

North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

**NC-TOPPS**

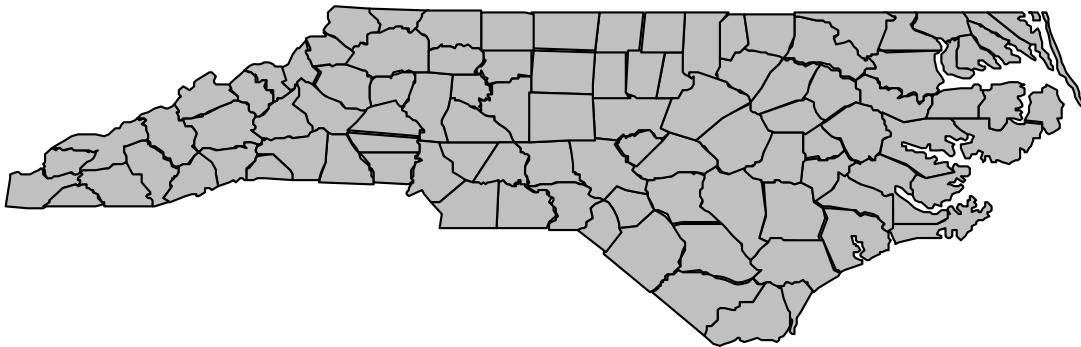
North Carolina Treatment Outcomes and Program Performance System

**Adult Mental Health Consumers:  
Smoky Mountain LME**

**Initial Interviews**

**July 1, 2010 through June 30, 2011**

This report includes consumers receiving mental health services, and those receiving both mental health and substance abuse services.



Data Collected By: Center for Urban Affairs and Community Services (CUACS)  
NC State University

Report Produced By: Institute for Community-Based Research  
National Development & Research Institutes, Inc. (NDRI)

Prepared For: Quality Management Team  
Community Policy Management Section  
DMH/DD/SAS  
NC DHHS

July 2011



## Introduction

This report is available to Local Management Entities, providers and the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services on data gathered for mental health consumers through the North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS). It provides information gathered through the online NC-TOPPS Initial Interview and includes charts, tables and text information on mental health consumers' demographic characteristics, symptoms, behaviors and activities, service needs, supports and barriers, family and housing issues and outcome measures collected through an interviews with consumers at the beginning of treatment. It should be noted that not every data element or response category on the NC-TOPPS Initial Interview is displayed in this report.

Please note that the charts and tables may not always match online queries that you may conduct. The data used in these reports will not necessarily reflect the same points in time. In addition, NDRI who produces these reports cleans the data and removes apparent duplicates prior to preparing the tables and charts.

Additional information about NC-TOPPS and printable version of the interviews are available at <http://www.ncdhhs.gov/mhddsas/nc-topps/>

## General Information on Interpreting Tables

- Types of Statistics**
- ▶ A count shows the actual number of clients.
  - ▶ A percentage is the number of clients with a characteristic or behavior divided by all the clients in the group of interest multiplied by 100. Percentages will be designated with a % sign next to the number.
  - ▶ An average is the sum of a set of observations divided by the total number of observations. When a number in a cell is an average, the word average will appear in the row descriptor.
  - ▶ A median is the middle number in a set of numbers, arranged from lowest to highest. For example, the median for the following numbers: 9, 12, 12, 15, 17, 20, **22**, 23, 25, 28, 31, 35, 62 is the bolded number, 22. Medians are important measures of central tendency, especially when a mean may be skewed by a very high or very low value. When a number in a cell is a median, the word median will appear in the row descriptor.
- Missing Data** For many of the NC-TOPPS forms received, a particular item or question may have been left blank. In calculating the means, medians, and percentages in cells of questionnaire items, this missing data is excluded from the calculation. For example, program X may have submitted 50 assessments but in 2 of the assessments, gender was left blank. When the percent of males is calculated, the 25 males are shown as 52% (25/48\*100).
- Denominator** The denominator for nearly all percentages is the number of cases shown on the bottom left of the page minus item missing data. All exceptions to this general rule are **specifically noted** with appropriate text in the graphic or table. This text will state which group is included or excluded from the denominator, such as "of those in the labor force" or "of those with children."
- Multiple Response** "Multiple response" indicates a "mark all that apply" type question in which more than one response to a question is allowed. The total of responses may add to greater than 100%. Examples are health insurance or diagnoses. This is in contrast to items such as gender where only a single response is allowed.
- Definitions of terms** The appendix at the end of the report gives definitions of acronyms, abbreviations, and other terms used in this report.

