Recovery Partnership Consumer/Family Satisfaction Team Report on:

Lehigh County HealthChoices

Full Report 1st Quarter January 1, 2022 to March 31, 2022

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	59 98.3%	36 94.7%	-
No	1	2	1
	1.7%	5.3%	100.0%
Total	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	95 96.0%
No	4 4.0%
Total	99 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	59 98.3%	36 94.7%	-
No	1	2	1
	1.7%	5.3%	100.0%
Total	60	38	1
	100.0%	100.0%	100.0%

All Surveys

Yes	95 96.0%
No	4 4.0%
Total	99 100.0%

Adult:

#7391 - Horizon House- Robbins Bower - Half the staff was easy to talk to

Parent/Guardian:

9892 through email but I don't always hear back though from PA Mentor

#9985 - HAO - Very difficult to contact HAO

#9985 - HAO - it's difficult to contact them HAO

7372 PA Mentor does not respond to phone calls

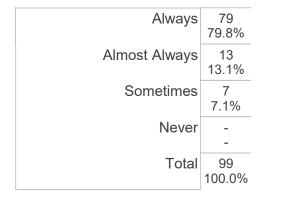
Question 2. Were services available at times that were good for you?

Adult Parent/Guardian Child/Adolescent

Always	51 85.0%	28 73.7%	-
Almost Always	5 8.3%	8 21.1%	-
Sometimes	4 6.7%	2 5.3%	1 100.0%
Never	-	-	-
Total	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	56 93.3%	36 94.7%	-
Negative	4 6.7%	2 5.3%	1 100.0%

Total All Surveys





Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent		Adult Pa	arent/Guardia	n Child/Adolescent
Always	51 85.0%	28 73.7%	-	Positive	56 93.3%	36 94.7%	-
Almost Always	5 8.3%	8 21.1%	-	Negative	4 6.7%	2 5.3%	1 100.0%
Sometimes	4 6.7%	2 5.3%	1 100.0%				
Never	-	-	-				
Total	60 100.0%	38 100.0%	1 100.0%				

Always	79 79.8%
Almost Always	13 13.1%
Sometimes	7 7.1%
Never	-
Total	99 100.0%

Positive	92 92.9%
Negative	7 7.1%

Adult:

The ICMs from PA Mentor are not coming or returning calls; previously I had no problems.

#7391 - Horizon House- Robbins Bower - About 1/3 of the time

9969- At Preventive Measures there's not many therapy appointments for full-time workers after 5pm.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	38 63.3%	31 81.6%	-
No	22	7	1
	36.7%	18.4%	100.0%
Totals	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	69 69.7%
No	30 30.3%
Totals	99 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	38 63.3%	31 81.6%	-
No	22	7	1
	36.7%	18.4%	100.0%
Totals	60	38	1
	100.0%	100.0%	100.0%

Yes	69 69.7%
No	30 30.3%
Totals	99 100.0%

Adult:

#9920 - HAO - not informed

#7391 - Horizon House - Robbins Bower - not informed

#8367 - Preventive Measures. - not informed

#9972 - not informed

#9973 - not informed

#9978 - Bet El - not informed

0012 - Tendai Mary Mawindi - I'm not informed

HAO did not tell me how to file a complaint with them.

Parent/Guardian:

#9907 - KidsPeace - not informed

#9985 - HAO - I'm not informed

#9985 - HAO - not informed

9998 - I'm not informed

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

Adult Parent/Guardian Child/Adolescent

Always	52 86.7%	29 76.3%	-
Almost Always	5 8.3%	6 15.8%	-
Sometimes	3 5.0%	2 5.3%	1 100.0%
Never	-	1 2.6%	- -
Totals	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	57 95.0%	35 92.1%	-
Negative	3	3	1
	5.0%	7.9%	100.0%
Total	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Always	81 81.8%
Almost Always	11 11.1%
Sometimes	6 6.1%
Never	1 1.0%
Totals	99 100.0%

