

May 13, 2024

Needs Assessment Survey Results 2024

Presented by:

Director of Communications, Suzanne Weinert

Director of Strategic Initiatives, Frances Carley



Developmental Disabilities • Mental Health • Substance Recovery

Needs Assessment Outreach

Electronic Outreach

- OCHN Constant Contact list serve ~10,000 individuals
- Oakland County Health Division (OCHD) electronic list serve >100,000 individuals
- PATCH and Commonwealth Platforms
- Social media sites ~2,700 people
- Oakland Intermediate Schools
- Press release
- Let's Talk Newsletter

Hard Copy Distribution

- Mailed survey to over 400 service sites ~1,000 people
- Added QR Code to Stepping Stones Newsletter ~15,000 individuals
- Added QR Code to flyers, which were sent to all providers
- OCHN Lobby

Needs Assessment: Presentations and In-Person Events



10 workgroups for persons served



6 substance use treatment centers

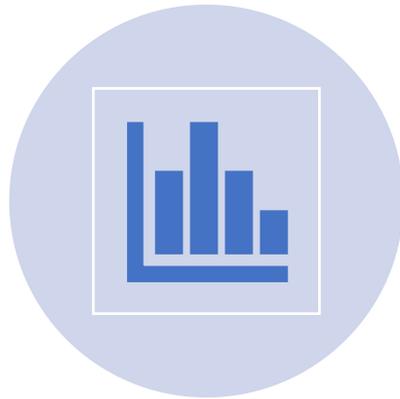


9 Clubhouses and Drop-in Centers

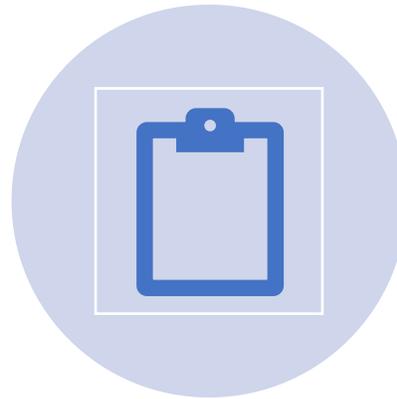


9 Community Events

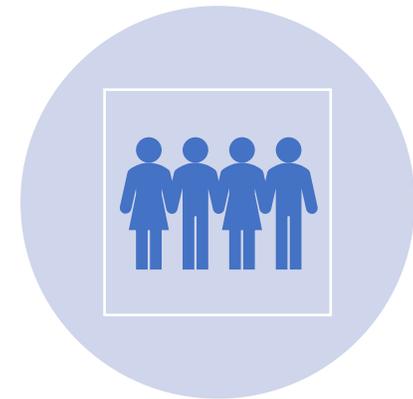
Survey Participation



837 RESPONSES



**INCREASE OF 47% IN
RESPONSES FROM PEOPLE
SERVED**



INCLUDES 371 PERSONS
SERVED

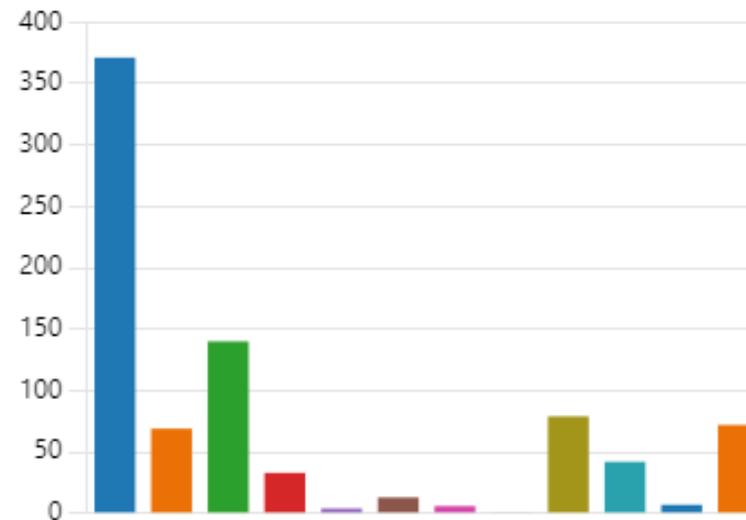
Population Distribution

2. Select the option that best describes you. (You are also welcome to take the survey more than once if you feel you identify with multiple descriptions.)

