

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

Lehigh County HealthChoices

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

**Full Report
3rd Quarter 07/01/2018 - 09/30/2018**

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	27 84.4%	39 83.0%	3 100.0%
Somewhat Satisfied	4 12.5%	7 14.9%	0 0
Dissatisfied	1 3.1%	1 2.1%	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	31 96.9%	46 97.9%	3 100.0%
Negative	1 3.1%	1 2.1%	0 0

Total All Surveys

Mostly Satisfied	69 84.1%
Somewhat Satisfied	11 13.4%
Dissatisfied	2 2.4%
Very Dissatisfied	0 0

Positive	80 97.6%
Negative	2 2.4%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	138 83.1%	76 84.4%	3 100.0%
Somewhat Satisfied	17 10.2%	13 14.4%	0 0
Dissatisfied	8 4.8%	1 1.1%	0 0
Very Dissatisfied	3 1.8%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	155 93.4%	89 98.9%	3 100.0%
Negative	11 6.6%	1 1.1%	0 0

Total All Surveys

Positive	247 95.4%
Negative	12 4.6%

Mostly Satisfied	217 83.8%
Somewhat Satisfied	30 11.6%
Dissatisfied	9 3.5%
Very Dissatisfied	3 1.2%

Adult Comments:

Parent Guardian Comments:

We relocated after hurricane Maria from Puerto Rico she had better behavioral health services in Puerto Rico.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	23 71.9%	38 80.9%	2 66.7%
Somewhat Helpful	9 28.1%	9 19.1%	1 33.3%
Not At All Helpful	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	32 100.0%	47 100.0%	3 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Positive	82 100.0%
Negative	0 0

Mostly Helpful	63 76.8%
Somewhat Helpful	19 23.2%
Not At All Helpful	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Helpful	23 71.9%	38 80.9%	2 66.7%
Somewhat Helpful	9 28.1%	9 19.1%	1 33.3%
Not At All Helpful	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	32 100.0%	47 100.0%	3 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Mostly Helpful	63 76.8%
Somewhat Helpful	19 23.2%
Not At All Helpful	0 0

Positive	82 100.0%
Negative	0 0

Adult Comments:

I have been going to New Directions for 4 years now.

My therapist Elizabeth is very helpful.

Although I was at the IU21PHP, Hoffman Homes was very helpful for me.

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Yes	24	32	3
	75.0%	68.1%	100.0%
No	8	15	0
	25.0%	31.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	24	32	3
	75.0%	68.1%	100.0%
Negative	8	15	0
	25.0%	31.9%	0

Total All Surveys

Yes	59
	72.0%
No	23
	28.0%

Positive	59
	72.0%
Negative	23
	28.0%

Not Applicable

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

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	125	66	3
	78.1%	75.9%	100.0%
No	35	21	0
	21.9%	24.1%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	125	66	3
	78.1%	75.9%	100.0%
Negative	35	21	0
	21.9%	24.1%	0

Not Applicable

	Adult Parent/Guardian Child/Adolescent		
Not Applicable	6	3	0

Total All Surveys

Yes	194
	77.6%
No	56
	22.4%

Positive	194
	77.6%
Negative	56
	22.4%

Question 4: Were you comfortable with the process?

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	19 79.2%	27 84.4%	2 66.7%
Somewhat Comfortable	5 20.8%	4 12.5%	1 33.3%
Somewhat Uncomfortable	0 0	0 0	0 0
Very Uncomfortable	0 0	1 3.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	24 100.0%	31 96.9%	3 100.0%
Negative	0 0	1 3.1%	0 0

Total All Surveys

Mostly Comfortable	48 81.4%
Somewhat Comfortable	10 16.9%
Somewhat Uncomfortable	0 0
Very Uncomfortable	1 1.7%

Positive	58 98.3%
Negative	1 1.7%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Comfortable	108 86.4%	57 86.4%	2 66.7%
Somewhat Comfortable	14 11.2%	8 12.1%	1 33.3%
Somewhat Uncomfortable	1 0.8%	0 0	0 0
Very Uncomfortable	2 1.6%	1 1.5%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	122 97.6%	65 98.5%	3 100.0%
Negative	3 2.4%	1 1.5%	0 0

Total All Surveys

Mostly Comfortable	167 86.1%
Somewhat Comfortable	23 11.9%
Somewhat Uncomfortable	1 0.5%
Very Uncomfortable	3 1.5%

Positive	190 97.9%
Negative	4 2.1%

Adult Comments:

Due to the office not getting back to me.
The referral process was very long for me.

