

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
3rd Quarter
July 1, 2024 to September 30, 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	7 100.0%	10 100.0%	2 100.0%
No	-	-	-
Total	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	19 100.0%
No	-
Total	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	118 96.7%	20 100.0%	4 100.0%
No	4 3.3%	-	-
Total	122 100.0%	20 100.0%	4 100.0%

All Surveys

Yes	142 97.3%
No	4 2.7%
Total	146 100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Always	5 71.4%	9 90.0%	2 100.0%
Almost Always	1 14.3%	1 10.0%	- -
Sometimes	1 14.3%	- -	- -
Never	- -	- -	- -
Total	7 100.0%	10 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	6 85.7%	10 100.0%	2 100.0%
Negative	1 14.3%	- -	- -

Total All Surveys

Always	16 84.2%
Almost Always	2 10.5%
Sometimes	1 5.3%
Never	- -
Total	19 100.0%

Positive	18 94.7%
Negative	1 5.3%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	91 74.6%	17 85.0%	4 100.0%
Almost Always	20 16.4%	1 5.0%	- -
Sometimes	11 9.0%	2 10.0%	- -
Never	- -	- -	- -
Total	122 100.0%	20 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	111 91.0%	18 90.0%	4 100.0%
Negative	11 9.0%	2 10.0%	- -

Total All Surveys

Always	112 76.7%
Almost Always	21 14.4%
Sometimes	13 8.9%
Never	- -
Total	146 100.0%

Positive	133 91.1%
Negative	13 8.9%

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 71.4%	4 40.0%	1 50.0%
No	2 28.6%	6 60.0%	1 50.0%
Totals	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	10 52.6%
No	9 47.4%
Totals	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	76 62.3%	9 45.0%	3 75.0%
No	46 37.7%	11 55.0%	1 25.0%
Totals	122 100.0%	20 100.0%	4 100.0%

Total All Surveys

Yes	88 60.3%
No	58 39.7%
Totals	146 100.0%

Comments:

Adult:

1008 does not know the provider

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Always	7 100.0%	8 80.0%	2 100.0%
Almost Always	-	1 10.0%	-
Sometimes	-	1 10.0%	-
Never	-	-	-
Totals	7 100.0%	10 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	7 100.0%	9 90.0%	2 100.0%
Negative	-	1 10.0%	-
Total	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Always	17 89.5%
Almost Always	1 5.3%
Sometimes	1 5.3%
Never	-
Totals	19 100.0%

Positive	18 94.7%
Negative	1 5.3%
Total	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	97 79.5%	18 90.0%	4 100.0%
Almost Always	12 9.8%	1 5.0%	-
Sometimes	12 9.8%	1 5.0%	-
Never	1 0.8%	-	-
Totals	122 100.0%	20 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	109 89.3%	19 95.0%	4 100.0%
Negative	13 10.7%	1 5.0%	-
Total	122 100.0%	20 100.0%	4 100.0%

Total All Surveys

Always	119 81.5%
Almost Always	13 8.9%
Sometimes	13 8.9%
Never	1 0.7%
Totals	146 100.0%

Positive	132 90.4%
Negative	14 9.6%
Total	146 100.0%

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	7 100.0%	8 80.0%	2 100.0%
No	-	2 20.0%	-
Totals	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	17 89.5%
No	2 10.5%
Totals	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	117 95.9%	18 90.0%	4 100.0%
No	5 4.1%	2 10.0%	-
Totals	122 100.0%	20 100.0%	4 100.0%

Total All Surveys

Yes	139 95.2%
No	7 4.8%
Totals	146 100.0%

Comments:

Adult:

Parent/Guardian:

0980 He had a BHT that was no good for him and has gone backwards at Behavioral Health Associates.

3793 At the time of service with Behavioral Health Associates, she was not doing so good.

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	7 100.0%	9 90.0%	2 100.0%
No	-	1 10.0%	-
Totals	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	18 94.7%
No	1 5.3%
Totals	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	116 95.1%	19 95.0%	4 100.0%
No	6 4.9%	1 5.0%	-
Totals	122 100.0%	20 100.0%	4 100.0%

Total All Surveys

Yes	139 95.2%
No	7 4.8%
Totals	146 100.0%

Comments:

Adult:

Parent/Guardian:

3793 No coping skills were taught at Behavioral Health Associates.

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	6 85.7%	9 90.0%	2 100.0%
No	1 14.3%	1 10.0%	- -
Totals	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	17 89.5%
No	2 10.5%
Totals	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	110 90.2%	19 95.0%	4 100.0%
No	12 9.8%	1 5.0%	- -
Totals	122 100.0%	20 100.0%	4 100.0%

Total All Surveys

Yes	133 91.1%
No	13 8.9%
Totals	146 100.0%

Comments:

Adult:

0994 not at Shire Counseling

Parent/Guardian:

3793 Not at Behavioral Health Associates.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	7 100.0%	9 90.0%	2 100.0%
No	-	1 10.0%	-
Totals	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	18 94.7%
No	1 5.3%
Totals	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	117 95.9%	19 95.0%	4 100.0%
No	5 4.1%	1 5.0%	-
Totals	122 100.0%	20 100.0%	4 100.0%

Total All Surveys

Yes	140 95.9%
No	6 4.1%
Totals	146 100.0%

Comments:

Adult:

0987 Some psychiatrists only give you five minutes. The therapists are great.

Parent/Guardian:

3793 The services were terrible at Behavioral Health Associates.

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	7 100.0%	8 80.0%	1 50.0%
Somewhat Hopeful	-	1 10.0%	1 50.0%
Less Than Hopeful	-	-	-
Not At All Hopeful	-	1 10.0%	-
Total	7 100.0%	10 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	7 100.0%	9 90.0%	2 100.0%
Negative	-	1 10.0%	-
Totals	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Very Hopeful	16 84.2%
Somewhat Hopeful	2 10.5%
Less Than Hopeful	- -
Not At All Hopeful	1 5.3%
Total	19 100.0%

Positive	18 94.7%
Negative	1 5.3%
Totals	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	74 60.7%	16 80.0%	3 75.0%
Somewhat Hopeful	42 34.4%	3 15.0%	1 25.0%
Less Than Hopeful	3 2.5%	-	-
Not At All Hopeful	3 2.5%	1 5.0%	-
Total	122 100.0%	20 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	116 95.1%	19 95.0%	4 100.0%
Negative	6 4.9%	1 5.0%	-
Totals	122 100.0%	20 100.0%	4 100.0%

Total All Surveys

Very Hopeful	93 63.7%
Somewhat Hopeful	46 31.5%
Less Than Hopeful	3 2.1%
Not At All Hopeful	4 2.7%
Total	146 100.0%

Positive	139 95.2%
Negative	7 4.8%
Totals	146 100.0%

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	7 100.0%	9 90.0%	2 100.0%
No	-	1 10.0%	-
Totals	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	18 94.7%
No	1 5.3%
Totals	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	118 96.7%	19 95.0%	4 100.0%
No	4 3.3%	1 5.0%	-
Totals	122 100.0%	20 100.0%	4 100.0%

All Surveys

Yes	141 96.6%
No	5 3.4%
Totals	146 100.0%

Comments:

Adult:

Parent/Guardian:

3793 There was no respect from Dr. Saxena at Behavioral Health Associates.

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	7 100.0%	9 90.0%	2 100.0%
Somewhat Comfortable	-	-	-
Less than Comfortable	-	-	-
Not al all Comfortable	-	1 10.0%	-
Totals	7 100.0%	10 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	7 100.0%	9 90.0%	2 100.0%
Negative	-	1 10.0%	-
Totals	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Very Comfortable	18 94.7%
Somewhat Comfortable	-
Less than Comfortable	-
Not al all Comfortable	1 5.3%
Totals	19 100.0%

Positive	18 94.7%
Negative	1 5.3%
Totals	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	109 89.3%	17 85.0%	4 100.0%
Somewhat Comfortable	10 8.2%	-	-
Less than Comfortable	-	2 10.0%	-
Not al all Comfortable	3 2.5%	1 5.0%	-
Totals	122 100.0%	20 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	119 97.5%	17 85.0%	4 100.0%
Negative	3 2.5%	3 15.0%	-
Totals	122 100.0%	20 100.0%	4 100.0%