[More Details](#)

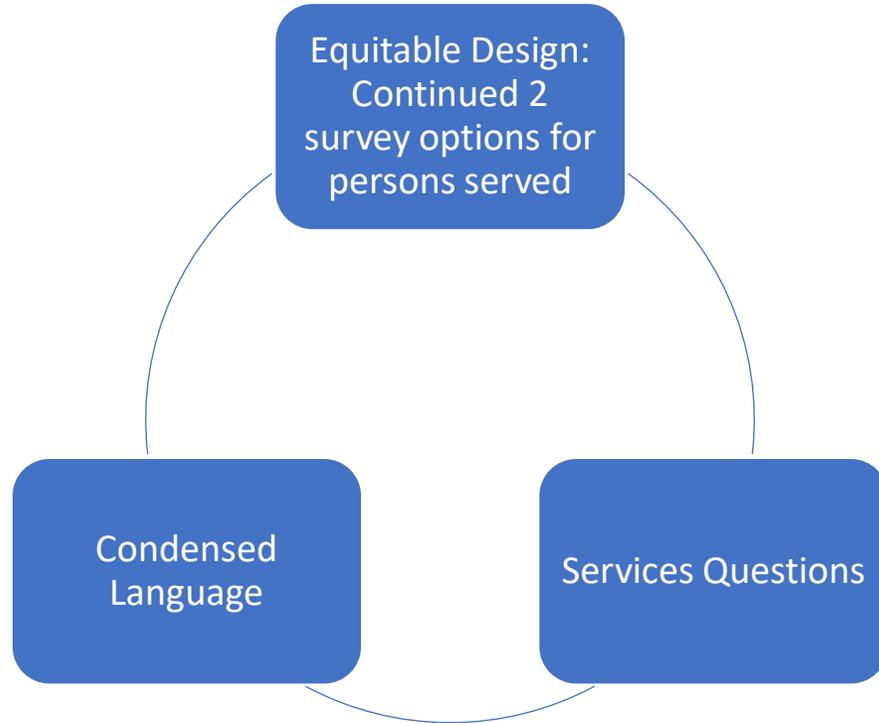
[Insights](#)

● Person Receiving Behavioral He...	371
● Family / Friend of Person Recei...	69
● Direct Service Professional	140
● Advocate	33
● Hospital Employee	4
● School Staff	13
● Law Enforcement	6
● Legislative Leader / Elected Offi...	1
● OCHN Contracted Network Serv...	79
● Community Member / Oakland ...	42
● OCHN Board Member	7
● OCHN Employee	72



Key Updates in 2024

Revisions to Survey Design



- ❖ Capturing zip codes
- ❖ Translations into Spanish and Arabic
- ❖ Revised CCBHC questions

Service Priorities and Satisfaction

What should OCHN prioritize in 2024? % Identified as High Priority

1. Mental Health Treatment – 73%
2. Crisis Intervention – 67%
3. Mental & Physical Health Coordination – 64%
4. Support for Caregivers – 61%
5. Transportation – 61%

How happy are you with the following services? % Happy

1. Substance Use Prevention & Treatment – 94%
2. Mental & Physical Health Coordination – 92%
3. Mental Health Treatment – 91%
4. Crisis Services – 91%
5. Transportation to Doctor or Therapy – 90%

Timeline for Needs Assessment and FY25 Annual Plan

- ❖ Share draft survey for feedback and make revisions: January to February 2024
- ❖ Visit clubhouses, service locations, other community sites: February to March 2024
- ❖ Distribute hard copies of survey and distribute electronically: February to March 2024
- ❖ Present results to Board: May 2023
- ❖ Use needs assessment to develop FY25 annual plan: May to August 2024