Parent Guardian Comments:

The services are new for my daughter and I was in the dark previously

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	27 84.4%	41 87.2%	3 100.0%
Almost Always	3 9.4%	4 8.5%	0 0
Sometimes	2 6.3%	1 2.1%	0 0
Rarely	0 0	1 2.1%	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	32 100.0%	46 97.9%	3 100.0%
Negative	0 0	1 2.1%	0 0

Total All Surveys

Always	71 86.6%
Almost Always	7 8.5%
Sometimes	3 3.7%
Rarely	1 1.2%
Never	0 0

Positive	81 98.8%
Negative	1 1.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	131 78.9%	78 86.7%	3 100.0%
Almost Always	14 8.4%	9 10.0%	0 0
Sometimes	13 7.8%	1 1.1%	0 0
Rarely	5 3.0%	2 2.2%	0 0
Never	3 1.8%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	158 95.2%	88 97.8%	3 100.0%
Negative	8 4.8%	2 2.2%	0 0

Total All Surveys

Always	212 81.9%
Almost Always	23 8.9%
Sometimes	14 5.4%
Rarely	7 2.7%
Never	3 1.2%

Positive	249 96.1%
Negative	10 3.9%

Adult Comments:

I don't know if my opinions are documented.

Parent Guardian Comments:

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	27	39	2
	84.4%	83.0%	66.7%
Almost Always	4	5	0
	12.5%	10.6%	0
Sometimes	1	1	1
	3.1%	2.1%	33.3%
Rarely	0	0	0
	0	0	0
Never	0	2	0
	0	4.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	32	45	3
	100.0%	95.7%	100.0%
Negative	0	2	0
	0	4.3%	0

Total All Surveys

Always	68	82.9%
Almost Always	9	11.0%
Sometimes	3	3.7%
Rarely	0	0
Never	2	2.4%

Positive	80	97.6%
Negative	2	2.4%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	133	76	2
	80.1%	84.4%	66.7%
Almost Always	18	7	0
	10.8%	7.8%	0
Sometimes	12	5	1
	7.2%	5.6%	33.3%
Rarely	2	0	0
	1.2%	0	0
Never	1	2	0
	0.6%	2.2%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	163	88	3
	98.2%	97.8%	100.0%
Negative	3	2	0
	1.8%	2.2%	0

Total All Surveys

Always	211	81.5%
Almost Always	25	9.7%
Sometimes	18	6.9%
Rarely	2	0.8%
Never	3	1.2%

Positive	254	98.1%
Negative	5	1.9%

Adult Comments:

The therapists only keep 2 out of 4 appointments.

Parent Guardian Comments:

IU21PHP staff is always on time and present however the High School Psychiatrist is always late.

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

	Adult Parent/Guardian Child/Adolescent		
Always	25	37	2
	78.1%	78.7%	66.7%
Almost Always	4	6	1
	12.5%	12.8%	33.3%
Sometimes	2	3	0
	6.3%	6.4%	0
Rarely	1	0	0
	3.1%	0	0
Never	0	1	0
	0	2.1%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	31	46	3
	96.9%	97.9%	100.0%
Negative	1	1	0
	3.1%	2.1%	0

Total All Surveys

Always	64	78.0%
Almost Always	11	13.4%
Sometimes	5	6.1%
Rarely	1	1.2%
Never	1	1.2%

Positive	80	97.6%
Negative	2	2.4%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	136	68	2
	81.9%	75.6%	66.7%
Almost Always	11	13	1
	6.6%	14.4%	33.3%
Sometimes	9	3	0
	5.4%	3.3%	0
Rarely	5	1	0
	3.0%	1.1%	0
Never	5	5	0
	3.0%	5.6%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	156	84	3
	94.0%	93.3%	100.0%
Negative	10	6	0
	6.0%	6.7%	0

Total All Surveys

Always	206	79.5%
Almost Always	25	9.7%
Sometimes	12	4.6%
Rarely	6	2.3%
Never	10	3.9%

Positive	243	93.8%
Negative	16	6.2%

Adult Comments:

Parent Guardian Comments:

The provider needs to keep their word.

