

2009 Needs Assessment as Compared to 2011 Needs Assessment Results

1. What services are needed, but can't be obtained in NorthSTAR?
 - a. In 2009 consumers and family members indicated that housing and individual counseling were the top two services in NorthSTAR that were needed, but could not be obtained.
 - b. **2011 Needs Assessment Results** (259 *Consumer* respondents)
 - Housing 37.1%
 - Transportation 34.4%
 - Medication 34.0%
 - Individual Counseling 23.2%
2. What are the barriers to receiving needed services in NorthSTAR?
 - a. In 2009 consumers indicated the top two barriers to receiving services were transportation and the service simply not being available.
 - b. **2011 Needs Assessment Results** (208 *Consumer* respondents)
 - Transportation 57.7%
 - Service not available 25.5%
3. What services are missing or need to be expanded in NorthSTAR?
 - a. In 2009 consumers indicated that transportation, housing, and work assistance programs were the top three services that were missing from NorthSTAR or needed to be expanded further.
 - b. **2011 Needs Assessment Results**
 - Housing Services 27.4%
 - Transportation 25.5%
 - Work Assistance 22.0%
4. Do you feel you or your family members are receiving all the services that are are needed?
 - a. **2009 Needs Assessment Results** (742 respondents)
 - 55.8% agreed they were receiving all the services they need
 - b. **2011 Needs Assessment Results** (426 *Consumer* respondents)
 - 38.0% strongly agree they are receiving all the services they need
 - 28.6% somewhat agree they are receiving all the services they need
 - 19.2% somewhat disagree they are receiving all the services they need
 - 14.1% strongly disagree they are receiving all the services they need
 - c. **2011 Needs Assessment Results** (90 *Family/Guardian* respondents)
 - 41.1% strongly agree their family member is receiving all the services they need
 - 32.2% somewhat agree
 - 12.2% somewhat disagree
 - 14.4% strongly disagree
5. Do you feel you are being included in your or your family members treatment planning?
 - a. **2009 Needs Assessment Results** (696 respondents)

- 75% agreed they were being included in their treatment planning.
- b. **2011 Needs Assessment Results** (418 *Consumer* respondents)
 - 42.6% strongly agreed they were being included in their treatment planning
 - 33.7% somewhat agreed they were being included in their treatment planning
 - 11.2% somewhat disagreed they were being included in their treatment planning
 - 12.4% strongly disagreed they were being included in their treatment planning
 - c. **2011 Needs Assessment Results** (86 *Family/Guardian* respondents)
 - 52.3% strongly agree they were being included in their family members treatment planning
 - 31.4% somewhat agree
 - 8.1% somewhat disagree
 - 8.1% strongly disagree
6. Are you aware of your or your family member's treatment choices?
- a. **2009 Needs Assessment Results** (713 respondents)
 - 71.4% agreed they were aware of treatment choices
 - b. **2011 Needs Assessment Results** (427 *Consumer* respondents)
 - 36.1% strongly agree they were aware of their treatment choices
 - 36.3% somewhat agreed they were aware
 - 12.6% somewhat disagreed
 - 15.0% strongly disagreed
 - c. **2011 Needs Assessment Results** (84 *Family/Guardian* respondents)
 - 53.6% strongly agreed they were aware of their family member's treatment choices
 - 25.0% somewhat agreed
 - 11.9% somewhat disagreed
 - 9.5% strongly disagreed
7. How satisfied are you with your medication choices in NorthSTAR?
- a. **2009 Needs Assessment Results** (624 respondents)
 - 49.4% were satisfied with their medication choices
 - b. **2011 Needs Assessment Results** (423 *Consumer* respondents)
 - 29.6% were very satisfied with medication choices
 - 33.3% were satisfied with medication choices
 - 24.3% were somewhat satisfied with medication choices
 - 12.8% were not satisfied with medication choices
 - c. **2011 Needs Assessment Results** (82 *Family/Guardian* respondents)
 - 32.9% were very satisfied with their family member's medication choices
 - 37.8% were satisfied
 - 22.0% were somewhat satisfied
 - 7.3% were not satisfied
 - d. **2011 Needs Assessment Results** (116 *Provider* responses)

- 5.2% of Providers were very satisfied with medication choices in NorthSTAR
 - 28.4% are satisfied
 - 42.2% are somewhat satisfied
 - 24.1% are not satisfied
8. Do you believe you or your family member is getting better over the previous year?
- a. **2009 Needs Assessment Results** (715 respondents)
 - 71% agreed they were getting better as compared to the previous year
 - b. **2011 Needs Assessment Results** (420 *Consumer* respondents)
 - 41% strongly agreed they were getting better
 - 33.8% somewhat agreed they were getting better
 - 12.4% somewhat disagreed they were getting better
 - 12.9% strongly disagreed they were getting better
 - c. **2011 Needs Assessment Results** (86 *Family/Guardian* respondents)
 - 37.2% strongly agree their family member is getting better
 - 34.9% somewhat agree
 - 18.6% somewhat disagree
 - 9.3% strongly disagree
9. How satisfied are you with ValueOptions Customer Service?
- a. **2009 Needs Assessment Results** (643 respondents)
 - 55.7% were satisfied with ValueOptions customer service
 - b. **2009 Needs Assessment Results** (42 *Provider* respondents)
 - 23.8% of Providers felt ValueOptions customer service was Excellent/Very Good
 - 47.6% of Providers felt ValueOptions customer service was Good
 - 28.6% of Providers felt ValueOptions customer service was Poor/Very Poor
 - c. **2011 Needs Assessment Results** (400 *Consumer* respondents)
 - 28.5% were very satisfied with ValueOptions customer service
 - 45.0% were satisfied with ValueOptions customer service
 - 20.0% were somewhat satisfied with ValueOptions customer service
 - 6.5% were not satisfied with ValueOptions customer service
 - d. **2011 Needs Assessment Results** (81 *Family/Guardian* respondents)
 - 30.9% were very satisfied
 - 39.5% were satisfied
 - 21.0% were somewhat satisfied
 - 8.6% were not satisfied
 - e. **2011 Needs Assessment Results** (116 *Provider* respondents)
 - 12.9% were very satisfied with ValueOptions customer service
 - 28.4% were satisfied with ValueOptions customer service
 - 37.1% were somewhat satisfied with ValueOptions customer service
 - 21.6% were not satisfied with ValueOptions customer service
10. How satisfied are you with the overall NorthSTAR system of care?

