

The Effects of COVID-19 on Individuals Receiving Behavioral Health Services and Supports in Maryland: Follow-up Survey

**Supplemental Report
November 2020**

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Introduction

The Maryland Behavioral Health Administration (BHA) recognizes that the COVID-19 pandemic has had a significant impact on the Maryland Public Behavioral Health System (PBHS) and the individuals it serves. To learn about client well-being and access to behavioral health services and supports, the University of Maryland Systems Evaluation Center (SEC), at the request of BHA, conducted a survey of PBHS stakeholders in the late spring of 2020. In the fall of 2020, BHA asked the SEC to conduct a follow-up survey to determine any changes in the effects of COVID-19 on individuals receiving behavioral health services since the initial survey. As with the initial survey, the BHA will use the information collected from the follow-up survey to identify areas needed for BHA support and/or guidance and to inform system planning and management.

Methods

Consistent with the initial survey, the follow-up survey included items related to the current needs and concerns of individuals being served, as well as their access to services and supports, and their utilization of services and supports. In addition, the follow-up survey included new items related to drug and alcohol testing. The follow-up survey primarily focused on changes occurring in the past 3 months (i.e., since the initial survey). The survey included items for which respondents were asked to choose from a set of pre-determined responses as well as open-ended items (please see Appendix I for the questionnaire). An online survey program was used to collect the data. Data collection was conducted from September 14, 2020 through September 25, 2020.

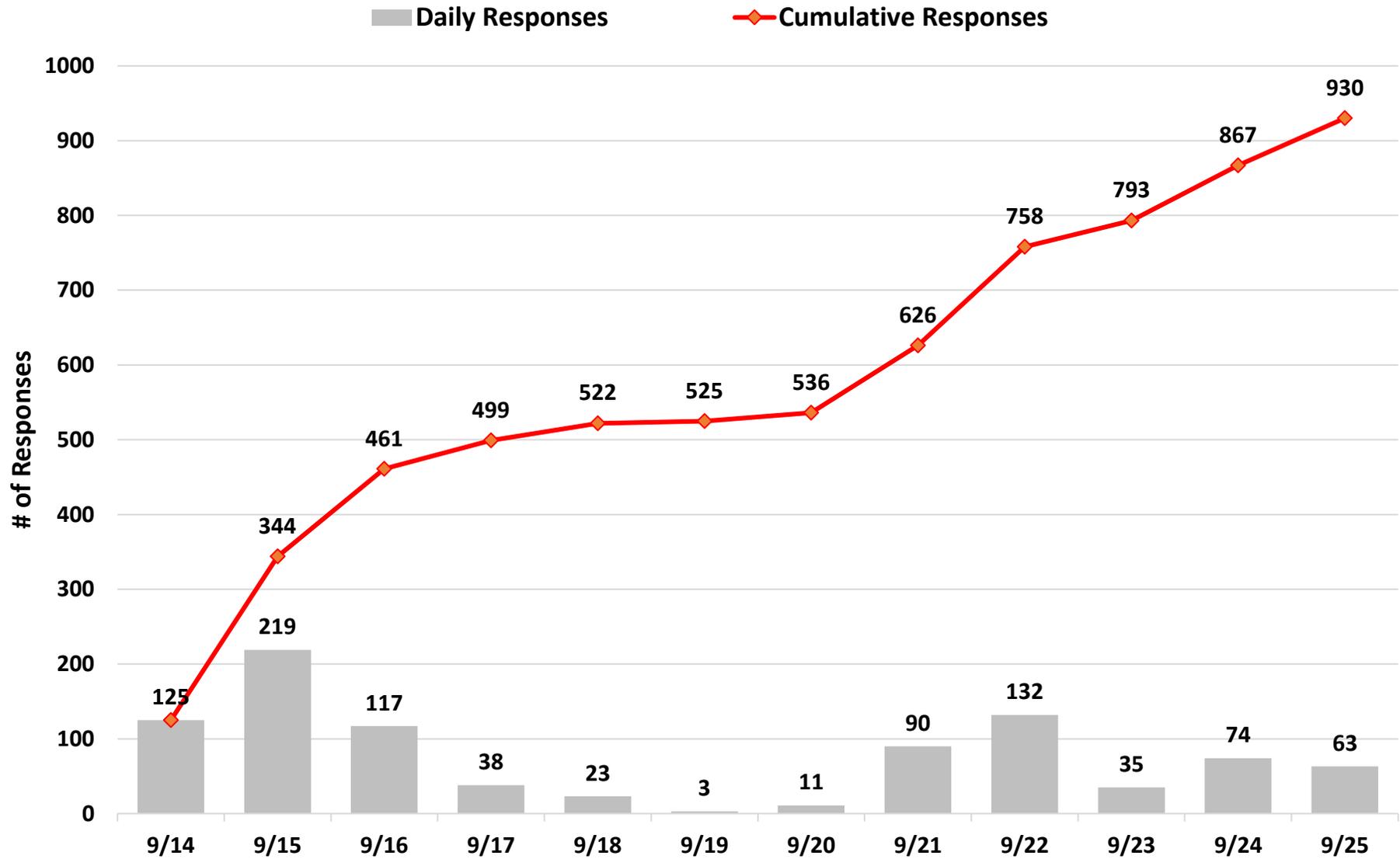
Two primary methods were used to invite PBHS stakeholders to participate in the survey. The SEC contacted several organizations representing PBHS stakeholders (please see Appendix II for a list of organizations contacted). Each organization liaison was asked to complete the survey, distribute the survey link to designated individuals within their organization (such as affiliate leadership), and/or to send it to all of their organization's members or affiliates. A Provider Alert was also disseminated through OPTUM Maryland, the Administrative Services Organization (ASO) for the PBHS. Because many individuals were likely to receive the survey link via multiple emails, interested participants were asked to complete the survey only once. It is important to note that only organizations and agencies offering treatment and/or supports were invited to respond to the survey; consumers and their family members did not participate.

An introductory letter and email informed all potential participants of the purpose of the survey. Additionally, they were informed that the survey was voluntary as well as confidential and anonymous, assuring that responses would not judgmentally reflect on participants or participant organizations in any way.

This report includes more detailed survey results (graphs and tables) of the survey results by respondents' behavioral health settings. Survey results aggregated for the sample in its entirety may be found in the Final Report.

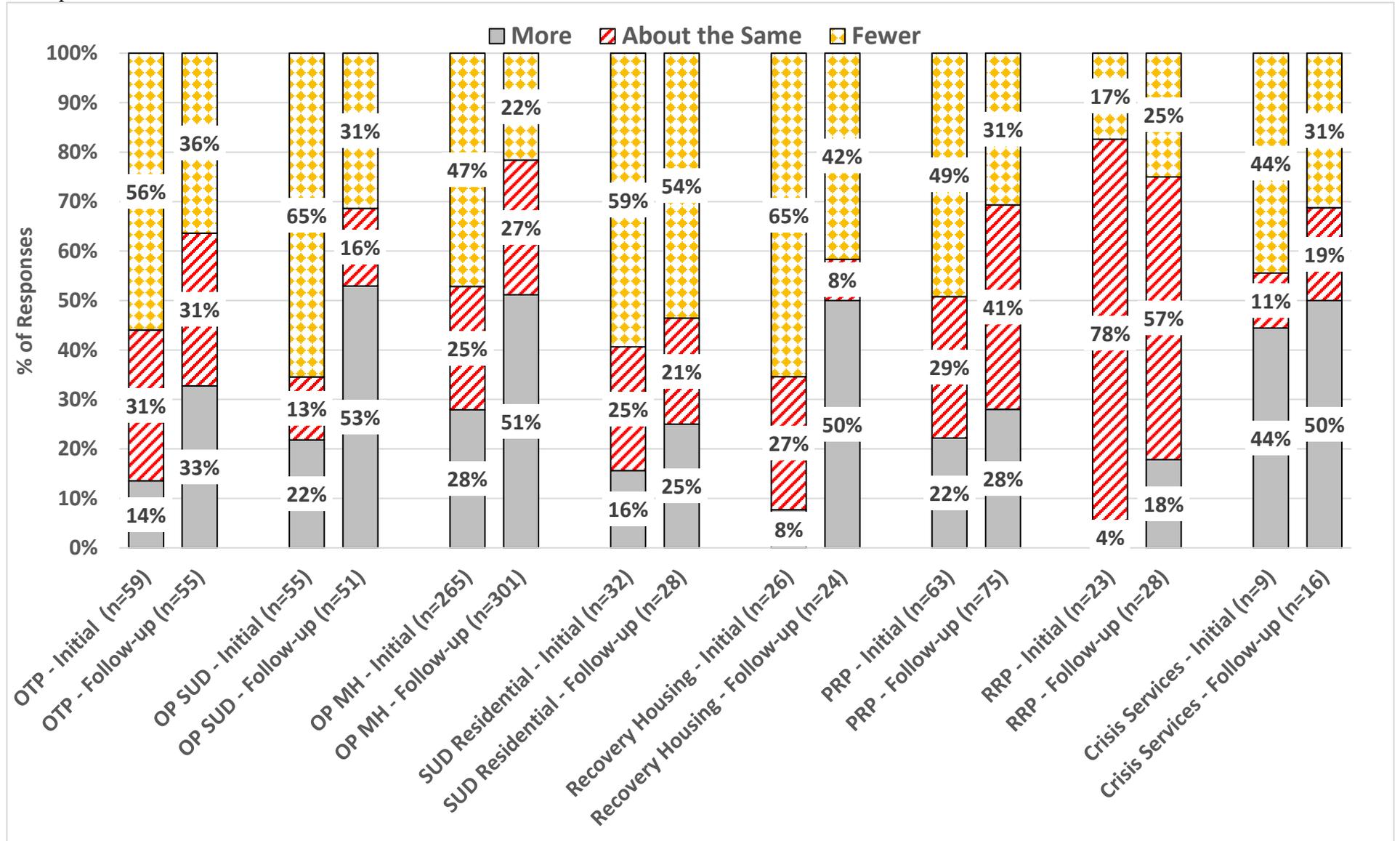
Survey Response Volumes

This graph shows the number of responses received each day, and the cumulative responses received per day.



New Individuals Accessing Services, by Behavioral Health Setting

The following graphs show the frequency of new individuals accessing services, broken down by behavioral health setting. “Don’t Know” and “Not Applicable” responses are excluded from the denominator. Data from some behavioral health settings may be excluded due to a low number of responses.

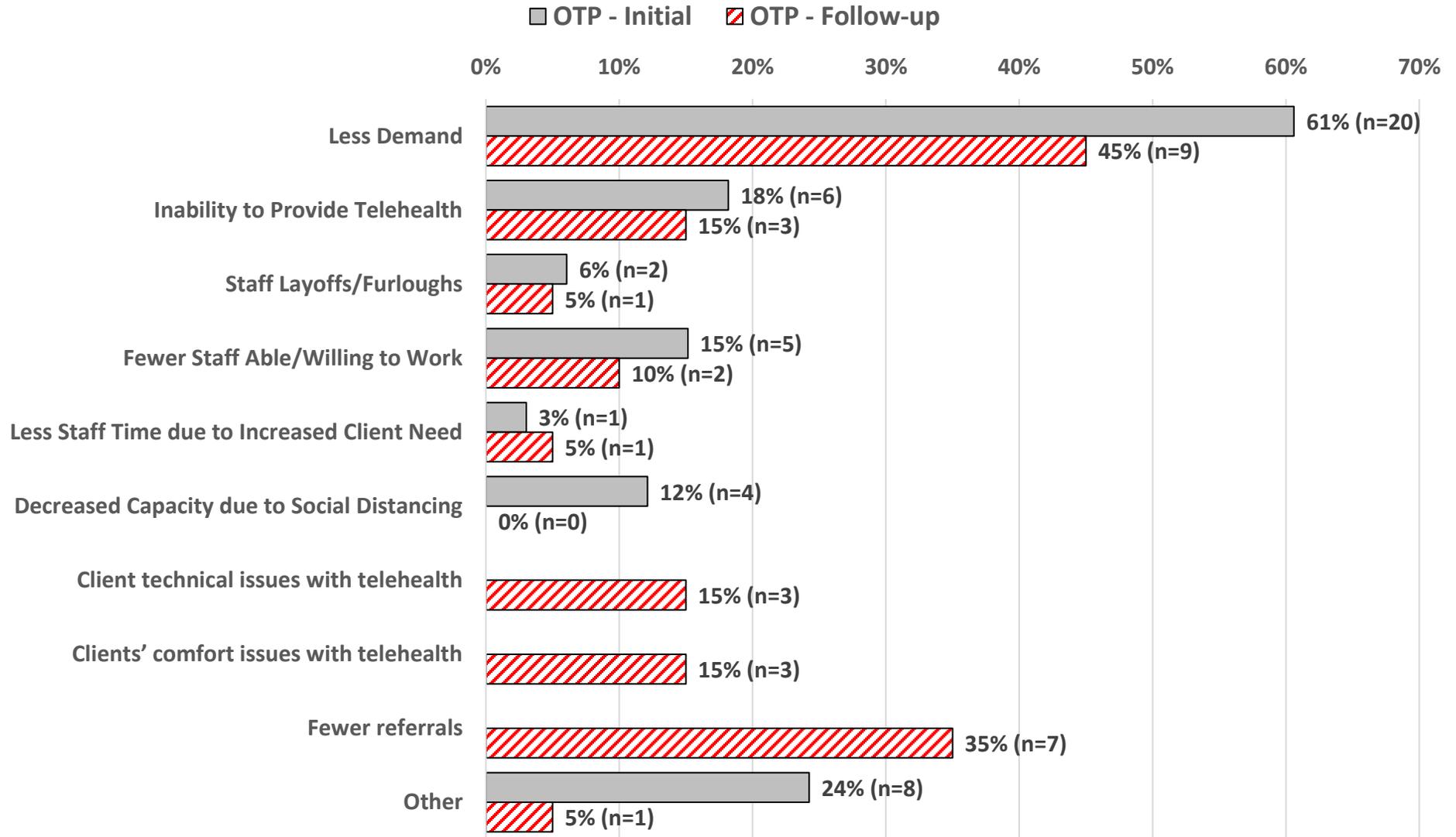


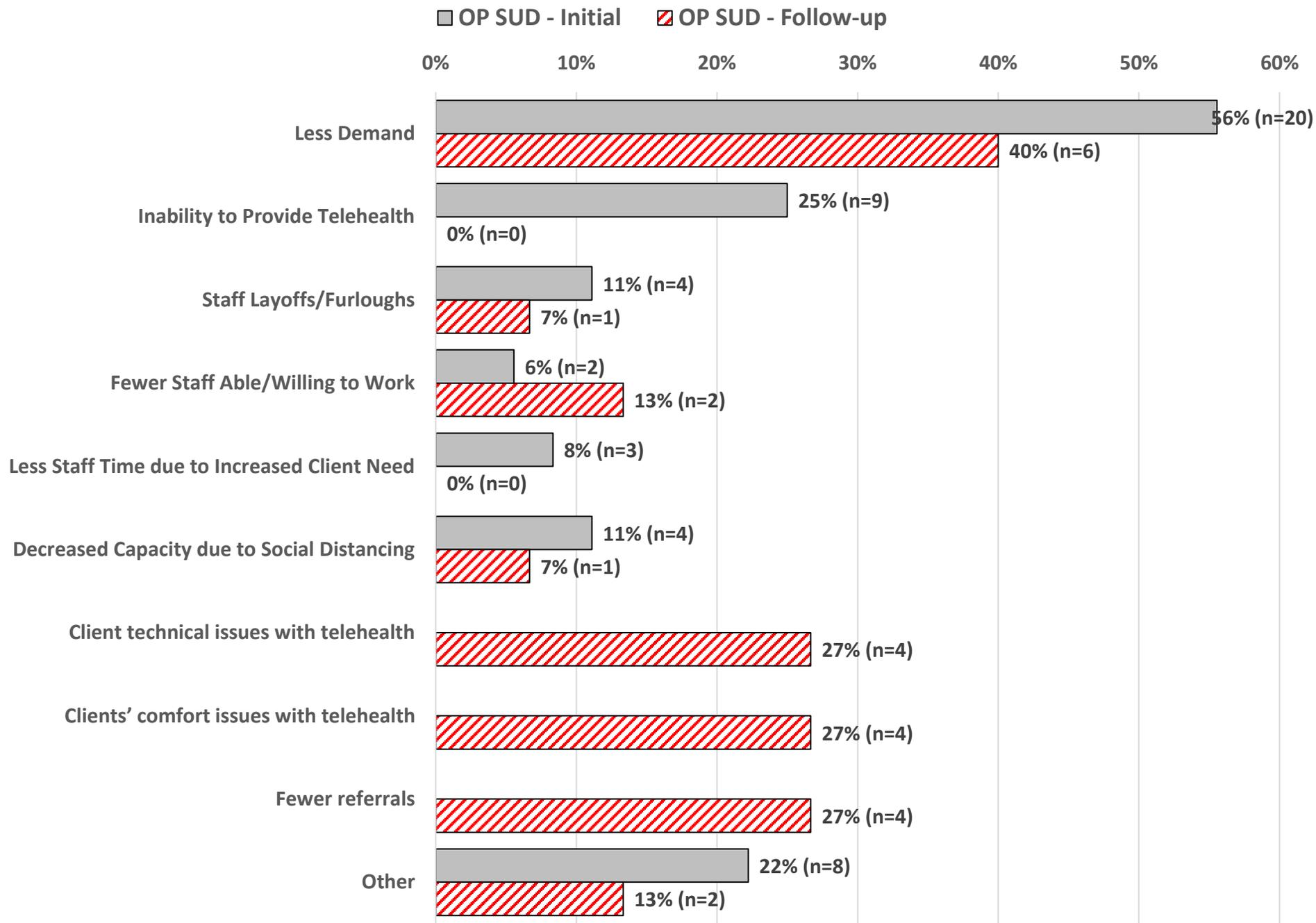
Below is the same information from the follow-up survey in table format.

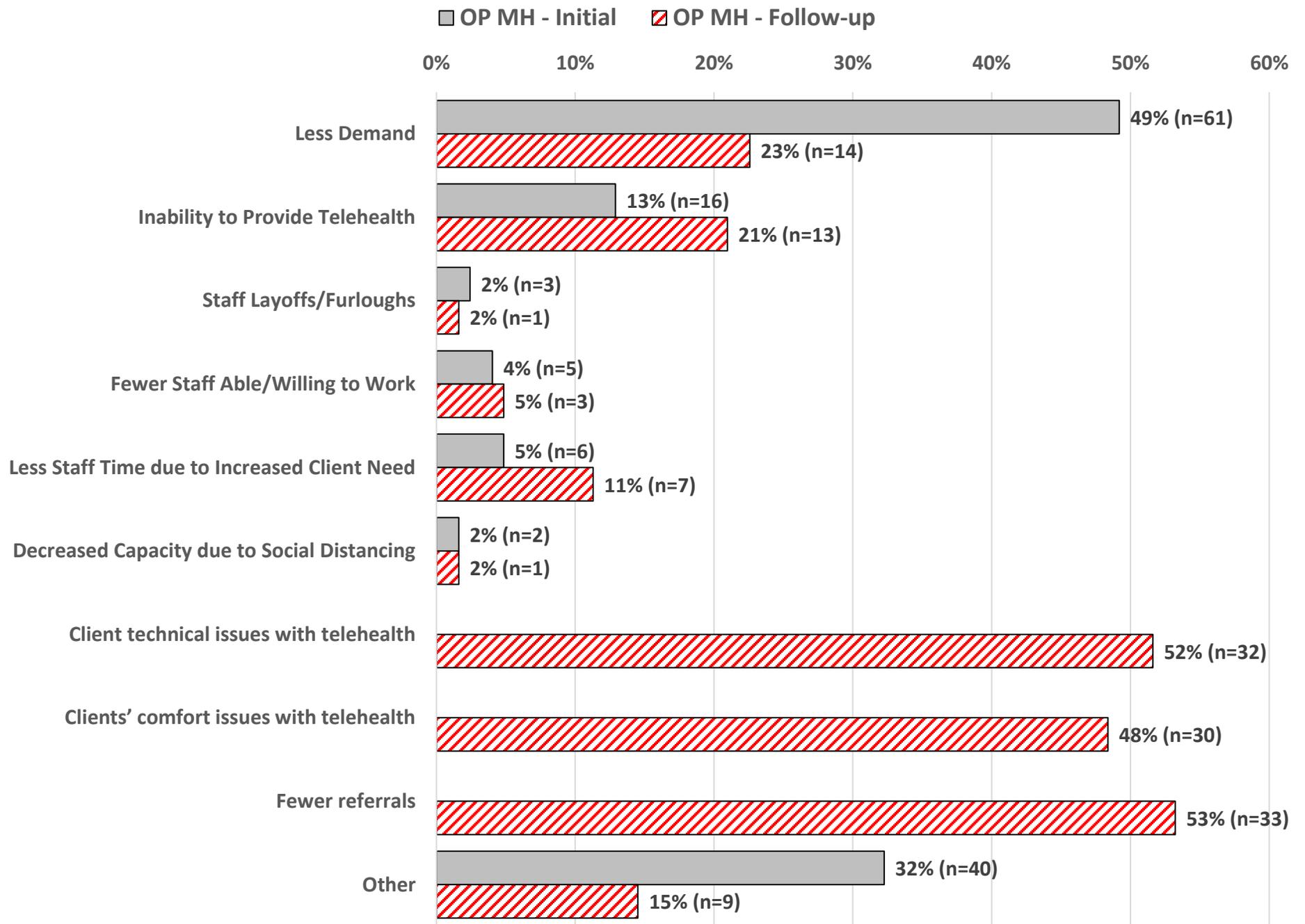
	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services
A Lot More Often	11% 6	16% 8	22% 65	11% 3	25% 6	8% 6	4% 1	31% 5
A Little More	22% 12	37% 19	30% 89	14% 4	25% 6	20% 15	14% 4	19% 3
About the Same	31% 17	16% 8	27% 82	21% 6	8% 2	41% 31	57% 16	19% 3
A Little Fewer	18% 10	18% 9	14% 41	7% 2	17% 4	20% 15	11% 3	13% 2
A Lot Fewer	18% 10	14% 7	8% 24	46% 13	25% 6	11% 8	14% 4	19% 3

Reasons Fewer People Are Accessing Services, by Behavioral Health Setting

In these graphs, the denominator is the total number of respondents for the question, by behavioral health setting. The categories of “Client Technical Issues with Telehealth”, “Clients’ Comfort with Telehealth”, and “Fewer Referrals” were added to the follow-up survey based on responses cited in the specification of “Other” responses in the initial survey. Data from some behavioral health settings may be excluded due to a low number of responses.



