



**ASSESSMENT OF SERVICE NEEDS, SERVICE GAPS,
AND PROVIDER CAPACITY**

EXECUTIVE SUMMARY

MARCH 2008

Introduction

Eastpointe provides management of comprehensive community services for mental health, developmental disabilities, and substance abuse to the citizens of Duplin, Lenoir, Sampson and Wayne counties.

Mission:

Eastpointe, in collaboration with consumers, families, providers, and communities, will work together in managing and continually improving a behavioral healthcare system that insures accessibility, accountability and empowerment of people to achieve valued outcomes.

Eastpointe conducted an assessment of service needs, gaps, and provider capacity in February – March, 2008. The following offers a brief executive summary of the assessment process and results.

Previous Relevant Accomplishments

Eastpointe accomplished the following as part of their ongoing effort to identify and respond to community needs and service gaps and development.

- Completed a three-year local business plan.
- Engaged in numerous training efforts.
- CFAC (Consumer and Family Advisory Council) initiated CIT (Crisis Intervention Team) awareness and training with local law enforcement.
- Conducted provider post-payment reviews.
- Applied for Housing Grant.
- Received Substance Abuse State Incentive Grant for substance abuse prevention.
- Obtained telemedicine and electronic records startup funds.
- Provide funds to support clinicians as they obtain licensure.
- Coordinated greater coordination with local emergency departments.
- Paid for local inpatient services for the indigent population.
- Received funds for mobile crisis services and continue to enhance and expand crisis response.
- Developed and expanded respite options.
- Expanded substance abuse outpatient services.
- Implemented electronic provider choice database.
- Served over 4,500+ individuals with state funds.
- Paid for and Implemented an on-line scheduling software shared by the Eastpointe screening center and providers. Consequently, consumers have an appointment in place before their initial screening phone call ends.
- Paid incentive money to select providers to guarantee immediate, initial appointments for consumers in crisis.
- Eastpointe has jointly formed an alliance with four other LMEs (Beacon, Onslow – Carteret, Southeastern Center, and Southeastern Regional) to create services and infrastructure shared initiatives and efficiencies.

Needs Assessment Process

***Assessment Purpose:** To enhance current and ongoing understanding of existing and anticipated service needs, gaps, and provider capacity to individuals with mental health, developmental disabilities, and substance abuse service needs; to incorporate that understanding into Eastpointe planning, service management, and quality management.*

- Lead staff responsibilities for this assessment rested with: Ken Jones, Area Director/CEO; Client Rights & CFAC liaison Venessia Hill; Quality Improvement Director Anna North; and Provider Relations Director Becky Cale.
- A Steering Committee includes a combination of Eastpointe staff and the CFAC chair, including: Eastpointe staff Ken Jones, Venessia Hill, Anna North, Becky Cale Christal Wood and CFAC Chair Nancy Moore

The following data were gathered and reviewed during the assessment process:

- Medicaid expenditure data.
- IPRS expenditure and client count data.
- Community System Progress Indicators published by the NC Division of MH / DD/ SAS.
- Census demographic data.
- Internal needs-related and quality management data and reports.
- Relevant local, state, and federal reports related to service needs and gaps.
- Provider staff survey.
- Consumer, family, advocate, community, stakeholder survey.
- Provider CEO survey.
- Consumer and family forums in each of the four counties.

Surveys & Forums Data Collection

The following tables summarize details about those participating in Eastpointe's surveys and forums.

Consumer and Family Forums (Feb. 2008)		
County	Date	Number of Participants
Duplin	February 26, 2008	16
Lenoir	February 25, 2008	38

Consumer and Family Forums (Feb. 2008)		
County	Date	Number of Participants
Sampson	February 26, 2008	34
Wayne	February 25, 2008	7

Electronic Surveys (Feb. & Mar. 2008)			
	Providers	Community & Stakeholders	Provider CEOs
Number of Responses	51	100	
Duplin	29	36	21
Lenoir	28	49	21
Sampson	31	37	24
Wayne	34	73	28

