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

Q1**Butte**

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?

32

Q3

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

9165

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?

30

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	24

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?

8760

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)

Housing/Motel Vouchers,

Supportive Housing,

Other (please specify):

Boarding Homes

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):

Our answer to this prompt is "Yes"; however, in spite of repeated attempts to expand the provider network, there are no foster family agencies that will - or are able to - provide therapeutic foster care. Additionally, the one provider that has endeavored to be certified as an STRTP has been unsuccessful in satisfying the certification requirements articulated by the state.

Q10

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

Yes (If Yes, how many?):

9

Q11

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

Yes (If Yes, how many?):

21

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 services were supported through Medi-Cal, Realignment, and/or MSHA funding streams as appropriate.

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?):
 Traditions Behavioral Health, Golden State, California
 Locums

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

,

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

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,

Scheduling and coordinating telehealth services,

Getting provider buy-in,

Encouraging consumer/community adoption and utilization

,

Difficulty navigating regulations regarding telehealth

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):
Medical Records Technicians (i.e., MRTs)

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)

Rural or distant communities,
Low-income communities,
Racial/ethnic minorities,
Older adults

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,
Other (please specify):
-Expanded psychiatrist network as opposed to relying exclusively on in-person doctors. - Staff have expressed appreciation in connection with their ability to work remotely, thereby reducing the risk of transmitting - or coming into contact with - COVID-19. - Staff burnout and fatigue, however, have increased in association with using Zoom-based platforms to conduct meetings and deliver services.

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.

To address needs in rural and distant communities, counterbalance the shortage of in-person physicians, and assist clients who have a preference for seeing psychiatrists via telehealth.

Q31

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

Need to identify funding streams to assist clients with securing WiFi connectivity and network access.

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,

Other (please specify):

Systems Performance, Research, and Evaluations Unit attached to Behavioral Health

Q33

Does your board have designated staff to support your activities?

Yes (if Yes, please provide their job classification):
Behavioral Health Director
