

Stabilization Center Community Survey Results

Background Information:

Narrative and History about the Survey:

The Stabilization Center Community Survey was initiated and delivered as the second tier of the Community Engagement Strategy for the Stabilization Center. Tier one included hosting four topical community listening sessions to collect a broad pulse on community priorities for the scope and vision of the project. Content collected during these listening sessions informed the priorities of the survey questions, which were intentionally crafted to generate feedback that can be tangibly and clearly incorporated into decision making. The Stabilization Center Community Survey was created by a workgroup of the Crisis System Steering Committee (CSSC) and included members with lived-experience, DEI perspectives, and technical skills in survey question development. Additionally, another CSSC workgroup with an emphasis on DEI produced a distribution strategy to ensure that the survey would reach potential participants who have lived experience in the behavioral health system, legal system and/or with houselessness, as well as individuals identifying with populations who have experienced systemic marginalization based on race or gender. Following the Community Survey is the final tier which includes an established mechanism for ongoing community input via a new advisory council or designated feedback loops with an existing advisory council.

Definitions:

For the purpose of analyzing the survey results, we defined **“lived experience”** as people with one or more lived experience(s) in behavioral health system, houselessness or in the legal system. These options were self-selected by people who took the survey and answered the demographic question.

For the purpose of analyzing the survey results, we defined **“marginalized”** people who identify as a member of a systemically marginalized group based on race or ethnicity AND/OR gender identity AND/OR sexual orientation. These options were self-selected by people who took the survey and answered the demographic question.

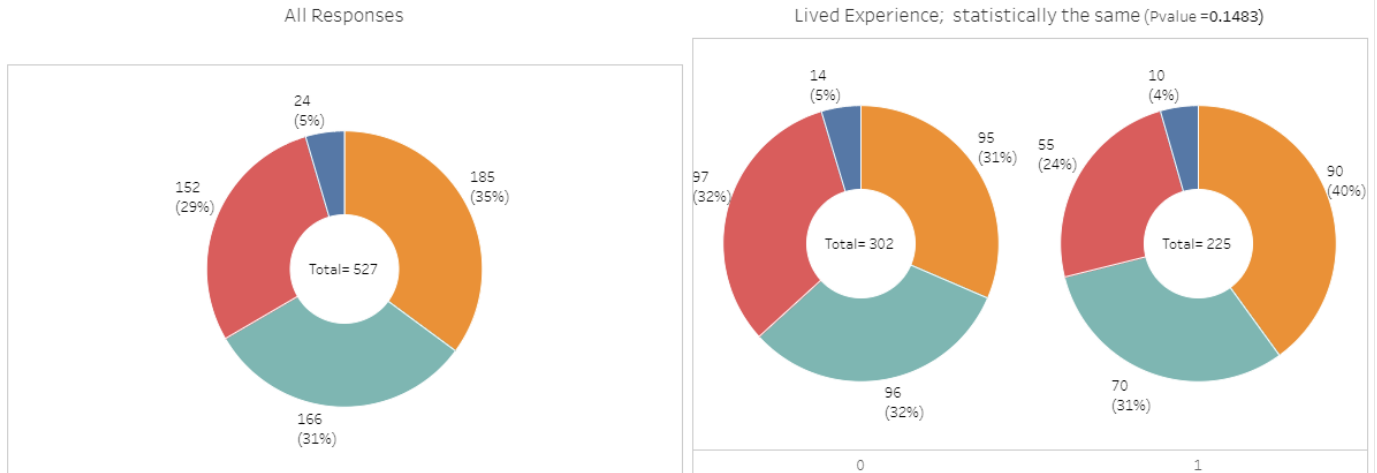
Centering Equity in Analysis:

In our journey towards equity, we recognize that every individual's voice and experience hold immense value. As we delve into the results of our community survey, we aim to shed light on the disparities that might remain hidden when examining data solely on a general level. Our commitment to inclusivity drives us to dissect the data through a nuanced equity lens.

Question 1- If you or a loved one were to get help at the Stabilization Center, which type of staff would you prefer to engage with when you first arrive? (single response allowed)

Possible Responses:

- Someone who has lived experience with recovery from a mental health condition or substance use disorder, or who has supported a loved one through recovery
- Someone with clinical expertise who can assess your needs, guide you in grounding techniques and provide a diagnosis
- Someone who will help connect you with needed services and create a plan for your care
- Other

