



APPENDIX I.

OVERVIEW OF DATA COLLECTION METHODS

Appendix I. Overview/Summary of Data Collection Methods

Five County Mental Health Authority formed a Needs and Gaps Assessment Committee in January of 2009 to lead the Needs and Gaps Assessment effort. The Committee was co-chaired by the Quality Management Director and Provider Services Liaison. The Committee included representatives from Care Management, Customer Services, Provider Services and Quality Management. The Committee designed surveys based on information obtained from the Division of Mental Health, Developmental Disabilities and Substance Abuse Services, and other surveys previously utilized by the LME.

Separate surveys were designed for each of five stakeholder groups:

- 1) Consumers and Families
- 2) Community Partners – generally agencies that make referrals to our system
- 3) Provider agency staff
- 4) Provider agency owners and CEO's
- 5) Area Board members and LME staff

The Consumer and Family survey drafts were shared with the Consumer and Family Advisory Committee and modified based on feedback. All the surveys were modified based on feedback from the Committee and other LME staff.

A subscription to SurveyMonkey was purchased so that all the surveys could be posted and completed on line as well as to facilitate data collection and analysis. Links to each survey was distributed to the appropriate stakeholder groups by email, and the Consumer and Family, Community Partner and Provider Agency staff surveys were all posted on the Five County LME website. Paper copies of the Consumer and Family surveys were distributed at the CFAC meeting, as well as the Area Board meeting, and were mailed to all the provider agencies that requested them. A total of 1397 surveys were mailed out to the 39 provider agencies that requested them, and 579 returned, a return rate of 41.4%. Survey data was collected from

There were a total of 144 Community Partner Surveys completed, 49 Provider Agency Staff Surveys, 38 Owner and CEO Surveys, and 25 completed by Area Board members and LME staff. Copies of the surveys are included in Appendix II. Information from the paper surveys was manually entered into the SurveyMonkey database. The survey results are summarized in Appendix III.

Focus groups were completed with CFAC, The Provider Council, and a number of the collaborative organizations in which Five County Mental Health staff participate including:

- National Alliance on Mental Illness (NAMI) in Granville and Halifax counties
- Community Collaborative
- HIV/AIDS Task Force
- Granville County Community Child Protection Team
- Crisis Intervention Team (CIT) Training class for Law Enforcement

The instructions for the focus groups were as follows:

Supplies needed:

- pad of large easel paper
- masking tape
- several packs of small sticky post-it notes
- a few packs of larger sticky post-it notes

Preparation

- Tape 4-6 sheets of easel paper on the walls around the room
- Have the easel pad at the front of the room to record final results
- Give each participant 3 sticky notes

The Exercise

- Tell the group that they have been invited to discuss the state of mental health in the Five County area with a diverse gathering of consumers, family members, providers, and community partners. The audience wants to know clearly and simply your impression to this question: "What are the 3 most important or critical service needs or gaps in the Five County area?"
- Encourage the group to suspend judgment. Just brainstorm within your own mind. Trust your gut as well as your mind. Do not discuss your impressions with your neighbor.
- The participants should think about the 3 needs/gaps they would choose. Again, without discussion with their neighbor, print legibly on one sticky note 1 service need/gap. Print another need/gap on a 2nd sticky note. Print the 3rd need on the 3rd sticky note. Keep the info concise & simple. Each person should then have 3 sticky notes with an individual service need on each note.

Affinity Sorting

- Have a larger post-it note pad at each location for the easel sheets around the room.
- Break the group into smaller groups that match the number of easel sheets around the room & have the groups gather around each sheet.
- Put all the post it notes for that group on the sheet.
- The group through discussion & consensus should then sort the ideas into common themes (e.g. crisis services; SA services, etc) by grouping those post it notes together on the sheet. If some ideas do not fit a theme, separate them on the sheet as "stand alone" ideas.

Theme Development

- After group sorting, create a short 1-4 word description for the theme. Print that theme on a larger post-it note, and place it over the grouped smaller notes.

Report Back

- Identify a spokesperson for each group. Select a scribe for the central easel at the front of the room. Go around the room, and have each spokesperson share the identified themes....and what themes received the most post-it responses. The scribe will record these outcomes on the pad. There will likely be an indication of what service/need areas are identified as the

ones commanding the most attention. When all info has been recorded, briefly summarize verbally the results.

The summaries from the focus groups are included in Appendix IV.

Paper copies of the Community Partners Survey were also distributed by Five County LME staff to:

- Halifax County Juvenile Crime Prevention Council
- Halifax County Aging Council
- Halifax Community Child Protection Team