

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
2nd Quarter
April 1, 2024 to June 30, 2024

**Recovery Partnership
70 West North Street, Suite 101
Bethlehem, PA 18018
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Provider Specific Questions

Access to Services

Q1. Is your service provider easy to contact?

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

Total All Surveys

Yes	7 77.8%
No	2 22.2%
Total	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	103 96.3%	2 100.0%	1 100.0%
No	4 3.7%	- -	- -
Total	107 100.0%	2 100.0%	1 100.0%

All Surveys

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

Comments:

Adult:

8538 - Haven House - always goes to voice mail

0951 - Haven House - the answering system it's hard to use

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Always	9 100.0%	-	-
Almost Always	-	-	-
Sometimes	-	-	-
Never	-	-	-
Total	9 100.0%	-	-

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

Total All Surveys

Always	9 100.0%
Almost Always	-
Sometimes	-
Never	-
Total	9 100.0%

Positive	9 100.0%
Negative	-

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	80 74.8%	2 100.0%	1 100.0%
Almost Always	17 15.9%	-	-
Sometimes	10 9.3%	-	-
Never	-	-	-
Total	107 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	97 90.7%	2 100.0%	1 100.0%
Negative	10 9.3%	-	-

Total All Surveys

Always	83 75.5%
Almost Always	17 15.5%
Sometimes	10 9.1%
Never	-
Total	110 100.0%

Positive	100 90.9%
Negative	10 9.1%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	5 55.6%	-	-
No	4 44.4%	-	-
Totals	9 100.0%	-	-

Total All Surveys

Yes	5 55.6%
No	4 44.4%
Totals	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	66 61.7%	2 100.0%	1 100.0%
No	41 38.3%	-	-
Totals	107 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	69 62.7%
No	41 37.3%
Totals	110 100.0%

Comments:

Adult:

0949 - Haven House - not informed

9493 - Horizon House - not informed

8538 - Haven House - not informed

0951 - Haven House - I'm not informed

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Always	7 77.8%	-	-
Almost Always	2 22.2%	-	-
Sometimes	-	-	-
Never	-	-	-
Totals	9 100.0%	-	-

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

Total All Surveys

Always	7 77.8%
Almost Always	2 22.2%
Sometimes	-
Never	-
Totals	9 100.0%

Positive	9 100.0%
Negative	-
Total	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	83 77.6%	2 100.0%	1 100.0%
Almost Always	12 11.2%	-	-
Sometimes	11 10.3%	-	-
Never	1 0.9%	-	-
Totals	107 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	95 88.8%	2 100.0%	1 100.0%
Negative	12 11.2%	-	-
Total	107 100.0%	2 100.0%	1 100.0%

Total All Surveys

Always	86 78.2%
Almost Always	12 10.9%
Sometimes	11 10.0%
Never	1 0.9%
Totals	110 100.0%

Positive	98 89.1%
Negative	12 10.9%
Total	110 100.0%

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	9 100.0%	-	-
No	-	-	-
Totals	9 100.0%	-	-

Total All Surveys

Yes	9 100.0%
No	- -
Totals	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	102 95.3%	2 100.0%	1 100.0%
No	5 4.7%	-	-
Totals	107 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	105 95.5%
No	5 4.5%
Totals	110 100.0%

Comments:

Adult:

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	9 100.0%	-	-
No	-	-	-
Totals	9 100.0%	-	-

Total All Surveys

Yes	9 100.0%
No	-
Totals	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	102 95.3%	2 100.0%	1 100.0%
No	5 4.7%	-	-
Totals	107 100.0%	2 100.0%	1 100.0%

Total All Surveys

Yes	105 95.5%
No	5 4.5%
Totals	110 100.0%

Comments:

Adult:

Parent/Guardian:

Question 7. Were you asked about your physical health?

		Adult	Parent/Guardian	Child/Adolescent
Yes		9	-	-
		100.0%	-	-
No		-	-	-
		-	-	-
Totals		9	-	-
		100.0%	-	-

Total All Surveys

Yes		9
		100.0%
No		-
		-
Totals		9
		100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		98	2	1
		91.6%	100.0%	100.0%
No		9	-	-
		8.4%	-	-
Totals		107	2	1
		100.0%	100.0%	100.0%

Total All Surveys

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

Comments:

Adult:

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		9	-	-
		100.0%	-	-
No		-	-	-
		-	-	-
Totals		9	-	-
		100.0%	-	-

