

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
4th Quarter/End of Year
October 1, 2022 to December 31, 2022

**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	54 91.5%	32 88.9%	1 50.0%
No	5 8.5%	4 11.1%	1 50.0%
Total	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	87 89.7%
No	10 10.3%
Total	97 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	238 95.6%	118 93.7%	12 80.0%
No	11 4.4%	8 6.3%	3 20.0%
Total	249 100.0%	126 100.0%	15 100.0%

All Surveys

Yes	368 94.4%
No	22 5.6%
Total	390 100.0%

Comments:

Adult:

8846 - St. Lukes AIP - they don't return calls

0329 Depends on the day, takes days to get a call back

5338 - At LVH-Muhlenberg, it was hard to get staff to help.

0466 - HAO - they don't answer

Parent/Guardian:

0369 - CLIU - Orefield - They don't call

0369 - CLIU Orefield - Don't call

0376 - LVH Mulhemberg - more or less sometimes

0422 - HAO - It's difficult

0425 - HAO - Difficult , not return calls

9961 - BetEl - they take long to answer back

8492 Preventive Measures does not always return calls.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	44 74.6%	27 75.0%	1 50.0%
Almost Always	8 13.6%	2 5.6%	- -
Sometimes	7 11.9%	4 11.1%	1 50.0%
Never	- -	3 8.3%	- -
Total	59 100.0%	36 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	52 88.1%	29 80.6%	1 50.0%
Negative	7 11.9%	7 19.4%	1 50.0%

Total All Surveys

Always	72 74.2%
Almost Always	10 10.3%
Sometimes	12 12.4%
Never	3 3.1%
Total	97 100.0%

Positive	82 84.5%
Negative	15 15.5%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	202 81.1%	96 76.2%	10 66.7%
Almost Always	27 10.8%	18 14.3%	2 13.3%
Sometimes	20 8.0%	9 7.1%	3 20.0%
Never	- -	3 2.4%	- -
Total	249 100.0%	126 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	229 92.0%	114 90.5%	12 80.0%
Negative	20 8.0%	12 9.5%	3 20.0%

Total All Surveys

Always	308 79.0%
Almost Always	47 12.1%
Sometimes	32 8.2%
Never	3 0.8%
Total	390 100.0%

Positive	355 91.0%
Negative	35 9.0%

Comments:

Adult:

5338 - At LVH Hospital Muhlenberg, the staff did things at their convenience .

6821 It is on a certain day but no certain time with Merakey Act

Parent/Guardian:

4072 - Omni - their schedule is ridiculous

0376 - LVH Muhlenberg - not effective treatment

0392 - Lehigh Valley Psychiatry - they don't have after school programs

0425 - HAO- clinic not good

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	29 49.2%	25 69.4%	1 50.0%
No	30 50.8%	11 30.6%	1 50.0%
Totals	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	55 56.7%
No	42 43.3%
Totals	97 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	162 65.1%	89 70.6%	7 46.7%
No	87 34.9%	37 29.4%	8 53.3%
Totals	249 100.0%	126 100.0%	15 100.0%

Total All Surveys

Yes	258 66.2%
No	132 33.8%
Totals	390 100.0%

Comments:

Adult:

0333 - Bet El - not informed

0326 - HAO - not informed

4434 - St. Luke's AIP - not informed

0400 not really

0431 - Child and Family Focus, Inc, not informed

0444 - Concern - not informed

3758 Haven House did not inform me.

0455 - not informed - HAO

0466 - HAO - not informed

2804 - LV 17th & Chew - not informed

Parent/Guardian:

4072 - Omni - not informed

0392 - Lehigh Valley Psychiatrist - Im not informed

0422 - HAO - not informed

0425 - HAO - not informed

8492 Preventive Measures did not inform e.

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

	Adult	Parent/Guardian	Child/Adolescent
Always	48 81.4%	28 77.8%	1 50.0%
Almost Always	7 11.9%	3 8.3%	1 50.0%
Sometimes	4 6.8%	3 8.3%	- -
Never	- -	2 5.6%	- -
Totals	59 100.0%	36 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	55 93.2%	31 86.1%	2 100.0%
Negative	4 6.8%	5 13.9%	- -
Total	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Always	77 79.4%
Almost Always	11 11.3%
Sometimes	7 7.2%
Never	2 2.1%
Totals	97 100.0%

Positive	88 90.7%
Negative	9 9.3%
Total	97 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	209 83.9%	98 77.8%	9 60.0%
Almost Always	26 10.4%	17 13.5%	4 26.7%
Sometimes	13 5.2%	6 4.8%	2 13.3%
Never	1 0.4%	5 4.0%	- -
Totals	249 100.0%	126 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	235 94.4%	115 91.3%	13 86.7%
Negative	14 5.6%	11 8.7%	2 13.3%
Total	249 100.0%	126 100.0%	15 100.0%

Total All Surveys

Always	316 81.0%
Almost Always	47 12.1%
Sometimes	21 5.4%
Never	6 1.5%
Totals	390 100.0%

Positive	363 93.1%
Negative	27 6.9%
Total	390 100.0%

Comments:

Adult:

0329 sometimes there is a wait

It took a while to get into the St. Lukes EAC services.

Parent/Guardian:

Quality of Service Delivery

Question 5. As a result of your services have you been able to improve or maintain wellness?

