

*LSF BEHAVIORAL HEALTH NEEDS
ASSESSMENT*

*CONSUMER, PROVIDER AND
STAKEHOLDER SURVEY SUMMARY*

Contents

Introduction.....	3
Lutheran Services Florida (LSF) Health Systems Behavioral Health Needs Assessment Purpose and Process	3
Survey Methodology	3
Process	3
Consumer Survey	3
Provider Survey.....	4
Stakeholder Survey	4
Survey Limitations	4
Survey Results	5
Consumer Survey	5
Consumer Survey Results by Survey Item	7
Provider Survey.....	31
Provider Survey Results by Survey Item.....	34
Stakeholder Survey	42
Stakeholder Survey Results by Survey Item	44

Introduction

Lutheran Services Florida (LSF) Health Systems Behavioral Health Needs Assessment Purpose and Process

As part of their 23-county service area assessment, LSF Health Systems, engaged the services of WellFlorida Council to facilitate the design, implementation and analysis of primary data collection through surveying. Three distinct surveys were developed and implemented. The consumer survey collected opinions and perspectives from LSF Health Systems' clients throughout the service area. LSF Health Systems healthcare professionals including therapists, counselors, prevention specialists and other behavioral health care specialists participated in the provider survey. Community stakeholders and partners throughout the service area responded to a third survey. WellFlorida Council is the statutorily designated (F.S. 408.033) local health council that serves 16 north central Florida counties. To more effectively reach the remaining counties in LSF Health Systems service area, WellFlorida partnered with the Health Planning Council of Northeast Florida, another statutorily designed health council, that serves the northernmost Florida region. WellFlorida Council and the Health Planning Council of Northeast Florida share the mission to provide communities with health information, tools, and analyses while partnering in planning, assessment, research to improve health outcomes and resources.

Survey Methodology

Process

WellFlorida Council and the Health Planning Council of Northeast Florida, in conjunction with LSF Health Systems leaders, collaboratively developed the three surveys to gather input, perspectives, and feedback from the distinct audiences.

Consumer Survey

To be eligible to participate in the survey, a consumer was required to be 18 years of age or older and have used services in the past 12 months for either a mental health condition or substance use problem, or both. In addition, adults 18 years of age and older who had served as the primary caregiver or guardian of an adult or child who had received services in the past 12 months for a mental health condition and/or substance use issue were also eligible to participate. Responses from individuals who did not meet the aforementioned criteria were not included in the data analysis. The survey included 21 questions and nine (9) demographic items. The Qualtrics® web-based surveying platform was used to deliver the survey and collect responses. The Flesch-Kincaid readability score for the survey instrument was grade level eight (8). Prior to deployment, the electronic version of the survey was pre-tested for functionality and ease of use.

A convenience sampling approach was utilized for collecting survey responses; i.e., respondents were selected based on accessibility and willingness to participate. The survey went live on August 6, 2019 and remained available through September 20, 2019. The survey was available electronically on WellFlorida's website with the link shared by LSF Health Systems providers with

clients. In addition, survey marketing paper and electronic flyers were distributed, e-mail promotional messages were sent to health care providers and community partner agencies, and LSF Health Systems website postings were made.

Provider Survey

An electronic eight (8) item survey for mental health and substance use treatment and prevention providers was launched on August 6 and closed on September 20, 2019. Providers included mental health and/or substance use treatment and prevention professionals, including but not limited to psychiatrists, therapists, counselors, case workers, outreach staff and community health workers. The survey sought to collect information on the types of mental health and/or substance use treatment and prevention services offered in LSF Health Systems' 23-county service area, the extent of the use of evidence-based or evidence-informed services, the range of diagnoses being treated, as well as information on perceived gaps in services and barriers to providing and receiving services for both providers and consumers. The provider survey also included five (5) demographic items. As with the consumer survey, the provider survey was readability tested, scoring a grade level of nine (9). The electronic survey was pre-tested for content and functionality.

Once again the convenience sampling approach was used. LSF Health Systems providers received multiple reminders to complete the survey throughout the survey period, in both electronic and paper formats. LSF Health Systems providers also were offered paper flyers and sample email messages to distribute to their colleagues and peers in the 23-county service area to invite and encourage broad participation by behavioral healthcare professionals.

Stakeholder Survey

Input from stakeholders in law enforcement, juvenile justice, criminal justice, local government, elected officials, healthcare providers, and social and community service agencies was sought to inform LSF Health Systems of current and projected needs and gaps, barriers and shortfalls, as well as progress and promising approaches to addressing mental health and substance use treatment and prevention issues. An electronic 18-item survey that also included five (5) demographic items was widely distributed and promoted in the service area. The survey link was posted on many LSF Health Systems community partner agencies' websites and distributed via email, listserv and social media. The stakeholder survey scored grade 11 on the Flesch-Kincaid readability test and was pre-tested for functionality and content. This survey also employed the convenience sampling method and was open from August 6 through September 30, 2019.

Survey Limitations

Using the convenience sampling method to collect input for a system-wide health assessment process, has its advantages, disadvantages and limitations. Surveys collected using this method can yield rich qualitative data for assessment and planning in a cost efficient manner. Data are available relatively quickly to match the pace of a system-wide assessment and are useful to signal the beginning of changes or shifts in attitudes, behaviors and outcomes. Among the disadvantages of collecting assessment data via convenience sampling are the potential for bias in data collection and sampling errors that could introduce inaccuracies. Surveying that uses the convenience sampling method has its limitations. In LSF Health Systems 23-county service area survey participants were self-selected which introduced selection bias. As such, the results are not generalizable to the entire

population. Even with these limitations, valuable insights and perspectives, opinions and attitudes about behavioral health needs and issues were generated and will contribute to assessing and identifying priority concerns in the service area.

