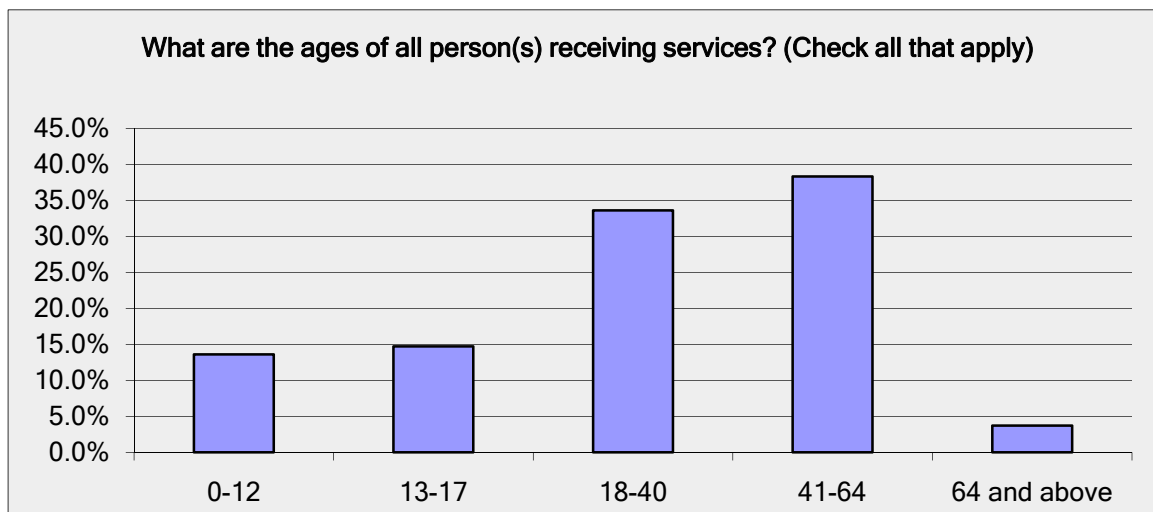
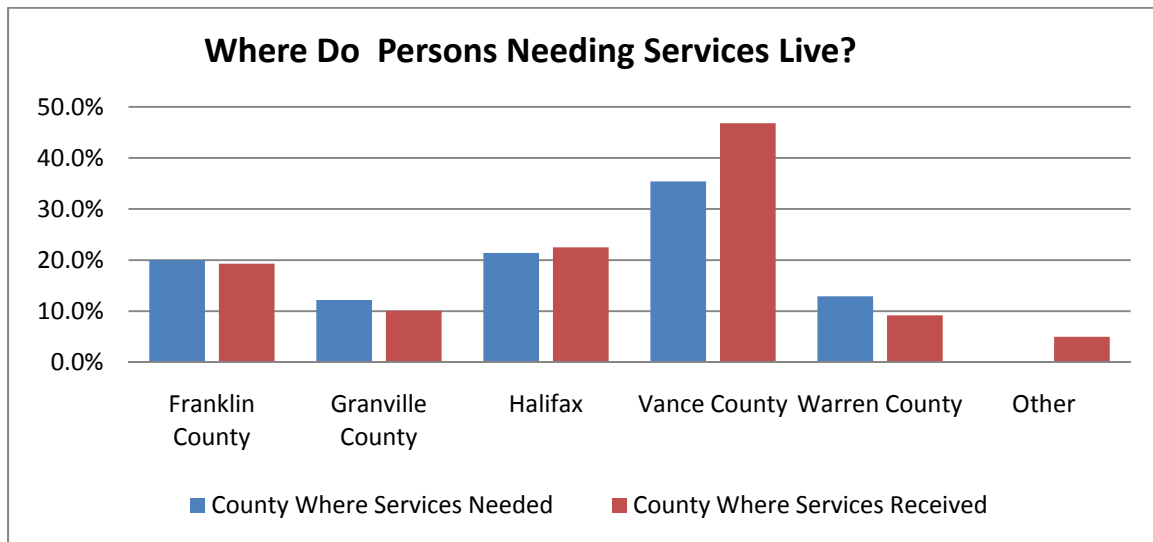
