Recovery Partnership Consumer/Family Satisfaction Team Report on:

Lehigh County HealthChoices

Full Report 2nd Quarter April 1, 2021 to June 30, 2021

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	38	53	6
	95.0%	96.4%	100.0%
No	2 5.0%	2 3.6%	-
Total	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

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

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	113	93	8
	93.4%	88.6%	100.0%
No	8 6.6%	12 11.4%	-
Total	121	105	8
	100.0%	100.0%	100.0%

All Surveys

Yes	214 91.5%
No	20 8.5%
Total	234 100.0%

Adult:

Concern OPMH - Phone lines not reliable

HAO - sometimes it's easier than other times

At Merakey ACT, some Team members use their cellphone and block the number and you can't call them back.

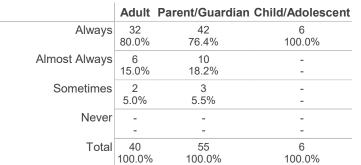
I recently lost my husband unexpectedly, and my therapist at Olivewood OPMH made time to see me that same afternoon.

Parent/Guardian:

At Salisbury Family Based Services, the therapist was great, but the scheduler(Laura) for the psychiatrist didn't do her job well.

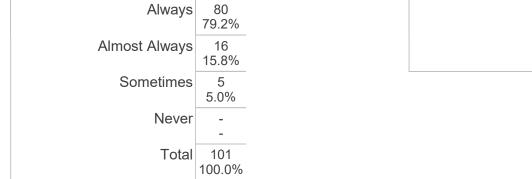
Warwick - case manager irresponsible when returning call

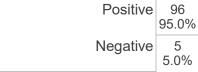
Question 2. Were services available at times that were good for you?



	Adult Pa	arent/Guardian	Child/Adolescent
Positive		52	6
	95.0%	94.5%	100.0%
Negative	2	3	-
	5.0%	5.5%	-

Total All Surveys





Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent		Adult I	Parent/Guardiar	Child/Adolescent
Always	95 78.5%	74 70.5%	8 100.0%	Positive	115 95.0%	95 90.5%	8 100.0%
Almost Always	20 16.5%	21 20.0%	-	Negative	6 5.0%	10 9.5%	-
Sometimes	4 3.3%	6 5.7%	-				
Never	2 1.7%	4 3.8%	-				
Total	121 100.0%	105 100.0%	8 100.0%				

Always	177 75.6%
Almost Always	41 17.5%
Sometimes	10 4.3%
Never	6 2.6%
Total	234 100.0%

Positive	218 93.2%
Negative	16 6.8%

Adult:

There were times when Hope House Crisis Residential had no availability for me to come stay.

Parent/Guardian:

Warwick - COVID-19 affected services

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	26	34	5
	65.0%	61.8%	83.3%
No	14	21	1
	35.0%	38.2%	16.7%
Totals	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

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

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	71	67	7
	58.7%	63.8%	87.5%
No	50	38	1
	41.3%	36.2%	12.5%
Totals	121	105	8
	100.0%	100.0%	100.0%

Yes	145 62.0%
No	89 38.0%
Totals	234 100.0%

Adult:

l'm not informed Merakey - never told me how Merakey didn't tell me how to.

Parent/Guardian:

Concern didn't tell me how to. Concern never informed me of the procedure. Salisbury didn't inform me how to file a complaint Salisbury did not tell me how to file a complaint. Warwick- I don't know Warwick- I don't know Warwick - never had to Warwick- I'm not informed Olivewood did not inform me.