Positive	92 92.9%
Negative	7 7.1%
Total	99 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardiar	n Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Always	52 86.7%	29 76.3%	-	Positive	57 95.0%	35 92.1%	-
Almost Always	5 8.3%	6 15.8%	-	Negative	3 5.0%	3 7.9%	1 100.0%
Sometimes	3 5.0%	2 5.3%	1 100.0%	Total	60 100.0%	38 100.0%	1 100.0%
Never	-	1 2.6%	-				
Totals	60 100.0%	38 100.0%	1 100.0%				

Always	81 81.8%
Almost Always	11 11.1%
Sometimes	6 6.1%
Never	1 1.0%
Totals	99 100.0%

Positive	92 92.9%
Negative	7 7.1%
Total	99 100.0%

Adult:

9969-At Preventive Measures, when I worked from 8:30- 5:00, it was hard to be seen.

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		34	-
	98.3%	89.5%	-
No	1	4	1
	1.7%	10.5%	100.0%
Totals	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	93 93.9%
No	6 6.1%
Totals	99 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	59 98.3%	34 89.5%	-
No	1	4	1
	1.7%	10.5%	100.0%
Totals	60	38	1
	100.0%	100.0%	100.0%

% Satisfied 95% Confidence Interval	
Yes	93 93.9%
No	6 6.1%
Totals	99 100.0%

Adult:

#7391 - Horizon House - Got transfer to the hospital

Parent/Guardian:

8190 He is going backwards a little now but mostly positive

9892 too much turnover, who we have quit. Inconsistency is not good for my son.spoke to the supervisor at PA Mentor already.

#0085 - HAO - She has not improved

#9985 - HAO - difficult to contact

9998 - I'm not informed

7372 Somewhat

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	59 98.3%	35 92.1%	-
No	1	3	1
	1.7%	7.9%	100.0%
Totals	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	94 94.9%
No	5 5.1%
Totals	99 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	59 98.3%	35 92.1%	-
No	1	3	1
	1.7%	7.9%	100.0%
Totals	60	38	1
	100.0%	100.0%	100.0%

Yes	94 94.9%
No	5 5.1%
Totals	99 100.0%

Adult:

#7391 - Horizon House- Robbins Bower- Not informed

Parent/Guardian:

9892 I haven't talked to anyone.We don't even a TSS. His BHC is never around. I have to do everything on my own at PA Mentor.

#9985 - HAO - I'm not informed

#9985 - HAO - I'm not informed

9998 - I'm not informed

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	54	36	1
	90.0%	94.7%	100.0%
No	6 10.0%	2 5.3%	-
Totals	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	91 91.9%
No	8 8.1%
Totals	99 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	54	36	1
	90.0%	94.7%	100.0%
No	6 10.0%	2 5.3%	-
Totals	60	38	1
	100.0%	100.0%	100.0%

Yes	91 91.9%
No	8 8.1%
Totals	99 100.0%

Adult:

No one from PA Mentor ever asked me about my physical health. Not at Horizon House Robins Bower #7391 - Horizon House- Robbins Bower - Didn't check her physically 9183 not at Robins Bower

Parent/Guardian:

8190 Not at Omni

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	59 98.3%	32 84.2%	-
No	90.3%	6	- 1
	1.7%	15.8%	100.0%
Totals	60 100.0%	38 100.0%	1 100.0%

Total All Surveys

Yes	91 91.9%
No	8 8.1%
Totals	99 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	59 98.3%	32 84.2%	-
No	1	6	1
	1.7%	15.8%	100.0%
Totals	60	38	1
	100.0%	100.0%	100.0%

Yes	91 91.9%
No	8 8.1%
Totals	99 100.0%

Adult:

My psychiatrist at Lehigh Valley mental health at 17th and Chew Street isn't effectively treating my insomnia. Sometimes

#7391 - Horizon House - Robbins Bower - Services not effective

Parent/Guardian:

8190 The therapy is not consistent. There is no one to fill in when therapist is out at Omni

9892 If someone is here from PA Mentor Lack of communication and inconsistency. The school is helping.

I waited 7 years to get a social worker for my son.

I was not happy with Pa Mentor. The BSC only spent two hours a week with my son. I dropped the services.

