

COMMUNITY NEEDS ASSESSMENT



MEDFIELD OUTREACH
MAY 2022

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INTRODUCTION

SURVEY METHODOLOGY AND RESPONDENT DEMOGRAPHICS

MEDFIELD OUTREACH (“OUTREACH”) CONDUCTED A NEEDS ASSESSMENT AS PART OF ITS 2022 STRATEGIC PLANNING PROCESS

- An on-line survey was shared via email links, social media, and a QR code
 - The survey was translated into Portuguese and Spanish
 - Volunteers helped respondents complete hard-copy and on-line surveys at Council on Aging, public library, Food Cupboard, and affordable housing units
- Response rate was high – 804 total responses, 796 usable responses
 - 795 English responses
 - 5 Portuguese responses
 - 4 Spanish responses
 - 8 were neither residents nor employees so were excluded
 - This response rate is significant, given Medfield’s population of 12,841
 - This was an opt-in survey, not a random sample of the community
 - The survey was open to Medfield residents and employees

Required Information

Medfield Outreach
Community Needs Assessment

Medfield Outreach is very interested in learning more about your experience as it relates to behavioral health and wellness in our town. Your honest feedback will help us improve our services. This survey is completely anonymous and should take no longer than 10 minutes to complete. Thank you for participating!

The survey timeout is set to 60 minutes of inactivity. If you leave this survey inactive for this duration, all your previous answers may be lost.

Tell Us About Yourself

* 1. Are you any of the following? (Check all that apply)

A resident of Medfield
 An employee of the town of Medfield
 None of the above

DEMOGRAPHICS OF ALL RESPONDENTS

■ Connection to Medfield

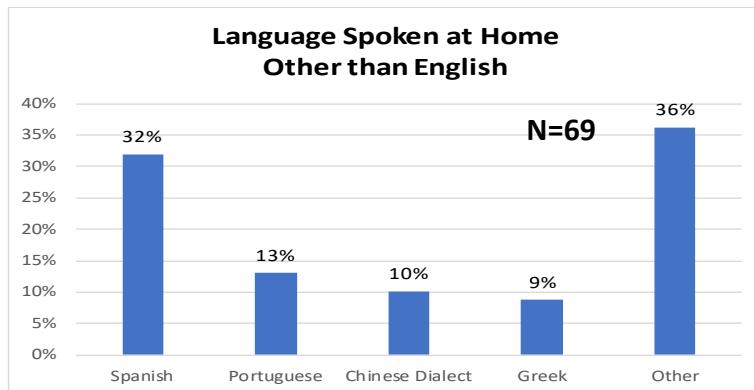
- 83% are residents, 11% are town employees, 7% are both
- 50% have lived/worked in Medfield more than 10 years

■ Age, Race, Gender

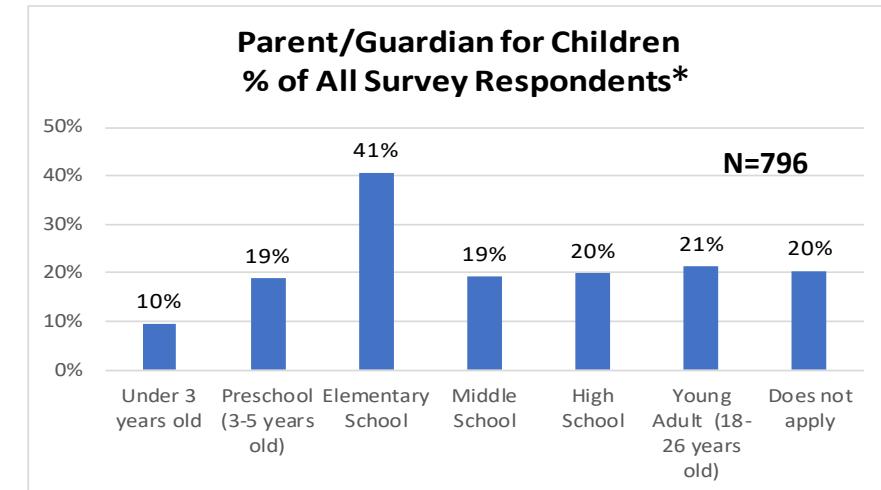
- 92% of respondents are over 35 years old
- 90% are White and 76% are female

■ Language Spoken

- 9% speak another language at home, at least sometimes. Spanish is most common.



Other: Arabic, Armenian, ASL, French, German, Hebrew, Hindi, Italian, Korean, Malayalam, Polish, Russian, Swedish, Tagalog, Ukrainian



* Percentages add to >100% due to multiple children per respondent

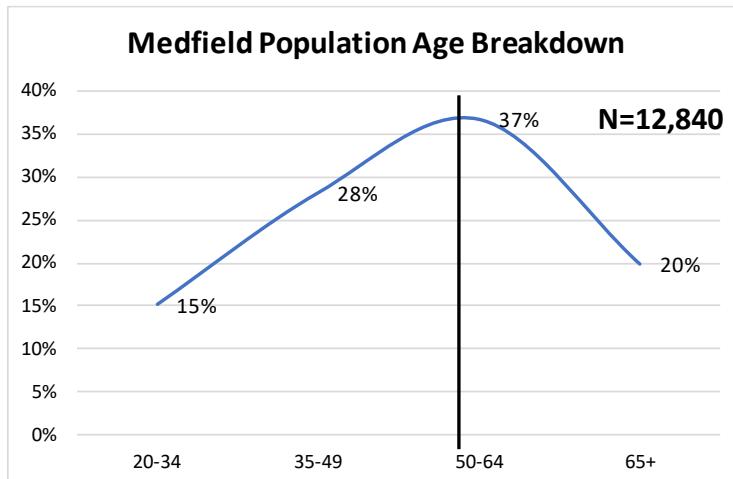
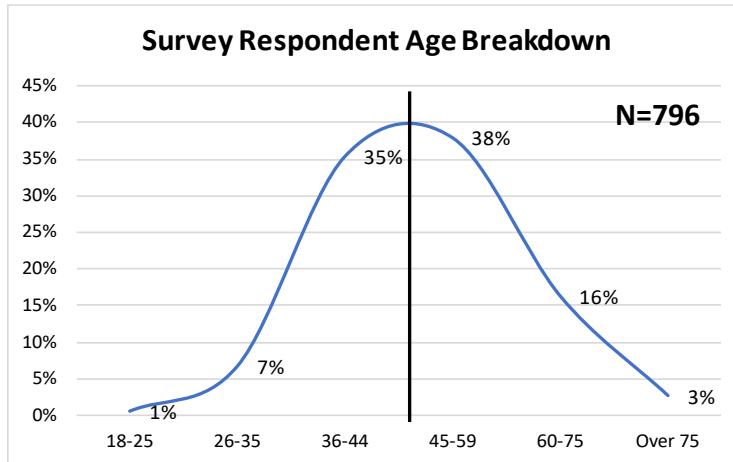
■ Caregiving Responsibilities

- 41% have at least one elementary age child
- 16% have an 18–26-year-old living at home full-time
- 7% are primary caregivers for an aging adult or individual with a disability

■ Household Income

- 68% report household incomes over \$100,000 (the highest bracket available)

RESPONDENTS SKEW YOUNGER THAN THE MEDFIELD POPULATION



Source: Medfield Housing Production Plan, p. 31. ACS 2015-2019 data, Table C01001, MAPC Municipal Forecasts

■ Of the 796 total survey responses:

- 92% of respondents are over 35 years old
- The most responsive are ages 36-59
- 22 (3%) people over age 75 took the survey
- Only 5 (1%) respondents ages 18-25 and only 1 respondent under age 18 participated
- 86 non-resident Medfield employees chose to participate

■ Compared to Medfield's demographics:

- Survey takers are younger: the peak is the 36-59 age brackets vs. the town's 50-64 age bracket
- Note that the survey's age brackets are not a direct match to the overall town age brackets
- Note that we removed the <20 bracket from the town graph

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

▪ Mental Health and Substance Abuse Awareness

- Respondents are **less sure about accessing substance misuse services and recognizing signs of misuse** than they are about mental health services and signs of mental illness struggles

▪ Family and Community Concerns

- The top four family concerns, in order, are: **Mental Health, Unhealthy Technology Use, Parenting Challenges, and the Feeling that Its Hard to Be Different in Medfield.** 28% or more marked these issues as serious or moderate concerns for their own families.
- The top four community concerns, in order, are: **Mental Health, Unhealthy Technology/Screen Use, the Feeling that it's Hard to Be Different in Medfield, and Substance Misuse.** 59% or more respondents marked these issues as serious or moderate concerns for the community.
- **Bullying is the fifth highest concern** for both families (23%) and community (57%)

▪ Quality of Life

- Lower-income respondents say increased access to **affordable housing, mental health/prevention services, and affordable childcare** would improve their quality of life
- Overall, mental health services are ranked fourth after **increased access to recreational and cultural resources and programming**

▪ Awareness of Medfield Outreach

- Nearly half of respondents were **unaware that services are available to all residents** and only 11% had sought support. Non-clients are most aware of MCSP and MCAP.

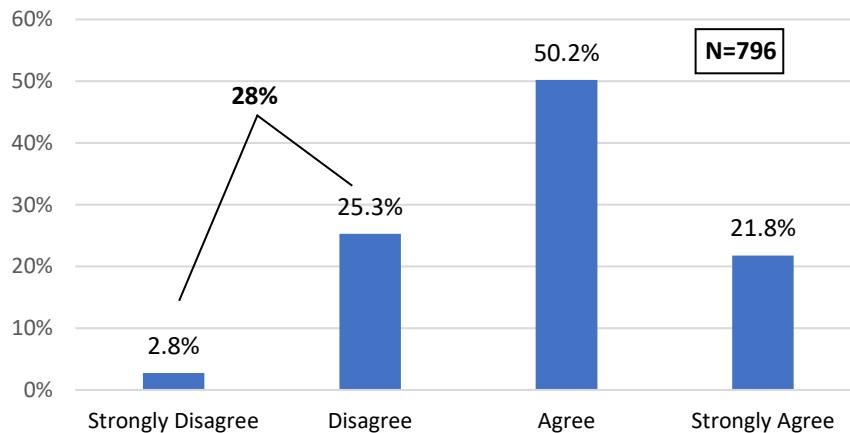
SURVEY RESULTS

MENTAL HEALTH AND SUBSTANCE MISUSE AWARENESS

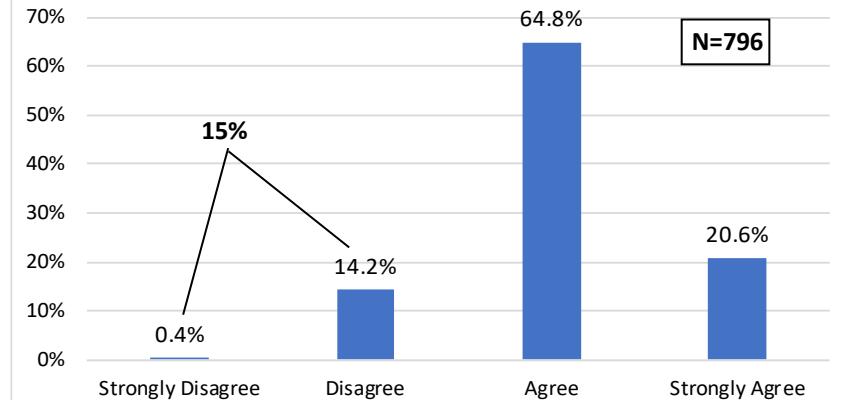
MORE THAN A QUARTER OF RESPONDENTS SAY THEY DON'T KNOW HOW TO ACCESS MENTAL HEALTH SERVICES

- 28% say they do NOT know how to access services and 15% say they do NOT know how to recognize signs of mental illness
- Only 21-22% strongly agree to either mental health question

