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

Q1**Glenn**

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?

0

Q3

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

0

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?

0

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

9 IMD clients

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?

2,614 total IMD days

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)

Emergency Shelter,

Transitional Housing,

Housing/Motel Vouchers,

Supportive Housing,

Other (please specify):

Eviction Prevention Program through CAD- pays rent for people at risk of eviction

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

Q9

Yes

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

Q10

No

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

Q11

Yes (If Yes, how many?):

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

Two (2) children were placed in a Group Home in FY 2019/20

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?):

Telehealth with the psychiatrist was paid through Medi-Cal reimbursement for medication support services and Mental Health Services Act funding.

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
 ,
 Telehealth training for staff and providers,
 Changes to staffing to facilitate telehealth coordination,
 Changes to technology/software to facilitate telehealth,
 Community outreach to promote telehealth services

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?):
 Kingsview

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,

Other (please specify):

Service are also delivered in individual's yards, parks, and other public settings, using social distancing and masks.

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,

Lack of privacy in the home,

Distrust of telehealth services,

Lack of knowledge regarding the availability of telehealth services

,

Difficulty filling/receiving prescriptions that are prescribed via telehealth services

,

Other (please specify):

Lack of public transportation to get to the offices to use a borrowed computer.

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

,

Assistance in securing a mobile device or internet connection, including equipment loans

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,

Network bandwidth to support secure and quality connection

,

Telehealth training for staff and providers,

Getting provider buy-in,

Encouraging consumer/community adoption and utilization

,

Other (please specify):

Biggest issue was not having the bandwidth, so calls were getting dropped, and there were no cameras at their desks to do video conference.

Q23

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

Case manager,

Social worker, counselor, or other licensed mental health professional

,

Other (please specify):

Support staff for the Psychiatrists during telehealth, to coordinate services to obtain Consent for treatment, perform vitals, and coordinate transportation so the person can get their prescriptions filled at the pharmacy. They also coordinate clinical assessments and the first clinical appointment. Also, coaches and peer mentors also coordinate services.

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)

Increase in no-shows/cancellations

Adults (22-64)

No change

Older adults (65+)

No change

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

Q26

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

Increased consumer outreach and engagement,

Improved clinical workflow and overall practice efficiency

,

Easier to connect with families with small children,

Other (please specify):

More people can access MH services by picking up the phone and getting access to what they need.

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.

Telehealth is more efficient for both clients and staff. In a rural community, there is limited public transportation, and with Telehealth, you do not need a car or transportation.

Q31

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

It is difficult to do an accurate clinical assessment over the phone, especially with children.

Q32

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

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,

Other (please specify):

Shared with individual board of supervisor member.

Q33

Does your board have designated staff to support your activities?

Yes (if Yes, please provide their job classification):

Teresa Chavez, Senior Administrative Assistant

Q34

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

Name

Teresa Chavez

County

Glenn County

Email Address

Phone Number

Q35

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

Name

xx

County

Glenn County

Email Address

xx

Phone Number

xx

Q36

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

This submission process made it difficult to share the document with Board members, to facilitate the conversation with others and get their input. As a result, we needed to copy the questions into a Word doc so we could share their answers and obtain additional feedback.