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

	Adult Parent/Guardian Child/Adolescent		
Always	31 96.9%	44 93.6%	2 66.7%
Almost Always	0 0	2 4.3%	1 33.3%
Sometimes	1 3.1%	0 0	0 0
Rarely	0 0	0 0	0 0
Never	0 0	1 2.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	32 100.0%	46 97.9%	3 100.0%
Negative	0 0	1 2.1%	0 0

Total All Surveys

Always	77 93.9%
Almost Always	3 3.7%
Sometimes	1 1.2%
Rarely	0 0
Never	1 1.2%

Positive	81 98.8%
Negative	1 1.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	148 89.2%	86 95.6%	2 66.7%
Almost Always	9 5.4%	3 3.3%	1 33.3%
Sometimes	6 3.6%	0 0	0 0
Rarely	2 1.2%	0 0	0 0
Never	1 0.6%	1 1.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	163 98.2%	89 98.9%	3 100.0%
Negative	3 1.8%	1 1.1%	0 0

Total All Surveys

Always	236 91.1%
Almost Always	13 5.0%
Sometimes	6 2.3%
Rarely	2 0.8%
Never	2 0.8%

Positive	255 98.5%
Negative	4 1.5%

Adult Comments:

Parent Guardian Comments:

We experienced religious anomacity at Kidspeace.

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

	Adult Parent/Guardian Child/Adolescent		
Always	28 87.5%	45 95.7%	3 100.0%
Almost Always	3 9.4%	1 2.1%	0 0
Sometimes	1 3.1%	1 2.1%	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	32 100.0%	47 100.0%	3 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Always	76 92.7%
Almost Always	4 4.9%
Sometimes	2 2.4%
Rarely	0 0
Never	0 0

Positive	82 100.0%
Negative	0 0

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	159 95.8%	87 96.7%	3 100.0%
Almost Always	4 2.4%	1 1.1%	0 0
Sometimes	3 1.8%	2 2.2%	0 0
Rarely	0 0	0 0	0 0
Never	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	166 100.0%	90 100.0%	3 100.0%
Negative	0 0	0 0	0 0

Total All Surveys

Always	249 96.1%
Almost Always	5 1.9%
Sometimes	5 1.9%
Rarely	0 0
Never	0 0

Positive	259 100.0%
Negative	0 0

Adult Comments:

Neighborhood health clinic Allentown site has a translator for the Dr. it's not the same because words get changed.

The Psychiatrist does not speak English at Casa de Guadalupe.

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	26 81.3%	43 91.5%	2 66.7%
Somewhat Satisfied	6 18.8%	3 6.4%	1 33.3%
Somewhat Dissatisfied	0 0	0 0	0 0
Very Dissatisfied	0 0	1 2.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	32 100.0%	46 97.9%	3 100.0%
Negative	0 0	1 2.1%	0 0

Total All Surveys

Mostly Satisfied	71 86.6%
Somewhat Satisfied	10 12.2%
Somewhat Dissatisfied	0 0
Very Dissatisfied	1 1.2%

Positive	81 98.8%
Negative	1 1.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	126 75.9%	75 83.3%	2 66.7%
Somewhat Satisfied	29 17.5%	9 10.0%	1 33.3%
Somewhat Dissatisfied	5 3.0%	2 2.2%	0 0
Very Dissatisfied	6 3.6%	4 4.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	155 93.4%	84 93.3%	3 100.0%
Negative	11 6.6%	6 6.7%	0 0

Total All Surveys

Mostly Satisfied	203 78.4%
Somewhat Satisfied	39 15.1%
Somewhat Dissatisfied	7 2.7%
Very Dissatisfied	10 3.9%

Positive	242 93.4%
Negative	17 6.6%

Adult Comments:

Due to lack of parking.

Parent Guardian Comments:

At CHOR OPMH, it is an hour drive to get 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		16	24	0
		50.0%	51.1%	0
No		16	23	3
		50.0%	48.9%	100.0%

		Adult Parent/Guardian Child/Adolescent		
Not Interested In these		0	0	0

Total All Surveys

Yes	40	Not Interested In these	0
	48.8%		
No	42		
	51.2%		

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
Yes		114	51	0
		68.7%	56.7%	0
No		52	39	3
		31.3%	43.3%	100.0%

		Adult Parent/Guardian Child/Adolescent		
Not Interested In these		0	0	0

Total All Surveys

Yes	165	Not Interested In these	0
	63.7%		
No	94		
	36.3%		

Adult Comments:

Parent Guardian Comments:

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

	Adult Parent/Guardian Child/Adolescent		
Always	28	40	1
	87.5%	85.1%	33.3%
Almost Always	1	4	0
	3.1%	8.5%	0
Sometimes	1	0	2
	3.1%	0	66.7%
Rarely	0	2	0
	0	4.3%	0
Never	2	1	0
	6.3%	2.1%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	30	44	3
	93.8%	93.6%	100.0%
Negative	2	3	0
	6.3%	6.4%	0

Total All Surveys

Always	69	84.1%
Almost Always	5	6.1%
Sometimes	3	3.7%
Rarely	2	2.4%
Never	3	3.7%

Positive	77	93.9%
Negative	5	6.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	136	74	1
	81.9%	82.2%	33.3%
Almost Always	6	6	0
	3.6%	6.7%	0
Sometimes	10	2	2
	6.0%	2.2%	66.7%
Rarely	6	6	0
	3.6%	6.7%	0
Never	8	2	0
	4.8%	2.2%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	152	82	3
	91.6%	91.1%	100.0%
Negative	14	8	0
	8.4%	8.9%	0

Total All Surveys

Always	211	81.5%
Almost Always	12	4.6%
Sometimes	14	5.4%
Rarely	12	4.6%
Never	10	3.9%

Positive	237	91.5%
Negative	22	8.5%

Adult Comments:

Sean my ICM and Jasmine the RN from Neighborhood center (casa de Guadalupe) discuss my symptoms with me so that I can easily understand.

Parent Guardian Comments:

We just got my son evaluated and have barely started services.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	27 84.4%	36 76.6%	2 66.7%
Somewhat Satisfied	2 6.3%	6 12.8%	1 33.3%
Somewhat Dissatisfied	2 6.3%	3 6.4%	0 0
Very Dissatisfied	1 3.1%	2 4.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	29 90.6%	42 89.4%	3 100.0%
Negative	3 9.4%	5 10.6%	0 0

Total All Surveys

Mostly Satisfied	65 79.3%
Somewhat Satisfied	9 11.0%
Somewhat Dissatisfied	5 6.1%
Very Dissatisfied	3 3.7%

Positive	74 90.2%
Negative	8 9.8%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	141 84.9%	74 82.2%	2 66.7%
Somewhat Satisfied	12 7.2%	9 10.0%	1 33.3%
Somewhat Dissatisfied	8 4.8%	5 5.6%	0 0
Very Dissatisfied	5 3.0%	2 2.2%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	153 92.2%	83 92.2%	3 100.0%
Negative	13 7.8%	7 7.8%	0 0

Total All Surveys

Mostly Satisfied	217 83.8%
Somewhat Satisfied	22 8.5%
Somewhat Dissatisfied	13 5.0%
Very Dissatisfied	7 2.7%

Positive	239 92.3%
Negative	20 7.7%

Adult Comments:

It was a long process to get help.

Parent Guardian Comments:

Waiting for a spot to Open at IU21 PHP took a long time.

At KidsPeace Outpatient, I had to wait at least one hour after my daughter's scheduled appointment and then Dr. Lebouff kept looking at his watch and abruptly said, Your time is up.

I've been trying to contact Holcomb for weeks. Even trying to get him into Holcomb took weeks.

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

	Adult Parent/Guardian Child/Adolescent		
Always	29 90.6%	40 85.1%	1 33.3%
Almost Always	1 3.1%	3 6.4%	0 0
Sometimes	0 0	2 4.3%	2 66.7%
Rarely	2 6.3%	1 2.1%	0 0
Never	0 0	1 2.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 93.8%	45 95.7%	3 100.0%
Negative	2 6.3%	2 4.3%	0 0

Total All Surveys

Always	70 85.4%
Almost Always	4 4.9%
Sometimes	4 4.9%
Rarely	3 3.7%
Never	1 1.2%

Positive	78 95.1%
Negative	4 4.9%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	143 86.1%	76 84.4%	1 33.3%
Almost Always	7 4.2%	7 7.8%	0 0
Sometimes	10 6.0%	4 4.4%	2 66.7%
Rarely	4 2.4%	2 2.2%	0 0
Never	2 1.2%	1 1.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	160 96.4%	87 96.7%	3 100.0%
Negative	6 3.6%	3 3.3%	0 0

Total All Surveys

Always	220 84.9%
Almost Always	14 5.4%
Sometimes	16 6.2%
Rarely	6 2.3%
Never	3 1.2%

Positive	250 96.5%
Negative	9 3.5%

Adult Comments:

I feel like my service provider groups together everyone and we are not treated individually

Parent Guardian Comments:

They don't follow up on the choices they give me.

