




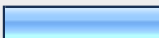



APPENDIX III.

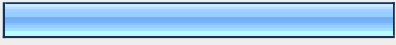
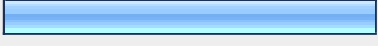

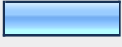

Needs Assessment Survey Results

Area Board and LME Staff Survey Summary							Page Three
Training Priorities							
	#	Rank					
Cultural Competence Training Needed	Responses	Rank					
Gang Awareness	12	1					
Hispanic/Latino Culture	8	2					
Working across the generations	8	2					
Culturological Assessment	6	4					
Working effectively with African Americans	4	5					
Native American cultures in North Carolina	4	5					
Understanding the variety of Asian culture	2	7					
Gay and Lesbian clients	1	8					
Transfender clients	0	9					
	#	Rank					
Other Most Beneficial Training Topics	Responses	Rank					
Working with hostile, resistant or difficult people	8	1					
Personality disorders	8	1					
Motivational Interviewing	8	1					
Crisis intervention	7	4					
Documentation	7	4					
Team Building	6	6					
Stress Reduction	6	6					
Working with victims of domestic violence	6	6					
Working with victims of trauma	5	9					
ADHD in children and adolescents	4	10					
Grief and Loss in families	4	10					
Wellness Management & Recovery	4	10					
Evidence Based Practices	4	10					
Integrated Dual Diagnosis Treatment	4	10					
Crisis Plans	3	15					
Family Empowerment in Assessment and Treatment	3	15					
The Recovery Model for Mental Illness	3	15					
Family Therapy	2	18					
Teaching anger management	2	18					
AdHD in adults	1	20					

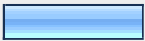


Five County MHA Consumer and Family Survey 2009

1. Are you or your family member receiving or in need of mental health services? (Check all that apply)			Response Percent	Response Count
No			19.0%	110
Yes, I am receiving mental health services			63.7%	369
Yes, I need mental health services, but am not receiving them			1.7%	10
Yes, my family member receives mental health services			17.1%	99
Yes, my family member needs mental health services, but is not receiving them			1.9%	11
In which county does the person receiving or needing services live?				275
			<i>answered question</i>	579
			<i>skipped question</i>	5


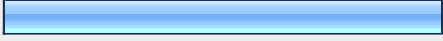
2. Are you or your family member receiving or in need of services due to a developmental disability? (Check all that apply)

		Response Percent	Response Count
No		42.8%	248
Yes, I receive developmental disability services		40.9%	237
Yes, I need services due to a developmental disability, but am not receiving them		4.1%	24
Yes, my family member receives developmental disability services		12.6%	73
Yes, my family member needs services due to a developmental disability, but is not receiving them		2.8%	16
In which county does the person receiving or needing services live?			150
<i>answered question</i>			579
<i>skipped question</i>			5

3. Do you or your family member receive or need services due to alcohol or drug abuse or addiction? (Check all that apply)

		Response Percent	Response Count
No		82.1%	473
Yes, I am receiving services due to alcohol or drug abuse or addiction		15.1%	87
Yes, I need services for alcohol or drug abuse or addiction, but am not receiving them		1.4%	8
Yes, my family member is receiving services due to alcohol or drug abuse or addiction		2.1%	12
Yes, my family member needs services due to alcohol or drug abuse or addiction, but is not receiving them		1.6%	9
In which county does the person receiving or needing services live?			53
answered question			576
skipped question			8

4. What is the age of the person or persons who is receiving or needs the services? (You can enter more than one)			Response Percent	Response Count
Age 0 to 12			14.4%	80
Age 13 to 17			11.0%	61
Age 18 to 24			15.6%	87
Age 25 to 34			15.3%	85
Age 35 to 44			18.9%	105
Age 45 to 54			19.0%	106
Age 55 to 64			9.3%	52
Age 65 to 74			2.3%	13
Age 75 or older			0.9%	5
			<i>answered question</i>	557
			<i>skipped question</i>	27


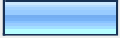
















5. What is the sex of the person who receives or needs the services?			Response Percent	Response Count
Male			51.6%	283
Female			48.4%	265
			If more than one person, please explain	19
			<i>answered question</i>	548
			<i>skipped question</i>	36

