

2009 Community Needs Assessment Ratings of Specific Programs

Scale: Excellent = 5 Very Good = 4 Adequate = 3 Poor = 2 Very Poor = 1

PROGRAM	NOTES	5	4	3	2	1
Outpatient Mental Health Services						
Outpatient M.H.	Some outstanding; few adequate. Quality varies with individual provides. Long waiting list.	2	8	5	1	
Outpatient S.A.	Still not clear what's happening other than therapy	1	9	3	1	
Northshire UCS (Manchester)	Good experience. Really appreciate staff member's approach.	3	5	1		
Community Rehabilitation and Emergency Services						
Crisis Services	One staff stands out. Sometimes slow to respond but there maybe reasons.	4	5	3		
Battelle House	Limited in capacity.	3	5	2	2	
Community Rehabilitation and Treatment	There are times when I question how effectively people become independent. Far too many people – feels like a critical system. Confusing what “fits” – strained. More folks could benefit. Need for hospitalization to qualify is inconsistent with current therapy approaches.		4	4	1	1
Vocational Services	I know that current worker is a sole entity but I would like to see a plan to become more effective.	1	3	4		
Group Home		2	5	3		
Specialized Children's Services						
Case Management	Too slow – juvenile cases One staff stands out		1	4	2	
Respite Care	Staff too wonderful –rating on resources. Limited.	1	2	1	2	
Early Childhood Mental Health (CUPS)	Quality varies in worker.	1	3	2	1	
Family Emergency Services	Used to hear about a lot; not much anymore. Okay.	1	4	3	1	
Bennington Jobs	Seems to have good outcomes; good community partners.	1	4	2		
Developmental Services						
Employment Services	The program has done great work with limited resources! Hit or miss for job coaches.	2	7	1		
Day Services (Atwood Center)	Nothing in the Northshire	3	2	2		1
Case Management	Great work! Prompt, dependable.	2	5	3		
Supported Independent Living	Great work! Nothing in the Northshire	3	6	1		1
Group Homes	Nothing in the Northshire	3	3	3		1

2009 Community Needs Assessment Ratings of Specific Programs

Scale: Excellent = 5 Very Good = 4 Adequate = 3 Poor = 2 Very Poor = 1

Early Childhood Services						
Big Brothers/Big Sisters	Staff – great; wish there were more matches. Rarely use. Coordinator is very good.	3	3	3		
Head Start	Teachers appear wonderful. Philosophies, how managed questionable; concerns are often raised. Provides hope for parents and kids. Families seem pleased. More transportation helpful.	3	5	2		