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	20 62.5%	33 70.2%	1 33.3%
	No	12 37.5%	14 29.8%	2 66.7%

Total All Surveys

	Yes	54 65.9%
	No	28 34.1%

Cummulative Yearly Total

		Adult Parent/Guardian Child/Adolescent		
	Yes	109 65.7%	65 72.2%	1 33.3%
	No	57 34.3%	25 27.8%	2 66.7%

Total All Surveys

	Yes	175 67.6%
	No	84 32.4%

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

		Adult	Parent/Guardian	Child/Adolescent
Yes		0	1	0
		0	2.1%	0
No		32	46	3
		100.0%	97.9%	100.0%

Total All Surveys

Yes		1
		1.2%
No		81
		98.8%

Cummulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		6	2	0
		3.6%	2.2%	0
No		160	88	3
		96.4%	97.8%	100.0%

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

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

Cummulative Yearly Total

		Adult	Parent/Guardian	Child/Adolescent
Yes		5	2	0
		83.3%	100.0%	0
No		1	0	0
		16.7%	0	0

Total All Surveys

Total All Surveys

Yes		7
		87.5%
No		1
		12.5%

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

	Adult Parent/Guardian Child/Adolescent		
Always	29 90.6%	40 85.1%	2 66.7%
Almost Always	0 0	1 2.1%	0 0
Sometimes	1 3.1%	2 4.3%	1 33.3%
Rarely	0 0	0 0	0 0
Never	2 6.3%	4 8.5%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 93.8%	43 91.5%	3 100.0%
Negative	2 6.3%	4 8.5%	0 0

Total All Surveys

Always	71 86.6%
Almost Always	1 1.2%
Sometimes	4 4.9%
Rarely	0 0
Never	6 7.3%

Positive	76 92.7%
Negative	6 7.3%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	145 87.3%	83 92.2%	2 66.7%
Almost Always	8 4.8%	1 1.1%	0 0
Sometimes	7 4.2%	2 2.2%	1 33.3%
Rarely	1 0.6%	0 0	0 0
Never	5 3.0%	4 4.4%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	160 96.4%	86 95.6%	3 100.0%
Negative	6 3.6%	4 4.4%	0 0

Total All Surveys

Always	230 88.8%
Almost Always	9 3.5%
Sometimes	10 3.9%
Rarely	1 0.4%
Never	9 3.5%

Positive	249 96.1%
Negative	10 3.9%

Adult Comments:

Parent Guardian Comments:

I had no idea I had a choice in what services my son gets.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	27 84.4%	45 95.7%	2 66.7%
Somewhat Satisfied	3 9.4%	2 4.3%	1 33.3%
Somewhat Dissatisfied	2 6.3%	0 0	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 93.8%	47 100.0%	3 100.0%
Negative	2 6.3%	0 0	0 0

Total All Surveys

Mostly Satisfied	74 90.2%
Somewhat Satisfied	6 7.3%
Somewhat Dissatisfied	2 2.4%
Very Dissatisfied	0 0

Positive	80 97.6%
Negative	2 2.4%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	147 88.6%	85 94.4%	2 66.7%
Somewhat Satisfied	14 8.4%	5 5.6%	1 33.3%
Somewhat Dissatisfied	4 2.4%	0 0	0 0
Very Dissatisfied	1 0.6%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	161 97.0%	90 100.0%	3 100.0%
Negative	5 3.0%	0 0	0 0

Total All Surveys

Mostly Satisfied	234 90.3%
Somewhat Satisfied	20 7.7%
Somewhat Dissatisfied	4 1.5%
Very Dissatisfied	1 0.4%

Positive	254 98.1%
Negative	5 1.9%

Adult Comments:

Th waiting room is very crowded it's a small waiting room at Neighborhood Health Clinic Allentown site.

