

2014

Davis County
Mental, Emotional & Behavioral Health
Provider Survey Report



Davis
C O U N T Y

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Executive Summary

Background

In 2013, access to behavioral health services was identified as a top public health improvement priority in Davis County. A community action group was formed to address the issue. They recognized the need for a behavioral health provider survey to assess mental, emotional, and substance abuse services offered in Davis County and to better understand the factors affecting access to behavioral health services.

Information from the survey will be used to:

- Identify a network of Davis County behavioral health providers and assess services offered.
- Develop an online tool or directory with a comprehensive listing of mental health and substance abuse service providers and resources in Davis County.
- Identify factors, including gaps and barriers, which affect access to behavioral health services in the community.

Methods

An extensive list of behavioral health and substance abuse providers was compiled by combining information from the Department of Professional Licensing (DOPL) database, the phonebook, United Way 2-1-1 list, Psychology-Today.com, insurance company provider lists, online search engines, and social media sites.

Over 100 agencies and individual providers were found in the Davis County area.

The link to an online survey was emailed to 127 behavioral health providers. Seventy-nine providers responded for a response rate of 62%. Questions were focused on provider services and provider opinions.

Behavioral Health Provider Services

Specific information about providers and their services was assessed. The most common professional license reported by 49% of providers is Licensed Clinical Social Worker (LCSW). Fourteen different behavioral health licenses or certifications were identified among respondents.

Because of a wide range of behavioral health services and provider types, such as individual counseling, specialized therapy, and residential treatment centers, it is difficult to estimate the average cost of behavioral health services in Davis County. The most common cost range a self-pay/unfunded client would be charged is \$76-\$100 per visit. Only 29% survey participants have a sliding scale fee for low income clients. Most providers accept cash and private insurance. Twenty percent accept Medicaid and 15% Medicare. Religious leaders/organizations

are also a common source of funding for behavioral health services.

Thirty-two percent of providers offer services in a language other than English. The most common other language is Spanish. Other languages spoken include Portuguese, Polish, German, and Swedish.

Most providers in Davis County address anxiety and mood disorders as well as trauma/abuse. Providers also specifically mentioned addressing behavioral disorders, autism, sexual issues, pornography addiction, marriage and family issues, grief, communication, and conflict.

More than 50% of providers offer services exclusively for parents; individuals with co-occurring mental health and substance abuse disorders; and active duty military, their families, and veterans. In addition, providers specifically listed services for the following special populations: families, children with autism, LDS missionaries, those needing inpatient acute psychiatric care, youth with sexual addiction, individuals who are grieving, blended families, individuals with co-occurring mental health/substance abuse disorders and medical illness, children adopted or in foster care, families involved with DCFS, and federal employees.

Seventy-eight percent of providers make referrals to other behavioral health agencies in Davis County. Sixty-five percent make referrals out-side the county. Sixty percent of providers refer to Davis County support groups. Seventeen specific support groups were mentioned by participants.

Forty-six providers/agencies gave consent to be listed in an online directory.

Assets, Gaps, and Barriers Assessment

Davis Behavioral Health, private providers, and LDS Family Services are the top answers for services, programs, and facilities that are working well in Davis County. All were mentioned for the variety of programs they offer.

Providers selected insurance coverage issues and affordability as the most common barriers residents face in trying to access behavioral health services. Other significant barriers include: stigma, lack of awareness or education about services, lack of psychiatrists and other providers, and too stressful or difficult to seek help.

Providers were asked their opinions about service gaps. Twenty-five percent feel that

there are no gaps. Responses about gaps pointed to three main issues: lack of services for low income individuals, lack of psychiatrists, and medication management. Other gaps mentioned were autism services, behavioral health testing for children, geriatric services, lack of provider options due to insurance company, and outpatient services such as transitional living. Similarly when asked about services or facilities that are most difficult to access, psychiatrists, medication management, substance abuse treatment, and residential programs are most commonly listed.

Providers were asked if there is anything that prevents them from providing the behavioral health services their clients need. Forty-five percent of providers don't feel that they face any barriers providing care. The most common barriers for providers are lack of funding for services; and lack of availability (beds, time slots, sessions), and insurance coverage issues.

Providers were asked what can be done to improve access to behavioral health services. The top response to this question was educating the public. Two types of education are recommended, education about services that are available to the public and education

about behavioral health to lessen the stigma associated with seeking help.

Providers also suggested more funding is needed for the local public behavioral health agency so low income individuals and the uninsured have the opportunity for more affordable services. Other suggestions include better insurance coverage, insurance companies expanding preferred providers lists, and increasing the number of behavioral health providers in the county.

This report as well as the behavioral health provider directory will be made available on the Davis County Health Department website at www.daviscountyutah.gov/health.

Introduction

In 2013, access to behavioral health services was identified as a top public health improvement priority in Davis County. A community action group was formed to address the issue. The Access to Behavioral Health Services Action Group prepared a five year plan with strategies, goals, and objectives designed to make significant improvements for those accessing services in Davis County. More information can be found in the 2014-2018 Davis County Community Health Improvement Plan at this link: http://www.co.davis.ut.us/health/featured_items/CHIP_web.pdf.

The group first recognized the need for a behavioral health provider survey to assess mental, emotional, and substance abuse services offered in Davis County and to better understand the factors affecting access to behavioral health services. Information from the survey will be used in several ways. (1) Identify a network of Davis County behavioral health providers and assess services offered. (2) Develop an online tool or directory with a comprehensive listing of mental health and substance abuse service providers and resources in Davis County. (3) Identify factors, including gaps and barriers, which affect access to behavioral health services in the community.

This report does not include individual provider information but summarizes the findings of the survey as a whole including the opinions of the providers related to behavioral health service gaps, barriers, and resources in Davis County. The directory, which is a separate document, provides a detailed summary of providers and their services offered including: their specialties, the average cost per session, the payment types they accept, and if they provide services in another language. Each agency's contact information is listed, including their website if available. As a result of this survey 46 behavioral health providers consented to be listed in an online directory. The directory is one resource meant to help the public find and access behavioral health services.

An online survey was selected as the simplest and most cost-effective way to reach behavioral health providers. SurveyMonkey was the product used. The Access to Behavioral Health Services Action Group helped guide development of the survey. They wanted to survey behavioral health providers to assess services offered, payment type accepted, willingness to be in a directory, mental health system referral sources, and mental health system needs and gaps.

Qualitative research sources were consulted to help guide question development. The National Survey of Substance Abuse and Mental Health Services Administration was a helpful resource due to the many surveys they have conducted. In previous surveys conducted by the Davis County Health Department, many survey instruments were reviewed. The survey includes a mix of multiple choice and open-ended questions.

A draft of the survey was developed. Questions were focused on provider services and provider opinions. The survey was divided into six sections: Introduction, Provider Information, Provider Consent, Provider Referrals, Accessibility of Services, and Prize Drawing.

Only two of the survey questions required responses. They included: “Do you provide behavioral health services for Davis County Residents?” and “Do you give permission to the Davis County Health Department to list your contact information and services in an online directory?”

From April to June 2014, lists of mental, emotional, and substance abuse providers were collected and compiled. Providers were contacted to see if they would be willing to participate in an online survey and to obtain email addresses.

The Davis County Access to Behavioral Health Services Action Group was given a week to review and test the survey. Once approved by the group, the survey was sent out via email to providers in Davis County.