#9985 - HAO - They don't inform me about her treatment

#9985 - HAO - I'm not informed

9998 - Therapist not effective

7372 PA Mentor did not have staff to help my son in a timely manner. Ex-husband cancelled services because of it.

Quality of Life/Respect and Dignity

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

	Adult P	arent/Guardian	Child/Adolescent	
Very Hopeful	42 70.0%	22 57.9%	-	
Somewhat Hopeful	17 28.3%	14 36.8%	1 100.0%	
Less Than Hopeful	-	2 5.3%	-	
Not At All Hopeful	1 1.7%	-	-	
Total	60 100.0%	38 100.0%	1 100.0%	

	Adult	Parent/Guardian	Child/Adolescent
Positive	59	36	1
	98.3%	94.7%	100.0%
Negative	1 1.7%	2 5.3%	-
Totals	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Very Hopeful	64 64.6%	Positive	96 97.0%
Somewhat Hopeful	32 32.3%	Negative	3 3.0%
Less Than Hopeful	2 2.0%	Totals	99 100.0%
Not At All Hopeful	1 1.0%		
Total	99 100.0%		

Cummulative Yearly Totals

	Adult	Parent/Guardian	n Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	42 70.0%	22 57.9%	-	Positive	59 98.3%	36 94.7%	1 100.0%
Somewhat Hopeful	17 28.3%	14 36.8%	1 100.0%	Negative	1 1.7%	2 5.3%	-
Less Than Hopeful	-	2 5.3%	-	Totals	60 100.0%	38 100.0%	1 100.0%
Not At All Hopeful	1 1.7%	-	-				
Total	60 100.0%	38 100.0%	1 100.0%				

Very Hopeful	64 64.6%
Somewhat Hopeful	32 32.3%
Less Than Hopeful	2 2.0%
Not At All Hopeful	1 1.0%
Total	99 100.0%

	97.0%
Negative	3 3.0%
Totals	99 100.0%

Adult:

#7391 - Horizon House - Robbins Bower - Services not effective

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	59	38	1
	98.3%	100.0%	100.0%
No	1 1.7%	-	-
Totals	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys



Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	59	38	1
	98.3%	100.0%	100.0%
No	1 1.7%	-	-
Totals	60	38	1
	100.0%	100.0%	100.0%

All Surveys

% Satisfied 95% Confidence Interval	
Yes	98 99.0%
No	1 1.0%
Totals	99 100.0%

Adult:

9969- My psychiatrist at Preventive Measures sometimes presumes that I self-diagnosing because I am well educated.

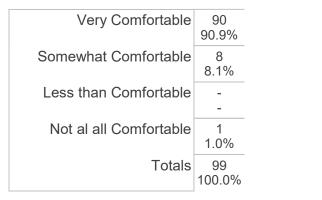
Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	53 88.3%	36 94.7%	1 100.0%
Somewhat Comfortable	6 10.0%	2 5.3%	-
Less than Comfortable	-	-	-
Not al all Comfortable	1 1.7%	-	-
Totals	60 100.0%	38 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	59	38	1
	98.3%	100.0%	100.0%
Negative	1 1.7%	-	-
Totals	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys



Positive	98 99.0%
Negative	1 1.0%
Totals	99 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardia	n Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	53 88.3%	36 94.7%	1 100.0%	Positive	59 98.3%	38 100.0%	1 100.0%
Somewhat Comfortable	6 10.0%	2 5.3%	-	Negative	1 1.7%	-	-
Less than Comfortable	-	-	-	Totals	60 100.0%	38 100.0%	1 100.0%
Not al all Comfortable	1 1.7%	-	-				
Totals	60 100.0%	38 100.0%	1 100.0%				

Very Comfortable	90 90.9%
Somewhat Comfortable	8 8.1%
Less than Comfortable	-
Not al all Comfortable	1 1.0%
Totals	99 100.0%

Positive	98 99.0%
Negative	1 1.0%
Totals	99 100.0%

Adult:

#7391 - Horizon House - Robbins Bower - Staff not approachable

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	35 58.3%	13 34.2%	-
No	25	25	1
	41.7%	65.8%	100.0%
Totals	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	48 48.5%
No	51 51.5%
Totals	99 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	35 58.3%	13 34.2%	-
No	25	25	1
	41.7%	65.8%	100.0%
Totals	60	38	1
	100.0%	100.0%	100.0%

All Surveys

Yes	48 48.5%
No	51 51.5%
Totals	99 100.0%

Adult:

Salisbury Behavioral Health did not mention anything about peer-run or family-run programs yet. 3471 not at Omni 9914 not at HAO #9878 - Bet El - not informed 9931 Not at Haven House 8922 Not by Robins Bower 9924 not at St. Lukes #9920 - HAO - not informed #4937 - Horizon House RB - She doesn't remember #9947 - LVHN Mental Health Clinic - I'm not informed #9957 - HAO - not informed Bet El never mentioned anything about any peer-run or family-run programs. 7182 Not at Lehigh Valley Hospital 0012 - Tendai Mary Mawindi- I'm not informed HAO did not suggest anything like this. Parent/Guardian:

#9888 - Team Counseling - I'm not informed 8190 Not at Omni Too young (2 yrs old) 9892 Never heard of this from PA Mentor #9907 - KidsPeace - no suggestions 9921 But everyone works well as a team with the school, different therapists #8302 - IU21 - not informed #9954 - not informed Glen Koch Associates did not suggest any programs like this. #9985 - HAO - I'm not informed #9985 - HAO - I'm not informed 9998 - I'm not informed Too young 0014 - Preventive Measures - too young 0008 - Progressions- I'm not informed

0015 Not by Pinebrook

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	53	33	1
	88.3%	86.8%	100.0%
No	7 11.7%	5 13.2%	-
Total	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	87 87.9%
No	12 12.1%
Total	99 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	53	33	1
	88.3%	86.8%	100.0%
No	7 11.7%	5 13.2%	-
Total	60	38	1
	100.0%	100.0%	100.0%

All Surveys

Yes	87 87.9%
No	12 12.1%
Total	99 100.0%

Adult:

#9947 - LVHN Mental Health Clinic- I'm not informed0012 - Tendai Mary Mawindi - I'm not informed

Parent/Guardian:

#9985 - HAO - I'm not informed

9998 - I'm not informed

0014 - Preventive Measures- I'm not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	49	34	-
	81.7%	89.5%	-
Almost Always	4	1	-
	6.7%	2.6%	-
Sometimes	5	1	1
	8.3%	2.6%	100.0%
Never	2	2	-
	3.3%	5.3%	-
Total	60	38	1
	100.0%	100.0%	100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	53 88.3%	35 92.1%	-
Negative	7	3	1
	11.7%	7.9%	100.0%
Total	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Always	83 83.8%	Positive	88 88.9%
Almost Always	5 5.1%	Negative	11 11.1%
Sometimes	7 7.1%	Total	99 100.0%
Never	4 4.0%		a
Total	99 100.0%		

Cumulative Yearly Totals

	Adult	Parent/Guardia	n Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Always	49 81.7%	34 89.5%	-	Positive	53 88.3%	35 92.1%	-
Almost Always	4 6.7%	1 2.6%	-	Negative	7 11.7%	3 7.9%	1 100.0%
Sometimes	5 8.3%	1 2.6%	1 100.0%	Total	60 100.0%	38 100.0%	1 100.0%
Never	2 3.3%	2 5.3%	-				
Total	60 100.0%	38 100.0%	1 100.0%				

Always	83 83.8%
Almost Always	5 5.1%
Sometimes	7 7.1%
Never	4 4.0%
Total	99 100.0%

Positive	88 88.9%
Negative	11 11.1%
Total	99 100.0%

Adult:

7182 Not at Lehigh Valley Hospital 0003 Not with Therese Norcott Gibbons

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	45 77.6%	32 84.2%	-
No	13	6	1
	22.4%	15.8%	100.0%
Total	58	38	1
	100.0%	100.0%	100.0%

	Adult
Not Applicable	2 100.0%

Total All Surveys

Yes	77 79.4%
No	20 20.6%
Total	97 100.0%
Not Applicable	2 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	45 77.6%	32 84.2%	-
No	13	6	1
	22.4%	15.8%	100.0%
Total	58	38	1
	100.0%	100.0%	100.0%

	Adult
Not Applicable	2
	100.0%

All Surveys

Yes	77 79.4%
No	20 20.6%
Total	97 100.0%
Not Applicable	2 100.0%

Adult:

9924 Not from St. Lukes9969- At Preventive Measures, I have never been given a copy of my treatment plan.9964-At PA Mentor, I have only been getting phone visits, which has really been difficult for me.

