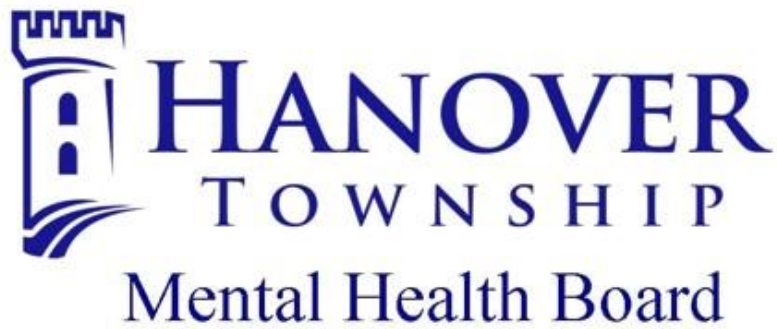




Hanover Township Mental Health Board
Community Needs Assessment

June 2025

Prepared for Hanover Township Mental Health Board

Produced by Northern Illinois University, Center for Governmental Studies



NORTHERN ILLINOIS UNIVERSITY

Center for Governmental Studies

Outreach, Engagement, and Regional Development

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Executive Summary

The Hanover Township Mental Health Board worked with Northern Illinois University's Center for Governmental Studies to design and conduct a community needs assessment study. The study was comprised of a demographic profile of Hanover Township, a service provider survey, focus groups with community leaders and teens, and a community survey of residents. The findings of this study are intended to guide the future operations and funding decisions of the Hanover Township Mental Health Board.

Demographic Profile Findings

- 40.3% of Hanover Township residents are Hispanic, compared to 18.5% in Illinois and 19.0% in the U.S. Elgin (48.4%), Hanover Park (39.0%), and Streamwood (38.7%) are the towns within the Township with the highest percentages of Hispanic residents.
- Spanish is the primary language spoken at home by 34.4% of Hanover Township residents. Elgin (40.7%), Hanover Park (33.1%), and Streamwood (32.1%) are the towns within the Township with the highest percentages of residents whose primary language spoken at home is Spanish.
- Educational attainment of residents is lower for Hanover Township than Illinois and the U.S. The percentage of residents in the Township with less than a high school degree is 14.7% compared to 9.7% in Illinois and 10.6% in the U.S. Elgin (18.8%), Hanover Park (16.0%), and Streamwood (12.0%) are the towns within the Township with the highest percentages of residents with less than a high school degree. The percentage of residents in the Township with a bachelor's degree or higher is 31.9% compared to 37.2% in Illinois and 35.0% in the U.S. Elgin (26.0%), Hanover Park (29.5%), and Streamwood (29.1%) are the towns within the Township with the lowest percentages of residents with a bachelor's degree.
- Lack of health insurance is greater in Hanover Township (11.9%) than Illinois (7.0%) and the U.S. (8.6%). Elgin (10.9%), Hanover Park (12.0%), and Streamwood (11.9%) are the towns within the Township with the highest percentages of residents who lack health insurance.

Service Provider Survey Findings

- The service providers reported that the availability and proximity of high-quality services allow residents to receive support within their own township. Additionally, collaboration among providers and a strong variety of services contribute to the community's overall well-being.
- The lack of bilingual, bicultural, and affordable mental health services further limits accessibility. Other concerns include long waitlists for services, housing shortages, transportation barriers, and difficulty in educating the community about available services.
- Services providers stated staff training and staff turnover needs to be addressed.

Focus Group Findings

- The community leaders mentioned there is a significant gap in services, particularly for homeless individuals who are often struggling with mental illness and/or substance use. Police officers find themselves handling mental health crises more than anything else, highlighting the need for better resources. Access to affordable, long-term therapy is another major issue—many people require ongoing care, but the availability of services is limited. Bilingual therapists are also in high demand, with Spanish-speaking professionals having long waitlists and often being located too far away for those who need them. Additionally, transportation remains a major hurdle, preventing many from getting to therapy or essential services.
- Teen focus group participants reported that mental health issues are prevalent among their peers.
- Despite citing awareness of mental health resources, fear of stigma, judgement, or dismissal were discussed as major barriers to seeking mental health or substance use support.
- Current resources for safe exploration of mental health and substance use treatment are insufficient. Teens are aware of the suicide hotline, but they lack anxiety and depression resources. They also emphasized the need for better mental health education in schools, as the current curriculum provides only minimal coverage compared to substance abuse education. The most effective way to communicate this information, they noted, would be through personal connections—trusted friends, teachers, or discussion groups with individuals who understand their struggles.

Community Survey Findings

Mental Health Symptoms/Disorders

- Most (70.5%) respondents thought it would be very or somewhat easy to get information about the mental health services available in Hanover Township.
- The majority (59.8%) of respondents thought it would be very or somewhat easy to get a screening, assessment, and diagnosis for mental health concerns in Hanover Township.
- Three-fifths (60.0%) of respondents thought it would be very or somewhat easy to get treatment or care for mental health concerns in Hanover Township.
- More than one-half (52.9%) of respondents indicated it would be very or somewhat easy to get community support services for individuals with a mental health disorder in Hanover Township.
- Overall, respondents who thought it was hard to get mental health services in Hanover Township mentioned the following reasons: *not knowing where to go or who to see, the cost of services, and long wait times to get an appointment.*

Substance or Gambling Addiction

- More than two-thirds (68.0%) of respondents thought it would be very easy or somewhat easy to get information about the substance and gambling addiction services available in Hanover Township.
- The majority (62.9%) of respondents believed it would be very or somewhat easy to get a screening or assessment for substance or gambling addiction in Hanover Township.
- Almost three-fifths (58.6%) of respondents thought it would be very or somewhat easy to get treatment or care for substance or gambling addiction services in Hanover Township.
- More than one-half (55.6%) of respondents indicated it would be very or somewhat easy to get community support services for an individual with a substance or gambling addiction in Hanover Township.
- Overall, respondents who thought it was hard to get substance or gambling addiction services in Hanover Township mentioned the following reasons: *not knowing where to go and who to see and the cost of services.*

Intellectual or Developmental Disabilities

- The majority (68.8%) of respondents thought it would be very or somewhat easy to get information about intellectual or developmental disability services available in Hanover Township.
- The majority (68.0%) of respondents thought it would be very or somewhat easy to get a screening, assessment, and diagnosis for individuals with an intellectual or developmental disability or disorder in Hanover Township.
- More than three-fifths (61.9%) of respondents thought it would be very or somewhat easy to get intellectual or developmental disability or disorder treatment or care in Hanover Township.
- The respondents were split on whether they believed it would be easy or hard to get community support services for intellectual or developmental disabilities in Hanover Township. One-half (50.0%) thought it would be very or somewhat easy, and one-half (50.0%) thought it would be very or somewhat difficult to get community support services in Hanover Township.
- Overall, respondents who thought it would be hard to get intellectual or developmental disability or disorder services in Hanover Township mentioned the following reasons: *not knowing where to go and who to see, the cost of services, and long wait times to get an appointment.*

Awareness of Services

- Approximately one-half or less of respondents were aware of each of the mental health, substance and gambling addiction, and intellectual or developmental disability services available to Hanover Township residents that were asked about in the survey.

Availability of Services

- Respondents were asked to rate the *availability* of specific types of mental health, substance and gambling addiction, and intellectual or developmental disability services for Hanover Township residents. More than 50% of respondents think each of the services asked about in the survey are readily available in the Township.

Barriers to Accessing Services

- Respondents were asked which barriers exist that make accessing services difficult for Hanover Township residents. The most common selected barriers were don't know where to go for services (54.5%), cost of treatment/services (51.5%), lack of insurance (43.4%), stigma (40.4%), and insurance does not cover services (39.4%).

Introduction

Background

To plan for the future, the Hanover Township Mental Health Board (HTMHB) worked with the Northern Illinois University Center for Governmental Studies (CGS) to conduct a study of mental health, substance and gambling addiction, and intellectual or developmental disability (IDD) needs in Hanover Township (HT).

Community needs assessments were also conducted for the Mental Health Board in 2018 and 2021.

The study encompassed the following parts:

- A demographic profile of Hanover Township,
- An online survey of Hanover Township service providers,
- Focus groups with community leaders and teens, and
- An online survey of Hanover Township residents about community needs.

Findings will be used to assist the Hanover Township Mental Health Board in evaluating current efforts and developing priorities for the future.

Demographic Profile Methodology

Public data was collected on demographic, social, and economic statistics for Hanover Township and municipalities which cross the Township boundaries. The data come primarily from the U.S. Census Bureau and other public data sources.

Service Provider Survey Methodology

To understand the views and needs of service providers in Hanover Township, a 14-question online survey was conducted with service providers in Hanover Township. The questionnaire was drafted by CGS and Hanover Township Mental Health Board staff and was primarily comprised of open-ended questions.

A list of 22 mental health, substance and gambling addiction, and intellectual/developmental disability service providers was provided to CGS staff by Hanover Township Mental Health Board staff.

The invitation email was sent out on February 6th, 2025, and the survey closed on February 26th, 2025. 12 service providers responded to the survey.

Focus Group Methodology

To gain a broader understanding of mental health, substance and gambling addiction, and intellectual or developmental disability needs within Hanover Township, CGS staff conducted 2 focus groups, one with community leaders and one with teens.

Focus groups are a type of qualitative research in which individuals with similar experiences come together to discuss a specific topic or group of topics. An advantage of focus groups is the in-depth probing of issues which they foster, as well as the rich information they generate. However, because of the small total number of participants, there is no statistical reliability to generalize across an entire population. Therefore, caution should be exercised in interpreting the results because they may not be representative of the entire population.

Discussion guides for the focus groups were developed by CGS and Hanover Township Mental Health Board staff. Topics covered in the community leaders focus group included perceptions of the community's mental health, substance and gambling addiction, and intellectual or developmental disability needs, barriers to accessing services, and systemic issues, such as policy, staffing, and funding. Topics covered in the teen focus group included who teens would talk to if they had a mental health or substance use disorder or symptoms or an intellectual/developmental disability, their concerns and barriers to accessing services, and their sources of information and education. These guides may be found in Appendix B.

Recruitment of participants was handled by Hanover Township Mental Health Board staff.

All groups lasted approximately 75 minutes. In addition to notes being taken during the groups, all groups were audio recorded. Refreshments were served, but no other incentive was offered.

The groups were held at the following dates and locations:

- January 29, 2025, at 1:30 pm at Hanover Town Hall for community leaders, and
- January 29, 2025, at 4:00 pm at Izaak Walton Youth Center for teens.

There were 7 community leader focus group participants and 5 teen focus group participants.

Community Survey Methodology

A community survey was used to collect information and residents' opinions about mental health, substance and gambling addiction, and intellectual/developmental disability needs.

Questionnaire

Hanover Township Mental Health Board staff and CGS staff designed a 70-question community, conducted online, to help the organization and its stakeholders plan for the future. The full questionnaire is available in Appendix C.

Survey topics included:

- Perceived ease with which someone with a mental health disorder or symptom, a substance or gambling addiction or symptoms, or an intellectual or developmental disability could:
 - get information about available mental health, substance and gambling addiction, or intellectual or developmental disabilities services in HT,
 - get a screening and assessment, and diagnosis in HT,
 - get treatment or care in HT, and
 - get community support services in HT.
- Characteristics of household members with mental health disorders or symptoms, substance or gambling addictions or symptoms, or intellectual or developmental disabilities and their experiences seeking
 - Screening and assessment, and diagnosis,
 - Treatment or care, and
 - Support services.
- Awareness of services for mental health, substance and gambling addiction, and intellectual or developmental disabilities,
- Perceived availability of mental health, substance and gambling addiction, and intellectual or developmental disability services,
- Perceived barriers to accessing services for HT residents,

- Perceived mental health, substance and gambling addiction, and intellectual or developmental disability needs in HT,
- Awareness of and communication from the Hanover Township Mental Health Board, and
- Demographic Characteristics
 - Household characteristics
 - Respondent characteristics.

The questionnaire was translated into Spanish.

Sample

A random sample of 2,000 Hanover Township households was provided by Marketing Systems Group and included names, street addresses, email addresses, and telephone numbers.

On December 11, 2024, an invitation email with a link to the survey was sent to households in the sample.

Follow-up communications are important to get responses from as high a proportion of the sample as possible, since harder to reach respondents often have different experiences and responses than easier to reach respondents. Therefore, up to 6 reminder emails were sent to non-respondents. The questionnaire and a cover letter were mailed to those who did not complete the survey online. Reminder calls were made to those who did not complete either the survey online or through the mail.

The survey closed on March 4, 2025. A total of 500 completed surveys were received.

Data Analysis

This report provides frequency analysis of quantitative variables and summaries of qualitative responses.

For qualitative (open-ended or verbatim) questions, summaries of responses have been provided and, where necessary, these variables have been coded into categories by CGS staff. The full text of all qualitative variables can be found in Appendix C.

The data was weighted on age, gender, race/ethnicity, and annual household income using information from the 2023 American Community Survey 5-year estimates. Data weighting on key

demographic variables ensures that respondents to the survey are representative of the population of Hanover Township and that the findings can be generalized to the total population.

Hanover Township Demographic Profile

Background

The purpose of this demographic profile is to provide context and existing conditions as part of a continued effort to guide the work and goals of the HTMHB. The Township is an urban/suburban community in western Cook County, Illinois, encompassing roughly 36 square miles. As one of the Western-most townships in Cook County, the Township encompasses all or most of Bartlett, Elgin, Hanover Park, Hoffman Estates, Schaumburg, and Streamwood.

Population

Since 2013, the population in the Township has changed minorly within its borders while remaining mostly static in terms of total population. The Township has an estimated population of 99,446¹ people and intersects with 6 municipalities: Schaumburg, (which represents about 2.5% of Hanover Township's population), Hoffman Estates (5.4%), Hanover Park (10.3%), Bartlett (16.9%), Elgin (24.8%), Streamwood (38.3%). The Township also encompasses about 2.1% of unincorporated land. Table 1 below breaks down the proportionate municipality population within Hanover Township. The latest data necessary to calculate proportionate municipality population breakdowns is available for 2020; therefore, to estimate more current populations, the same proportions were applied to estimate 2023 values. The variation between the imputed and published data is narrow, almost negligible, indicating the municipal proportion estimates are reliable. For additional perspective of the population disbursement throughout the Township, see Figure 1, on the next page.

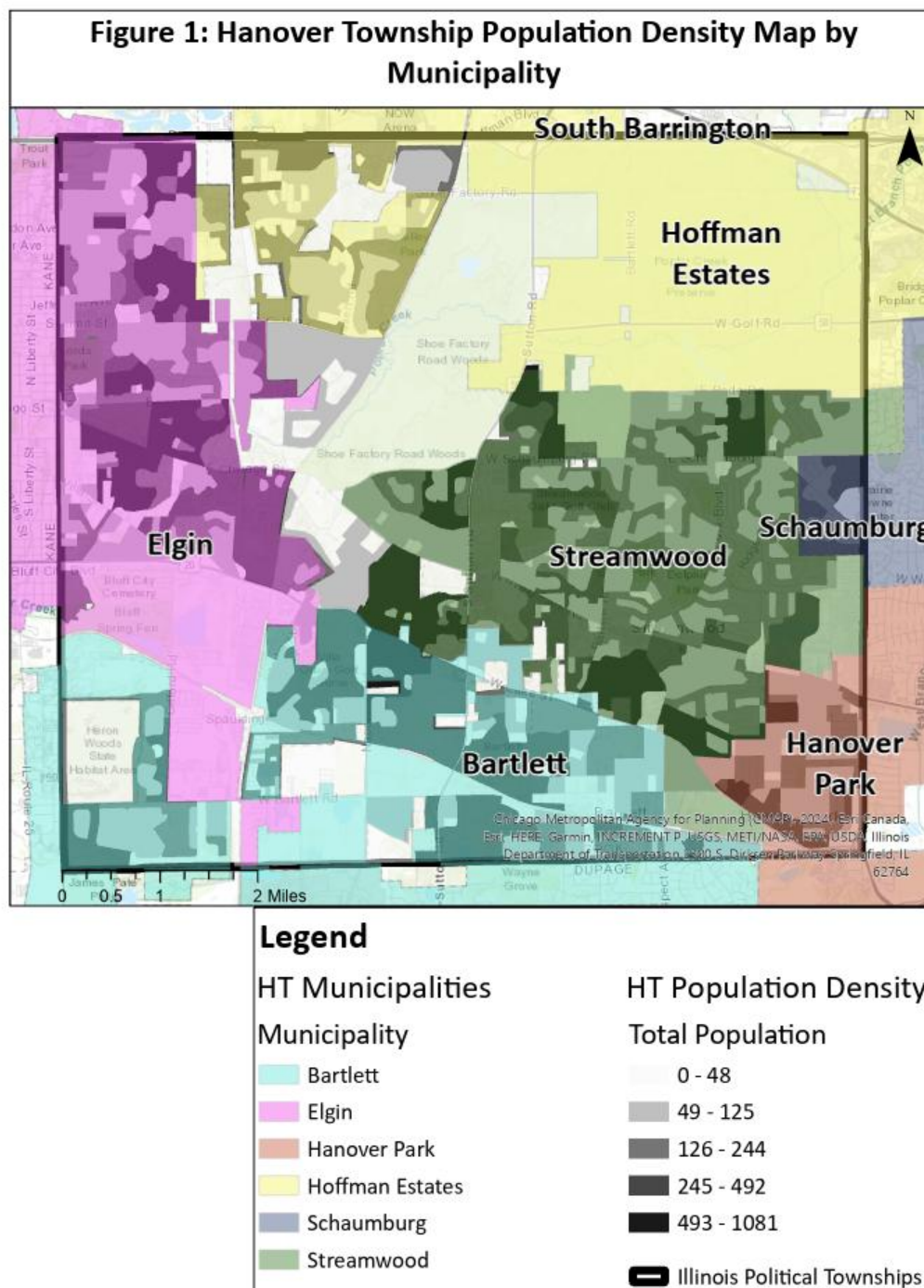
Table 1: Hanover Township Population			
Hanover Township Population Breakdown	HT Proportion ² (2020)	2020 Decennial Census Population # ³	2023 Hanover Township Population (Imputed)
Unincorporated	2.1%	2,049	2,093
Schaumburg	2.5%	73,392	2,491
Hoffman Estates	5.4%	50,464	5,381
Hanover Park	10.3%	37,811	10,264
Bartlett	16.9%	40,894	16,841

¹ USA Census Bureau 2020 Decennial Census Demographic and Housing Characteristics

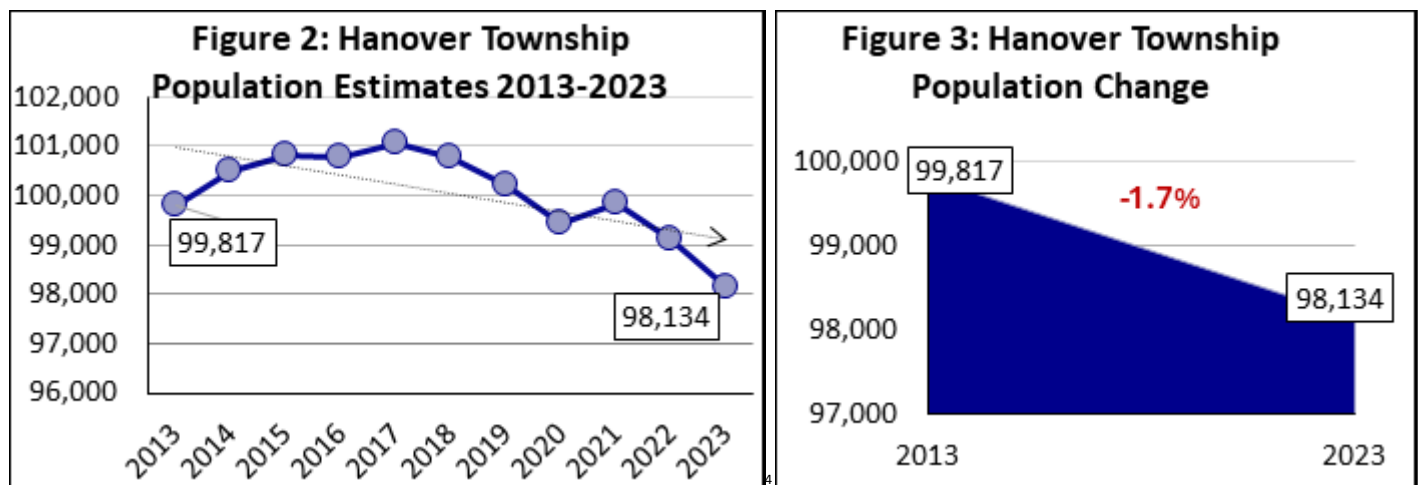
² Ibid.

³ Ibid.

Elgin	24.8%	112,062	24,713
Streamwood	38.3%	39,577	38,166
Hanover Township	100.0%	99,446	99,650



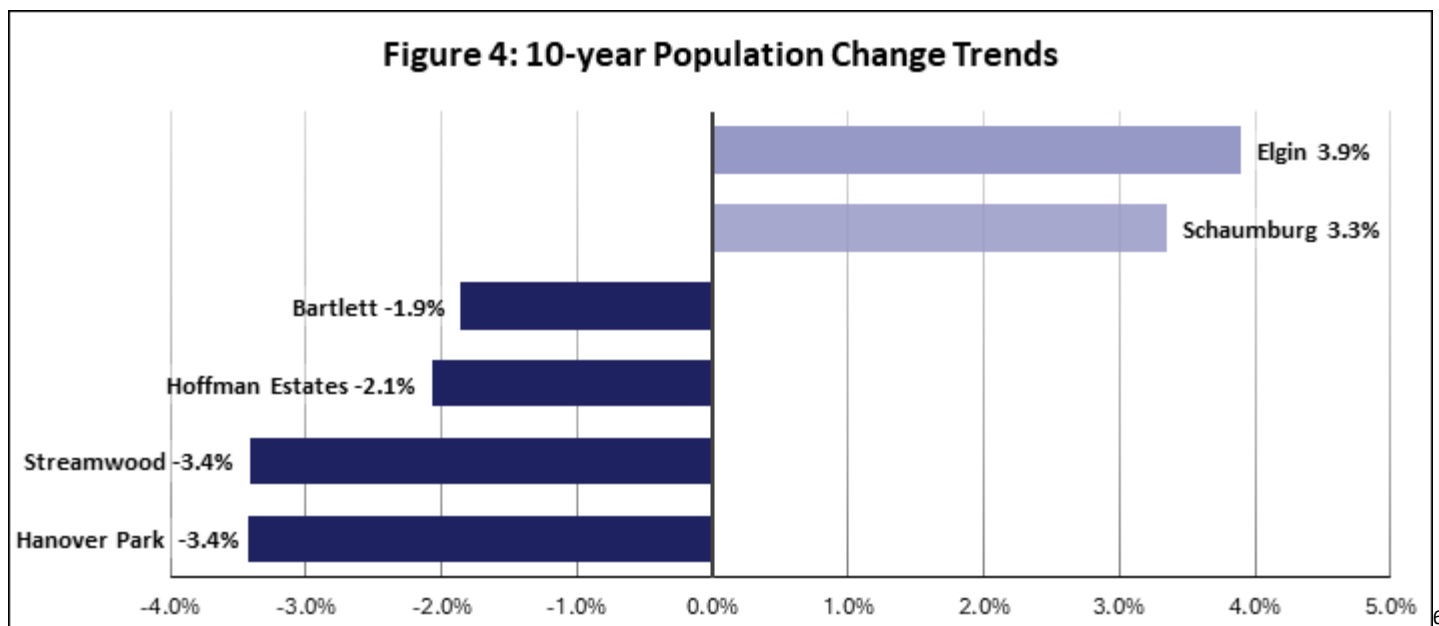
The population in Hanover Township appears to be slowly declining since around 2018 (Figure 2); between 2013 and 2023, the Township witnessed overall population decline by just -1.7%. Figure 3 demonstrates the population trend for the Township over the past decade. The declining trend in population since 2017 suggests a continued gradual population decline. What appears to be a steeper dip in population between 2019 and 2021 could reflect data collection challenges faced during the 2020 Decennial Census.



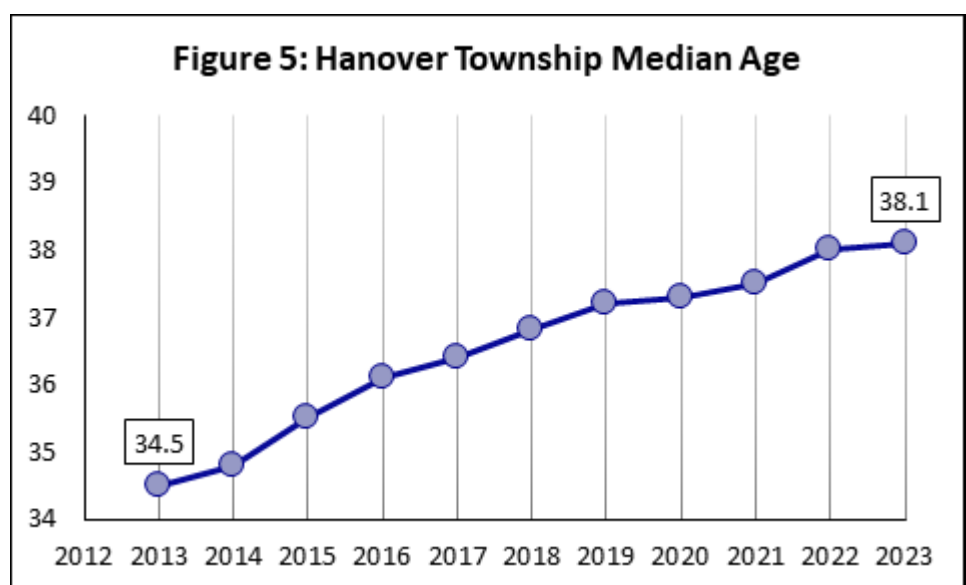
While the overall population of the Township may have declined marginally, the area did witness growth in the municipalities of Elgin (+3.9%, or by 4,281 individuals) and Schaumburg (+3.3%, or 2,488). Similar magnitudes of population decline occurred in Streamwood and Hanover Park, (each decreased by -3.4%, or by -1,379 and by -1,309 respectively). Smaller proportionate declines in population in Barlett and Hoffman Estates further hindered the population growth in the area. (Figure 4, following page)

⁴ USA Census Bureau American Community Survey 5-year Estimates Tables, DP05

⁵ Ibid.



As a whole, the Hanover Township population is aging, as evidenced by the increasing median age over the past decade from 34.5 years of age to 38.1 years old (Figure 5). The region is aging closer to national (38.7) and state (38.9) medians.

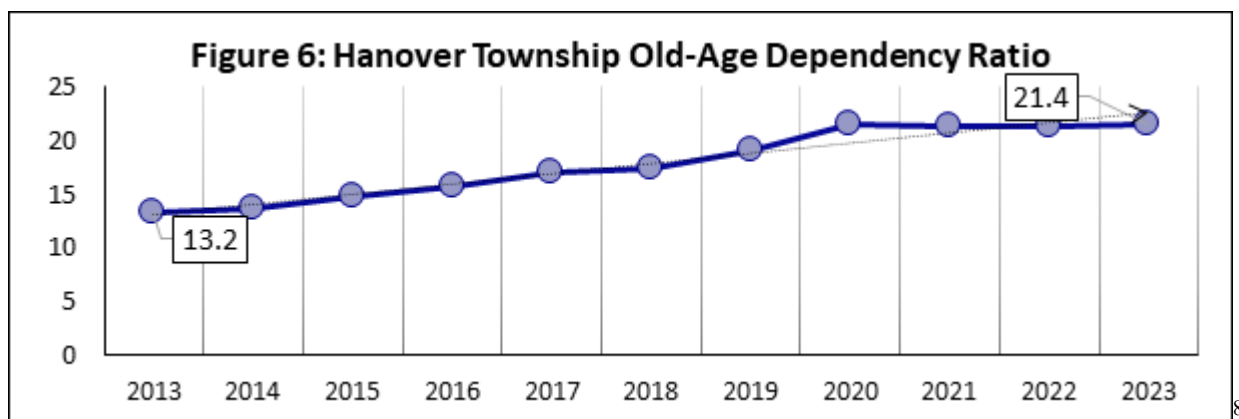


As one might expect with an increasing median age, Hanover Township has also witnessed an increasing old-age dependency ratio throughout the past decade (the number of individuals aged 65 and over per 100 people of working age, defined as those ages 20 to 64) (Figure 6, following page).

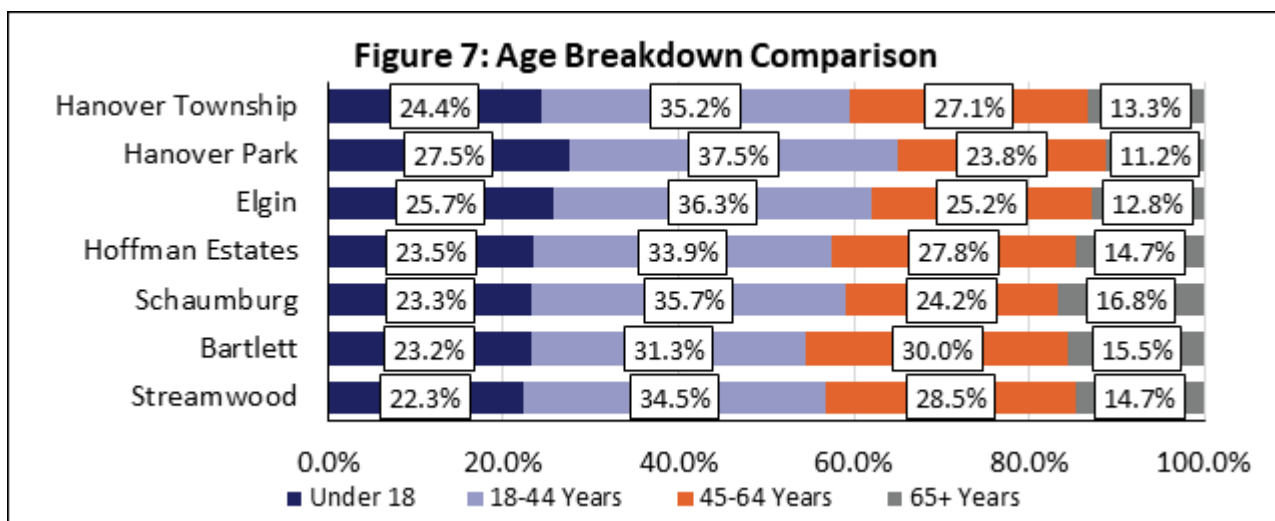
⁶ Ibid.

⁷ Ibid.

That said, the Township's old-age dependency ratio is smaller than both state (27.0) and national (27.6) values, suggesting the Township overall has a younger working age population.



This is further evidenced by considering that children (0-17 years) and younger workers (18-44 years) make up more than 50% of the population throughout the municipalities and Hanover Township. Older workers (45-64 years) and seniors (over 64 years) tend to make up a sub-majority proportion of the population throughout the Township. Seniors make up the smallest proportion of Township and municipal populations. The same is also true for each of the overlapping municipalities as a whole. This population breakdown mirrors state and national population breakdowns. Of the overlapping municipalities, Hanover Park and Elgin currently have the youngest populations, while Schaumburg and Bartlett have some of the largest proportions of seniors in the Township. (Figure 7).

