

**N.E.W. MENTAL HEALTH CONNECTION COMMUNITY MENTAL
HEALTH NEEDS ASSESSMENT COMPREHENSIVE REPORT 2015**
CONDUCTED BY THE ST. NORBERT COLLEGE STRATEGIC RESEARCH INSTITUTE



RESEARCH OBJECTIVES

❑ *Primary Objective:*

- ❑ The Community Mental Health Needs Assessment project seeks to identify levels of knowledge and perceptions of Mental Health in the Fox Cities area of Outagamie, northern Winnebago and northern Calumet counties.

❑ *More Specifically The Study Will Assess:*

- ❑ Mental health literacy and perceptions.
- ❑ Incidence of mental health conditions.
- ❑ Access to care.
- ❑ Barriers to care.

METHODOLOGY

❑ Phase One Research

- ❑ Secondary Research
- ❑ Focus Groups: Conducted with members of the general public, providers, referral agents.

❑ Phase Two Research

❑ General Public Survey

- ❑ Included a total of 400 telephone interviews with randomly selected residents from the geographical areas of Outagamie, northern Calumet, and northern Winnebago counties.
- ❑ The Margin of Error for the total sample is +/- 5% at the 95% Confidence Interval.

❑ Provider Survey

- ❑ A total of 105 online surveys were completed by health care providers.

❑ Referral Survey

- ❑ A total of 22 online surveys were completed from referral agencies.

❑ Consumer Survey

- ❑ A total of 291 mental health clients who receive mental health services completed the survey. It should be noted that this is not a random sample of mental health clients in the Fox Cities area.

INTERPRETING THE RESULTS

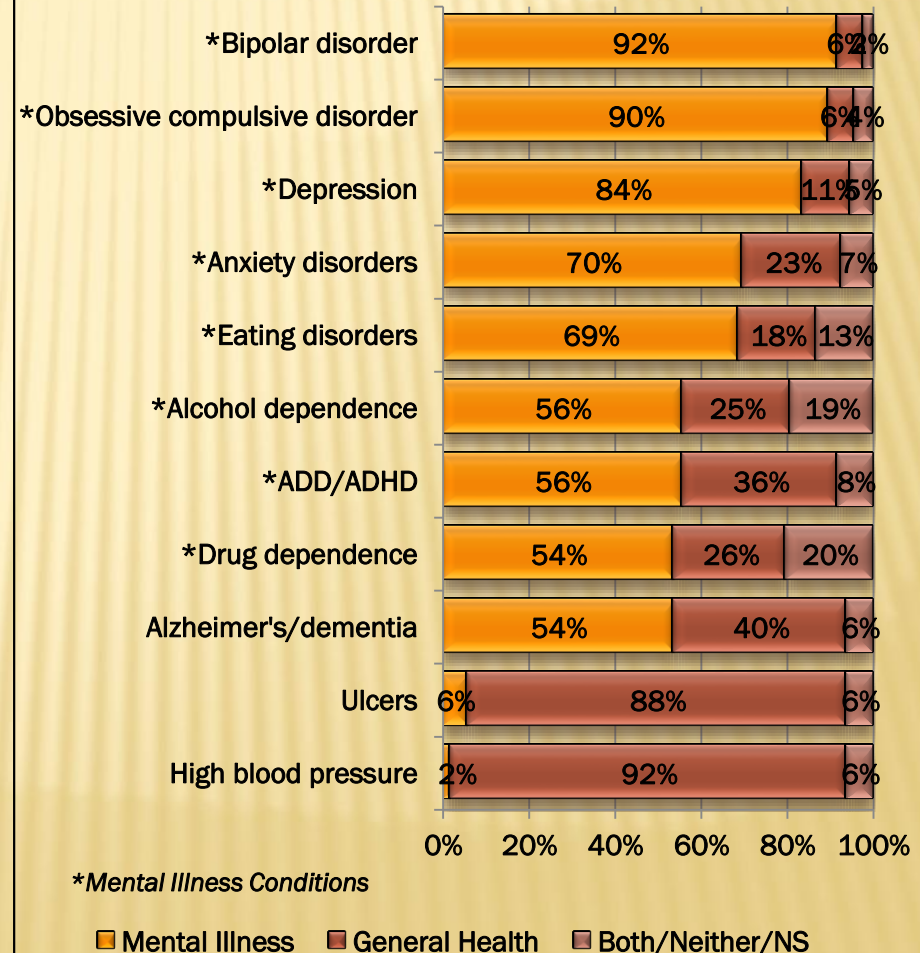
- ❑ **Every random sample study has a Margin of Error** associated with the study since a sample was taken rather than using the entire population. For the general public survey the margin of error is +/- 5% at the 95% confidence level.
- ❑ **This PowerPoint report touches only on some of the key findings.** The full report includes a comprehensive summary report that integrates information from all aspects of the study. In addition, there are separate reports for the: secondary research, focus groups, provider survey, referral agency survey, consumer survey and the general public survey, .
- ❑ **A study of this type always does two things:** 1) it CONFIRMS the intuitive notions that you had, and/or, 2) it CHALLENGES what you thought existed. Thus, great value emerges. If these results confirm what you thought existed regarding mental health conditions in the Fox Cities area, then you now have empirical evidence to support these views. If the results challenge your thinking, then it provides information for further discussion, perhaps altering your perspectives towards mental health in the Fox Cities area.

MENTAL HEALTH LITERACY & PERCEPTIONS

OVERALL UNDERSTANDING OF MENTAL HEALTH CONDITIONS

- About 69% to 92% of respondents correctly classified bipolar disorder, obsessive compulsive disorder, depression, anxiety disorders, and eating disorders.
- 56% each correctly identified alcohol dependence and ADD/ADHD, and 54% identified drug dependence as mental illnesses.
- 92% of respondents correctly identified high blood pressure and 88% correctly identified ulcers as a general health illnesses.
- Only 40% of respondents correctly identified Alzheimer's/Dementia as a general health illness while 54% feel it is a mental illness.

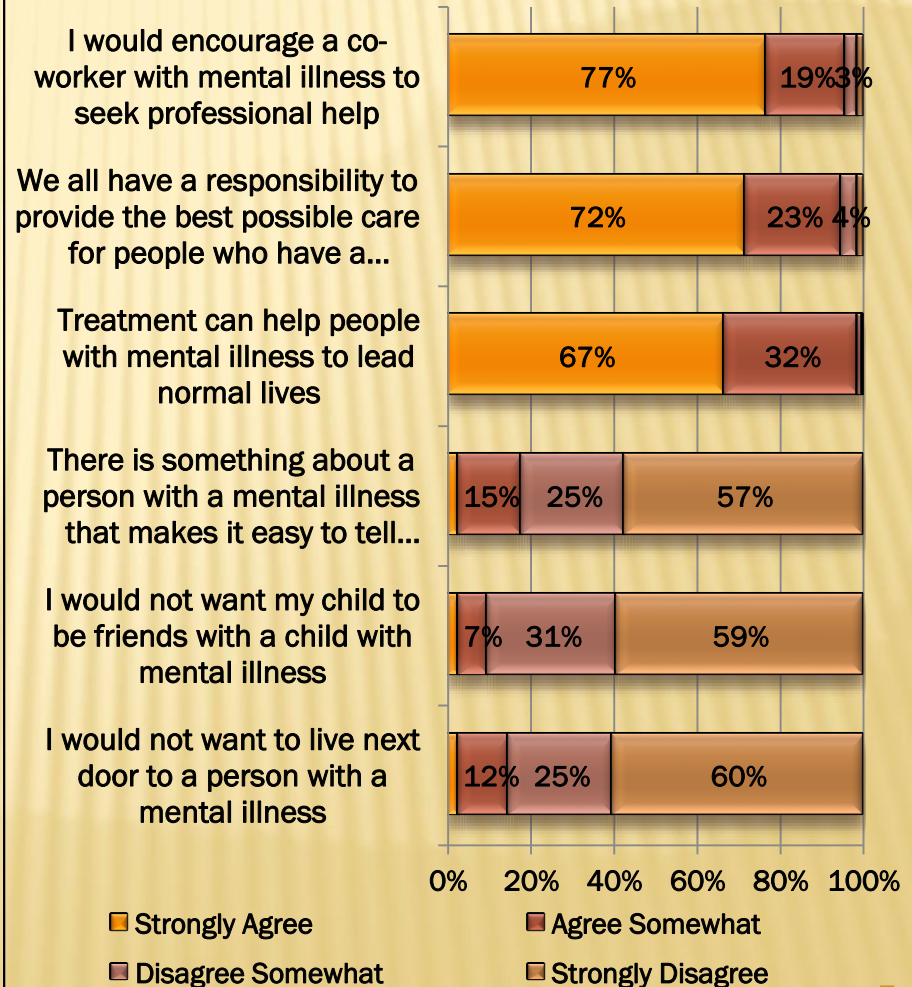
Mental Illness vs. General Health Illness Perceptions
(General Public Survey)



AGREEMENT WITH STATEMENTS ABOUT MENTAL HEALTH

- The general public “strongly agrees” that they would encourage a co-worker to seek professional help (77%), believe we all have a responsibility to provide best possible care (72%) and believe treatment can help people lead a normal life (67%).
- Overwhelming agreement with these views with strong intensity.
- 60% of respondents “strongly disagreed” when asked the statement “I would not want to live next door to a person with a mental illness.”
- People see mental illness as a treatable issue which needs professional help to assist those in need, helping them to lead normal lives.
- The majority believe that people with mental illness are not easily distinguished from others.

Level of Agreement with Various Statements about Mental Illness (General Public Survey)



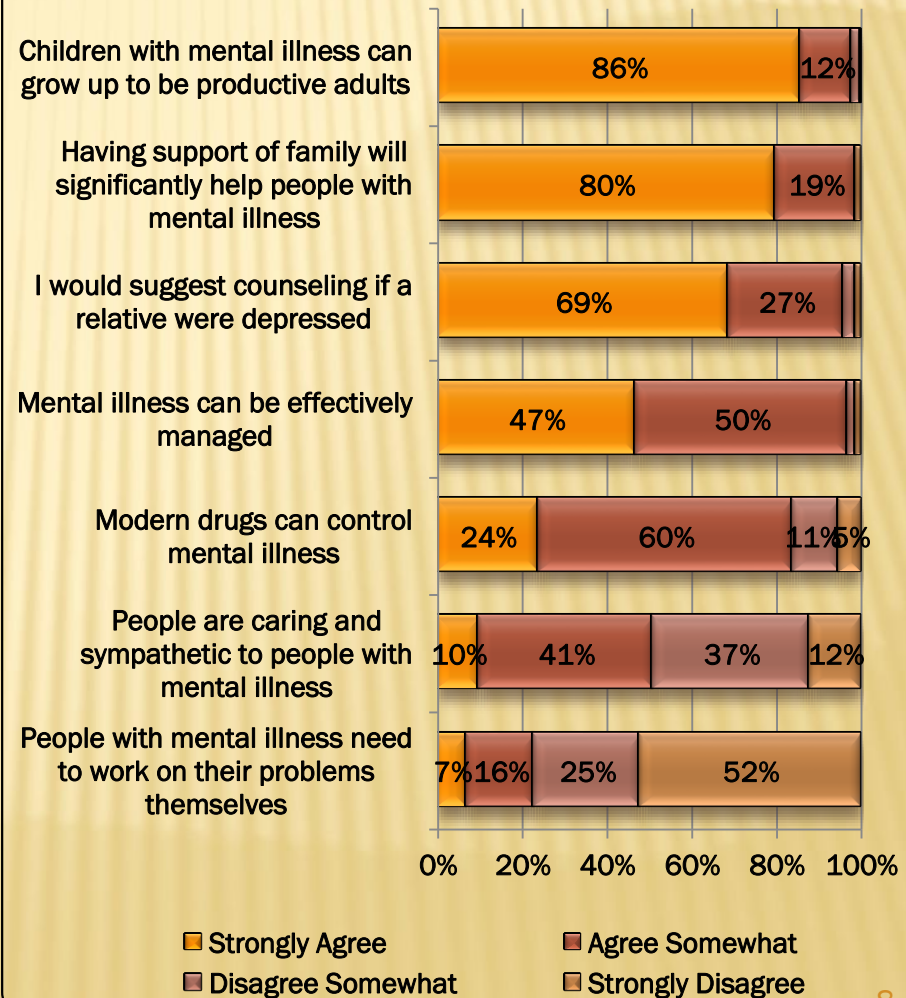
PUBLIC'S PERCEPTION OF MENTAL HEALTH TREATMENTS

- Nearly all respondents believe:
 - Children with mental illness can grow up to be productive adults. (98%)
 - Having support of family will significantly help people with mental illness. (99%)
 - Mental illness can be effectively managed. (97%)
 - They would suggest counselling if a relative were depressed. (96%)
 - Modern drugs can control mental illness. (84%)

- Views of the public are nearly evenly split over whether or not “people are caring and sympathetic to people with mental illness.”

