WCCMHB Environmental Scan Survey 2025 - Strategic Plan 3.0

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Agency Information

Region 1 Planning Council is working with the Winnebago County Community Mental Health Board to conduct an environmental scan of the local mental health system of care. This environmental scan will inform the work of the Winnebago County Community Mental Health Board. Please choose one representative from your agency to fill out this survey. Should you have any questions, please contact Jason Holcomb at jholcomb@r1planning.org.

NOTE: Starting with the second page, users can click on the "Save and continue later" button in the top right corner to save their progress and return to the survey to complete at a later time. Please be aware that it may take up to 25 minutes to complete this survey.

The following questions will ask you for basic information regarding your agency. Please see below for definitions of the service areas.

Client Identification and Outreach

- **Client identification & outreach:** Locating potential clients, regardless of where they reside, and informing them of available services. Linking other agencies for the purpose of informing potential clients about other available services, agencies, and organizations.

- **Transportation assistance:** Providing clients with means of transportation to access needed services and community resources such as public transit, vans, buses, personal owned vehicles, or volunteers.

Mental Health Treatment

- **Diagnostic evaluation:** The ongoing assessment and monitoring to make an accurate diagnosis of psychiatric, co-occurring, and comorbid problems.

- **Supportive counseling:** Individual or group counseling directed at helping clients to cope with a variety of life problems and stresses.

- **Medication management:** Prescribing and ensuring medications are available, monitoring medication effectiveness and side effects, and educating clients and their family about medications prescribed.

- **Substance abuse services:** Detoxification and other interventions to address alcohol and drug abuse problems.

Health and Dental Services

- **Health and dental services:** Providing or linking clients to free or reduced cost health and dental services.

Crisis Response Services

- **Crisis telephone services:** 24-hour crisis telephone hotlines.

- **Walk-in crisis services:** Walk-in crisis intervention services at mental health agencies.

- **Crisis outreach services:** Going to the client and providing services in the setting in which the crisis is occurring.

- **Crisis residential services:** Providing crisis intervention in the context of a residential, non-hospital setting on a short-term basis.

Housing

- **Supportive housing:** Array of residential alternatives that provide varying levels of support and supervision.

- **Residential assistance for homeless and mentally ill persons:** A range of additional living situations with varying degrees of supervision and support, including emergency shelters, drop-in centers, and transitional housing.

Income Support

- **Income support and entitlement:** Assistance to help clients obtain income support and other entitlements they may need in order to live in the community.

Peer Support

- **Self-help:** Clients coming together to share their common experiences, pain, problems, and solutions.

- **Client operated services:** Consumer-operated services are service programs that are planned, administered, delivered, and evaluated by consumers.

Family and Community Support

- **Support and assistance to families:** Families being involved in treatment planning and service delivery, being educated about the nature of mental illness, being offered consultation and supportive counseling, or respite care.

- **Support and education for the community:** Educating key individuals and agencies in the community who come in frequent contact with mentally ill individuals as well as educating the general public about mental illness to reduce stigma and promote community acceptance.

Rehabilitation Services

- **Social rehabilitation and recovery:** Helping the client gain or regain practical skills needed to live and socialize in the community.

- **Vocational rehabilitation:** Includes assisting clients to prepare for, obtain, and maintain employment.

Protection and Advocacy

- **Protection and advocacy:** Includes mechanisms (regulations, statements of rights, grievance procedures, case review committees, etc.) to ensure the protection of client rights in both residential and nonresidential settings.

Case Management

- **Case management:** Providing a single person or team to assume responsibility for maintaining a long-term, caring, supportive relationship with the client on a continuing basis.

Survey Questions

General Information

1) What is the name of your agency?*

2) What is your email address?*

3) What is the address of your agency?*

Street Address:

City:

State:

Zip Code:

4) What are your hours of operation? Please select all that apply.*

[ ] Daytime hours, Monday-Friday

[ ] Evening hours, Monday-Friday

[ ] Daytime hours, Saturday-Sunday

[ ] Evening hours, Saturday-Sunday

[ ] Open during holidays

[ ] 24/7

Logic: Show/hide trigger exists.

5) Does your agency have a website?*

( ) Yes

( ) No

Logic: Hidden unless: #5 Question "Does your agency have a website?" is one of the following answers ("Yes")

6) Please provide the website URL below.*

7) Who would be the point of contact in your agency for additional information about the service(s) you provide?*

First Name:

Last Name:

Title:

Email Address:

Phone Number:

Logic: Show/hide trigger exists.