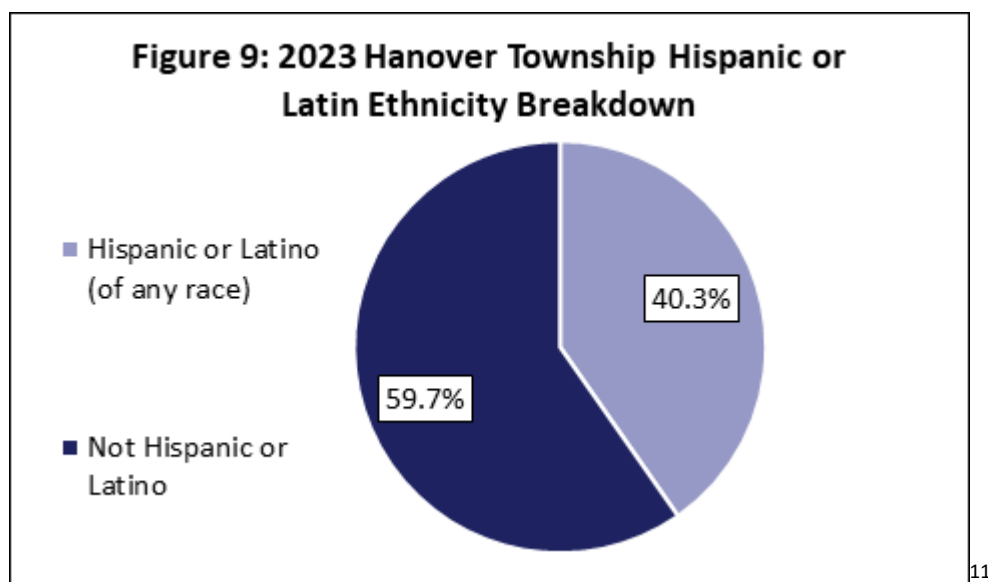
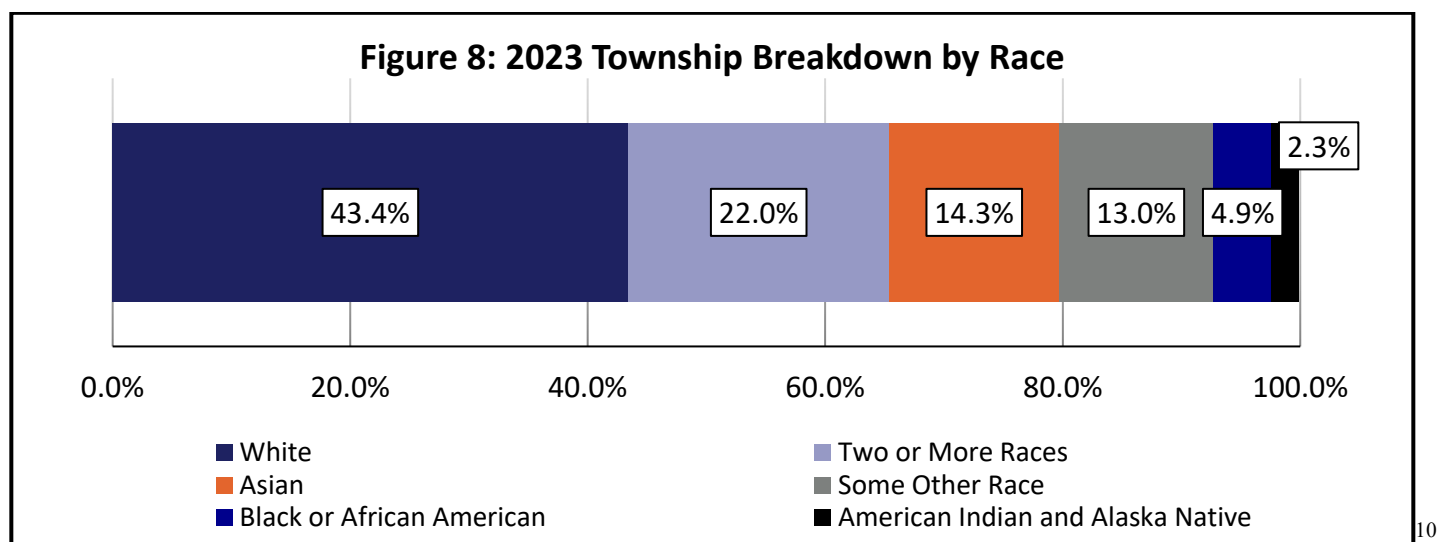


⁸ USA Census Bureau American Community Survey 5-year Estimates Tables, S0101

⁹ USA Census Bureau American Community Survey 5-year Estimates Tables, B01001

Race and Ethnicity Characteristics

As a Township, Hanover is racially diverse compared to surrounding communities, which tend to be more homogenous and primarily white. The Township population consists of a smaller proportion of individuals who identify as white and larger proportions of Black or African Americans, Asians, American Indians and Alaska Natives, Native Hawaiians and other Pacific Islanders, another race, or those who identify as multi-racial than proportions seen at the state or national level. Ethnically, Hanover Township has more individuals who are *not* of Hispanic or Latino Ethnicity (59.7%); however, the township is more ethnically diverse (40.3% Hispanic or Latino) than the state (18.5%) and the nation (19.0%). (Figures 8 and 9).



¹⁰ USA Census Bureau American 2023 Community Survey 5-year Estimates Tables, DP05

¹¹ Ibid.

Among intersecting municipalities, Streamwood and Elgin have the highest proportions of Hispanic or Latin individuals, at 38.7% and 48.4%, respectively. For additional information about the racial or ethnic makeup of the populations within and around the Township for 2023, see Table 2.

Table 2: 2023 Race & Hispanic/Latin Ethnicity (%)¹²							
	Hanover Township	Bartlett	Elgin	Hanover Park	Hoffman Estates	Schaumburg	Streamwood
White	43.4%	63.9%	45.3%	38.0%	52.9%	57.8%	44.2%
Two or More Races	22.0%	6.3%	19.3%	20.0%	10.9%	8.6%	23.5%
Asian	14.3%	17.9%	6.0%	19.6%	23.7%	23.9%	14.2%
Some Other Race	13.0%	5.7%	22.1%	13.8%	6.6%	3.9%	12.8%
Black or African American	4.9%	4.3%	5.2%	7.8%	5.6%	5.5%	3.8%
American Indian and Alaska Native	2.3%	1.9%	1.9%	0.8%	0.3%	0.3%	1.4%
Native Hawaiian and Other Pacific Islander	0.0%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%
Hispanic or Latino (of any race)	40.3%	14.7%	48.4%	39.0%	19.0%	11.2%	38.7%
NOT Hispanic or Latino	59.7%	85.3%	51.6%	61.0%	81.0%	88.8%	61.3%

The most prevalent primary language spoken at home throughout the Township is English (47.2%). Spanish (34.4%) is the next most prevalent primary language (Table 3); individually, Elgin (40.7%), Hanover Park (33.1%), and Streamwood (32.1%) each have larger proportions of households where Spanish is the primary language spoken at home.

Table 3: 2023 Primary Language Spoken at Home¹³					
	Speak only English	Spanish	Other Indo-European languages	Asian and Pacific Island languages	Other languages
Hanover Township	47.2%	34.4%	12.1%	5.7%	0.6%
Bartlett	70.9%	8.6%	14.9%	5.1%	0.4%
Schaumburg	59.5%	7.2%	20.8%	11.4%	1.1%
Hoffman Estates	53.3%	15.6%	16.2%	12.1%	2.7%
Elgin	51.4%	40.7%	4.2%	3.3%	0.4%
Streamwood	47.6%	32.1%	13.3%	6.3%	0.7%
Hanover Park	44.6%	33.1%	16.0%	5.0%	1.4%

¹² Ibid.

¹³ USA Census Bureau 2023 American Community Survey 5-year Estimates Tables, S1601

he next most prevalent defined primary language sub-category is Russian, Polish, or other Slavic Languages, which accounts for 29.4% of the larger ‘Other Indo-European Language’ category of primary speakers in Hanover Townships, accounting for approximately 3.6% of the HT population¹⁴.

Economic Metrics

Hanover Township and the municipalities within it appear to have relatively higher incomes and lower poverty and unemployment rates compared to the state and nation overall (Table 4). Hanover Park witnesses an outsized poverty rate (13.7%) compared to Illinois and the U.S.; Elgin witnessed comparatively higher rates of unemployment (4.4%).

Table 4: Economic Metrics				
	Median Household Income ¹⁵ (2023 inflation-adjusted dollars)	Mean Household Income ¹⁶ (2023 inflation-adjusted dollars)	Poverty Rate ¹⁷ %	Unemployment Rate ¹⁸ %
Hanover Township	\$98,550	\$117,445	9.0%	2.9%
Bartlett	\$130,479	\$149,062	2.7%	1.5%
Elgin	\$88,316	\$104,679	10.4%	4.4%
Hanover Park	\$92,263	\$103,703	13.7%	3.1%
Hoffman Estates	\$109,683	\$135,060	5.3%	2.5%
Schaumburg	\$94,690	\$117,561	6.0%	2.4%
Streamwood	\$101,049	\$113,523	9.7%	2.8%
Illinois	\$81,702	\$112,993	11.7%	3.8%
United States	\$78,538	\$110,491	12.4%	3.3%

Educational services, Healthcare and Social Assistance services make up around a fifth of jobs in Hanover Township as a whole and throughout the individual communities; this aligns with state and national data that this industry category sees the highest proportion of jobs. *Manufacturing and Professional, Scientific, Management, Administrative, and Waste Management services* also represent some of the more concentrated industries in the region. While the *Professional* sector mirrors larger industrial trends, Hanover Township appears to have a location quotient for

¹⁴ USA Census Bureau American Community Survey 5-year Estimates Tables, C16001

¹⁵ USA Census Bureau American Community Survey 2023 5-year Estimates Tables, S1901

¹⁶ Ibid.

¹⁷ USA Census Bureau American Community Survey 2023 5-year Estimates Tables, S1701

¹⁸ USA Census Bureau American Community Survey 2023 5-year Estimates Tables, DP03

manufacturing, which moderately outpaces state and national job trends across the Township and individual municipalities.

Hanover Park and Streamwood have the highest proportions of retail trade workers. A high-level industrial breakdown across the region can be found in Table 5.

Table 5: Employment by Industry¹⁹									
	<i>Hanover Township</i>	<i>Bartlett</i>	<i>Elgin</i>	<i>Hanover Park</i>	<i>Hoffman Estates</i>	<i>Schaumburg</i>	<i>Streamwood</i>	<i>IL</i>	<i>USA</i>
<i>Civilian employed population 16 years and over (#)</i>	77,467	32,400	88,646	28,075	40,544	60,740	31,462	6,253,243	159,808,535
<i>Agriculture, forestry, fishing and hunting, and mining</i>	0.1%	0.2%	0.3%	0.2%	0.0%	0.1%	0.1%	1.0%	1.6%
<i>Construction</i>	7.0%	5.4%	7.0%	7.2%	5.5%	3.9%	5.8%	5.4%	6.9%
<i>Manufacturing</i>	17.2%	14.5%	17.8%	16.9%	15.4%	13.5%	17.6%	11.6%	10.0%
<i>Wholesale trade</i>	3.5%	3.6%	3.0%	4.4%	3.2%	2.6%	3.2%	2.7%	2.3%
<i>Retail trade</i>	10.4%	10.1%	10.8%	11.5%	9.5%	9.3%	11.4%	10.4%	10.9%
<i>Transportation and warehousing, and utilities</i>	7.0%	6.7%	6.7%	8.1%	8.7%	7.8%	7.0%	6.9%	5.9%
<i>Information</i>	1.5%	2.4%	1.6%	1.2%	2.2%	2.5%	1.0%	1.7%	1.9%
<i>Finance and insurance, and real estate and rental and leasing</i>	7.0%	8.9%	5.8%	5.9%	7.7%	9.6%	6.1%	7.4%	6.7%
<i>Professional, scientific, and management, and administrative and waste management services</i>	11.9%	13.9%	13.6%	11.1%	12.3%	16.6%	9.7%	12.7%	12.4%
<i>Educational services, and health care and social assistance</i>	18.3%	21.3%	17.5%	18.0%	19.6%	20.7%	19.7%	23.5%	23.4%
<i>Arts, entertainment, and recreation, and accommodation and food services</i>	9.6%	6.7%	9.3%	9.4%	9.2%	7.5%	12.2%	8.3%	8.8%
<i>Other services, except public administration</i>	4.1%	3.0%	4.6%	3.8%	4.3%	4.1%	4.1%	4.6%	4.7%
<i>Public administration</i>	2.5%	3.2%	1.9%	2.2%	2.3%	1.8%	2.1%	3.8%	4.7%

Table 6 shows that educational attainment of residents is lower for Hanover Township than Illinois and the U.S. The percentage of residents in the Township with less than a high school degree is 14.7% compared to 9.7% in Illinois and 10.6% in the U.S. Elgin (18.8%), Hanover Park (16.0%), and Streamwood (12.0%) are the towns within the Township with the highest percentages of residents

¹⁹ Ibid.

with less than a high school degree. The percentage of residents in the Township with a bachelor's degree or higher is 31.9% compared to 37.2% in Illinois and 35.0% in the U.S. Elgin (26.0%), Hanover Park (29.5%), and Streamwood (29.1%) are the towns within the Township with the lowest percentages of residents with a bachelor's degree.

Table 6: 2023 Educational Attainment²⁰					
	Population 25 years and over	Less than high school graduate	High school graduate (includes equivalency)	Some college or associate's degree	Bachelor's degree or higher
<i>Hanover Township</i>	66318	14.7%	27.2%	26.2%	31.9%
Bartlett	28286	4.7%	19.4%	27.5%	48.4%
Elgin	74032	18.8%	25.8%	29.5%	26.0%
Hanover Park	23444	16.0%	27.4%	27.1%	29.5%
Hoffman Estates	35640	8.5%	19.3%	25.4%	46.9%
Schaumburg	54302	3.9%	18.8%	26.7%	51.6%
Streamwood	27160	12.9%	32.0%	26.0%	29.1%
Illinois	8,738,607	9.7%	25.3%	27.8%	37.2%
USA	228,434,661	10.6%	26.2%	28.2%	35.0%

Migration

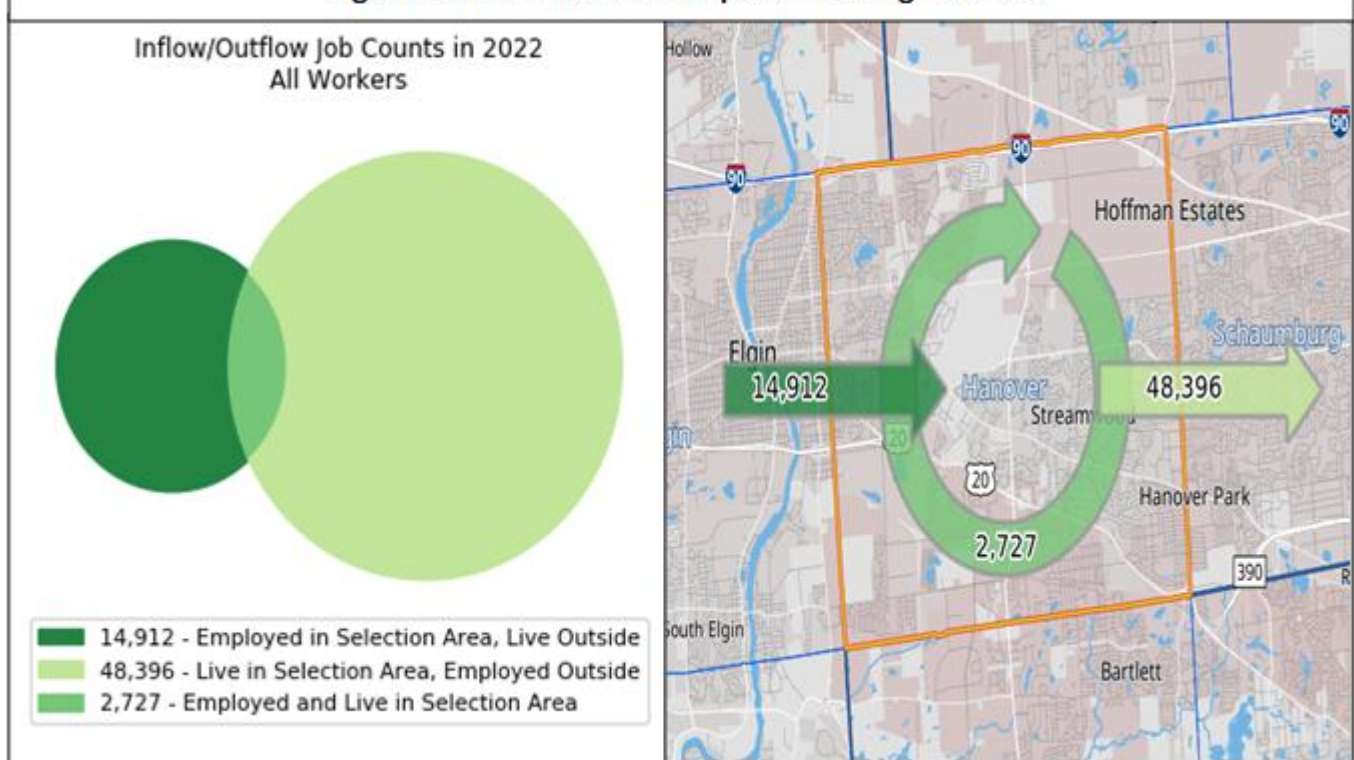
A small percentage 4.1% of the population in Hanover Township lives and works within the township, some commute to (22.6%) and most commute outside of the Township (73.3%) for work or employment (Figure 10, next page)²¹. Nearly three-quarters (74.8%) of commuters utilize personal vehicles for their commute.²²

²⁰ USA Census Bureau American Community Survey 5-year Estimates Tables, S1501

²¹ US Census Bureau 2022 LEHD Origin-Destination Employment Statistics

²² USA Census Bureau American Community Survey 2023 5-year Estimates Tables, DP03

Figure 10: Hanover Township Commuting to Work



Hanover Township workers live in Elgin more than any other single place (9.3%²³), but most overall hail from Chicago (6.6%) and throughout the neighboring suburbs. Township residents also *work* in Chicago more than any other location (12.9%²⁴), but most work throughout the neighboring suburbs as well.

Households in Hanover Township appear to be relatively stable, with smaller proportions of township residents (7.8%) migrating within the past year, whereas state (11.5%) or national (12.7%) migration trends are higher. The most movement appears to be taking place in Schaumburg (12.8% lived somewhere besides their current house the previous year) and Elgin (10.8%).

(Lack of) Health Insurance Characteristics

Overall, the population in the Township who lack health insurance (11.9%) exceed state (7.0%) and national (8.6%) figures (Table 11). As one might predict, the municipalities of Elgin, Hanover Park, and Streamwood, with the higher poverty and unemployment rates and comparatively lower

²³ US Census Bureau 2022 LEHD Origin-Destination Employment Statistics

²⁴ Ibid.

household incomes for the area, also witnesses the highest proportion of those without health insurance for the region.

Elgin, Hanover Park, and Streamwood, with their higher proportions of those who lack health insurance, sees higher concentrations of the uninsured throughout other demographic categories, with individuals who report Hispanic Ethnicity and lack of Citizenship having some of the highest rates of not having insurance. Other notable concentrations of those without health insurance include:

- Those who did not graduate from high school or obtain an equivalency degree education,
- Those who identify as 'Native American and Alaskan Natives' (particularly in Bartlett and Elgin),
- Those who are unemployed or not in the labor force, and
- Those with lower household incomes, below \$49,999 (throughout the Township).

Table 7: 2023 Lack of Health Insurance Characteristics²⁵

	Hanover Township	Bartlett	Elgin	Hanover Park	Hoffman Estates	Schaumburg	Streamwood	IL	US
<i>% of Total Civilian Noninstitutionalized Population Uninsured</i>	11.9%	5.8%	10.9%	12.0%	8.5%	5.2%	11.9%	7.0%	8.6%
<i>Male</i>	13.5%	5.4%	11.2%	13.5%	9.4%	5.8%	15.2%	8.0%	9.6%
<i>Female</i>	10.4%	6.1%	10.6%	10.6%	7.5%	4.6%	8.7%	6.0%	7.5%
<i>White</i>	6.5%	3.2%	5.2%	8.2%	5.8%	4.3%	7.0%	4.8%	6.6%
<i>Some Other Race</i>	22.2%	20.4%	21.4%	18.7%	21.4%	15.5%	23.9%	18.4%	19.7%
<i>Two or More Races</i>	18.4%	8.4%	13.2%	21.5%	16.8%	8.4%	16.9%	10.8%	13.0%
<i>Asian</i>	7.5%	4.1%	6.1%	6.5%	5.9%	4.8%	9.8%	6.6%	5.9%
<i>Black or African American</i>	6.5%	0.8%	4.2%	8.1%	13.6%	3.1%	9.2%	7.8%	9.5%
<i>American Indian and Alaska Native</i>	32.3%	69.3%	29.7%	14.0%	0.0%	14.3%	0.0%	16.5%	19.2%
<i>Native Hawaiian and Other Pacific Islander</i>	0.0%	0.0%	33.0%	0.0%	0.0%	0.0%	0.0%	19.4%	11.6%
<i>Not Hispanic or Latino (Imputed)</i>	78.8%	76.6%	82.0%	78.7%	80.9%	87.8%	80.8%	84.3%	85.5%
<i>Hispanic or Latino (of any race)</i>	21.2%	23.4%	18.0%	21.3%	19.1%	12.2%	19.2%	15.3%	17.5%
<i>Native born</i>	6.1%	5.0%	4.8%	5.4%	4.6%	2.7%	6.0%	4.9%	6.9%
<i>Foreign born</i>	23.70%	9.0%	27.6%	24.3%	16.1%	10.4%	23.6%	18.7%	18.8%

²⁵ USA Census Bureau American Community Survey 2023 5-year Estimates Tables, S2701

Table 7, continued: 2023 Lack of Health Insurance Characteristics

	Hanover Township	Bartlett	Elgin	Hanover Park	Hoffman Estates	Schaumburg	Streamwood	IL	US
<i>Naturalized</i>	9.0%	4.8%	12.0%	8.7%	7.2%	6.3%	7.8%	7.9%	7.8%
<i>Not a citizen</i>	39.0%	18.7%	40.5%	40.7%	25.9%	15.0%	42.2%	30.8%	30.8%
<i>With a Disability</i>	6.1%	3.8%	8.5%	2.2%	3.2%	2.5%	6.2%	4.3%	5.5%
<i>Without a Disability</i>	12.5%	6.0%	11.2%	12.9%	8.9%	5.4%	12.5%	7.3%	9.0%
<i>Civilian noninstitutionalized population 26 years+ (Uninsured)</i>	13.9%	5.6%	13.6%	14.7%	8.8%	6.3%	14.6%	7.6%	8.9%
<i>Less than high school graduate</i>	28.2%	27.5%	28.4%	35.0%	23.1%	14.9%	21.8%	20.2%	21.7%
<i>High school graduate (includes equivalency)</i>	16.7%	9.2%	16.2%	14.2%	13.7%	10.8%	17.1%	10.3%	11.9%
<i>Some college or associate's degree</i>	12.3%	4.9%	9.8%	10.0%	7.6%	4.3%	15.5%	6.6%	8.0%
<i>Bachelor's degree or higher</i>	6.1%	2.5%	4.7%	8.2%	5.1%	5.0%	7.7%	3.5%	3.7%
<i>Civilian noninstitutionalized population 19 to 64 years (Uninsured)</i>	17.2%	7.3%	16.3%	17.4%	11.6%	7.7%	18.1%	10.0%	12.0%
<i>In labor force</i>	15.5%	6.8%	15.5%	15.5%	11.1%	7.0%	16.9%	9.3%	11.2%
<i>Employed</i>	14.7%	6.9%	14.6%	15.1%	10.7%	6.5%	15.9%	8.6%	10.5%
<i>Unemployed</i>	33.6%	1.6%	28.8%	24.4%	22.3%	19.0%	41.0%	20.7%	25.3%
<i>Not in labor force</i>	25.1%	10.9%	19.9%	25.5%	14.3%	11.6%	24.0%	13.0%	14.7%
<i>Under \$25,000</i>	24.1%	11.4%	15.3%	20.2%	18.0%	9.2%	21.7%	9.8%	12.4%
<i>\$25,000 to \$49,999</i>	21.1%	15.0%	17.0%	21.2%	11.7%	4.9%	16.3%	11.0%	13.0%
<i>\$50,000 to \$74,999</i>	15.1%	7.1%	15.6%	12.2%	9.6%	8.2%	16.3%	9.7%	11.5%
<i>\$75,000 to \$99,999</i>	8.1%	3.0%	12.9%	10.7%	11.9%	6.0%	9.9%	7.9%	9.5%
<i>\$100,000 and over</i>	9.0%	5.0%	6.8%	8.9%	6.3%	3.8%	9.7%	4.3%	5.2%

Service Provider Survey Findings

Background

In an online survey, service providers were asked to indicate residents' needs and service gaps, the strengths and challenges faced by organizations providing mental health, substance and gambling addiction, and intellectual and developmental disability services to Hanover Township residents, and organizations' needs.

General Perceptions

The service providers indicated the mental health, substance and gambling addiction, and IDD services available to Hanover Township residents have several notable strengths. A key highlight is the dedicated Mental Health Board, which effectively communicates with service providers and ensures access to necessary services, especially for children and families. The availability and proximity of a variety of high-quality services allow residents to receive support within their own township. Additionally, collaboration among providers and a strong variety of services contribute to the community's overall well-being. The flexibility and problem-solving approach of agencies ensure that individuals receive essential treatment and care.

According to the service providers several challenges hinder the effectiveness of these services. The most significant issue is inadequate funding, which affects staffing, operational costs, and service expansion. Organizations struggle with staff burnout and high turnover rates. The lack of bilingual, bicultural, and affordable mental health services, particularly for family counseling, further limits accessibility. Other concerns include housing shortages, transportation barriers, and difficulty in educating the community about available services.

Residents' Needs and Service Gaps

Service providers identified several key areas of concern related to mental health, substance and gambling addiction, and intellectual and developmental disabilities (IDD) services in Hanover Township. One major area of need is mental health services, particularly for adolescents and youth. Providers emphasized the importance of addressing domestic violence, ensuring early identification of disabilities, and offering trauma-informed care for asylum seekers. Accessibility and affordability were also highlighted as pressing issues. There is a clear need for more affordable supportive

housing, better access to mental health services, reduced wait times, and improved transportation options to facilitate treatment access. The populations most affected by these challenges include adolescents, school-aged children, individuals with an IDD, immigrants, low-income residents, and families experiencing homelessness or food insecurity.

Workforce and training gaps present another significant challenge. Service providers reported shortages of bilingual and bicultural staff, a lack of trained professionals for specialized services, and an overall need for workforce stabilization. Community and family support services are also lacking, with providers calling for more social-emotional support for children with disabilities, expanded respite care for caregivers, and increased education on developmental milestone monitoring. Systemic barriers further complicate service delivery, including limited funding for facilities and staff wages, difficulties accessing Medicaid, and service gaps for immigrant families and youth involved in the juvenile justice system.

Service providers also described awareness, employment, and structural gaps that hinder effective care delivery in the existing system. Immediate support services are limited, with delays in domestic violence counseling, long waitlists for mental health services, and a shortage of bilingual providers. Economic barriers, particularly the high cost of care, prevent many residents from accessing necessary treatment. Employment challenges are also prevalent, especially for individuals with IDD, who face limited job opportunities and a lack of workforce support in service-related fields. Additionally, there is a need for greater public education on mental health, substance use, and the importance of early intervention to reduce stigma and improve service utilization.

Organizations' Needs

Service providers emphasized the need for additional funding to agencies to cover emergencies, direct services, and staff positions. Professional development was another key concern, with requests for front-line supervisor training, clinical job coaching for direct clinical staff, and financial assistance for professional certifications, including CADAC and LCSW licensing. Additionally, service providers called for greater advocacy and outreach to educate the public on available services and combat mental health stigma.

Service providers highlighted the need for specialized training in anti-oppressive clinical supervision, service navigation, and referral processes. Additional requests included management training tailored to licensing requirements, supervision techniques, and collaborative treatment planning strategies. Organizations rely on networking events, health department initiatives, community meetings, and online searches to find service providers for referrals. While some expressed satisfaction with these sources, others pointed out inefficiencies, particularly regarding real-time updates and accessibility. Many suggested the creation of a centralized resource hub for streamlined service provider information. Concerns were raised about the slow processing of requests for services, particularly in state-managed systems like the PUNS list.

Several areas were identified by service providers as underfunded or lacking resources, including affordable housing, job training services, respite services, and behavioral health care. Long wait times for counseling, especially for non-English speakers, were also noted as a significant issue. Other funding gaps included staff salaries, DUI evaluator certifications, gambling addiction treatment, and transition services for individuals with IDD. Uncertainty regarding the impact of potential federal funding cuts was another concern.

Service providers expressed appreciation for HTMHB's leadership and support, with several highlighting its accessibility and effectiveness. Suggestions for improvement included regular site visits to funded organizations, expedited emergency funding processes, and increased advocacy at local and state levels. Service providers also recommended human interest storytelling to illustrate the impact of services and greater support for clinician training and community-based programs. Increased collaboration on IDD services and networking opportunities was also suggested as a means of strengthening community support.

Focus Group Findings

Background

To gain a broader understanding of community mental health, substance and gambling addiction, and intellectual and developmental disability needs within Hanover Township, 2 focus groups were conducted, 1 with community leaders and 1 with teens.

Community leader participants included social workers, police officers, psychologists, and local government officials from the area.

Mental Health and Substance Use

Community Leaders

The focus group participants were first asked about the specific mental health, substance and gambling addiction, and intellectual/developmental disability service needs of Hanover Township residents, as well as the populations most in need of those services.

Community leaders agreed that Township area mental health resources could be more collaborative across organizations and agencies. Police and social workers rely on the Township for support, but communication gaps make it hard to collaborate effectively; employee turnover in collaborative positions exacerbates communication challenges and those relationships and service availability/awareness is affected.

Community leaders also recognized that the development of Hanover Landing was a substantial step toward meeting living space needs for mental health and intellectual and developmental disabilities needs. While an increase in services is positive for residents, it has led to increases in police responses to incidents or situations there. There needs to be a long-term care solution for people experiencing homelessness beyond 'treat them and get them back to the street'. For individuals with severe chronic mental illness, the emergency care visit is too short to even establish a health baseline; even when presented with involuntary petitions, patients sometimes are released in the same psychotic state as when they were admitted.

According to the community leaders there is a significant gap in mental health services, particularly for homeless individuals who are often struggling with mental illness. Police officers find themselves handling mental health crises more than anything else, highlighting the need for better resources. Access to affordable, long-term therapy is another major issue—many people require ongoing care, but the availability of services is limited. Bilingual therapists are also in high demand, with Spanish-speaking professionals having long waitlists and often being located too far away for those who need them. Additionally, transportation remains a major hurdle, preventing many from getting to therapy or essential services. More pre-eviction support is needed as well, to help people before they lose their homes.

Community leaders believe an increase in out-patient assisted treatment could improve medication and treatment management and avoid involvement with the criminal justice system or recidivism.

Focus group participants stated the rise in severe mental illness has outpaced the system's ability to respond effectively. Community mental health centers lack the resources to provide long-term care, creating a cycle where individuals are repeatedly hospitalized and released without meaningful progress. Illinois also struggles with outpatient treatment enforcement, making it difficult to ensure that people stay on their medications and maintain stability. First responders, including police and fire departments, are growing increasingly frustrated as the system fails individuals in crisis. Other mental health, substance use, and intellectual/developmental disability aspects community leaders reported need attention are:

- long waitlists for psychiatric services,
- lack of accessible transportation,
- language barriers for those who speak Spanish, Polish, Turkish, Korean, Mongolian, Farsi
- specialized support (housing, employment) for individuals affiliated with the criminal justice system so they can continue to access mental health care (the group specifically identified sex offenders)

Lastly, community members mentioned there should also be more coordination of programming from the HTMHB, not just doling out grant-funds.

Teens

Teenage focus participants reported that mental health issues, including anxiety, depression, obsessive compulsive disorder (OCD), and borderline personality disorder (BPD), are prevalent among their peers.

Despite citing awareness of mental health resources, fear of stigma, judgement, or dismissal were discussed as major barriers to seeking mental health or substance use support. Many believe substance use is often linked to mental health struggles, as some teens use drugs to cope with anxiety and stress.

Teens stressed the need for an established trusting relationship if they needed to talk to someone about a concern with mental health or addiction. One teen noted that “you don’t go to someone who is not in your immediate circle.” They named parents, therapists, social workers, school counselors, or older siblings as potential people they might talk to. They were concerned with confidentiality and wanted to know that the person they told would take steps to work with them and help them instead of going straight to their parents. They noted that it would be difficult to talk to someone about mental health concerns because mental health is “personal,” they are afraid that they would not be believed, and there is a negative perception of mental health problems.

