

Recovery Partnership  
Consumer/Family Satisfaction Team  
Report on:

**Lehigh County HealthChoices**

Full Report  
4th Quarter  
October 1, 2023 to December 31, 2023

**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	79 94.0%	35 89.7%	- -
No	5 6.0%	4 10.3%	- -
Total	84 100.0%	39 100.0%	- -

**Total All Surveys**

Yes	114 92.7%
No	9 7.3%
Total	123 100.0%

**2023 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Yes	219 93.6%	129 90.8%	14 87.5%
No	15 6.4%	13 9.2%	2 12.5%
Total	234 100.0%	142 100.0%	16 100.0%

**All Surveys**

Yes	362 92.3%
No	30 7.7%
Total	392 100.0%

**Comments:**

**Adult:**

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0329 You wait three to four days to get a response. Crisis was called and children and youth were called on me at the Penn Foundation.

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0233 Long wait for call backs anywhere.

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7391 St Lukes Behavioral Health Dr. Sholevar is not easy to contact.

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8466- Omni- they don't return calls

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0140- Haven House takes a long time to get back to me, now I ran out of meds.

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8511 - Omni - sometimes

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9969 - Preventive Measures - sometimes

**Parent/Guardian:**

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0422 HAO- they don't return calls on time

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7271 Lots of call you back and no return calls given

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0276- Jen from Nulton Diagnostics, never returns my calls.

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5673 Having trouble with the doctor showing up at Omni

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

	Adult	Parent/Guardian	Child/Adolescent
Always	64 76.2%	31 79.5%	- -
Almost Always	13 15.5%	2 5.1%	- -
Sometimes	5 6.0%	5 12.8%	- -
Never	2 2.4%	1 2.6%	- -
Total	84 100.0%	39 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	77 91.7%	33 84.6%	- -
Negative	7 8.3%	6 15.4%	- -

**Total All Surveys**

Always	95 77.2%
Almost Always	15 12.2%
Sometimes	10 8.1%
Never	3 2.4%
Total	123 100.0%

Positive	110 89.4%
Negative	13 10.6%

**2023 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Always	189 80.8%	113 79.6%	12 75.0%
Almost Always	29 12.4%	8 5.6%	1 6.3%
Sometimes	13 5.6%	19 13.4%	2 12.5%
Never	3 1.3%	2 1.4%	1 6.3%
Total	234 100.0%	142 100.0%	16 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	218 93.2%	121 85.2%	13 81.3%
Negative	16 6.8%	21 14.8%	3 18.8%

**Total All Surveys**

Always	314 80.1%
Almost Always	38 9.7%
Sometimes	34 8.7%
Never	6 1.5%
Total	392 100.0%

Positive	352 89.8%
Negative	40 10.2%

**Comments:**

**Adult:**

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0233 Insurance doesn't provide access to services.

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0313 - Mulhemberg MH - long wait list, hard to change appointments

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7391 St.Lukes Behavioral Health not Dr. Sholevar

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3375-I had a very hard time during COVID-19 trying to get services, so my PCP's caseworker found me an opening at Cedar Point.

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2847 Waited for a year for a therapist at St. Lukes Broadhead Rd.

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9107-Preventive Measures- Therapists are hard to keep.

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My ECT is at 5am and it is too early.

**Parent/Guardian:**

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0276- Jen from Nulton diagnostics is supposed to see my daughter every week, but only comes once every two weeks, if that.

---

0281 - Attain- waited for therapist for two years to start the program.

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4964-At Pinebrook, my son's therapist rarely ever had availability after 4:00pm.

**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	65 77.4%	34 87.2%	- -
No	19 22.6%	5 12.8%	- -
Totals	84 100.0%	39 100.0%	- -

**Total All Surveys**

Yes	99 80.5%
No	24 19.5%
Totals	123 100.0%

**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	162 69.2%	101 71.1%	9 56.3%
No	72 30.8%	41 28.9%	7 43.8%
Totals	234 100.0%	142 100.0%	16 100.0%

**Total All Surveys**

Yes	272 69.4%
No	120 30.6%
Totals	392 100.0%

**Comments:**

**Adult:**

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0333 - LVHN 17th St.- not informed

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0042 - HAO -not informed

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9890-At Preventive Measures, I don't believe that I wash told how to file a complaint.

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3022 Haven House not informed

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9947 - LVH Mulhemberg MH - not informed

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9957 - HAO - not informed

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3758 not informed by Haven House

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9107-Preventive Measures

**Parent/Guardian:**

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0422 not informed

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0053 - HAO - not informed

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8492 - Preventive Measures - not informed



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

	Adult	Parent/Guardian	Child/Adolescent
Always	71 84.5%	30 76.9%	- -
Almost Always	8 9.5%	3 7.7%	- -
Sometimes	2 2.4%	4 10.3%	- -
Never	3 3.6%	2 5.1%	- -
Totals	84 100.0%	39 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	79 94.0%	33 84.6%	- -
Negative	5 6.0%	6 15.4%	- -
Total	84 100.0%	39 100.0%	- -

**Total All Surveys**

Always	101 82.1%
Almost Always	11 8.9%
Sometimes	6 4.9%
Never	5 4.1%
Totals	123 100.0%

Positive	112 91.1%
Negative	11 8.9%
Total	123 100.0%

**2023 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Always	199 85.0%	97 68.3%	12 75.0%
Almost Always	21 9.0%	17 12.0%	2 12.5%
Sometimes	11 4.7%	21 14.8%	1 6.3%
Never	3 1.3%	7 4.9%	1 6.3%
Totals	234 100.0%	142 100.0%	16 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	220 94.0%	114 80.3%	14 87.5%
Negative	14 6.0%	28 19.7%	2 12.5%
Total	234 100.0%	142 100.0%	16 100.0%

**Total All Surveys**

Always	308 78.6%
Almost Always	40 10.2%
Sometimes	33 8.4%
Never	11 2.8%
Totals	392 100.0%

Positive	348 88.8%
Negative	44 11.2%
Total	392 100.0%

**Comments:**

**Adult:**

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0233 Not since Bet-El closed.