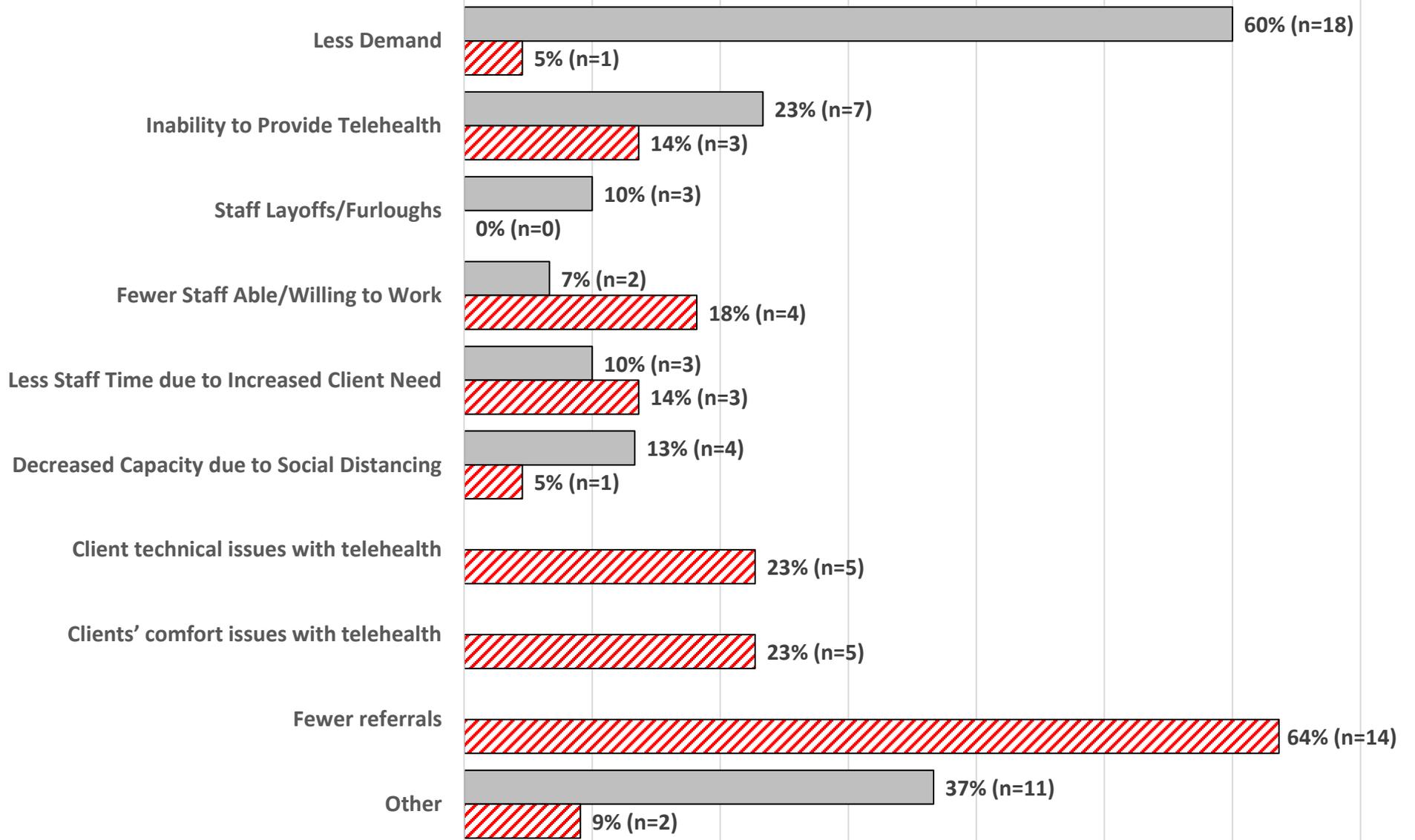




PRP

PRP - Initial PRP - Follow-up

0% 10% 20% 30% 40% 50% 60% 70%



Below is the same information from the follow-up survey in table format.

	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services
Less Demand	45% 9	40% 6	23% 14	13% 2	22% 2	5% 1	17% 1	0% 0
Inability to Provide Telehealth	15% 3	0% 0	21% 13	0% 0	0% 0	14% 3	17% 1	40% 2
Staff Layoffs	5% 1	7% 1	2% 1	7% 1	0% 0	0% 0	17% 1	0% 0
Staff Unwilling to Work	10% 2	13% 2	5% 3	7% 1	0% 0	18% 4	17% 1	0% 0
Increased Need of Current Clients	5% 1	0% 0	11% 7	0% 0	11% 1	14% 3	17% 1	20% 1
Decreased Room/Bed Capacity	0% 0	7% 1	2% 1	40% 6	22% 2	5% 1	0% 0	60% 3
Client Technical Issues with Telehealth	15% 3	27% 4	52% 32	7% 1	0% 0	23% 5	0% 0	20% 1
Client Comfort Issues with Telehealth	15% 3	27% 4	48% 30	13% 2	0% 0	23% 5	0% 0	20% 1
Fewer Referrals	35% 7	27% 4	53% 33	60% 9	67% 6	64% 14	33% 2	60% 3
Other	5% 1	13% 2	15% 9	40% 6	33% 3	9% 2	33% 2	40% 2
Don't Know	20% 4	13% 2	6% 4	7% 1	22% 2	14% 3	0% 0	20% 1

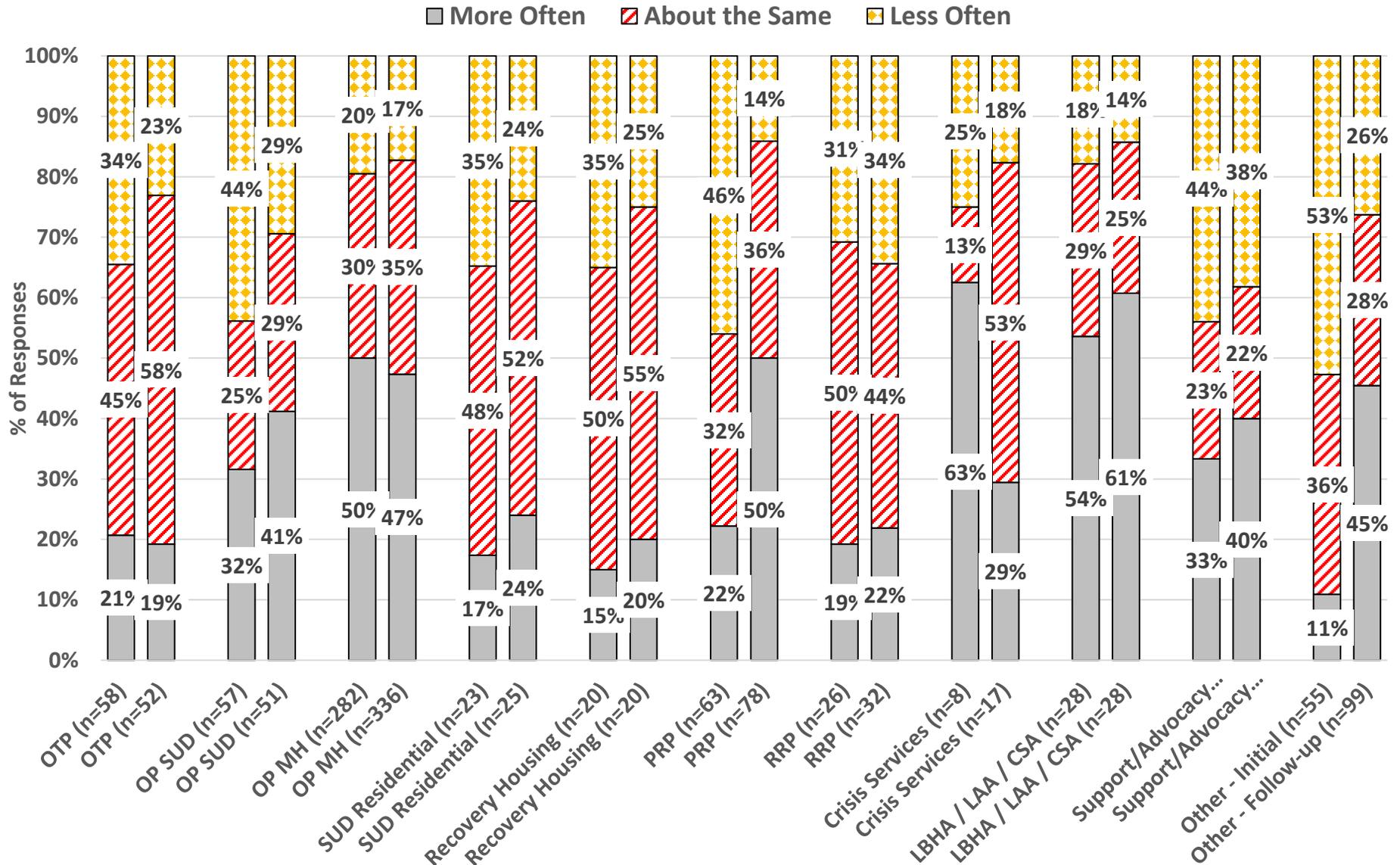
Reasons for Less Demand for Services by New Clients, by Behavioral Health Setting

The table below shows the number and percentages of responses to the question “Why do you think there is less demand for services or supports from new individuals? (check all that apply)”, by behavioral health setting.

	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services
Clients Unable to use Telehealth	0% 0	33% 2	50% 7	0% 0	0% 0	0% 0	0% 0	0% 0
Client Unwilling to use Telehealth	0% 0	17% 1	43% 6	0% 0	0% 0	0% 0	0% 0	0% 0
Referral Sources Closed	56% 5	67% 4	43% 6	100% 2	100% 2	100% 1	0% 0	0% 0
Client Travel Concerns	33% 3	33% 2	0% 0	0% 0	0% 0	100% 1	100% 1	0% 0
Client Concerns about Being at an Agency	33% 3	50% 3	7% 1	100% 2	100% 2	100% 1	100% 1	0% 0
Fear of getting COVID-19	44% 4	67% 4	36% 5	100% 2	50% 1	0% 0	100% 1	0% 0
BH Service/Support Agencies Closed	11% 1	17% 1	0% 0	0% 0	50% 1	0% 0	0% 0	0% 0
Child Care Issues	11% 1	17% 1	50% 7	0% 0	50% 1	0% 0	0% 0	0% 0
On-line School Conflicts	11% 1	17% 1	64% 9	0% 0	0% 0	100% 1	0% 0	0% 0
Other	11% 1	33% 2	7% 1	0% 0	0% 0	0% 0	0% 0	0% 0
Don't Know	44% 4	0% 0	21% 3	0% 0	0% 0	0% 0	0% 0	0% 0

Not Keeping Appointments, by Behavioral Health Setting

The following graphs show the frequency of individuals keeping their service appointments, broken down by behavioral health setting. “Don’t Know” and “Not Applicable” responses are excluded from the denominator. Data from some behavioral health settings may be excluded due to a low number of responses.

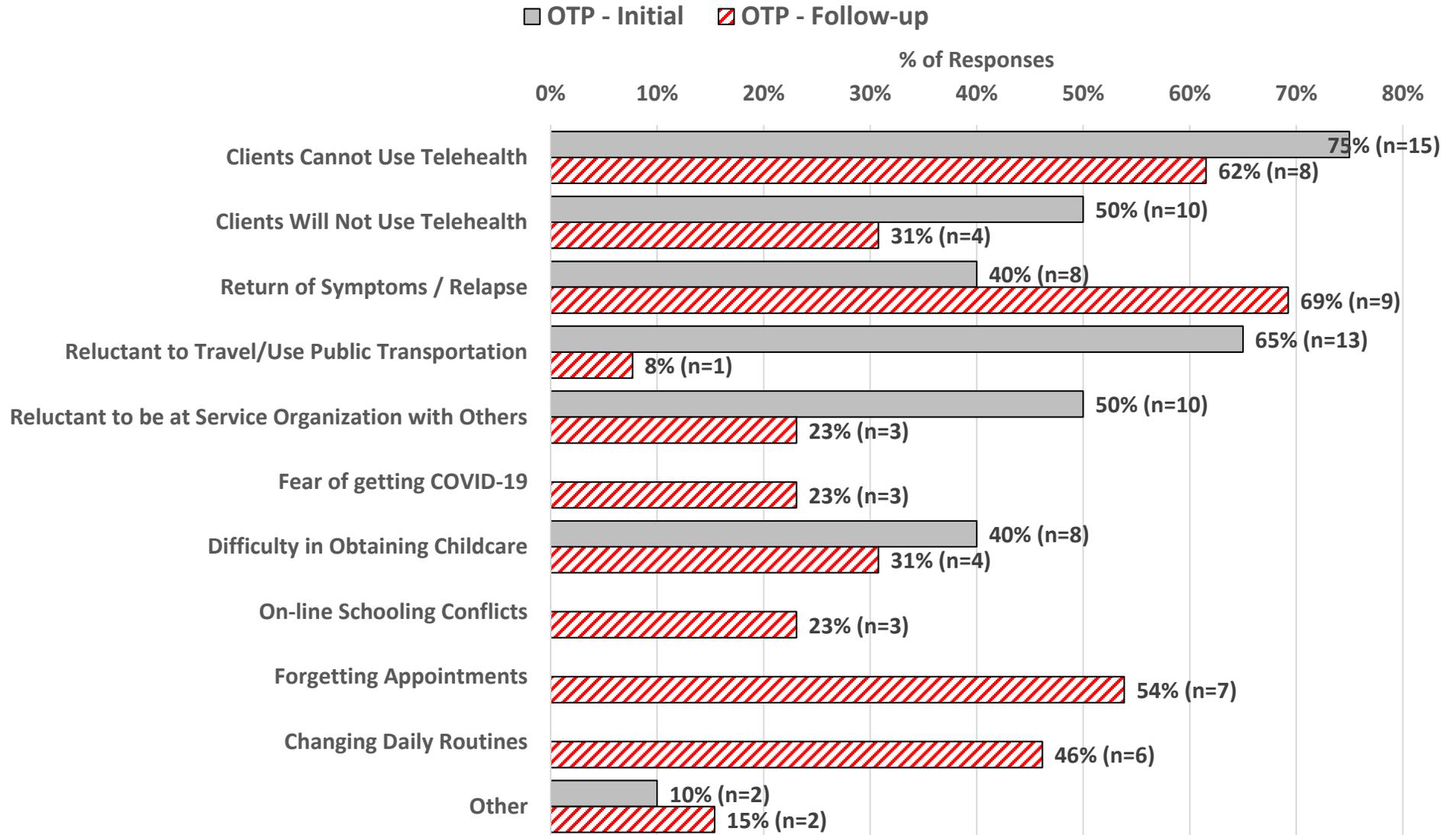


Below is the same information from the follow-up survey in table format.

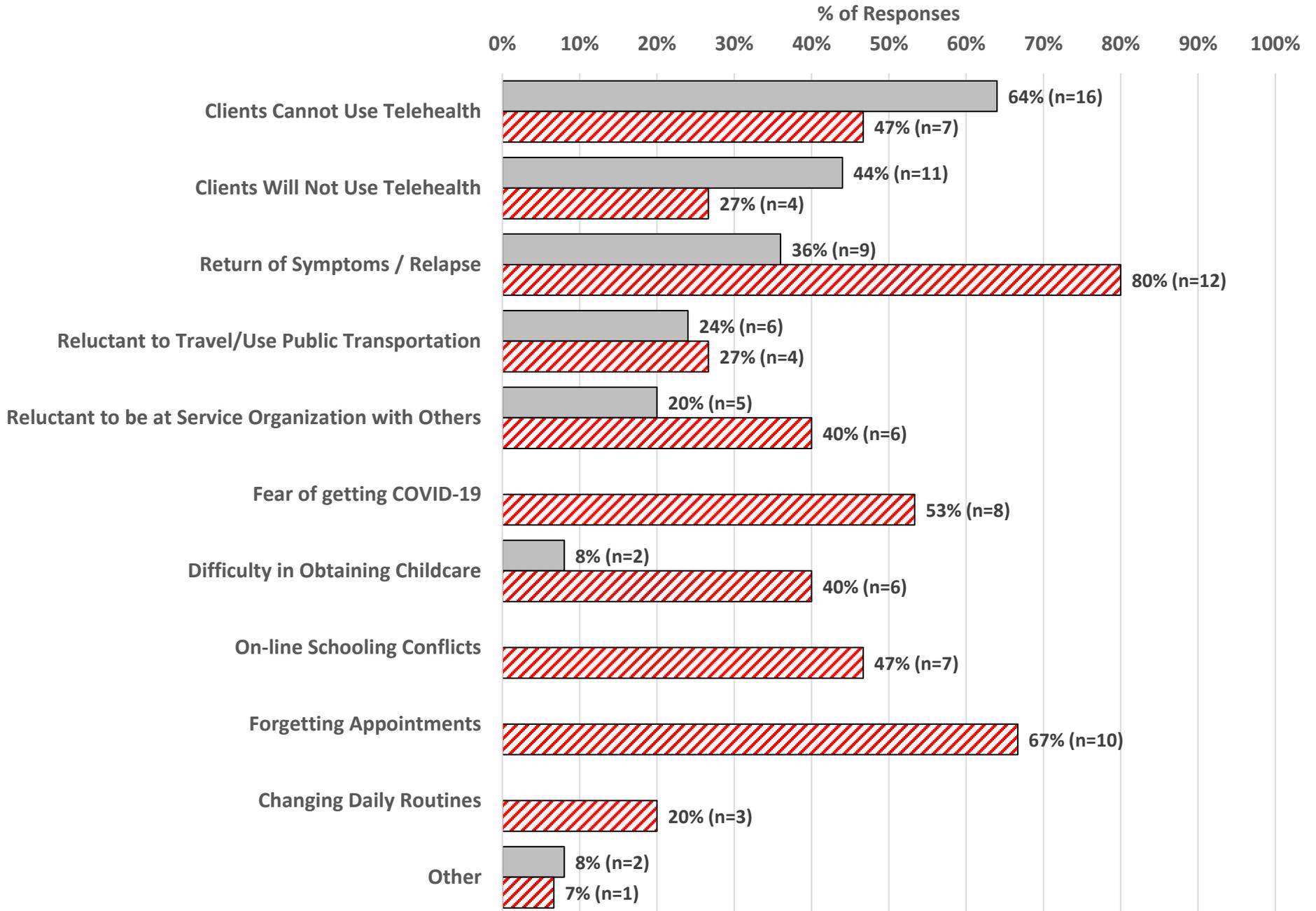
	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support / Advocacy	Other Services
A Lot More Often	6% 3	14% 7	18% 60	4% 1	5% 1	9% 7	9% 3	6% 1	11% 3	11% 6	18% 18
More Often	13% 7	27% 14	29% 99	20% 5	15% 3	41% 32	13% 4	24% 4	50% 14	29% 16	27% 27
About the Same	58% 30	29% 15	35% 119	52% 13	55% 11	36% 28	44% 14	53% 9	25% 7	22% 12	28% 28
Less Often	15% 8	27% 14	13% 43	8% 2	15% 3	13% 10	28% 9	18% 3	11% 3	27% 15	22% 22
A Lot Less Often	8% 4	2% 1	4% 15	16% 4	10% 2	1% 1	6% 2	0% 0	4% 1	11% 6	4% 4

Reasons for Keeping Appointments Less Often, by Behavioral Health Setting

In these graphs, the denominator is the total number of respondents for the question, by behavioral health setting. The categories of “Fear of Getting COVID-19”, “On-line Schooling Conflicts”, “Forgetting Appointments”, and “Changing Daily Routines” were added to the follow-up survey based on responses cited in the specification of “Other” responses in the initial survey. Data from some behavioral health settings may be excluded due to a low number of responses.