Parent Guardian Comments:

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	27	40	2
	84.4%	85.1%	66.7%
Almost Always	1	3	0
	3.1%	6.4%	0
Sometimes	2	2	1
	6.3%	4.3%	33.3%
Rarely	1	0	0
	3.1%	0	0
Never	1	2	0
	3.1%	4.3%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	30	45	3
	93.8%	95.7%	100.0%
Negative	2	2	0
	6.3%	4.3%	0

Total All Surveys

Always	69	84.1%
Almost Always	4	4.9%
Sometimes	5	6.1%
Rarely	1	1.2%
Never	3	3.7%

Positive	78	95.1%
Negative	4	4.9%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	148	82	2
	89.2%	91.1%	66.7%
Almost Always	5	3	0
	3.0%	3.3%	0
Sometimes	5	2	1
	3.0%	2.2%	33.3%
Rarely	2	1	0
	1.2%	1.1%	0
Never	6	2	0
	3.6%	2.2%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	158	87	3
	95.2%	96.7%	100.0%
Negative	8	3	0
	4.8%	3.3%	0

Total All Surveys

Always	232	89.6%
Almost Always	8	3.1%
Sometimes	8	3.1%
Rarely	3	1.2%
Never	8	3.1%

Positive	248	95.8%
Negative	11	4.2%

Adult Comments:

Parent Guardian Comments:

I'm scared they are going to judge me.

I do not tell them everything due to that.

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	30 93.8%	45 95.7%	2 66.7%
Almost Always	1 3.1%	1 2.1%	1 33.3%
Sometimes	1 3.1%	0 0	0 0
Rarely	0 0	0 0	0 0
Never	0 0	1 2.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	32 100.0%	46 97.9%	3 100.0%
Negative	0 0	1 2.1%	0 0

Total All Surveys

Always	77 93.9%
Almost Always	3 3.7%
Sometimes	1 1.2%
Rarely	0 0
Never	1 1.2%

Positive	81 98.8%
Negative	1 1.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	156 94.0%	88 97.8%	2 66.7%
Almost Always	4 2.4%	1 1.1%	1 33.3%
Sometimes	1 0.6%	0 0	0 0
Rarely	2 1.2%	0 0	0 0
Never	3 1.8%	1 1.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	158 95.2%	87 96.7%	3 100.0%
Negative	8 4.8%	3 3.3%	0 0

Total All Surveys

Always	246 95.0%
Almost Always	6 2.3%
Sometimes	1 0.4%
Rarely	2 0.8%
Never	4 1.5%

Positive	248 95.8%
Negative	11 4.2%

Adult Comments:

I didn't know that I could speak to Magellan, now I know how to.

Parent Guardian Comments:

Im afraid my daughter's services would get cut.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	25 78.1%	36 76.6%	2 66.7%
Somewhat Satisfied	5 15.6%	8 17.0%	1 33.3%
Somewhat Dissatisfied	1 3.1%	2 4.3%	0 0
Very Dissatisfied	1 3.1%	1 2.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 93.8%	44 93.6%	3 100.0%
Negative	2 6.3%	3 6.4%	0 0

Total All Surveys

Mostly Satisfied	63 76.8%
Somewhat Satisfied	14 17.1%
Somewhat Dissatisfied	3 3.7%
Very Dissatisfied	2 2.4%

Positive	77 93.9%
Negative	5 6.1%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	25 78.1%	36 76.6%	2 66.7%
Somewhat Satisfied	5 15.6%	8 17.0%	1 33.3%
Somewhat Dissatisfied	1 3.1%	2 4.3%	0 0
Very Dissatisfied	1 3.1%	1 2.1%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 93.8%	44 93.6%	3 100.0%
Negative	2 6.3%	3 6.4%	0 0

Total All Surveys

Mostly Satisfied	63 76.8%
Somewhat Satisfied	14 17.1%
Somewhat Dissatisfied	3 3.7%
Very Dissatisfied	2 2.4%

Positive	77 93.9%
Negative	5 6.1%

Adult Comments:

St. Luke's Innovations PHP was the only available choice.

There are not enough providers that accept Magellan.

Parent Guardian Comments:

Magellan would not provide services over the summer.

I don't know about very many choices for services; I am researching more.

There are not enough psychiatrists available for children.