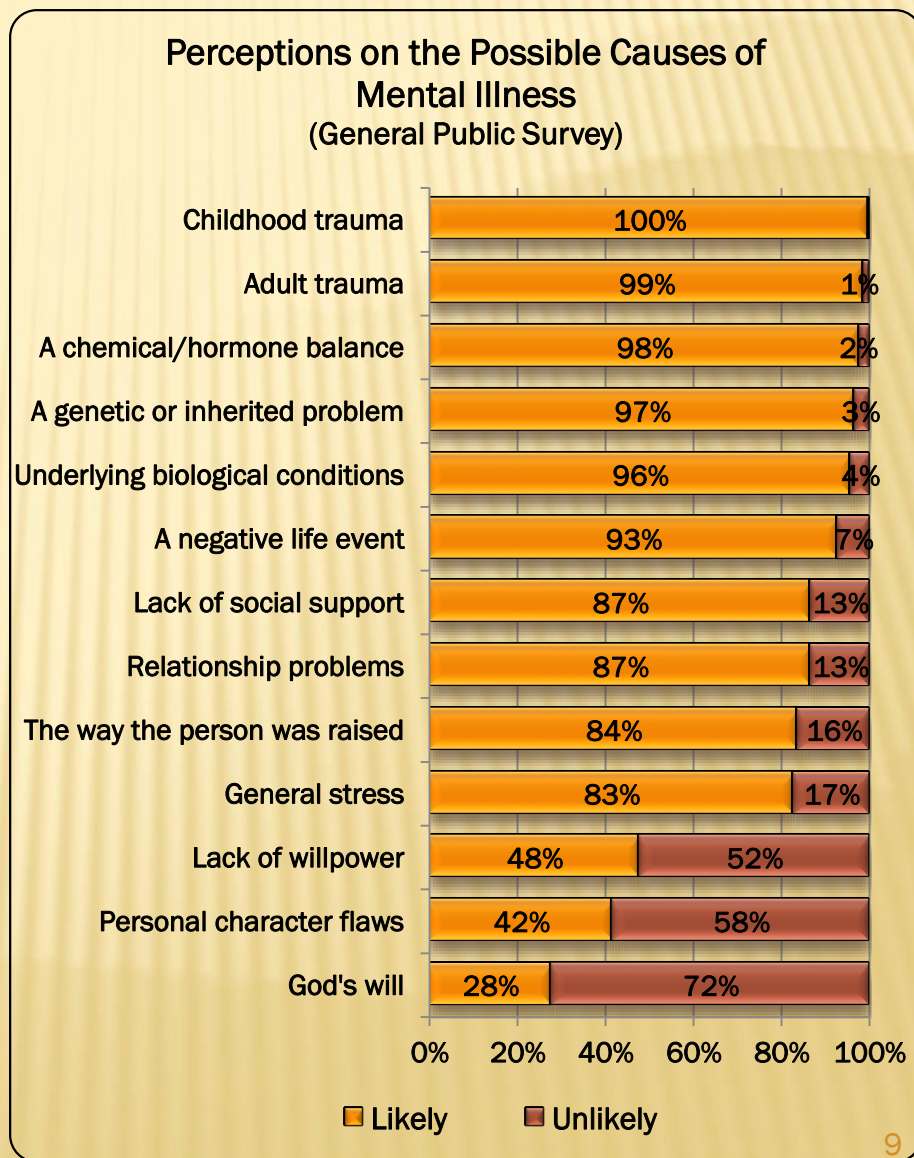
- 23% agreed that “people with mental illness need to work on their problems themselves.”

How Respondents Perceive Certain Mental Health Treatments
(General Public Survey)



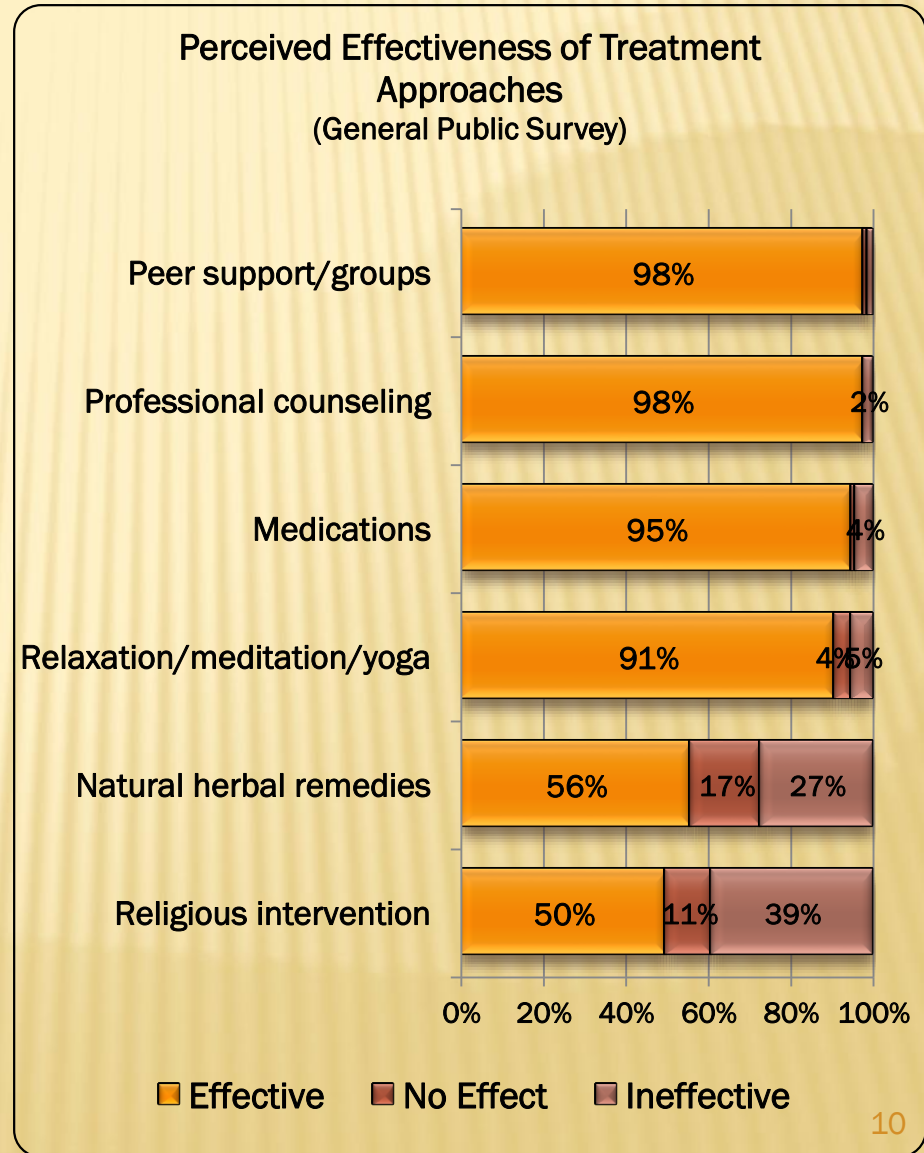
PUBLIC'S VIEW OF POSSIBLE CAUSES FOR MENTAL ILLNESS

- Almost all respondents (99%-100%) indicated that traumatic experiences are the most likely causes of mental illness, followed closely by biological explanations (96%-98%).
- 28% of respondents felt God's will is a likely cause of mental illness in an individual, followed by 42% who reported personal character flaws and 48% who said a lack of willpower.



PUBLIC'S PERCEIVED EFFECTIVENESS OF TREATMENT APPROACHES

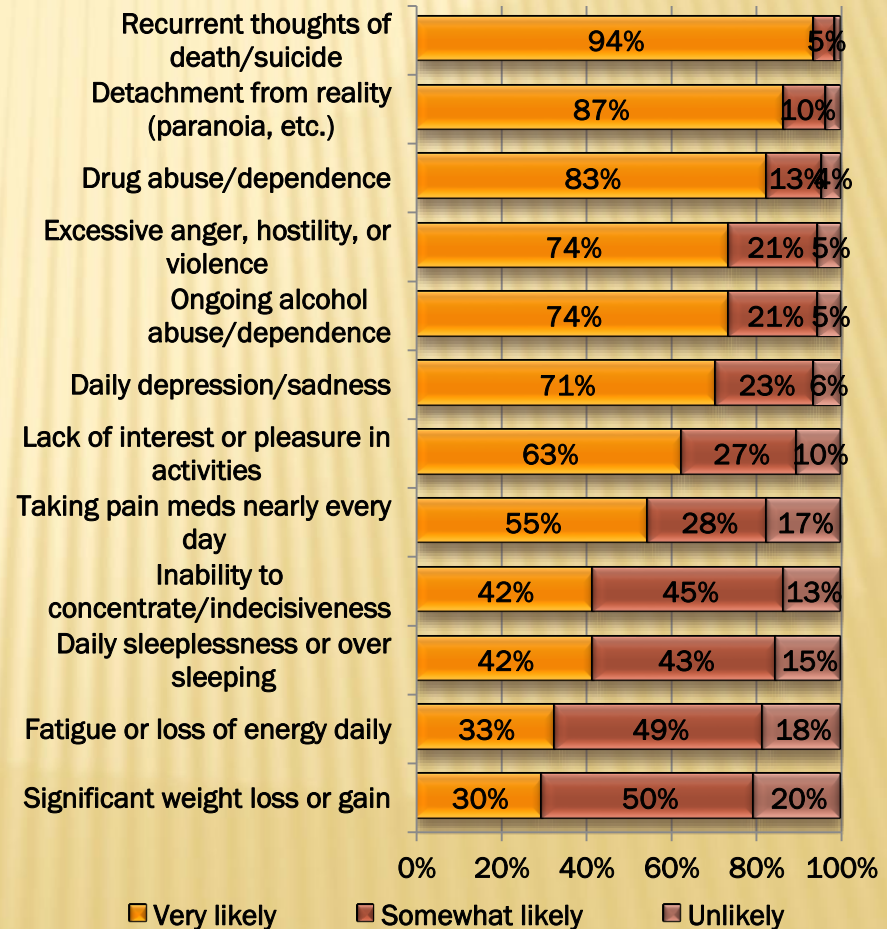
- The majority of respondents (91%-98%) felt the most effective means of treating mental illnesses include peer support/groups, professional counseling, medications, and relaxation/meditation/yoga techniques.
- Natural herbal remedies and religious interventions were identified by about half of the respondents as effective treatments (50%-56%).



PUBLIC'S LIKELIHOOD OF SEEKING HELP FOR VARIOUS SYMPTOMS

- Most respondents (94%) would be “very likely” to seek help for a friend or family members who have recurrent thoughts of death/suicide.
- There is a split at 42% for respondents who would be “very likely” or “somewhat likely” to seek help for family members or friends who show symptoms of having the inability to concentrate/indecisiveness or daily sleeplessness or over sleeping.
- 20% of respondents indicated they would be “unlikely” to seek help if a family member or friend showed symptoms of significant weight loss or gain.