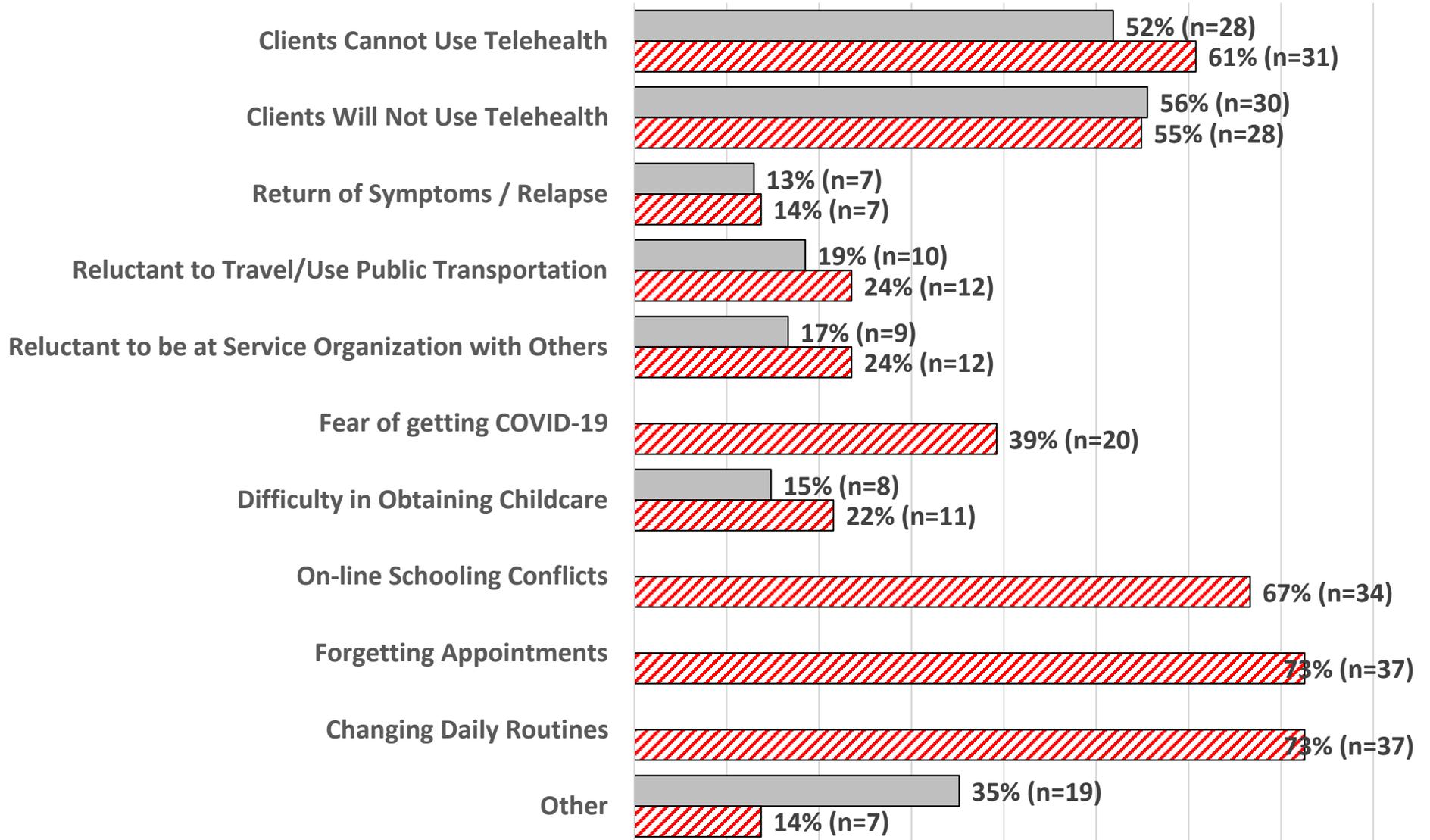


Outpatient SUD - Initial
 Outpatient SUD - Follow-up

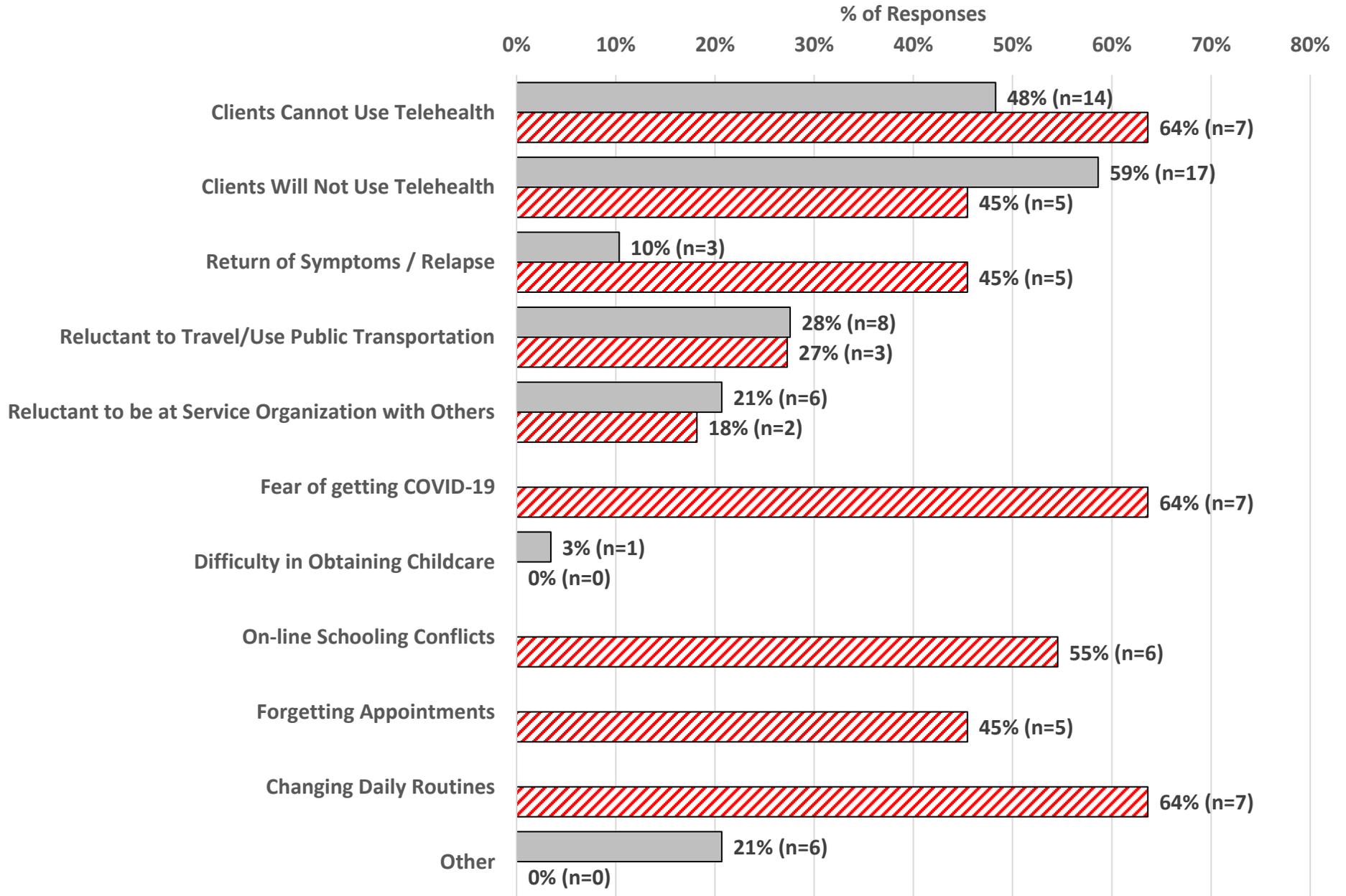


Outpatient MH - Initial
 Outpatient MH - Follow-up

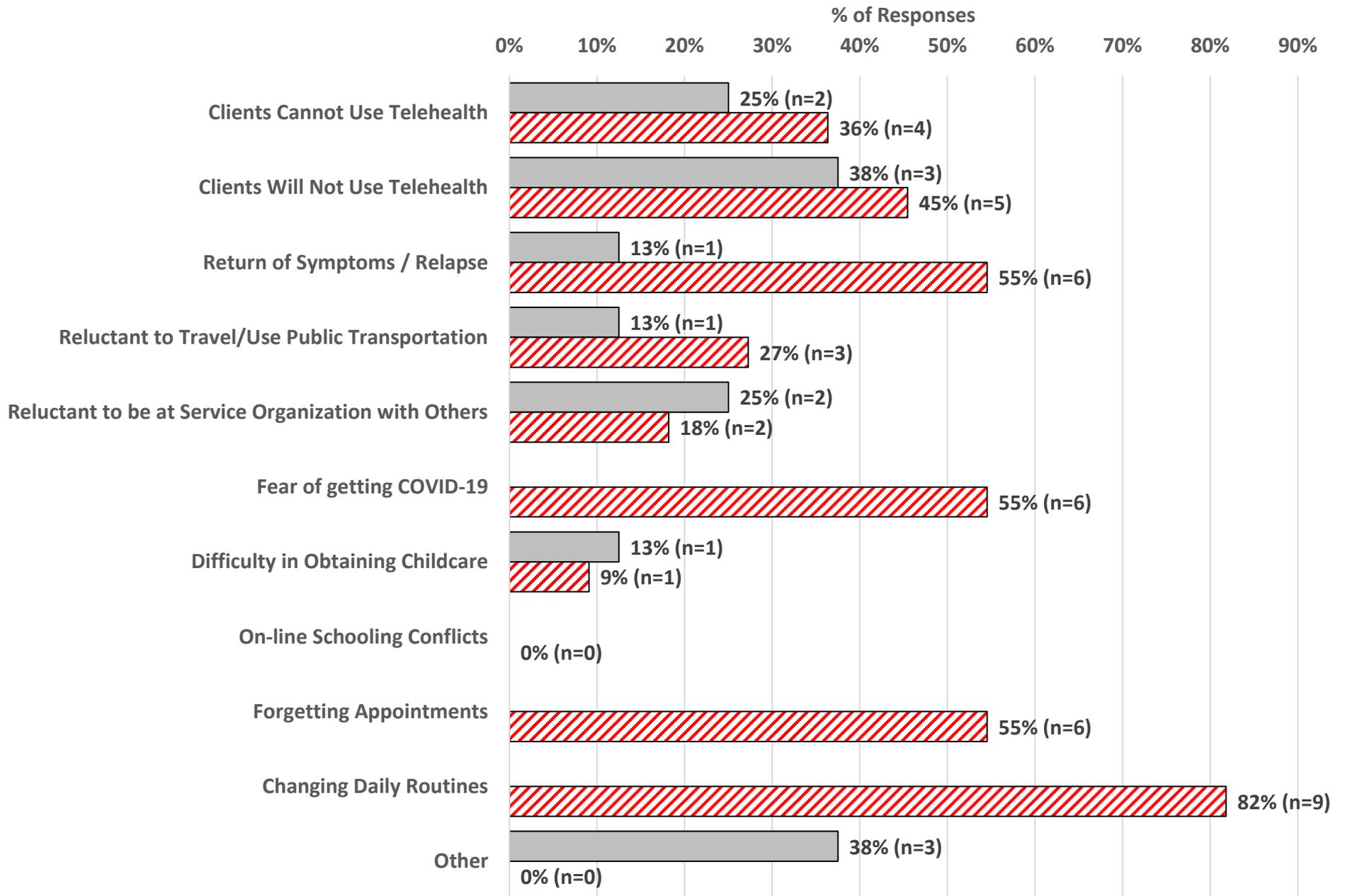
% of Responses
 0% 10% 20% 30% 40% 50% 60% 70% 80%



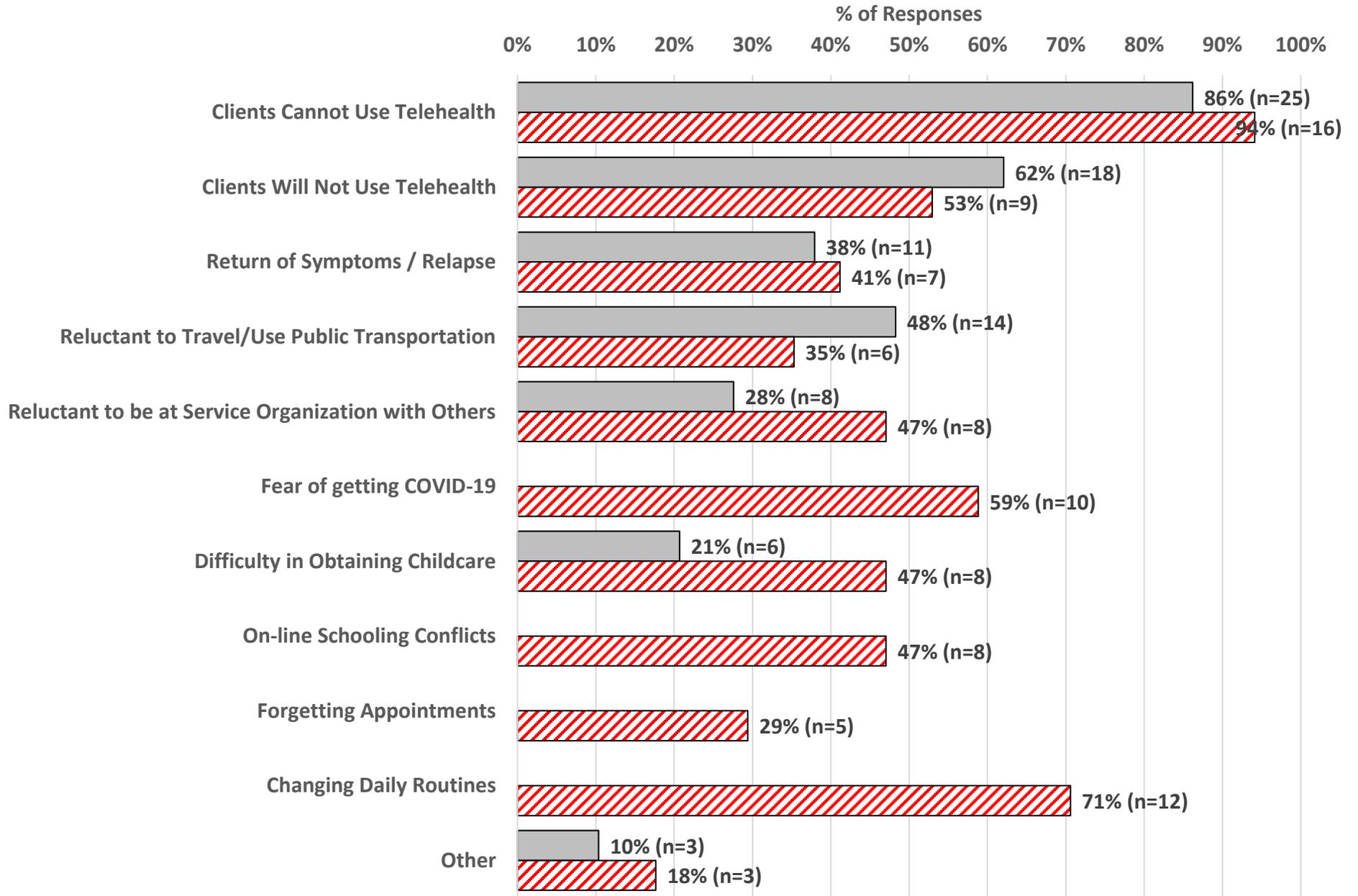
■ PRP - Initial ■ PRP - Follow-up



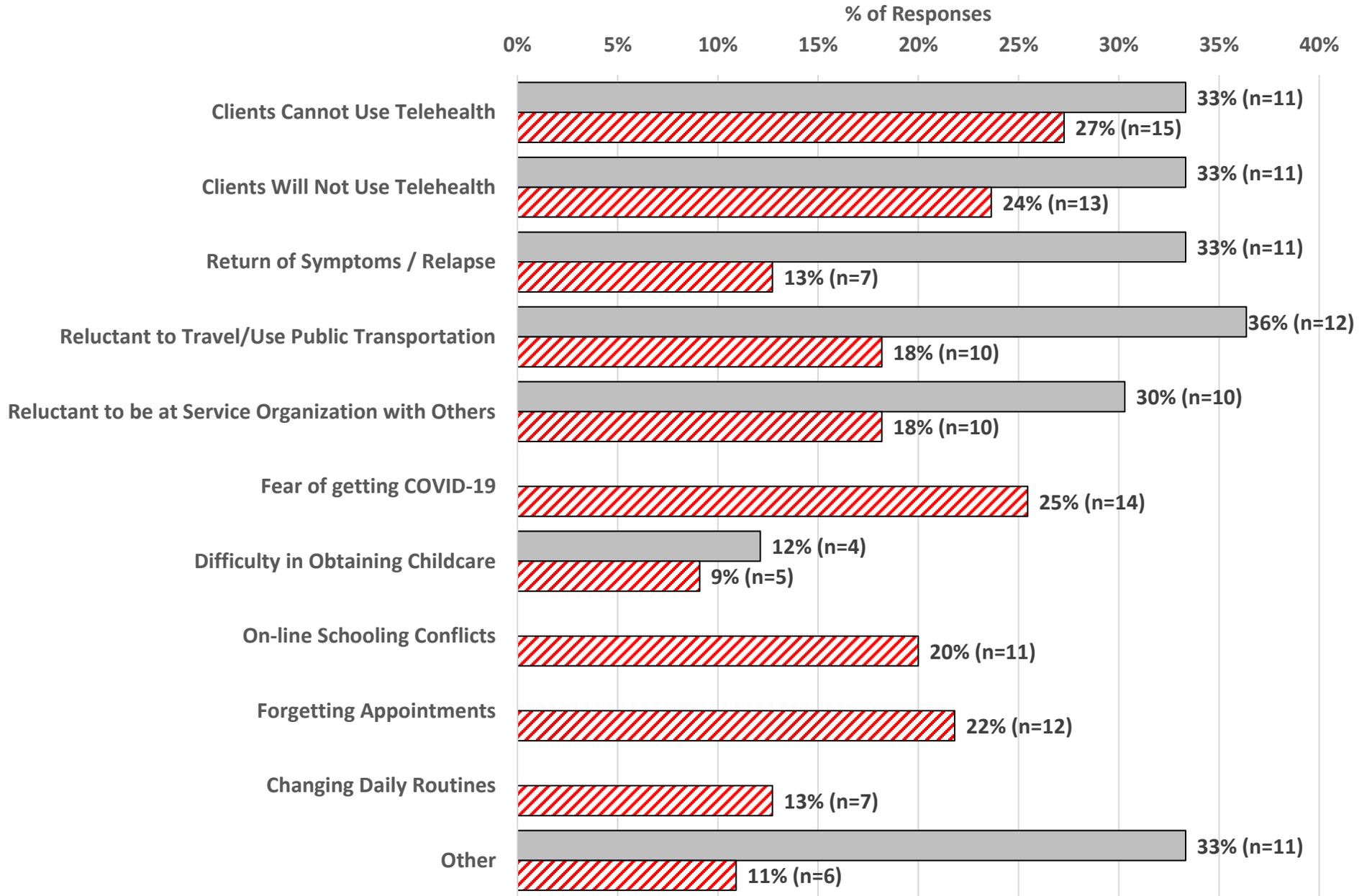
RRP - Initial RRP - Follow-up



Support/Advocacy - Initial
 Support/Advocacy - Follow-up



Other - Initial Other - Follow-up

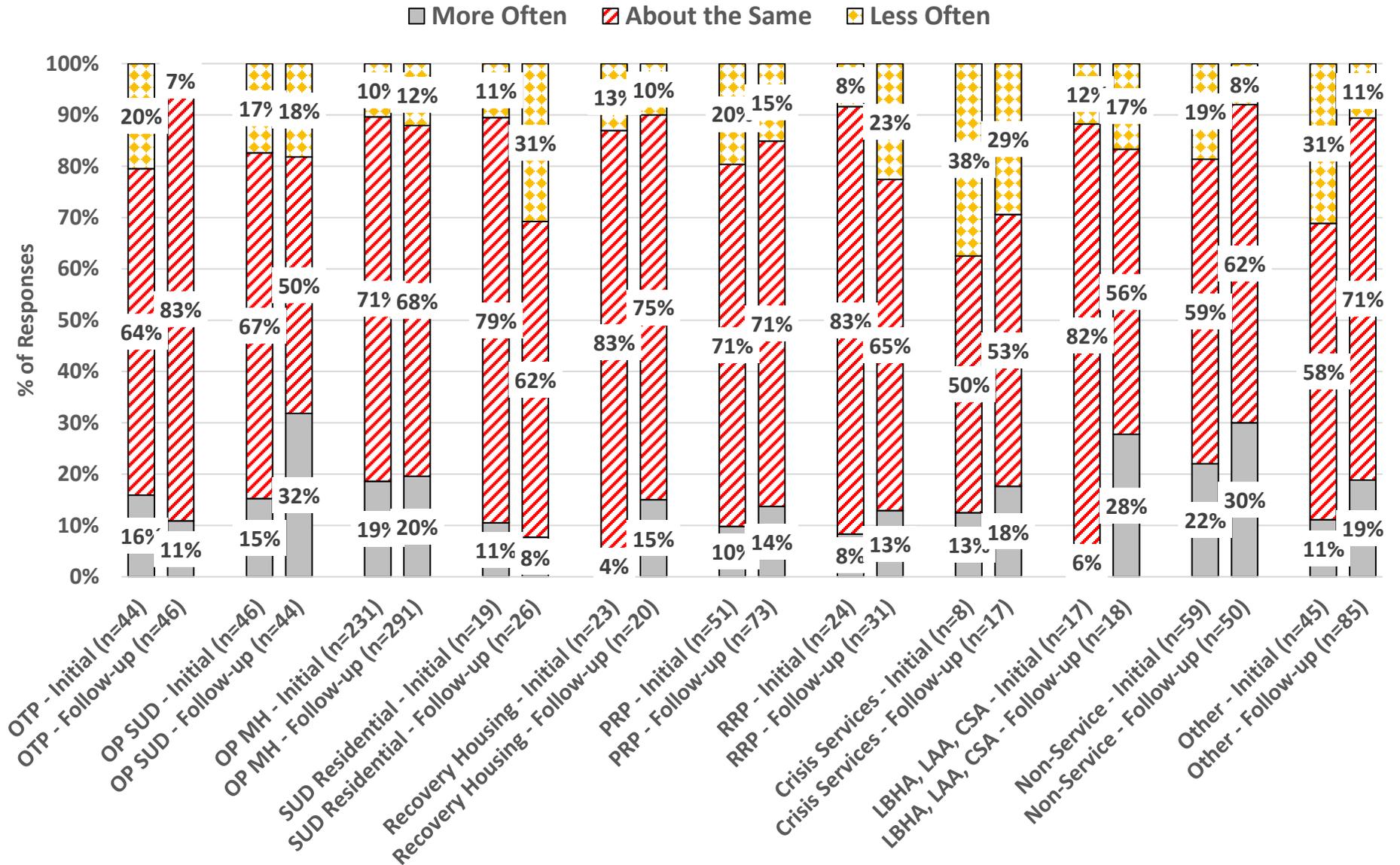


Below is the same information from the follow-up survey in table format.

	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support / Advocacy	Other Services
Clients Cannot Telehealth	62% 8	47% 7	61% 31	33% 2	40% 2	64% 7	36% 4	100% 3	100% 3	94% 16	27% 15
Clients Will Not Telehealth	31% 4	27% 4	55% 28	67% 4	20% 1	45% 5	45% 5	0% 0	67% 2	53% 9	24% 13
Return of Symptoms / Relapse	69% 9	80% 12	14% 7	33% 2	60% 3	45% 5	55% 6	33% 1	33% 1	41% 7	13% 7
Fear of Travel	8% 1	27% 4	24% 12	17% 1	20% 1	27% 3	27% 3	33% 1	0% 0	35% 6	18% 10
Reluctant to be at Service Org.	23% 3	40% 6	24% 12	17% 1	0% 0	18% 2	18% 2	0% 0	0% 0	47% 8	18% 10
Fear of getting COVID-19	23% 3	53% 8	39% 20	50% 3	0% 0	64% 7	55% 6	33% 1	67% 2	59% 10	25% 14
Child Care Issues	31% 4	40% 6	22% 11	17% 1	20% 1	0% 0	9% 1	33% 1	33% 1	47% 8	9% 5
On-line School Issues	23% 3	47% 7	67% 34	0% 0	0% 0	55% 6	0% 0	33% 1	67% 2	47% 8	20% 11
Forgetting Appts	54% 7	67% 10	73% 37	17% 1	60% 3	45% 5	55% 6	100% 3	0% 0	29% 5	22% 12
Changing Routines	46% 6	20% 3	73% 37	17% 1	60% 3	64% 7	82% 9	0% 0	0% 0	71% 12	13% 7
Don't Know	8% 1	0% 0	4% 2	17% 1	0% 0	0% 0	0% 0	0% 0	0% 0	6% 1	0% 0
Other	15% 2	7% 1	14% 7	0% 0	0% 0	0% 0	0% 0	0% 0	67% 2	18% 3	11% 6

Frequency of Taking Medications as Prescribed, by Behavioral Health Setting

The following graphs show the frequency of individuals taking medications as prescribed, broken down by behavioral health setting. “Don’t Know” and “Not Applicable” responses are excluded from the denominator. Data from some behavioral health settings may be excluded due to a low number of responses.

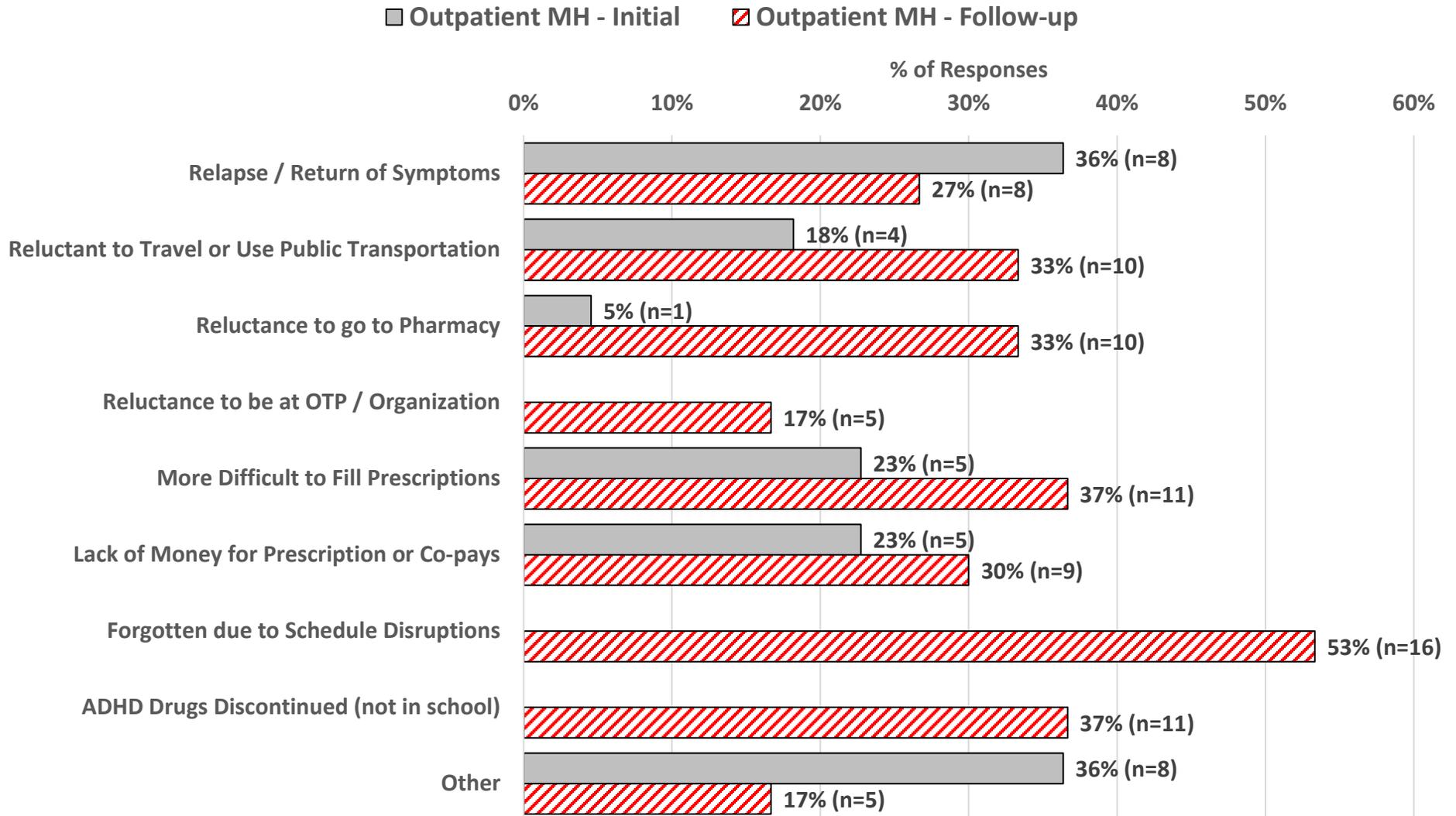


Below is the same information from the follow-up survey in table format.

