

Recovery Partnership
Consumer/Family Satisfaction Team
Report on:

Lehigh County HealthChoices

Full Report
2nd Quarter
April 1, 2023 to June 30, 2023

**Recovery Partnership
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Bethlehem, PA 18018
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Provider Specific Questions

Access to Services

Q1. Is your service provider easy to contact?

	Adult	Parent/Guardian	Child/Adolescent
Yes	44 95.7%	34 97.1%	2 100.0%
No	2 4.3%	1 2.9%	- -
Total	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Yes	80 96.4%
No	3 3.6%
Total	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	107 93.9%	75 91.5%	6 85.7%
No	7 6.1%	7 8.5%	1 14.3%
Total	114 100.0%	82 100.0%	7 100.0%

All Surveys

Yes	188 92.6%
No	15 7.4%
Total	203 100.0%

Comments:

Adult:

2774- Sometimes I have to go into Haven House because I can't get in touch with someone.

0756- At Salisbury ICM- I leave messages for my ICM, but he never returns my calls. I haven't seen him in months.

Parent/Guardian:

0714 - Omni - sometimes

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

	Adult	Parent/Guardian	Child/Adolescent
Always	42 91.3%	28 80.0%	2 100.0%
Almost Always	4 8.7%	3 8.6%	- -
Sometimes	-	3 8.6%	-
Never	-	1 2.9%	-
Total	46 100.0%	35 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	46 100.0%	31 88.6%	2 100.0%
Negative	-	4 11.4%	-

Total All Surveys

Always	72 86.7%
Almost Always	7 8.4%
Sometimes	3 3.6%
Never	1 1.2%
Total	83 100.0%

Positive	79 95.2%
Negative	4 4.8%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	95 83.3%	64 78.0%	5 71.4%
Almost Always	14 12.3%	5 6.1%	- -
Sometimes	5 4.4%	12 14.6%	2 28.6%
Never	-	1 1.2%	-
Total	114 100.0%	82 100.0%	7 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	109 95.6%	69 84.1%	5 71.4%
Negative	5 4.4%	13 15.9%	2 28.6%

Total All Surveys

Always	164 80.8%
Almost Always	19 9.4%
Sometimes	19 9.4%
Never	1 0.5%
Total	203 100.0%

Positive	183 90.1%
Negative	20 9.9%

Comments:

Adult:

Parent/Guardian:

0676-At LVPG Adult and Pediatric Psychiatry, my son has not had a therapist in about a year now.

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	31 67.4%	24 68.6%	1 50.0%
No	15 32.6%	11 31.4%	1 50.0%
Totals	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Yes	56 67.5%
No	27 32.5%
Totals	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	70 61.4%	52 63.4%	3 42.9%
No	44 38.6%	30 36.6%	4 57.1%
Totals	114 100.0%	82 100.0%	7 100.0%

Total All Surveys

Yes	125 61.6%
No	78 38.4%
Totals	203 100.0%

Comments:

Adult:

0715 - Holcomb - not informed

2774- I wouldn't file a complaint anyway.

7977-Not at HAO Counseling.

0764 Merakey didn't tell me how to file a complaint.

Parent/Guardian:

0644 - Mission Autism IBHS - not informed

0674 Her dad might know, but not me.

0697 - Foundations - she didn't get the results from Magellan she was expecting for her son

0763 - Salisbury ICM - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	39 84.8%	22 62.9%	2 100.0%
Almost Always	5 10.9%	7 20.0%	- -
Sometimes	2 4.3%	5 14.3%	- -
Never	- -	1 2.9%	- -
Totals	46 100.0%	35 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	44 95.7%	29 82.9%	2 100.0%
Negative	2 4.3%	6 17.1%	- -
Total	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Always	63 75.9%
Almost Always	12 14.5%
Sometimes	7 8.4%
Never	1 1.2%
Totals	83 100.0%

Positive	75 90.4%
Negative	8 9.6%
Total	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	97 85.1%	52 63.4%	4 57.1%
Almost Always	12 10.5%	12 14.6%	2 28.6%
Sometimes	5 4.4%	13 15.9%	1 14.3%
Never	- -	5 6.1%	- -
Totals	114 100.0%	82 100.0%	7 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	109 95.6%	64 78.0%	6 85.7%
Negative	5 4.4%	18 22.0%	1 14.3%
Total	114 100.0%	82 100.0%	7 100.0%

Total All Surveys

Always	153 75.4%
Almost Always	26 12.8%
Sometimes	19 9.4%
Never	5 2.5%
Totals	203 100.0%

Positive	179 88.2%
Negative	24 11.8%
Total	203 100.0%

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	45 97.8%	31 88.6%	2 100.0%
No	1 2.2%	4 11.4%	- -
Totals	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Yes	78 94.0%
No	5 6.0%
Totals	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	108 94.7%	72 87.8%	6 85.7%
No	6 5.3%	10 12.2%	1 14.3%
Totals	114 100.0%	82 100.0%	7 100.0%

Total All Surveys

% Satisfied	50.0%
95% Confidence Interval	±4.9%
Yes	186 91.6%
No	17 8.4%
Totals	203 100.0%

Comments:

Adult:

3453 same ... a little unstable at times

5989 On a scale from 1-10 I'd say 8 on the good side with LVH Base Service Unit 392

2774, I need more intensive services than I am getting from Haven House, but the ACT team even has a 6 month to 1 year wait list. I am fighting with the psychiatrist and the insurance company for my medications .