I Know How to Access Mental Health Support Services

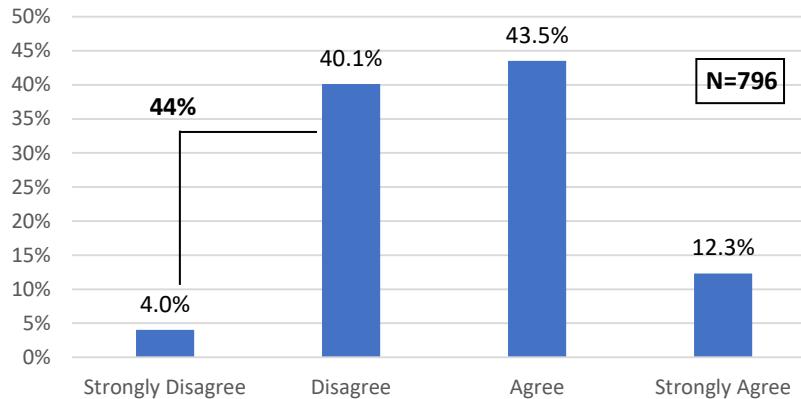


I Know How to Recognize Signs of Someone Struggling with Mental Illness

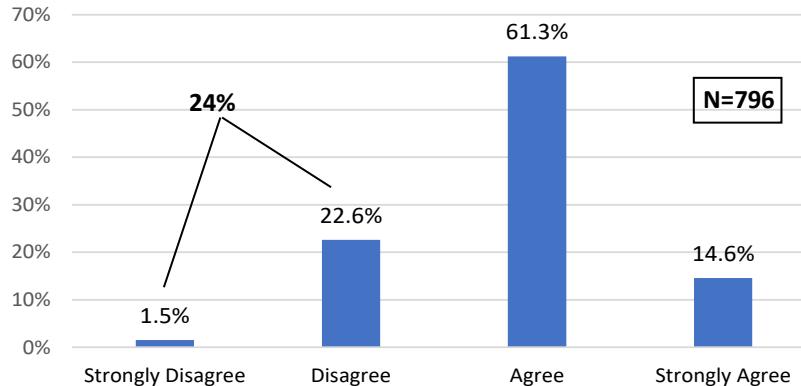


RESPONDENTS ARE EVEN LESS CLEAR ABOUT HOW TO ACCESS SUBSTANCE MISUSE SERVICES AND RECOGNIZE SIGNS OF MISUSE

I Know How to Access Substance Misuse Support Services



I Know How to Recognize Signs of Substance Misuse



- 44% of respondents say they do NOT know how to access substance misuse services
- Only 12% are very confident about how to access substance misuse support

- 24% of respondents say they do not know how to recognize signs of substance misuse
- Only 15% are very confident that they can recognize signs of substance misuse
- These are lower levels of confidence than the 21-22% who strongly agreed to the previous mental health questions

SURVEY RESULTS

FAMILY AND COMMUNITY CONCERNS

CONTENTS: FAMILY AND COMMUNITY CONCERNS

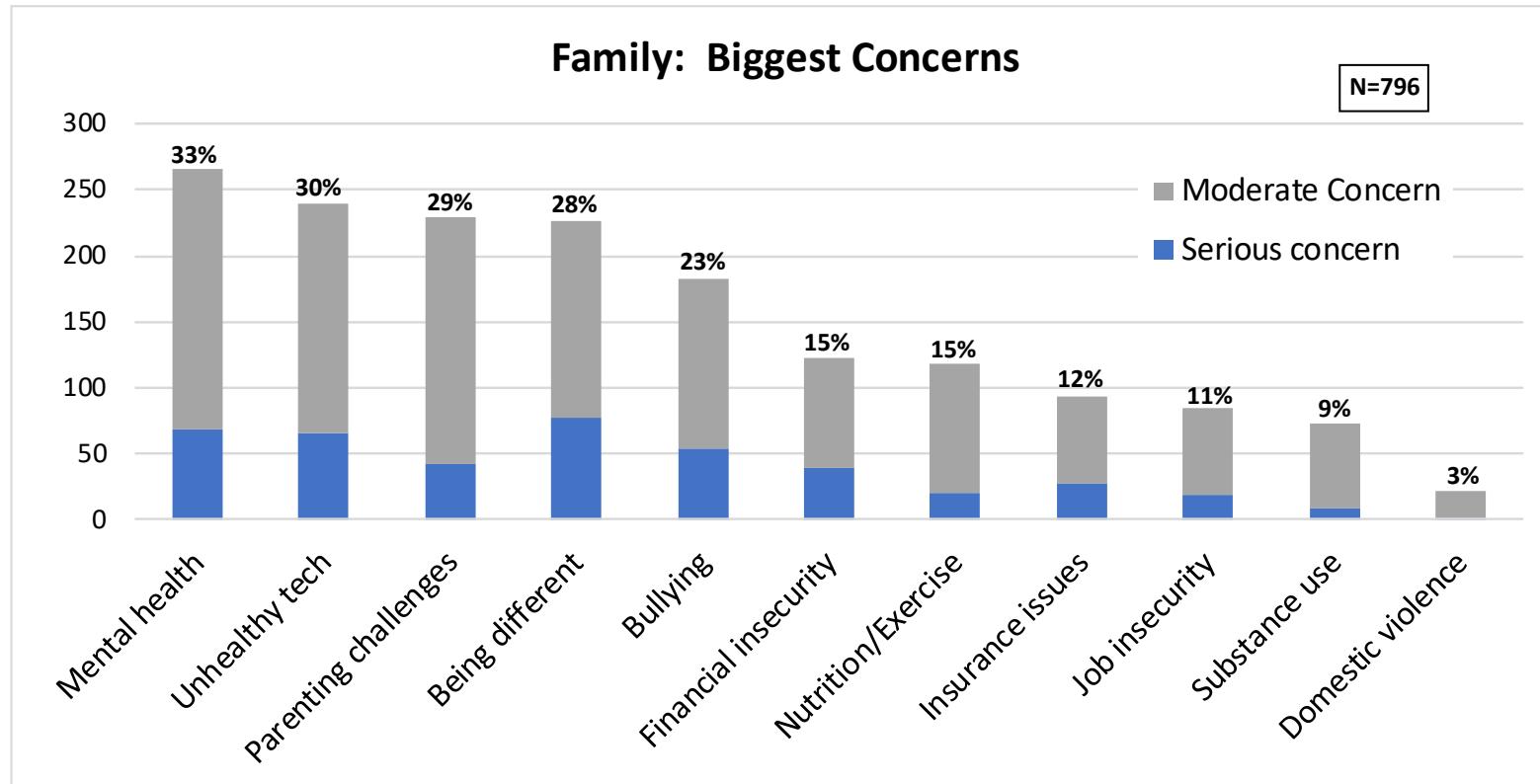
This section examines the results of three questions:

- Q1. To what extent do you think the following issues are a concern for YOUR OWN FAMILY?*
- Q2. To what extent do you think the following issues are a concern for the COMMUNITY?*
- Q3. What would improve your family's quality of life?*

- Respondents were asked to rate 11 concerns as “serious,” “moderate,” “minor,” or “not a concern” for their own families and for the community
- Only “serious” and “moderate” ratings were graphed
- Concerns were listed as follows:
 - Parenting challenges
 - Financial insecurity
 - Job insecurity
 - Mental health concerns
 - Substance use and misuse
 - Feeling that it’s hard to be different in Medfield
 - Bullying
 - Domestic violence/intimate partner violence
 - Unhealthy technology/compulsive screen use
 - Limited opportunities for healthy nutrition and exercise
 - Limited insurance coverage for physical or mental health care

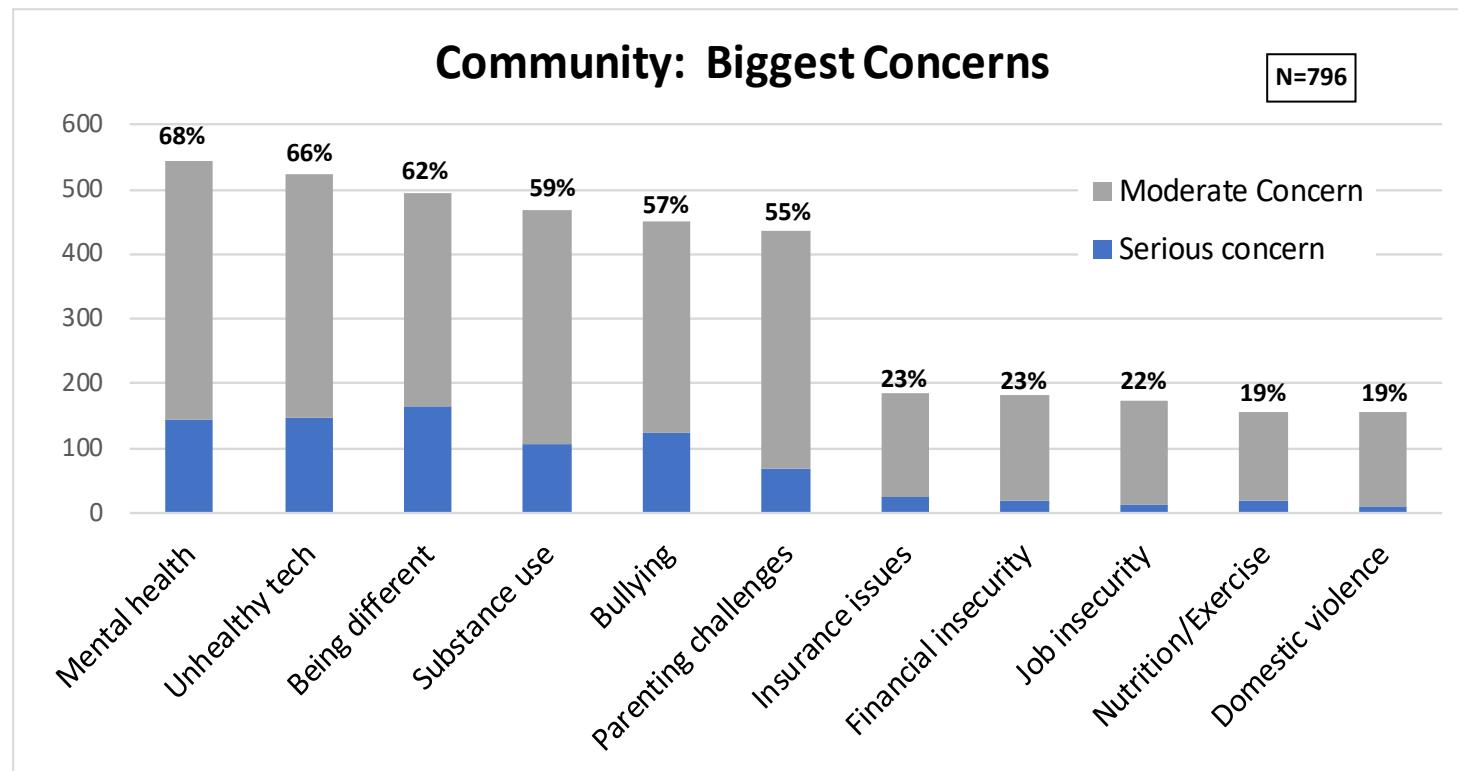
TOP FOUR FAMILY CONCERNS: MENTAL HEALTH, UNHEALTHY TECHNOLOGY USE, PARENTING CHALLENGES, AND FEELING THAT IT'S HARD TO BE DIFFERENT IN MEDFIELD

- One third of families have serious or moderate concerns about their mental health
- Bullying is the fifth highest concern; 23% rated it as a serious or moderate concern