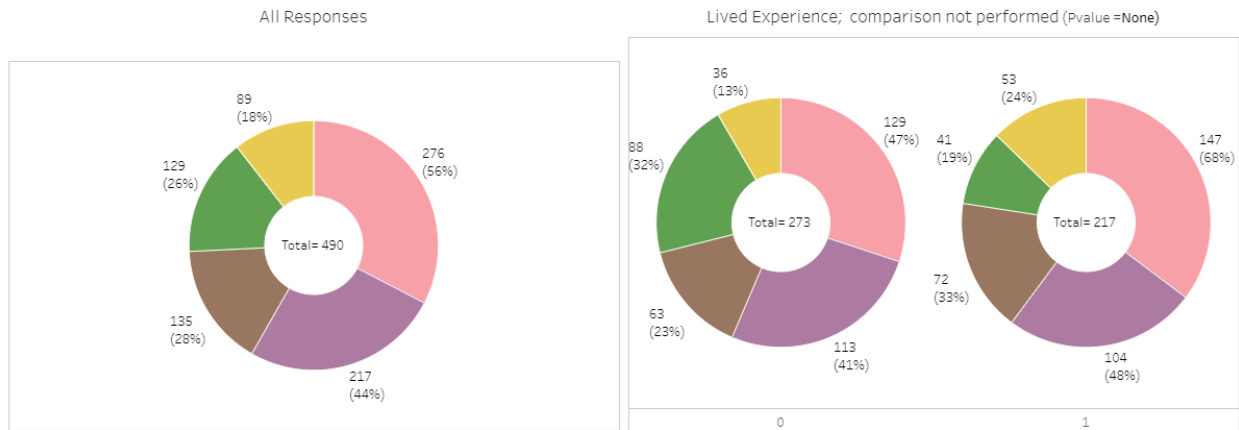


Summary of Data Application:

Generated a recommendation to the Executive Steering Committee and Stabilization Center service providers stating that the staff person serving as the first point of contact needs to receive specific training unique to the role, including trauma informed care, SC service offerings, de-escalation, empathy and compassion, anti-racism, bias. The position can be modeled to rotate into other positions to gain increased knowledge. Prioritize lived experience for this position. The position should be a certified/registered intern to be a billable classification.

Question 2- The Stabilization Center Project Team will be working with an Architecture team to design the facility and wants to incorporate input from community members. Which of the following would you want to give input on? (Check all that apply)

- Possible Responses:
- The inside look and feel of the building
 - The inside layout of the building (e.g. how the rooms for different levels of care are arranged)
 - The outside of the building
 - I am not interested in providing feedback on this
 - I am not interested in providing feedback on this

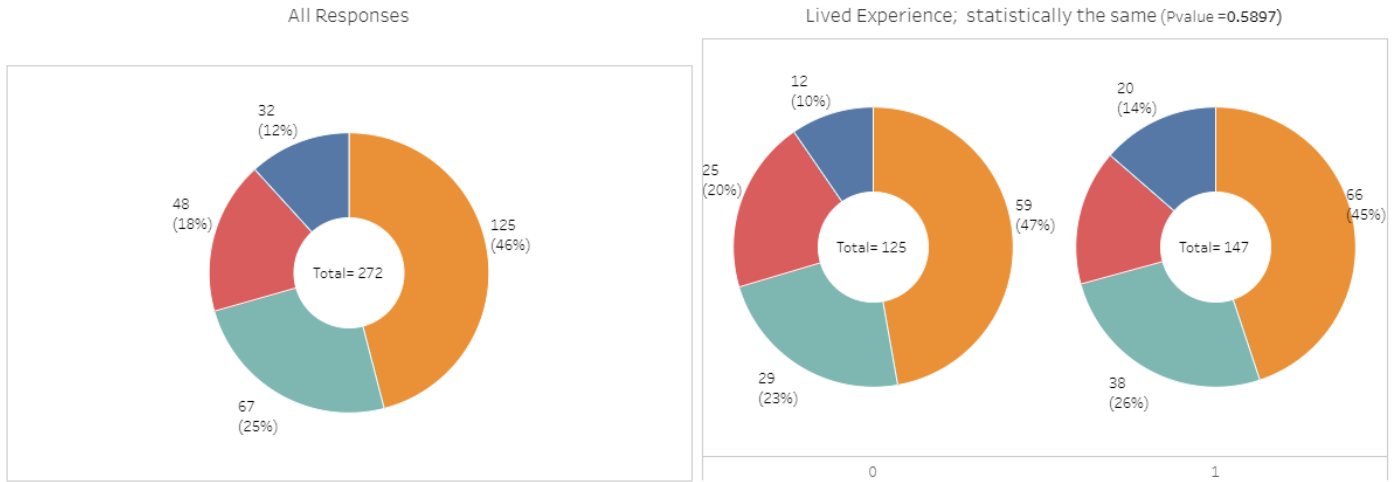


Summary of Data Application:

Generated a recommendation to the Stabilization Center providers and the Stabilization Center design team to identify mechanism for survey participants who indicated interest in providing input on the "landscaping and outside of the building" as they weren't invited to give feedback via a specific survey question concerning the landscaping/outside.

