

#13

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

Q1**San Joaquin**

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?

298

Q3

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

52391

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?

About 80. At any given time, there are an estimated 50 individuals pending placement from crisis residential facilities, the crisis stabilization unit, and psychiatric health facility waitlists. In addition, there are roughly 30 individuals who reside in and out of motels who would be better served in an ARF.

Q5

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

Yes (If Yes, how many IMDs?):

1 - Crestwood Stockton

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	24
Out-of-County	72

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?

2295

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,**
- 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?

No (If No, what is your recommendation? Please list or describe briefly):
 Yes. We provide technical assistance to a STRTP in our County that has 46 beds. We are currently drafting a plan for approval of an additional STRTP that will provide another six beds. We are working on a training manual for STRTPs and are building our therapeutic foster care capacity by focusing on recruitment of qualified providers.

Q10

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

Yes (If Yes, how many?):
 162

Q11

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

Yes (If Yes, how many?):
 150

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? Telehealth services were funded through Medi-Cal or Medicare.

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,**
- Distrust of telehealth services,**
- Lack of knowledge regarding the availability of telehealth services**
- ,**
- Difficulty filling/receiving prescriptions that are prescribed via 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**
- ,**
- Telehealth training for staff and providers,**
- Other (please specify):**
- Difficulty engaging small children.**

Q23

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

- Other (please specify):**
- Clerical staff**

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)	Increase in no-shows/cancellations
Adults (22-64)	Increase in no-shows/cancellations
Older adults (65+)	Increase 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**
-

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 clinical workflow and overall practice efficiency**
 - ,
 - Providers can serve more patients,**
 - Increased staff morale/decreased burnout,**
 - Other (please specify):
Improved timeliness and access to psychiatric and clinical services.
-

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?

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.

In addition to having used telehealth prior to the pandemic, it has shown to be a convenient way for specific groups of consumers to receive treatment.

Q31

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

No.

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,

Other (please specify):

County staff completed the majority of Data Notebook, which was then reviewed by the Behavioral Health Board.

Q33

Does your board have designated staff to support your activities?

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

Administrative Secretary

Q34

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

Name **Isabel Espinosa**

County **San Joaquin**

Email Address

Phone Number

Q35

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

Name **Tasso Kandris**

County **San Joaquin**

Email Address

Phone Number

Q36

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

No
