

2023 Ecker Center Community Needs Assessment

Ecker Center for Behavioral Health contracted with TriWest Group to conduct a community needs assessment in Kane and Western Cook Counties, Illinois. This brief summarizes the process and findings. All sources can be found in the full 2023 Ecker Center Community Needs Assessment.

What Is a CCBHC?

A Certified Community Behavioral Health Clinic (CCBHC) provides a comprehensive range of mental health and substance use services. The CCBHC model aims to increase access to and improve the quality of these services for adults, youth, and children. In 2022 Ecker Center was awarded a 4-year planning, development, and implementation grant to establish a CCBHC.* Some states have established their own criteria and processes for certifying CCBHCs. Illinois is applying for a SAMHSA demonstration grant in 2024.



CCBHC services include:

- 24/7 crisis services
- Behavioral health screening, assessment, and diagnosis, including risk assessment
- Patient-centered treatment planning
- Outpatient mental health and substance use services
- Primary care screening and monitoring of key health indicators
- Targeted case management
- Psychiatric rehabilitation services
- Peer support and family supports
- Intensive, community-based mental health care for members of the armed forces and veterans

Purpose of the Community Needs Assessment

The community needs assessment helps CCBHCs understand and prepare to meet the behavioral health needs of the service area.

Needs Assessment Data Collection

Interviews



Focus Groups



Online Survey



Document Review



Online Data Sets



Ecker Center's Current Services

- Mental health services including outpatient and residential programs
- Substance use and gambling disorder services
- Crisis services including mobile crisis response, crisis stabilization, and crisis residential
- Peer support
- And multiple other targeted case management and education programs for adults and adolescents

Ecker's Mission

To optimize the well-being of individuals and communities through the delivery of accessible, comprehensive, and quality behavioral health care which includes prevention, education, and intervention.

*The project described is supported by the Substance Abuse and Mental Health Services Administration (SAMHSA). The contents of this brief are solely the responsibility of the authors and do not necessarily represent the official views of SAMHSA.

Ecker Center's service area is experiencing a growing need for mental health and substance use services for children and youth as well as a growing population of people experiencing homelessness and newly arrived immigrants and refugees.

An estimated 3,069 children and youth had a substance use disorder in the past 12 months. Approximately 1,676 needed but did not receive treatment or received insufficient treatment.

An estimated 22,833 adults had a serious mental illness in the past 12 months.



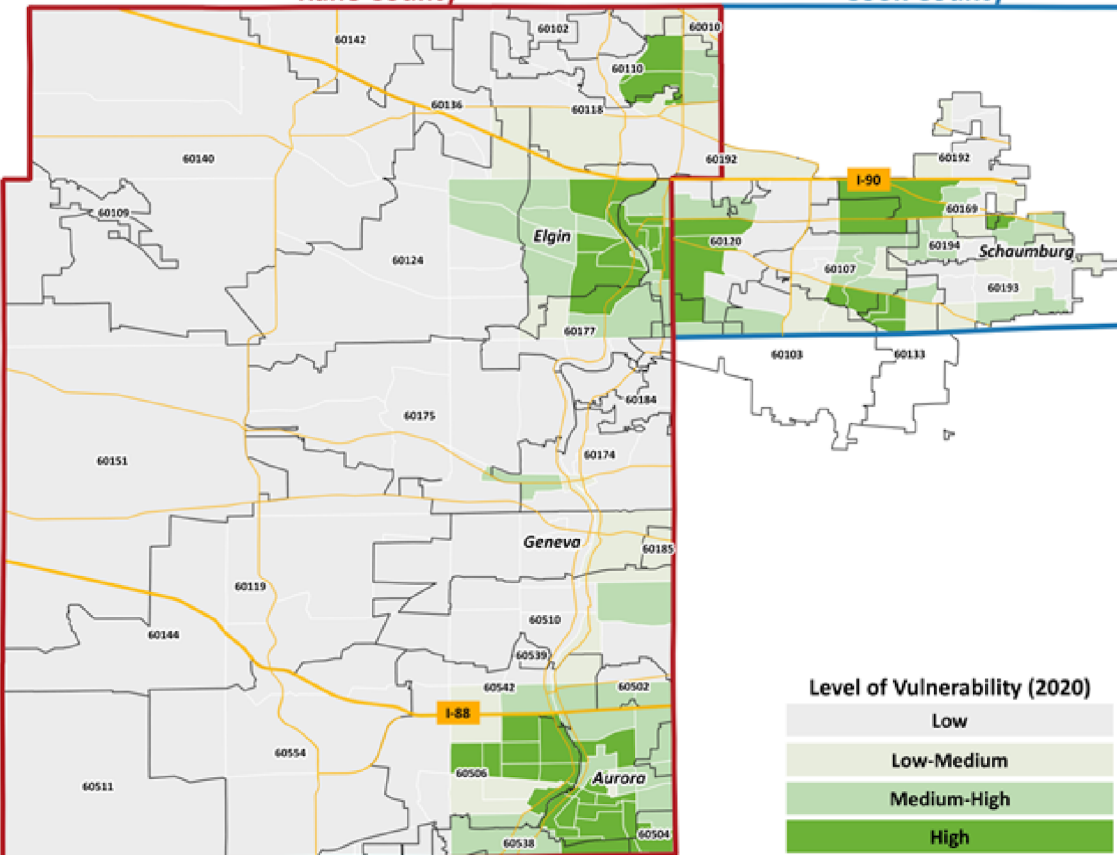
Ecker Center Service Area

13% of the population are estimated to have limited English proficiency and therefore require some level of interpretation and translation services to access care.

7,500 veterans are estimated to have serious mental illness and approximately 11,000 have substance use disorder.

Kane County

Cook County



Level of Vulnerability (2020)

- Low
- Low-Medium
- Medium-High
- High

Social Vulnerability Map

This map displays the level of vulnerability in Kane and Western Cook Counties as determined by the Centers for Disease Control and Prevention's Social Vulnerability index. The index uses 16 variables taken from the U.S. Census to determine the potential degree to which communities experience negative effects caused by external stresses on human health.

Cultural & Linguistic Needs

สวัสดี

Hola

Interpretation and document translation are needed in the primary non-English languages spoken in the area: Spanish, Polish, Laotian, and Thai.

Witam

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Ecker Center is connected to organizations in the area that serve diverse communities. Continuing to grow these strong relationships will strengthen Ecker Center's cultural competency.

Treatment Needs & Resources

Ecker Center received praise for creating a welcoming space and for having individualized, person-centered, coordinated treatment planning.



Because of increased demand, there is a need for more services and resources for children and families, Spanish speakers, and LGBTQ+ individuals.



Barriers to Treatment in Our Community

Survey respondents identified the following barriers:



Stigma (23%) & Trust Issues (46%)



Long Wait Times (46%)



Complicated Intake Processes (43%)



Lack of Accessibility Supports (10%)



Transportation (10%)

Ecker Center plans to increase coordinated communication to provide education on the intake processes, combat stigma, and increase awareness of transportation options.

Workforce Shortages & Needs

Across the country, the public and nonprofit behavioral health sector is facing hiring and retention challenges. Ecker Center is no exception. A major factor in the Elgin area is hiring competition from providers that can offer higher pay and more flexibility.



Ecker Center's diversity, equity, and inclusion (DEI) committee has identified the following activities to improve DEI within the organization:

- Increasing bilingual resources
- Gathering staff feedback on policies
- Expanding recognition and celebration activities for all employees