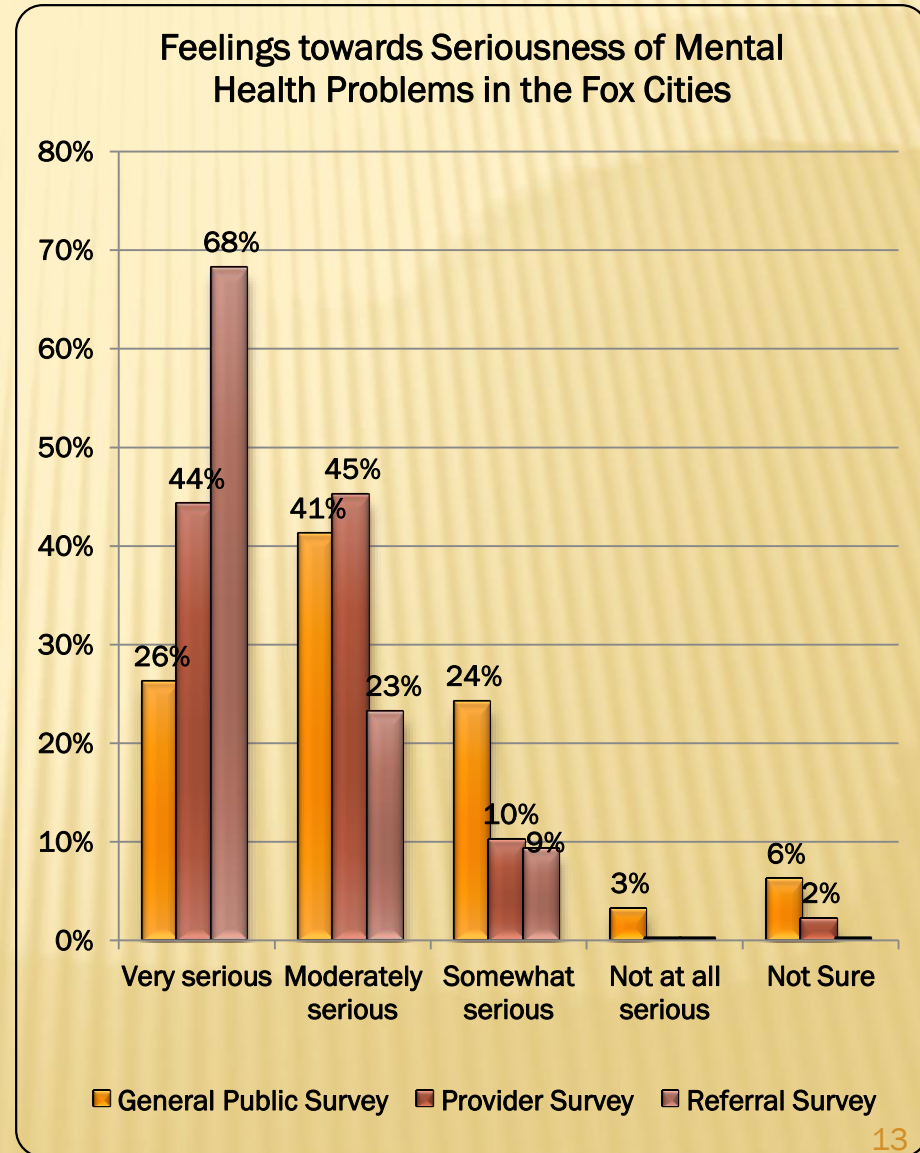
Likelihood of Respondents to Seek Help for a Friend or Family Members showing Listed Symptoms
(General Public Survey)



INCIDENCE LEVELS OF MENTAL HEALTH CONDITIONS

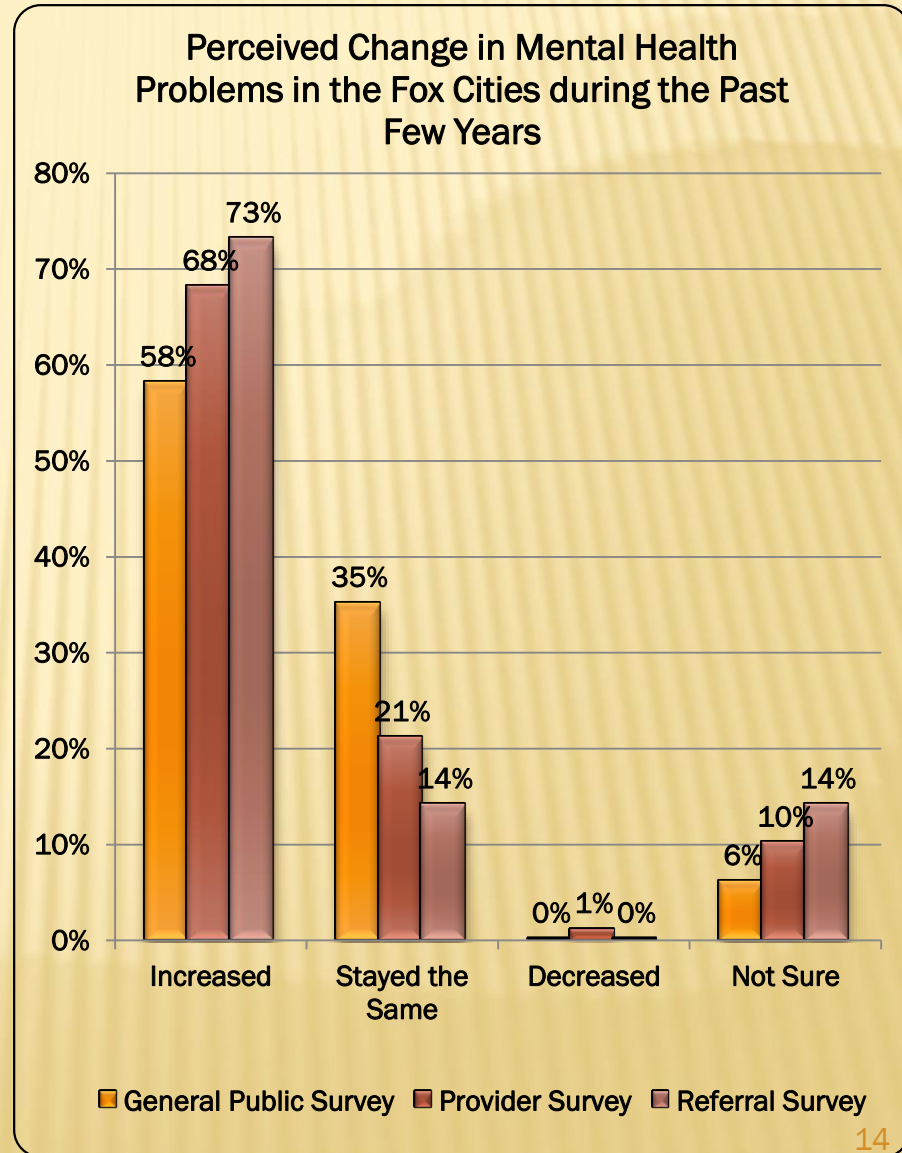
SERIOUSNESS OF MENTAL HEALTH PROBLEMS IN THE FOX CITIES

- ❑ A majority of respondents from the general public survey, provider survey, and referral survey felt that mental illness problems are either a “very serious” or “moderately serious” problem in the Fox Cities area.
- ❑ 68% of referral respondents feel mental health problems in the Fox Cities are “very serious” compared to 44% of provider respondents and 26% of general public respondents.
- ❑ 3% of respondents from the general public survey feel mental health problems are “not at all serious” in the Fox Cities.



PERCEIVED CHANGE IN MENTAL HEALTH PROBLEMS IN THE FOX CITIES OVER THE PAST FEW YEARS

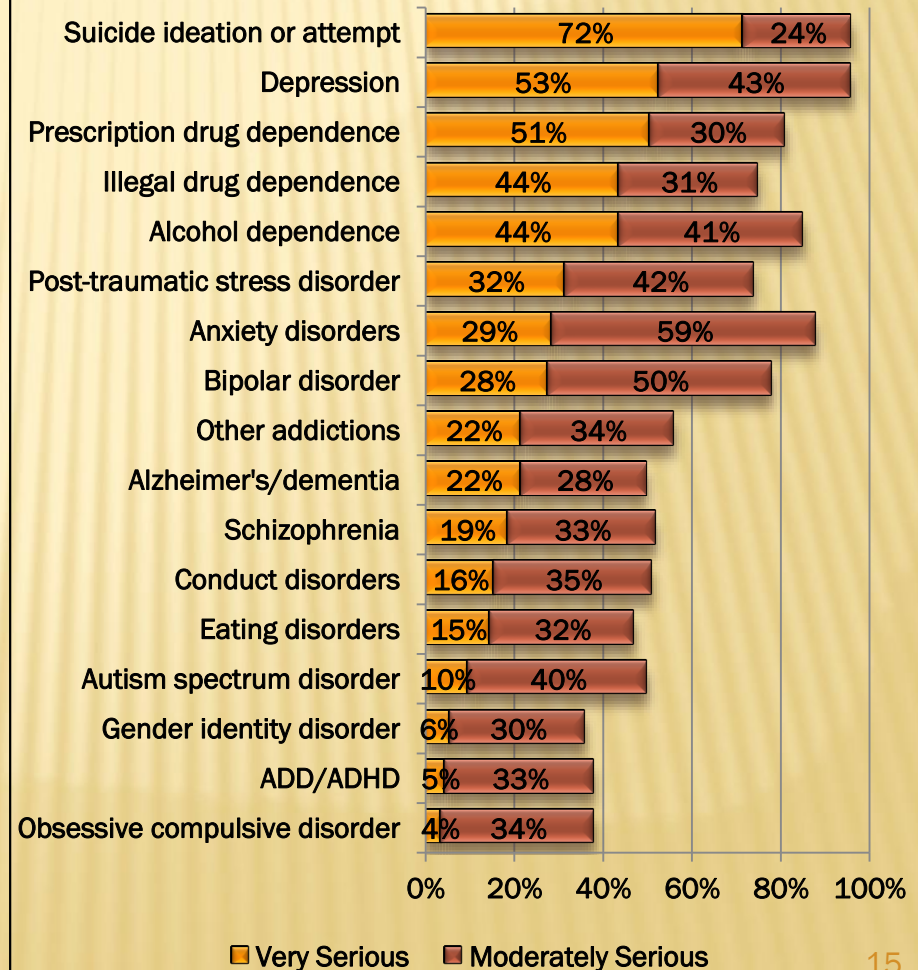
- A majority of general public, providers, and referral agents, believe that mental health problems have “increased” in the Fox Cities over the past few years.
- 73% of respondents from the referral survey feel mental health problems have “increased” in the past few years, followed by 68% of provider respondents and 58% of general public respondents.
- 14% of referral respondents are unsure about the status of mental health problems in the Fox Cities.



PROVIDER PERCEPTIONS OF THE SERIOUSNESS OF VARIOUS MENTAL HEALTH CONDITIONS

- 72% of provider respondents feel suicide ideation or attempt is a “very serious” problem in the Fox Cities area.
- Over half reported depression and prescription drug dependence as a “very serious” problem.
- Similar results were found from the referral survey – 78% reported depression and 74% reported suicide thoughts or attempts as “very serious” problems in the Fox Cities area.

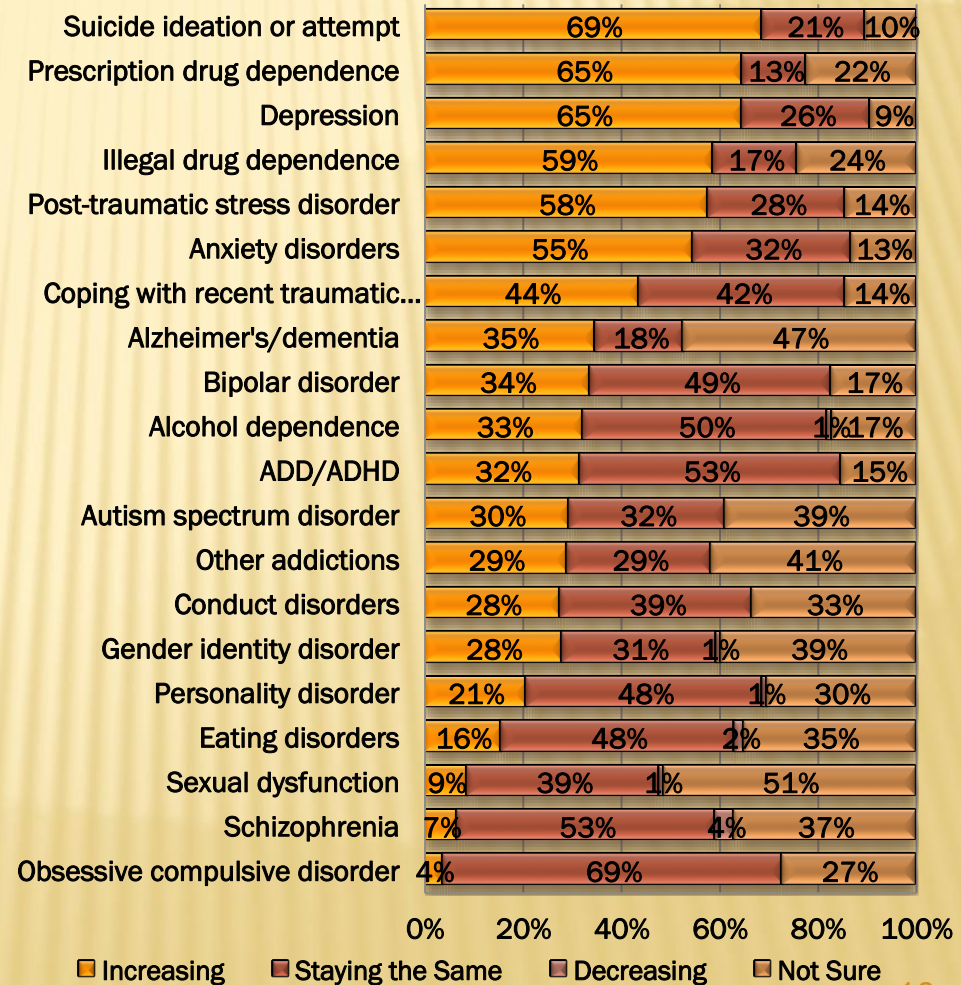
How Serious of a Problem Are Each of the Following Mental Health Conditions? (Provider Survey)



PROVIDER PERCEPTIONS OF MENTAL HEALTH CONDITIONS INCREASING, DECREASING, OR STAYING THE SAME?

