

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
1st Quarter
January 1, 2024 to March 31, 2024

**Recovery Partnership
70 West North Street, Suite 101
Bethlehem, PA 18018
Telephone: 610-861-2741**

THIS PAGE LEFT BLANK INTENTIONALLY

Provider Specific Questions

Access to Services

Q1. Is your service provider easy to contact?

	Adult	Parent/Guardian	Child/Adolescent
Yes	96 98.0%	2 100.0%	1 100.0%
No	2 2.0%	-	-
Total	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	99 98.0%
No	2 2.0%
Total	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	100 96.2%	2 100.0%	1 100.0%
No	4 3.8%	-	-
Total	104 100.0%	2 100.0%	1 100.0%

All Surveys

Yes	103 96.3%
No	4 3.7%
Total	107 100.0%

Comments:

Adult:

3753 The office is easy to contact at Horizon House the caseworkers are not.

0947 - Haven House - it's difficult

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Always	71 72.4%	2 100.0%	1 100.0%
Almost Always	17 17.3%	- -	- -
Sometimes	10 10.2%	- -	- -
Never	- -	- -	- -
Total	98 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	88 89.8%	2 100.0%	1 100.0%
Negative	10 10.2%	- -	- -

Total All Surveys

Always	74 73.3%
Almost Always	17 16.8%
Sometimes	10 9.9%
Never	- -
Total	101 100.0%

Positive	91 90.1%
Negative	10 9.9%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	77 74.0%	2 100.0%	1 100.0%
Almost Always	17 16.3%	- -	- -
Sometimes	10 9.6%	- -	- -
Never	- -	- -	- -
Total	104 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	94 90.4%	2 100.0%	1 100.0%
Negative	10 9.6%	- -	- -

Total All Surveys

Always	80 74.8%
Almost Always	17 15.9%
Sometimes	10 9.3%
Never	- -
Total	107 100.0%

Positive	97 90.7%
Negative	10 9.3%

Comments:

Adult:

3332 An on call person hung up on me he asked if was using my coping skills from LV ACT.

4937 - Lehigh Valley ACT - lack services, 8 months without therapy

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	61 62.2%	2 100.0%	1 100.0%
No	37 37.8%	- -	- -
Totals	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	64 63.4%
No	37 36.6%
Totals	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	63 60.6%	2 100.0%	1 100.0%
No	41 39.4%	- -	- -
Totals	104 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	66 61.7%
No	41 38.3%
Totals	107 100.0%

Comments:

Adult:

9968 - Omni - not informed

7997 I was not informed by Haven House.

1554 Horizon House didn't tell me how to file a complaint.

5329 LV ACT didn't tell me how to do it.

2735 Horizon House did not tell me how to file a complaint.

6016 LV ACT didn't tell me how to file a complaint.

0914 Horizon House didn't inform me.

3753 Horizon House did not tell me how to file a complaint.

0926 Haven House didn't tell me how to file a complaint.

0932 Haven House didn't tell me how to file a complaint.

0920 Haven House did not tell me how to file a complaint,

0936 - Haven House WR Team - I'm not informed

0937 not informed by Haven House

5331 - LV ACT - I'm not informed

5711 was not informed by Haven House

0927 Haven House didn't tell me how to file a complaint.

0947 - Haven House - not informed

0942 LV ACT didn't tell me how to file a complaint.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Always	76 77.6%	2 100.0%	1 100.0%
Almost Always	10 10.2%	- -	- -
Sometimes	11 11.2%	- -	- -
Never	1 1.0%	- -	- -
Totals	98 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	86 87.8%	2 100.0%	1 100.0%
Negative	12 12.2%	- -	- -
Total	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Always	79 78.2%
Almost Always	10 9.9%
Sometimes	11 10.9%
Never	1 1.0%
Totals	101 100.0%

Positive	89 88.1%
Negative	12 11.9%
Total	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	80 76.9%	2 100.0%	1 100.0%
Almost Always	12 11.5%	- -	- -
Sometimes	11 10.6%	- -	- -
Never	1 1.0%	- -	- -
Totals	104 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	92 88.5%	2 100.0%	1 100.0%
Negative	12 11.5%	- -	- -
Total	104 100.0%	2 100.0%	1 100.0%

Total All Surveys

Always	83 77.6%
Almost Always	12 11.2%
Sometimes	11 10.3%
Never	1 0.9%
Totals	107 100.0%

Positive	95 88.8%
Negative	12 11.2%
Total	107 100.0%

Comments:

Adult:

4937 - LV ACT - late for services

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	93 94.9%	2 100.0%	1 100.0%
No	5 5.1%	- -	- -
Totals	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	96 95.0%
No	5 5.0%
Totals	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	99 95.2%	2 100.0%	1 100.0%
No	5 4.8%	- -	- -
Totals	104 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	102 95.3%
No	5 4.7%
Totals	107 100.0%

Comments:

Adult:

1554 Sometimes I am able to improve but I always maintain taking my medication at Horizon House.

I go to Haven House. I have a lot going on in my life.