A total of 127 behavioral health providers were sent the survey. Seventy-nine providers responded for a response rate of 62%. Eighty-five percent of respondents reported that they provide services to Davis County residents. The 15% that reported not providing services to Davis County residents were directed out of the survey and no other questions were asked of them.

Those who participated were eligible to win a \$50 Amazon gift card. Participants had the choice to submit an email address to be put into a prize drawing for completing the survey. The emails were exported from SurveyMonkey so they were not tied to individual responses. Forty-four respondents submitted eligible emails. Three participants were randomly selected as gift card winners in the prize drawing.

Participants

Davis County Health Department staff compiled an extensive list of behavioral health and substance abuse providers. Creating a behavioral health and substance abuse provider list took extensive searching and comparing of available lists. To find providers in Davis County many sources were consulted including: Department of Professional Licensing (DOPL) database, the Davis County phonebook, United Way 2-1-1 list, PsychologyToday.com, insurance company provider lists, online search engines, and social media sites.

Some of the individuals identified work for public organizations and also have a private practice. Behavioral health support groups were also identified through this process.

Over 100 agencies and individual providers were found in the Davis County area. Many emails were obtained from providers who were willing to participate in the survey. Eight behavioral health providers chose not to receive the survey email.

List of groups/agencies identified to receive survey:

- A Better Tomorrow Counseling Services
- Acord Family Therapy
- All Ages & Life Stage
- Apex Behavioral Health
- Aspire Counseling Services
- Assent Clinical Consulting & Psychotherapy
- Behavioral Health Services
- Benchmark Behavioral Health Services
- Bridges Family Counseling Services
- Center for Growth & Potential
- Coco Loco Counseling
- David Newbold PhD & Associates
- Davis Behavioral Health
- Davis Community Learning Center
- Davis Hospital Behavioral Health Unit
- Eagleridge Counseling
- Elevations RTC
- Empowerment Counseling Services
- Family Connections Center
- GMS Counseling
- Harmony Counseling
- Heritage Counseling
- Hill's Helping Hands
- Intermountain Specialized Abuse Treatment Center
- JWH Thrive Inc
- Kay Psychological & Consulting Services
- Lakeview Hospital Behavioral Health Unit
- LDS Family Services
- Leafcrest Counseling
- Life Star
- Life Transition Counseling
- Live Strong Counseling & Health Services
- Master Peace Christian Counseling Services
- McKay-Dee Behavioral Health Institute
- Murdock Counseling Services
- National Alliance on Mental Health Illness (NAMI)
- New Directions Counseling Services
- Northern Utah Counseling Services
- Resilient Solutions Inc
- Resolutions
- Rocky Mountain Mental Health
- Sequoia Family Therapy
- Solutions Counseling
- Solstice RTC
- Sunrise Therapy
- The Counseling Center
- Utah Behavior Services
- Wasatch Family Therapy
- Youth Health Association
- Youth Motivation Institute

Survey Distribution

Beginning on June 17, 2014 the survey was emailed to 127 behavioral health providers. Two coalitions, Davis HELPS and the Access to Behavioral Health Services Action Group, were also sent the survey email and encouraged to forward it to providers that they work with in Davis County.

In the survey invitation, behavioral health providers were also encouraged to forward the email to other providers who may not have received the original email from the health department.

A reminder email was sent out June 30. Once all providers were contacted and given adequate time to respond, the survey link was closed on July 3, 2014.

Below is a copy of the email invitation.

Email Survey Invitation

Subject: Survey Invitation: Behavioral Health Service Providers

The Davis County Health Department is putting together a comprehensive list of behavioral health providers in Davis County. Because you serve the residents of the county we request your participation in this online survey. We look forward to learning more about the services you offer and your experiences helping clients access behavioral health services. We encourage you to take a few minutes to complete the survey by following the link below so that we can refer appropriately.

<https://www.surveymonkey.com/s/daviscountybehavioralhealthproviders>

Those who participate are eligible to win a \$50 Amazon gift card. Feel free to forward this email and the survey link to other service providers in your agency or community. The survey will close on **July 3, 2014**.

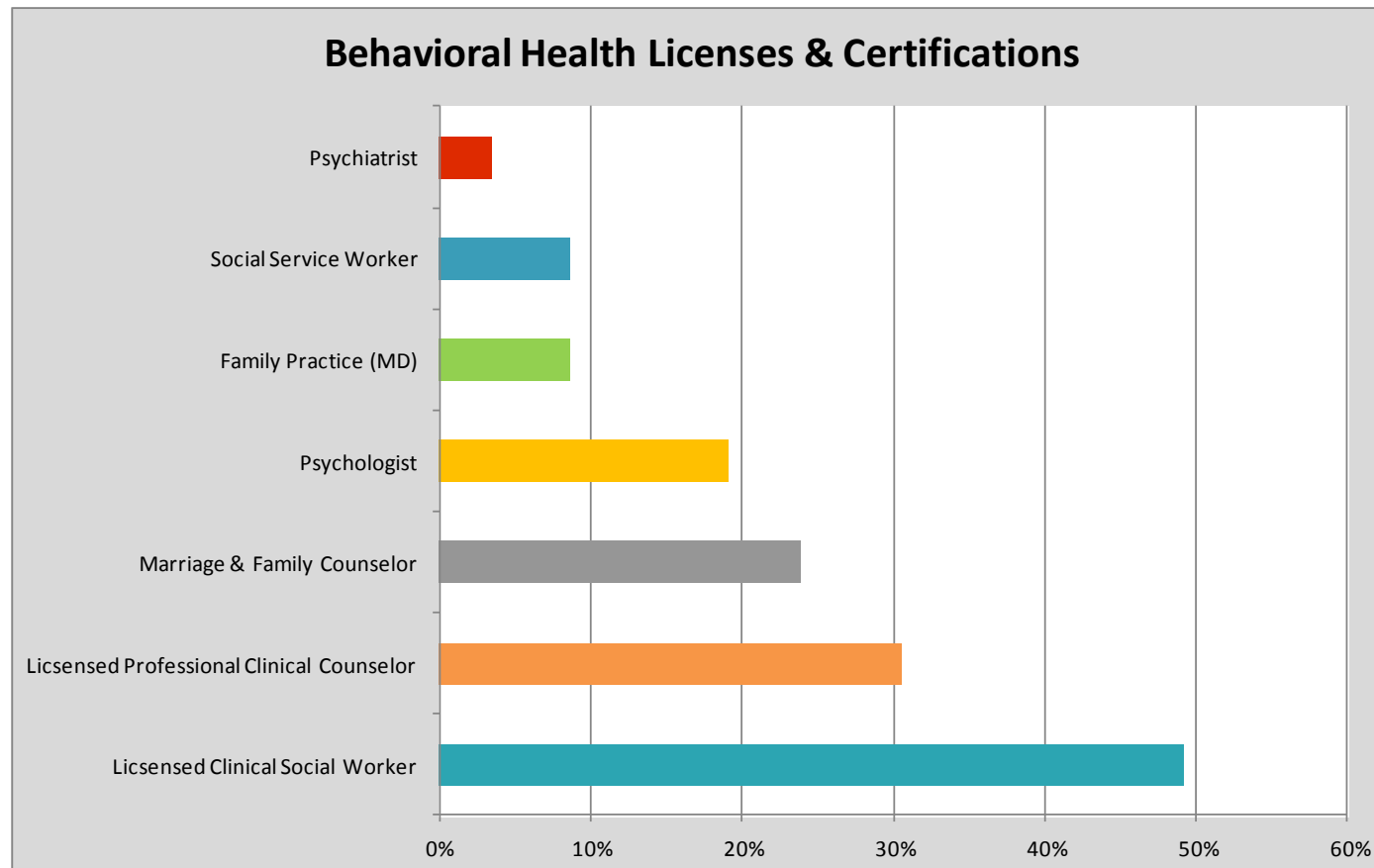
Thank you!