Survey Results

Consumer Survey

At the time it closed there had been 303 log-ins to the consumer survey on the Qualtrics® platform. Of those, 232 were categorized as complete surveys. The survey completion rate was calculated at 76.6 percent which falls within the expected range for a survey of this length and complexity. However, 55 surveys were excluded from the analysis because, although complete, there were no pertinent data as the survey respondents had indicated that none of the conditions applied to them. The 177 eligible surveys were analyzed and the results are shared below. General demographic factors of survey respondents are presented below. Note that survey respondents could answer as both personal service user and as guardian or primary caregiver of an adult or child who received services. The demographic factors for those who personally received services were tabulated separately from the demographic factors of those under a guardian or primary caregiver's care.

Consumer Survey Participant Profile

The consumer survey gathered information from an array of respondents. Survey respondents resided in 14 of the 23 counties in the LSF Health Systems service area. More than two-thirds of respondents were female. Most of the survey respondents were non-Hispanic (87 percent) and identified as heterosexual (80.8 percent). The racial diversity profile of survey respondents included 76.8 percent Whites, 11.3 percent Blacks and about 6.8 percent of two or more races. Of those who indicated they had personally received services in the 23-county area, 15.5 percent said they were affected only by a mental health condition, 29.0 percent were affected only by a substance use problem and more than half (55.5 percent) were affected by both mental health and substance use problems. Among the 22 survey respondents who were guardians or primary caregivers of adults or children, 20 (91.0 percent) reported the adult or child in their care had a mental health condition and two (2) had both a mental health condition and substance use problem. Demographic information was collected about the adults or children under the guardianship or in the care of the survey respondent. Eight (8) individuals indicated they were both guardians or primary caregivers and had personally used mental health and/or substance use treatment services. Their demographic information is included with that of survey respondents personally affected by these conditions.

DEMOGRAPHICS OF LSF HEALTH SYSTEMS CONSUMER SURVEY RESPONDENTS FROM COMPLETED ELIGIBLE SURVEYS, 2019

Demographic Indicator	Survey Respondents Affected by Mental Health Condition and/or Substance Use Problem who Personally Used Services n = 155		Adults/Children Affected by Mental Health Condition and/or Substance Use Problem who Used Services for whom Survey Respondent was Guardian or Primary Caregiver n= 22	
	Number	Percent	Number	Percent
Age				
5-9	0	0	1	4.5
10-14	0	0	5	22.9
15-19	4	2.6	8	36.6
20-24	15	9.7	1	4.5
25-34	58	37.4	2	9.0
35-44	46	29.6	2	9.0
45-54	15	9.7	0	0
55-64	15	9.7	1	4.5
65+	2	1.3	2	9.0
Prefer not to answer	0	0	0	0
Gender				
Male	47	30.3	10	45.5
Female	105	67.7	11	50.0
Transgender	0	0	1	4.5
Prefer not answer	2	1.3	0	0
Other	1	0.7	0	0
Race				
American Indian/ Alaskan Native	1	0.7	0	0
Asian Pacific Islander	0	0	0	0
Black or African American	17	11.0	3	13.6
Native Hawaiian and Other Pacific Island	0	0	0	0
Two or More Races	12	7.7	0	0
White	118	76.1	18	81.9
Prefer not to answer	3	1.9	0	0
Other	4	2.6	1	4.5
Hispanic/Latino/a/x Ethnicity				
Not of Hispanic, Latino or Spanish origin	135	87.0	19	86.4
Hispanic, Latino/a/x or Spanish origin	11	7.2	3	13.6
Prefer not to answer	9	5.8	0	0
Sexual Orientation				
Bisexual	16	10.2	1	4.5

Gay or Lesbian	5	3.2	0	0
Heterosexual (Straight)	127	82.0	16	73.0
Prefer not to answer	6	3.9	2	9.0
Don't know	0	0	1	4.5
Other	1	0.7	2	9.0
County of Residence				
Alachua	5	3.2	2	9.0
Baker	0	0	0	0
Bradford	0	0	1	4.5
Citrus	1	0.7	0	0
Clay	8	5.1	1	4.5
Columbia	1	0.7	0	0
Dixie	0	0	0	0
Duval	67	43.1	3	13.6
Flagler	31	20.0	2	9.0
Gilchrist	1	0.7	0	0
Hamilton	0	0	0	0
Hernando	6	3.9	0	0
Lake	0	0	0	0
Levy	0	0	2	9.0
Marion	3	1.9	7	32.4
Nassau	7	4.5	1	4.5
Putnam	2	1.3	0	0
St. Johns	4	2.6	2	9.0
Sumter	0	0	0	0
Suwannee	0	0	0	0
Union	0	0	0	0
Volusia	17	11.0	0	0
Don't know	0	0	0	0
Other (Pasco 0.7, Calhoun 0.7)	2	1.3	0	0

Source: LSF Health Systems Mental Health and Substance Use Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

Consumer Survey Results by Survey Item

Figures and tables below summarize the responses to survey items. Depending on the survey question, results are presented for survey respondents who were affected by a mental health condition and/or substance use problem (n = 155), survey respondents who were affected by a mental health condition (n = 110), survey respondents who were affected by a substance use problem (n = 131), adults/children who were affected by a mental health condition and/or substance use problem for whom the survey respondent was guardian or primary caregiver (n = 22), adults/children who were affected by a mental health condition for whom survey respondent was guardian or primary caregiver (n = 20), and adults/children who were affected by a substance

use problem for whom survey respondent was guardian or primary caregiver (n = 2). In many data tables, the three (3) most frequent responses are highlighted in shaded boxes. The topics covered in the analysis include:

- Length of time in treatment
- Referral to treatment source
- Circumstances that led to seeking treatment
- Locations where mental health and substance use treatment services were procured and the location where services were most frequently received
- Services received
- Attributes of and experiences with service providers
- Rating of importance of types of mental health and substance use treatment services
- Barriers to accessing services
- Emergency room use for mental health and substance use treatment services
- Payment method for services
- Roundtrip distance to service provider, modes of transportation to service provider, and access to public transportation
- Homelessness

“I am responding to this survey as (Choose only 1):”

NUMBER OF SURVEY RESPONDENTS IN QUALIFYING CATEGORIES, 2019

Options	Number of Responses
I personally use or have used mental health and/or substance abuse treatment services in the past 12 months.	147
I am the guardian or primary caregiver for an adult or child who receives or has received mental health and/or substance abuse treatment services in the past 12 months. I am responsible for assuring this person receives needed care and services.	22
Both of the above apply.	8
None of the above (Note: These were ineligible and excluded from analysis)	55

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Which of the following affects you?” and “Which of the following affects the person for whom you are the guardian or primary caregiver?”

NUMBER AND PERCENT PERSONALLY AFFECTED BY MENTAL HEALTH CONDITION AND/OR SUBSTANCE USE PROBLEM AND NUMBER AND PERCENT OF AFFECTED ADULTS OR CHILDREN UNDER GUARDIANSHIP OR CARE OF SURVEY RESPONDENTS, 2019

Condition/Problem	Number of Respondents (Percent)	
	Personally Affected n = 155	Adults/Children under Survey Respondent Guardianship or Care Affected (n = 22)
Mental health condition	24 (15.5)	20 (91.0)
Substance use problem	45 (29.0)	0
Both	86 (55.5)	2 (9.0)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“How long have you been in treatment?” and “How long has the person for whom you are a guardian or primary caregiver been in treatment?”

LENGTH OF TIME IN TREATMENT, SURVEY RESPONDENTS AND ADULTS/CHILDREN UNDER GUARDIANSHIP OR CARE OF SURVEY RESPONDENTS, 2019

Length of Time	Number (Percent) (Top responses in shaded boxes)			
	Survey Respondents with Mental Health Condition n = 110	Survey Respondents with Substance Use Problem n = 131	Adults/Children with Mental Health Condition in Guardianship or Care of Respondent n = 20	Adults/Children with Substance Use Problem in Guardianship or Care of Respondent n = 2
Less than 1 month	15 (13.6)	24 (18.3)	1 (5.0)	0
1 to 3 months	39 (35.5)	55 (42.0)	2 (10.0)	0
3 to 6 months	23 (20.9)	33 (25.2)	3 (15.0)	1 (50.0)
6 to 9 months	7 (6.4)	7 (5.4)	3 (15.0)	0
9 to 12 months	6 (5.5)	8 (6.1)	0	0
1 to 2 years	4 (3.6)	1 (0.8)	11 (55.0)	1 (50.0)
More than 2 years	14 (12.7)	3 (2.3)	0	0
I don't know	2 (1.8)	0	0	0

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Who referred you to treatment?” and “How was the person for whom you are a guardian or primary caregiver referred to treatment?”

REFERRAL TO TREATMENT, SURVEY RESPONDENTS AND ADULTS/CHILDREN UNDER GUARDIANSHIP OR CARE OF SURVEY RESPONDENTS, 2019.

Referral Made by	Number (Percent) (Top responses in shaded boxes)			
	Survey Respondents with Mental Health Condition n = 110	Survey Respondents with Substance Use Problem n = 131	Adults/Children with Mental Health Condition in Guardianship or Care of Respondent n = 20	Adults/Children with Substance Use Problem in Guardianship or Care of Respondent n = 2
Employer	0	0	0	0
Hospital	6 (5.5)	9 (6.9)	0	0
Primary Care provider	6 (5.5)	3 (2.3)	2 (10.0)	0
Family member or friend	15 (13.6)	16 (12.2)	2 (10.0)	0
Community-based organization (including faith-based)	17 (15.5)	20 (15.3)	5 (25.0)	1 (50.0)
Attorney	1 (0.9)	1 (0.7)	0	0
Court system	26 (23.6)	41 (31.3)	1 (5.0)	0
Police or parole officer	1 (0.9)	2 (1.4)	1 (5.0)	0
Self-referred	36 (32.7)	35 (26.7)	5 (25.0)	1 (50.0)
I don't know	0	2 (1.4)	0	0
Other	DCF: 2 (1.8)	DCF: 2 (1.4)	Other: School 2 (10.0), NAMI 1 (5.0), Online 1(5.0)	0

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Under what circumstances did you seek treatment (Select ALL that apply)?” and “Under what circumstances did the person for whom you are a guardian or primary caregiver seek treatment (Select ALL that apply)?”

CIRCUMSTANCES THAT LED TO TREATMENT, SURVEY RESPONDENTS AND ADULTS/CHILDREN UNDER GUARDIANSHIP OR CARE OF SURVEY RESPONDENTS, 2019