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

Adult Parent/Guardian Child/Adolescent 35 48 Always 6 87.5% 87.3% 100.0% 5 12.5% 5 9.1% Almost Always _ _ 2 Sometimes --3.6% --Never ----_ -Totals 40 55 6 100.0% 100.0% 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	40	53	6
	100.0%	96.4%	100.0%
Negative	-	2 3.6%	-
Total	40	55	6
	100.0%	100.0%	100.0%

99

98.0% 2

2.0%

100.0%

Total All Surveys

Alway	s 89 88.1%
Almost Alway	s 10 9.9%
Sometime	s 2 2.0%
Neve	r - -
Total	s 101 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardiar	h Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Always	98 81.0%	80 76.2%	8 100.0%	Positive	114 94.2%	95 90.5%	8 100.0%
Almost Always	16 13.2%	15 14.3%	-	Negative	7 5.8%	10 9.5%	-
Sometimes	4 3.3%	6 5.7%	-	Total	121 100.0%	105 100.0%	8 100.0%
Never	3 2.5%	4 3.8%	-				
Totals	121 100.0%	105 100.0%	8 100.0%				

Always	186 79.5%
Almost Always	31 13.2%
Sometimes	10 4.3%
Never	7 3.0%
Totals	234 100.0%

Positive 217 92.7% Negative 17 7.3% Total 234 100.0%		
7.3% Total 234	Positive	
	Negative	
	Total	

Adult:

It took a month to get into Hope House.

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	36	50	6
	90.0%	90.9%	100.0%
No	4 10.0%	5 9.1%	-
Totals	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

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

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	111	89	8
	91.7%	84.8%	100.0%
No	10 8.3%	16 15.2%	-
Totals	121	105	8
	100.0%	100.0%	100.0%

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

Adult:

Concern OPMH -I don't blame the clinic

KidsPeace Green Street

My therapist at Concern is good but my psychiatrist was not and we discontinued contact.

HAO - sometimes I feel better than other times

Parent/Guardian:

My daughter didn't improve despite Salisburys efforts to help her. She just had to much going on and needed more extended intensive care. She's back in the hospital now.

At HAO, my daughter only gets therapy and she needs more services.

Not because of they services though, it's just him.

Warwick FBS wasn't focusing on my son, so we switched to other services.

Pinebrook - services were not effective

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	38	52	6
	95.0%	94.5%	100.0%
No	2 5.0%	3 5.5%	-
Totals	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

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

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	113	91	8
	93.4%	86.7%	100.0%
No	8 6.6%	14 13.3%	-
Totals	121	105	8
	100.0%	100.0%	100.0%

Yes	212 90.6%
No	22 9.4%
Totals	234 100.0%

Adult:

My therapist at Concern was helpful.

At Hope House Crisis Residential, there was only a deep breathing technique taught. I don't know if it was because of the pandemic.

Parent/Guardian:

At HAO, we were not given any information about about anything at all.

Warwick - the caseworker is not providing effective treatment

Only1 worker ever showed up from Warwick FBS, and they only spoke with my son 2 times and spent most of their time with me.

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	37	48	4
	92.5%	87.3%	66.7%
No	3	7	2
	7.5%	12.7%	33.3%
Totals	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

Yes	89 88.1%
No	12 11.9%
Totals	101 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	108	88	6
	89.3%	83.8%	75.0%
No	13	17	2
	10.7%	16.2%	25.0%
Totals	121	105	8
	100.0%	100.0%	100.0%

Yes	202 86.3%
No	32 13.7%
Totals	234 100.0%

Adult:

Not at Olivewood OPMH

Parent/Guardian:

I am really not sure if we were asked about her physical health.

I don't remember being asked about my daughter's physical health.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	39	53	6
	97.5%	96.4%	100.0%
No	1 2.5%	2 3.6%	-
Totals	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

Yes	98 97.0%
No	3 3.0%
Totals	101 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	114	93	8
	94.2%	88.6%	100.0%
No	7 5.8%	12 11.4%	-
Totals	121	105	8
	100.0%	100.0%	100.0%

Yes	215 91.9%
No	19 8.1%
Totals	234 100.0%

Adult:

They messed up my medications, they took her Xanax and then lost it at Hope House. They also threw away her epi pen

Parent/Guardian:

At HAO, the therapist doesn't speak English very well and my daughter doesn't understand her very well; so it's non-productive.

Warwick - at the beginning yes

Warwick FBS only met with us(parents) and told us we were doing all the right things; they did not work with our son.

Quality of Life/Respect and Dignity

Question 9. How hopeful are you about your life since starting services?