### Special notes:



**Initial Interviews Received June 1, 2010 through June 30, 2011**  
**Adult Mental Health Consumers**  
**Smoky Mountain LME**

This table shows the number of consumers in this report by provider location.

<b>Provider</b>	<b>City</b>	<b>ProviderID</b>	<b>Number</b>
A Caring Alternative	Morganton	3025	13
Appalachian Community Services	Franklin	1075	4
Appalachian Community Services	Hayesville	1154	3
Appalachian Community Services	Robbinsville	3463	5
Barium Springs Home for Children	Franklin	245	6
Barium Springs Home for Children	Wilkesboro	33354	1
D. Duncan Sumpter dba Appalachian Community Services	Murphy	237	107
Easter Seals UCP NC	Morganton	3038	52
Haywood Psychological Services	Waynesville	1365	2
Jackson County Psychological Services	Sylva	240	10
Lawson Support Services	North Wilkesboro	2980	23
Lawson Support Services	Sparta	2310	21
McLeod Center	Boone	3991	2
Meridian Behavioral Health Services	Sylva	15	156
Meridian Behavioral Health Services	Waynesville	864	214
Meridian Behavioral Health Services	Waynesville	2330	56
Meridian Behavioral Health Services (Adult Recovery Education Center)	Franklin	3783	16
Meridian Behavioral Health Services (Child Services)	Marble	1494	60
New River Behavioral HealthCare	Boone	2233	28
New River Behavioral HealthCare	Boone	2247	63
New River Behavioral HealthCare	Jefferson	2246	59
New River Behavioral HealthCare	Lenoir	3048	145
New River Behavioral HealthCare	Marion	3134	73
New River Behavioral HealthCare	Newland	2248	51



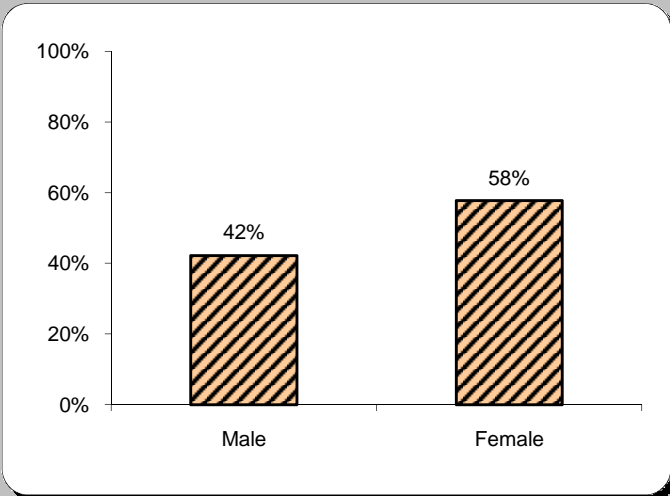
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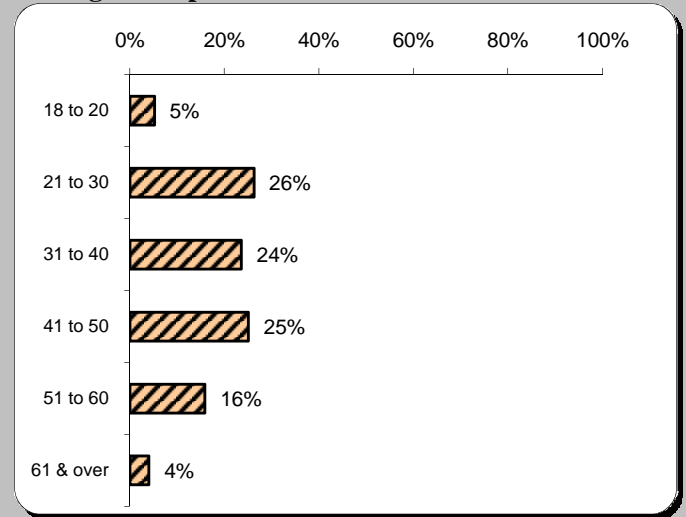
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New River Behavioral HealthCare	North Wilkesboro	2244	139
New River Behavioral HealthCare	Sparta	2243	23
New River Behavioral HealthCare	Taylorsville	2991	116
New River Behavioral HealthCare	Wilkesboro	3180	213
Quality Family Services	Lenoir	2966	2
Quality Family Services	Morganton	2949	17
ResCare HomeCare	Sylva	1726	3
Strategic Interventions, Inc.	Nebo	2990	43
Triumph (Saguaro)	North Wilkesboro	2569	14
Universal MH/DD/SAS	Morganton	2970	7
Total			1747