0932 I felt like I talked to my therapist at Haven House and she made me feel like I was wasting her time and she didn't give me any advice.

3655 - LV ACT - sometimes

4937 - LV ACT - because of lack of services

Parent/Guardian:

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	93 94.9%	2 100.0%	1 100.0%
No	5 5.1%	- -	- -
Totals	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	96 95.0%
No	5 5.0%
Totals	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	99 95.2%	2 100.0%	1 100.0%
No	5 4.8%	- -	- -
Totals	104 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	102 95.3%
No	5 4.7%
Totals	107 100.0%

Comments:

Adult:

9968 - Omni - not informed

4631 LV ACT didn't give me this information.

7059 Horizon House didn't teach me coping skills.

0927 The Haven House program is problematic.

0947 - Haven House - not informed

Parent/Guardian:

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	89 90.8%	2 100.0%	1 100.0%
No	9 9.2%	- -	- -
Totals	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	92 91.1%
No	9 8.9%
Totals	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	95 91.3%	2 100.0%	1 100.0%
No	9 8.7%	- -	- -
Totals	104 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	98 91.6%
No	9 8.4%
Totals	107 100.0%

Comments:

Adult:

9968 - Omni - not asked

7997 I was not asked at Haven House

0040 - HAO - I was not asked

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	94 95.9%	2 100.0%	1 100.0%
No	4 4.1%	- -	- -
Totals	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	97 96.0%
No	4 4.0%
Totals	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	100 96.2%	2 100.0%	1 100.0%
No	4 3.8%	- -	- -
Totals	104 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	103 96.3%
No	4 3.7%
Totals	107 100.0%

Comments:

Adult:

0071 I only had a telephone visit Dr. Verdi at LVH mental health clinic and he didn't diagnose me.

0915 I would like to go out into the community more often.

7059 Horizon House seems to have no time for me. Dr. Tran thinks he is a God.

3753 Dr. Tran takes a while to return calls.

5691 Dr. Tran at Horizon House is condensending and over analyzes me.

3655 - LV ACT - sort off

4937 - LV ACT - lack of services

Parent/Guardian:

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	57 58.2%	2 100.0%	1 100.0%
Somewhat Hopeful	35 35.7%	-	-
Less Than Hopeful	3 3.1%	-	-
Not At All Hopeful	3 3.1%	-	-
Total	98 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	92 93.9%	2 100.0%	1 100.0%
Negative	6 6.1%	-	-
Totals	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Very Hopeful	60 59.4%
Somewhat Hopeful	35 34.7%
Less Than Hopeful	3 3.0%
Not At All Hopeful	3 3.0%
Total	101 100.0%

Positive	95 94.1%
Negative	6 5.9%
Totals	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	61 58.7%	2 100.0%	1 100.0%
Somewhat Hopeful	37 35.6%	-	-
Less Than Hopeful	3 2.9%	-	-
Not At All Hopeful	3 2.9%	-	-
Total	104 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	98 94.2%	2 100.0%	1 100.0%
Negative	6 5.8%	-	-
Totals	104 100.0%	2 100.0%	1 100.0%

Total All Surveys

Very Hopeful	64 59.8%
Somewhat Hopeful	37 34.6%
Less Than Hopeful	3 2.8%
Not At All Hopeful	3 2.8%
Total	107 100.0%

Positive	101 94.4%
Negative	6 5.6%
Totals	107 100.0%

Comments:

Adult:

0935 My daughter just passed away, but I am getting by.

0937 There is nothing to be hopeful for

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		94	2	1
		95.9%	100.0%	100.0%
No		4	-	-
		4.1%	-	-
Totals		98	2	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes		97
		96.0%
No		4
		4.0%
Totals		101
		100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		100	2	1
		96.2%	100.0%	100.0%
No		4	-	-
		3.8%	-	-
Totals		104	2	1
		100.0%	100.0%	100.0%

