

**Recovery Partnership  
C/FST Report on:**

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report  
2nd Quarter 04/01/2017 - 06/30/2017  
Questions 1 through 14**

Prepared by:  
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## Question 1: How satisfied are you with the quality of services provided to you?

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	39 76.5%	31 73.8%	0 0
Somewhat Satisfied	8 15.7%	5 11.9%	1 100.0%
Dissatisfied	2 3.9%	2 4.8%	0 0
Very Dissatisfied	2 3.9%	4 9.5%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	47 92.2%	36 85.7%	1 100.0%
Negative	4 7.8%	6 14.3%	0 0

## Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	61 74.4%	42 72.4%	0 0
Somewhat Satisfied	17 20.7%	10 17.2%	1 100.0%
Dissatisfied	2 2.4%	2 3.4%	0 0
Very Dissatisfied	2 2.4%	4 6.9%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	78 95.1%	52 89.7%	1 100.0%
Negative	4 4.9%	6 10.3%	0 0

### Adult Comments:

I was very disrespected at Sacred Heart Hospital. I was 302'd and was not represented by a lawyer.

The therapist doesnt remember my story

New Directions change their hours from 530am-6pm to have a break from 12-2pm. I used to go at 1pm.

I don't like Pa Mentor.

I didn't like Lehigh Valley ACT services but I like Salisbury ICM services.

### Parent Guardian Comments:

The Dr at Concern doesn't engage his granddaughter.

Drew from FBS didn't engage his son. Didn't play games.

MST services are relying on me and giving my nephew to much power.

Except with Kidspeace PHP. You can't change our son in a few days.

we love our therapist George but don't like our current doctor. They won't give us Dr. Dumont again

The services are great but I'm frustrated with them at Valley Youth House.

Out of the eight months we've been with Valley Youth my daughter has not had TSS there five months

Valley Youth House terminated services abruptly.

Dr. Clark from Kidspeace not at all. Colonial IU and Valley Youth House are somewhat helpful.

My son's therapist Joanne Nijito-Raffus is rude, insensitive, and misleading with information.

**Question 2: How helpful are the services you receive in dealing more effectively with your illness?**

	Adult Parent/Guardian Child/Adolescent		
Very Helpful	39 76.5%	23 54.8%	0 0
Somewhat Helpful	9 17.6%	16 38.1%	1 100.0%
Not At All Helpful	3 5.9%	3 7.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	48 94.1%	39 92.9%	1 100.0%
Negative	3 5.9%	3 7.1%	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Very Helpful	64 78.0%	32 55.2%	0 0
Somewhat Helpful	15 18.3%	23 39.7%	1 100.0%
Not At All Helpful	3 3.7%	3 5.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	79 96.3%	55 94.8%	1 100.0%
Negative	3 3.7%	3 5.2%	0 0

**Adult Comments:**

Some of my medications were helpful but my psychiatrist did not know what side effects to expect.

After 2 years of being at New Directions they stop individual therapy and switched to group. It's not as helpful.

LV ACT broke HIPAA. They talked about me with other clients.

**Parent Guardian Comments:**

Kidspace Hospital is great.

Valley Youth House does not have enough staff to help my daughter

The therapist tells the parents who are divorced different stories about the son's therapy progress.

**Question 3: Have you received assessments and referrals to the appropriate types of services?**

	Adult Parent/Guardian Child/Adolescent		
Yes	46	37	1
	95.8%	90.2%	100.0%
No	2	4	0
	4.2%	9.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	46	37	1
	95.8%	90.2%	100.0%
Negative	2	4	0
	4.2%	9.8%	0

**Not Applicable**

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	3	1	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Yes	75	51	1
	96.2%	91.1%	100.0%
No	3	5	0
	3.8%	8.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	75	51	1
	96.2%	91.1%	100.0%
Negative	3	5	0
	3.8%	8.9%	0