Licenses & Certifications

Please select your professional behavioral health licenses and certifications.

This question was answered by 59 providers.

This question helps identify what types of providers are working in Davis County. The graph below shows the seven most common licenses and or certifications in Davis County. The most common behavioral health license is Licensed Clinical Social Worker, selected by 49% of respondents. Only two licensed Psychiatrists responded, representing 3% of providers. Other responses included certified social worker, psychiatric/mental health nurse, peer specialist, prevention specialist, behavior analyst, and occupational therapist. Fourteen different behavioral health licenses or certifications were identified among respondents.



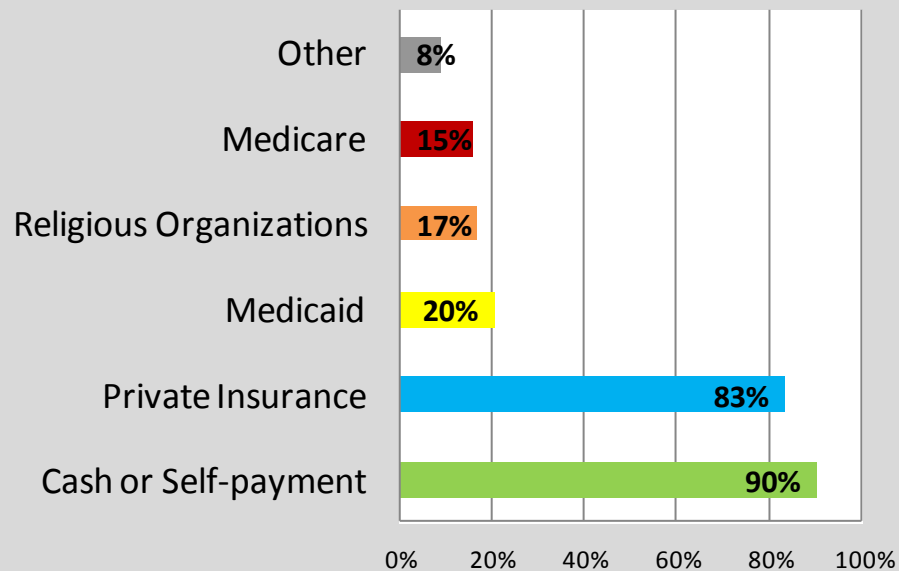
Payment

Which of the following types of payments or funding do you accept? Select all that apply.

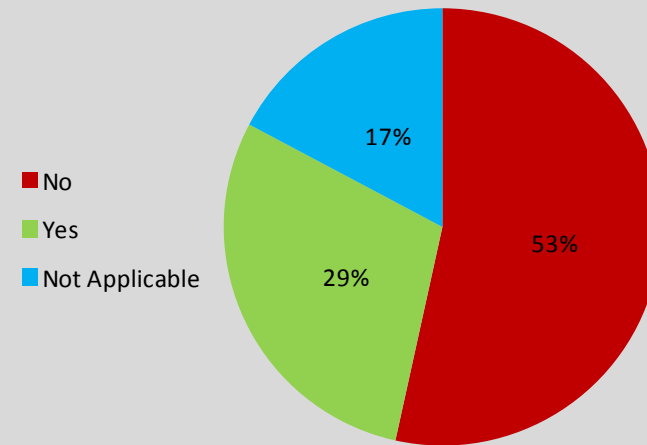
This question was answered by 56 providers.

This question allowed providers to select all the payment types that they or their agency accept. Out of the 56 that responded, 53 selected cash or self-payment as an accepted payment type. The second most accepted payment type was private insurance. Twenty percent accept Medicaid and 15% Medicare. Respondents also indicated that religious leaders or organizations were a common source of funding for behavioral health services. "Other" responses included free of charge, state agency funding and foundation money as payment types.

Accepted Payment for Services



Sliding Scale Fee for Low Income Individuals



Do you have a sliding scale fee for low income individuals?

This question was answered by 58 providers.

Only 29% of the respondents have a sliding scale fee for low income individuals. Seventeen percent responded a sliding scale fee is not applicable because they are volunteer organizations or government run programs.

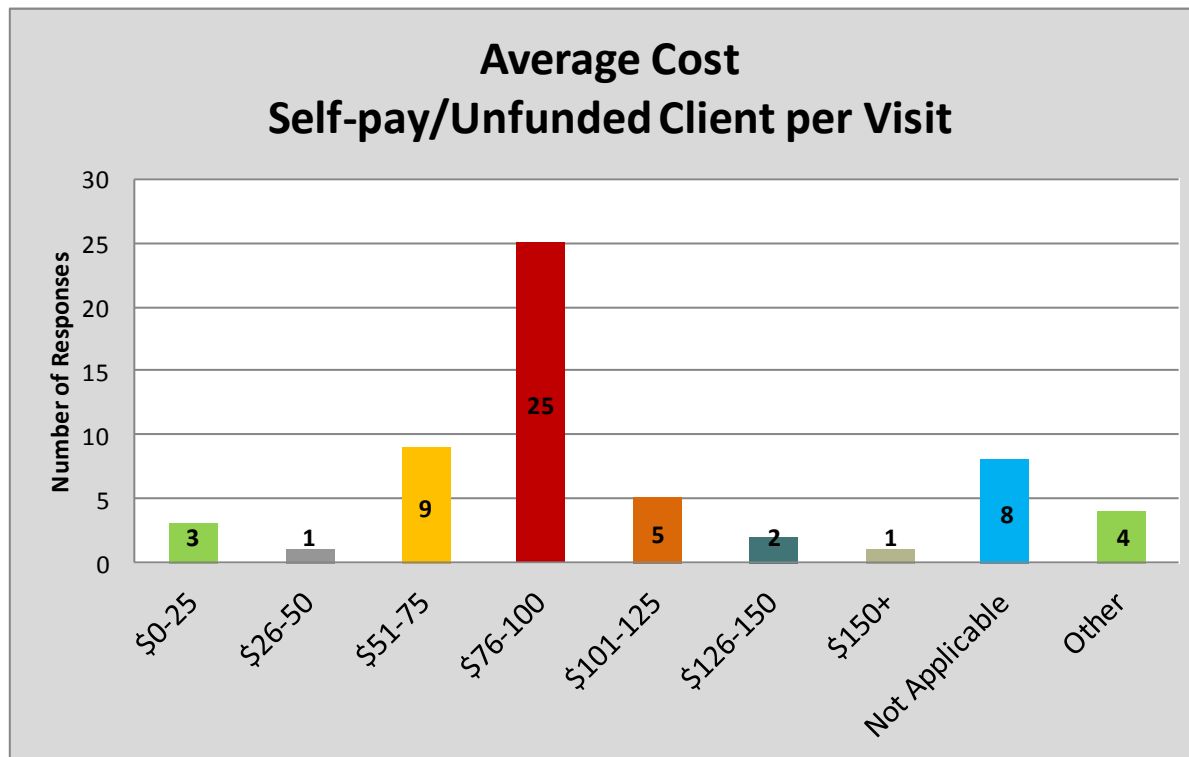
Average Cost

On average, how much do you charge a self-pay/unfunded client per visit? Please select from the most accurate cost range below.