All Surveys

Yes		103
		96.3%
No		4
		3.7%
Totals		107
		100.0%

Comments:

Adult:

7059 I don't feel respected. They seem to joke around but they mean it at Horizon House.

3753 One nurse at Horizon House demeans my beliefs.

0927 I feel disrespected by the Haven House day program staff, they gossip.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	85 86.7%	2 100.0%	1 100.0%
Somewhat Comfortable	10 10.2%	-	-
Less than Comfortable	-	-	-
Not al all Comfortable	3 3.1%	-	-
Totals	98 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	95 96.9%	2 100.0%	1 100.0%
Negative	3 3.1%	-	-
Totals	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Very Comfortable	88 87.1%
Somewhat Comfortable	10 9.9%
Less than Comfortable	-
Not al all Comfortable	3 3.0%
Totals	101 100.0%

Positive	98 97.0%
Negative	3 3.0%
Totals	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	91 87.5%	2 100.0%	1 100.0%
Somewhat Comfortable	10 9.6%	-	-
Less than Comfortable	-	-	-
Not al all Comfortable	3 2.9%	-	-
Totals	104 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	101 97.1%	2 100.0%	1 100.0%
Negative	3 2.9%	-	-
Totals	104 100.0%	2 100.0%	1 100.0%

Total All Surveys

Very Comfortable	94 87.9%
Somewhat Comfortable	10 9.3%
Less than Comfortable	-
Not al all Comfortable	3 2.8%
Totals	107 100.0%

Positive	104 97.2%
Negative	3 2.8%
Totals	107 100.0%

Comments:

Adult:

5691 Dr. Tran from Horizon House doesn't respect my opinion on medications,

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	82 83.7%	1 50.0%	1 100.0%
No	16 16.3%	1 50.0%	- -
Totals	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	84 83.2%
No	17 16.8%
Totals	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	87 83.7%	1 50.0%	1 100.0%
No	17 16.3%	1 50.0%	- -
Totals	104 100.0%	2 100.0%	1 100.0%

All Surveys

Yes	89 83.2%
No	18 16.8%
Totals	107 100.0%

Comments:

Adult:

9968 - Omni - not informed

0212-LVHN Adult and Pediatric Psychiatry

0229 Pa Mentor did not suggest these services.

0896 - Lehigh Valley Act - I'm not informed

0913 - Lehigh Valley Act TeamB - I'm not informed

1560 Horizon House didn't suggest other programs.

6016 LV ACT didn't suggest these programs.

0914 Horizon House didn't suggest these programs.

0926 Haven House did not suggest these services..

0936 - Haven House WR Team - I'm not informed

0928 not by Haven House Recovery Team

5711 not informed by Haven House.

0366 Not by LV ACT

0947 - Haven House - not informed

=

Parent/Guardian:

0447 Lehigh University Autistic too young

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		78	2	1
		79.6%	100.0%	100.0%
No		20	-	-
		20.4%	-	-
Total		98	2	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes	81
	80.2%
No	20
	19.8%
Total	101
	100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		84	2	1
		80.8%	100.0%	100.0%
No		20	-	-
		19.2%	-	-
Total		104	2	1
		100.0%	100.0%	100.0%

All Surveys

Yes	87
	81.3%
No	20
	18.7%
Total	107
	100.0%

Comments:

Adult:

9968 - Omni - not informed

0212-LVHN Adult and Pediatric Psychiatry

7997 I was not informed by Haven House.

5329 Magellan didn't inform me.

6016 LV ACT didn't tell me about my rights.

0914 Magellan didn't notify me of me of my rights.

Horizon House didn't inform me about my rights.

0932 Haven House did not inform me about my rights.

8894 - Horizon House ACT - not informed

5331 - LV ACT - I am not informed

0942 LV ACT didn't tell me about my rights.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Always	80 81.6%	2 100.0%	1 100.0%
Almost Always	9 9.2%	-	-
Sometimes	3 3.1%	-	-
Never	6 6.1%	-	-
Total	98 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	89 90.8%	2 100.0%	1 100.0%
Negative	9 9.2%	-	-
Total	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Always	83 82.2%
Almost Always	9 8.9%
Sometimes	3 3.0%
Never	6 5.9%
Total	101 100.0%

