from NO CAROLINA
State UNIT ON
AGING

XIII. MENTAL HEALTH SERVICES FOR OLDER AND DISABLED ADULTS

Current Providers: _____

Funding Sources: _____

Total Funding Last Fiscal Year: _____

Consumers Served Last Fiscal Year: _____

A. Existence Are these services available to older and disabled adults in your community?	
1. Does your community have at least one provider of the following services (public or private) that will serve older and disabled adults?	
Mental Health Services	Yes No
Services for People with Developmental Disabilities	Yes No
Substance Abuse Services	Yes No
Services for People with Dementia/Cognitive Impairment	Yes No
2. If your community does not have a provider for the following services, is there a provider in a neighboring community or county that will serve those in need?	
Mental Health Services	Yes No
Services for People with Developmental Disabilities	Yes No
Substance Abuse Services	Yes No
Services for People with Dementia/Cognitive Impairment	Yes No
3. Are the following services available to residents in nursing facilities and assisted living facilities in your community?	
Mental Health Services	Yes No
Services for People with Developmental Disabilities	Yes No
Substance Abuse Services	Yes No
Services for People with Dementia/Cognitive Impairment	Yes No
OVERALL EXISTENCE RATING	**1 2 3 4 5**

Substance Abuse Services Services for People with Dementia/Cognitive Impairment (Is priority given for emergency situations? What constitutes an emergency/crisis? What services are available? How do people access emergency services?)	1 2 3 4 5 1 2 3 4 5
4. To what extent do mental health provider staff have expertise in providing care to older and disabled adults? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What are the eligibility and training requirements for staff dealing with older and disabled adults? Is continuing education offered/available? Does continuing education address topics such as normal aging, developmental tasks of older adults, pharmacological problems for older adults, the stigma of mental health problems, and how mental health problems can present differently in older adults?))	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
5. To what extent are resources available in your community to help older and disabled adults with Alzheimer's Disease and their families/caregivers? (What programs and services are available in your community? How many people are enrolled in these programs/services? Are there waiting lists? Are these programs covered by public funders for those in need?)	1 2 3 4 5
6. To what extent are support groups available in your community for each service? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What support groups are offered? Are support groups for patients/consumers, caregivers, or both? Where are they held? How often do they meet? Is there a fee involved for participation? How many people participated?)	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
7. How sufficient is funding to provide service to all older and disabled adults in your community who need it?	

C. Accessibility

How obtainable are these services for those most in need?

1. How adequate are the outreach programs conducted for the following services in your community?	
Mental Health Services	1 2 3 4 5
Services for People with Developmental Disabilities	1 2 3 4 5
Substance Abuse Services	1 2 3 4 5
Services for People with Dementia/Cognitive Impairment	1 2 3 4 5
(What types of public information, outreach, and other informational programs are offered to the general public, caregivers and others? What % of consumers are self-referred?)	
2. To what degree are public communications and outreach activities consumer-friendly for each service?	
Mental Health Services	1 2 3 4 5
Services for People with Developmental Disabilities	1 2 3 4 5
Substance Abuse Services	1 2 3 4 5
Services for People with Dementia/Cognitive Impairment	1 2 3 4 5
(What is the average reading level of the materials? Are materials available in large print, Braille, other languages, etc.?)	
3. To what extent are outreach activities conducted in sites or facilities frequented by older and disabled adults for each?	
Mental Health Services	1 2 3 4 5
Services for People with Developmental Disabilities	1 2 3 4 5
Substance Abuse Services	1 2 3 4 5
Services for People with Dementia/Cognitive Impairment	1 2 3 4 5
(Where is outreach conducted? What is the estimated number of people reached in these locations?)	
4. To what degree do older and disabled adults and their families/caregivers know about the following services in your community?	
Mental Health Services	1 2 3 4 5
Services for People with Developmental Disabilities	1 2 3 4 5
Substance Abuse Services	1 2 3 4 5

