

## **APPENDIX B:**

# **LYONS TOWNSHIP MENTAL HEALTH COMMISSION PROGRAM USER FOCUS GROUP, KEY INFORMANT SURVEY, AND COMMUNITY HEALTH NEEDS ASSESSMENT SURVEY SUMMARY POWER POINT**

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# Lyons Township Mental Health Commission

## Community Needs Assessment

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## Background and Purpose

- The Lyons Township Mental Health Commission worked with the Center for Governmental Studies (CGS) at Northern Illinois University to conduct a study of mental health, substance abuse, and developmental disability needs in Lyons Township
- Multi-mode design
  - Focus groups with service users and community members
  - Survey of key informants
  - Survey of community members
- Findings will be used by the Mental Health Commission to evaluate current efforts and develop priorities for the future

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# Methodology

## Focus Groups

- Five focus groups were conducted
  - Three groups with service users
  - Two groups with community members
- A total of 32 individuals participated in the focus groups

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# Methodology

## Focus Groups

- The focus group discussions covered the following topics:
  - Satisfaction with the services available
  - Areas for improvement
  - Mental Health Commission priorities for the next three years

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# Methodology

## Key Informant Survey

- Online survey
- List of 209 key informants with name, organization, and email address provided by the Mental Health Commission
- Email invitation to participate in the survey was sent on December 20, 2018
- Up to four email reminders were sent to non-respondents

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# Methodology

## Key Informant Survey

- Survey was closed on February 3, 2019
- 73 surveys were received
- The survey covered the following topics:
  - Awareness of programs and services funded by the Lyons Township Mental Health Commission
  - Impact of the Mental Health Commission's efforts in the past three years
  - Amount of funding and resources the Mental Health Commission should put towards the programs and services in the next three years
  - Areas for improvement
  - Mental Health Commission priorities for the next three years

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# Methodology

## Community Member Survey

- Online survey conducted in English and Spanish
- Random sample of 4,000 households in Lyons Township was purchased from the Marketing Systems Group, a survey sampling firm
- Emails and mailing addresses were obtained
- Email invitation to participate in the survey was sent on March 25, 2019
- Up to four email reminders were sent to non-respondents
- A letter was also sent with the survey link and a password to non-respondents



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# Methodology

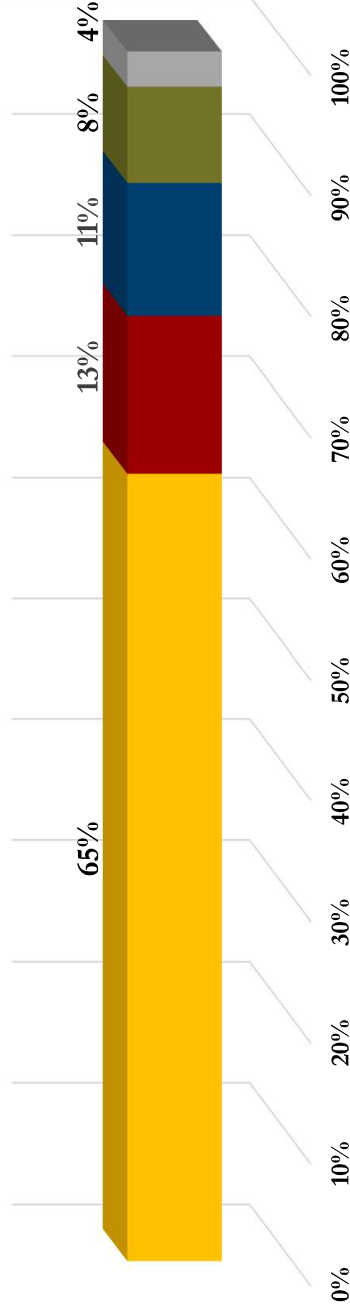
## Community Member Survey

- A link to the survey was included in local communications
- Survey was closed on April 24, 2019
- 231 surveys were received
- The survey covered the following topics:
  - Perceived and actual information and service gaps
  - Importance of prevention programs
  - Greatest unmet needs in Lyons Township
  - Awareness of the Lyons Township Mental Health Commission and what it does