**1-1: Gender**



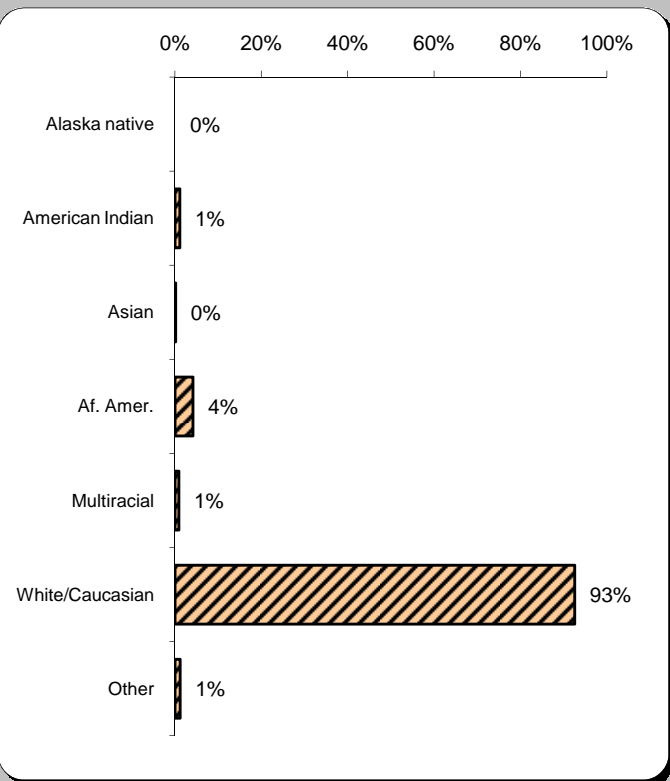
**1-4: Age Group**



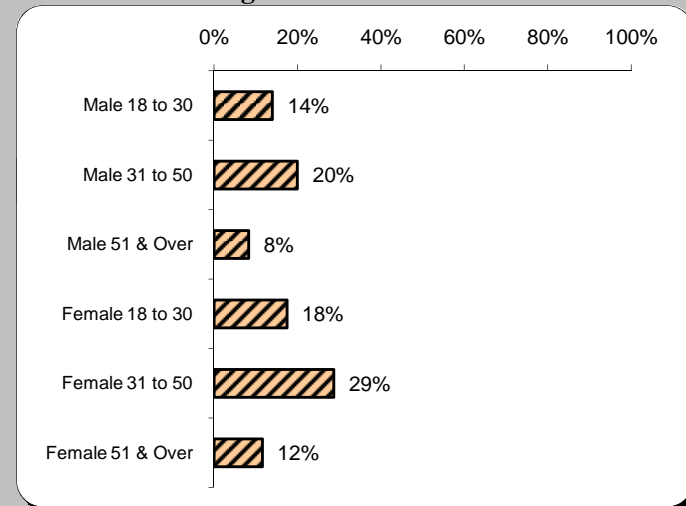
**1-2: Hispanic Origin**

Of the Smoky Mountain LME consumers, 2% indicate that they are of Hispanic, Latino, or Spanish origin.