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7391 St Lukes Behavioral Health took three months to get medicines from Dr. Sholevar

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8466 - Omni- they closed my case- not being my fault

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My psychiatrist is booked really far out

**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	82 97.6%	35 89.7%	- -
No	2 2.4%	4 10.3%	- -
Totals	84 100.0%	39 100.0%	- -

**Total All Surveys**

Yes	117 95.1%
No	6 4.9%
Totals	123 100.0%

**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	222 94.9%	125 88.0%	14 87.5%
No	12 5.1%	17 12.0%	2 12.5%
Totals	234 100.0%	142 100.0%	16 100.0%

**Total All Surveys**

% Satisfied	50.0%
95% Confidence Interval	±3.5%
Yes	361 92.1%
No	31 7.9%
Totals	392 100.0%

**Comments:**

**Adult:**

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0233 Haven't had services

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7391 St Lukes Behavioral Health, struggles with depression

**Parent/Guardian:**

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0276- My daughter had to go to a partial hospital program because she doesn't get enough help from Jen at Nulton Diagnostics.

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5673 maintains

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0352 - ALAS - because she fights the services

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0281 - staff is not efficient at Attain

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4964-At Pinebrook, my son was not able to be seen enough to affect any change.

**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	81 96.4%	35 89.7%	- -
No	3 3.6%	4 10.3%	- -
Totals	84 100.0%	39 100.0%	- -

**Total All Surveys**

Yes	116 94.3%
No	7 5.7%
Totals	123 100.0%

**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	218 93.2%	123 86.6%	12 75.0%
No	16 6.8%	19 13.4%	4 25.0%
Totals	234 100.0%	142 100.0%	16 100.0%

**Total All Surveys**

Yes	353 90.1%
No	39 9.9%
Totals	392 100.0%

**Comments:**

**Adult:**

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0233 I can't find a provider

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7391 St Lukes Behavioral Health just not from Dr. Sholevar

---

8466 - Omni- they closed my case - not my fault

---

0140- My therapist is no longer with Haven House so I pay out of pocket because she has been so great for me.

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9969 - Preventive Measures - doctor not aware of all information i provide

**Parent/Guardian:**

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0276- Nulton diagnostics didn't teach my daughter any skills.

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8492 - Preventive Measures - not informed, they don't teach coping skills

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0281 - not informed from Attain

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4964-At Pinebrook my son did not get much information at all from his therapist.

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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	74 88.1%	37 94.9%	-
No	10 11.9%	2 5.1%	-
Totals	84 100.0%	39 100.0%	-

**Total All Surveys**

Yes	111 90.2%
No	12 9.8%
Totals	123 100.0%

**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	211 90.2%	124 87.3%	13 81.3%
No	23 9.8%	18 12.7%	3 18.8%
Totals	234 100.0%	142 100.0%	16 100.0%

**Total All Surveys**

Yes	348 88.8%
No	44 11.2%
Totals	392 100.0%

**Comments:**

**Adult:**

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0329 not at Penn Foundation

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0233 Not at Bet-El

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7391 St. Lukes Behavioral Health not by Dr. Sholevar

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0259 not asked at Pinebrook

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0249-HAO

**Parent/Guardian:**

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0276- Nulton diagnostics did not ask.

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5673 not at Omni



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

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	81 96.4%	35 89.7%	- -
No	3 3.6%	4 10.3%	- -
Totals	84 100.0%	39 100.0%	- -

**Total All Surveys**

Yes	116 94.3%
No	7 5.7%
Totals	123 100.0%

**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	222 94.9%	118 83.1%	12 75.0%
No	12 5.1%	24 16.9%	4 25.0%
Totals	234 100.0%	142 100.0%	16 100.0%

**Total All Surveys**

Yes	352 89.8%
No	40 10.2%
Totals	392 100.0%

**Comments:**

**Adult:**

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0233 Not getting services

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7391 St. Lukes Behavioral Health just not from Dr. Shorevar.

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8466 - Omni- they closed my services- not my fault

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9969 - Preventive Measures - things could be different, doctor is not familiar with my case, my meds.

**Parent/Guardian:**

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0276 she is not getting better with treatment from Nulton Diagnostics

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8492 - Preventive Measures - not enough resources

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0281 - services not efficient at Attain

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4964-At Pinebrook my son could not get any better because he couldn't get his services he is supposed to be receiving.

## 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	58 69.0%	23 59.0%	- -
Somewhat Hopeful	25 29.8%	15 38.5%	- -
Less Than Hopeful	1 1.2%	- -	- -
Not At All Hopeful	- -	1 2.6%	- -
Total	84 100.0%	39 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	83 98.8%	38 97.4%	- -
Negative	1 1.2%	1 2.6%	- -
Totals	84 100.0%	39 100.0%	- -

### Total All Surveys

Very Hopeful	81 65.9%
Somewhat Hopeful	40 32.5%
Less Than Hopeful	1 0.8%
Not At All Hopeful	1 0.8%
Total	123 100.0%

Positive	121 98.4%
Negative	2 1.6%
Totals	123 100.0%

### 2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	147 62.8%	93 65.5%	10 62.5%
Somewhat Hopeful	81 34.6%	43 30.3%	4 25.0%
Less Than Hopeful	5 2.1%	4 2.8%	1 6.3%
Not At All Hopeful	1 0.4%	2 1.4%	1 6.3%
Total	234 100.0%	142 100.0%	16 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	228 97.4%	136 95.8%	14 87.5%
Negative	6 2.6%	6 4.2%	2 12.5%
Totals	234 100.0%	142 100.0%	16 100.0%

### Total All Surveys

Very Hopeful	250 63.8%
Somewhat Hopeful	128 32.7%
Less Than Hopeful	10 2.6%
Not At All Hopeful	4 1.0%
Total	392 100.0%

Positive	378 96.4%
Negative	14 3.6%
Totals	392 100.0%

**Comments:**

**Adult:**

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0233 Paying out of pocket for current services though.

