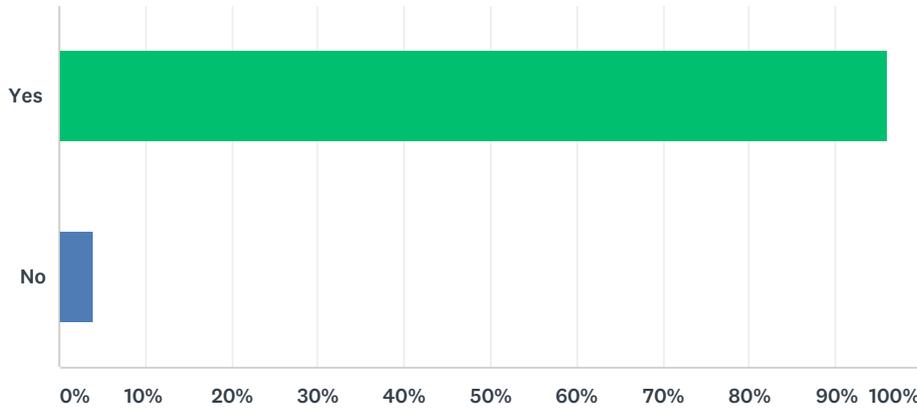


Q1 Are you aware that Santa Barbara County has a Behavioral Wellness department that handles drug, alcohol, and mental health issues?

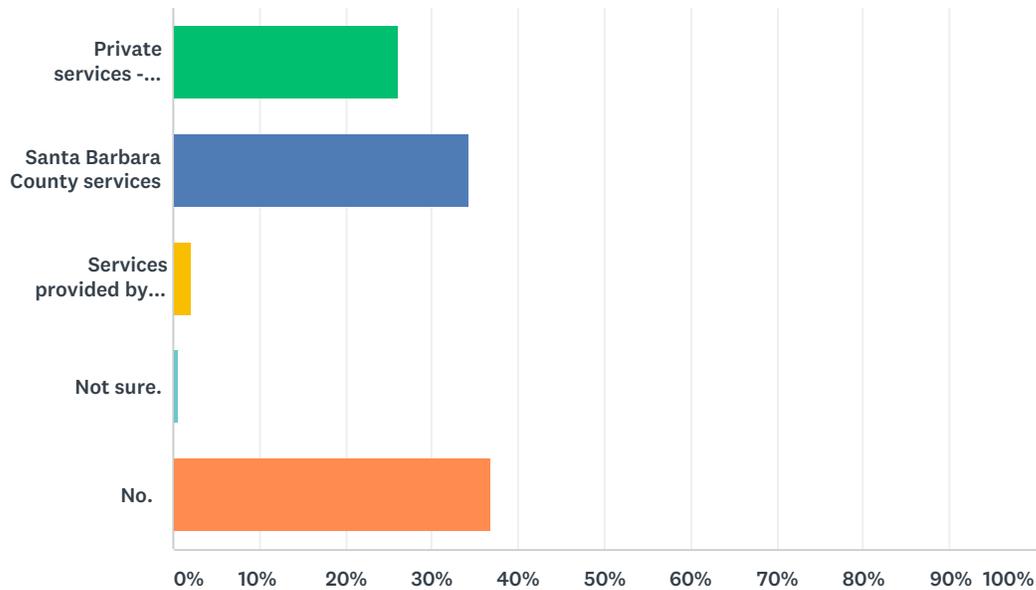
Answered: 149 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	95.97%	143
No	4.03%	6
TOTAL		149

Q2 Have you or your family ever tried to engage with services to help with mental health or addiction issues?

