

Recovery Partnership  
Consumer/Family Satisfaction Team  
Report on:

**Lehigh County HealthChoices**

Full Report  
1st Quarter  
January 1, 2025 to March 31, 2025

**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	15 100.0%	73 93.6%	7 100.0%
	No	- -	5 6.4%	- -
	Total	15 100.0%	78 100.0%	7 100.0%

**Total All Surveys**

	Yes	95 95.0%
	No	5 5.0%
	Total	100 100.0%

**Cumulative Yearly Total**

		Adult	Parent/Guardian	Child/Adolescent
	Yes	15 100.0%	74 93.7%	7 100.0%
	No	- -	5 6.3%	- -
	Total	15 100.0%	79 100.0%	7 100.0%

**All Surveys**

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

**Comments:**

**Adult:**

**Parent/Guardian:**

- 1157 - St. Lukes - it's difficult
- 1159 It is like phone tag with Kids Peace.
- 1200 I must leave a voicemail and they get back to you whenever at KidsPeace.
- 1230 You have to leave a message. Sometimes they call back, sometimes not at KidsPeace
- 1229 You have to leave a message and sometimes they call back and sometimes not at KidsPeace.

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

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Always	14 93.3%	57 73.1%	6 85.7%	Positive	15 100.0%	68 87.2%	6 85.7%
Almost Always	1 6.7%	11 14.1%	- -	Negative	- -	10 12.8%	1 14.3%
Sometimes	- -	9 11.5%	1 14.3%				
Never	- -	1 1.3%	- -				
Total	15 100.0%	78 100.0%	7 100.0%				

Total All Surveys

Always	77 77.0%	Positive	89 89.0%
Almost Always	12 12.0%	Negative	11 11.0%
Sometimes	10 10.0%		
Never	1 1.0%		
Total	100 100.0%		

Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Always	14 93.3%	58 73.4%	6 85.7%	Positive	15 100.0%	69 87.3%	6 85.7%
Almost Always	1 6.7%	11 13.9%	- -	Negative	- -	10 12.7%	1 14.3%
Sometimes	- -	9 11.4%	1 14.3%				
Never	- -	1 1.3%	- -				
Total	15 100.0%	79 100.0%	7 100.0%				

Total All Surveys

Always	78 77.2%	Positive	90 89.1%
Almost Always	12 11.9%	Negative	11 10.9%
Sometimes	10 9.9%		
Never	1 1.0%		
Total	101 100.0%		

**Comments:**

**Adult:**

**Parent/Guardian:**

- 1157 - St. Lukes - too long for scheduling an appointment- 1 year
- 1159 Staffing is always a challenge at Kids Peace.
- 1226 He needs more hours than he's given at Team Counseling Concepts.
- 10354 - We have been waiting for a therapist for awhile now through St. Luke's.
- 78841 we couldn't see the psych dr in person. At iu20. We often had to video visit

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	8 53.3%	53 67.9%	3 42.9%
	No	7 46.7%	25 32.1%	4 57.1%
	Totals	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	64 64.0%
	No	36 36.0%
	Totals	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	8 53.3%	53 67.1%	3 42.9%
	No	7 46.7%	26 32.9%	4 57.1%
	Totals	15 100.0%	79 100.0%	7 100.0%

Total All Surveys

	Yes	64 63.4%
	No	37 36.6%
	Totals	101 100.0%

**Comments:**

**Adult:**

- 1277 - My provider is Concern
- 1297 I was not informed this by Concern.

**Parent/Guardian:**

- 1188 KidsPeace, never had to
- 11183- KidsPeace
- 1216-KidsPeace
- 1233 - KidsPeace - not informed
- 1232-KidsPeace
- 1252 - St. Lukes Hosp. - Not informed



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

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Always	15	57	5	Positive	15	67	6
	100.0%	73.1%	71.4%		100.0%	85.9%	85.7%
Almost Always	-	10	1	Negative	-	11	1
	-	12.8%	14.3%		-	14.1%	14.3%
Sometimes	-	9	1	Total	15	78	7
	-	11.5%	14.3%		100.0%	100.0%	100.0%
Never	-	2	-				
	-	2.6%	-				
Totals	15	78	7				
	100.0%	100.0%	100.0%				

Total All Surveys

Always	77	77.0%	Positive	88	88.0%
Almost Always	11	11.0%	Negative	12	12.0%
Sometimes	10	10.0%	Total	100	100.0%
Never	2	2.0%			
Totals	100	100.0%			

Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Always	15	58	5	Positive	15	68	6
	100.0%	73.4%	71.4%		100.0%	86.1%	85.7%
Almost Always	-	10	1	Negative	-	11	1
	-	12.7%	14.3%		-	13.9%	14.3%
Sometimes	-	9	1	Total	15	79	7
	-	11.4%	14.3%		100.0%	100.0%	100.0%
Never	-	2	-				
	-	2.5%	-				
Totals	15	79	7				
	100.0%	100.0%	100.0%				

Total All Surveys

Always	78	77.2%	Positive	89	88.1%
Almost Always	11	10.9%	Negative	12	11.9%
Sometimes	10	9.9%	Total	101	100.0%
Never	2	2.0%			
Totals	101	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	13 86.7%	69 88.5%	6 85.7%
	No	2 13.3%	9 11.5%	1 14.3%
	Totals	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	88 88.0%
	No	12 12.0%
	Totals	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	13 86.7%	70 88.6%	6 85.7%
	No	2 13.3%	9 11.4%	1 14.3%
	Totals	15 100.0%	79 100.0%	7 100.0%

Total All Surveys

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

**Comments:****Adult:**

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1220 - Omni - I feel sick

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0329 Family problems caused a downward spiral.