Parent/Guardian:

0697 - Foundations - he was drugged and lethargic

0719- At Nulton Dgnstic, it was not a good fit for my daughter, so she is going to an out of network therapist.

5063-At KidsPeace, my son gets therapy and medication, but he refuses to take his meds and is very physically and verbally abusive.

0716- At KidsPeace, my son is still struggling.

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	42 91.3%	30 85.7%	2 100.0%
No	4 8.7%	5 14.3%	- -
Totals	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Yes	74 89.2%
No	9 10.8%
Totals	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	103 90.4%	71 86.6%	5 71.4%
No	11 9.6%	11 13.4%	2 28.6%
Totals	114 100.0%	82 100.0%	7 100.0%

Total All Surveys

Yes	179 88.2%
No	24 11.8%
Totals	203 100.0%

Comments:

Adult:

0715 - Holcomb - not informed

2774- I need trauma therapy, Haven House doesn't provide it, and I am on waiting lists.

4258 - Merakey - they rely on her feedback

Parent/Guardian:

0697 - ABA Services has not help yet

0719- Nulton Dgnstic was not a good fit, went out of network.

5063-At KidsPeace and IU20-they have given my son skills, but he chooses not to use them.

0705 - St. Lukes Physician Group - not receiving enough

0763 - Salisbury ICM - not informed

Question 7. Were you asked about your physical health?

		Adult	Parent/Guardian	Child/Adolescent
Yes		45	31	2
		97.8%	88.6%	100.0%
No		1	4	-
		2.2%	11.4%	-
Totals		46	35	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes	78	94.0%
No	5	6.0%
Totals	83	100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		104	71	6
		91.2%	86.6%	85.7%
No		10	11	1
		8.8%	13.4%	14.3%
Totals		114	82	7
		100.0%	100.0%	100.0%

Total All Surveys

Yes	181	89.2%
No	22	10.8%
Totals	203	100.0%

Comments:

Adult:

0753 not by Salisbury BH ICM

Parent/Guardian:

0674- I'm not 100% sure if Matrix IBHS asked about her physical health.

0699 Not at PA Mentor

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	45 97.8%	30 85.7%	2 100.0%
No	1 2.2%	5 14.3%	- -
Totals	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Yes	77 92.8%
No	6 7.2%
Totals	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	108 94.7%	66 80.5%	4 57.1%
No	6 5.3%	16 19.5%	3 42.9%
Totals	114 100.0%	82 100.0%	7 100.0%

Total All Surveys

Yes	178 87.7%
No	25 12.3%
Totals	203 100.0%

Comments:

Adult:

2774- At Haven House, I am not getting the trauma therapy that I need.

Parent/Guardian:

0676- At LVPG Adult and Pediatric Psychiatry, my son has gotten worse since there's no therapists available.

0697 - Foundations - not satisfied with Foundations or ABA Services

0719- At Nulton Dgnstic , my daughter didn't like the counselors.

0699 At PA Mentor when we had services they were great.

5063-My son was denied residential treatment twice and his behaviors are getting worse.

My daughter's therapist at Holcomb isn't fully connecting with her 0733

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	25 54.3%	25 71.4%	1 50.0%
Somewhat Hopeful	19 41.3%	8 22.9%	1 50.0%
Less Than Hopeful	2 4.3%	2 5.7%	-
Not At All Hopeful	-	-	-
Total	46 100.0%	35 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	44 95.7%	33 94.3%	2 100.0%
Negative	2 4.3%	2 5.7%	-
Totals	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Very Hopeful	51 61.4%
Somewhat Hopeful	28 33.7%
Less Than Hopeful	4 4.8%
Not At All Hopeful	-
Total	83 100.0%

Positive	79 95.2%
Negative	4 4.8%
Totals	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	71 62.3%	56 68.3%	3 42.9%
Somewhat Hopeful	39 34.2%	22 26.8%	3 42.9%
Less Than Hopeful	4 3.5%	3 3.7%	1 14.3%
Not At All Hopeful	-	1 1.2%	-
Total	114 100.0%	82 100.0%	7 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	110 96.5%	78 95.1%	6 85.7%
Negative	4 3.5%	4 4.9%	1 14.3%
Totals	114 100.0%	82 100.0%	7 100.0%

Total All Surveys

Very Hopeful	130 64.0%
Somewhat Hopeful	64 31.5%
Less Than Hopeful	8 3.9%
Not At All Hopeful	1 0.5%
Total	203 100.0%

Positive	194 95.6%
Negative	9 4.4%
Totals	203 100.0%

Comments:

Adult:

0756- Salisbury ICM- Life sucks.