**Parent/Guardian:**

**Question 10. Did your service provider respect your culture, beliefs, customs, and the way that you do things?**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	83 98.8%	38 97.4%	- -
No	1 1.2%	1 2.6%	- -
Totals	84 100.0%	39 100.0%	- -

**Total All Surveys**

Yes	121 98.4%
No	2 1.6%
Totals	123 100.0%

**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	233 99.6%	137 96.5%	15 93.8%
No	1 0.4%	5 3.5%	1 6.3%
Totals	234 100.0%	142 100.0%	16 100.0%

**All Surveys**

% Satisfied	50.0%
95% Confidence Interval	±3.5%
Yes	385 98.2%
No	7 1.8%
Totals	392 100.0%

**Comments:**

**Adult:**

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0233 They just pushed medications though.

9969 - Preventive Measures - not applicable

**Parent/Guardian:**

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8492 - Preventive measures - they aren't concern

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	73 86.9%	36 92.3%	- -
Somewhat Comfortable	9 10.7%	2 5.1%	- -
Less than Comfortable	-	1 2.6%	- -
Not al all Comfortable	2 2.4%	-	- -
Totals	84 100.0%	39 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	82 97.6%	38 97.4%	- -
Negative	2 2.4%	1 2.6%	- -
Totals	84 100.0%	39 100.0%	- -

**Total All Surveys**

Very Comfortable	109 88.6%
Somewhat Comfortable	11 8.9%
Less than Comfortable	1 0.8%
Not al all Comfortable	2 1.6%
Totals	123 100.0%

Positive	120 97.6%
Negative	3 2.4%
Totals	123 100.0%

**2023 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	208 88.9%	135 95.1%	14 87.5%
Somewhat Comfortable	22 9.4%	4 2.8%	- -
Less than Comfortable	2 0.9%	1 0.7%	- -
Not al all Comfortable	2 0.9%	2 1.4%	2 12.5%
Totals	234 100.0%	142 100.0%	16 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	230 98.3%	139 97.9%	14 87.5%
Negative	4 1.7%	3 2.1%	2 12.5%
Totals	234 100.0%	142 100.0%	16 100.0%

**Total All Surveys**

Very Comfortable	357 91.1%
Somewhat Comfortable	26 6.6%
Less than Comfortable	3 0.8%
Not al all Comfortable	6 1.5%
Totals	392 100.0%

Positive	383 97.7%
Negative	9 2.3%
Totals	392 100.0%

**Comments:**

**Adult:**

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0233 comfortable asking questions but felt not getting anywhere.

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7391 St. Lukes Behavioral Health not with Dr. Shorevar

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8466 - Omni - after the pandemic they changed negatively

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0249-HAO

**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	47 56.0%	23 59.0%	-
No	37 44.0%	16 41.0%	-
Totals	84 100.0%	39 100.0%	-

**Total All Surveys**

Yes	70 56.9%
No	53 43.1%
Totals	123 100.0%

**2023 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Yes	137 58.5%	75 52.8%	9 56.3%
No	97 41.5%	67 47.2%	7 43.8%
Totals	234 100.0%	142 100.0%	16 100.0%

**All Surveys**

Yes	221 56.4%
No	171 43.6%
Totals	392 100.0%

**Comments:**

**Adult:**

- 
- 0391 - HAO - not informed
- 
- 0329 not at Penn Foundation
- 
- 0793 not at LVH mental health clinic 17th in Allentown
- 
- 0233 not at Bet-El
- 
- 0246 Not at Pinebrook
- 
- 1207 Not at Haven House
- 
- 0025 - Star Wellness - not informed
- 
- 8466 - Omni - not informed
- 
- 0042 - HAO - not informed
- 
- 9912 - Mulhemberg Mental Health - not informed
- 
- 0077-HAO
- 
- 9951 Holcomb, not informed
- 
- 0259 Not informed from Pinebrook
- 
- 0140- I am unable to use these programs being a widower with three children.
- 
- 9890- Preventive Measures
- 
- 9920 - HAO - not informed
- 
- 0144 - Preventive Measures - not informed
- 
- 9947 - LVH Mulhemberg MH - not informed
- 
- 2847 Not at St. Lukes Broadhead Rd.
- 
- 0125 not by Lisa Alverado
- 
- 9957 - HAO - not informed
- 
- 9594 Not by Haven House
- 
- 8846 Omni told nothing of this
- 
- 0249-HAO
- 
- 9107-Preventive Measures.
- 
- 0280 Bet El didn't inform.
- 
- 8511 - Omni - not informed
- 
- 9969 - Preventive Measures - not informed
- 
- 9962 Was not informed at Preventive Measures

**Parent/Guardian:**

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0422 not informed by HAO

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0359 not at Concern

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9948 Life Guidance, not informed

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7768 Not informed by Pinebrook

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8492 - Preventive measures - not informed

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0014 - St. Lukes MH - too young

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0361 not by L.A.S.T. - A program through school.

