



Three Year Strategic Plan
FY 2023 - 2025

Mental Health Board Three Year Strategic Plan Fiscal Year 2023 – 2025

Mission

The Hanover Township Mental Health Board ensures that services in the area of mental health, including developmental disabilities, addictions and substance abuse, are available to all residents of Hanover Township.

Vision Statement

The vision of the Hanover Township Mental Health Board is to increase the awareness, availability, and quality of comprehensive mental health services through the establishment of a coordinated system of effective and efficient program delivery accessible to all residents of Hanover Township

Hanover Township Mental Health Board Members

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Introduction

The Illinois Constitution allows for the creation of 708 boards through the Illinois Community Mental Health Act. In 1977, the voters of Hanover Township approved a referendum that established a community mental health board to levy an annual tax for the purpose of funding mental health, developmental disabilities, and substance abuse programs that serve residents. It is now known as the Hanover Township Mental Health Board. The Illinois Community Mental Health Act mandates that local mental health authorities not only administer local funds to ensure service provisions to its residents, but are responsible for planning and coordination of services within the local mental health system. The Hanover Township Supervisor, with the advice and consent of the Township Board of Trustees, appoints up to nine volunteers (eight community members and one Township Trustee liaison) to sit on the Mental Health Board and administer funds.

For the past 45 years the Mental Health Board has collaborated with area agencies serving Hanover Township residents to ensure programs and services are offered and the needs of the community are being met. The Mental Health Board continuously works with area agencies to develop a comprehensive and coordinated system of program delivery. Presently the Mental Health Board distributes approximately one million dollars in funds to 30 local agencies annually. Over 40 programs, serving over 5,000 Hanover Township residents, benefit from these funds.

The Mental Health Board distributes its mental health funding on an annual basis. Agencies apply each year and are awarded funding based on priorities established by the board and needs in the community. In Fiscal Year 2022, the Mental Health Board distributed \$965,000 mental health funds. The board also distributed over \$127,750 in additional funds (capital, program development, staff development and emergency funds) throughout the year. To address the needs of the developmentally or mentally disabled that have “aged out” of the school system, the Mental Health Board funds two transportation programs to facilitate disabled adults in maintaining daily living. These programs, and additional funded programs, were a result of previous three-year strategic plans approved by the board.

In addition to administering funds, the Community Mental Health Act requires that the Mental Health Board maintain an overall plan for delivery and operation of mental health services within the Township and its provider agencies. Every three years, the Mental Health Board reviews and evaluates needs in the community, changing trends, and gaps in services. The evaluation allows for the board to create a three-year strategic plan to establish measurable goals for services in the community.

For the Fiscal Years 2023 to 2025 strategic plan, the Mental Health Board used a multifaceted approach to review both qualitative and quantitative data for the Township. The Mental Health Board contracted with the Northern Illinois University Center for Governmental Studies to complete a community analysis, in addition to using secondary sources of information from the U.S. Census and statistics from established behavioral health research organizations like the National Institute for Mental Health to provide a better understanding of the Township population. Focus groups provided the qualitative data allowing residents to express concerns regarding needed services, service gaps, and experiences with local agencies. The following three-year plan provides a look at the needs of the community and the continued focus on providing residents with access to essential programs in the areas of mental health, substance abuse, and developmental disabilities.

Part I: Community Overview

Township Profile

Hanover Township is located approximately 35 miles northwest of the City of Chicago on the outer portion of Cook County. The Township is approximately 36 square miles and encompasses portions of six communities: Streamwood, Elgin, Bartlett, Hanover Park, Hoffman Estates, and Schaumburg. It also services unincorporated Cook County residents within these boundaries. As of 2020, the US Census reports Hanover Township with 100,092 residents.

Demographics:

Total Population:	100,092	Median Age	38.3 years
Male	47,615	Age 0-17	31.6%
Female	51,272	Age 18-65	75.2%
White	44,372	Age 65+	12.1%
African American	5,170		
Asian	15,557		
Other	18,599		
Hispanic	37,191	Median Household Income	\$80,723
Two or more races	14,497		

Education:

<u>Population 25 and over</u>	
Less than High School	7.0%
High School Graduate	26.3%
Some College or Associate's	27.8%
Bachelor's Degree or higher	30.8%

Language at Home:

English	49%
Spanish	33%
Indo-European	11%
Asian/Islander	6%
Other	.6%

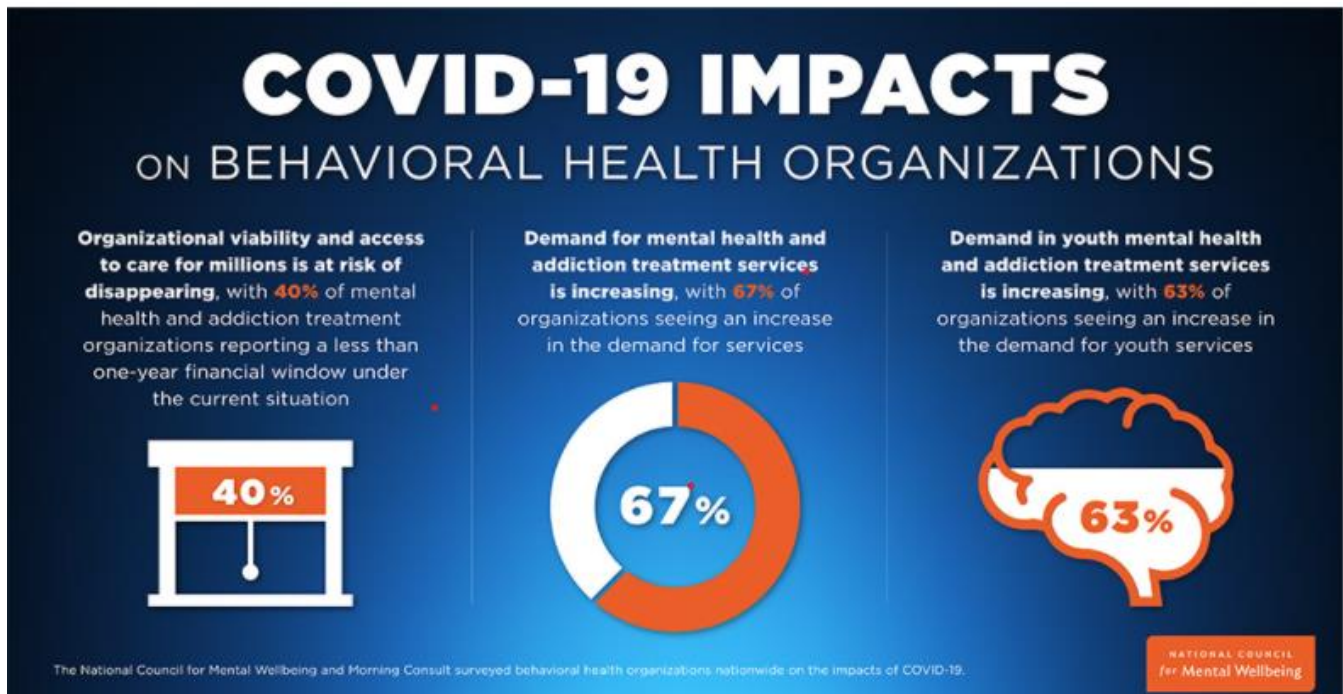
Poverty by Age:

Age 0-18	11.8%
Age 18-64	6.2%
Age 65+	5.7%

General Population Needs and Trends

COVID-19

In January of 2020, the novel COVID-19 coronavirus hit the United States. This virus changed everyday life in the United States and around the world. Public action, such as social distancing and Stay-at-Home orders became necessary. It also had unintended consequences such as increased stress, isolation, loneliness, lack of care, and financial stress. Nearly every industry in the United States was affected, including the industries of Human Services. The need for mental health services became very clear early in the pandemic but the ability to meet the need under the current structure was lacking. The Substance Abuse and Mental Health Services Administration (SAMHSA) reports that 8% of Americans experienced a major depressive episode in 2019. That number jumped to 22% of Americans experiencing the same symptoms in May of 2021. SAMHSA also points out that every demographic measured is experiencing a spike in mental health needs, with young adults aged 18-29 the highest. With higher levels of stress and anxiety, the rate of substance abuse issues also rose. According to the CDC, 2020 saw an 18% increase in overdoses. In the field of developmental disability, many of these issues were compounded by the closure of day programs and the isolation of residential programs. The presence of a developmental or intellectual disability makes an individual six times more likely to die of COVID-19, according to the Association of American Medical Colleges. Many of these people also need constant care. T the workforce shortage, because of the pandemic, compounded the problem.



SOURCE: The National Council for Mental Wellbeing accessed February 2022.

State Funding Changes

In the area of mental health, Illinois has made some drastic changes to state law that will affect local agencies profoundly. The first is the passage of House Bill 2784. House Bill 2784 requires all Illinois municipalities to coordinate 911 dispatchers with the 988 line that provides access to mental health professionals. Dispatchers will contact mobile behavioral mental health services when deemed appropriate instead of law enforcement. Many local agencies are receiving funding from the state to provide these mobile mental health services. Secondly, House Bill 2595 passed and will require medically necessary mental health care to be covered by insurance companies beginning January 1, 2023. Many local agencies that receive funds from the Hanover Township Mental Health Board use their funds to cover underinsured clients.

In the area of developmental disabilities, Illinois has a long way to go. Currently, Illinois is ranked 47th out of 50 states in funding community-based services for people with developmental disabilities. The COVID-19 pandemic exasperated an already dire situation, with the turn-over rate of staff working in this field 54% higher than the average workforce. The average wage for these workers is \$12.34 per hour and Illinois is moving to a \$15 per hour minimum wage by 2025. The 2022 budget for Illinois increases the Department of Developmental Disabilities budget by \$329 million. Also, American Rescue Plan Act money has been allocated to community-based services. Still, local agencies that provide these services are finding themselves depending on fundraising and money from local sources.

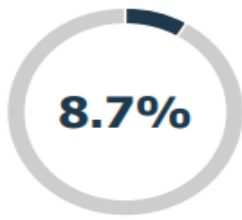
During this period, Illinois also received and dedicated an additional \$92 million from the American Rescue Act Plan to fund substance abuse prevention and recovery services.

Mental Health

According to the National Alliance on Mental Illness (NAMI), an estimated 44.7 million, or just over 21%, of adults aged 18 or older had a mental, behavioral or emotional disorder in the past year. Over 26 million Americans received virtual mental health services in 2020. Fifty percent of those who received virtual services have been diagnosed with a Serious Mental Illness (SMI). An SMI is defined as having a mental, behavioral, or emotional disorder that substantially interferes with or limits one or more major life activities. NAMI states the most common serious mental health illnesses in the United States are major depressive disorder, anxiety schizophrenia, and bipolar disorder among others, such as obsessive-compulsive disorder, post-traumatic stress disorder, and personality disorders.

NAMI also reports approximately 1 in 6 youth, aged 6-17, experienced a major depressive episode in 2020. Many mental health disorders such as depression, anxiety and impulse control disorders emerge during adolescence. Children receiving family-based services are more likely to obtain treatment. Mental health experts continue to be concerned about the effect the COVID-19 pandemic has had on the mental health of both children and adults.

Mental health problems left untreated may lead to poor school performance, school dropout, and/or delinquency causing introduction to the juvenile justice system and substance abuse. An estimated 70% of youth in the juvenile justice system have a diagnosable mental health disorder. A 2014 survey completed by the Substance Abuse and Mental Health Services Administration (SAMHSA) reflects an increase each year of youths, ages 12 to 17, having major depressive episodes, with and without severe impairment. Illinois rates tend to be slightly higher than the national average.



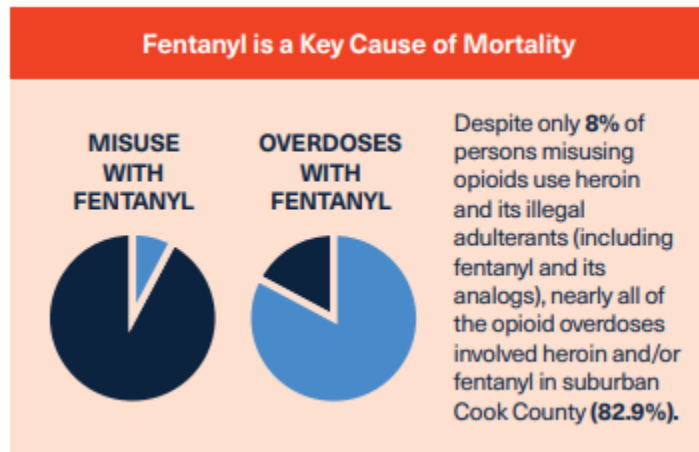
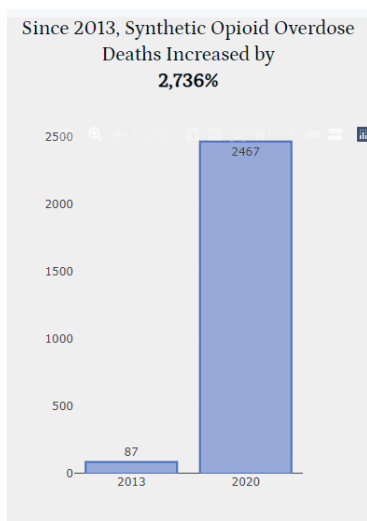
Among young adults aged 18–25 in Illinois, the annual average percentage with SMI in the past year increased between 2008–2010 and 2017–2019.

- During 2017–2019, the annual average prevalence of past-year SMI in Illinois was **8.7%** (or **115,000**), similar to both the regional average (**8.7%**) and the national average (**7.9%**).

Source: SAMHSA, Center for Behavioral Health Statistics and Quality, National Survey on Drug Use and Health, 2008–2010 and 2017–2019.

Substance Abuse

In 2017, the U.S. Department of Health and Human Services declared a public health emergency often referred to as the Opioid Epidemic. The U.S. Department of Health and Human Services estimates over 130 people die each day of an opioid overdose. Hanover Township has not been exempt from this public health crisis. The Cook County Department of Public Health reports that in suburban Cook County, opioid related deaths continue to rise at rate higher than the national average.



SOURCE: Cook County Health Department, Opioid Epidemic in Suburban Cook County Report, February 2020

In 2019, Illinois became the 11th state to legalize the sale of marijuana. Concerns about availability to minors continue to rise. In late 2019, the Illinois Department of Human Services Division of Substance Use Prevention and Recovery found that cannabis use among teens remains stable. Substance use providers worry that over time, use among teens may rise as the use of cannabis becomes normalized.

Developmental Disabilities

Developmental disabilities are defined by the Center for Disease Control and Prevention (CDC) as a group of conditions due to an impairment in physical, learning, language or behavior areas. These conditions begin during the developmental period, may impact day-to-day functions, and usually last throughout a person's lifetime. Children diagnosed with a developmental disability typically require a number of treatments and services to address developmental and behavioral challenges.

Over 6 million Americans live with a developmental disability. In Illinois, there is a comprehensive network of service providers to assist people and families of those with a developmental disability, but it continues to be grossly underfunded and understaffed. The waiting time to receive services from the State of Illinois continues to be years.



Hanover Township Community Needs Assessment 2021

The Mental Health Board contracted with Northern Illinois University Center for Governmental Studies (CGS) in 2021 seeking to understand the needs of persons with mental health conditions, substance abuse issues, and developmental disabilities in Hanover Township. CGS is an applied research unit that specializes in community needs assessments for health and human services organizations. A community analysis was conducted that included data about mental health, substance abuse, and developmental disabilities.

Hanover Township's 2021 population is estimated at 98,887 and contains 34,171 households. 36.5% of households in Hanover Township are households with children. Over half (51%) of Hanover Township residents who are children speak a language other than English at home. Spanish is the most commonly spoken of those languages.

Focus Group Study 2021

After reviewing the goals of the Mental Health Board, CGS submitted a proposal to employ a multimodal survey design, including focus groups with mental health service providers, mental health service users, teens, senior citizens, Spanish and English-speaking community members. A written survey was also sent to a sample population of Hanover Township.

The focus group participants and community members who completed the survey offered several suggestions that could improve services. The following items represent recommendations and actions suggested by focus group participants:

- Expand awareness of the Mental Health Board and other services offered through Hanover Township among community members through social media and in the community.

- Provide mental health prevention education and substance abuse prevention to the community.
- Increase access to training for agencies, including trauma informed training and intensive training for new mental health staff to assist with staff turnover.
- Address racial disparities in mental health services.
- Continue focus on housing and transportation.
- Provide more legal services, especially in the area of life planning for those with disabilities.

The Mental Health Board Planning Committee reviewed the suggested recommendations provided in the study to better understand the current availability of programs/services and the feasibility for the board to take action. All feedback and recommendations were considered in the creation of the strategic plan and will continue to drive the Mental Health Board in its funding and outreach activities.

Part II: Strategic Plan

Fiscal Year 2020-2022 Strategic Plan Review

The Mental Health Board’s Fiscal Year 2020-2022 Strategic Plan focused on resident services, outreach and communication, agency support, and bilingual support. It is important to note that the COVID-19 pandemic had a profound effect on the residents of Hanover Township and changed the trajectory of some of the goals. The Needs Assessment for the prior Strategic Plan was conducted before the pandemic occurred and did not take in account the effects on the community.

In resident services, the Mental Health Board surveyed each TIDE rider and their caregiver about the possibility of expansion. TIDE is a program that provides transportation vouchers for employment or employment services to disabled residents. The pandemic had a large effect on the TIDE program because many riders were furloughed or lost their job at the beginning of the pandemic. Riders and caregivers expressed interest in expanding the program down the road but felt uncomfortable venturing into public with so many unknowns. It has taken about two years for the TIDE program to regain the pre-pandemic level of ridership. The Mental Health Board made the decision to reconsider expanding the TIDE program when riders are again comfortable attending social events. A very similar situation occurred with the support groups the Mental Health Board wanted to begin. The Mental Health Board partnered with NAMI of Schaumburg to conduct support groups for caregivers of people with mental illness. The support groups began with small numbers but were beginning to grow as the pandemic began. The Stay-At-Home orders dramatically affected these support groups and the leaders were uncomfortable conducting virtual groups. The Mental Health Board made the decision to temporarily suspend these groups and refer residents to the existing groups through Catholic Charities.

The Mental Health Board has also made a conscious effort and has been successful in elevating social media presence over the past three years. The Mental Health Board has submitted many posts to the Hanover Township Social Media Team, takes photos of meetings and events, and continues to grow awareness in the community of the funded agencies and the Mental Health Board on social media outlets.

In 2020, the Mental Health Board published and distributed a Resource Guide, in both English and Spanish. The Resource Guide was distributed among local human service agencies, libraries, police departments, all funded agencies, and schools in both English and Spanish. Moving forward, the Mental Health Board will continue to publish the Resource Guide biannually in both English and Spanish. The Mental Health Board also sponsored a few trainings for the public and for the funded agencies. The training for the public was a partnership between the Elgin Police

Department, the Community Crisis Center, Children’s Advocacy Center, and the Mental Health Board. Forty-six community members attended this virtual event to learn how to help someone experiencing domestic violence.

The Mental Health Board also focused on increasing access to bilingual services while making funding decisions. The Board was pleased to fund a bilingual therapist position for Hanover Township Youth and Family Services. The Mental Health Board also funded Community Alternatives Unlimited, which provides Spanish speaking assistance in accessing state services to families in Hanover Township. The Board also provided Challenge Funding to Partners In Our Communities, an agency that works with new immigrants.