***Question 2- If you identified the inside of the building as something you would like to give input on. What would be your preference for background noise throughout the facility?**

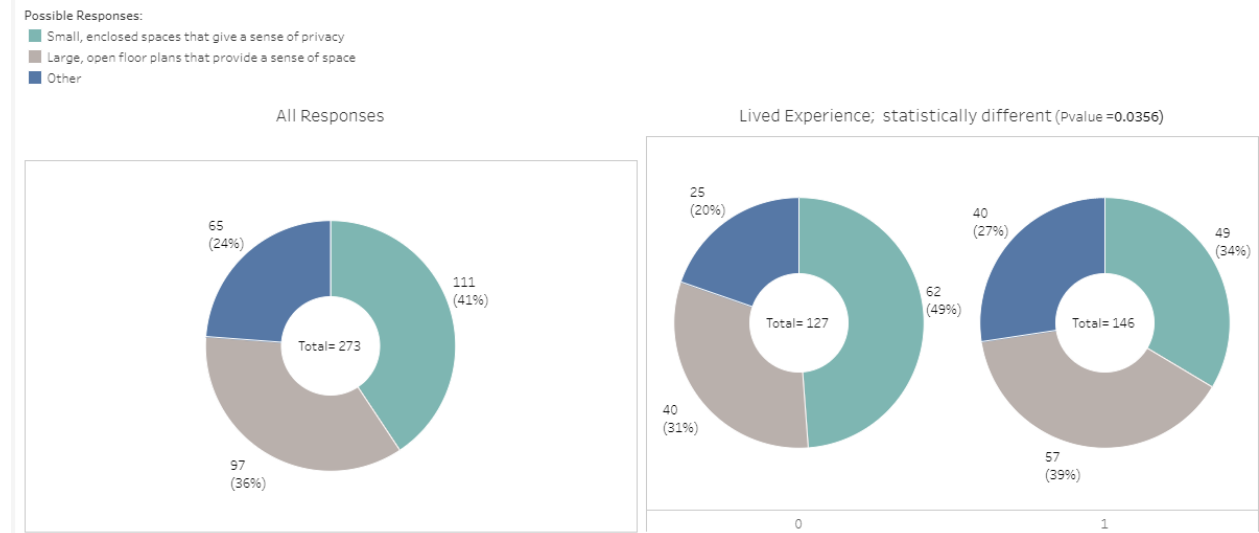
- Possible Responses:
- Instrumental music
 - White noise machine
 - None
 - Other



Summary of Data Application:

Generated a recommendation to the Stabilization Center providers and the Stabilization Center design team to identify ways for clients to have choice in background noise, such as different options in the individual stabilization rooms. Default (in common areas) to instrumental (considering a cultural variety) or nature sounds. Consider possibility of cost-effective, sanitary and anti-ligature headphones.

***Question 2- If you identified the inside of the building as something you would like to give input on. What look and feel of the building would signal a calming and supportive environment for you or your loved ones?**



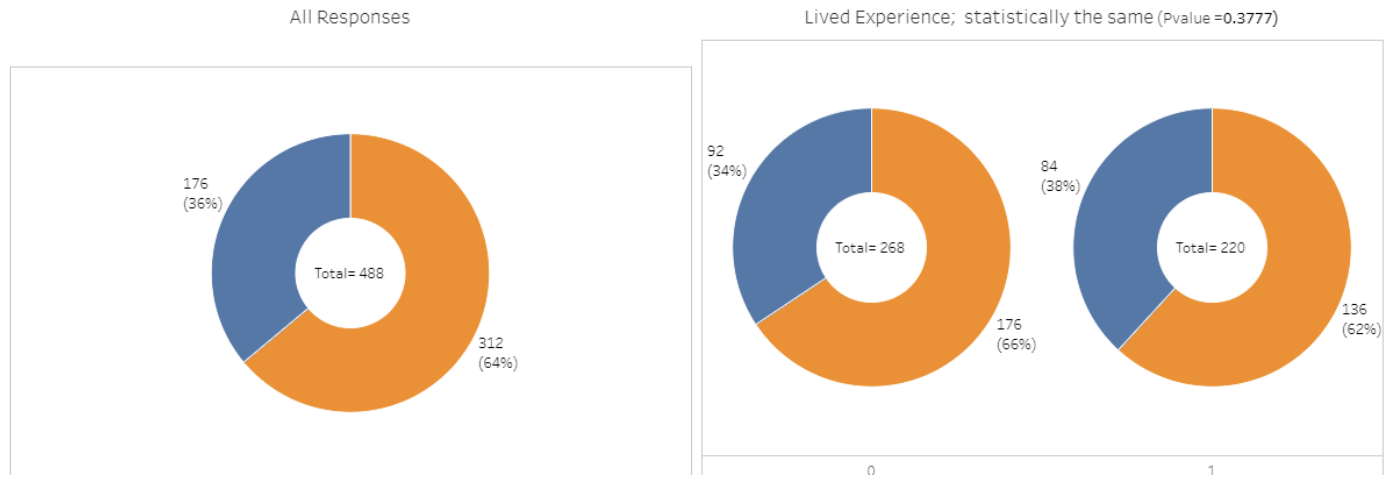
Summary of Data Application:

Generated a recommendation to the Stabilization Center providers and the Stabilization Center design team to consider use of large, open spaces for reception and group activities; Consider private areas for intake, individual sessions, crisis intervention, etc. Include natural elements and home-like ambience for look and feel of the interior.