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardiar	n Child/Adolescent
Very Hopeful	26 65.0%	40 72.7%	3 50.0%	Positive	38 95.0%	54 98.2%	6 100.0%
Somewhat Hopeful	12 30.0%	14 25.5%	3 50.0%	Negative	2 5.0%	1 1.8%	-
Less Than Hopeful	2 5.0%	1 1.8%	-	Totals	40 100.0%	55 100.0%	6 100.0%
Not At All Hopeful	-	-	-				
Total	40 100.0%	55 100.0%	6 100.0%				

Total All Surveys

Very Hopeful	69 68.3%	Positive	98 97.0%
Somewhat Hopeful	29 28.7%	Negative	3 3.0%
Less Than Hopeful	3 3.0%	Totals	101 100.0%
Not At All Hopeful	-		
Total	101 100.0%		

Cummulative Yearly Totals

	Adult	Parent/Guardiar	n Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	80 66.1%	74 70.5%	4 50.0%	Positive	117 96.7%	98 93.3%	8 100.0%
Somewhat Hopeful	37 30.6%	24 22.9%	4 50.0%	Negative	4 3.3%	7 6.7%	-
Less Than Hopeful	4 3.3%	1 1.0%	-	Totals	121 100.0%	105 100.0%	8 100.0%
Not At All Hopeful	-	6 5.7%	-				
Total	121 100.0%	105 100.0%	8 100.0%				

Very Hopeful	158 67.5%
Somewhat Hopeful	65 27.8%
Less Than Hopeful	5 2.1%
Not At All Hopeful	6 2.6%
Total	234 100.0%

Positive	e 223 95.3%
Negative	e 11 4.7%
Totals	234 100.0%

Adult:

My psychiatrist at Concern and I did not get along well at all and we parted ways. My therapist makes sure I get refills of my medications.

lt's better.

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	40	55	6
	100.0%	100.0%	100.0%
No	-	-	-
Totals	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

Yes	101 100.0%
No	
Totals	101 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	120	99	8
	99.2%	94.3%	100.0%
No	1 0.8%	6 5.7%	-
Totals	121	105	8
	100.0%	100.0%	100.0%

All Surveys



Adult:

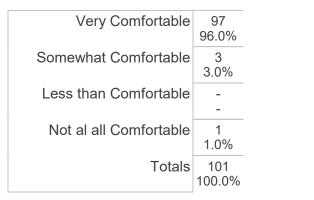
Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	37 92.5%	54 98.2%	6 100.0%
Somewhat Comfortable	2 5.0%	1 1.8%	-
Less than Comfortable	-	-	-
Not al all Comfortable	1 2.5%	-	-
Totals	40 100.0%	55 100.0%	6 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	39	55	6
	97.5%	100.0%	100.0%
Negative	1 2.5%	-	-
Totals	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys



Positive	100 99.0%
Negative	1 1.0%
Totals	101 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	111 91.7%	94 89.5%	8 100.0%	Positive	119 98.3%	101 96.2%	8 100.0%
Somewhat Comfortable	8 6.6%	7 6.7%	-	Negative	2 1.7%	4 3.8%	-
Less than Comfortable	-	3 2.9%	-	Totals	121 100.0%	105 100.0%	8 100.0%
Not al all Comfortable	2 1.7%	1 1.0%	-				
Totals	121 100.0%	105 100.0%	8 100.0%				

Very Comfortable	213 91.0%
Somewhat Comfortable	15 6.4%
Less than Comfortable	3 1.3%
Not al all Comfortable	3 1.3%
Totals	234 100.0%

Positive	228 97.4%
Negative	6 2.6%
Totals	234 100.0%

Adult:

The staff at Hope House was not personable.