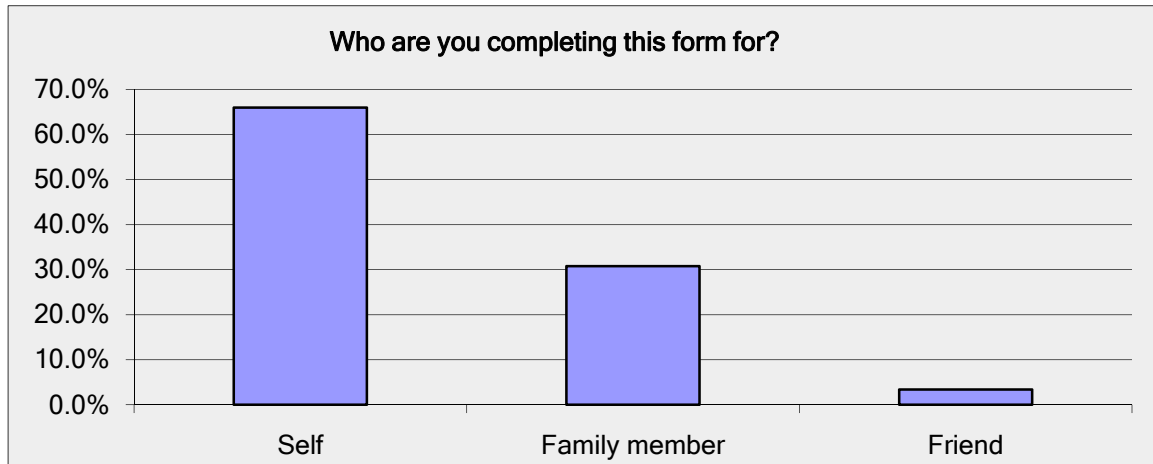
