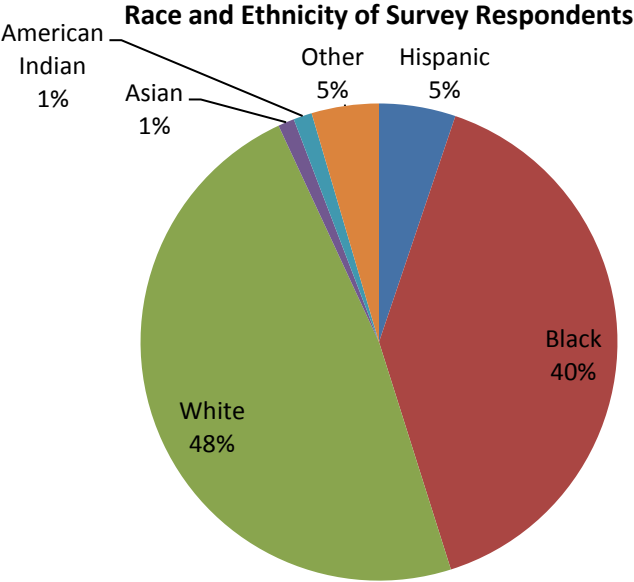
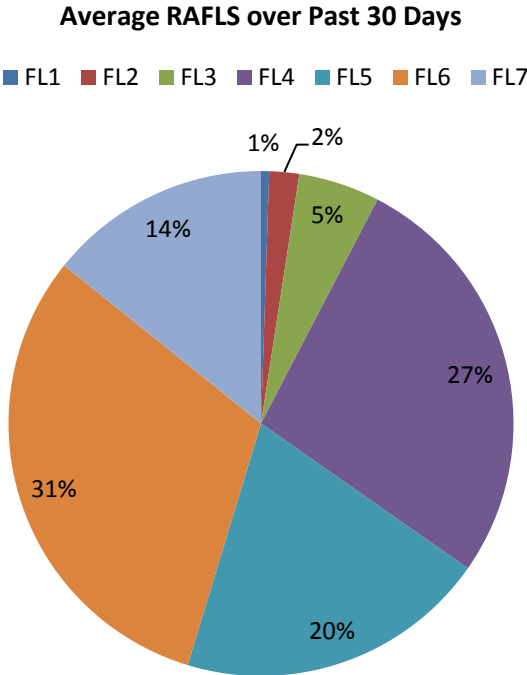