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0281 - too young- no programs available - Attain

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0128 - Preventive Measures not informed

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8494 Kids Peace Bethlehem did not inform.

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4964-Pinebrook

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		74	35	-
		88.1%	89.7%	-
No		10	4	-
		11.9%	10.3%	-
Total		84	39	-
		100.0%	100.0%	-

**Total All Surveys**

Yes		109
		88.6%
No		14
		11.4%
Total		123
		100.0%

**2023 Cumulative Yearly Total**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		202	128	15
		86.3%	90.1%	93.8%
No		32	14	1
		13.7%	9.9%	6.3%
Total		234	142	16
		100.0%	100.0%	100.0%

**All Surveys**

Yes		345
		88.0%
No		47
		12.0%
Total		392
		100.0%

**Comments:**

**Adult:**

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0391 - HAO - not informed

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0248-HAO unsure if I received this information.

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0042 - HAO - not informed

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9920 - HAO - not informed

---

0272 - St Lukes MH - not informed

---

9957 - HAO - not informed

---

0249-HAO

**Parent/Guardian:**

---

0422 not informed

---

0053 - HAO - not informed

---

8492 - Preventive measures - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	71 84.5%	34 87.2%	- -
Almost Always	4 4.8%	1 2.6%	- -
Sometimes	4 4.8%	1 2.6%	- -
Never	5 6.0%	3 7.7%	- -
Total	84 100.0%	39 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	75 89.3%	35 89.7%	- -
Negative	9 10.7%	4 10.3%	- -
Total	84 100.0%	39 100.0%	- -

**Total All Surveys**

Always	105 85.4%
Almost Always	5 4.1%
Sometimes	5 4.1%
Never	8 6.5%
Total	123 100.0%

Positive	110 89.4%
Negative	13 10.6%
Total	123 100.0%

**2023 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Always	197 84.2%	118 83.1%	14 87.5%
Almost Always	10 4.3%	4 2.8%	- -
Sometimes	15 6.4%	9 6.3%	- -
Never	12 5.1%	11 7.7%	2 12.5%
Total	234 100.0%	142 100.0%	16 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	207 88.5%	122 85.9%	14 87.5%
Negative	27 11.5%	20 14.1%	2 12.5%
Total	234 100.0%	142 100.0%	16 100.0%

**Total All Surveys**

Always	329 83.9%
Almost Always	14 3.6%
Sometimes	24 6.1%
Never	25 6.4%
Total	392 100.0%

Positive	343 87.5%
Negative	49 12.5%
Total	392 100.0%

**Comments:**

**Adult:**

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7391 Just not with Dr. Sholevar St. Lukes Behavioral Health

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9920 - HAO - I don't participate

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3022 Not since I had a therapist over a year ago from Haven House

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9957 - HAO - I never participate

---

0249-HAO

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8511 - Omni - Language barrier

**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	63 80.8%	29 85.3%	- -
No	15 19.2%	5 14.7%	- -
Total	78 100.0%	34 100.0%	- -

	<b>Adult</b>	<b>Parent/Guardian</b>
Not Applicable	6 100.0%	5 100.0%

**Total All Surveys**

Yes	92 82.1%
No	20 17.9%
Total	112 100.0%

Not Applicable	11 100.0%
----------------	--------------

**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	146 70.5%	111 88.1%	13 86.7%
No	61 29.5%	15 11.9%	2 13.3%
Total	207 100.0%	126 100.0%	15 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	27 100.0%	16 100.0%	1 100.0%

**All Surveys**

Yes	270 77.6%
No	78 22.4%
Total	348 100.0%

Not Applicable	44 100.0%
----------------	--------------



**Comments:**

**Adult:**

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1207 Not at Haven House

---

7391 Not from Dr. Sholevar from St.Lukes Behavioral Health.

---

0259 not from Pinebrook

---

9890-Preventive Measures

---

9947 - LVH Mulhemberg MH - didn't received it

---

2847 not at St. Lukes Broadhead Rd.

---

3758 not from Haven House

---

9107-Preventive Measures

---

6565-NO-PA Mentor- Yes- Haven House

---

9941 not from Salisbury

---

LVHN

**Parent/Guardian:**

---

0053 - HAO -I don't remember

---

9948 not at Life Guidance

---

0130 - not from Lisa Alvarado

---

0014 - St. Lukes MH - no

---

8494 not from Kids Peace Bethlehem

**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	73 94.8%	38 97.4%	- -
No	4 5.2%	1 2.6%	- -
Total	77 100.0%	39 100.0%	- -

	<b>Adult</b>
Not Applicable	7 100.0%

**Total All Surveys**

Yes	111 95.7%
No	5 4.3%
Total	116 100.0%

Not Applicable	7 100.0%
----------------	-------------

**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	199 92.6%	127 93.4%	13 86.7%
No	16 7.4%	9 6.6%	2 13.3%
Total	215 100.0%	136 100.0%	15 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	19 100.0%	6 100.0%	1 100.0%

**All Surveys**

Yes	339 92.6%
No	27 7.4%
Total	366 100.0%

Not Applicable	26 100.0%
----------------	--------------

**Comments:**

**Adult:**

---

0391 - HAO - not informed

---

1207 Not at Haven House

---

7391 Dr. Sholevar St Lukes Behavioral Health Dr. Sholevar did not as

---

0057 - HAO - not informed

**Parent/Guardian:**

---

0276 my daughter asked for the therapist to include mother but they have not called at Nulton Diagnostics

**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	56 66.7%	31 79.5%	- -
No	28 33.3%	8 20.5%	- -
Total	84 100.0%	39 100.0%	- -

**Total All Surveys**

Yes	87 70.7%
No	36 29.3%
Total	123 100.0%

**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	144 61.5%	91 64.1%	8 50.0%
No	90 38.5%	51 35.9%	8 50.0%
Total	234 100.0%	142 100.0%	16 100.0%

**All Surveys**

Yes	243 62.0%
No	149 38.0%
Total	392 100.0%

**Comments:**

**Adult:**

---

0391 - not informed

---

0025 - not informed

---

0042 - not informed

---

0259 not informed

---

9890- C/FST gave info.

