

**Consumer and Family Member Survey  
All Individual Comments 2009**

*Question 1:*

*Based on your experiences, how would you rate each aspect of the services described below?*

**Availability of Services:** *No Comments*

**Choice of Providers**

Child/Adolescent:

1. DD: We have been very satisfied with case mgmt through Advantage (Ken Soltys)

**Convenience of Services:** *No Comments*

**Quality of Services**

Adult

1. DD:
  - a. We have concerns about the availability and quality of the psychiatric services;
  - b. We think the quality ranges from poor to fair

*Question 2:*

*Based on your personal experiences and your interactions with others, what additional services or supports are needed for the following groups?*

Child/Adolescent:

1. DD:
  - a. Service Needed: Services during school hours; more community support services
  - b. Location Needed: all counties
  - c. Barriers to Implementation: money

Adult

1. MH:
  - a. Service Needed:
    - Improved psychiatric services
    - Psychiatrist needed;
    - Crisis team for New River to prevent hospitalizations
  - b. Location Needed:
    - Hayesville
    - New River
    - Wilkes
  - c. Barriers to Implementation: Lack of professional staff
2. SA:
3. DD:
  - a. Service Needed: Trained staff; more community support services
  - b. Location Needed: Alleghany; all counties
  - c. Barriers to Implementation: Money and lack of open minds