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

Q1 **Santa Clara**

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?

290

Q3

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

98754

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?

Department is currently not tracking this data.

Q5

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

Yes (If Yes, how many IMDs?):

Yes, we have a total of 4 IMDs located in Santa Clara County but we utilized a total of 16 IMDs throughout the State.

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 | 285 |
| Out-of-County | 452 |

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?

73723.0

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,
Housing/Motel Vouchers,
Supportive Housing**

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?

No

Q11

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

Yes (If Yes, how many?):
27

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?:
There were no specific funding sources for telehealth prior to the COVID-19 public health emergency.

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

,

Changes to technology/software to facilitate telehealth,

Community outreach to promote telehealth services,

Other (please specify):

BHSD modified policies to assist in providing clarity around the telehealth process generally as well as to encourage providers to utilize telehealth appropriately considering the COVID-19 pandemic. Based on DHCS Info Notice, communications about the most recent changes were processed and communicated out to internal and contracted providers. A training manual detailing how to use telehealth services was developed encompassing the changes and to provide guidance throughout the department.

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**
- ,
- 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**

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,**
- Telehealth training for staff and providers,**
- Getting provider buy-in,**
- Encouraging consumer/community adoption and utilization**
- ,
- 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**
- ,
- Individual medical providers,**
- Other (please specify):
- Administrative 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) | No change |
| Transition-age youth (16-21) | No change |
| Adults (22-64) | No change |
| 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)

Other (please specify):

It is not yet clear that telehealth has yet increased access to services for various groups. However, as telehealth becomes more of a routinized service delivery method; it is expected that it will increase access to behavioral health care over time.

Q26

Has your county experienced any of the following benefits of using telehealth to provide behavioral health services? (please select all that apply)

Improved case-management for consumers with high needs

,

Improved clinical workflow and overall practice efficiency

,

Providers can serve more patients

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.

Covid-19 pushed the system to adapt more properly and actively to provision of telehealth services. Lessons learned and systems created will absolutely be maintained for future use to provide more comprehensive access and ease of service delivery ongoing – it is likely consumers will have more choice because of the system's adaptation to providing telehealth more actively.

Q31

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

None at this time.

Q32 **Data Notebook placed on Agenda and discussed at Board meeting**
What process was used to complete this Data Notebook?
(please select all that apply) ,
MH board partnered with county staff or director

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

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

Name **Jessie Ferguson**
County **Santa Clara**
Email Address
Phone Number

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

Name **Gary Miles**
County **Santa Clara**
Email Address
Phone Number

Q36
Do you have any feedback or recommendations to improve the Data Notebook for next year?
None at this time.