	Adult	Parent/Guardian	Child/Adolescent
Yes	52 88.1%	30 83.3%	2 100.0%
No	7 11.9%	6 16.7%	- -
Totals	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	84 86.6%
No	13 13.4%
Totals	97 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	235 94.4%	112 88.9%	13 86.7%
No	14 5.6%	14 11.1%	2 13.3%
Totals	249 100.0%	126 100.0%	15 100.0%

Total All Surveys

% Satisfied	50.0%
95% Confidence Interval	±3.5%
Yes	360 92.3%
No	30 7.7%
Totals	390 100.0%

Comments:**Adult:**

8846 - St. Lukes AIP - I'm not going to get better

0329 I can't get services, had a nervous breakdown and can't talk to a therapist often enough

0351 somewhat, sort of up and down

0373 - LVH Main Site - change of medications

At HAO, I thought it was a conflict of interest for the therapist Julio, to treat me, my sisters, and my parents at the same time.

0400 Bet El stopped services

0429, At Child and Family Focus, I am continuing to have persistent ups and downs.

0452 Laura M. At Conference of Churches is not helping me find an apartment and my voucher is about to expire.

Parent/Guardian:

At I U 20, my grandson's MH issues were too much, he needed a higher level of care.

4072 - Omni - psychiatrist not available

0376 - LVH Mulhemberg - Not effective treatment

The services from Warwick were never helpful.

0425 - HAO - treatment inadequate

9961 - Bet El - meds were not working

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	56 94.9%	31 86.1%	2 100.0%
No	3 5.1%	5 13.9%	- -
Totals	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	89 91.8%
No	8 8.2%
Totals	97 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	239 96.0%	115 91.3%	14 93.3%
No	10 4.0%	11 8.7%	1 6.7%
Totals	249 100.0%	126 100.0%	15 100.0%

Total All Surveys

Yes	368 94.4%
No	22 5.6%
Totals	390 100.0%

Comments:

Adult:

4129 they gave pills and had groups

6821 somewhat with Merakey CT

0391 - HAO - meds okay but therapy is missing something

At HAO, Julio did not teach me any skills to help me with the death of my mother.

0400 Bet EI sent me a list in the mail

Parent/Guardian:

0335 BSC is amazing at PA Mentor

0376 - LVH Mulhemberg - not enough information

Warwick gave me ideas for preschool children and my son was eleven; it taught me to do things on my own.

0425 - HAO - Bad services , ineffective

9961 - Bet EI - they didn't give him coping skills

8492 Only medications have helped him at Preventive Measures.

Question 7. Were you asked about your physical health?

	Adult	Parent/Guardian	Child/Adolescent
Yes	51 86.4%	29 80.6%	2 100.0%
No	8 13.6%	7 19.4%	- -
Totals	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	82 84.5%
No	15 15.5%
Totals	97 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	223 89.6%	111 88.1%	14 93.3%
No	26 10.4%	15 11.9%	1 6.7%
Totals	249 100.0%	126 100.0%	15 100.0%

Total All Surveys

Yes	348 89.2%
No	42 10.8%
Totals	390 100.0%

Comments:**Adult:**

0400 not by Bet El

My provider Patrick Hoolihan didn't ask me about my physical health but I certainly told him about it. 0462

Parent/Guardian:

0425 - HAO - provider didn't

9846 Not at Team Counseling Concepts

9961 - Bet El - they didn't ask me

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	54 91.5%	32 88.9%	2 100.0%
No	5 8.5%	4 11.1%	- -
Totals	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	88 90.7%
No	9 9.3%
Totals	97 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	237 95.2%	114 90.5%	13 86.7%
No	12 4.8%	12 9.5%	2 13.3%
Totals	249 100.0%	126 100.0%	15 100.0%

Total All Surveys

Yes	364 93.3%
No	26 6.7%
Totals	390 100.0%

Comments:

Adult:

4129 Didn't like being at St. Lukes

8846 - St. Lukes AIP - treatment has not help me

0329 somewhat

5338 - At LVH Hospital , I was forced to be there.

I left HAO because I didn't think anything Julio had to say was helping.

0400 somewhat, It ended

0452 not with Laura M. At Conference of Churches

Parent/Guardian:

0376 - LVH Mulhemberg - not effective treatment

Family therapy from Warwick didn't help.

0425 - HAO - ineffective

9961 - Bet El - he didn't received proper care, his medications are not working

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	37 62.7%	19 52.8%	1 50.0%
Somewhat Hopeful	15 25.4%	13 36.1%	1 50.0%
Less Than Hopeful	6 10.2%	2 5.6%	-
Not At All Hopeful	1 1.7%	2 5.6%	-
Total	59 100.0%	36 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	52 88.1%	32 88.9%	2 100.0%
Negative	7 11.9%	4 11.1%	-
Totals	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Very Hopeful	57 58.8%
Somewhat Hopeful	29 29.9%
Less Than Hopeful	8 8.2%
Not At All Hopeful	3 3.1%
Total	97 100.0%

Positive	86 88.7%
Negative	11 11.3%
Totals	97 100.0%

Cummulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	152 61.0%	84 66.7%	8 53.3%
Somewhat Hopeful	82 32.9%	35 27.8%	6 40.0%
Less Than Hopeful	12 4.8%	5 4.0%	1 6.7%
Not At All Hopeful	3 1.2%	2 1.6%	-
Total	249 100.0%	126 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	234 94.0%	119 94.4%	14 93.3%
Negative	15 6.0%	7 5.6%	1 6.7%
Totals	249 100.0%	126 100.0%	15 100.0%

Total All Surveys

Very Hopeful	244 62.6%
Somewhat Hopeful	123 31.5%
Less Than Hopeful	18 4.6%
Not At All Hopeful	5 1.3%
Total	390 100.0%

Positive	367 94.1%
Negative	23 5.9%
Totals	390 100.0%

Comments:

Adult:

Which is marked improvement. I'm going through a bad divorce and custody battle, so the fact i have any hope at all is remarkable.