Total All Surveys

Very Comfortable	130 89.0%
Somewhat Comfortable	10 6.8%
Less than Comfortable	2 1.4%
Not al all Comfortable	4 2.7%
Totals	146 100.0%

Positive	140 95.9%
Negative	6 4.1%
Totals	146 100.0%

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	2 28.6%	7 70.0%	2 100.0%
No	5 71.4%	3 30.0%	- -
Totals	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	11 57.9%
No	8 42.1%
Totals	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	95 77.9%	10 50.0%	3 75.0%
No	27 22.1%	10 50.0%	1 25.0%
Totals	122 100.0%	20 100.0%	4 100.0%

All Surveys

Yes	108 74.0%
No	38 26.0%
Totals	146 100.0%

Comments:

Adult:

0993 not at Shire Counseling

0995 not by Shire Counseling

0992 Not at Shire Counseling

0987 not at Behavioral Health Associates.

1008 does not remember provider

Parent/Guardian:

0976 not by Behavioral Health Associates

3793 Not by anyone at Behavioral Health Associates.

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	7 100.0%	9 90.0%	1 50.0%
	No	- -	1 10.0%	1 50.0%
	Total	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

	Yes	17 89.5%
	No	2 10.5%
	Total	19 100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	101 82.8%	19 95.0%	3 75.0%
	No	21 17.2%	1 5.0%	1 25.0%
	Total	122 100.0%	20 100.0%	4 100.0%

All Surveys

	Yes	123 84.2%
	No	23 15.8%
	Total	146 100.0%

Comments:

Adult:

Parent/Guardian:

0977-Adolescent did not; mother did.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	6 85.7%	9 90.0%	1 50.0%
Almost Always	1 14.3%	-	-
Sometimes	-	-	-
Never	-	1 10.0%	1 50.0%
Total	7 100.0%	10 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	7 100.0%	9 90.0%	1 50.0%
Negative	-	1 10.0%	1 50.0%
Total	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Always	16 84.2%
Almost Always	1 5.3%
Sometimes	-
Never	2 10.5%
Total	19 100.0%

Positive	17 89.5%
Negative	2 10.5%
Total	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	100 82.0%	16 80.0%	3 75.0%
Almost Always	10 8.2%	-	-
Sometimes	5 4.1%	-	-
Never	7 5.7%	4 20.0%	1 25.0%
Total	122 100.0%	20 100.0%	4 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	110 90.2%	16 80.0%	3 75.0%
Negative	12 9.8%	4 20.0%	1 25.0%
Total	122 100.0%	20 100.0%	4 100.0%

Total All Surveys

Always	119 81.5%
Almost Always	10 6.8%
Sometimes	5 3.4%
Never	12 8.2%
Total	146 100.0%

Positive	129 88.4%
Negative	17 11.6%
Total	146 100.0%

Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	7 100.0%	8 80.0%	- -
No	- -	2 20.0%	1 100.0%
Total	7 100.0%	10 100.0%	1 100.0%

	Child/Adolescent
Not Applicable	1 100.0%

Total All Surveys

Yes	15 83.3%
No	3 16.7%
Total	18 100.0%

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

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	69 63.3%	15 88.2%	2 66.7%
No	40 36.7%	2 11.8%	1 33.3%
Total	109 100.0%	17 100.0%	3 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	13 100.0%	3 100.0%	1 100.0%

All Surveys

Yes	86 66.7%
No	43 33.3%
Total	129 100.0%

Not Applicable	17 100.0%
----------------	--------------

Comments:

Adult:

Parent/Guardian:

0976 not from Behavioral Health Associates

3793 Nothing was ever given from Behavioral Health Associates.

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	6 100.0%	9 90.0%	1 100.0%
No	-	1 10.0%	-
Total	6 100.0%	10 100.0%	1 100.0%

	Adult	Child/Adolescent
Not Applicable	1 100.0%	1 100.0%

Total All Surveys

Yes	16 94.1%
No	1 5.9%
Total	17 100.0%

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

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	101 90.2%	16 94.1%	3 100.0%
No	11 9.8%	1 5.9%	-
Total	112 100.0%	17 100.0%	3 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	10 100.0%	3 100.0%	1 100.0%