Summary of Surveys & Forums

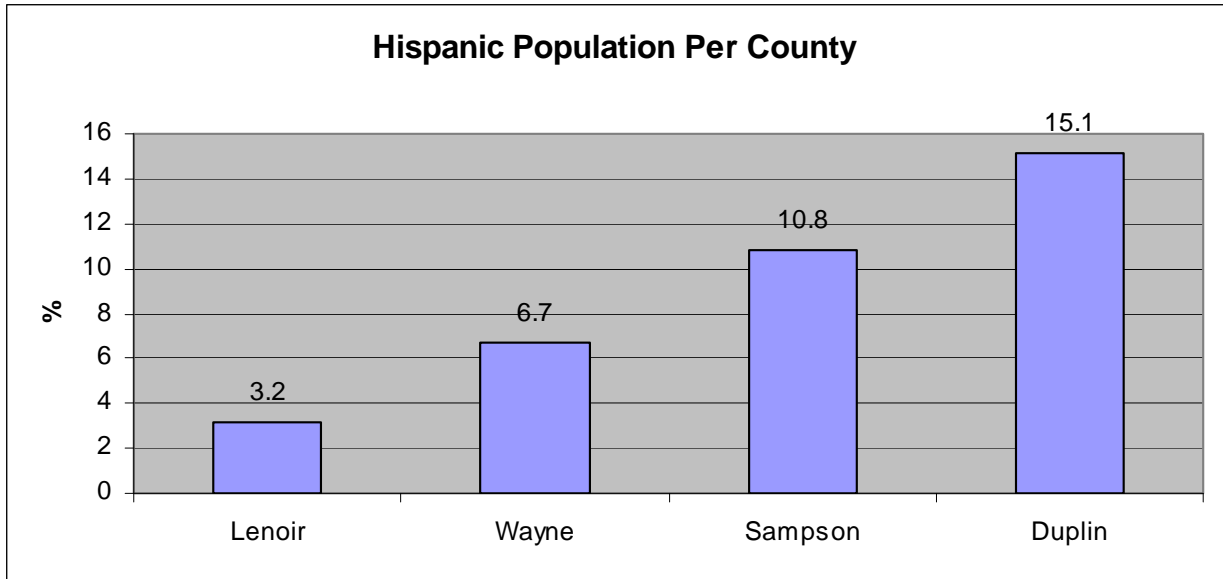
The following table summarizes the top needs & service gaps identified by survey respondents and forum participants.

Eastpointe Service Needs Identified in Surveys & Forums			
	Providers	Community-Stakeholders	Community Forums
General Services Needed	<ul style="list-style-type: none"> ▪ Mental health for adults ▪ Substance abuse for adults ▪ Substance abuse for C/A ▪ Dual diagnosed individuals ▪ Bi-lingual Support 	<ul style="list-style-type: none"> ▪ Developmental disabilities for adults ▪ Substance abuse for adults ▪ Substance abuse for C/A ▪ Dual diagnosed individuals ▪ Bi-lingual Support 	<ul style="list-style-type: none"> ▪ Community-based work and volunteer opportunities ▪ Affordable and accessible transportation
Developmental Disabilities	<ul style="list-style-type: none"> ▪ Day Activities ▪ Residential Services ▪ Peer Support ▪ Caregiver support ▪ CAP Services* 	<ul style="list-style-type: none"> ▪ Respite ▪ Peer Support ▪ Caregiver support 	<ul style="list-style-type: none"> ▪ Community-based work and volunteer opportunities ▪ Educational, recreational, and social activities
Mental Health	<ul style="list-style-type: none"> ▪ Mobile Crisis Mgmt 	<ul style="list-style-type: none"> ▪ Mobile Crisis Mgmt 	<ul style="list-style-type: none"> ▪ Community-based

Eastpointe Service Needs Identified in Surveys & Forums			
	Providers	Community-Stakeholders	Community Forums
	<ul style="list-style-type: none"> ▪ Partial Hospitalization ▪ Facility Based Crisis Services ▪ Assertive Community Treatment team ▪ Peer Support ▪ Availability of Psychiatrists <p>-note: partial list</p>	<ul style="list-style-type: none"> ▪ Peer Support ▪ Availability of Psychiatrists ▪ Bi-lingual Support 	<p>work and volunteer opportunities</p> <ul style="list-style-type: none"> ▪ Information about illness and recovery in everyday lives ▪ Educational, recreational, and social activities
Substance Abuse	<ul style="list-style-type: none"> ▪ Halfway house ▪ Detox ▪ Prevention ▪ Peer Support 	<ul style="list-style-type: none"> ▪ Outpatient ▪ Halfway house ▪ Detox ▪ Prevention ▪ Peer Support 	<ul style="list-style-type: none"> ▪ Substance abuse services for all populations
Child & Adolescent	<ul style="list-style-type: none"> ▪ <u>Intensive in home</u> ▪ Multisystemic treatment ▪ Day Treatment ▪ SA outpatient ▪ Sex Offender ▪ PRTF Res. Treatment ▪ Respite 	<ul style="list-style-type: none"> ▪ Intensive in home ▪ <u>Availability of Psychiatrists</u> ▪ PRTF Res. Treatment ▪ Respite 	

Other Key Results

Spanish, Sign and Other Language Services – Provider CEO Survey Results:



Providers in Eastpointe LME's four counties report a total of 21 personnel are able to deliver services in Spanish. Sixty-eight percent of those responding have no staff who can deliver services in Spanish. Another four personnel can deliver services in a language other than Spanish, English or sign language. These include: French, German, Korean and Portuguese.

Providers report only six personnel trained to deliver services in sign language. Twenty-two providers (79% of respondents) report they have no staff trained to deliver services in sign language.

Next Steps

The full needs assessment document will be used throughout the year as an internal data and planning tool. It will help inform a variety of endeavors for which Eastpointe is responsible, and results will be integrated into other facets of Eastpointe's operations in order to ensure integrated planning and actions. The needs assessment will also be replicated annually.

