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

Q1 **Los Angeles**

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?

593

Q3

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

175209

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?

Unknown

Q5 Yes (If Yes, how many IMDs?):

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

23

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	1350
Out-of-County	315

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?

411,113

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,**
- Transitional Housing,**
- Housing/Motel Vouchers,**
- Supportive Housing,**
- Safe Parking Lots,**
- Rapid re-housing,**
- Adult Residential Care Patch/Subsidy**

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?):
 Estimate is based on the information received from placing county, 280 and 350 clients. Please note we don't always receive the information from the placing county. 40 of 57 counties have placed youth in LA County (again based on placing county informing us)

Q11

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

Yes (If Yes, how many?):
 We are informed when DCFS or probation places a youth out of county. We are not always informed when the placement is an STRTP or changes to an STRTP. (DCFS would have the number of youth placed out of county into an STRTP)

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?:
 Was your County using telehealth to provide behavioral health services prior to the Covid-19 public health emergency?
 The Department claimed to Medi-Cal or Medicare as appropriate. Furthermore, the Department has invested in infrastructure to strengthen its ability to utilize Telehealth platforms.

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 staffing to facilitate telehealth coordination,
 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 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**

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)

- 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)

- Getting provider buy-in,**
- 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**
- ,**
- Nurse,**
- Individual medical providers,**
- Other (please specify):**
Front office and/or administrative staff. The Department is currently enhancing the Help Line to include centralized appointment scheduling which will streamline access to care.

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,**
 - 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?

Yes (if yes, please explain):
 There have been some challenges with reimbursement. TBS services via telehealth were incorrectly denied as duplicates until at least October and the DHCS document is not clear on whether the issue has been resolved. Once resolved, providers will need to resubmit the claims, which will need to go through the payment and CPE cycle again before they can be resubmitted to the state. And recently we're getting a lot of denials on a number of different telephone services. We're waiting for a response from DHCS on what's causing the denials, but we believe it's something in their system

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.

DMH believes that Telehealth Mental Health is a beneficial tool in promoting the ease of access to care and it promotes the flexibility needed by the workforce given the closure of essential services (e.g. child care, schools). Furthermore the broad adoption of Telehealth Mental Health Services has increased service provision and reduced cancellation/No Shows

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

MH board partnered with county staff or director

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

Q33

Yes (if Yes, please provide their job classification):
Executive Assistant

Does your board have designated staff to support your activities?

Q34

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

Name	Pinki Mehta
County	Los Angeles
Email Address	
Phone Number	

Q35

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

Name **Brittney Weissman**

County **Los Angeles**

Email Address

Phone Number

Q36

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

The survey-monkey format is great!
