

Lehigh Valley Member Advisory Work Group

December 10, 2024: Meeting Minutes

Discussion (Minutes):

- Welcome – Tom Walker welcomed the group and led the introductions of participants. In addition to Magellan, Lehigh and Northampton representatives and a Spanish language translator, all the other participants were visitors to the Goodwill Clubhouse, mostly Magellan Members.
- Icebreaker – Janet led the entire group in an icebreaker activity. The activity involved individuals introducing themselves and saying one thing that they are looking forward to this holiday season. This activity was voluntary, however most of the attendees did participate.
- Choices? (Services and Programs) - Janet and Tom then facilitated a conversation about choices, specifically inquiring of the group about their experiences and thoughts related to choices with their Mental Health services. Participants cited several examples including needing additional provider options due to wait lists and specialties such as eating disorders. Several participants provided some positive feedback related to providers including Preventative Measures, having transitional programs such as partial hospital programs after hospitalization. One participant shared that he hoped for a clubhouse located in Northampton County. Another participant relayed some issues specific to Spanish speaking services for a provider that lacked translation options. However, in her case she shared that she was comfortable remaining with this provider and did not feel there was a significant language barrier. One member (Spanish speaking with help of translator) expressed some concerns about her overall health (weight gain and related medical issues). Tom and Magellan clinical representative, Jim Marchetto listened empathetically and validated the member's feelings and responded by sharing information about WRT and Integrated Health programming through Magellan.

Tom then synthesized the feedback related to choices and expressed that the participants should feel proud of the community they are part of and contribute to.

- Magellan Resources – Tom briefly reviewed Magellan resources, including the Magellan Handbook and the MagellanofPA.com website.

- Reinvestment Plans
 - Lehigh – Matt Bauder of Lehigh County discussed reinvestment plans related to programs and services for Lehigh County. Several participants provided feedback related to “wait lists” and finding a way to tackle the issue of waitlists for providers and also exploring program development targeting mental “Health centers for homeless” individuals.
 - Northampton – Tisbine Moussa from Northampton County then reviewed the Northampton County reinvestment programs and reinforced Matt's message related to feedback helping to shape what funding could be used for potentially.

- Meeting Wrap Up – Tom then wrapped up the meeting with a call to action related to feedback and shared with the group that representatives would be available following the meeting for any additional comments, questions, or concerns.