

Restoration of State Funded Services: What the Survey Said...

Nearly 600 individuals were invited to take the survey by e-mail. In addition, the survey was posted on the Crossroads Behavioral Healthcare web-site. There were 146 responses to the e-mail invitation and 42 responded through the web for a total of 188 responses. Not all responses below will necessarily total to 188 since some individuals skipped certain questions

Of those total responses 44% (81) were from Iredell County, 27% (51) were from Surry County, 14% (26) were from Yadkin County, and 15% (28) were from other counties. Most of the respondents from other counties were related to our consumers in some way, typically as a provider. In the web-based survey nearly 70% were from Iredell County.

Only 13% (24) were consumers. When asked which disability there were 36 responses indicating a fair number with multiple diagnoses. Of the 36 responses 36% (13) were Mental Health, 50% (18) were Developmental Disabilities, and 14% (5) were Substance Abuse. In the web-based survey, over 80% of the respondents listed Developmental Disabilities as their diagnosis; therefore Developmental Disabilities are over represented in the results.

60% (112) were providers. When asked which disability area was served, there were 194 responses indicating a fair number of providers served multiple disabilities. Of the 194 responses 41% (79) were Mental Health, 31% (61) were Developmental Disabilities, and 28% (54) were Substance Abuse. Substance Abuse providers are somewhat over represented in the results.

More than 80% of all respondents were from four categories: 18% (27) were consumers or their family members, 18% (28) were local government employees, 25% (39) were not for profit organizations, and 39% (59) listed themselves as healthcare professionals. Local government employees, not for profit and healthcare professions were the greatest respondents in the e-mail survey, while consumers or their family members, Crossroads Behavioral Healthcare related and healthcare professionals were the greatest respondents in the web-based survey.

When asked which services had the highest priority, crisis services had 43% (78) of the votes, child services had 31% (56), and substance abuse had 16% (30). Crisis services had more first votes in the e-mail survey while child services had more first place votes. Other services were typically ranked fourth.

When asked which evidence-based services had the highest priority, care coordination had 39% (71) of the votes, integrated care models had 29% (52), use of long-acting medications had 18% (33), and other had 14% (25).

When asked which crisis services had the highest priority, all of the choices, except other (expansion of ACTT, extending walk-in hours, providing medications at the CRC, adding assessment at the CRC, and adding respite beds) received roughly the same number of first place votes, suggesting that all of the services are seen as important.

When asked which child services had the highest priority, services in alternative locations was the most popular at 34% (59), followed by expansion of IIH & MST at 29% (51) then expansion of outpatient at 22% (38) and finally other at 15% (27).

When asked about the expansion of outpatient services for adults, 75% (125) indicated that it was very important or important. When asked about funding transportation services, 81% (134) indicated that it was very important or important. When asked about the use of long-acting medications, 85% (141) indicated that it was very important or important.