All Surveys

Yes	120 90.9%
No	12 9.1%
Total	132 100.0%

Not Applicable	14 100.0%
----------------	--------------

Comments:

Adult:

Parent/Guardian:

3793 No one was included ever in any planning from Behavioral Health Associates.

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	5 71.4%	7 70.0%	- -
No	2 28.6%	3 30.0%	2 100.0%
Total	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	12 63.2%
No	7 36.8%
Total	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	58 47.5%	12 60.0%	1 25.0%
No	64 52.5%	8 40.0%	3 75.0%
Total	122 100.0%	20 100.0%	4 100.0%

All Surveys

Yes	71 48.6%
No	75 51.4%
Total	146 100.0%

Comments:

Adult:

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		-	-	-
		-	-	-
No		7	10	2
		100.0%	100.0%	100.0%
Total		7	10	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes		-
		-
No		19
		100.0%
Total		19
		100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		7	-	-
		5.7%	-	-
No		115	20	4
		94.3%	100.0%	100.0%
Total		122	20	4
		100.0%	100.0%	100.0%

All Surveys

Yes		7
		4.8%
No		139
		95.2%
Total		146
		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 30.0%	-	-
Somewhat Easy	1 10.0%	-	-
Somewhat Difficult	5 50.0%	-	-
Very Difficult	1 10.0%	-	-
Total	10 100.0%	-	-

	Adult Parent/Guardian Child/Adolescent		
Positive	4 40.0%	-	-
Negative	6 60.0%	-	-
Total	10 100.0%	-	-

Total All Surveys

Very Easy	3 30.0%
Somewhat Easy	1 10.0%
Somewhat Difficult	5 50.0%
Very Difficult	1 10.0%
Total	10 100.0%

Positive	4 40.0%
Negative	6 60.0%
Total	10 100.0%

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		7	9	2
		100.0%	90.0%	100.0%
No		-	1	-
		-	10.0%	-
Total		7	10	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes	18
	94.7%
No	1
	5.3%
Total	19
	100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		108	19	4
		88.5%	95.0%	100.0%
No		14	1	-
		11.5%	5.0%	-
Total		122	20	4
		100.0%	100.0%	100.0%

All Surveys

Yes	131
	89.7%
No	15
	10.3%
Total	146
	100.0%

Comments:

Adult:

Parent/Guardian:

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes		7	9	2
		100.0%	90.0%	100.0%
No		-	1	-
		-	10.0%	-
Total		7	10	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes	18	94.7%
No	1	5.3%
Total	19	100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		112	17	4
		91.8%	85.0%	100.0%
No		10	3	-
		8.2%	15.0%	-
Total		122	20	4
		100.0%	100.0%	100.0%

All Surveys

Yes	133	91.1%
No	13	8.9%
Total	146	100.0%

Comments:

Adult:

Parent/Guardian:

0976 they are too far away. They are in Lehighton and we are in Bethlehem.

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

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

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	6 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	1 100.0%
No	- -
Total	1 100.0%

Not Applicable	18 100.0%
----------------	--------------

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	17 85.0%	1 100.0%	- -
No	3 15.0%	- -	- -
Total	20 100.0%	1 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	102 100.0%	19 100.0%	4 100.0%

All Surveys

Yes	18 85.7%
No	3 14.3%
Total	21 100.0%

Not Applicable	125 100.0%
----------------	---------------

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	1	-
		100.0%	50.0%	-
No		-	1	-
		-	50.0%	-
Total		1	2	-
		100.0%	100.0%	-

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		6	8	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes		2
		66.7%
No		1
		33.3%
Total		3
		100.0%

Not Applicable		16
		100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		17	2	-
		81.0%	66.7%	-
No		4	1	-
		19.0%	33.3%	-
Total		21	3	-
		100.0%	100.0%	-

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		101	17	4
		100.0%	100.0%	100.0%

All Surveys

Yes		19
		79.2%
No		5
		20.8%
Total		24
		100.0%

Not Applicable		122
		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	6 85.7%	6 60.0%	- -
No	1 14.3%	4 40.0%	2 100.0%
Total	7 100.0%	10 100.0%	2 100.0%

Total All Surveys

Yes	12 63.2%
No	7 36.8%
Total	19 100.0%

2024 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	81 66.4%	12 60.0%	2 50.0%
No	41 33.6%	8 40.0%	2 50.0%
Total	122 100.0%	20 100.0%	4 100.0%

All Surveys

Yes	95 65.1%
No	51 34.9%
Total	146 100.0%

Comments:

Adult:

Parent/Guardian:

0977-Mother got information.