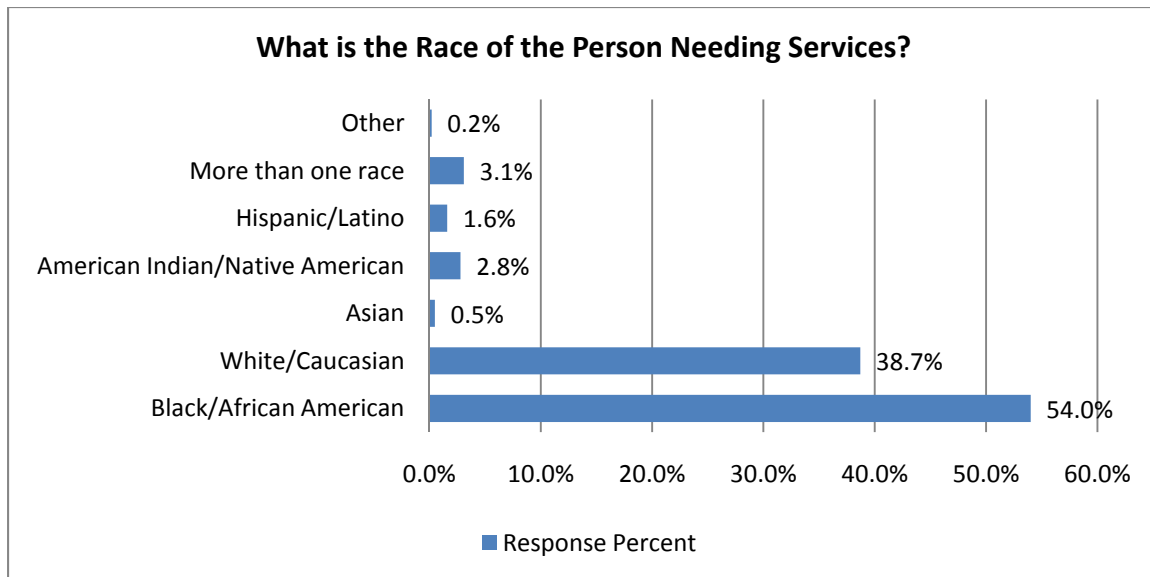
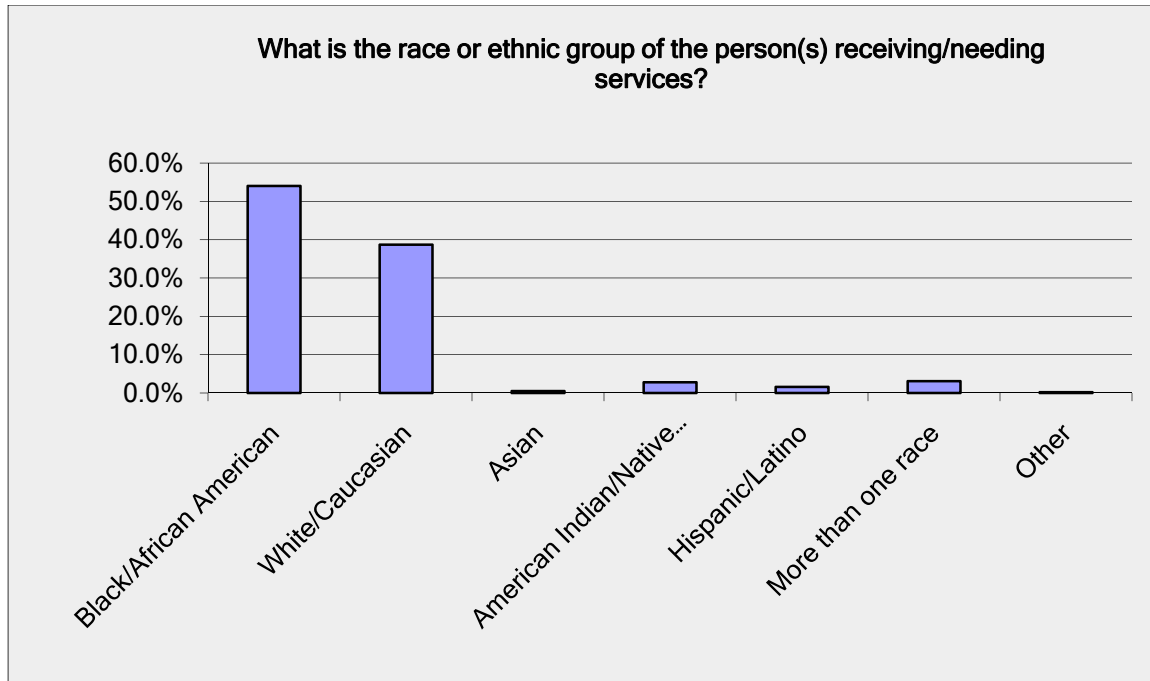