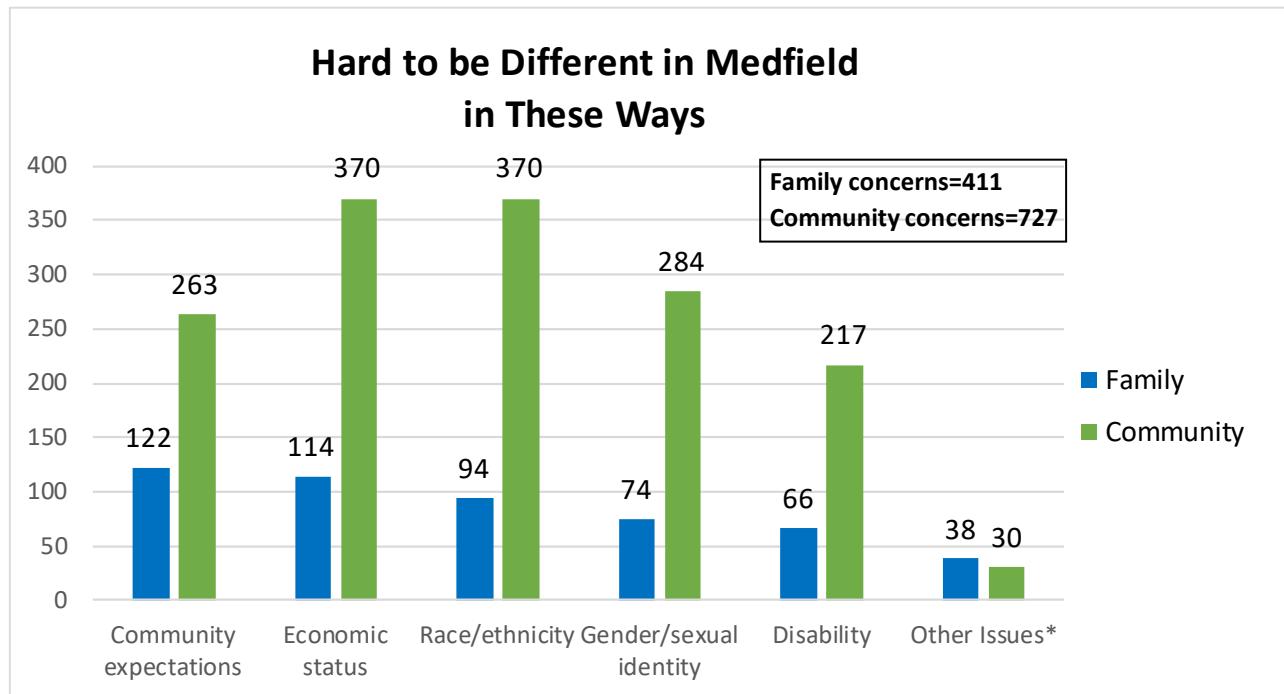
TOP FOUR COMMUNITY CONCERNs: MENTAL HEALTH, UNHEALTHY TECHNOLOGY USE, FEELING THAT IT'S HARD TO BE DIFFERENT IN MEDFIELD, AND SUBSTANCE USE

- Bullying is the fifth highest concern; 55% rated it as a serious or moderate concern
- Substance use moves from #10 family concern to #4 community concern
 - It may be easier to recognize substance misuse in others rather than in one's own family



BEING DIFFERENT IN MEDFIELD: MOST CHALLENGING DIFFERENCES FOR FAMILIES ARE COMMUNITY EXPECTATIONS, ECONOMIC STATUS, AND RACE/ETHNICITY

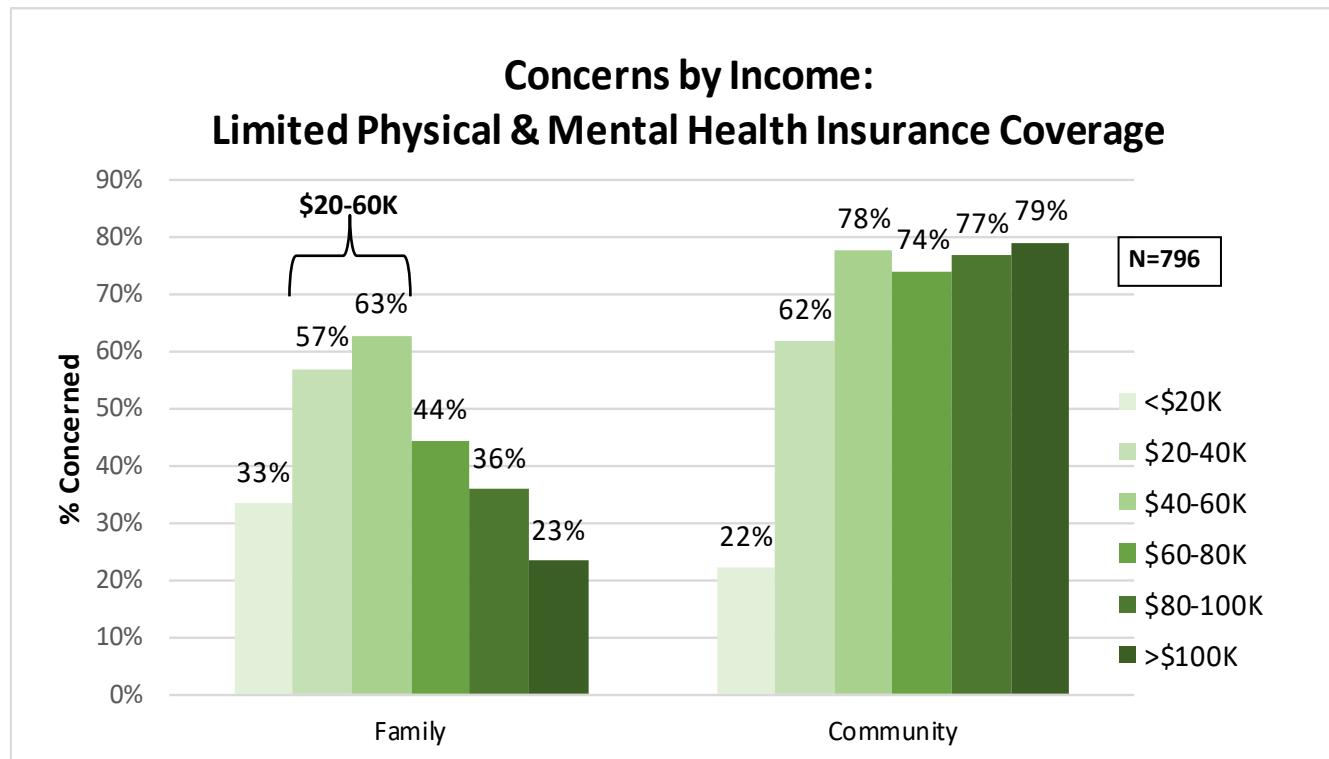
- 122 feel that community expectations make it hard for their own family to be different, 114 cited economic status, and 94 cited race/ethnicity
- 370 said both economic status and race/ethnicity are the differences that make it hardest to live and work in the community overall
- Data labels show counts rather than percentages, since respondents could pick multiple answers



* See verbatims for other issues

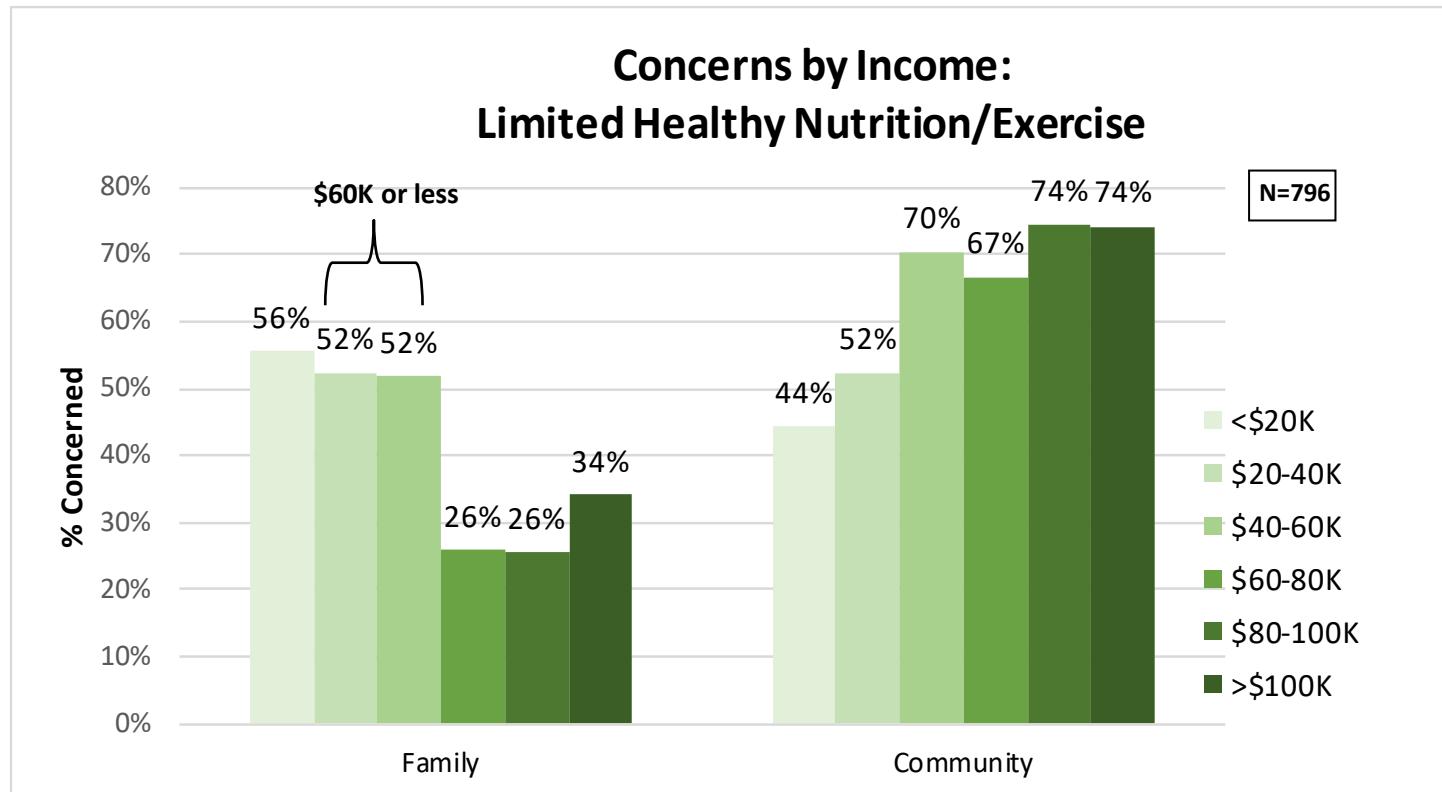
HEALTH INSURANCE: THOSE WHO EARN \$20-\$60,000 ARE MOST LIKELY TO RATE COVERAGE AS A FAMILY CONCERN

- Respondents with higher incomes are concerned about health insurance on behalf of the community
- Those with the lowest income are least likely to rank insurance a community concern, perhaps because they see higher incomes as having more access than they do
- This graph combines all concerns together: minor, moderate, and serious



NUTRITION AND EXERCISE: THOSE WHO EARN \$60,000 OR LESS EXPRESSED THE GREATEST CONCERNS ABOUT FAMILY ACCESS TO THESE RESOURCES

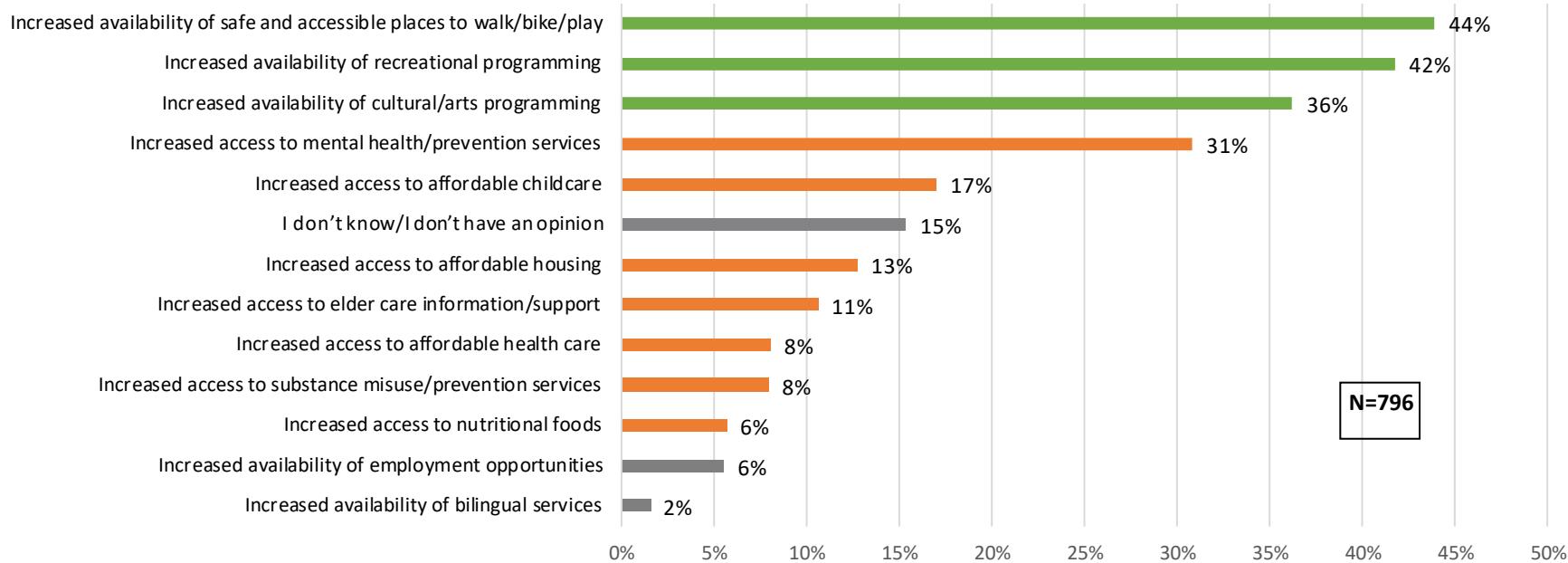
- Respondents with higher incomes are concerned about the community's access to healthy nutrition and exercise
- This graph combines all concerns together: minor, moderate, and serious



OVERALL, PEOPLE WANT MORE PLACES AND WAYS TO ENJOY LIVING AND WORKING IN MEDFIELD. MENTAL HEALTH AND PREVENTION SERVICES ARE #4.