Positive	92 91.1%
Negative	9 8.9%
Total	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	85 81.7%	2 100.0%	1 100.0%
Almost Always	9 8.7%	-	-
Sometimes	4 3.8%	-	-
Never	6 5.8%	-	-
Total	104 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	94 90.4%	2 100.0%	1 100.0%
Negative	10 9.6%	-	-
Total	104 100.0%	2 100.0%	1 100.0%

Total All Surveys

Always	88 82.2%
Almost Always	9 8.4%
Sometimes	4 3.7%
Never	6 5.6%
Total	107 100.0%

Positive	97 90.7%
Negative	10 9.3%
Total	107 100.0%

Comments:

Adult:

0085 - Lehigh Valley Hospital MH - They haven't tell me

0071 This never happened with Dr. Verdi at LVH mental health clinic.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	53 61.6%	2 100.0%	1 100.0%
No	33 38.4%	- -	- -
Total	86 100.0%	2 100.0%	1 100.0%

	Adult
Not Applicable	12 100.0%

Total All Surveys

Yes	56 62.9%
No	33 37.1%
Total	89 100.0%

Not Applicable	12 100.0%
----------------	--------------

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	55 59.8%	2 100.0%	1 100.0%
No	37 40.2%	- -	- -
Total	92 100.0%	2 100.0%	1 100.0%

	Adult
Not Applicable	12 100.0%

All Surveys

Yes	58 61.1%
No	37 38.9%
Total	95 100.0%

Not Applicable	12 100.0%
----------------	--------------

Comments:

Adult:

- 0897 Not from LV Act
- 3206 I did not get a copy from Horizon House Act.
- 0916 I don't remember.
- 6295 I told them to keep it at Haven House.
- 0935 Not from Haven House I didn't.
- 0932 I did not receive it from Haven House.
- 5711 Not from Haven House
- 0366 Not from LV ACT

Parent/Guardian:

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	81 89.0%	2 100.0%	1 100.0%
No	10 11.0%	- -	- -
Total	91 100.0%	2 100.0%	1 100.0%

	Adult
Not Applicable	7 100.0%

Total All Surveys

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

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

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	85 88.5%	2 100.0%	1 100.0%
No	11 11.5%	- -	- -
Total	96 100.0%	2 100.0%	1 100.0%

	Adult
Not Applicable	8 100.0%

All Surveys

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

Not Applicable	8 100.0%
----------------	-------------

Comments:

Adult:

9968 - Omni - not informed

0938 They didn't offer at Haven House

0937 There is no one

3655 - LV ACT - not informed

Parent/Guardian:

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	44 44.9%	2 100.0%	1 100.0%
No	54 55.1%	- -	- -
Total	98 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	47 46.5%
No	54 53.5%
Total	101 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	46 44.2%	2 100.0%	1 100.0%
No	58 55.8%	- -	- -
Total	104 100.0%	2 100.0%	1 100.0%

All Surveys

Yes	49 45.8%
No	58 54.2%
Total	107 100.0%

Comments:

Adult:

9968 - Omni - not informed

0085- not informed

2804 - not informed

0040 - I'm not informed

3815 - I'm not informed

0898 - I'm not informed

1554 I wasn't informed by Magellan.

0901 Magellan didn't inform me.

4631 Magellan never gave me this information.

0916 I was not informed by Magellan.

5239 Magellan didn't inform me.

6016 I never knew about Magellans grievance process.

0929 I never found out how to file a complaint with Magellan.

0914 I'm not informed by Magellan.

3753 I never found out how to from Magellan.

0926 Magellan never informed me.

0932 I never knew how from Magellan.

0920 I never learned how from Magellan.

0936 - I'm not informed

8894 - not informed

5331 - not informed

0941 - not informed

5711 Not informed

0947 - not informed

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		7	-	-
		7.1%	-	-
No		91	2	1
		92.9%	100.0%	100.0%
Total		98	2	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes		7
		6.9%
No		94
		93.1%
Total		101
		100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		7	-	-
		6.7%	-	-
No		97	2	1
		93.3%	100.0%	100.0%
Total		104	2	1
		100.0%	100.0%	100.0%

All Surveys

Yes		7
		6.5%
No		100
		93.5%
Total		107
		100.0%

Question 20. How easy was the process to navigate?