FIVE COUNTY MENTAL HEALTH AUTHORITY CONSUMER AND FAMILY SURVEY RESULTS

APRIL 2011

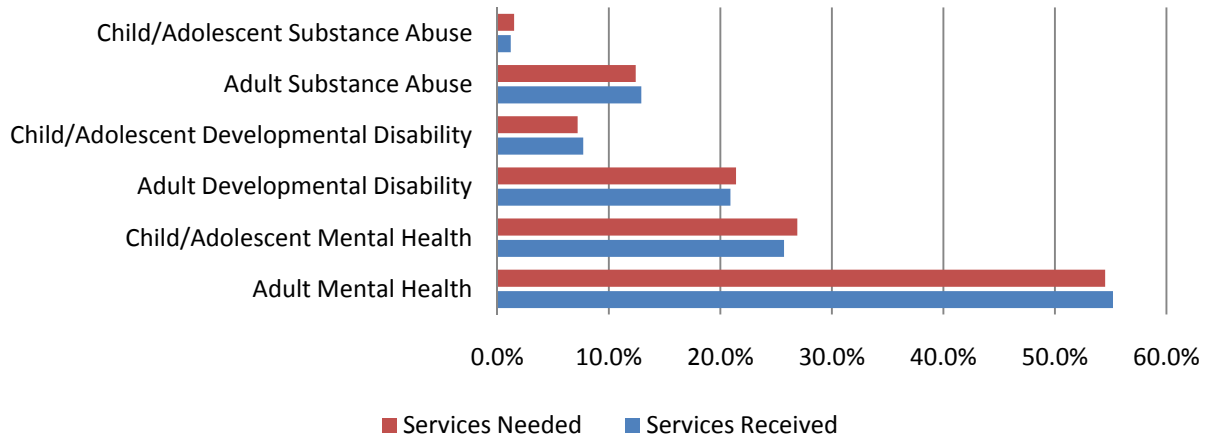




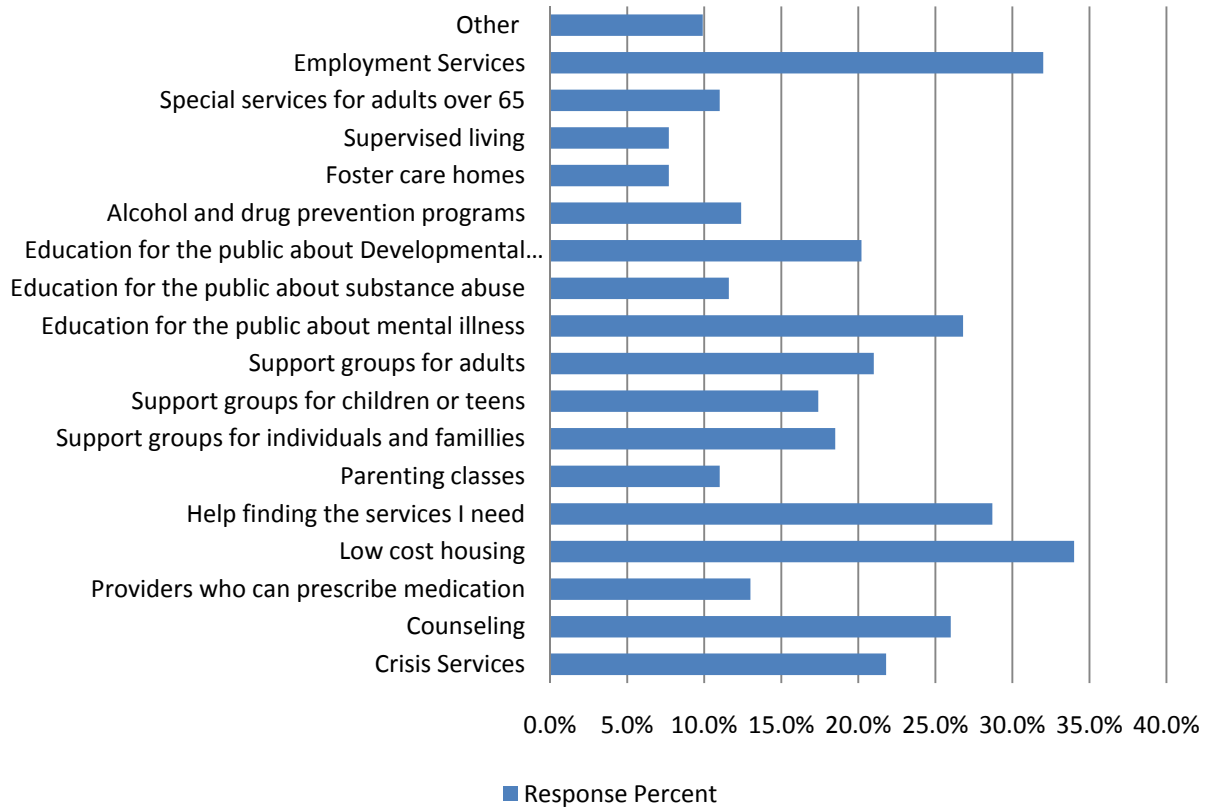
### What is your opinion about how services fit your culture, values and special needs?