Consumer Service Needs Assessment Survey Report

Demographic Information

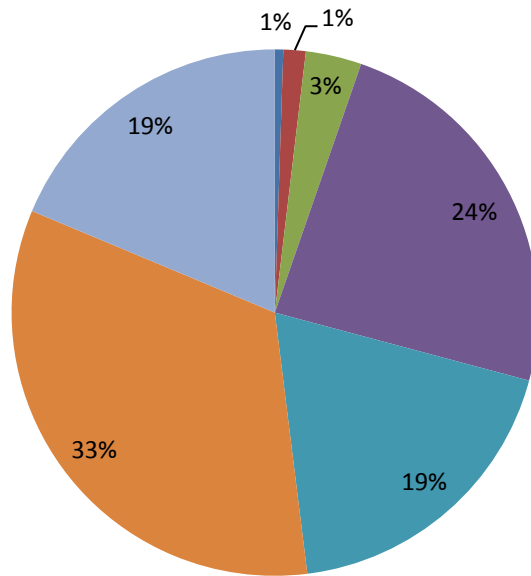


Functional Level



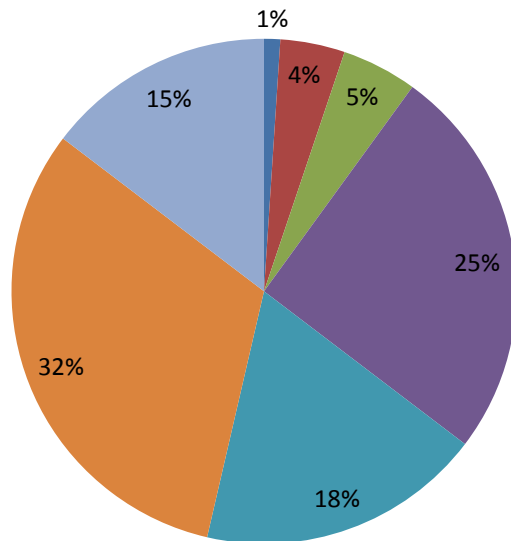
Current RAFLS Level

■ FL1 ■ FL2 ■ FL3 ■ FL4 ■ FL5 ■ FL6 ■ FL7



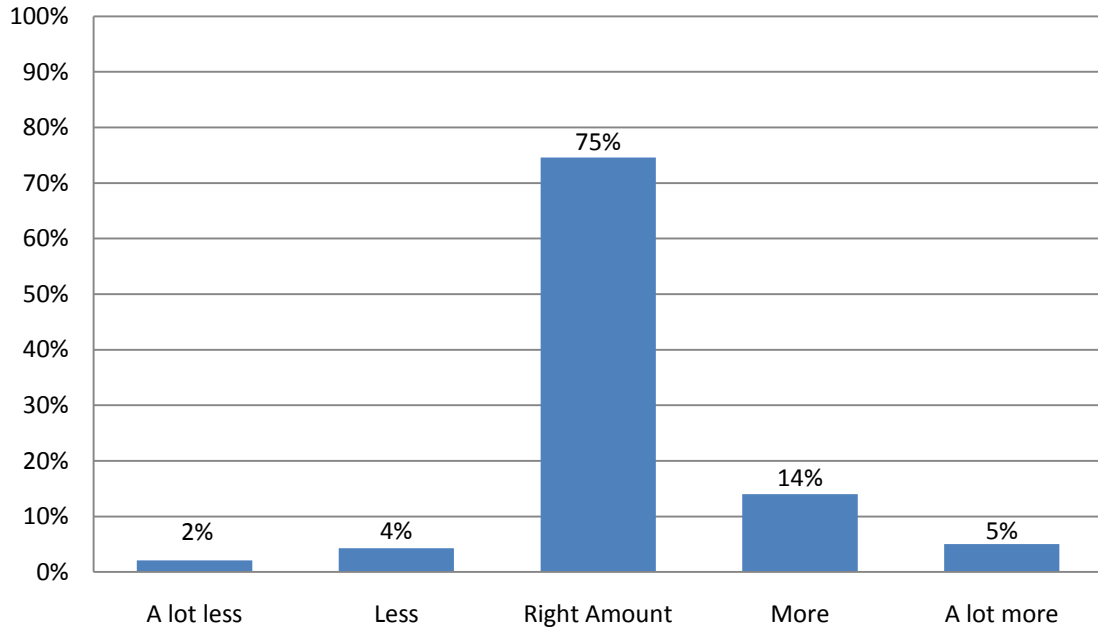
RAFLS Level 30 Days Ago

■ FL1 ■ FL2 ■ FL3 ■ FL4 ■ FL5 ■ FL6 ■ FL7



Service Needs

Distribution of Service Needs (All Services)



Residential Services	Needed a lot less	Needed Less	Right Amount	Needed More	Needed a lot more
24 Hour CBRF	5	9	153	15	8
	2.6%	4.7%	80.5%	7.9%	4.2%
Supported Apartments	5	6	160	18	15
	2.5%	2.9%	78.4%	8.8%	7.4%
Safe Haven	1	2	134	6	6
	0.7%	1.3%	89.9%	4.0%	4.0%
Transitional Housing	3	7	141	14	4
	1.8%	4.1%	83.4%	8.3%	2.4%

Emergency	A lot less	Less	Right Amount	More	A lot more
Mobile Crisis Service	2	5	127	7	3
	1.4%	3.5%	88.2%	4.9%	2.1%
24 Hour Crisis Service	6	16	143	14	10
	3.2%	8.5%	75.7%	7.4%	5.3%
Crisis Resource Center	2	3	137	13	6
	1.2%	1.9%	85.1%	8.1%	3.7%
Crisis Respite Care	3	4	131	8	10
	1.9%	2.6%	84.0%	5.1%	6.4%

