%

Positive	257 95.5%
Negative	12 4.5%
Totals	269 100.0%

Comments:

Adult:

0807 depends on the day

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	48 100.0%	27 90.0%	11 91.7%
No	- -	3 10.0%	1 8.3%
Totals	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Yes	86 95.6%
No	4 4.4%
Totals	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	150 100.0%	99 96.1%	15 93.8%
No	- -	4 3.9%	1 6.3%
Totals	150 100.0%	103 100.0%	16 100.0%

All Surveys

% Satisfied	50.0%
95% Confidence Interval	±4.2%
Yes	264 98.1%
No	5 1.9%
Totals	269 100.0%

Comments:

Adult:

Parent/Guardian:

7372 PA Mentor FBS - This caused more harm as my son has come out as an atheist against his father's strong Christian views. I was told to be more supportive of my ex's religion than what I believe and my son. It was so bad that my son played a recording of his father saying he is going to Hell, when he played it for the team, my son got in trouble. No one listened to him when he kept saying his father makes him pray continuously over and over again against his beliefs.

0792 The culture, customs, beliefs... yes. But the way we do things, no. Not in the family based services at PA Mentor.

7372 PA Mentor FBS - I'm athiest and they took my dads' Christian views.

0835-For the most part, yes, but a couple of times my child's adoption status was brought up after I told them she(child) doesn't know.

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	45 93.8%	29 96.7%	11 91.7%
Somewhat Comfortable	3 6.3%	-	-
Less than Comfortable	-	-	-
Not al all Comfortable	-	1 3.3%	1 8.3%
Totals	48 100.0%	30 100.0%	12 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	48 100.0%	29 96.7%	11 91.7%
Negative	-	1 3.3%	1 8.3%
Totals	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Very Comfortable	85 94.4%
Somewhat Comfortable	3 3.3%
Less than Comfortable	-
Not al all Comfortable	2 2.2%
Totals	90 100.0%

Positive	88 97.8%
Negative	2 2.2%
Totals	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	135 90.0%	99 96.1%	14 87.5%
Somewhat Comfortable	13 8.7%	2 1.9%	-
Less than Comfortable	2 1.3%	-	-
Not al all Comfortable	-	2 1.9%	2 12.5%
Totals	150 100.0%	103 100.0%	16 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	148 98.7%	101 98.1%	14 87.5%
Negative	2 1.3%	2 1.9%	2 12.5%
Totals	150 100.0%	103 100.0%	16 100.0%

Total All Surveys

Very Comfortable	248 92.2%
Somewhat Comfortable	15 5.6%
Less than Comfortable	2 0.7%
Not al all Comfortable	4 1.5%
Totals	269 100.0%

Positive	263 97.8%
Negative	6 2.2%
Totals	269 100.0%

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	34 70.8%	15 50.0%	7 58.3%
No	14 29.2%	15 50.0%	5 41.7%
Totals	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Yes	56 62.2%
No	34 37.8%
Totals	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	90 60.0%	52 50.5%	9 56.3%
No	60 40.0%	51 49.5%	7 43.8%
Totals	150 100.0%	103 100.0%	16 100.0%

All Surveys

Yes	151 56.1%
No	118 43.9%
Totals	269 100.0%

Comments:

Adult:

0759 - Merakey ICM - not informed

0802 - Merakey ICM - not informed

0806 - Salisbury ICM - not informed

0809-Not from Salisbury ICM

0807 not by Salisbury ICM

4085-Salisbury ICM

3845 - ICM SBH -not informed

Parent/Guardian:

0777 - Valley Youth House Family Based - not informed

0778 too young

0765 Not by Salisbury ICM

0769 - Valley Youth House - not informed

0792 Not mentioned at PA Mentor FBS

0137 - Merakey Family Based - not informed

10137

0791 not applicable

0817 - Salisbury Behavioral Health - not informed

0815 Not at PA Mentor Family Based services

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	44 91.7%	29 96.7%	11 91.7%
	No	4 8.3%	1 3.3%	1 8.3%
	Total	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

	Yes	84 93.3%
	No	6 6.7%
	Total	90 100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	128 85.3%	93 90.3%	15 93.8%
	No	22 14.7%	10 9.7%	1 6.3%
	Total	150 100.0%	103 100.0%	16 100.0%

All Surveys

	Yes	236 87.7%
	No	33 12.3%
	Total	269 100.0%

Comments:

Adult:

0698 - Kids Peace Hospital - not informed

Parent/Guardian:

5228 - Salisbury Behavioral Health - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	43 89.6%	27 90.0%	11 91.7%
Almost Always	1 2.1%	1 3.3%	- -
Sometimes	3 6.3%	1 3.3%	- -
Never	1 2.1%	1 3.3%	1 8.3%
Total	48 100.0%	30 100.0%	12 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	44 91.7%	28 93.3%	11 91.7%
Negative	4 8.3%	2 6.7%	1 8.3%
Total	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Always	81 90.0%
Almost Always	2 2.2%
Sometimes	4 4.4%
Never	3 3.3%
Total	90 100.0%

Positive	83 92.2%
Negative	7 7.8%
Total	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	126 84.0%	84 81.6%	14 87.5%
Almost Always	6 4.0%	3 2.9%	- -
Sometimes	11 7.3%	8 7.8%	- -
Never	7 4.7%	8 7.8%	2 12.5%
Total	150 100.0%	103 100.0%	16 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	132 88.0%	87 84.5%	14 87.5%
Negative	18 12.0%	16 15.5%	2 12.5%
Total	150 100.0%	103 100.0%	16 100.0%

Total All Surveys

Always	224 83.3%
Almost Always	9 3.3%
Sometimes	19 7.1%
Never	17 6.3%
Total	269 100.0%

Positive	233 86.6%
Negative	36 13.4%
Total	269 100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	33 80.5%	24 85.7%	11 91.7%
No	8 19.5%	4 14.3%	1 8.3%
Total	41 100.0%	28 100.0%	12 100.0%

	Adult	Parent/Guardian
Not Applicable	7 100.0%	2 100.0%

Total All Surveys

Yes	68 84.0%
No	13 16.0%
Total	81 100.0%

Not Applicable	9 100.0%
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2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	83 64.3%	82 89.1%	13 86.7%
No	46 35.7%	10 10.9%	2 13.3%
Total	129 100.0%	92 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	21 100.0%	11 100.0%	1 100.0%

All Surveys

Yes	178 75.4%
No	58 24.6%
Total	236 100.0%

Not Applicable	33 100.0%
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Comments:

Adult:

0877 Not from Merakey

Parent/Guardian:

7372 PA Mentor FBS - I did not receive copies of anything like I had in the past with another FBS provider.

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	42 93.3%	29 96.7%	11 91.7%
No	3 6.7%	1 3.3%	1 8.3%
Total	45 100.0%	30 100.0%	12 100.0%

	Adult
Not Applicable	3 100.0%

Total All Surveys

Yes	82 94.3%
No	5 5.7%
Total	87 100.0%

Not Applicable	3 100.0%
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2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	126 91.3%	89 91.8%	13 86.7%
No	12 8.7%	8 8.2%	2 13.3%
Total	138 100.0%	97 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	12 100.0%	6 100.0%	1 100.0%

All Surveys

Yes	228 91.2%
No	22 8.8%
Total	250 100.0%

Not Applicable	19 100.0%
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Comments:**Adult:**

0877 there is no one

Parent/Guardian:

7372 PA Mentor FBS - We were continuously made to include his father in everything when his father was the reason of his extreme stress. My son felt he was wronged. When he would talk about the abuse, he was told his feelings did not matter and he must include his father in everything. They had me talk to my ex husband over the telephone in which I was screamed at and it through me into PTSD symptoms as a survivor of Domestic Abuse by my ex husband. The whole situation was traumatizing for all.

7372 PA Mentor FBS - All they cared about was making me be with my abusive father and not my mom and sister who were supportive for me.

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	31 64.6%	23 76.7%	6 50.0%
No	17 35.4%	7 23.3%	6 50.0%
Total	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

Yes	60 66.7%
No	30 33.3%
Total	90 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	88 58.7%	60 58.3%	8 50.0%
No	62 41.3%	43 41.7%	8 50.0%
Total	150 100.0%	103 100.0%	16 100.0%

All Surveys

Yes	156 58.0%
No	113 42.0%
Total	269 100.0%

Comments:

Adult:

0761 - not informed

Not informed

0752 - not informed

7376 - not informed

0698 - not informed

Parent/Guardian:

0137 - not informed

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		2	2	-
		4.2%	6.7%	-
No		46	28	12
		95.8%	93.3%	100.0%
Total		48	30	12
		100.0%	100.0%	100.0%

Total All Surveys

Yes		4
		4.4%
No		86
		95.6%
Total		90
		100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		8	4	1
		5.3%	3.9%	6.3%
No		142	99	15
		94.7%	96.1%	93.8%
Total		150	103	16
		100.0%	100.0%	100.0%

All Surveys

Yes		13
		4.8%
No		256
		95.2%
Total		269
		100.0%

Question 20. How easy was the process to navigate?

