

# #24

**COMPLETE**

**Collector:** Live Survey Link (Web Link)  
**Started:** Tuesday, October 06, 2020 3:11:13 PM  
**Last Modified:** Friday, December 11, 2020 5:55:08 PM  
**Time Spent:** Over a month  
**IP Address:** 76.91.72.36

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

**Q1** **Orange**

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?

169

**Q3**

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

176

**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?

44

**Q5**

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

Yes (If Yes, how many IMDs?):  
 Contracted (6), In County (1), Out of County (5)

**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	<b>101</b>
Out-of-County	<b>183</b>

**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?

84,518

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**

**Respondent skipped this question**

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

**Q10**

Yes (If Yes, how many?):  
86

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

**Q11**

Yes (If Yes, how many?):  
93

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?

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Page 8: Part II: Telehealth Technology for Behavioral Health (Continued)

**Q15**

**Increased availability of telehealth services,  
Changes to technology/software to facilitate telehealth**

Which of the following changes to your services were made? (Please select all that apply)

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**Q16**

**Both**

Is your county able to serve both adults and children with behavioral health telehealth services?

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**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?

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**Q18**

**No**

Does your county have a contract with an organizational provider out of your area to provide behavioral health telehealth services?

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**Q19**

**On personal home computers,  
On mobile devices such as a cell phone or tablet,  
On a landline phone,  
At community clinics or wellness centers,  
Other (please specify):  
There are situations where staff will meet with the member in person and connect with the provider via telephone or telehealth using their company-issued phone. In those cases, the PSC joins in on the session to help facilitate the session. The staff is never out of sight of their county-issued device.**

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How are consumers able to receive behavioral health telehealth services in your county? (please select all that apply)

**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**
- 

**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**
  - ,
  - 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)

- Technology/software,**
  - Network bandwidth to support secure and quality connection**
  - ,
  - Telehealth training for staff and providers,**
  - Difficulty navigating regulations regarding telehealth**
- 

**Q23**

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

- Social worker, counselor, or other licensed mental health professional**
  - ,
  - Nurse,**
  - Individual medical providers,**
  - Other (please specify):
  - Psychiatrists
-

**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)	<b>Decrease in no-shows/cancellations</b>
Transition-age youth (16-21)	<b>Decrease in no-shows/cancellations</b>
Adults (22-64)	<b>Decrease in no-shows/cancellations</b>
Older adults (65+)	<b>Decrease in no-shows/cancellations</b>

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**Q25**

Has the use of telehealth increased access to behavioral health services for any of the following groups? (please select all that apply)

**Low-income communities,  
Racial/ethnic minorities**

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**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,  
Easier to connect with families with small children,  
Increased staff morale/decreased burnout**

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**Q27**

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

**No**

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**Q28**

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

**Very confident**

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**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**

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**Q30**

Please explain why or why not.

Yes, we will continue Telehealth to ensure care for clients. A large portion of our customers is considered to have "high touch" needs; our primary mode of service delivery will remain face to face.

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**Q31**

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

Covid increased telehealth; reimbursement flexibility helped expansion and needs continuation. Expanding provider access is tremendous, though licensing restrictions may slow expansion.

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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 work group or temporary ad hoc committee worked on it**

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**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**

,

Other (please specify):

We appreciate county staff who did the heavy lifting while facing Covid challenges..

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**Q33**

Does your board have designated staff to support your activities?

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

Staff Specialist (shared with MHSA Office, MHSA Steering Committee and MHB)

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**Q34**

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

Name

**Karla Perez**

County

**Orange**

Email Address

Phone Number

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**Q35**

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

Name **Michael Rose, Chair**

County **Orange**

Email Address

Phone Number

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**Q36**

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

We believe the notebook offers a bigger opportunity than one-time annual data collection. \*Questions should illicit Responses to ensure clear local and state actions. \*\*Working relationships and integration across local mental health boards and state CBHPC and MHSOAC can yield year-round results by breaking silos.

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