Question 3- When asked about priorities, community members noted the need to accommodate pet owners who are needing to access crisis services. For individuals with pets, is it sufficient for the Stabilization Center program to arrange offsite pet care for the duration of their stay?

Possible Responses:

- Yes
- No

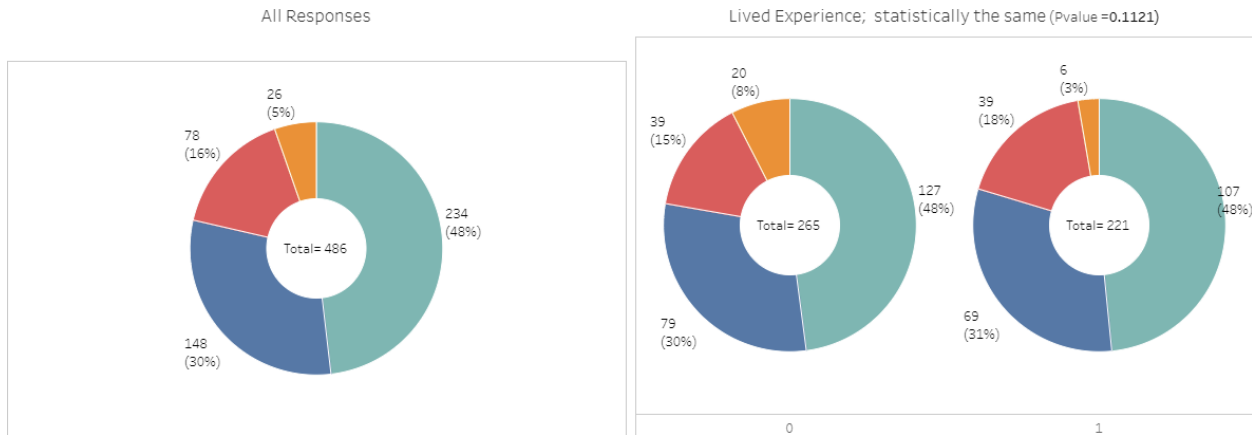


Summary of Data Application:

Generated a recommendation to the Executive Steering Committee and Stabilization Center service providers to launch a workgroup to research best practice for caring for pets, interviewing programs already doing this, liability risk, County property regulations, and potential community partners, to make final decision on how to best accommodate animals. Include individuals with lived experience on this committee.

Question 4- How important is it that when working with someone to figure out what's next, the staff includes alternative health services such as massage, acu-punctures, spiritual health etc.? (single response allowed)

Possible Responses:
 Very important
 Moderately important
 Slightly important
 Not at all important



Summary of Data Application:

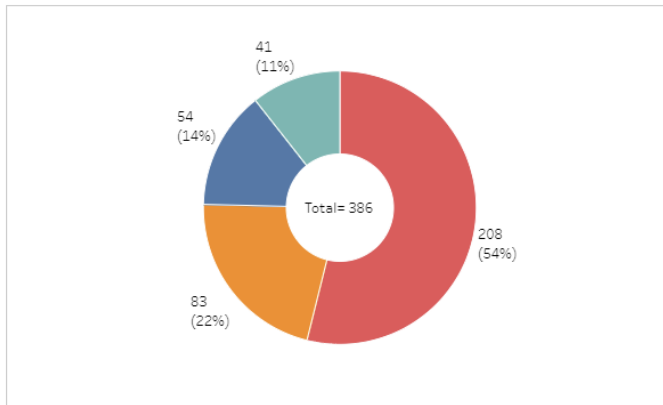
Generated a recommendation to the Executive Steering Committee and Stabilization Center service providers to include alternative health services (massage, acupuncture, spiritual health, etc.) into standard treatment planning, considering benefit of tracking referral outcomes and/or receptivity of treatment planning.

Question 5- In building a new facility, we have the chance to consider the historical, cultural and environmental significance of the property location. How can the building design best honor the history of this region? Rank each of the following in order of importance (1-4):

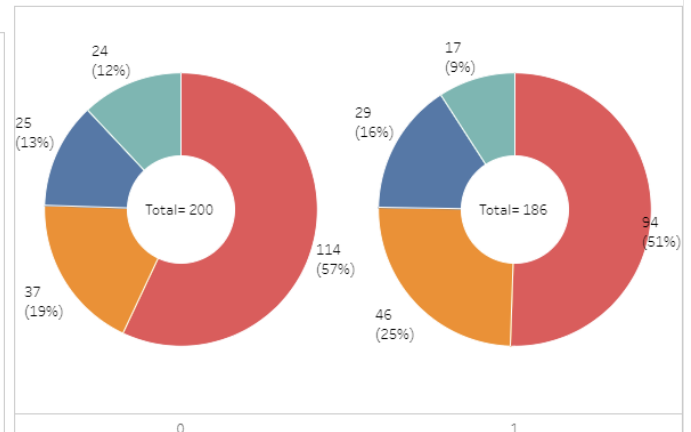
Possible Responses:

- Ecofriendly design that reducing local environmental impact
- Displaying current and historical artwork from local people
- Other
- Naming each room in the building