---

9920 - not informed

---

9947 - not informed

---

9957 - HAO - not informed

---

Not off the top of my head, but I could figure it out.

---

0010 - not informed

**Parent/Guardian:**

---

0181 - not informed

---

0422 not informed

---

0053 - not informed

---

0130 - 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		9	1	-
		10.7%	2.6%	-
No		75	38	-
		89.3%	97.4%	-
Total		84	39	-
		100.0%	100.0%	-

**Total All Surveys**

Yes		10
		8.1%
No		113
		91.9%
Total		123
		100.0%

**2023 Cumulative Yearly Total**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		17	5	1
		7.3%	3.5%	6.3%
No		217	137	15
		92.7%	96.5%	93.8%
Total		234	142	16
		100.0%	100.0%	100.0%

**All Surveys**

Yes		23
		5.9%
No		369
		94.1%
Total		392
		100.0%



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

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	7 77.8%	-	-
Somewhat Easy	2 22.2%	-	-
Somewhat Difficult	-	1 100.0%	-
Very Difficult	-	-	-
Total	9 100.0%	1 100.0%	-

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

**Total All Surveys**

Very Easy	7 70.0%
Somewhat Easy	2 20.0%
Somewhat Difficult	1 10.0%
Very Difficult	-
Total	10 100.0%

Positive	9 90.0%
Negative	1 10.0%
Total	10 100.0%

**2023 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	11 64.7%	1 25.0%	-
Somewhat Easy	5 29.4%	-	-
Somewhat Difficult	-	1 25.0%	-
Very Difficult	1 5.9%	2 50.0%	-
Total	17 100.0%	4 100.0%	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	16 94.1%	1 25.0%	-
Negative	1 5.9%	3 75.0%	-
Total	17 100.0%	4 100.0%	-

**Total All Surveys**

Very Easy	12 57.1%
Somewhat Easy	5 23.8%
Somewhat Difficult	1 4.8%
Very Difficult	3 14.3%
Total	21 100.0%

Positive	17 81.0%
Negative	4 19.0%
Total	21 100.0%



**Comments:**

**Adult:**

**Parent/Guardian:**

**Question 21. Are you satisfied with the amount of provider/service choices offered to you?**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		74	33	-
		88.1%	84.6%	-
No		10	6	-
		11.9%	15.4%	-
Total		84	39	-
		100.0%	100.0%	-

**Total All Surveys**

Yes		107
		87.0%
No		16
		13.0%
Total		123
		100.0%

**2023 Cumulative Yearly Total**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		197	111	12
		84.2%	78.2%	75.0%
No		37	31	4
		15.8%	21.8%	25.0%
Total		234	142	16
		100.0%	100.0%	100.0%

**All Surveys**

Yes		320
		81.6%
No		72
		18.4%
Total		392
		100.0%

## **Comments:**

### **Adult:**

---

0391 - no options

---

0329 I wish there were more services covered by Magellan.

---

0233 Can't find services covered by Magellan

---

0313 - hard to switch providers, no availability of providers

---

1207 But a lot don't take Magellan, like Ethos. A lot of places.

---

7391 Looking for a different psychiatrist

---

8466 - no options

---

0140- There needs to be more providers and services available that Magellan pays for.

---

9890- There needs to be more since some some closed.

---

0222- There should be more providers that accept Magellan.

---

9594 would like to see better services available

---

There should be more choices of providers available.

### **Parent/Guardian:**

---

There aren't many providers that take Magellan and the ones that do have six month waiting lists. 0393

---

7041 - not enough providers

---

0276 wish there was more

---

8492 - she feels there should be more

---

0281 - not enough options

---

There are not enough places to go that are covered by Magellan.

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

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		83	36	-
		98.8%	92.3%	-
No		1	3	-
		1.2%	7.7%	-
Total		84	39	-
		100.0%	100.0%	-

**Total All Surveys**

Yes		119
		96.7%
No		4
		3.3%
Total		123
		100.0%

**2023 Cumulative Yearly Total**

		<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes		228	132	16
		97.4%	93.0%	100.0%
No		6	10	-
		2.6%	7.0%	-
Total		234	142	16
		100.0%	100.0%	100.0%

**All Surveys**

Yes		376
		95.9%
No		16
		4.1%
Total		392
		100.0%

**Comments:**

**Adult:**

---

0233 I have no services since Bet-El closed.

**Parent/Guardian:**

---

0332 - far

---

0130 - wants to see doctor in person

---

8494 Too far

**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	16 100.0%	8 100.0%	- -
No	- -	- -	- -
Total	16 100.0%	8 100.0%	- -

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	68 100.0%	31 100.0%	- -

**Total All Surveys**

Yes	24 100.0%
No	- -
Total	24 100.0%

Not Applicable	99 100.0%
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**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	40 97.6%	25 92.6%	2 100.0%
No	1 2.4%	2 7.4%	- -
Total	41 100.0%	27 100.0%	2 100.0%

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Not Applicable	193 100.0%	115 100.0%	14 100.0%

**All Surveys**

Yes	67 95.7%
No	3 4.3%
Total	70 100.0%

Not Applicable	322 100.0%
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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	19 100.0%	8 100.0%	- -
No	- -	- -	- -
Total	19 100.0%	8 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	65 100.0%	31 100.0%	- -