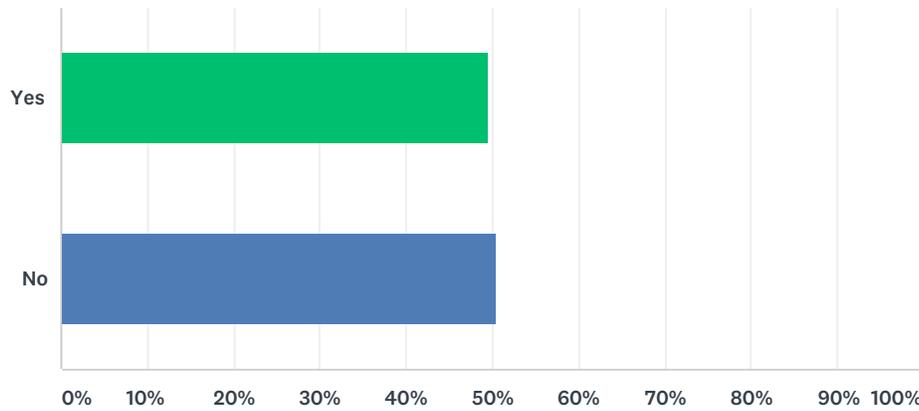
Answered: 149 Skipped: 0



ANSWER CHOICES	RESPONSES	
Private services - psychologist or treatment program provided by hospitals or private health care providers.	26.17%	39
Santa Barbara County services	34.23%	51
Services provided by another county.	2.01%	3
Not sure.	0.67%	1
No.	36.91%	55
TOTAL		149

Q3 When attempting to access services with Santa Barbara County Behavioral Wellness, have you encountered barriers to access?

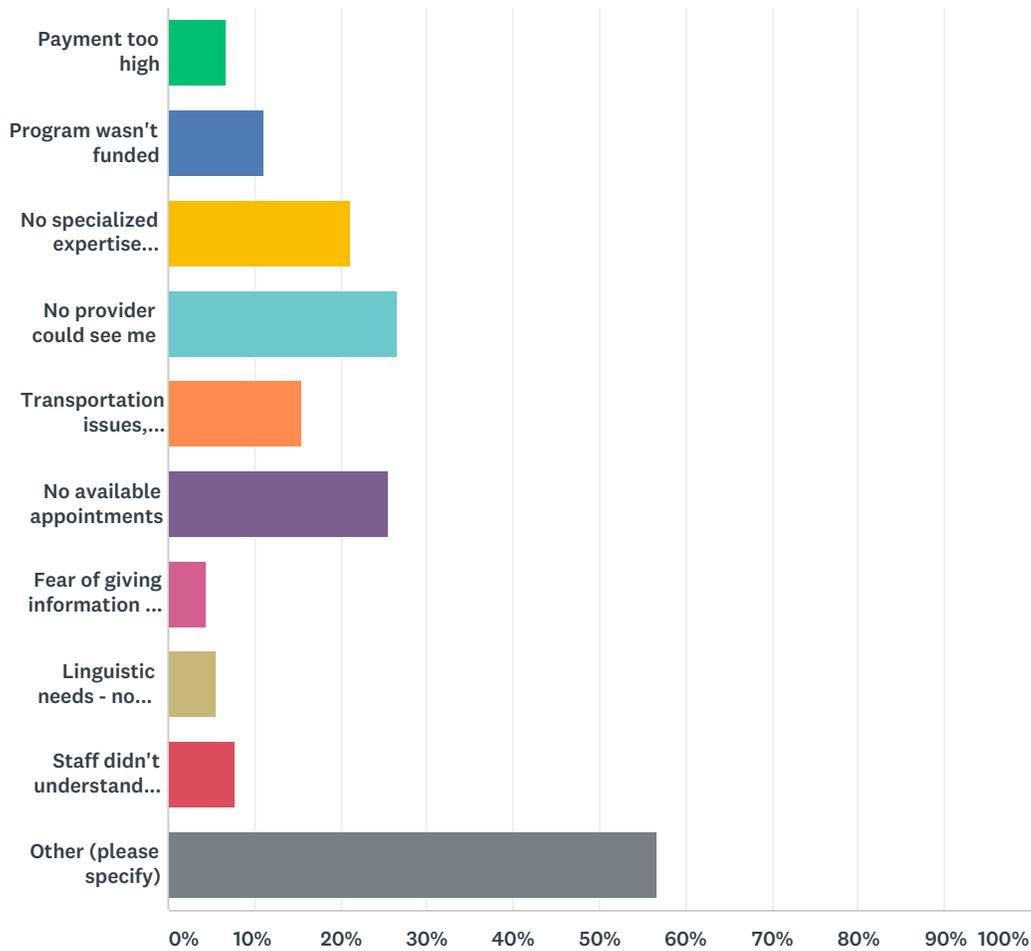
Answered: 139 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	49.64%	69
No	50.36%	70
TOTAL		139

Q4 If you encountered barriers to accessing services, please check the type of barrier.