- More affordable childcare and housing come next, followed by access to information and support for elder care

What Would Improve Your Family's Quality of Life?



Recreational services



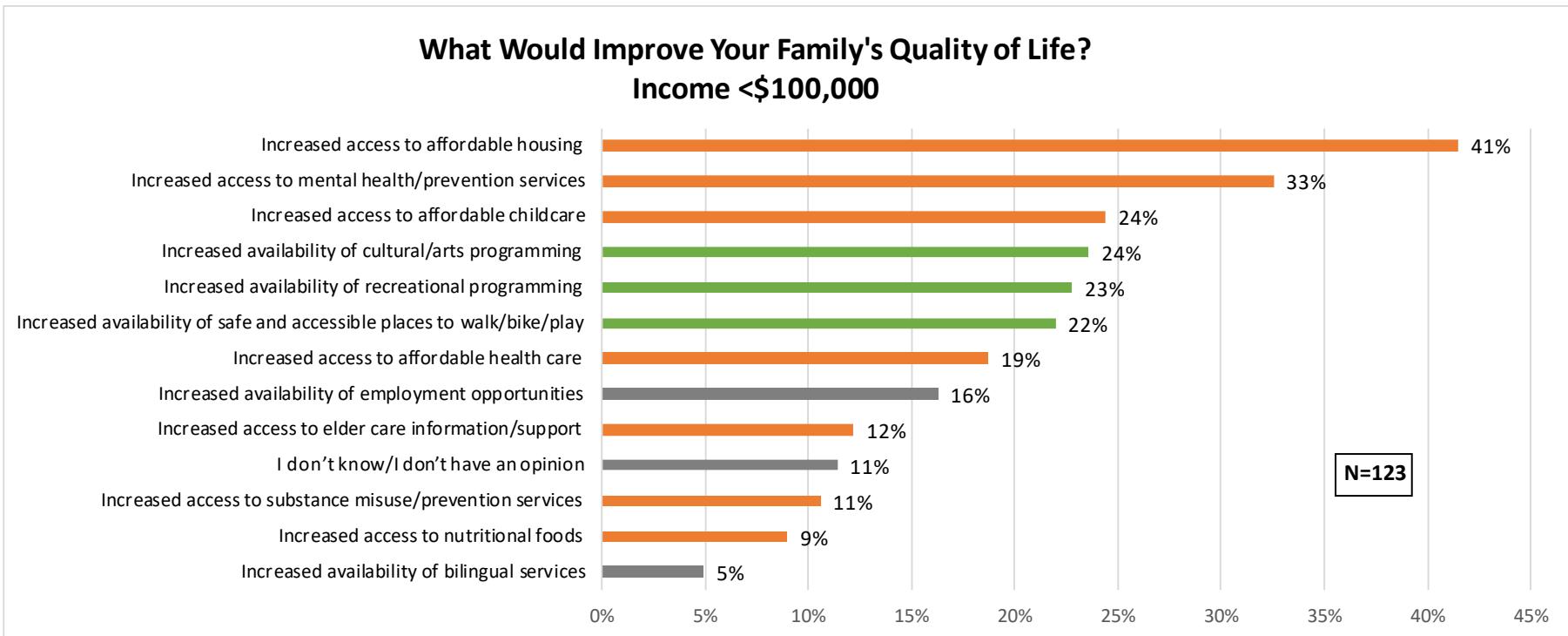
Behavioral health and
need-based services



Other services/no opinion

HOWEVER, THOSE WITH INCOME <\$100K PRIORITIZE ACCESS TO AFFORDABLE HOUSING, MENTAL HEALTH SERVICES, AND AFFORDABLE CHILDCARE

- Recreational programming and resources drop to priorities #4-6



Recreational services



Behavioral health and
need-based services



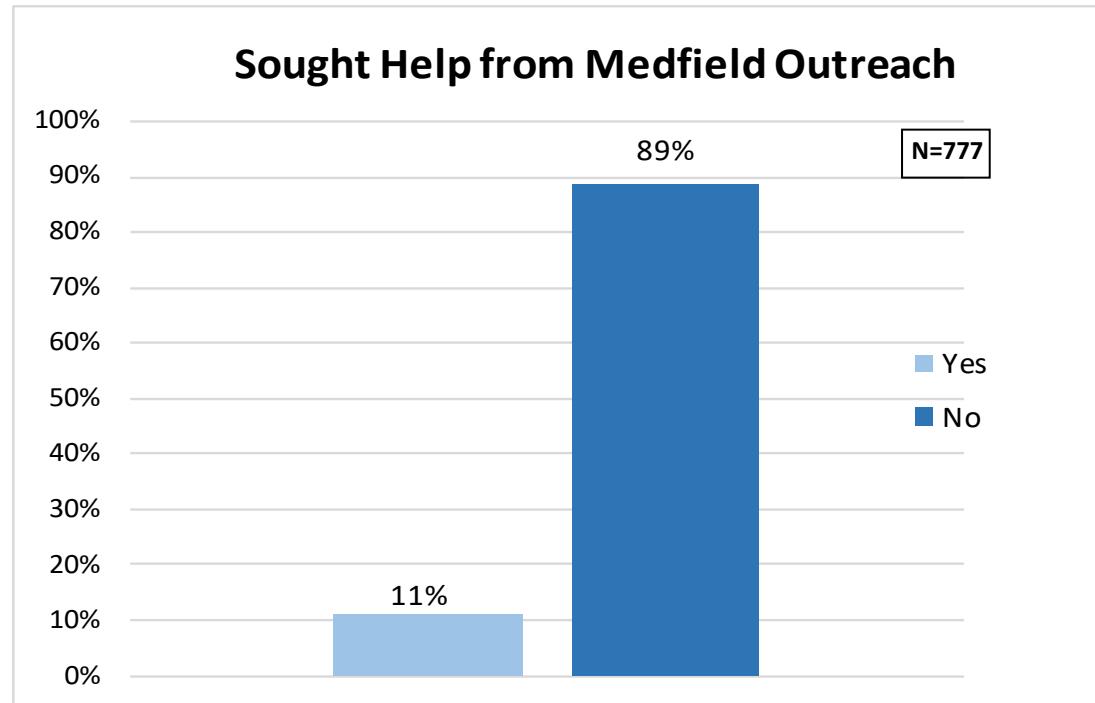
Other services/no opinion

SURVEY RESULTS

INVOLVEMENT WITH MEDFIELD OUTREACH

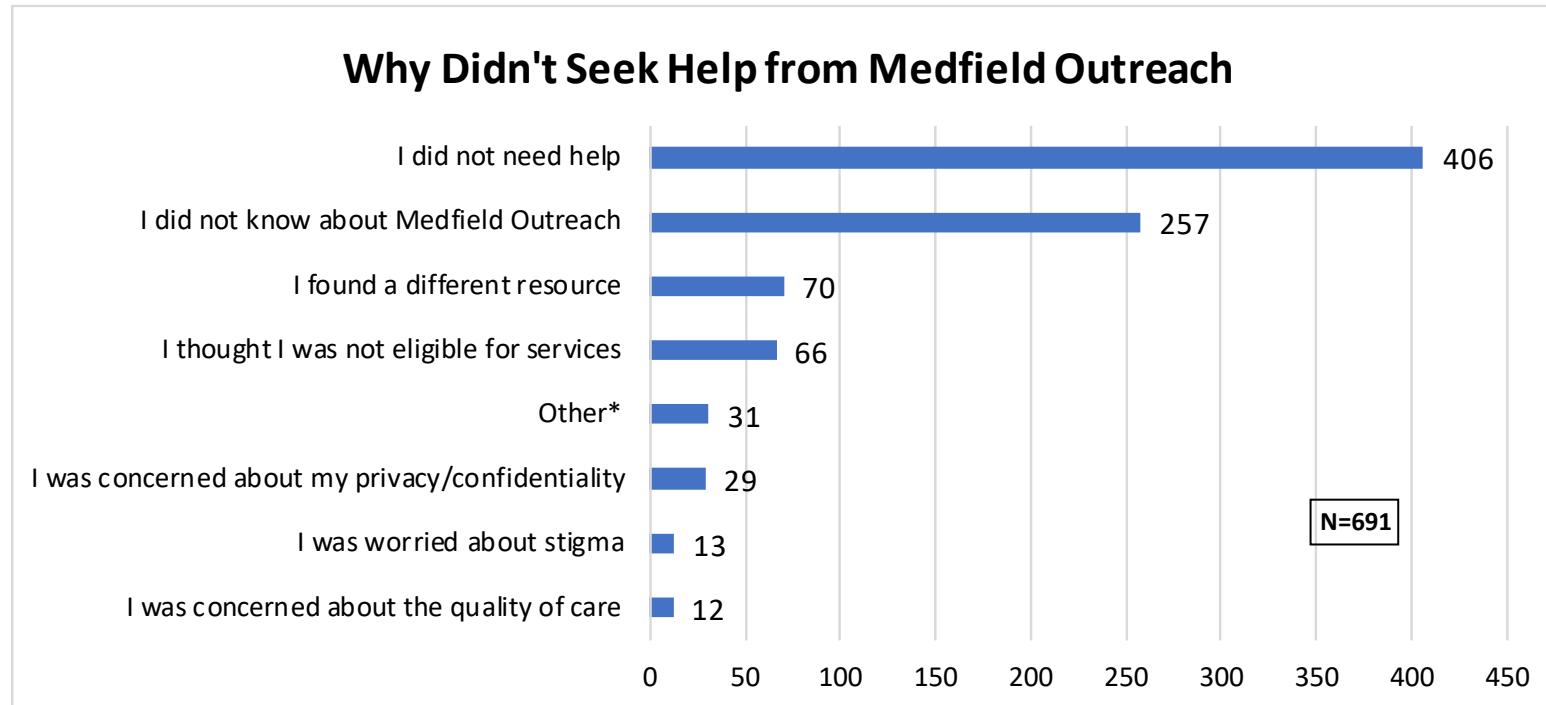
THE VAST MAJORITY OF RESPONDENTS HAVE NEVER SOUGHT OR RECEIVED MEDFIELD OUTREACH SERVICES

- Only 11% (86) have ever sought help from Medfield Outreach
- This means that most survey respondents are likely unaware of the department or/and all the services it offers
- It also means that their knowledge and concerns about issues raised in the survey have not been significantly impacted by Outreach support



