



Behavioral Health Needs Assessment Survey

Executive Summary

In Orange County, less than half of adults needing care for emotional or mental health or substance abuse issues stated that they did obtain help for those issues in the past year (Source: California Health Interview Survey, 2014-2015). Barriers to receiving behavioral health care commonly include limited availability and affordability. Community health centers can help overcome these barriers because of their prevalence in medically underserved areas and low-to-no cost services. According to California Primary Care Association's 2016 Behavioral Health Survey, 91% of the state's community health centers operate either co-located or fully integrated mental health programs and the primary service is traditional (30-50 minute sessions) individual and family psychotherapy.

In January 2017, the Coalition of Orange County Community Health Centers (Coalition) conducted a survey of its member health centers to gather information about behavioral health services offered in the county. Because of the Coalition's active participation in the Santa Ana Building Healthy Communities Initiative, the report also looked at the specific responses from health centers in Santa Ana.

The Coalition sent the survey to 21 member health centers representing 50 sites and asked that surveys be completed per site. The Coalition received completed surveys from 17 members representing 21 sites, for a response rate of 81% of members.

For the purposes of this survey, behavioral health services are defined as screenings, counseling, supportive services, or treatment for mental health, alcohol/drug/chemical dependency and/or intimate partner/domestic violence.

The survey was designed to look at the types of behavioral health services offered, breaking it down by children/youth and adults, workforce, languages, referrals, and interest in telehealth as a service delivery model. One highlight from the survey shows that almost all clinic sites want to use "telehealth" to deliver behavioral health services. Telehealth is a promising practice expanding access to behavioral health specialists for both patients and primary care doctors in need of consultations. Especially for patients whose primary language is not English, telehealth expands the network of providers that could speak to them in their language of choice.

Survey respondents reported that almost 7,400 patients with a behavioral health diagnosis were served in 2016 and they provided over 12,500 behavioral health service encounters. Notably, 8 of 11 respondents in Orange County (including 2 of 3 Santa Ana sites) indicated that they were unable to provide Medication management and psychiatry services to patients, needing to refer to other resources, such as the Orange County Health Care Agency's

OC Links and Mental Health services; Health Networks such as CalOptima, Magellan, and Beacon; or other community health centers such as Central City Community Health Center, Korean Community Services, UCI, and VCC: The Gary Center.

The 2016 Orange County Community Indicators Report showed that community clinic usage has grown substantially over the past 10 years (+91%). This growth is in part due to the increase in number of clinic sites in the county, from 33 in 2005 to 71 in 2016. As more community members learn about health care services offered at their nearby community clinics, patient access to care through the clinics will also rise. In order to meet growing demand, clinics will look towards further expansion opportunities, continuing to play a vital role in behavioral health care delivery.

For more information about the Coalition of Orange County Community Health Centers, please visit: www.coccc.org. For resources related to behavioral health in Orange County, please visit: www.ochealthiertogether.org.

The Coalition of Orange County Community Health Centers Behavioral Health Needs Assessment Survey Results

Sent to clinic members throughout Orange County in January 2017. Twenty-one clinic sites responded with four in Santa Ana.

Does your clinic site provide behavioral health services directly?

Santa Ana



All 4 Santa Ana respondents and 19 of the 21 responding clinics throughout Orange County provide behavioral health services at their sites.