Total All Surveys

Yes		9
		100.0%
No		-
		-
Totals		9
		100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		103	2	1
		96.3%	100.0%	100.0%
No		4	-	-
		3.7%	-	-
Totals		107	2	1
		100.0%	100.0%	100.0%

Total All Surveys

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

Comments:

Adult:

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	6 66.7%	-	-
Somewhat Hopeful	3 33.3%	-	-
Less Than Hopeful	-	-	-
Not At All Hopeful	-	-	-
Total	9 100.0%	-	-

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

Total All Surveys

Very Hopeful	6 66.7%
Somewhat Hopeful	3 33.3%
Less Than Hopeful	-
Not At All Hopeful	-
Total	9 100.0%

Positive	9 100.0%
Negative	-
Totals	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	63 58.9%	2 100.0%	1 100.0%
Somewhat Hopeful	38 35.5%	-	-
Less Than Hopeful	3 2.8%	-	-
Not At All Hopeful	3 2.8%	-	-
Total	107 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	101 94.4%	2 100.0%	1 100.0%
Negative	6 5.6%	-	-
Totals	107 100.0%	2 100.0%	1 100.0%

Total All Surveys

Very Hopeful	66 60.0%
Somewhat Hopeful	38 34.5%
Less Than Hopeful	3 2.7%
Not At All Hopeful	3 2.7%
Total	110 100.0%

Positive	104 94.5%
Negative	6 5.5%
Totals	110 100.0%

Comments:

Adult:

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	9 100.0%	- -	- -
No	- -	- -	- -
Totals	9 100.0%	- -	- -

Total All Surveys

Yes	9 100.0%
No	- -
Totals	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	103 96.3%	2 100.0%	1 100.0%
No	4 3.7%	- -	- -
Totals	107 100.0%	2 100.0%	1 100.0%

All Surveys

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

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	9	-	-
	100.0%	-	-
Somewhat Comfortable	-	-	-
	-	-	-
Less than Comfortable	-	-	-
	-	-	-
Not al all Comfortable	-	-	-
	-	-	-
Totals	9	-	-
	100.0%	-	-

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

Total All Surveys

Very Comfortable	9	100.0%
Somewhat Comfortable	-	-
Less than Comfortable	-	-
Not al all Comfortable	-	-
Totals	9	100.0%

Positive	9	100.0%
Negative	-	-
Totals	9	100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	94	2	1
	87.9%	100.0%	100.0%
Somewhat Comfortable	10	-	-
	9.3%	-	-
Less than Comfortable	-	-	-
	-	-	-
Not al all Comfortable	3	-	-
	2.8%	-	-
Totals	107	2	1
	100.0%	100.0%	100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	104	2	1
	97.2%	100.0%	100.0%
Negative	3	-	-
	2.8%	-	-
Totals	107	2	1
	100.0%	100.0%	100.0%

Total All Surveys

Very Comfortable	97	88.2%
Somewhat Comfortable	10	9.1%
Less than Comfortable	-	-
Not al all Comfortable	3	2.7%
Totals	110	100.0%

Positive	107	97.3%
Negative	3	2.7%
Totals	110	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	7 77.8%	-	-
No	2 22.2%	-	-
Totals	9 100.0%	-	-

Total All Surveys

Yes	7 77.8%
No	2 22.2%
Totals	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	89 83.2%	1 50.0%	1 100.0%
No	18 16.8%	1 50.0%	-
Totals	107 100.0%	2 100.0%	1 100.0%

All Surveys

Yes	91 82.7%
No	19 17.3%
Totals	110 100.0%

Comments:

Adult:

0951 - Haven House - I'm not informed
5963 not by Haven House

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes	8	-	-	
	88.9%	-	-	
No	1	-	-	
	11.1%	-	-	
Total	9	-	-	
	100.0%	-	-	

Total All Surveys

Yes	8
	88.9%
No	1
	11.1%
Total	9
	100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes	86	2	1	
	80.4%	100.0%	100.0%	
No	21	-	-	
	19.6%	-	-	
Total	107	2	1	
	100.0%	100.0%	100.0%	

All Surveys

Yes	89
	80.9%
No	21
	19.1%
Total	110
	100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Always	8 88.9%	-	-
Almost Always	-	-	-
Sometimes	1 11.1%	-	-
Never	-	-	-
Total	9 100.0%	-	-

	Adult	Parent/Guardian	Child/Adolescent
Positive	8 88.9%	-	-
Negative	1 11.1%	-	-
Total	9 100.0%	-	-