Circumstance	Number (Percent) (Top responses in shaded boxes)		
	Survey Respondents with Mental Health Condition	Survey Respondents with Substance Use Problem	Adults/Children with Mental Health Condition or Substance Use Problem in

	n = 110	n = 131	Guardianship or Care of Survey Respondent n = 22
Loss of job	12 (10.9)	15 (11.5)	2 (9.0)
Family matter	31 (28.2)	38 (29.0)	7 (31.8)
Baker/Marchman Act	16 (14.5)	19 (14.5)	8 (36.4)
Employer request	1 (0.9)	1 (0.7)	0
Failing school	1 (0.9)	1 (0.7)	3 (13.6)
Rape	8 (7.3)	6 (4.6)	0
Trauma	32 (29.0)	26 (19.8)	5 (22.7)
Arrest	21 (19.0)	31 (23.7)	0
Felt physically ill and sought treatment	20 (18.2)	21 (16.0)	1 (4.5)
Felt psychologically ill and sought treatment	31 (28.2)	23 (17.6)	5 (22.7)
Alcohol and/or other drug dependent	46 (41.8)	74 (56.5)	1 (4.5)
In alcohol and/or other drug withdrawal	19 (17.3)	27 (20.6)	0
Alcohol and/or other drug overdose	10 (9.0)	14 (10.7)	0
Directed by judge or probation officer	17 (15.5)	29 (22.1)	2 (9.0)
Directed by child welfare organization	7 (6.4)	16 (12.2)	1 (4.5)
Other	Pregnant, to get kids back, 2 each (1.8 each); suicide, stress 1 each (0.9 each)	Pregnant, to get kids back, moved, 2 each (1.5 each)	Anger, psychiatric break, mood change 1 each (4.5 each)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Where did you receive mental health care in the past 12 months (Choose ALL that apply)?” and “Where did the person for whom you are guardian or primary caregiver receive his/her mental health care (Choose ALL that apply)?”

LOCATIONS WHERE MENTAL HEALTH CARE WAS RECEIVED IN THE PAST 12 MONTHS, SURVEY RESPONDENTS WITH MENTAL HEALTH CONDITION AND ADULT/CHILD WITH MENTAL HEALTH CONDITION UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, 2019

Mental Health Care Locations	Number (Percent) (Top responses in shaded boxes)	
	Respondents with Mental Health Condition n = 110	Adults/Children with Mental Health Condition under Survey Respondent Guardianship or Care n = 20
Ability Housing of Northeast Florida	0	0
Alachua County Board of County Commissioners (Metamorphosis Program)	0	0
BayCare Behavioral Health	5 (4.5)	0

Camelot Community Care	0	0
Aging True	0	0
CDS Family and Behavioral Health Services	0	1 (5.0)
Child Guidance Center	0	1 (5.0)
Children’s Home Society of Florida	2 (1.8)	2 (10.0)
Clay Behavioral Health Center	0	1 (5.0)
Community Coalition Alliance	0	0
Community Rehabilitation Center (CRC)	3 (2.7)	0
Daniel Memorial	0	0
DaySpring Village	3 (2.7)	0
Delores Barr Weaver Policy Center	0	0
Eckerd Youth Alternatives	0	0
EPIC Community Services	1 (0.9)	0
Flagler Hospital	2 (1.8)	1 (5.0)
Florida United Methodist Children’s Home	1 (0.9)	0
Fresh Ministries	0	0
Gainesville Opportunity Center	0	2 (10.0)
Gateway Community Services	37 (33.6)	0
Gulf Coast Jewish Family and Community Services	0	0
Halifax Hospital Medical Center	3 (2.7)	1 (5.0)
Hanley Center Foundation	0	0
Healthy Start Coalition of Flagler and Volusia	1 (0.9)	0
Hernando Community Anti-Drug Coalition	0	0
I.M. Sulzbacher Center for the Homeless	2 (1.8)	0
LifeStream Behavioral Center	1 (0.9)	0
Marilyn Behavioral Health System (Quality Resource Center)	0	0
Mental Health America of Northeast Florida	1 (0.9)	0
Mental Health America of East Central Florida	1 (0.9)	0
Mental Health Resource Center	5 (4.5)	0
Meridian Behavioral Healthcare	4 (3.6)	3 (15.0)
New Season (Jacksonville Metro Treatment Center)	0	0
New Season (Quad County Treatment Center)	0	0
New Season (St. Augustine Metro)	0	0
Mid-Florida Homeless Coalition	0	0
NAMI Hernando	1 (0.9)	0
NAMI Gainesville	1 (0.9)	1 (5.0)
Starting Point Behavioral Healthcare	5 (4.5)	0

Northwest Behavioral Health Services	0	0
Operation PAR	0	0
Orange Park Medical Center	1 (0.9)	0
Phoenix House	0	0
Clay County SEDNET	0	0
Sinfonia Family Services of Florida	0	0
SMA Healthcare	27 (24.5)	2 (10.0)
St. Augustine Youth Services	0	0
The Centers	1 (0.9)	12 (60.0)
The House Next Door	2 (1.8)	0
United Way of Suwannee Valley	0	0
Vincent House	0	0
Volunteers of America	0	0
River Region Human Services	3 (2.7)	0
None of the above. Others included: Private care 4 (3.6), no care received 10 (9.0), Baptist 2 (1.8); UF, Breakthrough Center, Center for Healing 1 each (0.9)	23 (20.9)	4 (20.0) Others include: Private care 4 (20.0)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Where did you most frequently receive mental health care services in the past 12 months (Choose only ONE)?” and “Where did the person for whom you are guardian or primary caregiver most frequently receive his/her mental health care (Choose only ONE)?”