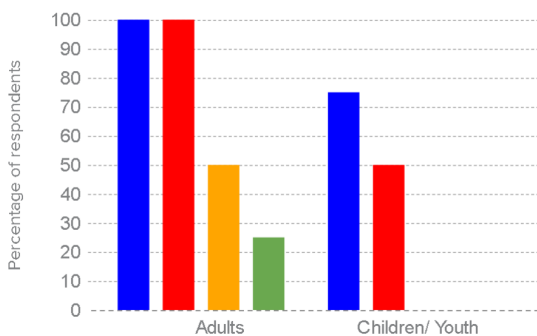
Orange County



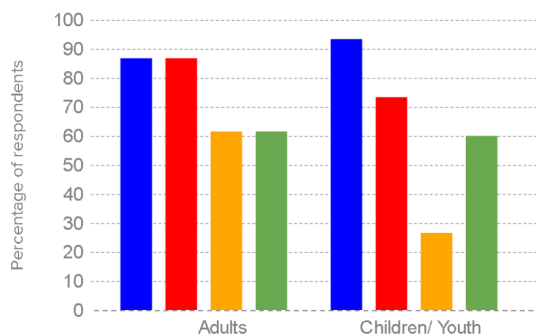
Behavioral health services include screenings, counseling, supportive services, or treatment for mental health, alcohol/drug/chemical dependency and/or intimate partner/domestic violence.

What behavioral health services are provided?

Santa Ana



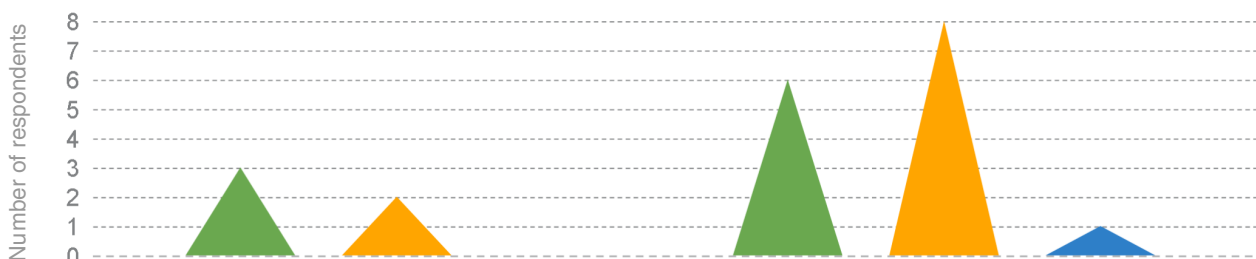
Orange County



- Individual and Group Counseling
- Supportive services/case management
- Assessments, diagnostic evaluations and consultations
- Medication management and therapy or medication-assisted treatment

All 4 Santa Ana sites and 15 of the 21 Orange County sites that provided responses to this question all identified 'Assessments, diagnostic evaluations, and consultations' and 'Individual and group counseling' as the most commonly offered services for both adults as well as children/youth.

What were the particular services that your clinic site could not offer these patients?



- Substance Abuse
- Supportive services/case management
- Medication management and therapy or medication-assisted treatment

Of the respondents who completed this question, 3 from Santa Ana and 11 from Orange County, all identified 'Medication management and therapy or medication-assisted treatment' and 'Supportive services/case management' as the types of services they were most commonly unable to offer patients.

Please list the names and cities of your behavioral health referral sites.

Orange County Health Care Agency



All 4 of the Santa Ana sites and 8 of the 12 sites throughout Orange County that responded to this question referred behavioral health patients they could not accommodate to an Orange County Health Care Agency (OC Links, OC Behavioral Health, etc)

Other Health Centers/ Community Clinics



1 of the 4 Santa Ana sites and 8 of the 12 sites throughout Orange County that responded to this question referred behavioral health patients they could not accommodate to Other Health Centers/ Community Clinics

Health Plan Networks



2 of the 4 Santa Ana sites and 7 of the 12 sites throughout Orange County that responded to this question referred behavioral health patients they could not accommodate to Health Plan Networks (CalOptima, Magellan, Beacon, etc.)

Family Resource Centers



3 of the 12 sites throughout Orange County that responded to this question referred behavioral health patients they could not accommodate to Family Resource Centers.

Telehealth services

Santa Ana

Orange County

Does your clinic currently use telehealth to deliver behavioral health services?



4 of 4, No



13 of 13, No

If not, would you be interested in using telehealth to deliver behavioral health services at this site?



4 of 4, Yes



13 of 14, Yes
1 of 14, No*

Do you want to expand existing behavioral health services for this site?