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	1 50.0%	-	-
Somewhat Easy	1 50.0%	-	-
Somewhat Difficult	-	-	-
Very Difficult	-	1 100.0%	-
Total	2 100.0%	1 100.0%	-

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

Total All Surveys

Very Easy	1 33.3%
Somewhat Easy	1 33.3%
Somewhat Difficult	-
Very Difficult	1 33.3%
Total	3 100.0%

Positive	2 66.7%
Negative	1 33.3%
Total	3 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	4 50.0%	1 33.3%	-
Somewhat Easy	3 37.5%	-	-
Somewhat Difficult	-	-	-
Very Difficult	1 12.5%	2 66.7%	-
Total	8 100.0%	3 100.0%	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	7 87.5%	1 33.3%	-
Negative	1 12.5%	2 66.7%	-
Total	8 100.0%	3 100.0%	-

Total All Surveys

Very Easy	5 45.5%
Somewhat Easy	3 27.3%
Somewhat Difficult	-
Very Difficult	3 27.3%
Total	11 100.0%

Positive	8 72.7%
Negative	3 27.3%
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	41 85.4%	21 70.0%	9 75.0%
	No	7 14.6%	9 30.0%	3 25.0%
	Total	48 100.0%	30 100.0%	12 100.0%

Total All Surveys

	Yes	71 78.9%
	No	19 21.1%
	Total	90 100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	123 82.0%	78 75.7%	12 75.0%
	No	27 18.0%	25 24.3%	4 25.0%
	Total	150 100.0%	103 100.0%	16 100.0%

All Surveys

	Yes	213 79.2%
	No	56 20.8%
	Total	269 100.0%

Comments:**Adult:**

9503 - not enough providers

0804-I became very depressed after my mom died, and didn't answer the phone, so I am the reason I don't have services anymore.

Parent/Guardian:

0777 - problems finding providers

0778 no call backs to even say you are on a waiting list from Pinebrook

0772-There are no psychiatrists available for children.

0769 - not informed

0796 - not informed

7372 - There are not enough providers who actually take cases and if they do it takes about six months or more to receive any help.

0792 Not enough available, he never had a team at PA Mentor FBS.

7372 PA Mentor FBS - PA Mentor should be shut down or Kathleen be fired. They did nothing to help me and my family. All they cared about was my dad. There was no other places that had any openings.

0791 not enough

5228 - he doesn't have proper treatment

0835- There's not enough provider's available with openings.

10769-Not aware of choices

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes		48	28	12
		100.0%	93.3%	100.0%
No		-	2	-
		-	6.7%	-
Total		48	30	12
		100.0%	100.0%	100.0%

Total All Surveys

Yes	88
	97.8%
No	2
	2.2%
Total	90
	100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		145	96	16
		96.7%	93.2%	100.0%
No		5	7	-
		3.3%	6.8%	-
Total		150	103	16
		100.0%	100.0%	100.0%

All Surveys

Yes	257
	95.5%
No	12
	4.5%
Total	269
	100.0%

Comments:

Adult:

Parent/Guardian:

0777 - too far

7372 PA Mentor FBS - When they showed it was at my mom's or at school by zoom

0817 - sometimes

0835- Have to travel to to Slatington for her psychiatrist from Bethlehem.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	10 100.0%	9 90.0%	2 100.0%
No	-	1 10.0%	-
Total	10 100.0%	10 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	38 100.0%	20 100.0%	10 100.0%

Total All Surveys

Yes	21 95.5%
No	1 4.5%
Total	22 100.0%

Not Applicable	68 100.0%
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2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	24 96.0%	17 89.5%	2 100.0%
No	1 4.0%	2 10.5%	-
Total	25 100.0%	19 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	125 100.0%	84 100.0%	14 100.0%

All Surveys

Yes	43 93.5%
No	3 6.5%
Total	46 100.0%

Not Applicable	223 100.0%
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Comments:

Adult:

Parent/Guardian:

0817 - II could not understand

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	10 90.9%	10 100.0%	2 100.0%
No	1 9.1%	- -	- -
Total	11 100.0%	10 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	37 100.0%	20 100.0%	10 100.0%

Total All Surveys

Yes	22 95.7%
No	1 4.3%
Total	23 100.0%

Not Applicable	67 100.0%
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2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	24 96.0%	19 100.0%	2 100.0%
No	1 4.0%	- -	- -
Total	25 100.0%	19 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	125 100.0%	84 100.0%	14 100.0%

All Surveys

Yes	45 97.8%
No	1 2.2%
Total	46 100.0%

Not Applicable	223 100.0%
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Comments:

Adult:

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		36	28	12
		75.0%	93.3%	100.0%
No		12	2	-
		25.0%	6.7%	-
Total		48	30	12
		100.0%	100.0%	100.0%

Total All Surveys

Yes		76
		84.4%
No		14
		15.6%
Total		90
		100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		101	79	14
		67.3%	76.7%	87.5%
No		49	24	2
		32.7%	23.3%	12.5%
Total		150	103	16
		100.0%	100.0%	100.0%

All Surveys

Yes		194
		72.1%
No		75
		27.9%
Total		269
		100.0%

Comments:

Adult:

0761 - not informed

0802 - Merakey ICM - not informed

0698 - not informed

Parent/Guardian:

0137 - not informed

5228 - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	10 100.0%	9 90.0%	2 100.0%
No	-	1 10.0%	-
Total	10 100.0%	10 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	38 100.0%	20 100.0%	10 100.0%

Total All Surveys

Yes	21 95.5%
No	1 4.5%
Total	22 100.0%

Not Applicable	68 100.0%
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2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	25 86.2%	20 95.2%	2 100.0%
No	4 13.8%	1 4.8%	-
Total	29 100.0%	21 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	121 100.0%	82 100.0%	14 100.0%

All Surveys

Yes	47 90.4%
No	5 9.6%
Total	52 100.0%

Not Applicable	217 100.0%
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Comments:

Adult:

Parent/Guardian:

0817 - not helpful

Statewide Questions:

Adults

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

Always	37 77.1%
Sometimes	9 18.8%
Never	2 4.2%
Total	48 100.0%

2023 Cumulative Yearly Total

Always	113 75.8%
Sometimes	32 21.5%
Never	4 2.7%
Total	149 100.0%

Not Applicable	1 100.0%
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Comments:

Adult:

-
- 0781-At Pinebrook, it was difficult to get appointments that fit our schedules.
-
- 0804-It's my fault I lost my services due to my depression.
-
- 4805- My Salisbury ICM Alex is not very helpful; but previous ones were more helpful.
-
- 0842 The services from Merakey didn't help me.

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent	
Always	3 10.0%	1 8.3%
Sometimes	13 43.3%	3 25.0%
Never	14 46.7%	8 66.7%
Total	30 100.0%	12 100.0%

2023 Cumulative Yearly Total

	Parent/Guardian Child/Adolescent	
Always	15 14.6%	2 12.5%
Sometimes	28 27.2%	3 18.8%
Never	60 58.3%	11 68.8%
Total	103 100.0%	16 100.0%

Parent/Guardian:

0772 not enough psychiatry. Waiting lists are long. There are none available. You have to be part of a group at Valley Youth House.

7372 - Our services were just stopped out of nowhere until I called their supervisor and he explained out FBS ended. They also just stopped showing up to his school meetings when he switched to the third school. I felt at a loss and completely helpless getting my son services to actually help him and our family. He now has said many times he has no faith in our system. My son often cries in fear every time he has to go to his fathers.

0792 We were supposed to get 40 hours and got 8 with PA Mentor FBS.

5228 - he doesn't have proper treatment

0836 At LVHN 17th St. Clinic, no one has been able to get my son the level of care he needs.

Child/Adolescent:

7372 PA Mentor FBS - PA Mentor just disappeared then when my mom called the supervisor they told her our service ended.

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

	Adult
Always	41 85.4%
Sometimes	6 12.5%
Never	1 2.1%
Total	48 100.0%

	Parent/Guardian Child/Adolescent	
Always	24 80.0%	11 91.7%
Sometimes	5 16.7%	- -
Never	1 3.3%	1 8.3%
Total	30 100.0%	12 100.0%

2023 Cumulative Yearly Total

	Adult
Always	128 85.3%
Sometimes	20 13.3%
Never	2 1.3%
Total	150 100.0%

	Parent/Guardian Child/Adolescent	
Always	84 81.6%	15 93.8%
Sometimes	15 14.6%	- -
Never	4 3.9%	1 6.3%
Total	103 100.0%	16 100.0%

Comments:**Adult:**

0781- At Pinebrook, the services were cancelled because my son doesn't take psychiatric medication.