**Total All Surveys**

Yes	27 100.0%
No	- -
Total	27 100.0%
Not Applicable	96 100.0%

**2023 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Yes	43 97.7%	27 100.0%	2 100.0%
No	1 2.3%	- -	- -
Total	44 100.0%	27 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	190 100.0%	115 100.0%	14 100.0%

**All Surveys**

Yes	72 98.6%
No	1 1.4%
Total	73 100.0%
Not Applicable	319 100.0%



**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?**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	64 76.2%	32 82.1%	- -
No	20 23.8%	7 17.9%	- -
Total	84 100.0%	39 100.0%	- -

**Total All Surveys**

Yes	96 78.0%
No	27 22.0%
Total	123 100.0%

**2023 Cumulative Yearly Total**

	<b>Adult</b>	<b>Parent/Guardian</b>	<b>Child/Adolescent</b>
Yes	165 70.5%	111 78.2%	14 87.5%
No	69 29.5%	31 21.8%	2 12.5%
Total	234 100.0%	142 100.0%	16 100.0%

**All Surveys**

Yes	290 74.0%
No	102 26.0%
Total	392 100.0%

**Comments:**

**Adult:**

---

0391 - not informed

---

0248-HAO- Unsure if I received this information.

---

0025 - not informed

---

8466 - I don't remember

---

0042 - not informed

---

9920 - not informed

---

9947 - not informed

---

9957 - HAO - not informed

**Parent/Guardian:**

---

0181 - not informed

---

0053 - not informed

---

8492 - not informed

---

0130 - not informed

---

0014 - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	17 100.0%	8 100.0%	- -
No	- -	- -	- -
Total	17 100.0%	8 100.0%	- -

	Adult	Parent/Guardian
Not Applicable	67 100.0%	31 100.0%

**Total All Surveys**

Yes	25 100.0%
No	- -
Total	25 100.0%

Not Applicable	98 100.0%
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**2023 Cumulative Yearly Total**

	Adult	Parent/Guardian	Child/Adolescent
Yes	42 91.3%	28 96.6%	2 100.0%
No	4 8.7%	1 3.4%	- -
Total	46 100.0%	29 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	188 100.0%	113 100.0%	14 100.0%

**All Surveys**

Yes	72 93.5%
No	5 6.5%
Total	77 100.0%

Not Applicable	315 100.0%
----------------	---------------

**Comments:**

**Adult:**

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0140- It's frustrating because I had to get a pre-auth for my medicine; now that it's generic, I have to get another pre-auth.

**Parent/Guardian:**

**Statewide Questions:**

**Adults**

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

Always	70 83.3%
Sometimes	12 14.3%
Never	2 2.4%
Total	84 100.0%

**2023 Cumulative Yearly Total**

Always	183 78.5%
Sometimes	44 18.9%
Never	6 2.6%
Total	233 100.0%

Not Applicable	1 100.0%
----------------	-------------

**Comments:**

**Adult:**

- 
- 0233 Can't find services

---

  - 0313 - Mulhemberg MH - was not able to connect to a therapist - wait list at Haven House for a year and a half

---

  - 8466 - they closed my case- not my fault

---

  - 2847 Still waiting for a therapist from St. Lukes Broadhead Rd. Psychiatrist is good.

**Parent/Guardian:**

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

	<b>Parent/Guardian</b>	
Always	1 2.6%	
Sometimes	9 23.1%	
Never	29 74.4%	
Total	39 100.0%	

**2023 Cumulative Yearly Total**

	<b>Parent/Guardian Child/Adolescent</b>	
Always	16 11.3%	2 12.5%
Sometimes	37 26.1%	3 18.8%
Never	89 62.7%	11 68.8%
Total	142 100.0%	16 100.0%

**Parent/Guardian:**

---

7041 - because he didn't get the family based services

---

10005-ABA does not have enough workers.

---

8492 - treatment was not satisfactory

---

4964-At Pinebrook my son's therapist rarely had appointments available after 4 pm.

**Child/Adolescent:**



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

	<b>Adult</b>
Always	74 88.1%
Sometimes	9 10.7%
Never	1 1.2%
<b>Total</b>	<b>84</b> <b>100.0%</b>

	<b>Parent/Guardian</b>
Always	35 89.7%
Sometimes	4 10.3%
<b>Total</b>	<b>39</b> <b>100.0%</b>

**2023 Cumulative Yearly Total**

	<b>Adult</b>
Always	202 86.3%
Sometimes	29 12.4%
Never	3 1.3%
<b>Total</b>	<b>234</b> <b>100.0%</b>

	<b>Parent/Guardian Child/Adolescent</b>	
Always	119 83.8%	15 93.8%
Sometimes	19 13.4%	- -
Never	4 2.8%	1 6.3%
<b>Total</b>	<b>142</b> <b>100.0%</b>	<b>16</b> <b>100.0%</b>

**Comments:**

**Adult:**

---

3022 Haven House they don't listen to her about changing medications.

**Parent/Guardian:**

**Child/Adolescent:**

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

<b>Adult</b>	
Much Better	52 61.9%
A Little Better	16 19.0%
About The Same	11 13.1%
A Little Worse	3 3.6%
Much Worse	2 2.4%
Total	84 100.0%

<b>Parent/Guardian</b>	
Much Better	23 59.0%
A Little Better	8 20.5%
About The Same	5 12.8%
A Little Worse	2 5.1%
Much Worse	1 2.6%
Total	39 100.0%

**2023 Cumulative Yearly Total**

<b>Adult</b>	
Much Better	119 50.9%
A Little Better	73 31.2%
About The Same	30 12.8%
A Little Worse	7 3.0%
Much Worse	5 2.1%
Total	234 100.0%

**Parent/Guardian Child/Adolescent**

Much Better	80 56.3%	11 68.8%
A Little Better	37 26.1%	2 12.5%
About The Same	17 12.0%	2 12.5%
A Little Worse	3 2.1%	- -
Much Worse	5 3.5%	1 6.3%
Total	142 100.0%	16 100.0%

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

---

0233 Looked for help but couldn't find any.

---

1207 Therapy at Haven House doesn't help. Sometimes the psychiatrist and therapist give me only 10 minutes/

---

7391 Because of Dr. Shorevar at St. Lukes Behavioral Health

---

8466 - they closed my case without a reason

---

3022 It takes a long while

---

I have had these services for many years, I am much better and have remained that way for many years.