Answered: 90 Skipped: 59



ANSWER CHOICES	RESPONSES	
Payment too high	6.67%	6
Program wasn't funded	11.11%	10
No specialized expertise available for my case	21.11%	19
No provider could see me	26.67%	24
Transportation issues, location too far	15.56%	14
No available appointments	25.56%	23
Fear of giving information to government entity	4.44%	4
Linguistic needs - no translator available.	5.56%	5
Staff didn't understand cultural issues that affected myself or my family	7.78%	7
Other (please specify)	56.67%	51

Total Respondents: 90

#	OTHER (PLEASE SPECIFY)	DATE
1	no barriers at all	3/18/2019 8:28 AM
2	Never tried	3/14/2019 6:24 PM
3	Could not get assistance because the patient would not go voluntary and refused to bring up tot he doctor the fact that there were issues needing to be addressed regarding mental health. I was told unless someone got hurt or they sought help themselves there was nothing that could be done.	3/14/2019 9:42 AM
4	Daughter with schizophrenia: Staff wouldn't take info from me	3/14/2019 7:28 AM
5	Couldn't get services because of accompanying dementia diagnosis	3/13/2019 12:29 PM
6	difficulty communicating need of loved one, due to lack of insight and understanding of professionals involved	3/13/2019 11:50 AM
7	n/a	3/13/2019 10:59 AM
8	My son was in jail and deemed Incompetent to Stand Trial. After waiting a few months they found there was nothing available at State level. Charges were lowered to misdemeanor which gave him eligibility to Santa Barbara County services. Once again there weren't any beds available at PHF at which point courts deemed him restored which he wasn't. They put him back on the streets.	3/13/2019 9:56 AM
9	Red tape not listed above, staff unresponsive, not pleasant, too busy etc	3/13/2019 8:39 AM
10	No barriers, have not used program	3/13/2019 8:09 AM
11	I haven't tried to access services	3/13/2019 8:05 AM
12	Continual barriers to receiving help.	3/12/2019 9:41 PM
13	Hard to bridge medications in timely manner. Front line staff can be condescending at times.	3/12/2019 8:05 PM
14	County Office of Special Education and public schools in the County whose underfunded mandates and politics both seriously harmed and helped kids, and police responses and private medical responses to dangerous substance abuse behavior which was not effectively addressed. This questionnaire needs adjusting.	3/12/2019 6:58 PM
15	Very limited access for justice involved	3/12/2019 6:28 PM
16	No experience	3/12/2019 6:28 PM
17	Did not have appropriate bed available.	3/12/2019 4:51 PM
18	wasn't accepted as a client for outpatient mental health services - I was told I wasn't impaired enough	3/12/2019 4:19 PM
19	I was only recently made aware that this program might be available to us.	3/12/2019 3:58 PM
20	Due to age of person being referred for services my call was dismissed with the assumption that the individual must have dementia	3/12/2019 3:27 PM
21	staff was mean, dismissive and disrespectful	3/12/2019 3:06 PM
22	Long wait for intake; intake appt first then long wait for psychiatrist; no room on ACT; turnover of psychiatrists; case managers overextended	3/12/2019 2:49 PM
23	n/a	3/12/2019 2:24 PM
24	Encoutered problems reaching staff to connect with clients in common.	3/12/2019 2:18 PM
25	N/A	3/12/2019 2:13 PM
26	No resources available for my needs	3/12/2019 2:12 PM
27	Although there was an obvious need many times the person didn't meet criteria	3/12/2019 2:07 PM
28	No detox's were covered by MediCal	3/12/2019 1:58 PM
29	None	3/12/2019 1:56 PM
30	Access line personnel too busy to handle case.	3/12/2019 1:51 PM