LOCATIONS WHERE MENTAL HEALTH CARE WAS RECEIVED MOST FREQUENTLY IN THE PAST 12 MONTHS, SURVEY RESPONDENTS WITH MENTAL HEALTH CONDITION AND ADULT/CHILD WITH MENTAL HEALTH CONDITION UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, 2019

Mental Health Care Locations (Note: Only locations selected by respondents are listed)	Number (Percent) (Top responses in shaded boxes)	
	Respondents with Mental Health Condition n = 110	Adults/Children with Mental Health Condition under Survey Respondent Guardianship or Care n = 20
BayCare Behavioral Health	3 (2.7)	0
CDS Family and Behavioral Health Services	0	1 (5.0)
Child Guidance Center	0	1 (5.0)
Children’s Home Society of Florida	2 (1.8)	2 (10.0)
Clay Behavioral Health Center	3 (2.7)	1 (5.0)
Community Rehabilitation Center (CRC)	2 (1.8)	0
DaySpring Village	2 (1.8)	0
Flagler Hospital	1 (0.9)	0
Gainesville Opportunity Center	0	1 (5.0)

Gateway Community Services	35 (31.8)	0
Halifax Hospital Medical Center	1 (0.9)	0
I.M. Sulzbacher Center for the Homeless	1 (0.9)	0
Mental Health Resource Center	5 (4.5)	0
Meridian Behavioral Healthcare	2 (1.8)	2 (10.0)
NAMI Gainesville	1 (0.9)	0
Starting Point Behavioral Healthcare	5 (4.5)	0
SMA Healthcare	27 (24.5)	2 (10.0)
The Centers	1 (0.9)	8 (40.0)
None of the above. Others included: Private care 4 (3.6), no care received 10 (9.0), Baptist 2 (1.8); UF, Breakthrough Center, Center for Healing 1 each (0.9)	19(17.6)	2 (10.0) Others include: primary care 1 (5.0); private care 1 (5.0)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Where did you receive substance abuse treatment services in the past 12 months (Choose ALL that apply)?” and “Where did the person for whom you are guardian or primary caregiver receive his/her substance abuse treatment services (Choose ALL that apply.)?”

LOCATIONS WHERE SUBSTANCE ABUSE TREATMENT WAS RECEIVED IN THE PAST 12 MONTHS, SURVEY RESPONDENTS WITH SUBSTANCE USE PROBLEMS AND ADULT/CHILD WITH SUBSTANCE USE PROBLEMS UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, 2019

Substance Abuse Treatment Locations	Number (Percent) (Top responses in shaded boxes)	
	Respondents with Substance Use Problem n = 131	Adults/Children with Substance Use Problem under Survey Respondent Guardianship or Care n = 2
Ability Housing of Northeast Florida	0	0
Alachua County Board of County Commissioners (Metamorphosis Program)	0	0
BayCare Behavioral Health	5 (3.8)	0
Camelot Community Care	0	0
Aging True	0	0
CDS Family and Behavioral Health Services	0	0
Child Guidance Center	0	0
Children’s Home Society of Florida	0	0
Clay Behavioral Health Center	4 (3.0)	0
Community Coalition Alliance	0	0
Community Rehabilitation Center (CRC)	4 (3.0)	0
Daniel Memorial	0	0
DaySpring Village	1 (0.7)	0

Delores Barr Weaver Policy Center	0	0
Eckerd Youth Alternatives	0	0
EPIC Community Services	3 (2.3)	0
Flagler Hospital	1 (0.7)	0
Florida United Methodist Children's Home	0	0
Fresh Ministries	0	0
Gainesville Opportunity Center	1 (0.7)	0
Gateway Community Services	69 (52.7)	0
Gulf Coast Jewish Family and Community Services	0	0
Halifax Hospital Medical Center	1 (0.7)	0
Hanley Center Foundation	0	0
Healthy Start Coalition of Flagler and Volusia	1 (0.7)	0
Hernando Community Anti-Drug Coalition	0	0
I.M. Sulzbacher Center for the Homeless	0	0
LifeStream Behavioral Center	0	0
Marilyn Behavioral Health System (Quality Resource Center)	0	0
Mental Health America of Northeast Florida	0	0
Mental Health America of East Central Florida	0	0
Mental Health Resource Center	1 (0.7)	0
Meridian Behavioral Healthcare	0	0
New Season (Jacksonville Metro Treatment Center)	0	0
New Season (Quad County Treatment Center)	0	0
New Season (St. Augustine Metro)	0	0
Mid-Florida Homeless Coalition	0	0
NAMI Hernando	1 (0.7)	0
NAMI Gainesville	1 (0.9)	0
Starting Point Behavioral Healthcare	1 (0.7)	0
Northwest Behavioral Health Services	0	0
Operation PAR	0	0
Orange Park Medical Center	0	0
Phoenix House	0	0
Clay County SEDNET	0	0
Sinfonia Family Services of Florida	0	0
SMA Healthcare	41 (31.3)	0
St. Augustine Youth Services	0	0
The Centers	0	0
The House Next Door	2 (1.4)	0

United Way of Suwannee Valley	0	0
Vincent House	2 (1.4)	0
Volunteers of America	0	0
River Region Human Services	1 (0.7)	0
None of the above. Others included: Private care 2 (1.4), no care received 7 (5.5)	9 (6.9)	2 (100.0) Others include: Private care 2 (100.0)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Where did you most frequently receive substance abuse treatment services in the past 12 months (Choose only ONE)?” and “Where did the person for whom you are guardian or primary caregiver most frequently receive his/her substance abuse treatment services (Choose only ONE.)?”

