

#30

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

Q1**Santa Cruz**

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?

242

Q3

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

77642

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?

As an estimate: 65 individuals

Q5

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

Yes (If Yes, how many IMDs?):
1 facility - 99 beds

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	21
Out-of-County	25

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?

13,427

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,

Temporary Houseing,

Housing/Motel Vouchers,

Supportive Housing,

Safe Parking Lots,

Rapid re-housing,

Other (please specify):

Hotels through project Room Key and CARES Act funding

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?

Yes

Q10

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

Yes (If Yes, how many?):

We estimate that about half of the admissions come from other counties.

Q11

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

Yes (If Yes, how many?):

Probation Department: 10 Youth; Family and Children's Services (HSD): 22 Youth

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?:

Minimally with local funds and using federal Medicaid reimbursement.

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

No

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

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,
Lack of privacy in the home,
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
,
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,
Encouraging consumer/community adoption and utilization

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):
Reception Staff

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)	No change
Adults (22-64)	No change
Older adults (65+)	No change

Q25**Low-income communities**

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

Q26

**Providers can serve more patients,
Easier to connect with families with small children**

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

Q27**No**

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

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.

We look forward to offering in person services again particularly for hard to reach consumers.

Q31**Respondent skipped this question**

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

Page 9: Post-Survey Questionnaire

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 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):

Administrative Aide

Q34

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

Name

Jane Batoon-Kurovski

County

Santa Cruz

Email Address

Phone Number

Q35

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

Name

Xaloc Cabanes

County

Santa Cruz

Email Address

Phone Number

Q36

Respondent skipped this question

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