- Over half of provider respondents feel suicide ideation attempt, prescription drug dependence, depression, illegal drug dependence, post-traumatic stress disorder, and anxiety disorders have “increased” over the past 3 years.
- There are significant percentages of providers who are “not sure” if specific mental health conditions are increasing, decreasing or staying the same.
- 47% of provider respondents are “unsure” about the prevalence rates of Alzheimer’s/dementia over the past 3 years.
- As for referral respondents, 71% feel illicit drug dependence has “increased” as well as 67% each for PTSD and depression and 62% for suicide thoughts or attempts.

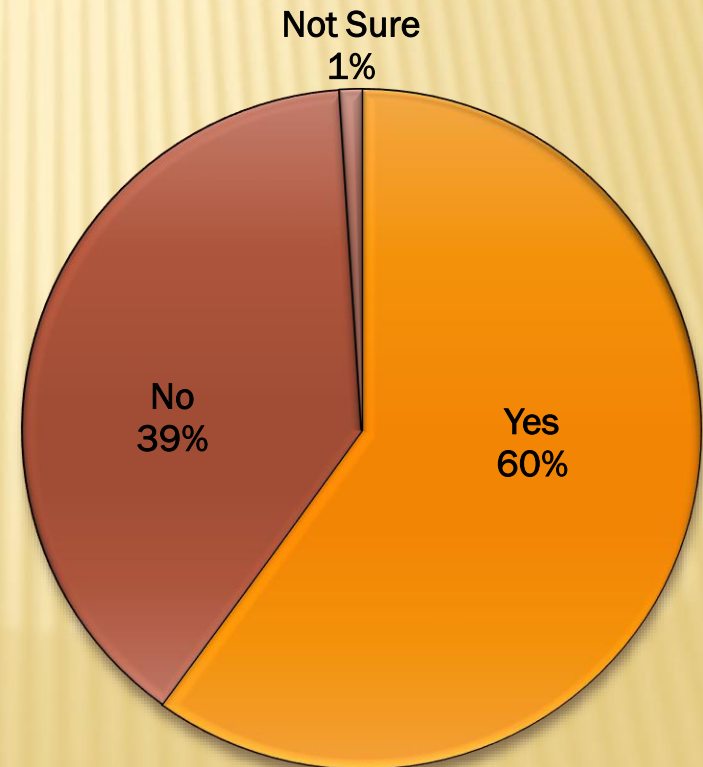
Increasing, Decreasing, or Staying the Same?
(Provider Survey)



PUBLIC'S EXPERIENCE WITH MENTAL ILLNESS

- A majority of respondents (60%) indicated they personally have, or have had a family member that has been diagnosed with a mental illness, have undergone counseling, or have taken medication for a mental health reason.
- Of those who have had some type of personal experience with mental health issues, 55% indicated it was with an “adult” member, 10% with a “child” and 35% indicated experience with “both adult and child” family members (which may include themselves).

Have You or a Family Member Been Diagnosed with a Mental Illness, Had Counseling, or Taken Meds for Mental Health Reasons?
(General Public Survey)



PUBLIC'S EXPERIENCE WITH MENTAL HEALTH CONDITIONS

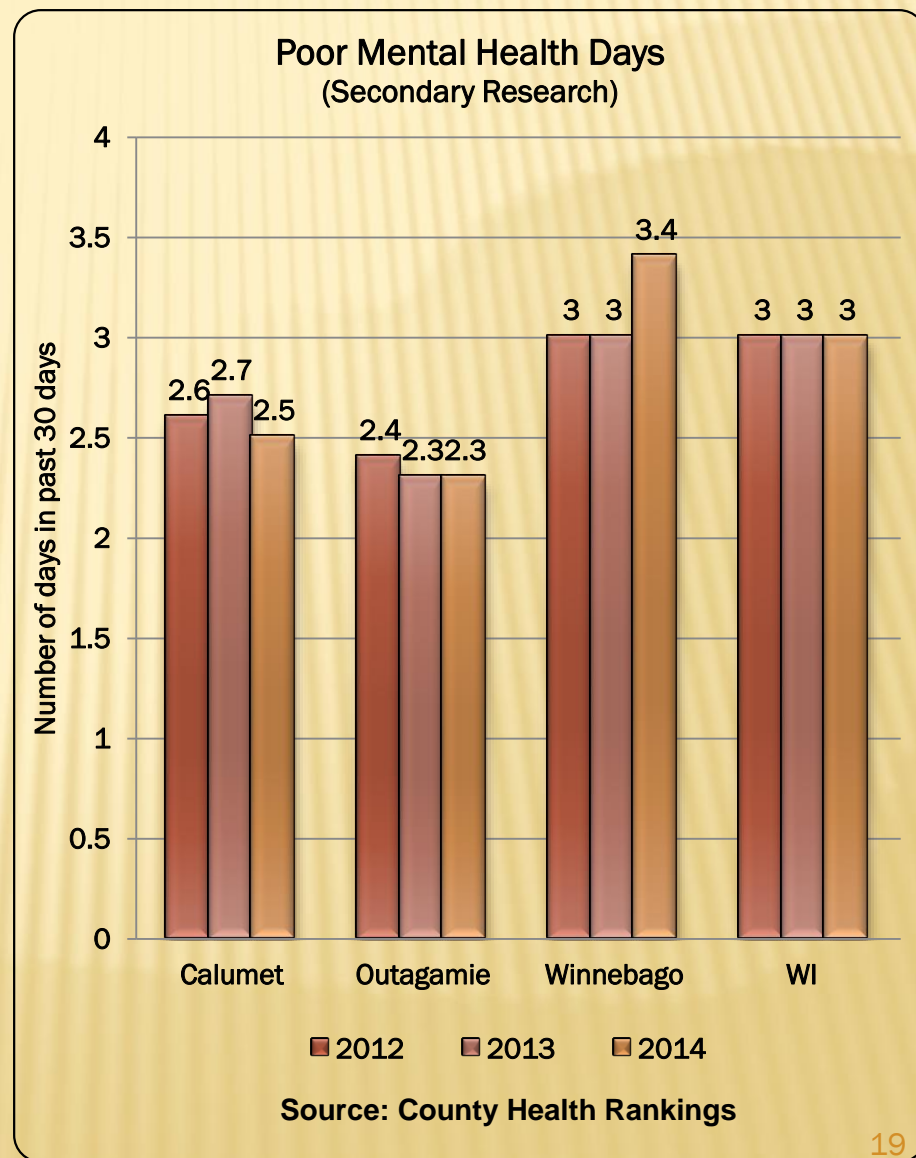
- Of the 60% of individuals from the general public survey who indicated experience with a mental illness, whether self or family member, 41% indicated experience with multiple conditions while 59% of respondents indicated a single mental health condition.
- The plurality of respondents who indicated experience with a mental illness listed depression as the most commonly occurring (26%) while obsessive compulsive disorder was listed the least (<1%).

What Condition(s) Have Been Diagnosed? (General Public Survey)

Condition	Percent (%)
Depression	26
Anxiety disorders	16
Bipolar disorder	16
ADD/ADHD	14
Manic depression	6
Alcohol dependence	5
Schizophrenia	3
Alzheimer's	2
Post-traumatic stress disorder	2
Prescription drug dependence	1
Illegal drug dependence	1
Eating disorders	1
Autism spectrum disorder	1
Obsessive Compulsive Disorder	<1
Other	5

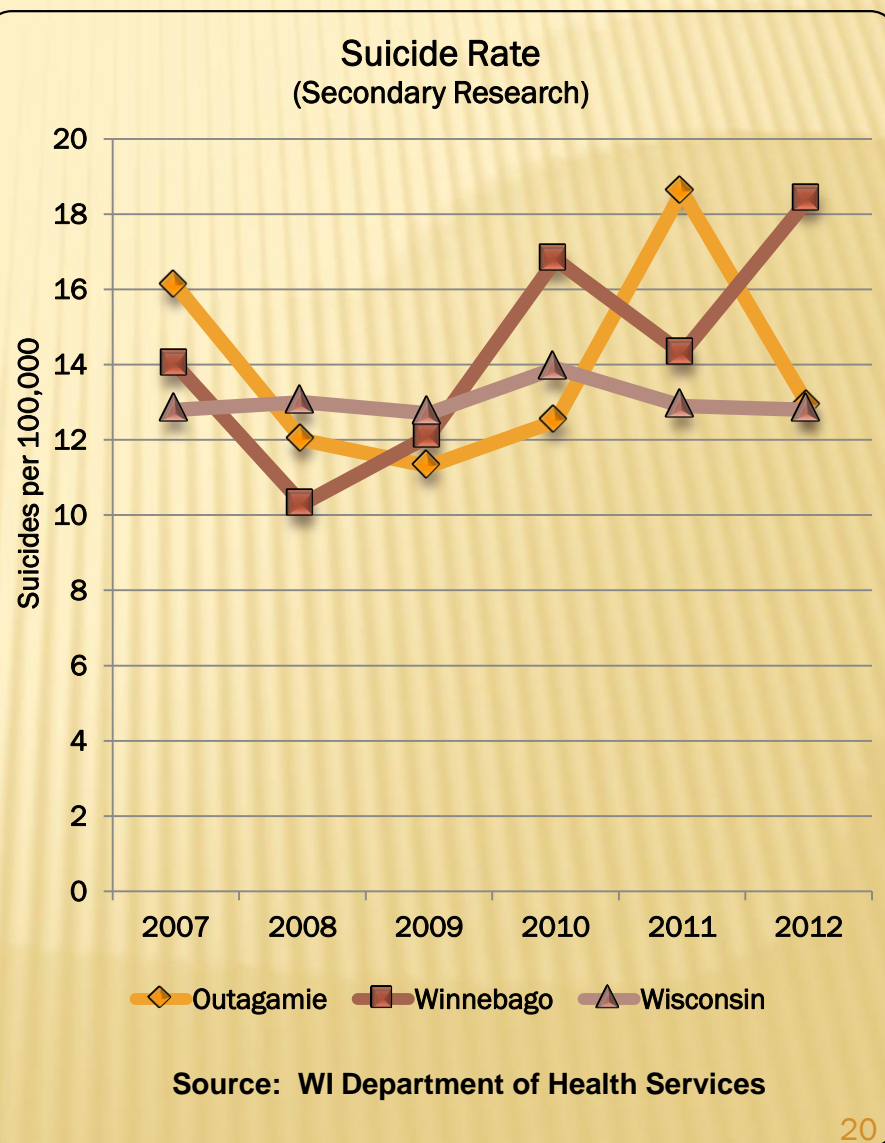
POOR MENTAL HEALTH DAYS

- Tri-County members reported experiencing an average of 2.7 mental unhealthy days within the past 30 days:
 - Calumet: 2.5
 - Outagamie: 2.3
 - Winnebago: 3.4
- In Wisconsin, respondents reported experiencing 3 mentally unhealthy days within the past 30 days.