8) Do you provide services/support for non-English speaking clients?*

( ) Yes

( ) No

Logic: Hidden unless: #8 Question "Do you provide services/support for non-English speaking clients?" is one of the following answers ("Yes")

9) What languages do you provide services/support for? Check all that apply.*

[ ] Arabic

[ ] Croatian

[ ] Polish

[ ] Serbian (Cyrillic)

[ ] Spanish

[ ] Tagalog (Filipino)

[ ] Vietnamese

[ ] Chinese (Traditional)

[ ] Swahili

[ ] Urdu

[ ] Other*:

10) Does your agency provide indirect services (teaching and training to other organizations) and/or direct services (offering a client facing service)?*

( ) Indirect services

( ) Direct services

( ) Both

11) How are your services funded? Check all that apply.*

[ ] State of Illinois grant

[ ] Federal grant

[ ] Other local grants (CFNIL, United Way, etc)

[ ] WCCMHB grant (½ cent sales tax)

[ ] Philanthropy (fundraising, donations)

[ ] Fee-for-service

[ ] Local government

[ ] Other*:

12) Do you offer a sliding scale option for payment?*

( ) Yes

( ) No

13) Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area.*

[ ] Client identification and outreach

[ ] Transportation assistance

[ ] Diagnostic evaluation

[ ] Supportive counseling

[ ] Medication management

[ ] Substance abuse services

[ ] Health and dental services

[ ] Crisis telephone services

[ ] Walk-in crisis services

[ ] Crisis outreach services

[ ] Crisis residential services

[ ] Supportive housing

[ ] Residential assistance for homeless mentally ill persons

[ ] Income support and entitlement

[ ] Self-help

[ ] Client operated services

[ ] Support and assistance to families

[ ] Support and education for the community

[ ] Social rehabilitation and recovery

[ ] Vocational rehabilitation

[ ] Protection and advocacy

[ ] Case management

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Client identification and outreach")

Client Identification and Outreach

14) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

15) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client’s residence

[ ] Client’s workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

16) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

17) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Transportation assistance")

Transportation Assistance

18) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

19) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

20) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

21) What form(s) of transportation do you provide or work with? Check all that apply.*

[ ] Uber Health

[ ] Company vehicles

[ ] Rockford Mass Transit District

[ ] Paratransit

[ ] Volunteers

[ ] Contracted private company

[ ] Contracted public company

[ ] Contracted individuals

[ ] HIPAA compliant rideshare program

[ ] Other - Write In (Required)*:

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Diagnostic evaluation")

Diagnostic Evaluation

22) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

23) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client’s residence

[ ] Client’s workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

24) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

25) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

Logic: Show/hide trigger exists.

26) Do you have a waitlist for assessments?*

( ) Yes

( ) No

Logic: Hidden unless: #26 Question "Do you have a waitlist for assessments?" is one of the following answers ("Yes")

27) How many individuals are currently on the waitlist?*

( ) Less than 10

( ) Between 11 and 50

( ) Over 50

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area. " is one of the following answers ("Supportive counseling")

Supportive Counseling

28) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

29) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client's residence

[ ] Client's workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

30) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

31) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

Logic: Show/hide trigger exists.

32) Is there a waitlist for counseling?*

( ) Yes

( ) No

Logic: Hidden unless: #32 Question "Is there a waitlist for counseling?" is one of the following answers ("Yes")

33) How many individuals are currently on the waitlist?*

( ) Less than 10

( ) Between 11 and 50

( ) Over 50

34) What types of counseling services does your agency provide? Check all that apply. *

[ ] Individual counseling

[ ] Couples counseling

[ ] Family counseling

[ ] Group counseling

[ ] Other - Write In (Required)*:

35) Do you provide trauma-informed counseling?*

( ) Yes

( ) No

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Medication management")

Medication Management

36) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

37) Where is this service provided? Check all that apply. *

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client's residence

[ ] Client's workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

38) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

39) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

Logic: Show/hide trigger exists.