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	22	30	4
	55.0%	54.5%	66.7%
No	18	25	2
	45.0%	45.5%	33.3%
Totals	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

Yes	56 55.4%
No	45 44.6%
Totals	101 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	65	48	5
	53.7%	45.7%	62.5%
No	56	57	3
	46.3%	54.3%	37.5%
Totals	121	105	8
	100.0%	100.0%	100.0%

All Surveys

Yes	118 50.4%
No	116 49.6%
Totals	234 100.0%

Adult:

Concern OPMH - I'm not informed Concern OPMH - I'm not informed Not by Concern OPMH KidsPeace Green Street- I'm not informed Concern made no suggestions for these services. No suggestions were made by Kidspeace. HAO - I am not informed HAO - not informed Not at Hope House A Pathway to Healing Not at Olivewood Olivewood OPMH -she didn't need them

Parent/Guardian:

Not needed, she is too young Concern OPMH -I am not informed Concern OPMH- I am not informed Concern made no suggestions for these services. Not at Kidspeace Green Street Not at KidsPeace Green Street Concern made no suggestions for these programs. I was not informed Salisbury didn't suggest these services. Salisbury SBH - no suggestions Salisbury didn't suggest these services. HAO - I'm not informed Salisbury did not tell me about these services Warwick - I don't remember Warwick-I'm not informed Pinebrook - I don't remember

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	27	47	5
	67.5%	85.5%	83.3%
No	13	8	1
	32.5%	14.5%	16.7%
Total	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

Yes	79 78.2%
No	22 21.8%
Total	101 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	96	79	7
	79.3%	75.2%	87.5%
No	25	26	1
	20.7%	24.8%	12.5%
Total	121	105	8
	100.0%	100.0%	100.0%

All Surveys

Yes	182 77.8%
No	52 22.2%
Total	234 100.0%

Adult:

Concern OPMH - I'm not informed Kidspeace Green Street- I'm not informed Kidspeace didn't explain it to me. Concern OPMH-I'm not informed HAO - not informed HAO - I'm not informed Merakey didn't inform me of my rights.

Parent/Guardian:

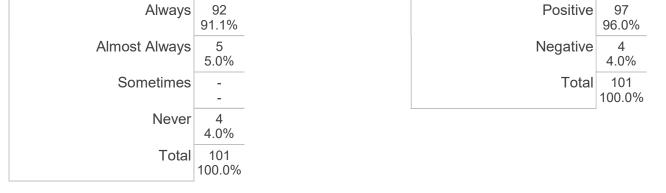
Concern - I'm not informed Concern OPMH- I'm not informed Salisbury SBH - I am not informed Salisbury SBH - Not informed Salisbury didn't offer this. Warwick - I don't remember

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

	Adult	Parent/Guardian	Child/Adolescent
Always	34 85.0%	52 94.5%	6 100.0%
	05.0%	94.5%	100.0%
Almost Always	4	1	-
5	10.0%	1.8%	-
Sometimes	-	-	-
	-	-	-
Never	2	2	-
	5.0%	3.6%	-
Total	40	55	6
	100.0%	100.0%	100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	38	53	6
	95.0%	96.4%	100.0%
Negative	2 5.0%	2 3.6%	-
Total	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys



Cumulative Yearly Totals

	Adult	Parent/Guardia	n Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Always	100 82.6%	94 89.5%	8 100.0%	Positive	111 91.7%	98 93.3%	8 100.0%
Almost Always	11 9.1%	4 3.8%	-	Negative	10 8.3%	7 6.7%	-
Sometimes	2 1.7%	-	-	Total	121 100.0%	105 100.0%	8 100.0%
Never	8 6.6%	7 6.7%	-				
Total	121 100.0%	105 100.0%	8 100.0%				

Always	202 86.3%
Almost Always	15 6.4%
Sometimes	2 0.9%
Never	15 6.4%
Total	234 100.0%

Positive	217 92.7%
Negative	17 7.3%
Total	234 100.0%

Adult:

Not at Olivewood OPMH

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	28	45	6
	75.7%	86.5%	100.0%
No	9 24.3%	7 13.5%	-
Total	37	52	6
	100.0%	100.0%	100.0%

	Adult	Parent/Guardian
Not Applicable	3 100.0%	3 100.0%

Total All Surveys

Yes	79 83.2%
No	16 16.8%
Total	95 100.0%
Not Applicable	6 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	81	82	8
	72.3%	83.7%	100.0%
No	31 27.7%	16 16.3%	-
Total	112	98	8
	100.0%	100.0%	100.0%

	Adult	Parent/Guardian
Not Applicable	9	7
	100.0%	100.0%

All Surveys

Yes	109 73.6%
No	39 26.4%
Total	148 100.0%
Not Applicable	13 100.0%

Adult:

Not from Olivewood

Parent/Guardian:

Not at Kidspeace Green Street Concern OPMH- I'm not informed sure

Warwick - I don't remember

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	35	53	6
	92.1%	100.0%	100.0%
No	3 7.9%	-	-
Total	38	53	6
	100.0%	100.0%	100.0%

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

Total All Surveys

Y	/es	94 96.9%
	No	3 3.1%
Тс	otal	97 100.0%
Not Applica	ble	4

100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	103	98	8
	89.6%	95.1%	100.0%
No	12 10.4%	5 4.9%	-
Total	115	103	8
	100.0%	100.0%	100.0%

Adult Parent/Guardian

Not Applicable	6	2
	100.0%	100.0%

All Surveys

Yes	209 92.5%
No	17 7.5%
Total	226 100.0%
Not Applicable	8 100.0%

Adult:

HAO - I don't remember

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	23	32	3
	57.5%	58.2%	50.0%
No	17	23	3
	42.5%	41.8%	50.0%
Total	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

Yes	58 57.4%
No	43 42.6%
Total	101 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	65	58	4
	53.7%	55.2%	50.0%
No	56	47	4
	46.3%	44.8%	50.0%
Total	121	105	8
	100.0%	100.0%	100.0%

All Surveys

Yes	127 54.3%
No	107 45.7%
Total	234 100.0%

Adult:

Concern OPMH -I'm not informed HAO - I don't know Merakey - I don't know I don't know how to file a Magellan complaint.

Parent/Guardian:

HAO - I'm not informed Warwick - I am not informed Magellan- I'm not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	3 7.5%	1 1.8%	-
No	37	54	6
	92.5%	98.2%	100.0%
Total	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

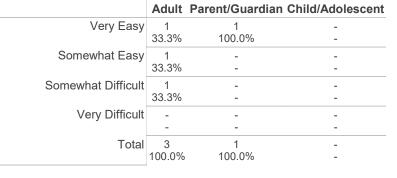
Yes	4 4.0%
No	97 96.0%
Total	101 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	4	4	-
	3.3%	3.8%	-
No	117	101	8
	96.7%	96.2%	100.0%
Total	121	105	8
	100.0%	100.0%	100.0%

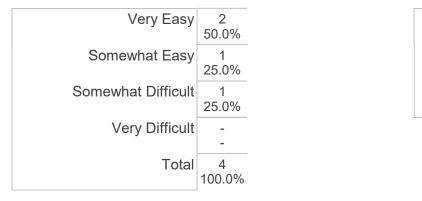
Yes	8 3.4%
No	226 96.6%
Total	234 100.0%

Question 20. How easy was the process to navigate?



	Adult	Parent/Guardian	Child/Adolescent
Positive	2	1	-
	66.7%	100.0%	-
Negative	1	-	-
Ū.	1 33.3%	-	-
Total	3	1	-
	100.0%	100.0%	-

Total All Surveys



Positive	3 75.0%
Negative	1 25.0%
Total	4 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Very Easy	1 25.0%	3 75.0%	-	Positive	3 75.0%	4 100.0%	-
Somewhat Easy	2 50.0%	1 25.0%	-	Negative	1 25.0%	-	-
Somewhat Difficult	1 25.0%	-	-	Total	4 100.0%	4 100.0%	-
Very Difficult	-	-	-				
Total	4 100.0%	4 100.0%	-				

Total All Surveys

Very Easy	4 50.0%
Somewhat Easy	3 37.5%
Somewhat Difficult	1 12.5%
Very Difficult	
Total	8 100.0%

Positive	7 87.5%
Negative	1 12.5%
Total	8 100.0%

Adult:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	37	51	5
	92.5%	92.7%	83.3%
No	3	4	1
	7.5%	7.3%	16.7%
Total	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

Yes	93 92.1%
No	8 7.9%
Total	101 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	111	98	7
	91.7%	93.3%	87.5%
No	10	7	1
	8.3%	6.7%	12.5%
Total	121	105	8
	100.0%	100.0%	100.0%

Yes	216 92.3%
No	18 7.7%
Total	234 100.0%

Adult:

There are not enough participating providers. I am on a wait list to see a psychiatrist for three months. I have to go to a specialist for my psychiatric condition in Philadelphia and it is not covered by Magellan.