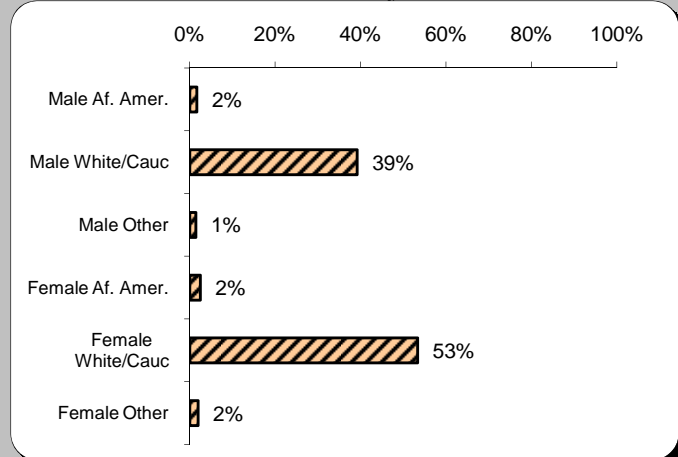
**1-3: Race/Ethnicity**



**1-5: Gender and Age**



**1-6: Gender and Race/Ethnicity**



**2-1: Co-Occurring Status**

Services/Supports areas	%
Mental Health only	70%
Mental Health and Substance Abuse	30%

**2-2: Among Co-Occurring Consumers, Type of Treatment Professional Providing Services/Supports**

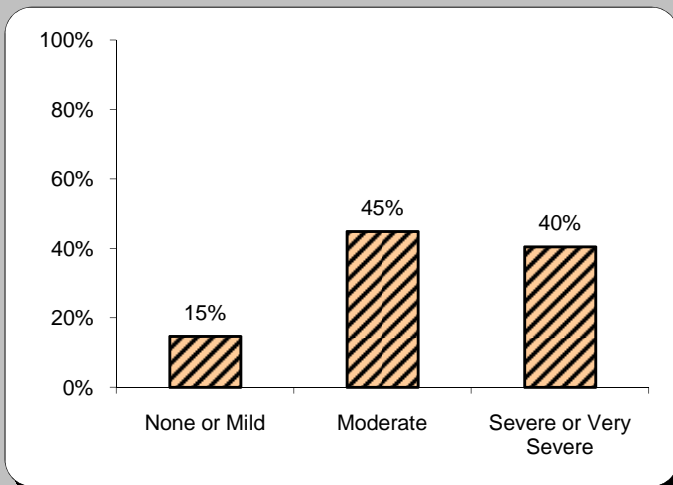
Type of Qualified Professional (QP)	Number
QP in Mental Health	89
QP in Substance Abuse	28
QP in both	402
Total Co-Occurring Consumers	519

**2-3: DSM-IV Diagnoses**

Diagnostic Category	%
Major Depression	43%
Schizophrenia	12%
Bipolar disorder	23%
Anxiety disorder	31%
Post-traumatic stress disorder	19%
Personality disorder	4%
Alcohol Abuse	5%
Alcohol Dependence	14%
Drug Abuse	6%
Drug Dependence	19%

\* Only most commonly diagnosed conditions shown.

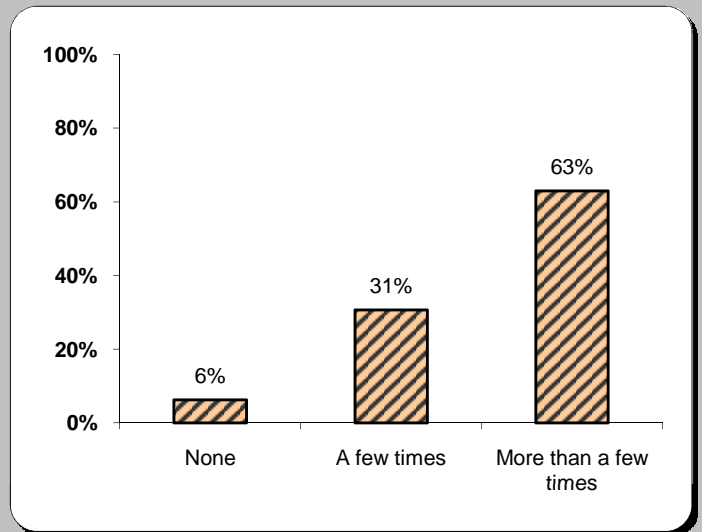
**2-4: Severity of Mental Health Symptoms, Past Month**



**2-5: General Assessment of Functioning (GAF)**

Among Smoky Mountain LME consumers, the average GAF score was 44.8 and the median score was 45.