Q21

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		1	1	-
		100.0%	50.0%	-
No		-	1	-
		-	50.0%	-
Total		1	2	-
		100.0%	100.0%	-

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		6	8	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes		2
		66.7%
No		1
		33.3%
Total		3
		100.0%

Not Applicable	16
	100.0%

2024 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		16	2	-
		100.0%	66.7%	-
No		-	1	-
		-	33.3%	-
Total		16	3	-
		100.0%	100.0%	-

		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		106	17	4
		100.0%	100.0%	100.0%

All Surveys

Yes		18
		94.7%
No		1
		5.3%
Total		19
		100.0%

Not Applicable	127
	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	7 100.0%
Total	7 100.0%

2024 Cumulative Yearly Total

Always	93 78.2%
Sometimes	25 21.0%
Never	1 0.8%
Total	119 100.0%

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	4 40.0%	- -
Never	6 60.0%	2 100.0%
Total	10 100.0%	2 100.0%

2024 Cumulative Yearly Total

	Parent/Guardian Child/Adolescent	
Sometimes	7 35.0%	- -
Never	13 65.0%	4 100.0%
Total	20 100.0%	4 100.0%

Parent/Guardian:

Child/Adolescent:

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

	Adult
Always	7 100.0%
Total	7 100.0%

	Parent/Guardian Child/Adolescent	
Always	8 80.0%	1 50.0%
Sometimes	2 20.0%	- -
Never	- -	1 50.0%
Total	10 100.0%	2 100.0%

2024 Cumulative Yearly Total

	Adult
Always	103 84.4%
Sometimes	15 12.3%
Never	4 3.3%
Total	122 100.0%

	Parent/Guardian Child/Adolescent	
Always	17 85.0%	3 75.0%
Sometimes	3 15.0%	- -
Never	- -	1 25.0%
Total	20 100.0%	4 100.0%

Comments:

Adult:

Parent/Guardian:

Child/Adolescent:

0977-Mother does this.

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

	Adult
Much Better	5 71.4%
A Little Better	2 28.6%
Total	7 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	5 50.0%	1 50.0%
A Little Better	4 40.0%	1 50.0%
Much Worse	1 10.0%	- -
Total	10 100.0%	2 100.0%

2024 Cumulative Yearly Total

	Adult
Much Better	62 50.8%
A Little Better	43 35.2%
About The Same	15 12.3%
A Little Worse	2 1.6%
Total	122 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	11 55.0%	1 25.0%
A Little Better	8 40.0%	3 75.0%
Much Worse	1 5.0%	- -
Total	20 100.0%	4 100.0%

Comments:

Adult:

Parent/Guardian Child/Adolescent

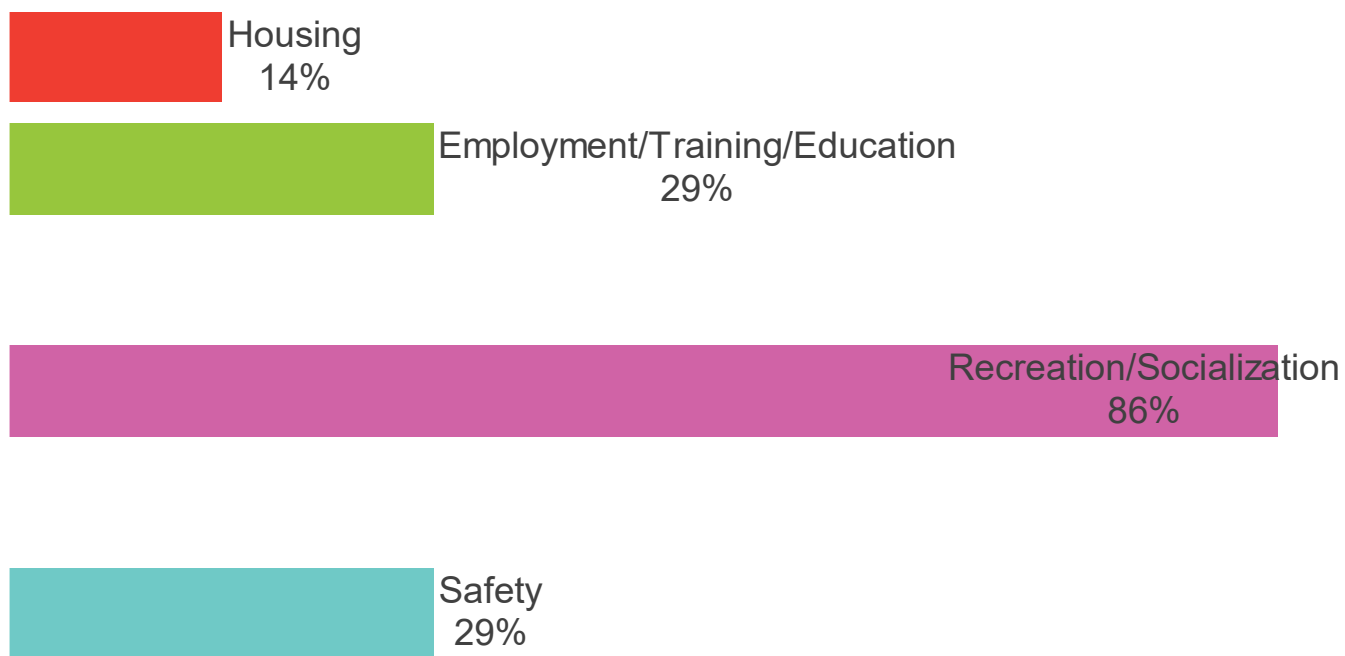
3793 Her quality of life declined in their care at Behavioral Health Associates.

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.

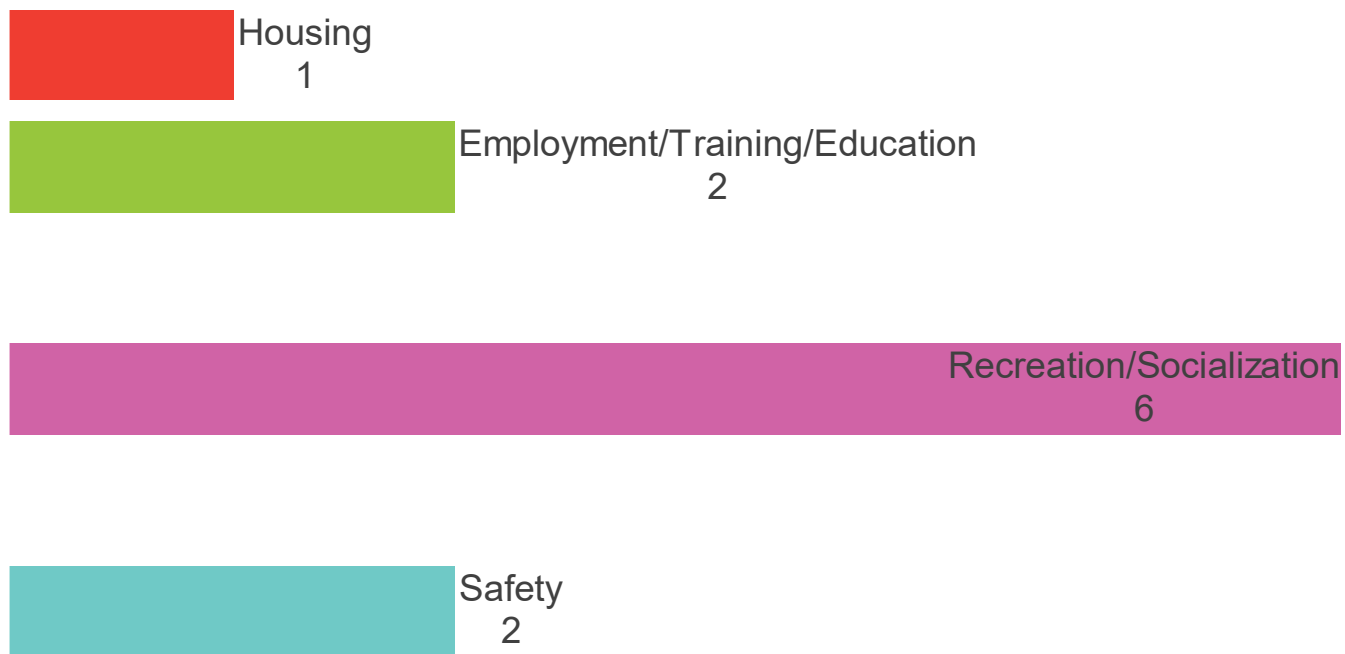
Q17. Has your provider(s) helped you with your goals in any of the following areas: Percentage