40) Do you offer psychiatric medication services?*

( ) Yes

( ) No

Logic: Show/hide trigger exists. Hidden unless: #40 Question "Do you offer psychiatric medication services?" is one of the following answers ("Yes")

41) Is there a waitlist for psychiatric medication services?*

( ) Yes

( ) No

Logic: Hidden unless: #41 Question "Is there a waitlist for psychiatric medication services? " is one of the following answers ("Yes")

42) How many individuals are currently on the waitlist?*

( ) Less than 10

( ) Between 11 and 50

( ) Over 50

43) How do you assist clients with managing their medication? Check all that apply.*

[ ] Parent/guardians are provided information

[ ] Obtaining prescription

[ ] Obtaining medication

[ ] Managing medication symptoms

[ ] Payment assistance

[ ] Other - Write In (Required)*:

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Substance abuse services")

Substance Abuse Services

44) Does your agency provide this service to those experiencing co-occurring mental illness and substance use disorder?*

( ) Yes

( ) No

45) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client's residence

[ ] Client's workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

46) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

47) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

Logic: Show/hide trigger exists.

48) Do you have a waitlist?*

( ) Yes

( ) No

Logic: Hidden unless: #48 Question "Do you have a waitlist?" is one of the following answers ("Yes")

49) How many individuals are currently on the waitlist?*

( ) Less than 10

( ) Between 11 and 50

( ) Over 50

Logic: Show/hide trigger exists.

50) Which of these statements accurately describes your services for substance abuse disorder? Check all that apply.*

[ ] We provide detox.

[ ] We provide inpatient residential services.

[ ] We offer outpatient services.

[ ] We have a recovery home.

[ ] We provide medication-assisted therapies.

[ ] We are faith-based.

[ ] We use a 12-step model.

[ ] We use a different evidence based model (not a 12-step).

[ ] We address co-occurring disorders (mental illness and addiction).

[ ] We work with criminal justice-involved clients.

[ ] We do drug testing.

[ ] We provide DUI assessments.

[ ] We provide DUI counseling.

[ ] Other - Write In (Required)*:

51) Do you work with these groups? Check all that apply.*

[ ] Juvenile probation

[ ] Adult probation

[ ] Juvenile justice system

[ ] Criminal justice system

[ ] Other - Write In (Required)*:

Logic: Hidden unless: #50 Question "Which of these statements accurately describes your services for substance abuse disorder? Check all that apply." is one of the following answers ("We provide detox.")

52) Please select the range of bed capacity for detox services.*

( ) 1-5

( ) 6-10

( ) 11-20

( ) 21-30

( ) 31-40

( ) 41-50

( ) 51-100

( ) 101-150

( ) 151-200

Logic: Hidden unless: #50 Question "Which of these statements accurately describes your services for substance abuse disorder? Check all that apply." is one of the following answers ("We provide inpatient residential services.")

53) Please select the range of bed capacity for inpatient residential services.*

( ) 1-5

( ) 6-10

( ) 11-20

( ) 21-30

( ) 31-40

( ) 41-50

( ) 51-100

( ) 101-150

( ) 151-200

Logic: Show/hide trigger exists.

54) Do you provide medication-assisted therapies?*

( ) Yes

( ) No

Logic: Hidden unless: #54 Question "Do you provide medication-assisted therapies?" is one of the following answers ("Yes")

55) Please select the medication-assisted therapies you provide.*

[ ] Suboxone (Buprenorphine)

[ ] Vivitrol (Naltrexone)

[ ] Methadone

[ ] Other - Write In (Required)*:

56) Do you provide harm reduction services? If yes, check all that apply.*

[ ] Our organization doesn’t provide harm reduction services

[ ] Needle disposal and/or exchange programs

[ ] Narcan training to clients or members of the community

[ ] Narcan supply to clients or members of the community

[ ] Fentanyl test strips distribution

[ ] Other - Write In (Required)*:

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Health and dental services")

Health and Dental Services

57) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

58) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client's residence

[ ] Client's workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

59) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

60) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

61) Do you provide annual physical exams?*

( ) Yes

( ) No

62) Do you provide health education to parents and/or guardians?*

( ) Yes

( ) No

63) Do you assist clients with applying for Medicaid or Medicare benefits?*

( ) Yes

( ) No

64) Do you partner with or refer to any medical or dental offices?*

[ ] Medical office

[ ] Dental office

[ ] Not applicable

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area. " is one of the following answers ("Crisis telephone services")

Crisis Telephone Services

65) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

66) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

67) What crisis does your telephone service focus on? Check all that apply.*

[ ] Domestic abuse

[ ] Sexual assault

[ ] Human trafficking

[ ] Suicide prevention

[ ] LGBTQIA+ Community

[ ] Homelessness

[ ] Food insecurity

[ ] Substance use

[ ] Elder abuse

[ ] Child abuse and/or neglect

[ ] Community needs

[ ] Housing

[ ] Mental health

[ ] Other - Write In (Required)*:

68) On average, how many calls do you receive in a month?*

69) Do you have an adequate number of staff to meet the capacity of calls?*

( ) Yes

( ) No

Logic: Show/hide trigger exists.