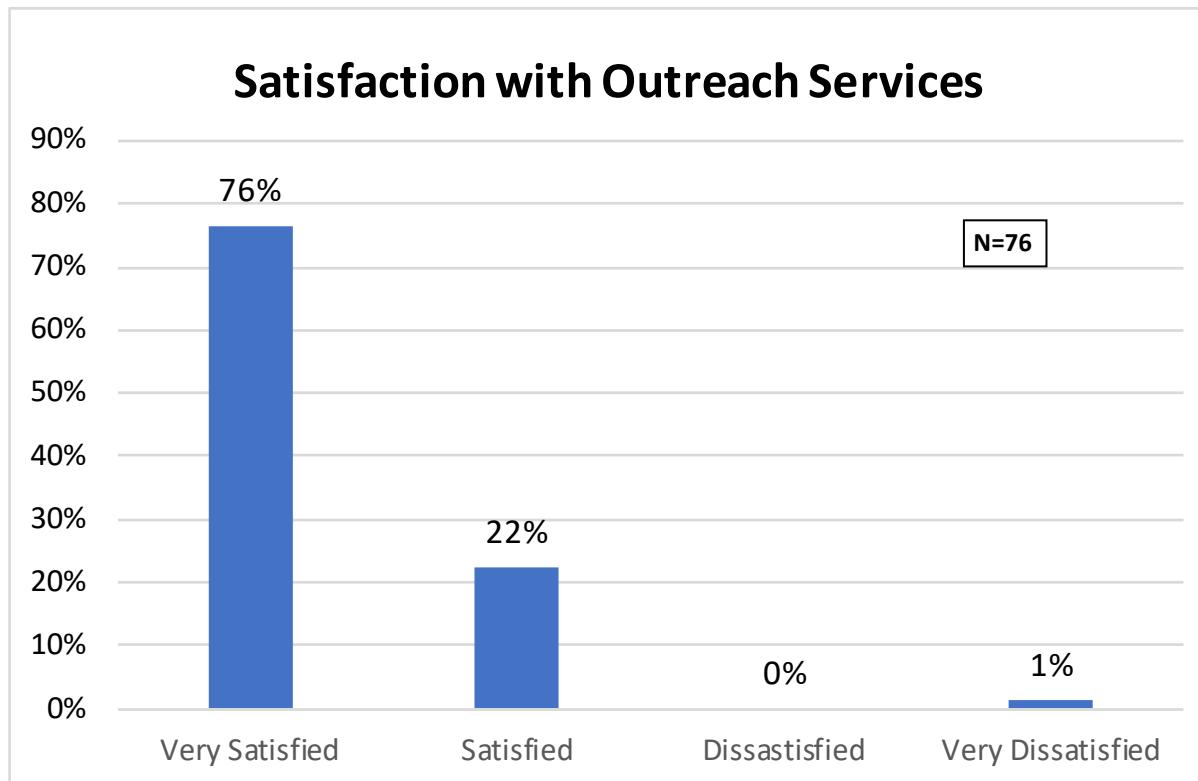
IF THEY NEEDED HELP, THE MOST COMMON REASON PEOPLE DID NOT CONTACT OUTREACH WAS THAT THEY DID NOT KNOW ABOUT IT

- 66 respondents thought they were not eligible for services; verbatims mention misconceptions that services are just for youth or for low-income residents
- Confidentiality, stigma, and concerns about quality seem to be relatively small issues
- Since respondents could choose more than one answer, data labels show counts rather than percentages



OF THOSE WHO DID SEEK HELP FROM OUTREACH, NEARLY ALL WERE SATISFIED OR VERY SATISFIED WITH THE SERVICES THEY RECEIVED

- 98% were either satisfied or very satisfied with the services
- 76 current or former clients answered the satisfaction question
- The next section compares client and non-client awareness of Outreach services

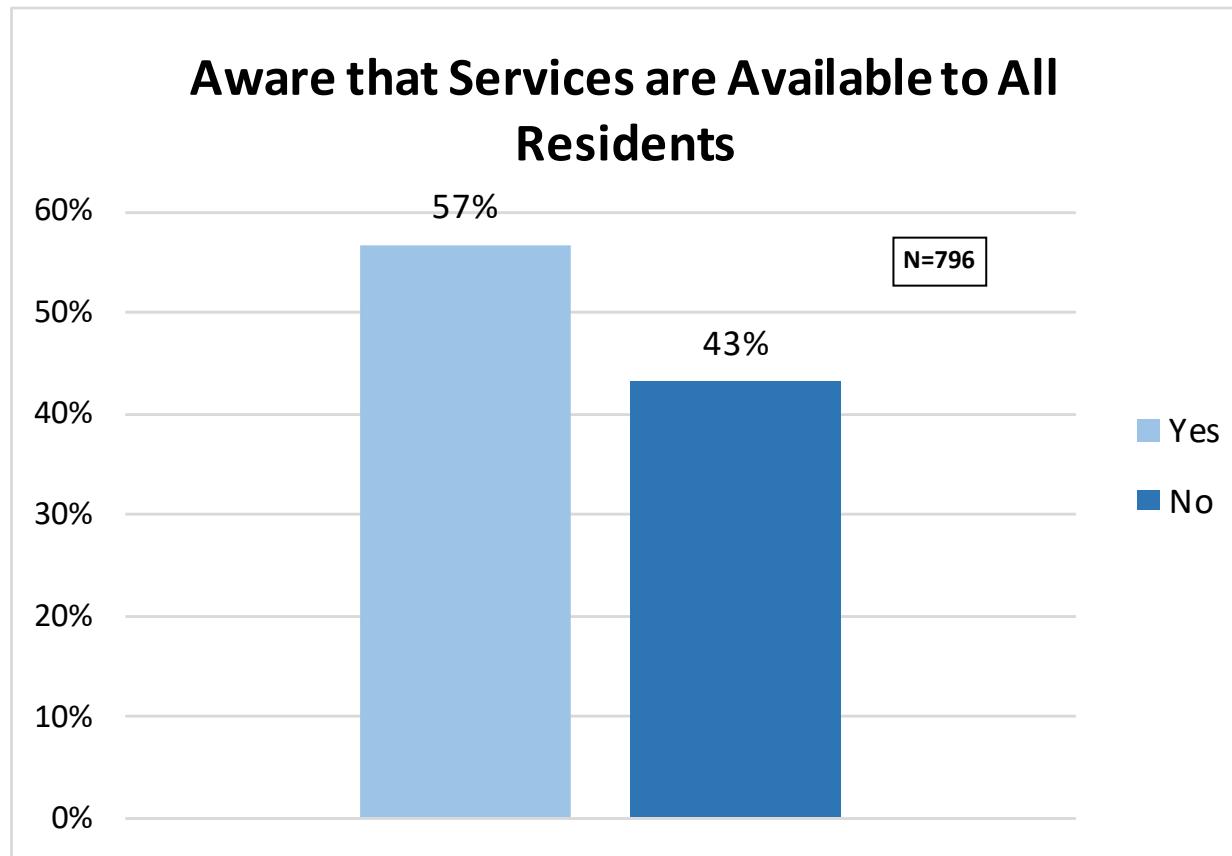


SURVEY RESULTS

AWARENESS OF MEDFIELD OUTREACH

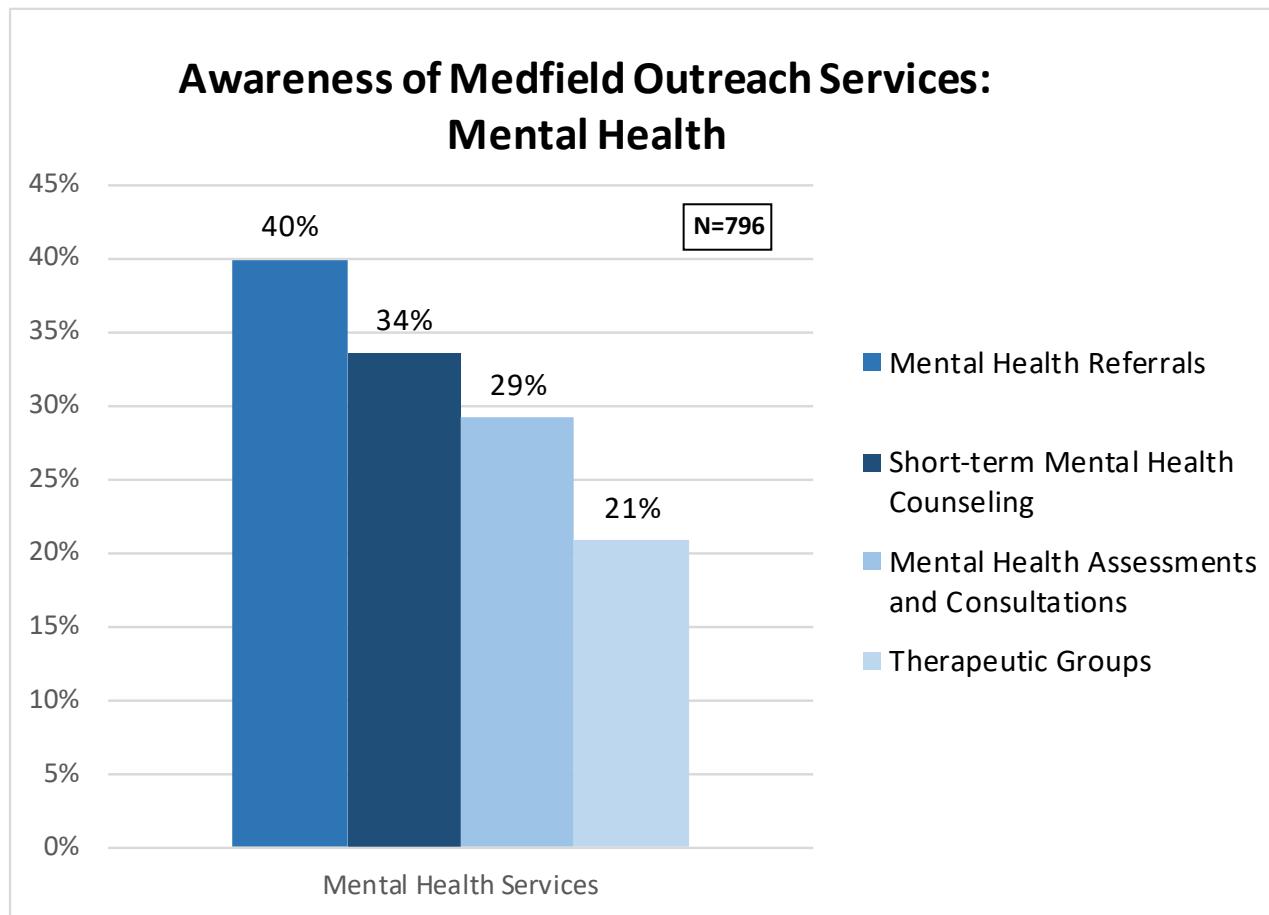
NEARLY HALF OF ALL RESPONDENTS WERE SURPRISED TO LEARN THAT OUTREACH SERVICES ARE AVAILABLE TO ALL RESIDENTS

- Verbatims mention misconceptions that services are just for youth or just for low-income residents



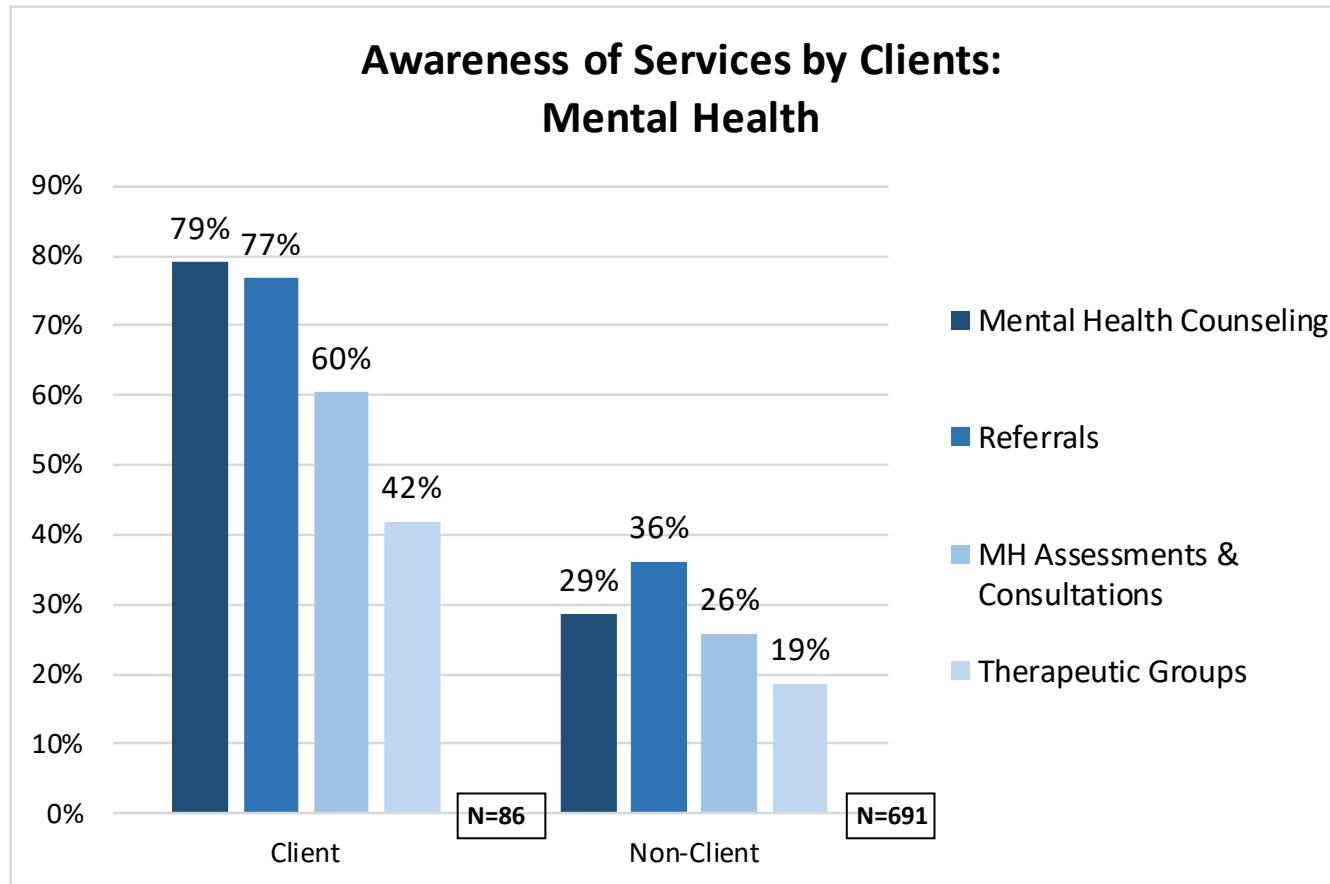
40% OF THE GENERAL POPULATION IS AWARE THAT MEDFIELD OUTREACH PROVIDES MENTAL HEALTH REFERRALS

- Therapeutic groups are the least well-known service. They have not been running since 2019 due to the pandemic.