- a. **2009 Needs Assessment Results** (687 respondents)
 - 64.9% were satisfied with the NorthSTAR system of care
 - b. **2009 Needs Assessment Results** (45 *Provider* respondents)
 - 64.4% of Providers felt the NorthSTAR system of care was Good
 - c. **2011 Needs Assessment Results** (430 *Consumer* respondents)
 - 30.7% were very satisfied with the NorthSTAR system of care
 - 45.3% were satisfied with the NorthSTAR system of care
 - 19.5% were somewhat satisfied with the NorthSTAR system of care
 - 4.4% were not satisfied with the NorthSTAR system of care
 - d. **2011 Needs Assessment Results** (84 *Family/Guardian* respondents)
 - 28.6% were very satisfied
 - 44.0% were satisfied
 - 21.4% were somewhat satisfied
 - 6.0% were not satisfied
 - e. **2011 Needs Assessment Results** (116 *Provider* respondents)
 - 8.6% were very satisfied
 - 30.2% were satisfied
 - 35.3% were somewhat satisfied
 - 25.9% were not satisfied
- 11. Do you agree NorthSTAR offers a wide range of services?** (*Consumers were not asked this question in 2009 and conversely Providers were not asked this question in 2011.*)
- a. **2009 Needs Assessment Results** (45 *Provider* respondents)
 - 65.2% of Providers agree NorthSTAR offers a wide range of services to their consumers.
 - 23.9% of Providers are neutral
 - 10.9% of Providers do not agree that NorthSTAR offers a wide range of services
 - b. **2011 Needs Assessment Results** (430 *Consumer* respondents)
 - 44.7% strongly agree NorthSTAR offers a wide range of services
 - 39.3% somewhat agree
 - 7.9% somewhat disagree
 - 8.1% strongly disagree
 - c. **2011 Needs Assessment Results** (88 *Family/Guardian* respondents)
 - 42.0% strongly agree NorthSTAR offers a wide range of services
 - 37.5% somewhat agree
 - 12.5% somewhat disagree
 - 8.0% strongly disagree
- 12. Do NorthSTAR services offered match Consumer needs?** (*Consumers were not asked this question in 2009 and conversely Providers were not asked this question in 2011.*)
- a. **2009 Needs Assessment Results** (45 *Provider* respondents)
 - 44.4% agree NorthSTAR services match the needs of the consumer
 - 20% of Providers are neutral

- 35.6% disagree NorthSTAR services match the needs of the consumer
- b. **2011 Needs Assessment Results** (426 *Consumer* respondents)
- 37.6% strongly agree NorthSTAR services match the needs of the consumer
 - 40.8% somewhat agree
 - 12.9% somewhat disagree
 - 8.7% strongly disagree
- c. **2011 Needs Assessment Results** (89 *Family/Guardian* respondents)
- 41.6% strongly agree NorthSTAR services match the needs of their family members
 - 31.5% somewhat agree
 - 15.7% somewhat disagree
 - 11.2% strongly disagree
13. Providers – how satisfied are you with your ability to provide services to NorthSTAR consumers?
- a. **2009 Needs Assessment Results** (44 *Provider* respondents)
- 27.3% of Providers feel their ability to provide services to NorthSTAR consumers is Excellent/Very Good
 - 56.8% of Providers feel their ability to provide services to NorthSTAR consumers is Good
 - 15.9% of Providers feel their ability to provide services to NorthSTAR consumers is Poor/Very Poor
- b. **2011 Needs Assessment Results** (116 *Provider* respondents)
- 9.5% of Providers feel their ability to provide services to NorthSTAR consumers is Excellent
 - 16.4% of Providers feel it is Very Good
 - 49.4% of Providers feel it is Good
 - 15.5% of Providers feel it is Poor
 - 8.6% of Providers feel it is Very Poor
14. Providers – how satisfied are you with your ability to be a participating provider in the NorthSTAR network?
- a. **2009 Needs Assessment Results** (44 *Provider* respondents)
- 36.4% of Providers feel their ability to be a participating provider in the NorthSTAR network is Excellent/Very Good
 - 54.5% of Providers feel their ability to be a participating provider in the NorthSTAR network is Good
 - 9.1% of Providers feel their ability to be a participating provider in the NorthSTAR network is Poor/Very Poor
- b. **2011 Needs Assessment Results** (116 *Provider* respondents)
- 17.2% of Providers feel their ability to be a participating provider in the NorthSTAR network is Excellent
 - 21.6% feel it is Very Good
 - 45.7% feel it is Good

- 6.9% feel it is Poor
- 6.9% feel it is Very Poor