**2-6: How Often Problems Interfere with Work, School, or Other Daily Activities, Past 3 Months**



**2-7: Behavior Problems and Symptoms**

	%
Suicidal attempts, ever	36%
Suicidal thoughts	43%
Tried to hurt or cause self pain	13%
Hit/physically hurt another person	11%

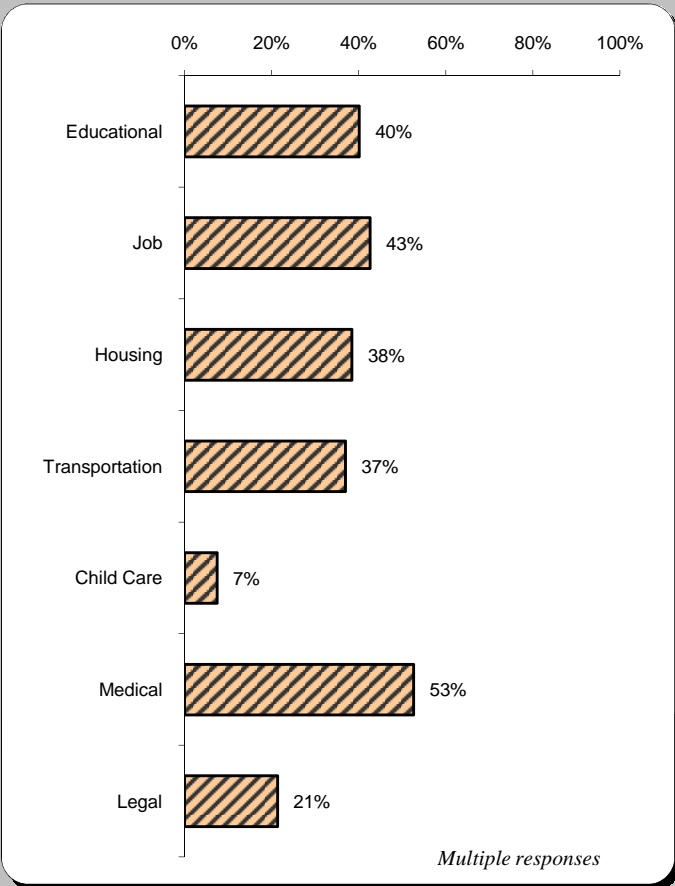
**2-8: Experienced Violence**

Physical violence, past 3 months	11%
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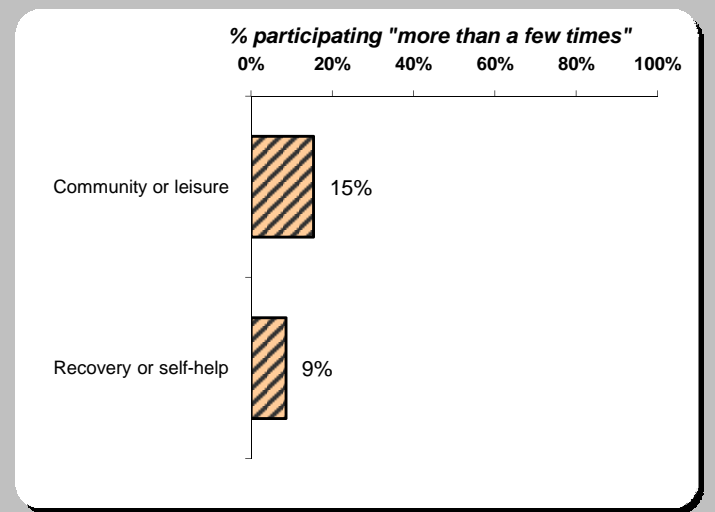
**2-9: Arrests and Criminal Justice Involvement**

Arrested in past year	20%
Arrested in past month	5%
Current Criminal Justice System supervision	14%
Nights in jail or detention past 3 months	9%