Barriers to accessing service

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31	Medi-Cal clients with cognitive disorder needing ongoing psychiatric follow up for medication and clinical services	3/12/2019 1:45 PM
32	staff attitude during initial phone contact after much difficulty getting through to begin with. Also, once in, couldn't deal with constant change or absense of psychiatrist	3/12/2019 12:56 PM
33	Incarcerated inmates do not have access to the Access line to get connected to treatment upon release from jail. BWell is not treating this as a priority, says that inmates shouldn't have access even though the treatment would be recieved AFTER release. PEople leave jail and need a plan, not to face just another barrier to getting treatment.	3/12/2019 12:41 PM
34	MHWellness terminates folks who have done well with the services.	3/12/2019 11:58 AM
35	Didn't try to access services	3/12/2019 11:53 AM
36	criteria for certain programs unclear and no openings in certain programs	3/12/2019 11:52 AM
37	never had drug issues	3/12/2019 11:52 AM
38	No services for inmates soon to discharge from custody.	3/12/2019 11:47 AM
39	Staff doesn't have the time to devote to really helping my son. Also, staff seems clueless of symptoms like anosognosia.	3/12/2019 11:47 AM
40	No room for my nephew at CSU, despite going daily and them telling him to return the following day and they would admit him.	3/12/2019 11:44 AM
41	No psychiatric beds	3/12/2019 11:27 AM
42	No available services	3/12/2019 11:19 AM
43	services unavailable for those who are undocumented and uninsured	3/12/2019 11:06 AM
44	Did not qualify b/c person had private insurance	3/12/2019 10:55 AM
45	None	3/12/2019 10:51 AM
46	N/A	3/12/2019 10:48 AM
47	Haven't used services	3/12/2019 10:43 AM
48	Delays in past securing 5150s in mental health crises when daughter met criteria; Delays in past for case mgmt. appts -- up to 1 yr; Unable in past crises to communicate with BW despite ROI on file. Services at the clinic are more than adequate now, as we've identified the best pdoc, case manager, and nurse.	3/12/2019 10:41 AM
49	no barriers	3/12/2019 10:34 AM
50	HIPPA regulations prevented me from helping my son adequately.	3/12/2019 9:02 AM
51	had to give magic words to have them committed for 72 hour hold	3/10/2019 9:35 PM

Q5 If Santa Barbara County was not able to meet your needs, please suggest how we could make accessing services easier for you.

Answered: 80 Skipped: 69

#	RESPONSES	DATE
1	the system is easy to access	3/18/2019 8:28 AM
2	Obtain more funding to make getting help from County mental health professionals more available	3/17/2019 12:10 PM
3	not enough staff available unless you did try to commit suicide not if you are feeling hopeless	3/15/2019 8:34 AM
4	More psychiatrists for med review and adjustment	3/14/2019 8:44 PM
5	Never tried	3/14/2019 6:24 PM
6	i feel it is not a wrap around type of treatment, more interactions with clients to motivate and keep engaged with their treatment/recovery. Hard to understand all different type of services, and how to get help. Some of doctors do not listen to family who lives with ill relative, instead they listen to client who is either paranoid or not well enough to make certain decisions	3/14/2019 3:38 PM
7	Having more CIT personnel and access to facilities. Regarding people who refuse services, there needs to be another way to force these people into help other than going to court.	3/14/2019 9:42 AM
8	Several of my clients have stated that they felt their therapy sessions, while helpful, were terminated before they felt they were ready.	3/14/2019 8:49 AM
9	Teach staff that they can take info from family even if HIPPA creates barriers going the inverse direction	3/14/2019 7:28 AM
10	See my patients.	3/13/2019 2:06 PM
11	Knowing what services are available for my child and family	3/13/2019 1:07 PM
12	When elders with mental health issues also get a dementia diagnosis, they should have access to services	3/13/2019 12:29 PM
13	Very limited resources for Mental Health in the County	3/13/2019 12:02 PM
14	Provide ethnic minority professionals that have insight to cultural/professional needs of those needing services	3/13/2019 11:50 AM
15	n/a	3/13/2019 10:59 AM
16	have availability for housing and medicating to help individuals stay on track with their medications to avoid mental and health problems, due to lack of funding	3/13/2019 10:18 AM
17	More services, including lockdown beds. 16 lockdown beds in a county of 450,000 people is certainly not enough.	3/13/2019 9:56 AM
18	More scholarships to low income families for programs to help children have opportunities to improve functioning. More options to help families get the services they need to improve themselves and families possibly easier respite services for single parent households.	3/13/2019 9:35 AM
19	More services for lower level of care. Only offer intensive management of severe mental health cases but there is still a need for other individuals with lower level diagnosis	3/13/2019 8:44 AM
20	Eliminate the intangible barriers that aren't as easy as blaming transportation or payment too high. Look to easing paperwork, access line help, staff and their poor attitudes.	3/13/2019 8:39 AM
21	No suggestions	3/13/2019 8:09 AM
22	More accessibility needed.	3/13/2019 7:38 AM