Parent/Guardian:

7372 - We asked for help with my son's behaviors and relationships at my home. All they cared about was mending a broken relationship between my son and his father. He insists that his father abused him and left bruises, he feels let down day the entire system including Children & Youth Services.

0792 There was no treatment plan. There was no focus on our son at PA Mentor FBS.

Child/Adolescent:

7372 PA Mentor FBS - They didn't listen to me at all. Kathleen called me a liar and never cared about me.

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

	Adult
Much Better	23 47.9%
A Little Better	14 29.2%
About The Same	7 14.6%
A Little Worse	1 2.1%
Much Worse	3 6.3%
Total	48 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	14 46.7%	9 75.0%
A Little Better	9 30.0%	1 8.3%
About The Same	4 13.3%	1 8.3%
A Little Worse	1 3.3%	- -
Much Worse	2 6.7%	1 8.3%
Total	30 100.0%	12 100.0%

2023 Cumulative Yearly Total

	Adult
Much Better	67 44.7%
A Little Better	57 38.0%
About The Same	19 12.7%
A Little Worse	4 2.7%
Much Worse	3 2.0%
Total	150 100.0%

Parent/Guardian Child/Adolescent

Much Better	57 55.3%	11 68.8%
A Little Better	29 28.2%	2 12.5%
About The Same	12 11.7%	2 12.5%
A Little Worse	1 1.0%	- -
Much Worse	4 3.9%	1 6.3%
Total	103 100.0%	16 100.0%

Comments:**Adult:**

0781- My son was starting to communicate, but it wasn't fast enough for the counselors.

0804-I let my services lapse due to depression, that's why I don't feel any better. My ICM really tried to help.

Parent/Guardian Child/Adolescent

7372 - Services received did not help my son at all. His quality of life became so much worse. We are now hopeful that our new services will help.

0792 There was no treatment for my child with PA Mentor FBS. This service was used to pit mother and father more against eachother.

5228 - lacks of proper treatment

Child/Adolescent:

7372 PA Mentor FBS - They were the worst team I ever had. Family Based Services I had in the past cared about my family. Kathleen was the absolute worst to me. I'm glad to not have them anymore.

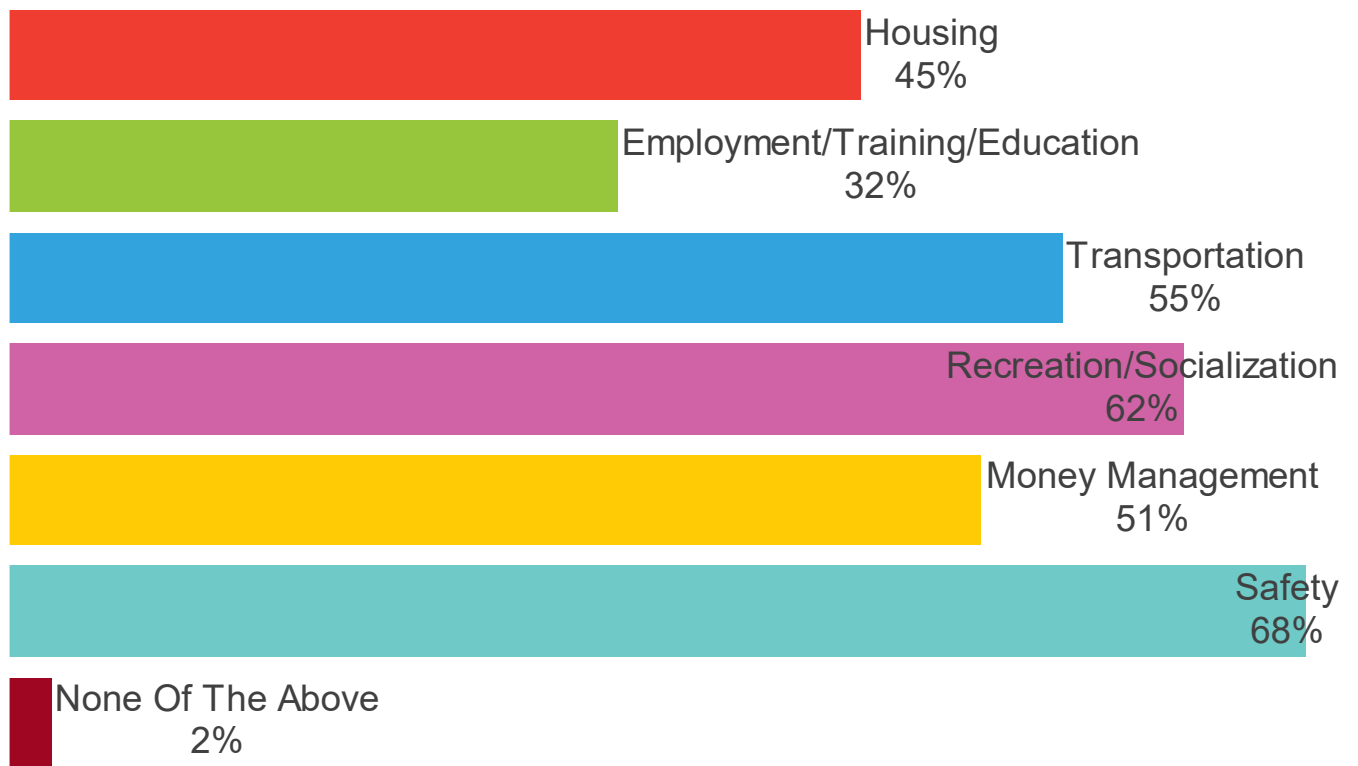
Q27. If you would like the Magellan Member and Family Advocate to contact you please enter your name, contact number, and a brief description of your concern.