0373 - LVH Main Site - medications are not helping me

0391 - HAO - I don't feel better

I am not very hopeful since I left HAO, because I don't know where else to go.

0452 My CPC Laura M. Has not helped me find an apartment for five years at Conference of Churches.

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	57 96.6%	35 97.2%	2 100.0%
No	2 3.4%	1 2.8%	- -
Totals	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	94 96.9%
No	3 3.1%
Totals	97 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	246 98.8%	125 99.2%	14 93.3%
No	3 1.2%	1 0.8%	1 6.7%
Totals	249 100.0%	126 100.0%	15 100.0%

All Surveys

% Satisfied	50.0%
95% Confidence Interval	±3.5%
Yes	385 98.7%
No	5 1.3%
Totals	390 100.0%

Comments:

Adult:

8846 - St. Lukes AIP - they didn't respect me

6821 One nurse at Merakey ACT pushed the vaccine, it's a bio weapon

Parent/Guardian:

0425 - HAO - rude, no respect

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	48 81.4%	33 91.7%	2 100.0%
Somewhat Comfortable	7 11.9%	1 2.8%	- -
Less than Comfortable	2 3.4%	1 2.8%	- -
Not al all Comfortable	2 3.4%	1 2.8%	- -
Totals	59 100.0%	36 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	55 93.2%	34 94.4%	2 100.0%
Negative	4 6.8%	2 5.6%	- -
Totals	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Very Comfortable	83 85.6%
Somewhat Comfortable	8 8.2%
Less than Comfortable	3 3.1%
Not al all Comfortable	3 3.1%
Totals	97 100.0%

Positive	91 93.8%
Negative	6 6.2%
Totals	97 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	219 88.0%	119 94.4%	13 86.7%
Somewhat Comfortable	22 8.8%	5 4.0%	1 6.7%
Less than Comfortable	3 1.2%	1 0.8%	1 6.7%
Not al all Comfortable	5 2.0%	1 0.8%	- -
Totals	249 100.0%	126 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	241 96.8%	124 98.4%	14 93.3%
Negative	8 3.2%	2 1.6%	1 6.7%
Totals	249 100.0%	126 100.0%	15 100.0%

Total All Surveys

Very Comfortable	351 90.0%
Somewhat Comfortable	28 7.2%
Less than Comfortable	5 1.3%
Not al all Comfortable	6 1.5%
Totals	390 100.0%

Positive	379 97.2%
Negative	11 2.8%
Totals	390 100.0%

Comments:

Adult:

3815 only dr. Burkins, no one else

0373 - LVH Main Site - I want my privacy

5338 - I wasn't comfortable asking questions at LVH Hospital .

6821 They don't seem to have much information on psyche medications at Merakey ACT

Julio at HAO was going to prescribe me Ativan and Xanax at the same time.

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	31 52.5%	12 33.3%	1 50.0%
No	28 47.5%	24 66.7%	1 50.0%
Totals	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	44 45.4%
No	53 54.6%
Totals	97 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	130 52.2%	48 38.1%	6 40.0%
No	119 47.8%	78 61.9%	9 60.0%
Totals	249 100.0%	126 100.0%	15 100.0%

All Surveys

Yes	184 47.2%
No	206 52.8%
Totals	390 100.0%

Comments:**Adult:**

0326 - HAO - not informed

8846 - St. Lukes AIP- not informed

0329 not at Penn Foundation

0351 Not at LVH Muhlenburg AIP. Knew about them from the past

0373 - LVH Main Site - not informed

4830 - Merakey Act - connected before

0377 Merakey didn't tell me about this.

0400 not by Bet El

0429, Child and Family Focus didn't tell me about any other programs.

0454-At Anastasia Katchan I was never told about any other programs.

0452 not by Conference of Churches

3758 Haven House did not tell me about anything like this.

Patrick Hoolihan did not inform me. 0462

0463 not at Holcomb

0466 - HAO - not informed

2804 - LV 17th Chew - not informed

Parent/Guardian:

5673 Not at CLIU Orefield

0369 - CLIU Orefield - not informed

0369 - CLIU Orefield - not informed

0376 - LVH Mulhemberg - not informed

0384 - Kidspeace Hospital - not informed

0392 - Lehigh Valley Psychiatry - not informed

0406 Not at Kidspeace

0427 I don't believe this is applicable for children. I was never informed by Courtney Chellew about any other programs.

0425 - HAO -not informed

9706 Not by Team Counseling Concepts

HAO has not mentioned this yet. 0336

9961 - Bet El - not informed

0447 - Lehigh University IBHS - not informed

0451 Lehigh University IBHS did not inform me of these programs.

Preventive Measures did not suggest anything.