LOCATIONS WHERE SUBSTANCE ABUSE TREATMENT WAS RECEIVED IN THE PAST 12 MONTHS, SURVEY RESPONDENTS WITH SUBSTANCE ABUSE PROBLEMS AND ADULT/CHILD WITH SUBSTANCE ABUSE PROBLEMS UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, 2019

Substance Abuse Treatment Locations (Note: Only locations selected by respondents are listed)	Number (Percent) (Top responses in shaded boxes)	
	Respondents with Substance Use Problem n = 131	Adults/Children with Substance Use Problem under Survey Respondent Guardianship or Care n = 2
BayCare Behavioral Health	2 (1.4)	0
Clay Behavioral Health Center	2 (1.4)	0
Community Rehabilitation Center (CRC)	3 (2.3)	0
DaySpring Village	1 (0.7)	0
Gainesville Opportunity Center	1 (0.7)	0
Gateway Community Services	64 (48.9)	0
Halifax Hospital Medical Center	1 (0.7)	0
Hernando Community Anti-Drug Coalition	1 (0.7)	0
Mental Health Resource Center	2 (1.4)	0
Starting Point Behavioral Healthcare	1 (0.7)	0
Orange Park Medical Center	1 (0.7)	0
SMA Healthcare	44 (33.6)	0
Vincent House	1 (0.7)	0
None of the above. Others included: Private care 2 (1.4), no care received 6 (4.7)	8 (6.1)	2 (100.0) Others include: Private care 2 (100.0)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Please identify all of the services you received in the past 12 months (Select ALL that apply).” and “Please identify all of the services the person for whom you are guardian or primary caregiver received in the past 12 months (Select ALL that apply).”

SERVICES RECEIVED IN THE PAST 12 MONTHS BY SURVEY RESPONDENTS AND ADULT/CHILD UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, 2019

Services	Number (Percent)	
	Survey Respondents n = 155	Adults/Children under Survey Respondent Guardianship or Care n = 22
Received behavioral health crisis screening or assessment	57 (36.8)	11 (50.0)
Received case management or other recovery support services	71 (45.8)	8 (36.4)
Received behavioral health screening or assessment by appointment	59 (38.0)	9 (40.9)
Admitted as inpatient at a local hospital crisis unit or agency crisis unit	24 (15.5)	12 (54.5)
Admitted as inpatient at a local hospital detoxification unit or agency detoxification unit	41 (26.4)	1 (4.5)
Admitted as inpatient in a state psychiatric hospital	2 (1.3)	0
Lived in residential treatment program, group home, sober house or adult living facility	87 (56.1)	1 (4.5)
Attended day/night treatment (4 hours or more per day, 20 hours or more per week)	34 (21.9)	0
Attended outpatient therapy from a certified or licensed therapist including intervention and aftercare	32 (20.6)	9 (40.9)
Had an appointment at an outpatient psychiatric medication clinic	20 (12.9)	0
Received outpatient detoxification	9 (5.8)	0
Participated in a drug court, DUI court or mental health court	22 (14.2)	0
Participated in sheltered or supported employment	1 (0.65)	0
Participated in a methadone maintenance program	7 (4.50)	0
Participated in a Treatment Accountability for Safer Communities (TASC) program	2 (1.3)	0
Participated in an in-jail/in-prison treatment program	13 (8.4)	0
Called the LSF Health System 24/7 access to care line	0	1 (4.5)
Participated in a Florida Assertive Community Treatment (FACT) team	1 (0.65)	0
Attended a National Alliance on Mental Illness (NAMI) or Mental Health America (MHA) family group	4 (2.6)	3 (13.6)
Attended any type of 12-step program for families	23 (14.8)	0
Attended any other type of program for families	18 (11.6)	2 (9.0)
Attended a 12-step program	81 (52.3)	1 (4.5)

Attended any other type of mutual or self-help group for people recovering from behavioral illnesses	25 (16.1)	2 (9.0)
Received alternative services (acupuncture, meditation, massage, etc.)	18 (11.6)	2 (9.0)
Received housing assistance	14 (9.0)	0
Received work training	9 (5.8)	0
Other	14 (9.0)	1 (4.5)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Please answer the following questions in regards to the organization where you most frequently received mental health services. If you have not seen a mental health provider in the past 12 months, please select “Does Not Apply.” Please note your primary mental health provider may be your primary care doctor/family doctor.”

ATTRIBUTE RATINGS OF MENTAL HEALTH SERVICE PROVIDER ORGANIZATION MOST FREQUENTLY USED IN PAST 12 MONTHS, SURVEY RESPONDENTS WITH MENTAL HEALTH CONDITION, BY PERCENT OF RESPONSES, 2019

Attributes	Number (Percent) n = 110					
	Always	Most Times	Sometimes	Rarely	Never	Does Not Apply
When I need an appointment, I can schedule one soon enough to meet my needs	45 (40.9)	29 (26.4)	19 (17.3)	5 (4.5)	5 (4.5)	7 (6.4)
Provider hours are convenient for me	53 (48.2)	28 (25.5)	19 (17.3)	2 (1.8)	2 (1.8)	6 (5.5)
I have transportation to the provider	61 (55.5)	18 (16.4)	13 (11.8)	5 (4.5)	2 (1.8)	11 (10.0)
Staff at provider office respect my privacy	78 (70.9)	16 (14.5)	6 (5.5)	2 (1.8)	2 (1.8)	6 (5.5)
Staff at provider office are available to help me when I have questions	66 (60.0)	22 (20.0)	12 (10.9)	3 (2.7)	1 (0.9)	6 (5.5)
Staff at provider office are nice to me	74 (67.3)	18 (16.4)	8 (7.3)	3 (2.7)	1 (0.9)	6 (5.5)
Amount of time provider spends with me is acceptable	63 (57.3)	26 (23.6)	11 (10.0)	3 (2.7)	1 (0.9)	6 (5.5)
I am satisfied with the care received	65 (59.0)	19 (17.3)	13 (11.8)	5 (4.5)	2 (1.8)	6 (5.5)
My provider coordinates my care with other healthcare providers	51 (46.4)	19 (17.3)	12 (10.9)	9 (8.2)	5 (4.5)	14 (12.7)

My personal needs are considered by provider	65 (59.0)	21 (19.0)	11 (10.0)	4 (3.6)	3 (2.7)	6 (5.5)
I make decisions about my care	64 (58.2)	23 (20.9)	11 (10.0)	4 (3.6)	1 (0.9)	7 (6.4)
I am getting better	60 (54.5)	27 (24.5)	10 (9.0)	4 (3.6)	1 (0.9)	8 (7.3)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Please answer the following questions in regards to the organization where you most frequently received substance use treatment services. If you have not seen a substance use treatment provider in the past 12 months, please select “Does Not Apply.” Please note your primary substance use treatment provider may be your primary care doctor/family doctor.”