This question was answered by 58 providers.

The most common cost range a self-pay/unfunded client would be charged is between \$76-\$100 per visit. Out of the 58 providers that responded to this question, 25 providers (43%) selected this cost range. Due to the wide range of behavioral health providers that participated in the survey, including substance abuse rehabilitation centers and specialized therapy centers, this may not be an accurate estimate of the average cost of all behavioral health services in Davis County but is likely the average cost for a counseling session.

Those providers that responded “not applicable” or “other” were either volunteer organizations that offer free services, inpatient or outpatient rehabilitation centers that charge for the period of time a client stays, or organizations that charge according to the program the client selects to participate in.

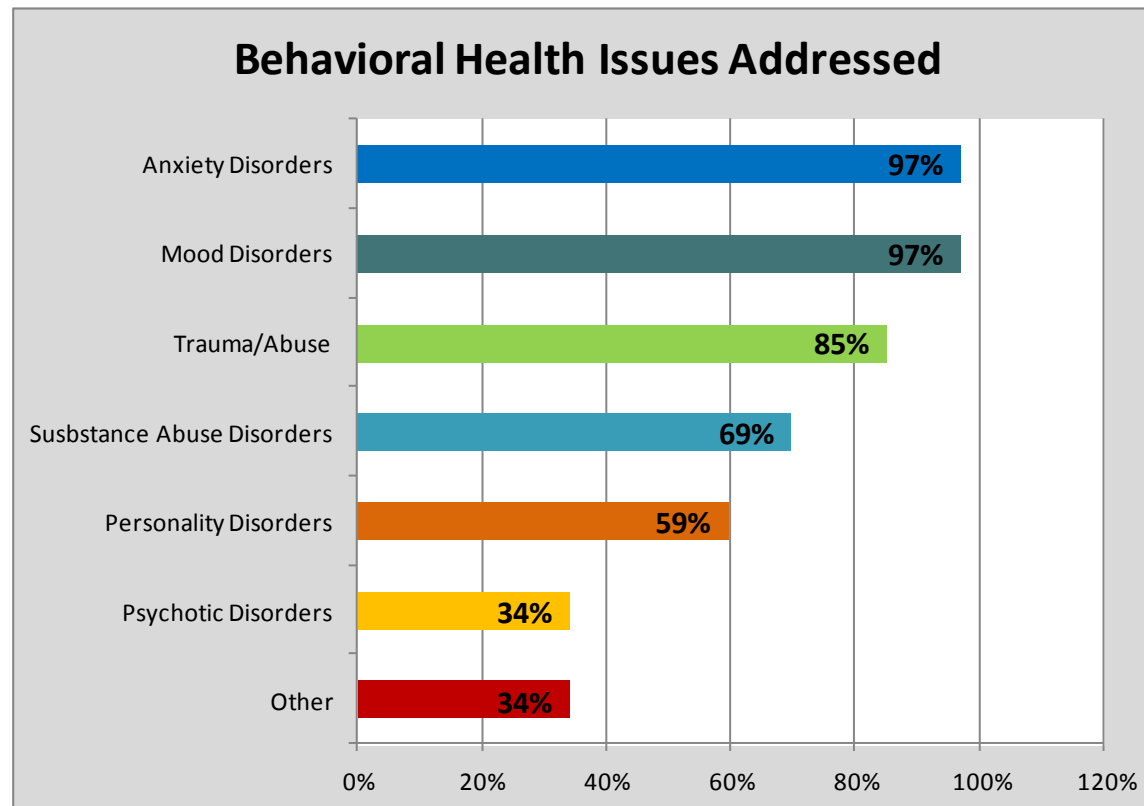


Which behavioral health issues do you address? Select all that apply.

This question was answered by 59 providers.

Due to the vast range of behavioral, emotional, and mental health issues that exist, selection options for this question were broken down into seven broad categories. These categories are: Anxiety Disorders, Mood Disorders, Trauma/Abuse, Substance Abuse Disorders, Personality Disorders, Psychotic Disorders and Other. Ninety-seven percent of providers indicated that they help address anxiety and mood disorders and 85% trauma/abuse.

This question did not provide a comprehensive list of behavioral health issues to choose from. Providers most likely address other issues not represented. Under the “other” category providers listed issues such as behavioral disorders, autism, sexual issues, pornography addiction, marriage and family issues, grief, communication, and conflict.



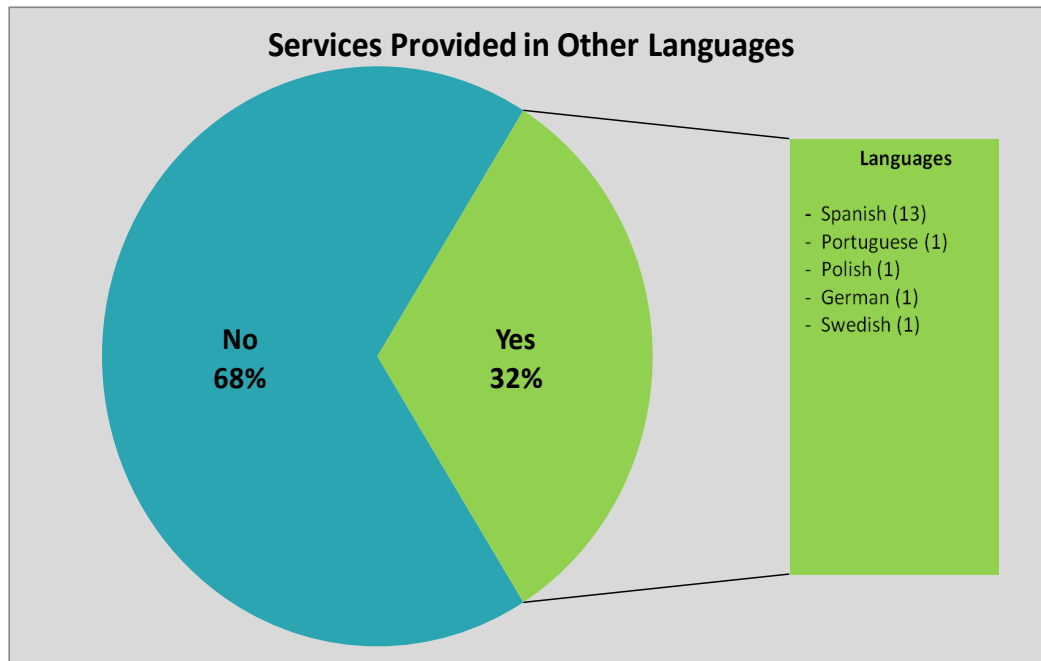
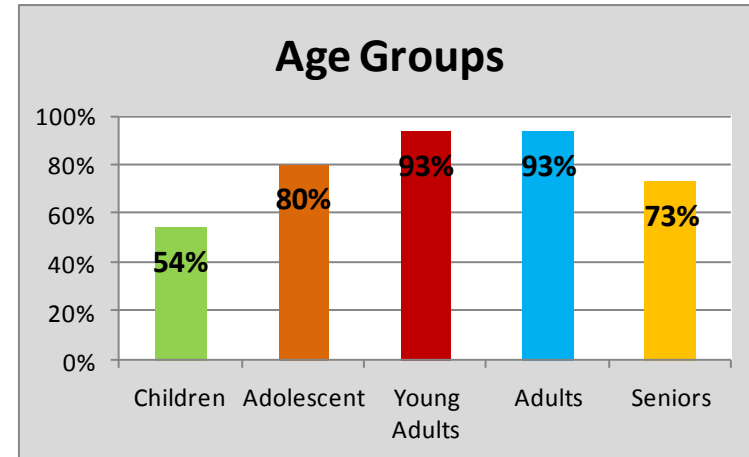
Special Populations

What age group(s) do you serve? Select all that apply.