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	46 100.0%	34 97.1%	2 100.0%
No	- -	1 2.9%	- -
Totals	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Yes	82 98.8%
No	1 1.2%
Totals	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	114 100.0%	80 97.6%	7 100.0%
No	- -	2 2.4%	- -
Totals	114 100.0%	82 100.0%	7 100.0%

All Surveys

% Satisfied	50.0%
95% Confidence Interval	±4.9%
Yes	201 99.0%
No	2 1.0%
Totals	203 100.0%

Comments:

Adult:

Parent/Guardian:

0697 - n/a Foundations and ABA services

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

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	42 91.3%	34 97.1%	2 100.0%
Somewhat Comfortable	3 6.5%	-	-
Less than Comfortable	1 2.2%	-	-
Not al all Comfortable	-	1 2.9%	-
Totals	46 100.0%	35 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	45 97.8%	34 97.1%	2 100.0%
Negative	1 2.2%	1 2.9%	-
Totals	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Very Comfortable	78 94.0%
Somewhat Comfortable	3 3.6%
Less than Comfortable	1 1.2%
Not al all Comfortable	1 1.2%
Totals	83 100.0%

Positive	81 97.6%
Negative	2 2.4%
Totals	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	99 86.8%	78 95.1%	6 85.7%
Somewhat Comfortable	13 11.4%	2 2.4%	-
Less than Comfortable	2 1.8%	-	-
Not al all Comfortable	-	2 2.4%	1 14.3%
Totals	114 100.0%	82 100.0%	7 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	112 98.2%	80 97.6%	6 85.7%
Negative	2 1.8%	2 2.4%	1 14.3%
Totals	114 100.0%	82 100.0%	7 100.0%

Total All Surveys

Very Comfortable	183 90.1%
Somewhat Comfortable	15 7.4%
Less than Comfortable	2 1.0%
Not al all Comfortable	3 1.5%
Totals	203 100.0%

Positive	198 97.5%
Negative	5 2.5%
Totals	203 100.0%

Comments:

Adult:

0704-Dr. Abbas worked on a diet with us to keep Stacy's medication levels where they needed to be.

0742- At Horizon House ACT, the team is great, but Dr. Tran doesn't listen when I try to talk about meds, he cuts me off.

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 67.4%	16 45.7%	1 50.0%
No	15 32.6%	19 54.3%	1 50.0%
Totals	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Yes	48 57.8%
No	35 42.2%
Totals	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	64 56.1%	40 48.8%	2 28.6%
No	50 43.9%	42 51.2%	5 71.4%
Totals	114 100.0%	82 100.0%	7 100.0%

All Surveys

Yes	106 52.2%
No	97 47.8%
Totals	203 100.0%

Comments:

Adult:

5989 Not at LVH Base Unit 392

0704- We already have a great network with the Autism Society.

0718-AT HAO-I was not informed about any peer run services.

0709 Not at LVH 17th and Chew

7977-Not at HAO Counseling.

9497 I was not interested in these services.

8554 Not by Horizon House Act

0756-Salisbury ICM

0753 Not informed by Salisbury BH ICM

Parent/Guardian:

0644 - Mission Autism IBHS - not informed

3682 - Sevita Group-PA Mentor - not informed

0674- I never heard about any other programs from Matrix IBHS.

0694 not at Access Services

0695 Not at PA Mentor

0697 - Foundations - not informed

9706 not at HAO

0705 - St. Lukes Physicians Group - not informed

9471- Not from SBH ICM.

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

		Adult	Parent/Guardian	Child/Adolescent
Yes	38	30	2	
	82.6%	85.7%	100.0%	
No	8	5	-	
	17.4%	14.3%	-	
Total	46	35	2	
	100.0%	100.0%	100.0%	

Total All Surveys

Yes	70
	84.3%
No	13
	15.7%
Total	83
	100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes	95	73	7	
	83.3%	89.0%	100.0%	
No	19	9	-	
	16.7%	11.0%	-	
Total	114	82	7	
	100.0%	100.0%	100.0%	

All Surveys

Yes	175
	86.2%
No	28
	13.8%
Total	203
	100.0%

Comments:

Adult:

0715 - Holcomb - not informed

7977- Not at HAO Counseling.