Current resources for safe exploration of mental health and substance use treatment are insufficient. Teens are aware of the suicide hotline, but they lack anxiety and depression resources. Teens mentioned that variation in parental responses result in inequal distribution of treatment. They also emphasized the need for better mental health education in schools, as the current curriculum provides only minimal coverage compared to substance abuse education. The most effective way to communicate this information, they noted, would be through personal connections—trusted friends, teachers, or discussion groups with individuals who understand their struggles.

Intellectual/Developmental Disabilities

Community Leaders

Community leaders commented that there is a massive shortage of supportive housing for individuals with nonverbal autism, an IDD and violent behavioral issues, and dual diagnoses. Relatedly, there are

almost no options for these individuals to maintain routine and structure after they complete their high school education, which results in police confrontations. The alternative is our current system, where often these adult individuals first engage with potential support options through an arrest or a period in jail. Additionally, we are seeing increases in autism diagnoses among children, and it would be better to plan for a future where those children become adults and need an institution for regular care.

Community leaders would like to see the HTMHB working to address systemic barriers in the community in addition to funding programs. Some wondered if funding could be used to offset program costs for clients, or chronically underfunded state programs, like PADS. The community leaders suggested the HTMHB could also consider funding private, for-profit organizations to make more providers and service varieties accessible to lower income residents. For example, some programs with long-term care options are incompatible with Medicaid.

Long-term aftercare is missing from the community support network. It turns into a cycle of ER visits, discharges, short-term improvement, recidivism. A suggestion was to improve the halfway house options to be more organized and order focused.

Focus group participants reported aging individuals in the area are the largest demographic among those who frequent gambling and gaming cafes. Gaming cafes are a complex problem because gambling is easily accessible, yet the ever-presence of these facilities makes it difficult to turn down a significant increase municipal fee revenue.

Teens

Teens had limited knowledge of existing and available resources for individuals with intellectual/development disability. While they acknowledged that schools provide support once a diagnosis is confirmed, the process of obtaining an official diagnosis can be expensive and time-consuming; there is no option for exploring support if an individual self-identifies with symptoms or wants to explore support during the diagnosis process. Some disabilities can require costly equipment that may be out of reach for many families. The participants were generally unaware of job coaching, transportation, or other support services for individuals with developmental disabilities. They noted that unless someone actively seeks out information, there is little awareness of available resources. Education on this topic is also lacking in schools, unless students enroll in specific courses related to disabilities. Addressing these concerns through school-based resources, trusted

relationships, and targeted education could significantly improve access to IDD services in the community. The teens would prefer to receive information in person rather than through other means.

Community Survey Findings

Background

To assess the needs of the community for mental health, substance and gambling addiction, and IDD services, awareness of services, availability of services, and barriers to accessing services an online survey of Hanover Township residents was conducted.

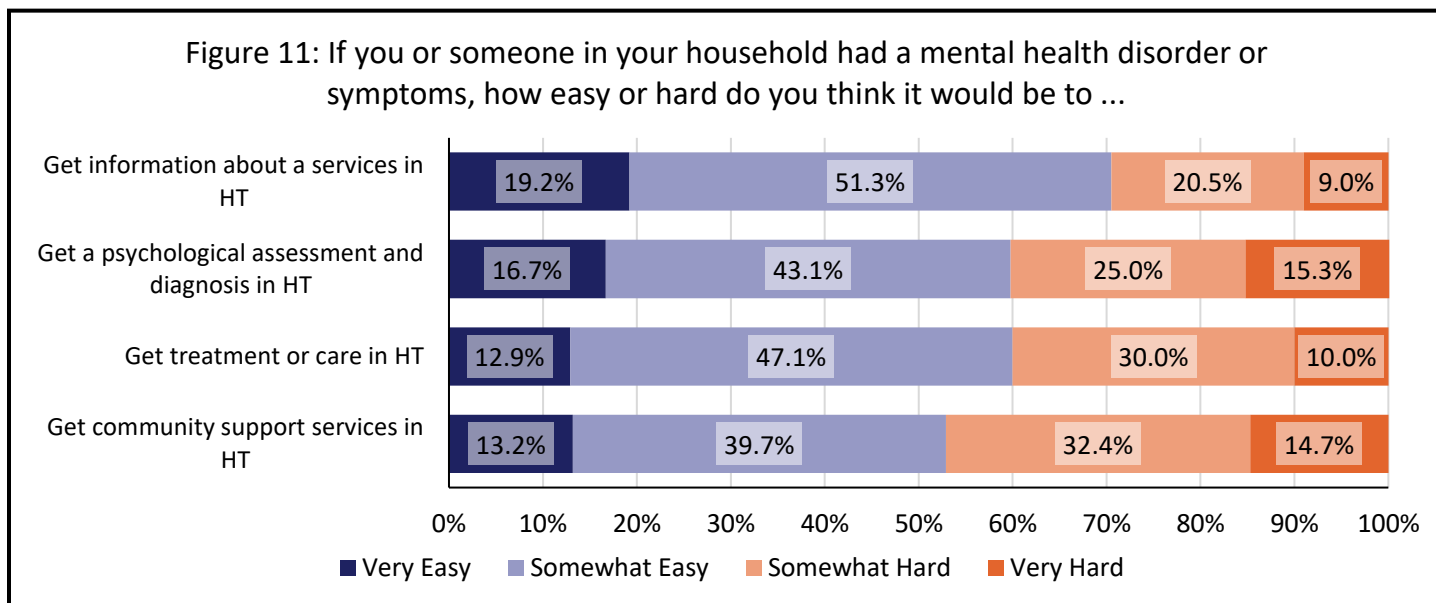
Mental Health Services

Ease of Getting Information/Services in Hanover Township

Residents were asked to indicate how easy or hard they thought it would be to get information about the services available in Hanover Township or to get services in Hanover Township for a household member with a mental health disorder or symptoms.

The majority of respondents thought it would be *very or somewhat easy* to get information about the services available in Hanover Township or to get services in Hanover Township for someone in their household with a mental health disorder or symptoms.

Responses are demonstrated below in Figure 11.



Reasons Getting Information/Service Would Be Difficult

Those who responded that it would be ‘somewhat’ or ‘very hard’ to *get information about; psychological assessment and diagnosis; treatment or care; or community support services* for mental health disorders or symptoms were asked follow-up questions about why they thought this would be difficult.

Reasons It Would Be Difficult to Get Information About Mental Health Services

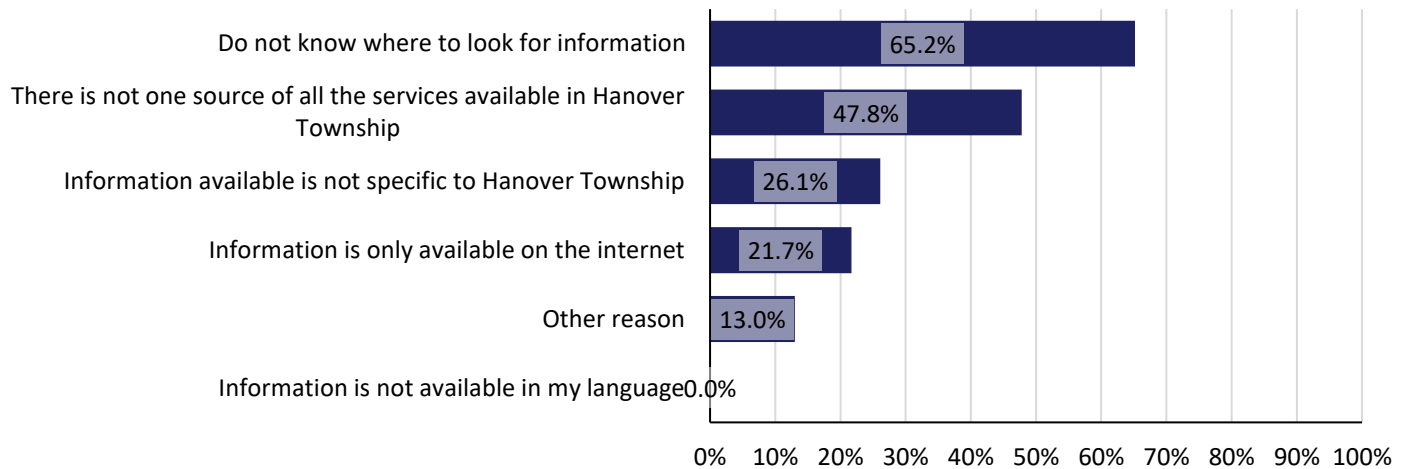
70.5% of respondents thought it would be ‘very/somewhat easy’ to get information about mental health services available in Hanover Township.

The 29.5% of respondents who said it would be ‘very/somewhat hard’ to get information about mental health service available in HT were asked a follow-up question asking why they responded the way they did. Respondents could choose more than one reason it would be difficult to get this information (Figure 12, following page).

By far the most common reason respondents thought it would be hard to get information about mental health services was not knowing where to look for it. The top three reasons they thought it would be hard to get information about mental health services were:

- Do not know where to look for information (65.2%),
- There is not one source of all the services available in HT (47.8%), and
- Information available is not specific to HT (26.1%).

Figure 12: Why do you think it would be hard to get information about the mental health services available in Hanover Township:



Reasons It Would Be Difficult to Get a Psychological Assessment and Diagnosis for a Mental Health Disorder or Symptoms

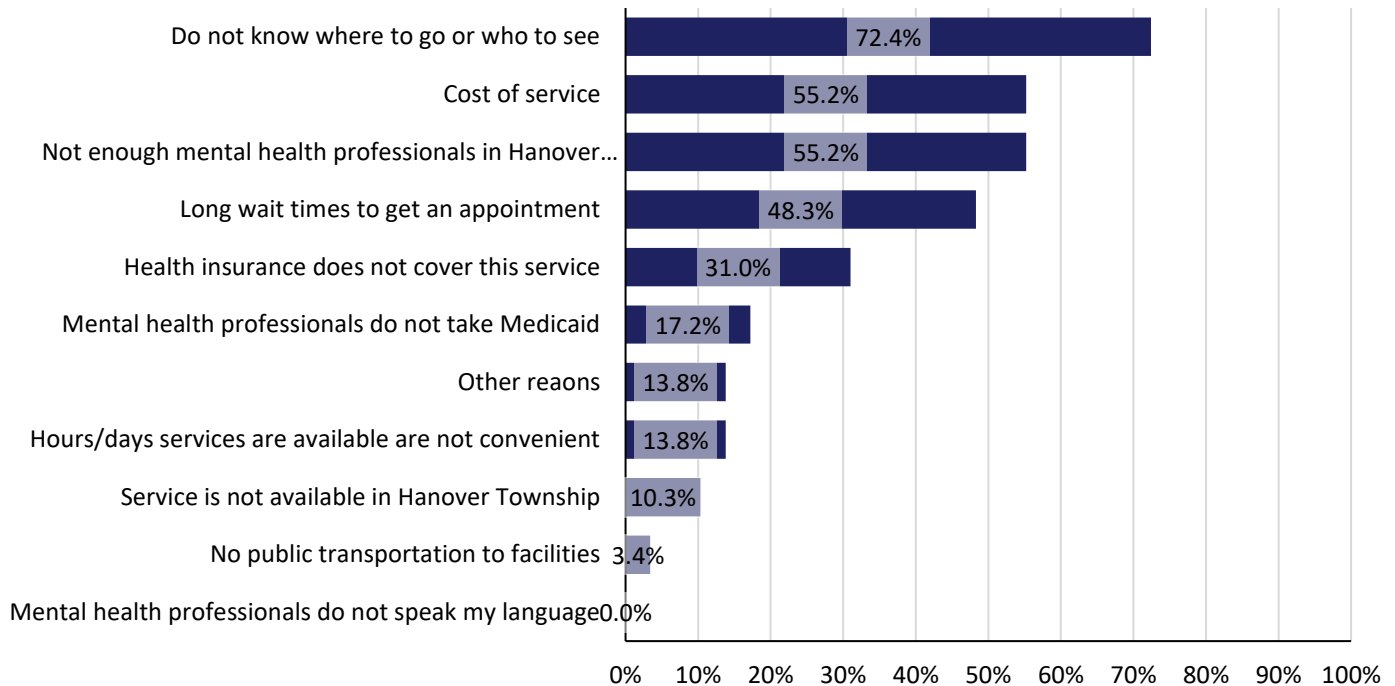
59.8% of respondents thought it would be ‘very/somewhat easy’ to *get a* psychological assessment and diagnosis for a mental health disorder or symptoms in Hanover Township.

The 40.3% of respondents who said it would be ‘very/somewhat hard’ to get a psychological assessment and diagnosis for mental health symptoms in HT answered a follow-up question asking why it would be difficult to get these services; respondents could choose more than one reason. (Figure 13, following page)

The top three reasons they thought it would be hard to get a psychological assessment and diagnosis for mental health symptoms were:

- Do not know where to go or who to see (72.4%),
- Cost of service (55.2%),
- Not enough mental health professionals in Hanover Township (55.2%), and
- Long wait times to get an appointment (48.3%).

Figure 13: Why do you think it would be hard to get a psychological assessment and diagnosis in Hanover Township?



Reasons It Would Be Difficult to Get Treatment or Care for a Mental Health Disorder or Symptoms

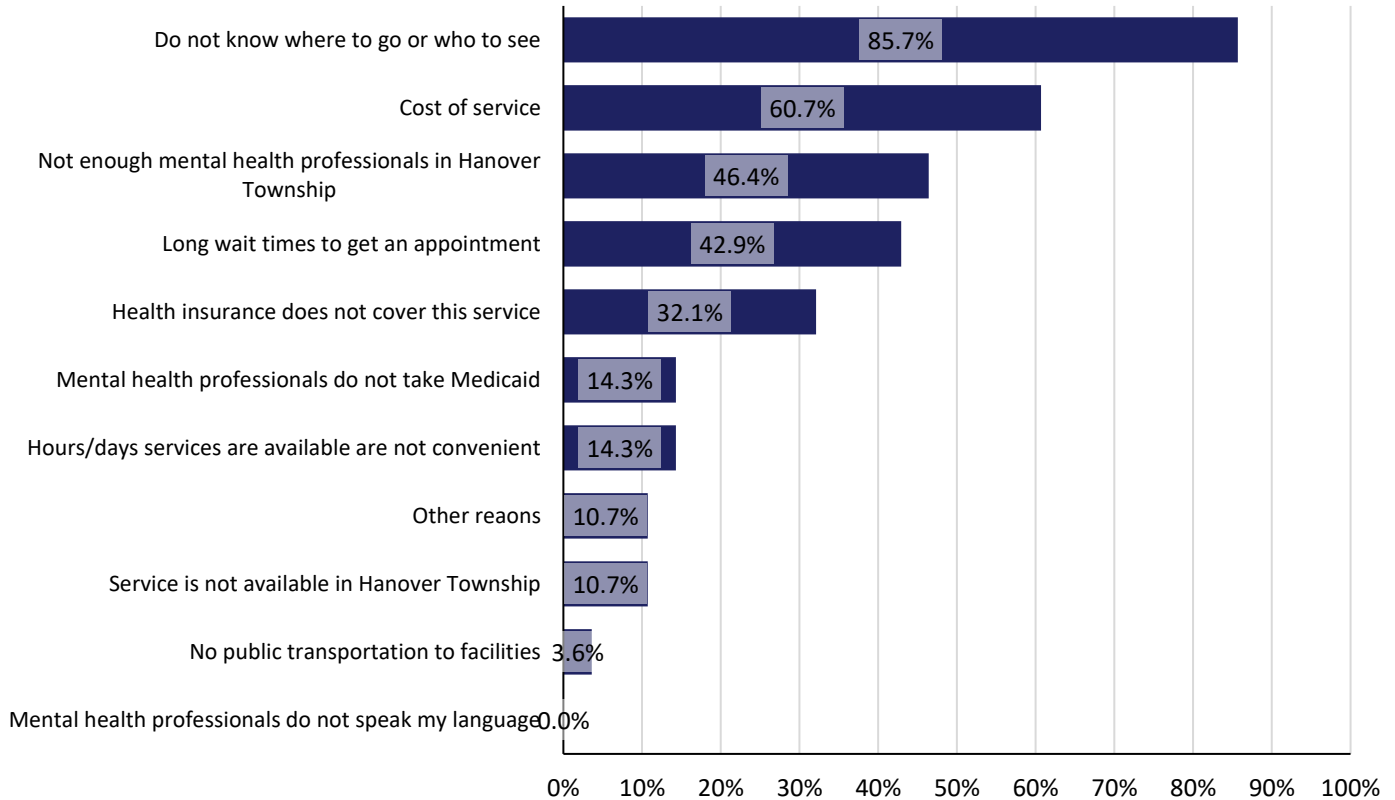
60.0% of respondents thought it would be 'very/somewhat easy' to get treatment or care for a mental health disorder or symptoms in Hanover Township.

The 40.0% of respondents who said it would be 'very/somewhat hard' to get treatment or care for a mental health disorder or symptoms in HT answered a follow-up question asking why they responded the way they did and could choose more than one reason it would be difficult (Figure 14, following page).

The top reasons they thought it would be hard to get treatment or care were:

- Do not know where to go or who to see (85.7%),
- Cost of service (60.7%),
- Not enough mental health professionals in HT (46.4%), and
- Long wait times to get an appointment (42.9%)

Figure 14: Why do you think it would be hard to get treatment or care in Hanover Township?



Reasons It Would Be Difficult to Get Community Support Services for a Mental Health Disorder or Symptoms

52.9% of respondents thought it would be ‘very/somewhat easy’ to get community support services for mental health disorder or symptoms in Hanover Township.

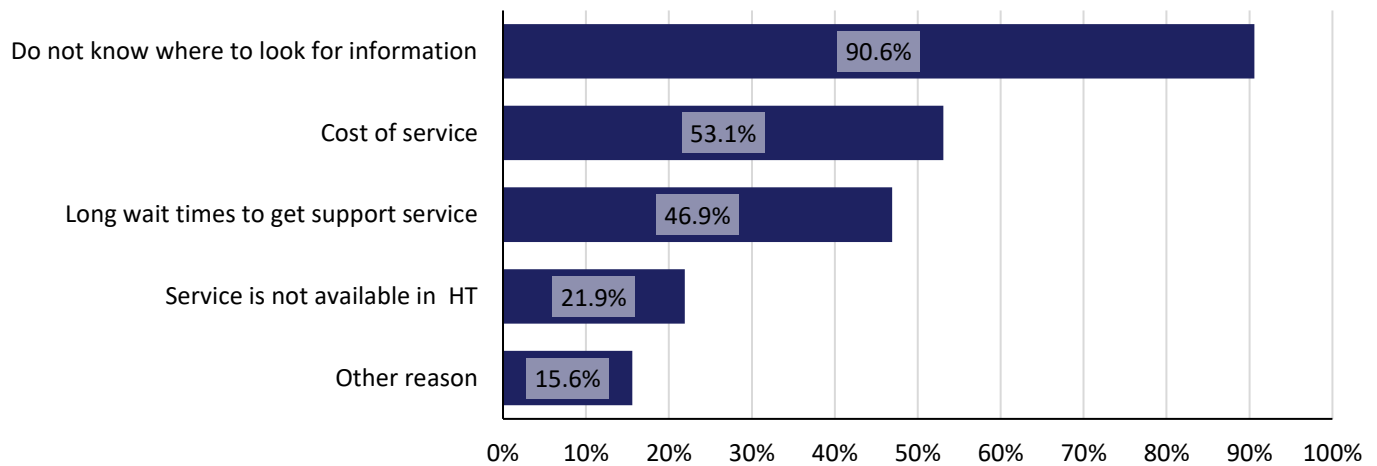
The 47.1% of respondents who said it would be ‘very/somewhat hard’ to get community support services for a mental health disorder or symptoms in HT were directed to a follow-up question asking why they responded the way they did; they could choose more than one reason. (Figure 15, following page).

By far the most common reason respondents thought it would be hard to get community support services for a mental health disorder or symptoms was that they do not know where to go or who to see. The top three reasons they thought it would be hard to get community support services for a

mental health disorder or symptoms were:

- Do not know where to go or who to see (90.6%),
- Cost of service (53.1%), and
- Long wait times to get support services (46.9%).

Figure 15: Why do you think it would be hard to get community support services in Hanover Township?



Household Experiences with Mental Health Services

Household Member Has a Mental Health Disorder or Symptoms

32.5% of households reported that they or someone in their household had a mental health disorder or symptoms.

Characteristics of Individual Household Members with a Mental Health Disorder or Symptoms

Those households where there are one or more individuals in the household with a mental health concern answered a series of questions about each of these household members.

Table 8 shows some characteristics of individuals with a mental health disorder or symptoms.

Table 8: Characteristics of Household Members with a Mental Disorder or Symptomss	
Gender	
Male	54.5%
Female	45.5%
Gender non-binary	0.0%
Gender fluid	0.0%
Transgender	0.0%
Another gender	0.0%
Age	
0-4 years old	0.0%
5-12 years old	3.6%
13-17 years old	7.3%
18-29 years old	12.7%
30-64 years old	56.4%
65+ years old	20.0%
Race/Ethnicity	
Asian	1.8%
Black	1.8%
Hispanic	18.2%
White	72.7%
Multi-Racial	5.5%
Another race	0.0%
Type of Insurance	
Private insurance	63.6%
Medicare	14.5%
Medicaid	7.3%
Other type of insurance	3.6%
None	10.9%

Of all individuals with a mental health disorder or symptoms, about more than two-fifths (41.8%) were receiving mental health services, while 58.2% were not.

If an individual had received services, a follow-up question asked where these services were received. These responses may be found in Appendix C in the Locations Where Services Were Received section.

Household Members Have Received Services for Mental Health Concerns

Then, respondents where at least 1 household member had received mental health services were asked a series of follow-up questions about the individual's overall experience with these services.

Where Household Member First Went for Help

First, they were asked where they or the household member first went for help. Responses included primary care provider, psychiatrist, hospital, counselor, work (Employee Assistance), school, and online.

Next, they were asked if the household member(s) who had a mental health disorder or symptoms was able to get 3 types of services: *a psychological screening and assessment, and diagnosis; treatment or care; and community support services.*

Ability to Get Psychological Screening and Assessment, and Diagnosis

These respondents were asked if the household member(s) was able to get a psychological screening and assessment, and diagnosis. Of those individuals who needed a psychological screening and assessment, and diagnosis the majority (86.7%) were able to get it and 13.3% were not able to get it.

Respondents who said their household member was able to get a screening and assessment, and diagnosis were asked where they received this service. Summaized responses may be found in Appendix C, in the Locations Where Services Were Received section.

Ability to Get Mental Health Treatment or Care

Next, respondents were asked if the household member(s) was able to get needed mental health treatment or care. Of those individuals who needed treatment or care, most (93.7%) were able to get it and 6.3% were not able to get it.

Respondents who said their household member was able to get treatment or care were asked where they received it. Summarized responses may be found in Appendix C, in the Locations Where Services Were Received section.

They were also asked if the household member(s) was placed on a wait list for treatment or care. More than three-fourths (76.9%) of individuals were not placed on a wait list and 23.1% were placed on a wait list. The time on the wait list ranged from 1 month to 18 months.

Respondents who reported the household member(s) was not able to get treatment or care were asked to select from a list of types of treatment which the individuals were unable to obtain. Psychiatrist provided services and crisis assistance were the two types of treatment or care individuals were unable to get.

Ability To Get Community Support Services

Then, respondents where at least one household member had received mental health services answered questions about the household member(s) ability to get community support services. Of those individuals who needed community support services, all (100.0%) were not able to get them.

The services these individuals were unable to get were:

- Assistance with education/schooling
- Support groups
- Permanent housing
- Job search and placement assistance
- Transportation,
- Assistance applying for services
- Transitional or recovery housing
- Respite care.

Positive and Negative Experiences With Mental Health Services

Then, respondents with household members which had received mental health services were asked about their positive and negative experiences with these services.

Positive experiences noted by respondents included good/caring providers, access to care, and effective/good treatment. Some representative comments were:

- “Care was relatively affordable and easy to find. Staff were compassionate and effective.”
- “It’s been amazing. Completely changed my mental health.”
- “I have had good access to inpatient and outpatient services and therapy.”
- “Excellent doctors, therapists in the hospital. My experience with the outpatient group at Ascension Illinois - Center for Mental Health in Hoffman Estates has been good and bad. Dr. *** and ***, APN were wonderful as outpatient psychiatric providers. Even though our appointments were for a short period of time, I was able to connect with them and talk about my mental health needs and concerns.”
- “While in treatment, the counselors and social workers were excellent. I felt that they did care about my daughter’s and the family’s well-being overall. They had some useful advice.”

Negative experiences included the expense or difficulty in getting services, multiple attempts at treatment, and unsatisfactory providers. Some representative comments were:

- “Before the Ecker Center it took 3 hospital stays and many medications to get adequate care.”
- “I don’t think there are any eating disorder and depression specialists in Hanover Township.”
- It is hard finding good professionals, therapist, they just give medicine that end up with secondary effect. Nobody wants to employ a person with disabilities. It is even hard to find activities for them.”
- My adult daughter is frequently admitted to behavioral health hospitals only to be released in 1-2 weeks with no improvement. It’s a vicious circle....”
- “My experience with the outpatient group at Ascension Illinois - Center for Mental Health in Hoffman Estates has been good and bad. *** is not the best outpatient psychiatric provider. He doesn’t seem to connect with the patient and seems to just read a checklist and sometimes repeats items on his checklist making it seem like he’s not even listening to me. ... Was very disappointed.”
- “Not being able to provide cheaper transportation was annoying but not detrimental in getting treatment, because we could actually afford it....”

Substance and Gambling Addiction Services

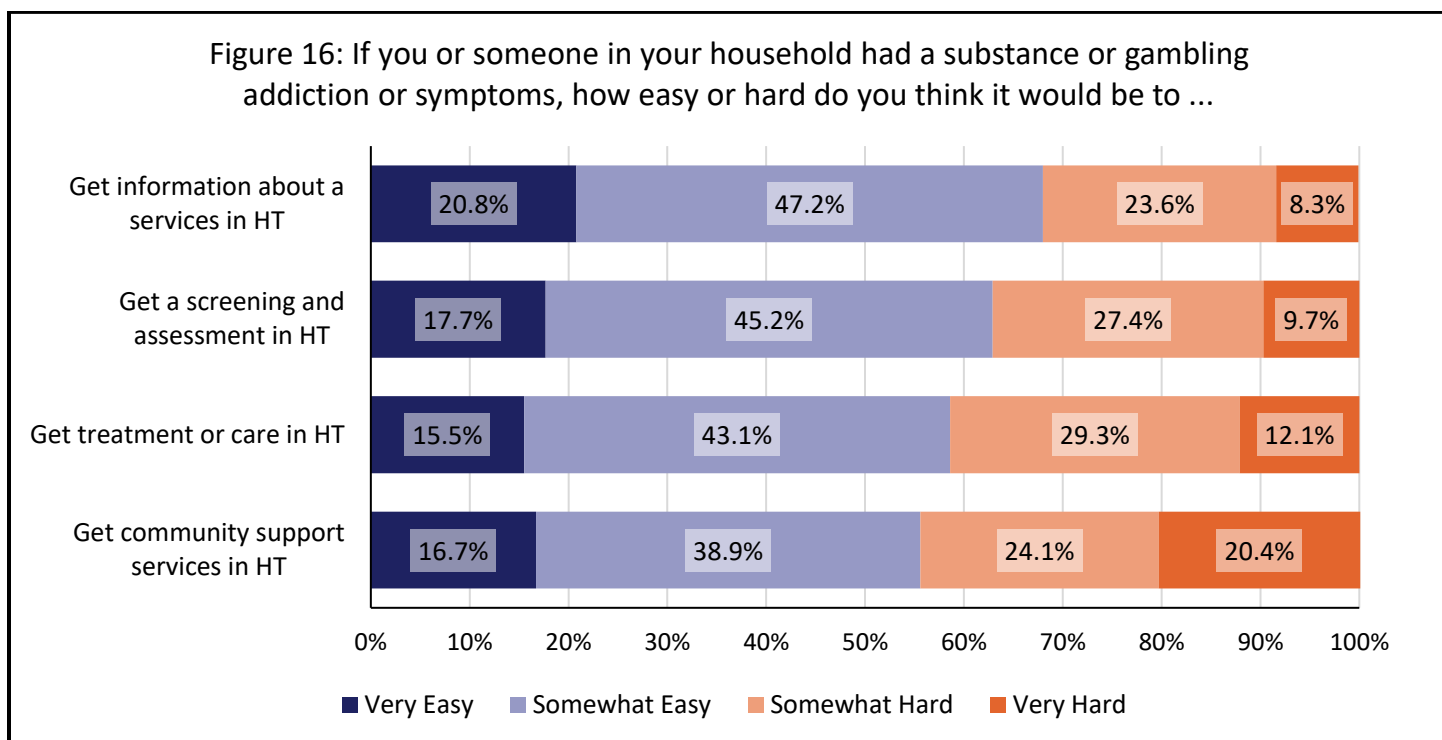
Ease of Getting Information/Services in Hanover Township

Residents were asked to indicate how easy or hard they thought it would be to get information about addiction services for themselves or a household member with a substance or gambling addiction or symptoms. They were asked how easy or hard they thought it would be to:

- Get information about addiction services available in HT,
- Get a screening and assessment in HT,
- Get treatment or care in HT, and
- Get community support services in HT.

Of these four types of addiction information/services, respondents were least likely to think it would be easy to get community support services in Hanover Township, compared to any other type of information or service.

Responses are demonstrated below in Figure 16.



Reasons Getting Information/Service Would Be Difficult

Those who responded that it would be ‘somewhat’ or ‘very hard’ to get *information about; a screening and assessment; treatment or care; or community support services* for substance and gambling addiction or symptoms were asked follow-up questions about why they thought this would be difficult.

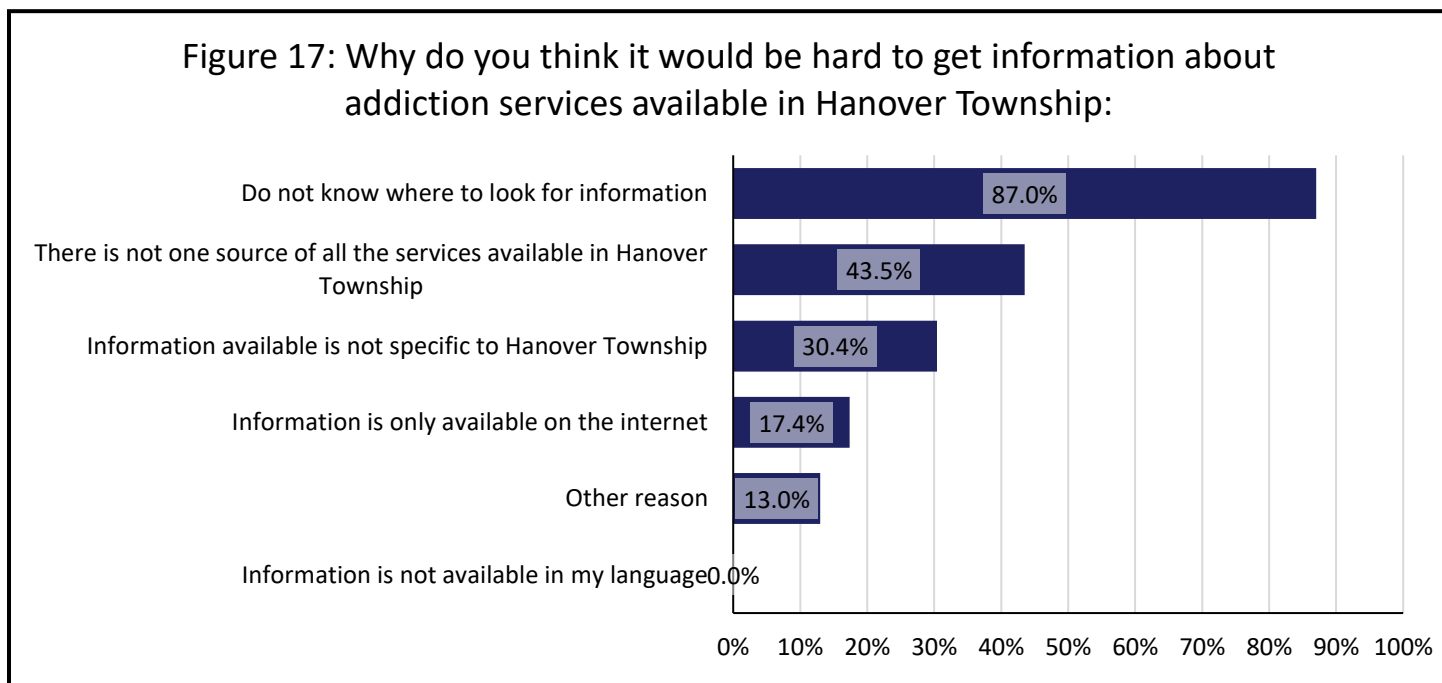
Reasons It Would Be Difficult to Get Information About Addiction Services

68.0% of respondents thought it would be ‘very/somewhat easy’ to get information about addiction services available in Hanover Township.