Answer Options	Response Percent	Response Count
Fits most of the time	64.5%	274
Fits some of the time	33.9%	144
Never fits	1.6%	7

## Type of Services Needed and Received



## What General Services Are Missing or in Short Supply?



Please rate the following services you or your family member may need:						
Answer Options	need this; waiting list too long	need this; times are inconvenient	need this; it isn't available	don't need this service	don't know what this service is	Response Count
Mobile Crisis	17	30	27	144	83	288
Other Crisis Services	25	42	36	120	51	268
Assessment Services	26	28	30	114	40	234
Psychiatric Med.Management	32	38	28	104	27	224
Therapy (group,family,individual)	34	43	38	108	21	236
Case Management	39	28	39	104	23	228
Respite	9	23	23	123	61	234
Day Service (PSR/Day Treatment)	15	18	25	113	55	219
Peer Support or service	17	32	36	126	37	235
Detox	10	12	11	155	35	218
Alcohol and Drug Treatment	18	18	21	149	33	236
Residential Services	43	26	33	104	35	235
Housing	69	24	36	118	17	258
Employment Service	62	29	49	85	16	232
Support Groups	24	60	43	114	25	260
Education on MH/DD/SA	16	40	35	117	36	236
Foster Care Homes	11	11	10	162	32	224
CAP Services	11	8	16	116	66	212

## Five County MHA Consumer and Family Needs Assessment Survey 2011

What other general services are missing or in short supply? (check all that apply)

A. Behavioral Health Services

IPRS limited therapy

Individual staffing

Residential placement

Program's for kids in the community

Handicapped van repairs (2)

Couple Counseling

The services or needs my brother is getting at the Louisburg Group Home has been good. He has been working 4 days a week...Guardian

Weekends-nights

SA Residential Treatment

Drug Treatment Housing

Need a Spanish-speaking person to provide service information.

Warren County is deprived of all much needed services.

More Halifax Housing!

One on one counseling

Domestic violence support

Adequate access to group home settings in my home community rather than having the placement options being over an hour away which makes it difficult to have visits with my child.

**B. Financial**

Financial crisis asst.

Programs to assist with co-pays

Medical insurance

Financial Counseling

Help with insurance and expenses

**C. Basic Services**

School/GED Education; Business & money management classes; prenatal

Place to stay

Part time job or apartment

Assistance with utilities (3)

Need housing for the homeless

Transportation (5)

Place where they can go to a day program or a house development they can start some weekend or whenever they need it do to family that want to go on vacation.

Want to move to another location out of town.

## **Five County MHA Consumer and Family Needs Assessment Survey 2011**

**What problems do you face when trying to get services?**

None (21)

Problems with paying co-pays (2)

Can't afford to pay (2)

Need help paying for medication (2)

Need to know what services are available (2)

Not eligible for service requested (PA)

Childcare (2)

Availability

Location

Psychiatrist not understanding

Transportation

Medical problems

Financial Help or training

Need legal advice

Well for housing no one ever calls you back  
Need help with families issues.  
Never offered employment services  
A lot of providers don't take Health Choice  
Reliable/available staff for Respite