This question was answered by 59 providers.

The age groups for this question were broken down into five ranges as follows: Children (12 years or younger), Adolescent (13 to 17 years), Young Adult (18 to 25 years), Adults (26 to 64 years), and Seniors (65 years or older).

The most frequent age groups served are young adults and adults. Both age group categories were selected by 93% of providers. The group that is served the by the fewest providers is children with a response of 54%.



Do you offer behavioral health services in any other language other than English?

This question was answered by 59 providers.

Nineteen providers (32%) responded that they provided services in a language other than English. The most common language, other than English, is Spanish, which is offered by 68% of those who responded “Yes.” Other languages include Portuguese, Polish, German, and Swedish. One provider also mentioned that they have access to translators for other languages.

Special Populations

Do you provide behavioral health services designed exclusively for any of the following populations? Select all that apply.

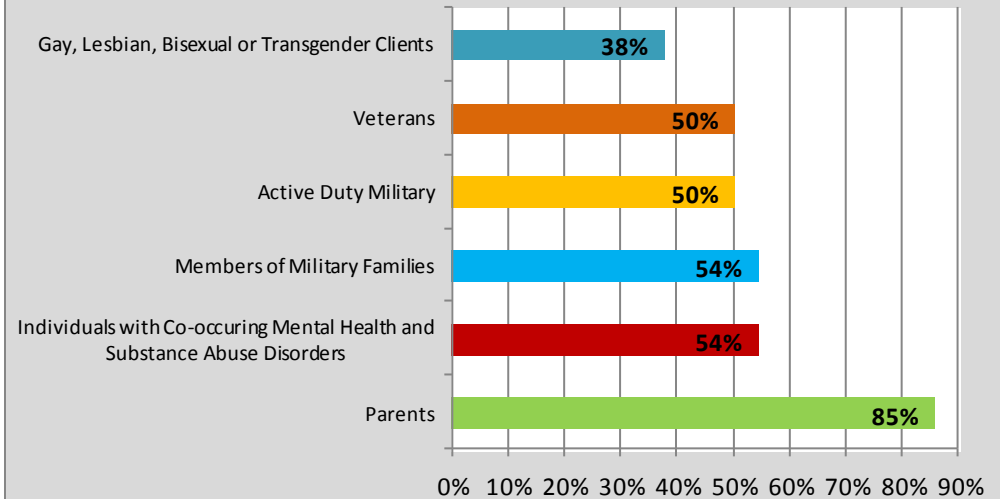
This question was answered by 48 providers.

Eighty-five percent of providers have behavioral health services exclusively for parents. More than 50% of providers offer services exclusively for individuals with co-occurring mental health and substance abuse disorders; and active duty military, their families, and veterans.

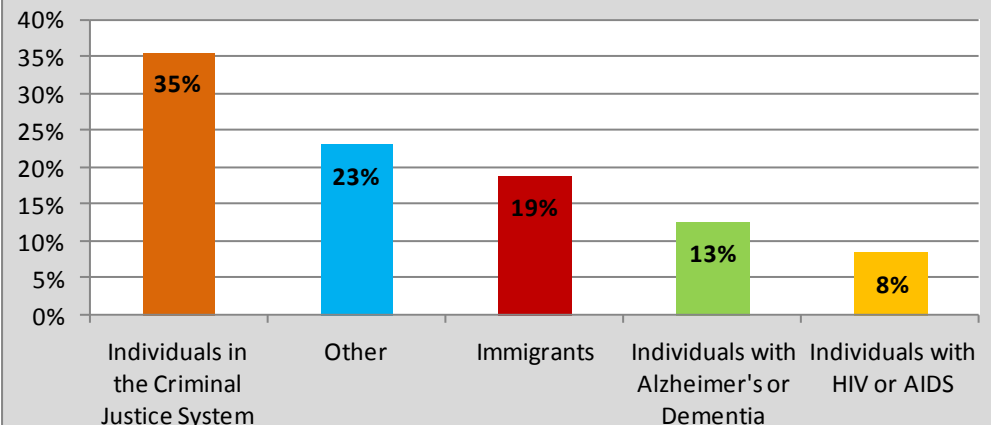
The three least served populations from the survey were immigrants, individuals with Alzheimer's or dementia, and individuals with HIV or AIDS. Each of these populations all have responses lower than 20%. This means that there were 9 and or less providers who selected these three special populations.

Under the "other" option providers specifically listed services for the following special populations: families, children with autism, LDS missionaries, those needing inpatient acute psychiatric care, youth with sexual addiction, individuals who are grieving, blended families, individuals with co-occurring mental health/substance abuse disorders and medical illness, children adopted or in foster care, families involved with DCFS, and federal employees.

Populations Served - Most Common



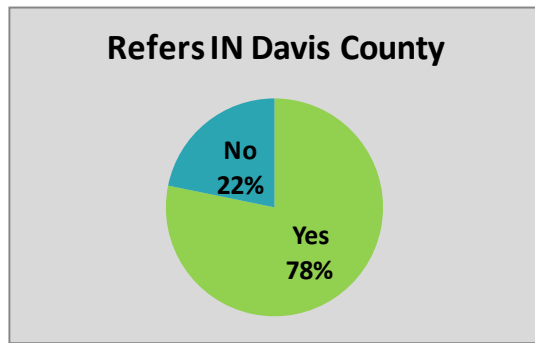
Populations Served - Less Common



Referrals

Do you refer patients to other behavioral health providers or agencies IN Davis County?

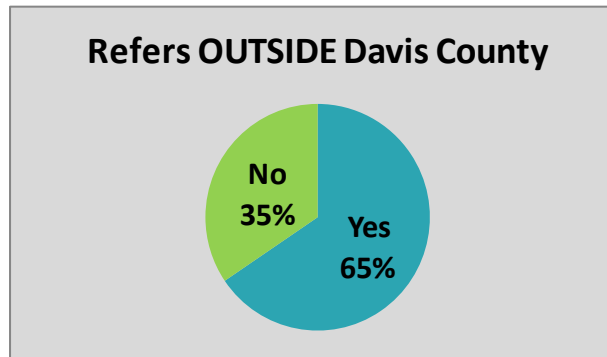
This question was answered by 55 providers.