4 of 4, Yes



14 of 14, Yes

*The clinic that was not interested in pursuing telehealth for behavioral health services was working on expanding their behavioral health staff by "increasing the amount of interns and overseeing volunteer Psychiatrists ... in order to see more patients". There was one additional clinic that provided a response to the 'telehealth interest' and 'expanding services' questions that did not supply one for the 'current use of telehealth' question.

What barriers prevent the expansion of behavioral health services for this site?

Four responding sites from Santa Ana and thirteen throughout Orange County consistently listed barriers such as...



Budget limitations



Space limitations



Time



Needing to expand current scope

Behavioral Health Needs Assessment Survey Questions and Responses

Does your clinic site provide behavioral health services directly?

Response	Location	
	Santa Ana (n=4)	Orange County (n=21)
Yes	100% (n=4)	90.5% (n=19)
No	0.0% (n=0)	9.5% (n=2)

The Coalition asked respondents whether they currently offered behavioral health services at their site. Of the Santa Ana clinic sites, 100% (n=4) provided some behavioral health services directly. Out of all the respondent sites throughout Orange County, approximately 91% (n=19) offered some behavioral health services directly. Of the two respondent sites that do not currently offer behavioral health services only one continued past this question. That site was unable to provide psychiatric or psychological services to their patients but the respondent expressed interest in expanding to add behavioral health services for both children and adults.

Please note, the survey defined behavioral health services as follows:

Behavioral health services include screenings, counseling, supportive services, or treatment for mental health, alcohol/drug/chemical dependency and/or intimate partner/ domestic violence.

What behavioral health services does your site provide?

Type of Service		Location	
		Santa Ana (n=4)	Orange County (n=15)
Adults	Assessments, diagnostic evaluations and consultations	100.0% (n=4)	86.7% (n=13)
	Individual and Group Counseling	100.0% (n=4)	86.7% (n=13)
	Medication management and therapy or medication-assisted treatment	50.0% (n=2)	61.5% (n=8)
	Supportive services/case management	25.0% (n=1)	61.5% (n=8)
Children /Youth	Assessments, diagnostic evaluations and consultations	75.0% (n=3)	93.3% (n=14)
	Individual and Group Counseling	50.0% (n=2)	73.3% (n=11)
	Medication management and therapy or medication-assisted treatment	0.0% (n=0)	26.6% (n=4)
	Supportive services/case management	0.0% (n=0)	60.0% (n=9)

The Santa Ana sites (n=4) identified 'Adult: Assessments, diagnostic evaluations and consultations' and 'Adult: Individual and Group Counseling' as the most commonly offered services both with 100.0% (n=4). The Child/Youth services offered by Santa Ana sites are 'Assessments, diagnostic evaluations and consultations' 75.0% (n=3) and 'Individual and Group Counseling' 50.0% (n=2).

Similarly, respondents throughout Orange County identified 'Assessments, diagnostic evaluations and consultations' and 'Individual and Group Counseling' as the most commonly offered services for both adult and children/youth patients at 86.7% (n=13), 86.7% (n=13) and 93.3% (n=14), 73.3% (n=11), respectively. The least commonly offered services for sites throughout Orange County were 'Supportive services/case management' for both adults at 61.5% (n=8) as well as children 60.0% (n=9) and 'Medication management and therapy or medication-assisted treatment' for both adults and children at 61.5% (n=8) and 26.6% (n=4), respectively.

What types of behavioral health professionals does your clinic site currently employ?

Behavioral Health Staff	Location	
	Santa Ana (n=4)	Orange County (n=14)
Licensed masters level therapists	3.4 FTE (n=4)	26.4 FTE (n=13)
Certified chemical dependency professionals	0.2 FTE (n=1)	3.2 FTE (n=6)
Licensed nurse practitioners	0.2 FTE (n=1)	11.2 FTE (n=8)
Licensed psychologists		0.0 FTE (n=4)
Licensed psychiatrists	0.05 FTE (n=1)	0.9 FTE (n=7)
Licensed physicians practicing Behavioral Health services		3.3 FTE (n=7)

The most commonly employed behavioral health professional for Santa Ana as well as all Orange County sites were licensed master’s level therapist at 3.4 FTE and 26.4 FTE, respectively. The second most commonly employed behavioral health professionals throughout Orange County were licensed nurse practitioners at 11.2 FTE for our respondents.