0458 Warwick did not inform me.

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

	Adult Parent/Guardian Child/Adolescent		
Yes	44 74.6%	34 94.4%	2 100.0%
No	15 25.4%	2 5.6%	- -
Total	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	80 82.5%
No	17 17.5%
Total	97 100.0%

Cumulative Yearly Totals

	Adult Parent/Guardian Child/Adolescent		
Yes	213 85.5%	112 88.9%	11 73.3%
No	36 14.5%	14 11.1%	4 26.7%
Total	249 100.0%	126 100.0%	15 100.0%

All Surveys

Yes	336 86.2%
No	54 13.8%
Total	390 100.0%

Comments:

Adult:

8846 St. Lukes AIP- not informed

0373 - LVH Main Site - not informed

0391 - HAO - not informed

431 - Child and Family Focus, Inc. -not informed

0429, At Child and Family Focus, I wasn't given any information about my rights.

Parent/Guardian:

0425 - HAO - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	47 79.7%	34 94.4%	2 100.0%
Almost Always	2 3.4%	- -	- -
Sometimes	5 8.5%	- -	- -
Never	5 8.5%	2 5.6%	- -
Total	59 100.0%	36 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	49 83.1%	34 94.4%	2 100.0%
Negative	10 16.9%	2 5.6%	- -
Total	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Always	83 85.6%
Almost Always	2 2.1%
Sometimes	5 5.2%
Never	7 7.2%
Total	97 100.0%

Positive	85 87.6%
Negative	12 12.4%
Total	97 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Always	208 83.5%	114 90.5%	10 66.7%
Almost Always	11 4.4%	2 1.6%	4 26.7%
Sometimes	15 6.0%	2 1.6%	1 6.7%
Never	15 6.0%	8 6.3%	- -
Total	249 100.0%	126 100.0%	15 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	219 88.0%	116 92.1%	14 93.3%
Negative	30 12.0%	10 7.9%	1 6.7%
Total	249 100.0%	126 100.0%	15 100.0%

Total All Surveys

Always	332 85.1%
Almost Always	17 4.4%
Sometimes	18 4.6%
Never	23 5.9%
Total	390 100.0%

Positive	349 89.5%
Negative	41 10.5%
Total	390 100.0%

Comments:

Adult:

My Merakey ACT team does that.

0391 - HAO - not informed

Julio at HAO never made a treatment plan.

0454- At Anastasia Katchan, we never made any kind of treatment plan.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	35 63.6%	27 84.4%	2 100.0%
No	20 36.4%	5 15.6%	- -
Total	55 100.0%	32 100.0%	2 100.0%

	Adult	Parent/Guardian
Not Applicable	4 100.0%	4 100.0%

Total All Surveys

Yes	64 71.9%
No	25 28.1%
Total	89 100.0%
Not Applicable	8 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	165 71.4%	96 83.5%	9 60.0%
No	66 28.6%	19 16.5%	6 40.0%
Total	231 100.0%	115 100.0%	15 100.0%

	Adult	Parent/Guardian
Not Applicable	18 100.0%	11 100.0%

All Surveys

Yes	270 74.8%
No	91 25.2%
Total	361 100.0%
Not Applicable	29 100.0%

Comments:

Adult:

0366 not from Merakey ACT -Never any kind of plans

0429, I was not given a copy of my crisis plan from Child and Family Focus.

0452 not by Conference of Churches

3758 I didn't receive one. I've been having telehealth visits.

0466 - HAO

2804 - 17th Street and Chew

Parent/Guardian:

0425 - HAO- did not get one

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	45 84.9%	33 97.1%	2 100.0%
	No	8 15.1%	1 2.9%	- -
	Total	53 100.0%	34 100.0%	2 100.0%

		Adult	Parent/Guardian
	Not Applicable	6 100.0%	2 100.0%

Total All Surveys

	Yes	80 89.9%
	No	9 10.1%
	Total	89 100.0%

	Not Applicable	8 100.0%
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Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
	Yes	208 90.4%	115 95.0%	14 93.3%
	No	22 9.6%	6 5.0%	1 6.7%
	Total	230 100.0%	121 100.0%	15 100.0%

		Adult	Parent/Guardian
	Not Applicable	19 100.0%	5 100.0%

All Surveys

	Yes	337 92.1%
	No	29 7.9%
	Total	366 100.0%

	Not Applicable	24 100.0%
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Comments:**Adult:**

0380 They (Merakey ACT) didn't ask me about anyone else needing to be involved

0391 - HAO - not an option

0400 I chose not to include anyone

0431 - Child and Family Focus, Inc.

0444 - Concern

0455 - HAO - I don't remember

0466 - HAO - not informed

Parent/Guardian:

0425 - HAO - not given

961 - Bet El - it wasn't mentioned

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	27 45.8%	25 69.4%	1 50.0%
No	32 54.2%	11 30.6%	1 50.0%
Total	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	53 54.6%
No	44 45.4%
Total	97 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	127 51.0%	79 62.7%	5 33.3%
No	122 49.0%	47 37.3%	10 66.7%
Total	249 100.0%	126 100.0%	15 100.0%

All Surveys

Yes	211 54.1%
No	179 45.9%
Total	390 100.0%

Comments:

Adult:

0326 - not informed

0346 - Not informed

4434 - not informed

0373 - My wife knows

4830 - not informed

0391 - not informed

9113 - not informed

0429, At Child and Family Focus, I wasn't given any information about Magellan.