ATTRIBUTE RATINGS OF SUBSTANCE USE TREATMENT ORGANIZATION MOST FREQUENTLY USED IN PAST 12 MONTHS, SURVEY RESPONDENTS WITH SUBSTANCE USE PROBLEM, BY PERCENT OF RESPONSES, 2019

Attributes	Number (Percent) n = 131					
	Always	Most Times	Sometimes	Rarely	Never	Does Not Apply
When I need an appointment, I can schedule one soon enough to meet my needs	62 (47.3)	28 (21.4)	19 (14.5)	6 (4.6)	3 (2.3)	13 (10.0)
Provider hours are convenient for me	67 (51.1)	34 (26.0)	11 (8.4)	5 (3.8)	4 (3.0)	10 (7.6)
I have transportation to the provider	74 (56.5)	21 (16.0)	10 (7.6)	7 (5.3)	3 (2.3)	16 (12.2)
Staff at provider office respect my privacy	84 (64.1)	23 (17.6)	11 (8.4)	4 (3.0)	1 (0.7)	8 (6.1)
Staff at provider office are available to help me when I have questions	78 (59.5)	23 (17.6)	14 (10.7)	6 (4.6)	2 (1.5)	8 (6.1)
Staff at provider office are nice to me	81 (61.8)	24 (18.3)	14 (10.7)	2 (1.5)	2 (1.5)	8 (6.1)
Amount of time provider spends with me is acceptable	71 (54.2)	32 (24.4)	13 (10.0)	3 (2.3)	3 (2.3)	9 (6.9)
I am satisfied with the care received	73 (55.7)	35 (26.7)	9 (6.9)	4 (3.1)	2 (1.5)	8 (6.1)
My provider coordinates my care with other healthcare providers	65 (49.6)	29 (22.1)	16 (12.2)	3 (2.3)	4 (3.1)	14 (10.7)
My personal needs are considered by provider	69 (52.7)	28 (21.4)	18 (13.7)	4 (3.1)	2 (1.5)	10 (7.6)

I make decisions about my care	74 (67.3)	23 (20.9)	18 (13.7)	4 (3.1)	3 (2.3)	9 (6.9)
I am getting better	78 (70.9)	32 (24.4)	10 (7.6)	1 (0.7)	3 (2.3)	7 (5.3)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Please answer the following questions in regards to the organization where the person for whom you are guardian or primary caregiver most frequently received mental health services. If he/she has not seen a mental health provider in the past 12 months, please select “Does Not Apply.” Please note his/her primary mental health provider may be his/her primary care doctor/family doctor.”

ATTRIBUTE RATINGS OF MENTAL HEALTH PROVIDER ORGANIZATION MOST FREQUENTLY USED IN PAST 12 MONTHS, ADULTS/CHILDREN WITH MENTAL HEALTH CONDITION UNDER GUARDIANSHIP OR CARE OF SURVEY RESPONDENT, BY PERCENT OF RESPONSES, 2019

Attributes	Number (Percent) n = 20					
	Always	Most Times	Sometimes	Rarely	Never	Does Not Apply
When he/she needs an appointment, he/she can schedule one soon enough to meet his/her needs	9 (45.0)	7 (35.0)	2 (10.0)	1 (5.0)	0	1 (5.0)
Provider hours are convenient for him/her	10 (50.0)	6 (30.0)	3 (15.0)	0	0	1 (5.0)
He/she has transportation to the provider	8 (40.0)	6 (30.0)	3 (15.0)	1 (5.0)	0	2 (10.0)
Staff at provider office respect his/her privacy	17 (75.0)	4 (20.0)	0	0	0	1 (5.0)
Staff at provider office are available to help him/her when he/she has questions	11 (55.0)	6 (30.0)	0	1 (5.0)	0	2 (10.0)
Staff at provider office are nice to him/her	11 (55.0)	7 (35.0)	0	0	0	2 (10.0)
Amount of time provider spends with him/her is acceptable	10 (50.0)	6 (30.0)	1 (5.0)	2 (10.0)	0	1 (5.0)
He/she is satisfied with the care received	10 (50.0)	5 (25.0)	2 (10.0)	2 (10.0)	0	1 (5.0)
His/her provider coordinates care with other healthcare providers	8 (40.0)	5 (25.0)	2 (10.0)	2 (10.0)	0	3 (15.0)
His/her personal needs are considered by provider	11 (55.0)	4 (20.0)	3 (15.0)	1 (5.0)	0	1 (5.0)
He/she makes decisions about his/her care	8 (40.0)	5 (25.0)	1 (5.0)	1 (5.0)	0	5 (25.0)
He/she is getting better	7 (30.0)	7 (30.0)	3 (15.0)	2 (10.0)	1 (5.0)	2 (10.0)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Please answer the following questions in regards to the organization where the person for whom you are guardian or primary caregiver most frequently received substance use treatment services. If he/she has not seen a substance use treatment provider in the past 12 months, please select “Does Not Apply.” Please note his/her primary substance use treatment provider may be his/her primary care doctor/family doctor.”