Adults



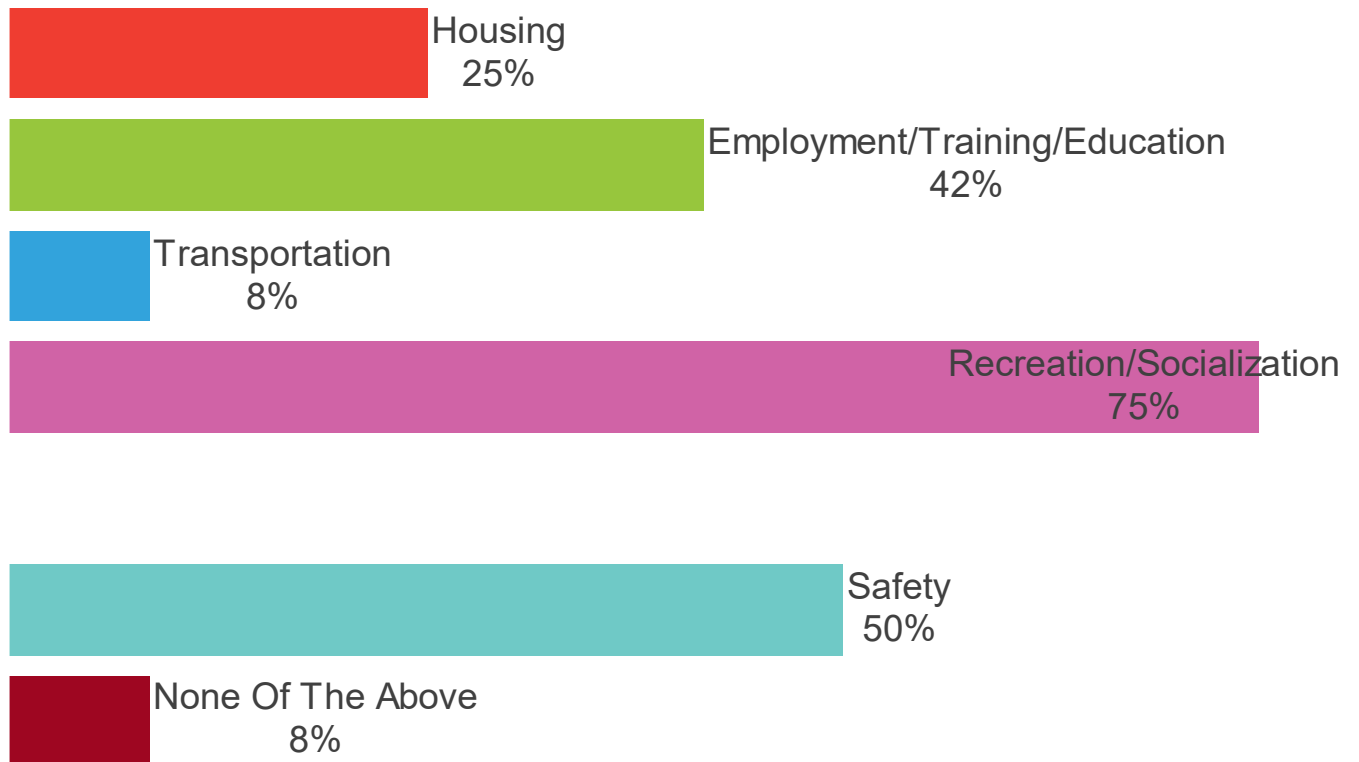
Q17. Has your provider(s) helped you with your goals in any of the following areas: Count

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