7372 PA Mentor FBS - [REDACTED] PA Mentor's
FBS was very bed by my team [REDACTED]

Lehigh County

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

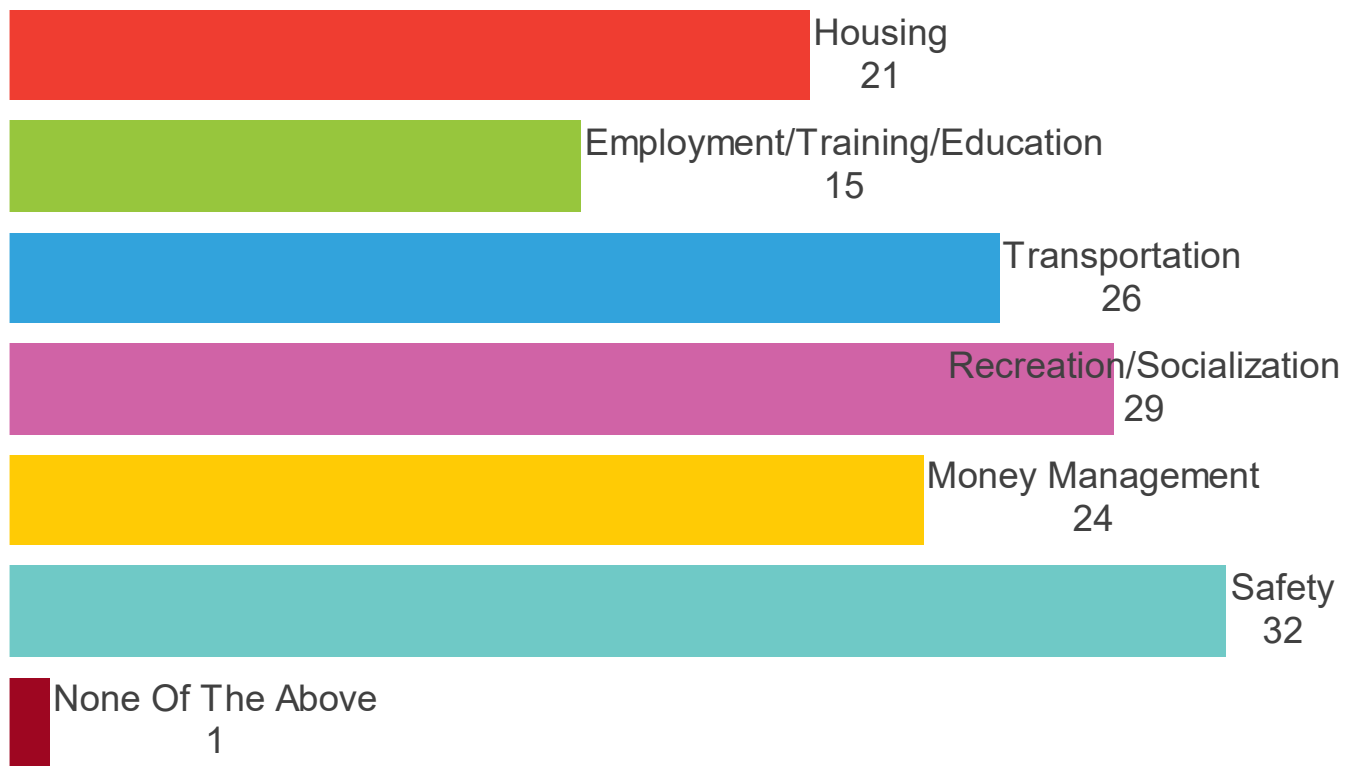