# Findings

## Awareness of Lyons Township Mental Health Commission

- Awareness of the Lyons Township Mental Health Commission and what it does
  - Almost two-thirds of community members are unaware the Mental Health Commission exists and one-eighth only know the name and nothing else



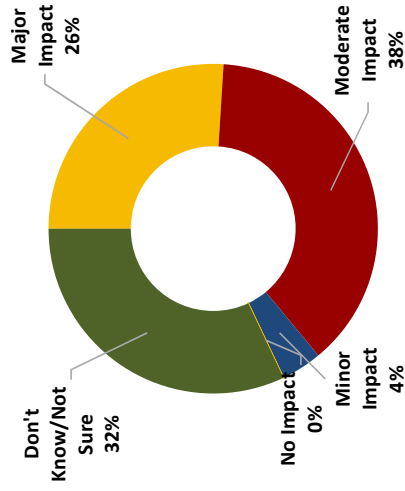
■ Never Heard of Commission ■ Heard the Name Only ■ Know a Little ■ Know a Moderate Amount ■ Know a Great Deal

# Findings

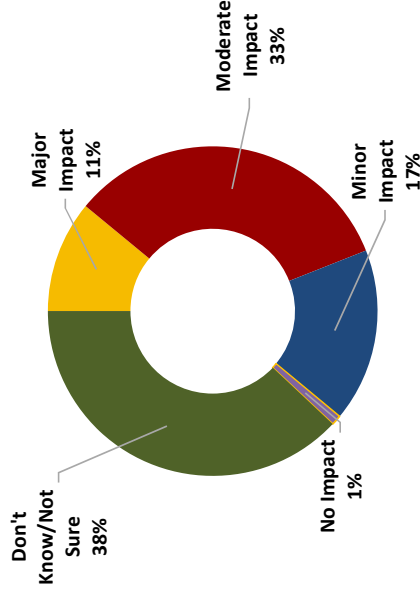
## Impact of the Lyons Township Mental Health Commission Over the Past Three Years

- Key informants believe that the Mental Health Commission has made a significant impact

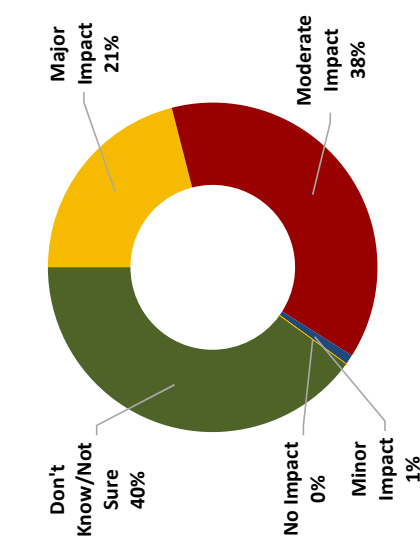
Mental Health



Substance Abuse



Developmental Disabilities



- Service users think the services they have received have made a difference in their and their family's lives