The 31.9% of respondents who said it would be ‘very/somewhat hard’ to get information about addiction services available in HT were directed to a follow-up question asking why they responded the way they did. Respondents could choose more than one reason it would be difficult. (Figure 17)

The top three reasons they thought it would be hard to get information about addiction services were:

- Do not know where to look for information (87.0%),
- There is not one source of all the services available in HT (43.5%), and
- Information available is not specific to HT (30.4%).



Reasons It Would Be Difficult to Get a Screening and Assessment for Substance and Gambling Addiction or Symptoms

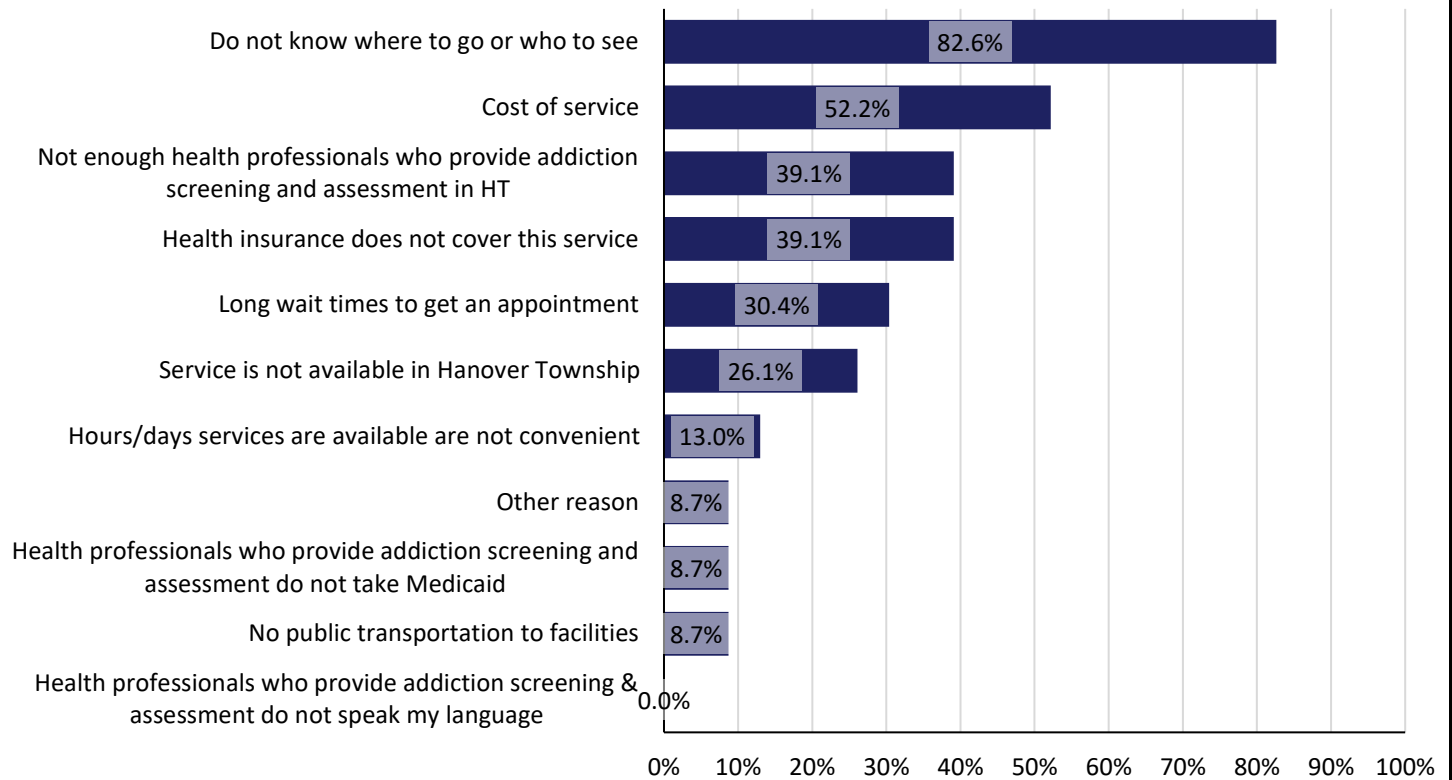
62.9% of respondents thought it would be 'very/somewhat easy' to get a screening and assessment for substance and gambling addiction or symptoms in Hanover Township.

The 37.1% of respondents who said it would be 'very/somewhat hard' to get a screening and assessment for substance and gambling addiction or symptoms in HT were directed to a follow-up question asking why they responded the way they did; they could choose more than one reason. (Figure 18, following page)

The top three reasons they thought it would be hard to get a screening and assessment for substance and gambling addiction or symptoms were:

- Do not know where to go or who to see (82.6%),
- Cost of service (52.2%),
- Not enough health professionals who provide addiction screening and assessment in HT (39.1%), and
- Health insurance does not cover this service (39.1%).

Figure 18: Why do you think it would be hard to get an addiction screening and assessment in Hanover Township?



Reasons It Would Be Difficult to Get Treatment or Care for Substance and Gambling Addiction or Symptoms

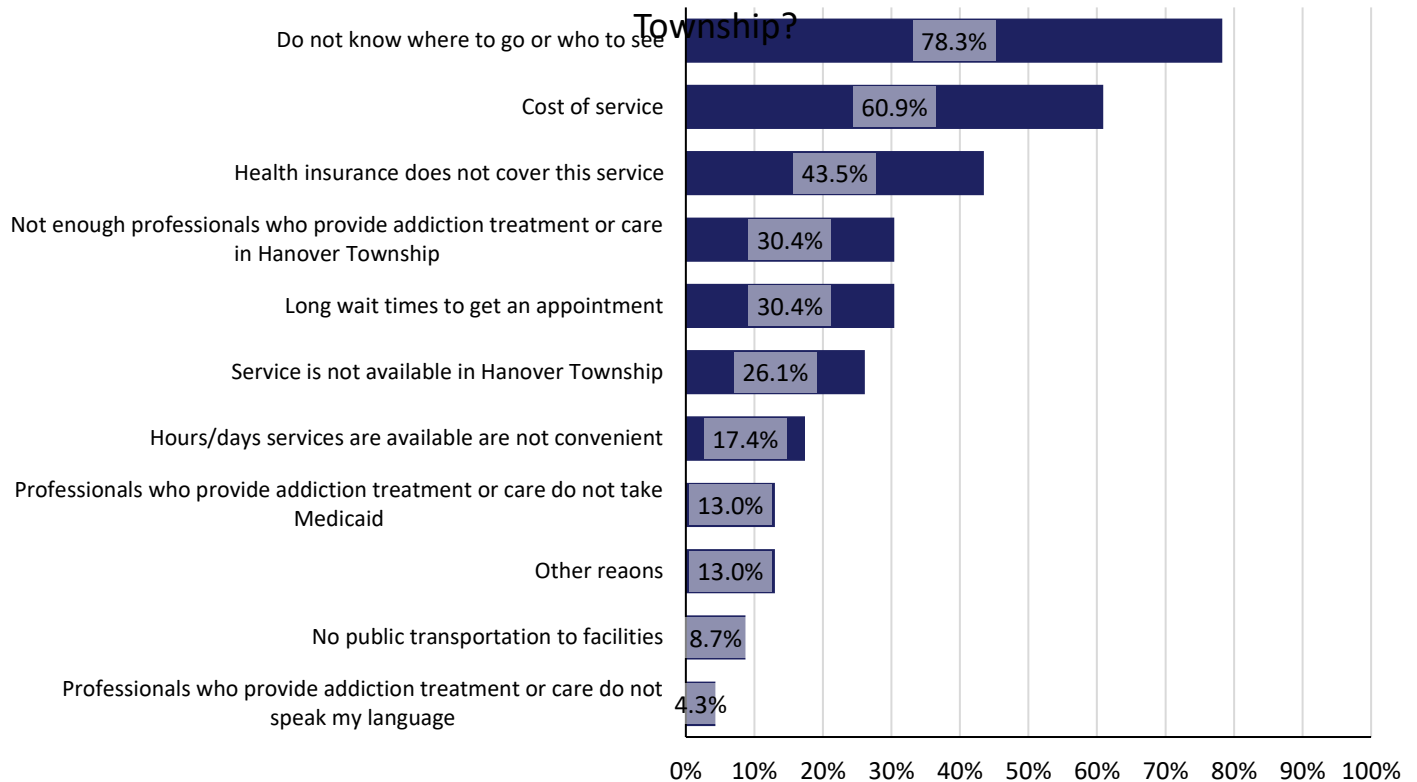
58.6% of respondents thought it would be ‘very/somewhat easy’ to get treatment or care for substance and gambling addiction or symptoms in Hanover Township.

The 41.4% of respondents who said it would be ‘very/somewhat hard’ to get treatment or care for addiction symptoms in HT were directed to a follow-up question asking why they responded the way they did. Respondents could choose more than one reason it would be difficult (Figure 19, following page).

The most commonly selected reason was “don’t know where to go or who to see.” The top three reasons were:

- Do not know where to go or who to see (78.3%),
- Cost of service (60.9%), and
- Health Insurance does not cover this service (43.5%).

Figure 19: Why do you think it would be hard to get treatment or care for substance and gambling addiction or symptoms in Hanover Township?



Reasons It Would Be Difficult to Get Community Support Services for Substance and Gamblingg Addiction or Symptoms

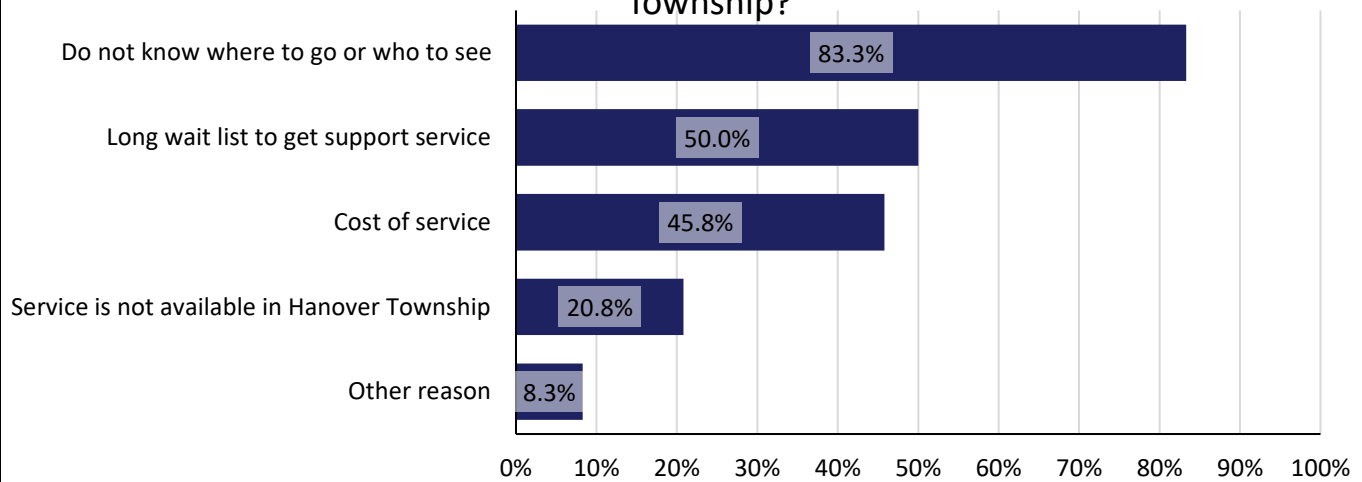
55.6% of respondents thought it would be ‘very/somewhat easy’ to get community support services for substance and gambling addiction or symptoms in Hanover Township.

The 44.5% of respondents who said it would be ‘very/somewhat hard’ to get community support services for substance and gambling addiction or symptoms in HT were directed to a follow-up question asking why they responded the way they did. Respondents could choose more than one reason it would be difficult. (Figure 20, following page)

The top three reasons they thought it would be hard to get a screening and assessment for substance and gambling addiction or symptoms were:

- Do not know where to go or who to see (83.3%),
- Long wait list to get support service (50.5%), and
- Cost of service (45.8%).

Figure 20: Why do you think it would be hard to get community support services for substance and gambling addiction or symptoms in Hanover Township?



Household Experiences with Addiction Services

Household Member Has a Substance or Gambling Addiction or Symptoms

18.5% of respondents reported that they or someone in their household had a substance or gambling addiction or symptoms.

Characteristics of Individual Household Members with a Substance or Gambling Addiction or Symptoms

Those respondents who have one or more individuals in their household with a substance or gambling addiction or symptoms answered a series of questions about each of these household members.

Table 9 shows some characteristics of individuals with a substance or gambling addiction or symptoms.

Table 9: Characteristics of Household Members with a Substance or Gambling Addiction or Symptoms	
Gender	
Male	73.9%
Female	26.1%
Gender non-binary	0.0%
Gender fluid	0.0%
Transgender	0.0%
Another gender	0.0%
Age	
0-4 years old	0.0%
5-12 years old	0.0%
13-17 years old	5.2%
18-29 years old	14.3%
30-64 years old	57.0%
65+ years old	23.5%
Race/Ethnicity	
Asian	0.0%
Black	0.0%
Hispanic	0.0%
White	95.8%
Multi-Racial	4.2%
Another race	0.0%
Type of Insurance	
Private insurance	54.2%
Medicare	20.8%

Medicaid	8.3%
Other type of insurance	8.3%
None	8.3%

Of the individuals with a substance or gambling addiction or symptoms, (16.7%) were receiving addiction services, while 83.3% were not.

If an individual had received services, a follow-up question asked where these services were received. Summarized responses may be found in Appendix C in the Locations Where Services Were Received section.

Household Members Have Received Services for Substance or Gambling Addiction or Symptoms

Then, respondents where at least 1 household member had received addiction services were asked a series of follow-up questions about the household's overall experience with these services.

Where Household Member First Went for Help

First, they were asked where they or the household member first went for help all indicated an addiction treatment center.

Next, they were asked if the household member(s) who had a substance or gambling addiction or symptoms was able to get 3 types of services: *a substance or gambling addiction screening and assessment, treatment or care, and community support services*.

Ability to Get Substance or Gambling Addiction Screening and Assessment

Respondents were asked if the household member(s) were able to get a substance or gambling addiction screening and assessment. All (100.0%) reported being able to get a screening and assessment.

Respondents who said their household member was able to get a screening and assessment were asked where they received this service. Summarized responses may be found in Appendix C, in the Locations Where Services Were Received section.

Ability to Get Substance or Gambling Addiction Treatment or Care

Next, respondents were asked if the household member(s) were able to get needed substance or gambling addiction treatment or care. All (100.0%) reported that the household member(s) were able

to get such care.

Respondents who said their household member was able to get treatment or care were asked where they received it. Summarized responses may be found in Appendix C, in the Locations Where Services Were Received section.

They were also asked if the household member(s) was placed on a wait list for treatment or care. Two-thirds (66.6%) of individuals were not placed on a wait list and 33.1% were placed on a wait list. The time on the wait list was approximately 1 week.

Ability To Get Community Support Services

Then, respondents where at least one household member had received substance or gambling addiction services answered questions about the household member(s) ability to get community support services. Most individuals did not need community support services, the one individual who did need these services commented “they did not know they were offered.”.

Positive and Negative Experiences With Substance or Gambling Addiction Services

Then, respondents which had received substance or gambling addiction services were asked about their positive and negative experiences with these services.

Positive responses mostly regarded the time it took to get treatment. A representative comment was “quick process of getting methadone doses.”

Negative responses mostly regarded awareness of available community support services.

Intellectual or Developmental Disability Services

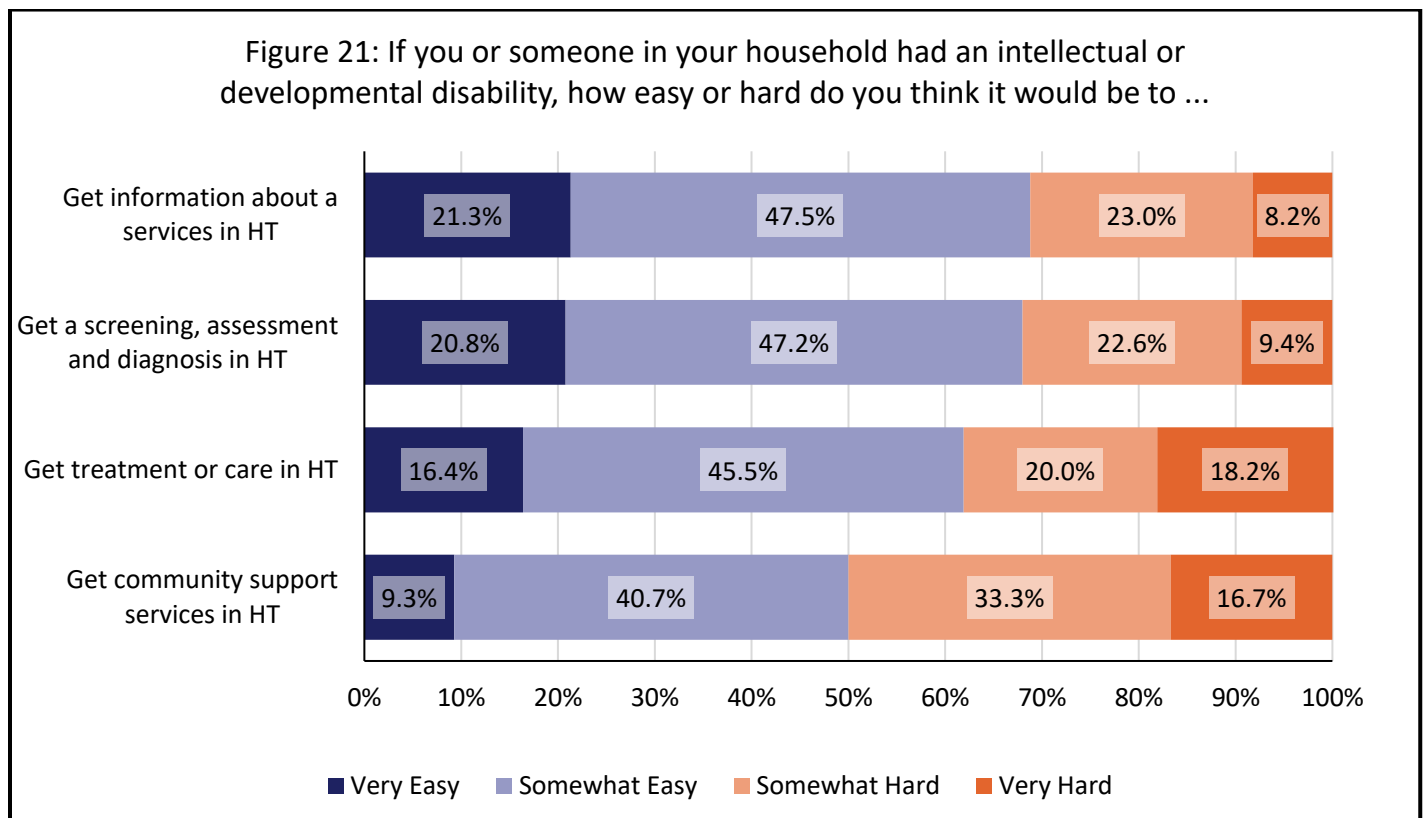
Ease of Getting Information/Services in Hanover Township

Repondents were asked to indicate how easy or hard they thought it would be to get information about or services for a household member with an IDD in Hanover Township. They were asked how easy or hard they thought it would be to:

- Get information about the IDD services available in HT,
- Get a psychological assessment and diagnosis in HT,
- Get treatment or care in HT, and
- Get community support services in HT.

At least one-half of respondents thought it would be somewhat or very easy to get all four types of information about or services for intellectual or developmental disabilities in Hanover Township. However, respondents were split on whether they believed it would be easy or hard to get community support services.

Responses are shown below in Figure 21.



Reasons Getting Information/Service Would Be Difficult

Those who responded that it would be ‘somewhat’ or ‘very hard’ to get *information about; a screening, assessment and diagnosis; treatment or care; or community support services* for intellectual or developmental disabilities were asked follow-up questions about why they thought this would be difficult.

Reasons It Would Be Difficult to Get Information About Intellectual or Developmental Disability Services

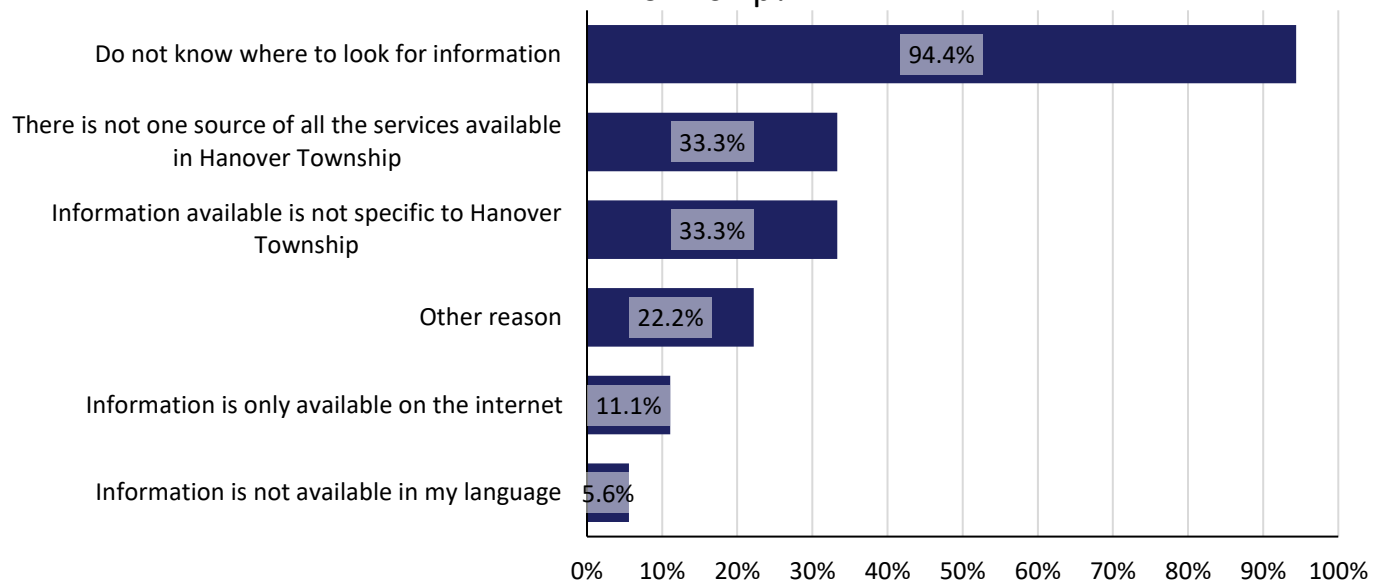
68.8% of respondents thought it would be ‘very/somewhat easy’ to get information about intellectual or developmental disability services available in Hanover Township.

The 31.2% of respondents who said it would be ‘very/somewhat hard’ to get information about intellectual or developmental disability services available in HT were directed to a follow-up question asking why they responded the way they did. Respondents could choose more than one reason it would be difficult (Figure 22, next page).

By far the most common reason respondents thought it would be hard to get *information about services for intellectual or developmental disabilities* was that they ‘do not know where to go or who to see.’ The top three reasons they thought it would be hard to *get information about intellectual or developmental disability services* were:

- Do not know where to look for information (94.4%),
- There is not one source of all the services available in HT (33.3%), and
- Information available is not specific to HT (33.3%).

Figure 22: Why do you think it would be hard to get information about the intellectual or developmental disability services available in Hanover Township?



Reasons It Would Be Difficult to Get a Screening and Assessment, and Diagnosis for Intellectual or Developmental Disabilities

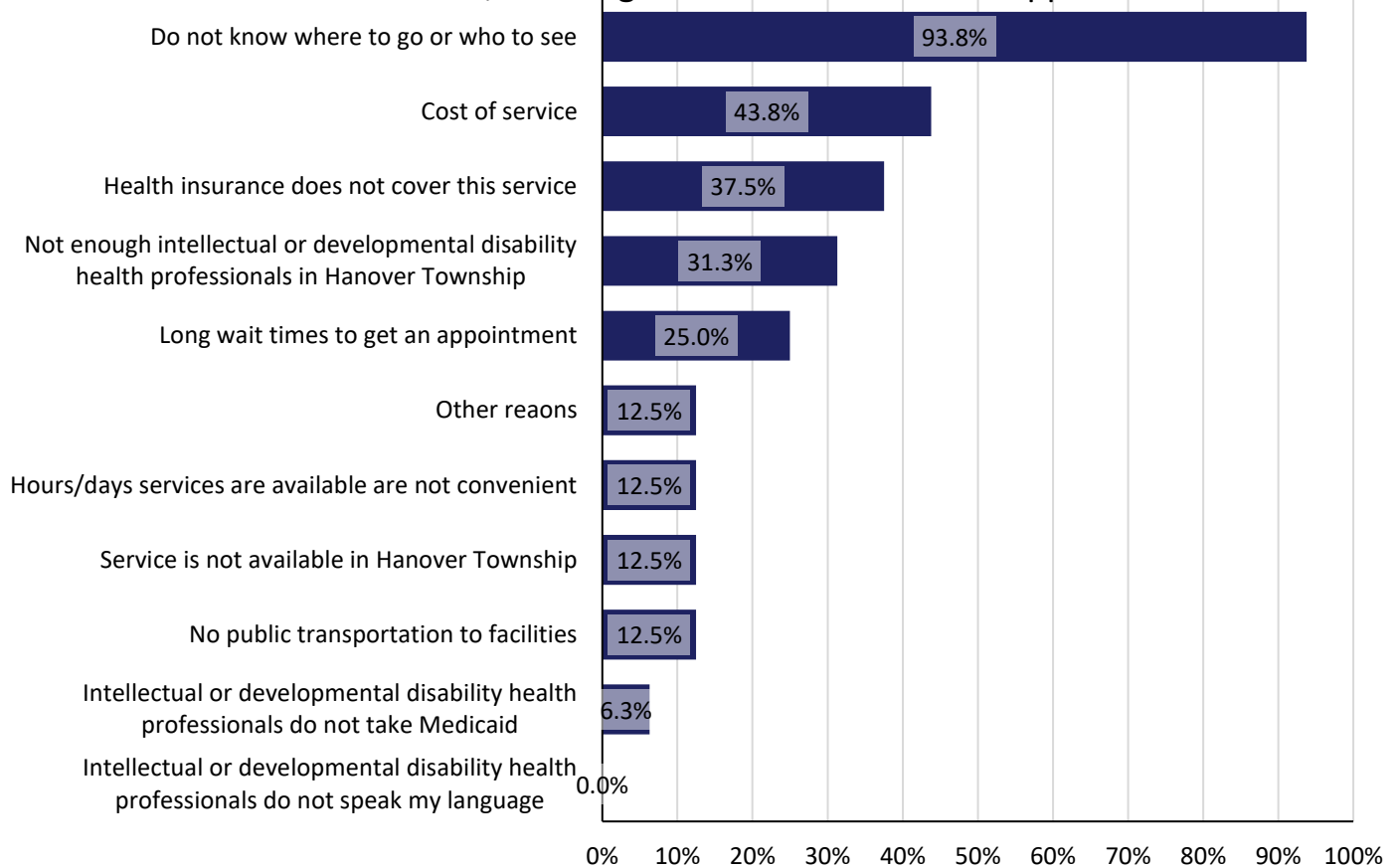
68.0% of respondents thought it would be ‘very/somewhat easy’ to get a screening and assessment, and diagnosis for intellectual or developmental disabilities in Hanover Township.

The 32.0% of respondents who said it would be ‘very/somewhat hard’ to get a screening and assessment, and diagnosis for intellectual or developmental disabilities in HT were directed to a follow-up question asking why they responded the way they did. Respondents could choose more than one reason it would be difficult. (Figure 23, following page)

By far the most common reason respondents thought it would be hard to get *information about services for intellectual or developmental disability* concerns was that they ‘do not know where to go or who to see.’ The top three reasons they thought it would be hard to get a *screening and assessment, and diagnosis for intellectual or developmental disabilities* were:

- Do not know where to go or who to see (93.8%),
- Cost of service (43.8%), and
- Health insurance does not cover this service (37.5%).

Figure 23: Why do you think it would be hard to get a screening and assessment, and diagnosis in Hanover Township?



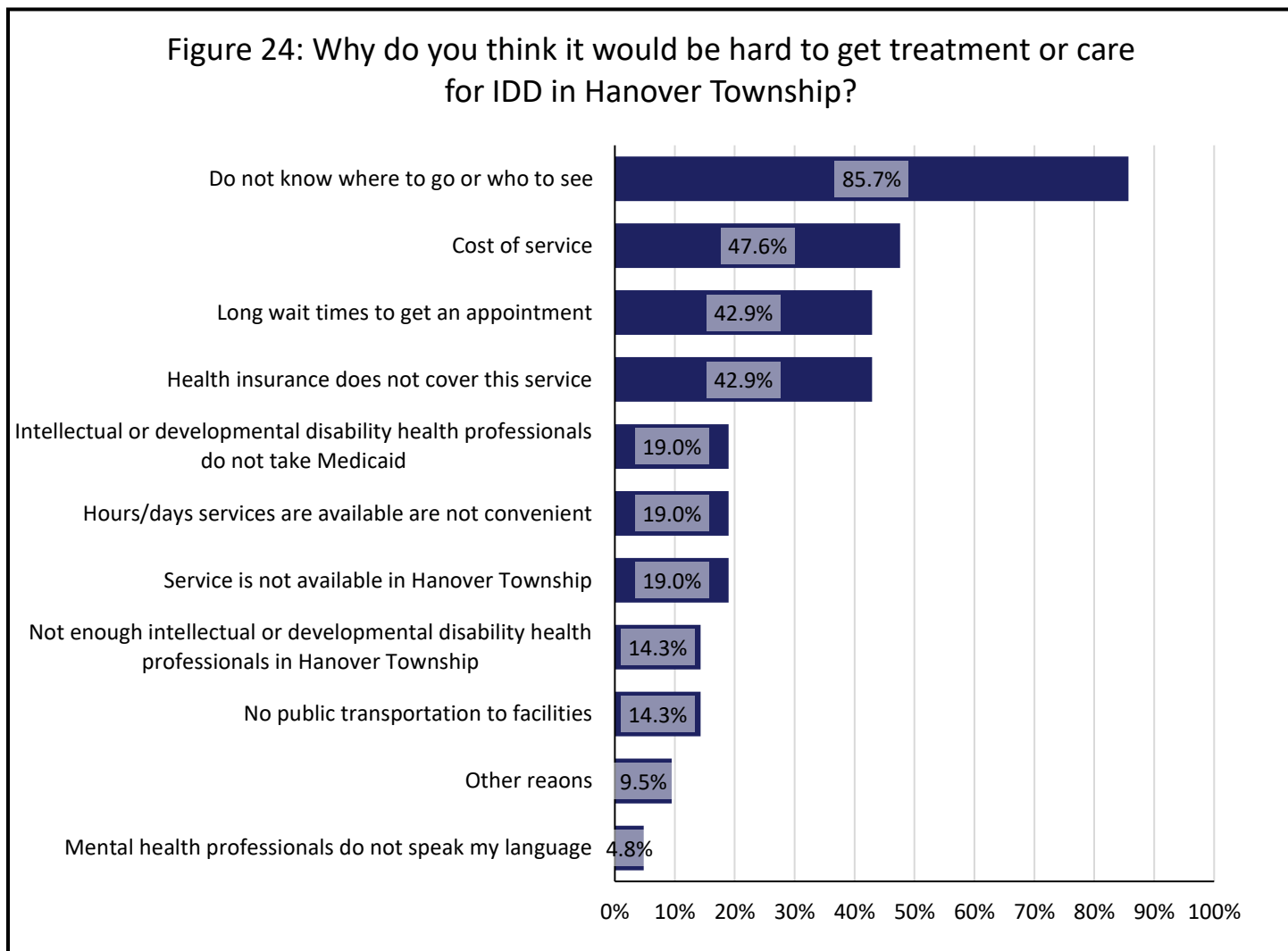
Reasons It Would Be Difficult to Get Treatment or Care for Intellectual or Developmental Disabilities

61.9% of respondents thought it would be ‘very/somewhat easy’ to get treatment or care for intellectual or developmental disabilities in Hanover Township.