	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support / Advocacy	Other Services
A Lot More Often	2% 1	5% 2	1% 4	4% 1	0% 0	3% 2	0% 0	6% 1	11% 2	6% 3	5% 4
More Often	9% 4	27% 12	18% 53	4% 1	15% 3	11% 8	13% 4	12% 2	17% 3	24% 12	14% 12
About the Same	83% 38	50% 22	68% 199	62% 16	75% 15	71% 52	65% 20	53% 9	56% 10	62% 31	71% 60
Less Often	7% 3	14% 6	9% 27	19% 5	10% 2	14% 10	19% 6	29% 5	17% 3	8% 4	7% 6
A Lot Less Often	0% 0	5% 2	3% 8	12% 3	0% 0	1% 1	3% 1	0% 0	0% 0	0% 0	4% 3

Reasons for Taking Medications as Prescribed Less Often, by Behavioral Health Setting

In these graphs, the denominator is the total number of respondents for the question, by behavioral health setting. The categories of “Reluctance to be at OTP or Organization”, “Forgotten Due to Schedule Disruptions”, and “ADHD Drugs Discontinued (not in school)” were added to the follow-up survey based on responses cited in the specification of “Other” responses in the initial survey. Data from some behavioral health settings may be excluded due to a low number of responses.

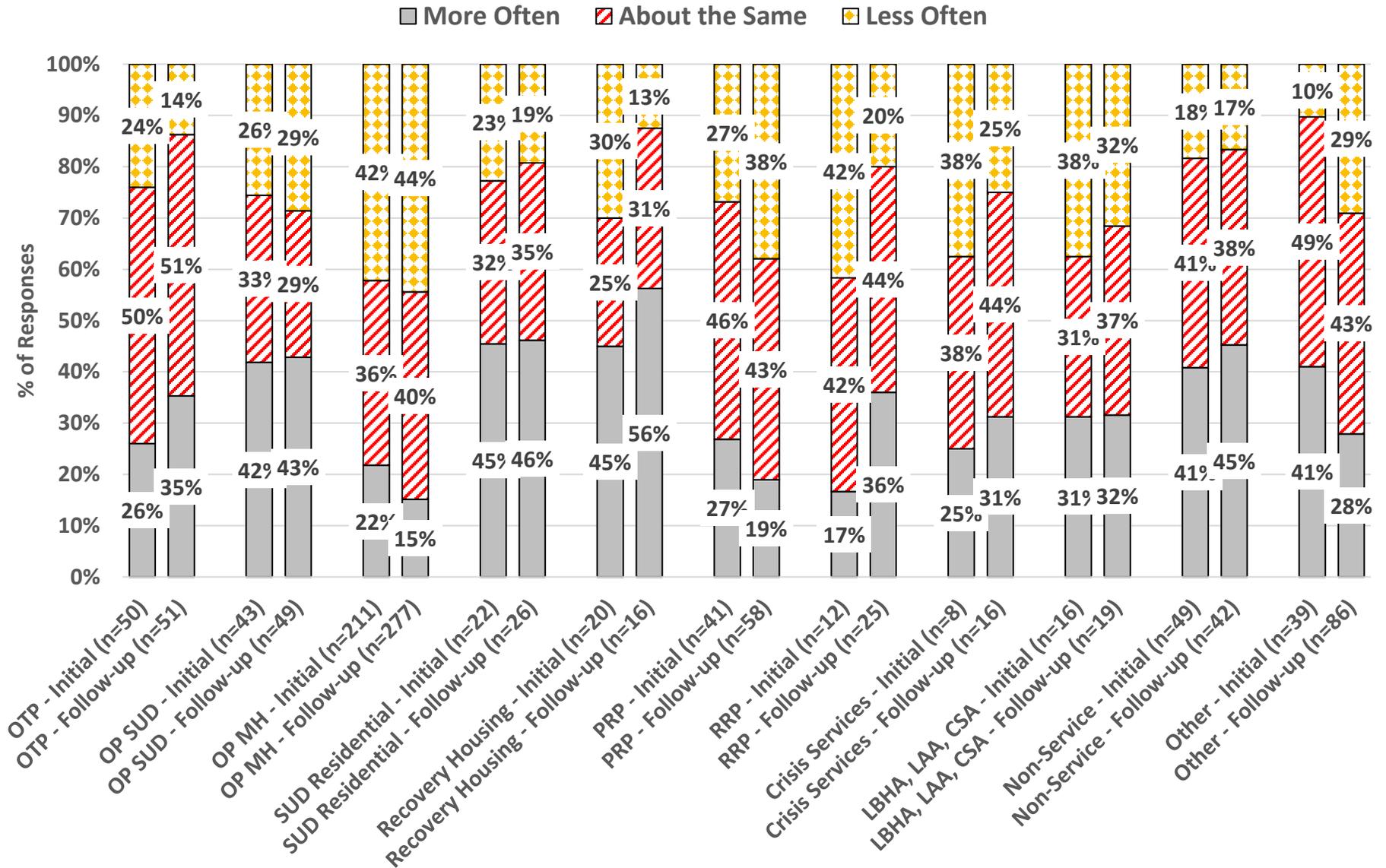


Below is the same information from the follow-up survey in table format.

	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support / Advocacy	Other Services
Return of Symptoms / Relapse	67% 2	75% 6	27% 8	100% 8	100% 2	67% 6	71% 5	75% 3	33% 1	50% 2	24% 4
Travel Fears	0% 0	13% 1	33% 10	25% 2	0% 0	56% 5	0% 0	25% 1	67% 2	50% 2	41% 7
Reluctant to enter Pharmacy	0% 0	13% 1	33% 10	13% 1	0% 0	22% 2	0% 0	0% 0	33% 1	75% 3	18% 3
Reluctance to be at OTP / Org.	33% 1	13% 1	17% 5	0% 0	0% 0	22% 2	14% 1	0% 0	0% 0	25% 1	24% 4
Refill Difficulty	33% 1	38% 3	37% 11	25% 2	50% 1	67% 6	14% 1	75% 3	0% 0	75% 3	24% 4
Lacking Funds for Co-pay	67% 2	25% 2	30% 9	38% 3	0% 0	11% 1	29% 2	25% 1	0% 0	75% 3	29% 5
Schedule Disruptions	67% 2	50% 4	53% 16	13% 1	50% 1	44% 4	14% 1	100% 4	33% 1	50% 2	29% 5
ADHD Meds Stopped (No School)	0% 0	13% 1	37% 11	0% 0	0% 0	11% 1	0% 0	25% 1	67% 2	25% 1	12% 2
Don't Know	0% 0	0% 0	13% 4	0% 0	50% 1	11% 1	14% 1	0% 0	0% 0	0% 0	6% 1
Other	33% 1	13% 1	17% 5	0% 0	0% 0	11% 1	29% 2	0% 0	67% 2	0% 0	6% 1

Frequency of Leaving Treatment Prematurely, by Behavioral Health Setting

The following graphs show the frequency of individuals leaving treatment prematurely, broken down by behavioral health setting. “Don’t Know” and “Not Applicable” responses are excluded from the denominator. Data from some behavioral health settings may be excluded due to a low number of responses.

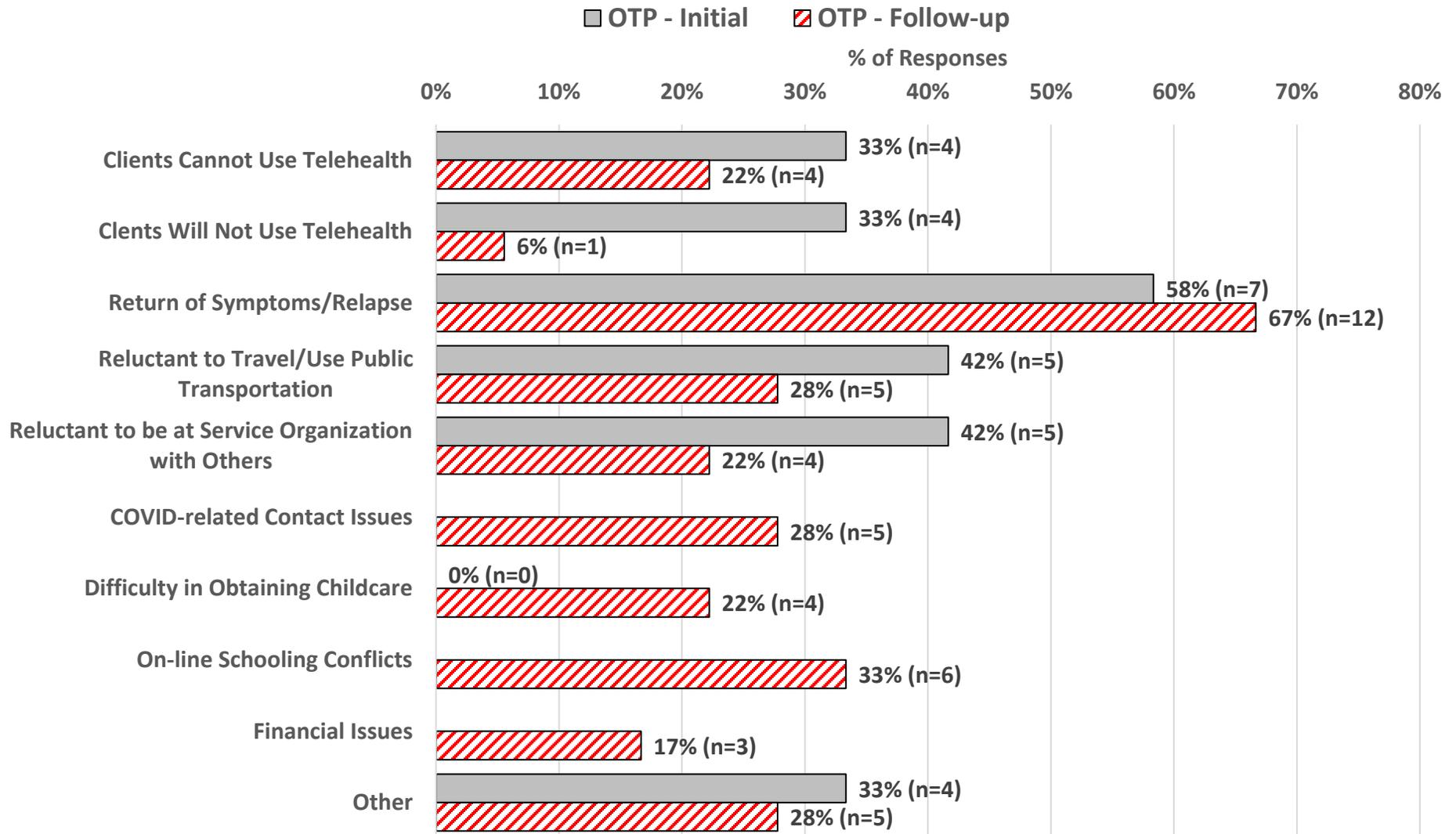


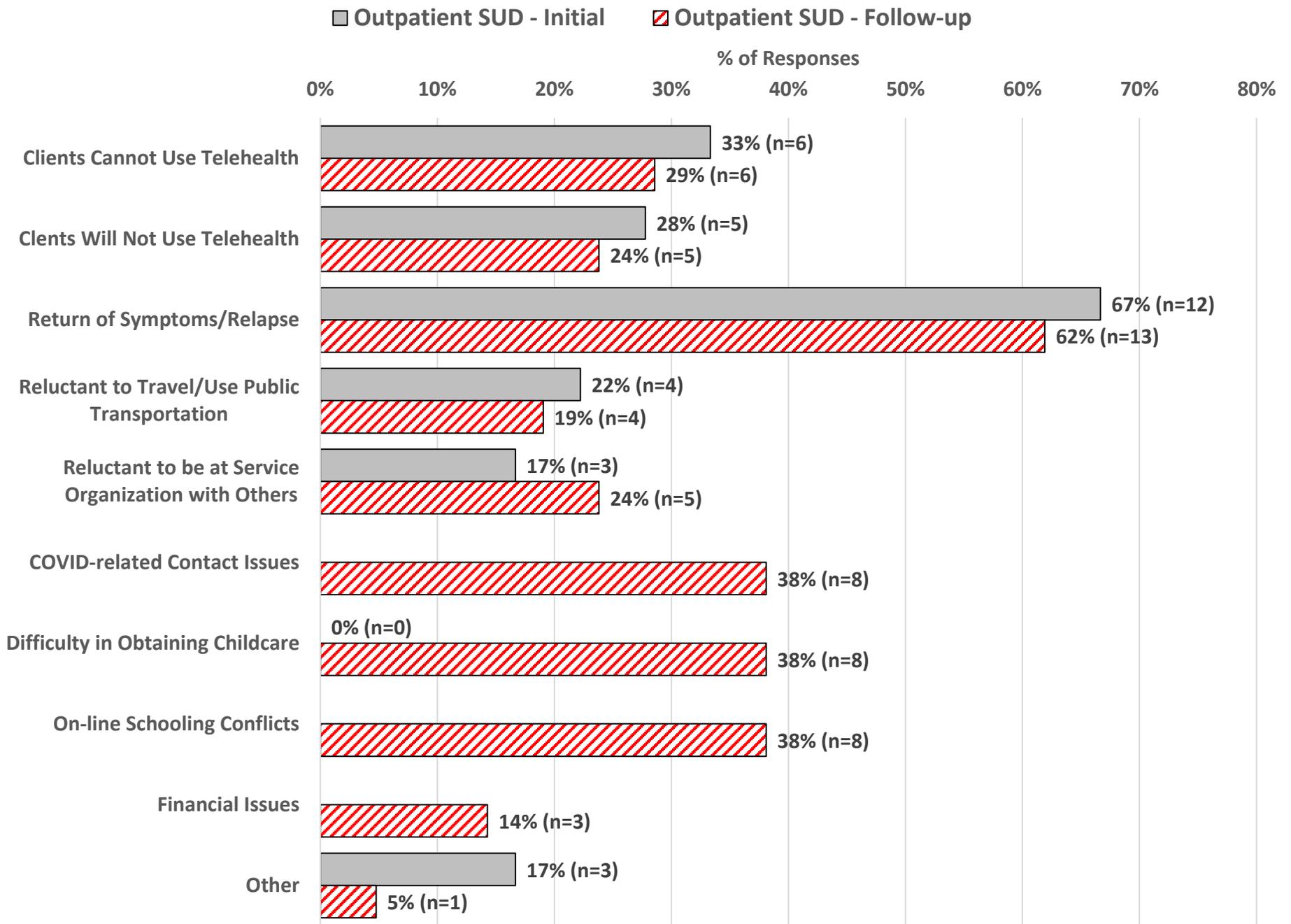
Below is the same information from the follow-up survey in table format.

	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support / Advocacy	Other Services
A Lot More Often	2% 1	2% 1	1% 4	19% 5	19% 3	0% 0	8% 2	0% 0	0% 0	5% 2	6% 5
More Often	33% 17	41% 20	14% 38	27% 7	38% 6	19% 11	28% 7	31% 5	32% 6	40% 17	22% 19
About the Same	51% 26	29% 14	40% 112	35% 9	31% 5	43% 25	44% 11	44% 7	37% 7	38% 16	43% 37
Less Often	12% 6	24% 12	33% 91	15% 4	13% 2	24% 14	20% 5	19% 3	26% 5	17% 7	23% 20
A Lot Less Often	2% 1	4% 2	12% 32	4% 1	0% 0	14% 8	0% 0	6% 1	5% 1	0% 0	6% 5

Reasons for Leaving Treatment Early, by Behavioral Health Setting

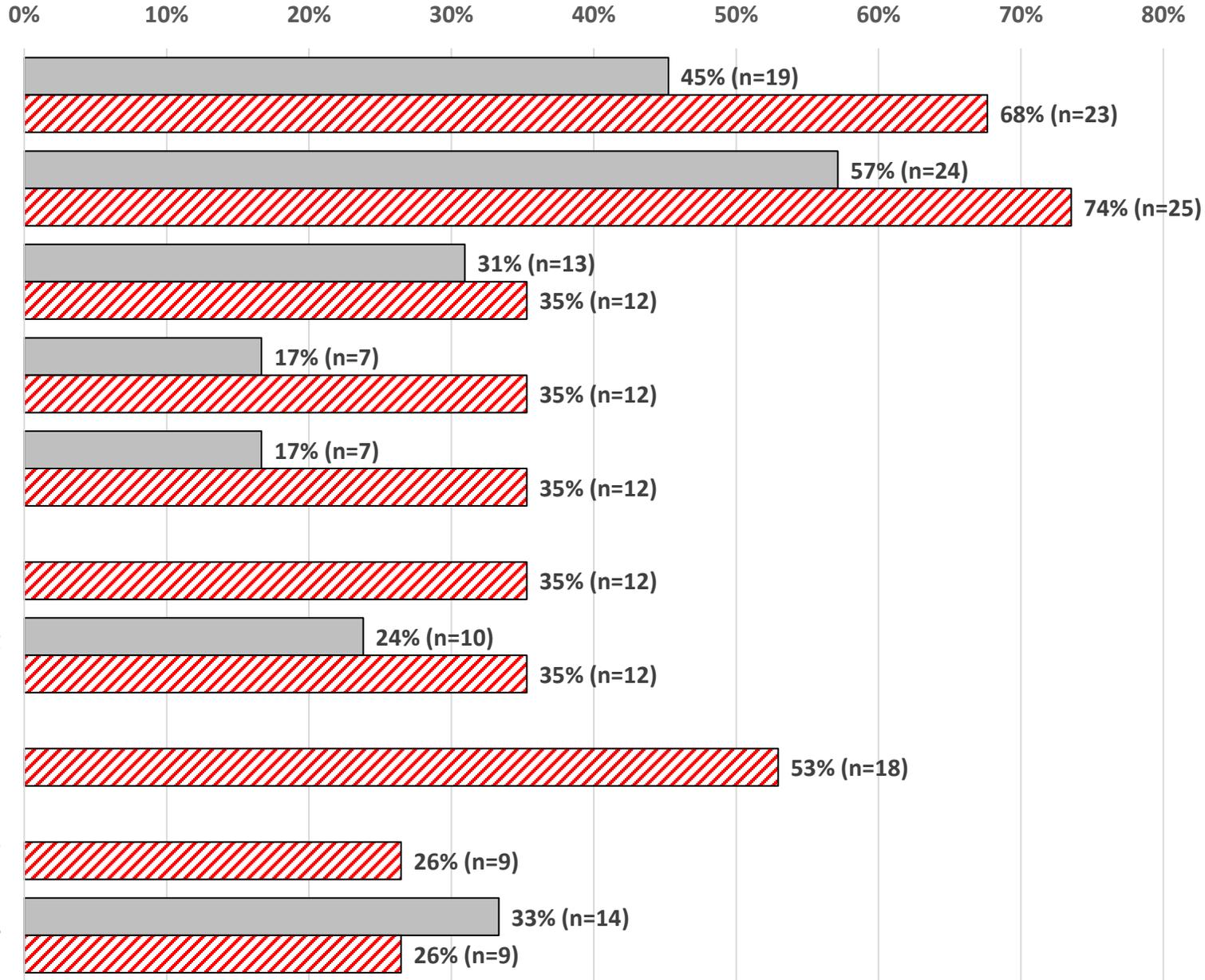
In these graphs, the denominator is the total number of respondents for the question, by behavioral health setting. The categories of “Fear of Getting COVID-19”, “On-line Schooling Conflicts”, and “Financial Issues” were added to the follow-up survey based on responses cited in the specification of “Other” responses in the initial survey. Data from some behavioral health settings may be excluded due to a low number of responses.





Outpatient MH - Initial
 Outpatient MH - Follow-up

% of Responses

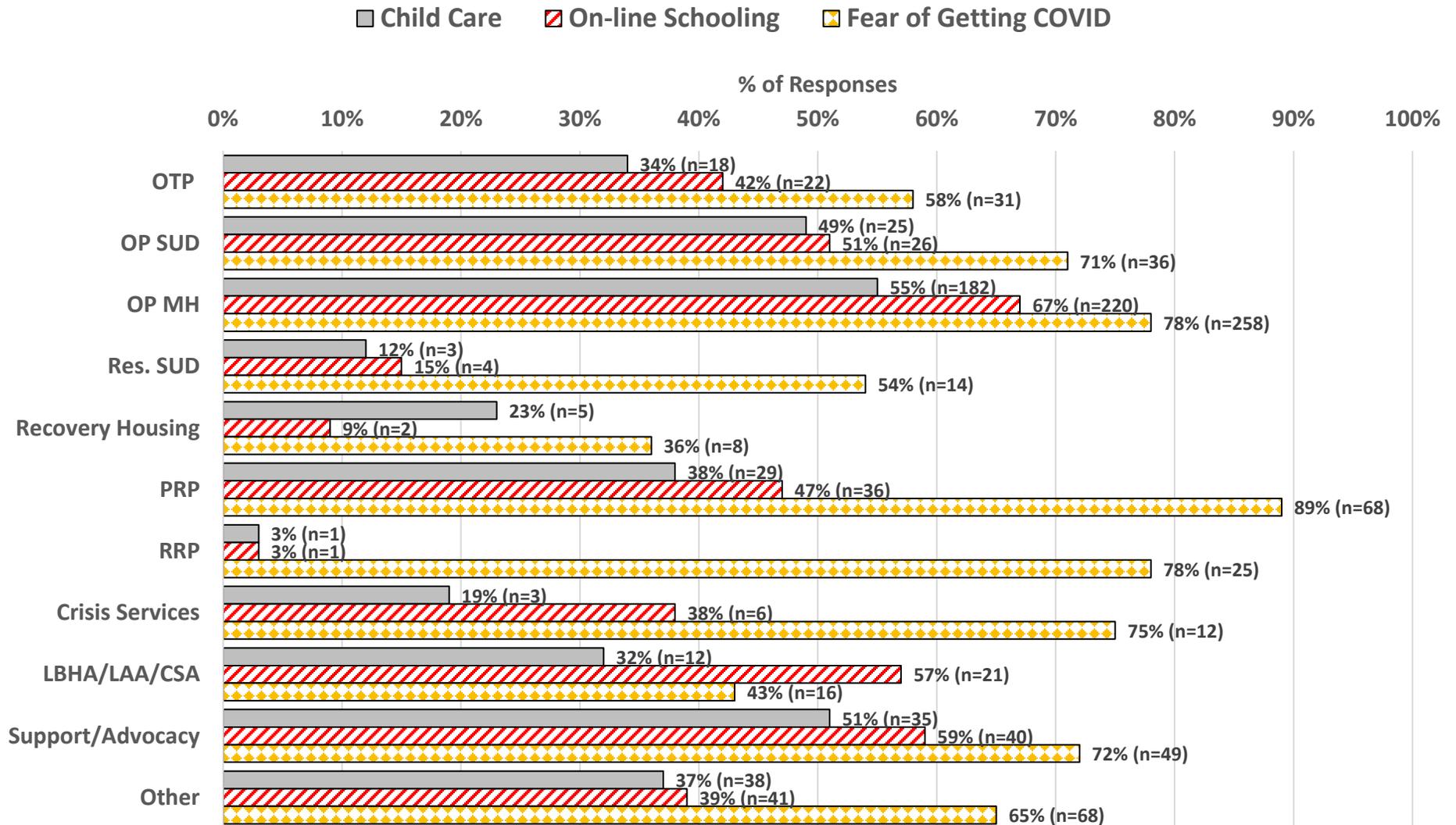


Below is the same information from the follow-up survey in table format.