23	ill adults who are unable to make these decisions for themselves need to have others involved to be able to help, not be denied to help. The current laws are continuously causing avoidable, horrendous suffering for the ill person who needs treatment and is not getting it, their family, the community. Do we need to build more facilities/a hospital to care for the ill who can't be taken care of by their families? They are ill and need treatment and care. Not to be made to 'not meet the criteria' and left to be homeless.	3/12/2019 9:41 PM
24	Please make services more accessible to incarcerated individuals, persons just getting out of jail, and who need medications before the next available clinical appointment. 2 month wait for psychiatrist is too long.	3/12/2019 8:05 PM
25	The phf needs more beds and I think it would help to offer services to families of dual diagnosis relatives to help us deal with getting them help, rather than telling us to put them on the street.	3/12/2019 6:59 PM
26	Behavioral Wellness has in recent years done a great job of generating resources, and applying resources and synergy more effectively. Building more teamwork, science based practices, and transparency are key.	3/12/2019 6:58 PM
27	Have Psychiatrist that don't change all the time.	3/12/2019 6:31 PM
28	Nocomment	3/12/2019 6:28 PM
29	More transitional support from extreme level of care to a board and care	3/12/2019 4:51 PM
30	support groups for higher functioning people with mental illness	3/12/2019 4:30 PM
31	Don't turn so many people with serious mental health problems away. Many of us have to try to find help somewhere and it's not always enough for what we need	3/12/2019 4:19 PM
32	Need to have staff that can understand my cultural issues that affect me. Have more bilingual staff. Payments are to high. Work with needs/appointment time. County should contract with and outside entity.	3/12/2019 4:08 PM
33	More services for mild-moderate treatment	3/12/2019 3:43 PM
34	having available services appropriate for the geriatric population	3/12/2019 3:27 PM
35	improve staff education, more 5150 beds in SB county	3/12/2019 3:06 PM
36	I haven't tried to access SBC behavior health and have only relied on providers that take my insurance with mixed results. I don't understand what behavior health services SBC offers because I haven't looked into it. Life has been overwhelming at times dealing with my loved one suffering from mental illness. But attending NAMI's Family to Family class this quarter (who forwarded this survey to me) is helping me learn about resources like yours that I didn't have the reserve energy to look up on my own.	3/12/2019 3:03 PM
37	Short wait times, access to psychiatrist up front, stable psychiatry staff, more capacity on ACT, more case managers	3/12/2019 2:49 PM
38	n/a	3/12/2019 2:24 PM
39	Either hire more staff or have current staff connect with clients in a timely manner.	3/12/2019 2:18 PM
40	long-term residential services	3/12/2019 2:12 PM
41	It is very unclear how to get services or what services are offered	3/12/2019 2:07 PM
42	Beds.	3/12/2019 2:02 PM
43	Bilingual/bicultural licensed intake therapist, psychiatrist, and LCSW's. Shuttle service to Be Well clinic from the East and West side. Weekly Therapy sessions should automatically be scheduled for all adult and pediatric patients. Bi weekly case management appointment for all Patients.	3/12/2019 1:59 PM
44	Have adolescent and adult residential treatment programs that are covered by drug Medi-Cal, as well as sober livings.	3/12/2019 1:58 PM
45	None	3/12/2019 1:56 PM
46	*More residential treatment locally; *More board and care facilities; *More outreach to homeless people; *Support for people in drug crises; *Better and more available alcohol and drug treatment using best practices	3/12/2019 1:51 PM
47	Make it easier so that the families and caretakers of young adults at risk of suicide and other self-destructive behaviors can get access to support for their loved ones and themselves.	3/12/2019 1:46 PM