0756-Salisbury ICM

0764 Merakey didn't provide them.

Parent/Guardian:

0644 - Mission Autism IBHS - not informed

0705 - St. Lukes Physicians Group - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Always	38 82.6%	31 88.6%	2 100.0%
Almost Always	1 2.2%	-	-
Sometimes	3 6.5%	2 5.7%	-
Never	4 8.7%	2 5.7%	-
Total	46 100.0%	35 100.0%	2 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	39 84.8%	31 88.6%	2 100.0%
Negative	7 15.2%	4 11.4%	-
Total	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Always	71 85.5%
Almost Always	1 1.2%
Sometimes	5 6.0%
Never	6 7.2%
Total	83 100.0%

Positive	72 86.7%
Negative	11 13.3%
Total	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Always	93 81.6%	65 79.3%	6 85.7%
Almost Always	6 5.3%	2 2.4%	-
Sometimes	9 7.9%	8 9.8%	-
Never	6 5.3%	7 8.5%	1 14.3%
Total	114 100.0%	82 100.0%	7 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Positive	99 86.8%	67 81.7%	6 85.7%
Negative	15 13.2%	15 18.3%	1 14.3%
Total	114 100.0%	82 100.0%	7 100.0%

Total All Surveys

Always	164 80.8%
Almost Always	8 3.9%
Sometimes	17 8.4%
Never	14 6.9%
Total	203 100.0%

Positive	172 84.7%
Negative	31 15.3%
Total	203 100.0%

Comments:

Adult:

0704- Dr. Abbas was the only provider and handled medication management, which he included us in.

0709 not at LVH 17th and Chew

7977-Not at HAO Counseling.

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	20 54.1%	28 90.3%	1 50.0%
No	17 45.9%	3 9.7%	1 50.0%
Total	37 100.0%	31 100.0%	2 100.0%

	Adult	Parent/Guardian
Not Applicable	9 100.0%	4 100.0%

Total All Surveys

Yes	49 70.0%
No	21 30.0%
Total	70 100.0%
Not Applicable	13 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	59 59.0%	65 90.3%	5 83.3%
No	41 41.0%	7 9.7%	1 16.7%
Total	100 100.0%	72 100.0%	6 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	14 100.0%	10 100.0%	1 100.0%

All Surveys

Yes	129 72.5%
No	49 27.5%
Total	178 100.0%
Not Applicable	25 100.0%

Comments:

Adult:

3453 not on a regular but I asked once and they gave it to me.

9020 - HAO - not informed

3921-Not at Horizon House ACT .

3753-not from Horizon House ACT

8554 Not from Horizon House Act

0756-Salisbury ICM

0753 Not from Salisbury BH ICM

Parent/Guardian:

8369 not from Pinebrook Family Services

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	39 92.9%	30 93.8%	1 100.0%
No	3 7.1%	2 6.3%	- -
Total	42 100.0%	32 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	4 100.0%	3 100.0%	1 100.0%

Total All Surveys

Yes	70 93.3%
No	5 6.7%
Total	75 100.0%

Not Applicable	8 100.0%
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2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	95 91.3%	68 89.5%	5 83.3%
No	9 8.7%	8 10.5%	1 16.7%
Total	104 100.0%	76 100.0%	6 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	10 100.0%	6 100.0%	1 100.0%

All Surveys

Yes	168 90.3%
No	18 9.7%
Total	186 100.0%

Not Applicable	17 100.0%
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Comments:

Adult:

5989 Not at LVH Base Service Unit 392

0764 My case manager at Merakey didn't mention and I wouldn't want this anyway.

Parent/Guardian:

0676- At LVPG Adult and Pediatric Psychiatry, my son was never asked about including anyone.

Magellan Specific Questions

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	30 65.2%	19 54.3%	1 50.0%
No	16 34.8%	16 45.7%	1 50.0%
Total	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Yes	50 60.2%
No	33 39.8%
Total	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	63 55.3%	44 53.7%	3 42.9%
No	51 44.7%	38 46.3%	4 57.1%
Total	114 100.0%	82 100.0%	7 100.0%

All Surveys

Yes	110 54.2%
No	93 45.8%
Total	203 100.0%

Comments:

Adult:

9020 - not informed

0715 - not informed

7977

Parent/Guardian:

0644 - not informed

0663 - not informed

0705 - not informed

0763 - not informed

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		3	1	-
		6.5%	2.9%	-
No		43	34	2
		93.5%	97.1%	100.0%
Total		46	35	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes		4
		4.8%
No		79
		95.2%
Total		83
		100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		8	2	1
		7.0%	2.4%	14.3%
No		106	80	6
		93.0%	97.6%	85.7%
Total		114	82	7
		100.0%	100.0%	100.0%

All Surveys

Yes		11
		5.4%
No		192
		94.6%
Total		203
		100.0%

Question 20. How easy was the process to navigate?