78% of providers refer patients to services in Davis County. The most common referral was to Davis Behavioral Health followed closely by other private providers. Other referrals mentioned were LDS Family Services, Midtown Community Health Center, hospitals, and residential treatment centers.

Do you refer patients to other behavioral health providers or agencies OUTSIDE Davis County?

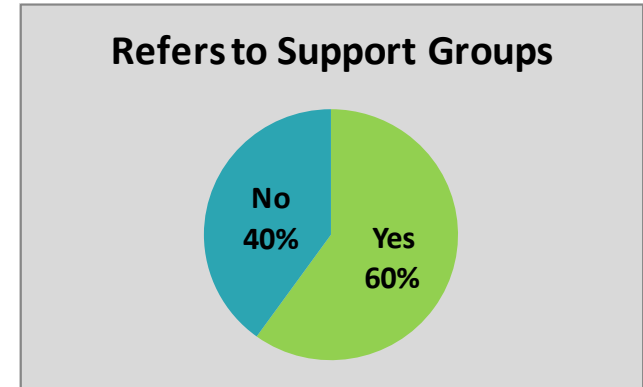
This question was answered by 55 providers.



65% of providers refer to services outside Davis County. The most referred agency outside of Davis County is the University of Utah Neuropsychiatric Institute. Other commonly mentioned agencies were Weber Human Resources, Valley Mental Health, and McKay Dee Hospital. Private providers not in Davis County were also specifically listed. Another common answer given for this question was that depending on the county their client lived in and what the client's behavioral health needs were helped the provider decide who to refer clients to.

Do you refer patients to any behavioral health support groups in Davis County?

This question was answered by 55 providers.



Sixty-eight percent of providers refer patients to support groups in Davis County. Specific support groups mentioned:

- 12 step substance abuse groups (Aspire)
- Alcoholics Anonymous & Alanon
- Allies with Families
- Asperger's
- Bipolar support group
- Children & Adults with ADD (CHADD)
- Davis Behavioral Health support groups
- Family Connection Center
- Family Counseling Services
- Grief & loss groups (Resilient Solutions Inc.)
- Healing Paths (sexual addiction)
- Health Department (teen tobacco use)
- LDS Addiction Groups
- Midtown Community Health Center
- Narcotics Anonymous
- National Alliance on Mental Illness (NAMI)
- Unwed Single Mothers Group (LDS)

What's Working

In your opinion, what behavioral health services, programs, or facilities are working well for clients in Davis County?

This question was answered by 29 providers.

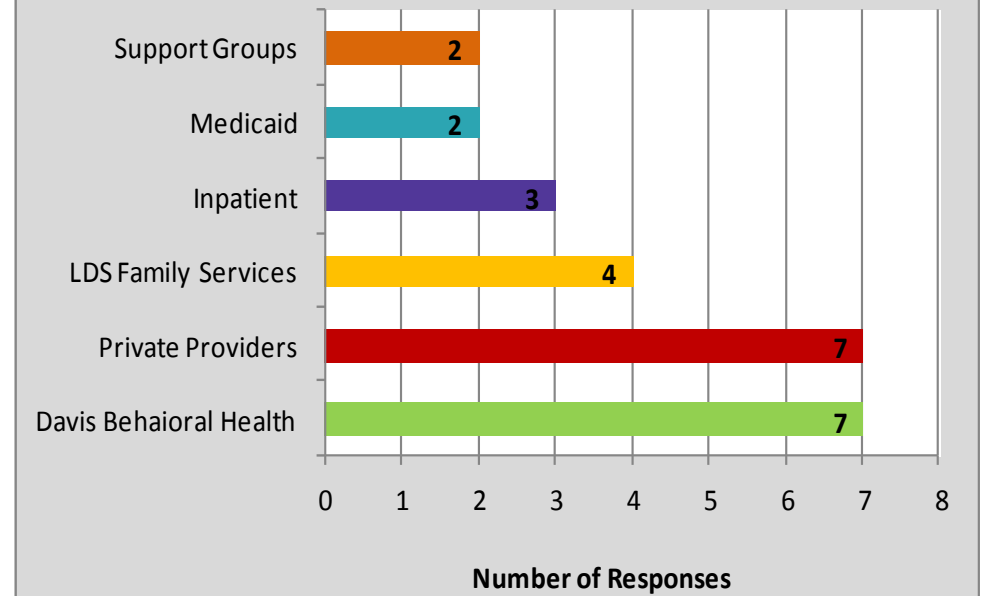
This was an open-ended question, intended to identify the behavioral health resources in Davis County that are working well for the community. The top answers given for this question were Davis Behavioral Health, private providers, and LDS Family Services. All were mentioned for the variety of programs they provide.

One provider said this about Davis Behavioral Health, "The DBH is a great program that meets the needs of a lot of people who are on Medicaid. But there seems to be a problem with low income that don't qualify for special help."

Several private providers and their agencies were mentioned. For example, Aspire Counseling Services, Resilient Solutions, LifeLine, as well as PsychologyToday.com. Another provider shared their thoughts on how each agency and provider contributes to behavioral health in Davis County, "I am glad that there are many different types of providers to help meet the diverse needs that exist in those seeking mental health services. Davis Behavioral Health serves a specific need of assisting those individuals who are covered through Medicare and Medicaid. Many others seek help through private practices or group practices. More acute care is available both in and out of the county depending on needs and insurance."

Specific treatment programs and support services were mentioned, such as in home outreach and grief support groups.