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# Findings

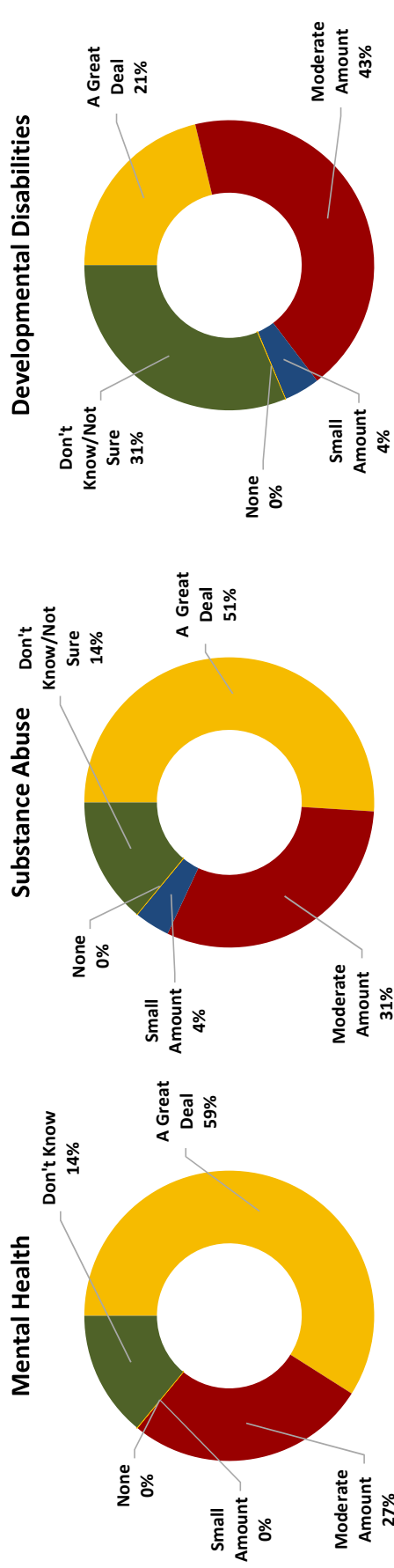
## Future Funding for Services/Programs

- The majority of key informants believe the funding for Pillars Community Health (PHC) addictions programming should be increased
- For the other funded services/programs, the majority of the key informants think that the funding should be maintained with the exception of the following services/programs for which the respondents are divided on whether the funding should be maintained or increased:
  - PHC’s Psychiatric Services
  - PHC’s Mental Health Services
  - PHC’s Crisis Team Intervention Services
  - Lyons Township Mental Health Commission’s Coalition for a Drug Free Lyons Township

# Findings

## Amount of Resources Mental Health Commission Should Put Towards Area in the Next Three Years

- Most key informants believe that the Mental Health Commission should put a great deal of resources towards mental health and substance abuse



# Findings

## Biggest Mental Health, Substance Abuse and Developmental Disabilities Issues in Lyons Township

Mental Health	Substance Abuse	Developmental Disabilities
Suicides	Opioid addiction	Educate employers about hiring individuals with DD
Depression	Heroin use	Need for job coaching/follow-up
Anxiety in teens	Vaping	Cost of transportation
Need for more psychiatrists	Teen alcohol use	Aging of caregivers
Need for more youth services	Teen drug use	
Lack of funding for agencies-cutbacks in staff/wait lists	Need for inpatient services and detox on demand, particularly for uninsured	
Training for police and other professionals	Meth use	
Need for senior services	Marijuana use-especially if legalized	

Notes: Open-ended question asked of key informants, service users, and community members. The issues are not listed in any particular order.

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# Findings

## Awareness of Available Services/Programs in Lyons Township

- Community members are not aware of the services/programs available in Lyons Township
  - Community members participating in the focus groups comment that “the average resident does not know what services/programs are available in Lyons Township”
  - When asked in the survey to name the greatest mental health, substance abuse, and developmental disabilities issues/needs in Lyons Township the most frequently given response (39%) was better communication or information about the services available
- Key informants are less likely to be aware of developmental disabilities services/programs (76%) than substance abuse (91%) and mental health services/programs (90%)