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

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

Total All Surveys

Very Easy	4 100.0%
Somewhat Easy	- -
Somewhat Difficult	- -
Very Difficult	- -
Total	4 100.0%

Positive	4 100.0%
Negative	- -
Total	4 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Very Easy	3 37.5%	1 50.0%	- -
Somewhat Easy	4 50.0%	- -	- -
Somewhat Difficult	- -	- -	- -
Very Difficult	1 12.5%	1 50.0%	- -
Total	8 100.0%	2 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Positive	7 87.5%	1 50.0%	- -
Negative	1 12.5%	1 50.0%	- -
Total	8 100.0%	2 100.0%	- -

Total All Surveys

Very Easy	4 40.0%
Somewhat Easy	4 40.0%
Somewhat Difficult	- -
Very Difficult	2 20.0%
Total	10 100.0%

Positive	8 80.0%
Negative	2 20.0%
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		37	27	2
		80.4%	77.1%	100.0%
No		9	8	-
		19.6%	22.9%	-
Total		46	35	2
		100.0%	100.0%	100.0%

Total All Surveys

Yes	66	79.5%
No	17	20.5%
Total	83	100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		92	62	4
		80.7%	75.6%	57.1%
No		22	20	3
		19.3%	24.4%	42.9%
Total		114	82	7
		100.0%	100.0%	100.0%

All Surveys

Yes	158	77.8%
No	45	22.2%
Total	203	100.0%

Comments:

Adult:

0704- The mental health system needs improved services for Bipolar and Autism service choices.

2774- There needs to be more providers available for trauma.

0754 I don't feel there are enough providers.

5880 Should be different people to talk to with Merakey ICM services

0764 I am not aware of other providers.

4258 - not enough choices

Parent/Guardian:

0676- There are not enough available services for children, or workers to give them services.

0697 - not informed

0719- There was not much available , so we went out of network.

0699 There is not much available.

5063- There are not enough providers available in our area.

There should be more service providers. 0733

0705 - not enough options

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
Yes	44	32	2	
	95.7%	91.4%	100.0%	
No	2	3	-	
	4.3%	8.6%	-	
Total	46	35	2	
	100.0%	100.0%	100.0%	

Total All Surveys

Yes	78
	94.0%
No	5
	6.0%
Total	83
	100.0%

2023 Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes	109	76	7	
	95.6%	92.7%	100.0%	
No	5	6	-	
	4.4%	7.3%	-	
Total	114	82	7	
	100.0%	100.0%	100.0%	

All Surveys

Yes	192
	94.6%
No	11
	5.4%
Total	203
	100.0%

Comments:

Adult:

Somewhat

0758-It's a far drive from Macungie to Bethlehem.

4258 - not convenient to meet ICM

Parent/Guardian:

0657-Whitehall to Easton is a little far, but we are happy to have the help.

3682 - too far

0697 - need more locations

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	7 100.0%	6 100.0%	- -
No	- -	- -	- -
Total	7 100.0%	6 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	39 100.0%	29 100.0%	2 100.0%

Total All Surveys

Yes	13 100.0%
No	- -
Total	13 100.0%

Not Applicable	70 100.0%
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2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	17 94.4%	12 92.3%	1 100.0%
No	1 5.6%	1 7.7%	- -
Total	18 100.0%	13 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	96 100.0%	69 100.0%	6 100.0%

All Surveys

Yes	30 93.8%
No	2 6.3%
Total	32 100.0%

Not Applicable	171 100.0%
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Comments:

Adult:

Parent/Guardian:

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	7 100.0%	6 100.0%	- -
No	- -	- -	- -
Total	7 100.0%	6 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	39 100.0%	29 100.0%	2 100.0%

Total All Surveys

Yes	13 100.0%
No	- -
Total	13 100.0%

Not Applicable	70 100.0%
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2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	17 100.0%	13 100.0%	1 100.0%
No	- -	- -	- -
Total	17 100.0%	13 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	97 100.0%	69 100.0%	6 100.0%

All Surveys

Yes	31 100.0%
Total	31 100.0%

Not Applicable	172 100.0%
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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	28 60.9%	24 68.6%	1 50.0%
No	18 39.1%	11 31.4%	1 50.0%
Total	46 100.0%	35 100.0%	2 100.0%

Total All Surveys

Yes	53 63.9%
No	30 36.1%
Total	83 100.0%

2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	75 65.8%	60 73.2%	5 71.4%
No	39 34.2%	22 26.8%	2 28.6%
Total	114 100.0%	82 100.0%	7 100.0%

All Surveys

Yes	140 69.0%
No	63 31.0%
Total	203 100.0%

Comments:

Adult:

0715 - not informed

7977

4258 - not informed

Parent/Guardian:

0644 - not informed

0705 - not informed

9471- Not from SBH ICM.