70) Do you have emergency dispatch services?*

( ) Yes

( ) No

Logic: Hidden unless: #70 Question "Do you have emergency dispatch services?" is one of the following answers ("Yes")

71) Through what do you have emergency dispatch services? Check all that apply.*

[ ] Partnership

[ ] Contracted

[ ] In-house service

[ ] Volunteers

72) Do you connect clients with suicide prevention resources?*

( ) Yes

( ) No

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Walk-in crisis services")

Walk-In Crisis Services

73) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

74) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

75) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

76) What type of walk-in crisis services do you provide?*

[ ] Domestic abuse

[ ] Sexual assault

[ ] Human trafficking

[ ] Suicide prevention

[ ] LGBTQIA+ Community

[ ] Homelessness

[ ] Food insecurity

[ ] Substance use

[ ] Elder abuse

[ ] Child abuse and/or neglect

[ ] Community needs

[ ] Housing

[ ] Mental health

[ ] Other - Write In (Required)*:

77) Do clients need to have an appointment to access walk-in services?*

( ) Yes

( ) No

Logic: Show/hide trigger exists.

78) Do you provide short-term inpatient care for crisis services?*

( ) Yes

( ) No

Logic: Hidden unless: #78 Question "Do you provide short-term inpatient care for crisis services?" is one of the following answers ("Yes")

79) Please select the range of bed capacity*

( ) 1-5

( ) 6-10

( ) 11-20

( ) 21-30

( ) 31-40

( ) 41-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 200+

80) Do you have a waiting space for children or adolescents while their parents/guardian(s) receive services?*

( ) Yes

( ) No

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Crisis outreach services")

Crisis Outreach Services

81) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

82) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

83) How would you rate law enforcement's current training to serve residents with mental illness and/or those who use substances?*

( ) Very poor

( ) Poor

( ) Neutral

( ) Good

( ) Very Good

84) Do you work with a law enforcement body/jail diversion program?*

( ) Yes

( ) No

( ) My agency is a law enforcement body/a jail diversion program

85) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client’s residence

[ ] Client’s workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

86) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Crisis residential services")

Crisis Residential Services

87) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

88) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Communal living

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Juvenile assessment centers

[ ] Other - Write In (Required)*:

89) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

90) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

91) Do you provide onsite crisis intervention at residential housing?*

( ) Yes

( ) No

Logic: Hidden unless: QUESTION NOT FOUND! is one of the following answers [NO OPTIONS SET]

92) What is your bed capacity?*

( ) 1-5

( ) 6-10

( ) 11-20

( ) 21-30

( ) 31-40

( ) 41-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 200+

93) Do you have family-based crisis homes?*

( ) Yes

( ) No

94) Do you assist homeless youth?*

( ) Yes

( ) No

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Supportive housing")

Supportive Housing

95) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

96) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

97) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

98) Do you have procedures in place to ensure that clients' housing is protected when they are absent for whatever reason?*

( ) Yes

( ) No

99) What type of housing does your agency supply? Select all that apply.*

[ ] Permanent supportive housing

[ ] Transitional housing

[ ] Rapid rehousing

[ ] Emergency shelter

[ ] Other - Write In (Required)*:

100) Which of the following supportive housing services do you provide? Check all that apply.*

[ ] Group homes for adolescents

[ ] Group homes for adults

[ ] In-home assistance

[ ] Sober living housing

[ ] Transitional housing

[ ] Emergency housing

[ ] Youth homeless shelter

[ ] Employment housing

[ ] Rapid rehousing

[ ] Shelter service

[ ] Advocacy for housing and tenant rights

[ ] Long-term housing linked with supportive services

[ ] Other - Write In (Required)*:

101) What is the average number of months that a client stays in your agency's housing?*

Logic: Show/hide trigger exists.