**3-1: Service Needs Rated "Very Important"**



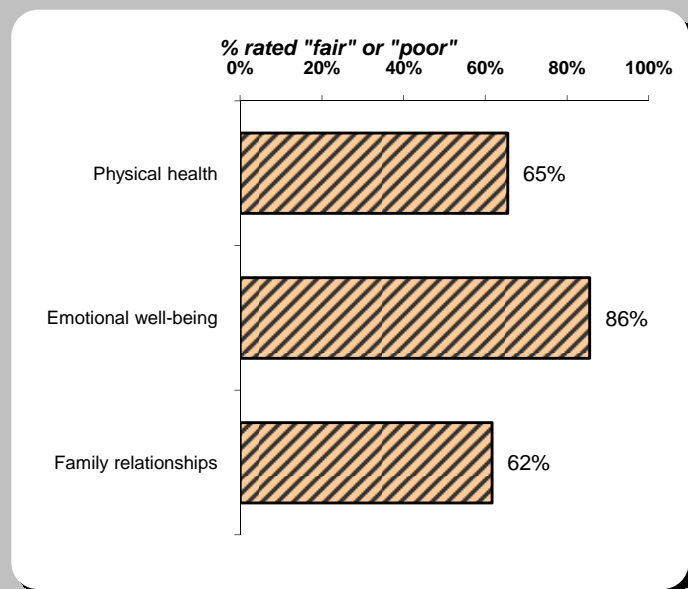
**3-3: Consumer Participation in Positive Activities, Past 3 Months**



**3-4: Support for Recovery**

Among those consumers with family or friends, 88% indicate that their family and/or friends will be supportive of their treatment and recovery efforts.

**3-2: Consumer Ratings on Quality of Life**

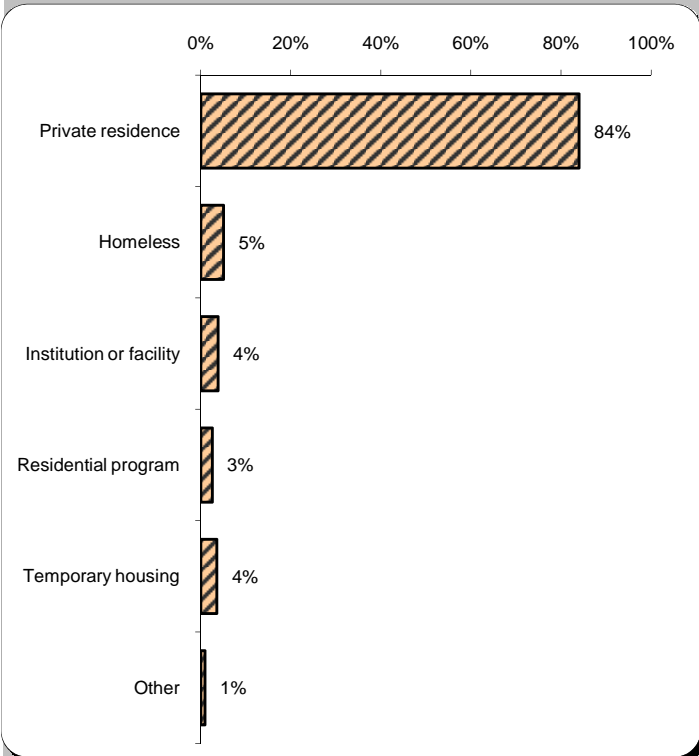


**4-1: Employment, Past 3 Months**

60% of Smoky Mountain LME consumers are in the labor force. This means that they are working, or unemployed and looking for work.

Of those in the labor force...	
Employed full-time	15%
Employed part-time	17%
Unemployed (seeking work)	67%

**4-2: Where Lived in the Past 3 Months**



Note: Of Smoky Mountain LME homeless consumers, 49 were in shelters and 39 were not in shelters.

**4-3: Homeless Nights, Past 3 Months**

Among Smoky Mountain LME consumers, 9% reported night(s) homeless during the past 3 months.