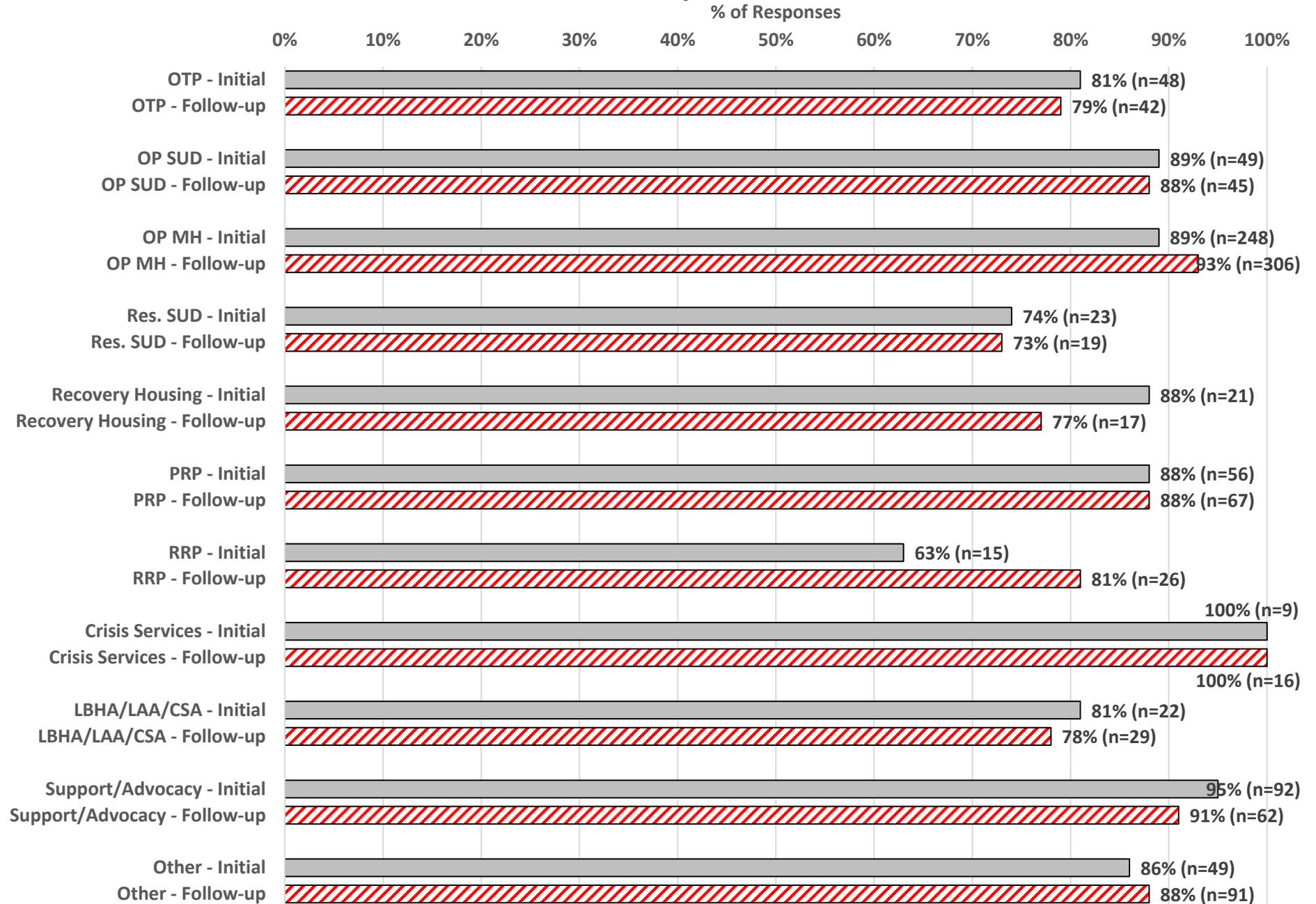
	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support / Advocacy	Other Services
Clients Cannot Telehealth	22% 4	29% 6	68% 23	17% 2	0% 0	36% 4	22% 2	40% 2	20% 1	67% 10	27% 9
Clients Will Not Telehealth	6% 1	24% 5	74% 25	8% 1	22% 2	36% 4	22% 2	40% 2	20% 1	67% 10	27% 9
Return of Symptoms / Relapse	67% 12	62% 13	35% 12	50% 6	67% 6	18% 2	56% 5	60% 3	40% 2	27% 4	30% 10
Travel Fears	28% 5	19% 4	35% 12	8% 1	0% 0	9% 1	11% 1	20% 1	0% 0	40% 6	21% 7
Reluctance to be at Service Org.	22% 4	24% 5	35% 12	42% 5	11% 1	9% 1	44% 4	60% 3	40% 2	27% 4	30% 10
Fear of getting COVID-19	28% 5	38% 8	35% 12	50% 6	22% 2	36% 4	44% 4	40% 2	40% 2	60% 9	48% 16
Childcare Issues	22% 4	38% 8	35% 12	0% 0	0% 0	18% 2	11% 1	40% 2	40% 2	47% 7	18% 6
On-line School Conflicts	33% 6	38% 8	53% 18	8% 1	0% 0	27% 3	0% 0	40% 2	40% 2	47% 7	18% 6
Don't Know	17% 3	14% 3	26% 9	25% 3	44% 4	27% 3	0% 0	20% 1	40% 2	40% 6	15% 5
Other	6% 1	10% 2	9% 3	0% 0	22% 2	9% 1	0% 0	0% 0	0% 0	0% 0	3% 1

Concerns and Challenges, by Behavioral Health Setting

The following graphs show the percentage and number of respondents who provided responses for the question “Compared to three months ago, based on your own observations or what others are telling you, what are individuals or families telling you about the concerns and the challenges they are facing? (check all that apply)”, by type of behavioral health setting. More detailed information can be found in the Supplemental Report – Tables. Data from some behavioral health settings may be excluded due to a low number of responses.



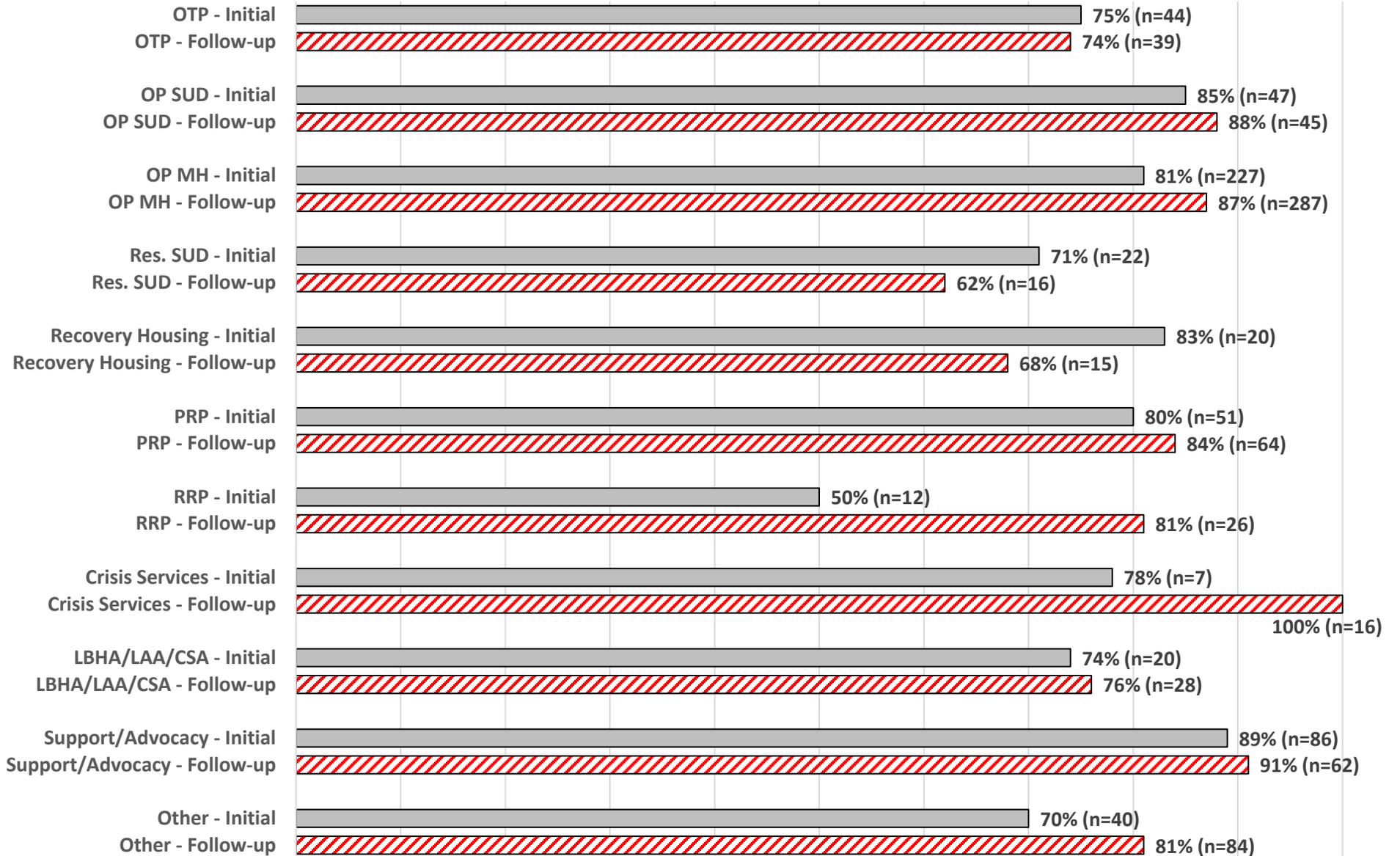
Anxiety



Depression

% of Responses

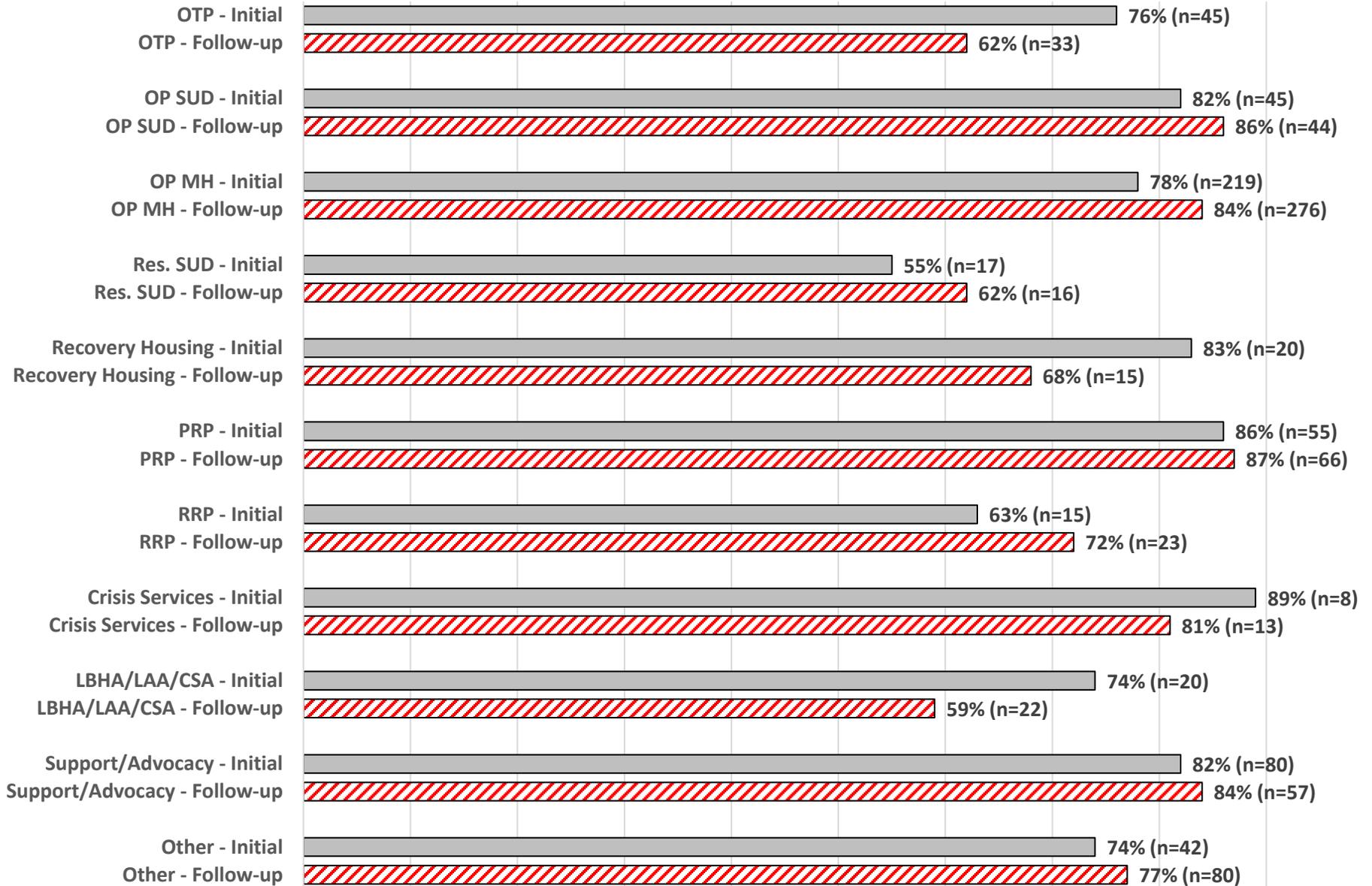
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