All Responses



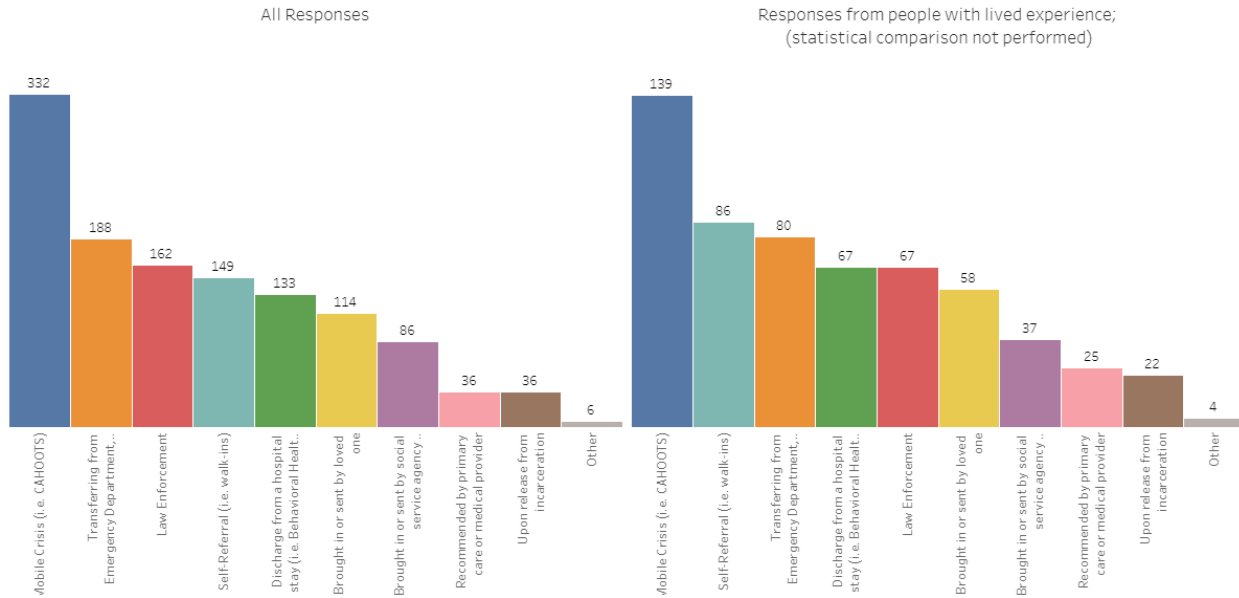
Lived Experience; statistically different (Pvalue =0.0308)



Summary of Data Application:

Generated a recommendation to the Executive Steering Committee and Stabilization Center project team and the Stabilization Center design team to launch “Arts and Culture” council to advise on best practice for honoring local area, aligned with LC efforts to partner with local Indigenous community, and including reps from eco-advocacy, Indigenous reps, individuals with lived experience, etc. Also recommending to include a plaque stating that this building, inside and out was designed with the input of the community.

Question 6- Who do you expect will be the most common referral sources for the Stabilization Center? (Select top 3)



Summary of Data Application:

Generated a recommendation to the Executive Steering Committee and the Stabilization Center providers to consider in program design that survey participants identifying with lived experience indicated that one of the top three expected referral sources is Self-Referral.

Question 7- Please describe the ways in which you expect the Stabilization Center will help you or the people you know?

(Responses from this question omitted due to length and to preserve anonymity. Raw data available upon request.)

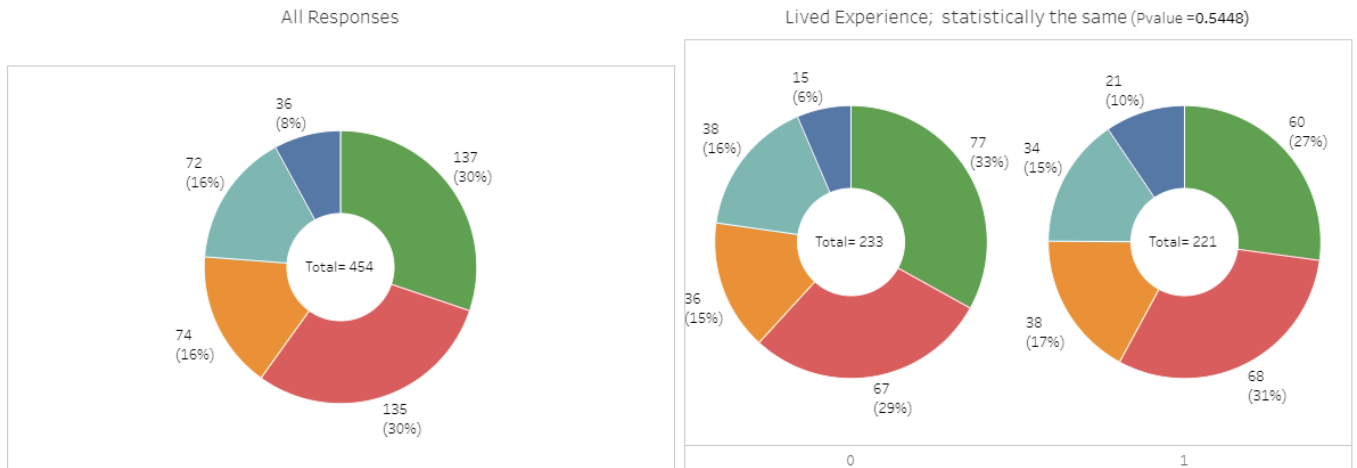
Summary:

Frequent mentions of safety, meeting people where they are at, being welcoming and less institutional, and need to serve both those with mental health and substance use disorders. Comments mentioned the crisis center only being part of the solution so referrals and connecting people to other supports for the next step of their journey is important. Requests to prioritize the “whole person” treatment model and “wraparound” support to help provide warm hand-offs, allowing for better opportunities for people transitioning out of the Stabilization Center.

Question 8- Which is the most effective way to stay in touch and continue to get input from individuals with lived experience (single response allowed)

Possible Responses:

- Regular participation from the project team and executive steering committee in existing consumer/survivor council meetings
- A new consumer/survivor council, with incentives for participation
- A form on the website to submit questions and comments, which a project team member will respond to
- Annual community-wide surveys
- Other



Summary of Data Application:

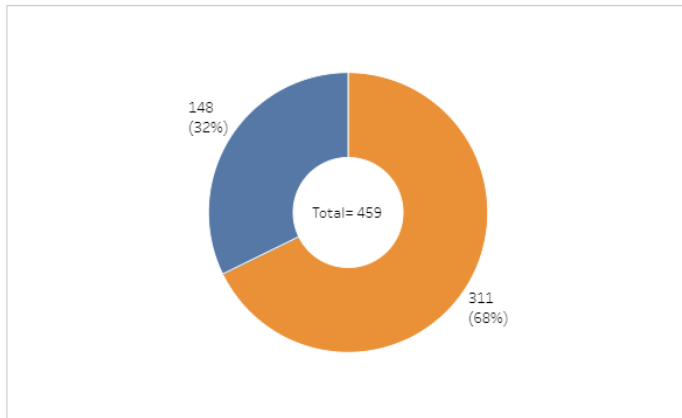
Generated a recommendation to the Executive Steering Committee, Stabilization Center project team and the Stabilization Center providers to maintain communication with individuals with lived experience throughout the duration of the project, pursue multiple avenues including establishment of a community advisory council (with option for paid stipends) and use of existing relationships with organizations in the community.

Question 9- What program name best represents the services that you understand this program will provide and the population it will serve?

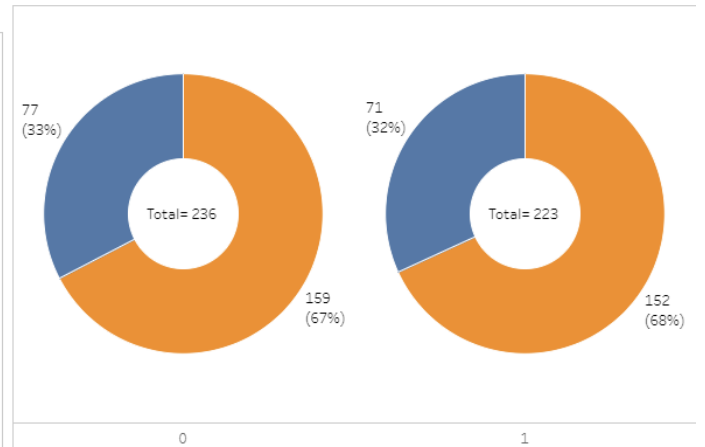
Possible Responses:

- Lane Crisis Stabilization Center
- Greater Lane Stabilization Center

All Responses



Lived Experience; statistically the same (Pvalue =0.8566)



Summary of Data Application:

Generated a recommendation to the Executive Steering Committee, Stabilization Center project team to change the name of the program to Lane Crisis Stabilization Center.

Question 10- Do you have any additional information to provide?

(Responses from this question omitted due to length and to preserve anonymity. Raw data available upon request.)

Summary:

Support for the project: almost 20% of comments were expressing support and/or gratitude for this project and the urgent need for it in Lane County

Building design: about 15% of comments were about building design and included need for outdoor spaces, needs for space to secure personal belongings (e.g., lockers), need for physical activity space, need for cultural sensitivity in choosing art/décor, need for privacy, need for spaces for caregivers

Accessibility: about 10% of responses mentioned ensuring the center was accessible and low-barrier for people with disabilities, rural communities, and ensuring cost/insurance was not an obstacle; about half of these respondents identified as having lived experience and/or being from a marginalized community; there were at least two comments that specifically mentioned the need for access for those living at the coast and two comments from folks in rural communities concerned about transportation

Center name: about 10% of responses were regarding the name choices; all but one identified as either having lived experience, being a member of a marginalized community or both and universally did not like any of the name choices. Several did not want the word “crisis” in the name; several did not want “Lane” in the name. “Change the name to something more holistic”; “consider another name other than Lane”