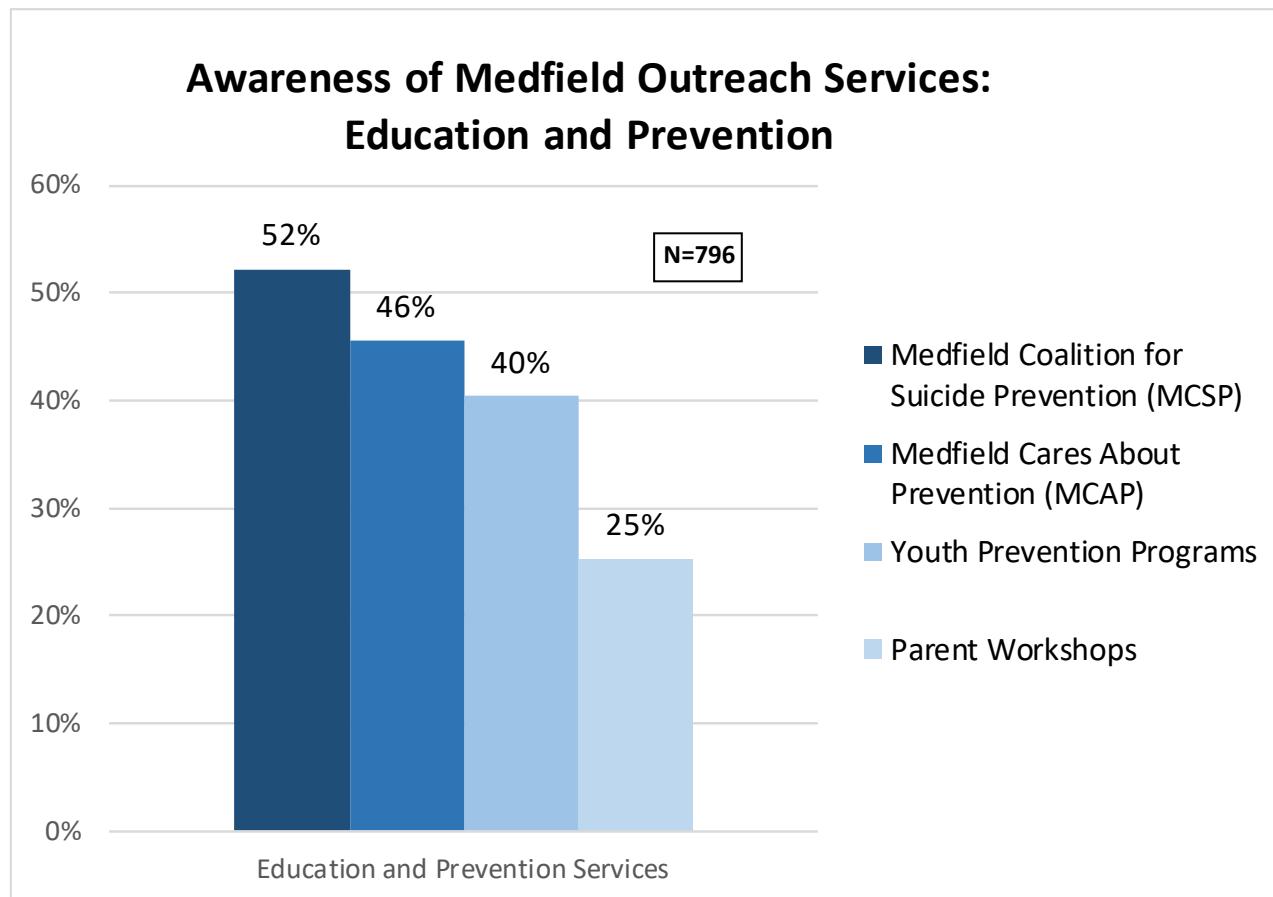
BUT NEARLY 80% OF OUTREACH CLIENTS KNOW ABOUT OUTREACH'S COUNSELING AND REFERRAL SERVICES

- Therapeutic groups are the least well-known service. They have not been offered since 2019 due to the pandemic.



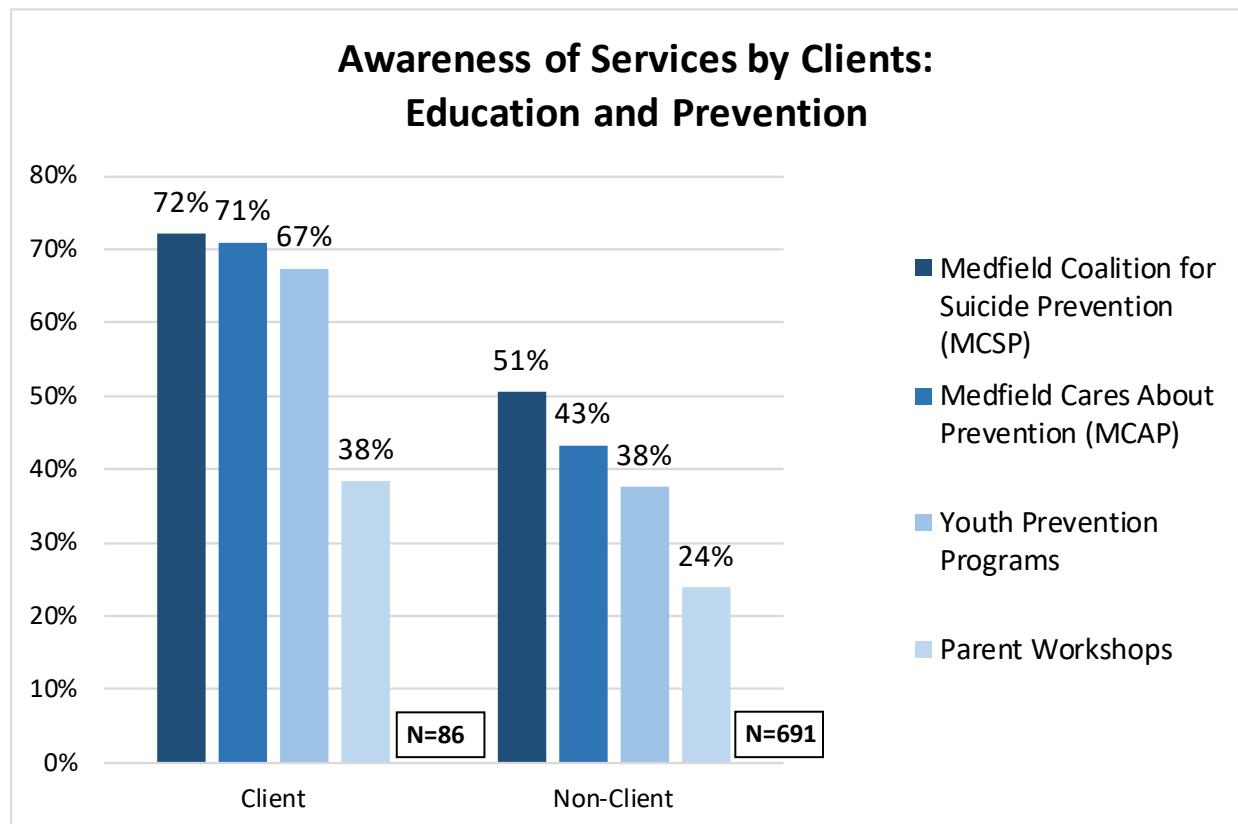
PREDICTABLY, RESPONDENTS ARE MOST AWARE OF MCSP AND MCAP, THE MOST VISIBLE OF OUTREACH'S PREVENTION PROGRAMS

- 52% know about Medfield Coalition for Suicide Prevention and 46% know about Medfield Cares About Prevention
- 40% know about youth prevention programs



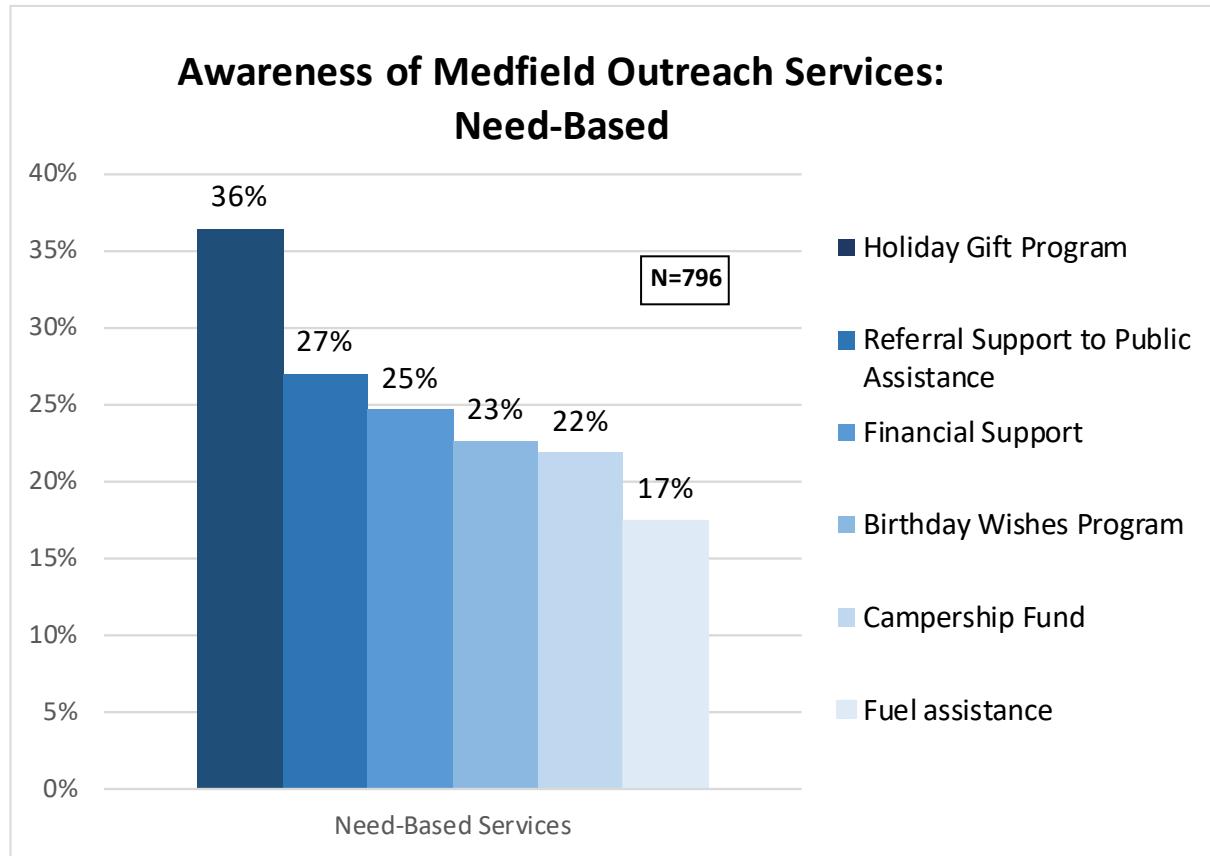
BUT MORE CLIENTS KNOW ABOUT MCSP AND MCAP THAN NON-CLIENTS Do

- 72% of clients know about MCSP and 71% know about MCAP
- 67% of clients know about youth prevention programs
- The levels of client and non-client awareness are closest in this category