SUICIDE RATES

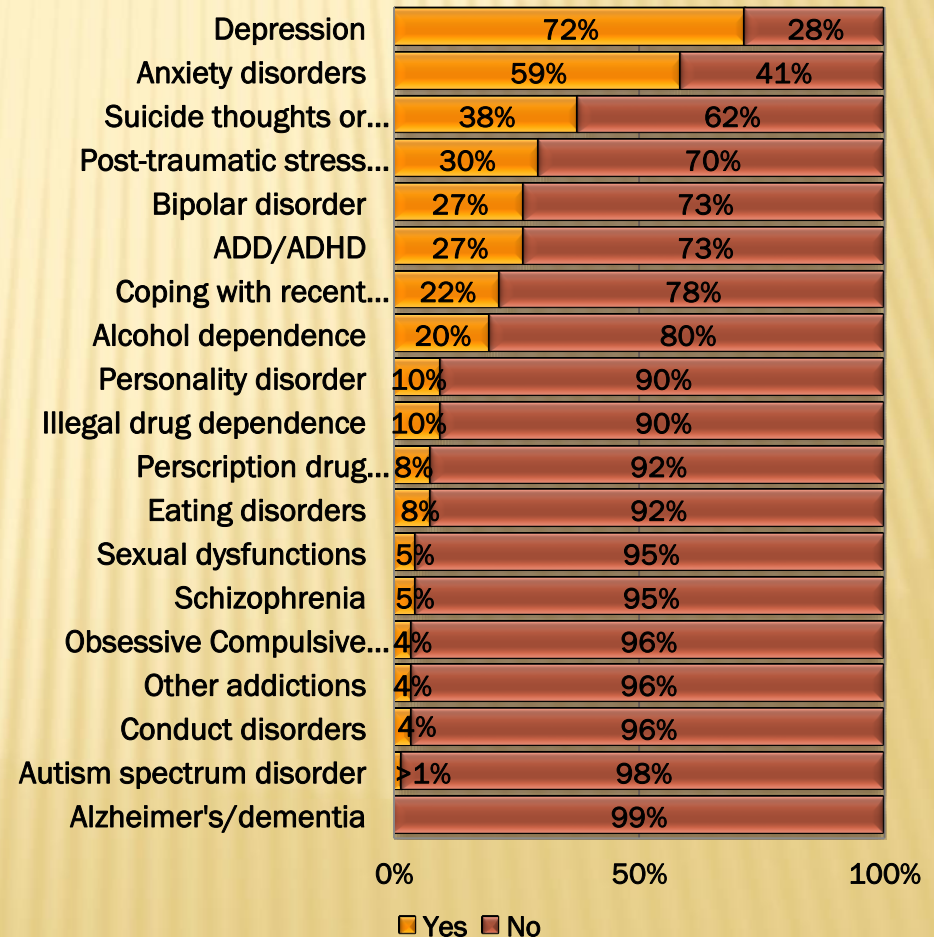
- In 2011 and 2012, both Outagamie and Winnebago counties had higher rates of suicide compared to Wisconsin.
- The greatest number of suicides that occurred in Outagamie County was in 2011 with 33 suicides (rate of 18.6%).
- The greatest number of suicides that occurred in Winnebago County occurred in 2012 with 31 suicides (rate of 18.4%).
- Secondary data also points out that males are more likely to die by suicide compared to females.
- The secondary data analysis also revealed that in 2012, suicide was the 10th leading cause of death for all ages, the 5th leading cause of death for youth (1-14 years old), and the 2nd leading cause of death for those age 15-25 in Wisconsin.



PERCENTAGE OF RESPONDENTS DIAGNOSED OR TREATED FOR A MENTAL HEALTH CONDITION

- Among consumers, 72% reported having depression.
- 59% reported having anxiety disorders and 38% reported suicide thoughts or attempts.
- Less than 1% of respondents reported ever being diagnosed or treated for autism spectrum disorder and no respondent reported Alzheimer's/Dementia.
- Among consumers, 84% of respondents with PTSD, 80% with anxiety disorders, 79% with depression, and 86% with suicide thoughts or attempts reported having talked with their primary care provider about their mental health condition.

Percentage of Respondents Diagnosed or Treated for the Following Mental Health Conditions
(Consumer Survey)

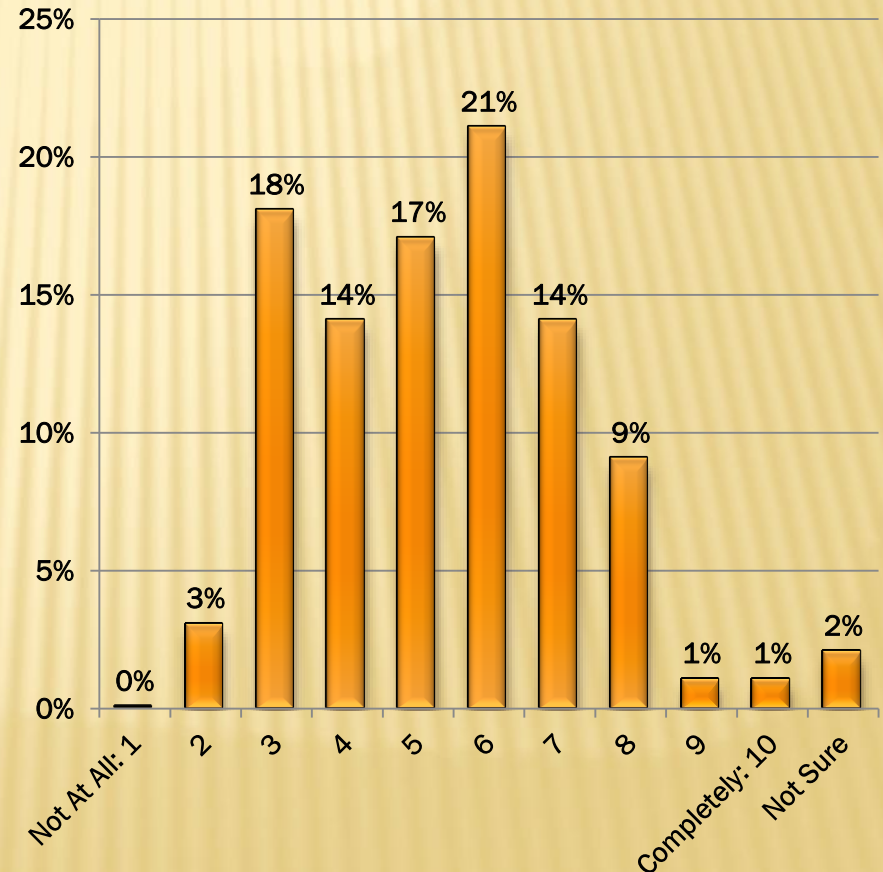


ACCESS AND BARRIERS

PROVIDER PERCEPTIONS OF AVAILABLE MENTAL HEALTH SERVICES MEETING NEEDS OF RESIDENTS

- ❑ Providers indicate that available mental health services do a mediocre job of meeting the needs of people in the Fox Cities.
- ❑ On a scale from 1 to 10, 2% of providers of mental health services gave a 9-10 rating for meeting the needs of people in the Fox Cities.
- ❑ 23% gave ratings from 7-8.
- ❑ 73% gave ratings of 6 or below.
- ❑ Referral agency respondents give similar ratings, 0% gave a 9-10 rating, 19% gave ratings of 7-8, and 78% gave ratings of 6 or below.

How Well Do You Feel the Available Mental Health Services Are Meeting the Needs of People in the Fox Cities Area?
(Provider Survey)



BARRIERS TO RECEIVING TREATMENT

- 44% of general public survey participants felt it was “difficult” or “very difficult” for them to get the help they or a family member needed to assist with a mental illness while 55% felt it was “very easy” or “easy.”
- Of those who had difficulty trying to get help, 25% indicated it was because a lack of qualified and knowledgeable providers in the area.
- 21% each reported a denial of need or a lack of support or knowledge.
- Fewer respondents reported cost/insurance issues, it takes too long to be seen, or the stigma that surrounds having a mental illness kept them from receiving help.

What Made it Difficult to Receive the Help Needed? (General Public Survey)

Condition	Percent (%)
Lack of qualified doctors/ mental health providers	25
Denial of need	21
Lack of support, knowledge	21
Cost/insurance issues	9
Takes too long to be seen	8
Mental illness stigma	4
Other	11

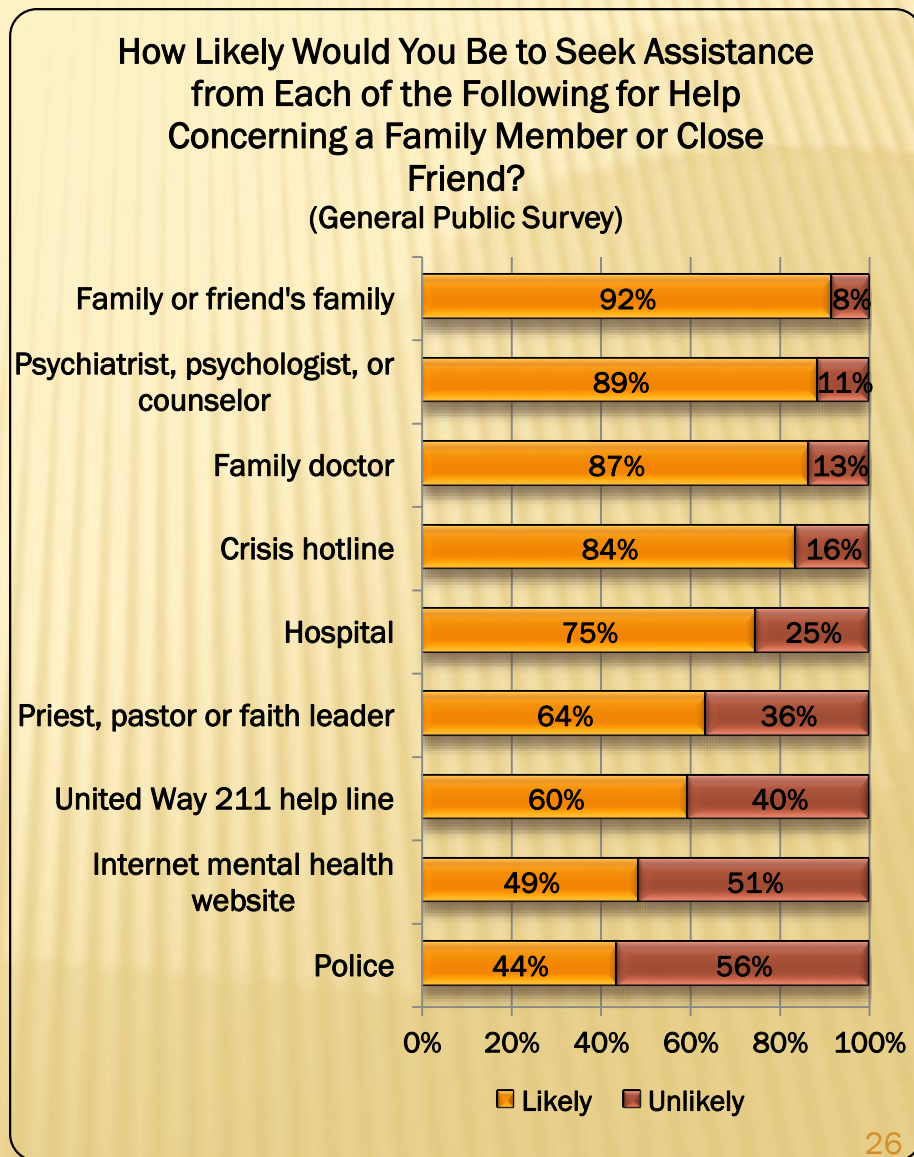
FOCUS GROUPS: BARRIERS TO RECEIVING TREATMENT

- ❑ **Barriers to receiving treatment stated in the general public focus group:**
 - ❑ It is difficult to locate and get into the proper treatment in the Fox Cities for mental illness, especially for children.
 - ❑ Inadequate health insurance coverage for mental health treatment.
 - ❑ The challenge of maintaining or completing mental health treatment due to the difficulty of continuing to support an individual in treatment and to keep them on their proper medication regimen.

- ❑ **Barrier to receiving treatment stated in the provider and referral focus groups:**
 - ❑ The two professional groups agreed that the community had poor access to certain specialized providers: psychiatrists, those who could offer dually certified care (for addictions with mental illness), those trained to work with children, and minority providers.