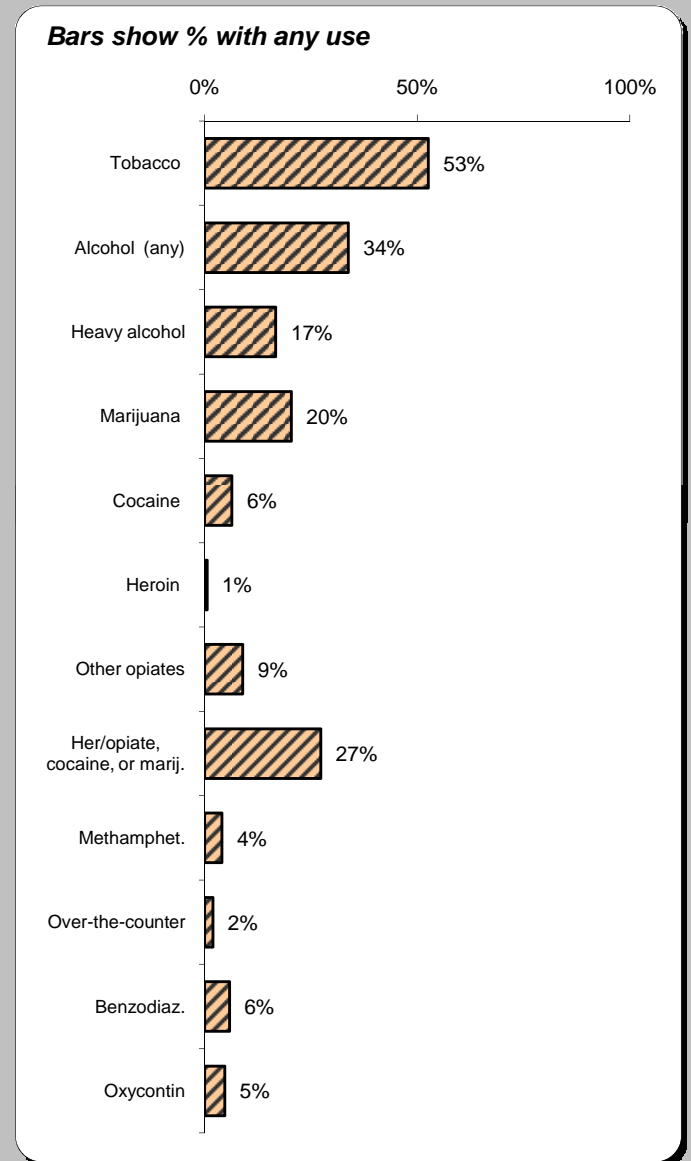
**4-4: Times Moved Residences in the Past Year**

No moves	57%
Moved once	22%
Moved two or more times	21%

**4-5: Type of Substance Use, Past 12 Months**

	%
Any alcohol or tobacco use	64%
Any use of illicit drugs or other substances	31%