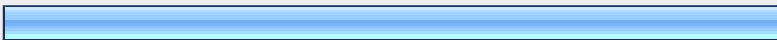

6. What is the race of the person who receives or needs the services?

		Response Percent	Response Count
African American		64.0%	356
White		30.8%	171
Native American		2.9%	16
Asian		0.0%	0
More than one race		1.3%	7
Other		1.1%	6
		Other (Please explain)	7
		answered question	556
		skipped question	28

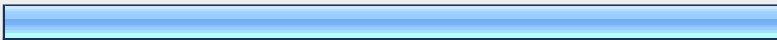

7. What do you think are the three most important services that are missing or in short supply?

		Response Percent	Response Count
Crisis Services		13.0%	64
Counseling		17.9%	88
Therapy for Adults with a Developmental Disability		10.2%	50
Therapy for Children with a Developmental Disability		8.5%	42
Psychiatrists who can prescribe medication		6.9%	34
Help in paying for medication		23.8%	117
Drug and Alcohol detox		5.3%	26
Low Cost Housing		25.0%	123
Transportation		30.9%	152
Help finding a job		36.6%	180
In home services for adults		6.7%	33

In home services for youth		6.9%	34
Help finding the services I need		12.2%	60
Drug and Alcohol treatment		4.1%	20
Anger management classes		11.2%	55
Mental health services in jails		5.5%	27
Parenting classes		7.9%	39
Support groups for families		14.6%	72
Support groups for adults (Please explain below)		4.5%	22
Support groups for youth (Please explain below)		4.9%	24
Education for the public about mental illness		18.5%	91
Drug and Alcohol Prevention programs		4.3%	21
Supervised Living		5.7%	28
Foster care homes		2.4%	12
Respite to give caregivers a break		7.5%	37
Specialized services for children (Please explain below)		3.5%	17
Specialized services for adults (Please explain Below)		3.0%	15
Specialized services for older adults (Please explain below)		1.8%	9
Other (Please explain below)		4.3%	21
Please provide more details			57
answered question			492
skipped question			92

8. Are you and your family able to get all the services you need?				
			Response Percent	Response Count
Yes			85.5%	476
No			14.5%	81
If you answered no, please explain				55
answered question				557
skipped question				27

9. What are the services that you and your family need?			Response Count
			205
answered question			205
skipped question			379

10. Are you able to get services quickly when you need them?				
			Response Percent	Response Count
Yes			85.8%	465
No			14.2%	77
If you answered no, please explain				41
answered question				542
skipped question				42

11. Do the services fit your culture, values and special needs?

		Response Percent	Response Count
Most of the time		71.6%	393
Some of the time		21.7%	119
Seldom		1.1%	6
Never		1.5%	8
Don't know		4.2%	23
Please Provide More Details			17
answered question			549
skipped question			35

12. What suggestions do you have that would make the services more convenient or effective for you and your family?

		Response Count
		130
answered question		130
skipped question		454

PROVIDER AGENCY CAPACITY ASSESSMENT SURVEY SUMMARY									
Item	#	%							
Total Agencies responding	38								
Length of Time Agency in Business									
Less than one year	4	10.80%							
One to two years	3	8.10%							
More than Two but less than five	5	13.50%							
More than five years	25	67.60%							
Length of time serving Five County Area									
Less than one year	4	10.50%							
One to two years	6	15.80%							
More than two but less than 5 years	6	15.80%							
Five years or more	22	57.90%							
Populations Served									
Adult Mental Health	31	83.80%							
Youth Mental Health	26	70.30%							
Adult Developmental Disability	23	62.20%							
Youth Developmental Disability	17	45.90%							
Adult Substance Abuse	13	35.10%							
Youth Substance Abuse	8	21.60%							
Counties in which Office Located									
Vance	19	57.60%							
Halifax	12	36.40%							
Granville	6	18.20%							
Warren	9	27.30%							
Franklin	14	42.40%							
Volunteer Staff for Disaster Team?									
Yes	19								
No	16								
No response	3								
Staffing Levels (FTE's)									
Physicians	20								
Qualified Professionals Licensed	94								
Qualified Professionals Non-Licensed	268								
Associate Professionals	135								
Paraprofessionals	587								
Administrative/Support	151								
Other	626								
Fluent in Other Languages	Spanish	Sign							
M.D.	2	2				Agencies	Agencies	Agencies	Agencies
Other Licensed Staff	3	2				Freedom House	Creative Foundations	Community Empowerment	Therapeutic Alternatives
Other Qualified Professionals	10	3				1 (Span)	1 (Span)		Family Intervention & Prevention
Associate/Paraprofessionals	10	5				2 (Span)	1 (Span)	1 (Span)	1 (Sign)
Other Staff	5	4				3 (Span)	1 (Span)	1 (Span)	1 (Sign)
						2 (Span)		More than 3 (Span) (Sign)	1 (Span)
									1 (Span)
PROVIDER AGENCY CAPACITY ASSESSMENT SURVEY SUMMARY									
					Page 2				
Counties in Which Agency Provides	Franklin	Granville	Halifax	Vance	Warren				
MH Adult	20	19	14	22	18				
MH Youth	12	12	12	18	11				
DD Adult	15	16	14	16	15				
DD Youth	12	12	12	13	11				
SA Adult	11	12	7	10	11				
SA Youth	6	5	2	5	5				
Adult MH Consumers Served 6 months	2053	427	2612	3985	232				
Youth MH Consumers Served 6 months	558	88	1158	957	113				
Adult DD Consumers Served 6 months	80	127	141	147	57				
Youth DD Consumers Served 6 months	43	21	61	52	10				
Adult SA Consumers Served 6 months	105	48	38	120	37				
Youth SA Consumers Served 6 months	9	7	24	10	0				
Evidence Based Practices by County									
Integrated Dual Diagnosis	2	0	2	0	0				
Family Psychoeducation	2	0	1	1	0				
Supported Employment	1	0	1	2	0				
Substance Abuse Prevention	0	0	2	2	1				