PUBLIC'S LIKELIHOOD OF SEEKING ASSISTANCE

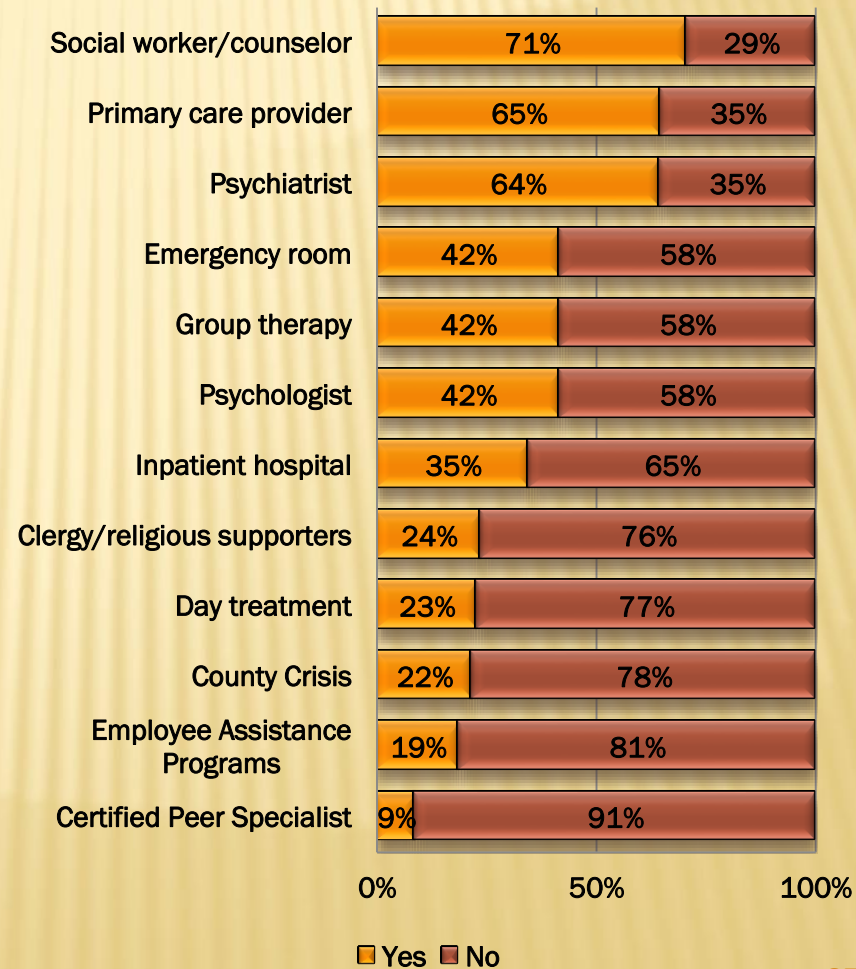
- Out of a list of nine possible contacts, respondents are most likely to contact a family member or their friend's family first (92%).
- 89% stated they would seek assistance from a psychiatrist, psychologist, or counselor and 87% stated seeking assistance from a family doctor.
- 44% of respondents stated they would seek assistance from the police.



PROVIDERS, SUPPORTS, AND SERVICES UTILIZED

- The most commonly utilized provider/supporter/service by consumer respondents was a social worker/counselor (71%).
- 65% reported utilizing a primary care provider and 64% indicated utilizing a psychiatrist.
- Only 9% of consumer respondents reported utilizing a Certified Peer Specialist.

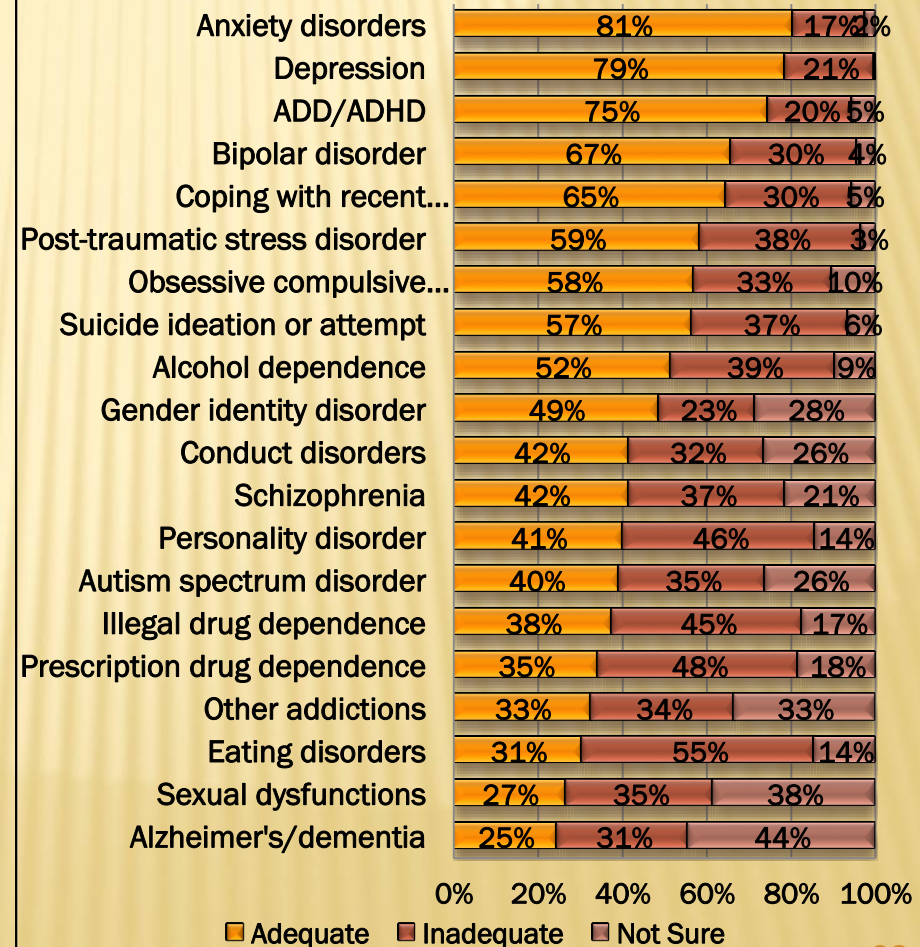
Providers, Supports, and Services Utilized
(Consumer Survey)



PROVIDER'S PERCEPTIONS OF THE AVAILABILITY OF ADEQUATE CARE BY MENTAL HEALTH CONDITION

- 81% of respondents indicated that the availability of care for individuals with anxiety disorders is “adequate” in the Fox Cities area.
- 79% reported “adequate” availability of care for depression and 75% for those with ADD/ADHD.
- Respondents indicated “inadequate” availability of care for several of the most increasing mental illnesses, including alcohol dependence, illegal drug dependence, and prescription drug dependence.
- Over half of respondents (55%) indicated “inadequate” availability of care for eating disorders.
- 44% of respondents are “not sure” about the availability of care for individuals with Alzheimer's/Dementia.

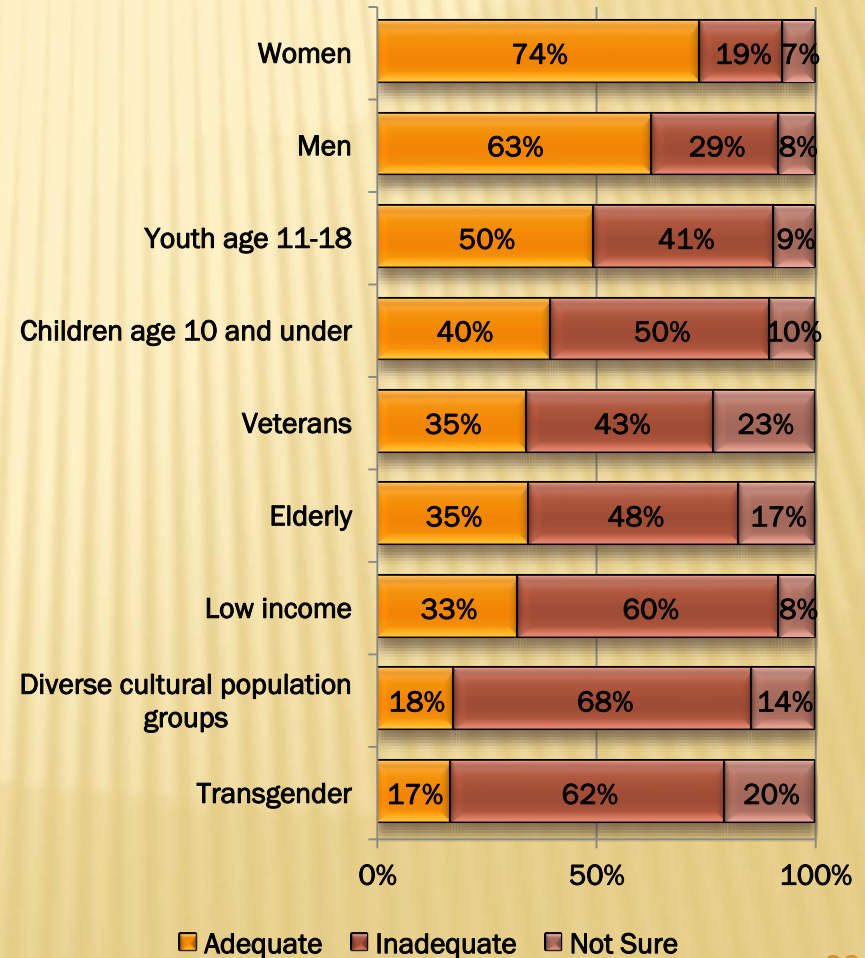
Availability of Adequate Care for Each of the following Mental Health Conditions (Provider Survey)



PROVIDER'S PERCEPTIONS OF AVAILABILITY OF ADEQUATE CARE BY DEMOGRAPHIC GROUP

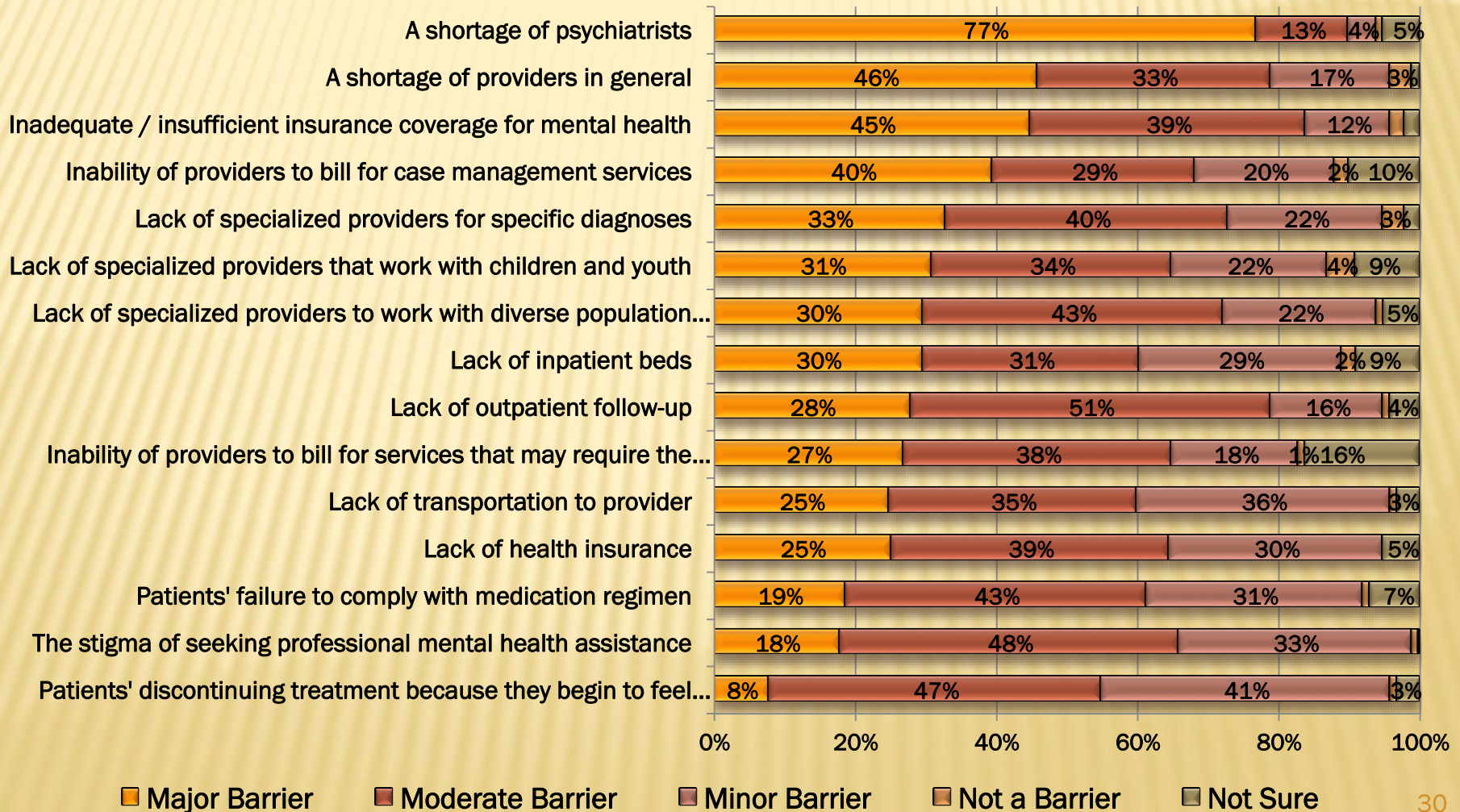
- 74% of provider respondents feel there is “adequate” availability of care for women, which is higher than for men (63%).
- Half of respondents feel there is “adequate” care for youth age 11-18.
- 68% feel there is “inadequate” care in the Fox Cities area for diverse cultural population groups.
- 23% are “not sure” about the availability of care for veterans.
- 72% of referral respondents feel there is “adequate” availability of care for women, which is higher than for men (53%).

