

#26

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Collector: Live Survey Link (Web Link)
Started: Tuesday, December 15, 2020 10:08:19 AM
Last Modified: Tuesday, December 15, 2020 11:39:46 AM
Time Spent: 01:31:27
IP Address: 199.88.114.100

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

Q1 **Marin**

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?

254

Q3

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

38815

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)?

1

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	34

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?

5,863

Page 4: Part I: Standard Annual Questions for Counties and Local Advisory Boards (Continued)

Q8

**Transitional Housing,
Supportive Housing**

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)

Page 5: Part I: Standard Annual Questions for Counties and Local Advisory Boards (Continued)

Q9

Yes

Do you think your county is doing enough to serve the children/youth in group care?

Q10

Yes (If Yes, how many?):
15

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

Q11

Yes (If Yes, how many?):
Unknown

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

Page 6: Part II: Telehealth Technology for Behavioral Health

Q12

No

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

Yes

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**
-

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?):
Bright Heart Health

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,**
- Other (please specify):
- Technical literacy challenges

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,**
- 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)

- Telehealth training for staff and providers,**
- Scheduling and coordinating telehealth services,**
- Getting provider buy-in,**
- 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):
- Admin

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) | Decrease in no-shows/cancellations |
| Older adults (65+) | No change |

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 appointment attendance,
Improved case-management for consumers with high needs

Q27

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

Yes (if yes, please explain):
Frequent and conflicting changes throughout COVID have resulted in billing confusion. Our EHR is not equipped to handle the required billing codes, etc. needed for billing.

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.

Telehealth is a benefit to both the community and providers and allows for an additional mode to provide services in a safe setting.

Q31

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

It would be helpful to have funding opportunities that include providing devices, etc. to clients.

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

Q33 Does your board have designated staff to support your activities?
Yes (if Yes, please provide their job classification):
Administrative Assistant II

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

Name	Taffy Lavié
County	Marin
Email Address	
Phone Number	

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

Name	Rachel Farac
County	Marin
Email Address	
Phone Number	

Q36 Do you have any feedback or recommendations to improve the Data Notebook for next year?
Respondent skipped this question