102) Does your organization have a waitlist for housing?*

( ) Yes

( ) No

Logic: Hidden unless: #102 Question "Does your organization have a waitlist for housing?" is one of the following answers ("Yes")

103) How many individuals are currently on the waitlist?*

( ) Less than 10

( ) Between 11 and 50

( ) Over 50

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Residential assistance for homeless mentally ill persons")

Residential Assistance for Homeless Mentally Ill Persons

104) Does your agency provide this service to those experiencing co-morbid mental illness and substance use disorder?*

( ) Yes

( ) No

105) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client’s residence

[ ] Client’s workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

106) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

107) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

108) Do you provide treatment and/or assistance for clients to make the physical and emotional transition from a shelter to long-term housing?*

( ) Yes

( ) No

109) Are you a drop-in center?*

( ) Yes

( ) No

110) Does your program include any of the following? Check all that apply.*

[ ] ADA compliant

[ ] Recreational activities

[ ] Counseling

[ ] Daytime refuge

[ ] Daytime programs

[ ] Evening programs

[ ] Vocational training

[ ] Basic necessities (such as clothes, hygiene products, etc)

[ ] Food

[ ] Medical assistance

[ ] Other - Write In (Required)*:

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Income support and entitlement")

Income Support and Entitlement

111) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

112) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client’s residence

[ ] Client’s workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

113) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

114) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

115) Does your agency provide any of the following services? Check all that apply.*

[ ] Screen clients for eligibility

[ ] Assist in the completion of application procedures

[ ] Serve as an advocate for the client with the agency in question

[ ] Locating appropriate agencies

[ ] Job training programs for youth

[ ] Job training programs for adults

[ ] Employment opportunities

[ ] Rent assistance

[ ] Utility assistance

[ ] Supporting during denial or appeal process

[ ] Other - Write In (Required)*:

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area. " is one of the following answers ("Self-help")

Self Help

116) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

117) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client’s residence

[ ] Client’s workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

118) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

119) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

120) Which of the following areas below do you offer self-help services in? Check all that apply.*

[ ] Self esteem

[ ] Life transition

[ ] Marriage/divorce

[ ] Anger management

[ ] Grief counseling

[ ] LGBTQIA+

[ ] Eating disorders

[ ] Post-traumatic stress disorders

[ ] Substance use disorders

[ ] Mental illness

[ ] Other - Write In (Required)*:

121) Which of the following areas below do you host events to provide mutual support? Check all that apply.*

[ ] Self esteem

[ ] Life transition

[ ] Marriage/divorce

[ ] Anger management

[ ] Grief counseling

[ ] LGBTQIA+

[ ] Eating disorders

[ ] Post-traumatic stress disorders

[ ] Substance use disorders

[ ] Mental illness

[ ] Other - Write In (Required)*:

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Client operated services")

Client Operated Services

122) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

123) Which of the following types of service areas are either planned, administered, delivered, or evaluated by clients? Check all that apply.*

[ ] Mental health

[ ] Substance use

[ ] Peer groups

[ ] Client outreach

[ ] Other - Write In (Required)*:

124) Do you provide any of the following led by clients? Check all that apply.*

[ ] Peer support

[ ] Consultation

[ ] Education

[ ] Assistance

[ ] Other - Write In (Required)*:

125) Are clients involved in policy and procedure making for your agency or programs?*

( ) Yes

( ) No

126) Are clients that are served by your agency also members of your staff or volunteers?*

( ) Staff

( ) Volunteers

( ) Both

( ) Neither

127) Do you have any committees that consist of clients that inform program needs?*

( ) Yes

( ) No

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Support and assistance to families")

Support and Assistance to Families

128) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

129) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client’s residence

[ ] Client’s workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

130) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

131) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

132) Does your agency offer to include the client's support system in the treatment planning process and delivery of all services?*

( ) Yes

( ) No

133) Do you offer consultation and supportive counseling to assist families with any of the following? Check all that apply.*

[ ] Activities of daily living

[ ] Intermittent crises

[ ] Respite care

[ ] Mutual support

[ ] Medication management

[ ] Budgeting/finances

[ ] Nutrition

[ ] Other - Write In (Required)*:

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Support and education for the community")

Support and Education for the Community

134) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

135) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client's residence

[ ] Client's workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

136) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

137) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

138) How do you distribute education from your agency to the community? Check all that apply.*

[ ] Classes

[ ] Paper handouts

[ ] Online resources

[ ] Community events

[ ] Events held at agency office

[ ] By request

[ ] Social media

[ ] Other - Write In (Required)*:

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Social rehabilitation and recovery")

Social Rehabilitation and Recovery

139) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

140) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client's residence

[ ] Client's workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

141) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

142) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

143) What skills do you teach? Check all that apply.*

[ ] Daily and community living skills

[ ] Nutrition

[ ] Personal hygiene

[ ] Cooking

[ ] Housekeeping

[ ] Use of transportation

[ ] Medication management

[ ] Utilize resources (such as rental assistance, utility assistance, etc)