As a result of the Strategic Plan of 2020-2022 being written before the COVID-19 pandemic, there were no goals related to assisting agencies or the community. The Mental Health Board quickly pivoted their focus to assisting agencies as needs arose. For instance, in FY21, the Mental Health Board agreed to advance first quarter payments to all agencies funded through Purchase of Service to assist with costs associated with COVID. The Mental Health Board provided capital funding to many agencies to provide virtual service. The Mental Health Board coordinated a weekly grocery delivery to a residential home in the Township that serves eight residents with developmental disabilities. Discussion among funded agencies was facilitated to help them find personal protective equipment, cleaning supplies and additional available funds. The Mental Health Board will continue to prioritize recovery from the COVID-19 Pandemic in the coming years.

Summary of Mental Health Board Strategic Plan

The Mental Health Board’s Planning Committee reviewed the 2021 Needs Assessment and met to discuss the direction they would like to take based on the feedback. The Strategic Plan for FY23-25 focuses on four key areas: outreach and awareness, reporting and accountability, housing opportunities, and educational opportunities for funded agencies. The Mental Health Board understands that outreach and awareness of the Board itself is important and lacking. In addition, residents of Hanover Township seem to be unaware that services are available to them because of Mental Health Board funding. The Board is seeking to elevate the awareness of services available to the public. In addition, the Mental Health Board would like to foster more relationships with community leaders to create an awareness of mental health, substance abuse and developmental disability needs.

Reporting and accountability is crucial to funding provided by the Mental Health Board, as the Board recognizes they are a steward of the community’s resources. Under the current system, reporting is cumbersome for agencies and requires multiple websites to navigate. The Board is looking to simplify the process by rebuilding the reporting website and including funding applications and lessen the time agencies need to spend on reporting.

The Hanover Township Mental Health Board remains committed to Hanover Landing, a permanent supportive housing project to be built within the Township boundaries in Elgin. As the project approaches, the Mental Health Board remains committed to the five housing vouchers they have agreed to sponsor and looks to create procedures to fill those spots. The Mental Health Board is also committed to a high quality of life at Hanover Landing and is planning on coordinating with funded agencies and other community agencies to meet the needs of the residents of Hanover Landing.

The Mental Health Board is dedicated to ensuring high quality services are provided to the residents of Hanover Township. Based on feedback from funded agencies, one of the best ways to do this is provide continuing education. The Mental Health Board will work with agencies to determine what needs exist and work to fill those educational gaps. In the interest of keeping communication open, the Mental Health Board will also begin hosting an annual funded agency meeting.

Strategic Goals	Implementation		
	FY23	FY24	FY25
Outreach and Awareness			
1. Build into contractual agreements requirement for funded agencies receiving over established amount to participate in at least two community outreach events within Hanover Township and recognize Hanover Township Mental Health Board funding at the event. *			X
2. Mental Health Board Manager to create and implement a multi-faceted public awareness campaign to raise awareness of the Mental Health Board and services provided by funded agencies. **		X	
3. Identify partnerships with agencies to provide two or more community wide trainings in the areas of mental health, substance abuse, or developmental disabilities.		X	
Reporting and Accountability			
1. Increase user capabilities for Mental Health Board reporting website and make mid-year and annual funding applications available on the website.	X		
2. Develop funded agency site visit schedule and coordinate up to 10 site visits a year.		X	
Housing Opportunities			
1. Develop contractual agreements for Hanover Landing units in coordination with legal counsel and identify procedures for placement of units.	X		
2. Coordinate services with temporary and transitional housing providers for individuals with mental health, substance abuse, or developmental disability needs.			X
Educational Opportunities for Funded Agencies			
1. Coordinate and facilitate mandatory funded agency meeting and review Community Needs Assessment results, gather feedback from agency service providers as well as review MHB annual funding cycle and mid-year opportunities.	X		
2. Develop and implement the first annual Hanover Township Mental Health Board Education Workshop to provide continuing education to funded agencies.			X

* Community outreach events may include but is not limited to Hanover Township sponsored events.

** Action Plan Fiscal Year 24 steps to include two social media posts a month, one on one meetings with community leaders, attending public events, and hosting a Mental Health Fair.

Appendix A



Mental Health Board Fiscal Year 23 Annual Funding Awards (April 1, 2022 to March 31, 2023)

American Association of Retired Asians	
Isolation Among South Asian Older Adults	\$40,000
Alexian Brothers Center for Mental Health	
Outpatient and Psychiatry	\$12,500
Association for Individual Development	
Employment and Community Integration Services	\$41,375
Client and Family Support	\$8,000
Boys and Girls Club of Elgin	
SMART Moves	\$3,425
Centro de Informacion	
Family Centered Mental Health Services	\$32,500
Children's Advocacy Center of North and Northwest Cook County	
Coordination, Advocacy, and Sensitive Interviewing Program (CASI)	\$20,000
Family Support Services Program (FSS)	\$12,000
Safe from the Start Program	\$25,000
Clearbrook	
Day Services	\$8,000
Residential Services	\$10,000
Community Alternatives Unlimited	
Community Access Services	\$10,500
Community Crisis Center	
Domestic Violence Shelter	\$22,400
Domestic Violence Counseling	\$31,200
Sexual Assault Counseling and Advocacy	\$15,900
Easter Seals of DuPage and the Fox Valley Region	
Outpatient Medical Rehabilitation	\$75,000
Family Support Service	\$15,000
Ecker Center for Mental Health	
Therapy Services	\$90,600
Substance Abuse	\$62,800
Crisis Services	\$17,500
Family Service Association of Greater Elgin	
Therapy Services	\$43,000

Fellowship Housing	
Transitional Housing and Financial Literacy	\$5,000
Girl Scouts of Northern Illinois	
Project Opportunity	\$12,700
Hanover Township Aging Services	
Senior Mental Health Services (C-HOPE)	\$52,000
Senior In-Home Care Program	\$40,000
Home Delivered Meals	\$20,000
Hanover Township Youth and Family Services	
Substance Abuse Prevention	\$50,000
Prevention Specialist (Alternative to Suspension Program)	\$25,000
Psychiatric Backup	\$9,000
Bilingual Therapist	\$25,000
Journey from Pads to Hope	
Hope Center Program	\$2,500
Kenneth Young Center	
Mobile Crisis Unit, Outpatient Behavioral Health	\$10,000
Leyden Family Services	
SHARE Program	\$12,500
Little City Foundation	
CILA and In Home Respite	\$5,900
Marklund	
Wasmond Center Residential Program	\$24,100
Maryville Academy	
Music Therapy	\$20,000
Northwest Center for Sexual Assault	
Sexual Assault Intervention Services	\$10,000
PADS of Elgin	
Emergency Shelter Program	\$35,000
Partners for Our Communities	
Immigrant Services and Resources	\$12,000
Shelter, Inc.	
Emergency Housing	\$8,500
Summit Center	
Early Learning Center	\$14,000
The Bridge YFS	
Crisis Intervention Program	\$3,500
WINGS Program	
Domestic Violence/Homeless Shelter for Women	\$6,600

2021 Hanover Township Mental Health Board Community Needs Assessment

January 2022



**Northern Illinois
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Introduction

Background and Purpose

To plan for the future, the Hanover Township Mental Health Board worked with the Northern Illinois University Center for Governmental Studies (CGS) to conduct a study of mental health, substance abuse, and developmental disability needs in Hanover Township. The study was similar to the one conducted in 2018.

This study employed a multimodal survey design, including focus groups with service providers, community leaders, service users, teens, seniors, and community members, as well as a survey of community members.

Findings will be used to assist the Hanover Township Mental Health Board in evaluating current efforts and developing priorities for the future.

Focus Group Methodology

Focus groups are a type of qualitative research in which individuals with similar experiences come together to discuss a specific topic or group of topics. An advantage of focus groups is the in-depth probing of issues they foster. However, because of the small total number of participants, there is no statistical reliability. Therefore, caution should be exercised in interpreting the results because they may not be representative of the entire population.

To gain a broad understanding of mental health needs and experiences within Hanover Township, CGS staff conducted a total of nine focus groups, including three groups with community leaders/service providers, two groups with service users, one group with seniors, one group with teens, and two groups with community members. Hanover Township staff recruited participants for all the focus groups. For the teen groups, parental consent for the teens was obtained by Hanover Township staff.

Discussion guides for the focus groups were developed by CGS and Hanover Township staff. These guides may be found in Appendix A. The discussion guides were designed to assess the previous effectiveness of and future needs for mental health, substance abuse, and developmental disabilities services and programs for residents.

All groups lasted between 60 and 90 minutes. In addition to notes taken during the groups, all groups were recorded. Refreshments were served at all groups, but no other incentive was offered.

The groups were held at the following dates and locations:

Community leader/service provider groups (20 participants)

- July 27th at 9:30 AM, Hanover Town Hall, Bartlett (Community leaders)
- July 27th at 1:30 PM, Hanover Town Hall, Bartlett (Service providers)
- July 28th at 1:30 PM, Hanover Town Hall, Bartlett (Service providers)

Service user groups

Mental Health Service User Group (6 participants)

- August 24th at 6:30 PM, Senior Center, Bartlett

Developmental Disabilities Service User Group (2 participants)

- August 25th at 6:30 PM, Hanover Town Hall, Bartlett

No focus group was conducted with substance abuse service users due to difficulty scheduling the group with the service provider.

Teen group (4 participants)

- October 12th at 4:00 PM, Senior Center, Bartlett

Seniors group (6 participants)

- October 13th at 1:00 PM, Senior Center, Bartlett

Community member groups (8 participants)

- October 12th at 1:00 PM, Centro de Información, Hanover Park (Spanish speaking group)
- November 3rd at 5:00 PM, Hanover Town Hall, Bartlett

Survey Methodology

In addition to the focus groups, an online survey was conducted in English and Spanish with residents of Hanover Township.

The questionnaire was developed by CGS and Hanover Township staff, and may be found in Appendix B.

A random sample of 4,000 individuals living in Hanover Township was provided by Marketing Systems Group. This sample included names, street addresses, and emails where available.

Each individual was sent an invitation email with a unique ID code and a link to the survey. CGS sent up to four reminder emails to those who did not respond after the initial email. These materials may be found in Appendix B. Follow-up communications are important to get responses from as high a proportion of the sample as possible, as harder to reach respondents often have different experiences and responses than easier to reach respondents. A link to the survey was also included in Hanover Township communications.

The survey was open from November 4th, 2021 to December 10th, 2021.

A total of 211 surveys were received.

Highlights

- Service providers, community leaders, service users, and community members are very satisfied with the current efforts of the Hanover Township Mental Health Board.
 - The community leaders comment that the Mental Health Board is doing a good job and that they appreciate its work.
 - The service providers state that the Mental Health Board has made a significant impact over the past three years in a number of areas including providing resources to residents, supporting and partnering with community organizations, connecting organizations with each other, and providing funding to organizations.
 - Service users are extremely pleased with the quality of services they receive and think that the services have made a difference in their and their family's lives.
 - Community members believe the organizations funded by the Mental Health Board are trustworthy resources.
- A number of improvements areas were identified through the focus groups and online survey for the Hanover Township Mental Health Board to focus on over the next three years, including community awareness, access to services, and availability of services.
 - The online survey results show that most Hanover Township residents know very little about the Hanover Township Mental Health Board, with about one-half of the residents being unaware that the Mental Health Board exists and almost one-third only knowing the name and nothing about it.
 - The focus groups and survey findings suggest that residents do not know about the programs and services available in Hanover Township.
 - The focus group participants would like the Hanover Township Mental Health Board to focus on outreach and education. They discussed the need for more information in the community about mental health, substance abuse, and developmental disability issues. This need is especially great among Latinos.
 - According to the survey findings, a majority of individuals who sought support services were unable to find them in Hanover Township. The services that were difficult to find were caregiver respite services and legal assistance. Focus group participants also mention that housing and transportation should be a continued focus of the Mental Health Board.

- Lastly, the Hanover Township Mental Health Board should focus on funding more developmental disabilities services for adults. A major concern among focus group participants is once individuals with developmental disabilities graduated from school or completed transition programs there are very few services or programs available. Additionally, the focus group participants comment that the population with developmental disabilities is aging, and facilities need to be made accessible for aging in place and that caregivers are also aging and need services to help plan for the individuals with developmental disabilities once caregivers pass away.
- COVID-19 will have a great impact on mental health and substance abuse services. Service providers believe more individuals will be seeking mental health and substance abuse services because of COVID-19.

Focus Group Findings

Impact of the Hanover Township Mental Health Board over the Past Three Years

Community Leaders/Service Providers

Community leaders and service providers are aware of a number of the Mental Health Board's efforts. In particular, participants appreciate that the Mental Health Board had been responsive, interested, and open to hearing from community leaders and service providers and say the Mental Health Board understands the community and is "progressive and forward thinking in meeting community needs." Group members say the Mental Health Board has been instrumental in supporting and partnering with community organizations, and in connecting agencies with each other, as well as being a resource for organizations.

Additionally, community leaders and service providers note a number of resources provided to residents by the Mental Health Board, including the Streamwood Community Resource Center, TIDE program, and supportive housing project in Elgin. One service provider states "my family plans to move to Hanover Township when they retire because the services are so good."

Over the past three years, service providers indicate that the Mental Health Board has made a difference in the area in a number of ways. They say funding has allowed their organizations to deliver consistent, quality service in the area. The group notes that the Mental Health Board provides funding for everything from capital projects to professional development training for staff. Service providers comment that the Mental Health Board is "one of the most flexible, understanding funding sources. They are interested in your success."

All the community leaders and service providers express an appreciation for the work the Hanover Township Mental Health Board has been doing.

Service Users

Those participants who have used mental health services provided by Hanover Township say those services had been helpful and they are very satisfied. One participant comments that in terms of having the services people need, "I think they are doing well and covering the bases. Everything I have needed

or come upon has been available. I have not had to search out of the area.” Another participant mentions that the mental health services provided by Hanover Township are “superior to those received in other places I have lived.”

Individuals with developmental disabilities have used the TIDE Program offered by the Hanover Township Mental Health Board. Overall, participants are positive about this service, saying that it allows them employment and frees up time for their caregiver.

Community Members

Several community members are aware of the mental health and substance abuse services available through the Hanover Township Mental Health Board and have had positive experiences with the services.

Latino community members look to Centro de Información, which is funded by the Hanover Township Mental Health Board, to provide information on mental health, substance abuse, and developmental disabilities services. Also, several participants indicate that the Centro de Información is a trustworthy resource and could provide referrals and references to service providers.

Seniors are aware of some of the services provided by the Hanover Township Mental Health Board and would contact the Senior Center if they needed more information about mental health, substance abuse, and developmental services. They have heard positive things about the services provided by the Hanover Township Mental Health Board.

Teens seemed broadly positive about the adults in their teen leadership group at the Hanover Township Department of Youth and Family Services. The staff of the leadership groups are considered to be trustworthy and nonjudgmental.

Mental Health

Improvement Areas

Focus group participants suggest that the following mental health areas be the focus for the Mental Health Board for the next three years:

- Community awareness,
- Availability of services,

- Access to services, and
- Cost of services.

Community awareness

Service users want to see more information in the community about mental health issues. They think that stigma surrounding mental illness might be a barrier to getting services for some individuals.

Similarly, the teens suggest that mental health should be more widely talked about, both in school and at home. They feel that reducing the stigma about mental illness would make it easier to tell others about struggles with mental health. They report that if they told adults at school about mental health issues some would not care and some would overreact and “call the psychiatric hospital.” The teens also mention that they can’t talk to their parents about mental health problems. In general, teens say mental health issues aren’t being talked about in school and at home and they do not have access to good information about the realities of mental health.

Service providers also see stigma around mental health as an issue, particularly among children and teens.

Community members, especially Latino community members, see stigma and denial about mental health issues as a problem. As one Latino participant states “mental health problems are not a thing in my culture. “

Several service providers suggest that the Mental Health Board do more awareness and communication about the availability of services, particularly at schools, groceries, laundromats, and community events. The service providers state that “we need go where they are.” Service providers also suggest that the Hanover Township Mental Health Board Resource Guide be posted in a more conspicuous place, such as the home page of Hanover Township’s website.

The teens are interested in information about how to get help about depression, anxiety, and suicidal thoughts. They suggest that social media, such as TikTok might be a possible source of information if this was offered.

The service users want to see more information about and marketing for available services. They didn’t think many people in the area knew what services were offered through the Township.

Community members are unaware of the services that are available in the area and think information is needed.

Teens stress the importance of a previous, trusting relationship with someone for them to feel comfortable talking to that person about mental health issues. They would like someone they can have a discussion with rather than being talked at. However, teens do not always think there is someone knowledgeable they could talk to about mental health issues and think that it might be difficult to get help for such issues. There is an overall perception that adults might not understand or accept that teens have mental health issues, or that they would not necessarily take action to help. Some teens fear their parents would not accept mental health problems. They suggest that information should be provided for parents that would help them help their teens, instead of making the situation more difficult.

Most teens do not know where to go for assistance with mental health issues. Access to medical care is limited if a teen is not able to speak to a parent about mental health concerns.

Availability of services

Service providers note a shortage of specific types of professionals, including psychiatrists, particularly those that treat children and those that are bilingual.

Service providers are concerned about being able to hire qualified staff, noting that fewer people are going into the mental health care field, that candidates are not well qualified, and that they have not been able to pay competitive salaries. Some providers are concerned about newly qualified provider, indicating that students are leaving Masters programs without foundational skills, like writing, and real-world experience. Another concern is clients with the greatest needs being served by bachelor's level case managers, as higher-level providers would want to take an easier job (lower caseload and fewer hours) with better pay, and salaries are not competitive in public service.

Service providers are also concerned about the amount of staff turnover. They comment that "fewer than 20% of individuals transition to a new therapist if their therapist leaves, they would rather not go see a new person. Building rapport or re-telling their story can be re-traumatizing."

Community leaders state that there is not enough long-term care in the Township for chronic or recurring mental health issues.

Some service providers say there is not enough respite care available for caregivers of individuals who have a mental health issue.

Service providers and community leaders agree that housing, including supportive housing that is integrated into the community, should be a continuing focus for the Mental Health Board. One community leader suggests that a housing first model would be helpful. They comment “get them housed and then deal with everything else. If you are unhoused, you can’t deal with anything else.”

Community leaders, service providers, and community members discuss the need for more service providers who could provide low-cost care, particularly for people without medical insurance. Community leaders and service providers also mention the need for services for undocumented individuals.

Community leaders state that more service providers that are trauma informed trained are needed “because trauma is where the vast majority of mental health issues come from.”

Service providers and community leaders indicate that there is a need for mental health professionals who speak Spanish. Latino community members report that it is very difficult to find mental health providers who speak Spanish. One community member states, “bilingual staff can give us confidence to ask questions, schedule appointments, etc.”

Community leaders would like to see specialists added in Hanover Township that deal with transgender and LGBTQ youth.

Service provision for individuals in the justice is seen by some service providers to be a particular challenge. Obtaining employment and housing is very difficult for them. One service provider comments, “all agencies service that group, but there is no specific service for them.”

Community members would like to see a grief support group added in Hanover Township.