Parent/Guardian:

Warwick- need more agencies

I feel that there that we need more services in the area.

Warwick - I'm not informed

I had trouble finding an individual psychiatrist.

Question 22. Was the location of services convenient?

	Adult	Parent/Guardian	Child/Adolescent
Yes	40	54	4
	100.0%	98.2%	66.7%
No	-	1 1.8%	2 33.3%
Total	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

Yes	98 97.0%
No	3 3.0%
Total	101 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	116	102	6
	95.9%	97.1%	75.0%
No	5	3	2
	4.1%	2.9%	25.0%
Total	121	105	8
	100.0%	100.0%	100.0%

Yes	224 95.7%
No	10 4.3%
Total	234 100.0%

Adult:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	5	9	2
	83.3%	100.0%	100.0%
No	1 16.7%	-	-
Total	6	9	2
	100.0%	100.0%	100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	34	46	4
	100.0%	100.0%	100.0%

Total All Surveys

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

Not Applicable 84 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	9	12	3
	81.8%	100.0%	100.0%
No	2 18.2%	- -	-
Total	11	12	3
	100.0%	100.0%	100.0%

Adult Parent/Guardian Child/Adolescent

Not Applicab	le 110	93	5
	100.0%	100.0%	100.0%

Yes	24 92.3%
No	2 7.7%
Total	26 100.0%
Not Applicable	208 100.0%

Adult:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	6	10	2
	100.0%	100.0%	100.0%
No	-	-	-
Total	6	10	2
	100.0%	100.0%	100.0%

Adult Parent/Guardian Child/Adolescent

Not Applicable 34	45	4
100.0%	100.0%	100.0%

Total All Surveys

Yes	18 100.0%
No	-
Total	18 100.0%
Not Applicable	83 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	11	12	3
	100.0%	100.0%	100.0%
No	-	-	-
Total	11	12	3
	100.0%	100.0%	100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	110	93	5
	100.0%	100.0%	100.0%

Yes	26 100.0%
Total	26 100.0%
Not Applicable	208 100.0%

Adult:

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	26	41	5
	65.0%	74.5%	83.3%
No	14	14	1
	35.0%	25.5%	16.7%
Total	40	55	6
	100.0%	100.0%	100.0%

Total All Surveys

Yes	72 71.3%
No	29 28.7%
Total	101 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	81	76	7
	66.9%	72.4%	87.5%
No	40	29	1
	33.1%	27.6%	12.5%
Total	121	105	8
	100.0%	100.0%	100.0%

Ye	s 164 70.1%
N	o 70 29.9%
Tota	al 234 100.0%

Adult:

Concern OPMH - I am not informed KidsPeace Green Street - I'm not informed Concern OPMH - I'm not informed HAO - not informed I was not informed previously by Magellan.

Parent/Guardian:

Concern OPMH -I'm not informed Concern OPMH - I'm not informed Concern - I'm not informed Concern OPMH - I'm not informed Information was not provided HAO - I'm not informed Warwick - I'm not informed Warwick - I'm not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	6	7	2
	100.0%	87.5%	100.0%
No	-	1 12.5%	-
Total	6	8	2
	100.0%	100.0%	100.0%

Adult Parent/Guardian Child/Adolescent

Not Applicable	34	47	4
	100.0%	100.0%	100.0%

Total All Surveys

Yes	15 93.8%
No	1 6.3%
Total	16 100.0%
Not Applicable	85 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	11	10	3
	84.6%	90.9%	100.0%
No	2 15.4%	1 9.1%	-
Total	13	11	3
	100.0%	100.0%	100.0%