0046

0455 - not informed

0466 - not informed

Parent/Guardian:

0392 - not informed

0336 I was not previously informed about this.

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		1	3	-
		1.7%	8.3%	-
No		58	33	2
		98.3%	91.7%	100.0%
Total		59	36	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes		4
		4.1%
No		93
		95.9%
Total		97
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		17	3	-
		6.8%	2.4%	-
No		232	123	15
		93.2%	97.6%	100.0%
Total		249	126	15
		100.0%	100.0%	100.0%

All Surveys

Yes		20
		5.1%
No		370
		94.9%
Total		390
		100.0%

Question 20. How easy was the process to navigate?

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

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

Total All Surveys

Very Easy	2 50.0%
Somewhat Easy	- -
Somewhat Difficult	1 25.0%
Very Difficult	1 25.0%
Total	4 100.0%

Positive	2 50.0%
Negative	2 50.0%
Total	4 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	10 90.9%	2 50.0%	- -
Somewhat Easy	- -	- -	- -
Somewhat Difficult	1 9.1%	1 25.0%	- -
Very Difficult	- -	1 25.0%	- -
Total	11 100.0%	4 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	10 90.9%	2 50.0%	- -
Negative	1 9.1%	2 50.0%	- -
Total	11 100.0%	4 100.0%	- -

Total All Surveys

Very Easy	12 80.0%
Somewhat Easy	- -
Somewhat Difficult	2 13.3%
Very Difficult	1 6.7%
Total	15 100.0%

Positive	12 80.0%
Negative	3 20.0%
Total	15 100.0%

Comments:

Adult:

I don't know what they are

Parent/Guardian:

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

		Adult	Parent/Guardian	Child/Adolescent
Yes	55	26	2	
	93.2%	72.2%	100.0%	
No	4	10	-	
	6.8%	27.8%	-	
Total	59	36	2	
	100.0%	100.0%	100.0%	

Total All Surveys

Yes	83
	85.6%
No	14
	14.4%
Total	97
	100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes	232	106	15	
	93.2%	84.1%	100.0%	
No	17	20	-	
	6.8%	15.9%	-	
Total	249	126	15	
	100.0%	100.0%	100.0%	

All Surveys

Yes	353
	90.5%
No	37
	9.5%
Total	390
	100.0%

Comments:

Adult:

4129 not enough

0391 - not informed

I don't know of any other providers besides HAO.

0431 - not enough providers

Parent/Guardian:

0335 but too many waiting lists

There are not enough MH services that accept Magellan for children .

4072 - psychiatrist is not available at times

0376 - not effective

0384 - Kidspeace Hospital - She feels there are not enough services

I am new to the area and not aware of other providers besides KidsPeace. 0414

There are enough choices, but no employees to do the work.

0427 There are not enough providers for children. The waiting lists are many months long.

0425 - HAO - no options offered

0336 I don't know about other providers besides HAO.

8492 I don't feel there are enough choices.

0458 I wasn't aware of other providers.

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes		56	31	2
		94.9%	86.1%	100.0%
No		3	5	-
		5.1%	13.9%	-
Total		59	36	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes		89
		91.8%
No		8
		8.2%
Total		97
		100.0%

Cumulative Yearly Totals

		Adult	Parent/Guardian	Child/Adolescent
Yes		-	-	-
		-	-	-
No		-	-	-
		-	-	-
Total		-	-	-
		-	-	-

All Surveys

Yes		371
		95.1%
No		19
		4.9%
Total		390
		100.0%

Comments:

Adult:

3815 too far away

2871 The Merakey ACT office is a little too far for me.

8792 It is honestly a little far to LVHN base service unit, but the staff are so great that it makes it worth coming there.

Parent/Guardian:

0335 Takes about 20 minutes.

At IU Orefield Clinic, my son was moved to a school in center city Allentown because he is a junior, but the place is awful.

0376 - too far

0384 - Kidspeace moved

Pa Mentor is a little far but we are dealing with it. 0397

9961 Bet El - it's too far

0447 - sometimes is far

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	11 84.6%	5 83.3%	- -
No	2 15.4%	1 16.7%	- -
Total	13 100.0%	6 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	46 100.0%	30 100.0%	2 100.0%

Total All Surveys

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

Not Applicable	78 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	39 95.1%	22 84.6%	2 100.0%
No	2 4.9%	4 15.4%	- -
Total	41 100.0%	26 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	208 100.0%	100 100.0%	13 100.0%

All Surveys

Yes	63 91.3%
No	6 8.7%
Total	69 100.0%

Not Applicable	321 100.0%
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Comments:

Adult:

0400 Bet EI closed

Parent/Guardian:

0376 - not explained

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	10 100.0%	5 83.3%	- -
No	- -	1 16.7%	- -
Total	10 100.0%	6 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	49 100.0%	30 100.0%	2 100.0%

Total All Surveys

Yes	15 93.8%
No	1 6.3%
Total	16 100.0%

Not Applicable	81 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	36 100.0%	22 91.7%	2 100.0%
No	- -	2 8.3%	- -
Total	36 100.0%	24 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	213 100.0%	102 100.0%	13 100.0%