0763 - not informed

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

	Adult	Parent/Guardian	Child/Adolescent
Yes	8 80.0%	6 100.0%	- -
No	2 20.0%	- -	- -
Total	10 100.0%	6 100.0%	- -

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	36 100.0%	29 100.0%	2 100.0%

Total All Surveys

Yes	14 87.5%
No	2 12.5%
Total	16 100.0%

Not Applicable	67 100.0%
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2023 Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	18 81.8%	15 100.0%	1 100.0%
No	4 18.2%	- -	- -
Total	22 100.0%	15 100.0%	1 100.0%

	Adult	Parent/Guardian	Child/Adolescent
Not Applicable	92 100.0%	67 100.0%	6 100.0%

All Surveys

Yes	34 89.5%
No	4 10.5%
Total	38 100.0%

Not Applicable	165 100.0%
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Comments:

Adult:

Parent/Guardian:

Statewide Questions:

Adults

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

Always	35 76.1%
Sometimes	11 23.9%
Total	46 100.0%

2023 Cumulative Yearly Total

Always	87 77.0%
Sometimes	23 20.4%
Never	3 2.7%
Total	113 100.0%

Not Applicable	1 100.0%
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Comments:

Adult:

Parent/Guardian:

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

	Parent/Guardian Child/Adolescent	
Always	2 5.7%	- -
Sometimes	11 31.4%	- -
Never	22 62.9%	2 100.0%
Total	35 100.0%	2 100.0%

2023 Cumulative Yearly Total

	Parent/Guardian Child/Adolescent	
Always	13 15.9%	1 14.3%
Sometimes	21 25.6%	3 42.9%
Never	48 58.5%	3 42.9%
Total	82 100.0%	7 100.0%

Parent/Guardian:

0674- At Matrix IBHS, When they had a behavior specialist on staff we got help. It was infrequently.

0676- At LVPG Adult and Pediatric Psychiatry, there have not been any therapists available for my son.

0714 - Omni - never with Omni

0697 - Foundations should be closed. ABA doesn't have the necessary staff

0719- We had to go out of network to get something good for my daughter.

0699 At PA Mentor we had a worker for 4 months and have not had another for the last month.

5063- My son's services from KidsPeace have not helped and they don't seem to care.

3870-Community Solutions-does not have the help he needs

Child/Adolescent:

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

	Adult
Always	36 78.3%
Sometimes	10 21.7%
Total	46 100.0%

	Parent/Guardian Child/Adolescent	
Always	32 91.4%	2 100.0%
Sometimes	2 5.7%	- -
Never	1 2.9%	- -
Total	35 100.0%	2 100.0%

2023 Cumulative Yearly Total

	Adult
Always	96 84.2%
Sometimes	16 14.0%
Never	2 1.8%
Total	114 100.0%

	Parent/Guardian Child/Adolescent	
Always	67 81.7%	7 100.0%
Sometimes	12 14.6%	- -
Never	3 3.7%	- -
Total	82 100.0%	7 100.0%

Comments:

Adult:

0704- The county waiver system helps.

Parent/Guardian:

0676- LVPG Adult and Pediatric Psychiatry, I was forced to hospitalize my son or they were going to 302 him.

Child/Adolescent:

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

	Adult
Much Better	17 37.0%
A Little Better	21 45.7%
About The Same	7 15.2%
A Little Worse	1 2.2%
Total	46 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	20 57.1%	1 50.0%
A Little Better	10 28.6%	1 50.0%
About The Same	3 8.6%	- -
Much Worse	2 5.7%	- -
Total	35 100.0%	2 100.0%

2023 Cumulative Yearly Total

	Adult
Much Better	49 43.0%
A Little Better	45 39.5%
About The Same	14 12.3%
A Little Worse	3 2.6%
Much Worse	3 2.6%
Total	114 100.0%

	Parent/Guardian Child/Adolescent	
Much Better	47 57.3%	3 42.9%
A Little Better	23 28.0%	2 28.6%
About The Same	9 11.0%	2 28.6%
Much Worse	3 3.7%	- -
Total	82 100.0%	7 100.0%

Comments:

Adult:

2774- I need trauma therapy and I'm on waiting lists.

Parent/Guardian Child/Adolescent

0676- At LVPG Adult and Pediatric Psychiatry, LACK of therapy has decreased his quality of life.

0697 - Didn't get better

0719- Treatment At Nulton Dgnstic was not a good fit for my daughter.

5063-My son knows how to act in front of others, but refuses to follow through and has been hitting me and his siblings.