The 38.2% of respondents who said it would be ‘very/somewhat hard’ to get treatment or care for intellectual or developmental disabilities in HT were directed to a follow-up question asking why they responded the way they did. Respondents could choose more than one reason it would be difficult. (Figure 24, next page)

The top four reasons they thought it would be hard to get treatment or care for intellectual or developmental disabilities were:

- Do not know where to go or who to see (85.7%),
- Cost of service (47.6%),
- Long wait times to get an appointment (42.9%), and
- Health insurance does not cover this service (42.9%).



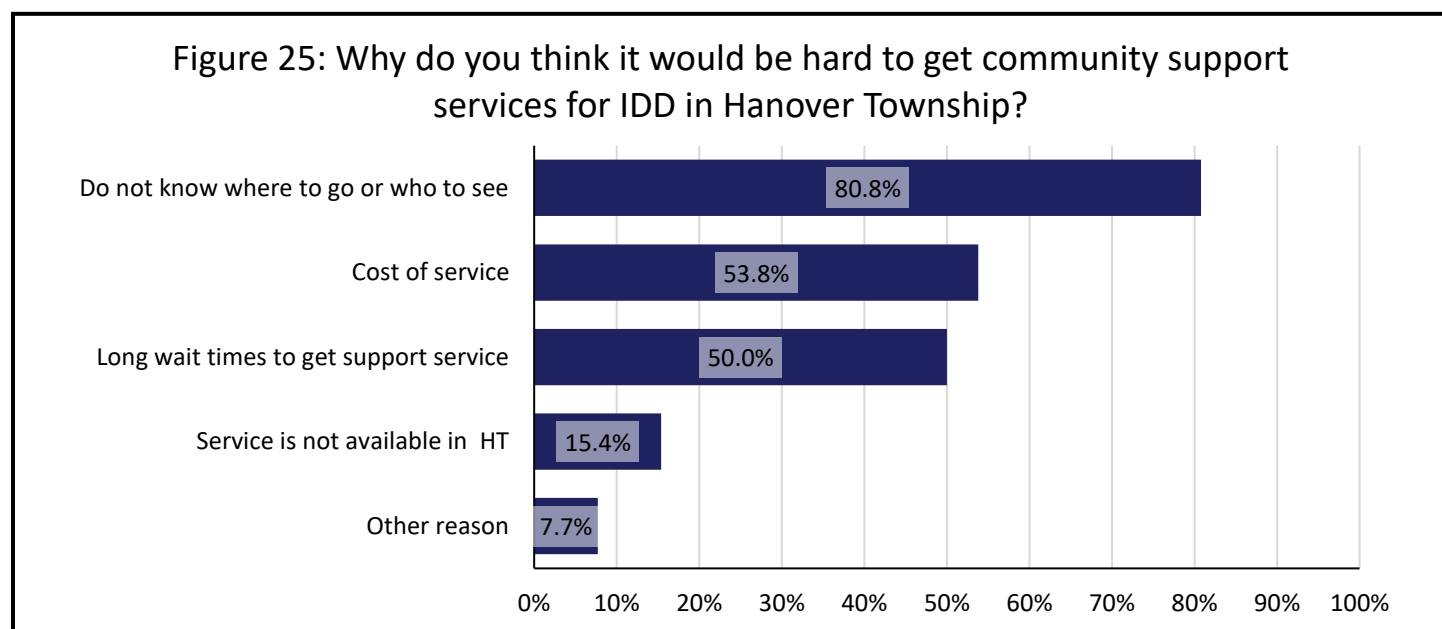
Reasons It Would Be Difficult to Get Community Support Services for Intellectual or Developmental Disabilities

50.0% of respondents thought it would be 'very/somewhat easy' to get community support services for intellectual or developmental disabilities in Hanover Township.

The 50.0% of respondents who said it would be ‘very/somewhat hard’ to get community support services for intellectual or developmental disabilities in HT were directed to a follow-up question asking why they responded the way they did; they could choose more than one reason. (Figure 25)

The top three reasons they thought it would be hard to get community support services for intellectual or developmental disabilities were:

- Do not know where to go or who to see (80.8%),
- Cost of service (53.8%), and
- Long wait lists to get support service (50.0%).



Household Experiences with Intellectual or Developmental Disability Services

Household Member Has an Intellectual or Developmental Disability

One-fifth (20.6%) of respondents reported that they or someone in their household had an intellectual or developmental disability.

Characteristics of Individual Household Members with Intellectual or Developmental Disabilities

Those households where there are one or more individuals in the household with an intellectual or developmental disability answered a series of questions about each of these household members.

Table 10 shows some characteristics of individuals with intellectual or developmental disabilities.

Table 10: Characteristics of Household Members with Intellectual or Developmental Disabilities	
Gender	
Male	62.5%
Female	37.5%
Gender non-binary	0.0%
Gender fluid	0.0%
Transgender	0.0%
Another gender	0.0%
Age	
0-4 years old	4.2%
5-12 years old	16.7%
13-17 years old	20.8%
18-29 years old	16.7%
30-64 years old	33.3%
65+ years old	8.3%
Race/Ethnicity	
Asian	4.2%
Black	0.0%
Hispanic	33.3%
White	58.3%
Multi-Racial	4.2%
Another race	0.0%
Type of Insurance	
Private insurance	58.3%
Medicare	8.3%
Medicaid	16.7%
Other type of insurance	12.5%
None	4.2%

Of all individuals with intellectual or developmental disabilities, 12.5% were receiving intellectual or developmental disability services, while 87.5% are not.

If an individual had received services, a follow-up question asked where these services were received. Summarized responses may be found in Appendix C in the Locations Where Services Were Received section.

Household Members Have Received Services for Intellectual or Developmental Disabilities

Then, households where at least 1 household member had received intellectual or developmental disability services were asked a series of follow-up questions about the household's overall experience with these services.

Where Household Member First Went for Help

First, they were asked if the household member(s) who had an intellectual or developmental disability was able to get 3 types of services: *an intellectual or developmental disability screening and assessment, and diagnosis; treatment or care; and community support services.*

Ability to Get Intellectual or Developmental Disability Screening and Assessment, and Diagnosis

These respondents were asked if the household member(s) were able to get a screening and assessment, and diagnosis. All (100.0%) of individuals who needed a screening and assessment, and diagnosis able to get it.

Respondents who said their household member(s) was able to get a screening and assessment, and diagnosis were asked where they received this service. Summarized responses may be found in Appendix C, in the Locations Where Services Were Received section.

Ability to Get Treatment or Care

Next, the respondents were asked if the household member(s) was able to get needed treatment or care. All (100.0%) reported that they were able to get such care.

Respondents who said their household member(s) was able to get treatment or care were asked where they received it. These responses may be found in Appendix C, in the Locations Where Services Were Received section.

They were also asked if the household member(s) were placed on a wait list for treatment or care. Two-thirds (66.6%) were not placed on wait lists, and 33.3% were placed on a wait list. The time individuals were on a wait list ranged from 1 to 6 months.

Ability To Get Community Support Services

Then, respondents where at least one household member had received intellectual or developmental disability services answered questions about their household's ability to get community support services. Most (95.0%) did not need community support services.

Positive and Negative Experiences With Intellectual or Developmental Disability Services

Then, respondents whose household member(s) which had received intellectual or developmental disability services were asked about their positive and negative experiences with these services.

Positive comments included that the services available are good. A representative comment is "They are great.

Negative comments are the related to the cost of services. A representative comment is "Early intervention helps with a lot but financially nobody helps and things for an autistic child are expensive."

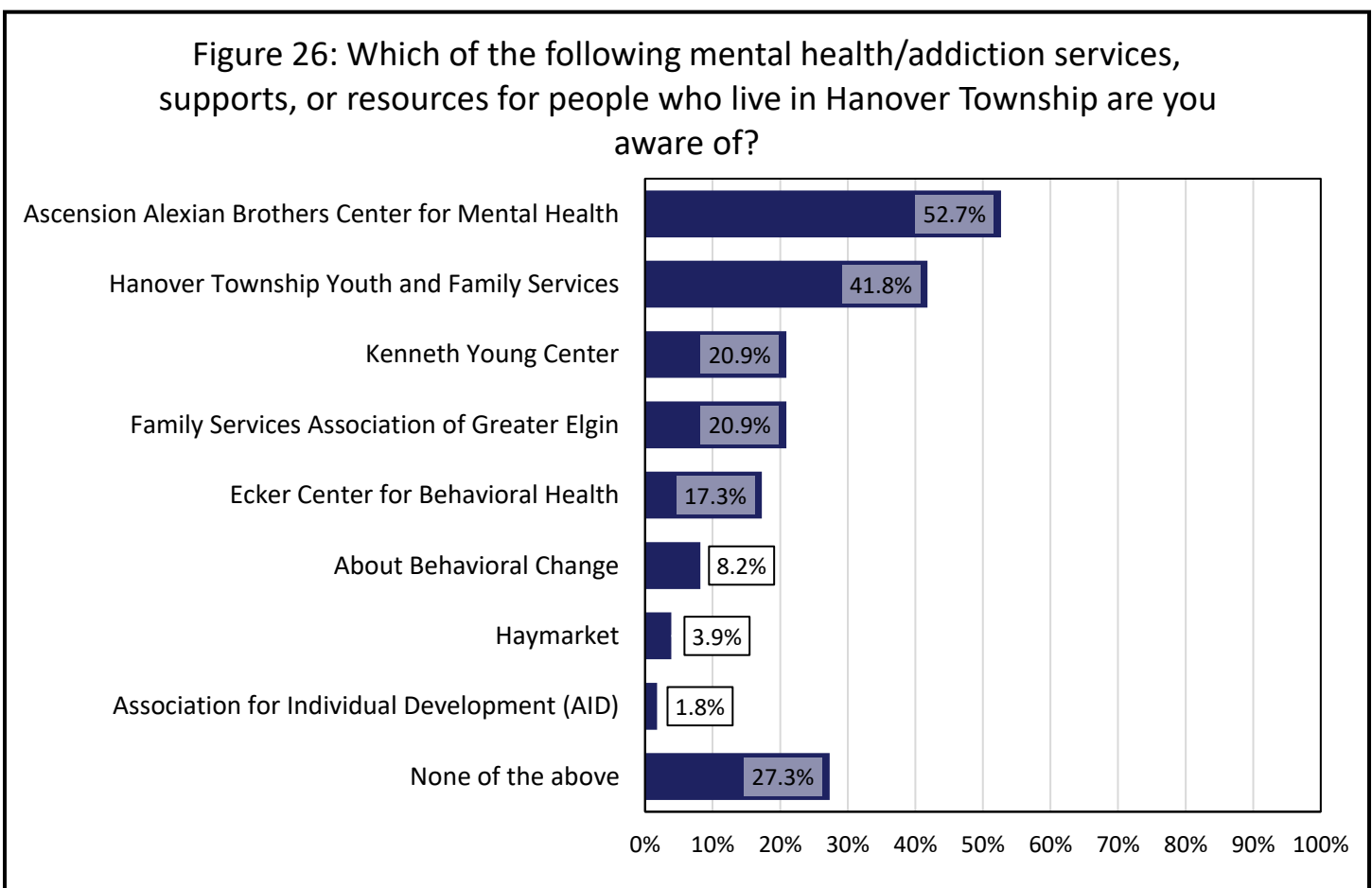
Awareness of Services

Awareness of Mental Health/Addiction Services

All respondents were asked about their awareness of 8 mental health/addiction services, supports, or resources for people who live in Hanover Township. 72.7% were aware of at least one of these. (Figure 26)

Respondents were most likely to be aware of 2 services:

- Ascension Alexian Brothers Center for Mental Health (52.7%), and
- Hanover Township Youth and Family Services (41.8%)



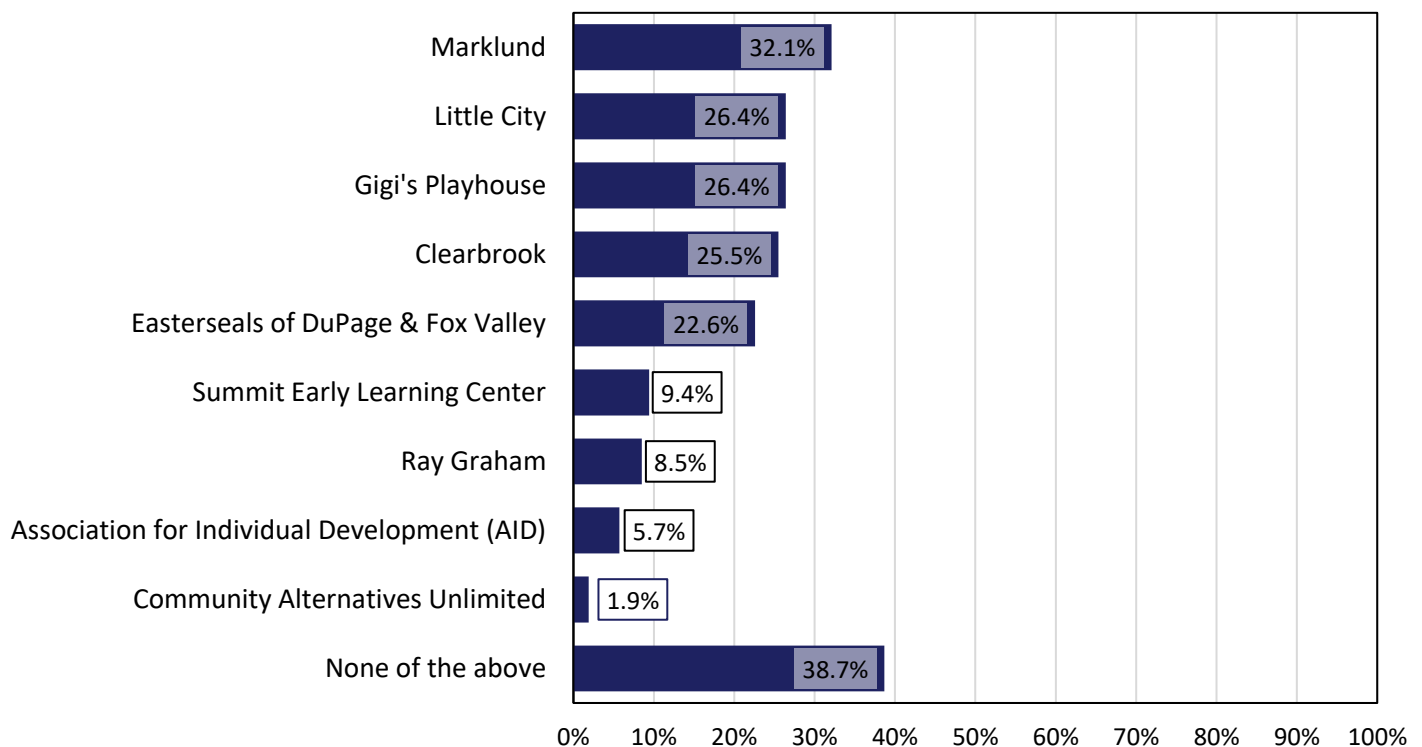
Awareness of Intellectual or Developmental Disability Services, Supports, or Resources

Then, they were asked about their awareness of 9 intellectual or developmental disability services, supports, or resources for people who live in Hanover Township. 61.3% were aware of at least one of these services. (Figure 27)

One-fourth or more of respondents were aware of the following services:

- Marklund (32.1%)
- Little City (26.4%)
- Gigi's Playhouse (26.4%)
- Clearbrook (25.5%)

Figure 27: Which of the following intellectual or developmental disability services, supports, or resources for people who live in Hanover Township are you aware of?



Availability of Services and Barriers to Care

Availability of Services for Hanover Township Residents

Respondents were asked to rate the *availability* of specific types of mental health, substance use, and intellectual or developmental disability services for Hanover Township residents. For each type of service, they rated the availability on a scale of 1 to 5, where 1 was “not available” and 5 was “readily available.”

Perceived Availability of Mental Health Services

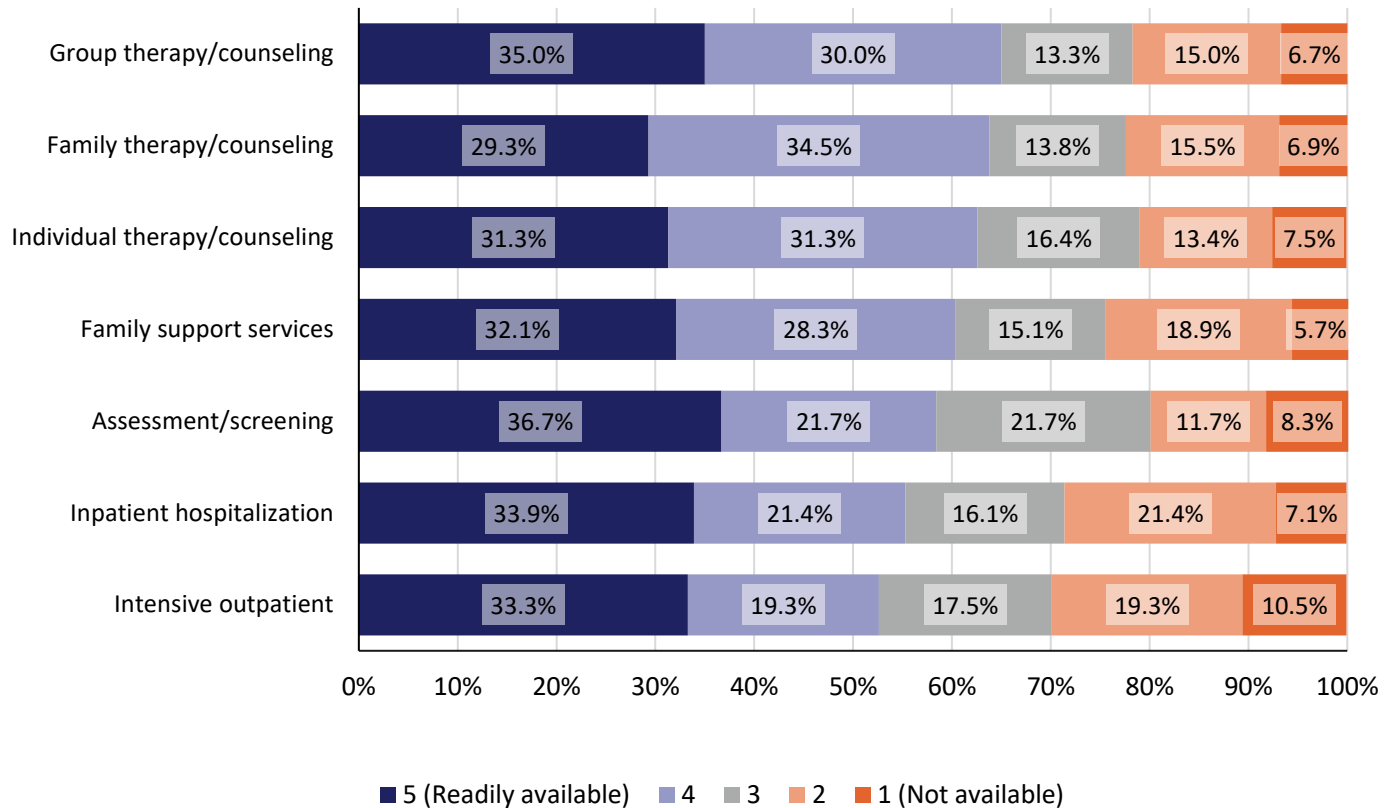
First, they were shown a list of 7 types of mental health services (listed in the figure on the following page).

For all 7 types of mental health services, over half (52.6% or more) of respondents who provided a rating considered these services to be *relatively available* (rated 5-readily available or 4).

Generally speaking, they were slightly less likely to consider intensive services (intensive outpatient and inpatient hospitalization) to be relatively available, compared to counseling services.

Figure 28, on the following page, shows the perceived availability of all 7 types of mental health services.

Figure 28: What do you think is the degree of availability of the following mental health services for Hanover Township residents?



Perceived Availability of Addiction Services

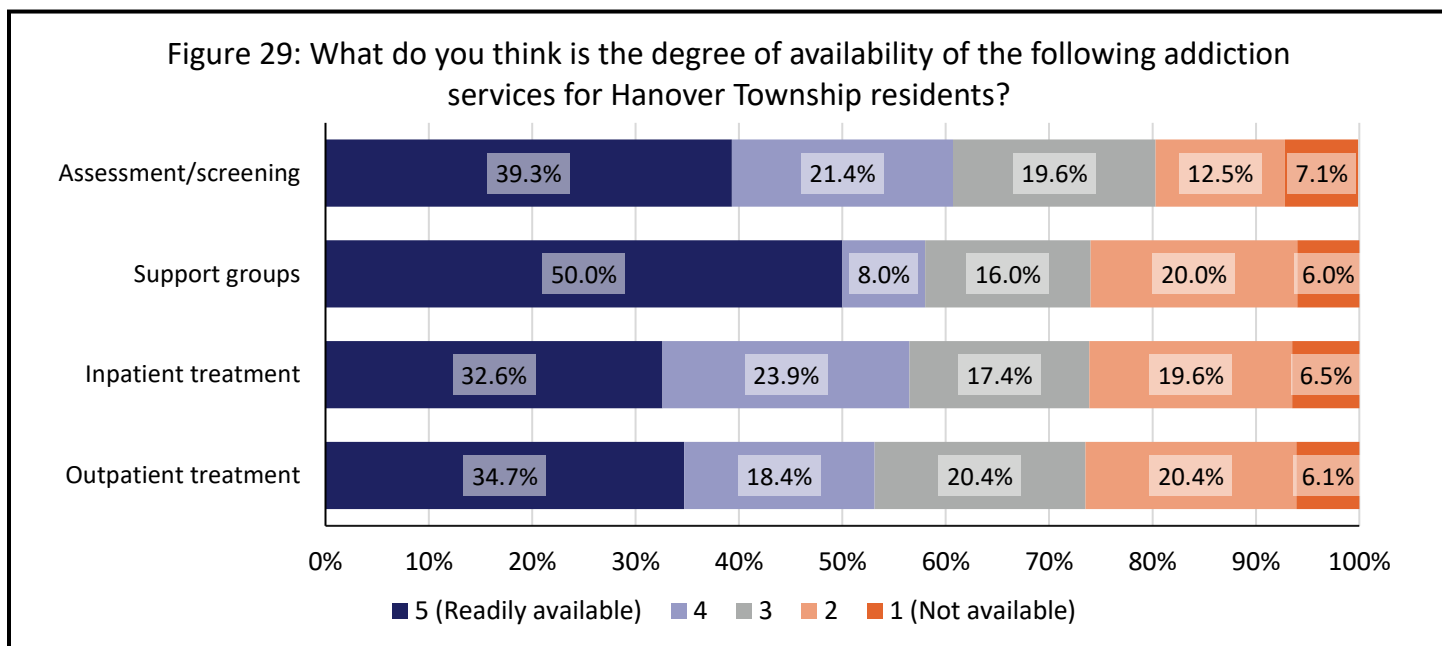
Next, they saw a list of 4 types of *addiction services*.

As with mental health services, more than half (53.1% or more) of respondents considered these services to be *relatively available* (rated 5-readily available or 4).

Outpatient treatment services were the least likely of the 4 types of addiction services to be considered relatively available.

Support groups were the most likely of the 5 types of addiction services to be rated 5-*readily available*; 50.0% considered it to be readily available, compared to 39.3% or less of any of the other 3 services.

Figure 29 shows the perceived availability for all 4 types of addiction services.

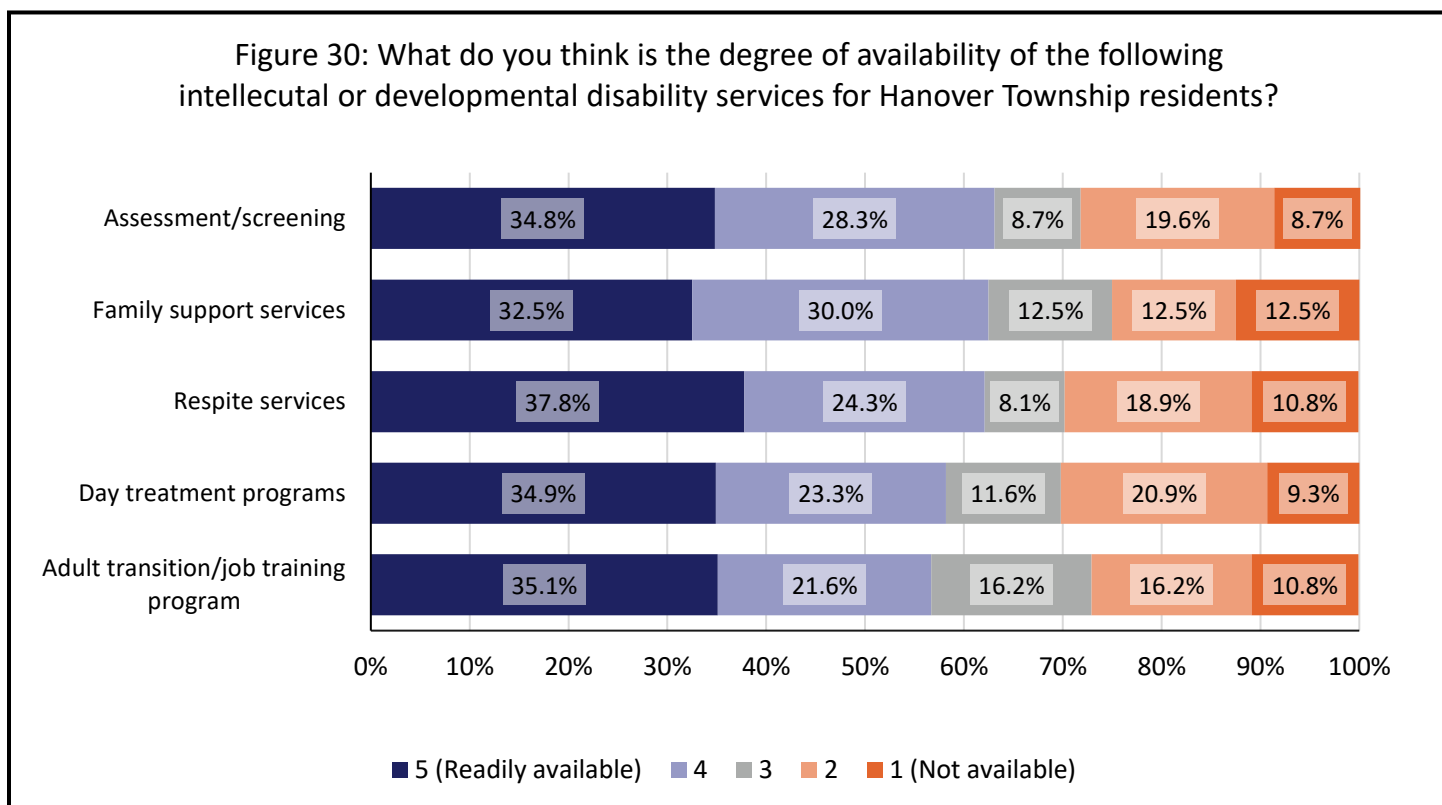


Perceived Availability of Intellectual or Developmental Disability Services

Then, they were presented with a list of 5 types of intellectual or developmental disability services.

As with mental health and addiction services, over half (56.7% or more) of respondents who provided a rating considered each of these services to be *relatively available*.

Figure 30 shows the perceived availability for all 5 types of intellectual or developmental disability services.



Services in Hanover Township

Respondents were asked to name mental health, substance and gambling addiction, and intellectual and developmental disability services, if any, which they would like to see added to Hanover Township which do not currently exist or of which they are not aware. 17.5% named such a service. Responses varied, but broad topics included:

- Better, easier, or quicker access to services,
- Many/all services are needed, and
- Need for additional information or better awareness of services.

Then, they were asked about mental health, substance and gambling addiction, and intellectual and developmental disability services which they are glad are available in Hanover Township. 9.2% of respondents named a service. Respondents named a number of specific services, including:

- Services through the school districts,
- AA/NA meetings, and
- The variety of services available.

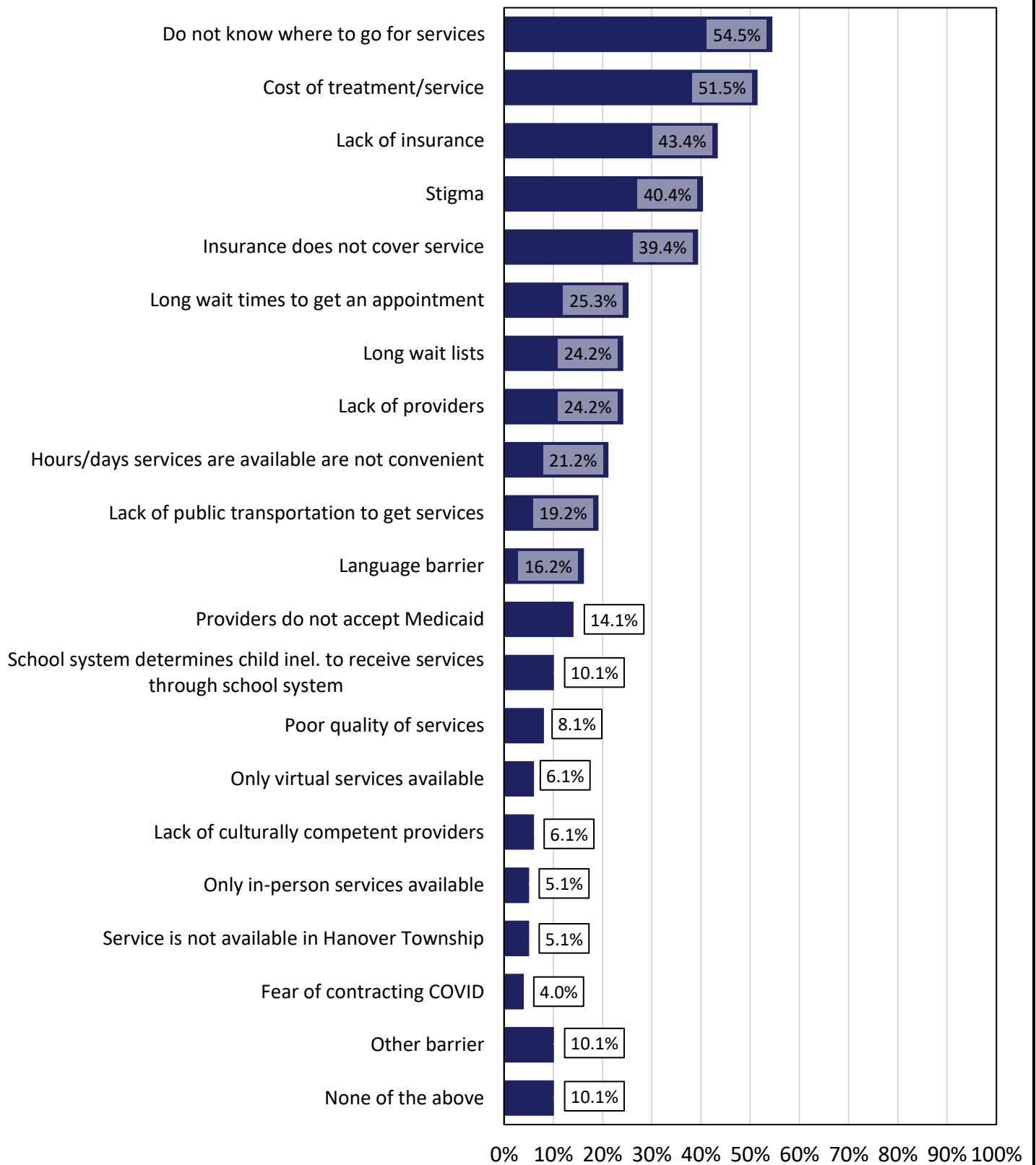
Perceived Barriers to Accessing Services

Respondents were asked to select from a list of 19 potential options, any barriers which exist that make *accessing services difficult for Hanover Township residents*. 89.1% of respondents selected at least one of these barriers. The most commonly selected barriers were:

- Don't know where to go for services (54.5%),
- Cost of treatment/services (51.5%),
- Lack of insurance (43.4%),
- Stigma (40.4%), and
- Insurance does not cover services (39.4%)

Figure 31, on the following page, shows all responses.

