

#36

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

Q1 **Mendocino**

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?

16

Q3

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

4488

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?

0

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 **4**

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?

1199

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,
Transitional Housing,
Housing/Motel Vouchers,
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?):
For FY 20/21 are 4 youth from other Counties have been placed in Mendocino County STRTPs. (3 from Lake 1 from Shasta.)

Q11

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

Yes (If Yes, how many?):
4

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 used for psychiatric services and was paid for with Medi-Cal/MHSA match.

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

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 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

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**
-

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**

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**

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)

- Network bandwidth to support secure and quality connection**
- ,
- Other (please specify):
- Clients lacking devices or internet service.

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**
- ,
- Individual medical providers**

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,
Racial/ethnic minorities**

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

Q27

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

No

Q28

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

Very 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.

Respondent skipped this question

Q31

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

Respondent skipped this question

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,
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 Secretary, Staff Services Administrator,
BHRS Director

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

Name **Lilian Chavoya**
County **Mendocino**
Email Address
Phone Number

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

Name **Michelle Rich**
County **Mendocino**
Email Address
Phone Number

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

Using an online survey tool made the process much easier.