**4-6: Self-Report Substance Use, Past 12 Months**

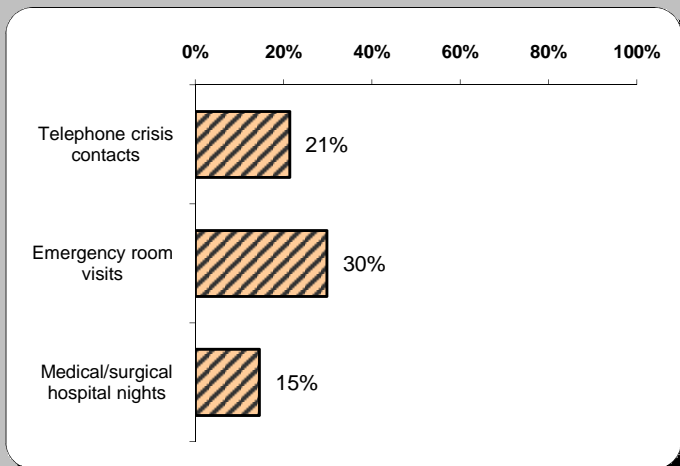




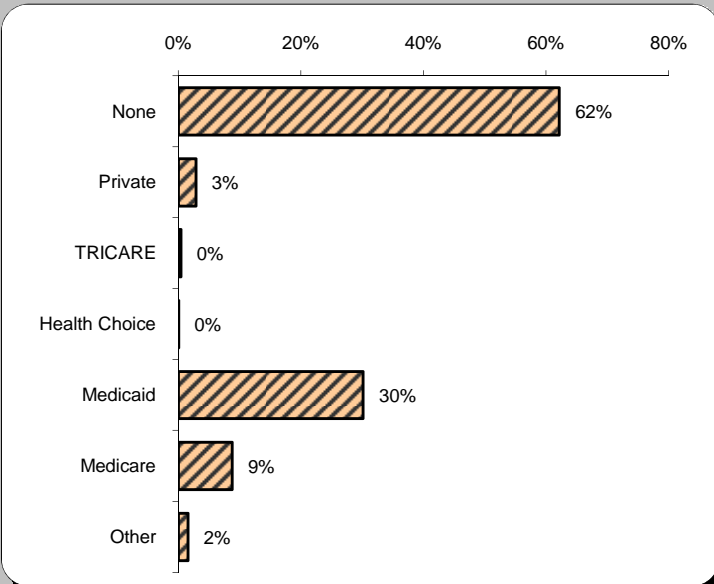
### 5-1: Routine Health Care

Among Smoky Mountain LME consumers, 69% have seen their provider within the past year for a routine check-up.

### 5-2: Health Services Utilized in Past 3 Months



### 5-3: Health Insurance



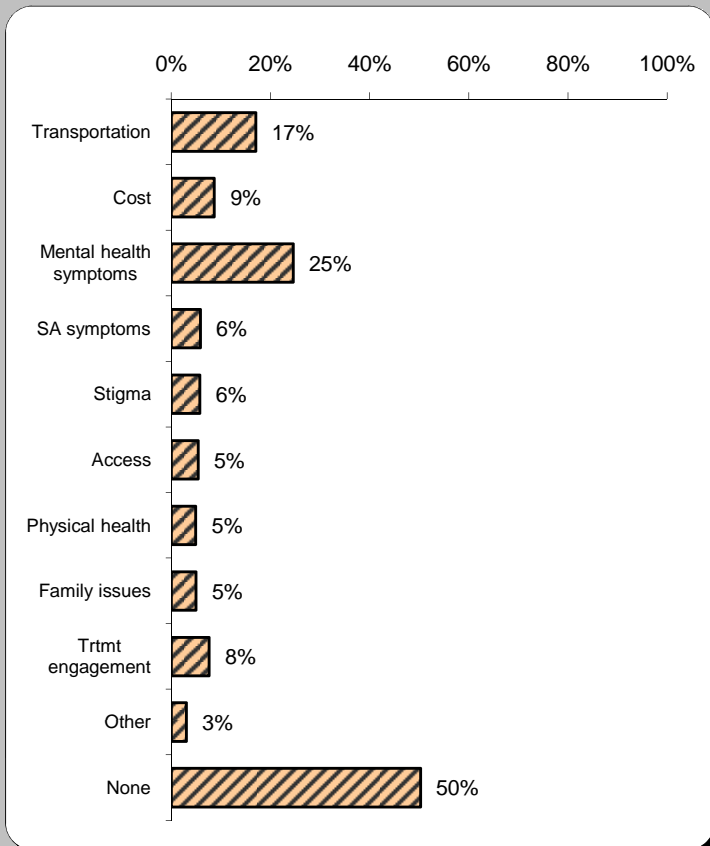
### 5-4: Pregnancy Status

	Number
Currently pregnant	12
Uncertain about pregnancy status	11
In first trimester	3
In second trimester	4
In third trimester	4

Note: Numbers may not add, due to missing data.

Number of Initial Interviews: Smoky Mountain LME = 1,747

### 5-5: Barriers to Treatment



### 5-6: Provider Choice

Received list of options of places to get services	60%
Came here (to this provider) on my own	32%
Did not receive list or options for services	7%

### 5-7: Timeliness of Services

The first service was in a time frame that met my needs	97%
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**Appendix**  
**Adult Mental Health**  
**Acronyms and Abbreviations**

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<b>Acronym or Term</b>	<b>Definition</b>
Af Amer.	African American
Benzodiaz.	Benzodiazepine(s)
Cauc.	Caucasian
DSM	Diagnostic and Statistical Manual (Edition IV)
Her	Heroin
Marij.	Marijuana
Methamphet.	Methamphetamines
MH	Mental Health
QP	Qualified Professional
Trtmt	Treatment
SA	Substance Abuse