Figure 31: What barriers exist that make accessing services difficult for Hanover Township residents?



Respondents who said that a lack of providers was a barrier were asked to specify which type of providers are lacking. The most common responses included:

- Psychiatrists
- Therapists/counselors, and
- Services for people with intellectual or developmental disabilities.

Perceived Issues and Needs in Hanover Township

Respondents were asked to name the biggest mental health, substance use, or intellectual or developmental disability issues or needs in Hanover Township for three age groups:

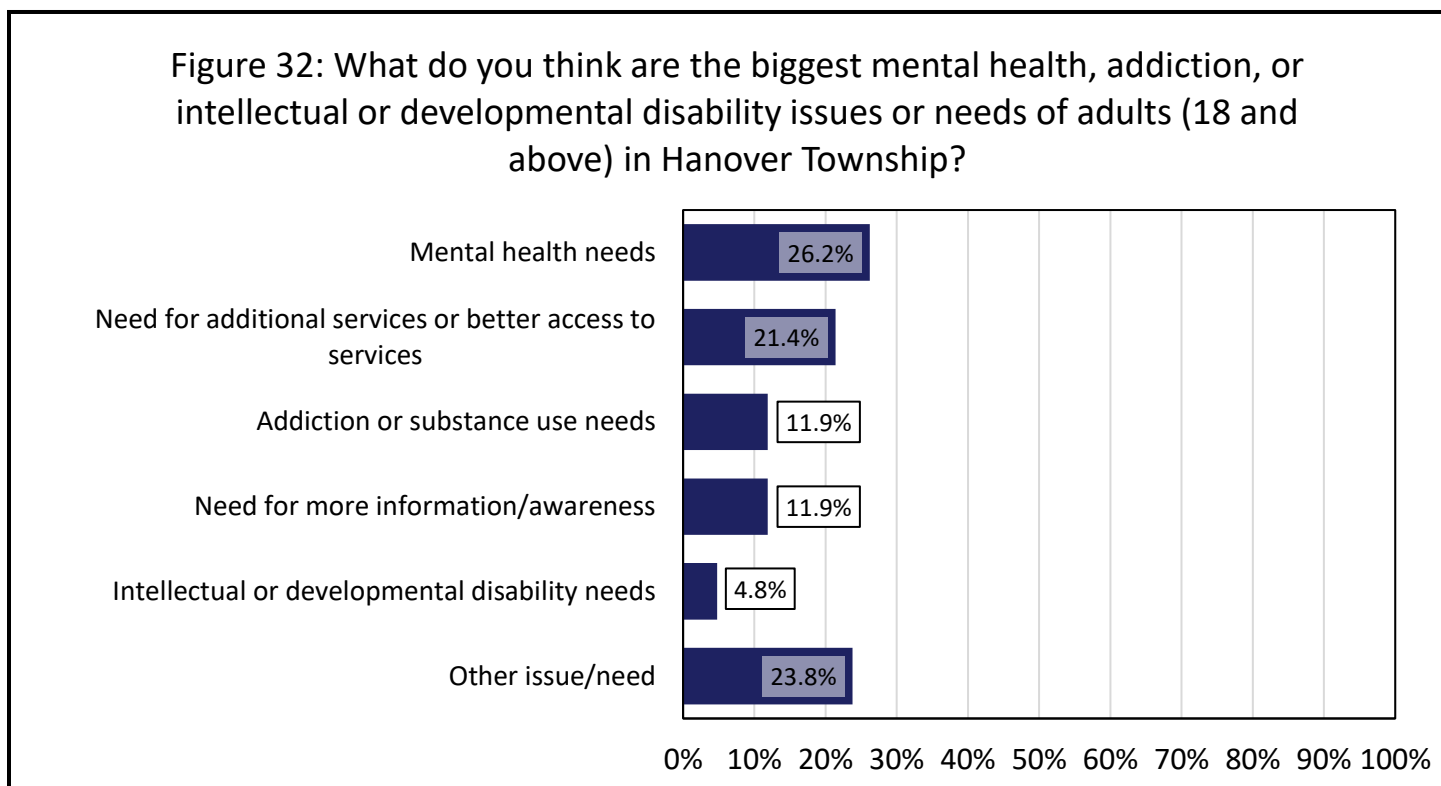
- Adults aged 18 years and above,
- Teens aged 13-17 years, and
- Children aged 12 years or under.

Issues or Needs: Adults

35.0% of respondents named at least one mental health, substance use, or intellectual or developmental disability issue or need facing adults in Hanover Township. These responses covered a wide range, but the most commonly noted included:

- Mental health needs (26.2%),
- Need for additional services or better access to services (21.4%),
- Addiction or substance use needs (11.9%), and
- Need for more information/awareness (11.9%).

Figure 32 shows these responses.



The following are some quotations from respondents' write-in responses about adult's issues or needs.

Mental health needs

- "Mental health treatment needed for a lot of people. Easy access required."
- "Treatment of underlying mental issues leading to addiction and homelessness."
- "Depression, anxiety"

Need for additional services or better access to services

- "Wait lists and shortage of available space in treatment facilities, as well as the high associated costs."
- "I think these problems exist everywhere—transportation, jobs, housing, programs to train for life skills. Especially for those individuals with IDD, once they get out of school, where do they go?"
- "Housing"

Addiction or substance use needs

- "Substance dependency, phone/screen addiction, proper coping mechanisms, mindfulness, cognitive distortion."
- "Dependency on alcohol"

Need for more information or awareness

- "Where to go for answers if one feels they have an issue."
- "More public exposure of services."
- "Awareness and communication"

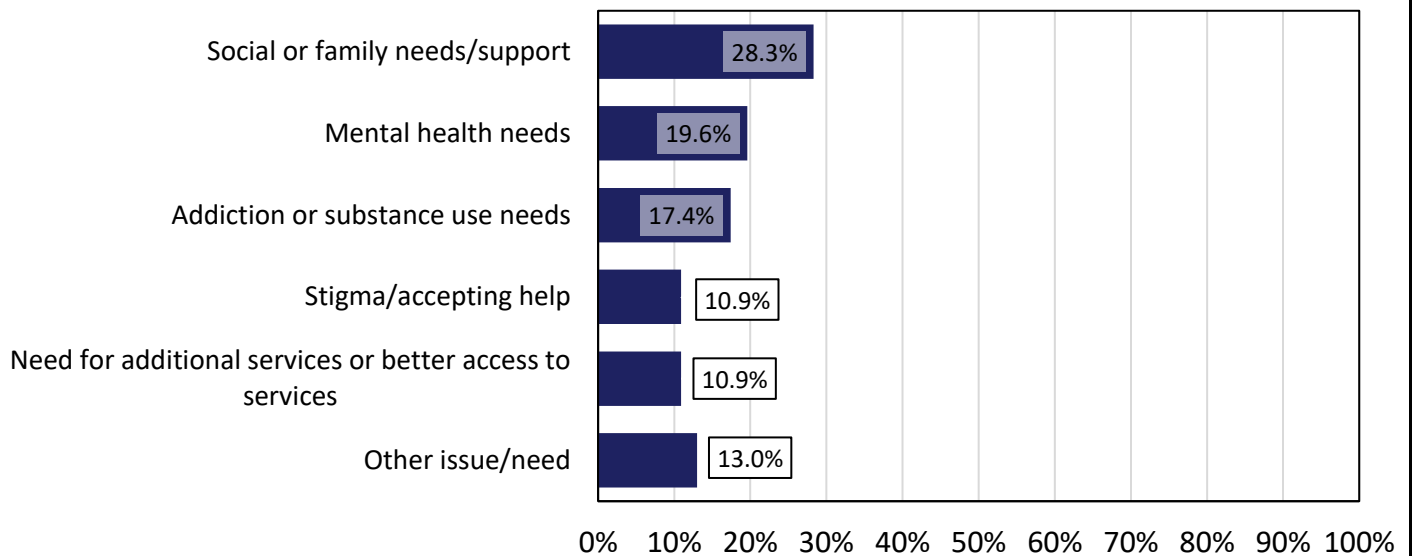
Issues or Needs: Teens

Next, respondents were asked to indicate the biggest mental health, substance use, or intellectual or developmental disability issues or needs of Hanover Township teens aged 13 to 17 years. 38.3% named at least one issue or need. Among these, the most common responses were:

- Social or family needs/support (28.3%),
- Mental health needs (19.6%),
- Addiction or substance use needs (17.4%),
- Need for additional services or better access to services (10.9%), and
- Stigma, accepting help (10.9%).

Figure 33, on the following page, shows these responses.

Figure 33: What do you think are the biggest mental health, addiction, or intellectual or developmental disability issues or needs of teens (13-17) in Hanover Township?



Following are some quotations from respondents' write-in responses about teens' issues or needs.

Social or family needs/support

- "Lack of belonging to the community."
- "Bullying, self-esteem"
- "COVID set this particular group back as far as one-on-one interaction. They have poor awareness beyond texting. Need help in talking on phone and face-to-face."
- "Social and life skills"

Mental health needs

- "Get treatment for mental issues when they are young. School needs to identify them, as parents are prejudiced."
- "Treatment of underlying mental and family issues leading to addiction. Also, there is a huge issue in this community regarding home and family life producing teens who are doing poorly in school and becoming addicted to drugs."
- "Mental health and addiction"

Addiction or substance use needs

- "Substance abuse and depression"
- "Screen addiction"
- "Drug and alcohol abuse"

Stigma/accepting help

- “Stigma to reach out, lack of cooperation of family members, and lack of knowledge of available resources.”
- “Accepting help.”
- “Reducing stigma.”

Need for additional services or better access to services

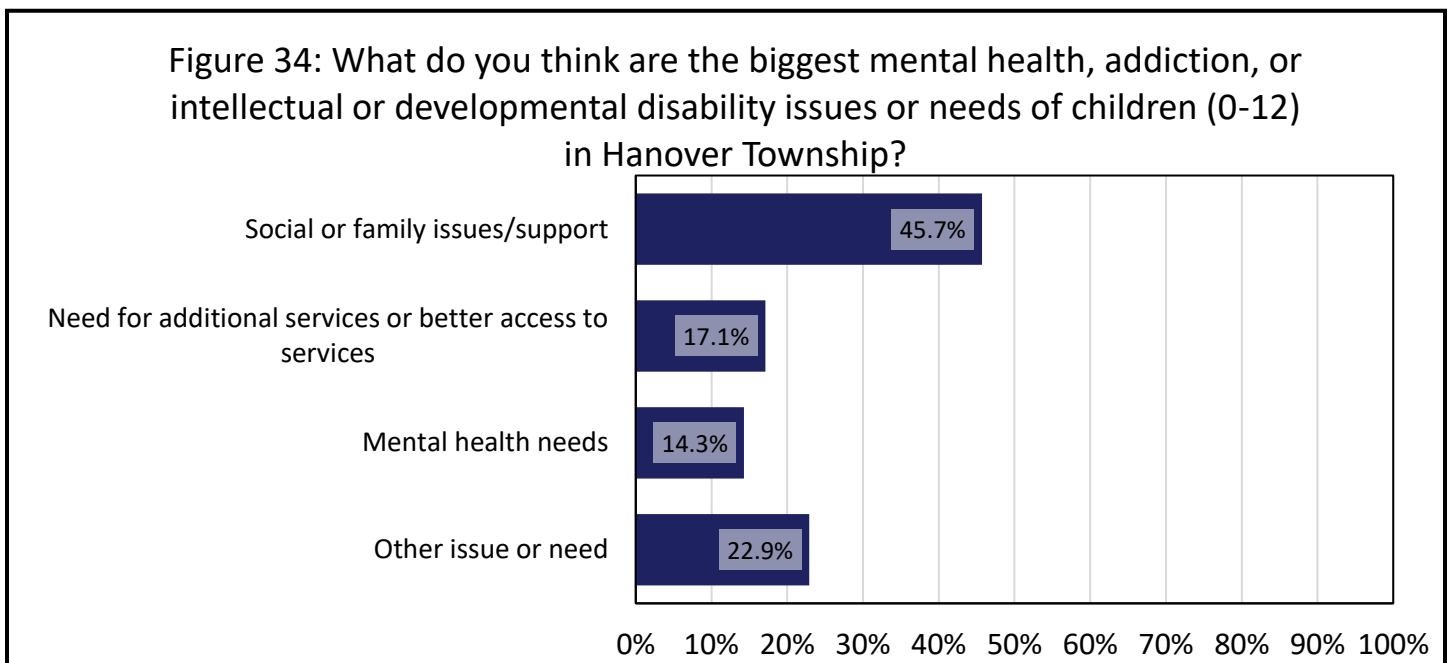
- “Services to keep them busy. Lack of age-appropriate activities.”
- “Group help”

Issues or Needs: Children

Then, respondents named the biggest mental health, substance use, or intellectual or developmental disability issues or need of Hanover Township children aged 0-12. 29.2% of respondents named at least one issue or need. The most commonly named were:

- Social or family needs/support (45.7%),
- Need for additional services or better access to services (17.1%), and
- Mental health needs (14.3%).

Figure 34 shows these responses.



The following are some quotations from respondents' write-in responses about children's issues or needs in Hanover Township.

Social or family issues/support

- "A feeling that they're not just another chore, that they matter to society."
- "Families needed more advocates."
- "Parenting skills. Responsible parents to begin with."
- "Knowing that someone will always be there to help them."

Need for additional services or better access to services

- "Need more outdoor activities and unplug from technology."
- "Continuing to support early intervention."
- "Locations that treat children."

Mental health needs

- "Anxiety, ADHD, little or no parental support"
- "Mental illness"

Information About the Mental Health Board

Respondents were asked how much they know about the Hanover Township Mental Health Board and what they do. Relatively few respondents reported having any substantial knowledge (know a great deal or a moderate amount) of the Board or its functions, and one-half (50.0%) of respondents have never heard of it.

- 1.6% know a great deal about the Mental Health Board,
- 1.6% know a moderate amount,
- 16.1% know a little,
- 30.7% have heard the name, but know nothing about it, and
- 50.0% of respondents have never heard of the Mental Health Board.

Awareness levels between 2025 and 2021 (the previous community study) are very similar. (Table 11)

Table 11: 2021/2025 Awareness of HTMHB		
<i>How much do you know about the Hanover Township Mental Health Board and what they do?</i>		
	2021	2025
I know a great deal	2.6%	1.6%
I know a moderate amount	5.3%	1.6%
I know a little	10.5%	16.1%
I have heard the name, but know nothing about it	30.3%	30.7%
I have never heard of it	51.3%	50.0%

Respondents were then asked to select from a list of 3 options their preferred methods of receiving information about the Hanover Township Mental Health Board.

- 52.0% preferred to hear about it through the Hanover Township newsletter,
- 16.0% preferred to hear about it through the Mental Health Board website,
- 3.0% preferred to hear about it through the Facebook page,
- 8.0% preferred to hear about it another way, and
- 21.0% were not interested in receiving information about the Hanover Township Mental Health Board.

Household and Respondent Characteristics

All respondents answered a series of questions about themselves and their households. The answers to these questions were designed to ensure that the survey results would be representative of the Hanover Township community.

Household Characteristics

Respondents answered questions about their household, including their town, the ages of the people in their household, the primary language spoken in the home, and the household's annual income.

(Table 12)

Table 12: Household Characteristics		
Town		
	Bartlett	15.8%
	Elgin	26.7%
	Hanover Park	8.0%
	Hoffman Estates	5.9%
	Schaumburg	2.9%
	Streamwood	40.6%
Children in Household		
	Household has children 0-17	30.8%
Primary Language Spoken at Home		
	English	55.2%
	Spanish	31.9%
	Gujarati	2.0%
	Polish	3.1%
	Russian	2.5%
	Other languages	5.3%

Table 12. Continued: Household Characteristics		
Annual Household Income		
	Under \$15,000	3.3%
	\$15,000-\$24,999	3.3%
	\$25,000-\$34,999	6.4%
	\$35,000-\$49,999	13.3%
	\$50,000-\$74,999	16.9%
	\$75,000-\$99,999	16.9%
	\$100,000-\$149,999	18.8%
	\$150,000-\$199,999	14.7%
	\$200,000 or more	6.4%

Respondent Characteristics

Respondents also answered questions about themselves, including their age, gender, highest level of education, and race and ethnicity. (Table 13)

Table 13: Respondent Characteristics		
Respondent Age		
	18-29	9.7%
	30-49	38.8%
	50-64	30.8%
	65+	20.7%

Table 13. Continued: Respondent Characteristics		
Respondent Gender		
	Male	48.3%
	Female	50.7%
	Gender fluid	1.0%
	Gender non-binary	0.0%
	Transgender	0.0%
Respondent Highest Level of Education		
	Less than a high school diploma	14.0%
	High school graduate or GED	25.7%
	Trade school, some college, or associate degree	26.5%
	Bachelor's degree	19.6%
	Graduate degree	14.2%
Respondent Race/Ethnicity		
	Asian	9.9%
	Black or African American	3.0%
	Hispanic or Latino	33.3%
	Native Hawaiian or Pacific Islander	0.0%
	Native American or Alaskan Native	1.0%
	White	51.6%
	Another race	0.0%
Selected More Than 1 Race/Ethnicity		1.2%

Conclusions

The community needs assessment found there are many treatment services and a wide variety of types of services available in the township, and the quality of the services is good.

However, there is always room for improvement. The community needs assessment identified several areas the Hanover Township Mental Health Board should consider addressing, including residents' awareness of available services, promoting the expansion of services, and assisting agencies with the training of staff.

Increase Awareness

Overall analysis suggests that a priority for HTMHB ought to be ***increasing resident awareness of programs and services*** in HT. Findings from the provider survey, focus groups, and community survey suggest there is a general lack of awareness of existing services.

- Lack of awareness is a primary barrier: Across all surveyed areas (mental health, addiction, and intellectual/developmental disabilities), many residents indicated they were unsure how to access services—often due to not knowing where to look or who to contact.
- Respondents seemed to consistently have the perception that obtaining *community support services* would be difficult for any disorder or disability partly due to lack of awareness of these services.

Promote Expansion of Services

The Hanover Township Mental Health Board should provide funding to agencies or facilitate partnerships to expand their services.

- Transportation options, housing support, job placement services, and caregiver respite programs are needed
- Underserved populations, including immigrants, non-English speakers, and individuals with co-occurring conditions, should be the priority targets for this work.

Other critical service gaps include:

- Lack of 24-hour crisis care,
- Lacking intensive outpatient care,
- Lacking enough IDD living care facilities or organizations, and
- Safe solutions for youths and teens in a trusted environment

Assisting Agencies with Training Staff

Increase culturally relevant services and professionals: this was a recurring theme identified by service providers, the focus groups, and the community survey. Consider focusing on this issue by supporting, promoting, facilitating, or funding programs that offer training and certification for multilingual and culturally appropriate Mental health, addiction, and IDD services. Local colleges and universities could be key partners to meet this need. Service providers commented they would like the Hanover Township Mental Health Board to provide training assistance to clinical managers for treatment planning, supervision, how to link clients with services in the community, and specialized interventions. Service providers would also like Hanover Township Mental Health Board to pay for LLPC licensing and provide other assistance, such as paying for LCSW licensing and job coaching for direct clinical staff

Other Improvement Areas

- Workforce shortages and waitlists impede access: Long wait times, high staff turnover, and insufficient providers—especially bilingual or specialized professionals—emerged as key barriers.
- Cost of services is a persistent concern across income levels: Many respondents cited high costs and insurance coverage gaps as barriers.
- Challenges in service acquisition remain for populations facing language, transportation, and income-related challenges—including Spanish-speaking and immigrant households.
- Strengthen interagency collaboration and communication: Stakeholders expressed a desire for more consistent communication and coordination among service providers, schools, law enforcement, and local government.

Appendices

Appendix A: Service Provider Survey Questionnaire

Hanover Township Mental Health Board Community Needs Assessment

Service Provider Survey

The Hanover Township Mental Health Board is currently conducting its Community Needs Assessment. The Mental Health Board conducts the Community Needs Assessment every 3 years. As part of the assessment, we would like your opinions regarding the current mental health, substance use and gambling addiction, and intellectual/developmental disability (ID/DD) service needs of Hanover Township residents and your organization's needs.

1. What is the name of your organization? _____
2. What is your position in the organization? _____
3. What are the primary services provided by the organization?

I. General Perceptions

4. What are the strengths of the mental health, substance use and gambling addiction, and ID/DD resources available to Hanover Township residents?

5. What are the challenges faced by the organizations, agencies, programs, and resources providing mental health, substance use and gambling addiction, and ID/DD services to Hanover Township residents?

6. What, if any, mental health, substance use and gambling addiction, and ID/DD system issues (e.g., shortage of staff) need improvement? What suggestions do you have for improvement?

II. Residents' Needs

7. Over the next three years which specific aspects of mental health, substance use and gambling addiction, and ID/DD in Hanover Township are **most** in need of attention?
 1. _____
 2. _____

3. _____
4. _____
5. _____

8. For each aspect indicated please provide the specific population groups (e.g., all residents, school-aged children, seniors, migrants, homeless) most affected?

1. _____
2. _____
3. _____
4. _____
5. _____ -

9. For each aspect indicated please explain the gap in service.

1. _____
2. _____
3. _____
4. _____
5. _____ -

10. What barriers need to be addressed to help Hanover Township residents access the available mental health, substance use and gambling addiction, and ID/DD resources?
(CHECK ALL THAT APPLY)

- ☐ Lack of transportation
- ☐ Stigma related to receiving treatment
- ☐ Long wait lists
- ☐ Lack of awareness of available services
- ☐ Services not available in the evening and/or weekends
- ☐ Uncertain of where to start the process
- ☐ Lack of insurance
- ☐ Cost
- ☐ Lack of childcare
- ☐ Language barriers
- ☐ Lack of coordination of services

☐ Other (PLEASE SPECIFY) _____

III. Organizations' Needs

11. What assistance from the Hanover Township Mental Health Board would be most useful to your organization? (CHECK ALL THAT APPLY)

☐ Training for clinical managers (e.g., job coaching) PLEASE SPECIFY TYPE OF TRAINING _____

☐ Paying for LCPC licensing

☐ Other (PLEASE SPECIFY) _____

12. From where does your organization find out information about service providers for referrals? Are you satisfied with this source? What improvements, if any, are needed?

13. For which mental health, substance and gambling addiction, and ID/DD services, programs, or resources (including community support services, such as housing, job training, and respite care) do you think there are gaps in available funding, that is services, programs, or resources where there is currently no funding or insufficient funding available? _____

14. What suggestions do you have for how the Hanover Township Mental Health Board and your organization can work together to address mental health, substance and gambling addiction, and ID/DD needs? _____

Appendix B: Focus Group Discussion Guides

Community Leader Discussion Guide

Hanover Township Mental Health Board Needs Assessment Community Leaders Focus Group Discussion Guide

- I. Introduction (10 minutes)
 - A. Purpose of Focus Group
 1. Welcome. Thank you for coming. My name is Mindy Schneiderman. I am a researcher from the Center for Governmental Studies at Northern Illinois University. The Center for Governmental Studies has been retained by the Hanover Township Mental Health Board to conduct a needs assessment study.
 2. You have been invited here today to provide your thoughts about mental health, substance and gambling addiction, and intellectual and developmental disabilities needs in Hanover Township.
 - B. Moderator's Job
 1. My job is:
 - to make sure all the topics are covered,
 - to keep the discussion on track, and
 - to give everyone a chance to voice his or her opinion.
 - C. Instructions for Focus Group
 1. Please talk one at-a-time in a voice at least as loud as mine because the discussion is being audiotaped. The only reason we audiotape the discussion is so I can listen to the tape, if needed, when I am writing my report.
 2. You do not need to address all your comments to me. You may respond directly to someone else's comment, but please avoid private side conversations.
 3. There are no wrong answers, just differing opinions and we want to hear those different perspectives.
 - D. Introduction of Participants
 1. Please tell us your name, which organization you represent, the primary services it provides, the primary population it serves, and the geographic location(s) it serves.

II. Mental Health (25 minutes)

- A. Over the last three years, in the area of mental health, what efforts of the Hanover Township Mental Health Board are you aware?
- B. Over the last three years, in the area of mental health, how much of an impact do you think the Hanover Township Mental Health Board's efforts have made?
- C. Over the next three years, which specific aspects of mental health do you think the Hanover Township Mental Health Board should focus its efforts on improving? (LIST ON FLIPCHART)

FOR EACH ASPECT MENTIONED ASK D-G:

- D. What are the specific population groups that are in the greatest need of attention?
 - Homeless
 - Migrant Population
 - Hispanics
 - Low-Income Individuals
 - Teens
- E. What is the evidence of need or the reason you believe this aspect of mental health needs improvement?
- F. What is the gap in service?
- G. What are the specific barriers to service?
 - Transportation
 - Language Barrier (Spanish, Ukrainian, Russian, Senegal, Haitian, Other Languages)
- H. Please take a few minutes to review the list on the flipchart of specific aspects of mental health that you think the Hanover Township Mental Health Board should focus its efforts on improving over the next three years and write down which is the greatest need, the second greatest need, and the third greatest need. (HAVE EACH COMMUNITY LEADER READ THEIR RESPONSES AND LIST ON FLIPCHART)

III. Substance and Gambling Addiction (25 minutes)

- A. Over the last three years, in the area of substance abuse, what efforts of the Hanover Township Mental Health Board are you aware?
- B. Over the last three years, in the area of substance and gambling, how much of an impact do you think the Hanover Township Mental Health Board's efforts have made?

- C. Over the next three years, which specific aspects of substance and gambling addiction do you think the Hanover Township Mental Health Board should focus its efforts on improving? (LIST ON FLIPCHART)

FOR EACH ASPECT MENTIONED ASK D-G:

- D. What are the specific population groups that are in the greatest need of attention?
- Homeless
 - Migrant Population
 - Hispanics
 - Low-Income Individuals
 - Teens
- E. What is the evidence of need or the reason you believe this aspect of substance abuse needs improvement?
- F. What is the gap in service?
- G. What are the specific barriers to service?
- Transportation
 - Language Barrier (Spanish, Ukrainian, Russian, Senegal, Haitian, Other Languages)
- H. Please take a few minutes to review the list on the flipchart of specific aspects of substance and gambling addiction that you think the Hanover Township Mental Health Board should focus its efforts on improving over the next three years and write down which is the greatest need, the second greatest need, and the third greatest need. (HAVE EACH COMMUNITY LEADER READ THEIR RESPONSES AND LIST ON FLIPCHART)

IV. Intellectual and Developmental Disabilities (25 minutes)

- A. Over the last three years, in the area of developmental disabilities, what efforts of the Hanover Township Mental Health Board are you aware?
- B. Over the last three years, in the area of developmental disabilities, how much of an impact do you think the Hanover Township Mental Health Board's efforts have made?
- C. Over the next three years, which specific aspects of developmental disabilities do you think the Hanover Township Mental Health Board should focus its efforts on improving? (LIST ON FLIPCHART)

FOR EACH ASPECT MENTIONED ASK D-G:

- D. What are the specific population groups that are in the greatest need of attention?
- E. What is the evidence of need or the reason you believe this aspect of developmental disabilities needs improvement?
- F. What is the gap in service?
- G. What are the specific barriers to service?
 - Transportation
 - Language Barrier (Spanish, Ukrainian, Russian, Senegal, Haitian, Other Languages)
 - Employment Opportunities
- H. Please take a few minutes to review the list on the flipchart of specific aspects of disabilities abuse that you think the Hanover Township Mental Health Board should focus its efforts on improving over the next three years and write down which is the greatest need, the second greatest need, and the third greatest need. (HAVE EACH COMMUNITY LEADER READ THEIR RESPONSES AND LIST ON FLIPCHART)

V. Additional Comment and Closing (5 minutes)

- A. Do you have any additional thoughts or comments about the topics we covered in the group?
- B. Explain how focus group findings will be used.
- C. Thank you.

Teen Discussion Guide

Hanover Township Mental Health Board Needs Assessment Teen Focus Group Discussion Guide

I. Introduction (10 minutes)

A. Purpose of Focus Group

1. Hello, and thanks for coming. My name is Julie, and I'm a researcher from Northern Illinois University. With me is Mindy. She is here to take notes on our conversation today.
2. We are here today to talk about care and services for people with problems with drugs, alcohol, or gambling, mental illnesses, and intellectual and developmental disabilities or delays. I'll be asking you some questions to get you started, but this should be more like a conversation between you about the topic. I am just here to:
 - make sure all the topics are covered,
 - keep the discussion on track, and
 - give everyone a chance to be heard.
3. This group is a part of several other groups with people in the community, including people who provide mental health services, people who use those services, and other members of the community. When we are done doing all the groups, we will review our notes and write a report to the Hanover Township Mental Health Board. They will use this information to assess what programs and services are doing well, and what is needed in the community in the future.
4. Mindy is here to take notes for me, so that we can make sure that we remember everything that was said here today. However, we won't include your names or any information that might identify you in any of our reports. In addition, I am recording our conversation on my phone, in case anything was missed or unclear in their notes. I'll delete the recording after I make sure the notes are complete.

C. Instructions for Focus Group

I want to give you some basic ground rules for this group, just to make sure we hear everything people have to say.

1. Please talk one at-a-time in a voice that is loud enough to be heard by everyone at the table.

2. You don't have to talk to me directly—you can respond to something another group member said or add your opinions. Just try to make sure that everyone can hear what you have to say.
3. There are no wrong answers, just different opinions. We want to hear everything everyone in the group has to say.
4. Since individuals will be sharing personal stories, please do not discuss with others after the group the information that is discussed today.
5. We are talking specifically about services available in Hanover Township, but if you aren't sure, just tell me what is available in this area.

D. Introduction of Participants

1. Please tell us your name, your age, who lives with you (mother, father, siblings, grandparents, cousins), and one thing you like to do for fun.

II. Substance and Gambling Addiction (20 minutes)

First, I'd like to talk to you about drugs, alcohol, and gambling.

- A. Do you think drug use, alcohol use, and gambling is a problem for people your age?
- B. Why do you think teens use drugs or alcohol or gambling? What might keep them from using drugs or alcohol or from gambling?
- C. If you or someone you knew had a drug, alcohol, or gambling problem, who could you talk to about it?
- D. How easy or hard would it be for a teen in this area to get help for substance abuse or gambling problems? Why?
- E. What concerns might teens have about getting help for substance abuse or gambling?
 - Prompt with examples if needed:
 1. Confidentiality
 2. School being notified
 3. Parents finding out
- F. If you or another teen you knew had a substance abuse or gambling problem do you know where to go or who to call in Hanover Township to get services or help? (HAVE THEM NAME SPECIFIC ORGANIZATIONS, IF POSSIBLE)
 - Prompt with examples if needed:
 1. Drug rehab
 2. Counseling
 3. (Others)?
- G. Why might teens not want to access or can't access services?
 - Prompt with examples if needed:
 1. Transportation

- 2. Health Insurance
 - 3. Cost
 - H. What would make it easier or more comfortable for teens to get help?
 - I. What other improvements to substance abuse/gambling services for teens in Hanover Township are needed?
 - J. From where do teens get information or education about substance abuse/gambling?
 - K. What additional information or education would you be useful to have about this topic?
 - L. What is the most effective way to communicate this information to teens?
- III. Mental Health (20 minutes)

Next, I'd like to talk to you about mental health.