All Surveys

Yes	60 96.8%
No	2 3.2%
Total	62 100.0%

Not Applicable	328 100.0%
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Comments:

Adult:

Parent/Guardian:

0376 - not solution

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	30 50.8%	26 72.2%	1 50.0%
No	29 49.2%	10 27.8%	1 50.0%
Total	59 100.0%	36 100.0%	2 100.0%

Total All Surveys

Yes	57 58.8%
No	40 41.2%
Total	97 100.0%

Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	152 61.0%	85 67.5%	6 40.0%
No	97 39.0%	41 32.5%	9 60.0%
Total	249 100.0%	126 100.0%	15 100.0%

All Surveys

Yes	243 62.3%
No	147 37.7%
Total	390 100.0%

Comments:

Adult:

0326 - not informed

0346 - not informed

8846 - not informed

4434 - not informed

0373 - not informed

4830 - not informed

0391 - not informed

0432 - not informed

0429, At Child and Family Focus I was not given any information about Magellan.

0455 - not informed

0466 - HAO - not informed

Parent/Guardian:

0376 - not informed

0336 I was not informed about this by my provider HAO or Magellan.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	9 75.0%	7 100.0%	- -
No	3 25.0%	- -	- -
Total	12 100.0%	7 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	47 100.0%	29 100.0%	2 100.0%

Total All Surveys

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

Not Applicable	78 100.0%
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Cumulative Yearly Totals

	Adult	Parent/Guardian	Child/Adolescent
Yes	36 92.3%	24 100.0%	3 100.0%
No	3 7.7%	- -	- -
Total	39 100.0%	24 100.0%	3 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	210 100.0%	102 100.0%	12 100.0%

All Surveys

Yes	63 95.5%
No	3 4.5%
Total	66 100.0%

Not Applicable	324 100.0%
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Comments:

Adult:

0400 They did give me the information I needed

Parent/Guardian:

0376 - no improvement

Statewide Questions:

Adults

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

Always	42 71.2%
Sometimes	15 25.4%
Never	2 3.4%
Total	59 100.0%

┌

Cumulative Yearly Totals

Always	190 76.3%
Sometimes	56 22.5%
Never	3 1.2%
Total	249 100.0%

┌

Comments:

Adult:

4129 I feel like I need to be on my own

I was not getting helped with Julio at HAO.

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent	
Always	4 11.1%	- -
Sometimes	5 13.9%	- -
Never	27 75.0%	2 100.0%
Total	36 100.0%	2 100.0%

Cumulative Yearly Totals

	Parent/Guardian Child/Adolescent	
Always	12 9.5%	1 6.7%
Sometimes	26 20.6%	5 33.3%
Never	88 69.8%	9 60.0%
Total	126 100.0%	15 100.0%

Parent/Guardian:

We had trouble getting medications approved after my grandson was released from Devereux Hospital.

4072 - psychiatrist has a bad schedule

0376 - not effective resources

0394 - psychiatrist was not steadily staff

Had trouble keeping services continually and getting resources. 0458

Child/Adolescent:

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

	Adult
Always	50 84.7%
Sometimes	7 11.9%
Never	2 3.4%
Total	59 100.0%

	Parent/Guardian Child/Adolescent	
Always	33 91.7%	2 100.0%
Sometimes	1 2.8%	- -
Never	2 5.6%	- -
Total	36 100.0%	2 100.0%

Cumulative Yearly Totals

	Adult
Always	213 85.9%
Sometimes	30 12.1%
Never	5 2.0%
Total	248 100.0%

	Adult
Not Applicable	1 100.0%

	Parent/Guardian Child/Adolescent	
Always	113 89.7%	13 86.7%
Sometimes	9 7.1%	2 13.3%
Never	4 3.2%	- -
Total	126 100.0%	15 100.0%

Comments:

Adult:

4129 no, the staff makes all my treatment decisions

Parent/Guardian:

0376 - not effective

0425 - HAO - no opportunity

Child/Adolescent:

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

	Adult
Much Better	30 50.8%
A Little Better	16 27.1%
About The Same	9 15.3%
A Little Worse	4 6.8%
Total	59 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	14 38.9%	- -
A Little Better	15 41.7%	2 100.0%
About The Same	3 8.3%	- -
A Little Worse	1 2.8%	- -
Much Worse	3 8.3%	- -
Total	36 100.0%	2 100.0%

Cumulative Yearly Totals

	Adult
Much Better	134 53.8%
A Little Better	79 31.7%
About The Same	27 10.8%
A Little Worse	7 2.8%
Much Worse	2 0.8%
Total	249 100.0%

Parent/Guardian Child/Adolescent

Much Better	59 46.8%	7 46.7%
A Little Better	48 38.1%	4 26.7%
About The Same	13 10.3%	3 20.0%
A Little Worse	2 1.6%	1 6.7%
Much Worse	4 3.2%	- -
Total	126 100.0%	15 100.0%

Comments:

Adult:

0329 I shaved my head, I had a breakdown

0429, At Child and Family Focus, I feel like I'm getting worse because I don't want to be on medications.

Parent/Guardian Child/Adolescent

We had trouble getting medication approval and with the pandemic my grandson couldn't get his IU 20 schooling because of not enough in person days.