Locked Inpatient Facility	A lot less	Less	Right Amount	More	A lot more
Acute Inpatient	8	28	188	26	13
	3.0%	10.6%	71.5%	9.9%	4.9%

Outpatient Treatment	A lot less	Less	Right Amount	More	A lot more
Medication Management	8	16	328	50	14
	1.9%	3.8%	78.8%	12.0%	3.4%
Individual Therapy	5	19	234	73	36
	1.4%	5.2%	63.8%	19.9%	9.8%
Support Groups	11	12	200	65	15
	3.6%	4.0%	66.0%	21.5%	5.0%
Substance Use Services	4	4	146	29	3
	2.2%	2.2%	78.5%	15.6%	1.6%
Day Treatment	4	12	149	21	7
	2.1%	6.2%	77.2%	10.9%	3.6%

Community-Based Services	A lot less	Less	Right Amount	More	A lot more
Employment-Related Services	1	3	131	66	14
	0.5%	1.4%	60.9%	30.7%	6.5%
Case Management	9	27	320	73	22
	2.0%	6.0%	71.0%	16.2%	4.9%
Drop-in Social Program	6	6	167	34	10
	2.7%	2.7%	74.9%	15.2%	4.5%
Clubhouse	4	5	156	32	14
	1.9%	2.4%	73.9%	15.2%	6.6%
Peer Specialist Services	5	10	184	53	10
	1.9%	3.8%	70.2%	20.2%	3.8%
Peer Operated Services	4	6	136	32	13
	2.1%	3.1%	71.2%	16.8%	6.8%

Reasons for Service Need Disparity

Service Availability

Service:	Reason:	Service does not exist		Service needed was not available so got this instead	
		Count	%	Count	%
24 Hour CBRF		19	20.0%	6	6.3%
Supported Apartments		15	16.9%	6	6.7%
Safe Haven		18	24.0%	5	6.7%
Transitional Housing		17	20.5%	8	9.6%
Mobile Crisis Service		11	15.1%	3	4.1%
24 Hour Crisis Service		10	10.1%	4	4.0%
Crisis Resource Center		11	16.7%	3	4.5%
Crisis Respite Care		16	21.3%	6	8.0%
Acute Inpatient		18	10.3%	5	2.9%
Medication Management		9	10.8%	8	9.6%
Individual Therapy		19	16.8%	6	5.3%
Support Groups		12	12.6%	7	7.4%
Substance Use Services		4	5.2%	5	6.5%
Day Treatment		14	14.6%	6	6.3%
Employment-Related Services		21	20.8%	8	7.9%
Case Management		17	15.9%	8	7.5%
Drop-in Social Program		7	8.4%	6	7.2%
Clubhouse		4	6.3%	4	6.3%
Peer Specialist Services		9	12.0%	9	12.0%
Peer Operated Services		13	18.6%	4	5.7%

Providers & Family

Service:	Reason:	Family requested Less		Family requested More		Provider decided even though I didn't need it		Provider decided I should not have service	
		Count	%	Count	%	Count	%	Count	%
24 Hour CBRF		4	4.2%	4	4.2%	7	7.4%	16	16.8%
Supported Apartments		8	9.0%	4	4.5%	9	10.1%	15	16.9%
Safe Haven		5	6.7%	0	0.0%	4	5.3%	14	18.7%
Transitional Housing		3	3.6%	1	1.2%	9	10.8%	14	16.9%
Mobile Crisis Service		4	5.5%	0	0.0%	6	8.2%	11	15.1%
24 Hour Crisis Service		7	7.1%	3	3.0%	6	6.1%	16	16.2%
Crisis Resource Center		4	6.1%	3	4.5%	4	6.1%	13	19.7%
Crisis Respite Care		5	6.7%	1	1.3%	4	5.3%	13	17.3%
Acute Inpatient		17	9.7%	9	5.1%	25	14.3%	16	9.1%
Medication Management		1	1.2%	4	4.8%	12	14.5%	13	15.7%
Individual Therapy		4	3.5%	9	8.0%	10	8.8%	7	6.2%