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	56	35	1
	93.3%	94.6%	100.0%
No	4 6.7%	2 5.4%	-
Total	60	37	1
	100.0%	100.0%	100.0%

	Parent/Guardian
Not Applicable	1 100.0%

Total All Surveys

Ye	s 92 93.9%
N	o 6 6.1%
Tota	al 98 100.0%
Not Applicable	e 1

100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	56	35	1
	93.3%	94.6%	100.0%
No	4 6.7%	2 5.4%	-
Total	60	37	1
	100.0%	100.0%	100.0%

Parent/Guardian

Not Applicable

1 100.0%

All Surveys

Yes	92 93.9%
No	6 6.1%
Total	98 100.0%
Not Applicable	1 100.0%

Adult:

9924 Not at St. Lukes#7391 - Horizon House - Robbins Bower - Covid-199969- At preventive Measures, I was never given the option to include anyone in my treatment.

Parent/Guardian:

#9985 - HAO. - I'm not informed 9998 - I didn't participate

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	28 46.7%	26 68.4%	-
No	32	12	1
	53.3%	31.6%	100.0%
Total	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	54 54.5%
No	45 45.5%
Total	99 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	28 46.7%	26 68.4%	-
No	32	12	1
	53.3%	31.6%	100.0%
Total	60	38	1
	100.0%	100.0%	100.0%

All Surveys

Yes	54 54.5%
No	45 45.5%
Total	99 100.0%

Adult:

#9878 - Not informed
#9920 - not informed
#9933 - not informed
#9938 - Not informed
4937 - not informed
#9947 - I'm not informed
#9956 - not informed
#9972 - not informed
#9973 - not informed
#9957 - not informed
#9978 - not informed
C/FST staff provided the information.
$\ensuremath{C/FST}$ staff provided the member with the information .
0012 - I'm not informed
8419 - I'm not informed

Parent/Guardian:

#9907 - not informed#9985 - I'm not informed#9985 - I'm not informed0014 - I'm not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	5 8.3%	-	-
No	55	38	1
	91.7%	100.0%	100.0%
Total	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	5 5.1%
No	94 94.9%
Total	99 100.0%

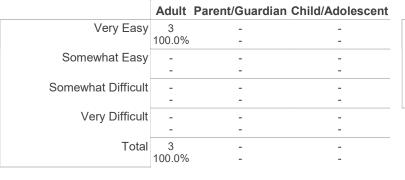
Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	5 8.3%	- -	-
No	55	38	1
	91.7%	100.0%	100.0%
Total	60	38	1
	100.0%	100.0%	100.0%

Yes	5 5.1%
No	94 94.9%
Total	99 100.0%

Page Left Intentionally Blank

Question 20. How easy was the process to navigate?



	Adult	Parent/Guardian	Child/Adolescent
Positive	3	-	-
	100.0%	-	-
Negative	-	-	-
	-	-	-
Total	3	-	-
	100.0%	-	-

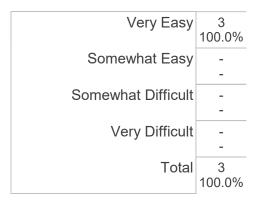
Total All Surveys

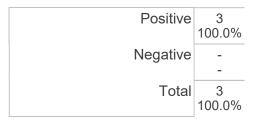


Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Very Easy	/ 3	-	-	Positive	3	-	-
	100.0%		-		100.0%	-	-
Somewhat Easy	-	-	-	Negative	-	-	-
	-	-	-		-	-	-
Somewhat Difficult	t –	-	-	Total	3	-	-
	-	-	-		100.0%	-	-
Very Difficult	i –	-	-	<u>-</u>			
	-	-	-				
Total	3	-	-				
	100.0%	- -	-				

Total All Surveys





Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	54	33	1
	90.0%	86.8%	100.0%
No	6 10.0%	5 13.2%	-
Total	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

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

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	54	33	1
	90.0%	86.8%	100.0%
No	6 10.0%	5 13.2%	-
Total	60	38	1
	100.0%	100.0%	100.0%

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

Adult:

There are not enough mental health providers available.