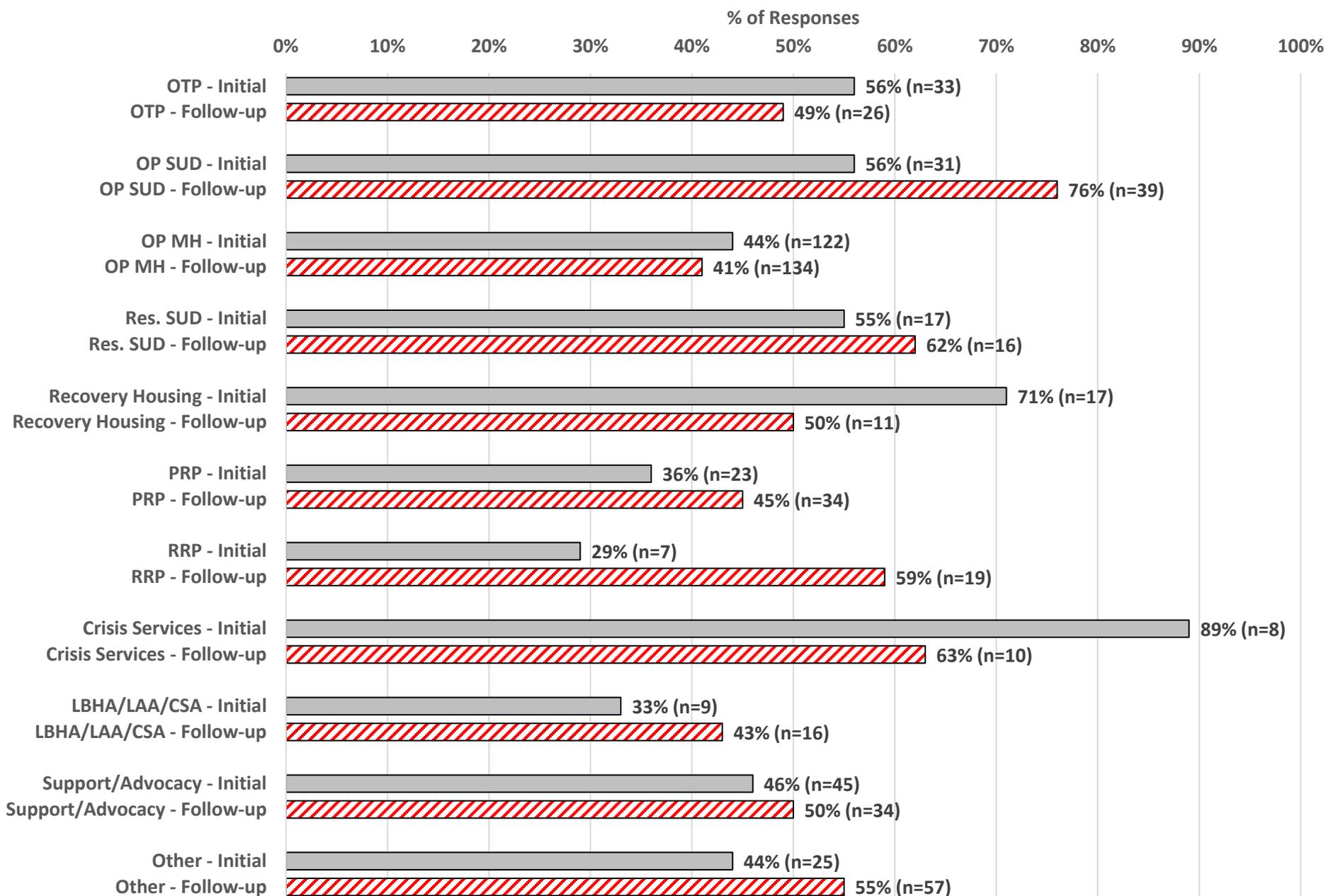
Loneliness

% of Responses

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



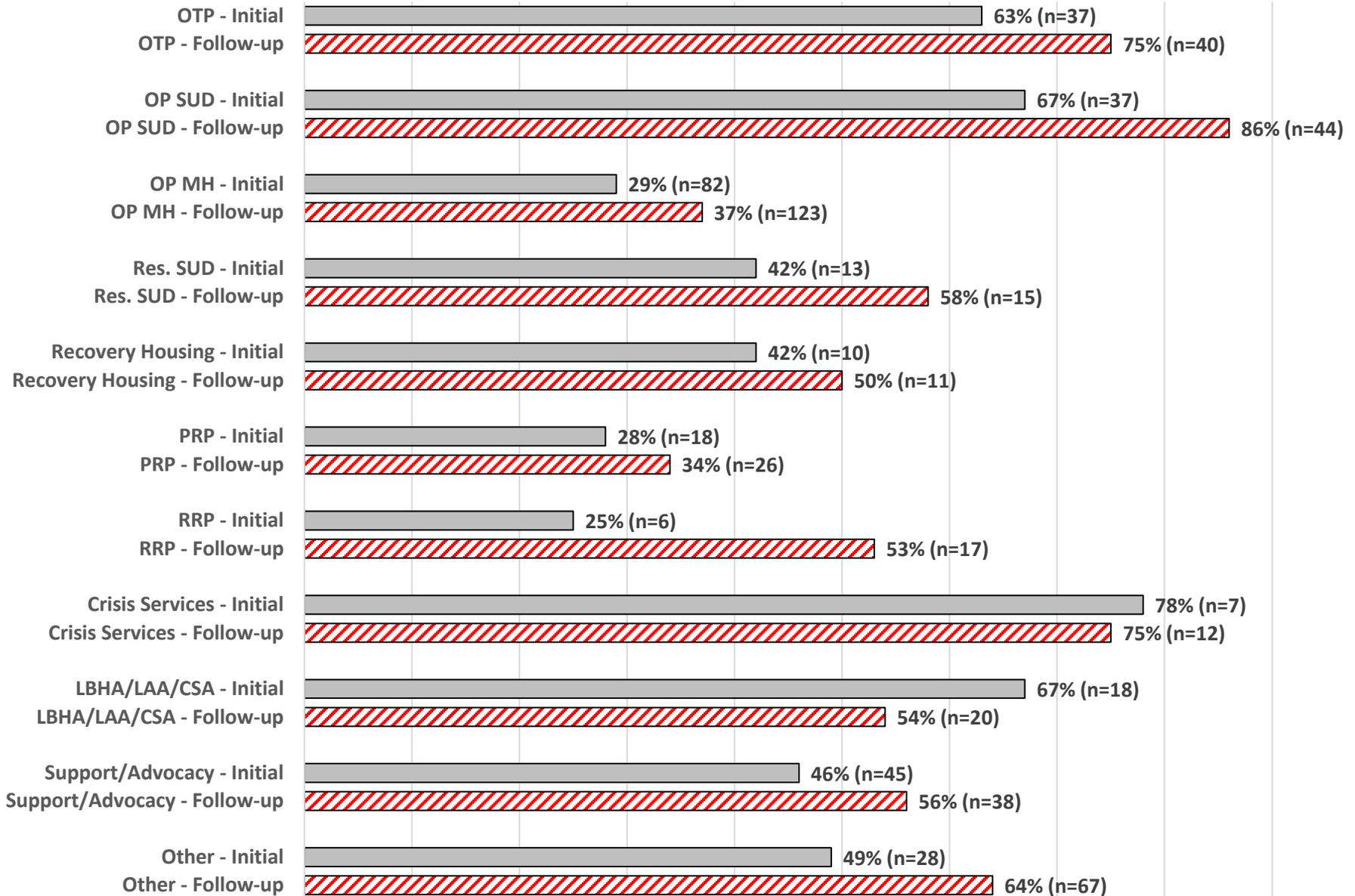
Return of Symptoms, Including Relapses



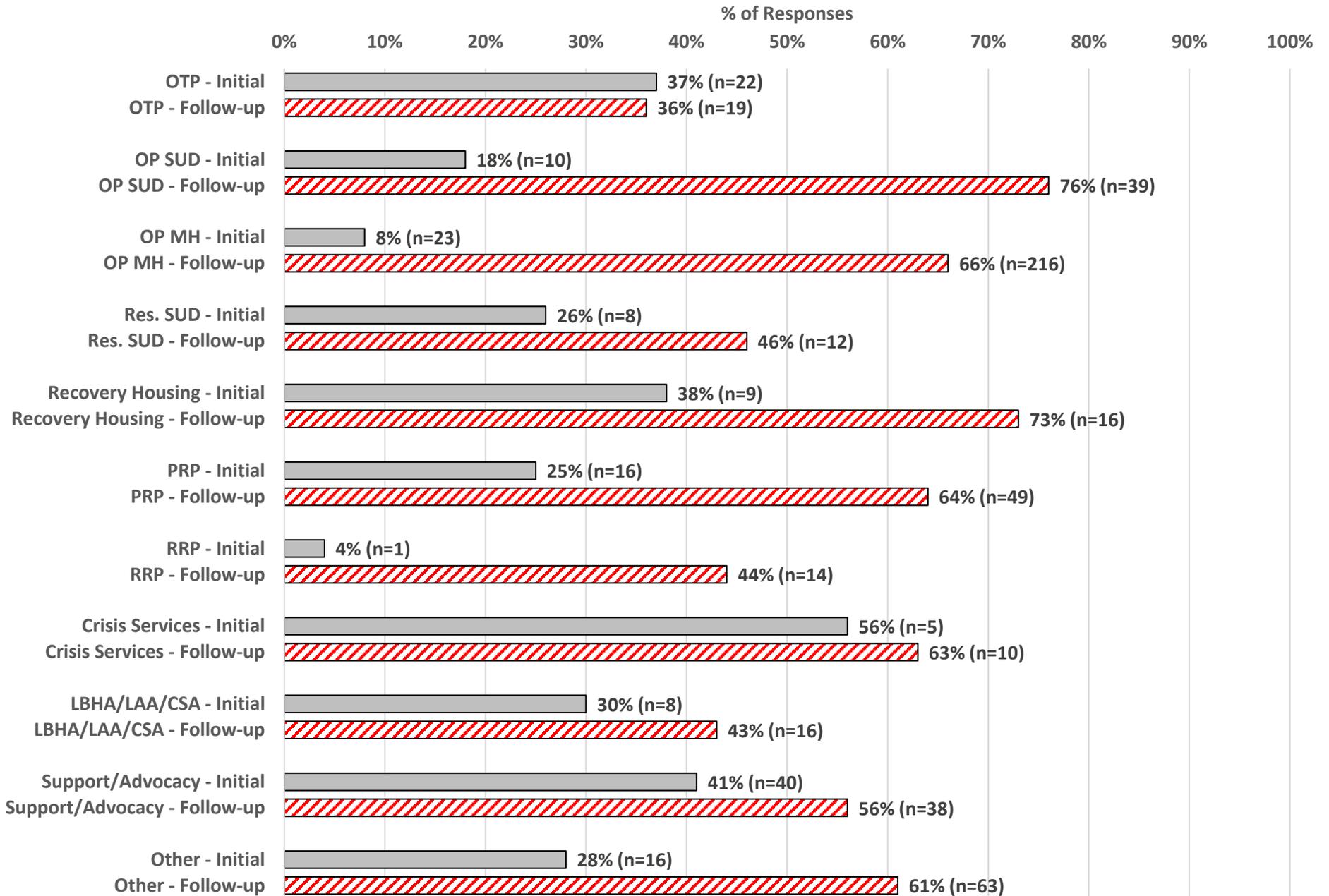
Substance Use

% of Responses

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Lack of Financial Resources



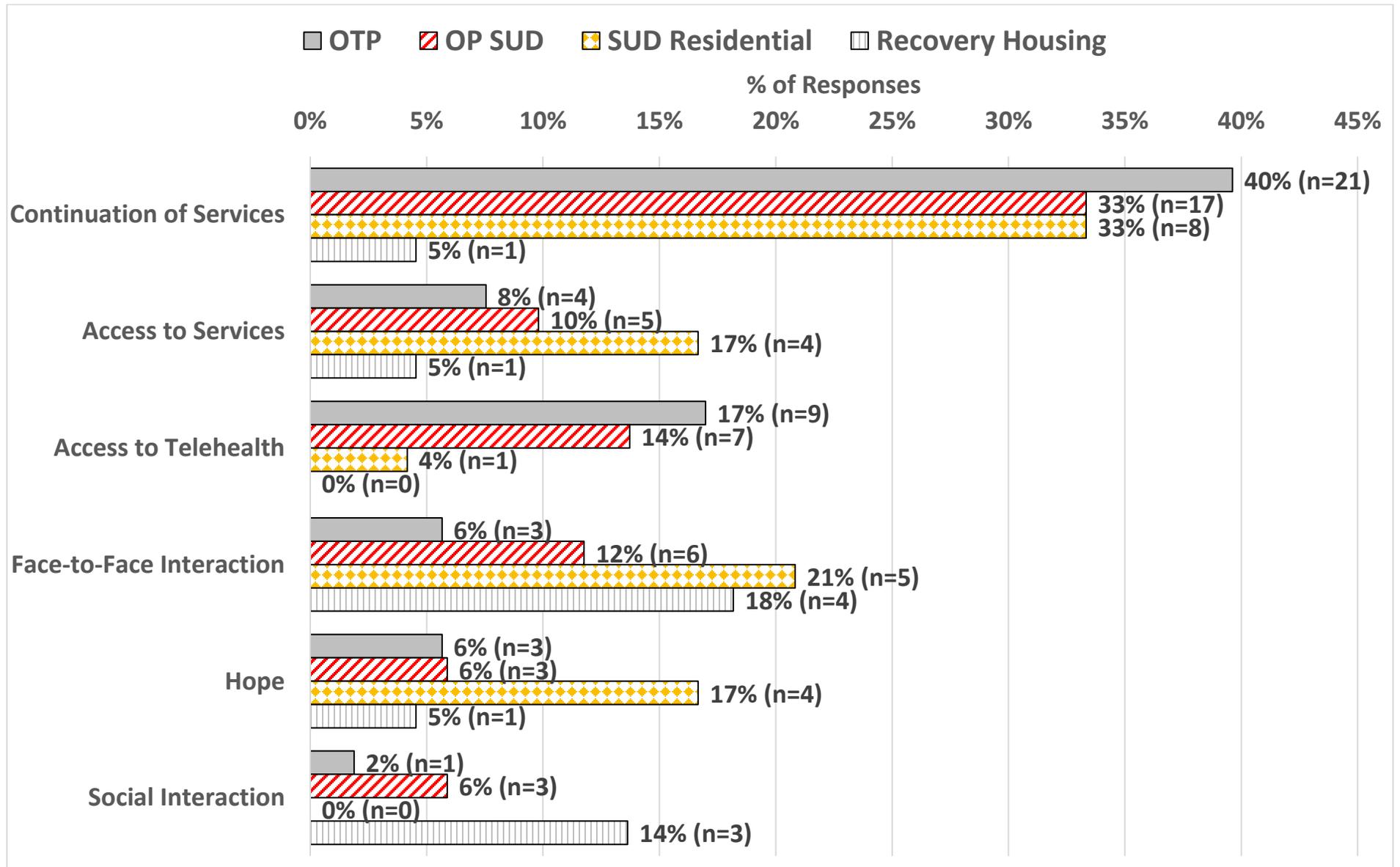
Below is the same information from the follow-up survey in table format.

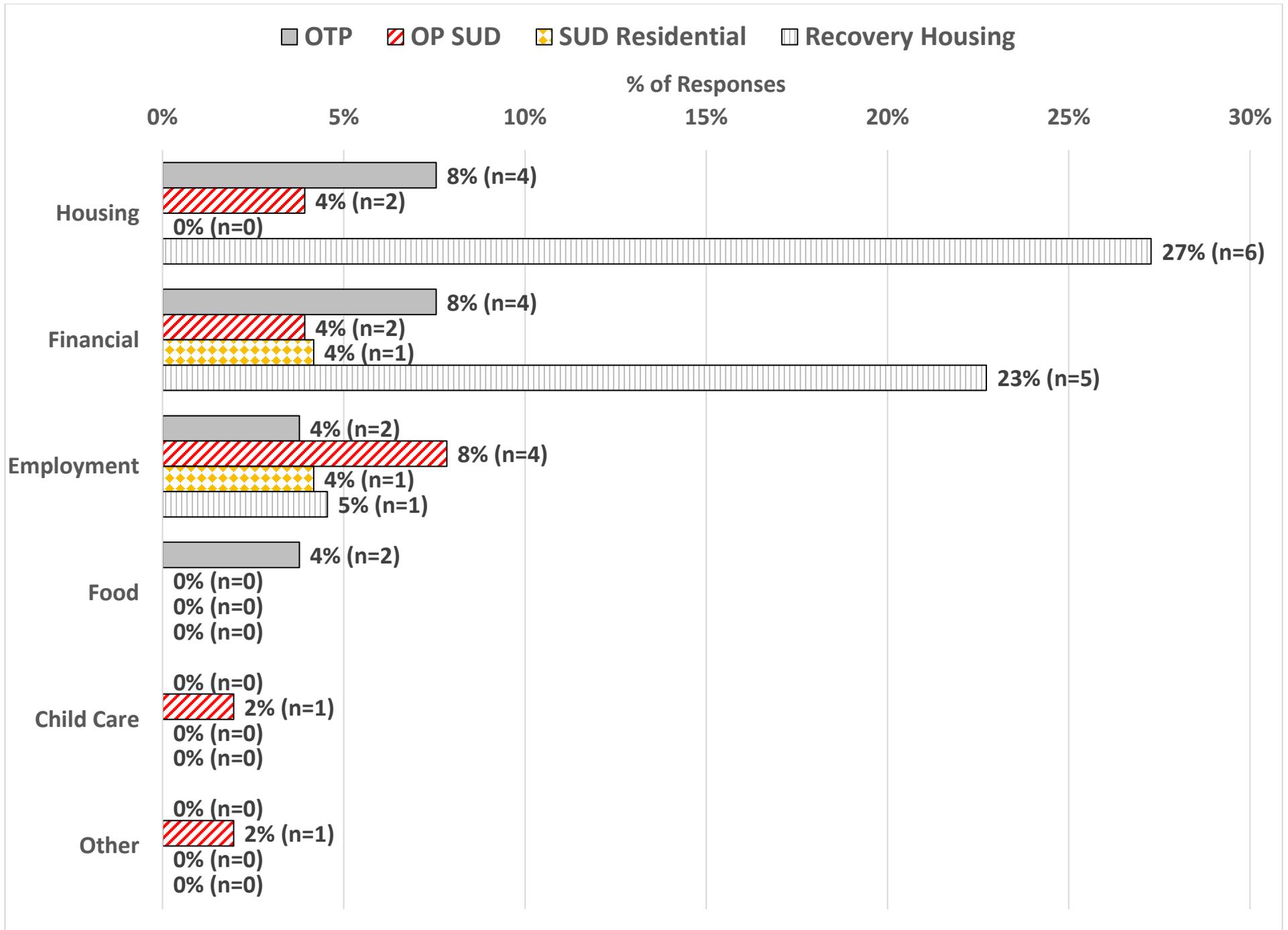
	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support Advocacy	Other Services
Anxiety	79% 42	88% 45	93% 306	73% 19	77% 17	88% 67	81% 26	100% 16	78% 29	91% 62	88% 91
Depression	74% 39	88% 45	87% 287	62% 16	68% 15	84% 64	81% 26	100% 16	76% 28	91% 62	81% 84
Suicide ideas, Attempts	13% 7	24% 12	39% 127	23% 6	14% 3	25% 19	16% 5	50% 8	30% 11	34% 23	34% 35
Loneliness	62% 33	86% 44	84% 276	62% 16	68% 15	87% 66	72% 23	81% 13	59% 22	84% 57	77% 80
Relapse	49% 26	76% 39	41% 134	62% 16	50% 11	45% 34	59% 19	63% 10	43% 16	50% 34	55% 57
Substance Use	75% 40	86% 44	37% 123	58% 15	50% 11	34% 26	53% 17	75% 12	54% 20	56% 38	64% 67
Overdoses	26% 14	37% 19	3% 11	23% 6	27% 6	4% 3	6% 2	13% 2	27% 10	19% 13	22% 23
Gambling	0% 0	6% 3	2% 8	0% 0	0% 0	1% 1	6% 2	0% 0	0% 0	3% 2	2% 2
Domestic Violence	9% 5	18% 9	20% 66	8% 2	23% 5	9% 7	3% 1	44% 7	19% 7	10% 7	9% 9
Child Abuse	2% 1	6% 3	8% 25	4% 1	9% 2	1% 1	0% 0	13% 2	8% 3	9% 6	8% 8

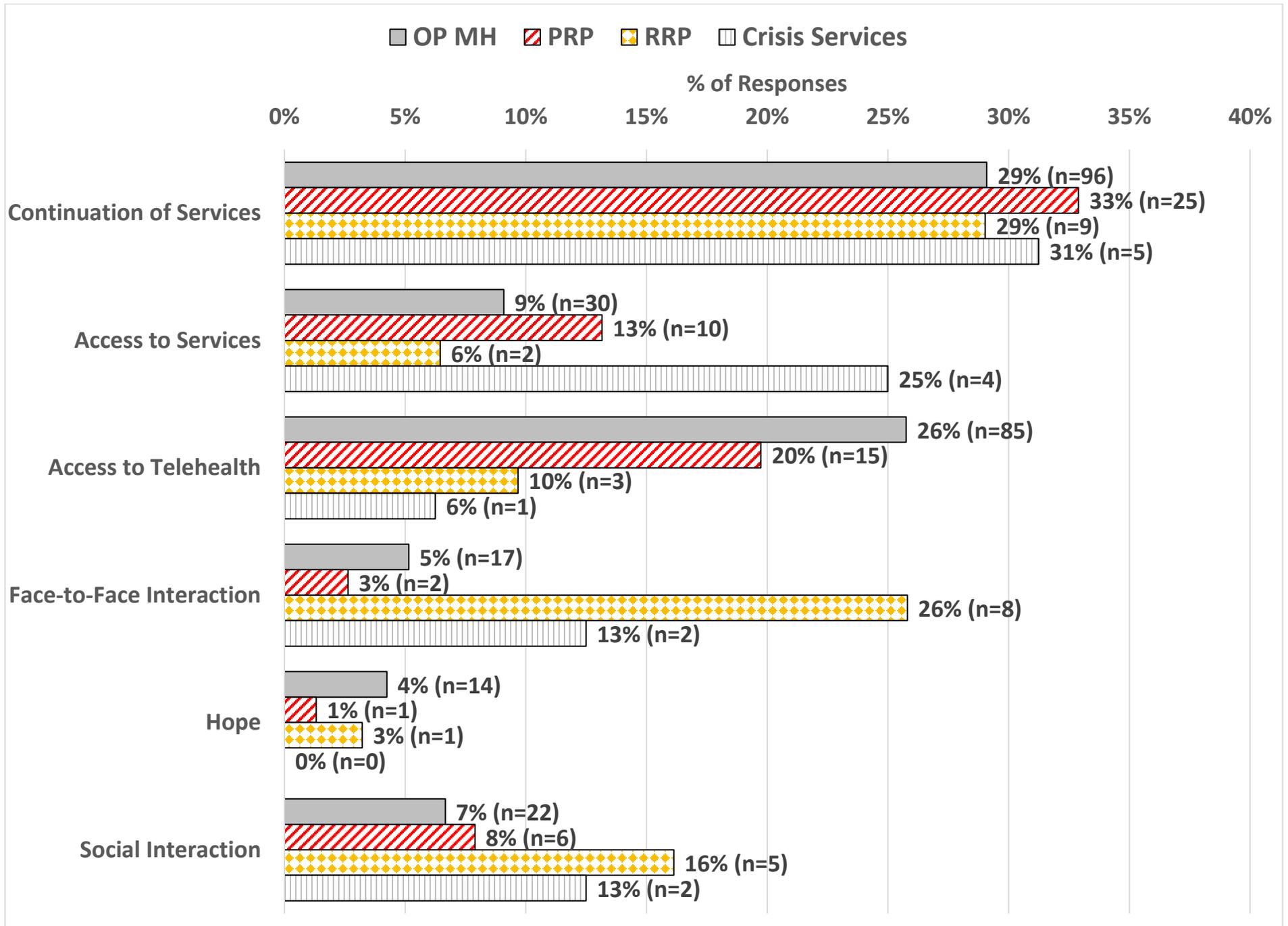
	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support Advocacy	Other Services
Need Food	13% 7	24% 12	23% 76	19% 5	14% 3	42% 32	25% 8	25% 4	11% 4	46% 31	30% 31
Housing	47% 25	37% 19	40% 132	38% 10	32% 7	51% 39	13% 4	44% 7	46% 17	56% 38	48% 50
Homelessness	30% 16	33% 17	19% 63	42% 11	23% 5	22% 17	16% 5	56% 9	41% 15	41% 28	37% 38
Lack of Money	36% 19	76% 39	66% 216	46% 12	73% 16	64% 49	44% 14	63% 10	43% 16	56% 38	61% 63
Grief	30% 16	33% 17	48% 157	19% 5	18% 4	36% 27	25% 8	31% 5	19% 7	35% 24	26% 27
Childcare Issues	34% 18	49% 25	55% 182	12% 3	23% 5	38% 29	3% 1	19% 3	32% 12	51% 35	37% 38
On-Line Schooling	42% 22	51% 26	67% 220	15% 4	9% 2	47% 36	3% 1	38% 6	57% 21	59% 40	39% 41
COVID Fear	58% 31	71% 36	78% 258	54% 14	36% 8	89% 68	78% 25	75% 12	43% 16	72% 49	65% 68
None	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	1% 1
Don't Know	2% 1	0% 0	1% 2	8% 2	0% 0	0% 0	3% 1	0% 0	8% 3	1% 1	3% 3
Other	4% 2	4% 2	6% 20	0% 0	0% 0	1% 1	3% 1	0% 0	3% 1	7% 5	2% 2

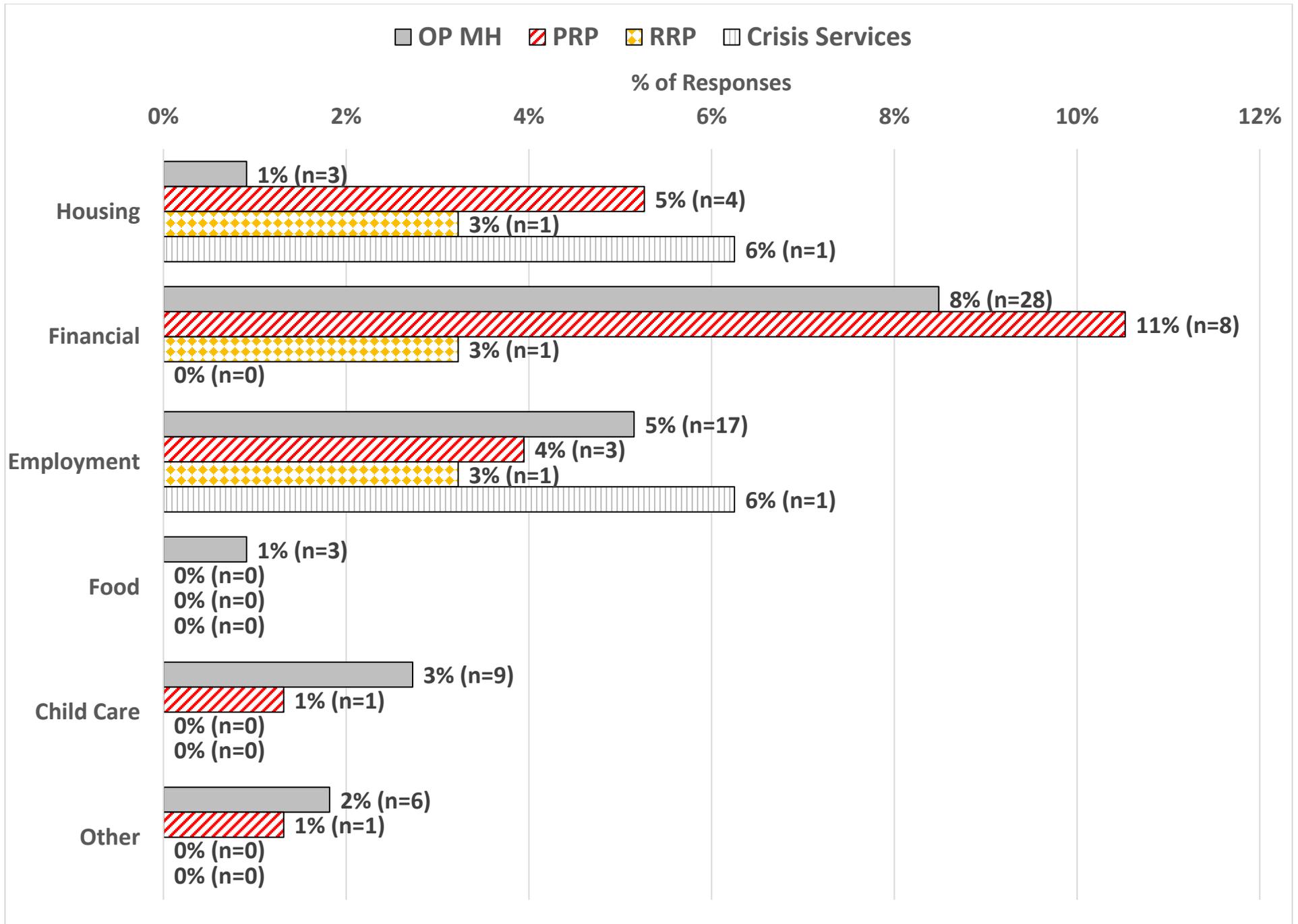
Most Needed Service or Support, by Behavioral Health Setting

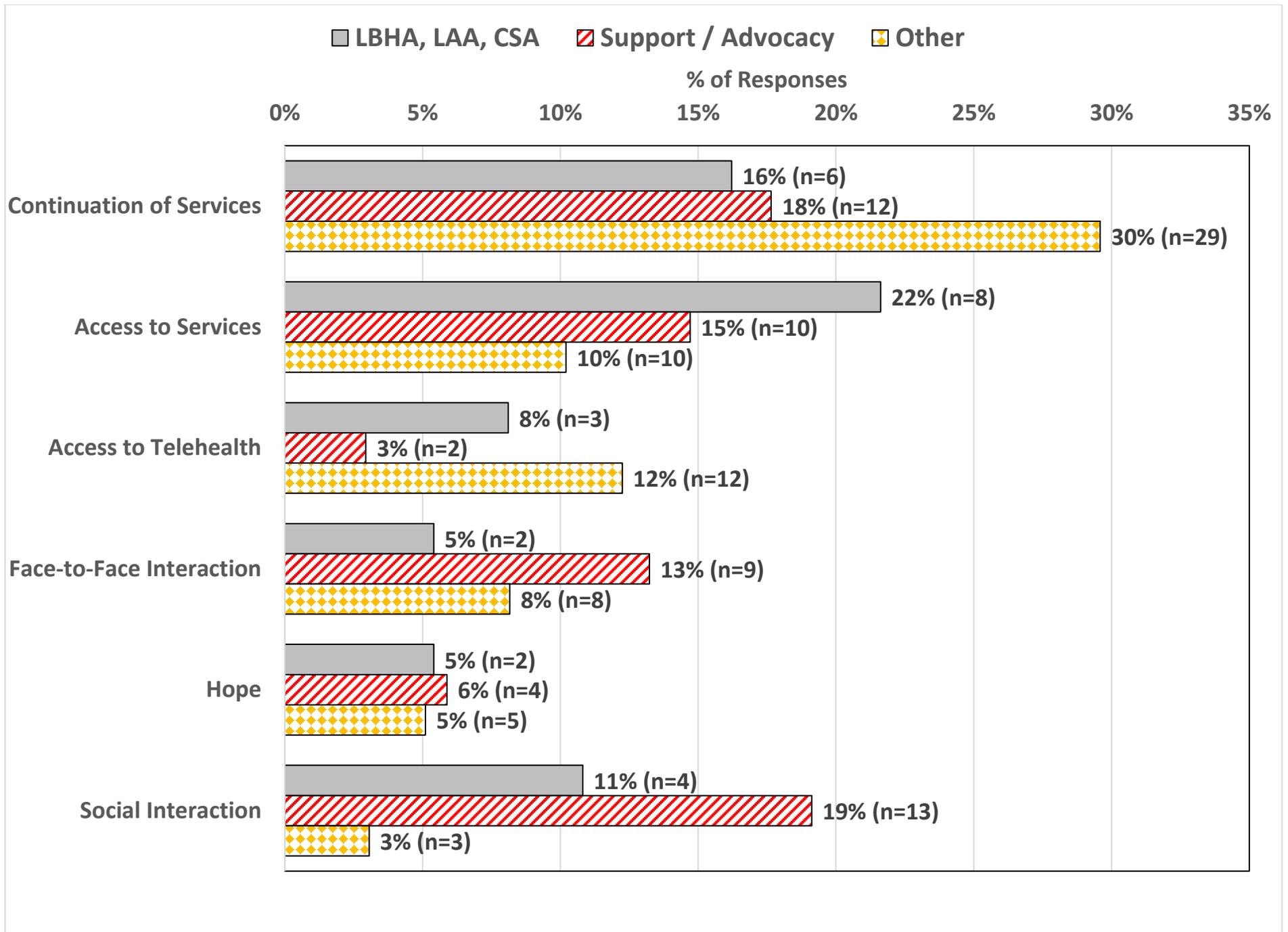
The graphs below show the number and percentages of what respondents thought was the most needed service or support, by type of behavioral health setting. Data from some behavioral health settings may be excluded due to a low number of responses.