Staffing/staff training: Almost 10% of responses mentioned staff training or staffing needs, including ensuring staff are trauma-informed, know how to work respectfully with trans and non-binary folks, and are representative of the community being served (particularly BIPOC, LGBTQ+, and people with lived experience); there were also concerns that the center be adequately staffed and that staff are adequately compensated (especially peer support workers) to ensure retention

Housing/homelessness: comments on the need for affordable housing and suggestions for offering coordination services for clients who are unhoused

Support across the lifespan: comments on need for services tailored to youth and to seniors

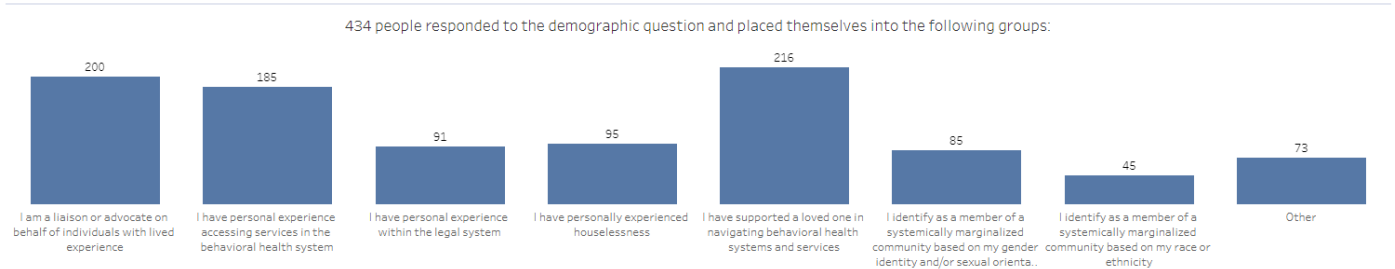
Support for caregivers: comments mentioned the need for caregiver supports, including center staff

Peer support staff: comments requesting peer support staff be utilized, the majority of these came from folks who identified as having lived experience

Community input: comments requesting on-going opportunities for the community to give input, especially those with lived experience; there was also a recommendation that there be more communication to the community at-large about the need and importance of the center

Community collaboration: comments on the need for collaboration across sectors and, particularly, partnering with faith-based organizations

Question 11- We identified a need for input from the following groups. Please check all that apply to you. (Please fill in the "other" category if you identify with a group that is not listed)



Summary of Data Application:

People who selected one or more of the options identifying themselves as having lived experience accessing the behavioral health system, living unhoused, or experience within the legal system were grouped together and are shown in the group labeled “1” in the Lived Experience charts throughout this document. People who did not choose any of those categories were grouped into the group labeled “0”. Survey analysis included a review of whether or not the responses of people with lived experience were significantly different than responses from those without lived experience.

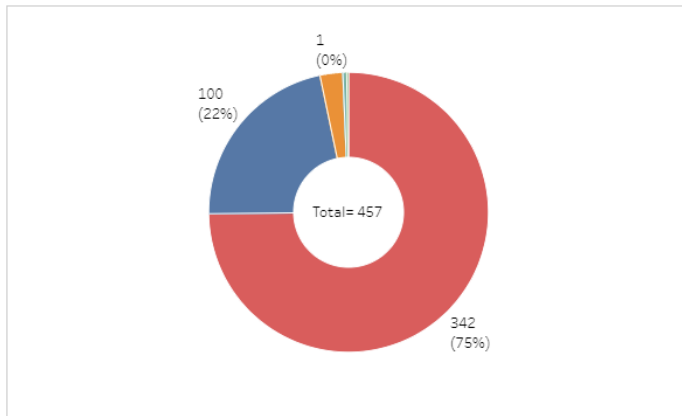
People who selected one or more of the options identifying themselves as members of a systemically marginalized community were also grouped together. Survey analysis included a review of whether or not the responses from those who identified themselves as members of marginalized communities were significantly different than responses from those who did not identify themselves as members of marginalized communities.

Question 12- Where did you take this survey?

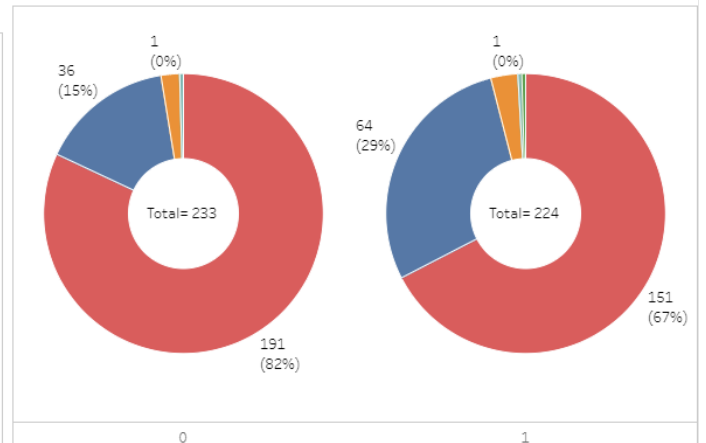
Possible Responses:

- Online
- Other
- Eugene Public Library
- Service Station
- Private Meeting

All Responses



Lived Experience; comparison not performed (Pvalue =None)



Summary of Data Application:

Will inform distribution efforts and strategies if future surveys are implemented.