**Parent/Guardian Child/Adolescent**

---

8492 - no effective services

---

0281 - treatment was not effective

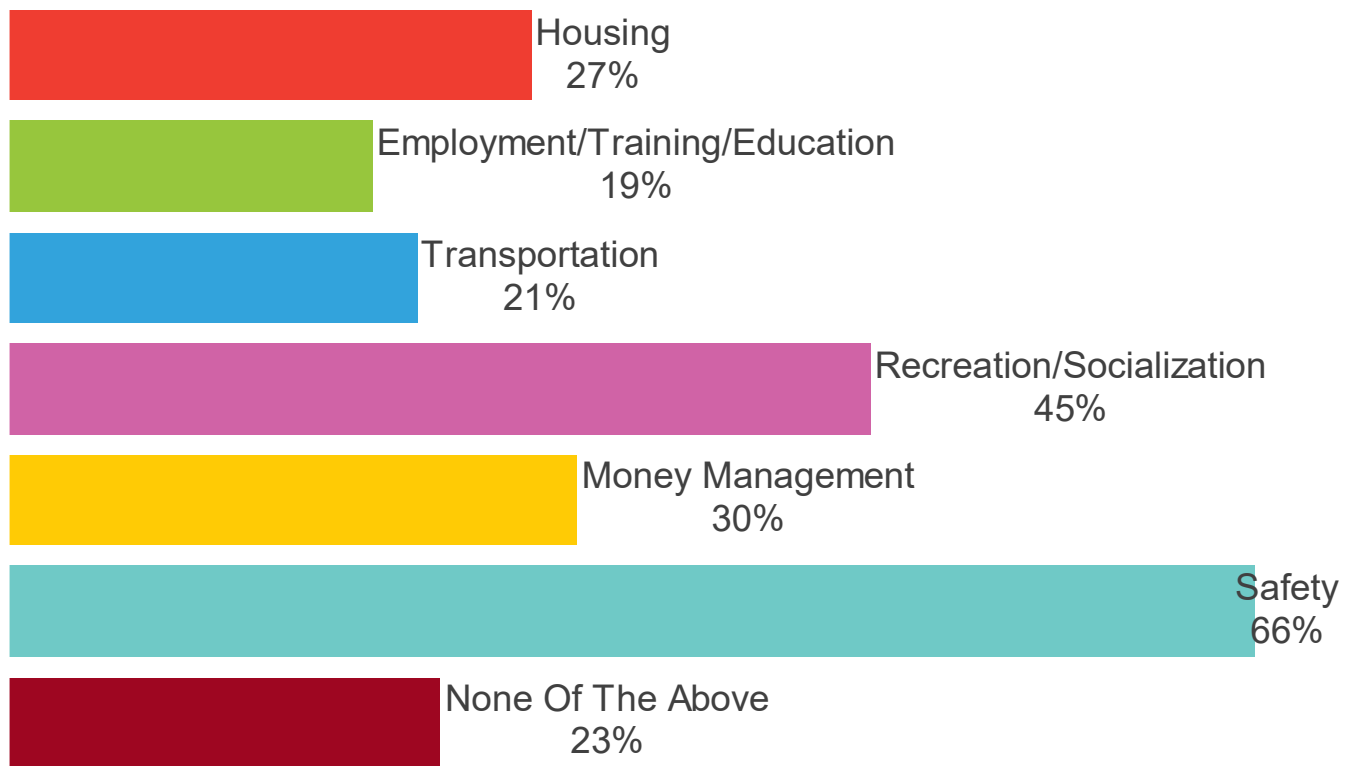
**Child/Adolescent:**

**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

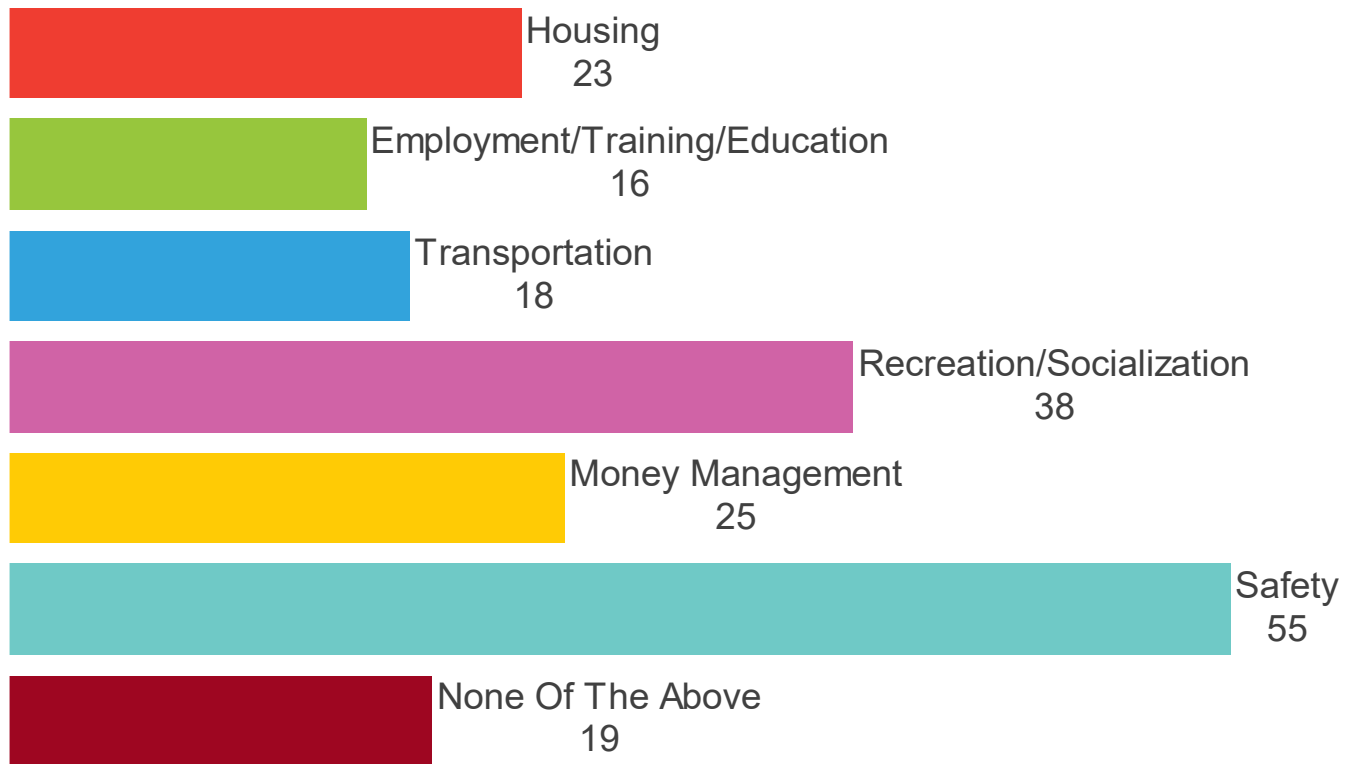
Adults



## Lehigh County

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

Adults

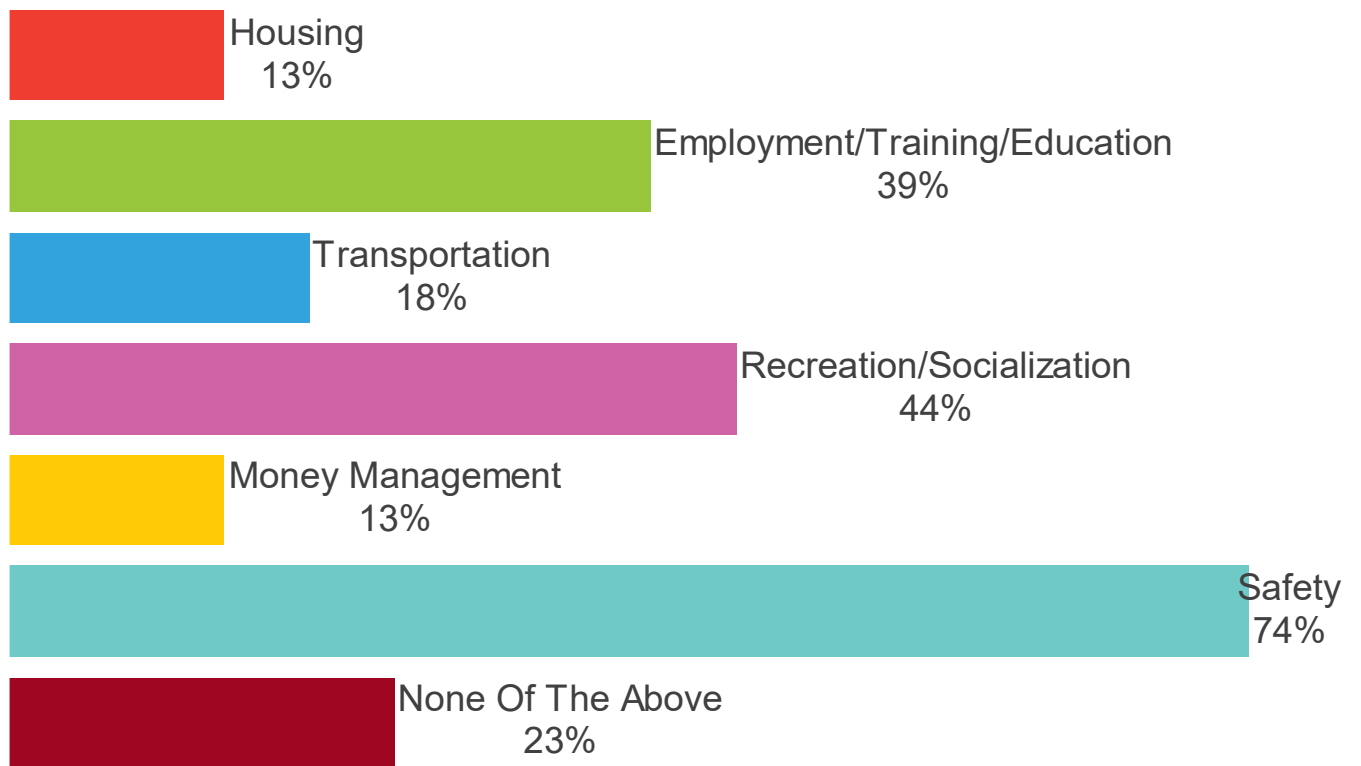




## Lehigh County

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