Total All Surveys

Always	8 88.9%
Almost Always	-
Sometimes	1 11.1%
Never	-
Total	9 100.0%

Positive	8 88.9%
Negative	1 11.1%
Total	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	88 82.2%	2 100.0%	1 100.0%
Almost Always	9 8.4%	-	-
Sometimes	4 3.7%	-	-
Never	6 5.6%	-	-
Total	107 100.0%	2 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	97 90.7%	2 100.0%	1 100.0%
Negative	10 9.3%	-	-
Total	107 100.0%	2 100.0%	1 100.0%

Total All Surveys

Always	91 82.7%
Almost Always	9 8.2%
Sometimes	4 3.6%
Never	6 5.5%
Total	110 100.0%

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

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	4 44.4%	-	-
No	5 55.6%	-	-
Total	9 100.0%	-	-

Total All Surveys

Yes	4 44.4%
No	5 55.6%
Total	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	57 60.0%	2 100.0%	1 100.0%
No	38 40.0%	-	-
Total	95 100.0%	2 100.0%	1 100.0%

	Adult
Not Applicable	12 100.0%

All Surveys

Yes	60 61.2%
No	38 38.8%
Total	98 100.0%

Not Applicable	12 100.0%
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Comments:

Adult:

0951 - Haven House - didn't get one

We have discussed it and I was part in planning it but I don't have a physical copy of it at PA Mentor ICM. 0955

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	7 87.5%	-	-
No	1 12.5%	-	-
Total	8 100.0%	-	-

	Adult
Not Applicable	1 100.0%

Total All Surveys

Yes	7 87.5%
No	1 12.5%
Total	8 100.0%

Not Applicable	1 100.0%
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2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	88 88.9%	2 100.0%	1 100.0%
No	11 11.1%	-	-
Total	99 100.0%	2 100.0%	1 100.0%

	Adult
Not Applicable	8 100.0%

All Surveys

Yes	91 89.2%
No	11 10.8%
Total	102 100.0%

Not Applicable	8 100.0%
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Comments:

Adult:

8538 - Haven House - not an option
I only chose myself though - PA Mentor 0955

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	4 44.4%	- -	- -
No	5 55.6%	- -	- -
Total	9 100.0%	- -	- -

Total All Surveys

Yes	4 44.4%
No	5 55.6%
Total	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	48 44.9%	2 100.0%	1 100.0%
No	59 55.1%	- -	- -
Total	107 100.0%	2 100.0%	1 100.0%

All Surveys

Yes	51 46.4%
No	59 53.6%
Total	110 100.0%

Comments:

Adult:

0949 - not informed

9493 - not informed

8538 - I'm not informed

0951 - I'm not informed

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		-	-	-
		-	-	-
No		9	-	-
		100.0%	-	-
Total		9	-	-
		100.0%	-	-

Total All Surveys

Yes		-
		-
No		9
		100.0%
Total		9
		100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		7	-	-
		6.5%	-	-
No		100	2	1
		93.5%	100.0%	100.0%
Total		107	2	1
		100.0%	100.0%	100.0%

All Surveys

Yes		7
		6.4%
No		103
		93.6%
Total		110
		100.0%

Question 20. How easy was the process to navigate?

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

	Adult Parent/Guardian Child/Adolescent		
Positive	-	-	-
Negative	-	-	-
Total	-	-	-

Total All Surveys

Very Easy	-
Somewhat Easy	-
Somewhat Difficult	-
Very Difficult	-
Total	-

Positive	-
Negative	-
Total	-

2024 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:

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		9	-	-
		100.0%	-	-
No		-	-	-
		-	-	-
Total		9	-	-
		100.0%	-	-

Total All Surveys

Yes		9
		100.0%
No		-
		-
Total		9
		100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		94	2	1
		87.9%	100.0%	100.0%
No		13	-	-
		12.1%	-	-
Total		107	2	1
		100.0%	100.0%	100.0%

All Surveys

Yes		97
		88.2%
No		13
		11.8%
Total		110
		100.0%

Comments:

Adult:

Parent/Guardian:

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes		9	-	-
		100.0%	-	-
No		-	-	-
		-	-	-
Total		9	-	-
		100.0%	-	-

Total All Surveys

Yes		9
		100.0%
No		-
		-
Total		9
		100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		98	2	1
		91.6%	100.0%	100.0%
No		9	-	-
		8.4%	-	-
Total		107	2	1
		100.0%	100.0%	100.0%

All Surveys

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

Comments:

Adult:

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	2 100.0%	-	-
No	-	-	-
Total	2 100.0%	-	-

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	7 100.0%	-	-

Total All Surveys

Yes	2 100.0%
No	-
Total	2 100.0%

Not Applicable	7 100.0%
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2024 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	90 100.0%	1 100.0%	1 100.0%

All Surveys

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

Not Applicable	92 100.0%
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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		1	-	-
		50.0%	-	-
No		1	-	-
		50.0%	-	-
Total		2	-	-
		100.0%	-	-

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		7	-	-
		100.0%	-	-

Total All Surveys

Yes		1
		50.0%
No		1
		50.0%
Total		2
		100.0%

Not Applicable		7
		100.0%

2024 Cumulative Yearly Total

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

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		89	1	1
		100.0%	100.0%	100.0%

All Surveys

Yes		16
		84.2%
No		3
		15.8%
Total		19
		100.0%

Not Applicable		91
		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	8 88.9%	- -	- -
No	1 11.1%	- -	- -
Total	9 100.0%	- -	- -

Total All Surveys

Yes	8 88.9%
No	1 11.1%
Total	9 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	70 65.4%	2 100.0%	1 100.0%
No	37 34.6%	- -	- -
Total	107 100.0%	2 100.0%	1 100.0%

All Surveys

Yes	73 66.4%
No	37 33.6%
Total	110 100.0%

Comments:

Adult:

0949 - I'm not informed

Parent/Guardian:

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

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

		Adult
Not Applicable		8 100.0%

Total All Surveys

Yes		1 100.0%
	No	- -
Total		1 100.0%

Not Applicable	8 100.0%
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2024 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		94	1	1
		100.0%	100.0%	100.0%

All Surveys

Yes		14 100.0%
	Total	14 100.0%

Not Applicable	96 100.0%
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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	5 62.5%
Sometimes	3 37.5%
Total	8 100.0%

Not Applicable	1 100.0%
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2024 Cumulative Yearly Total

Always	78 75.0%
Sometimes	25 24.0%
Never	1 1.0%
Total	104 100.0%

Not Applicable	3 100.0%
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Comments:

Adult:

Parent/Guardian:

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

2024 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	8 88.9%
Sometimes	1 11.1%
Total	9 100.0%

2024 Cumulative Yearly Total

	Adult
Always	88 82.2%
Sometimes	15 14.0%
Never	4 3.7%
Total	107 100.0%

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

Comments:

Adult:

Parent/Guardian:

Child/Adolescent:

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

	Adult
Much Better	3 33.3%
A Little Better	4 44.4%
About The Same	2 22.2%
Total	9 100.0%

2024 Cumulative Yearly Total

	Adult
Much Better	54 50.5%
A Little Better	37 34.6%
About The Same	14 13.1%
A Little Worse	2 1.9%
Total	107 100.0%

	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:

5963 I have good days and bad days.

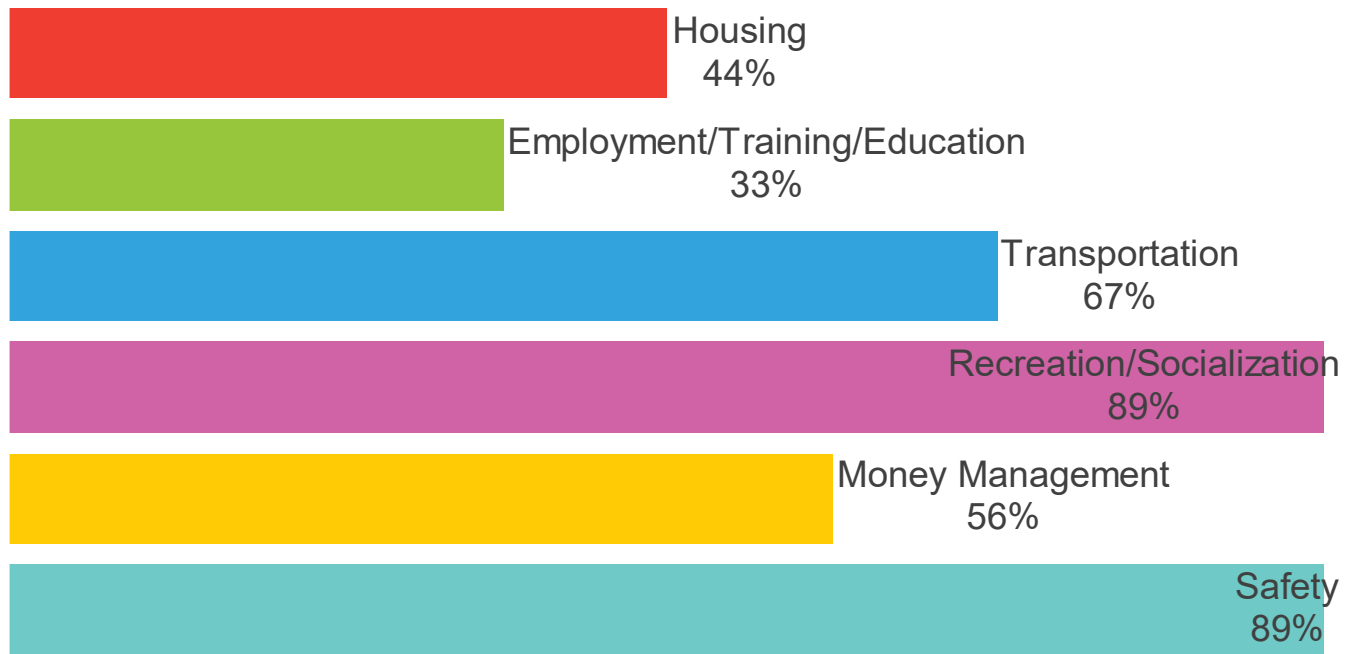
Parent/Guardian Child/Adolescent

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.

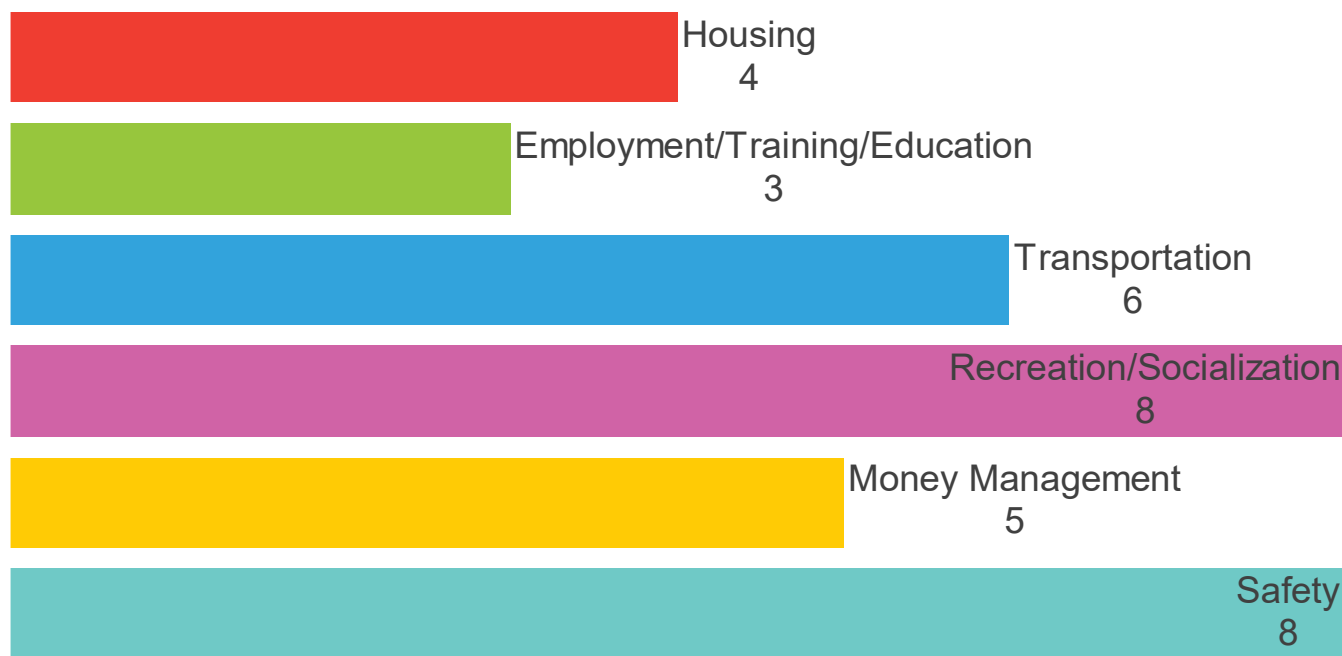
Q17. Has your provider(s) helped you with your goals in any of the following areas: Percentage

Adults



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

Adults



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

Parent/Guardian Child/Adolescent

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

Parent/Guardian Child Adolescent