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Page 3: Part I: Standard Annual Questions for Counties and Local Advisory Boards

Q1**El Dorado**

Please identify your County / Local Board or Commission.

Q2

For how many individuals did your county behavioral health department pay some or all of the costs to reside in a licensed Adult Residential Facility (ARF) during the last fiscal year?

27

Q3

What is the total number of ARF bed-days paid for these individuals, during the last fiscal year?

4819

Q4

Unmet needs: How many individuals served by your county behavioral health department need this type of housing but currently are not living in an ARF?

5

Q5**No**

Does your county have any "Institutions for Mental Disease" (IMDs)?

Q6

For how many individual clients did your county behavioral health department pay the costs for an IMD stay (either in or out of your county), during the last fiscal year?

In-County	0
Out-of-County	35

Q7

What is the total number of IMD bed-days paid for these individuals by your county behavioral health department during the same time period?

7202

Page 4: Part I: Standard Annual Questions for Counties and Local Advisory Boards (Continued)

Q8

During the most recent fiscal year (2019-2020), what new programs were implemented, or existing programs were expanded, in your county behavioral health department to serve persons who are both homeless and have severe mental illness? (Mark all that apply)

Other (please specify):

Homeless Mentally Ill Outreach and Treatment Program (HMIOT)

Page 5: Part I: Standard Annual Questions for Counties and Local Advisory Boards (Continued)

Q9

Do you think your county is doing enough to serve the children/youth in group care?

No (If No, what is your recommendation? Please list or describe briefly):

We could better serve youth in group home care by offering high-fidelity wraparound services to help transition children/youth to a lower level of care. There is a need to ensure that the transition from the group home to the community is done with careful collaboration to ensure that ongoing behavioral health needs are being provided.

Q10

Has your county received any children needing "group home" level of care from another county?

Yes (If Yes, how many?):

46

Q11

Has your county placed any children needing "group home" level of care into another county?

Yes (If Yes, how many?):

9

Page 6: Part II: Telehealth Technology for Behavioral Health

Q12

Was your County using telehealth to provide behavioral health services prior to the Covid-19 public health emergency?

Yes (If yes, how were telehealth services funded prior to the Covid-19 public health emergency?):

Psychiatry only, funded through MHSA, Realignment, and Medi-Cal

Page 7: Part II: Telehealth Technology for Behavioral Health (Continued)

Q13

Respondent skipped this question

Did your county decide to offer telehealth services after the Covid-19 public health emergency began?

Q14

Yes

Did the Covid-19 public health emergency cause your county to modify or adapt your service in any way?

Page 8: Part II: Telehealth Technology for Behavioral Health (Continued)

Q15

Which of the following changes to your services were made? (Please select all that apply)

Increased availability of telehealth services,

Expansion of the kinds of services provided via telehealth

,

Changes to technology/software to facilitate telehealth

Q16

Both

Is your county able to serve both adults and children with behavioral health telehealth services?

Q17

Yes

Are telehealth services in your county provided by an "in house" provider that is either on contract or an employee of Behavioral Health Services?

Q18

Does your county have a contract with an organizational provider out of your area to provide behavioral health telehealth services?

Yes (If Yes, what is the name of the provider organization?):

LocumTenens.com

Q19

How are consumers able to receive behavioral health telehealth services in your county? (please select all that apply)

On personal home computers,

On mobile devices such as a cell phone or tablet,

On a landline phone,

At community clinics or wellness centers

Q20

What challenges do consumers in your county have regarding accessing and utilizing telehealth services? (please select all that apply)

Lack of computer or mobile devices to access telehealth services
,
Lack of availability of internet services in the area,
Inadequate internet connection/bandwidth to use telehealth services
,
Cannot afford internet service or mobile data plan,
Distrust of telehealth services,
Lack of knowledge regarding the availability of telehealth services

Q21

Does your county provide any of the following accommodations to assist consumers who have barriers to accessing telehealth services? (please select all that apply)

Language interpretation for telehealth services,
Text-based services for consumers who are deaf or hard of hearing
,
Clinic, wellness center, or community-based telehealth access sites
,
Other (please specify):
El Dorado just acquired some iPads that will be located in Behavioral Health reception areas to allow clients to participate via telehealth. This also is available at the Transitional Living Houses.

Q22

Which of the following does your county have difficulty with when it comes to providing behavioral health telehealth services to consumers? (please select all that apply)

Technology/software,
Scheduling and coordinating telehealth services,
Getting provider buy-in,
Encouraging consumer/community adoption and utilization

Q23

Who normally schedules and coordinates telehealth services in your county? (please select all that apply)

Social worker, counselor, or other licensed mental health professional
,
Other (please specify):
Clinic Support Team

Q24

While your county has been using telehealth to provide behavioral health services, have you noticed any changes in your no-show/cancellation rates for the following age groups?

Children (age 15 or below)

No change

Transition-age youth (16-21)

Decrease in no-shows/cancellations

Adults (22-64)

Decrease in no-shows/cancellations

Older adults (65+)

Decrease in no-shows/cancellations

Q25

Has the use of telehealth increased access to behavioral health services for any of the following groups? (please select all that apply)

Rural or distant communities,

Low-income communities,

Other (please specify):

Transitional Age Youth

Q26

Has your county experienced any of the following benefits of using telehealth to provide behavioral health services? (please select all that apply)

Increased appointment attendance,

Other (please specify):

El Dorado's Intensive Case Management team continues to provide services in-person. Therefore, case management is still being provided, just not via telehealth. The quality of service has been maintained.

Q27

Is your county having any billing/reimbursement issues regarding behavioral health telehealth services?

No

Q28

How confident is your county that behavioral health services provided via telehealth are being billed in an appropriate and accountable manner?

Very confident

Q29

When the Covid-19 public health emergency is over, do you expect your county will want to continue with telehealth to deliver behavioral health services?

Yes

Q30

Please explain why or why not.

Transportation can be a barrier, so telehealth can help with addresssing that barrier. With our Transitional Age Youth, telehealth has been very effective as clients want to participate in services and telehealth decreases some of the stigma associated with participating in mental health services.

Q31

Does your county have any additional input concerning the use of telehealth to deliver behavioral health services?

Effective, efficient delivery of these services via telehealth is contingent upon the integrity of the digital infrastructure. Gaps in that infrastructure hampers accessibility. If we all can agree that telehealth provides an effective means for needed service delivery to individuals especially in rural counties with more remote areas, then there needs to be a commitment to invest the necessary resources to build the digital infrastructure.

Page 9: Post-Survey Questionnaire

Q32

What process was used to complete this Data Notebook?
(please select all that apply)

MH Board reviewed W.I.C. 5604.2 regarding the reporting roles of mental health boards and commissions

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Data Notebook placed on Agenda and discussed at Board meeting

,

MH board work group or temporary ad hoc committee worked on it

,

MH board partnered with county staff or director,

MH board submitted a copy of the Data Notebook to the County Board of Supervisors or other designated body as part of their reporting function

Q33

Does your board have designated staff to support your activities?

Yes (if Yes, please provide their job classification):
Sr. Dept. Analyst - not a dedicated staff position, but a portion of this position is available to support the Commission.

Q34

Please provide contact information for this staff member or board liaison.

Name

Heather Longo

County

El Dorado County

Email Address

Phone Number

Q35

Please provide contact information for your Board's presiding officer (Chair, etc).

Name **Arturo Salazar, Chair**

County **El Dorado County**

Email Address

Phone Number

Q36

Respondent skipped this question

Do you have any feedback or recommendations to improve the Data Notebook for next year?
