

#22

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

Q1**Merced**

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?

101

Q3

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

13141

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?

N/A

Q5

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

 Yes (If Yes, how many IMDs?):
 2- IMD Facilities
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	36
Out-of-County	65

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?

10,227

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)

**Transitional Housing,
Housing/Motel Vouchers,
Supportive Housing**

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

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

Yes (If Yes, how many?):
For FY 19-20 Creative Alternatives STRTP had a total of 30 youth placed from out of county via presumptive transfer as well as 02 youth from out of county that were either AAP or private contract due to presumptive transfer waiver. For FY19-20, there were 28 out of county youth that were placed at Rainbow Valley STRTP.

Q11

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

Yes (If Yes, how many?):
For FY19-20, 36 total and 28 from child welfare and 08 from probation.

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?:
Contracts.

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**No**

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**Respondent skipped this question**

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

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

Yes (If Yes, what is the name of the provider organization?):
Aligned, Jackson and Coker ad Locum Tenens

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

Q19

On mobile devices such as a cell phone or tablet,
On a landline phone,
At community clinics or wellness centers

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

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,
Difficulty filling/receiving prescriptions that are prescribed via 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
,
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
,
Encouraging consumer/community adoption and utilization
,
Difficulty navigating regulations regarding telehealth,
Other (please specify):
Tele-health platform not integrated within the current Electronic Health Record.

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
,
Nurse,
Individual medical providers,
Other (please specify):
Office Assistants

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)

Decrease in no-shows/cancellations

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)

Other (please specify):

We did not see any significant change to access for these identified groups.

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,
Increased appointment attendance,
Improved case-management for consumers with high needs
,
Improved clinical workflow and overall practice efficiency
,
Providers can serve more patients,
Easier to connect with families with small children,
Increased staff morale/decreased burnout

Q27

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

No

Q28**Very confident**

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

Q29**Yes**

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?

Q30

Please explain why or why not.

Tele-health provide additional mechanism to engage clients for providing clinical services to meet the clients' needs.

Q31

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

No.

Page 9: Post-Survey Questionnaire

Q32**Data Notebook placed on Agenda and discussed at Board meeting**

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

Q33**No**

Does your board have designated staff to support your activities?

Q34

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

Name

Sharon Jones

County

Merced County

Email Address

Phone Number

Q35

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

Name	Carol Hulsizer
County	Merced County
Email Address	
Phone Number	

Q36

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

Not at this time.