Availability of Adequate Mental Health Care for Each of the following Groups (Provider Survey)



PROVIDER'S PERCEPTION OF BARRIERS TO EFFECTIVE MENTAL HEALTH TREATMENT

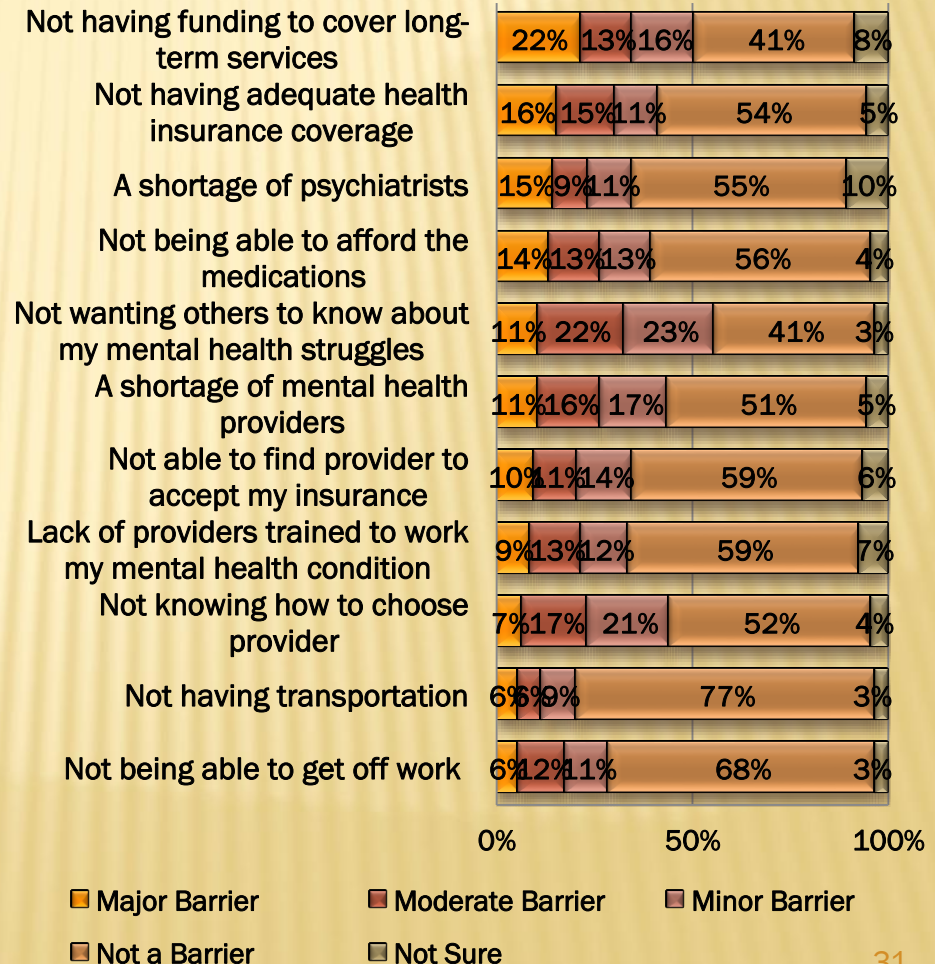
Barriers to Effective Treatment in the Fox Cities
(Provider Survey)



BARRIERS TO EFFECTIVE MENTAL HEALTH TREATMENT

- Not having funding to cover the cost of the long-term services they need was the top barrier reported by consumers, which was reported to be a “major barrier” by 22% of respondents.
- 77% of respondents reported not having transportation to get to a mental health provider as “not a barrier” to receiving effective mental health treatment.

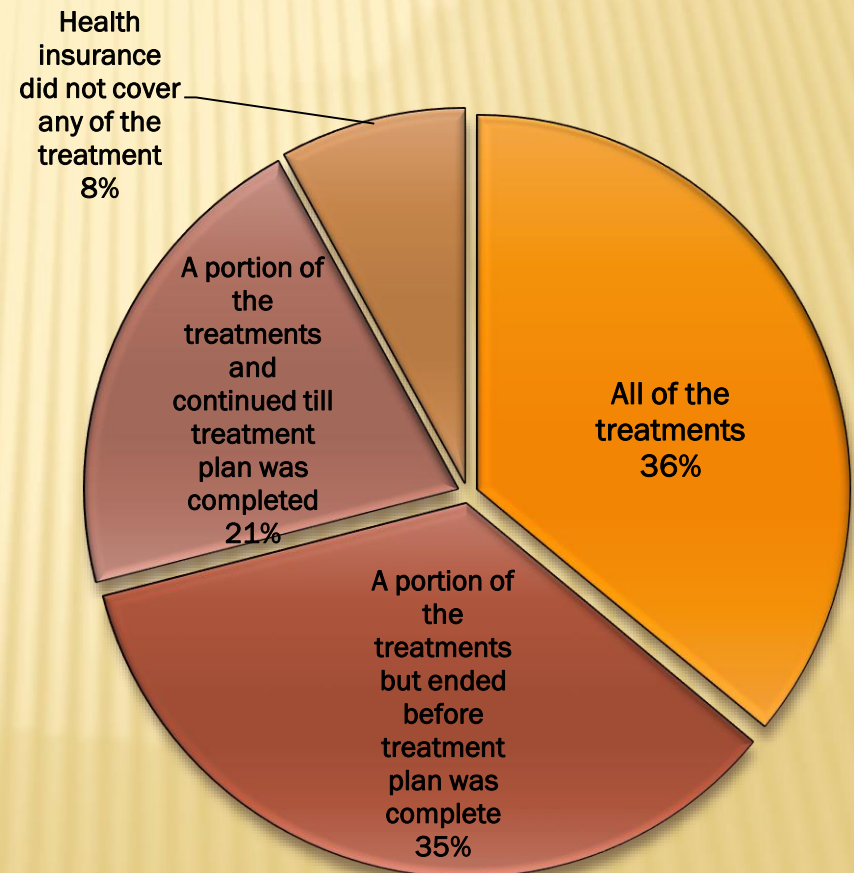
For You Personally, How Much of a Barrier to Receiving Treatment You Needed Were Each of the following?
(Consumer Survey)



HEALTH INSURANCE COVERAGE

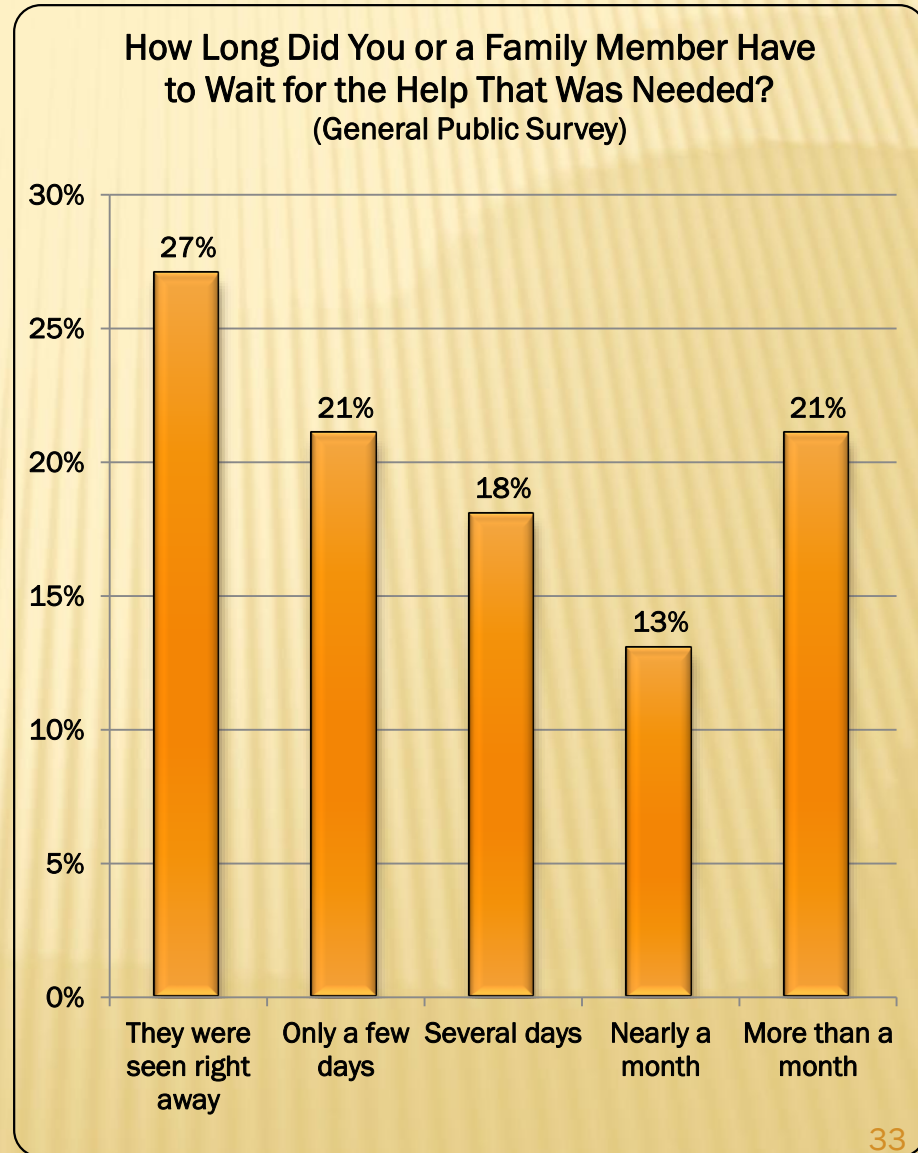
- Of general public respondents who've had experience with mental illnesses, 36% stated that insurance paid for all of the recommended treatments.
- 35% said a portion of the treatments were paid for but ended before the treatment was completed.
- 21% indicated a portion of the treatments were paid for and continued until the treatment was completed.
- 8% of respondents said their health insurance did not cover any of their mental health treatments.