Stabilization Center Community Survey

We are hoping to collect input from our community members to help inform decisions made about the new Stabilization Center. We recognize that there are some topics not addressed in this survey, some of which we will specifically address later in the project planning via focus groups.

Your time and voice are incredibly valuable, thank you for sharing.

1. If you or a loved one were to get help at the Stabilization Center, which type of staff would you prefer to engage with when you first arrive?

- Someone who has lived experience with recovery from a mental health condition or substance use disorder, or who has supported a loved one through recovery
- Someone who will help connect you with needed services and create a plan for your care
- Someone with clinical expertise who can assess your needs, guide you in grounding techniques and provide a diagnosis
- Other:

2. The Stabilization Center Project Team will be working with an Architecture team to design the facility and wants to incorporate input from community members. Which of the following would you want to give input on? (Check all that apply)

- The outside of the building
- The inside look and feel of the building
- The inside layout of the building (e.g. how the rooms for different levels of care are arranged)
- Landscaping
- None of the above, I want to provide input on a different aspect of the design:



*2 If you identified the inside of the building as something you would like to give input on. What look and feel of the building would signal a calming and supportive environment for you or your loved ones?

- Small, enclosed spaces that give a sense of privacy
- Large, open floor plans that provide a sense of space
- Other:



2* If you identified the inside of the building as something you would like to give input on. What would be your preference for background noise throughout the facility?

- Instrumental music
- White noise machine
- None
- Other:

3. When asked about priorities, community members noted the need to accommodate pet owners who are needing to access crisis services. For individuals with pets, is it sufficient for the Stabilization Center program to arrange offsite pet care for the duration of their stay?

- Yes
- No, I would like to recommend a different idea:

4. When asked about Stabilization Center priorities, community members said it was important for clients to have help mapping out a plan for their ongoing care that includes a variety of services. How important is it that when working with someone to figure out what's next, the staff includes alternative health services such as massage, acupuncture, spiritual health, etc.?

- Not at all important
- Slightly important
- Moderately important
- Very important

5. In building a new facility, we have the chance to consider the historical, cultural and environmental significance of the property location. How can the building design best honor the history of this region? Rank each of the following in order of importance (1-4):

- _____ Naming each room in the building
- _____ Displaying current and historical artwork from local people
- _____ Ecofriendly design that reduces local environmental impact
- _____ Other:

6. Who do you expect will be the most common referral sources for the Stabilization Center?
(Select top 3)

- Mobile Crisis (i.e. CAHOOTS)
- Self-Referral (i.e. walk-ins)
- Law Enforcement
- Discharge from a hospital stay (i.e. Behavioral Health Unit, Oregon State Hospital, etc.)
- Upon release from incarceration
- Transferring from Emergency Department, Urgent Care, or Hourglass Community Crisis Center
- Brought in or sent by loved one
- Brought in or sent by social service agency (i.e. housing, food security, DHS, etc.)
- Recommended by primary care or medical provider
- Other:

7. Please describe the ways in which you expect the Stabilization Center will help you or the people you know?

8. Which is the most effective way to stay in touch with and continue to get input from *individuals with lived experience*?

- Annual community-wide surveys
- A new consumer/survivor council, with incentives for participation
- Regular participation from the project team and executive steering committee in existing consumer/survivor council meetings
- A form on the website to submit questions and comments, which a project team member will respond to
- Other:

9. What program name best represents the services that you understand this program will provide and the population it will serve?

- Greater Lane Stabilization Center
- Lane Crisis Stabilization Center

10. Do you have any additional information to provide?

11. We identified a need for input from the following groups. Please check all that apply to you. (Please fill in the "other" category if you identify with a group that is not listed)

- I am a liaison or advocate on behalf of individuals with lived experience
- I have supported a loved one in navigating behavioral health systems and services
- I have personal experience accessing services in the behavioral health system
- I have personally experienced houselessness
- I have personal experience within the legal system
- I Identify as a member of a systemically marginalized* community based on my race or ethnicity
- I Identify as a member of a systemically marginalized* community based on my gender identity and/or sexual orientation
- Other: _____

**Consistently marginalized communities are groups of people who are treated unfairly and left out because of who they are. This includes communities that face: racism (when people are treated unfairly because of their skin color or race), homophobia (when people are treated unfairly because of who they love), sexism (when people think one gender is better than the other), transphobia (when people are treated unfairly because their gender identity is not understood or accepted), ableism (when people are treated unfairly because of their physical or mental abilities), agism (when people are treated unfairly because of their age)*

12. Where did you take this survey?

- Online
- Eugene Public Library
- Eugene Mission
- Dusk to Dawn
- Service Station
- With CAHOOTS
- Other:
