

Appendix H

Community Needs Assessment Summary

Lubbock Regional MHMR Center 2001 Needs Assessment Survey

Summary of Results

The 2001 Needs Assessment utilized several survey tools to request responses from consumers, staff, providers, and key informants.

Consumer Selection Criteria

A random sample of 10% of the consumer base from Adult Mental Health Services, Children & Adolescent Mental Health Services, Mental Retardation Services, and Chemical Dependency Services was used.

Methodology

Volunteers and Americorps members conducted the consumer survey by telephone. The staff, provider, and key informant surveys were mailed with follow-up phone calls made to providers and key informants.

Survey Responses

Table I – Consumer Survey Breakdown

Consumer	# Contacted	# Responses	Percentage out of total surveyed
Adult Mental Health services	200	50	25%
C & A Mental Health services	55	19	35%
Mental Retardation services	100	21	21%
Chemical Dependency services	23	6	26%
Totals	378	96	25%

Table II –Staff & Network Provider Survey Breakdown

Division	# Mailed	# Returned	Percentage
Network Mgmt.	146	47	32%
Administration	22	5	23%
Internal Providers	238	45	19%
Network Providers	86	10	12%
Totals	492	107	22%

Table III – Key Informant Breakdown

Division	# Mailed	# Returned	Percentage
Key Informants	88	17	19%

Barriers to Accessing Service

Transportation and lack of awareness were the two most frequently cited barriers to accessing services.

Top Responses to General and Specific Service Needs

General Needs

Consumers	%	Staff	%	Key Informants	%
Counseling	23%	Housing	41%	Housing	35%
Financial Assistance	20%	Transportation	41%	Employment	35%
Lack of Awareness	13%	Counseling	36%	Lack of Awareness	12%

Specific Service Needs

Consumers	%	Staff	%	Key Informants	%
Supported Housing	21%	Residential Treatment for Chemical Dependency	17%	Rehabilitation services	24%
Individual Counseling	14%	Supported Housing	14%	Chemical Dependency Treatment Services	18%
Employment Services	11%	Youth Intervention	13%	Counseling	18%

Barriers to Accessing Service

Both staff members and consumers felt that transportation and lack of awareness were the two most common barriers to accessing service. Lack of awareness may be correlated with the 25% of consumers who felt they did not know enough information to meet their needs.

Top Five Areas of General Needs

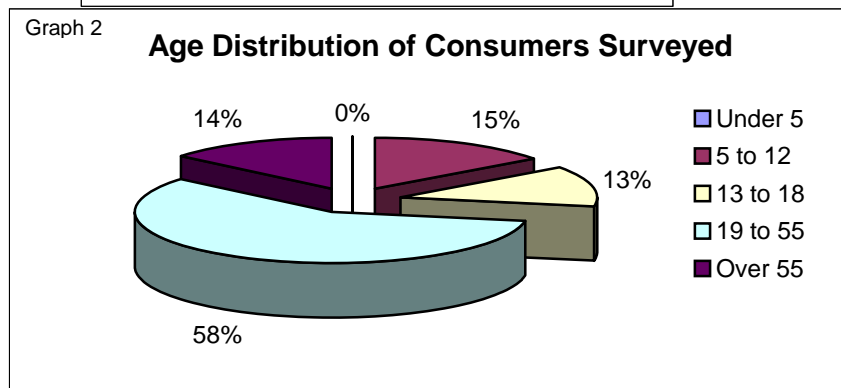
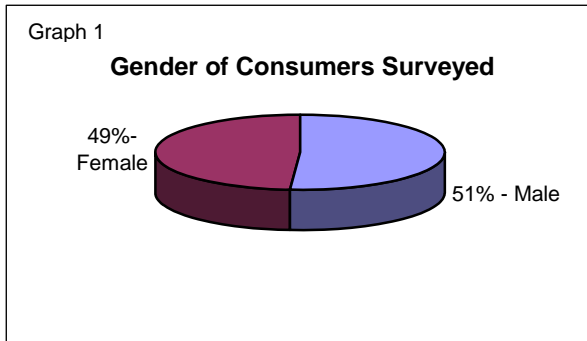
Staff felt that housing, transportation, and counseling were general services that were inadequate. In general consumers felt their needs were not met in two major general services: counseling and financial assistance. Lack of awareness was a major concern in the area of barriers hindering the access of services.

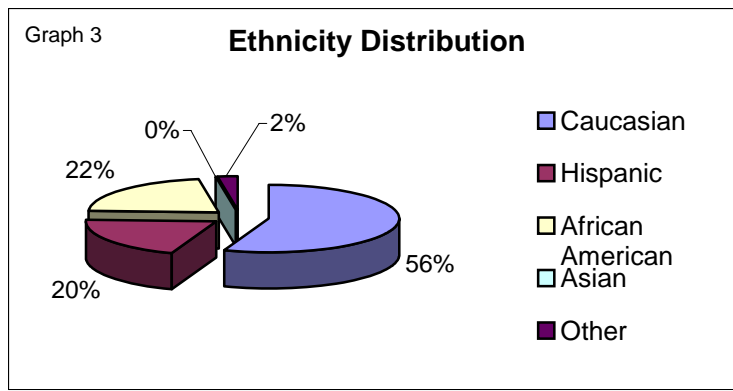
Top Five Areas of Specific Needs

Consumers identified Supported Housing, Counseling, and Employment Services as services that did not meet their needs. Staff also felt that Supported Housing was inadequate. Other areas of concern for staff were adolescent chemical dependency treatment and youth intervention programs.

Suggestion for Future Surveys

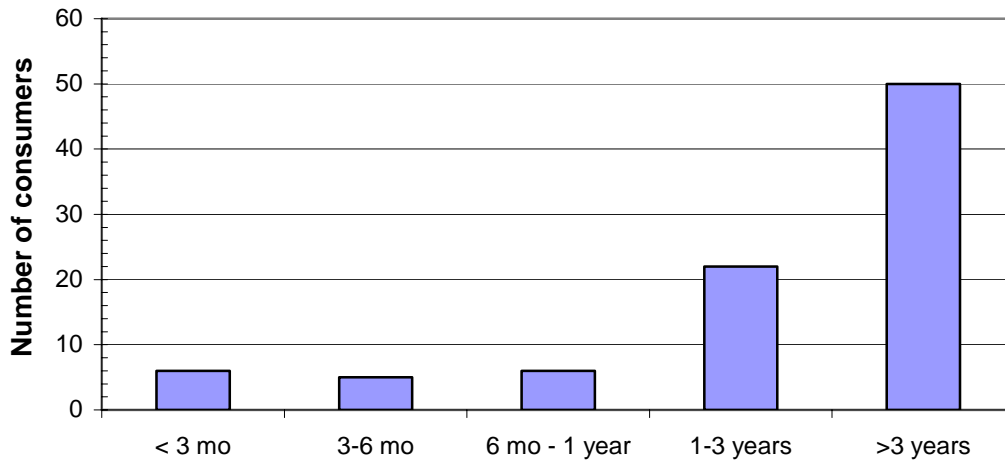
1. Network providers should be strongly encouraged to respond to the survey.
2. Larger survey team to handle the surveys.
3. Conduct survey team meetings as the survey progresses to identify problem areas in the survey.
4. Availability of accurate addresses and telephone number of consumers continues to be a challenge.





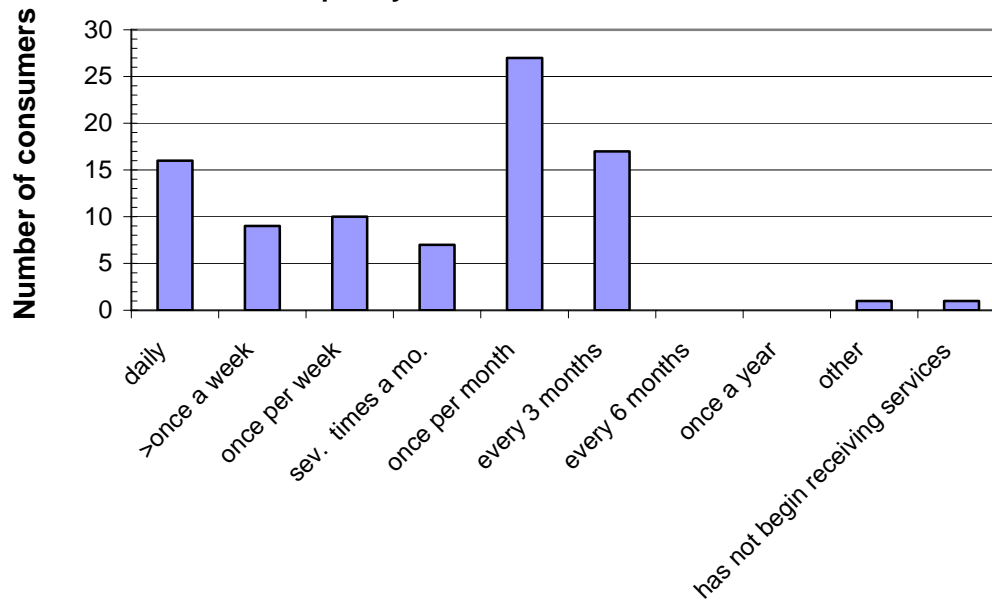
Graph 4

The Length of Time Consumers Have Received Services from Lubbock Regional MHMR



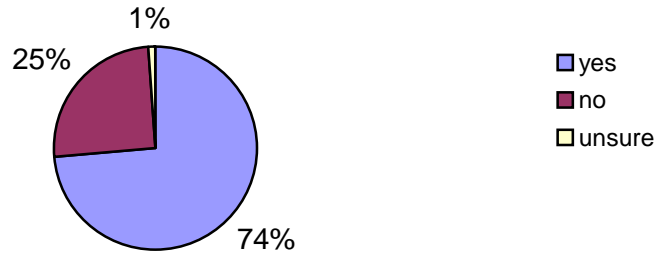
Graph 5

Frequency Consumers Receive Services



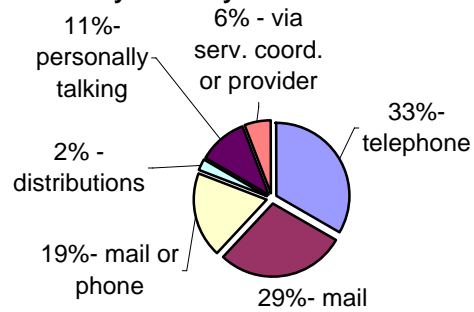
Graph 6

Consumers Have Enough Information About Available Services to Help Meet Their Needs



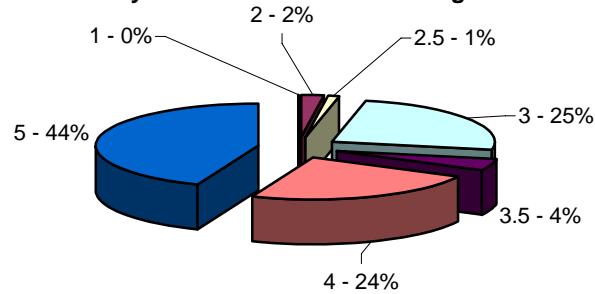
Graph 7

Best Way To Relay Information to Consumers



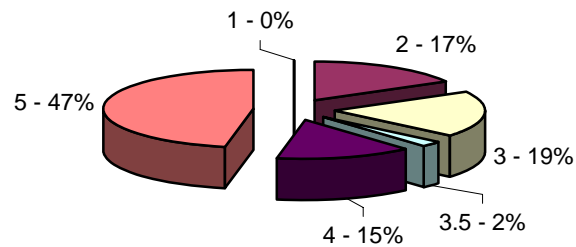
Graph 8

Consumer's Satisfaction with Quality and Availability of Services at Lubbock Regional MHMR



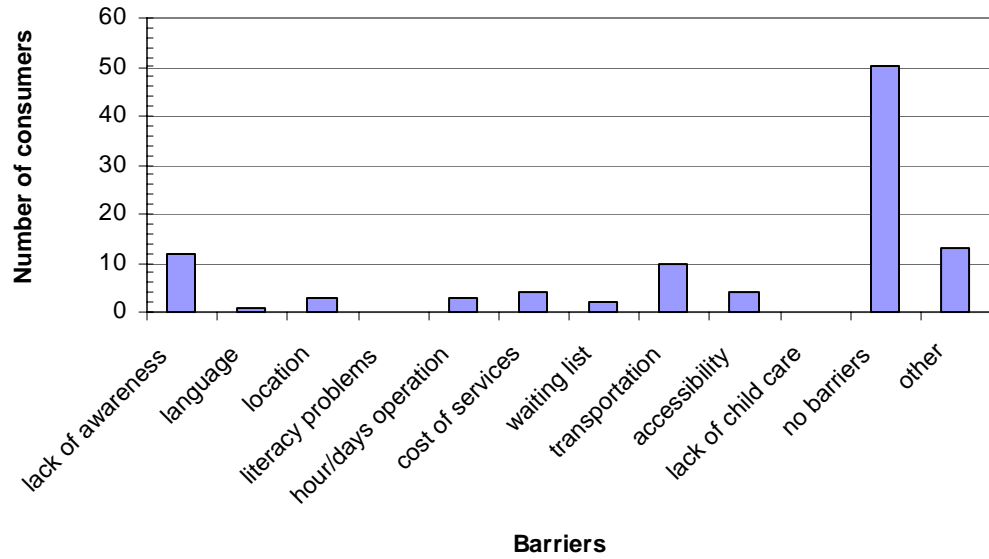
Graph 9

Consumer's Satisfaction with Quality and Availability of Services from other Agencies



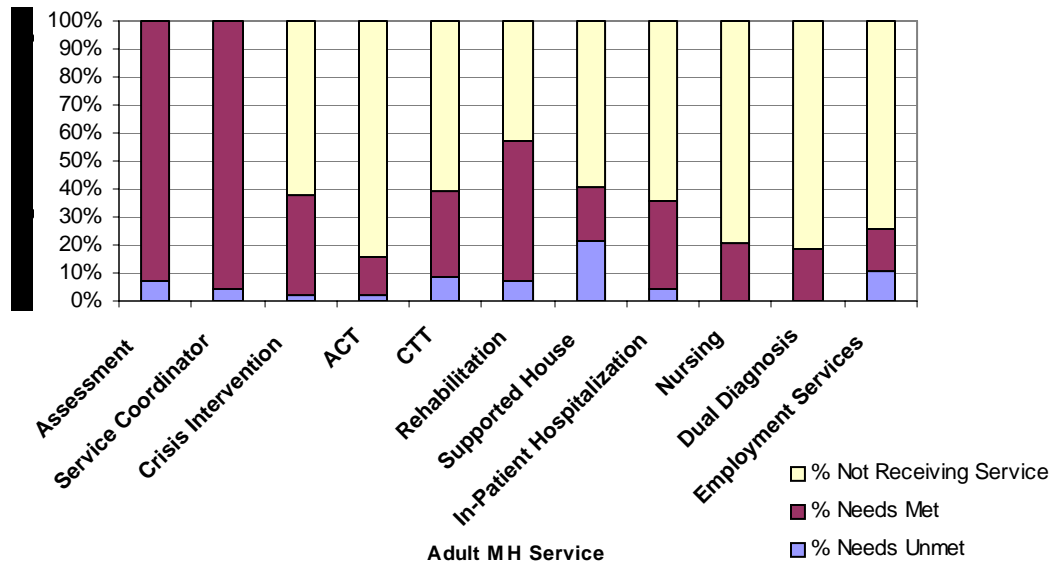
Graph 10

Barriers Consumers Have When Accessing Services



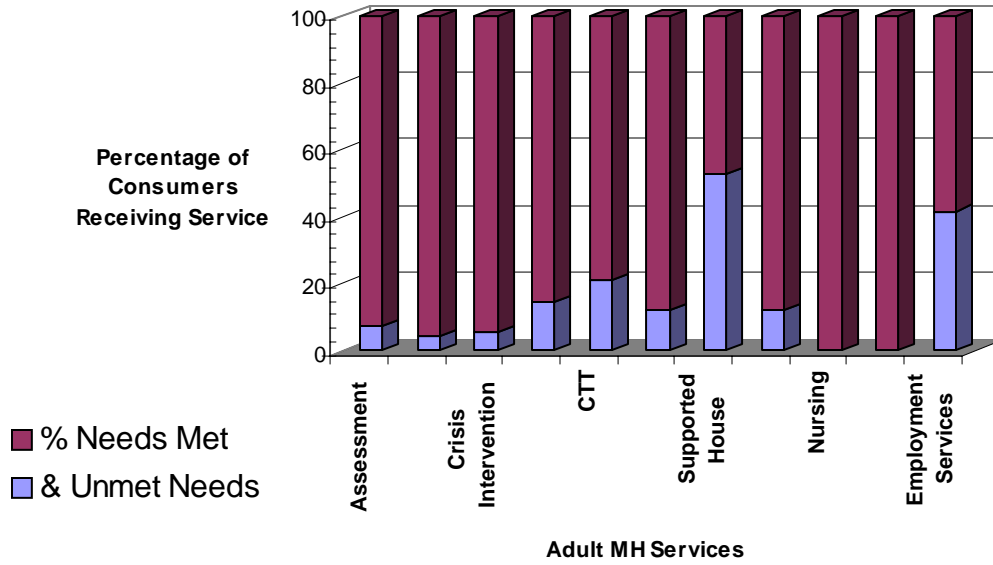
Graph 11

MH Service Breakdown: Unmet Needs, Met Needs, and Not Receiving Service



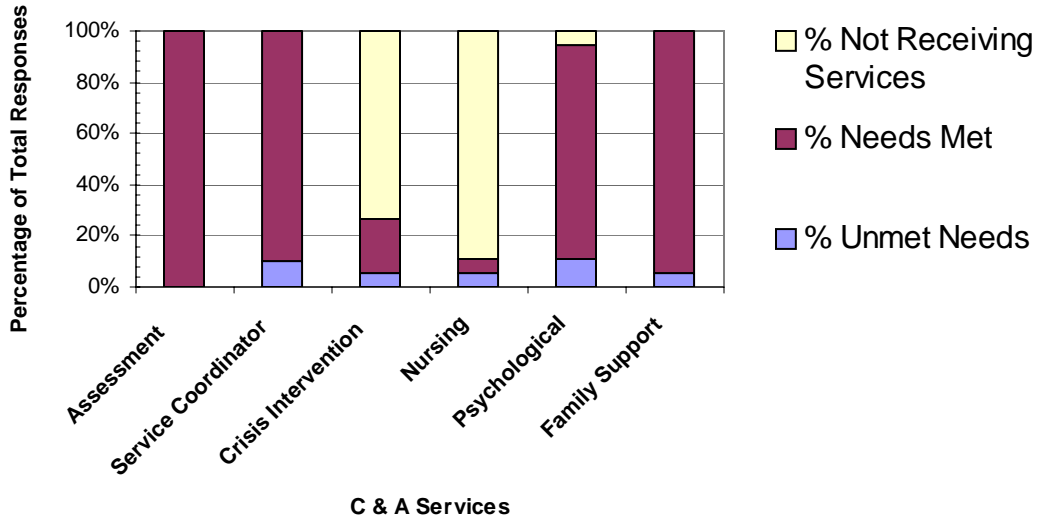
Graph 12

Adult MH Consumers Receiving Service: Needs Met & Unmet

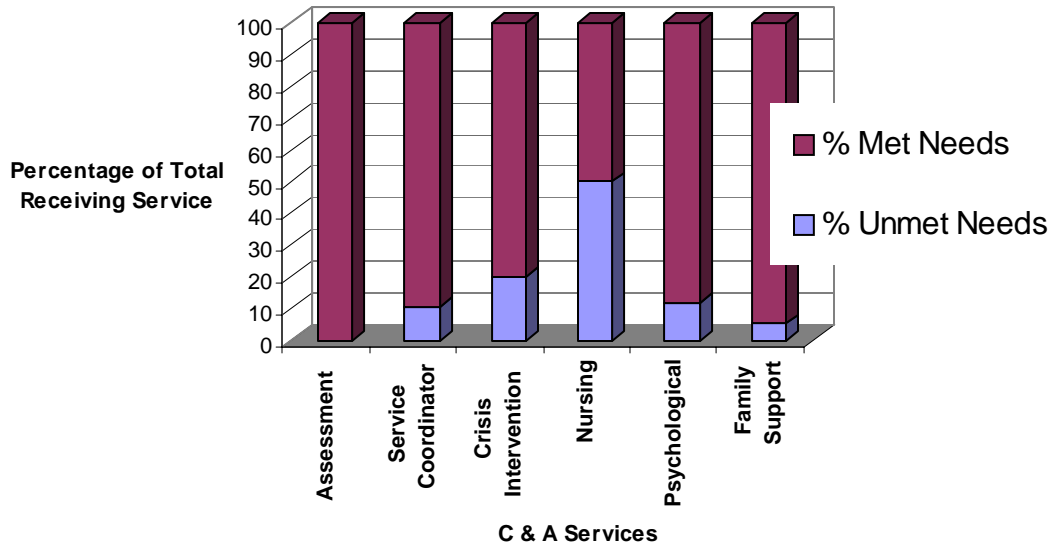


Graph 13

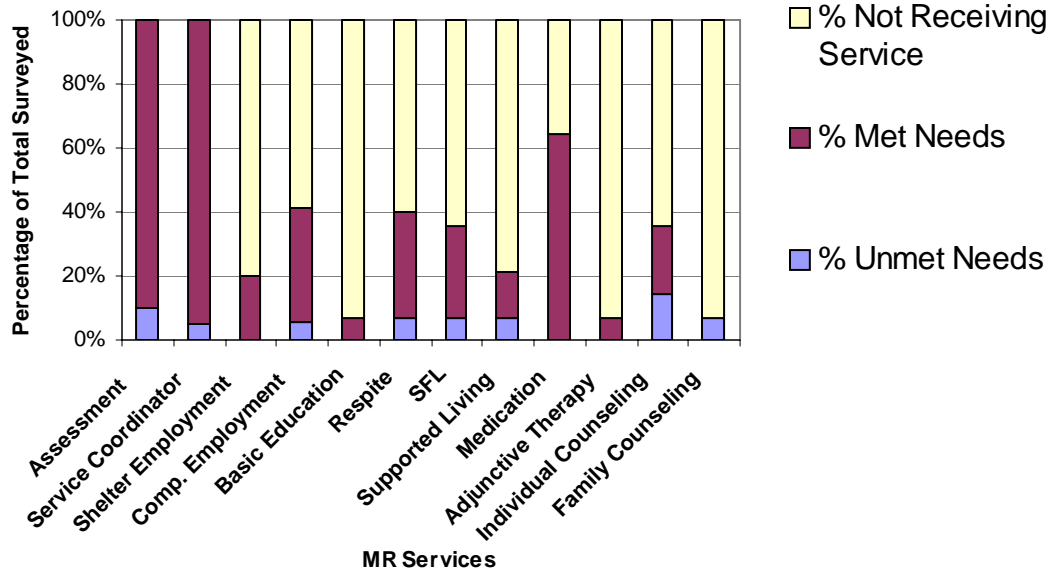
Children & Adolescent Survey Breakdown: Unmet Needs, Met Needs, and Not Receiving Service



Graph 14 **Children & Adolescent MH Consumer Receiving Services Breakdown: Needs Met & Unmet**

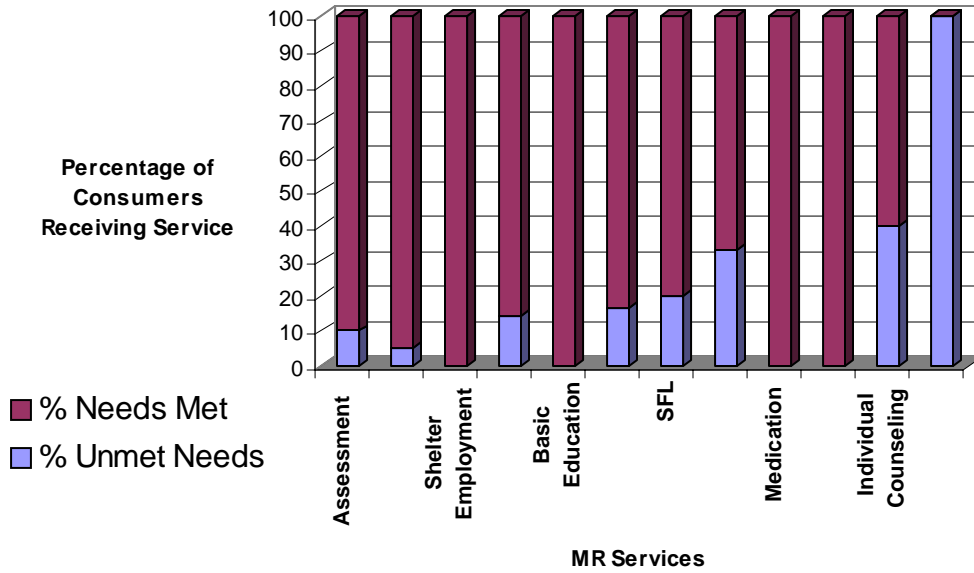


Graph 15 **MR Service Breakdown: Unmet Needs, Met Needs, Not Receiving Services**



Graph 16

Consumers Receiving MR Service Breakdown: Unmet Needs & Needs Met



Graph 17

Chemical Dependency Survey Breakdown: Unmet Needs & Needs Met