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	3 33.3%	-	-
Somewhat Easy	1 11.1%	-	-
Somewhat Difficult	4 44.4%	-	-
Very Difficult	1 11.1%	-	-
Total	9 100.0%	-	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	4 44.4%	-	-
Negative	5 55.6%	-	-
Total	9 100.0%	-	-

Total All Surveys

Very Easy	3 33.3%
Somewhat Easy	1 11.1%
Somewhat Difficult	4 44.4%
Very Difficult	1 11.1%
Total	9 100.0%

Positive	4 44.4%
Negative	5 55.6%
Total	9 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	3 33.3%	-	-
Somewhat Easy	1 11.1%	-	-
Somewhat Difficult	4 44.4%	-	-
Very Difficult	1 11.1%	-	-
Total	9 100.0%	-	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	4 44.4%	-	-
Negative	5 55.6%	-	-
Total	9 100.0%	-	-

Total All Surveys

Very Easy	3 33.3%
Somewhat Easy	1 11.1%
Somewhat Difficult	4 44.4%
Very Difficult	1 11.1%
Total	9 100.0%

Positive	4 44.4%
Negative	5 55.6%
Total	9 100.0%

Comments:

Adult:

0232 - 3-way planned meeting never happened because his HIPPA rights were violated

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		85	2	1
		86.7%	100.0%	100.0%
No		13	-	-
		13.3%	-	-
Total		98	2	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes		88
		87.1%
No		13
		12.9%
Total		101
		100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		91	2	1
		87.5%	100.0%	100.0%
No		13	-	-
		12.5%	-	-
Total		104	2	1
		100.0%	100.0%	100.0%

All Surveys

Yes		94
		87.9%
No		13
		12.1%
Total		107
		100.0%

Comments:

Adult:

0085 - Social worker is not effective

0232 - I'm not aware of any providers

0071 I feel there are limited options.

0378 I am very limited using other services since I have LV ACT.

4631 I was unaware I even had Magellan.

7059 It would be nice to have a different Team.

3753 I need more choices for providers.

0936 - I'm not informed

3655 - not informed

4937 - lacking of services

Parent/Guardian:

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes		89	2	1
		90.8%	100.0%	100.0%
No		9	-	-
		9.2%	-	-
Total		98	2	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes	92
	91.1%
No	9
	8.9%
Total	101
	100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		95	2	1
		91.3%	100.0%	100.0%
No		9	-	-
		8.7%	-	-
Total		104	2	1
		100.0%	100.0%	100.0%

All Surveys

Yes	98
	91.6%
No	9
	8.4%
Total	107
	100.0%

Comments:

Adult:

9968 - too far

7997 It's a little bit of a distance.

3815 - It's pretty far

5476 It is far and I have to go there twice a week.

0946 - too far

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	13 86.7%	1 100.0%	- -
No	2 13.3%	- -	- -
Total	15 100.0%	1 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	83 100.0%	1 100.0%	1 100.0%

Total All Surveys

Yes	14 87.5%
No	2 12.5%
Total	16 100.0%

Not Applicable	85 100.0%
----------------	--------------

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	15 88.2%	1 100.0%	- -
No	2 11.8%	- -	- -
Total	17 100.0%	1 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	87 100.0%	1 100.0%	1 100.0%

All Surveys

Yes	16 88.9%
No	2 11.1%
Total	18 100.0%

Not Applicable	89 100.0%
----------------	--------------

Comments:

Adult:

1554 Magellan stays in touch with me and sends me approvals for medications.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	14 87.5%	1 100.0%	- -
No	2 12.5%	- -	- -
Total	16 100.0%	1 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	82 100.0%	1 100.0%	1 100.0%

Total All Surveys

Yes	15 88.2%
No	2 11.8%
Total	17 100.0%
Not Applicable	84 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	15 83.3%	1 100.0%	- -
No	3 16.7%	- -	- -
Total	18 100.0%	1 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	86 100.0%	1 100.0%	1 100.0%

All Surveys

Yes	16 84.2%
No	3 15.8%
Total	19 100.0%
Not Applicable	88 100.0%

Comments:

Adult:

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes	62	2	1	
	63.3%	100.0%	100.0%	
No	36	-	-	
	36.7%	-	-	
Total	98	2	1	
	100.0%	100.0%	100.0%	

Total All Surveys

Yes	65
	64.4%
No	36
	35.6%
Total	101
	100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes	67	2	1	
	64.4%	100.0%	100.0%	
No	37	-	-	
	35.6%	-	-	
Total	104	2	1	
	100.0%	100.0%	100.0%	