I am not aware of other providers.

Could use more resources

8922 somewhat

9924 The system is confusing and laws make everything difficult

There are not enough providers available that accept Magellan.

#7391 - Not enough choices

Parent/Guardian:

9929 There should be more and waitlists are long

Other places I tried had waiting lists or didn't accept my insurance.

#9985 - Because I'm not informed

9998 - I didn't get options

Question 22. Was the location of services convenient?

	Adult	Parent/Guardian	Child/Adolescent
Yes	58	37	1
	96.7%	97.4%	100.0%
No	2 3.3%	1 2.6%	-
Total	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	96 97.0%
No	3 3.0%
Total	99 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	58	37	1
	96.7%	97.4%	100.0%
No	2 3.3%	1 2.6%	-
Total	60	38	1
	100.0%	100.0%	100.0%

Yes	96 97.0%
No	3 3.0%
Total	99 100.0%

Adult:

Horizon House Robins Bower is far from a bus stop but you can't go anywhere anywhere

9964- My services from my psychiatrist at Preventive Measures are very difficult because he talks fast and has a heavy foreign accent.

Parent/Guardian:

0014 - too far

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	14	11	-
	100.0%	78.6%	-
No	-	3	-
	-	21.4%	-
Total		14	-
	100.0%	100.0%	-

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	46	24	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	25 89.3%
No	3 10.7%
Total	28 100.0%
Not Applicable	71 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes		11	-
	100.0%	78.6%	-
No	-	3	-
	-	21.4%	-
Total	14	14	-
	100.0%	100.0%	-

Adult Parent/Guardian Child/Adolescent

Not Applicable	46	24	1
	100.0%	100.0%	100.0%

Yes	25 89.3%
No	3 10.7%
Total	28 100.0%
Not Applicable	71 100.0%

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes		10	-
	100.0%	90.9%	-
No	-	1	-
	-	9.1%	-
Total		11	-
	100.0%	100.0%	-

t

Adult Parent/Guardian Child/Adolescent

Not Applicable	46	27	1
	100.0%	100.0%	100.0%

Total All Surveys

Y	es	24 96.0%
1	٥V	1 4.0%
То		25 00.0%
Not Applicat	ole	74

٦PF 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	14 100.0%	10 90.9%	-
No	-	1 9.1%	-
Total	14 100.0%	11 100.0%	- -

Adult Parent/Guardian Child/Adolescent

Not Applicable	46	27	1
	100.0%	100.0%	100.0%

Yes	24 96.0%
No	1 4.0%
Total	25 100.0%
Not Applicable	74 100.0%

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	40 66.7%	27 71.1%	-
No	20	11	1
	33.3%	28.9%	100.0%
Total	60	38	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	67 67.7%
No	32 32.3%
Total	99 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	40 66.7%	27 71.1%	-
No	20	11	1
	33.3%	28.9%	100.0%
Total	60	38	1
	100.0%	100.0%	100.0%

Ye	es 67 67.7%
N	lo 32 32.3%
Tota	al 99 100.0%

Adult:

#9920 - not informed
#9947 - I'm not informed
#9956 - not informed
#9973 - not informed
#9957 - not informed
0012 - I'm not informed
I was not previously given a member handbook from Magellan.