48	We have many elderly, seniors and dependent clients who are in need of direct services with cognitive disorders, such as dementia, medication management and follow up clinical services that have ongoing unmet needs.	3/12/2019 1:45 PM
49	Hire psychiatrists who will stay at least a few years and avoid constantly changing treatment providers so patient can develop a trusting relationship instead of having to start all over again and again.	3/12/2019 12:56 PM
50	Transportation to/from clinic. More medication providers easily accessible. Able to meet with my therapist weekly.	3/12/2019 12:55 PM
51	Need continuity of Psychiatrists. High turnover creates many problems. The worst happens when the new psychiatrist takes client off of meds that have been working due to psychiatrist personal bias.	3/12/2019 12:42 PM
52	Make it possible for incarcerated people to call the Access line so that their treatment is lined up and ready to go upon release. This is being treated like a non-issue since inmates can't use Medi-Cal, but the treatment would be received after release. Inmates need a plan, not barriers to receiving treatment that could prevent a relapse or going back to jail.	3/12/2019 12:41 PM
53	Hire more therapists to meet high need. Have more therapists available in more locations around the county. Fund non-profits that help address mental health issues. Perhaps funding specific excellent programs through grants?	3/12/2019 12:26 PM
54	Making it easier to get accepted for county services, not turning people away who do not seem severe enough.	3/12/2019 12:23 PM
55	The waiting lists are too long. You have to make appointments during work hours. You don't have the ability to choose what therapist you can work with. You have to give the same info all the time. It feels like you lost my chart	3/12/2019 12:07 PM
56	When MHWellness terminates services for some folks, they are automatically referred to the Regional Center. This is the wrong approach. ALL Regional Center services aren't funded unless ALL other resources are accessed first. The people MHW refer back to the Regional Center aren't always able to find a replacement psych doc with their Medicare insurance. This includes folks with Medi-Medi (Medi-Cal & Medicare) It would be helpful for you to refer to psychiatrists in the area that DO TAKE MEDICARE. Thank you!	3/12/2019 11:58 AM
57	Fully staffing programs to see clients that meet criteria for services. Ensure that all staff are relaying information about program criteria and services consistently/accurately and not based on current lack of staffing to provide the services.	3/12/2019 11:52 AM
58	We should open a Santa Barbara detox facility/rehap. We could use the SB Juvenile Hall as a facility.	3/12/2019 11:52 AM
59	Allow inmates to call Access Line to arrange services prior to discharge.	3/12/2019 11:47 AM
60	Staff that have lived experience relate so much better than someone with a bunch of lofty college degrees and no real understanding. My son is in a lot of pain but current staff don't seem to be able to help.	3/12/2019 11:47 AM
61	My experience has been with family and friends trying to escape addiction. They need a residential treatment, but they can't get through the door. My kids' father decided he would slit his wrists, "only superficially" so they would have to take him in. My nephew is a terrible addict, living on the street. Has had the motivation many times, but has nowhere to start. Living on the street trying to get clean is an impossibility. Everyone that I know thinks that to initiate the level of service they need, they have to attempt suicide. If this is not the case, then the community needs to be educated on how to obtain a high level of service without necessarily being in the throes of a crisis.	3/12/2019 11:44 AM
62	Discuss other the case with care give and be flexible for services for services.	3/12/2019 11:39 AM
63	Add more psychiatric beds	3/12/2019 11:27 AM
64	Have more services that are culturally relevant for children. Have better collaboration with schools. Have bilingual staff available especially in reference to crisis services. Have better collaboration between service providers. Have had youth accessing services in which there was no collaboration. The left hand didn't know what the right hand was doing. Need better trained staff to work with diverse clients. Do a better job of reaching out to racial/ethnic minority communities. Stop the inappropriate use of the term "research-based" treatment. Provide better and more understandable data regarding the efficacy of treatment interventions.	3/12/2019 11:27 AM

Barriers to accessing service

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65	more placement facilities	3/12/2019 11:19 AM
66	maybe a grant can help undocumented/uninsured clients who do not have the financial resources to obtain services	3/12/2019 11:06 AM
67	I have tried to engage BW on multiple occasions but bc the person has private insurance, they are referred back to their PCP for MH treatment.	3/12/2019 10:55 AM
68	For those that do not meet the financial guidelines for service, it would be helpful to have some information and support to access services elsewhere.	3/12/2019 10:54 AM
69	N/A	3/12/2019 10:51 AM
70	because I work here	3/12/2019 10:49 AM
71	N/A	3/12/2019 10:48 AM
72	There needs to be some consideration for families who are trying to assist other family members who do not have the mental health to make decisions to care for their illness. SB County Mental Health will not allow anyone who is over 18 to be assisted unless giving consent, to get consent from a person with mental health issues is next to impossible.	3/12/2019 10:45 AM
73	seeing clients outside of SPMI	3/12/2019 10:43 AM
74	When someone calls the access line, and is told someone will call him/her back, return the person's call.	3/12/2019 10:41 AM
75	INCREASE STAFFING	3/12/2019 10:39 AM
76	We need more adolescent psychiatrists in the area and a psych hospital in north county.	3/12/2019 10:37 AM
77	n/a	3/12/2019 10:34 AM
78	Providers with sliding fee schedules and offer payment plans.	3/12/2019 9:18 AM
79	The BW Dept. needs more clinical staff and more funding and more inpatient and outpatient residential care.	3/12/2019 9:02 AM
80	My family member was transferred from Cares to Cottage east to a mental health hospital in Pasadena. Why not a one-step process?	3/10/2019 9:35 PM