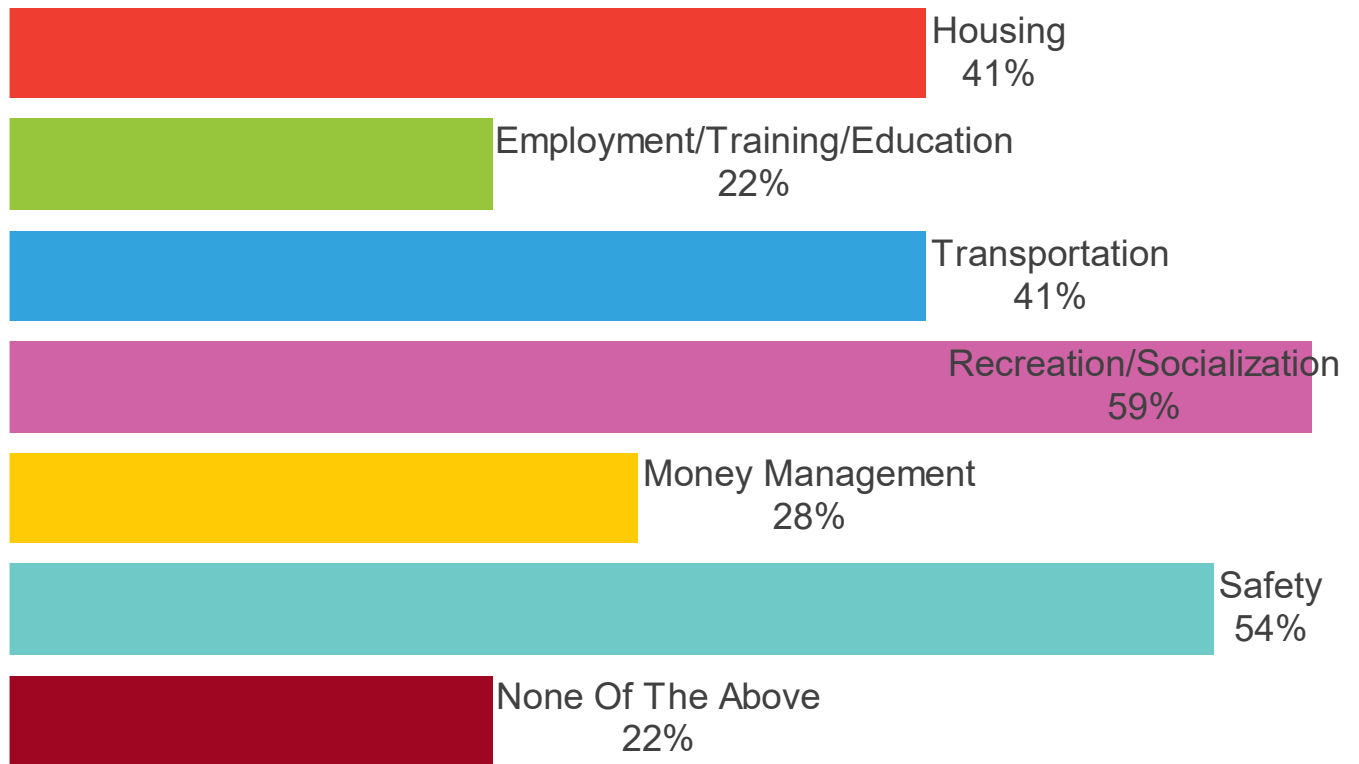
Child/Adolescent:

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

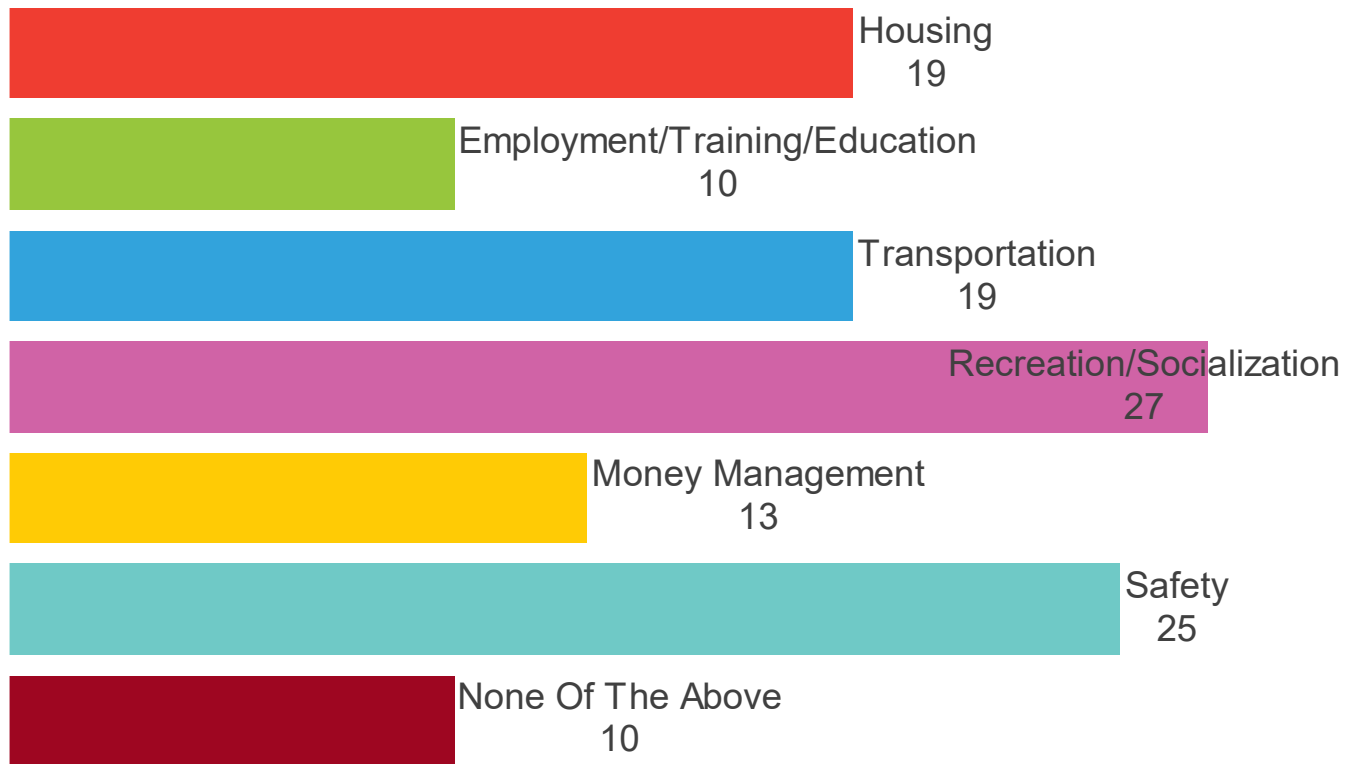
Adults



Lehigh County

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

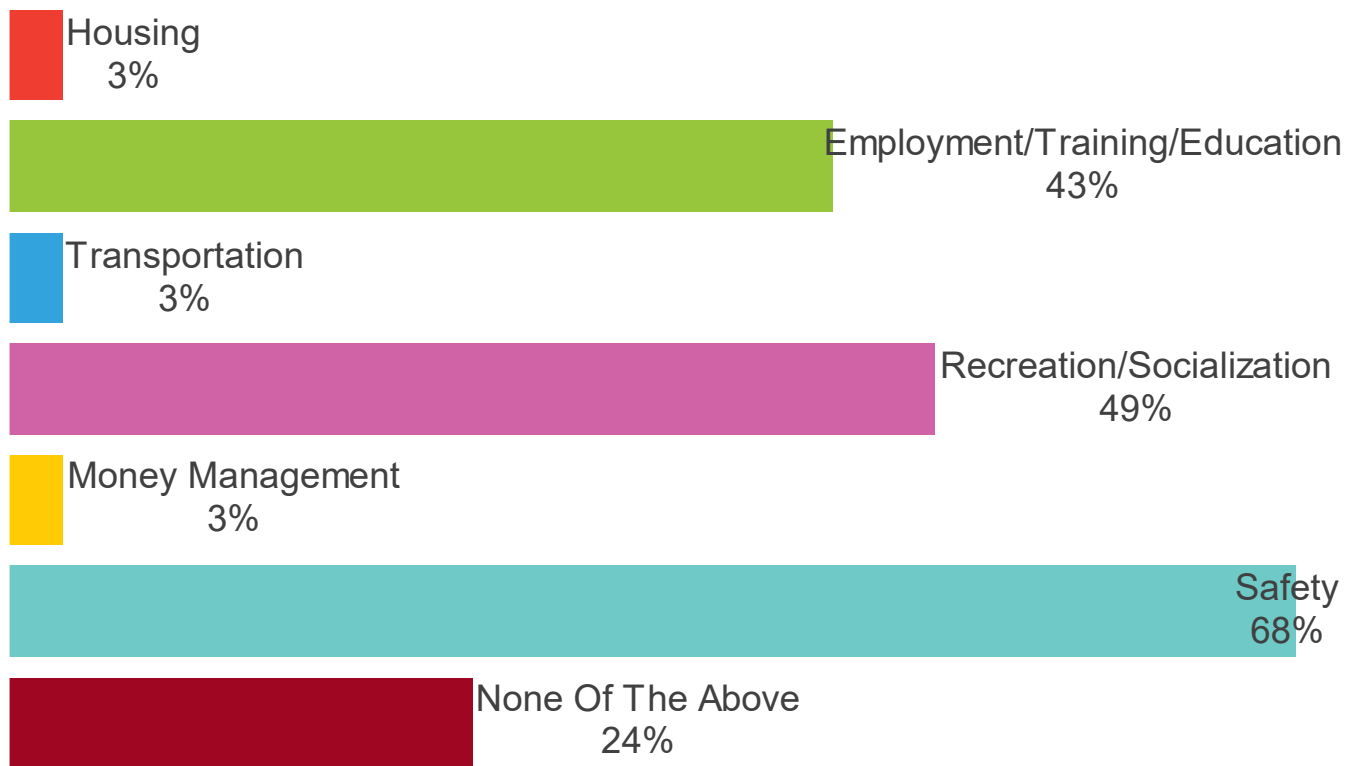
Adults



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