4072 - can't get a hold of the psychiatrist

0376 - not effective

0425 - HAO - didn't work

9961 he is not getting the help he needs

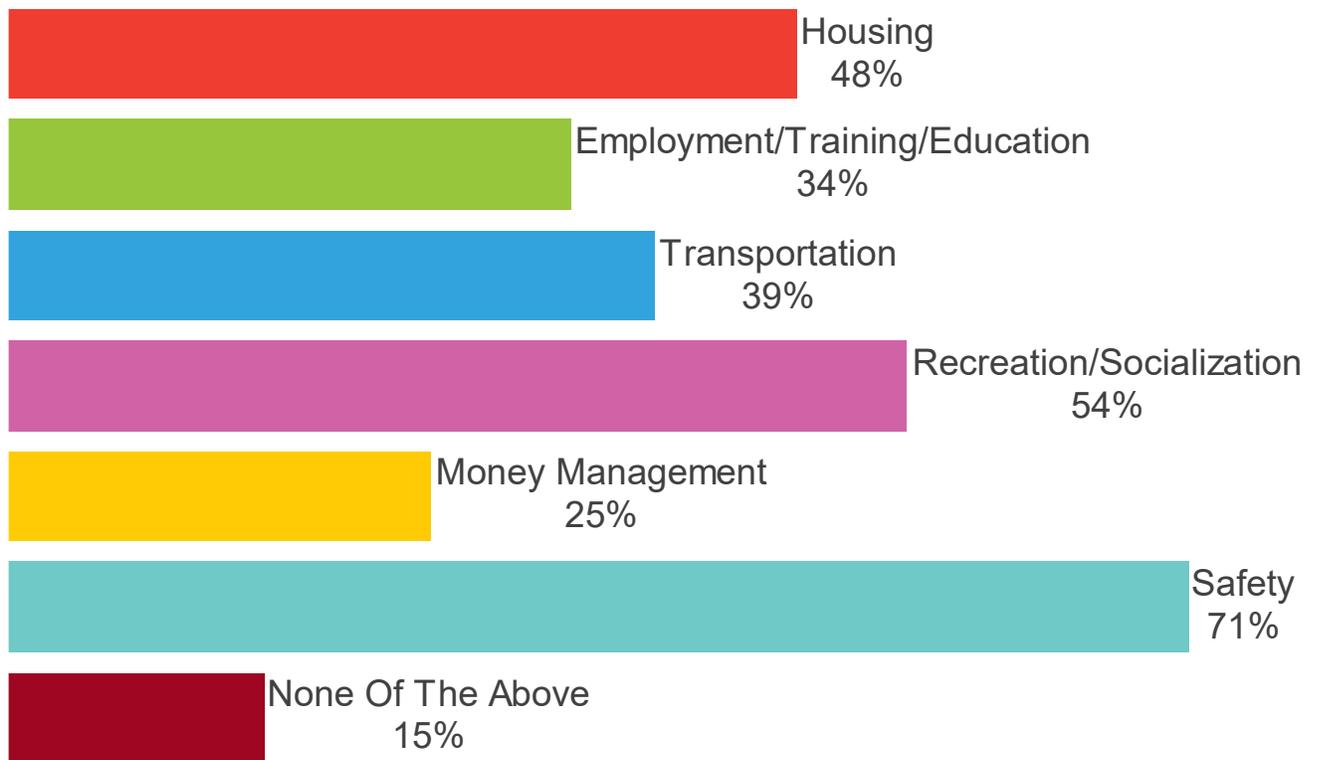
Child/Adolescent:

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.

Lehigh County

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

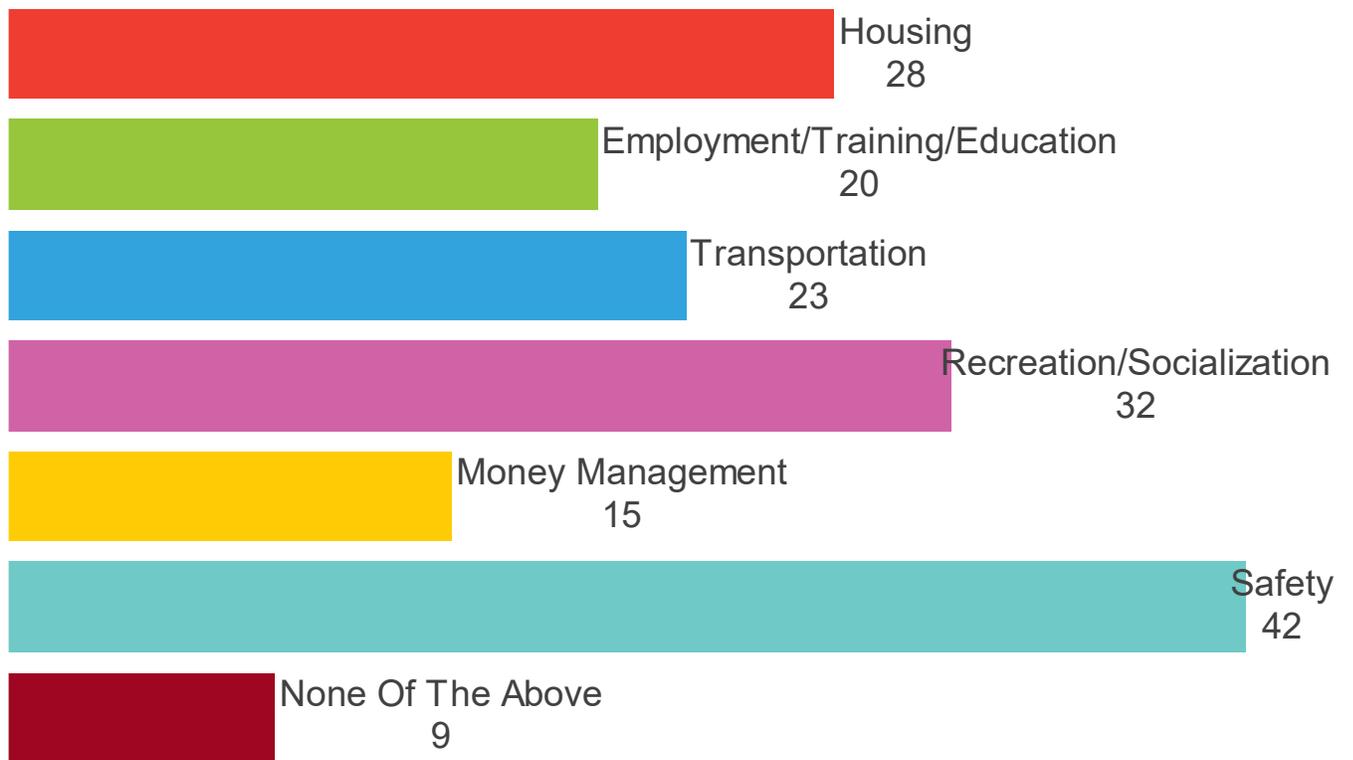
Adults



Lehigh County

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

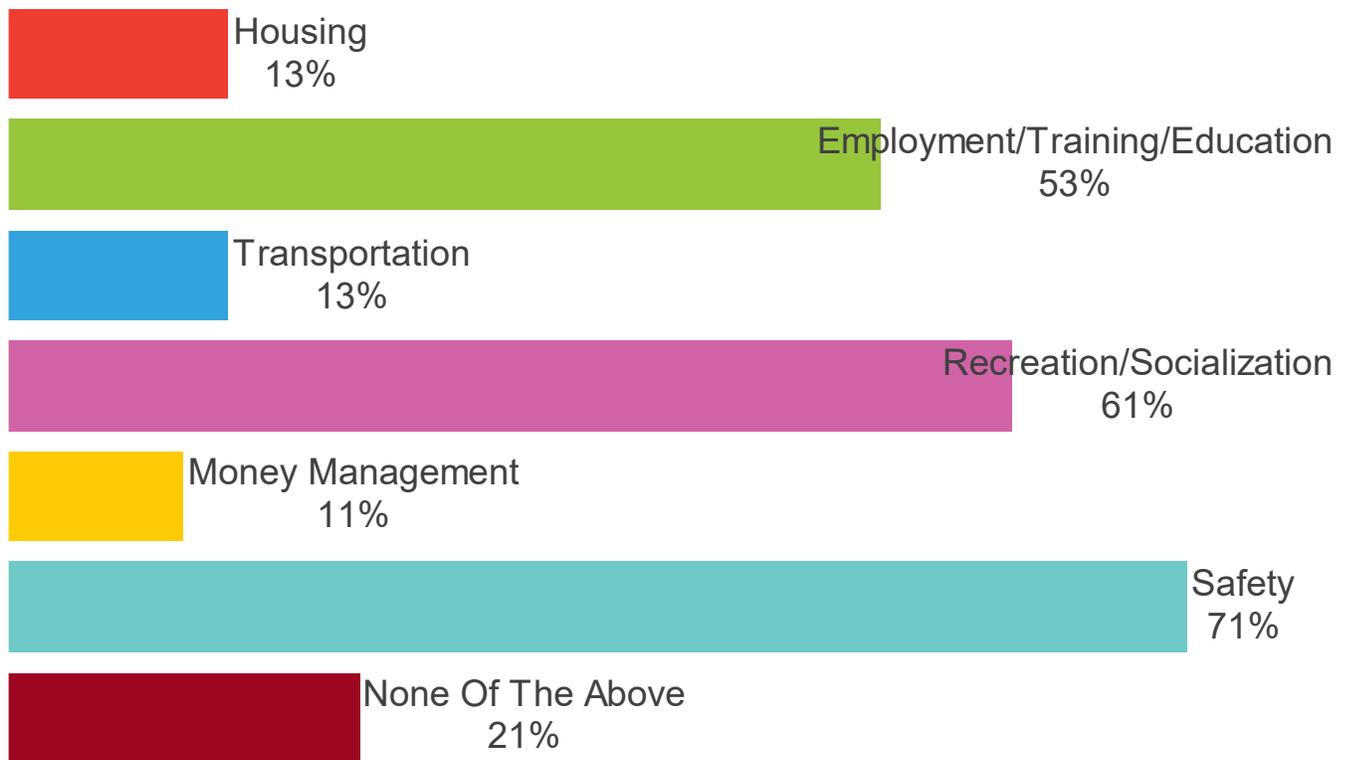
Adults



Lehigh County

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

Parent/Guardian Child/Adolescent



Lehigh County

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

Parent/Guardian Child Adolescent