**Parent/Guardian:**

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1159 Change in staff causes regression at Kids Peace.

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1197 He is more aggressive.

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1230 At KidsPeace he was not monitored and had poor medication management causing near death results.

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0776 There are a lot of highs and lows, he falls somewhere in between.

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10354 - My grandson is not getting any better even with the services. I am trying to get him in a residential place in Virginia on my own now.

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1246 Services were not effective at Kidspeace.

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1283 It depends on the day.

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My daughter is getting worse the dr. IU20 wont raise her medications

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1272-Concern-My daughter says that they just play games, so I don't know if she is getting the proper services.

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1299-Concern-I have seen too many different people, so I never feel comfortable with anyone.

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1299-CONCERN-There is so much turnover, it is hard to build rapport.

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1331 He is still having difficulty, Concern has not helped much.

**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	15 100.0%	73 93.6%	7 100.0%
	No	- -	5 6.4%	- -
	Totals	15 100.0%	78 100.0%	7 100.0%

**Total All Surveys**

	Yes	95 95.0%
	No	5 5.0%
	Totals	100 100.0%

**Cumulative Yearly Total**

		Adult	Parent/Guardian	Child/Adolescent
	Yes	15 100.0%	74 93.7%	7 100.0%
	No	- -	5 6.3%	- -
	Totals	15 100.0%	79 100.0%	7 100.0%

**Total All Surveys**

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

**Comments:**

**Adult:**

**Parent/Guardian:**

- 1157 - St. Lukes - only therapies
- 5693 - Kids Peace - That's not how therapy works
- 1230 No coping skills were given, he is worse now than he was before services from KidsPeace.
- 1275-Parenting classes helped with my younger daughter, but nothing has been helpful for my teenager.

Question 7. Were you asked about your physical health?

		Adult	Parent/Guardian	Child/Adolescent
	Yes	11 73.3%	72 92.3%	6 85.7%
	No	4 26.7%	6 7.7%	1 14.3%
	Totals	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	89 89.0%
	No	11 11.0%
	Totals	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	11 73.3%	73 92.4%	6 85.7%
	No	4 26.7%	6 7.6%	1 14.3%
	Totals	15 100.0%	79 100.0%	7 100.0%

Total All Surveys

	Yes	90 89.1%
	No	11 10.9%
	Totals	101 100.0%

**Comments:**

**Adult:**

1256 not at Aspire to Autonomy

8132 not at Preventive Measures

**Parent/Guardian:**

11183-not with KidsPeace

1232-KidsPeace

1283 not at Concern.

#11289-Concern did not ask

1341



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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	15 100.0%	71 91.0%	7 100.0%
	No	- -	7 9.0%	- -
	Totals	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	93 93.0%
	No	7 7.0%
	Totals	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	15 100.0%	72 91.1%	7 100.0%
	No	- -	7 8.9%	- -
	Totals	15 100.0%	79 100.0%	7 100.0%

Total All Surveys

	Yes	94 93.1%
	No	7 6.9%
	Totals	101 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

1157 - St. Lukes - services aren't complete
1159 Continuous staff changes is a problem at Kids Peace.
1192 Not many people accept this insurance.
1169-Team Counseling Concepts is fantastic.
1230 KidsPeace left the mother in the dark for follow up care.
1229 KidsPeace left the mother in the dark for follow up care.
10354 - It just takes to long to get services started at St. Luke's, my grandson doesn't do anything since COVID.
1246 Services were not effective at effective at Kidspeace.
1283 I'm satisfied with the counselor not so much the doctor at Concern.
1275-Mom and Therapist at Concern don't have a rapport.
7841 not happy with dr. At iu20
1331 somewhat

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/Guardian	Child/Adolescent
Very Hopeful	10 66.7%	51 65.4%	5 71.4%	Positive	14 93.3%	73 93.6%	7 100.0%
Somewhat Hopeful	4 26.7%	22 28.2%	2 28.6%	Negative	1 6.7%	5 6.4%	- -
Less Than Hopeful	1 6.7%	3 3.8%	- -	Totals	15 100.0%	78 100.0%	7 100.0%
Not At All Hopeful	- -	2 2.6%	- -				
Total	15 100.0%	78 100.0%	7 100.0%				

Total All Surveys

Very Hopeful	66 66.0%	Positive	94 94.0%
Somewhat Hopeful	28 28.0%	Negative	6 6.0%
Less Than Hopeful	4 4.0%	Totals	100 100.0%
Not At All Hopeful	2 2.0%		
Total	100 100.0%		

Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Very Hopeful	10 66.7%	52 65.8%	5 71.4%	Positive	14 93.3%	74 93.7%	7 100.0%
Somewhat Hopeful	4 26.7%	22 27.8%	2 28.6%	Negative	1 6.7%	5 6.3%	- -
Less Than Hopeful	1 6.7%	3 3.8%	- -	Totals	15 100.0%	79 100.0%	7 100.0%
Not At All Hopeful	- -	2 2.5%	- -				
Total	15 100.0%	79 100.0%	7 100.0%				

Total All Surveys

Very Hopeful	67 66.3%	Positive	95 94.1%
Somewhat Hopeful	28 27.7%	Negative	6 5.9%
Less Than Hopeful	4 4.0%	Totals	101 100.0%
Not At All Hopeful	2 2.0%		
Total	101 100.0%		

**Comments:**

**Adult:**

**Parent/Guardian:**

Question 10. Did your service provider respect your culture, beliefs, customs, and the way that you do things?