8419 - I'm not informed

Parent/Guardian:

#9907 - Not informed

#9985. - I'm not informed

#9985 - not informed

9998 - I'm not informed

0014 - I'm not informed

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

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

Adult Parent/Guardian Child/Adolescent

Not Applicable	47	27	1
	100.0%	100.0%	100.0%

Total All Surveys

Yes	24 100.0%
No	
Total	24 100.0%
Not Applicable	75 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	13 100.0%	11 100.0%	-
No	-	-	-
Total	13 100.0%	11 100.0%	

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	47	27	1
	100.0%	100.0%	100.0%

Yes	24 100.0%
Total	24 100.0%
Not Applicable	75 100.0%

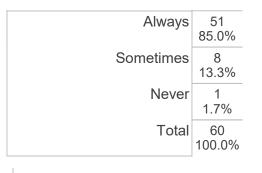
Adult:

Parent/Guardian:

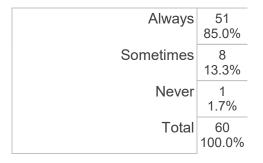
Statewide Questions:

Adults

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



Cumulative Yearly Totals



Comments:

Adult:

PA Mentor was not showing up or returning calls, so I switched to Salisbury Behavioral Health; they are much better. PA Mentor has been having a hard time hiring case mangers who are capable.

#7391 - Wellness Recovery Team

I have not been able to find any services since being at Horizon House Robbins Bower.

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent		
Always	4 10.5%	1 100.0%	
Sometimes	9 23.7%	-	
Never	25 65.8%	-	
Total	38 100.0%	1 100.0%	

Parent/Guardian Child/Adolescent

Cumulative Yearly Totals

	Parent/Guardian	Child/Adolescent
Always	4 10.5%	1 100.0%
Sometimes	9 23.7%	-
Never	25 65.8%	- -
Total	38 100.0%	1 100.0%

Parent/Guardian:

8190 The therapist is not dependable

9889 In the beginning it was a bit of a hassle at CNNH Therapy

9892 PA Mentor is too inconsistent

Life Guidance services did not help my son.

#9985 - Communication problems

9998 - she didn't improve

7372 PA Mentor had staffing issues getting a TSS and a mobile therapist

We lost services due to the pandemic, now ABA Support Services is having difficulties hiring staff.

0015 Waiting for autism assessment for two years and waiting for a psychiatrist

Child/Adolescent:

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

	Adult
Always	52 86.7%
Sometimes	8 13.3%
Total	60 100.0%

	Parent/Guardian	Child/Adolescent
Always	33 86.8%	1 100.0%
Sometimes	4 10.5%	-
Never	1 2.6%	-
Total	38 100.0%	1 100.0%

Cumulative Yearly Totals

	Adult
Always	52 86.7%
Sometimes	8 13.3%
Total	60 100.0%

	Parent/Guardian	Child/Adolescent
Always	33 86.8%	1 100.0%
Sometimes	4 10.5%	-
Never	1 2.6%	-
Total	38 100.0%	1 100.0%

Adult:

#7391 - Depending on what service

Parent/Guardian:

#9985 - They don't share information with me

Child/Adolescent:

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

	Adult
Much Better	32 53.3%
A Little Better	16 26.7%
About The Same	10 16.7%
A Little Worse	1 1.7%
Much Worse	1 1.7%
Total	60 100.0%

Parent/Guardian Child/Adolescent

Much Better	17 44.7%	-
A Little Better	14 36.8%	-
About The Same	7 18.4%	1 100.0%
Total	38 100.0%	1 100.0%

Cumulative Yearly Totals

	Adult
Much Better	32 53.3%
A Little Better	16 26.7%
About The Same	10 16.7%
A Little Worse	1 1.7%
Much Worse	1 1.7%
Total	60 100.0%

Doront/Cuardian	Child/Adologoopt
Parent/Guardian	Child/Adolescent

	Much Better	17	-
		44.7%	-
	A Little Better	14	-
	36.8%	-	
	About The Same	7	1
		18.4%	100.0%
	Total	38	1
		100.0%	100.0%

Adult:

When I moved out of Lehigh County, my Penn Foundation psychiatrist switched my medications and they are not working.

#7391 - Life events, changing staff

I don't think I have gotten any better since going to Horizon House Robbins Bower.

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.

Tahiara Jones would like a call because PA Mentor does not provide consistent care which she is looking for and is looking for a possibly a different provider if care can't be consistent with present provider.