In what languages does your site offer behavioral health services?

Language	Location	
	Santa Ana (n=4)	Orange County (n=15)
English	100.0% (n=4)	100.0% (n=15)
Spanish	100.0% (n=4)	86.7% (n=13)
Vietnamese		20.0% (n=3)
Korean		13.3% (n=2)
Interpretation line		13.3% (n=2)

The languages behavioral health services were most commonly offered for both the Santa Ana respondents as well as those throughout Orange County were English 100.0% (n=4), 100% (n=15) and 100.0% (n=4), 86.7% (n=13), respectively. The Santa Ana respondents did not offer services in other languages, however, throughout Orange County, services were offered in Vietnamese 20.0% (n=3), Korean 13.3% (n=2), as well as the use of an interpretation line 13.3% (n=2).

In what languages might your site need to offer behavioral health services?

Language	Location	
	Santa Ana (n=4)	Orange County (n=13)
English	100.0% (n=4)	76.9% (n=10)
Spanish	100.0% (n=4)	84.6% (n=11)
Vietnamese		15.4% (n=2)
Korean		7.7% (n=1)
Farsi		15.4% (n=2)

The languages behavioral health services were most commonly needed for both the Santa Ana respondents as well as throughout Orange County were English and Spanish 100.0% (n=4), 76.9% (n=10) and 100.0% (n=4), 84.6% (n=11), respectively. Throughout Orange County behavioral health services were needed in three additional languages, Vietnamese 15.4% (n=2), Farsi 15.4% (n=2), and Korean 7.7% (n=1).

How many patients with behavioral health diagnoses did your clinic site serve in 2016, for any type of care?

Number of patients	Location	
	Santa Ana (n=4)	Orange County (n=12)
N/A or Unknown	25.0% (n=1)	8.3% (n=1)
Less than 500	50.0% (n=2)	58.3% (n=7)
Between 500 and 999		16.7% (n=2)
Between 1,000 and 1,499	25.0% (n=1)	8.3% (n=1)
Between 1,500 and 1,999		
Over 2,000		8.3% (n=1)

Respondents were asked to list the number of patients, with a behavioral health diagnosis, provided any type of care at their site during 2016. Half of the Santa Ana respondents (n=2) reported under 500 patients with behavioral health diagnoses. Throughout Orange County sites over 58% (n=7) reported serving under 500 patients with behavioral health diagnoses in 2016.

How many behavioral health encounters did your clinic site provide in 2016?

Number of encounters	Location	
	Santa Ana (n=4)	Orange County (n=11)
Less than 500	50.0% (n=2)	36.4% (n=4)
Between 500 and 999	25.0% (n=1)	36.4% (n=4)
Between 1,000 and 1,499		9.1% (n=1)
Between 1,500 and 1,999		
Over 2,000	25.0% (n=1)	18.2% (n=2)

When asked to list the number of behavioral health encounters provided in 2016, half of the Santa Ana respondents (n=2) reported under 500 encounters. Throughout Orange County, respondents reported having either 500-999 or less than 500 encounters, both at 36.4% (n=4).

In 2016, how many patients with behavioral health diagnoses were referred to other providers to receive behavioral health services not offered by your clinic site?

Number of patients	Location	
	Santa Ana (n=4)	Orange County (n=12)
N/A or Unknown	75.0% (n=3)	41.7% (n=5)
Over 250	25.0% (n=1)	33.3% (n=4)
Between 250 and 499		16.7% (n=2)
Over 500		8.3% (n=1)

When asked to report the number of patients with behavioral health diagnoses that were referred to other providers for services not offered at their site 75.0% (n=3) of Santa Ana respondents and 41.7% (n=5) of respondents throughout Orange County were unable to provide a number. Only one Santa Ana site was able to provide a number and it was under 250 patients. Four sites throughout Orange County, 33.3% of respondents, also listed under 250 patients that were referred to other providers for behavioral health services not offered at their

sites. Only one respondent, 8.3%, referred more than 500 patients to other providers for behavioral health services not offered at their site.