		Adult	Parent/Guardian	Child/Adolescent
	Yes	15 100.0%	77 98.7%	7 100.0%
	No	- -	1 1.3%	- -
	Totals	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	99 99.0%
	No	1 1.0%
	Totals	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	15 100.0%	78 98.7%	7 100.0%
	No	- -	1 1.3%	- -
	Totals	15 100.0%	79 100.0%	7 100.0%

All Surveys

	Yes	100 99.0%
	No	1 1.0%
	Totals	101 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

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1230 Mother felt like she had no voice about anything at KidsPeace.

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

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	11 73.3%	72 92.3%	6 85.7%	Positive	15 100.0%	77 98.7%	6 85.7%
Somewhat Comfortable	4 26.7%	5 6.4%	- -	Negative	- -	1 1.3%	1 14.3%
Less than Comfortable	- -	- -	- -	Totals	15 100.0%	78 100.0%	7 100.0%
Not al all Comfortable	- -	1 1.3%	1 14.3%				
Totals	15 100.0%	78 100.0%	7 100.0%				

Total All Surveys

Very Comfortable	89 89.0%	Positive	98 98.0%
Somewhat Comfortable	9 9.0%	Negative	2 2.0%
Less than Comfortable	- -	Totals	100 100.0%
Not al all Comfortable	2 2.0%		
Totals	100 100.0%		

Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Very Comfortable	11 73.3%	73 92.4%	6 85.7%	Positive	15 100.0%	78 98.7%	6 85.7%
Somewhat Comfortable	4 26.7%	5 6.3%	- -	Negative	- -	1 1.3%	1 14.3%
Less than Comfortable	- -	- -	- -	Totals	15 100.0%	79 100.0%	7 100.0%
Not al all Comfortable	- -	1 1.3%	1 14.3%				
Totals	15 100.0%	79 100.0%	7 100.0%				

Total All Surveys

Very Comfortable	90 89.1%	Positive	99 98.0%
Somewhat Comfortable	9 8.9%	Negative	2 2.0%
Less than Comfortable	- -	Totals	101 100.0%
Not al all Comfortable	2 2.0%		
Totals	101 100.0%		

**Comments:**

**Adult:**

**Parent/Guardian:**



Question 12. Were you encouraged by your service provider to use peer-run or family-run programs?

		Adult	Parent/Guardian	Child/Adolescent
	Yes	7 46.7%	49 62.8%	4 57.1%
	No	8 53.3%	29 37.2%	3 42.9%
	Totals	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	60 60.0%
	No	40 40.0%
	Totals	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	7 46.7%	49 62.0%	4 57.1%
	No	8 53.3%	30 38.0%	3 42.9%
	Totals	15 100.0%	79 100.0%	7 100.0%

All Surveys

	Yes	60 59.4%
	No	41 40.6%
	Totals	101 100.0%

**Comments:**

**Adult:**

1220- Omni - not informed
1256 not by Aspire to Autonomy
8135 not at Concern
3845-Concern
1276 I requested this information on these programs.

**Parent/Guardian:**

1157 - St. Lukes - not informed
1171 He has IBHS services, they did not inform.
1188 Not by KidsPeace.
1200 not by KidsPeace
11183- KidsPeace
1212 his provider is through his school
1226 not by Team Counseling Concepts.
1160-KidsPeace
1237 Not by KidsPeace,
0776 Not at Concern where she gets therapy.
1259 not at K & S Family Based Services
1267 not at Concern
1267 not at Concern
1279 not at Concern
1290 not at Concern
1282 - Concern- not informed
1284 - Concern- not informed
1285 I was not informed by Concern.
1286 I was not informed by Concern.
1339 not at Concern
1341 - Concern - not informed
1260 Haven House didn't suggest these types of programs to me.

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	12 80.0%	72 92.3%	4 57.1%
	No	3 20.0%	6 7.7%	3 42.9%
	Total	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	88 88.0%
	No	12 12.0%
	Total	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	12 80.0%	73 92.4%	4 57.1%
	No	3 20.0%	6 7.6%	3 42.9%
	Total	15 100.0%	79 100.0%	7 100.0%

All Surveys

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

**Comments:**

**Adult:**

**Parent/Guardian:**

1157 - St Lukes - not informed
1284 - Concern- not informed
1285 I was not informed by Conern.
1286 I was not informed by Concern.

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

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Always	12 80.0%	68 87.2%	6 85.7%	Positive	13 86.7%	73 93.6%	6 85.7%
Almost Always	1 6.7%	5 6.4%	- -	Negative	2 13.3%	5 6.4%	1 14.3%
Sometimes	2 13.3%	4 5.1%	1 14.3%	Total	15 100.0%	78 100.0%	7 100.0%
Never	- -	1 1.3%	- -				
Total	15 100.0%	78 100.0%	7 100.0%				

Total All Surveys

Always	86 86.0%	Positive	92 92.0%
Almost Always	6 6.0%	Negative	8 8.0%
Sometimes	7 7.0%	Total	100 100.0%
Never	1 1.0%		
Total	100 100.0%		

Cumulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent		Adult	Parent/Guardian	Child/Adolescent
Always	12 80.0%	69 87.3%	6 85.7%	Positive	13 86.7%	74 93.7%	6 85.7%
Almost Always	1 6.7%	5 6.3%	- -	Negative	2 13.3%	5 6.3%	1 14.3%
Sometimes	2 13.3%	4 5.1%	1 14.3%	Total	15 100.0%	79 100.0%	7 100.0%
Never	- -	1 1.3%	- -				
Total	15 100.0%	79 100.0%	7 100.0%				

Total All Surveys

Always	87 86.1%	Positive	93 92.1%
Almost Always	6 5.9%	Negative	8 7.9%
Sometimes	7 6.9%	Total	101 100.0%
Never	1 1.0%		
Total	101 100.0%		

**Comments:**

**Adult:**

**Parent/Guardian:**

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	12 85.7%	68 88.3%	5 71.4%
	No	2 14.3%	9 11.7%	2 28.6%
	Total	14 100.0%	77 100.0%	7 100.0%
		Adult	Parent/Guardian	
Not Applicable		1 100.0%	1 100.0%	

Total All Surveys

	Yes	85 86.7%
	No	13 13.3%
	Total	98 100.0%
Not Applicable		2 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	12 85.7%	68 87.2%	5 71.4%
	No	2 14.3%	10 12.8%	2 28.6%
	Total	14 100.0%	78 100.0%	7 100.0%
		Adult	Parent/Guardian	
Not Applicable		1 100.0%	1 100.0%	

All Surveys

	Yes	85 85.9%
	No	14 14.1%
	Total	99 100.0%
Not Applicable		2 100.0%

**Comments:**

**Adult:**

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8135 not from Concern

**Parent/Guardian:**

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1163 not from Kids Peace

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1232-KidsPeace

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1283 not from Concern



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	13 92.9%	76 98.7%	7 100.0%
	No	1 7.1%	1 1.3%	- -
	Total	14 100.0%	77 100.0%	7 100.0%
		Adult	Parent/Guardian	
Not Applicable		1 100.0%	1 100.0%	

Total All Surveys

	Yes	96 98.0%
	No	2 2.0%
	Total	98 100.0%
Not Applicable		2 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	13 92.9%	76 97.4%	7 100.0%
	No	1 7.1%	2 2.6%	- -
	Total	14 100.0%	78 100.0%	7 100.0%
		Adult	Parent/Guardian	
Not Applicable		1 100.0%	1 100.0%	

All Surveys

	Yes	96 97.0%
	No	3 3.0%
	Total	99 100.0%
Not Applicable		2 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

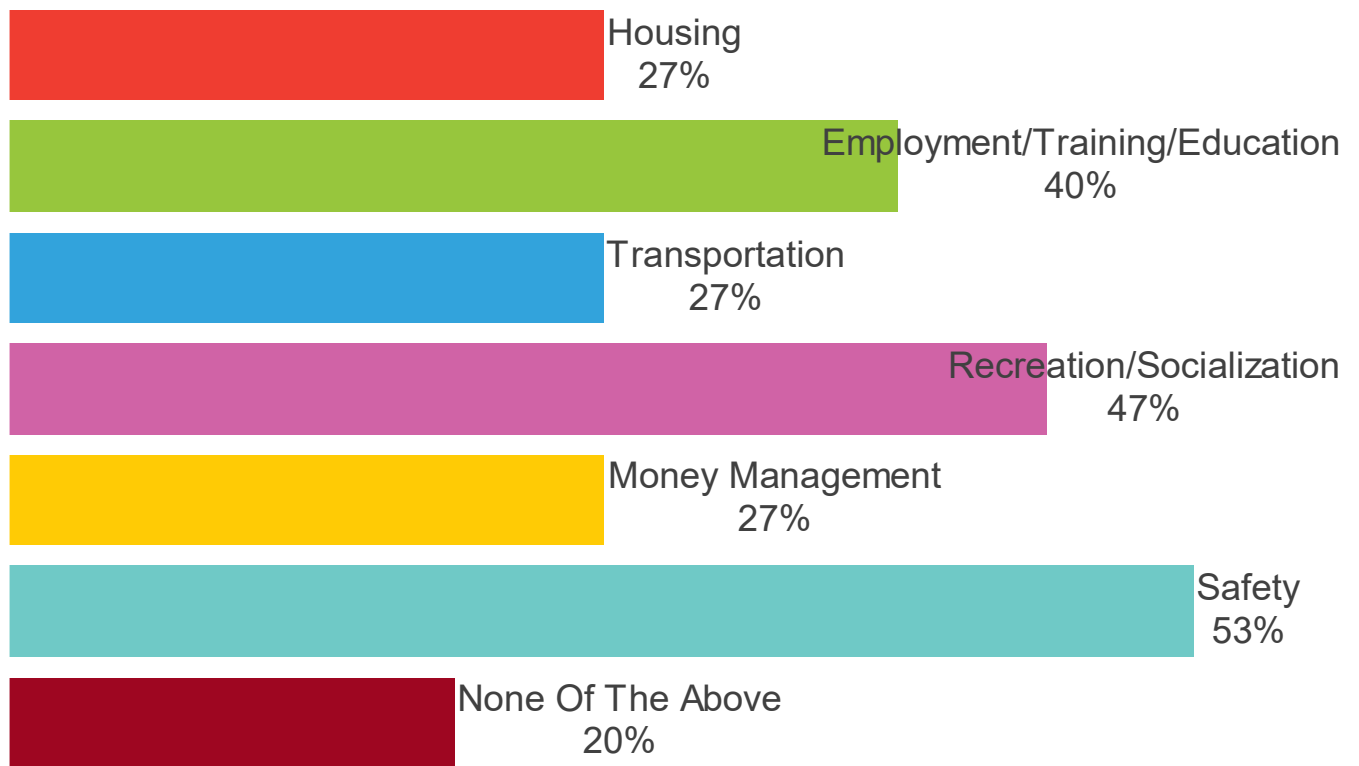
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1157 - St. Lukes - not informed

## Lehigh County

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

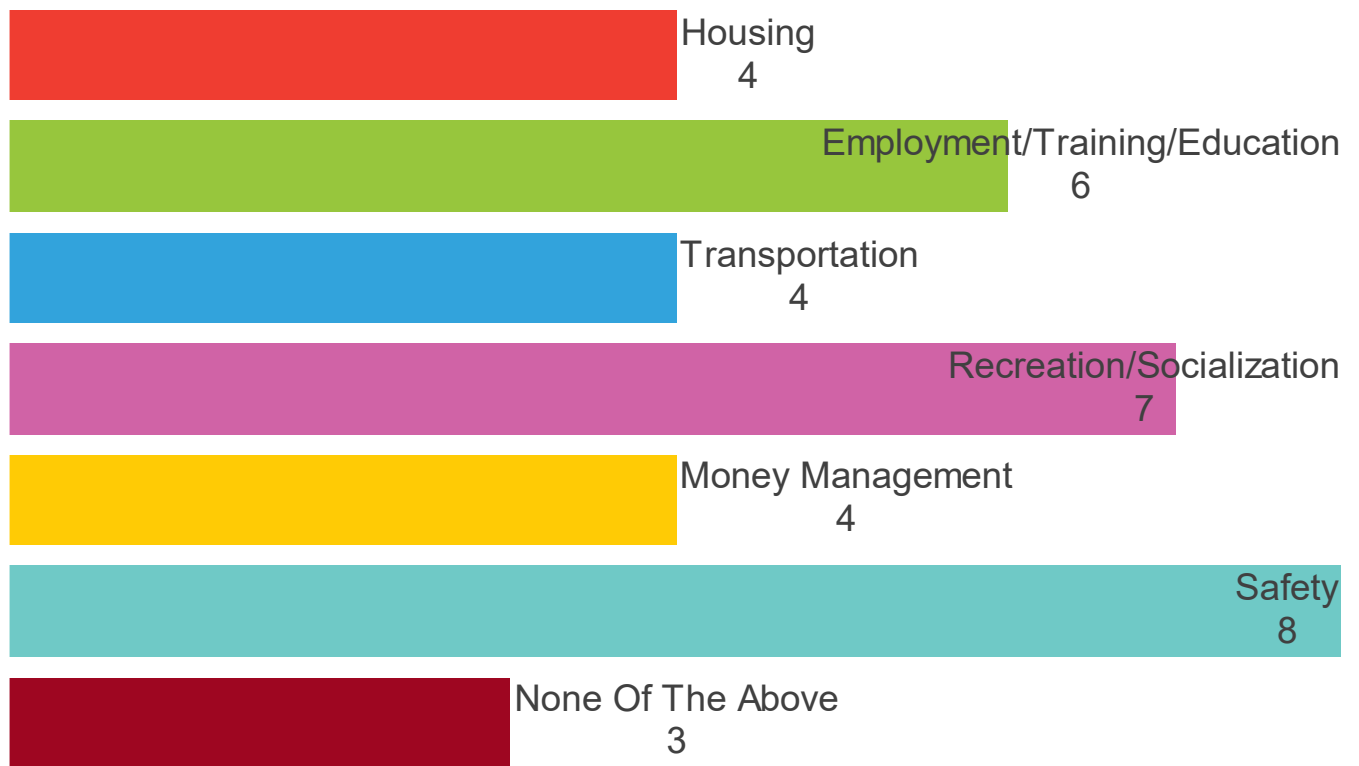
### Adults



## Lehigh County

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

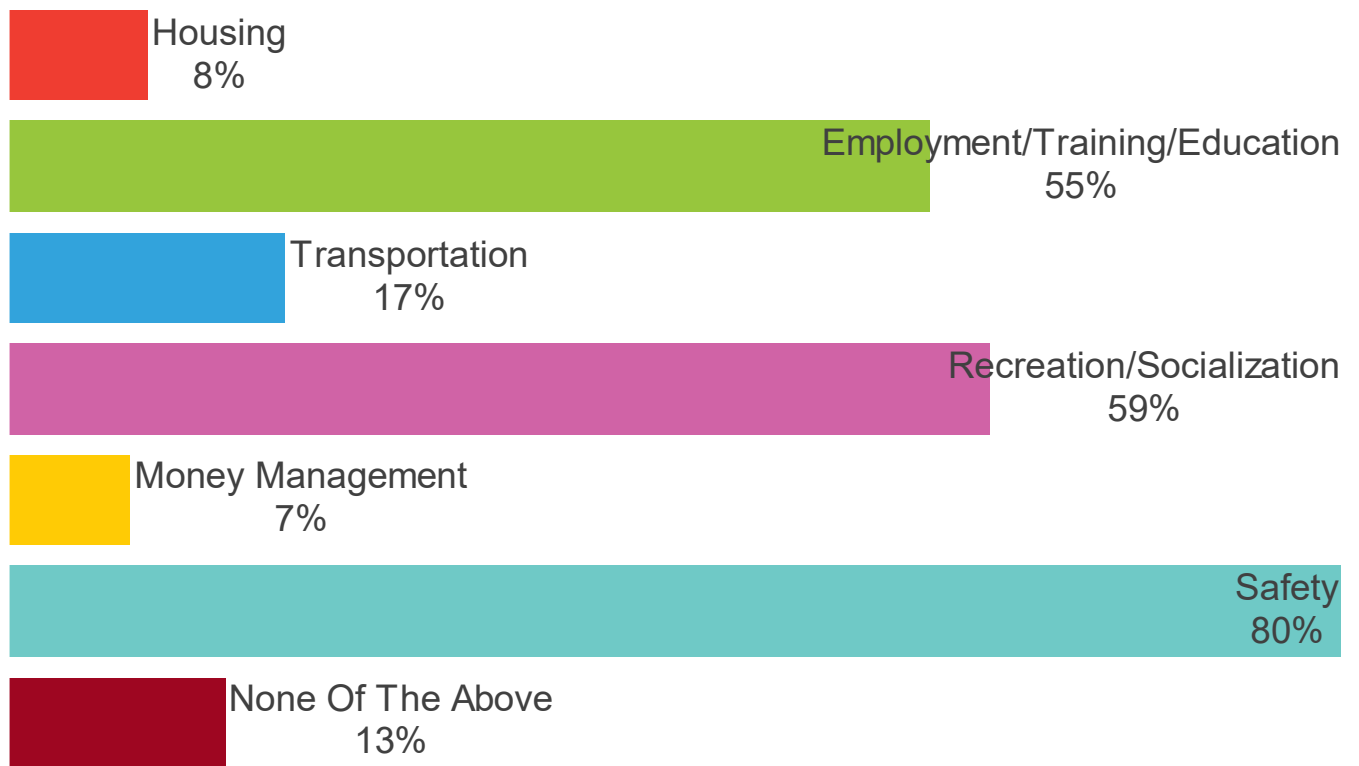
Adults



## Lehigh County

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

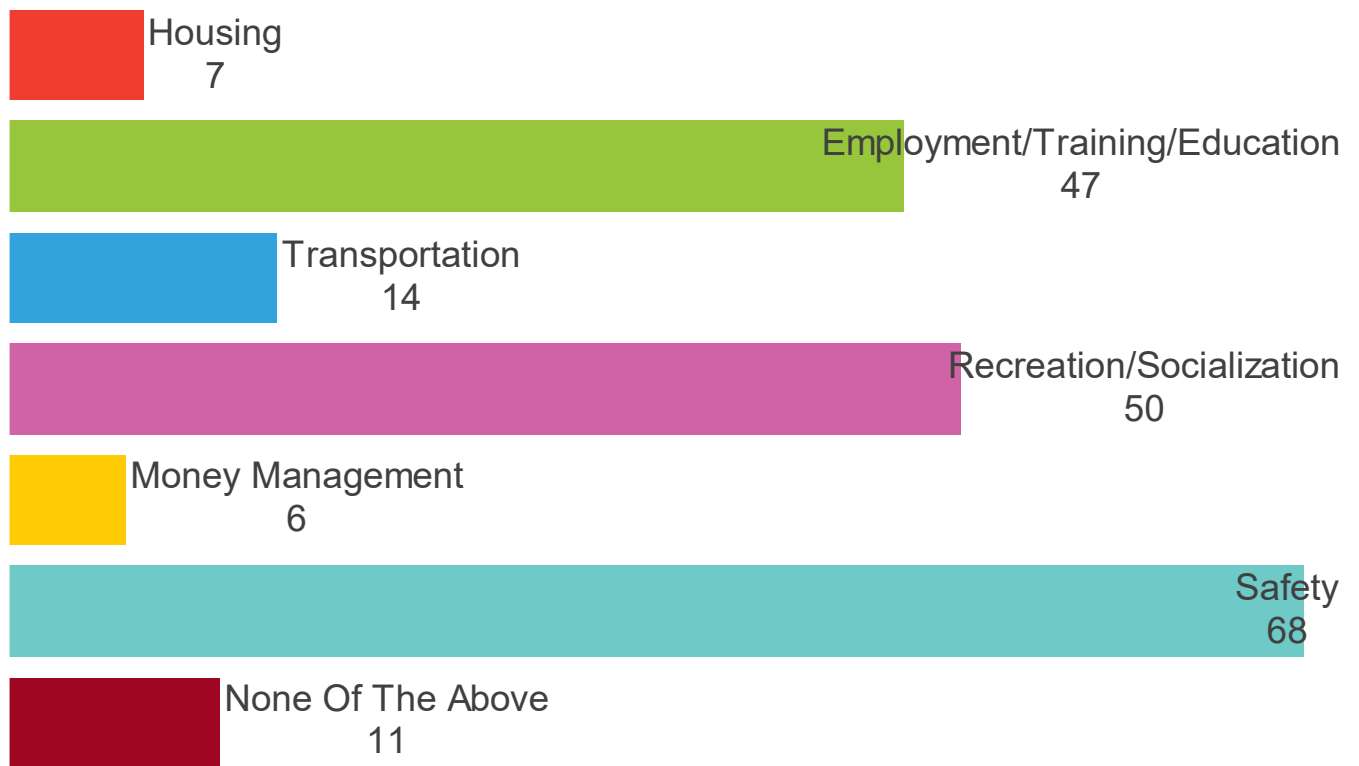
Parent/Guardian    Child/Adolescent



## Lehigh County

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

Parent/Guardian    Child    Adolescent



**Magellan Specific Questions**

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	7 46.7%	39 50.0%	2 28.6%
	No	8 53.3%	39 50.0%	5 71.4%
	Total	15 100.0%	78 100.0%	7 100.0%

**Total All Surveys**

	Yes	48 48.0%
	No	52 52.0%
	Total	100 100.0%

**Cumulative Yearly Total**

		Adult	Parent/Guardian	Child/Adolescent
	Yes	7 46.7%	39 49.4%	2 28.6%
	No	8 53.3%	40 50.6%	5 71.4%
	Total	15 100.0%	79 100.0%	7 100.0%

**All Surveys**

	Yes	48 47.5%
	No	53 52.5%
	Total	101 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

- 1206 - not informed
- 1233 - not informed
- 1252 - not informed
- 1284 - not informed
- 1341 - not informed



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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	-	3 3.8%	-
	No	15 100.0%	75 96.2%	7 100.0%
	Total	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	3 3.0%
	No	97 97.0%
	Total	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	-	3 3.8%	-
	No	15 100.0%	76 96.2%	7 100.0%
	Total	15 100.0%	79 100.0%	7 100.0%

All Surveys

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



Question 20. How easy was the process to navigate?

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

Total All Surveys

Very Easy	2	Positive	3
	66.7%		100.0%
Somewhat Easy	1	Negative	-
	33.3%		-
Somewhat Difficult	-	Total	3
	-		100.0%
Very Difficult	-		
	-		
Total	3		
	100.0%		

Cumulative Yearly Total

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

Total All Surveys

Very Easy	2	Positive	3
	66.7%		100.0%
Somewhat Easy	1	Negative	-
	33.3%		-
Somewhat Difficult	-	Total	3
	-		100.0%
Very Difficult	-		
	-		
Total	3		
	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	13 86.7%	63 80.8%	6 85.7%
	No	2 13.3%	15 19.2%	1 14.3%
	Total	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	82 82.0%
	No	18 18.0%
	Total	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	13 86.7%	64 81.0%	6 85.7%
	No	2 13.3%	15 19.0%	1 14.3%
	Total	15 100.0%	79 100.0%	7 100.0%

All Surveys

	Yes	83 82.2%
	No	18 17.8%
	Total	101 100.0%

**Comments:**

**Adult:**

1220 - no options offered

Not enough available in my area.

**Parent/Guardian:**

1157 - no options offered

1164 We are waiting for a psychiatrist at Kidspeace, we are seeing a medical doctor now.

1192 Not enough places accept this insurance.

1199 not enough

1200 Not enough choices by any means.

6152 My son doesn't get enough service time at home from Kidspeace.

1226 I need a lot more hours for my son than what Team Counseling Concepts gives.

1230 Not enough providers with enough availability.

1229 not enough providers with enough availability

1240 There were gaps in services. When my kids had truancy issues we received no help.

There are gaps in services, where children can make choices but parents have no say and must pay the consequences and times when a child should be hospitalized but doesn't meet the criteria.

1279 Providers are hard to find

11291-For teenagers it's a long waiting list for most places. Picked which had the least waiting list.

There were long waiting lists everywhere; only got in through court order.

My dad said there was nowhere else to go.

Everywhere had waiting lists.

Question 22. Was the location of services convenient?

		Adult	Parent/Guardian	Child/Adolescent
	Yes	13 86.7%	70 89.7%	6 85.7%
	No	2 13.3%	8 10.3%	1 14.3%
	Total	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	89 89.0%
	No	11 11.0%
	Total	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	13 86.7%	71 89.9%	6 85.7%
	No	2 13.3%	8 10.1%	1 14.3%
	Total	15 100.0%	79 100.0%	7 100.0%

All Surveys

	Yes	90 89.1%
	No	11 10.9%
	Total	101 100.0%

**Comments:**

**Adult:**

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3845-It's hard for me because I live in Allentown and I have to go to Bethlehem and I don't have transportation.

**Parent/Guardian:**

---

1155 Out patient Kids Peace group therapy on Broadway takes to long to get him from school to program by the start time.

---

1230 KidsPeace is too far away.

---

1229 KidsPeace is too far away.

---

1279 We do virtual due to parents schedules

---

1283 Concern could be closer.

---

1290 It was too far, we had to go to zoom meetings

---

1284 - it's far

---

1285 Concern is far from my house.

---

1286 Concern was too far away.



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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	1 100.0%	12 92.3%	2 100.0%
	No	- -	1 7.7%	- -
	Total	1 100.0%	13 100.0%	2 100.0%
		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		14 100.0%	65 100.0%	5 100.0%

**Total All Surveys**

	Yes	15 93.8%
	No	1 6.3%
	Total	16 100.0%
Not Applicable		84 100.0%

**Cumulative Yearly Total**

		Adult	Parent/Guardian	Child/Adolescent
	Yes	1 100.0%	12 92.3%	2 100.0%
	No	- -	1 7.7%	- -
	Total	1 100.0%	13 100.0%	2 100.0%
		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		14 100.0%	66 100.0%	5 100.0%

**All Surveys**

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

**Comments:**

**Adult:**

**Parent/Guardian:**

---

1283 They used lots of technical lingo. I needed it translated into regular language.

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	2 100.0%	16 100.0%	2 100.0%
	No	- -	- -	- -
	Total	2 100.0%	16 100.0%	2 100.0%
		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		13 100.0%	62 100.0%	5 100.0%

Total All Surveys

	Yes	20 100.0%
	No	- -
	Total	20 100.0%
Not Applicable		80 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	2 100.0%	16 100.0%	2 100.0%
	No	- -	- -	- -
	Total	2 100.0%	16 100.0%	2 100.0%
		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		13 100.0%	63 100.0%	5 100.0%

All Surveys

	Yes	20 100.0%
	Total	20 100.0%
Not Applicable		81 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

Question 25. Have you been given, or do you know how to access information about your rights and responsibilities through Magellan?