Resources Working Well



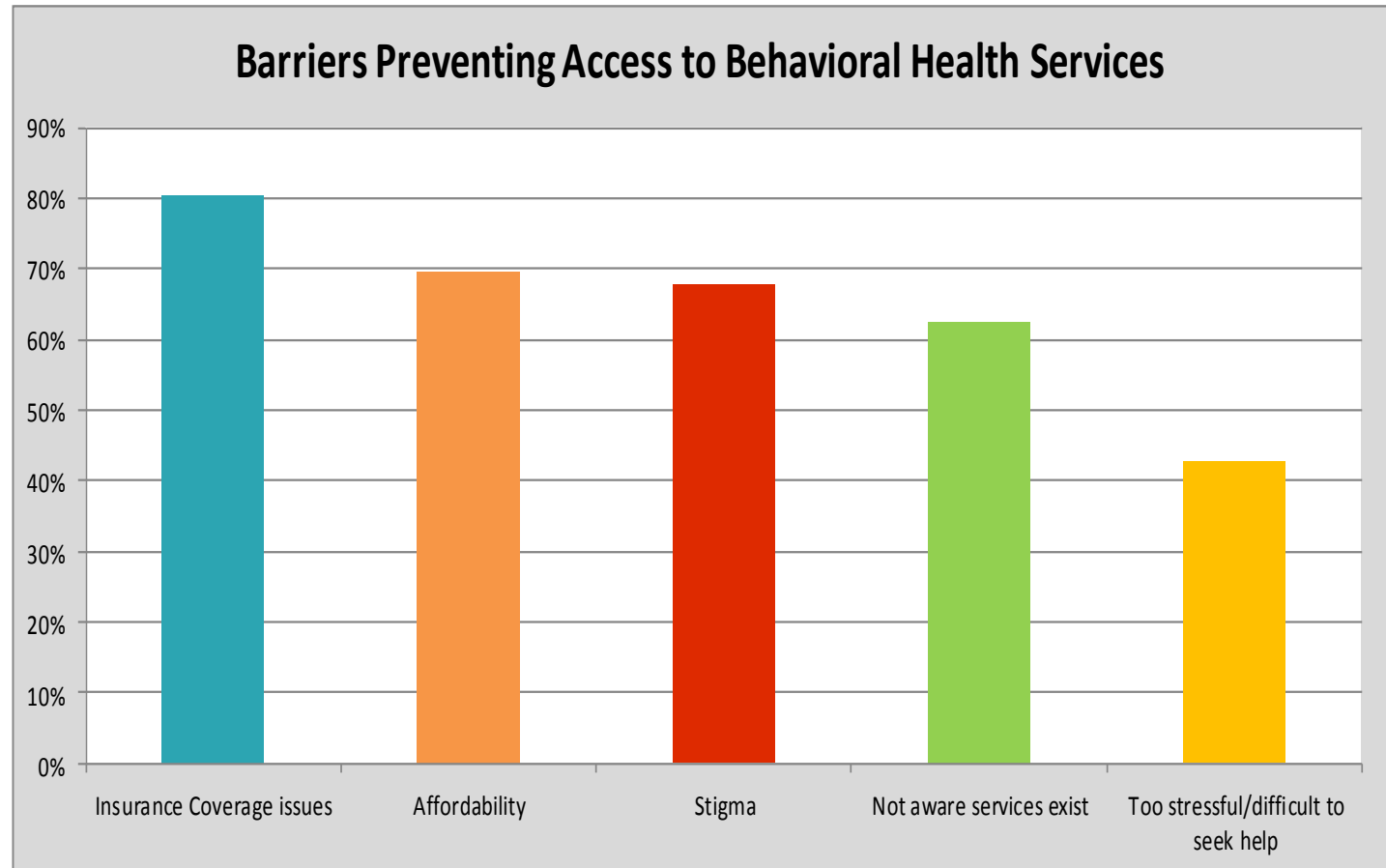
Barriers to Access Services

In your opinion, what are the BARRIERS that prevent Davis County residents from accessing behavioral health services?

There were 56 responses to this question. This question listed 18 choices that could be barriers. There was an “Other” option, where other barriers could be added.

The graph shows the top five barriers, according to providers, that prevent residents from accessing behavioral health services. About 80% of respondents selected insurance coverage issues as the most common barrier. The second most common barrier selected, according to 70% of respondents, was affordability. Insurance coverage issues and affordability are common themes throughout the survey.

Other significant barriers include: stigma, lack of awareness or education about services, lack of psychiatrists and other providers, and too stressful or difficult to seek help.



Gaps & Needs

In your opinion, are there any gaps in behavioral health services that are needed by your clients in Davis County?

This question was answered by 36 providers.

This question was an open-ended question in order to gain more accurate insight from providers about gaps and needs in behavioral health services in Davis County.

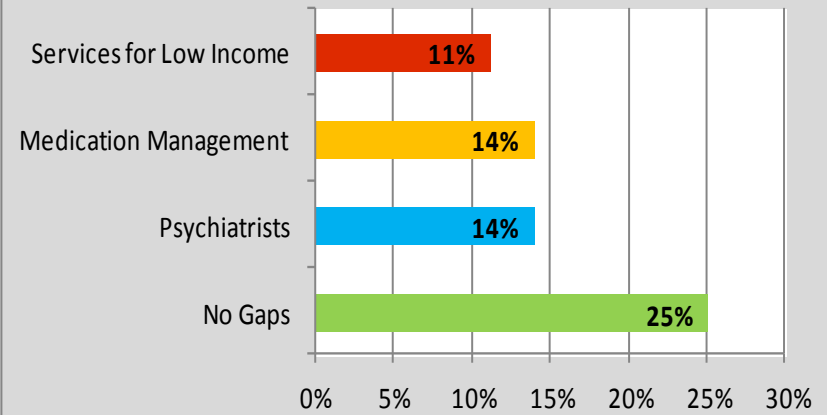
Twenty-five percent of those who replied to this question stated that they felt there were not any gaps. From the other responses, three main behavioral health gaps in Davis County were identified. The gaps include lack of services for low income individuals, lack of psychiatrists, and medication management. Some other gaps that were mentioned were autism services, behavioral health testing for children, geriatric services, lack of provider options due to insurance company, and outpatient services such as transitional living.

In your opinion, what type of behavioral health providers or facilities are hardest for your clients to access in Davis County?

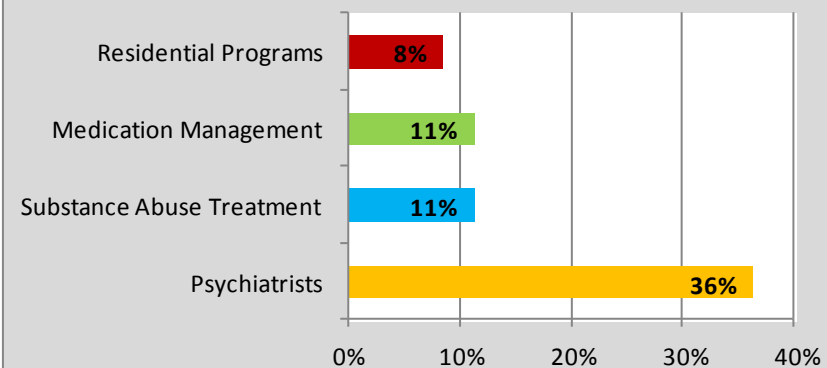
This question was answered by 36 providers.

This open-ended question was used to help identify behavioral health resources that are difficult to access. 36% of providers stated that psychiatrist were the hardest resource to access. Lack of psychiatrists is a common theme from the survey. Substance abuse treatment and residential programs are also recognized as resources that are difficult to access. Difficulty finding providers who provide medication management is also a recurring theme. Other responses included eating disorder facilities, sex therapy, and support groups.

Behavioral Health Services Gaps



Hardest Behavioral Health Resources to Access



Provider Barriers

Does anything prevent you from providing the behavioral health services your clients need?

This question was answered by 29 providers.

