

# **NORTHEASTERN CENTER, INC**

## **COMMUNITY NEEDS SURVEY 2016**

Bi-Annually, Northeastern Center (NEC) conducts a community needs assessment for our primary service area of DeKalb, LaGrange, Noble, and Steuben counties. The assessment is conducted via survey and seeks information from community stake holders in regards to the views on the behavioral health needs within the community we serve. The information obtained as a result is important for program planning, resource allocation, and determining any potential accessibility/awareness issues.

The assessment differs from consumer satisfaction surveys as targeted respondents are typically other service providers and referral sources which offer a different lens to view the primary behavioral health needs in the community. Some respondents are involved with NEC in multiple aspects (e.g. referral source and resident); approximately one in six respondents have had a personal experience with NEC services.

There was a good community response to the assessment with ninety (90) surveys collected of the 425 sent - 21% return rate.

Not surprisingly, many of the identified needs are inter-related. For youth, family-related challenges were most prevalent. Behavioral concerns and substance abuse were also common themes.

Family and substance abuse dominated the needs identified for the adult population while depression along with basic needs (housing/medical care) was identified for those 65 years and older.

A positive outcome is in the area of accessibility. Nearly 76% indicated easy accessibility to NEC.

These findings are valuable and subsequent recommendations will be considered moving forward as Northeastern Center continues to be your community counseling center.

### **III. Demographics of participants:**

<b>COUNTY</b>	
DeKalb	33.3%
LaGrange	18.9%
Noble	26.7%
Steuben	18.9%
Other	2.2%

	<b>How involved with NEC</b>			
Direct work with Northeastern Center clients	Work for an agency that refers to/works with Northeastern Center	Personal Experience (self, family member, friend)	Community Member (residing in Noble, DeKalb, LaGrange, or Steuben County)	Employed in the NEC Service Area (Noble, DeKalb, Lagrange, or Steuben County)
17.8%	38.9%	15.6%	37.8%	35.6%

## Key Findings

Behavioral Health needs among the various age groups within the survey have remained fairly consistent over the past 8 years. Family related issues (drugs/alcohol) continues to be viewed as the largest problem for children in the 4-county service area.

### **0-12 YEARS OLD**

Anger Management	6.9%
Attention Deficit/Hyperactivity	13.8%
Autism Spectrum Disorder	3.4%
<b>Behavioral Disorders</b>	<b>34.5%</b>
Culturally related problems	2.3%
Depression	8.0%
<b>Family Problems</b>	<b>55.2%</b>
Self Harm	2.3%
Substance Use/Abuse	13.8%
Violence/Bullying	14.9%
Don't know	2.3%

**12-17 Year Olds**

Anger Management	4.5%
Anxiety Disorder	2.2%
Attention Deficit/Hyperactivity	3.4%
Behavioral Disorders	20.2%
Bipolar	3.4%
Culturally Related Problems	2.2%
Depression	9.0%
Eating Disorders	0.0%
<b>Family Issues</b>	<b>36.0%</b>
Peer Pressure/Influence	23.6%
Self Harm	9.0%
<b>Substance Use/Abuse</b>	<b>31.5%</b>
Violence/Bullying	13.5%
Don't know/not sure	2.2%
Other (please specify)	0.0%

A further breakdown of “Family issues” shows respondents believe that “Drugs/Alcohol” are most prevalent “Family related” issue for our communities.

that the

Abuse/Neglect	Criminal	Divorce	Drugs/alcohol	education	Family Violence	Mental Illness	Poverty
17.1%	2.9%	17.1%	32.9%	1.1%	7.1%	7.1%	15.7%

In comments, respondents mentioned the link between many of these items, such as Drugs/Alcohol and Family relationships. A common comment for the “Other” category was a problem with “Poverty”. Even though this is not a “behavioral health” issue, it impacts it tremendously and often keeps people from getting the help they need.

For the adult population - Substance Use/Abuse was seen as the most prevalent problem among 18-64 year olds at 52.7% of respondents. This was followed by Family Relational Issues at 45.1% of respondents.

Depression was the number one area of concern for the 65 and over population with 57.8% of respondents. Second was housing for mentally ill/medically compromised (26.5%).

**18-64 Year Olds**

Anger Management	4.4%
Anxiety	14.3%
Bipolar	3.3%
Culturally Related Issues	3.3%
Depression	19.8%
<b>Family Relational Issues (Divorce, Domestic Violence)</b>	<b>45.1%</b>

**65+ Year Olds**

		Anxiety	19.3%
		Anger Management	0.0%
		Culturally Related issues	1.2%
		<b>Depression</b>	<b>57.8%</b>
		Family Relational Issues	21.7%
		Gambling Addiction	1.2%
		Other Severe Mental Illness (schizophrenia, OCD, etc)	9.6%
		Substance Use/Abuse	3.6%
		<b>Housing for Mentally Ill / Medically Compromised</b>	<b>26.5%</b>
		Don't Know	13.3%
		Other (Poverty, Age related mental problems)	2.4%
Gambling Addiction	0.0%		
Other Severe Mental Illness (ie, schizophrenia, OCD, etc)	11.0%		
Post Traumatic Stress	3.3%		
<b>Substance Use/Abuse</b>	<b>52.7%</b>		
Don't Know/Not sure	1.1%		
Other (please specify)	0.0%		

66.3% of respondents believe that “Cost” the #1 factor in why persons do not get help behavioral health issues. “Stigma”, “Undiagnosed/Misdiagnosed” and “Denial” all fell between 32%-36%. (Poverty, Age related mental problems) remains for

<b>Cost (Unemployed/ Uninsured/ Underinsured)</b>	<b>Stigma associated with Mental Illness</b>	<b>Transpor- tation</b>	<b>Language Barriers</b>	<b>Undiagnosed/ Misdiagnosed</b>	<b>Denial of Mental Health Issue</b>	<b>Cultural/ Religious Beliefs</b>	<b>Child Care</b>
66.3%	36.0%	11.6%	0.0%	32.6%	34.9%	1.2%	3.5%

**Accessibility of NEC services**

Responses to the following statement:

Please mark your level of agreement to the following statement: "The Northeastern Center is easily accessible to persons seeking mental health services."

<b>10.5%</b>	<b>Strongly</b>
<b>65.1%</b>	<b>Agree</b>
<b>8.1%</b>	<b>Disagree</b>
<b>2.3%</b>	<b>Strongly Disagree</b>
<b>14.0%</b>	<b>Don't know</b>