Which of the following Best Describes How Health Insurance Covered the Treatment (General Public Survey)



AVAILABILITY OF ADEQUATE CARE

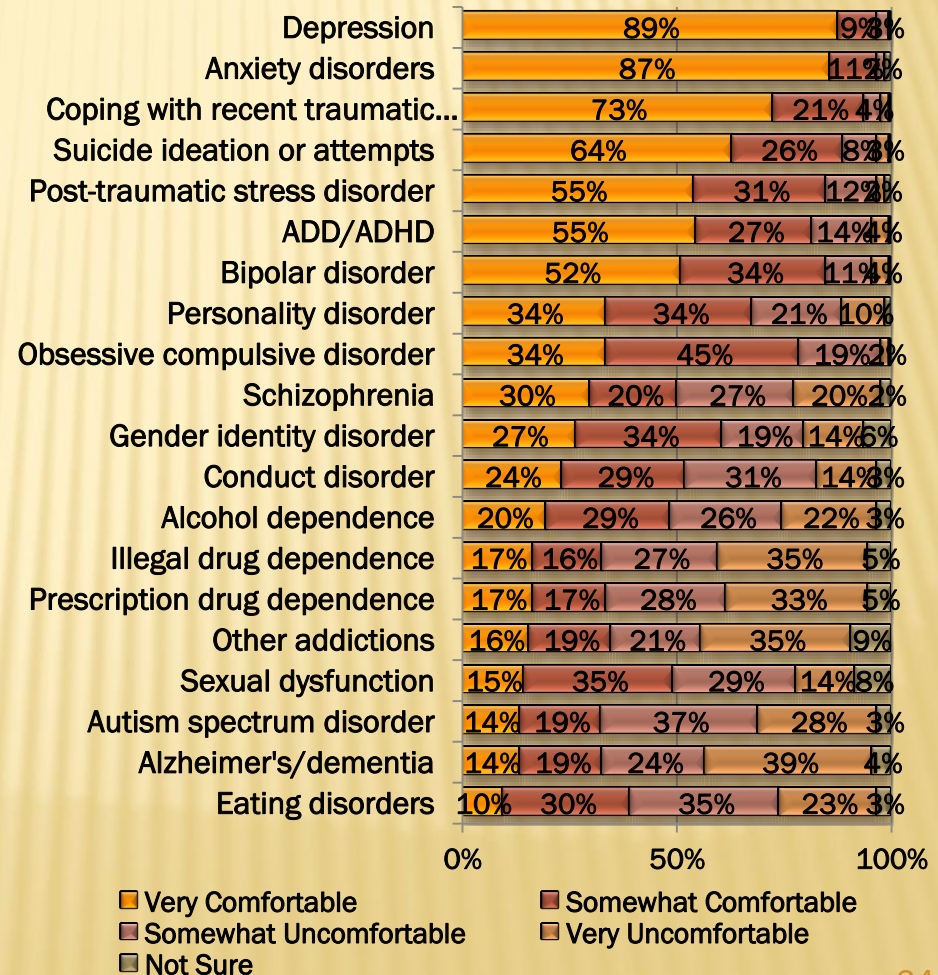
- 27% of general public respondents who sought care revealed that they were able to receive the treatment they needed right away.
- 21% stated they only had to wait only a few days to get treatment.
- 18% said they had to wait several days to receive treatment.
- Unfortunately, 34% of respondents had to wait nearly a month or more to receive any type of assistance with their mental illness.



COMFORT LEVEL OF PROVIDER TO WORK WITH MENTAL HEALTH CONDITIONS

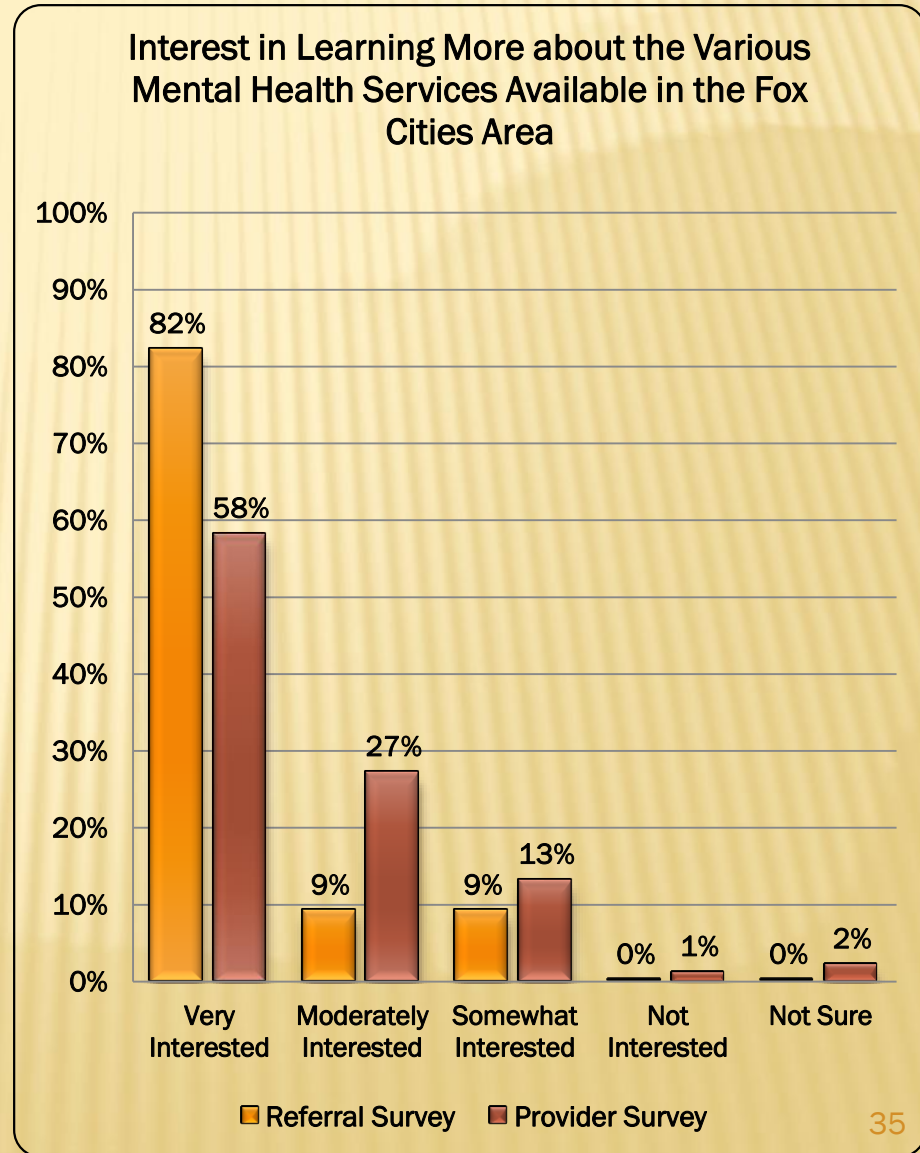
- Over half of providers were “very comfortable” with 7 of the 21 mental health conditions listed.
- A very high percentage of providers reported being “very comfortable” or “somewhat comfortable” working with patients diagnosed with depression and anxiety (98% each).
- Providers felt least comfortable working with individuals with Alzheimer's/ Dementia (39% reported “very uncomfortable.”)

Comfort Level of Provider with Mental Health Conditions
(Provider Survey)



INTEREST IN LEARNING MORE ABOUT MENTAL HEALTH SERVICES AVAILABLE IN THE FOX CITIES AREA

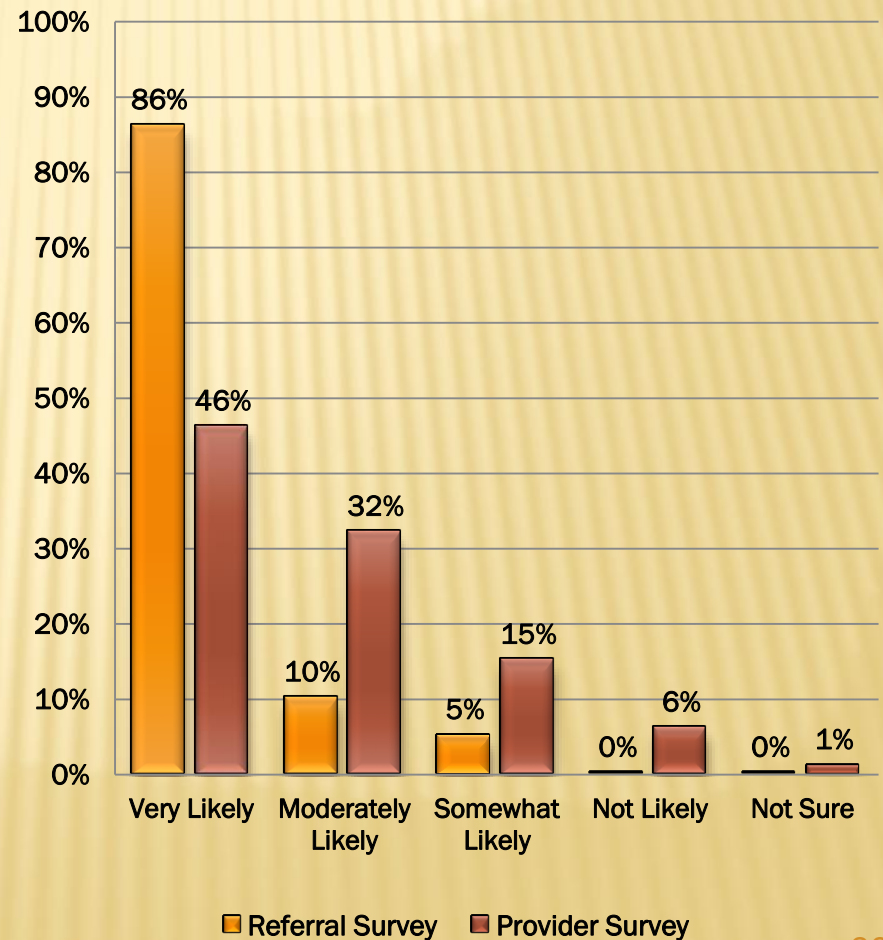
- 82% of referral respondents reported “very interested” in learning more about the various mental health services that are available in the Fox Cities area compared to 58% of provider respondents.
- No respondents on the referral survey reported “not interested” or “not sure” while 1% on the provider survey reported “not interested” and 2% reported “not sure.”



LIKELIHOOD OF ATTENDING MENTAL HEALTH SERVICES EVENT

- 86% of referral respondents reported being “very likely” to attend an event that highlights mental health providers and the services they provide in the Fox Cities area compared to only 46% of provider respondents.
- No referral respondent reported “not likely” or “not sure” while 6% of provider respondents reported “not likely” and 1% reported “not sure.”

Likelihood of Attending an Event That Highlights Mental Health Providers and the Services They Provide in the Fox Cities Area



OVERALL SUMMARY OBSERVATIONS

- ❑ ***There is a consensus among all groups that mental health conditions are a serious problem and believe it is increasing.*** Over half of all respondents from the general public, provider, and referral surveys feel that mental illness is a serious problem in the Fox Cities. Over half of provider and referral respondents also feel that mental health conditions have been increasing in the Fox Cities over the past few years.
- ❑ ***A large percentage of the public has experienced a mental health illness either personally or in their family.*** Sixty percent (60%) of respondents said they personally have, or have had a family member who has been diagnosed with a mental illness, had counseling, or have taken medications for mental health reasons. The mental illnesses identified most often by respondents were depression, anxiety disorders, bipolar disorder, and ADD/ADHD.
- ❑ ***There is a mismatch between the emerging and growing mental health challenges and the resources need to help individuals experiencing these conditions.*** For example, there is growing concern in the area of addictions (alcohol and drugs) and the amount/lack of trained professionals to help these individuals. Also, substantial percentages of providers feel “uncomfortable” treating patients with alcohol dependence (48% of providers feel uncomfortable), prescription drug dependence (61%), illegal drug dependence (62%), and other addictions (56%). Not only do the providers not seem comfortable or adequately trained in these areas, but the consumer survey showed that few people in the provider offices are being treated for these mental health conditions. This speaks to not only a need for more training for existing therapists, but also a need for better prevention efforts and programs.

OVERALL SUMMARY OBSERVATIONS

- ❑ *There is general agreement among providers and referral agencies that there is a lack of adequate care available to persons with low income, transgender individuals, and those of diverse populations.*
- ❑ *High percentages of both referral respondents (95%) and provider respondents (77%) felt that a shortage of psychiatrists is a “major barrier” to mental health treatment and services in the Fox Cities. It was also mentioned a number of times in the focus groups that there is a lack of qualified professionals to help individuals with certain mental health conditions.*
- ❑ *It is a challenge for mentally ill patients to complete a long course of treatments.* Some reasons for this include inadequate health insurance plans as well as the family support needed for long term treatment and recovery.
- ❑ *A large segment of the public does not know how to seek the care or where to seek the care they may need for themselves or a loved one with a mental illness.* Because of this, many individuals turn to the emergency room for fast and immediate help. These individuals also tend to rely only on their primary doctors to help with their mental health condition instead of seeking professionals specifically trained to treat those with mental illnesses.

OVERALL SUMMARY OBSERVATIONS

- ❑ ***Some specific challenges exist when working with children.*** Sometimes there are a number of individuals involved in the care and treatment of these children, some of which include multiple caregivers, treatment providers, and school officials. Managing this care system can sometimes be very problematic for treatment professionals as well as providers and referral agencies. Also, this type of care is not reimbursed fully and is full of Health Insurance Portability and Accountability Act (HIPAA) and paperwork challenges.
- ❑ ***Providers and referral agents are interested in learning more about the various services that are provided by mental health professionals in the Fox Cities area.*** In addition, most indicate that they would be interested in attending an event that would highlight various mental health services.

THANK YOU!

BEST WISHES FOR SUCCESS!

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