Let’s Begin!

*Please use **one** audience response keypad per organization. Organizations who serve multiple regions, use one keypad per region.*
1. Organization Information

Q1. What type of organization do you represent?

- 27 Primary Mental Health Provider/Community Behavioral Health Center
- 19 Primary Substance Abuse Service Provider/Community Behavioral Health Center
- 11 Emergency Services (DES/DET)
- 10 Tribal Health Care
- 9 Residential Substance Abuse Provider
- 8 Other
- 3 Peer Support
- 1 Detoxification Services
Q2. What is your organization’s target population(s)?

Numbers indicate how many people chose each option. Overall total exceeds number of participants.
2. Access to Care

Q3. Ranked in order, the top reasons why clients are likely to experience long waits for service at your organization.

63  Too few staff
39  Too few time slots
30  No beds
26  No transportation
26  Other
22  Client schedule conflicts with clinic hours
18  Delay in available services
16  No health insurance

9  Waiting for OCS direction
8  No centralized scheduling
7  Waiting for court direction
6  Not a priority population
5  Client seeking second opinion
4  Need to arrange childcare
4  Need to arrange housing

Results are weighted.
2. Access to Care

Q7. If it were in your power, which one (1) service would you develop in your community or region?

21  Transitional / supported housing
9  Detoxification services
6  Residential substance use treatment for adults
5  Residential / Behavioral rehabilitation (BRS) for adults
4  Emergency services (DES/DET)
4  Residential / Behavioral rehabilitation (BRS) for children
3  Psychiatric services
1  Residential substance use treatment for youth
1  Other
Q9. Does your organization use tele-behavioral health?

- Regularly: 35%
- Periodically: 20%
- Explored: 13%
- No: 31%
3. Tele-Behavioral Health

Q11. Ranked in order, the top barriers to using tele-behavioral health for your organization.

52  Insufficient Internet bandwidth
43  Insufficient financial incentive
36  Lack of equipment
24  Other
17  Lack of space
15  No barriers exist
14  Lack of staff time
11  Unwillingness of clients

6  Lack of support from organizational leadership
4  Lack of support from staff
3  Perception of unwillingness of clients

Results are weighted.
Q22. What is the most common course of action in your community or region when a person experiences a psychiatric crisis?

- Treat Locally: 62%
- Transfer to Other Region: 12%
- Hold in ER + Transfer: 26%
Q30. In the past year, have you ever been concerned about your organization’s financial solvency?

- Always: 20%
- Often: 26%
- Sometimes: 22%
- Rarely: 17%
- Never: 15%
## 10. The Future

Q33. What do you believe will be the **three** (3) most important challenges facing your organization in the next five years?

<table>
<thead>
<tr>
<th>Rank</th>
<th>Challenge</th>
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</thead>
<tbody>
<tr>
<td>49</td>
<td>Changes in funding streams</td>
</tr>
<tr>
<td>45</td>
<td>Reduction in public funds</td>
</tr>
<tr>
<td>38</td>
<td>Maximizing service capacity with limited revenue</td>
</tr>
<tr>
<td>28</td>
<td>Workforce development issues</td>
</tr>
<tr>
<td>15</td>
<td>Demonstrating treatment effectiveness</td>
</tr>
<tr>
<td>15</td>
<td>Electronic health record implementation</td>
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<tr>
<td>10</td>
<td>New compensation models</td>
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<tr>
<td>9</td>
<td>Adopting alternative clinical and business operations</td>
</tr>
<tr>
<td>7</td>
<td>Becoming a data-driven organization</td>
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<tr>
<td>7</td>
<td>Integration with primary care</td>
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<td>6</td>
<td>Changes in federal law</td>
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<td>5</td>
<td>Improving financial management</td>
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<tr>
<td>3</td>
<td>Creating a trauma-capable organization</td>
</tr>
<tr>
<td>1</td>
<td>Other</td>
</tr>
</tbody>
</table>

*Results are weighted.*