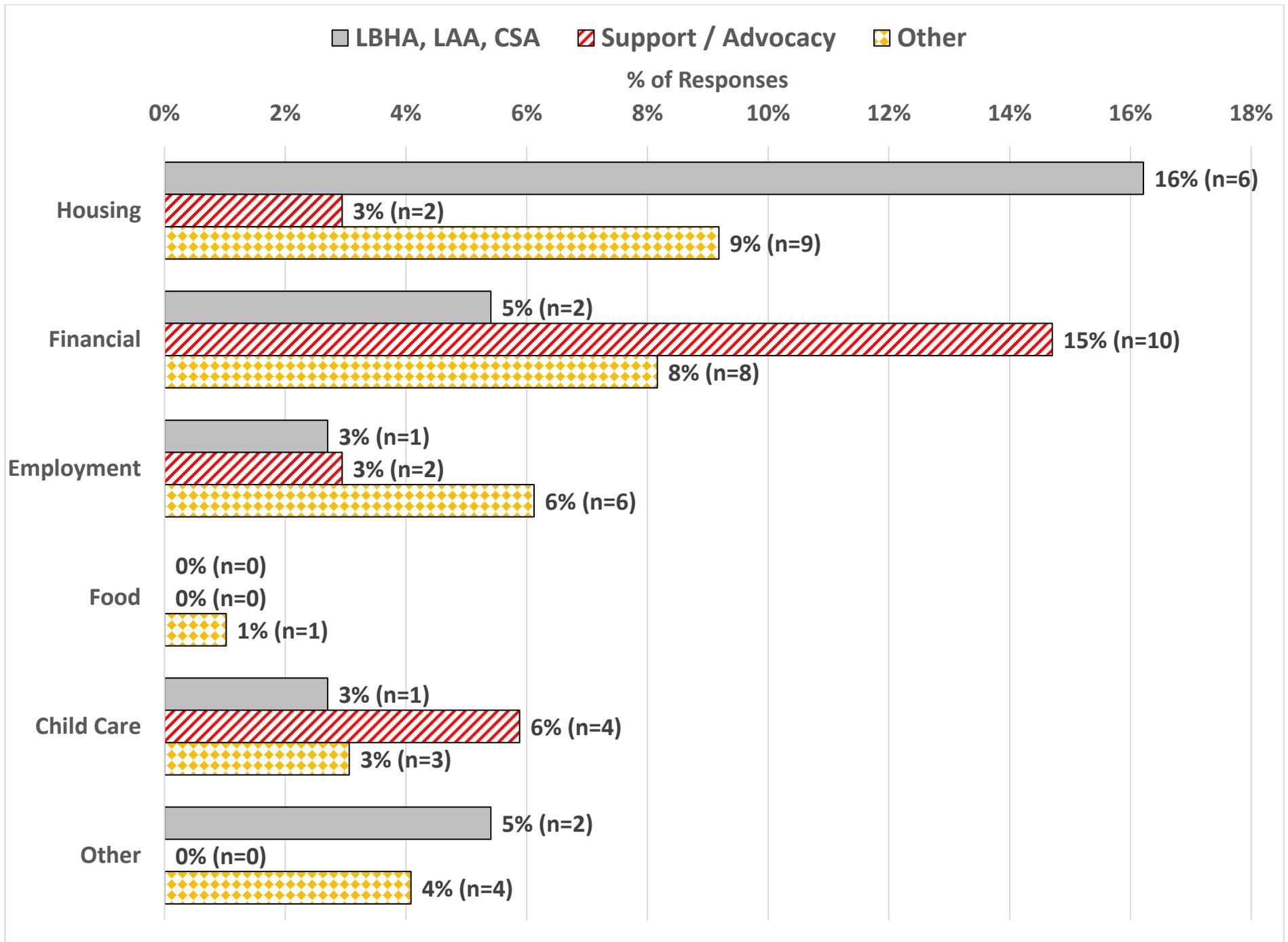










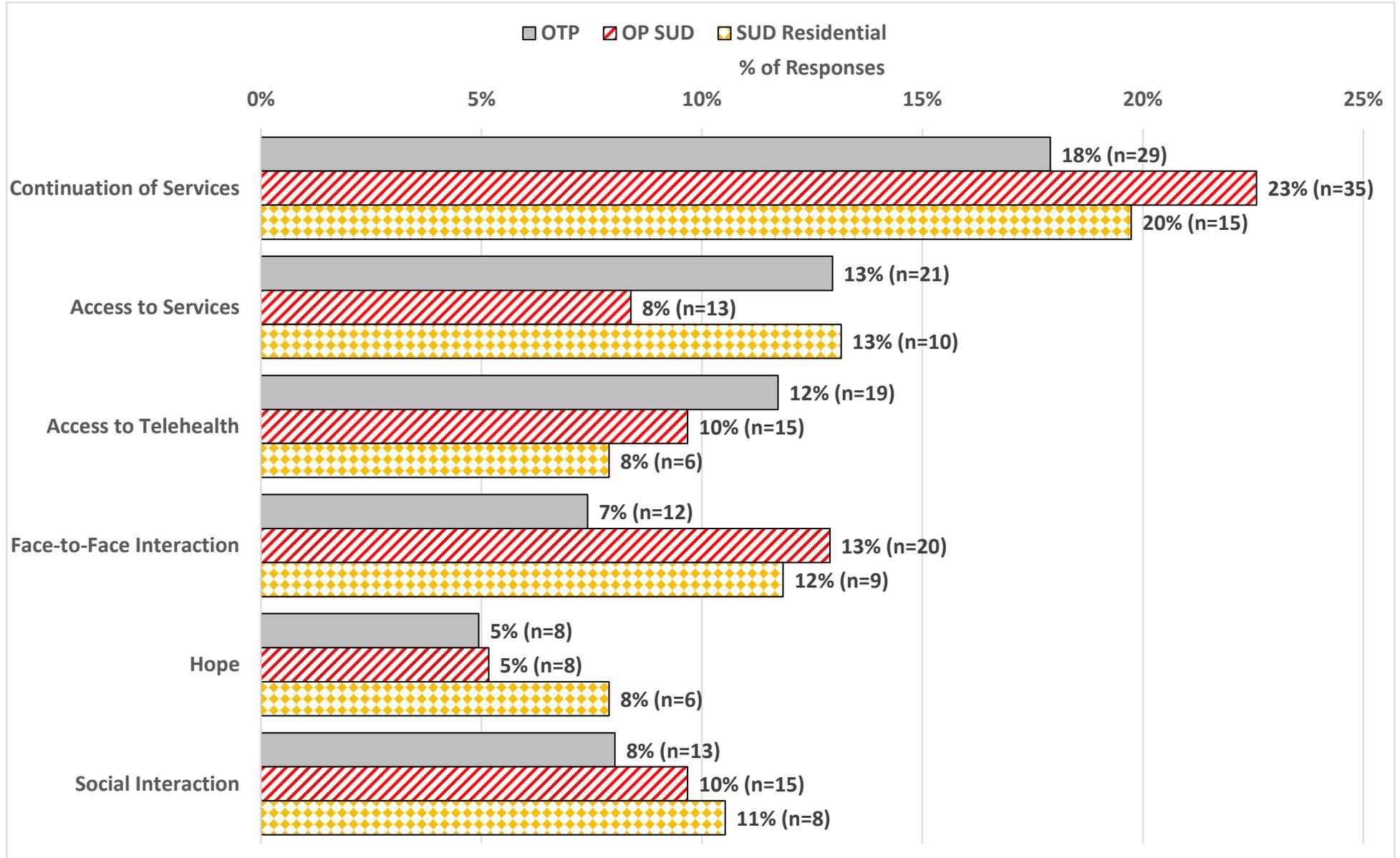


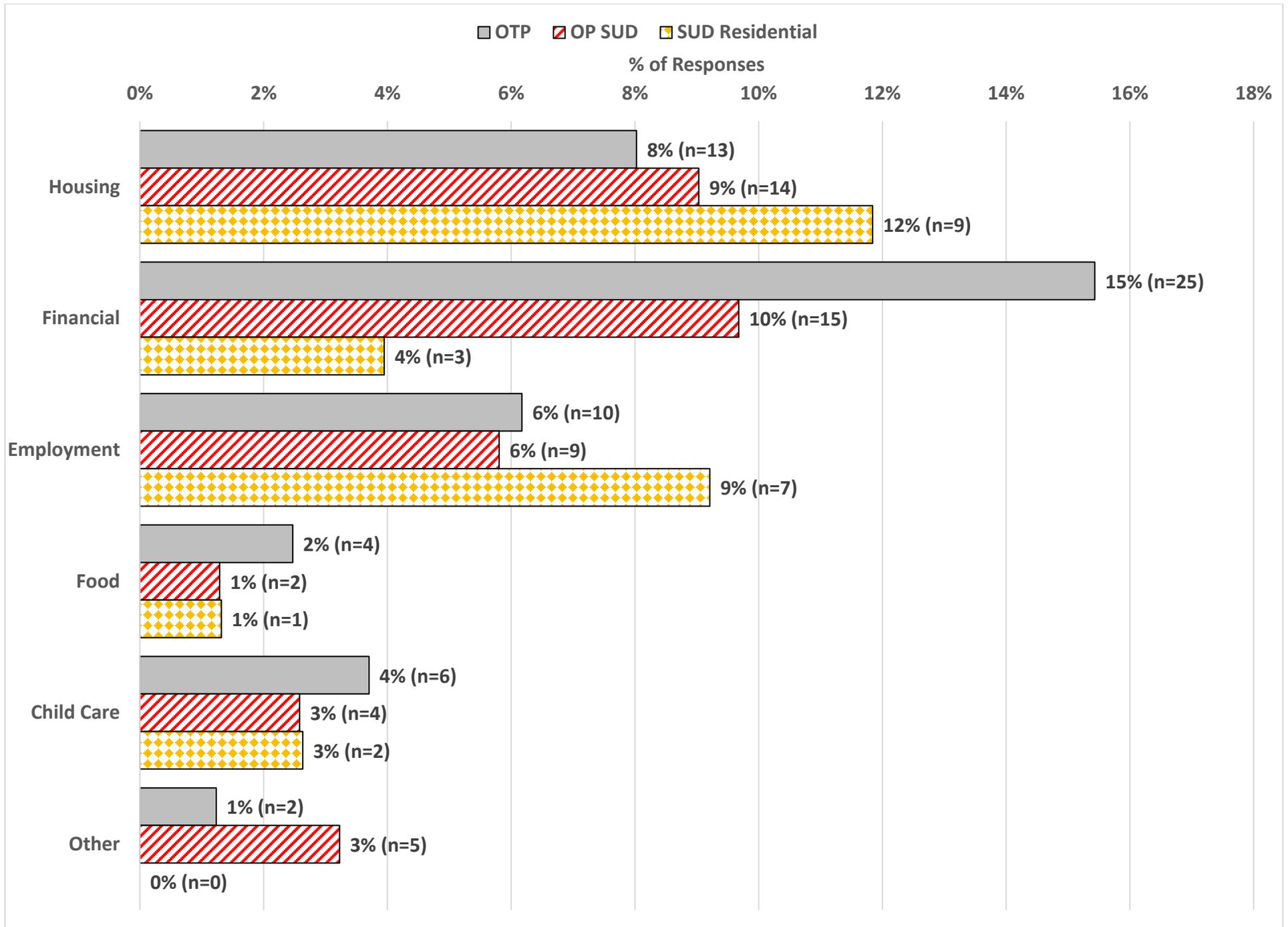
Below is the same information from the follow-up survey in table format.

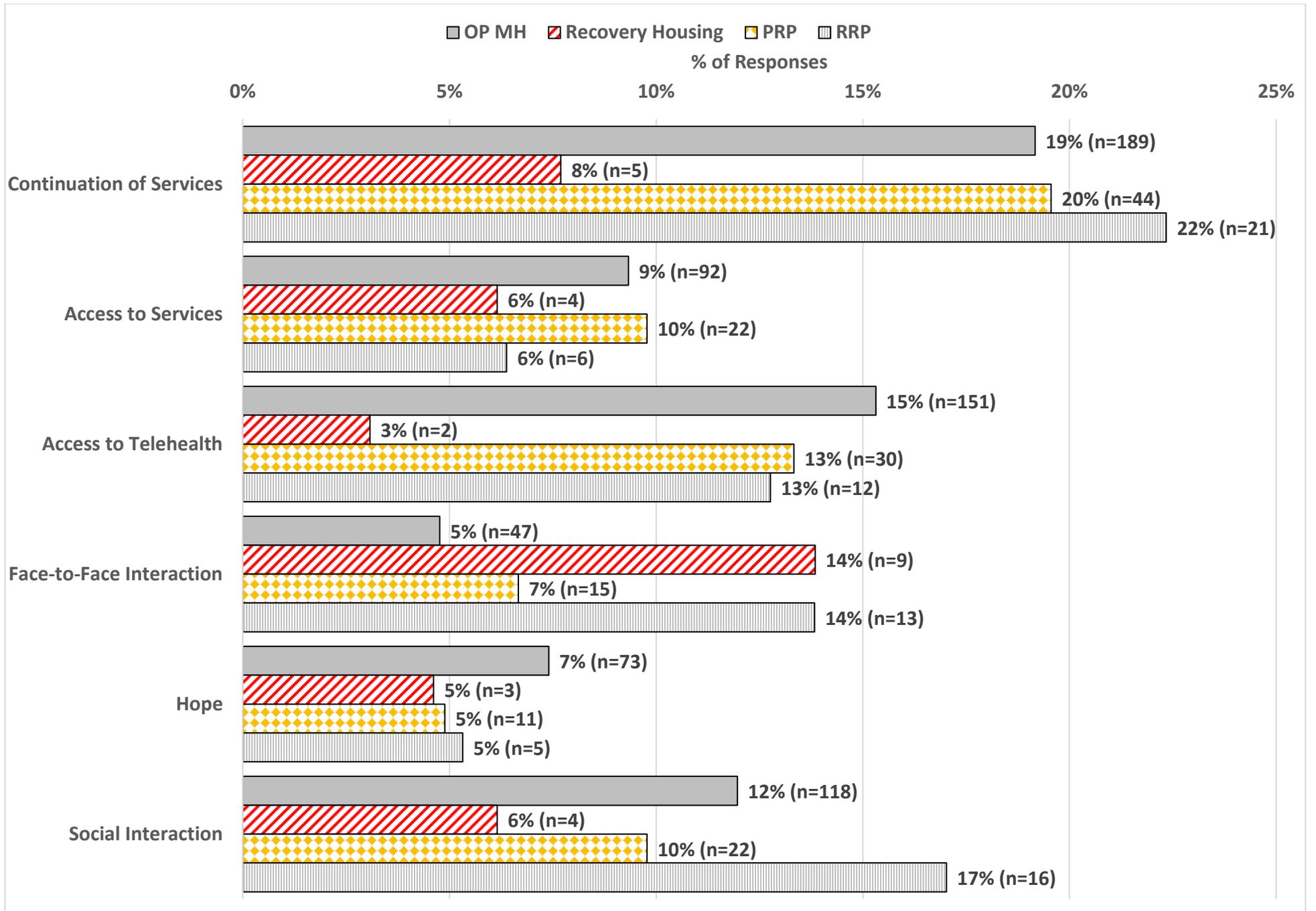
	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support Advocacy	Other Services
Continued Services	40% 21	33% 17	29% 96	33% 8	5% 1	33% 25	29% 9	31% 5	17% 6	18% 12	30% 29
Access to Services	8% 4	10% 5	9% 30	17% 4	5% 1	13% 10	6% 2	25% 4	22% 8	15% 10	10% 10
Telehealth Access	17% 9	14% 7	26% 85	4% 1	0% 0	20% 15	10% 3	6% 1	8% 3	3% 2	12% 12
Face-to-Face Interaction	6% 3	12% 6	5% 17	21% 5	18% 4	3% 2	26% 8	13% 2	6% 2	13% 9	8% 8
Housing	8% 4	4% 2	1% 3	0% 0	27% 6	5% 4	3% 1	6% 1	17% 6	3% 2	9% 9
Financial Assistance	8% 4	4% 2	9% 28	4% 1	23% 5	11% 8	3% 1	0% 0	6% 2	15% 10	8% 8
Employment	4% 2	8% 4	5% 17	4% 1	5% 1	4% 3	3% 1	6% 1	3% 1	3% 2	6% 6
Food	4% 2	0% 0	1% 3	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	1% 1
Childcare	0% 0	2% 1	3% 9	0% 0	0% 0	1% 1	0% 0	0% 0	3% 1	6% 4	3% 3
Hope	6% 3	6% 3	4% 14	17% 4	5% 1	1% 1	3% 1	0% 0	6% 2	6% 4	5% 5
Social Interaction	2% 1	6% 3	7% 22	0% 0	14% 3	8% 6	16% 5	13% 2	11% 4	19% 13	3% 3
Other	0% 0	2% 1	2% 6	0% 0	0% 0	1% 1	0% 0	0% 0	6% 2	0% 0	4% 4

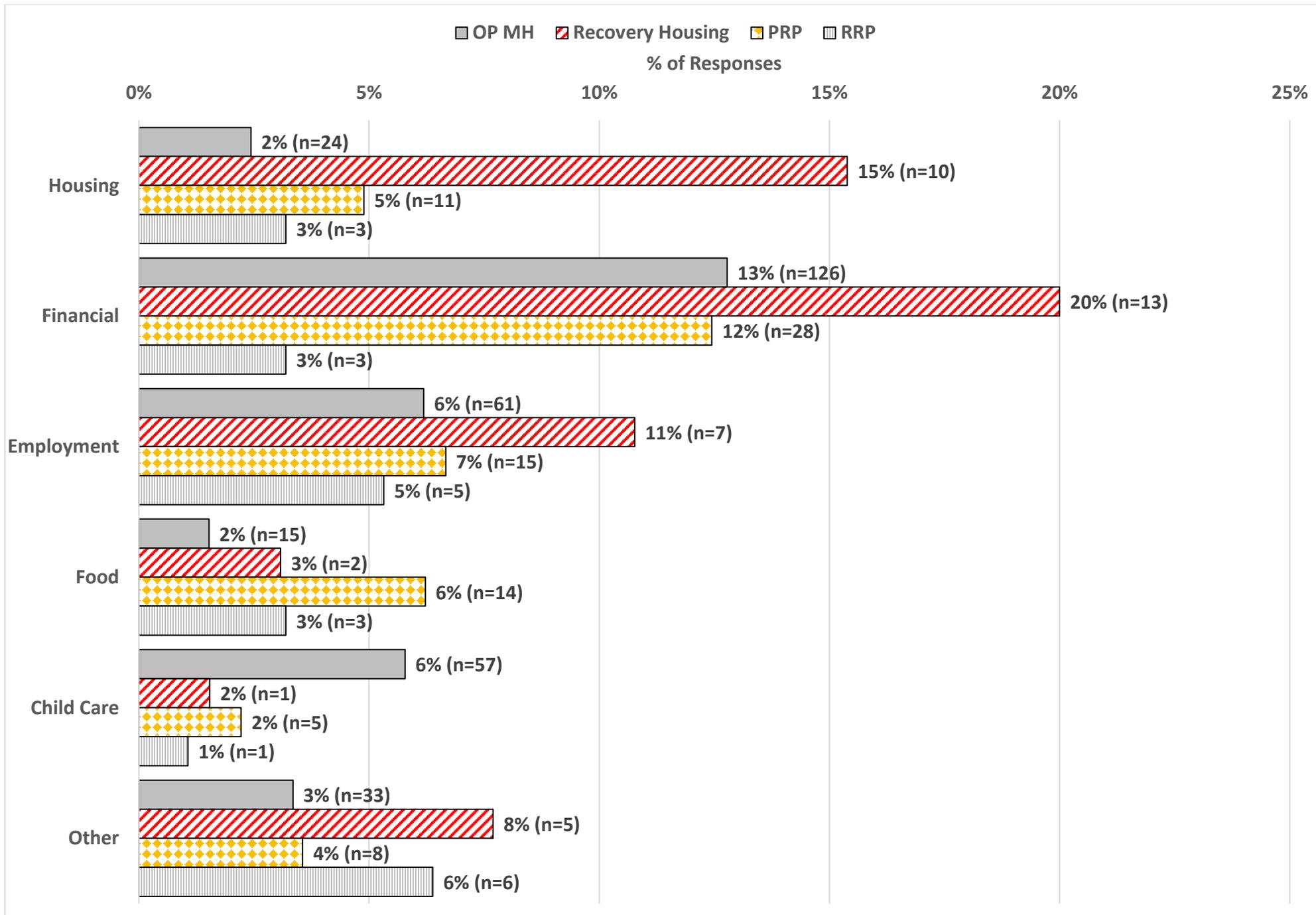
Top 3 Most Needed Services or Supports, by Behavioral Health Setting

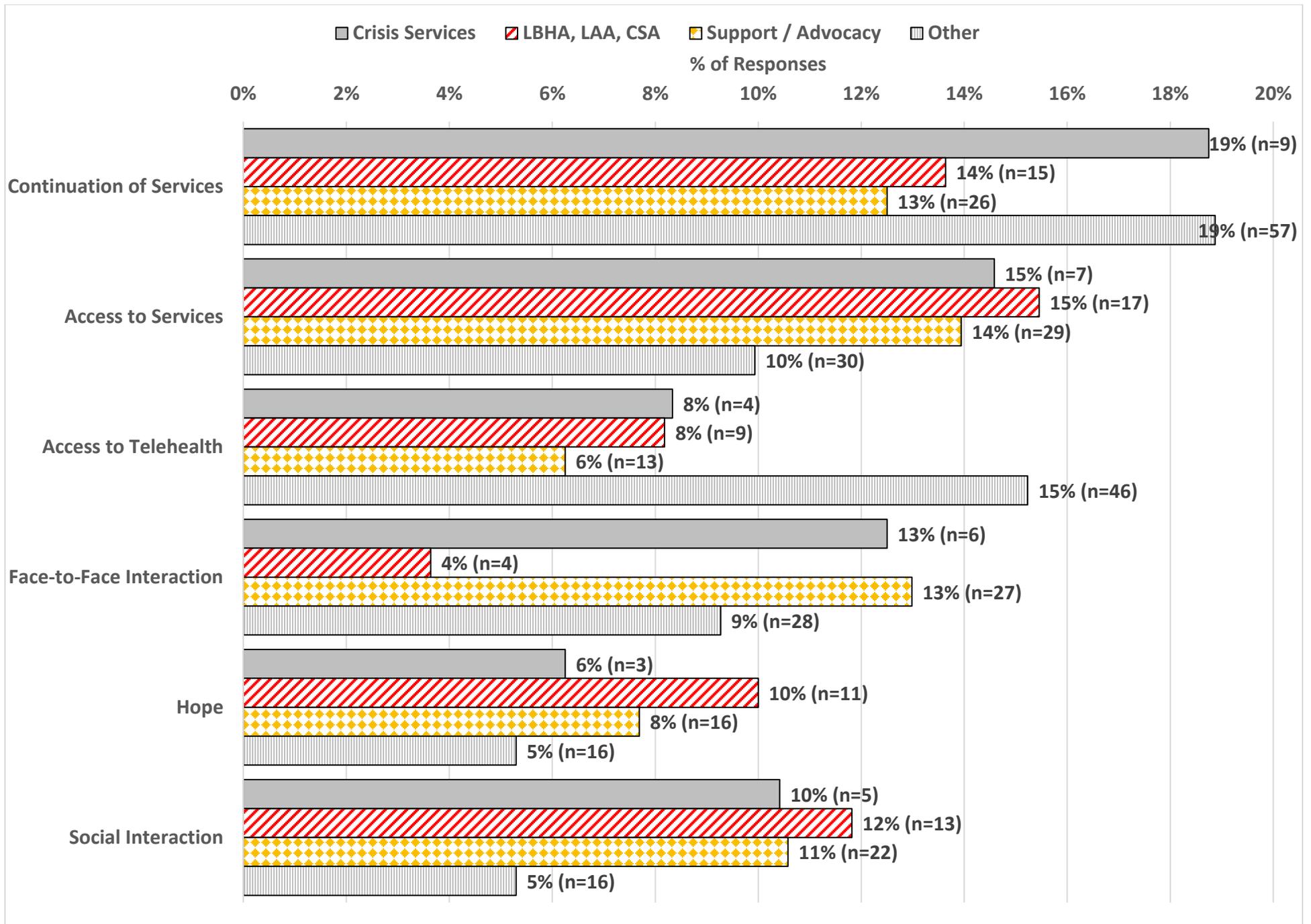
The graphs below show the number and percentages of what respondents thought were the top three combined most needed services or supports, by type of behavioral health setting. Data from some behavioral health settings may be excluded due to a low number of responses.