**Not Applicable**

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	4	2	0

#### Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent		
Very Comfortable	36 78.3%	29 78.4%	0 0
Somewhat Comfortable	9 19.6%	4 10.8%	1 100.0%
Somewhat Uncomfortable	1 2.2%	4 10.8%	0 0
Very Uncomfortable	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	45 97.8%	33 89.2%	1 100.0%
Negative	1 2.2%	4 10.8%	0 0

#### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Comfortable	61 81.3%	38 74.5%	0 0
Somewhat Comfortable	12 16.0%	9 17.6%	1 100.0%
Somewhat Uncomfortable	2 2.7%	4 7.8%	0 0
Very Uncomfortable	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	73 97.3%	47 92.2%	1 100.0%
Negative	2 2.7%	4 7.8%	0 0

#### Adult Comments:

I had no choice, I told LV ACT I didn't want to see three or four people a week. I was put in the hospital and from there LV ACT got me the Horizon House services . I like it much better.

I really don't remember much about the process.

At the beginning it was uncomfortable for the first couple days, but now I am comfortable at New Directions.

#### Parent Guardian Comments:

It was rough because there was some miscommunication and missed appointments, but was handled timely. She came from family living foster homes.

Slow at Kidspace. IU and Valley Youth House,neutral.

**Question 5: In the planning of your treatment are you viewed as an equal partner, are your opinions documented in your treatment plan?**

	Adult Parent/Guardian Child/Adolescent		
Always	40	33	0
	78.4%	78.6%	0
Almost Always	6	4	1
	11.8%	9.5%	100.0%
Sometimes	1	2	0
	2.0%	4.8%	0
Rarely	1	1	0
	2.0%	2.4%	0
Never	3	2	0
	5.9%	4.8%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	47	39	1
	92.2%	92.9%	100.0%
Negative	4	3	0
	7.8%	7.1%	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	66	46	0
	80.5%	79.3%	0
Almost Always	11	6	1
	13.4%	10.3%	100.0%
Sometimes	1	3	0
	1.2%	5.2%	0
Rarely	1	1	0
	1.2%	1.7%	0
Never	3	2	0
	3.7%	3.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	78	55	1
	95.1%	94.8%	100.0%
Negative	4	3	0
	4.9%	5.2%	0

**Adult Comments:**

Never. I eventually took medication orally when they said they were going to stick a needle in my arm.  
 New Directions doesn't listen to me.  
 Pa Mentor doesn't listen to me.

**Parent Guardian Comments:**

They were more worried about us than our son.  
 I feel Valley Youth House discounts but I have to say.  
 IU 100%. Sometimes at Valley Youth House. Kidspeace a little.  
 My ex has custody during the summer and I am not involved in his treatment.

**Question 6: When you attend meetings regarding your treatment, are the appropriate decision makers, representing the programs you might attend, present?**

	Adult Parent/Guardian Child/Adolescent		
Always	41 80.4%	37 88.1%	0 0
Almost Always	2 3.9%	0 0	1 100.0%
Sometimes	4 7.8%	2 4.8%	0 0
Rarely	1 2.0%	1 2.4%	0 0
Never	3 5.9%	2 4.8%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	47 92.2%	39 92.9%	1 100.0%
Negative	4 7.8%	3 7.1%	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	69 84.1%	50 86.2%	0 0
Almost Always	5 6.1%	1 1.7%	1 100.0%
Sometimes	4 4.9%	4 6.9%	0 0
Rarely	1 1.2%	1 1.7%	0 0
Never	3 3.7%	2 3.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	78 95.1%	55 94.8%	1 100.0%
Negative	4 4.9%	3 5.2%	0 0

**Adult Comments:**

Never had any formal meetings with social workers or a psychiatrist.

New Directions switched me to group therapy. I got much more out of my individual sessions.

**Parent Guardian Comments:**

Only the Dr. shows up for meetings the BSC does not come at Valley Youth House.

We never had a meeting with a group of people at Holcomb.

"I don't attend meetings."