What were the particular services that your clinic site could not offer these patients?

Services	Location	
	Santa Ana (n=3)	Orange County (n=11)
Supportive Services, Case Management	3	6
Medication Management and/or Psychiatry	2	8
Substance Abuse	0	1

The most commonly identified services clinics were not able to offer behavioral health patients were ‘Support Services, Case Management’ and ‘Medication Management and/or Psychiatry’, for both Santa Ana sites as well as those throughout Orange County.

Please list the names and cities of your behavioral health referral sites.

Referral Sites	Location	
	Santa Ana (n=4)	Orange County (n=12)
Orange County Health Care Agency	100.0% (n=4)	75.0% (n=9)
Other Health Centers/Community Clinics	25.0% (n=1)	75.0% (n=9)
Health Plan Networks	50.0% (n=2)	58.3% (n=7)
Family Resource Centers		25.0% (n=3)

The most consistently listed referrals for sites in Santa Ana were for Orange County Health Care Agencies (OC Links, OC BH) followed by Health Plan Networks (CalOptima BH, Beacon Health, Magellan) from 100.0% (n=4) and 50.0% (n=2) of respondents, respectively.

Throughout Orange County, the most common referrals were for Orange County Health Care Agencies (OC Links, OC Behavioral Health) and Other Health Centers/Community Clinics (Central City, Lestonnac, Korean Community Services, VCC The Gary Center, University of California Irvine), both with 75.0% (n=9) of respondents listing them.

Does your clinic site currently use telehealth to deliver behavioral health services?

Response	Location	
	Santa Ana (n=4)	Orange County (n=13)
Yes		
No	100.0% (n=4)	100.0% (n=13)

All of the site respondents from both Santa Ana (n=4) and Orange County (n=13) do not currently use telehealth to deliver behavioral health services.

If not, would you be interested in using telehealth to deliver behavioral health services at this site?

Response	Location	
	Santa Ana (n=4)	Orange County (n=14)
Yes	100.0% (n=4)	92.9%(n=13)
No		7.1% (n=1)

When asked if they would be interested in using telehealth to deliver behavioral health services all of the Santa Ana sites (n=5) and 93.3% (n=14) of the sites throughout Orange County responded with a ‘Yes’, while one clinic site outside of Santa Ana responded with a ‘No’.

Please note: the clinic that was not interested in pursuing telehealth for behavioral health services was working on expanding their behavioral health staff by “increasing the amount of interns and overseeing volunteer Psychiatrists ... in order to see more patients”.

Do you want to expand existing behavioral health services for this site?

Response	Location	
	Santa Ana (n=4)	Orange County (n=14)
Yes	100.0% (n=4)	100.0% (n=14)
No		

All respondents from Santa Ana (n=4) as well as throughout Orange County (n=14) were interested in expanding behavioral health services for their sites.

What barriers prevent the expansion of behavioral health services for this site?

Respondents (Santa Ana (n=4) and Orange County (n=13)) consistently listed budget and space limitations as barriers as well as needing to expand the current scope or time as a barrier to developing a formal structure for a new program.

How many patients with behavioral health needs does your clinic site currently have the capacity to serve in 2017?

Number of patients	Location	
	Santa Ana (n=4)	Orange County (n=11)
Less than 500	25.0% (n=1)	27.3% (n=3)
Between 500 and 999		18.2% (n=2)
Between 1,000 and 1,499	50.0% (n=2)	36.4% (n=4)
Between 1,500 and 1,999		
Over 2,000	25.0% (n=1)	18.2% (n=2)

When asked the capacity of behavioral health patients their site could serve in 2017, half of the Santa Ana (n=2) and 36.4% (n=4) of sites throughout Orange County projected between 1000 and 1499 patients.