[ ] Develop interpersonal skills and leisure time activities

[ ] Shopping

[ ] Money management

[ ] Other - Write In (Required)*:

144) Do you provide crisis planning, like Wellness Recovery Action Plan (WRAP) or other forms?*

( ) Yes

( ) No

145) Do you provide any social opportunities that offer companionship, socialization, or enjoyment? Check all that apply.*

[ ] Community outings

[ ] Club activities (exercise classes, craft sessions)

[ ] Volunteer outings

[ ] Religious or spiritual groups

[ ] Educational class

[ ] Other - Write In (Required)*:

146) Do you assess a client's ability to function actively and/or independently in society?*

( ) Yes

( ) No

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Vocational rehabilitation")

Vocational Rehabilitation

147) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

148) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client’s residence

[ ] Client’s workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

149) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

150) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

151) Does your agency run a business that offers vocational training?*

( ) Yes

( ) No

152) Does your agency have relationships with businesses that offer training?*

( ) Yes

( ) No

153) Does your agency provide any of the following services that help clients prepare, obtain, and/or maintain employment? Check all that apply.*

[ ] Vocational assessment and counseling

[ ] Pre-vocational work experience

[ ] Vocational training

[ ] Job trials

[ ] Transitional employment opportunities

[ ] Training in job seeking and job keeping

[ ] Job development with local employers

[ ] Job placement

[ ] Assistance to clients and employers to enhance job retention

[ ] Onsite job coaching

[ ] Other - Write In (Required)*:

Logic: Show/hide trigger exists.

154) Does your agency provide services to client's children?*

( ) Yes

( ) No

Logic: Hidden unless: #154 Question "Does your agency provide services to client's children?" is one of the following answers ("Yes")

155) Which of the following services do you provide for clients' children?*

[ ] Services or support regarding Special Education or 504 plans

[ ] Advocacy or support inside a school building

[ ] Before or after school programs

[ ] Therapeutic school day services

[ ] Mentoring programs

[ ] Services related to play or recreational activities

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Protection and advocacy")

Protection and Advocacy

156) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

157) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client’s residence

[ ] Client’s workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

158) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

159) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

160) Does your agency provide any services that focus on protecting or advocating for the human, civil, and patient rights of clients and their families?*

( ) Yes

( ) No

161) Does your agency have grievance procedures clients can access?*

( ) Yes

( ) No

Page entry logic: This page will show when: #13 Question "Select all the services that your agency provides in Winnebago County. Check the page description for the definition of each service area." is one of the following answers ("Case management")

Case Management

162) Does your agency provide this service to those experiencing mental illness and/or substance use disorder?*

( ) Mental illness

( ) Substance use disorder

( ) Both

( ) Neither

163) Where is this service provided? Check all that apply.*

[ ] Main office

[ ] Alternate office location

[ ] Mobile services

[ ] Virtual/online

[ ] Client’s residence

[ ] Client’s workplace

[ ] Communal living

[ ] Homeless shelter

[ ] Hospitals/emergency department

[ ] Primary care clinics

[ ] Religious organizations

[ ] Police department/jail

[ ] Juvenile assessment centers

[ ] Consumer organizations/advocacy groups

[ ] Education institutions

[ ] Other - Write In (Required)*:

164) What population is this service for? Check all that apply.*

[ ] Infant/toddler (birth-3)

[ ] Children (3-12)

[ ] Adolescents (13-18)

[ ] Young adults (19-25)

[ ] Adults (26+)

[ ] Older adults (60+)

[ ] Parents

[ ] Specific clientele*:

165) How many estimated clients receive this service annually?*

( ) Unsure

( ) 0-25

( ) 26-50

( ) 51-100

( ) 101-150

( ) 151-200

( ) 201-250

( ) 251-300

( ) 300+

166) How long may clients receive case management services?*

( ) Less than a week

( ) Between a week and a month

( ) Between a month and six months

( ) Between six months and one year

( ) As long as needed

167) Which, if any, does your agency do? Check all that apply.*

[ ] Help clients make informed choices about services

[ ] Assist clients in obtaining needed services and resources

[ ] Monitor the adequacy and appropriateness of services

[ ] Ensuring the continuity of service provisions

[ ] Advocate for the treatment and services for the client

[ ] Other - Write In (Required)*:

168) Does your agency educate case managers on the existing systems and available support in the community?*

( ) Yes

( ) No

Miscellaneous

169) Is there anything else you would like to communicate to the Board?

Thank You!