Highest Needs/Gaps Youth S.A. (# Responses)	Franklin	Granville	Halifax	Vance	Warren	Total	Rank
Inpatient substance abuse treatment	8	6	8	9	6	37	1
Intensive Outpatient Treatment	7	6	4	9	7	33	2
Individual counseling	3	3	4	6	3	19	3
Halfway house	3	3	3	6	3	18	4
Dual Diagnosis (MH/SA)	2	2	3	5	5	17	5
Supported employment	4	3	2	5	2	16	6
Comprehensive Outpatient Treatment	2	2	2	6	3	15	7
Alcoholic Anonymous groups for youth	4	4	1	4	2	15	7
Group counseling	2	1	3	6	2	14	9
Family Counseling	1	2	5	4	1	13	10
Social detox	2	1	1	4	3	11	11
Independent housing	2	3	1	4	1	11	11
Social detox	2	1	1	4	3	11	11
Narcotics Anonymous groups for youth	1	3	2	4	1	11	11
Support groups for families	1	2	3	3	2	11	11
Peer support	4	1	1	4	0	10	16
Non-medical community residential	2	2	0	5	1	10	16
Medically monitored community residential	2	1	0	5	1	9	18
Community support	1	2	2	3	1	9	18
Dual Diagnosis (DD/SA)	1	1	0	3	1	6	20
Substance abuse prevention	1	2	1	2	0	6	20
Public education about substance abuse	1	1	0	3	1	6	20
Alateen groups	0	1	1	2	1	5	23
Medical detox	0	2	1	2	0	5	23
Medication management	0	0	1	3	1	5	23
Services for special populations	0	0	0	3	1	4	26
Other	0	0	0	2	0	2	27

NEEDS ASSESSMENT SURVEY					
In considering mental health services for adults, please indicate up to three services which are most needed or in short supply in each county with which you are familiar.					
	Community Partner Rank	Provider Staff Rank	LME Rank	Combined Ranks	
Psychiatric Evaluation and Medication Management	1	9	2	12	
Education for the public about mental illness	6	2	5	13	
Supported Employment Services	8	3	7	18	
Family Counseling	6	7	8	21	
Access to low cost medication	2	15	5	22	
Jail mental health services	15	6	3	24	
Individual Counseling	4	13	10	27	
Anger management classes	14	1	12	27	
Support groups for families	9	3	16	28	
Facility Based Crisis	3	12	14	29	
Respite	9	19	4	32	
Mobile Crisis	5	7	21	33	
Support groups for adults with mental health problems	15	3	15	33	
Parenting classes	11	7	18	36	
Supervised Living	12	17	10	39	
Independent housing	18	16	8	42	
Integrated Dual Diagnosis Treatment IDDT	20	22	1	43	
Group Counseling	21	9	16	46	
Community Support Team	12	20	18	50	
Assertive Community Treatment ACTT	17	20	13	50	
Community Support Individual	18	13	21	52	
Peer Support Services	22	17	18	57	

Home and Community Supports	6	3	5	14
Support groups for families	8	5	3	16
Crisis Services	2	14	4	20
Individual Caregiver Training & Education	12	11	1	24
Residential Services	10	12	5	27
Respite	5	14	10	29
Screening/Assessment	7	17	8	32
Community Rehabilitation	17	7	10	34
Public education about developmental disabilities	8	10	18	36
Developmental Therapy	11	8	18	37
Day Supports	14	5	18	37
Employment Follow-along	16	9	18	43
Personal Care Services	14	21	10	45
Personal Assistance	18	14	16	48
Residential Supports	13	19	17	49
Home Modifications	20	12	18	50
Specialized Equipment & Supplies	23	19	10	52
Augmentative Communication Devices	21	17	18	56
Other Specify Below	18	23	18	59
Specialized Consultative Service	22	23	18	63
6. In considering services for youth with developmental disabilities, please indicate up to three services which	Community Partner Rank	Provider Staff Rank	LME Rank	Combined Total Ranks
Day Activity	1	3	5	9
Home and Community Supports	5	5	2	12
Targeted Case Management	3	4	6	13
Support groups for families	4	6	3	13
Respite	2	13	6	21
Public Education about developmental disabilities	8	1	13	22
Developmental Therapy	9	2	13	24
Residential Services	6	12	8	26
Individual Caregiver Training & Education	11	15	1	27
Supported Employment	13	10	10	33
Crisis Services	7	21	7	35
Day Supports	10	15	12	37
Residential Supports	14	10	13	37
Employment Follow-along	17	8	13	38
Augmentative Communication Devices	21	6	13	40
Screening/Assessment	11	21	9	41
Home Modifications	20	8	13	41
Personal Assistance	16	15	11	42
Community Rehabilitation	17	13	13	43
Specialized Consultative Service	21	9	13	43
Other Specify Below	15	21	13	49
Personal Care Services	17	19	13	49
Specialized Equipment & Supplies	23	18	13	54
7. In considering services for adults with substance abuse or addiction, please indicate up to three services	Community Partner Rank	Provider Staff Rank	LME Rank	Combined Total Ranks
Inpatient substance abuse treatment	1	1	1	3
Comprehensive Outpatient Treatment	3	3	3	9
Halfway House	4	3	3	10
Dual Diagnosis Services MH/SA	6	2	2	10
Medical Detox	5	5	5	15
Intensive Outpatient Treatment	2	9	9	20
Medically Monitored Community Residential	7	7	7	21
Social Detox	12	6	6	24

Supported Employment	14	7	7	28
Individual Counseling	11	9	9	29
Peer Support	8	11	11	30
Support groups for families	9	14	14	37
Family Counseling	15	11	11	37
Public education about substance abuse	9	16	16	41
Non-medical Community Residential	18	12	12	42
Medication Management	13	16	16	45
Dual Diagnosis Services DD/SA	19	13	13	45
Independent housing	16	15	15	46
Community Support	16	16	16	48
Group Counseling	18	19	19	56
Services for Special Populations Specify Below	21	19	19	59
Support groups for consumers	22	19	19	60
Other Specify Below	23	19	19	61

8. In considering services for youth with substance abuse or addiction, please indicate up to three services which	Community Partner	Provider Staff	LME	Combined Total	
	Rank	Rank	Rank	Ranks	
Family Counseling	3	1	1	5	
Intensive Outpatient Treatment	2	2	2	6	
Comprehensive Outpatient Treatment	4	2	2	8	
Inpatient substance abuse treatment	1	6	6	13	
Medically Monitored Community Residential	8	4	4	16	
Dual Diagnosis Services MH/SA	9	4	4	17	
Individual Counseling	5	8	8	21	
Social Detox	12	8	8	28	
Peer Support	14	7	7	28	
Substance Abuse Prevention Specify Below	10	13	13	36	
Dual Diagnosis Services DD/SA	21	8	8	37	
Halfway House	6	17	17	40	
Group Counseling	14	13	13	40	
Independent housing	24	8	8	40	
Alcoholics Anonymous groups for youth	16	15	15	46	
Narcotics Anonymous groups for youth	16	15	15	46	
Community Support	13	18	17	48	
Medical Detox	7	22	22	51	
Public education about substance abuse	10	23	23	56	
Alateen groups	20	18	18	56	
Medication Management	13	23	23	59	
Other Specify Below	18	18	23	59	
Supported Employment	25	18	18	61	
Support groups for families	18	23	23	64	
Non-medical Community Residential	21	23	22	66	
Services for Special Populations Specify Below	26	23	23	72	