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# Findings

## Satisfaction with Services/Programs

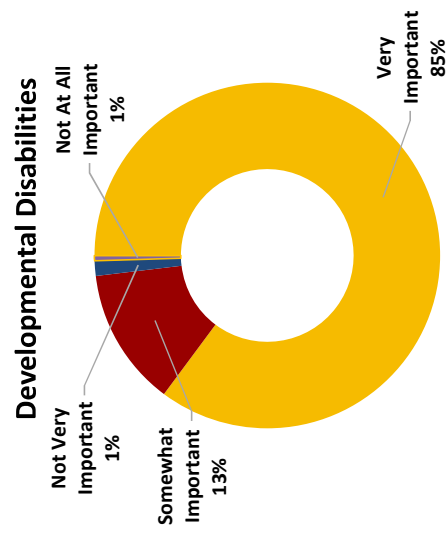
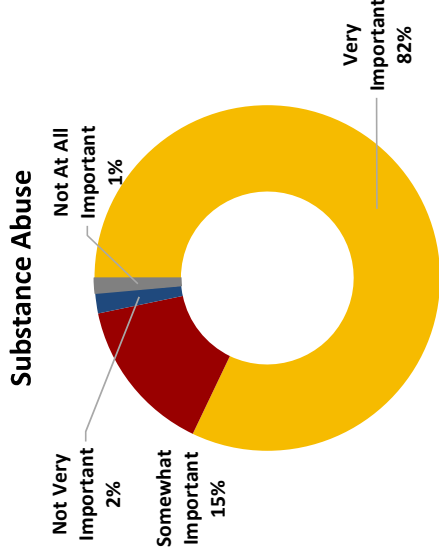
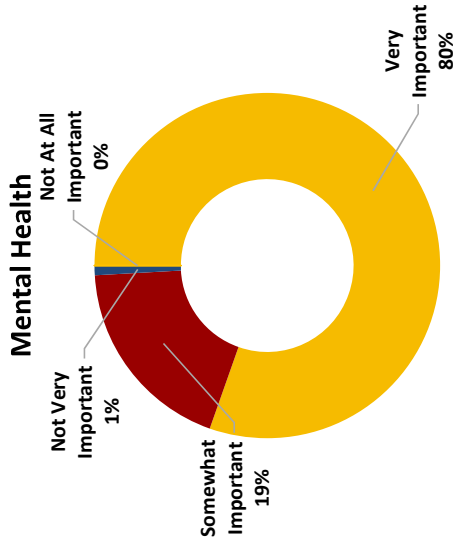
- Service users are extremely pleased with the quality of services they receive
  - Programs are better than comparable programs in other areas
  - Trust staff
  - Good source of referrals for additional services



# Findings

## Prevention Programs

- The majority of community members believe that prevention programs are very important



- Key informants also mention the need for prevention programs
- About 7 out of 10 community members are unaware of the prevention programs offered in Lyons Township

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## Conclusions and Recommendations

- Key informants, service users, and community members are satisfied with the current efforts of the Lyons Township Mental Health Board, but see room for improvement
- Areas to Focus on Over the Next Three Years
  - Communication
  - Prevention Services
  - Youth Services

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# Conclusions and Recommendations

## Communication

- More communication is needed about:
  1. The Lyons Township Mental Health Commission and what it does
  2. The services/programs available in Lyons Township
  3. Various mental health, substance abuse and developmental disabilities topics
- Communicate with residents
  - Make information available in Spanish, Arabic, Polish
  - Social media, present at community meetings, school communications, other organizations' communications
  - Direct community members to Mental Health Commission website for resources and information

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# Conclusions and Recommendations

## Communication

- Communicate with key informants (schools, police departments, libraries, park districts)
  - Present at professional meetings
  - Quarterly meetings to discuss issues and how to work together to address

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# Conclusions and Recommendations

## Prevention Services

- Increase the number of prevention programs available
  - Decide on topics that will have the greatest impact
  - Decide on which audience is most appropriate
  - Decide on best organization to provide program
- Communicate the availability of prevention programs
  - Resource guide on Lyons Township Mental Health Commission website and funded agencies websites

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# Conclusions and Recommendations

## Youth Services

- Increase the availability of mental health and substance abuse services for youth
  - Services needed for children and teens
- Provide support to schools
- Provide information to parents and teachers about how to identify mental health and substance abuse issues

**APPENDIX C:**  
**LYONS TOWNSHIP MENTAL HEALTH COMMISSION U.S. CENSUS DATA**  
**UPDATE REPORT**