Service:	Reason:	Family requested Less		Family requested More		Provider decided even though I didn't need it		Provider decided I should not have service	
		Count	%	Count	%	Count	%	Count	%
Support Groups		3	3.2%	8	8.4%	13	13.7%	6	6.3%
Substance Use Services		4	5.2%	2	2.6%	6	7.8%	10	13.0%
Day Treatment		4	4.2%	4	4.2%	10	10.4%	9	9.4%
Employment-Related Services		4	4.0%	9	8.9%	5	5.0%	7	6.9%
Case Management		9	8.4%	9	8.4%	22	20.6%	8	7.5%
Drop-in Social Program		6	7.2%	2	2.4%	5	6.0%	6	7.2%
Clubhouse		2	3.1%	6	9.4%	5	7.8%	6	9.4%
Peer Specialist Services		3	4.0%	5	6.7%	10	13.3%	5	6.7%
Peer Operated Services		5	7.1%	3	4.3%	7	10.0%	5	7.1%

Barriers

Service:	Reason:	Language or Cultural Barrier		I was unable to pay or insurance issue		They wouldn't let me in due to behavior or diagnosis	
		Count	%	Count	%	Count	%
24 Hour CBRF		2	2.1%	5	5.3%	2	2.1%
Supported Apartments		3	3.4%	1	1.1%	4	4.5%
Safe Haven		2	2.7%	1	1.3%	2	2.7%
Transitional Housing		3	3.6%	1	1.2%	6	7.2%
Mobile Crisis Service		1	1.4%	1	1.4%	4	5.5%
24 Hour Crisis Service		4	4.0%	2	2.0%	6	6.1%
Crisis Resource Center		2	3.0%	0	0.0%	7	10.6%
Crisis Respite Care		2	2.7%	1	1.3%	3	4.0%
Acute Inpatient		6	3.4%	10	5.7%	5	2.9%
Medication Management		0	0.0%	10	12.0%	3	3.6%
Individual Therapy		1	0.9%	18	15.9%	2	1.8%
Support Groups		5	5.3%	3	3.2%	2	2.1%
Substance Use Services		2	2.6%	7	9.1%	4	5.2%
Day Treatment		4	4.2%	7	7.3%	5	5.2%
Employment-Related Services		3	3.0%	3	3.0%	5	5.0%
Case Management		2	1.9%	1	0.9%	3	2.8%
Drop-in Social Program		4	4.8%	3	3.6%	3	3.6%
Clubhouse		1	1.6%	0	0.0%	3	4.7%
Peer Specialist Services		2	2.7%	3	4.0%	3	4.0%
Peer Operated Services		3	4.3%	2	2.9%	3	4.3%

Refusal

Service:	Reason:	I refused because I didn't think I need it		I refused because quality of service is bad		I refused because I didn't understand what the service is	
		Count	%	Count	%	Count	%
24 Hour CBRF		18	18.9%	6	6.3%	6	6.3%
Supported Apartments		14	15.7%	1	1.1%	9	10.1%
Safe Haven		16	21.3%	3	4.0%	5	6.7%
Transitional Housing		15	18.1%	2	2.4%	4	4.8%
Mobile Crisis Service		24	32.9%	2	2.7%	6	8.2%
24 Hour Crisis Service		20	20.2%	15	15.2%	6	6.1%
Crisis Resource Center		13	19.7%	2	3.0%	4	6.1%
Crisis Respite Care		16	21.3%	1	1.3%	7	9.3%
Acute Inpatient		40	22.9%	16	9.1%	8	4.6%
Medication Management		13	15.7%	4	4.8%	6	7.2%
Individual Therapy		19	16.8%	9	8.0%	9	8.0%
Support Groups		26	27.4%	4	4.2%	6	6.3%
Substance Use Services		26	33.8%	3	3.9%	4	5.2%
Day Treatment		25	26.0%	2	2.1%	6	6.3%
Employment-Related Services		22	21.8%	7	6.9%	7	6.9%
Case Management		20	18.7%	5	4.7%	3	2.8%
Drop-in Social Program		25	30.1%	5	6.0%	11	13.3%
Clubhouse		18	28.1%	3	4.7%	12	18.8%
Peer Specialist Services		17	22.7%	4	5.3%	5	6.7%
Peer Operated Services		12	17.1%	2	2.9%	11	15.7%

Reasons for Service Disparities (All Services)