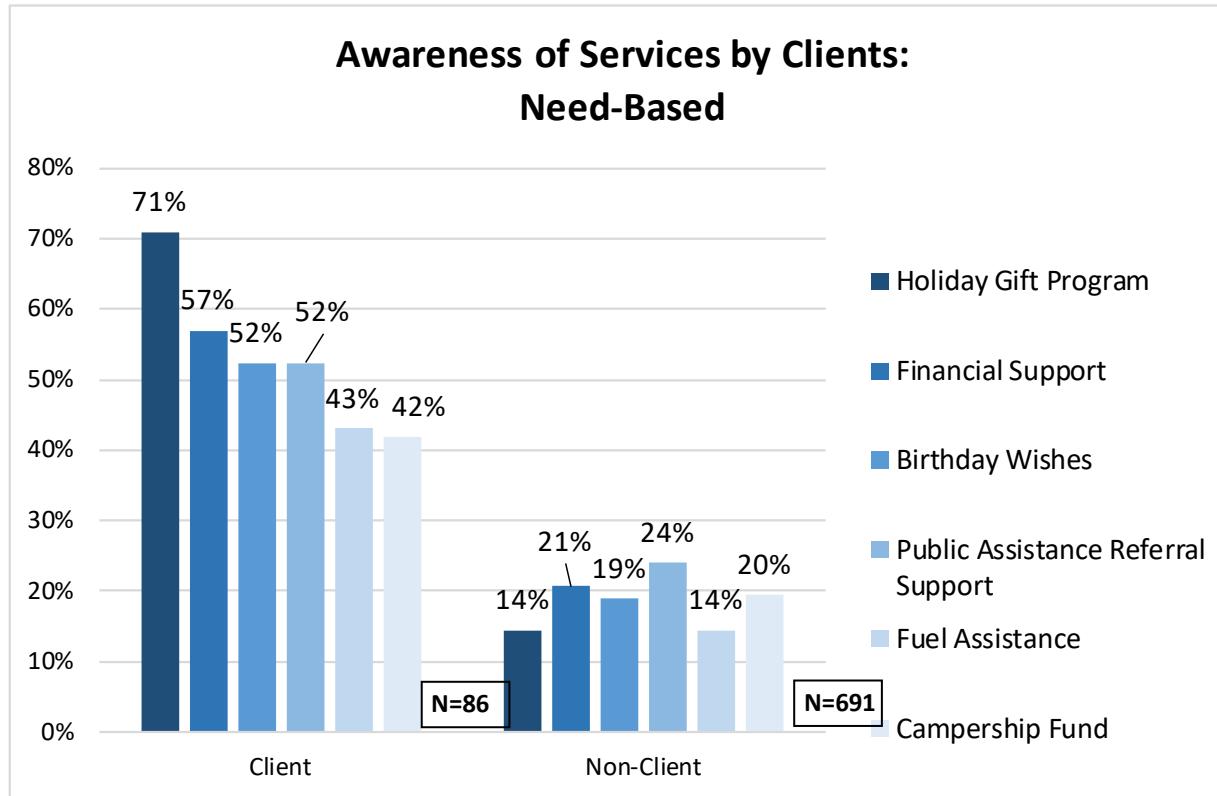
36% OF ALL RESPONDENTS KNOW ABOUT THE HOLIDAY GIFT PROGRAM

- Awareness of the other programs drops off to about 25% or less, no doubt due to lack of personal experience with these confidential services



AMONG CLIENTS, 71% KNOW ABOUT THE HOLIDAY GIFT PROGRAM, 57% KNOW ABOUT FINANCIAL SUPPORT

- Birthday Wishes and Public Assistance Referral come in at 52% for clients
- Need-based programs and mental health programs show a similar disparity between client and non-client awareness



Note: the Angel Run funds the Financial Support program

THE SURVEY PROMPTED 391 DIFFERENT OPEN RESPONSES

- For complete verbatims, see the appendix of the 2022-2027 strategic plan

middle different concerns
parents anxiety programs need think son able others
want mental health kids covid white concern
bullying needs family care good enough time education student
better children school know diversity
families people resources challenges public
difficult staff just please
struggling town hard youth
support feel ago issues students
high new years schools residents access helpful
parent find great work child counseling
affluent resident sports go
experience available differences free

APPENDIX

APPENDIX CONTENTS

This section includes graphs with less dramatic findings

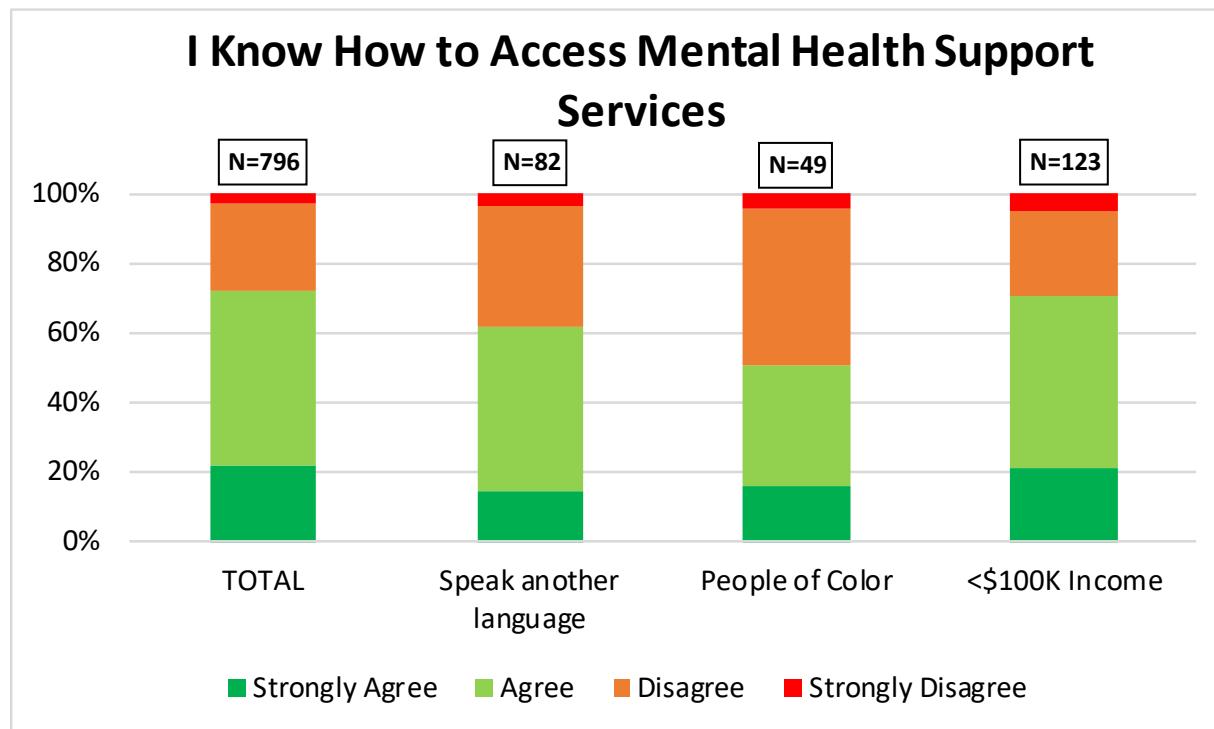
The results reinforce that “we know what we don’t know,” prompting heightened awareness and further exploration

Contents:

1. Accessing Mental Health Support Services by Sub-Groups
2. Identifying Mental Health Issues by Sub-Groups
3. Accessing Substance Misuse by Sub-Groups
4. Identifying Substance Misuse Issues by Sub-Groups
5. Substance Misuse Concern by Age
6. The Intersection of Three Concerns

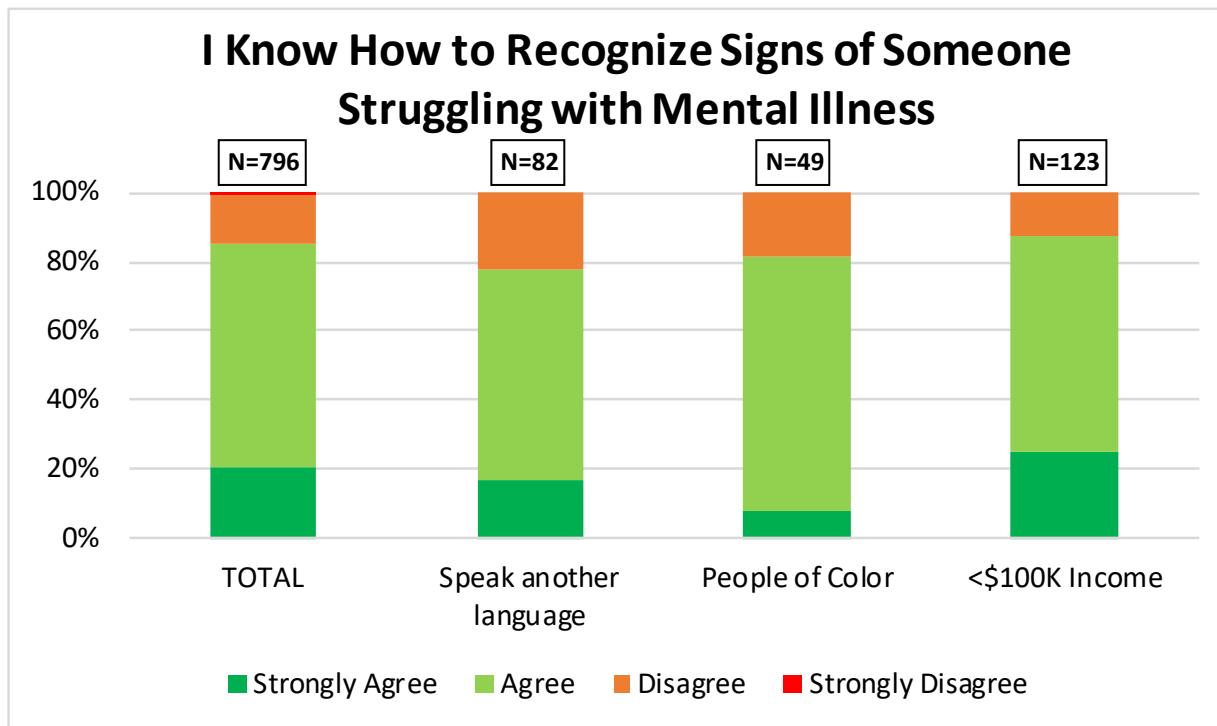
RESPONDENTS OF COLOR ARE MORE LIKELY TO SAY THEY DO NOT KNOW HOW TO ACCESS MENTAL HEALTH SUPPORT

- The responses from these sub-groups are not that different from the total population
- Research shows that people of color and those who speak a language other than English at home are disproportionately impacted by mental health issues