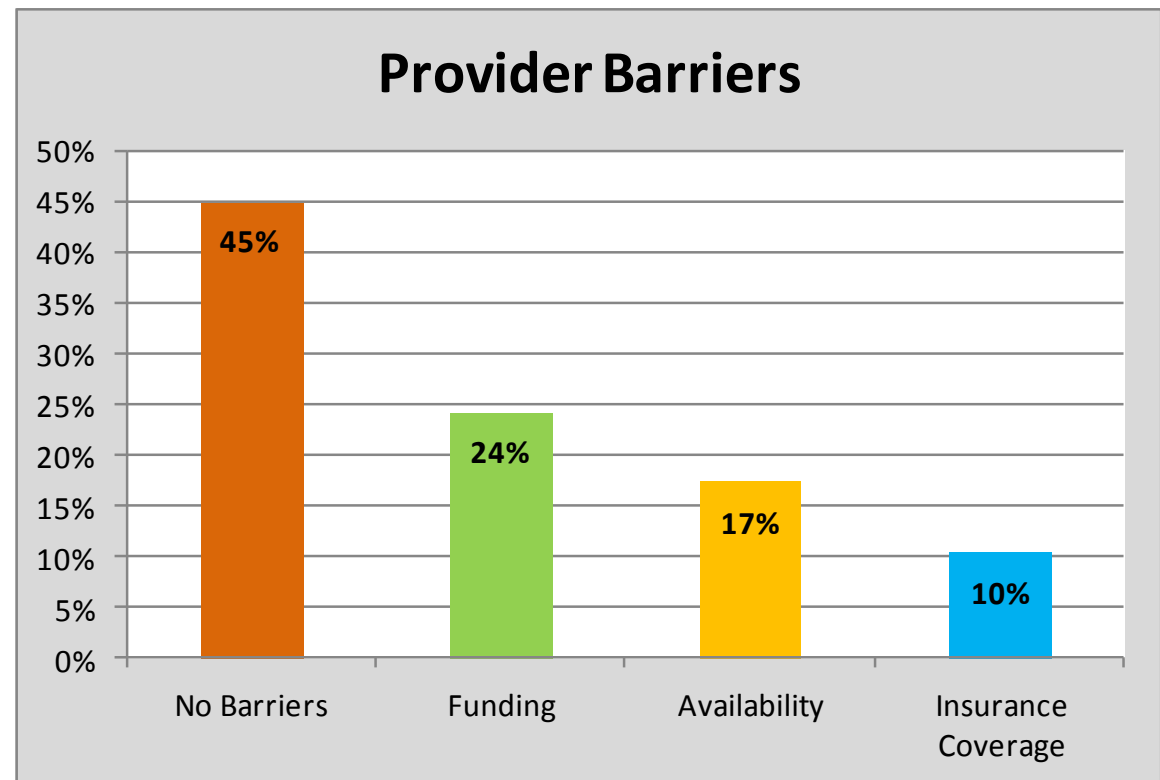
This question was left as an open-ended question, allowing providers to leave comments about the barriers they face in trying to provide behavioral health services to Davis County residents. Out of the 29 providers that left comments, 45% said they did not feel like there were any barriers preventing them from providing behavioral health services. Common barriers reported include lack of funding; lack of availability of beds, time slots, and sessions; as well as client insurance coverage issues.

“Really our issue usually is financial, families struggle with coming up with the large sum of money that is required for long-term care. We work with their insurance and help them find financial resources when possible.”

“Occasionally funding becomes an issue, other times scheduling needs can create problems. However, we have formed a network of therapists and refer clients who we are not able to see to overcome scheduling and treatment specialty issues.”

“Funding shortages is the primary barrier; as a non-profit organization, when we don't have funding to make up the difference between sliding scale fee and operating costs, we can't provide therapy.”

“Some clients can't afford my rates as a specialist. . .”



How to Improve

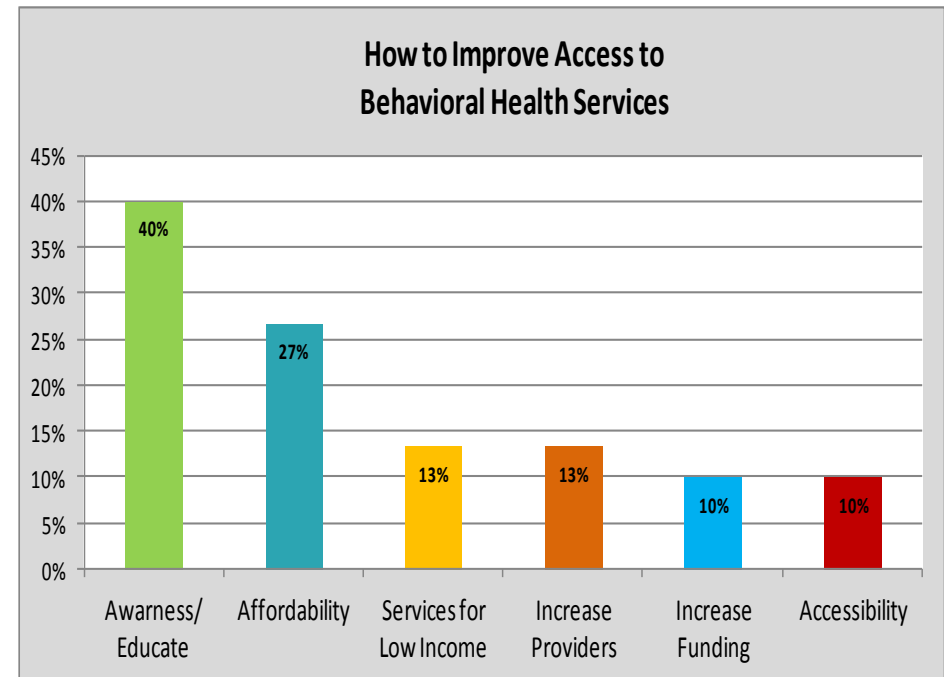
In your opinion, what can be done to improve access to behavioral health services in Davis County?

This question was answered by 30 providers.

Answers to this question provided helpful insight to improving access to behavioral health services. The top response to this question, by far, was educating the public about the services that are available. One provider explained the lack of awareness about services when they said, “I believe getting the word out for families, making it easier for them to find programs and specialists, a lot of the times families have no idea where to turn.” The second type of education recommended is to lessen stigma about receiving help for behavioral health issues. Another provider said, “Increase awareness that there are solutions for the life challenges that people have.”

Affordability was the second most common answer given. Many providers suggested creating more affordable services and programs through financial options for low income individuals and/or the uninsured.

Respondents also propose making services more accessible by increasing the number of providers in the county and by increasing funding for the public behavioral health agency. Other suggestions include better insurance coverage and insurance companies expanding preferred provider lists.



Key Findings

Community Themes

- Davis County behavioral health providers identified three primary gaps in services: lack of services for low income individuals, lack of psychiatrists, and medication management. These three issues are also commonly mentioned in other community assessments.
- It is difficult for low income clients to access affordable behavioral health services in Davis County. Very few providers have a sliding scale fee for low income clients. Less than 20% of providers accept Medicaid.
- Religious organizations play a big part in the behavioral health system in Davis County. This is due in part to a high proportion of the population belonging to the Church of Jesus Christ of Latter-Day Saints (LDS). The church operates as a service provider and a funder for members who need services. Specialized services are developed for unique populations such as missionaries, unwed mothers, etc. Church leaders regularly link and refer members to services.
- Specialized behavioral health services for active duty military, military families, and veterans are available in Davis County because Hill Air Force Base is located here. There are multiple agencies that provide services to the military population.

Recommendations

- This survey did not specifically assess behavioral health services for crisis management. Additional information is needed about what is available to help individuals facing mental and emotional health crises.
- Explore community partnerships to provide behavioral health services to low income, non-Medicaid residents.
- Community partners can work together to reduce stigma associated with mental health.
- Those interested in helping to improve access to behavioral health services can join the community health improvement action group working on the issue. The group has been meeting since fall of 2013. To find out more information or to participate in group meetings contact Jill Swain, Davis Behavioral Health, jills@dbhutah.org, 801-336-1844 or Isa Perry, Davis County Health Department, isa@daviscountyutah.gov, 801-525-5212.
- The county's current efforts to develop a health resource locator which includes behavioral health resources is needed in the community. This information can be used by residents, providers, and navigators. The online directory is a tool that can help increase public awareness about services and resources that are available.
- This report as well as the behavioral health provider directory will be made available on the Davis County Health Department website at www.daviscountyutah.gov/health.