

#34

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

Q1 **Lake**

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?

42

Q3 **Respondent skipped this question**

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

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?

Unable to obtain

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?

Out-of-County **135**

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?

1472.85

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 Housing,**
- Transitional Housing,**
- Housing/Motel Vouchers,**
- Supportive Housing,**
- Rapid re-housing,**

Other (please specify):

The Emergency Solutions Grant was utilized via the Housing Continuum of Care to fund Rapid Rehousing programs. The county was also awarded No Place Like Home funding to construct Permanent Supportive Housing for individuals experiencing mental illness. The county also funded and staffed the COVID 19 Project Roomkey shelter.

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):

It is difficult to serve youth in group care because children are sent out of county as Lake has no STRTP programs. This provides a challenge in offering continuity of care for the youth especially when they transition back into the county.

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?):

Unable to obtain

Page 6: Part II: Telehealth Technology for Behavioral Health

Q12 Yes (If yes, how were telehealth services funded prior to the Covid-19 public health emergency?: Partnered with NAMHS and other contractors to provide services in our community. Funded through Medi Cal.

Was your County using telehealth to provide behavioral health services prior to the Covid-19 public health emergency?

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 Increased availability of telehealth services, Expansion of the kinds of services provided via telehealth, Telehealth training for staff and providers, Changes to technology/software to facilitate telehealth, Community outreach to promote telehealth services

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?): Locum Tenens, North American Mental Health Services, Neuropsychological Association of California

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 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,
- 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

Q23

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

- Dedicated telehealth coordinator,
- Case manager,
- Social worker, counselor, or other licensed mental health professional

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

Q27

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

Yes (if yes, please explain):
Unknown at this time

Q28

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

Somewhat 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.

Lake County has seen a positive increase in attendance of behavioral health appointments since shifting to tele health. There appears to be a demand and interest from the community.

Q31

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

Psychiatrists are in high demand across the state, especially those that specialize in children's psychiatry services for children and families. This is an on going need.

Page 9: Post-Survey Questionnaire

Q32

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

MH Board reviewed W.I.C. 5604.2 regarding the reporting roles of mental health boards and commissions

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MH Board completed majority of the Data Notebook, Data Notebook placed on Agenda and discussed at Board meeting

,

MH board partnered with county staff or director

Q33

Does your board have designated staff to support your activities?

No

Q34

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

Name **Todd Metcalf**

County **Lake**

Email Address

Phone Number

Q35

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

Name **Ronni Duncan**

County **Lake**

Email Address

Phone Number

Q36

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

Respondent skipped this question