**Question 7: Do you receive enough information to make educated choices regarding your treatment?**

	Adult Parent/Guardian Child/Adolescent		
Always	39	33	0
	76.5%	78.6%	0
Almost Always	5	5	0
	9.8%	11.9%	0
Sometimes	4	3	1
	7.8%	7.1%	100.0%
Rarely	1	0	0
	2.0%	0	0
Never	2	1	0
	3.9%	2.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	48	41	1
	94.1%	97.6%	100.0%
Negative	3	1	0
	5.9%	2.4%	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	67	44	0
	81.7%	75.9%	0
Almost Always	7	6	0
	8.5%	10.3%	0
Sometimes	4	5	1
	4.9%	8.6%	100.0%
Rarely	1	1	0
	1.2%	1.7%	0
Never	3	2	0
	3.7%	3.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	78	55	1
	95.1%	94.8%	100.0%
Negative	4	3	0
	4.9%	5.2%	0

**Adult Comments:**

New Directions didn't give me any information.

**Parent Guardian Comments:**



**Question 8: Do your service providers respect your culture, beliefs, customs, and the ways that you do things?**

	Adult Parent/Guardian Child/Adolescent		
Always	43	37	1
	84.3%	88.1%	100.0%
Almost Always	5	0	0
	9.8%	0	0
Sometimes	2	4	0
	3.9%	9.5%	0
Rarely	0	0	0
	0	0	0
Never	1	1	0
	2.0%	2.4%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	50	41	1
	98.0%	97.6%	100.0%
Negative	1	1	0
	2.0%	2.4%	0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	73	52	1
	89.0%	89.7%	100.0%
Almost Always	5	1	0
	6.1%	1.7%	0
Sometimes	2	4	0
	2.4%	6.9%	0
Rarely	0	0	0
	0	0	0
Never	2	1	0
	2.4%	1.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	80	57	1
	97.6%	98.3%	100.0%
Negative	2	1	0
	2.4%	1.7%	0

**Adult Comments:**

No. All medications are against my religion.

**Parent Guardian Comments:**

**Question 9: Do your service providers use everyday language you can understand?**

	Adult Parent/Guardian Child/Adolescent		
Always	48 94.1%	40 95.2%	1 100.0%
Almost Always	3 5.9%	1 2.4%	0 0
Sometimes	0 0	1 2.4%	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	51 100.0%	42 100.0%	1 100.0%
Negative	0 0	0 0	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	79 96.3%	54 93.1%	1 100.0%
Almost Always	3 3.7%	3 5.2%	0 0
Sometimes	0 0	1 1.7%	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	82 100.0%	58 100.0%	1 100.0%
Negative	0 0	0 0	0 0

**Adult Comments:**

They speak Spanish at New Directions.

**Parent Guardian Comments:**

## Question 10: How satisfied are you with the location(s) where you receive services?

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	33 64.7%	33 78.6%	1 100.0%
Somewhat Satisfied	13 25.5%	6 14.3%	0 0
Somewhat Dissatisfied	3 5.9%	2 4.8%	0 0
Very Dissatisfied	2 3.9%	1 2.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	46 90.2%	39 92.9%	1 100.0%
Negative	5 9.8%	3 7.1%	0 0

### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	50 61.0%	42 72.4%	1 100.0%
Somewhat Satisfied	26 31.7%	12 20.7%	0 0
Somewhat Dissatisfied	3 3.7%	3 5.2%	0 0
Very Dissatisfied	3 3.7%	1 1.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	76 92.7%	54 93.1%	1 100.0%
Negative	6 7.3%	4 6.9%	0 0

### Adult Comments:

There is no air conditioning and the lobby has too many patients.

It could be closer. I live in Coopersburg and Horizon House is in Allentown.

Somewhere in between somewhat and very satisfied at New Directions.

They only have two handicapped parking spots and people always park illegally.

Does not like Pa Mentor.

I wish my therapist's office was closer to my home.

### Parent Guardian Comments:

My nephew isn't getting better.

The therapist lives too close to my ex and it causes my son to have anxiety because my son doesn't like his aunt and he is scared we are taking him there.

