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

Q1 **Imperial**

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?

6

Q3

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

2190

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?

During the reporting FY, ICBHS received 192 homeless individuals that would benefit from ARF

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	N/A
Out-of-County	5 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?

1037

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,

Housing/Motel Vouchers,

Other (please specify):

ICBHS continues to work in partnership with WomanHaven Emergency Shelter because of the continued concerns with the homeless population in Imperial County. This collaboration assist Imperial County Behavioral Health Services (ICBHS) with providing needed emergency housing to homeless women and children. Currently, we have 2 contract dedicated beds that continue to be used by ICBHS homeless clients; however, if contract beds are not available we are able to use non-contacted beds. MHTUES recently became awarded the California Emergency Solutions and Housing Program (CESH) and the Homeless Emergency Aid Program (HEAP) Grant intended to provide immediate emergency assistance to people experiencing homelessness or at risk of homelessness. These two grants are one-time-only, limited-term formula block grants which will be used by MHTUES to provide emergency housing, meal, or bus vouchers. The goal of these grants are to alleviate homelessness with a focus on linkage to permanent placement and prevent individuals from returning to homelessness. Services under this grant will include case management services to assist with placement needs, shelter diversion, and landlord-tenant mediation when applicable Imperial County Behavioral Health Services established a contract with Jackson House Crisis Residential Program. The Jackson House is a voluntary short-term Crisis Residential program. The Crisis Residential program is a non-medical facility that provides therapeutic and/or rehabilitation services in the residential treatment facility. These services are an alternative to hospitalization for clients experiencing an acute psychiatric episode or crisis requiring temporary removal from their home environment.

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):

The County worked to implement required mandates for youth in foster care, which includes intensive care coordination, intensive home-base services and has been working in collaboration with partner agencies, Department of Social Services and the Probation Department, to implement services according to the Integrated Core Practice Model and the Continuum of Care Reform. Works is also being done to establish a multi-agency MOU as required by AB 2083, to outlines roles and responsibilities of agencies in order to provide coordinated care to children and youth in foster care who have experienced trauma. However, the current system is still not able to meet the needs of all foster youth of Imperial County as there continues to be a shortage of Resource Family Homes (RFM) and Short Term Residential Treatment Programs (STRTP) due to the increased requirements, making it difficult to meet qualifications, resulting in shortage of local resources.

Q10

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

No

Q11

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

Yes (If Yes, how many?):

Five

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?:
 Imperial County established a contract with California Health Facilities Financing Authority (CHFFA) grant funding to improve responsiveness and care to individuals who are experiencing a crisis and who suffer from a severe mental illness (SMI) and/or a substance use disorder (SUD). The Telemedicine component was executed effective October 2017 and became available to individuals admitted into the Mental Health Triage unit and in need of immediate mental health services. Telemedicine psychiatric consultations include a live visit between a licensed psychiatrist and the patient. Since the implementation of the Telemedicine component, ICBHS has expanded Telemedicine services utilizing Orbit Health Care, Inc., and Genoa Health Care. Telehealth care providers are available Monday through Friday, from 8:00am to 5:00pm. The goal is to continue to provide immediate mental health services in efforts to expedite delivery of services to individuals who are experiencing a crisis and suffer from severe mental illness (SMI) and/or a substance use disorder (SUD).

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

Q13

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

Respondent skipped this question

Q14

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

Yes

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?):
 Imperial County has established a contract with Orbit Health, Inc. and Genoa Health Care Inc. Both, Orbit Health and Genoa health Care provide services via telemedicine that include psychotropic evaluation and medication support via video conferencing for individuals admitted into the Mental Health Triage Unit who are in need of immediate crisis intervention and mental health services. Telehealth providers will evaluate individuals at the Mental Health Triage Unit to determine if probable cause exists to place 72 hour hold and transfer to a facility designed for 72 hour treatment pursuant to Welfare and Institutions Code 5150. Currently, telemedicine services are provide at the Triage Unit, Monday through Friday, 20 hours per week including 5 hours per week for Forensic Evaluations. In addition, telehealth services are provided to all ICBHS Outpatient Clinics. These services assist ICBHS in the provision of psychiatric services to more clients and more frequently as needed. This service also will assist the department in meeting the timeliness standards established by DHCS

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

,

Other (please specify):

Challenge is the lack of privacy in the home; as time progresses, teens do not feel comfortable logging in while in the same room with relatives. These are some of the more common concerns and challenges reported by clients being served.

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):

Currently, there is limited equipment available for accommodating clients. Case managers can utilize technology to capture client signatures on agreed upon treatment plans, but are unable to provide technology for client to use during telehealth appointments. Mental health rehabilitation technicians must utilize client's available technology to conduct appointments. Select "Clinic, wellness Center or community-based telehealth access sites; funds to help clients get laptops and better phones. In the Youth and Young Adults division, language interpretation for telehealth services; 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,
Encouraging consumer/community adoption and utilization

,
 Other (please specify):

This response is from Behavioral Health Services standpoint. Consumer perspective not addressed.

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,

Other (please specify):

Clerical 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)

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,

Other (please specify):

There has not been increase in access to new beneficiaries, however, there has been an increase in retention of existing clients and this can be attributed to the use of telepsychiatry.

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 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

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.

In an ongoing effort to expedite delivery of services, Imperial County Behavioral Health Services will continue to collaborate with Orbit Health, Inc. and Genoa Health Care, Inc. Telehealth services will provide the opportunity to utilize a collaborative approach via telehealth services to effectively facilitate coordination of Mental Health Services by providing an immediate assessment evaluation for individuals during a mental health crisis emergency

Q31

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

Increase funding to assist consumers obtain the technological equipment needed to adequately access telehealth and 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

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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):
Administrative Services Supervisor

Q34 Please provide contact information for this staff member or board liaison.

Name	Marcy Sesma
County	Imperial
Email Address	
Phone Number	

Q35 Please provide contact information for your Board's presiding officer (Chair, etc).

Name	Benny Benavidez
County	Imperial
Email Address	
Phone Number	

Q36 Do you have any feedback or recommendations to improve the Data Notebook for next year?
Recommendation is to tailor questions to each county's unique system of care/delivery of services.