### What else can you tell us about service needs or service gaps?

#### A. Access Issues

Need services for nights, weekends & holidays (9)  
Transportation, (4)  
Need services to come to my house (2)  
Limited services in the area (2)  
Need more therapist so wait to get in will not be so long  
Need to be in group or individual weekly to help with recovery  
My BF needs to be seen badly, but his appointments keep getting rescheduled.  
Need more case managers  
Tell your client where they can get help to improve their living. The one that live at home with parent.  
I feel that all the services are not made known to families who would benefit from them. It's just learn as you go, find out from someone else, or get lucky and have a doctor tell you.  
My daughter is supposed to be getting intensive in-home.....haven't heard anything yet.  
Need additional information pertaining to getting in contact with the right service instead of call this person or call that person.  
When mental health services were privatized the program went from one of the best anywhere to down the toilet. This country is neglecting people who often can't speak for themselves. We will pay for our actions as a nation and individually.  
CAP Service on waiting list a long time-15 years.  
Respite, CAP Services  
CAP services is need been waiting list for app 7 years  
Warren County is deprived.  
It took over 2 years to get a behavior assessment.  
It took a month after the court mandated services before we received a call. IT was supposed to be immediate.  
Driving times, locations  
Need more things/services in Franklin County  
Don't respond when there is a crisis wait till its too late!!!  
Longer term care after treatment

#### B. Financial Issues

Need Medication (3)  
I can't afford my medication  
No resources to pay co-pays for medication & doctor's appt.  
Co-pays are ridiculous and too expensive for persons on fixed incomes. Then after a certain time, medical attention is needed but clinics turns you away.  
Medicaid issues  
Services are provided for "No Income" but not for "Low Income".  
Sometimes the doctor will give meds that are not covered by certain Medicaid-Medicare.  
Insurance

**C. Basic Needs**

We need help with housing, about to lose our home.

I need someone that will help me find me a car & a house for me & my kids. I also need help to find a job.

It may take a while when there is really an emergency need.

Need jobs and gas

lack of childcare & financial assistance is a major problem

Food stamps for our four grandchildren

Need housing, homeless

There is a need for more jobs not only for adults but for school age children that are 16 or over and that can work, to keep them busy and off the streets.

**D. Specific Service Needs**

Needing individual support to reduce stress in the home.

Need foster care; Lack of resources

Need legal aide to help with disability and other needs

Larger variety of daily activities at the RHA day facility (2)

I wish me and my wife sit down & talk.

Good programs for kids.

Treatment for substance abuse for adolescents, treatment for sexual aggression for adolescents.

Dr. to oversee med management.

Continues to need case management.

Service gaps are when my child is sick or had surgery.

If a worker is going to a training, need to know a week ahead of time.

The service is great here just need help for relatives.

Medical problems,

Senior issues

**Please rate the following services you or your family member may need:**

**Comments**

Currently receiving the needed services (7)

Receiving needs at this time OPT/MM/CST (2)

mm provided, cm provided, therapy provided

Use the following already: Case Management, Respite & CAP Services.

Currently receives CAP Services

son is currently receiving CAP, Residential Services, Day Service

Alcohol and Drug Treatment - CT is interested and is available - CT will be linked

Needs to make appointment

Wants increased employment placement services

Employment services are non-existing no transportation to anything unless you have Medicaid. Other people need transportation too.

Raven is a good case worker. My husband will get out of his room to talk. He stays in his room.

At this time the consumer has every thing he needs. His case manager is very good about checking all his meds. Thanks to her and to you all that are concern.

Need shelter for men/women that are homeless but not abused/battered. Need more services to assist people with GED programs, etc.

Need crisis services in my home

Counseling services are good. Always convenient & needed scheduling time is available. Location is far, but worth the drive.

If I didn't have this service, I couldn't make it day to day. (Therapy) Thank you.

Too early to tell my first group

My brother has great support with staff & manager at Louisburg Group Home. I am not around him everyday, so some of what he may need extra , the staff or manager would know about that.

Form doesn't make sense, not enough options, some service we already have.

The current services we are receiving are appropriate for the adolescent & others are not needed at this time....only CAP services.

I was told there are no crisis services for clients under age 18.

Psychiatric Med Management need this - Day services PSR need this

Need housing, More Oxford Houses!

My family needs extreme help. I'm doing what I have to do no matter what.

These categories are not sufficient, are way off base.

Just need help because I have a lot of problems with my health they just look at me and think I'm ok and I am rotting away