**Question 11: Has your service provider helped you locate services from alternative sources such as Consumer-run, Family-run, or Advocacy agencies?**

		Adult Parent/Guardian Child/Adolescent		
Yes		31	20	0
		79.5%	71.4%	0
No		8	8	0
		20.5%	28.6%	0

		Adult Parent/Guardian Child/Adolescent		
Not Interested In these		12	14	1

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
Yes		49	26	0
		80.3%	66.7%	0
No		12	13	0
		19.7%	33.3%	0

		Adult Parent/Guardian Child/Adolescent		
Not Interested In these		21	19	1

**Adult Comments:**

I wish new directions would've given me more information on other places to get help.  
My ICM didn't get me set up at the REC center.

**Parent Guardian Comments:**

Valley Youth has not helped me find other services.  
I would have liked help finding other services.  
I was interested in another services but they didn't tell me about at Omni

**Question 12: Does the service provider discuss your symptoms with you in ways you can easily understand?**

	Adult Parent/Guardian Child/Adolescent		
Always	46 90.2%	32 76.2%	1 100.0%
Almost Always	1 2.0%	4 9.5%	0 0
Sometimes	1 2.0%	3 7.1%	0 0
Rarely	1 2.0%	2 4.8%	0 0
Never	2 3.9%	1 2.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	48 94.1%	39 92.9%	1 100.0%
Negative	3 5.9%	3 7.1%	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	75 91.5%	45 77.6%	1 100.0%
Almost Always	2 2.4%	5 8.6%	0 0
Sometimes	2 2.4%	3 5.2%	0 0
Rarely	1 1.2%	2 3.4%	0 0
Never	2 2.4%	3 5.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	79 96.3%	53 91.4%	1 100.0%
Negative	3 3.7%	5 8.6%	0 0

**Adult Comments:**

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No. My own psychiatrist did not know what my medications would do to me or what side effects they might have. I am happy to be alive.

**Parent Guardian Comments:**

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The doctor doesn't, but the therapist does.

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I think they actually confused me at Kidspeace. IU was great. VYH was okay.

### Question 13: Are you satisfied with the amount of time it took to receive services?

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	44 86.3%	33 78.6%	1 100.0%
Somewhat Satisfied	5 9.8%	3 7.1%	0 0
Somewhat Dissatisfied	2 3.9%	4 9.5%	0 0
Very Dissatisfied	0 0	2 4.8%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	49 96.1%	36 85.7%	1 100.0%
Negative	2 3.9%	6 14.3%	0 0

### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	72 87.8%	41 70.7%	1 100.0%
Somewhat Satisfied	7 8.5%	10 17.2%	0 0
Somewhat Dissatisfied	3 3.7%	5 8.6%	0 0
Very Dissatisfied	0 0	2 3.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	79 96.3%	51 87.9%	1 100.0%
Negative	3 3.7%	7 12.1%	0 0

### Adult Comments:

MA packets were hard for me to start.

It took about three months to get services.

It took a few months to start services at Holcomb.

I am not happy about the wait time during scheduled appointments at New Directions. I work and there are times I am waiting in the waiting room way over 15 minutes.

### Parent Guardian Comments:

I'm very satisfied with Kidspeace Hospital. I have just begun services through Valley Youth House and have been told that there are waiting lists for my daughter to get activities.

It took three or more months to start services at Valley Youth House.

8 months with no services. I'm calling John Lees when you leave.

I had to use all avenues to contact the therapist to start services with Joanne. Then she called me a wack-job to my face.

**Question 14: Are your service providers focused on your individual process of recovery?**

	Adult Parent/Guardian Child/Adolescent		
Always	41 80.4%	32 76.2%	1 100.0%
Almost Always	4 7.8%	4 9.5%	0 0
Sometimes	2 3.9%	4 9.5%	0 0
Rarely	2 3.9%	1 2.4%	0 0
Never	2 3.9%	1 2.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	47 92.2%	40 95.2%	1 100.0%
Negative	4 7.8%	2 4.8%	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	71 86.6%	46 79.3%	1 100.0%
Almost Always	5 6.1%	6 10.3%	0 0
Sometimes	2 2.4%	4 6.9%	0 0
Rarely	2 2.4%	1 1.7%	0 0
Never	2 2.4%	1 1.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	78 95.1%	56 96.6%	1 100.0%
Negative	4 4.9%	2 3.4%	0 0

**Adult Comments:**

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No. I was never properly evaluated at Sacred Heart Hospital I was just involuntarily committed unjustly. It did not feel like it at new directions when they switched me to group therapy.

**Parent Guardian Comments:**

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I don't feel Valley Youth House knows my daughter because they are understaffed.

**Recovery Partnership  
C/FST Report on:**

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report  
2nd Quarter 04/01/2017 - 06/30/2017  
Questions 15 through 27**

Prepared by:  
Recovery Partnership  
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**Question 15: Do you know how to file a complaint or grievance if you are dissatisfied with your services?**

		Adult Parent/Guardian Child/Adolescent		
	Yes	34 66.7%	26 61.9%	1 100.0%
	No	17 33.3%	16 38.1%	0 0

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
	Yes	60 73.2%	34 58.6%	1 100.0%
	No	22 26.8%	24 41.4%	0 0

**Question 16: Have you ever used the Magellan complaint or grievance process?**

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 7.8%	1 2.4%	0 0
	No	47 92.2%	41 97.6%	1 100.0%

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 4.9%	2 3.4%	0 0
	No	78 95.1%	56 96.6%	1 100.0%

**Question 16b: If so, was the process easy to navigate?**

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 100.0%	1 100.0%	0 0
	No	0 0	0 0	0 0

**Cummulative Yearly Total**

		Adult Parent/Guardian Child/Adolescent		
	Yes	4 100.0%	2 100.0%	0 0
	No	0 0	0 0	0 0

**Question 17: Is it clear that you are responsible for deciding what services are provided to you?**

	Adult Parent/Guardian Child/Adolescent		
Always	45 88.2%	33 78.6%	0 0
Almost Always	2 3.9%	2 4.8%	1 100.0%
Sometimes	1 2.0%	4 9.5%	0 0
Rarely	0 0	2 4.8%	0 0
Never	3 5.9%	1 2.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	48 94.1%	39 92.9%	1 100.0%
Negative	3 5.9%	3 7.1%	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	73 89.0%	47 81.0%	0 0
Almost Always	3 3.7%	3 5.2%	1 100.0%
Sometimes	1 1.2%	5 8.6%	0 0
Rarely	1 1.2%	2 3.4%	0 0
Never	4 4.9%	1 1.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	77 93.9%	55 94.8%	1 100.0%
Negative	5 6.1%	3 5.2%	0 0

**Adult Comments:**

No. They forced me to swallow medication.

I feel New Directions doesn't give me any choices.

NHs pushed me into Pa Mentor services.

**Parent Guardian Comments:**

The mother said, "I wasn't aware of this at Omni."

**Question 18: Are you satisfied with the physical environment where you receive services?**

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	41 80.4%	39 92.9%	1 100.0%
Somewhat Satisfied	6 11.8%	1 2.4%	0 0
Somewhat Dissatisfied	4 7.8%	1 2.4%	0 0
Very Dissatisfied	0 0	1 2.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	47 92.2%	40 95.2%	1 100.0%
Negative	4 7.8%	2 4.8%	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	71 86.6%	54 93.1%	1 100.0%
Somewhat Satisfied	7 8.5%	2 3.4%	0 0
Somewhat Dissatisfied	4 4.9%	1 1.7%	0 0
Very Dissatisfied	0 0	1 1.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	78 95.1%	56 96.6%	1 100.0%
Negative	4 4.9%	2 3.4%	0 0

**Adult Comments:**

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The Step-By-Step building is dirty and has roaches. I have been told that they will be moving soon.

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A lot of foul language in the New Directions waiting room. Won't bring my children.

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The office at OMNI Health Services is always dirty because clients disregard the rules of no food and the garbage cans are overflowing.

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The office at Habit Opco is crowded and they only use one of their dosing windows.

**Parent Guardian Comments:**

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Joanne's office is dirty and congested, and we saw bugs.

**Question 19: Do you feel free to speak-up regarding issues you may have with the services you receive from your service providers without the fear of negative consequences?**

	Adult Parent/Guardian Child/Adolescent		
Always	44 86.3%	38 90.5%	1 100.0%
Almost Always	3 5.9%	1 2.4%	0 0
Sometimes	2 3.9%	1 2.4%	0 0
Rarely	1 2.0%	0 0	0 0
Never	1 2.0%	2 4.8%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	49 96.1%	40 95.2%	1 100.0%
Negative	2 3.9%	2 4.8%	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	73 89.0%	52 89.7%	1 100.0%
Almost Always	3 3.7%	2 3.4%	0 0
Sometimes	4 4.9%	2 3.4%	0 0
Rarely	1 1.2%	0 0	0 0
Never	1 1.2%	2 3.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	80 97.6%	56 96.6%	1 100.0%
Negative	2 2.4%	2 3.4%	0 0

**Adult Comments:**

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LV ACT hated me for filing a complaint.

**Parent Guardian Comments:**

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Valley Youth House makes excuses when I speak up about my daughter.

**Question 19b: Do you feel free to speak-up regarding issues with Magellan Behavioral Health without fear of negative consequences?**

	Adult Parent/Guardian Child/Adolescent		
Always	43 86.0%	39 92.9%	1 100.0%
Almost Always	3 6.0%	2 4.8%	0 0
Sometimes	2 4.0%	1 2.4%	0 0
Rarely	0 0	0 0	0 0
Never	2 4.0%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	48 96.0%	42 100.0%	1 100.0%
Negative	2 4.0%	0 0	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Always	72 88.9%	53 91.4%	1 100.0%
Almost Always	3 3.7%	2 3.4%	0 0
Sometimes	4 4.9%	3 5.2%	0 0
Rarely	0 0	0 0	0 0
Never	2 2.5%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	80 97.6%	56 96.6%	1 100.0%
Negative	2 2.4%	2 3.4%	0 0

**Adult Comments:**

They would just call me non-compliant

**Parent Guardian Comments:**

I didn't know I could call Magellan.

## Question 20: Are you satisfied with the amount of service choices provided?

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	35 68.6%	22 52.4%	1 100.0%
Somewhat Satisfied	11 21.6%	9 21.4%	0 0
Somewhat Dissatisfied	2 3.9%	5 11.9%	0 0
Very Dissatisfied	3 5.9%	6 14.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	46 90.2%	31 73.8%	1 100.0%
Negative	5 9.8%	11 26.2%	0 0

### Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	61 74.4%	29 50.0%	1 100.0%
Somewhat Satisfied	14 17.1%	13 22.4%	0 0
Somewhat Dissatisfied	4 4.9%	8 13.8%	0 0
Very Dissatisfied	3 3.7%	8 13.8%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	75 91.5%	42 72.4%	1 100.0%
Negative	7 8.5%	16 27.6%	0 0

### Adult Comments:

No agencies are taking new clients.

I need to see a psychiatrist/neurologist In Massachusetts that deals with my musical ear syndrome but my insurance will not pay for it.

There are not enough psychiatrists to pick from.

I'm having a hard time finding a psychiatrist without waiting six months for an appointment

I wish there was a larger amount of service choices in the area.

### Parent Guardian Comments:

Need more pediatric psychiatrists in the area.

I'm not aware of other providers.

I asked Valley Youth House to find me a hypnotherapist because I think it would help and they did not.

On waiting lists for six months with new providers.

Horrible because the IU has not been able to find anyone who has the right services for my son in the past eight months.

It's hard to get services. You can get a counselor, but not a psychiatrist.

Hard finding services for children in the Lehigh Valley.

I had only three choices for a play therapist.

**Question 21: In the last 12 months were you able to get the help you needed?**

	Adult
Always	37 72.5%
Sometimes	11 21.6%
Never	3 5.9%

	Adult
Positive	48 94.1%
Negative	3 5.9%

**Cummulative Yearly Total**

	Adult
Always	63 76.8%
Sometimes	16 19.5%
Never	3 3.7%

	Adult
Positive	79 96.3%
Negative	3 3.7%

**Adult Comments:**

I don't feel my services at NHS, Step by Step, and the Clubhouse are helping.

**Question 21: In the last 12 months did you have difficulty finding the help you needed?**

	Parent/Guardian Child/Adolescent	
Always	0 0	0 0
Sometimes	12 28.6%	1 100.0%
Never	30 71.4%	0 0

	Parent/Guardian Child/Adolescent	
Positive	42 100.0%	1 100.0%
Negative	0 0	0 0

**Cummulative Yearly Total**

	Parent/Guardian Child/Adolescent	
Always	0 0	0 0
Sometimes	18 31.0%	1 100.0%
Never	40 69.0%	0 0

	Parent/Guardian Child/Adolescent	
Positive	58 100.0%	1 100.0%
Negative	0 0	0 0

**Parent Guardian Comments:**

8 months no help.

## Question 22: Are you given a chance to make treatment decisions?

	Adult Parent/Guardian Child/Adolescent		
Always	42	33	0
	82.4%	80.5%	0
Sometimes	5	6	1
	9.8%	14.6%	100.0%
Never	4	2	0
	7.8%	4.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	47	39	1
	92.2%	95.1%	100.0%
Negative	4	2	0
	7.8%	4.9%	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	0	1	0

## Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	69	47	0
	84.1%	82.5%	0
Sometimes	7	8	1
	8.5%	14.0%	100.0%
Never	6	2	0
	7.3%	3.5%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	76	55	1
	92.7%	96.5%	100.0%
Negative	6	2	0
	7.3%	3.5%	0

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	0	1	0

### Adult Comments:

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They don't listen to me.

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They have the whip in their hands. You have to follow their rules or you are out of the program. (Habit OPCO now CNC Methadone Clinic).

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New Directions Treatment Team changed my meds without consulting me.

### Parent Guardian Comments:

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My ex and I don't agree on treatment with medication.



**Question 23: What effect has the treatment you receive had on the quality of your life?**

	Adult Parent/Guardian Child/Adolescent		
Much better	25 49.0%	12 28.6%	0 0
A Little Better	19 37.3%	16 38.1%	1 100.0%
About the Same	5 9.8%	10 23.8%	0 0
A Little Worse	1 2.0%	3 7.1%	0 0
Much Worse	1 2.0%	1 2.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	49 96.1%	38 90.5%	1 100.0%
Negative	2 3.9%	4 9.5%	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Much better	43 52.4%	15 25.9%	0 0
A Little Better	30 36.6%	23 39.7%	1 100.0%
About the Same	6 7.3%	13 22.4%	0 0
A Little Worse	2 2.4%	6 10.3%	0 0
Much Worse	1 1.2%	1 1.7%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	79 96.3%	51 87.9%	1 100.0%
Negative	3 3.7%	7 12.1%	0 0

**Adult Comments:**

Worse. I was severely traumatized by my experience at Sacred Heart Hospital.  
Too soon to tell.

**Parent Guardian Comments:**

We had a very stressful year.  
Not due to inadequate services.  
She needs a medication change, maybe making her two sedated.  
It involves both Kidspeace and Valley Youth House services.  
Until the services were terminated  
My son was doing a little better at The IU, much worse after Kidspeace Hospital, he came back cursing. Valley Youth House, neutral.

**Question 24: Overall, how satisfied are you with Magellan Behavioral Health as your insurance provider?**

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	45 88.2%	34 81.0%	1 100.0%
Somewhat Satisfied	3 5.9%	4 9.5%	0 0
Neutral	1 2.0%	4 9.5%	0 0
Somewhat Dissatisfied	1 2.0%	0 0	0 0
Very Dissatisfied	1 2.0%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	49 96.1%	42 100.0%	1 100.0%
Negative	2 3.9%	0 0	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Very Satisfied	74 90.2%	47 81.0%	1 100.0%
Somewhat Satisfied	4 4.9%	6 10.3%	0 0
Neutral	1 1.2%	5 8.6%	0 0
Somewhat Dissatisfied	2 2.4%	0 0	0 0
Very Dissatisfied	1 1.2%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	79 96.3%	58 100.0%	1 100.0%
Negative	3 3.7%	0 0	0 0

**Adult Comments:**

I would like Magellan to pay for the specialist in Boston that deals with my rare disorder, musical ear syndrome.  
I want NHs back

**Parent Guardian Comments:**

The FBS services ended too soon.  
8 months nothing. 4 months of services okay.

**Question 25: How likely is it that you would recommend Magellan Behavioral Health to friends or family?**

	Adult Parent/Guardian Child/Adolescent		
Very Likely	47 92.2%	37 88.1%	1 100.0%
Somewhat Likely	2 3.9%	5 11.9%	0 0
Not At All Likely	2 3.9%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	49 96.1%	42 100.0%	1 100.0%
Negative	2 3.9%	0 0	0 0

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Very Likely	76 92.7%	50 86.2%	1 100.0%
Somewhat Likely	3 3.7%	8 13.8%	0 0
Not At All Likely	3 3.7%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	79 96.3%	58 100.0%	1 100.0%
Negative	3 3.7%	0 0	0 0

**Adult Comments:**

Never

**Parent Guardian Comments:**

**Question 26: Would you like to be contacted by Magellan's Member and Family Advocate for additional support?**

	Adult Parent/Guardian Child/Adolescent		
Yes	7	12	0
	13.7%	28.6%	0
No	44	30	1
	86.3%	71.4%	100.0%

**Cummulative Yearly Total**

	Adult Parent/Guardian Child/Adolescent		
Yes	24	19	0
	29.3%	32.8%	0
No	58	39	1
	70.7%	67.2%	100.0%

**Please provide your contact information: Adult**

Brian Swoyer (610) 810 6022

Lavonne Bolton 2672727658 I would like to reconnect to NHS caseworkers.

Norma Cordero 4845381876 needs help finding services

Luis Vega 1(407) 591-6529 Would like to have individual therapy again at new directions or another provider.

Diane McKinstry 6108411745 wants team services back.

Kristen Vogt 4847079708 LV ACT broke HIPPA recently

**Please provide your contact information: Parent/Guardian**

Mother of Donna Marie Rejjician 610-760-0728

Mike Kistler 6104629951 wants to find a ptsd therapist.

Carolyn Hernandez 610-333-5052

Jennifer Roque 484-892-7315

Bruce Coffin 484 626 6585

Elizabeth 484 860 8961

April Yehle 4843873575

April 6106744892 she would like to switch doctors.

Jen Ramirez 610 507 1032 wants to make a grievance against Valley Youth House

Gabrielle Landis 484 294 0095 my daughters services were stopped and I don't know why.

Malala Elsenadidi 484 6346261 help finding services

Tara Corrado 917-620-0403 I have been unable to get services for my son in the past eight months.

**Please provide your contact information: Child/Adolescent**

**Question 27: Do you have any additional comments? Adult**

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I'm very satisfied with my services at Preventive Measures.

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I didn't like that Dr Tran threatened to put me in the state hospital if I had another hospitalization back in February.

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NHS ACT team is great for people.

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I am so happy to have Theresa Lee Applegarth as my provider. She has been great for me. She helps when I have setbacks by getting me back on track. She has been a Godsend.

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I don't want to loose my therapy because of government changes to healthcare and insurance changes. I will call Magellan to see if they can help me in regards to this fear.

**Question 27: Do you have any additional comments? Parent/Guardian**

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My daughter has been in and out of Kidspeace Hospital for medication adjustments. I just want them to keep her long enough to be stable.

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I don't feel like the psychiatrist is diagnosing my son correctly, because he was diagnosed by Dr. Dumont with intermittent explosive disorder as well as ADHD. They will not give me another psychiatrist.

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I would like if there were Spanish speaking workers available at Kidspeace Hospital.

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As far as I have been told, there's not any services available for my son's specific conditions.

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Very helpful people at Salisbury New Story. They help my child a lot.

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We had previous trouble getting appropriate services for our son in the past.

**Question 27: Do you have any additional comments? Child/Adolescent**