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

	Adult
Always	25 80.6%
Sometimes	4 12.9%
Never	2 6.5%

	Adult
Positive	25 80.6%
Negative	6 19.4%

	Adult
Not Applicable	1

Cummulative Yearly Total

	Adult
Always	127 77.4%
Sometimes	32 19.5%
Never	5 3.0%

	Adult
Positive	127 77.4%
Negative	37 22.6%

	Adult
Not Applicable	2

Adult Comments:

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

	Parent/Guardian Child/Adolescent	
Always	3 6.4%	1 33.3%
Sometimes	15 31.9%	0 0
Never	29 61.7%	2 66.7%

	Parent/Guardian Child/Adolescent	
Positive	29 61.7%	2 66.7%
Negative	18 38.3%	1 33.3%

Cummulative Yearly Total

	Parent/Guardian Child/Adolescent	
Always	3 3.3%	1 33.3%
Sometimes	31 34.4%	0 0
Never	56 62.2%	2 66.7%

	Parent/Guardian Child/Adolescent	
Positive	57 62.6%	2 66.7%
Negative	34 37.4%	1 33.3%

Parent Guardian Comments:

I have trouble getting authorizations for my daughter's medicine.

Due to the lapse over the summer he didn't get his services he ended up in the hospital.

I had a lot of trouble connecting my daughter to services.

When we were displaced he couldn't get home services.

It took over 11 months to get her service at Bet-tel

There was a two months waiting list to see the psychiatrist at Bet El.

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

	Adult Parent/Guardian Child/Adolescent		
Always	26	38	1
	81.3%	82.6%	33.3%
Sometimes	6	3	2
	18.8%	6.5%	66.7%
Never	0	5	0
	0	10.9%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	32	41	3
	100.0%	89.1%	100.0%
Negative	0	5	0
	0	10.9%	0

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

Total All Surveys

Always	65
	80.2%
Sometimes	11
	13.6%
Never	5
	6.2%

Positive	76
	93.8%
Negative	5
	6.2%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Always	140	74	1
	84.3%	83.1%	33.3%
Sometimes	21	9	2
	12.7%	10.1%	66.7%
Never	5	6	0
	3.0%	6.7%	0

	Adult Parent/Guardian Child/Adolescent		
Positive	161	83	3
	97.0%	93.3%	100.0%
Negative	5	6	0
	3.0%	6.7%	0

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

Total All Surveys

Always	215
	83.3%
Sometimes	32
	12.4%
Never	11
	4.3%

Positive	247
	95.7%
Negative	11
	4.3%

Adult Comments:

Parent Guardian Comments:

I miss the students at my old school.

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

	Adult Parent/Guardian Child/Adolescent		
Much better	13 40.6%	20 42.6%	1 33.3%
A Little Better	12 37.5%	19 40.4%	1 33.3%
About the Same	7 21.9%	6 12.8%	1 33.3%
A Little Worse	0 0	2 4.3%	0 0
Much Worse	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	32 100.0%	45 95.7%	3 100.0%
Negative	0 0	2 4.3%	0 0

Total All Surveys

Much better	34 41.5%
A Little Better	32 39.0%
About the Same	14 17.1%
A Little Worse	2 2.4%
Much Worse	0 0

Positive	80 97.6%
Negative	2 2.4%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Much better	80 48.2%	41 45.6%	1 33.3%
A Little Better	55 33.1%	37 41.1%	1 33.3%
About the Same	24 14.5%	10 11.1%	1 33.3%
A Little Worse	5 3.0%	2 2.2%	0 0
Much Worse	2 1.2%	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	159 95.8%	88 97.8%	3 100.0%
Negative	7 4.2%	2 2.2%	0 0

Total All Surveys

Much better	122 47.1%
A Little Better	93 35.9%
About the Same	35 13.5%
A Little Worse	7 2.7%
Much Worse	2 0.8%

Positive	250 96.5%
Negative	9 3.5%

Adult Comments:

I lived at Hoffman Homes for two and a half years and it greatly improved my life.

Parent Guardian Comments:

Since my youngest son came back home she has been acting out.

It was better while she was getting services.

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

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	29 90.6%	43 91.5%	3 100.0%
Somewhat Satisfied	1 3.1%	3 6.4%	0 0
Somewhat Dissatisfied	2 6.3%	1 2.1%	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	30 93.8%	46 97.9%	3 100.0%
Negative	2 6.3%	1 2.1%	0 0

Total All Surveys

Mostly Satisfied	75 91.5%
Somewhat Satisfied	4 4.9%
Somewhat Dissatisfied	3 3.7%
Very Dissatisfied	0 0

Positive	79 96.3%
Negative	3 3.7%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Mostly Satisfied	151 91.0%	84 93.3%	3 100.0%
Somewhat Satisfied	12 7.2%	5 5.6%	0 0
Somewhat Dissatisfied	3 1.8%	1 1.1%	0 0
Very Dissatisfied	0 0	0 0	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	163 98.2%	89 98.9%	3 100.0%
Negative	3 1.8%	1 1.1%	0 0

Total All Surveys

Mostly Satisfied	238 91.9%
Somewhat Satisfied	17 6.6%
Somewhat Dissatisfied	4 1.5%
Very Dissatisfied	0 0

Positive	255 98.5%
Negative	4 1.5%

Adult Comments:

St. Luke's Innovations PHP was the only Outpatient Program. There's so few psychiatrist's available.