- A. Are mental health problems, like problems with anxiety or depression, for instance, a problem for people your age?
- B. If you or someone you knew had a mental health problem, who could you talk to about it?
- C. How easy or hard would it be for a teen in this area to get help for mental health problems? Why?
- D. What concerns might teens have about getting help for mental health problems, or in accessing mental health services, like doctors, counseling, or groups?
 - Prompt with examples if needed:
 - 1. Confidentiality
 - 2. School being notified
 - 3. Parents finding out
- E. If you or another teen you knew had a mental health problem do you know where to go or who to call in Hanover Township for help or to obtain services? (HAVE THEM NAME SPECIFIC ORGANIZATIONS, IF POSSIBLE)
 - Prompt with examples if needed:
 - 1. Counseling
 - 2. Support groups
 - 3. Psychiatrist/psychologist
 - 4. (Others)?
- F. Why might teens not want to access or can't access these services?
 - Prompt with examples if needed:
 - 1. Transportation
 - 2. Health Insurance
 - 3. Cost

- G. What would make it easier or more comfortable for teens to get help?
- H. What other improvements to mental health services for teens in Hanover Township are needed?
- I. From where do teens get information or education about mental health?
- J. What additional information or education would you be useful to have about this topic?
- K. What is the most effective way to communicate this information to teens?

IV. Intellectual and Developmental Disabilities (10 minutes)

- A. Do you or anyone close to you (family member, friend, etc.) have a developmental disability or delay, such as autism spectrum disorder, ADD/ADHD, or learning disabilities like dyslexia?
 IF YES, CONTINUE WITH FOLLOWUP QUESTIONS
 IF NO, SKIP TO CLOSING
- B. How easy or hard is it to get services for developmental disabilities, such as job coaching or transportation? Why?
- C. What improvements to services for individuals with developmental disabilities in Hanover Township are needed?

V. Additional Comment and Closing (5 minutes)

- A. Is there anything else that we didn't already cover that you think we should know about services for drug and alcohol use and gambling, mental health, or developmental disabilities?
- B. Do you have any questions for me?
- C. When we are done doing all the groups, we will review our notes and write a report to the Hanover Township Mental Health Board. They will use this information to assess what programs and services are doing well, and what is needed in the community in the future.
- D. Thank you.

Appendix C: Community Survey Materials

Community Survey Invitation Email

- From: schneiderman@niu.edu via SurveyMonkey
- Date: March 09, 2025
- Subject: Hanover Township Mental Health, Substance and Gambling Addiction, and Intellectual/Developmental Disability Services Survey



Mental Health, Substance and Gambling Addiction, and Intellectual/Developmental Disability Services Survey

Dear [FirstName] [LastName],

We would like your opinions!

The Hanover Township Mental Health Board has contracted with the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. The survey will determine residents' perceptions and experiences with mental health, substance and gambling addiction, and intellectual and developmental disabilities services in Hanover Township. The findings of the survey will help the Mental Health Board plan for the future.

Your household is one of a limited number of households that has been randomly selected to participate, so your responses to the survey are very important to us. Your responses will be confidential. All information provided will be reported in summary form only. No information will be reported that will identify individual survey respondents.

To complete the survey please click the "Begin Survey" button below.

If you have any questions about the survey please email Mindy Schneiderman, Assistant Director, Center for Governmental Studies at schneiderman@niu.edu.

Thank you for your participation.

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.
[Privacy](#) | [Unsubscribe](#)

Community Survey Cover Letter and Questionnaire

[INSERT ID # HERE]



December 2024

Dear Hanover Township Resident,

The Hanover Township Mental Health Board has contracted with the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. The survey will determine residents' perceptions and experiences with mental health, substance and gambling addiction, and intellectual/developmental disability services. The findings of the survey will help Hanover Township to better address residents' needs.

Your household is one of a limited number of households that has been randomly selected to participate, so your responses to the survey are very important to us. **Your responses will be confidential.** All information provided will be reported in summary form only. No information will be reported that will identify individual survey respondents.

The survey takes 10-15 minutes to complete, depending on your responses.

Please return the survey in the postage-paid envelope provided, or if you prefer you may complete the survey online at:

<https://www.research.net/r/HanoverTownshipSurvey>

In order to access the survey online, you will need to enter your ID# included in the top right-hand corner of this letter. Please complete the survey before December 31, 2024.

If you have any questions about the survey, please contact Mindy Schneiderman, Assistant Director, Center for Governmental Studies at schneiderman@niu.edu or 815-753-0039.

Thank you for your participation.

Sincerely,

A handwritten signature in black ink that reads "Amanda Teachout". The signature is fluid and cursive.

Amanda Teachout

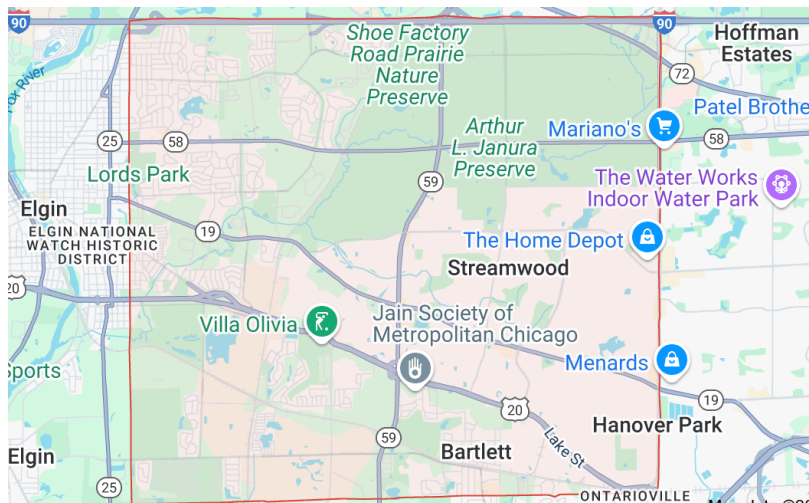
Manager

Hanover Township Mental Health Board



MENTAL HEALTH, SUBSTANCE AND GAMBLING ADDICTION, AND INTELLECTUAL/DEVELOPMENTAL DISABILITY SERVICES SURVEY

This survey is about your perceptions of and experiences with mental health, substance and gambling addiction, and developmental disability services. The information you share will help strengthen mental health care in your area. Hanover Township includes parts of Bartlett, Streamwood, Elgin, Hanover Park, Hoffman Estates and Schaumburg. Below is a map of Hanover Township. The Township is outlined in red.



I. MENTAL HEALTH SERVICES

This section is about mental health services, which can include services, such as crisis intervention, a psychological screening and assessment, individual or group therapy, and support groups, to address an individual's emotional, psychological, and social well-being.

1. If you or someone in your household had a mental health disorder or symptoms, for example irrational behavior, extreme sadness, violence, paranoia, mania, depression, anxiety, extreme obsession, extreme compulsions, delusions, aggression, hallucinations, schizophrenia, or an eating disorder, how easy or hard do you think it would be to get **information about the mental health services** available in Hanover Township?

☐ Very Easy (GO TO QUESTION 3)	☐ Very Hard (GO TO QUESTION 2)
☐ Somewhat Easy (GO TO QUESTION 3)	☐ Unsure (GO TO QUESTION 3)
☐ Somewhat Hard (GO TO QUESTION 2)	

2. Why do you think it would be hard to get information about the mental health services available in Hanover Township? **(CHECK ALL THAT APPLY)**
- | | |
|--|--|
| ☐ Do not know where to look for information | ☐ Information is not available in my language |
| ☐ There is not one source of all the services available in Hanover Township | ☐ Information is only available on the internet |
| ☐ Information available is not specific to Hanover Township | ☐ Other reason (PLEASE SPECIFY) _____ |
3. If you or someone in your household was experiencing a mental health disorder or symptoms, how easy or hard do you think it would be to get a **psychological screening and assessment, and diagnosis** in Hanover Township? A psychological screening and assessment is performed by a mental health professional using tests, interviews, and observations to identify or diagnose the problem.
- | | |
|---|---|
| ☐ Very Easy (GO TO QUESTION 5) | ☐ Very Hard (GO TO QUESTION 4) |
| ☐ Somewhat Easy (GO TO QUESTION 5) | ☐ Unsure (GO TO QUESTION 5) |
| ☐ Somewhat Hard (GO TO QUESTION 4) | |
4. Why do you think it would be hard to get a psychological screening and assessment, and diagnosis in Hanover Township? **(CHECK ALL THAT APPLY)**
- | | |
|---|--|
| ☐ Do not know where to go or who to see | ☐ Hanover Township professionals do not speak my language |
| ☐ Health insurance does not cover this service | ☐ Cost of service |
| ☐ Service is not available in Hanover Township | ☐ Mental health professionals do not take Medicaid |
| ☐ Not enough mental health professionals in Hanover Township | ☐ Other reason (PLEASE SPECIFY) _____ |
| | ☐ Long wait times to get an appointment |
5. If you or someone in your household was experiencing a mental health disorder or symptoms, how easy or hard do you think it would be to get **treatment or care** in Hanover Township?
- | | |
|---|---|
| ☐ Very easy (GO TO QUESTION 7) | ☐ Very hard (GO TO QUESTION 6) |
| ☐ Somewhat easy (GO TO QUESTION 7) | ☐ Unsure (GO TO QUESTION 7) |
| ☐ Somewhat hard (GO TO QUESTION 6) | |
6. Why do you think it would be hard to get treatment or care in Hanover Township? **(CHECK ALL THAT APPLY)**
- | | |
|---|---|
| ☐ Do not know where to go or who to see | ☐ Mental health professionals do not speak my language |
| ☐ Health insurance does not cover this service | ☐ Mental health professionals do not take Medicaid |
| ☐ Service is not available in Hanover Township | ☐ Long wait times to get an appointment |
| ☐ Not enough mental health professionals in Hanover Township | ☐ Hours/days services are available are not convenient |
| ☐ Cost of service | ☐ Other reason (PLEASE SPECIFY) _____ |
| ☐ No public transportation to facilities | |
7. If you or someone in your household was experiencing a mental health disorder or symptoms, how easy or hard do you think it would be to get **community support services**, such as housing, transportation, caregiver relief, support groups, including family supports in Hanover Township?
- | | |
|---|---|
| ☐ Very easy (GO TO QUESTION 9) | ☐ Somewhat easy (GO TO QUESTION 9) |
|---|---|

☐ Somewhat hard (GO TO QUESTION 8)

☐ Very hard (GO TO QUESTION 8)

☐ Unsure (GO TO QUESTION 9)

8. Why do you think it would be hard to get community support services in Hanover Township? **(CHECK ALL THAT APPLY)**

☐ Do not know where to go or who to see

☐ Cost of service

☐ Service is not available in Hanover Township
(PLEASE SPECIFY SPECIFIC SUPPORT SERVICE)

☐ Long wait lists to get support service

☐ Other reason (PLEASE SPECIFY)

Please remember that your answers to these questions will be kept confidential.

9. Do you or anyone in your household have any mental health disorders or symptoms, for example, irrational behavior, extreme sadness, violence, paranoia, mania, depression, anxiety, extreme obsession, extreme compulsions, delusions, aggression, hallucinations, schizophrenia, or an eating disorder?

☐ Yes (GO TO QUESTION 10)

☐ No (GO TO QUESTION 19)

10. How many people in your household have a mental health disorder or symptoms? **PLEASE INCLUDE EVERYONE IN YOUR HOUSEHOLD WHO HAS A MENTAL HEALTH DISORDER OR SYMPTOMS INCLUDING YOURSELF.** _____

11. Please provide the gender, age group, race/ethnicity, whether they are currently receiving mental health services and if so where, and the type of insurance they have for every person in your household that has a mental disorder or symptoms including yourself.

	Gender	Age Group	Race/Ethnicity	Currently Receiving Mental Health Services	Insurance Type
Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town: _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Second Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Third Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None

	Gender	Age Group	Race/Ethnicity	Currently Receiving Mental Health Services	Insurance Type
Fourth Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Fifth Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4: ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Sixth Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None

IF NO ONE IN YOUR HOUSEHOLD IS CURRENTLY RECEIVING MENTAL HEALTH SERVICES PLEASE GO TO QUESTION 19.

We would like to know about individuals' experiences with getting mental health services.

12a. Where did you first go for help? _____

12b. Were you or a household member(s) able to get a **psychological screening and assessment, and diagnosis**?

- ☐ Yes → Where? Agency Name: _____ Town: _____
☐ No
☐ Did not need a psychological screening and assessment, and diagnosis

Comments: _____

13a. Were you or a household member(s) able to get needed mental health **treatment or care**?

- ☐ Yes → Where? Agency Name: _____ Town: _____ (GO TO QUESTION 13b)
☐ No (GO TO QUESTION 14)
☐ Did not need treatment or care (GO TO QUESTION 15)

Comments: _____

13b. Were you placed on a wait list?

- ☐ Yes → 13c. How long did you have to wait to receive care? Months _____ Days _____
☐ No

GO TO QUESTION 15

14. Which type of treatment or care were you or a household member(s) unable to get? **(CHECK ALL THAT APPLY)**

- | | |
|--|---|
| ☐ Crisis assistance | ☐ Psychiatrist provided services |
| ☐ Inpatient treatment | ☐ Child services |
| ☐ Outpatient treatment | ☐ Teen/adolescent services |
| ☐ Day treatment programs | ☐ Senior/geriatric services |
| ☐ Assistance with medication management | ☐ Treatment services for a specific disorder (PLEASE SPECIFY DISORDER) |
| ☐ Group therapy | |
| ☐ Individual therapy | ☐ Other treatment (PLEASE SPECIFY) |
| ☐ Family counseling | |
| ☐ Support groups | |

15. Were you, a household member(s), or the caregiver of a household member(s) able to get needed **community support services** (e.g., housing, transportation, assistance finding a job) for individuals with a mental health disorder?

- ☐ Yes → Where? Agency Name: _____ Town: _____ (GO TO 17)
- ☐ No (GO QUESTION TO QUESTION 16)
- ☐ Did not need community support services (GO TO QUESTION 17)

Comments: _____

16. Which type of community support services were you, a household member(s), or caregiver of a household member (s) unable to get? **(CHECK ALL THAT APPLY)**

- | | |
|--|---|
| ☐ Transitional or recovery housing | ☐ Support groups |
| ☐ Permanent housing | ☐ Assistance applying for services |
| ☐ Job search and placement assistance | ☐ Other (PLEASE SPECIFY) _____ |
| ☐ Assistance with education/schooling | |
| ☐ Transportation | |
| ☐ Legal assistance | |
| ☐ Respite care | |

17. In your own words, tell us about your **positive** experiences with mental health services for yourself or someone in your household.

18. In your own words, tell us about your **negative** experiences with mental health services for yourself or someone in your household.

II. ADDICTION SERVICES

This section is about addiction services, which can include services, such as a screening and assessment, individual or group therapy, and support groups, to help people with alcohol or drug dependency or a gambling problem.

19. If you or someone in your household had a substance or gambling addiction or symptoms, for example alcohol dependency, drug dependency, or a gambling problem, how easy or hard do you think it would be to get **information about the addiction services** available in Hanover Township?

- | | |
|--|--|
| ☐ Very Easy (GO TO QUESTION 21) | ☐ Very Hard (GO TO QUESTION 20) |
| ☐ Somewhat Easy (GO TO QUESTION 21) | ☐ Unsure (GO TO QUESTION 21) |
| ☐ Somewhat Hard (GO TO QUESTION 20) | |

20. Why do you think it would be hard to get information about the addiction services available in Hanover Township? (**CHECK ALL THAT APPLY**)

- | | |
|--|--|
| ☐ Do not know where to look for information | ☐ Information is not available in my language |
| ☐ There is not one source of all the services available in Hanover Township | ☐ Information is only available on the internet |
| ☐ Information available is not specific to Hanover Township | ☐ Other reasons (PLEASE SPECIFY) _____ |

21. If you or someone in your household was experiencing a substance or gambling addiction or symptoms, how easy or hard do you think it would be to get a **screening and assessment** in Hanover Township? A screening and assessment is performed by a health professional using tests and interviews to identify drug or alcohol use or gambling problems.

- | | |
|--|--|
| ☐ Very Easy (GO TO QUESTION 23) | ☐ Very Hard (GO TO QUESTION 22) |
| ☐ Somewhat Easy (GO TO QUESTION 23) | ☐ Unsure (GO TO QUESTION 23) |
| ☐ Somewhat Hard (GO TO QUESTION 22) | |

22. Why do you think it would be hard to get a substance or gambling addiction screening and assessment in Hanover Township? (**CHECK ALL THAT APPLY**)

- | | |
|---|---|
| ☐ Do not know where to go or who to see | ☐ Health professionals who provide a substance or gambling addiction screening and assessment do not speak my language |
| ☐ Health insurance does not cover this service | ☐ Health professionals who provide a substance or gambling addiction screening and assessment do not take Medicaid |
| ☐ Service is not available in Hanover Township | ☐ Long wait times to get an appointment |
| ☐ Not enough health professionals who provide a substance or gambling addiction screening and assessment in Hanover Township | ☐ Hours/days services are available are not convenient |
| ☐ Cost of service | ☐ Other reason (PLEASE SPECIFY) _____ |
| ☐ No public transportation to facilities | |

23. If you or someone in your household was experiencing a substance or gambling addiction or symptoms, how easy or hard do you think it would be to get **treatment or care** in Hanover Township?

- | | |
|--|--|
| ☐ Very easy (GO TO QUESTION 25) | ☐ Somewhat hard (GO TO QUESTION 24) |
| ☐ Somewhat easy (GO TO QUESTION 25) | |

☐ Very hard (GO TO QUESTION 24)

☐ Unsure (GO QUESTION 25)

24. Why do you think it would be hard to get treatment or care in Hanover Township? (**CHECK ALL THAT APPLY**)

- ☐ Do not know where to go or who to see
- ☐ Health insurance does not cover this service
- ☐ Service is not available in Hanover Township
- ☐ Not enough professionals who provide substance or gambling addiction treatment or care in Hanover Township
- ☐ Cost of service
- ☐ No public transportation to facilities

- ☐ Professionals who provide substance or gambling addiction treatment or care do not speak my language
- ☐ Professionals who provide substance or gambling addiction treatment or care do not take Medicaid
- ☐ Long wait times to get an appointment
- ☐ Hours/days services are available are not convenient
- ☐ Other reason (PLEASE SPECIFY) _____

25. If you or someone in your household was experiencing a substance or gambling addiction or symptoms, how easy or hard do you think it would be to get **community support services**, such as housing, transportation, caregiver respite, in Hanover Township?

☐ Very easy (GO TO QUESTION 27)

☐ Somewhat easy (GO TO QUESTION 27)

☐ Somewhat hard (GO TO QUESTION 26)

☐ Very hard (GO TO QUESTION 26)

☐ Unsure (GO TO QUESTION 27)

26. Why do you think it would be hard to get community support services in Hanover Township? (**CHECK ALL THAT APPLY**)

- ☐ Do not know where to go or who to see
- ☐ Service is not available in Hanover Township (PLEASE SPECIFY SPECIFIC SUPPORT SERVICE _____)

- ☐ Cost of service
- ☐ Long wait list to get support service
- ☐ Other reason (PLEASE SPECIFY) _____

Please remember that your answers to these questions will be kept confidential.

27. Do you or anyone in your household have a substance or gambling addiction or symptoms, for example, alcohol dependency, drug dependency, or gambling problem?

☐ Yes (GO TO QUESTION 28)

☐ No (GO TO QUESTION 36)

28. How many people in your household have a substance or gambling addiction or symptoms? **PLEASE INCLUDE EVERYONE IN YOUR HOUSEHOLD WHO HAS A SUBSTANCE OR GAMBLING ADDICTION OR SYMPTOMS INCLUDING YOUSELF.** _____

29. Please provide the gender, age group, race/ethnicity, whether they are currently receiving addiction services and if so where, and the type of health insurance they have for every person in your household that has a substance or gambling addiction or symptoms including yourself.

	Gender	Age Group	Race/Ethnicity	Currently Receiving Addiction Services	Insurance Type
Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town: _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Second Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Third Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Fourth Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Fifth Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4: ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Sixth Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None

IF NO ONE IN YOUR HOUSEOLD IS CURRENTLY RECEIVING ADDICTION SERVICES PLEASE GO TO QUESTION 36.

We would like to know about individuals' experiences with getting addiction services.

30a. Where did you first go for help? _____

30b. Were you or a household member(s) able to get a substance or gambling addiction **screening and assessment**?

☐ Yes → Where? Agency Name: _____ Town: _____

☐ No

☐ Did not need a substance or gambling addiction screening and assessment

Comments: _____

31a. Were you or a household member(s) able to get needed substance or gambling addiction **treatment or care**?

☐ Yes → Where? Agency Name: _____ Town: _____ (GO TO QUESTION 31b)

☐ No (GO TO QUESTION 32)

☐ Did not need treatment or care (GO TO QUESTION 33)

Comments: _____

31b. Were you placed on a wait list?

☐ Yes → 31c. How long did you have to wait to receive care? Months _____ Days _____

☐ No

GO TO QUESTION 33

32. Which type of treatment or care were you or a household member(s) unable to get? **(CHECK ALL THAT APPLY)**

☐ Crisis assistance

☐ Family counseling

☐ Inpatient treatment

☐ Support groups

☐ Outpatient treatment

☐ Psychiatrist provided services

☐ Day treatment programs

☐ Teen/adolescent services

☐ Assistance with medication

☐ Senior/geriatric services

☐ management

☐ Other treatment (PLEASE SPECIFY) _____

☐ Group therapy

☐ Individual therapy

33. Were you, a household member(s), or caregiver of a household member(s) able to get needed **community support services** (e.g., housing, transportation, assistance finding a job) for individuals with a substance or gambling addiction?

☐ Yes → Where? Agency Name: _____ Town: _____ (GO TO QUESTION 35a)

☐ No (GO TO QUESTION 34)

☐ Did not need community support services (GO TO QUESTION 35a)

Comments: _____

34. Which type of community support services were you, a household member(s), or caregiver unable to get? **(CHECK ALL THAT APPLY)**

☐ Transitional or recovery housing

☐ Respite care

☐ Permanent housing

☐ Support groups

☐ Job search and placement assistance

☐ Assistance applying for services

☐ Assistance with education/schooling

☐ Other (PLEASE SPECIFY) _____

☐ Transportation

☐ Legal assistance

35a. In your own words, tell us about your positive experiences with addiction services for yourself or someone in your household.

35b. In your own words, tell us about your negative experiences with addiction services for yourself or someone in your household.

III. INTELLECTUAL OR DEVELOPMENTAL DISABILITY SERVICES

This section is about services for people with intellectual or developmental disabilities which include services, such as behavioral therapy, speech therapy, physical therapy, and teaching of daily life skills to increase day-to day functioning.

36. If you or someone in your household had an intellectual or developmental disability, for example autism, ADHD, learning delays or disabilities, and intellectual delays or disabilities, how easy or hard do you think it would be to get **information about the intellectual or developmental disability services** available in Hanover Township?

- | | |
|--|--|
| ☐ Very Easy (GO TO QUESTION 38) | ☐ Very Hard (GO TO QUESTION 37) |
| ☐ Somewhat Easy (GO TO QUESTION 38) | ☐ Unsure (GO TO QUESTION 38) |
| ☐ Somewhat Hard (GO TO QUESTION 37) | |

37. Why do you think it would be hard to get information about the intellectual or developmental disability services available in Hanover Township? **(CHECK ALL THAT APPLY)**

- | | |
|--|--|
| ☐ Do not know where to look for information | ☐ Information is not available in my language |
| ☐ There is not one source of all the services available in Hanover Township | ☐ Information is only available on the internet |
| ☐ Information available is not specific to Hanover Township | ☐ Other reasons (PLEASE SPECIFY) _____ |

38. If you or someone in your household had an intellectual or developmental disability, how easy or hard do you think it would be to get a **screening and assessment, and diagnosis** in Hanover Township? A screening and assessment is performed by a health professional using tests, interviews, and observations to identify or diagnose the problem.

- | | |
|--|--|
| ☐ Very easy (GO TO QUESTION 40) | ☐ Very hard (GO TO QUESTION 39) |
| ☐ Somewhat easy (GO TO QUESTION 40) | ☐ Unsure (GO TO QUESTION 40) |
| ☐ Somewhat hard (GO TO QUESTION 39) | |

39. Why do you think it would be hard to get a **screening and assessment, and diagnosis** in Hanover Township? **(CHECK ALL THAT APPLY)**

- | | |
|---|---|
| ☐ Do not know where to go or who to see | ☐ Intellectual or developmental disability health professionals do not speak my language |
| ☐ Health insurance does not cover this service | ☐ Intellectual or developmental disability health professionals do not take |
| ☐ Service is not available in Hanover Township | |
| ☐ Not enough intellectual or | |

- developmental disability health professionals in Hanover Township
- ☐ Cost of service
- ☐ No public transportation to facilities

- Medicaid
- ☐ Long wait times to get an appointment
- ☐ Hours/days services are available are not convenient
- ☐ Other reason (PLEASE SPECIFY)_____

40. If you or someone in your household had an intellectual or developmental disability, how easy or hard do you think it would be to get **treatment or care** in Hanover Township?

- ☐ Very easy (GO TO QUESTION 42)
- ☐ Somewhat easy (GO TO QUESTION 42)
- ☐ Somewhat hard (GO TO QUESTION 41)
- ☐ Very hard (GO TO QUESTION 41)
- ☐ Unsure (GO TO QUESTION 42)

41. Why do you think it would be hard to get treatment or care in Hanover Township? (CHECK ALL THAT APPLY)

- ☐ Do not know where to go or who to see
- ☐ Health insurance does not cover this service
- ☐ Service is not available in Hanover Township
- ☐ Not enough intellectual or developmental disability health professionals in Hanover Township
- ☐ Cost of service
- ☐ No public transportation to facilities
- ☐ Intellectual or developmental disability health professionals do not speak my language
- ☐ Intellectual or developmental disability health professionals do not take Medicaid
- ☐ Long wait times to get an appointment
- ☐ Hours/days services are available are not convenient
- ☐ Other reason (PLEASE SPECIFY)_____

42. If you or someone in your household had an intellectual or developmental disability, how easy or hard do you think it would be to get **community support services**, such as housing, transportation, assistance finding a job, caregiver respite in Hanover Township?

- ☐ Very easy (GO TO QUESTION 44)
- ☐ Somewhat easy (GO TO QUESTION 44)
- ☐ Somewhat hard (GO TO QUESTION 43)
- ☐ Very hard (GO TO QUESTION 43)
- ☐ Unsure (GO TO QUESTION 44)

43. Why do you think it would be hard to get support services in Hanover Township? (CHECK ALL THAT APPLY)

- ☐ Do not know where to go or who to see
- ☐ Service is not available in Hanover Township (PLEASE SPECIFY SPECIFIC SUPPORT SERVICE) _
- ☐ Cost of service
- ☐ Long wait lists to get support service
- ☐ Other reason (PLEASE SPECIFY)_____

Please remember that your answers to these questions will be kept confidential.

44. Do you or anyone in your household have an intellectual or developmental disability, for example autism, ADHD, learning delays or disabilities, and intellectual delays or disabilities?

- ☐ Yes (GO TO QUESTION 45)
- ☐ No (GO TO QUESTION 53)

45. How many people in your household have an intellectual or developmental disability? **PLEASE INCLUDE EVERYONE IN YOUR HOUSEHOLD WHO HAS AN INTELLECTUAL OR DEVELOPMENTAL DISABILITY INCLUDING YOUSELF.** _____

46. Please provide the gender, age group, race/ethnicity, whether they are currently receiving intellectual or developmental disability (IDD) services and if so where, and the type of insurance they have for every person in your household who has an intellectual or developmental disability including yourself.

	Gender	Age Group	Race/Ethnicity	Currently Receiving IDD Services	Insurance Type
Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town: _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Second Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Third Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Fourth Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Fifth Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4: ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None
Sixth Youngest Person	☐ Male ☐ Female ☐ Gender Non-binary ☐ Gender Fluid ☐ Transgender ☐ Another Gender	☐ 0-4 ☐ 5-12 ☐ 13-17 ☐ 18-29 ☐ 30-64 ☐ 65+	☐ Asian ☐ Black ☐ Hispanic ☐ White ☐ Multi-Racial ☐ Another Race	☐ Yes Agency Name: _____ Town _____ ☐ No	☐ Private ☐ Medicare ☐ Medicaid ☐ Other ☐ None

IF NO ONE IN YOUR HOUSEOLD IS CURRENTLY RECEIVING INTELLECTUAL OR DEVELOPMENTAL DISABILITY SERVICES PLEASE GO TO QUESTION 53.

We would like to know about individuals' experiences with getting intellectual or developmental disability services.

47a. Where did you first go for help? _____

47b. Were you or a household member(s) able to get an intellectual or developmental disability **screening and assessment, and diagnosis?**

- ☐ Yes → Where? Agency Name: _____ Town: _____
- ☐ No
- ☐ Did not need a substance use screening and assessment

Comments: _____

48a. Were you or a household member(s) able to get needed **treatment or care** (e.g., speech therapy, behavior therapy) **treatment or care?**

- ☐ Yes → Where? Agency Name: _____ Town: _____ (GO TO QUESTION 48b)
- ☐ No (GO TO QUESTION 49)
- ☐ Did not need treatment or care (GO TO QUESTION 50)

48b. Were you placed on a wait list?

- ☐ Yes → 48c. How long did you have to wait to receive care? Months _____ Days _____
- ☐ No

GO TO QUESTION 50

49. Which type of treatment or care were you or a household member(s) unable to get? **(CHECK ALL THAT APPLY)**

- ☐ Behavior therapy and counseling
- ☐ Speech and language therapy
- ☐ Physical therapy
- ☐ Occupational therapy
- ☐ Art or music therapy
- ☐ Treatment services for a specific intellectual or developmental disability (PLEASE SPECIFY INTELLECTUAL OR DEVELOPMENTAL DISABILITY) _____
- ☐ Other treatments (PLEASE SPECIFY) _____

50. Were you, a household member(s), or caregiver of a household member(s) able to get needed **community support services** (e.g., housing, transportation, assistance finding a job) for individuals with an intellectual or developmental disability in Hanover Township?

- ☐ Yes → Where? Agency Name: _____ Town: _____ (GO TO QUESTION 52a)
- ☐ No (GO TO QUESTION 51)
- ☐ Did not need community support services (GO TO QUESTION 52a)

Comments: _____

51. Which type of community support services were you, a household member(s), or caregiver of a household member(s) unable to get? **(CHECK ALL THAT APPLY)**

- | | |
|--|---|
| ☐ Housing | ☐ Transportation |
| ☐ Job search and placement assistance | ☐ Legal assistance |
| ☐ Assistance with education/schooling | ☐ Respite care |

- ☐ Support groups
- ☐ Assistance applying for services
- ☐ Other (PLEASE SPECIFY) _____

52a. In your own words, tell us about your positive experiences with intellectual or developmental disability services for yourself or someone in your household.

52b. In your own words, tell us about your negative experiences with intellectual or developmental disability services for yourself or someone in your household.

