

**2009 Stakeholder Member Survey
All Individual Comments**

Availability of Services

Child/Adolescent:

1. MH:
 - Limited counseling available for state-funded consumers; professionals, not paraprofessionals are needed
 - Assessments are good but treatment is hard to get - Jackson Co.
 - More providers for more consistent community support - Cherokee/Clay
 - More services for children who have been sexually abused - Wilkes
 - Clients can't get an appt in a reasonable time - Alexander Co.
2. SA: More services to deal with substance abuse - Wilkes
3. DD: *No Comments*

Adult

1. MH: More providers needed in Cherokee & Clay counties
2. SA:
 - More services needed; need a task force to prevent & treat - Cherokee Co.
 - More services needed in Swain county
3. DD: *No Comments*

Choice of Providers

Child/Adolescent:

1. MH:
 - People w/out insurance or Medicaid have limited access to service
 - More providers who accept Medicaid
2. SA: More services needed in Wilkes county
3. DD: More services needed in Wilkes county w/ trained/specialized providers

Adult

1. MH: *No Comments*
2. SA: *No Comments*
3. DD: *No Comments*

Convenience of Services

Child/Adolescent:

1. MH: Lack of transportation
2. SA: *No Comments*
3. DD: *No Comments*

Adult

1. MH:
 - Difficulty accessing services for Adult Protective Services clients - Wilkes Co.
 - Need representative payee services - Wilkes Co.
 - Guardianship services for MI clients - Wilkes Co.
 - Assistance with placements for Adult Protective Services clients - Wilkes Co.

ATTACHMENT E.2b

- Assessment of mental capacity for Adult Protective Services clients - Wilkes Co.
 - Wait time for intake appts take too long - Alexander Co.
2. SA: *No Comments*
 3. DD: *No Comments*

Quality of Services

Child/Adolescent:

1. MH: Service options are limited
2. SA: More intensive services needed with consistent counselors - Wilkes Co.
3. DD: *No Comments*

Adult

1. MH: *No Comments*
2. SA: *No Comments*
3. DD: LME does not assist DSS with placement of Adult Protective Services consumers who need group home placement - Wilkes County
- 4.

Based on your personal experiences and your interactions with others, what additional services or supports are needed for the following groups?

Child/Adolescent:

1. MH:
 - a. Service Needed:
 - School-based MH services - Macon Co.
 - IHH - Watauga Co
 - more providers needed - Jackson Co.
 - anger mgmt, perpetrator & offender classes @ night - Haywood Co.
 - more one-on-one services for children & families
 - more providers; more service variety - Alexander
 - Services for children under 3 & and their families - all counties
 - More family-friendly psychiatrists with knowledge of children
 - In-patient psychiatric services for children
 - Services needed for the uninsured or under-insured - all counties
 - IHH for families w/ private ins.- Watauga
 - Timely evaluations for services or interventions - southern region
 - Better access to community support - Ashe, Watauga, Wilkes counties
 - More child therapists in all counties
 - More providers in Alexander county
 - In-patient beds - Wilkes county
 - More providers for parents to have choice in Ashe county
 - b. Location Needed: *Locations listed above in relation to corresponding comment*
 - c. Barriers to Implementation:
 - Funding
 - Lack of professional staff
 - Lack of providers w/ expertise

ATTACHMENT E.2b

2. SA:
 - a. Service Needed:
 - Local detox & tx services - Macon Co.
 - More therapist & groups
 - more tx options - Alexander Co.
 - Services needed for uninsured & under-insured - all counties
 - Services for children in Ashe/Wilkes
 - More providers in Alexander county
 - SA services for children - transportation needed - Ashe county
 - Services for children & adolescents
 - b. Location Needed:
 - Watauga Co.
 - Seven counties in 30th district
 - c. Barriers to Implementation:
 - Funding;
 - provider availability;
 - lack of communication between agencies
3. DD:
 - a. Service Needed:
 - Support Groups,
 - Family Counseling
 - b. Location Needed:
 - Jackson county
 - Macon county
 - c. Barriers to Implementation: *No Comments*

Adult

1. MH:
 - a. Service Needed:
 - Group homes for MH; Cherokee, Clay & Graham counties
 - Inpatient facility in Cherokee, Clay & Graham counties
 - Long-term step down program; Cherokee, Clay & Graham counties
 - Transportation in Cherokee, Clay & Graham counties
 - Services needed for uninsured & under-insured - all counties
 - Timely evaluations for services or interventions - southern region
 - Half-way house needed in Wilkes county
 - More providers in Alexander county
 - Domestic violence & anger mgmt classes - Jackson county
 - Transportation for MH appts. - Jackson county
 - Parenting Evaluations for court - Jackson county
 - In-patient beds - Wilkes county
 - Crisis beds - 7 counties in 30th district
 - More psychiatric services - Ashe county
 - Sex offender treatment - Jackson county

ATTACHMENT E.2b

- b. Location Needed: *Locations listed above in relation to corresponding comment*
 - c. Barriers to Implementation: Funding
2. SA:
- a. Service Needed:
 - Long term, step-down programs
 - Drug & Alcohol treatment - Cherokee, Clay, & Graham Co.
 - Prevention services - Swain/Jackson Co.
 - Ineffective or cancelled groups - Alexander Co.
 - More detox centers - Ashe county
 - Inpatient & outpatient SA counseling and services - southern region
 - b. Location Needed: *Locations listed above in relation to corresponding comment*
 - c. Barriers to Implementation: Funding
3. DD:
- a. Service Needed:
 - More options for living arrangements
 - More options for employment
 - b. Location Needed: All Counties
 - c. Barriers to Implementation:
 - Funding
 - Lack of LME creativity

Other Comments:

- -We have experienced great difficulty dealing with administration, contracts and finances at [SMC]. Nice folks but not always user-friendly nor efficient. - Cherokee County Schools
- Cannot get appointments with New River (Wilkes Co.) for months! Then people complain that they only see the counselor for 5-10 minutes. All services in Alexander co. are limited and do not provide routine tx because of the high number of clients
- More collaboration and information-sharing between state agencies
- Spanish-speaking interpreters needed across all services and service areas