		Adult	Parent/Guardian	Child/Adolescent
	 			_

Not Applicable	108	94	5
	100.0%	100.0%	100.0%

Yes	24 88.9%
No	3 11.1%
Total	27 100.0%
Not Applicable	207 100.0%

Adult:

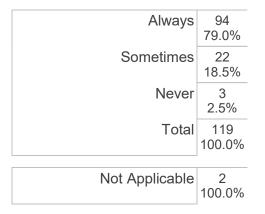
Statewide Questions:

Adults

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

Alv	ways 30 75.0%
Someti	imes 9 22.5%
Ν	lever 1 2.5%
-	Total 40 100.0%

Cumulative Yearly Totals



Comments:

Adult:

I get help from my therapist. I had questions that my psychiatrist and my therapist were unable to answer.

Parent/Guardian:

	Parent/Guardian	Child/Adolescent
Sometimes	12 21.8%	3 50.0%
Never	43 78.2%	3 50.0%
Total	55 100.0%	6 100.0%

Cumulative Yearly Totals

	Parent/Guardian Child/Adolescent		
Always	6 5.7%	-	
Sometimes	21 20.0%	3 37.5%	
Never	78 74.3%	5 62.5%	
Total	105 100.0%	8 100.0%	

Parent/Guardian:

My daughter was without a therapist for a few months because her therapist quit and Kidspeace didn't have anyone to replace her.

Concern OPMH - no appointments available

At SalisburyFamily Based Services, Laura, the scheduler for the psychiatrist, dropped the ball and my daughter wasn't scheduled and got no medication for two months.

When I had private insurance, I was denied services my daughter needed; now with Magellan insurance she is getting the help she needs.

HAO - COVID-19

Warwick- COVID-19, she didn't received the appropriate treatment

Warwick - Covid-19

Warwick - COVID-19 affected everything

Covid complicated my daughter's treatment.

Child/Adolescent:

Warwick - COVID-19 problems scheduling

COVID interrupted my services.

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

	Adult
Always	36 90.0%
Sometimes	4 10.0%
Total	40 100.0%

Parent/Guardian Child/Adolescent

Always	49 89.1%	6 100.0%
Sometimes	6 10.9%	-
Total	55 100.0%	6 100.0%

Cumulative Yearly Totals

	Adult
Always	106 87.6%
Sometimes	14 11.6%
Never	1 0.8%
Total	121 100.0%

	Parent/Guardian	Child/Adolescent
Always	94 89.5%	7 87.5%
Sometimes	9 8.6%	1 12.5%
Never	2 1.9%	-
Total	105 100.0%	8 100.0%

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	21 52.5%
A Little Better	12 30.0%
About The Same	4 10.0%
A Little Worse	2 5.0%
Much Worse	1 2.5%
Total	40 100.0%

Parent/Guardian	Child/Adolescent

Much Better	25 45.5%	5 83.3%
A Little Better	21 38.2%	1 16.7%
About The Same	7 12.7%	-
A Little Worse	2 3.6%	-
Total	55 100.0%	6 100.0%

Cumulative Yearly Totals

	Adult
Much Better	66 54.5%
A Little Better	38 31.4%
About The Same	12 9.9%
A Little Worse	3 2.5%
Much Worse	2 1.7%
Total	121 100.0%

	Parent/Guardian	Child/Adolescent
Much Better	47 44.8%	6 75.0%
A Little Better	37 35.2%	2 25.0%
About The Same	12 11.4%	-
A Little Worse	3 2.9%	-
Much Worse	6 5.7%	-
Total	105 100.0%	8 100.0%

Adult:

More stable

Parent/Guardian Child/Adolescent

At Salisbury Family Based Services, I had to flip out because my daughter was almost hospitalized because appointments were not scheduled by Laura.

Between about the same and a little

Warwick FBS wasn't working with our son; now he is without a psychiatrist while we are awaiting an opening.

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.

Toni Frey (610) 969-6325 We need help getting a psychiatrist and ICM services. Amy B. (Lehigh County Children's Caseworker) is helping.