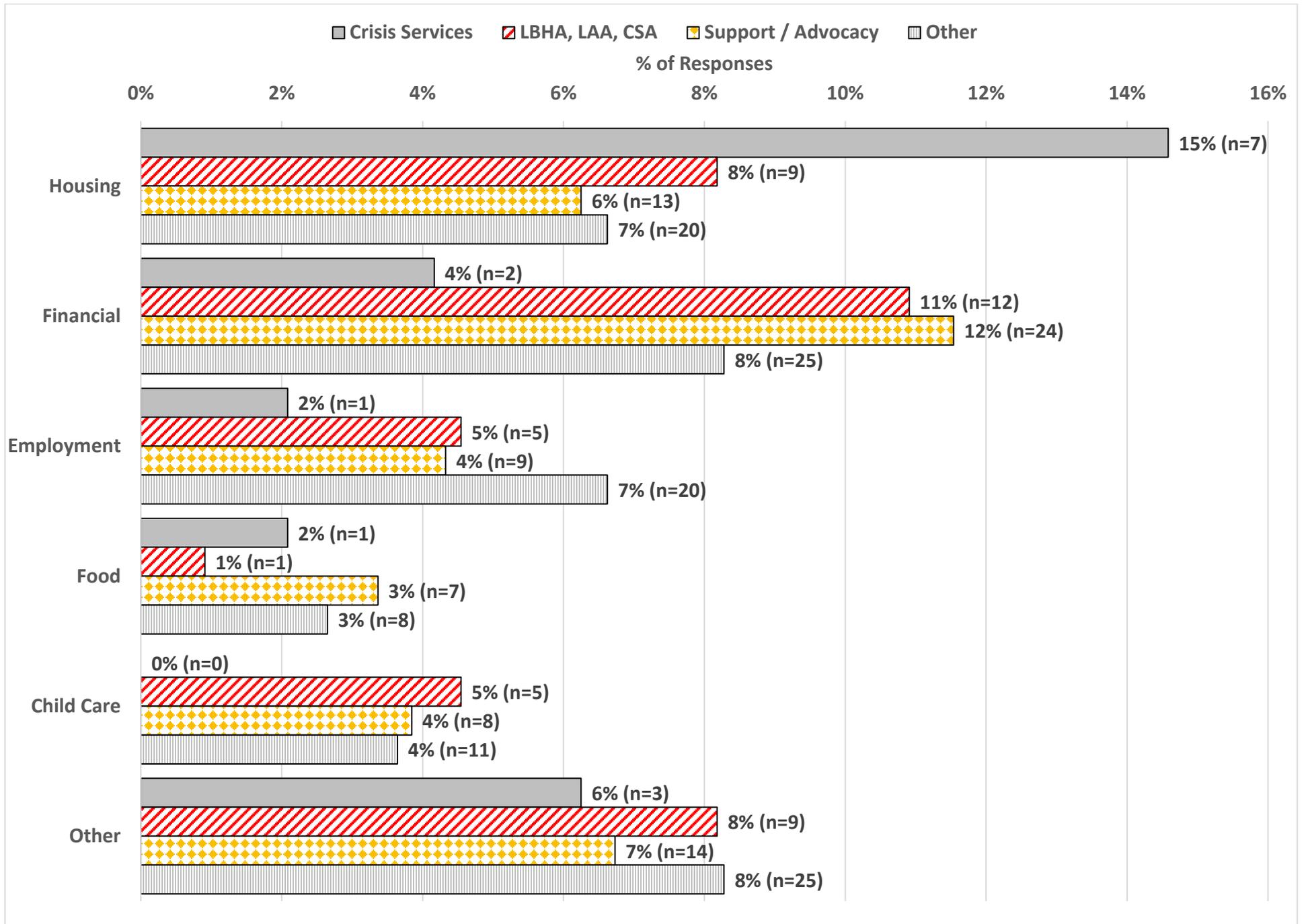










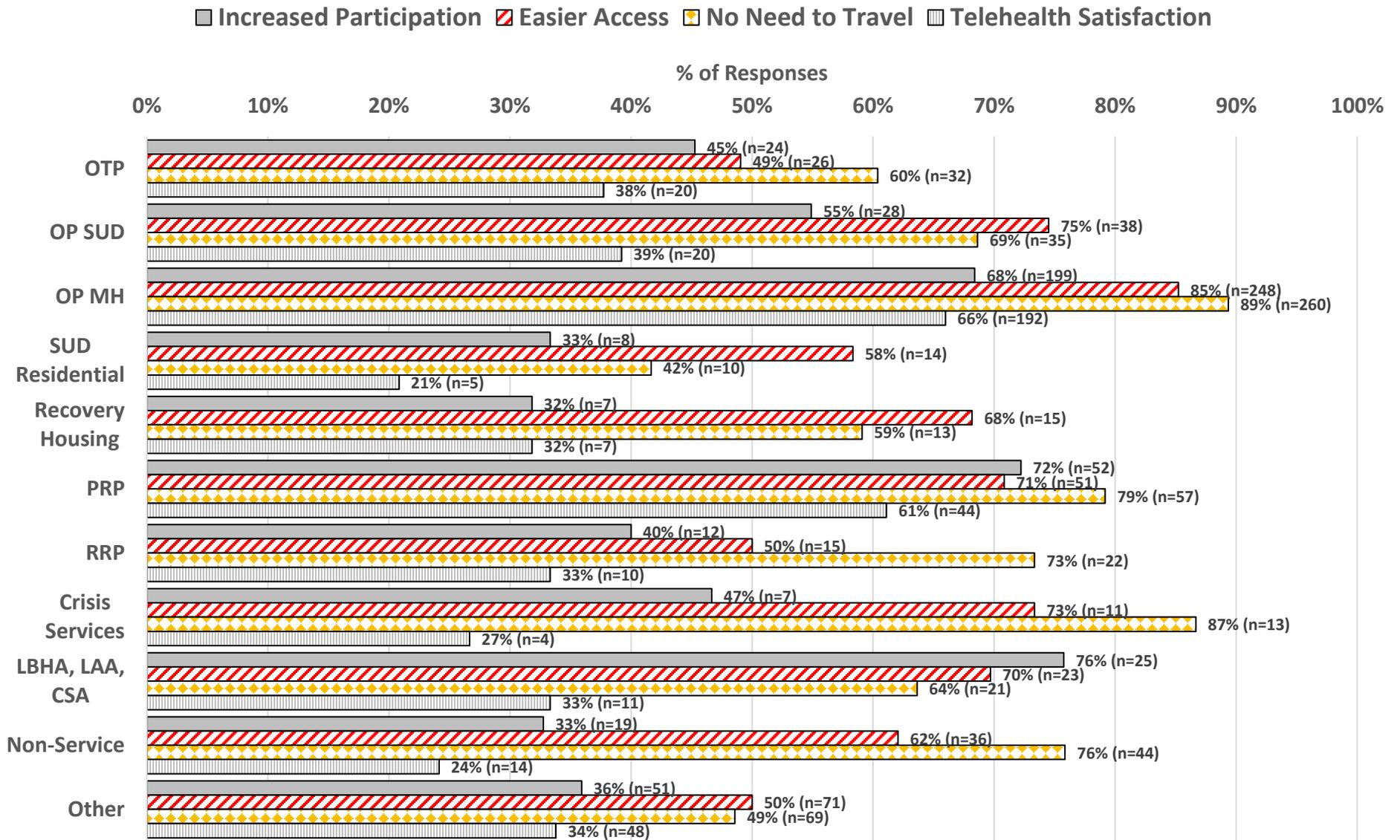


Below is the same information from the follow-up survey in table format.

	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support Advocacy	Other Services
Continuation of Services	18% 29	23% 35	19% 189	20% 15	8% 5	20% 44	22% 21	19% 9	14% 15	13% 26	19% 57
Access to Services	13% 21	8% 13	9% 92	13% 10	6% 4	10% 22	6% 6	15% 7	15% 17	14% 29	10% 30
Access to Telehealth	12% 19	10% 15	15% 151	8% 6	3% 2	13% 30	13% 12	8% 4	8% 9	6% 13	15% 46
Face-to-Face Interaction in Treatment	7% 12	13% 20	5% 47	12% 9	14% 9	7% 15	14% 13	13% 6	4% 4	13% 27	9% 28
Housing	8% 13	9% 14	2% 24	12% 9	15% 10	5% 11	3% 3	15% 7	8% 9	6% 13	7% 20
Financial Assistance	15% 25	10% 15	13% 126	4% 3	20% 13	12% 28	3% 3	4% 2	11% 12	12% 24	8% 25
Employment	6% 10	6% 9	6% 61	9% 7	11% 7	7% 15	5% 5	2% 1	5% 5	4% 9	7% 20
Food	2% 4	1% 2	2% 15	1% 1	3% 2	6% 14	3% 3	2% 1	1% 1	3% 7	3% 8
Child Care	4% 6	3% 4	6% 57	3% 2	2% 1	2% 5	1% 1	0% 0	5% 5	4% 8	4% 11
Hope	5% 8	5% 8	7% 73	8% 6	5% 3	5% 11	5% 5	6% 3	10% 11	8% 16	5% 16
Social Interaction	8% 13	10% 15	12% 118	11% 8	6% 4	10% 22	17% 16	10% 5	12% 13	11% 22	5% 16
Other	1% 2	3% 5	3% 33	0% 0	8% 5	4% 8	6% 6	6% 3	8% 9	7% 14	8% 25

Telehealth Successes, by Behavioral Health Setting

The graph below shows the number and percentages of the telehealth successes reported by respondents, by behavioral health setting. Data from some behavioral health settings may be excluded due to a low number of responses.

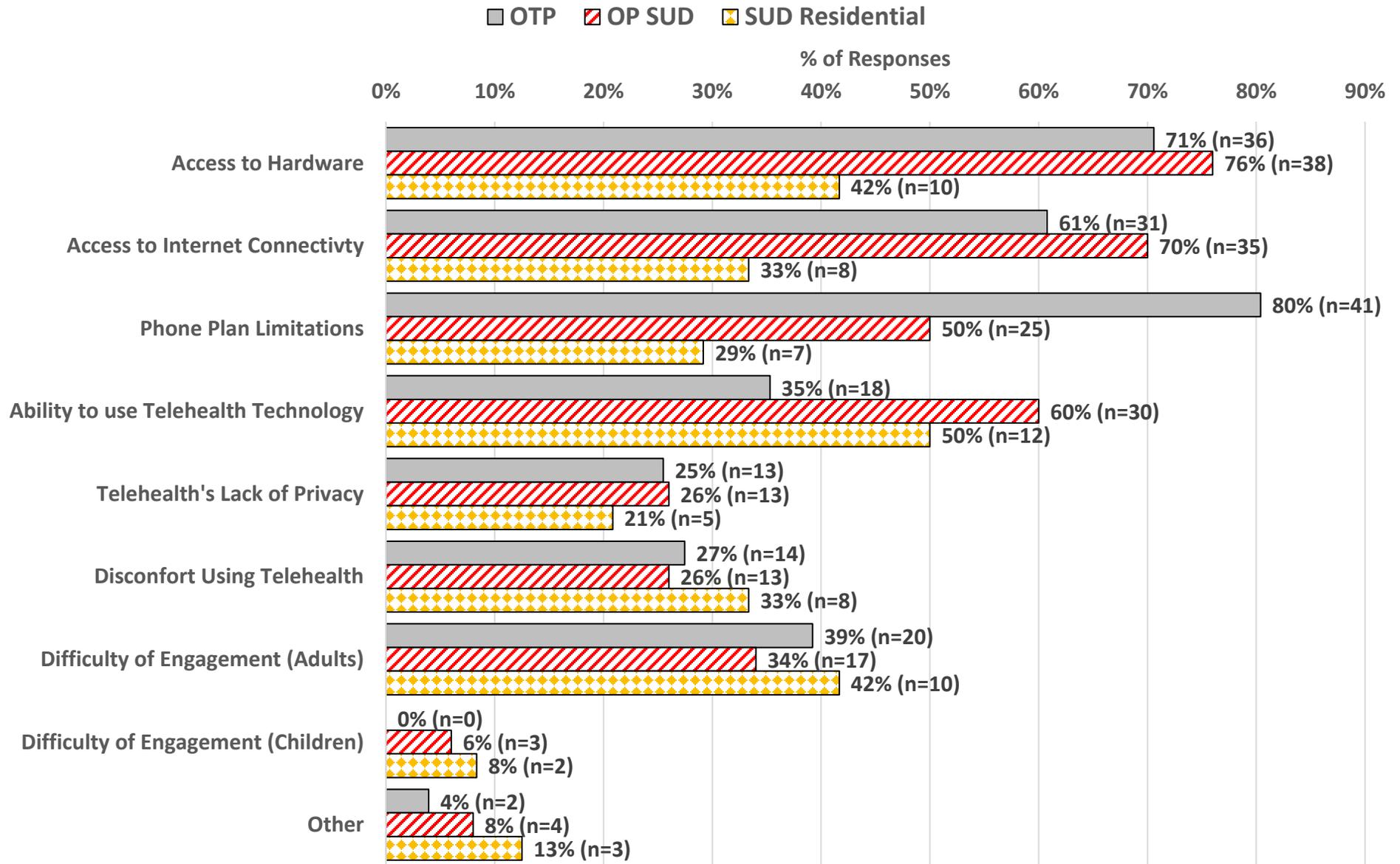


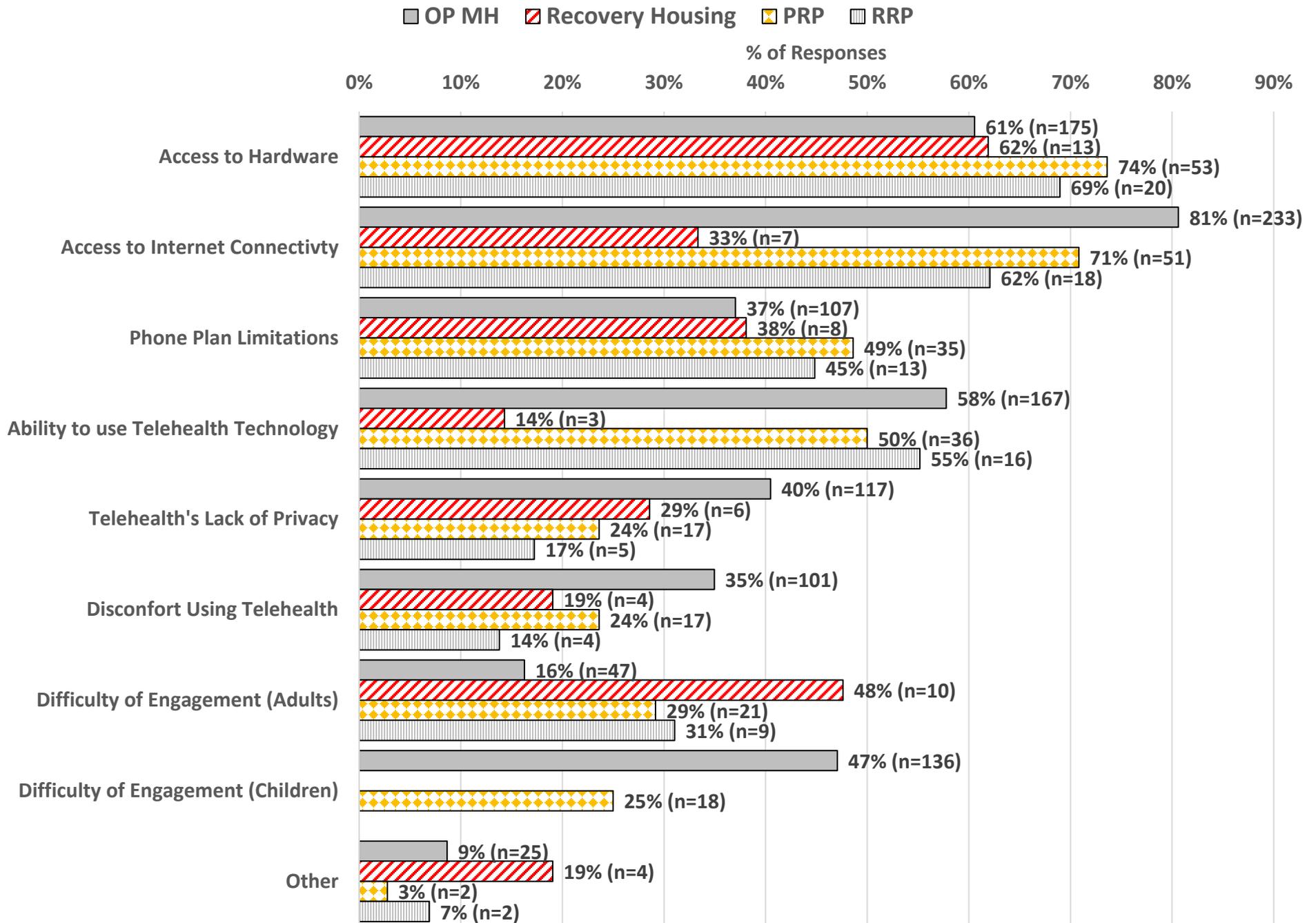
Below is the same information from the follow-up survey in table format.

	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHAL AA CSA	Support Advocacy	Other Services
Increased Treatment	45% 24	55% 28	68% 199	33% 8	32% 7	72% 52	40% 12	47% 7	76% 25	33% 19	36% 51
Access to Services	49% 26	75% 38	85% 248	58% 14	68% 15	71% 51	50% 15	73% 11	70% 23	62% 36	50% 71
No Need for Travel	60% 32	69% 35	89% 260	42% 10	59% 13	79% 57	73% 22	87% 13	64% 21	76% 44	49% 69
Telehealth Satisfaction	38% 20	39% 20	66% 192	21% 5	32% 7	61% 44	33% 10	27% 4	33% 11	24% 14	34% 48
Other	13% 7	12% 6	11% 33	4% 1	9% 2	6% 4	13% 4	0% 0	6% 2	3% 2	9% 13

Telehealth Challenges, by Behavioral Health Setting

The graphs below show the number and percentages of the telehealth challenges reported by respondents, by behavioral health setting. Data from some behavioral health settings may be excluded due to a low number of responses.

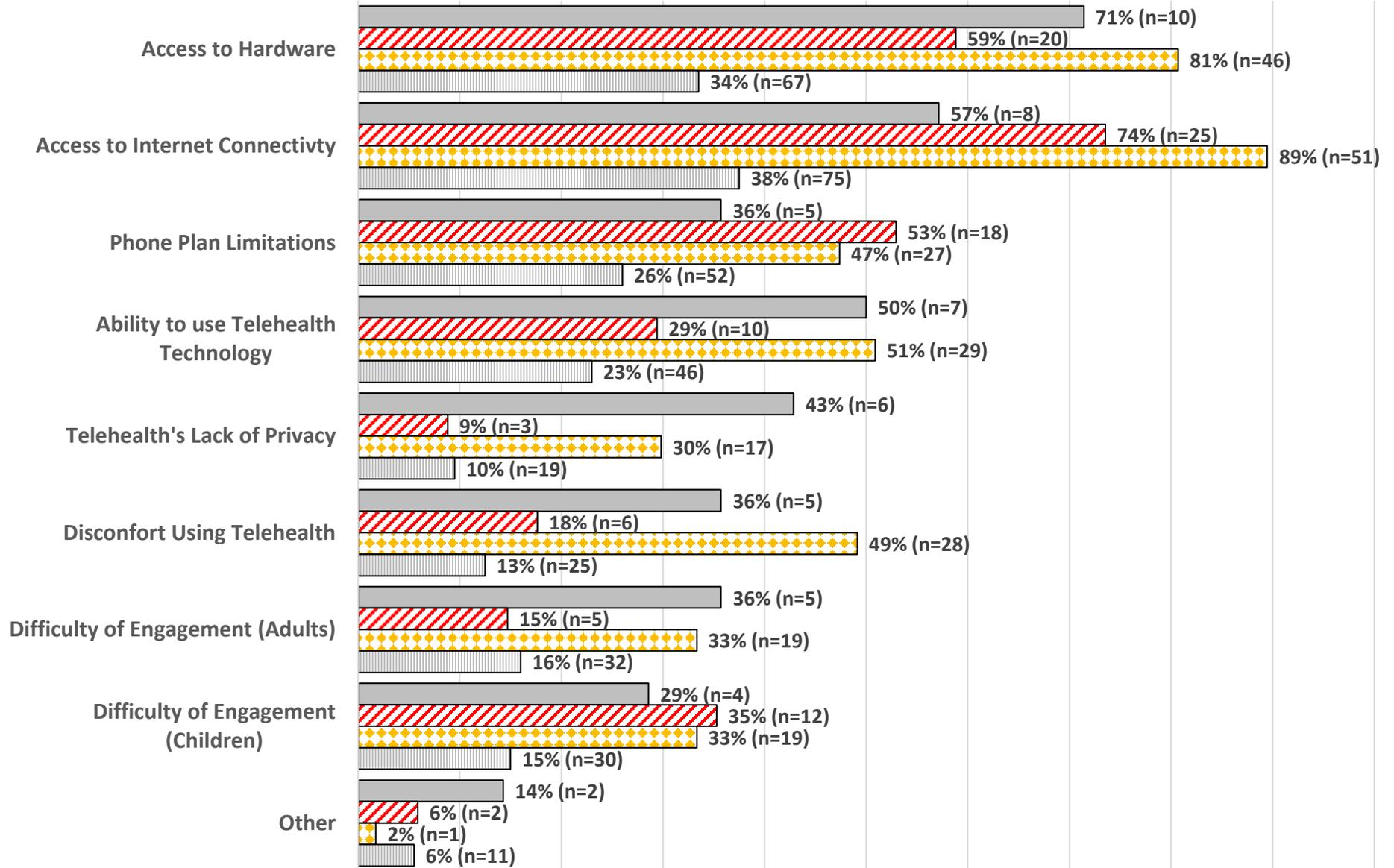




Crisis Services
 LBHA, LAA, CSA
 Support/Advocacy
 Other

% of Responses

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Below is the same information from the follow-up survey in table format.

	OTP	Outpt SUD	Outpt MH	Resid SUD	Recovery Housing	PRP	RRP	Crisis Services	LBHA LAA CSA	Support Advocacy	Other Services
Hardware Access	71% 36	76% 38	61% 175	42% 10	62% 13	74% 53	69% 20	71% 10	59% 20	81% 46	34% 67
Limited Internet	61% 31	70% 35	81% 233	33% 8	33% 7	71% 51	62% 18	57% 8	74% 25	89% 51	38% 75
Limited Minutes	80% 41	50% 25	37% 107	29% 7	38% 8	49% 35	45% 13	36% 5	53% 18	47% 27	26% 52
Telehealth Ability	35% 18	60% 30	58% 167	50% 12	14% 3	50% 36	55% 16	50% 7	29% 10	51% 29	23% 46
Privacy Issues	25% 13	26% 13	40% 117	21% 5	29% 6	24% 17	17% 5	43% 6	9% 3	30% 17	10% 19
Telehealth Discomfort	27% 14	26% 13	35% 101	33% 8	19% 4	24% 17	14% 4	36% 5	18% 6	49% 28	13% 25
Adult Engagement	39% 20	34% 17	16% 47	42% 10	48% 10	29% 21	31% 9	36% 5	15% 5	33% 19	16% 32
Child Engagement	0% 0	6% 3	47% 136	8% 2	0% 0	25% 18	0% 0	29% 4	35% 12	33% 19	15% 30
Other	4% 2	8% 4	9% 25	13% 3	19% 4	3% 2	7% 2	14% 2	6% 2	2% 1	6% 11