All Surveys

Yes	70
	65.4%
No	37
	34.6%
Total	107
	100.0%

Comments:**Adult:**

0085 - not informed

0040 - I'm not informed

0896 - I'm not informed

4631 I was unaware I had Magellan.

0916 I never received my rights from Magellan.

5239 Magellan didn't tell me about my rights.

6016 Magellan never informed me.

0929 I never learned about my rights through Magellan.

0914 Magellan didn't inform me of my rights.

3753 I am not informed of my rights by Magellan.

0926 Magellan never informed me of my rights.

0932 Magellan never informed me.

0920 Magellan didn't inform me of my rights.

0936 - I'm not informed

8894 - not informed

5331 - not informed

3655 - I'm not informed

5711 not informed

0947 - I'm not informed

0942 I was not informed by Magellan.

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		12	1	-
		100.0%	100.0%	-
No		-	-	-
		-	-	-
Total		12	1	-
		100.0%	100.0%	-

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		86	1	1
		100.0%	100.0%	100.0%

Total All Surveys

Yes		13
		100.0%
No		-
		-
Total		13
		100.0%

Not Applicable		88
		100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		13	1	-
		100.0%	100.0%	-
No		-	-	-
		-	-	-
Total		13	1	-
		100.0%	100.0%	-

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		91	1	1
		100.0%	100.0%	100.0%

All Surveys

Yes		14
		100.0%
Total		14
		100.0%

Not Applicable		93
		100.0%

Comments:

Adult:

Parent/Guardian:

Statewide Questions:

Adults

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

Always	73 76.0%
Sometimes	22 22.9%
Never	1 1.0%
Total	96 100.0%

Not Applicable	2 100.0%
----------------	-------------

2023 Cumulative Yearly Total

Always	75 74.3%
Sometimes	25 24.8%
Never	1 1.0%
Total	101 100.0%

Not Applicable	3 100.0%
----------------	-------------

Comments:

Adult:

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent	
Sometimes	1 50.0%	- -
Never	1 50.0%	1 100.0%
Total	2 100.0%	1 100.0%

2023 Cumulative Yearly Total

	Parent/Guardian Child/Adolescent	
Sometimes	1 50.0%	- -
Never	1 50.0%	1 100.0%
Total	2 100.0%	1 100.0%

Parent/Guardian:

Child/Adolescent:

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

	Adult
Always	80 81.6%
Sometimes	14 14.3%
Never	4 4.1%
Total	98 100.0%

	Parent/Guardian Child/Adolescent	
Always	2 100.0%	1 100.0%
Total	2 100.0%	1 100.0%

2023 Cumulative Yearly Total

	Adult
Always	86 82.7%
Sometimes	14 13.5%
Never	4 3.8%
Total	104 100.0%

	Parent/Guardian Child/Adolescent	
Always	2 100.0%	1 100.0%
Total	2 100.0%	1 100.0%

Comments:

Adult:

00

0907 I couldn't make decisions while I was hospitalized.

0759 Horizon House makes the choices and tells me what to do.

3753 Dr. Tran doesn't accept my opinion or decisions.

5691 Dr. Tran doesn't listen to any input about medications at Horizon House.

0937 They make the decisions at Haven House.

Parent/Guardian:

Child/Adolescent:

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

	Adult
Much Better	51 52.0%
A Little Better	33 33.7%
About The Same	12 12.2%
A Little Worse	2 2.0%
Total	98 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	1 50.0%	- -
A Little Better	1 50.0%	1 100.0%
Total	2 100.0%	1 100.0%

2023 Cumulative Yearly Total

	Adult
Much Better	52 50.0%
A Little Better	37 35.6%
About The Same	13 12.5%
A Little Worse	2 1.9%
Total	104 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	1 50.0%	- -
A Little Better	1 50.0%	1 100.0%
Total	2 100.0%	1 100.0%

Comments:

Adult:

5476 I am way too sedated.

0071 No decisions were made because Dr Verdi never diagnosed me at. LVH mental health clinic.

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.

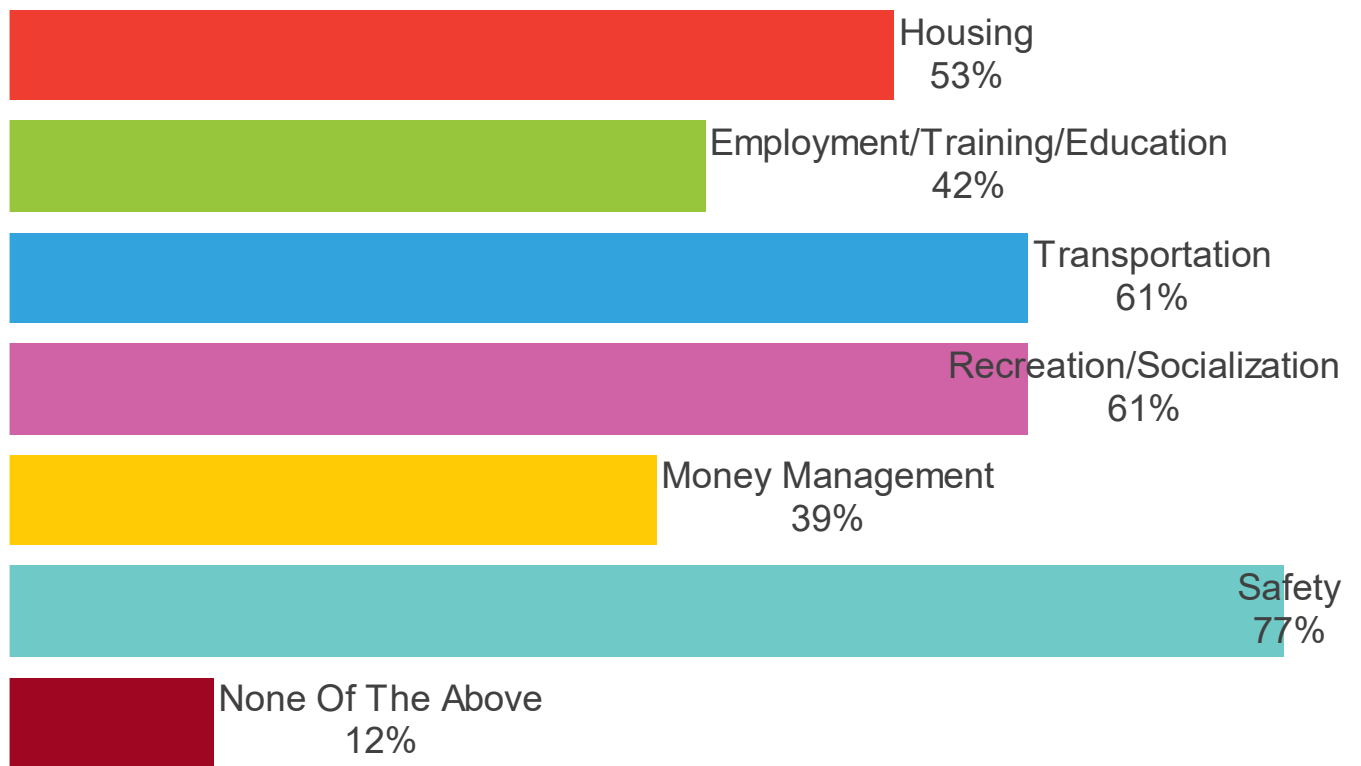
C/FST provided John Lees contact information.

C/FST provided the consumer with the Magellan handbook and John Lees contact information.

Lehigh County

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

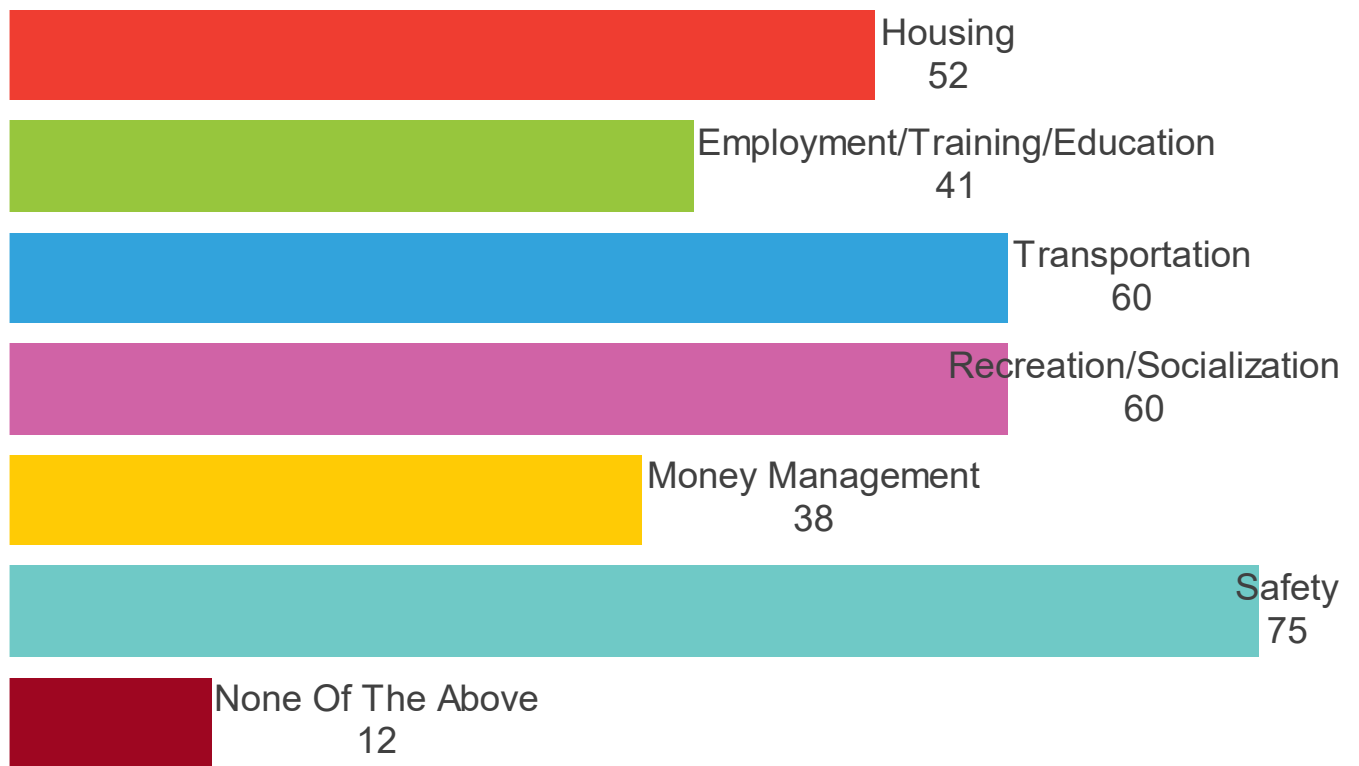
Adults



Lehigh County

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

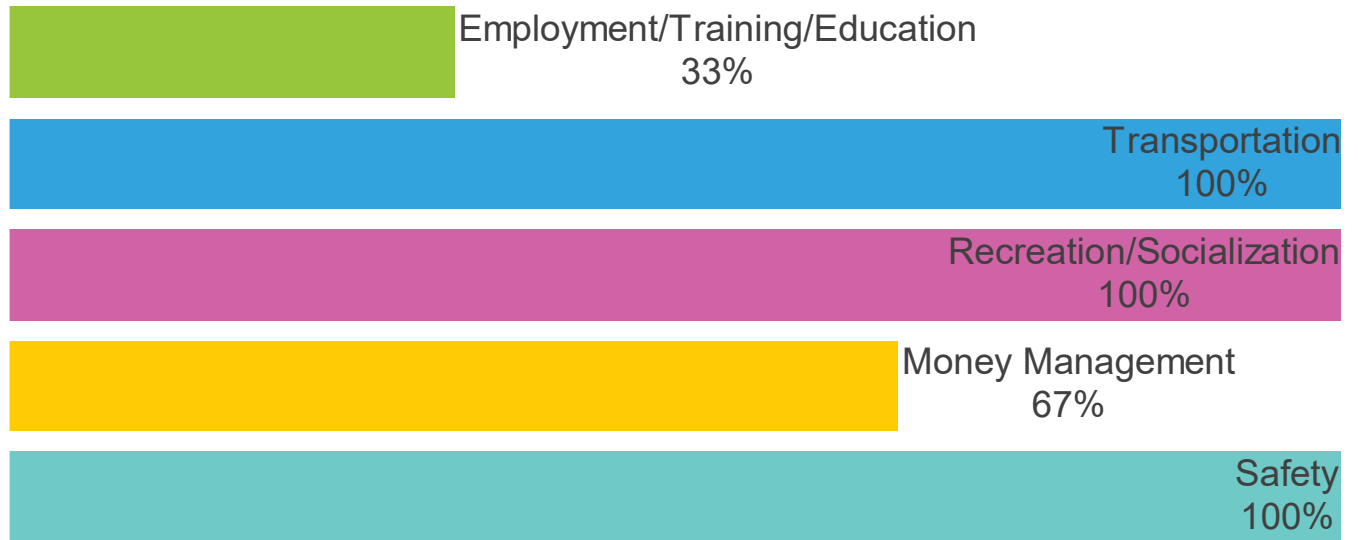
Adults



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