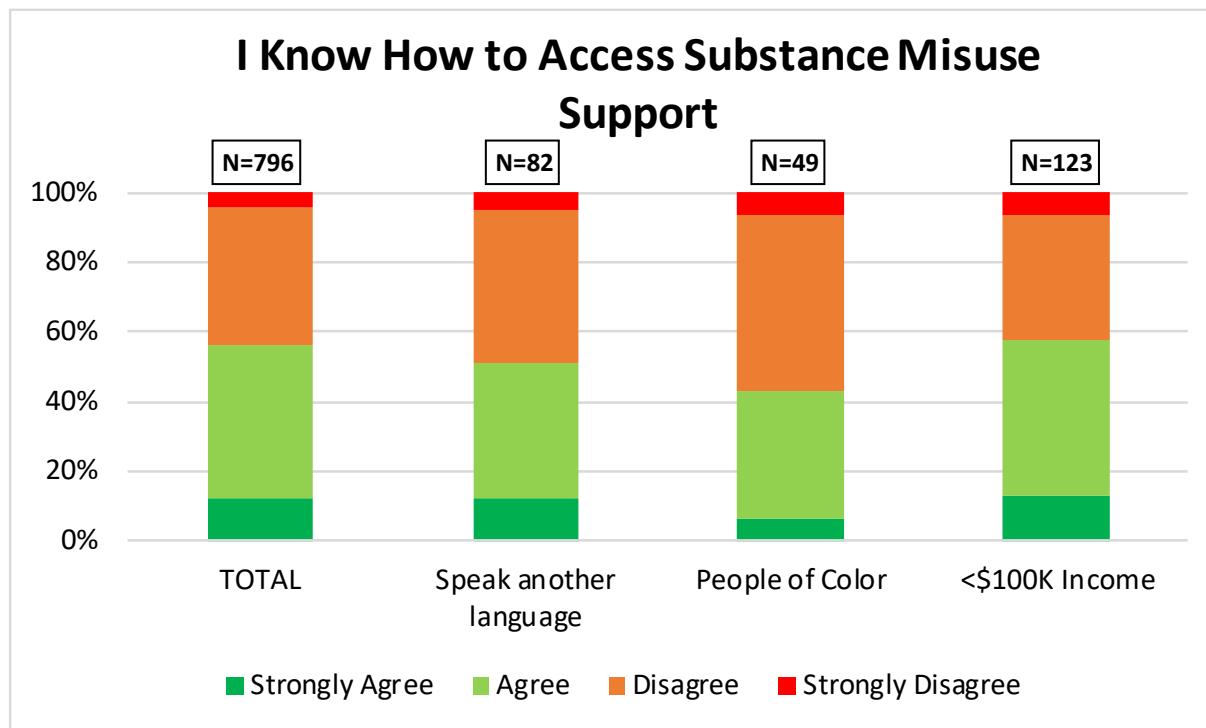
RESPONDENTS WHO SPEAK ANOTHER LANGUAGE ARE MORE LIKELY TO SAY THEY DO NOT RECOGNIZE SIGNS OF MENTAL ILLNESS

- The responses from these sub-groups are not that different from the total population
- Research shows that people of color and those who speak a language other than English at home are disproportionately impacted by mental health issues



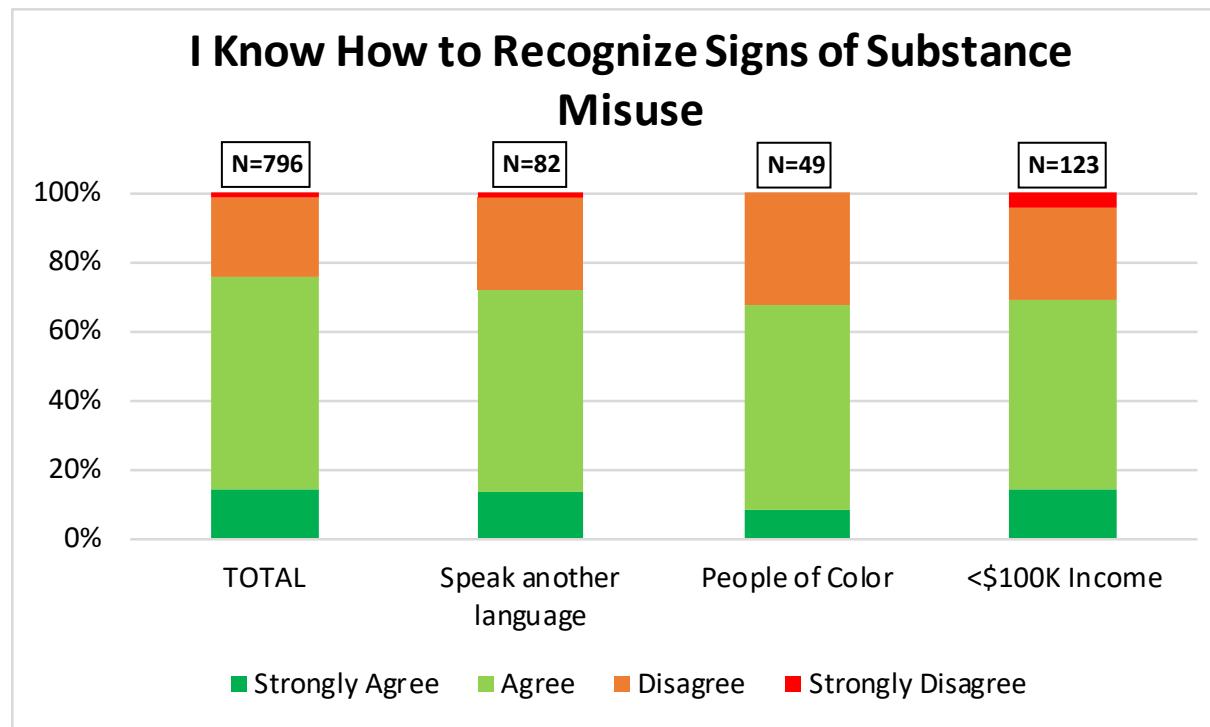
PEOPLE OF COLOR AND THOSE WHO SPEAK ANOTHER LANGUAGE ARE LEAST SURE ABOUT HOW TO ACCESS SUBSTANCE MISUSE SUPPORT

- The responses from these sub-groups are not that different from the total population
- Research shows that people of color and those who speak a language other than English are disproportionately impacted by substance misuse issues



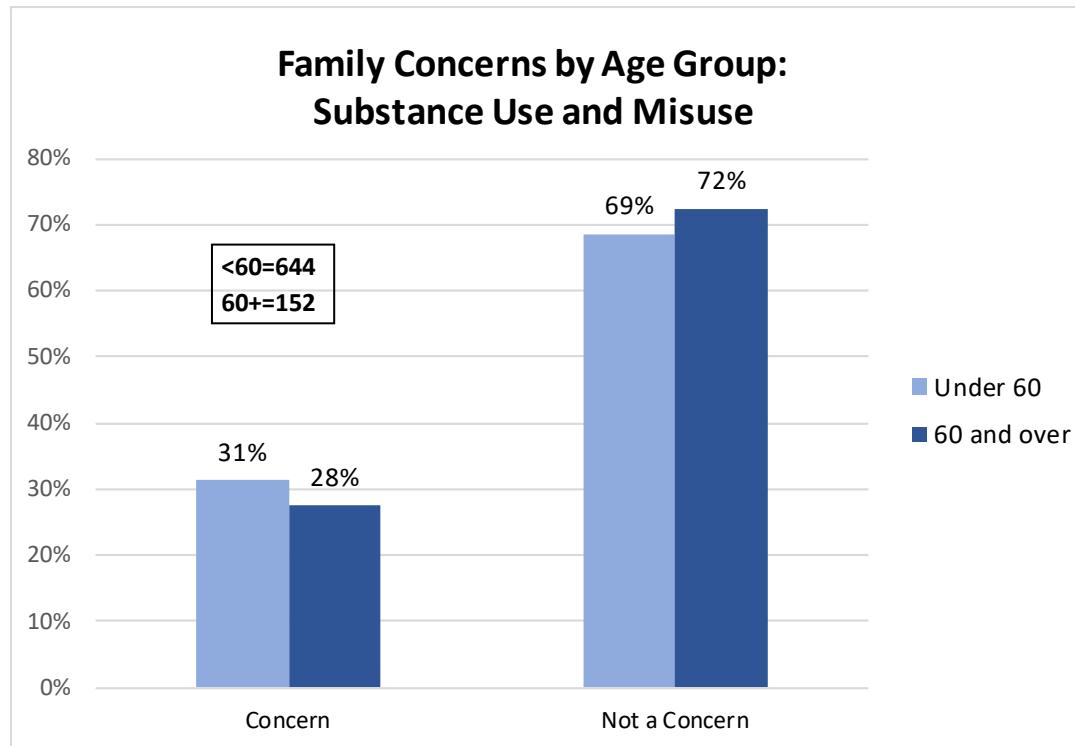
MORE PEOPLE OF COLOR AND THOSE WITH INCOMES BELOW \$100K SAY THEY DO NOT KNOW HOW TO RECOGNIZE SUBSTANCE MISUSE

- The responses from these sub-groups are not that different from the total population
- Research shows that people of color and those with low incomes are disproportionately impacted by substance misuse issues



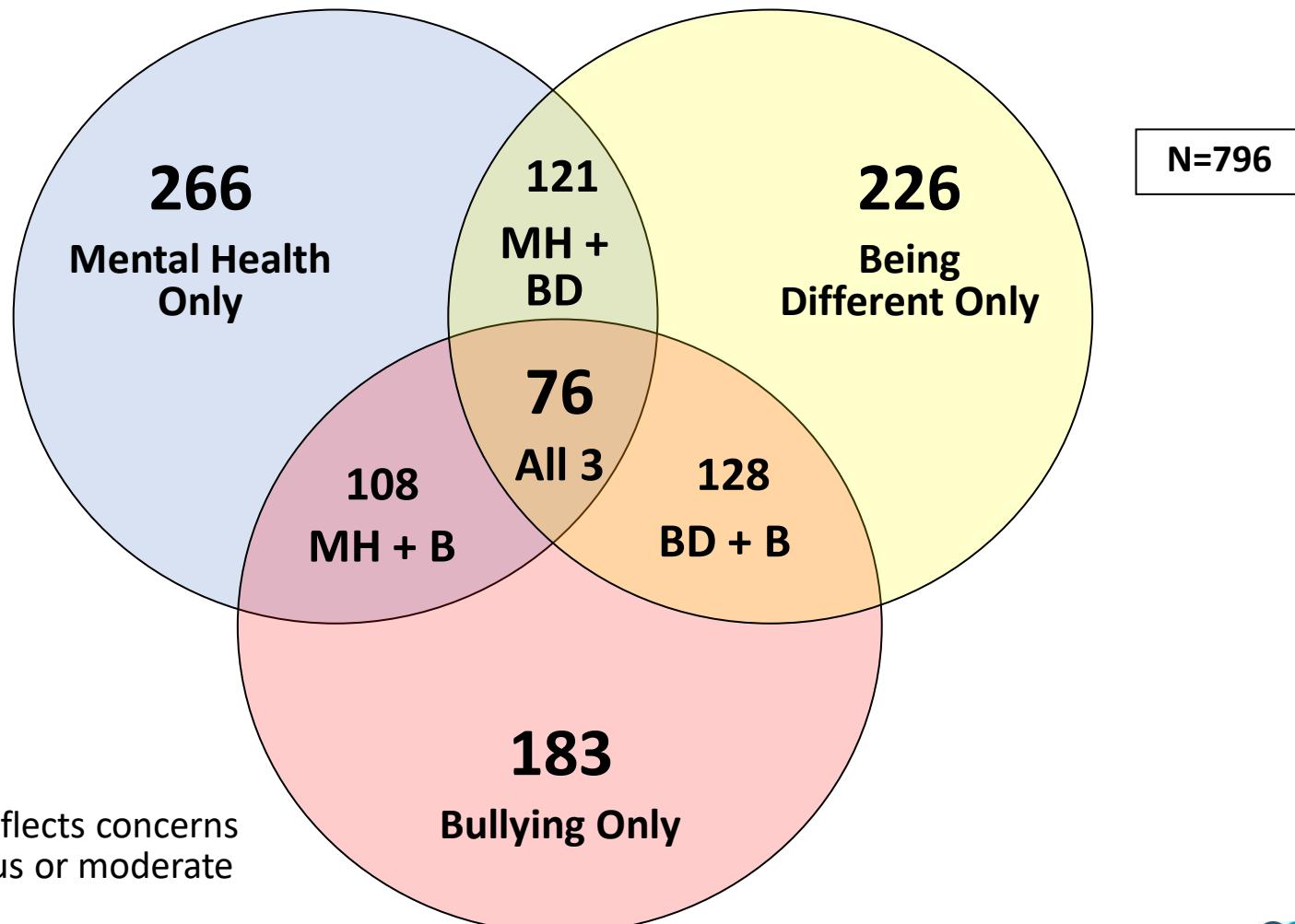
YOUNGER AND OLDER RESIDENTS ARE EQUALLY CONCERNED ABOUT SUBSTANCE USE AND MISUSE IN THE MEDFIELD COMMUNITY

- This chart combines all concerns together: minor, moderate, and serious



76 FAMILIES, OR 10% OF ALL RESPONDENTS SHARE THREE CONCERNS: MENTAL HEALTH, BEING DIFFERENT, AND BULLYING

- In Outreach's experience, these three concerns tend to cluster together in Medfield families



- Note: Chart reflects concerns rated as serious or moderate

FOR MORE INFORMATION:

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