Adults



Lehigh County

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

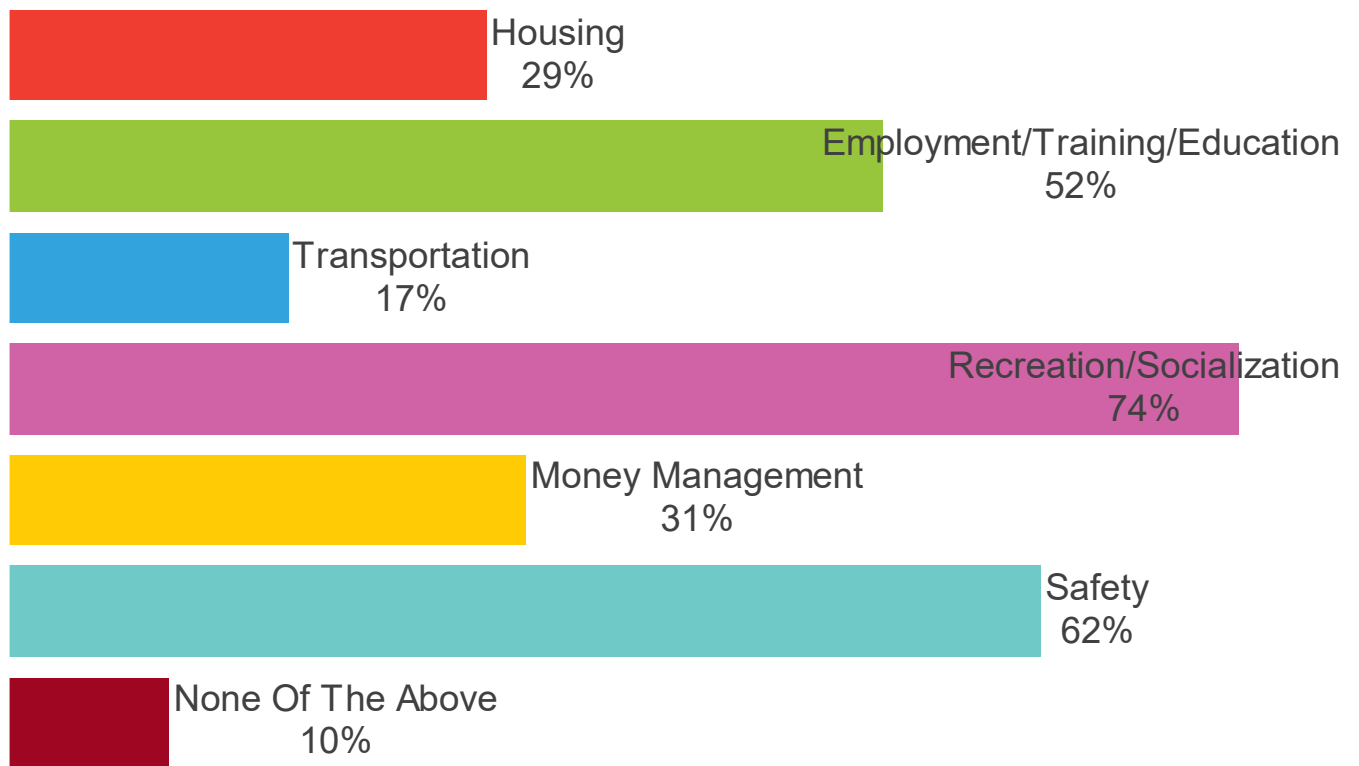
Adults



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