(Are programs available in your community? What are the eligibility requirements? Is there a co-pay requirement? What medications are covered? What important medications are not covered? How long does it take to qualify for services?)	
9. How adequate are the hours of operation of the following services in your community? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What are the days and hours of operation? What provisions are made for after-hours services? How are emergencies handled during off hours?)	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
10. To what degree are the program's physical location and service delivery process accessible to people with disabilities? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (Do the facilities comply with ADA laws/regulations? Are facilities located on public transportation routes?)	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
11. With increasing focus on the public mental health system to serve only those persons who are severely and persistently mentally ill, how adequate are your community's programs in ensuring that older and disabled adults with mental health problems do not "fall through the cracks?"	1 2 3 4 5
OVERALL ACCESSIBILITY RATING	**1 2 3 4 5**

Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What are the policies, rules, procedures governing screening and referrals? What % of consumers are screened? Referred?)	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
5. To what extent do the following service providers utilize cost-savings practices such as volunteers and/or donated spaces? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What % of providers' revenues comes from these sources?)	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
6. To what extent do the following service providers use budget-extending practices, such as fundraisers, foundation grants, memorial gifts, or client contributions to serve more consumers? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What % of providers' revenues comes from these sources?)	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
OVERALL EFFICIENCY AND DUPLICATION RATING	**1 2 3 4 5**

Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What rules, policies, and procedures are in place for prioritizing consumers?)	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
5. To what extent are the needs of older and disabled adults given adequate attention in your community, compared to other populations for each? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What % of the total caseload are older or disabled adults? How does this % compare to the total % of the population in your community who are older and/or disabled adults?)	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
6. How sufficient are the following service providers' nondiscrimination policies? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What are the providers' nondiscrimination policies? Do their policies differ from state and federal laws? How are staff and consumers informed about the nondiscrimination policies?)	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
OVERALL EQUITY RATING	**1 2 3 4 5**

Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (Do providers have advisory committees? If so, who is on them? What % of the committees are consumers and/or caregivers? How often do they meet? What are their responsibilities? How involved are consumers on the committees?)	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
5. To what extent do the following service providers have special quality assessment or improvement efforts underway? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What process, QA, and outcome evaluations have been conducted in the past 5 years? How have they been used?)	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
6. To what extent do the following services providers survey consumers and their families to determine satisfaction with services? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (Have consumers been surveyed in the past 5 years? If so, what process was used? What were the major findings?)	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
7. To what extent do the following providers act on consumers' feedback? Mental Health Services Services for People with Developmental Disabilities Substance Abuse Services Services for People with Dementia/Cognitive Impairment (What policy or programmatic changes have been made as a direct	 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5

services been addressed and rectified by your community?	
Mental Health Services	1 2 3 4 5
Services for People with Developmental Disabilities	1 2 3 4 5
Substance Abuse Services	1 2 3 4 5
Services for People with Dementia/Cognitive Impairment	1 2 3 4 5
(What barriers have been identified in the past 5 years? What has been done to address them? Are there any issues/barriers that still must be addressed? What is the estimated # of people in your community who need these services, but who are not receiving any service?)	
12. To what extent has your community been able to significantly decrease or erase any stigma attached to receiving the following services?	
Mental Health Services	1 2 3 4 5
Services for People with Developmental Disabilities	1 2 3 4 5
Substance Abuse Services	1 2 3 4 5
Services for People with Dementia/Cognitive Impairment	1 2 3 4 5
(What public information campaigns, educational programs and/or related services have been conducted on the subjects of mental illnesses, DD, Alzheimer's Disease, etc.? Is there any evidence that the # of people seeking treatment increased after those efforts?)	
13. To what extent do the following service providers regularly communicate unmet needs to county commissioners, planning, and other agencies?	
Mental Health Services	1 2 3 4 5
Services for People with Developmental Disabilities	1 2 3 4 5
Substance Abuse Services	1 2 3 4 5
Services for People with Dementia/Cognitive Impairment	1 2 3 4 5
(Are providers represented in meetings with county commissioners, planning boards and other planning bodies? Do they advocate for the needs of those with mental illness? Does this advocacy include older adults with developmental disabilities, substance abuse problems, mental health problems, or cognitive impairments?)	
OVERALL QUALITY/EFFECTIVENESS RATING	**1 2 3 4 5**