Access to services

Community leaders comment that the amount of required paperwork to receive services is a deterrent for some people. They state, “people get bogged down with completing paperwork and can’t receive services.”

Service providers see long wait lists, sometimes up to a year or two years, depending on the agency as a barrier to care. One service provider comments, “by the time you could get services, whatever you were dealing with could not be an issue anymore.”

According to the service providers, the times when services are provided have gotten better, though there is still a long way to go. The service providers mention “hours are more flexible but there aren’t enough evening and weekend hours.” Community members comment that scheduling appointments with mental health professionals is a problem, especially for those working long hours.

Transportation is a concern according to the service providers and community leaders. The participants think that the TIDE program is good, but it is just for individuals with developmental disabilities. They state that public transportation is better than before but still limited in times and hours. As one participant comments “this is a suburban area. If you don’t have a car, you aren’t getting there.”

Service providers perceive a lack of childcare as another barrier to care and better mental health.

Cost of Services

Costs and insurance coverage are a major concern for participants. For community members, lack of insurance or insurance with high deductibles and copays, as well as few providers accepting certain types of insurance, are seen as a barrier to care. Additionally, access to medications due to cost is a concern, particularly for medications not covered by insurance.

Community members state that mental health care is too expensive to access. In particular, participants say that they knew people who made too much to qualify for low-cost services, but too little to afford services on their own.

Cost is also a concern for teens, as counseling is perceived to be expensive.

For service providers, low reimbursements, particularly from Medicaid, are a concern.

Participant Suggested Actions and Priorities

Participants have a number of suggestions for future directions for the Mental Health Board.

Almost all the participants think the Mental Health Board should do more awareness and communication about mental illness and availability of services. They suggest communicating information to residents in both English and Spanish, using a variety of methods including mailings, online, events, and through schools and Centro de Información. Additionally, the Mental Health Board should provide more information on their web page.

Service providers and community leaders would like the TIDE program to be expanded to individuals with mental health and substance abuse issues.

Service providers suggest that the Mental Health Board provide more mental health prevention education.

Service providers report that staff need trauma informed training and would like the Mental Health Board to provide funding for the training.

A service provider suggests that money for training be used for intensive training for new mental health professional staff, and that the existing training grant be increased, as it is currently inadequate to provide training and onboarding for these new staff.

Service providers would like to see the intake process streamlined and information shared across agencies rather than having an individual provide the information multiple times to each of the agencies.

Substance Abuse

Improvement Areas

The focus group participants suggest the following substance abuse areas be the focus for the Mental Health Board for the next three years:

- Community awareness,
- Continuity/coordination of care,
- Availability of services,
- Access to services, and
- Cost of services.

Community awareness

Many community members are not aware of the substance abuse programs available in the area. Latino community members would turn to the Centro de Información for information about substance abuse services in the community. They also say they might turn to the internet, their primary care physician, libraries, and churches. Community members would also like information about where to obtain services for teens.

Several community members say they are not sure where to go to get information about drugs and vaping, and to get information about how to help teens using drugs and vaping. The community members report that vaping is beginning in middle school. They suggest that parents need information about how to recognize drug use and address it. Stigma and concern about confidentiality is an issue, with some participants stressing that drug use is too important for parents to keep silent about, and that the community should talk about it and help each other.

Community members mention that information about alcohol and drugs and information about what substance abuse services are available for Hanover Township residents are not available in Spanish.

Teens' information about substance abuse comes mostly from classes at schools. While some participants indicate that their classes are not particularly useful or current, others say that their schools provide resources and help them think critically about substance use. Teens say they do not see their parents as a good source of information.

Teens cite a number of people they could talk to if had a drug or alcohol problem. Some say that they can talk to their school social worker or staff at their teen group because they are trustworthy. Most teens state that they could not talk to their parents about a drug or alcohol problem.

According to the service providers and community members opioids are a major concern. There is a concern about an education gap—that individuals are being saved from overdose, but the root causes of use was not being addressed. In particular, participants are concerned about prescription drug use and abuse.

Community leaders indicate there is a need to increase awareness of gambling addiction services. They state that “gamblers typically don’t seek treatment until it is too late.”

Continuity/coordination of care

Overall, a concern among the service providers is that substance abuse is often treated like an acute illness, instead of a chronic one needing ongoing treatment. Participants report that some individuals who had overdosed are being released within hours of the overdose, instead of receiving additional treatment. It is suggested that individuals who have overdosed be connected to services while still at the hospital, and that a clear treatment protocol should exist for these individuals.

Availability of services

Because mental illness and substance abuse often occur together, service providers say there is need for specialists dealing with this comorbidity. They comment that Ecker Center providing both mental health and substance abuse services is a good first step.

Latino community members mention that substance abuse treatment services and support systems are not available in Spanish.

Access to services

Though service providers say that entry level residential substance abuse treatment services are relatively easy to obtain, some say it is difficult to place patients into higher level residential services. Providers indicate that too few beds were available, and that insurance plans often do not cover residential

substance abuse care.

Service providers mention transportation as a concern in the Hanover Township area. They note that transportation to services is a barrier to access since most alcoholics do not have driver licenses.

Teens mention that confidentiality is a barrier to getting substance abuse treatment. They fear that their parents will be notified they are receiving treatment.

Cost of services

The cost of substance abuse services is a concern for some of the community members. Service providers also think that the cost of substance abuse services is a barrier to obtaining treatment, particularly for those who are uninsured or underinsured.

Participant Suggested Actions and Priorities

Participants have a number of suggestions for the Mental Health Board regarding substance abuse services.

As with mental health issues, participants suggest that the Mental Health Board be involved in substance abuse prevention education, especially for families with children.

Like mental health issues, service providers believe trauma is the cause of substance abuse addiction. They suggest that staff need trauma informed training and would like the Mental Health Board to provide funding for the training.

Teens suggest that there be discussion groups about substance use run by individuals they trust. Teens indicate that this might deter them from using drugs and/or alcohol.

Developmental Disabilities

Improvement Areas

The focus group participants suggest that the following developmental disabilities areas be the focus of the Hanover Township Mental Health Board for the next three years:

- Community awareness,
- Continuity/coordination of care,
- Availability of services,
- Access to services, and
- Cost of services.

Community awareness

Service providers and community members state that awareness of available services, especially for adults with developmental disabilities, is low. Additionally, they comment that it is difficult to find a source of information for services and programs for adults with developmental disabilities.

Availability of services

Community leaders mention the lack of services for adults with developmental disabilities. They indicate that services are easier to obtain for people with developmental disabilities of school age. However, after these individuals graduate or complete transition programs, very few services or programs are available.

In general, service providers say services for people with developmental disabilities, especially adults, are either limited or not available. In particular, participants note a need for therapists trained to work with people with developmental disabilities.

Individuals with developmental disabilities express that they are satisfied with the TIDE program however there have been times when they were picked up late or not picked up at all.

Service providers discuss the needs of adults with developmental disabilities living with parents or other family caregivers. Several service providers see a need for more caregiver respite services and other supports for caregivers.

Service providers also see a need for supportive housing for individuals with developmental disabilities.

Additionally, service providers comment that the population with developmental disabilities is aging, and facilities need to be made accessible for aging in place.

Service providers think that severe and profound autism is increasing in the population and that additional services will be needed soon to accommodate these individuals.

Access to services

Service providers comment that the application and qualification process for service is a concern. Because services are often provided by multiple organizations, caregivers have to find and research multiple organizations, complete multiple applications, and confusing or difficult qualification requirements. Participants suggest providing assistance for those applying for services and a streamlined application process.

In addition to the application process, long wait lists for services are a concern.

Continuity/coordination of care

Service providers would like to see better case management and coordination of care and services, particularly for adults with developmental disabilities.

General feedback on transition services offered by Center House is very good, with some individuals with developmental disabilities indicating that these services were life changing.

There is major concern about caregiver transition among participants. They mention that caregivers are aging and need services to help plan on what will happen to the person with developmental disabilities they are caring for once they die.

Costs of services

In particular, the cost of transportation is a concern for individuals with developmental disabilities. Those with developmental disabilities earn very little money. One participant reports that TIDE services “get to be expensive.”

Participant Suggested Actions and Priorities

Service providers and community members suggest that the Mental Health Board increase awareness of services and programs available in the Township for adults with developmental disabilities.

Participants would like the Mental Health Board to help fund a service that will help caregivers plan for what will happen to individuals with developmental disabilities they are caring for once they die.

Service providers see the need for more services for individuals with autism and would like the Mental Health Board to provide funding for these services.

General Suggestions for Mental Health Board Actions and Priorities

Participants provide three general suggestions for Mental Health Board actions and priorities over the next three years. These suggestions cut across the three areas of mental health, substance abuse, and developmental disabilities.

Participants would like the Mental Health Board to address racial disparities in mental health and services.

Service providers want the Mental Health Board to continue to focus on funding/providing housing and transportation.

Participants would like the Mental Health Board to provide more legal services.

Impact of COVID-19

COVID-19 will have a great impact on mental health and substance abuse services. Service providers believe more individuals will be seeking mental health and substance abuse services because of COVID-19.

Community members, especially seniors, comment that isolation has made them feel lonely, anxious, and depressed.

Service providers believe COVID-19 has had a significant impact on children. They comment that children

have experienced a lack of socialization and delayed language development because of wearing masked.

Service providers think that when the stimulus, child credit, and eviction moratorium end needs will increase for shelter, food, and supplies such as toiletries.

Lastly, participant think that COVID-19 has increased the need for caregiver respite services.

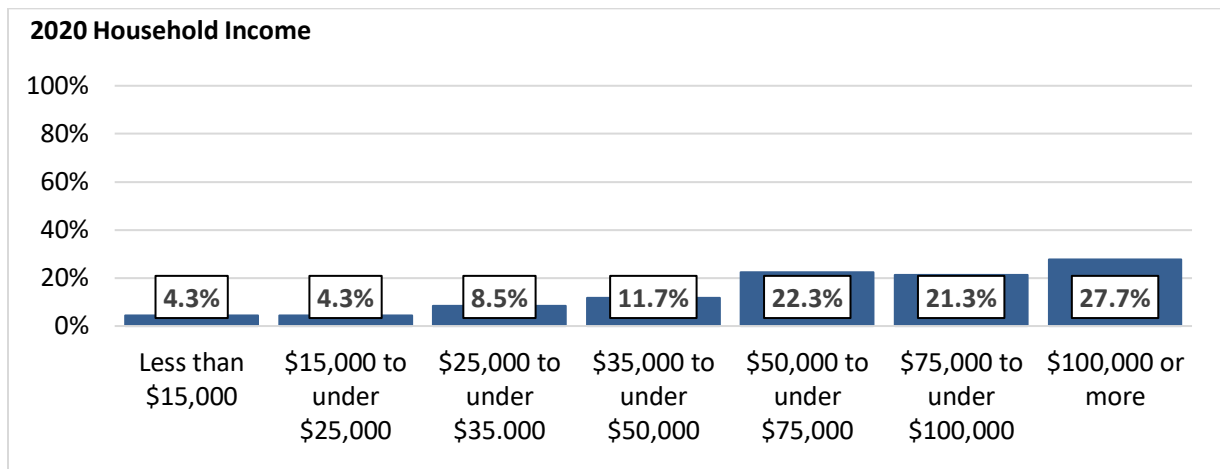
Community Survey Findings

Demographics

Household Characteristics

The majority of respondents are from Hanover Park (39.4%), Elgin (19.2%), Streamwood (17.3%), and Bartlett (16.3%). Less than five percent live in Hoffman Estates (3.8%) and Schaumburg (3.8%).

One in six (17.1%) households report a 2020 household income level of under \$35,000, while over a quarter (27.7%) have an annual household income of \$100,000 or more. ¹



One-third (34.0%) report that a language other than English is spoken in their household. The most common language spoken is Spanish.

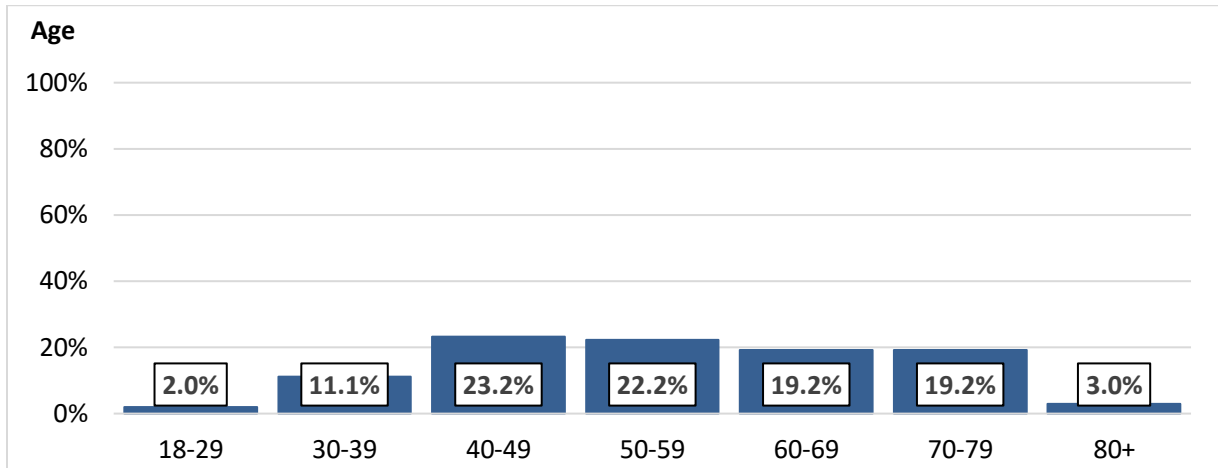
Household size ranges from one to nine, with a mean household size of 2.9. About one-third (32.7%) of households have children. Number of children in these household ranges from one to four, with a mean of 2.0 children in each household with children.

¹ Due to rounding, percentages presented in this report may not sum to 100.0%

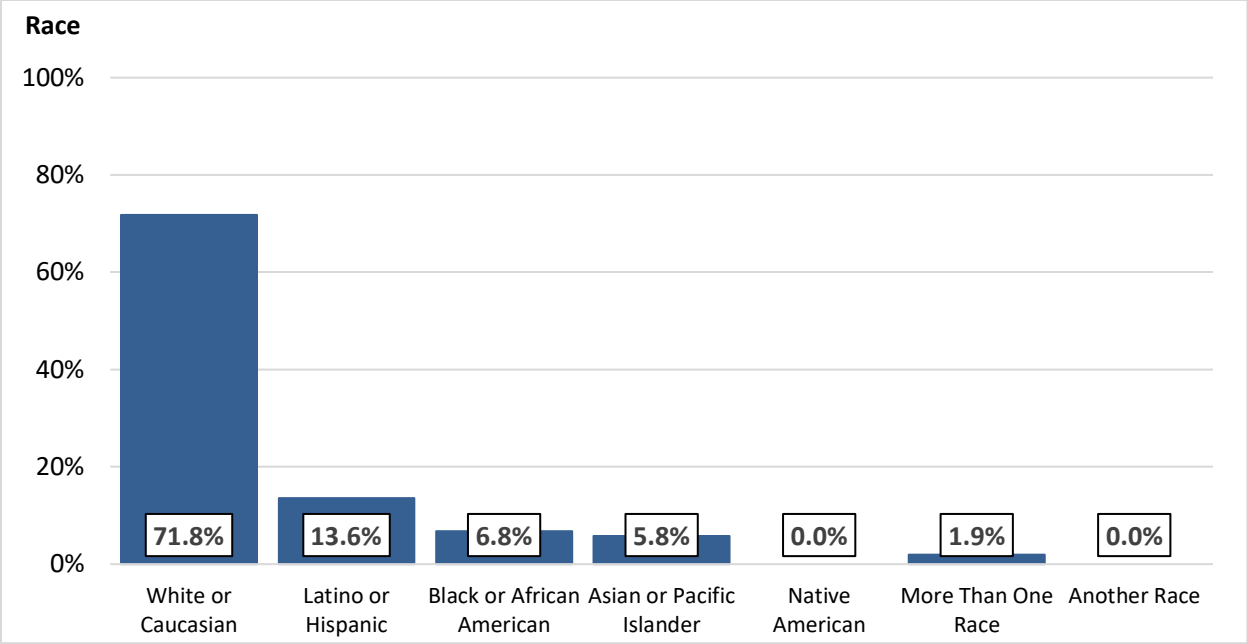
Individual Characteristics

Two-thirds (66.0%) of respondents are female, and 34.0% are male.

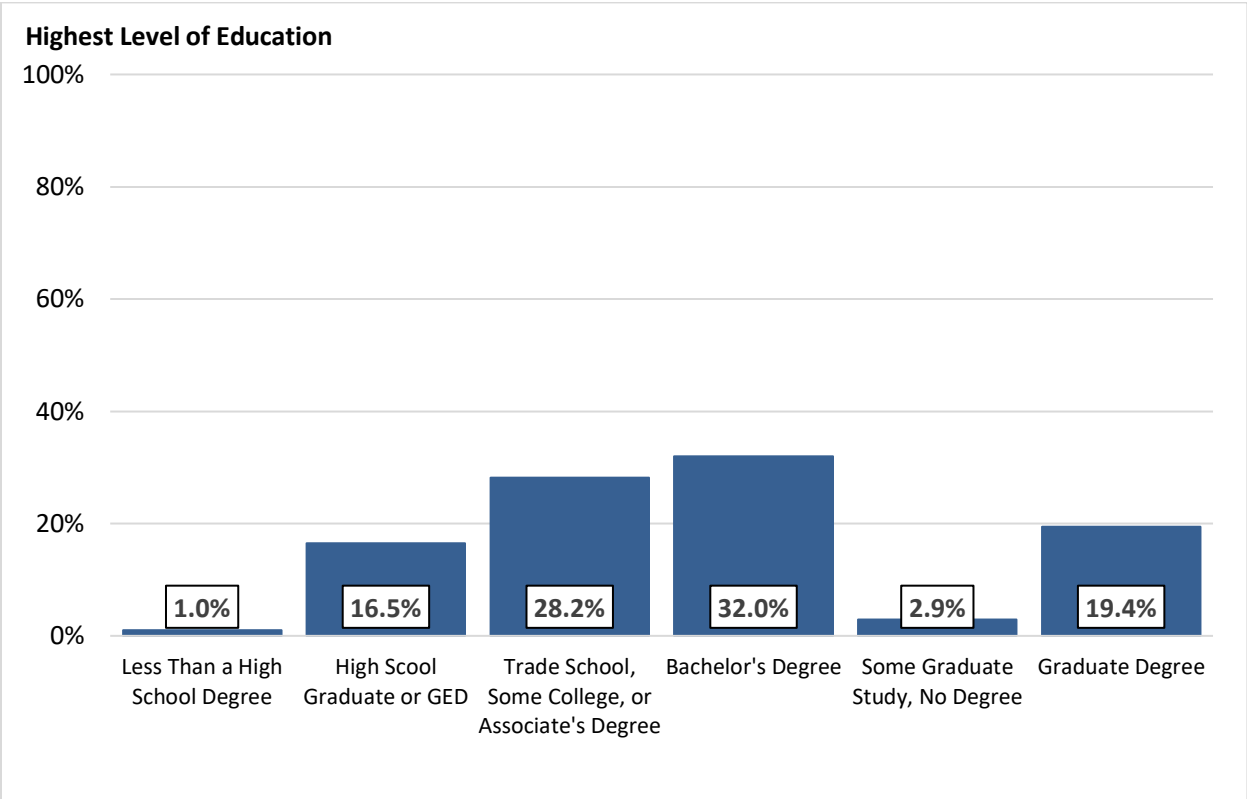
Relatively few respondents (2.0%) are aged 18 to 29, while 11.1% are 30 to 39, 23.2% are 40 to 49, and 22.2% are 50 to 59. About two in five (41.4%) are 60 or older; 19.2% are 60 to 69, 19.2% are 70 to 79, and 3.0% are over 80.



Seven in ten (71.8%) are White or Caucasian, 13.6% are Latino or Hispanic, 6.8% are Black or African American, 5.8% are Asian or Pacific Islander. Less than one in ten (1.9%) say they identify with more than one race, and none identify as Native American or a race other than those listed.



The majority of respondents (82.5%) have attended at least some college, with 54.3% having at least a bachelor’s degree. About one in six (17.5%) have not attended college; 1.0% of those surveyed have less than a high school degree and 16.5% have a high school diploma or GED.



Health Care Coverage

Most (97.0%) respondents indicate that they have health care coverage. Almost one-half (47.5%) have a private plan purchased through an employer or union, or by someone in the household. More than one-third (36.4%) of respondents say their primary health care coverage was through Medicare, 8.1% have Medicaid or another state program, and 1.0% are covered by military health coverage. Relatively few (4.0%) respondents have a type of coverage other than those listed here, and 3.0% of respondents do not have health care coverage.

Type of Health Care Coverage	
	% of Individuals with Coverage Type
Private plan purchased through employer or union, or by someone in household	47.5%
Medicare	36.4%
Medicaid or other state program	8.1%
TRICARE, VA, or military	1.0%
Other type of coverage	4.0%
Do not have coverage	3.0%

In households with more than one person, most (74.0%) indicate that all members of their household have the same type of health care coverage. Among households with more than one type of health coverage, it is very common for at least one person to have some type of public health care coverage, such as Medicare, Medicaid, or All Kids.

Overall Perceptions

Respondents were asked to name the biggest issues or needs related to mental health, substance abuse, and developmental disabilities in Hanover Township. Responses to this question were then divided into broad categories.

One-third (33.3%) of respondents state that better communication or information about services is the biggest need. Typically, respondents say they do not know what services are available, or where to go for help if needed. In 2018, 25.3% of respondents reported that better communication or information about services is needed.

One in six (16.7%) respondents comment access to services, including cost and wait times for such services, is the biggest concern. Many are concerned that they would not be able to use services if needed, primarily because they would have to wait too long, or they could not afford the services.

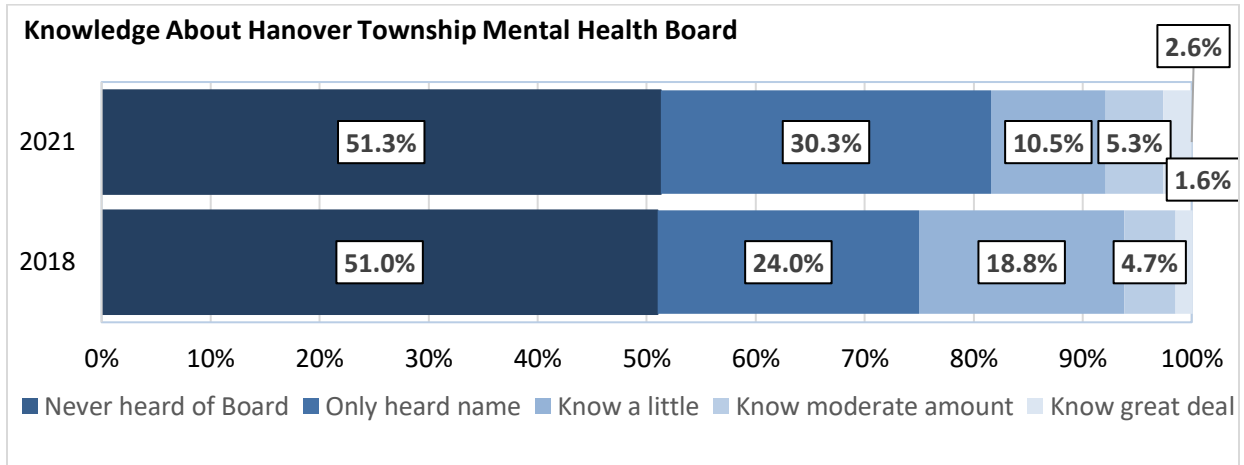
Mental health services including, sufficient service providers, such as psychiatrists and therapists are the biggest concern cited by 13.9% of respondents.

Mental Health Issues or Needs	
Information distribution, communication	33.3%
Access to services, including cost and wait times	16.7%
Mental health services	13.9%
Resources not available, additional resources needed	8.3%
Substance abuse and addiction services	5.6%
Developmental disabilities services	2.8%
Other	19.4%

The complete text of these responses may be found in Appendix D.

Next, respondents were asked about their familiarity with the Hanover Township Mental Health Board and what it does.

About one-half of the respondents are still unaware the Mental Health Board exists (51.0%, 2018; 51.3% 2021). Three in ten (30.3%) have only heard the name. About one in ten (10.5%) indicate they know a little about the Mental Health Board, and only 7.9% know a moderate amount (5.3%) or a great deal (2.6%) about it.



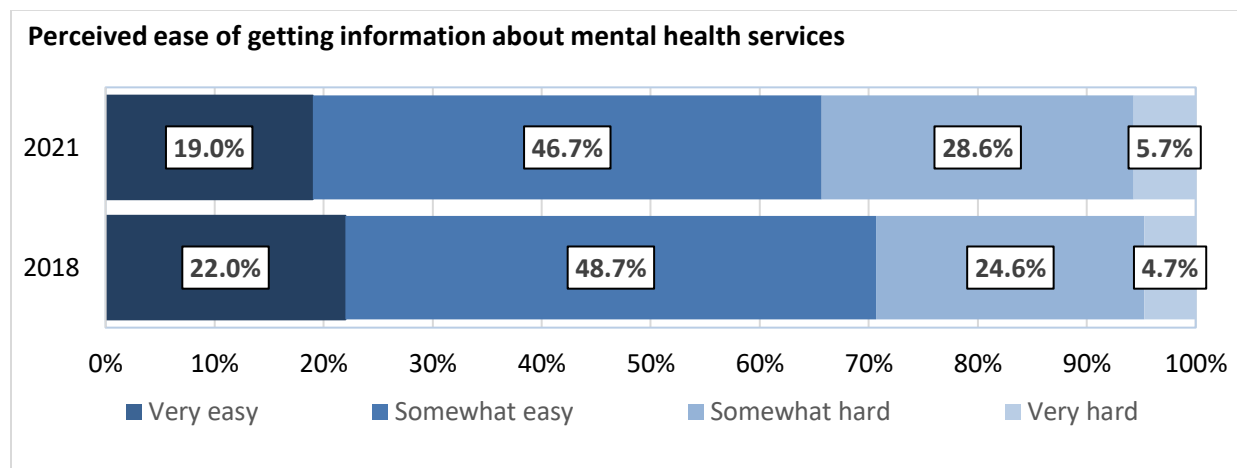
Mental Health

Respondents were asked a series of questions about mental health. First, all respondents were asked questions about their perceptions of how hard it would be to access certain types of mental health services. Then, those who had sought mental health services in the past three years were asked if they were able to find these services in Hanover Township.

Overall, more than one-half (53.3%) of respondents state they or someone in their household had some type of mental health problem. More than one-fifth (22.8%) indicate that they or someone in their household have sought mental health services in Hanover Township in the past three years.

Information about Mental Health Services

Two-thirds (65.7%) of respondents think it would be very easy (19.0%) or somewhat easy (46.7%) to get information about the mental health services available in Hanover Township. More than one-quarter (28.6%) think it would be somewhat hard and 5.7% think it would be very hard to find this information. These findings are similar to those obtained in 2018.



Those respondents who said someone in their household has a mental health problem are nearly twice as likely as those who did not to say it would be hard to get information about mental health services. More than two-fifths (43.8%) of households where someone has a mental health issue say it would be somewhat or very hard to get information about mental health services, compared to more than one-fifth (23.4%) of households that did not report a household member with a mental health problem.²

² All comparisons are significant at the $p < 0.05$ level.

Perceived difficulty of getting information about mental health services by household member with mental health problem	
	% somewhat or very hard
Someone in household has mental health problem	43.8%
No one in household has mental health problem	23.4%

In 2018, 40.2% of households where someone had a mental health issue said it would be somewhat or very hard to get information about mental health services, compared to 21.3% households that did not report a household member with a mental health problem.

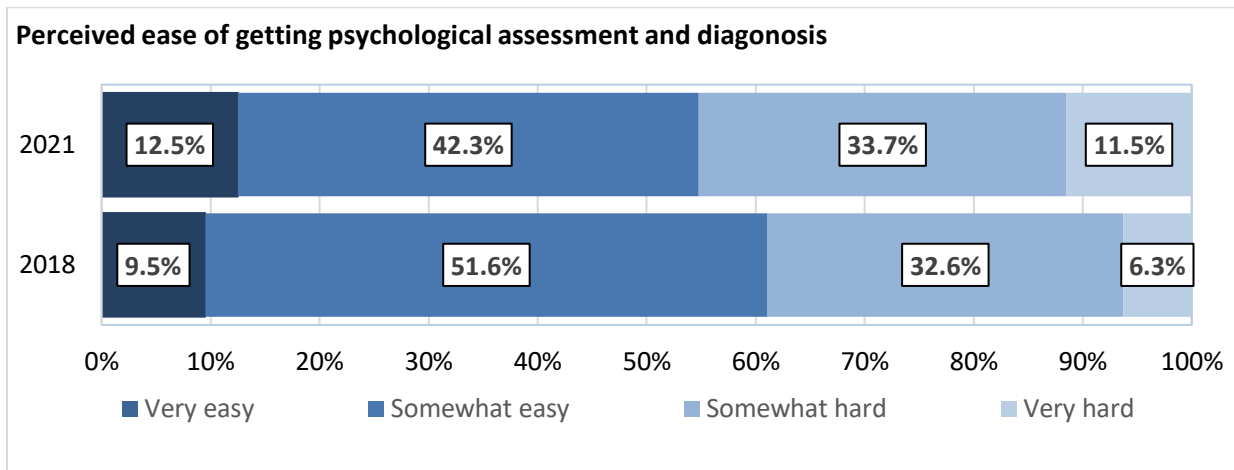
Most commonly, respondents who think it would be hard to find such information state they do not know where to look for it (91.7% of those who thought it would be somewhat or very hard to find this information). One-third (33.3%) say that available information is not specific to Hanover Township, and 8.3% indicate that information is only available on the internet. Very few (2.8%) say that information is not available in their language; however, as the survey was in English and Spanish only, this percentage may be higher in the general population of Hanover Township residents. Similar findings were obtained in 2018.

Reasons for perceived difficulty in finding mental health information³	
Do not know where to look for information	91.7%
Information available is not specific to Hanover Township	33.3%
Information is only available on the internet	8.3%
Information is not available in my language	2.8%
Other reasons	19.4%

³ Respondents were able to select more than one option for this and similar questions.

Mental Health Assessment and Diagnosis

More than one-half (54.8%) of all respondents think it would be very easy (12.5%) or somewhat easy (42.3%) to get a psychological assessment and diagnosis in Hanover Township, while one-third (33.7%) state it would be somewhat hard and 11.5.% say it would be very hard. These findings are similar to those obtained in 2018.



Again, those respondents with a household member with a mental health problem are more likely than those without to say that it would be hard to get services. While more than one-half (54.4%) of those in households with a household member with a mental health problems state it would be somewhat or very hard to get a psychological assessment and diagnosis, one-third (34.8%) of those in a household where no one had a mental health problem state these services would be hard to get.

Perceived difficulty of getting psychological assessment and diagnosis by household member with mental health problem	
	% somewhat or very hard
Someone in household has mental health problem	54.4%
No one in household has mental health problem	34.8%

In 2018, 50.0% of households where someone had a mental health issue said it would be somewhat or very hard to get a psychological assessment and diagnosis in Hanover Township, compared to 30.8% households that did not report a household member with a mental health problem.

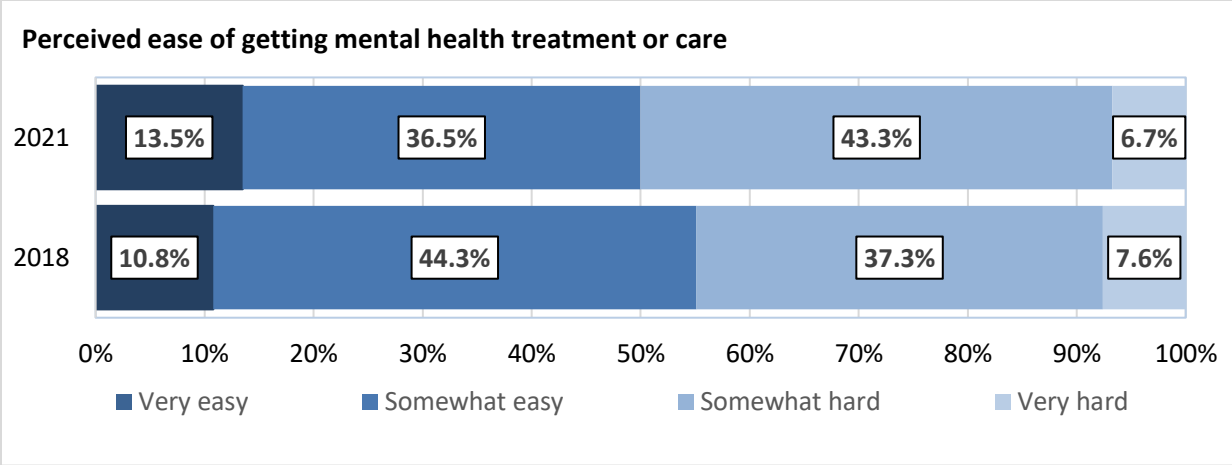
Among those who think that it would be somewhat or very hard to get a psychological assessment and diagnosis, more than four-fifths (85.1%) say they did not know where to go or who to see. More than one-half (57.4%) are concerned about the cost of service; an increase from 2018 when 44.6% were concerned about the cost of service, and 42.6% say there are long wait times to get an appointment.

Reasons for perceived difficulty in getting psychological assessment and diagnosis	
Do not know where to go or who to see	85.1%
Cost of service	57.4%
Long wait times to get appointment	42.6%
Health insurance does not cover this service	34.0%
Not enough mental health professionals in Hanover Township	31.9%
Mental health professionals do not take Medicaid	12.8%
Service is not available in Hanover Township	6.4%
No public transportation to facilities	12.8%
Other reasons	14.9%

Of those respondents who say they or someone in their household had sought psychological assessment or diagnosis, 41.7% say they were able to find it in Hanover Township.

Mental Health Treatment or Care

One-half (50.0%) of respondents think that it would be very easy (13.5%) or somewhat easy (36.5%) to get treatment or care for mental health problems in Hanover Township, while 43.3% say it would be somewhat hard and 6.7% say it would be very hard. Similar findings were obtained in 2018.



Three-fifths (59.7%) of respondents with a household member with a mental health problem state it would be somewhat or very hard to get mental health treatment or care, compared to 39.1% of households with no members with mental health problems.

Perceived difficulty of getting mental health treatment or care by household member with mental health problem	
	% somewhat or very hard
Someone in household has mental health problem	59.7%
No one in household has mental health problem	39.1%

In 2018, 56.3% of households where someone had a mental health issue said it would be somewhat or very hard to get mental health treatment or care in Hanover Township, compared to 36.2% households that did not report a household member with a mental health problem.

Among those who think it would be hard to get treatment or care for a mental health problem, the most common reason is not knowing where to go or who to see (78.8%), followed by cost of service (50.0%), not enough mental health professionals in Hanover Township (40.4%), and long wait times to get an appointment (36.5%). The percentage of respondents who indicate there are not enough mental health professionals in the Township has increased 9.1 percentage points since 2018 when it was 31.3%

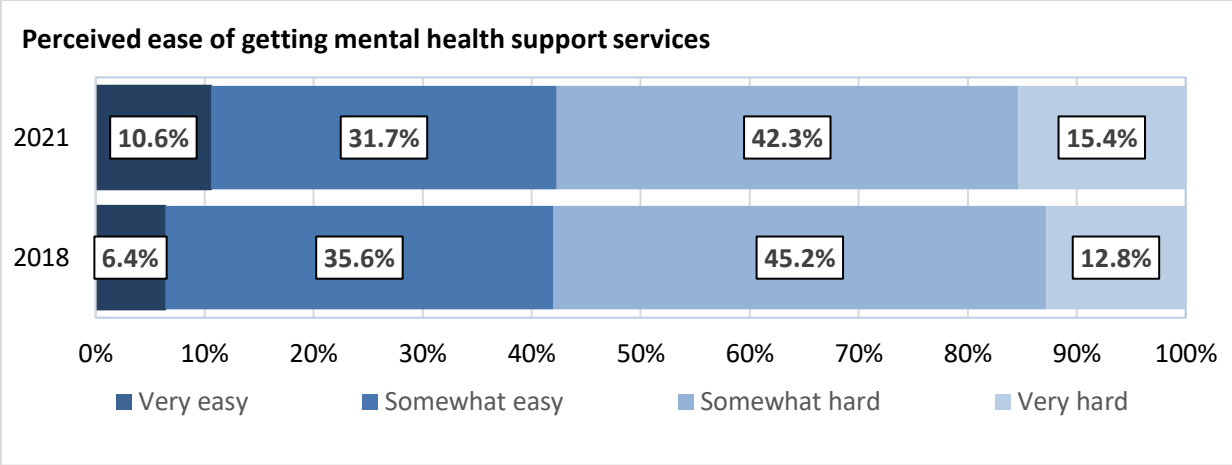
Reasons for perceived difficulty in getting mental health treatment or care	
Do not know where to go or who to see	78.8%
Cost of service	50.0%
Not enough mental health professionals in Hanover Township	40.4%
Long wait times to get appointment	36.5%
Health insurance does not cover this service	28.8%
Service is not available in Hanover Township	13.5%
Mental health professionals do not take Medicaid	13.5%
No public transportation to facilities	9.6%
Other reasons	11.5%

Of those respondents who say they or someone in their household have sought treatment or care for a mental health problem, 53.8% say they were able to find it. A total of 46.2% respondents were unable to find needed treatment or care. The most frequently mentioned treatment or care services they were unable to find in Hanover Township are:

- Individual therapy
- Psychiatrist provided services
- Child services
- Teen or adolescent services

Mental Health Support Services

More than two-fifths (42.3%) of respondents think it would be very easy (10.6%) or somewhat easy (31.7%) to get support services, such as housing, transportation, or job assistance, if they or someone in their household needed them, while 42.3% think it would be somewhat hard and 15.4% think it would be very hard to get these services. These findings are similar to those obtained in 2018.



More than three-fifths (63.2%) of respondents in households where someone has a mental health problem say it would be very or somewhat hard to get mental health support services and 52.2% of those in households where no one had a mental health problem indicate that these services would be hard to get.

Perceived difficulty of getting mental support services by household member with mental health problem	
	% somewhat or very hard
Someone in household has mental health problem	63.2%
No one in household has mental health problem	52.2%

In 2018, 71.6% of respondents in households where someone has a mental health issue stated it would be very or somewhat hard to get mental health support and 47.7% of those in household where no one had a mental health issue indicated that these services would be hard to get.

Most commonly, respondents who perceive that it would be hard to find these services indicate that they do not know where to go or who to see (86.7%) and more than two-fifths (46.7%) cite long wait times to get support services. Similar findings were obtained in 2018.

Reasons for perceived difficulty in getting mental health support services	
Do not know where to go or who to see	86.7%
Long wait times to get support service	46.7%
Cost of service	26.7%
Service is not available in Hanover Township	14.7%
Other reasons	8.3%

Of those respondents who say they or someone in their household have sought support services for a mental health problem, 42.9% say they were able to find them. A total of 57.1% were unable to find needed support services, including the following specific services:

- Job search and placement assistance
- Assistance with education schooling
- Caregiver respite services
- Transportation

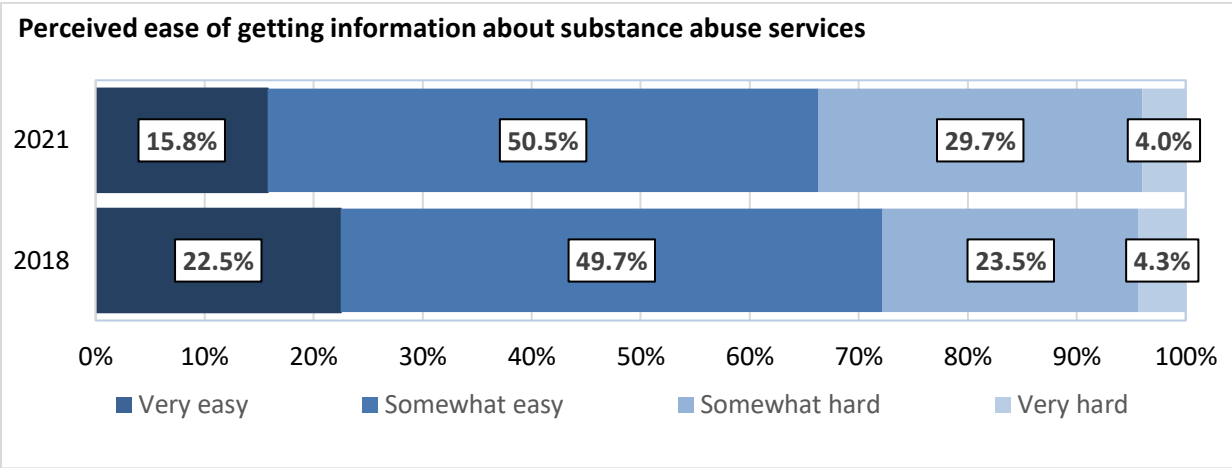
Substance Abuse

Next, respondents were asked a series of questions about addiction and substance abuse. First, all respondents were asked questions about their perceptions of how hard it would be to access certain types of substance abuse treatment services. Then, those who had sought such services in the past three years were asked if they were able to find them in Hanover Township.

Overall, more than one in ten (13.0%) respondents report they or someone in their household has some type of addiction or substance abuse problem, and 14.3% indicate that they or someone in their household have sought services for substance abuse or addiction in Hanover Township in the past three years.

Information about Substance Abuse Treatment Services

Similar to the 2018 findings, two-thirds (66.3%) of respondents think it would be very easy (15.8%) or somewhat easy (50.5%) to get information about addiction and substance abuse treatment services available in Hanover Township. A total of 29.7% think it would be somewhat hard and 4.0% think it would be very hard to find this information.



Almost two-fifths (38.5%) of households where someone has an addiction concern say it would be somewhat or very hard to get information about substance abuse services; a decrease of 9.5 percentage points since 2018 when 48.0% indicated it would be somewhat or very hard to get information about substance abuse services in the Township. A total of 32.9% of households that do not report a household member with an addiction problem say it would be somewhat or very hard to get information.

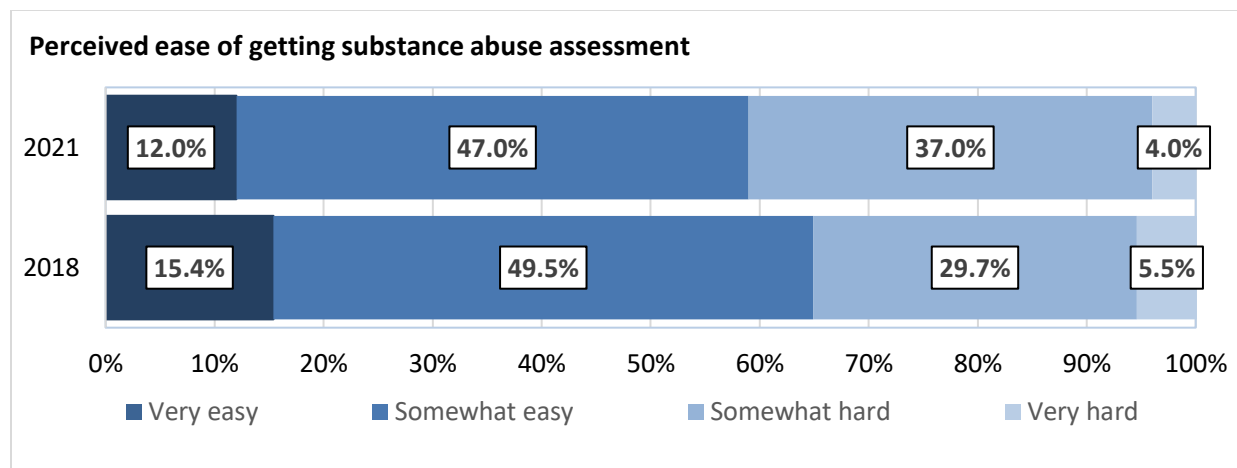
Perceived difficulty of getting information about substance abuse services by household member with substance abuse or gambling problem	
	% somewhat or very hard
Someone in household has substance abuse or gambling problem	38.5%
No one in household has substance abuse or gambling problem	32.9%

Similar to the 2018 findings, the majority of respondents who think it would be difficult to get information about substance abuse services indicate that they do not know where to look for information (84.8%, 2021; 84.6% 2018).

Reasons for perceived difficulty in finding substance abuse service information	
Do not know where to look for information	84.8%
Information available is not specific to Hanover Township	33.3%
Information is only available on the internet	21.2%
Other reasons	9.1%

Substance Abuse Assessment

About six in ten (59.0%) respondents think it would be very easy (12.0%) or somewhat easy (47.0%) to get a substance abuse assessment in Hanover Township, while 37.0% say it would be somewhat hard and 4.0% say it would be very hard. These findings are similar to those obtained in 2018.



Again, those respondents with a household member with a substance abuse or addiction problem are more likely than those without to say that it would be hard to get services. While 61.5% of those with a household member with a substance abuse or addiction problem say it would be somewhat or very hard to get a substance abuse assessment, only 37.9% of those in a household where no one has a substance abuse problem say these services would be hard to get.

Perceived difficulty of getting substance abuse assessment by household member with substance abuse or gambling problem	
	% somewhat or very hard
Someone in household has substance abuse or gambling problem	61.5%
No one in household has substance abuse or gambling problem	37.9%

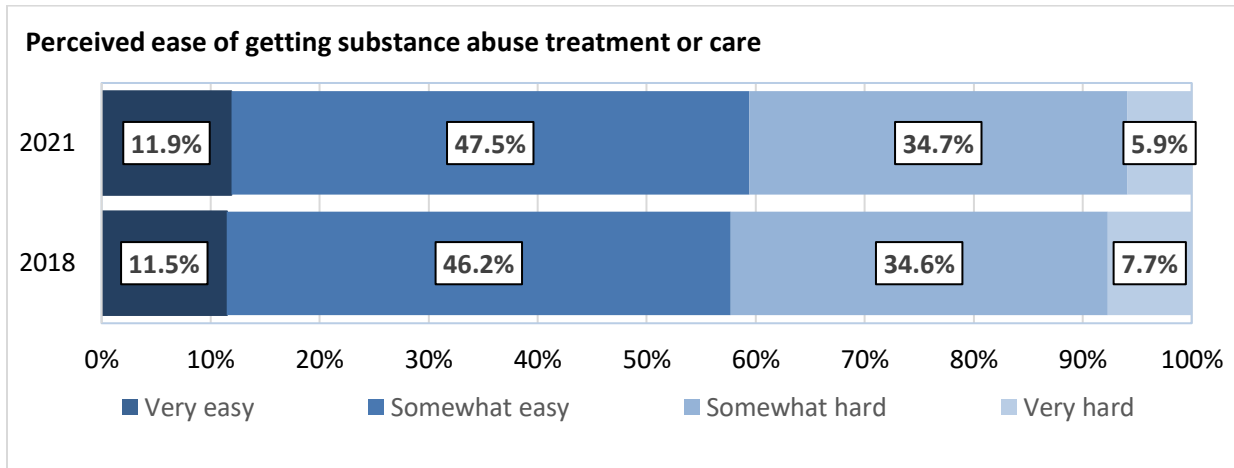
In 2018, 60.0% of households where someone had a substance abuse problem say it would be somewhat or very hard to get a substance abuse assessment in Hanover Township, compared to 30.8% households that did not report a household member with a substance abuse problem.

Among those who think that it would be somewhat or very hard to get a substance abuse assessment, the majority (87.8%) say that they do not know where to go or who to see, while 43.9 % cite the cost of service. Similar findings were obtained in 2018.

Reasons for perceived difficulty in getting substance abuse assessment	
Do not know where to go or who to see	87.8%
Cost of service	43.9%
Health insurance does not cover this service	29.3%
Not enough health professionals who provide substance abuse assessment in Hanover Township	29.3%
Long wait times to get appointment	26.8%
Health professionals who provide substance abuse assessment do not take Medicaid	12.2%
Service is not available in Hanover Township	17.1%
No public transportation to facilities	7.3%
Other reasons	7.3%

Of those respondents who say they or someone in their household have sought a substance abuse or gambling assessment, the majority say they were able to find it in Hanover Township (60.0%,2021; 66.7%, 2018).

Three in five (59.4%) respondents say that it would be very easy (11.9%) or somewhat easy (47.5%) to get treatment or care for substance abuse problems in Hanover Township, while 34.7% say it would be somewhat hard and 5.9% say it would be very hard. These findings are the same as those obtained in 2018.



One-half (50.0%) of respondents with a household member with a substance abuse or gambling problem say it would be somewhat or very hard to get treatment or care; a decrease of 11.5 percentage points from 2018 when 61.5% of respondents with a household member with a substance abuse or gambling problem indicated it would be somewhat or very hard to get treatment or care. A total of 39.1% of households with no members with these issues say it would be somewhat or very hard to get treatment or care.

Perceived difficulty of getting substance abuse treatment or care by household member with substance abuse or gambling problem	
	% somewhat or very hard
Someone in household has substance abuse or gambling problem	50.0%
No one in household has substance abuse or gambling problem	39.1%

Among those who think it would be hard to get treatment or care for a substance abuse problem, the most common reason is not knowing where to go or who to see (82.9%), followed by cost of service

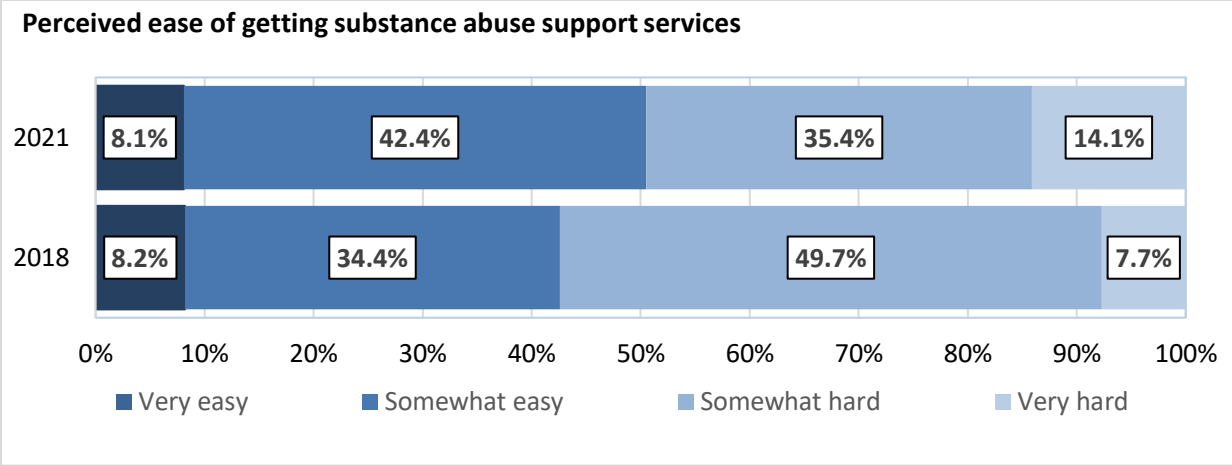
(46.3%). These findings are similar to those obtained in 2018.

Reasons for perceived difficulty in getting substance abuse treatment or care	
Do not know where to go or who to see	82.9%
Cost of service	46.3%
Long wait times to get appointment	39.0%
Not enough health professionals who provide substance abuse assessment in Hanover Township	34.1%
Health insurance does not cover this service	22.0%
Service is not available in Hanover Township	14.6%
No public transportation to facilities	14.6%
Health professionals who provide substance abuse assessment do not take Medicaid	9.8%
Other reasons	14.6%

Of those respondents who say they or someone in their household have sought treatment or care for a substance abuse problem, 50.0% say they were able to find it. A total of 50.0% were unable to find needed treatment or care, including the following specific services:

- Crisis assistance
- Inpatient treatment
- Outpatient treatment
- Group therapy
- Individual therapy
- Psychiatrist provided services

One-half (50.5%) of respondents think it would be very easy (8.1%) or somewhat easy (42.4%) to get support services, such as housing, transportation, or job assistance, if they or someone in their household needed them, while 35.4% think it would be somewhat hard and 14.1% think it would be very hard to get these services. A smaller percentage of respondents indicate in 2021 than in 2018 that it would be somewhat hard to get substance abuse support services.



No statistically significant difference in perceived difficulty of getting support services exists between households with and without a member with a substance abuse problem.

Most commonly, respondents who think it would be hard to get support services say that they do not know where to go or who to see (91.8%). In 2018, 81.9% of respondents who indicated it would be hard to get support services stated that they do not know where to go or who to see.

Reasons for perceived difficulty in getting substance abuse support services	
Do not know where to go or who to see	91.8%
Long wait times to get support service	36.7%
Cost of service	30.6%
Service is not available in Hanover Township	12.2%
Other reasons	2.0%

Of those respondents who say they or someone in their household have sought support services for a substance abuse treatment problem, 50.0% was able to find them. One-half (50.0%) was unable to find support services, including the following specific services:

- Transportation
- Job search and placement assistance

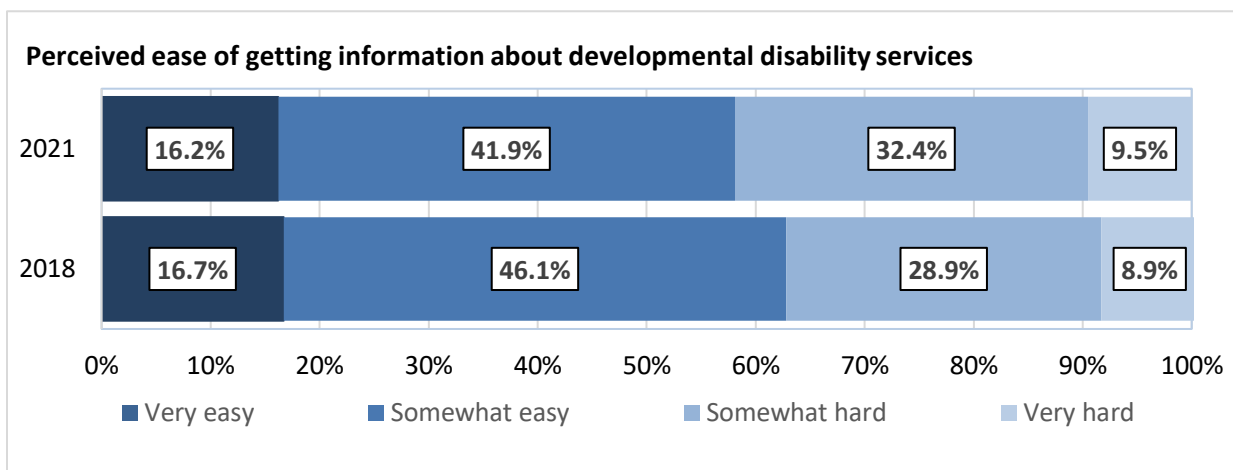
Developmental Disabilities

Then, respondents were asked a series of questions about services for people with developmental disabilities. First, all respondents were asked questions about their perceptions of how hard it would be to access certain types of services for people with developmental disabilities. Then, those who had sought such services in the past three years were asked if they were able to find them in Hanover Township.

Overall, about one in five (21.7%) respondents say they or someone in their household have a developmental disability, and 22.7% indicate that they or someone in their household have sought services for individuals with developmental disabilities in Hanover Township in the past three years.

Information about Services for People with Developmental Disabilities

Almost three-fifths (58.1%) of respondents think it would be very easy (16.2%) or somewhat easy (41.9%) to get information about available services for individuals with developmental disabilities in Hanover Township. Just less than one-third (32.4%) think it would be somewhat hard and 9.5% think it would be very hard to find this information. These findings are similar to those obtained in 2018.



No statistically significant difference in perceived difficulty of getting any type of services for people with developmental disabilities exists between households with and without a member with a developmental disability.

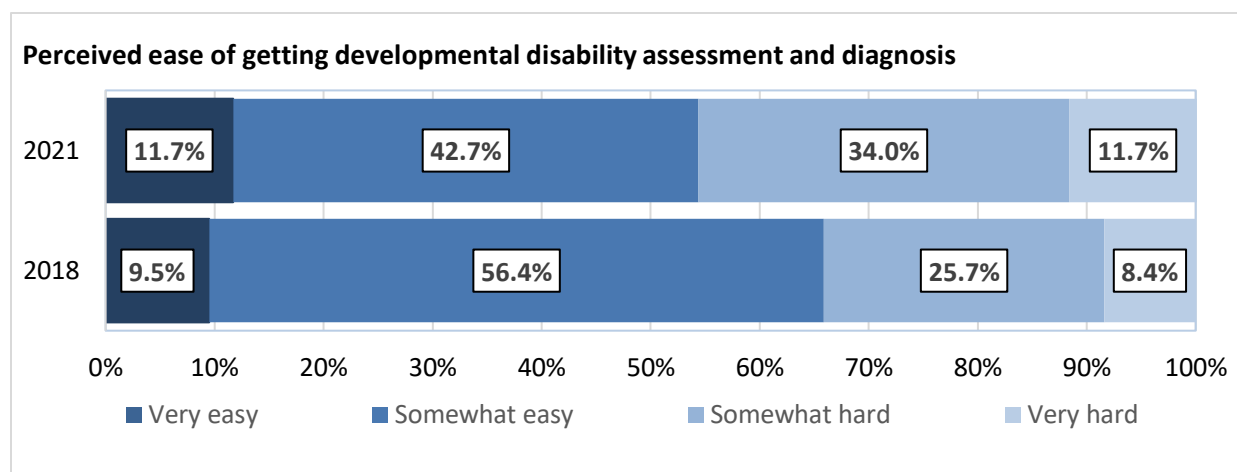
Most commonly, respondents who think it would be difficult to find such information say they do not know where to look for information (86.4% of those who think it would be somewhat or very hard to find information). Almost one-third (31.8%) say that available information is not specific to Hanover Township,

and 20.5% say that information is only available on the internet. The percentage of respondents who say that information is only available on the internet has increased since 2018 when it was 4.5%.

Reasons for perceived difficulty in finding information on services for developmental disabilities	
Do not know where to look for information	86.4%
Information available is not specific to Hanover Township	31.8%
Information is only available on the internet	20.5%
Other reasons	11.9%

Developmental Disabilities Assessment and Diagnosis

More than one-half (54.4%) of respondents think it would be very easy (11.7%) or somewhat easy (42.7%) to get a developmental disability assessment and diagnosis in Hanover Township, while one-third (34.0%) say it would be somewhat hard and 11.7% say it would be very hard. The percentage of respondents who indicate it would be somewhat or very hard to get a developmental disability assessment and diagnosis in Hanover has increased since 2018 (34.1%, 2018; 45.7%, 2021).



Among those who think that it would be somewhat or very hard to get a developmental disability assessment and diagnosis, the majority (83.0%) say that they do not know where to go or who to see, while two in five cite the cost of service (40.4%) and are concerned about long wait times to get an

appointment (40.4%).

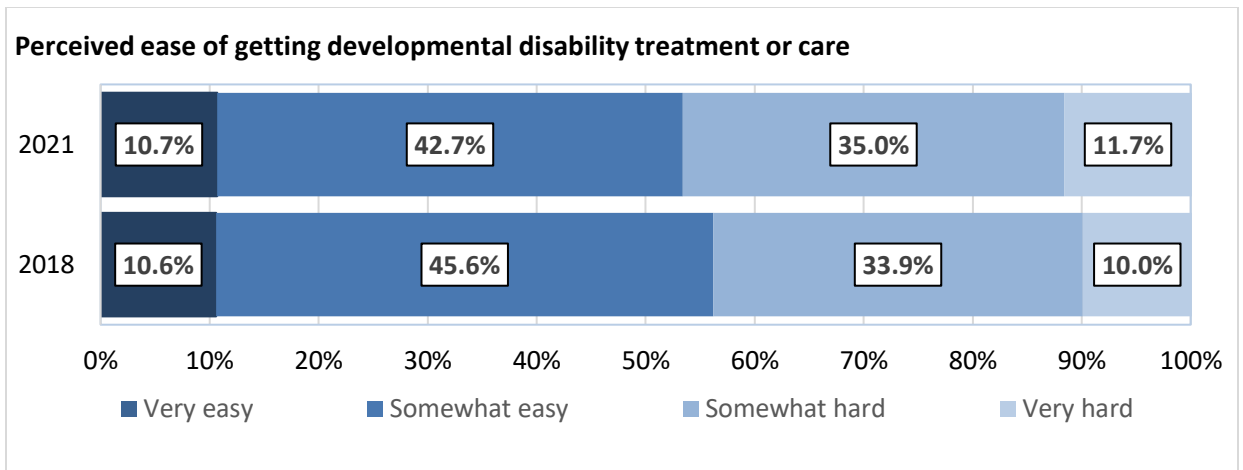
Reasons for perceived difficulty in getting developmental disability assessment and diagnosis	
Do not know where to go or who to see	83.0%
Cost of service	40.4%
Long wait times to get appointment	40.4%
Not enough developmental disability health professionals in Hanover Township	34.0%
Health insurance does not cover this service	25.5%
No public transportation to facilities	21.3%
Service is not available in Hanover Township	17.0%
Developmental disability health professionals do not take Medicaid	8.5%
Other reasons	6.4%

The percentage of respondents who report lack of public transportation makes it difficult to get a development disability assessment and diagnosis increased from 2018 (2018, 9.8%; 2021, 21.3%).

Like in 2018 the majority of those respondents who say they or someone in their household has sought an assessment or diagnosis indicate they were able to find it in Hanover Township (2018, 66.7%; 2021, 65.0%).

Treatment or Care for People with Developmental Disabilities

More than one-half (53.4%) of respondents say that it would be very easy (10.7%) or somewhat easy (42.7%) to get treatment or care for an individual with a developmental disability in Hanover Township, while more than one-third (35.0%) say it would be somewhat hard and about one in ten (11.7%) say it would be very hard. These findings are similar to those obtained in 2018.



Among those who thought it would be hard to get treatment or care, the most common reason was not knowing where to go or who to see (87.5%).

Reasons for perceived difficulty in getting treatment or care for developmental disability	
Do not know where to go or who to see	87.5%
Not enough developmental disability health professionals in Hanover Township	39.6%
Cost of service	37.5%
Long wait times to get appointment	37.5%
Health insurance does not cover this service	27.1%
Service is not available in Hanover Township	20.8%
No public transportation to facilities	16.7%
Developmental disability health professionals do not take Medicaid	12.5%
Other reasons	4.2%

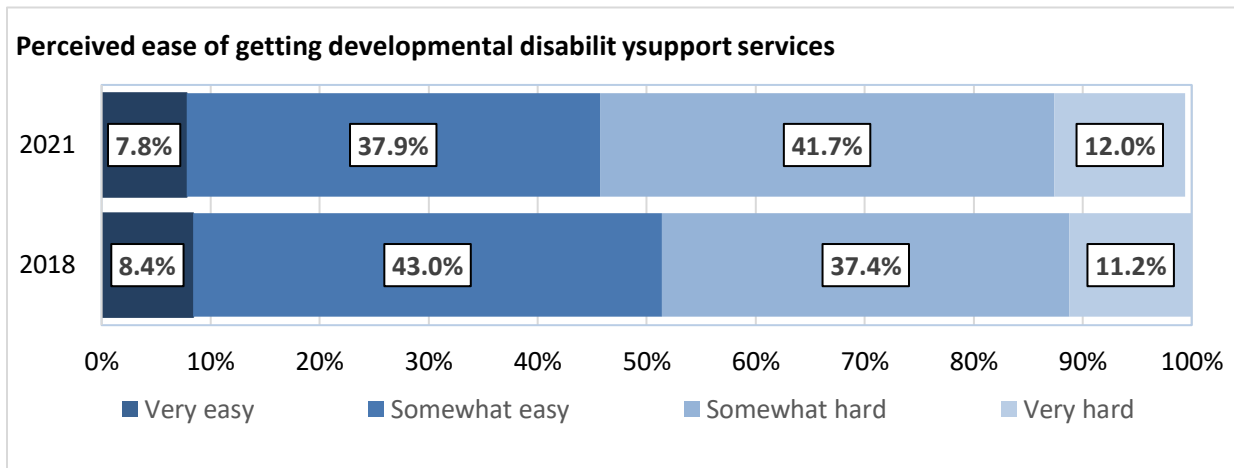
The percentage of respondents who indicate they do not where to go or who to see (2021, 87.5%; 2018, 72.2%) and the percentage of respondents who indicate there are not enough developmental disability health professionals in Hanover Township (2021, 39.6%; 2018, 27.8%) has increased since 2018.

Of those respondents who say they or someone in their household has sought treatment or care for a person with a developmental disability, (20.0%) report they were able to find it. Four-fifths (80.0%) were unable to find needed treatment or care, including the following specific services:

- Behavior therapy and counseling
- Speech and language therapy
- Occupational therapy
- Art or music therapy

Support Services for Individuals with Developmental Disabilities

More two-fifths (45.7%) of respondents think it would be very easy (7.8%) or somewhat easy (37.9%) to get support services, such as housing, transportation, or job assistance, if they or someone in their household needed them, while 41.7% think it would be somewhat hard and 12.0% think it would be very hard to get these services. These findings are similar to those obtained in 2018.



Most commonly, respondents who think it would be hard to find such support services say they do not know where to go or who to see (83.9%). Similar findings were obtained in 2018.

Reasons for perceived difficulty in getting support services for people with developmental disabilities	
Do not know where to go or who to see	83.9%
Long wait times to get support service	42.9%
Cost of service	32.1%
Service is not available in Hanover Township	16.1%
Other reasons	3.6%

Of those respondents who say they or someone in their household have sought support services for someone with a developmental disability, 50.0% say they were able to find them. One-half (50.0%) were unable to find needed support services, including the following specific services:

- Caregiver respite
- Housing
- Job search and placement assistance
- Assistance with education or schooling

Conclusions and Recommendations

Service providers, community leaders, service users, and community members are very satisfied with the current efforts of the Hanover Township Mental Health Board. The service providers stated that the Mental Health Board has made a significant impact over the past three years in a number of areas including providing resources to residents, supporting and partnering with community organizations, and providing funding to organizations. Service users are extremely pleased with the quality of mental health, substance abuse, and developmental disabilities services they receive and state that the services have made a difference in their and their family's lives. Community members believe the organizations funded by the Mental Health Board are trustworthy resources.

A number of improvements areas were identified through the focus groups and online survey for the Hanover Township Mental Health Board to focus on over the next three years. The main priority is increasing **community awareness**. Communication is needed about 1) the Hanover Township Mental Health Board and what it does, 2) the mental health, substance abuse, and developmental disabilities services available in Hanover Township, and 3) about various mental health, addiction and substance abuse, and developmental disabilities concerns.

The online survey results show that most Hanover Township residents know very little about the Hanover Township Mental Health Board, with about one-half of the residents being unaware that the Mental Health Board exists and one in three only knowing the name and nothing about it. Information about the Mental Health Board and what it does should be communicated on a regular basis to residents.

The focus groups and survey findings suggest that residents do not know about the services available in Hanover Township. The resource guide developed by the Hanover Township Mental Health Board needs to be placed more prominently on the Mental Health Board web page and/or on the Hanover Township web page. Communications about the Hanover Township Mental Health Board should include information about the resource guide and a link to the guide on the Mental Health Board's web page. Community members indicate that they look to libraries, schools, churches, and organizations such as the Centro de Información for this type of information. These entities should be made aware of and sent the resource guide as well.

Lastly, the focus group participants would like the Hanover Township Mental Health Board to focus on outreach and education. They discussed the need for more information in the community about mental health issues and how this might help alleviate the stigma surrounding mental health. Community members would like information about alcohol and drug use, particularly about how to recognize drug use and address it in teens. Teens suggest that there be discussion groups with trustworthy individuals to address substance abuse.

Also, community members want to see the Mental Health Board focus on outreach and education, particularly within the Latino community. Several suggested a focus on working with parents, which would allow the parents to better help their children. Similarly, service providers suggested greater outreach and education for families with children. Outreach and education could include information for parents on a variety of topics, such as mental health and substance abuse prevention and how to identify mental health and substance abuse issues.

Another priority that the Hanover Township Mental Health Board should address is the **availability of support services**. According to the survey findings, a majority of individuals who sought support services were unable to find them in Hanover Township. The services that were difficult to find were caregiver respite, transportation, housing, job search and placement, and legal assistance services. Focus group participants also mention that housing, especially supportive housing, and transportation should be a continued focus of the Mental Health Board.

the Hanover Township Mental Health Board should focus on **funding more developmental disabilities services for adults**. A major concern of focus group participants for was that, once individuals with developmental disabilities graduate from school or complete transition programs, there are very few services or programs available. They commented that there were long wait lists for the existing services and programs. Additionally, participants indicate a need for a service that would assist caregivers plan for what will happen to the individual with developmental disability once the caregiver dies.

Lastly, the Hanover Township Mental Health Board should consider how the additional community needs that are the result of COVID-19 can be addressed.

APPENDIX A: DISCUSSION GUIDES

Service Provider Discussion Guide

I. Introduction (10 minutes)

A. Purpose of Focus Group

1. Welcome. Thank you for coming. My name is Mindy Schneiderman. I am a researcher from the Center for Governmental Studies at Northern Illinois University. The Center for Governmental Studies has been retained by the Hanover Township Mental Health Board to conduct a needs assessment study.
2. You have been invited here today to provide your thoughts about mental health, substance abuse, and developmental disability needs in Hanover Township.

B. Moderator's Job

1. My job is:
 - to make sure all the topics are covered,
 - to keep the discussion on track, and
 - to give everyone a chance to voice his or her opinion.

C. Instructions for Focus Group

1. Please talk one at-a-time in a voice at least as loud as mine because the discussion is being audiotaped. The only reason we audiotape the discussion is so I can listen to the tape, if needed, when I am writing my report.
2. You do not need to address all your comments to me. You may respond directly to someone else's comment, but please avoid private side conversations.
3. There are no wrong answers, just differing opinions and we want to hear those different perspectives.

D. Introduction of Participants

1. Please tell us your name, which organization you represent, the primary services it provides, the primary population it serves, and the geographic location(s) it serves.

II. Mental Health (25 minutes)

- A. Over the last three years, in the area of mental health, what efforts of the Hanover Township Mental Health Board are you aware?

- B. Over the last three years, in the area of mental health, how much of an impact do you think the Hanover Township Mental Health Board's efforts have made?
- C. Over the next three years, which specific aspects of mental health do you think the Hanover Township Mental Health Board should focus its efforts on improving? (LIST ON FLIPCHART)

FOR EACH ASPECT MENTIONED ASK D-G:

- D. What are the specific population groups (e.g., teens, low-income, Hispanics) that are in the greatest need of attention?
- E. What is the evidence of need or the reason you believe this aspect of mental health needs improvement?
- F. What is the gap in service?
- G. What are the specific barriers to service?
- H. Please take a few minutes to review the list on the flipchart of specific aspects of mental health that you think the Hanover Township Mental Health Board should focus its efforts on improving over the next three years and write down which is the greatest need, the second greatest need, and the third greatest need. (HAVE EACH COMMUNITY LEADER READ THEIR RESPONSES AND LIST ON FLIPCHART)

III. Substance Abuse (25 minutes)

- A. Over the last three years, in the area of substance abuse, what efforts of the Hanover Township Mental Health Board are you aware of?
- B. Over the last three years, in the area of substance abuse, how much of an impact do you think the Hanover Township Mental Health Board's efforts have made?
- C. Over the next three years, which specific aspects of substance abuse do you think the Hanover Township Mental Health Board should focus its efforts on improving? (LIST ON FLIPCHART)

FOR EACH ASPECT MENTIONED ASK D-G:

- D. What are the specific population groups (e.g., teens, low-income, Hispanics) that are in the greatest need of attention?

- E. What is the evidence of need or the reason you believe this aspect of substance abuse needs improvement?
- F. What is the gap in service?
- G. What are the specific barriers to service?
- H. Please take a few minutes to review the list on the flipchart of specific aspects of substance abuse that you think the Hanover Township Mental Health Board should focus its efforts on improving over the next three years and write down which is the greatest need, the second greatest need, and the third greatest need. (HAVE EACH COMMUNITY LEADER READ THEIR RESPONSES AND LIST ON FLIPCHART)

IV. Developmental Disabilities (25 minutes)

- A. Over the last three years, in the area of developmental disabilities, what efforts of the Hanover Township Mental Health Board are you aware?
- B. Over the last three years, in the area of developmental disabilities, how much of an impact do you think the Hanover Township Mental Health Board's efforts have made?
- C. Over the next three years, which specific aspects of developmental disabilities do you think the Hanover Township Mental Health Board should focus its efforts on improving? (LIST ON FLIPCHART)

FOR EACH ASPECT MENTIONED ASK D-G:

- D. What are the specific population groups (e.g., teens, low-income, Hispanics) that are in the greatest need of attention?
- E. What is the evidence of need or the reason you believe this aspect of developmental disabilities needs improvement?
- F. What is the gap in service?
- G. What are the specific barriers to service?
- H. Please take a few minutes to review the list on the flipchart of specific aspects of disabilities abuse that you think the Hanover Township Mental Health Board should focus its efforts on improving over the next three years and write down which is the

greatest need, the second greatest need, and the third greatest need. (HAVE EACH COMMUNITY LEADER READ THEIR RESPONSES AND LIST ON FLIPCHART)

V. Additional Comment and Closing (5 minutes)

- A. Do you have any additional thoughts or comments about the topics we covered in the group?
- B. Explain how focus group findings will be used.
- C. Thank you.

Service User Discussion Guide

I. Introduction (10 minutes)

A. Purpose of Focus Group

1. Welcome. Thank you for coming. My name is Mindy Schneiderman. I am a researcher from the Center for Governmental Studies at Northern Illinois University. The Center for Governmental Studies has been retained by the Hanover Township Mental Health Board to conduct a needs assessment study.
2. You have been invited here today to provide your thoughts about [mental health/substance abuse/developmental disability] services and needs in Hanover Township.

B. Moderator's Job

1. My job is:
 - to make sure all the topics are covered,
 - to keep the discussion on track, and
 - to give everyone a chance to voice his or her opinion.

C. Instructions for Focus Group

1. Please talk one at-a-time in a voice at least as loud as mine because the discussion is being audiotaped. The only reason we audiotape the discussion is so I can listen to the tape, if needed, when I am writing my report.
2. You do not need to address all your comments to me. You may respond directly to someone else's comment, but please avoid private side conversations.
3. There are no wrong answers, just differing opinions and we want to hear those different perspectives.
4. Since individuals will be sharing personal stories, please do not discuss with others after the group the information that is discussed today.

D. Introduction of Participants

1. Please tell us your name, who in your family is receiving services (self, child, etc.), and how the services have made a difference in your/their life.

II. Availability of Services (10 minutes)

- A. How satisfied are you with the availability of [mental health/substance abuse/developmental disability] services for Hanover Township residents?
- B. Why are you satisfied with the availability of services?
- C. Why are you dissatisfied with the availability of services?
- D. Have there been services you/your child needed that you were not able to receive because they were not available for Hanover Township residents? Which ones? Why not?
- E. What other gaps in the availability of [mental health/substance abuse/developmental disability] services are you aware of?
- F. What improvements should be made with regards to the availability of services?

III. Accessibility of Services (10 minutes)

- A. How satisfied are you with the accessibility of [mental health/substance abuse/developmental disability] services for Hanover Township residents?
- B. Why are you satisfied with the accessibility of services?
- C. Why are you dissatisfied with the accessibility of services?
- D. Have there been services you/your child needed that you were not able to access? Which ones? Why not?
- E. What other gaps in the accessibility of [mental health/substance abuse/developmental disability] services are you aware of?
- F. What improvements should be made with regards to the accessibility of services?

IV. Costs of Services (10 minutes)

- A. How satisfied are you with the cost of [mental health/substance abuse/developmental disability] services for Hanover Township residents?
- B. Why are you satisfied with the cost of services?

- C. Why are you dissatisfied with the costs of services?
- D. Have there been services you/your child needed that you were not able to access because of costs? Which ones? Why not?
- E. What other [mental health/substance abuse/developmental disability] services are you aware of that Hanover Township residents can't access because of cost?
- F. What improvements should be made with regards to the cost of services?

V. Continuity/Coordination of Care (10 minutes)

- A. How satisfied are you with the continuity/coordination of [mental health/substance abuse/developmental disability] services for Hanover Township residents?
- B. Why are you satisfied with the continuity/coordination of services?
- C. Why are you dissatisfied with the continuity/coordination of services?
- D. Have you/your child experienced issues with continuity/coordination? If yes, please describe.
- E. What other issues with continuity/coordination of care are you aware of?
- F. What improvements should be made with regards to the continuity/coordination of care?

VI. Quality of Care (10 minutes)

- A. How satisfied are you with the quality of [mental health/substance abuse/developmental disability] services for Hanover Township residents?
- B. Why are you satisfied with the quality of services?
- C. Why are you dissatisfied with the quality of services?
- D. Have you/your child experienced issues with the quality of services. If yes, please explain.
- E. What other issues with quality of services are you aware of?
- F. What improvements should be made with regards to the quality of services?

VII. Overall Satisfaction Rating (5 minutes)

- A. Overall how satisfied are you with [mental health/substance abuse/developmental disability] services for Hanover Township residents? Please tell me the letter grade-A, B, C D, or F you would give and the reason why you gave that grade. (Go around table and ask each participant.)

VIII. Additional Comment and Closing (5 minutes)

- A. Do you have any additional thoughts or comments about the topics we covered in the group?
- B. Explain how focus group findings will be used.
- C. Thank you.

Teen Discussion Guide

I. Introduction (10 minutes)

A. Purpose of Focus Group

1. Hello, and thanks for coming. My name is Julie, and I'm a researcher from Northern Illinois University. With me are Mindy and Molly. They're here to take notes on our conversation today.
2. We are here today to talk about care and services for people with problems with drugs or alcohol, mental illnesses, and developmental disabilities or delays. I'll be asking you some questions to get you started, but this should be more like a conversation between you about the topic. I am just here to:
 - make sure all the topics are covered,
 - keep the discussion on track, and
 - give everyone a chance to be heard.
3. This group is a part of several other groups with people in the community, including people who provide mental health services, people who use those services, and other members of the community. When we are done doing all the groups, we will review our notes and write a report to the Hanover Township Mental Health Board. They will use this information to assess what programs and services are doing well, and what is needed in the community in the future.
4. Mindy and Molly are here to take notes for me, so that we can make sure that we remember everything that was said here today. However, we won't include your names or any information that might identify you in any of our reports. In addition, I am recording our conversation on my phone, in case anything was missed or unclear in their notes. I'll delete the recording after I make sure the notes are complete.

B. Instructions for Focus Group

I want to give you some basic ground rules for this group, just to make sure we hear everything people have to say.

1. Please talk one at-a-time in a voice that is loud enough to be heard by everyone at the table.
2. You don't have to talk to me directly—you can respond to something another group member said, or add your opinions. Just try to make sure that everyone can hear what you have to say.

3. There are no wrong answers, just different opinions. We want to hear everything everyone in the group has to say.
4. Since individuals will be sharing personal stories, please do not discuss with others after the group the information that is discussed today.
5. We are talking specifically about services available in Hanover Township, but if you aren't sure, just tell me what is available in this area.

C. Introduction of Participants

1. Please tell us your name, your age, who lives with you (mother, father, siblings, grandparents, cousins), and one thing you like to do for fun.

II. Substance Abuse (20 minutes)

First, I'd like to talk to you about drugs and alcohol.

- A. Do you think drug and alcohol use is a problem for people your age?
- B. Why do you think teens use drugs or alcohol? What might keep them from using them?
- C. If you or someone you knew had a drug or alcohol problem, who could you talk to about it?
- D. How easy or hard would it be for a teen in this area to get help for substance abuse problems? Why?
- E. What concerns might teens have about getting help for substance use or abuse?
 - Prompt with examples if needed:
 1. Confidentiality
 2. School being notified
 3. Parents finding out
- F. If you or another teen you knew had a substance abuse problem do you know where to go or who to call in Hanover Township to get services or help? (HAVE THEM NAME SPECIFIC ORGANIZATIONS, IF POSSIBLE)
 - Prompt with examples if needed:
 1. Drug rehab
 2. Counseling

3. (Others)?

G. Why might teens not want to access or can't access services?

- Prompt with examples if needed:
 1. Transportation
 2. Health Insurance
 3. Cost

H. What would make it easier or more comfortable for teens to get help?

I. What other improvements to substance abuse services for teens in Hanover Township are needed?

J. From where do teens get information or education about substance abuse?

K. What additional information or education would you be useful to have about this topic?

L. What is the most effective way to communicate this information to teens?

III. Mental Health (20 minutes)

Next, I'd like to talk to you about mental health.

A. Are mental health problems, like problems with anxiety or depression, for instance, a problem for people your age?

B. If you or someone you knew had a mental health problem, who could you talk to about it?

C. How easy or hard would it be for a teen in this area to get help for mental health problems? Why?

D. What concerns might teens have about getting help for mental health problems, or in accessing mental health services, like doctors, counseling, or groups?

- Prompt with examples if needed:
 1. Confidentiality
 2. School being notified

3. Parents finding out

E. If you or another teen you knew had a mental health problem do you know where to go or who to call in Hanover Township for help or to obtain services? (HAVE THEM NAME SPECIFIC ORGANIZATIONS, IF POSSIBLE)

- Prompt with examples if needed:
 1. Counseling
 2. Support groups
 3. Psychiatrist/psychologist
 4. (Others)?

F. Why might teens not want to access or can't access these services?

- Prompt with examples if needed:
 1. Transportation
 2. Health Insurance
 3. Cost

G. What would make it easier or more comfortable for teens to get help?

H. What other improvements to mental health services for teens in Hanover Township are needed?

I. From where do teens get information or education about mental health?

J. What additional information or education would you be useful to have about this topic?

K. What is the most effective way to communicate this information to teens?

IV. Developmental Disabilities (10 minutes)

A. Do you or anyone close to you (family member, friend, etc.) have a developmental disability or delay, such as autism spectrum disorder, ADD/ADHD, or learning disabilities like dyslexia?

IF YES, CONTINUE WITH FOLLOWUP QUESTIONS

IF NO, SKIP TO CLOSING

- B. How easy or hard is it to get services for developmental disabilities, such as job coaching or transportation? Why?
 - C. What improvements to services for individuals with developmental disabilities in Hanover Township are needed?
- V. Additional Comment and Closing (5 minutes)
- A. Is there anything else that we didn't already cover that you think we should know about services for drug and alcohol use, mental health, or developmental disabilities?
 - B. Do you have any questions for me?
 - C. When we are done doing all the groups, we will review our notes and write a report to the Hanover Township Mental Health Board. They will use this information to assess what programs and services are doing well, and what is needed in the community in the future.
 - D. Thank you.

Community Member Discussion Guide

I. Introduction (10 minutes)

A. Purpose of Focus Group

1. Welcome. Thank you for coming. My name is Mindy Schneiderman. I am a researcher from the Center for Governmental Studies at Northern Illinois University. The Center for Governmental Studies has been retained by the Hanover Township Mental Health Board to conduct a needs assessment study.
2. You have been invited here today to provide your thoughts about mental health, substance abuse, and developmental disability needs in Hanover Township.

B. Moderator's Job

1. My job is:
 - to make sure all the topics are covered,
 - to keep the discussion on track, and
 - to give everyone a chance to voice his or her opinion.

C. Instructions for Focus Group

1. Please talk one at-a-time in a voice at least as loud as mine because the discussion is being audiotaped. The only reason we audiotape the discussion is so I can listen to the tape, if needed, when I am writing my report.
2. You do not need to address all your comments to me. You may respond directly to someone else's comment, but please avoid private side conversations.
3. There are no wrong answers, just differing opinions and we want to hear those different perspectives.

E. Introduction of Participants

1. Please tell us your name, the town you live in, and who lives in your household.

II. Mental Health (25 minutes)

- A. First, I will be asking about mental health services in your community. These can include services to address emotional, psychological, and social well-being.
- B. What are the biggest mental health issues in your community?

- C. If you needed to find out about mental health services in your area, where would you go? What resources would you use?
- Internet resources
 - Organizations
 - Specific individuals
 - Other information sources
- D. What resources for mental health care are available in your community? (SPECIFIC ORGANIZATIONS IF POSSIBLE)
- Counseling
 - Support groups
 - Psychiatrist/psychologist
 - Other
- E. How easy or hard do you think it would be to get mental health services? Why?
- F. What might be a barrier to getting mental health services for someone in your community?
- Cost
 - Transportation
 - Availability of services
- G. How satisfied are you with the mental health services in your area? Why? What is best about them? How could they be improved?
- H. Over the next three years, what areas of mental health care should the Hanover Township Mental Health Board focus on?

III. Substance Abuse (25 minutes)

- A. Next, I will be asking about substance abuse treatment services in your community. These services help people with alcohol or drug dependence issues.
- B. What are the biggest substance abuse issue in your community?
- C. If you needed to find out about substance abuse treatment services in your area, where would you go? What resources would you use?

- Internet resources
- Organizations
- Specific individuals
- Other information sources

D. What resources for substance abuse treatment are available in your community?
(SPECIFIC ORGANIZATIONS IF POSSIBLE)

- Drug rehab
- Counseling
- Support groups/AA/NA, etc.
- Other

E. How easy or hard do you think it would be to get substance abuse treatment? Why?

F. What might be a barrier to getting substance abuse treatment for someone in your community?

- Cost
- Transportation
- Availability of services

G. How satisfied are you with the substance abuse treatment services in your area? Why? What is best about them? How could they be improved?

H. Over the next three years, what areas of substance abuse treatment services should the Hanover Township Mental Health Board focus on?

IV. Developmental Disabilities (25 minutes)

A. Next, I will be asking about services for those with developmental disabilities in your community. These services help people with differences in physical, learning, language, or behavior areas which impact day-to-day function. Examples include ADHD, autism spectrum disorder, hearing loss, learning delays or disabilities, and intellectual delays or disabilities.

B. What are the biggest issues for people with developmental disabilities in your community?

C. If you needed to find out about services for people with developmental disabilities in your area, where would you go? What resources would you use?

- Internet resources
- Organizations
- Specific individuals
- Other information sources

D. What resources for people with developmental disabilities are available in your community? (SPECIFIC ORGANIZATIONS IF POSSIBLE)

- Supported jobsites
- Educational resources
- Transportation
- Life skills training
- Other

E. How easy or hard do you think it would be to get services for people with developmental disabilities? Why?

F. What might be a barrier to getting services for people with developmental disabilities in your community?

- Cost
- Transportation
- Availability of services

G. How satisfied are you with the services for people with developmental disabilities in your area? Why? What is best about them? How could they be improved?

H. Over the next three years, what areas of services for people with developmental disabilities should the Hanover Township Mental Health Board focus on?

V. General questions (25 minutes)

A. Before today, were you aware that Hanover Township has a mental health board?

B. IF YES: What does the mental health board do? What efforts/projects/services are you aware of?

- C. IF NO OR UNCLEAR: The Hanover Township Mental Health Board ensures that services in the areas of mental health, developmental disabilities, and addictions and substance abuse are available to all residents of Hanover Township. The board works to support agencies that provide services and programming within the township.
- D. What is the best way to communicate to residents what the Hanover Township Mental Health Board is doing?
- E. In the next 3 years, what priorities should the Hanover Township Mental Health Board focus on?

VI. Additional Comment and Closing (10 minutes)

- A. Do you have any additional thoughts or comments about the topics we covered in the group?
- B. When we are done doing all the groups, we will review the information from all discussion groups and write a report to the Hanover Township Mental Health Board. They will use this information to assess existing programs and services and identify future needs in the community.
- C. Thank you.

APPENDIX B: COMMUNITY SURVEY RECRUITMENT MATERIALS

Invitation Email

Hanover Township Mental Health, Substance Abuse, and Developmental Disabilities Needs Assessment

Dear Hanover Township Resident,

We would like your opinions!

The Hanover Township Mental Health Board has contracted with the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. The survey will determine residents' perceptions and experiences with mental health, substance abuse, and developmental disabilities services in Hanover Township. The findings of the survey will help the Mental Health Board plan for the future.

Your household is one of a limited number of households that has been randomly selected to participate, so your responses to the survey are very important to us. Your responses will be confidential. All information provided will be reported in summary form only. No information will be reported that will identify individual survey respondents.

To complete the survey please click the "Begin Survey" button below.

If you have any questions about the survey please call 815-753-0039 and ask for Mindy Schneiderman, Assistant Director, Center for Governmental Studies.

Thank you for your participation.

Begin Survey

Please do not forward this email as its survey link is unique to you.

[Privacy](#) | [Unsubscribe](#)

Reminder Email

Hanover Township Mental Health, Substance Abuse, and Developmental Disabilities Needs Assessment

Dear Hanover Township Resident,

We would like your opinions! We have not heard from you yet. Please take a few minutes to complete the survey. The survey closes at midnight on Friday, December 10, 2021.

The Hanover Township Mental Health Board has contracted with the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. The survey will determine residents' perceptions and experiences with mental health, substance abuse, and developmental disabilities services in Hanover Township. The findings of the survey will help the Mental Health Board plan for the future.

Your household is one of a limited number of households that has been randomly selected to participate, so your responses to the survey are very important to us. Your responses will be confidential. All information provided will be reported in summary form only. No information will be reported that will identify individual survey respondents.

To complete the survey please click the "Begin Survey" button below.

If you have any questions about the survey please call 815-753-0039 and ask for Mindy Schneiderman, Assistant Director, Center for Governmental Studies.

Thank you for your participation.

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.

[Privacy](#) | [Unsubscribe](#)

APPENDIX C: COMMUNITY SURVEY QUESTIONNAIRE

Introduction

Welcome to the Hanover Township Mental Health, Substance Abuse, and Developmental Disabilities Needs Assessment Survey. This survey is about your perceptions of and experiences with mental health, substance abuse, and developmental disabilities services in Hanover Township. The information you share will help strengthen mental health care in your area.

Any information you provide will be kept confidential. Your answers will be added to the responses of others and will not be shared individually. If you are not comfortable answering any question, you can skip it.

If you have any questions about this survey, please contact Julie Gommel Bailey at the Center for Governmental Studies at Northern Illinois University at juliebailey@niu.edu.

The survey should take less than 10 minutes to complete.

Mental Health Services

This section is about mental health services in Hanover Township, which can include services, such as crisis intervention, psychological assessment, individual or group therapy, and support groups, to address an individual's emotional, psychological, and social well-being.

Hanover Township includes parts of Bartlett, Streamwood, Elgin, Hanover Park, Hoffman Estates and Schaumburg. A map of Hanover Township can be found [here](#).

MH1

If you or someone in your household were experiencing mental health problems; for example, depression, anxiety, OCD, schizophrenia, or an eating disorder; how easy or hard do you think it would be to get information about the mental health services available in Hanover Township?

- Very easy
- Somewhat easy
- Somewhat hard
- Very hard

*If answer is "somewhat hard" or "very hard", ask MH2.
Otherwise, ask MH3.*

MH2

Why do you think it would be hard to get information about the mental health services available in Hanover Township? (CHECK ALL THAT APPLY)

- Do not know where to look for information
- Information is not specific to Hanover Township
- Information is not available in my language
- Information is only available on the internet
- Other reasons (please specify)

MH3

If you or someone in your household was experiencing mental health problems, how easy or hard do you think it would be to get a psychological assessment and diagnosis in Hanover Township?

Psychological assessments are performed by a mental health professional using tests, interviews, and observations to identify or diagnose the problem.

- Very easy
- Somewhat easy
- Somewhat hard
- Very hard

*If answer is “somewhat hard” or “very hard”, ask MH4.
Otherwise, ask MH5.*

MH4

Why do you think it would be hard to get a psychological assessment and diagnosis in Hanover Township? (CHECK ALL THAT APPLY)

- Do not know where to go or who to see
- Health insurance does not cover this service
- Service is not available in Hanover Township
- Not enough mental health professionals in Hanover Township
- Cost of service
- No public transportation to facilities
- Mental health professionals do not speak my language
- Mental health professionals do not take Medicaid
- Long wait times to get appointment
- Other reasons (please specify)

MH5

If you or someone in your household was experiencing mental health problems, how easy or hard do you think it would be to get treatment or care in Hanover Township?

- Very easy
- Somewhat easy

Somewhat hard
Very hard

*If answer is “somewhat hard” or “very hard”, ask MH6.
Otherwise, ask MH7.*

MH6

Why do you think it would be hard to get treatment or care in Hanover Township? (CHECK ALL THAT APPLY)

Do not know where to go or who to see
Health insurance does not cover this service
Service is not available in Hanover Township
Not enough mental health professionals in Hanover Township
Cost of service
No public transportation to facilities
Mental health professionals do not take Medicaid
Long wait times to get an appointment
Other reasons (please specify)

MH7

If you or someone in your household was experiencing mental health problems, how easy or hard do you think it would be to get support services, such as housing, transportation, assistance finding a job, in Hanover Township?

Very easy
Somewhat easy
Somewhat hard
Very hard

*If answer is “somewhat hard” or “very hard”, ask MH8.
Otherwise, ask MH10.*

MH8

Why do you think it would be hard to get support services in Hanover Township? (CHECK ALL THAT APPLY)

Do not know where to go or who to see
Service is not available in Hanover Township
Cost of service
Long wait times to get support service
Other reasons (please specify)

*If answer is “service is not available in Hanover Township”, ask MH9.
Otherwise, ask MH10.*

MH9

What type of mental health support service is not available in Hanover Township?

Please remember that your answers to these questions will be kept confidential.

MH10

Do you or anyone in your household have any mental health problems; for example, depression, anxiety, OCD, schizophrenia, or an eating disorder?

Yes

No

*If answer is “yes”, ask MH11.
Otherwise, go to Substance Abuse Services section.*

MH11

In the past three years, have you or anyone in your household sought mental health services in Hanover Township?

Yes

No

*If answer is “yes”, ask MH12.
Otherwise, go to Substance Abuse Services section.*

MH12

Were you or the other people in your household able to find mental health professionals to provide a psychological assessment and diagnosis in Hanover Township?

Yes

No

Did not look for psychological assessment and diagnosis services

MH13

Were you or other people in your household able to find mental health professionals to provide treatment or care in Hanover Township?

Yes

No

Did not look for treatment or care services

If answer is "no", ask MH14.

Otherwise, ask MH15.

MH14

Which type of treatment or care were you or other people in your household unable to get in Hanover Township? (CHECK ALL THAT APPLY)

- Crisis assistance
- Inpatient treatment
- Outpatient treatment
- Day treatment programs
- Assistance with medication management
- Group therapy
- Individual therapy
- Family counseling
- Support groups
- Psychiatrist provided services
- Child services
- Teen/adolescent services
- Senior/geriatric services
- Treatment services for my specific disorder (please specify)
- Other treatments (please specify)

MH15

Were you or other people in your household able to find needed community support services (e.g., housing, transportation, assistance finding a job) for individuals with mental health problems in Hanover Township?

- Yes
- No
- Did not look for community support services

If answer is "no", ask MH16.

Otherwise, go to Substance Abuse Services section.

MH16

Which type of community support services were you or other people in your household unable to get in Hanover Township? (CHECK ALL THAT APPLY)

- Transitional or recovery housing
- Permanent housing
- Job search and placement assistance
- Assistance with education/schooling
- Transportation
- Legal assistance
- Caregiver respite services
- Other services (please specify)

Substance Abuse Services

This section is about substance abuse services in Hanover Township, which can include services, such as an assessment, individual or group therapy, and support groups, to help people with alcohol or drug dependency problems, as well as gambling problems.

Hanover Township includes parts of Bartlett, Streamwood, Elgin, Hanover Park, Hoffman Estates and Schaumburg. A map of Hanover Township can be found [here](#).

SA1

If you or someone in your household were experiencing substance abuse problems; for example, alcohol dependency, drug dependency, or a gambling problem; how easy or hard do you think it would be to get information about the substance abuse services available in Hanover Township?

- Very easy
- Somewhat easy
- Somewhat hard
- Very hard

*If answer is “somewhat hard” or “very hard”, ask SA2.
Otherwise, ask SA3.*

SA2

Why do you think it would be hard to get information about the substance abuse services available in Hanover Township? (CHECK ALL THAT APPLY)

- Do not know where to look for information
- Information available is not specific to Hanover Township
- Information is not available in my language
- Information is only available on the internet
- Other reasons (please specify)

SA3

If you or someone in your household was experiencing substance abuse problems, how easy or hard do you think it would be to get an assessment in Hanover Township?

An assessment is performed by a health professional using tests and interviews to identify drug or alcohol use or gambling problems.

- Very easy
- Somewhat easy
- Somewhat hard
- Very hard

*If answer is "somewhat hard" or "very hard", ask SA4.
Otherwise, ask SA5.*

SA4

Why do you think it would be hard to get a substance abuse assessment in Hanover Township? (CHECK ALL THAT APPLY)

- Do not know where to go or who to see
- Health insurance does not cover this service
- Service is not available in Hanover Township
- Not enough health professionals who provide substance abuse assessment in Hanover Township
- Cost of service
- No public transportation to facilities
- Health professionals who provide substance abuse assessment do not speak my language
- Health professionals who provide substance abuse assessment do not take Medicaid
- Long wait times to get an appointment
- Other reasons (please specify)

SA5

If you or someone in your household was experiencing substance abuse problems, how easy or hard do you think it would be to get treatment or care in Hanover Township?

- Very easy
- Somewhat easy
- Somewhat hard
- Very hard

*If answer is "somewhat hard" or "very hard", ask SA6.
Otherwise, ask SA7.*

SA6

Why do you think it would be hard to get treatment or care in Hanover Township? (CHECK ALL THAT APPLY)

- Do not know where to go or who to see
- Health insurance does not cover this service
- Service is not available in Hanover Township
- Not enough professionals who provide substance abuse treatment or care in Hanover Township
- Cost of service
- No public transportation to facilities
- Professionals who provide substance abuse treatment or care do not speak my language
- Professionals who provide substance abuse treatment or care do not take Medicaid
- Long wait times to get an appointment
- Other reasons (please specify)

SA7

If you or someone in your household was experiencing substance abuse problems, how easy or hard do you think it would be to get support services, such as housing, transportation, assistance finding a job, in Hanover Township?

- Very easy
- Somewhat easy
- Somewhat hard
- Very hard

*If answer is “somewhat hard” or “very hard”, ask SA8.
Otherwise, ask SA10.*

SA8

Why do you think it would be hard to get support services in Hanover Township? (CHECK ALL THAT APPLY)

- Do not know where to go or who to see
- Service is not available in Hanover Township
- Cost of service
- Long wait times to get support service
- Other reasons (please specify)

*If answer is “service is not available in Hanover Township”, ask SA9.
Otherwise, ask SA10.*

SA9

What type of substance abuse support service is not available in Hanover Township?

Please remember that your answers to these questions will be kept confidential.

SA10

Do you or anyone in your household have any substance abuse problems; for example, alcohol dependency or drug dependency; or gambling problems?

Yes

No

If answer is "yes", ask SA11.

Otherwise, go to Developmental Disability Services section.

SA11

In the past three years, have you or anyone in your household sought services for substance abuse or gambling in Hanover Township?

Yes

No

If answer is "yes", ask SA12.

Otherwise, go to Developmental Disability Services section.

SA12

Were you or the other people in your household able to find professionals to provide a substance abuse or gambling assessment in Hanover Township?

Yes

No

Did not look for assessment services

SA13

Were you or other people in your household able to find professionals to provide treatment or care in Hanover Township?

Yes

No

Did not look for treatment or care services

If answer is "no", ask SA14.

Otherwise, ask SA15.

SA14

Which type of treatment or care were you or other people in your household unable to get in Hanover Township? (CHECK ALL THAT APPLY)

- Crisis assistance
- Inpatient treatment
- Outpatient treatment
- Day treatment programs
- Assistance with medication management
- Group therapy
- Individual therapy
- Family counseling
- Support groups
- Psychiatrist provided services
- Teen/adolescent services
- Senior/geriatric services
- Other treatments (please specify)

SA15

Were you or other people in your household able to find needed community support services (e.g., housing, transportation, assistance finding a job) for individuals with substance abuse problems in Hanover Township?

Yes

No

Did not look for community support services

If answer is "no", ask SA16.

Otherwise, go to Developmental Disabilities Services section.

SA16

Which type of community support services were you or other people in your household unable to get in Hanover Township? (CHECK ALL THAT APPLY)

- Transitional or recovery housing
- Permanent housing
- Job search and placement assistance
- Assistance with education/schooling
- Transportation

Legal assistance
Other services (please specify)

Developmental Disabilities Services

This section is about services in Hanover Township for people with developmental disabilities, which includes services such as behavioral therapy, speech therapy, physical therapy, and teaching of daily life skills to increase day-to-day functioning.

Hanover Township includes parts of Bartlett, Streamwood, Elgin, Hanover Park, Hoffman Estates and Schaumburg. A map of Hanover Township can be found [here](#).

DD1

If you or someone in your household had a developmental disability; for example, autism, ADHD, learning delays or disabilities, and intellectual delays or disabilities; how easy or hard do you think it would be to get information about the developmental disabilities services available in Hanover Township?

Very easy
Somewhat easy
Somewhat hard
Very hard

*If answer is "somewhat hard" or "very hard", ask DD2.
Otherwise, ask DD3.*

DD2

Why do you think it would be hard to get information about the developmental disabilities services available in Hanover Township? (CHECK ALL THAT APPLY)

Do not know where to look for information
Information available is not specific to Hanover Township
Information is not available in my language
Information is only available on the internet
Other reasons

DD3

If you or someone in your household had a developmental disability, how easy or hard do you think it would be to get an assessment and diagnosis in Hanover Township?

Assessments are performed by a health professional using tests, interviews, and observations to identify or diagnose the problem.

- Very easy
- Somewhat easy
- Somewhat hard
- Very hard

*If answer is “somewhat hard” or “very hard”, ask DD4.
Otherwise, ask DD5.*

DD4

Why do you think it would be hard to get an assessment and diagnosis in Hanover Township? (CHECK ALL THAT APPLY)

- Do not know where to go or who to see
- Health insurance does not cover this service
- Service is not available in Hanover Township
- Not enough developmental disability health professionals in Hanover Township
- Cost of service
- No public transportation to facilities
- Developmental disability health professionals do not speak my language
- Developmental disability health professionals do not take Medicaid
- Long wait times to get an appointment
- Other reasons (please specify)

DD5

If you or someone in your household had a developmental disability, how easy or hard do you think it would be to get treatment or care in Hanover Township?

- Very easy
- Somewhat easy
- Somewhat hard
- Very hard

*If answer is “somewhat hard” or “very hard”, ask DD6.
Otherwise, ask DD7.*

DD6

Why do you think it would be hard to get treatment or care in Hanover Township? (CHECK ALL THAT APPLY)

Do not know where to go or who to see
Health insurance does not cover this service
Service is not available in Hanover Township
Not enough developmental disability health professionals in Hanover Township
Cost of service
No public transportation to facilities
Developmental disability health professionals do not speak my language
Developmental disability health professionals do not take Medicaid
Long wait times to get an appointment
Other reasons (please specify)

DD7

If you or someone in your household had a developmental disability, how easy or hard do you think it would be to get support services, such as housing, transportation, assistance finding a job, in Hanover Township?

Very easy
Somewhat easy
Somewhat hard
Very hard

*If answer is “somewhat hard” or “very hard”, ask DD8.
Otherwise, ask DD9.*

DD8

Why do you think it would be hard to get support services in Hanover Township? (CHECK ALL THAT APPLY)

Do not know where to go or who to see
Service is not available in Hanover Township
Cost of service
Long wait times to get support service
Other reasons (please specify)

*If answer is “service is not available in Hanover Township”, ask DD9.
Otherwise, ask DD10.*

DD9

What type of support service for people with developmental disabilities is not available in Hanover Township?

Please remember that your answers to these questions will be kept confidential.

DD10

Do you or anyone in your household have a developmental disability; for example, autism, ADHD, learning delays or disabilities, and intellectual delays or disabilities?

Yes

No

If answer is “yes”, ask DD11.

Otherwise, go to Overall Perceptions section.

DD11

In the past three years, have you or anyone in your household sought developmental disabilities services in Hanover Township?

Yes

No

If answer is “yes”, ask DD12.

Otherwise, go to Overall Perceptions section.

DD12

Were you or the other people in your household able to find developmental disabilities health professionals to provide an assessment and diagnosis in Hanover Township?

Yes

No

Did not look for assessment and diagnosis services

DD13

Were you or other people in your household able to find developmental disabilities health professionals to provide treatment or care in Hanover Township?

Yes

No

Did not look for treatment or care services

If answer is “no”, ask DD14.

Otherwise, ask DD15.

DD14

Which type of treatment or care were you or other people in your household unable to get in Hanover Township? (CHECK ALL THAT APPLY)

- Behavior therapy and counseling
- Speech and language therapy
- Physical therapy
- Occupational therapy
- Art or music therapy
- Treatment services for a specific developmental disability (please specify)
- Other treatments (please specify)

DD15

Were you or other people in your household able to find needed community support services (e.g., housing, transportation, assistance finding a job) for individuals with developmental disabilities in Hanover Township?

- Yes
- No
- Did not look for community support services

*If answer is “no”, ask DD14.
Otherwise, go to Overall Perceptions section.*

DD16

Which type of community support services were you or other people in your household unable to get in Hanover Township? (CHECK ALL THAT APPLY)

- Housing
- Job search and placement assistance
- Assistance with education/schooling
- Transportation
- Legal assistance
- Caregiver respite services
- Other services (please specify)

Overall Perceptions

This section is about overall mental health, substance abuse, and developmental disability needs and services in Hanover Township.

Hanover Township includes parts of Bartlett, Streamwood, Elgin, Hanover Park, Hoffman Estates and Schaumburg. A map of Hanover Township can be found [here](#).

OP1

Overall, what are the biggest issues or needs related to mental health, substance abuse, and developmental disabilities in Hanover Township?

OP2

How much do you know about the Hanover Township Mental Health Board and what it does?

I have never heard of the Hanover Township Mental Health Board

I have heard the name, but know nothing about it

I know a little

I know a moderate amount

I know a great deal

Demographics

Finally, we would like to know a little more about your household. This information will help make sure that our data represents everyone in Hanover Township.

Dem1

In which town do you live?

Bartlett

Streamwood

Elgin

Hanover Park

Hoffman Estates

Schaumburg

Dem2

Including yourself, how many adults 18 years old and older live in your household?

Dem3

How many children ages 17 and younger live in your household? IF NONE ENTER 0.

Dem4

What is your age?

18-19

20-29

30-39

40-49

50-59

60-69

70-79

80+

Dem5

Which of the following best describes your race/ethnicity?

Black or African American

White or Caucasian

Latino or Hispanic

Native American

Asian or Pacific Islander

More than one race

Other race (please specify)

Dem6

Is a language other than English primarily spoken in your home?

Yes

No

If answer is "yes", ask Dem7.

Otherwise, ask Dem8.

Dem7

What is the primary language spoken in your home?

Dem8

What is the highest level of education you have completed?

Less than a high school degree

High school graduate or GED

Trade school, some college, or associate's degree

Bachelor's degree

Some graduate study, no degree
Graduate degree (Master's, PhD, MD, JD)

Dem9

Please consider all sources of income, before taxes, for everyone living with you in 2020. What was your 2020 household income level?

Less than \$15,000
\$15,000 to under \$25,000
\$25,000 to under \$35,000
\$35,000 to under \$50,000
\$50,000 to under \$75,000
\$75,000 to under \$100,000
\$100,000 or more

Dem10

What is your gender?

Male
Female
Another gender

Dem11

What is your primary type of health care coverage?

A private plan purchased by you or someone else in your household or through an employer or union
Medicare
Medicaid or other state program
TRICARE, VA, or military
I do not have health care coverage
Don't know/unsure
Other (please specify)

Dem12

Do the other people in your household have the same type of health care coverage?

Yes
No (please specify type of health care coverage they have)

Closing Page

Thank you for your participation.

We will combine the information you shared with us with information from other households. The Hanover Township Mental Health Board will use this information to help plan for the future.

To learn more about the Hanover Township Mental Health Board you may visit their website:
<http://www.hanover-township.org/departments/mental-health-board>

Please click the "Submit" button.

APPENDIX D: COMMUNITY SURVEY VERBATIM RESPONSES

Note: the number in parentheses is the number of respondents who gave the response.

Overall, what are the biggest issues or needs related to mental health, substance abuse, and developmental disabilities in Hanover Township?

Information, Communication

- Awareness of services (8)
- Communications to residents about services
- Finding where to get the service. Maybe a simple list of services that could be mailed out.
- Getting the word out so people know where to go
- How to find and get treatment services.
- I'm not sure. I think the overall concern is awareness on how to access these services.
- Lack of information available about services. (5)
- More advertising about support services.
- More information should be provided to the public.
- More marketing of services provided by the Township.
- People do not know where to go.
- People just don't know. Maybe advertise it or put it in newsletters so people if they had problems, they would know who or where to call and get help if they need it.
- Provide more information about the services available in the Township
- Publicize services (2)
- Someone in the know
- That any help is unknown.
- Where to go for help

Access to Services, Cost, Wait times

- Access
- Access to quality services that take Medicaid
- Access to services (psychiatry, psychology, group therapy)
- Cost
- Easy accessibly and guilt free support
- Long waits, anything that involves money and helping. Cost of living is high for people that have little to no income, for simple things such as food and shelter

- Long wait times (2)
- Not enough people look for help as it usually costs money and they justify using the money for things they need to survive on, food, clothing, housing, and so they don't get help
- There is a shortage of professionals, so first-time appointments are a three or four month wait. The cost of evaluations is out of reach, even with insurance.
- Wait time to get in so see a doctor. Proper diagnosis. Being misdiagnosed is common and often the incorrect medication or treatment may be given.

Mental Health Services

- Anxiety (3)
- Depression (2)
- Depression, especially among seniors
- Mental health issues are stigmatized and there are not nearly enough support services for the level of care needed, particularly with the rise in incidence caused by the pandemic.
- No idea, but sure seem to be an awful lot of mentally ill everywhere these days
- When my brother needed the mental help in Bartlett, he was put in hospital for a few days and then was released as a competent human. That was not the case. I thought the service was shabby, bordering on terrible.

Resources Not Available, Need Additional Resources

- Availability of psychiatrists
- Child mental health services
- Counseling
- Substance abuse treatment
- Support services, including housing
- Therapy availability

Substance Abuse and Addiction Services

- Child addiction
- Substance abuse (2)

Developmental Disabilities

- Autism services for teens and caregivers (respite care), speech therapy, autism social group therapy
- Transition from high school to adult living

Other

- Homelessness
- I have not had any issues with finding help if needed.
- People without employment
- That you're wasting tax dollars as a needless level of government.
- Understanding the disease

Don't Know, Not Applicable

- I don't know.
- I have no idea.
- I wouldn't know.
- N/A
- No idea
- Not sure
- Unknown

Why do you think it would be hard to get information about the mental health services available in Hanover Township? Other reasons

- Finding practitioners who are available to take new patients is difficult
- Hours are limited/it is not as easily accessible for different languages
- I called Hanover about eating disorder and did not here back.
- Mental health information is hard to get even when you know where to ask.
- Not enough providers
- When you search for “mental health services in Hanover Township,” actual services for residents do not come up as obvious choices.
- Where to get diagnoses

Why do you think it would be hard to get a psychological assessment and diagnosis in Hanover Township? Other reasons

- Getting person to agree to assessment
- I called and did not hear back.
- I was not aware Hanover Township offered psychological assessments.
- I've often thought of it for myself but, it's tough to even make that call.
- In my experience, these types of searches end in disappointment.
- It might be simple if you see and are referred by a primary care physician. Otherwise, it is complete opaque as to where to get help.
- Providers refuse to accept new patients.

Why do you think it would be hard to get mental health treatment or care in Hanover Township?

Other reasons

- And good treatment or therapist
- Embarrassing
- I was not aware Township offered these services.
- If you are referred by a primary care physician, relatively easy. If not, services are limited, and it is unclear where to go.
- Not sure where I would go to get treatment
- Providers refuse to take new patients

Why do you think it would be hard to get mental health support services in Hanover Township? Other reasons

- I called did not hear back.
- I was not aware the Township offered these services
- It's difficult to know where to turn, short of getting emergency services at an emergency room for a crisis, which is very costly

What type of mental health support service is not available in Hanover Township?

- Evaluation, access to psychiatrist for medication management, and therapists
- I have no idea. This is my perception.
- Job placement, transportation, housing
- Medical care, food assistance
- Quality affordable care

What type of mental health treatment or care were you or other people in your household unable to get in Hanover Township? Treatment for specific disorder (please specify disorder)

- ADHD
- Eating disorder

Which type of mental health community support services were you or other people in your household unable to get in Hanover Township? Other services

- Psychological assessment

Why do you think it would be hard to get information about the substance abuse services available in Hanover Township? Other reasons

- Services are probably not available here
- Services are not widely publicized here

Other reasons it would be hard to get a substance abuse assessment and diagnosis in Hanover Township.

- Do not need this service
- Have tried in the past and they always want inpatient because I do have insurance, but I don't want to lose my job—need outpatient services. Then you feel like everything comes down to money and not treatment.
- I was not aware it offered these services
- I work in substance abuse and have for the past 35 years. Do not know of any facilities in Hanover Township.
- Politics
- There doesn't seem to be a plan. If I go to an ER or psychiatrist for evaluation there doesn't seem to be a next step of treatment.

Why do you think it would be hard to get substance abuse treatment or care in Hanover Township?

Other reasons

- I was not aware it offered these services.

What type of substance abuse support service is not available in Hanover Township?

- Do not know
- Housing
- I don't know
- I have no idea. This is my perception.
- Places to go and stay is not in Hanover Township
- Rehab centers?

Other reasons it would be hard to get information about developmental disability services available in Hanover Township.

- Because I believe that the *****'s wife is developmentally disabled, and that he might try drawing attention away from the problem in the Township.
- Everyone is afraid of COVID and seem to be busy.
- I am a special ed teacher. I have lived in Hanover for 50 years and have never seen any information about services for developmentally delayed individuals.
- I called Hanover. I did not hear back.
- No availability of these services
- Not sure how many businesses participate
- School would take care of this and suggestions to doctor

Why do you think it would be hard to get a developmental disability assessment and diagnosis in Hanover Township? Other reasons

- I called Hanover and did not hear back.
- I was not aware Township offered these services.