		Adult	Parent/Guardian	Child/Adolescent
	Yes	11 73.3%	52 66.7%	2 28.6%
	No	4 26.7%	26 33.3%	5 71.4%
	Total	15 100.0%	78 100.0%	7 100.0%

Total All Surveys

	Yes	65 65.0%
	No	35 35.0%
	Total	100 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	11 73.3%	52 65.8%	2 28.6%
	No	4 26.7%	27 34.2%	5 71.4%
	Total	15 100.0%	79 100.0%	7 100.0%

All Surveys

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

**Comments:**

**Adult:**

---

1220- not informed

**Parent/Guardian:**

---

1233 - not informed

---

1284 - not informed

---

1285

---

1341 - not informed

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

		Adult	Parent/Guardian	Child/Adolescent
	Yes	1 100.0%	14 93.3%	2 100.0%
	No	- -	1 6.7%	- -
	Total	1 100.0%	15 100.0%	2 100.0%
		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		14 100.0%	63 100.0%	5 100.0%

Total All Surveys

	Yes	17 94.4%
	No	1 5.6%
	Total	18 100.0%
Not Applicable		82 100.0%

Cumulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
	Yes	1 100.0%	14 93.3%	2 100.0%
	No	- -	1 6.7%	- -
	Total	1 100.0%	15 100.0%	2 100.0%
		Adult	Parent/Guardian	Child/Adolescent
Not Applicable		14 100.0%	64 100.0%	5 100.0%

All Surveys

	Yes	17 94.4%
	No	1 5.6%
	Total	18 100.0%
Not Applicable		83 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

---

1283 The first person at Concern was not at all but the second person was.



**Statewide Questions:**

**Adults**

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

Always	13 86.7%
Sometimes	2 13.3%
Total	15 100.0%

└

**Cumulative Yearly Total**

Always	13 86.7%
Sometimes	2 13.3%
Total	15 100.0%

└

**Comments:**

**Adult:**

└

Parent/Guardian:

Question 1. In the last 12 months was your child able to get the help they needed?

	Adult Parent/Guardian Child/Adolescent		
Always	-	61	6
	-	78.2%	85.7%
Sometimes	-	15	1
	-	19.2%	14.3%
Never	-	2	-
	-	2.6%	-
Total	-	78	7
	-	100.0%	100.0%

Cumulative Yearly Total

	Parent/Guardian Child/Adolescent	
Always	62	6
	78.5%	85.7%
Sometimes	15	1
	19.0%	14.3%
Never	2	-
	2.5%	-
Total	79	7
	100.0%	100.0%

**Parent/Guardian:**

- 1199

It took a while to find someone, over a year.
- 1226

He needs more hours
- Due to Understaffing
- 10354

- Services take too long to start. Mostly getting therapy started with St. Luke's.
- 1246

My brother didn't get help at Kidspeace until he went to a residential house program.

**Child/Adolescent:**

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

	Adult
Always	15 100.0%
Total	15 100.0%

	Parent/Guardian Child/Adolescent	
Always	71 91.0%	6 85.7%
Sometimes	6 7.7%	- -
Never	1 1.3%	1 14.3%
Total	78 100.0%	7 100.0%

Cumulative Yearly Total

	Adult
Always	15 100.0%
Total	15 100.0%

	Parent/Guardian Child/Adolescent	
Always	72 91.1%	6 85.7%
Sometimes	6 7.6%	- -
Never	1 1.3%	1 14.3%
Total	79 100.0%	7 100.0%

**Comments:**

**Adult:**

**Parent/Guardian:**

---

1230 They don't listen to you at KidsPeace,.

---

7841 isn't being excepted rtf facility because she is violent and has systic fibrosis.

**Child/Adolescent:**

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

	Adult	
Much Better	6	40.0%
A Little Better	9	60.0%
Total	15	100.0%

	Parent/Guardian Child/Adolescent	
Much Better	35	4
	44.9%	57.1%
A Little Better	27	2
	34.6%	28.6%
About The Same	11	1
	14.1%	14.3%
A Little Worse	4	-
	5.1%	-
Much Worse	1	-
	1.3%	-
Total	78	7
	100.0%	100.0%

Cumulative Yearly Total

	Adult	
Much Better	6	40.0%
A Little Better	9	60.0%
Total	15	100.0%

	Parent/Guardian Child/Adolescent	
Much Better	35	4
	44.3%	57.1%
A Little Better	28	2
	35.4%	28.6%
About The Same	11	1
	13.9%	14.3%
A Little Worse	4	-
	5.1%	-
Much Worse	1	-
	1.3%	-
Total	79	7
	100.0%	100.0%

**Comments:**

**Adult:**

**Parent/Guardian Child/Adolescent**

- 1159 Too much staffing changes at Kids Peace has caused regression.

---
- 6411 - Team Counseling Concepts - Reached puberty

---
- 1169-Team Counseling Concepts is fantastic, we lucked out getting in there, everywhere else had horribly long waiting lists. More help is needed.

---
- 10354 - My grandson has not done anything since COVID. The treatment has not helped to get him to do anything. I am looking into getting him in a residential program in Virginia on my own.

---
- 9452 -Concern has been great. My son has been there 3 1/2 years.

---
- 8146 WE are currently swittching my sons services from Conceren in patient to out patient services

---

**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.**