Magellan has paid for my medication in the past, but they are not up to date with the medical marijuana treatment services yet. Hopefully they will soon be.

Parent Guardian Comments:

Question 25: Would recommend Magellan Behavioral Health to friends or family?

	Adult Parent/Guardian Child/Adolescent		
Yes	31 96.9%	45 95.7%	3 100.0%
No	1 3.1%	2 4.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	31 96.9%	45 95.7%	3 100.0%
Negative	1 3.1%	2 4.3%	0 0

Total All Surveys

Yes	79 96.3%
No	3 3.7%

Positive	79 96.3%
Negative	3 3.7%

Cummulative Yearly Total

	Adult Parent/Guardian Child/Adolescent		
Yes	163 98.2%	87 96.7%	3 100.0%
No	3 1.8%	3 3.3%	0 0

	Adult Parent/Guardian Child/Adolescent		
Positive	163 98.2%	87 96.7%	3 100.0%
Negative	3 1.8%	3 3.3%	0 0

Total All Surveys

Yes	253 97.7%
No	6 2.3%

Positive	253 97.7%
Negative	6 2.3%

Adult Comments:

In a Crisis, I would say find help elsewhere.

I have recommended Magellan already.

Parent Guardian Comments:

I would not recommend Magellan Behavioral Health unless they couldn't afford anything else.

Question 26: Would you like the Magellan Member and Family Advocate to contact you about a specific question or concern with your current services?

	Adult	Parent/Guardian	Child/Adolescent
Yes	0	2	0
	0	4.3%	0
No	32	45	3
	100.0%	95.7%	100.0%

Cummulative Yearly Total

	Adult	Parent/Guardian	Child/Adolescent
Yes	7	4	0
	4.2%	4.4%	0
No	159	86	3
	95.8%	95.6%	100.0%

Please provide your contact information: Adult

Please provide your contact information: Parent/Guardian

Adrian Pelt 484-735-3410 Dr. Lebouff from KidsPeace was very insulting to my daughter.

Amelia Cruz Ruiz 484 641 3896 only speaks Spanish looking for a boot camp my daughter has hit me several times police were called I need help before she hurt herself or myself.

Please provide your contact information: Child/Adolescent

Question 27: Do you have any additional comments? Adult

I don't like that my provider talks about my business in front of other patients.

I am happy where I'm at. George the therapist is great.

I was pleased to get help through St. Luke's Innovations PHP, but it's a little distance and there's only one psychiatrist. I couldn't get an appointment for four months after leaving, so my PCP has to prescribe psychiatric medications that she was uncomfortable with.

The front desk at Neighborhood Center(casa de Guadalupe) does not call to remind me of my appointment. It's not up to my Behavioral Health therapist to call me.

I have to wait at least one an one half hours to see my psychiatrist at Preventive Measures, and have been unable to find another psychiatrist even with the list that Magellan gave me. Many of the providers no long accept Magellan and the ones that do, have waiting lists for a psychiatrist.

I was very disappointed with St, Luke's Innovations PHP Program because they cut off my medication 'cold turkey' just because I had a conversation with my PCP about medical marijuana; I didn't even try to get it.

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

IU21PHP is not academically challenged enough for my daughter she did get her Behavioral Health needs met.

At CHOR OPMH, my daughter loves her therapist. It's the first one she has opened up to. We also got an appointment within one week with a therapist and with a psychiatrist within two months.

I love the services, they are very helpful at Glenn Koch BHRS.

Glenn Koch BHRS services are very helpful for my son. I appreciate all they do.

My son made significant improvements with KidsPeace PHP and Pinebrook Services.

My son has made great improvements while with EPIC BHRS. I am pleased with his services.

I didn't think Holcomb got to see the real her and that she still needs services.

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