IV. AWARENESS OF SERVICES

53. Which of the following **mental health/addiction services, supports, or resources** for people who live in Hanover Township are you aware of? **(CHECK ALL THAT APPLY)**

- | | |
|---|---|
| ☐ About Behavioral Change | ☐ Haymarket |
| ☐ Asension Alexian Brothers Center for Mental Health | ☐ Hanover Township Youth and Family Services |
| ☐ Association for Individual Development (AID) | ☐ Kenneth Young Center |
| ☐ Ecker Center for Behavioral Health | ☐ None of the above |
| ☐ Family Services Association of Greater Elgin | |

54. Which of the following **intellectual or developmental disability services, supports, or resources** for people who live in Hanover Township are you aware of? **(CHECK ALL THAT APPLY)**

- | | |
|---|---|
| ☐ Association for Individual Development (AID) | ☐ Little City |
| ☐ Clearbrook | ☐ Marklund |
| ☐ Community Alternatives Unlimited | ☐ Ray Graham |
| ☐ Easterseals of DuPage & Fox Valley | ☐ Summit Early Learning Center |
| ☐ Gigi's Playhouse | ☐ None of the above |

V. AVAILABILITY OF SERVICES

55. On a scale of 1 (not available) to 5 (readily available) what do you think is the degree of availability of the following services for Hanover Township residents.

	Not Available 1	2	3	4	Readily Available 5	Unsure
Mental Health Assessment/Screening	☐	☐	☐	☐	☐	☐
Mental Health Intensive Outpatient	☐	☐	☐	☐	☐	☐
Mental Health Individual Therapy/Counseling	☐	☐	☐	☐	☐	☐
Mental Health Group Therapy/Counseling	☐	☐	☐	☐	☐	☐
Mental Health Family Therapy/Counseling	☐	☐	☐	☐	☐	☐
Mental Health Inpatient Hospitalization	☐	☐	☐	☐	☐	☐
Mental Health Family Support Services	☐	☐	☐	☐	☐	☐
Addiction Assessment/Screening	☐	☐	☐	☐	☐	☐
Addiction Treatment Outpatient	☐	☐	☐	☐	☐	☐
Addiction Treatment Inpatient	☐	☐	☐	☐	☐	☐
Addiction Support Groups	☐	☐	☐	☐	☐	☐
Intellectual or Developmental Disability Assessment/Screening	☐	☐	☐	☐	☐	☐
Intellectual or Developmental Disability Day Treatment Programs	☐	☐	☐	☐	☐	☐
Intellectual or Developmental Disability Respite Services	☐	☐	☐	☐	☐	☐
Intellectual or Developmental Disability Adult Transition/Job Training Program	☐	☐	☐	☐	☐	☐
Intellectual or Developmental Disability Family Support Services	☐	☐	☐	☐	☐	☐

56a. Which mental health, substance and gambling addiction, and intellectual/developmental disability services, if any, would you like to see added to Hanover Township that do not currently exist or you are not aware of?

56b. Which mental health, substance and gambling addiction, and intellectual/developmental disability services, if any, are you aware of that you are glad are available in Hanover Township?

57. What barriers exist that make accessing services difficult for Hanover Township residents? **(CHECK ALL THAT APPLY)**

- | | |
|--|--|
| ☐ Stigma | ☐ Fear of Contracting COVID |
| ☐ Cost of treatment/service | ☐ Only In-Person Services Available |
| ☐ Lack of insurance | ☐ Only Virtual Services Available |
| ☐ Insurance does not cover service | ☐ Long wait times to get an appointment. |
| ☐ Providers do not accept Medicaid | ☐ Long wait lists |
| ☐ Hours/day services are available are not convenient | |
| ☐ Lack of providers (PLEASE SPECIFY TYPE OF PROVIDERS) _____ | ☐ The school system determines child is ineligible to receive services through school system. |
| ☐ Don't know where to go for services. | ☐ Other (PLEASE SPECIFY) _____ |
| ☐ Lack of public transportation to get to services. | ☐ None of the above |
| ☐ Poor quality of services | |
| ☐ Service is not available in Hanover Township (PLEASE INDICATE WHICH SERVICE) _____ | |
| ☐ Language barrier | |
| ☐ Lack of culturally competent providers | |

VI. GENERAL PERCEPTIONS

58. What do you think are the biggest mental health, addiction, or intellectual or developmental disability issues or needs of **adults (18 and above)** in Hanover Township

59. What do you think are the biggest mental health, addiction, or intellectual or developmental disability issues or needs of **teens (13-17 years of age)** in Hanover Township?

60. What do you think are the biggest mental health, addiction, or intellectual or developmental disability issues or needs of **children (12 years of age or under)** in in Hanover Township_

VII. COMMUNICATION ABOUT MENTAL HEALTH BOARD

61. How much do you know about the Hanover Township Mental Health Board and what they do?

- | | |
|---|--|
| ☐ I have never heard of it. | ☐ I know a little |
| ☐ I have heard the name but know nothing about it. | ☐ I know a moderate amount. |

- ☐ I know a great deal

62. What is your preferred method of receiving information about the Hanover Township Mental Health Board?

- ☐ Mental Health Board website
☐ Hanover Township newsletter
☐ Facebook page
☐ Other (PLEASE SPECIFY) _____
☐ I am not interested in receiving information about the Hanover Township Mental Health Board

VIII. PERSONAL AND HOUSEHOLD CHARACTERISTICS

Finally, we would like to know a little more about you and your household. This information will help make sure that our data represents everyone in Hanover Township.

63. Which town do you live in?

- ☐ Bartlett
☐ Elgin
☐ Hanover Park
☐ Hoffman Estates
☐ Schaumburg
☐ Streamwood

63. What is your age?

- ☐ 18-29
☐ 30-49
☐ 50-64
☐ 65+
☐ Prefer not to answer

64. Please indicate how many people in your household are in each of the following age groups and the total number of people in your household. **PLEASE INCLUDE EVERYONE IN YOUR HOUSEHOLD, INCLUDING YOURSELF.**

of children (ages 0 – 4) _____
of children (ages 5 – 12) _____
of children (ages 13 – 17) _____
of adults (ages 18 – 64) _____
of adults (65 and over) _____
Total # of people in the household _____

65. Please select one option from the list below that best defines your gender.

- ☐ Male
☐ Female
☐ Gender non-binary
☐ Gender Fluid
☐ Transgender
☐ Prefer not to answer

66. Please select one or more of the following categories that best describes your race. **(CHECK ALL THAT APPLY)**

- ☐ Asian
☐ Black or African American
☐ Hispanic or Latino
☐ Native Hawaiian or Pacific Islander
☐ Native American or Alaskan Native
☐ White

☐ Another race (PLEASE SPECIFY)

☐ Prefer not to answer

67. What is the primary language spoken at home?

☐ English

☐ Arabic

☐ Gujarati

☐ Hindi

☐ Polish

☐ Russian

☐ Spanish

☐ Tagalog

☐ Other (PLEASE SPECIFY) _____

68. What is the highest degree or level of education you have completed?

☐ Less than a high school diploma

☐ High school graduate or GED

☐ Trade school, some college, or
Associate degree

☐ Bachelor's degree

☐ Graduate degree

☐ Prefer not to answer

70. Please consider all sources of income, before taxes, for everyone living with you in 2024. What was your 2024 annual household income?

☐ Under \$15,000

☐ \$15,000-\$24,999

☐ \$25,000-\$34,999

☐ \$35,000-\$49,999

☐ \$50,000-\$74,999

☐ \$75,000-\$99,999

☐ \$100,000-\$149,999

☐ \$150,000-\$199,999

☐ \$200,000 or more

☐ Prefer not to answer

THANK YOU FOR YOUR PARTICIPATION. PLEASE RETURN YOUR COMPLETED SURVEY IN THE ENCLOSED POSTAGE-PAID ENVELOPE TO NORTHERN ILLINOIS UNIVERSITY CENTER FOR GOVERNMENTAL STUDIES.

Verbatim Responses to Open-Ended Questions

Locations Where Services Were Received

Mental Health Services

Where does this person [the individual in the household with a mental health disorder/symptoms] receive mental health services?

Where does this person receive mental health services? (Summarized responses)	
Town	Agency name
Arlington Heights	Ascension Illinois - Center for Mental Health
	BZA
	New Mind Clinic
Bartlett	Health and Healing
Chicago	Chicago Harm Reduction
	Fulcrum Counseling
Elgin	Ecker Center
	St. Joseph primary care physician
	None listed
Hanover Park	St. Alexius Behavioral Health
Hoffman Estates	Ascension Behavioral Health Outpatient Group
Huntley	Northwestern
Schaumburg	Personal Growth Associates
	Personal physician
	Dr Brian McFaul
Virtual	None listed
Wheaton	Gerry Katz Atkins
None listed	Unsure
	Veterans Affairs

Where did this person [the individual in the household receiving mental health services] get a psychological screening and assessment, and diagnosis?

Where did this person get a psychological screening and assessment, and diagnosis? (Summarized responses)	
Town	Agency name
Elgin	Ecker Center
Hoffman Estates	St. Alexian Behavioral Health
	Ascension Illinois - Center for Mental Health
Huntley	Psychiatrist
Naperville	Edwards Hospital
Schaumburg	Personal Growth Associates
	Dr Brian McFaul
	Physician
	None listed
St. Charles	Recovery Center of America
Woodridge	Manfre & Associates
None listed	VA

Where did this person [the individual in the household receiving mental health services] get treatment or care?

Table 17: Where did this person get treatment or care? (Summarized responses)	
Town	Agency name
Arlington Heights	None listed
Bartlett	Health and Healing
Elgin	Ecker Center
Hoffman Estates	Ascension Illinois - Center for Mental Health
	St. Alexian Behavioral Health
Illinois	Northwestern
Naperville	Linden Oaks Edwards Hospital
Schaumburg	None listed
St. Charles	Recovery Centers of America

Addiction Services

Where does this person [the individual in the household with a substance abuse or gambling addiction/symptoms] receive addiction services?

Where does this person receive addiction services? (Summarized Responses)	
Town	Agency name
Chicago	Chicago Harm Reduction
Des Plaines	Symetria
Elgin	Ecker Center
Hoffman Estates	Amita Behavioral Health
Naperville	Linden Oaks
None listed	AA

Where did this person [the individual in the household receiving addiction services] get a screening and assessment?

Table 19: Where did this person get a screening and assessment? (Summarized Responses)	
Town	Agency name
Downers Grove	CAP of Downers Grove
Elgin	Ecker Center
Mundelein	Parkside Lodge
St. Charles	RCA

Where did this person [the individual in the household receiving addiction services] get treatment or care?

Where did this person get treatment or care? (Summarized Responses)	
Town	Agency name
Downers Grove	CAP of Downers Grove
Elgin	Ecker Center
Mundelein	Parkside Lodge
St. Charles	RCA

Intellectual or Developmental Disability Services

Where does this person [the individual in the household with an intellectual or developmental disability] receive IDD services?

Table 22: Where does this person receive IDD services? (Summarized Responses)	
Town	Agency name
Bartlett	School district U-46

Where did this person [the individual in the household receiving IDD services] get a screening and assessment, and diagnosis?

Where did this person get a screening and assessment, and diagnosis? (Summarized Responses)	
Town	Agency name
Woodridge	Manfre & Associates

Where did this person [the individual in the household receiving IDD services] get a screening and assessment, and diagnosis?

Table 23: Where did this person get a screening and assessment, and diagnosis? (Summarized Responses)	
Town	Agency name
Carol Stream	Westside Children's Therapy
None listed	Northwestern Medicine

Mental Health Services

Ease of Getting Information/Services in Hanover Township

Why do you think it would be hard to get information about the mental health services available in Hanover Township: Other reasons

- Behavior health needs awareness and professionals and needs revamping.
- Have to do a web search but may not know the right key words, just get a bunch of counseling organizations, too overwhelming.
- Lack of concern on the part of the social workers there.

Why do you think it would be hard to get a psychological assessment and diagnosis in Hanover Township: Other reasons

- Costly to 'doctor hop.' BHS needs to know the difference between need and want.
- Don't want to cause myself unknown problems.
- Had made several appointments for my daughter, which then cancelled on me due to them not taking on new patients.
- Mental help professionals do not want Medicare patients, nor do they care about the aged.

Why do you think it would be hard to get treatment or care in Hanover Township: Other reasons

- I never knew Hanover Township offered these services until recently, when my son's therapist is no longer able to honor our payment arrangement due to therapist in training now graduating. I have had a few days to explore your website but haven't had experience to judge the questions on this survey yet. It would be nice if the website could provide more details on requirements to qualify for your services, such as limits on finances, instead of having to come in. If available online, then those that don't qualify won't bother wasting time coming in. Not knowing causes high anxiety for me and coming in to be denied will set me back quite a bit. Yes, I myself have mental issues due to traumatic childhood, so having transparency in website would be nice.
- Mental help professionals do not want Medicare patients, nor do they care about the aged.
- Need more research.

Why do you think it would be hard to get community support services in Hanover Township: Other reasons

- Didn't even know it was available, and I've lived here for over 50 years.
- Don't know if it exists.
- Had to rely on Uber (expensive) to get my daughter to treatment, cheaper services only available for the elderly, Pace bus services not ideal for making sure a minor gets to her destination.
- No one cares about the aged. They would rather we just die.
- Oh, one has to "qualify." There was a time it was only for under 18. A so-called psychologist was "in training."

What specific community support service is not available in Hanover Township?

- Caregivers.
- Cheap paratransportation, support groups for minors.
- Don't know anything about mental health services at the Township.
- Don't know. It changes when the law changes or the institution feels the need. We have no answers for behavioral health.
- Eating disorder and depression therapy services.
- Help for mental health, like professional psychiatrist and professional therapist.
- Help for the homeless.

Were you or a household member able to get a psychological screening and assessment, and diagnosis in Hanover Township: Comments

- Not really for myself and 14 year old son. We are being seen for therapy and will be transitioning to Hanover Park therapists soon. For my adult daughter, she has been admitted for only weeks at a time at ABBHH, IL Masonic, and someplace near Manteno, IL, for a decade now and no one has helped her with life resources. She is always suicidal with a few failed attempts.

In your own words, please tell us about your positive experiences with mental health services for yourself or someone in your household.

- Before I went on disability, I had good insurance in 2012 and good access to in- and outpatient and therapy.
- Care was relatively affordable and easy to find. Staff were compassionate and effective.
- Excellent doctors, therapists in the hospital. My experience with the outpatient group at Ascension Illinois - Center for Mental Health in Hoffman Estates has been good and bad. Dr. Wood and Denise Druck, APN were wonderful as outpatient psychiatric providers. Even though our appointments were for a short period of time, I was able to connect with them and talk about my mental health needs and concerns.
- I have been provided proper therapy and psychiatry treatments that help keep my treatments and health well.
- I have been very lucky in getting help with the psychiatrist and even received help when I broke my feet and needed to Zoom.
- I have not had an issue seeking out mental health services for myself or for my household. I have also been dealing with anxiety/depression since grade school, so I know the resources I can contact.
- Is hope out there.
- It's been amazing. Completely changed my mental health.
- The person is receiving counseling every week now.
- While in treatment, the counselors and social workers were excellent. I felt that they did care about my daughter's and the family's well-being overall. They had some useful advice.

In your own words, please tell us about your negative experiences with mental health services for yourself or someone in your household.

- Before the Ecker Center, it took 3 hospital stays and many medications to get adequate care.
- I don't think there are any eating disorder and depression specialists in Hanover Township.
- I have not had any personal negative experiences.
- Is hard finding good professionals, therapist. They just give medicine that end up with secondary effect. Nobody wants to employ a person with disabilities. Is even hard to find activities for them.
- It is a slow process to helping relieve their mental health symptoms.
- It's expensive or hard to receive services at times.

- My adult daughter is frequently admitted to behavioral health hospitals only to be released in 1-2 weeks with no improvement. It's a vicious circle. HIPAA won't allow me to talk with her inpatient therapist/psychiatrist despite many messages left with floor nurses requesting that her management team contact me so I can provide background for her. Never a returned call for all these years. I have personally seen desk nurses and attendants treat patients with no dignity and my daughter explains it like a jail and is afraid to even try to get help anymore from the disrespectful treatment from hospital staff and the dirty unsanitary conditions of bed, roaches, and often broken air conditioning or fans. She is unable to speak with a medical professional for concerns about her medicine in a timely manner. The patients are ignored and made to feel like they are over exaggerating. Some do, I'm sure, but they don't even press for answers to see if patients concerns are legit. They just clump them all together in same category. How can my daughter get help if she is treated like a number and afraid to go in for help—real life teaching of how to be a responsible adult? I have tried to teach her, but her bipolar and experiences with a physically verbally abusive father at the beginning of her 8 years of life has held her back. She won't listen to reason and she needs a concerned medical provider and life coach to help guide her to reality. She just won't listen to me.
- My experience with the outpatient group at Ascension Illinois - Center for Mental Health in Hoffman Estates has been good and bad. **** is not the best outpatient psychiatric provider. He doesn't seem to connect with the patient and seems to just read a checklist and sometimes repeats items on his checklist making it seem like he's not even listening to me. I asked him what psych meds would I need to avoid taking if I wanted to become pregnant and he said that he would defer to the fertility doctor. He's the psych APN who should know which psych meds have more/less risks with fertility, pregnancy, and fetal outcomes. Was very disappointed.
- My son is over the age of 18 and my lawyer help me.
- Not being able to provide cheaper transportation was annoying but not detrimental in getting treatment, because we could actually afford it. Also, St. Alexian Behavioral Health provided a psychiatrist who was not in network with our insurance, and we got a bill for a few thousand dollars. They never notified us that the doctor was out of network.
- One of the psychiatric nurse practitioners we've used was disorganized, inconsistent, and sometimes exhibiting symptoms of her own unmanaged mental health problems.

Addiction Services

Ease of Getting Information/Services in Hanover Township

Why do you think it would be hard to get information about the addiction services available in Hanover Township: Other reasons

- Internet searches are too overwhelming.
- It is a hard thing to admit when one needs help and does not think it is a problem and they can control it. Do not want to see someone they know also.
- This issue is the very same as what I mentioned in the previous questions. Same experience. My adult daughter was told by one of her therapists that smoking marijuana would help ease her nerves so she can relax and now she is addicted, and according to many ER depts in our area, she has cannabinoid hyperemesis. I have to deal with the aftermath of her becoming dehydrated and cleaning up the bathroom after her many episodes. ER will only provide her with an IV for dehydration and discharges her.

Why do you think it would be hard to get a substance or gambling addiction screening and assessment in Hanover Township: Other reason

- Never heard of this service.
- Sometimes the assigned psych is not always a match.

Why do you think it would be hard to get treatment or care in Hanover Township: Other reason

- Don't if it exists.
- Don't think it's offered in Township.
- The system is a mess.

Why do you think it would be hard to get community support services in Hanover Township: Other reason

- I have not had experience finding out details, but I assume there is a long waitlist, and my adult daughter has Medicaid, which really doesn't cover nice reputable places.
- Like I said, never heard of this service.

Which community support service is not available in Hanover Township?

- All

- Caregiver respite
- Housing rehab centers.
- Transportation

Intellectual or Developmental Disability Services

Ease of Getting Information/Services in Hanover Township

Why do you think it would be hard to get information about the intellectual or developmental disability services available in Hanover Township: Other reasons

- Don't know if it exists.
- Limited income.
- Not listed as a place to find assistance. I had no idea.
- Steps of procedures need to be outlined on websites. Doing a basic online search, I have never seen Hanover Township show up. I have just recently been referred to HT from my current therapist. It seems you offer a lot, but not enough transparency on requirements and restrictions. Some people like myself, it's hard to reach out when being repeatedly rejected for not being able to communicate my thoughts thoroughly verbally. I need websites so I can research and figure it all out first, before reaching out for help.

Why do you think it would be hard to get a screening and assessment, and diagnosis in Hanover Township: Other reasons

- Don't know if it exists.
- It might cause me additional problems.

Why do you think it would be hard to get treatment or care in Hanover Township: Other reasons

- Don't know if it exists.
- I have a hard time getting any services for my daughter anywhere.

Why do you think it would be hard to get community support services in Hanover Township: Other reasons

- Don't know if it exists
- Never looked to the Township for help. Worked with Community Alternatives for housing.

What specific community support service is not available in Hanover Township?

- Assistance in finding a job.
- Case management for intellectually disabled.
- Transportation.

Availability of Services

Which mental health, substance and gambling addiction, and intellectual/developmental disability services, if any, would you like to see added to HT that do not currently exist or you are not aware of?

Service

- Act of kindness programs for youth. Education, mentorship, etc.
- Addictions.
- Additional support for children.
- Alcoholism.
- All are necessary.
- All of the above. Needed for everyone in Township.
- All the above.
- Autism/Asperger's treatment/counseling
- Hard to say. My son with developmental disability no longer lives at home. When he lived at home, only got info on social activities.
- I would like to see it more advertised in newsletters from the Township and/or library.
- Individual therapy for eating disorders in conjunction with depression and anxiety.
- Low-cost counseling and psychiatry, low-cost paratransportation similar to what is available to seniors and disabled, support groups, and family counseling.
- Many of these services would be beneficial. Being a victim of not receiving help, but getting labeled and shelved, I am afraid to expose myself to that kind of situation.
- More accessible developmental and mental health screening services and treatment. Absolutely we should have more treatment for addiction.
- Open meetings.
- Places that are constantly advertise on TV.
- Professionalism in the field, and it should include the police department also. Reform.
- Programs for engagement or to help raise awareness.
- Support groups for family members of an addicted person.
- There is just such a long wait list to see a therapist, psychiatrist, or even someone to get an assessment in the area. Just having more resources and possibly including services offered to be mentioned in the Township flyer would be extremely helpful.
- Wife has a real gambling problem.

Don't know/not sure

- Don't know (2)
- I am unaware of any.
- Not aware. (2)
- Not sure how to answer. I don't readily know of any. Several therapists have said I have ADHD. My doctor agrees, but no resources were provided to me, other than therapy, for which I see for other issues.
- Not sure. (2)
- Unsure. (3)

None/N/A

- N/A.
- N/A.
- None.
- None.
- None. I don't believe I would be eligible because I'm white.

Which mental health, substance and gambling addiction, and intellectual/developmental disability services, if any, are you aware of that you are glad are available in Hanover Township?

Service

- AA meetings.
- Addiction to recreational drugs is unknown to me, as my adult daughter has this issue and HIPAA has shut me out of her care. I have no money to become her POA, nor does she want me to.
- Alexian Brothers Behavioral Health.
- Elgin Community Crisis Center.
- I know there are a lot of AA meetings and presumably NA in the area. The behavioral health services I know are just outside of Hanover Township.
- I'm thankful for all of them. In particular, I am glad the community has the art therapy groups and many peer support groups.
- Mental health issues are becoming a crisis, especially in this current political climate and culture. It's great to know that we have an excellent hospital in the area with mostly excellent health care providers.
- My personal experience with developmental disability services came from the U-46 school

system, and my daughter received exactly what she needed through the school when she was in elementary school.

- The Township offers a wide variety of services that our family has participated in. I am unaware or have not contacted the Township regarding excessive marijuana use/addiction.
- Transportation.
- U-46 has great support.

Don't know/not sure

- Don't know. (4)
- Have no knowledge of this kind of help. Never have needed it.
- I am not aware of any, though I have begun looking and researching.
- I am unaware of any.
- I'm not aware of any.
- Not aware of any services.
- Not aware.
- Not sure. (3)
- Unsure. (3)

None/N/A

- N/A (3)
- None (4)

What barriers exist that make accessing services difficult for Hanover Township residents: Other barrier

- Being white instead of a person of color.
- Do not know.
- I am sure it could be most of the above depending on the individual's problems.
- I didn't think of Hanover a place to get information.
- I do not need these services, but am happy we provide them.
- I have no idea what others need.
- I would think that since there are many Bartlett residents with ties directly to the Township, a resident would not feel comfortable knowing their neighbors know they are seeking treatment. People talk.
- Not sure.

- Told before the pandemic services were family counseling. After, was told it was only up to 18 years of age.
- Wish I could answer but would be unfair to judge barriers since my son doesn't live at home and I really never used any of the services from the Township. Maybe in your newsletters to families, you might put an article asking if you have an individual with these problems, please contact and give a name and number. This would be a good start. Thus would be a start.

What type of providers are lacking in Hanover Township?

- All of them. Psychologist, therapists, psychiatrist. It's an issue everywhere, so I can't single out Hanover township.
- Counselors, they need more.
- Enough counseling services.
- In-home assistance for mentally and physically challenged adults.
- Intellectual disability case management.
- Psychiatrists and therapists.
- Psychiatrists, psychologists.
- Psychiatry specialists.
- Psychiatry.
- Specialist for specific needs.
- The list is long.
- Unsure.

Which service is not available in Hanover Township?

- All.
- Mental services.
- Not sure.
- The list is long.

Perceived Issues and Needs in Hanover Township

What do you think are the biggest mental health, addiction, or intellectual or developmental disability issues or needs of adults (18 and above) in Hanover Township?

Mental health needs

- Anger management.
- Anxiety and depression.
- Depression, anxiety.
- Depression, gambling, substance abuse, trauma.
- I can only speak for senior citizen issues. The mental health professionals should be ashamed of themselves for the way they treat the aged. I feel they are all greedy bastards and they all rot in hell.
- Loneliness, loss of job.
- Mental health and addiction.
- Mental health treatment needed for a lot of people. Easy access required.
- More attention should be paid to the social determinants of health, in this case, mental health. Homelessness is a major problem, both stemming from and leading to exacerbated mental health crises.
- The biggest mental health and addiction problems stem from TV and social media. Anyone receiving services should also volunteer in the community. It would give them a sense of community and belonging.
- Treatment of underlying mental issues leading to addiction and homelessness.

Need for additional services/better access to services

- Cost.
- Counseling, therapy, including individual, group, child/parent, marriage, etc.
- Housing.
- I think these problems exist everywhere—transportation, jobs, housing, programs to train for life skills. Especially for those individuals with DD, once they get out of school, where do they go?
- More availability of services.
- No access due to lack of job/insurance or ability to pay.

- Screening/evaluation of intellectual/developmental disabilities is common for children, but not readily available for adults. There are few specialists who specialize in diagnosing adults in/around Hanover Township.
- Support.
- Wait lists and shortage of available space in treatment facilities, as well as the high associated costs.

Addiction/substance use needs

- Addiction.
- Alcohol/drug addiction.
- Dependency on alcohol.
- Screen addiction.
- Substance dependency, phone/screen addiction, proper coping mechanisms, mindfulness, cognitive distortion.

Information/awareness

- Awareness and communication.
- I'm not sure, simply because I'm not fully aware of all the services available.
- More public exposure of services.
- Not sure. Just recently found out about Hanover Township have services, so I haven't had an opportunity to research. I have done some but am met with having not enough information on website and requires a call that I need to ramp myself up for, as I don't do well with calling and being able to represent myself well enough.
- Where to go for answers if one feels they have an issue.

Other issues/needs

- All of them.
- Autism support. Addiction support.
- Common issue: desire to terrorize surroundings with loud noise or music. For example: modifying exhaust system of cars and motorcycles to increase noise, installing subwoofers in cars, and playing low frequency, particularly annoying loud sounds. This is clearly a psychopathic behavior in my opinion.
- Cost, stigma, lack of insurance, wait list.
- Could be all of these issues. Mainly to be seen and understood with structure and creative outlets.

- Disability and addiction and mental illness.
- Finding a way to get rid of the stigma behind all these issues. We don't talk about that or those things mentality needs to go away.
- I wish I had more time to answer this question. There are many issues that need attention, but without demographic data, it is difficult to answer responsibly.
- Job training.
- Lack of understanding that people have different needs.
- Need to review all aspects and see where the biggest need is.
- The biggest issue is not just one issue, and some needs will never be met.

Don't know/not sure

- ? (2)
- Don't know. (2)
- I don't know. (2)
- No idea. (2)
- Not sure. (2)
- Unsure.

None/N/A

- N/A (2)

What do you think are the biggest mental health, addiction, or intellectual or developmental disability issues or needs of teens (13-17 years of age) in Hanover Township?

Social/family issues and support

- As a father of two who grew up in Hanover Township, I'd say it is a) bullying, b) drugs. I welcome someone to reach out for more info. ****@gmail.com
- Bullying, self-esteem.
- Communication.
- Communication.
- COVID set this particular group back as far as one-on-one interaction. They have poor awareness beyond texting. Need help in talking on phone and face-to-face.
- I don't know many people that age range. My guess would be status on social media, phone use, body dysmorphia.
- Lack of belonging to the community.

- Peer pressure, phone addictions, drugs.
- Social and life skills.
- Social media
- Social media, electronics. Teens have been exposed to way too many things before their age.
- Someone credible to just listen.
- Support.

Mental health needs

- Anxiety and depression.
- Anxiety.
- Depression, ADD, peer pressure, loneliness.
- Depression, social media pressure, sense of belonging, vaping.
- Get treatment for mental issues when they are young. School needs to identify them, as parents are prejudiced.
- Mental health and addiction.
- Mental health and addiction.
- Stress, peer pressure, easy availability, etc.
- Treatment of underlying mental and family issues leading to addiction. Also, there is a huge issue in this community regarding home and family life producing teens who are doing poorly in school and becoming addicted to drugs.

Addiction/substance use needs

- Addiction and mental illness.
- Addiction, depression.
- Drug and alcohol abuse.
- Drugs and gang affiliations.
- Drugs, violence, peer pressure.
- Drugs.
- Screen addiction.
- Substance abuse and depression.

Need for additional services/better access to services

- Access.
- Counseling/therapy, being included and feeling seen and heard and understood by people they can trust.

- Group help.
- Housing when teens experience issues.
- Services to keep them busy. Lack of age appropriate activities.

Stigma/accepting help

- Accepting help.
- Asking for help.
- Reducing stigma.
- Stigma to reach out, uncooperation of family members, and lack of knowledge of available resources.
- Stigma.

Other issues/need

- ADD, anxiety, depression, and autism.
- All of them.
- Just knowing what resources are available is half the battle. Internet searches often lead to a dead end and are often costly.
- Probably not knowing where to go for help in the community.
- Same answer as previous question. [Could be all of these issues. Mainly to be seen and understood with structure and creative outlets.]
- Yes.

Don't know/not sure

- ? (2)
- I don't know. (2)
- I have no contact with teenagers.
- I'm not sure what services are available, if any.
- N/A.
- No idea.
- Unsure.

None/N/A

- No opinion

What do you think are the biggest mental health, addiction, or intellectual or developmental disability issues or needs of children (12 years of age or under) in Hanover Township?

Social/family issues and support

- A feeling that they're not just another chore, that they matter to society.
- Addiction to video games and social media.
- Bullying, self-esteem.
- Communication with parents.
- Families needed more advocates.
- Family stress, bullying in school.
- Individual attention and care availability.
- Knowing that someone will always be there to help them.
- Lack of parenting and home environment support.
- One issue is single-parent homes and homes with both parents having to work a lot to pay the bills, not having the time to spend raising their children, and parents who are addicted to drugs and/or alcohol and have the children in that environment.
- Parenting skills. Responsible parents to begin with.
- Probably family life.
- Same as my prior answer. [As a father of two who grew up in Hanover Township, I'd say it is a) bullying, b) drugs. I welcome someone to reach out for more info. ****@gmail.com] a) Bullying, b) Drugs
- Social and life skills.
- Support. (2)

Need for additional services/better access to services

- Access.
- Continuing to support early intervention.
- Locations that treat children.
- Need more outdoor activities and unplug from technology.
- Proper diagnosis.
- Counseling/therapy, being included and feeling seen and heard and understood by people they can trust.

Mental health concerns

- Anxiety, ADHD, little or no parental support.
- Anxiety, ADHD.
- Mental illness.

- Same [Get treatment for mental issues when they are young. School needs to identify them, as parents are prejudiced.]
- Same [Stress, peer pressure, easy availability, etc.]

Other issues/needs

- All of them. They affect a lot them and families too.
- Autism spectrum and ADD.
- Development disability issues.
- Lack of knowledge of resources or availability and requirements for assessment and treatment.
- Same as my answer from previous question [Just knowing what resources are available is half the battle. Internet searches often lead to a dead end and are often costly.]
- Same as previous answer [Could be all of these issues. Mainly to be seen and understood with structure and creative outlets.]
- Screen addiction.
- TV, internet social media.

Don't know/not sure

- ? (2)
- Don't know. (2)
- I don't know. (2)
- I don't know.
- I have no idea.
- No idea.
- Not sure, not familiar with this age group.
- Not sure. (2)
- Unsure. (3)

None/N/A

- N/A
- No opinion



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