ATTRIBUTE RATINGS OF SUBSTANCE USE TREATMENT PROVIDER ORGANIZATION MOST FREQUENTLY USED IN PAST 12 MONTHS, ADULTS/CHILDREN WITH SUBSTANCE USE PROBLEM UNDER GUARDIANSHIP OR CARE OF SURVEY RESPONDENT, BY PERCENT OF RESPONSES, 2019

Attributes	Number (Percent) n = 2					
	Always	Most Times	Sometimes	Rarely	Never	Does Not Apply
When he/she needs an appointment, he/she can schedule one soon enough to meet his/her needs	0	1 (50.0)	1 (50.0)	0	0	0
Provider hours are convenient for him/her	0	1 (50.0)	1 (50.0)	0	0	0
He/she has transportation to the provider	0	1 (50.0)	0	1 (50.0)	0	0
Staff at provider office respect his/her privacy	0	1 (50.0)	1 (50.0)	0	0	0
Staff at provider office are available to help him/her when he/she has questions	0	1 (50.0)	0	1 (50.0)	0	0
Staff at provider office are nice to him/her	0	1 (50.0)	1 (50.0)	0	0	0
Amount of time provider spends with him/her is acceptable	0	1 (50.0)	0	1 (50.0)	0	0
He/she is satisfied with the care received	0	1 (50.0)	1 (50.0)	0	0	0
His/her provider coordinates care with other healthcare providers	0	1 (50.0)	0	0	1 (50.0)	0
His/her personal needs are considered by provider	0	1 (50.0)	0	1 (50.0)	0	0
He/she makes decisions about his/her care	0	1 (50.0)	0	1 (50.0)	0	0
He/she is getting better	0	1 (50.0)	1 (50.0)	0	0	0

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Which services do you think are most important for yourself regarding mental health (Choose up to THREE)?” and “Which services do you think are most important for yourself regarding substance abuse treatment (Choose up to THREE)?

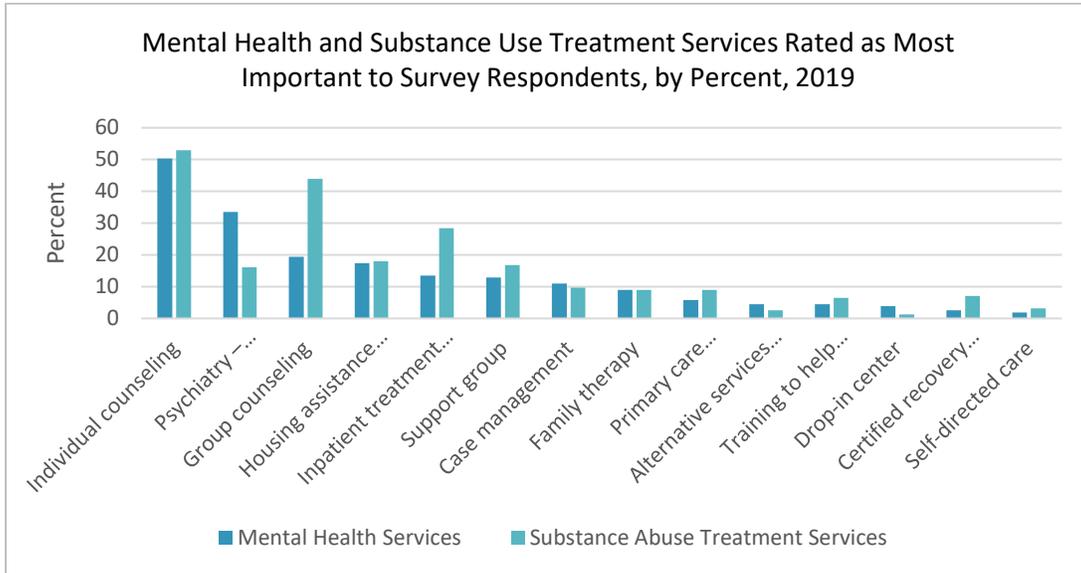
“Which services do you think are most important for the person for whom you are guardian or primary caregiver regarding mental health (Choose no more than THREE)?” and “Which services do you think are most important for the person for whom you are guardian or primary caregiver regarding substance abuse treatment (Choose no more than THREE)?

MENTAL HEALTH AND SUBSTANCE USE TREATMENT SERVICES RATED AS MOST IMPORTANT FOR SURVEY RESPONDENTS AND ADULT/CHILD UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, BY PERCENT OF RESPONSES, 2019

Services	Number (Percent) (Top responses in shaded boxes)			
	Survey Respondents n = 155		Adults/Children under Survey Respondent Guardianship or Care n = 22	
	Type of Service			
	Mental Health	Substance Use	Mental Health	Substance Use
Individual counseling	78 (50.3)	82 (52.9)	15 (68.2)	1 (4.5)
Group counseling	30 (19.4)	68 (43.9)	3 (13.6)	1 (4.5)
Inpatient treatment (overnight)	21 (13.5)	44 (28.4)	3 (13.6)	0
Psychiatry – medication services	52 (33.5)	25 (16.1)	7 (31.8)	0
Primary care provider (family doctor)	9 (5.8)	14 (9.0)	3 (13.6)	0
Drop-in center	6 (3.9)	2 (1.3)	0	0
Case management	17 (11.0)	15 (9.7)	6 (27.3)	1 (4.5)
Family therapy	14 (9.0)	14 (9.0)	4 (18.2)	0
Support group	20 (12.9)	26 (16.8)	2 (9.0)	0
Certified recovery peer specialist	4 (2.6)	11 (7.1)	2 (9.0)	0
Self-directed care	3 (1.9)	5 (3.2)	2 (9.0)	0
Alternative services (acupuncture, meditation, massage, etc.)	7 (4.5)	4 (2.6)	1 (4.5)	0
Housing assistance (finding and maintaining housing)	27 (17.4)	28 (18.0)	3 (13.6)	0
Training to help qualify for and maintain employment	7 (4.5)	10 (6.5)	5 (22.7)	0

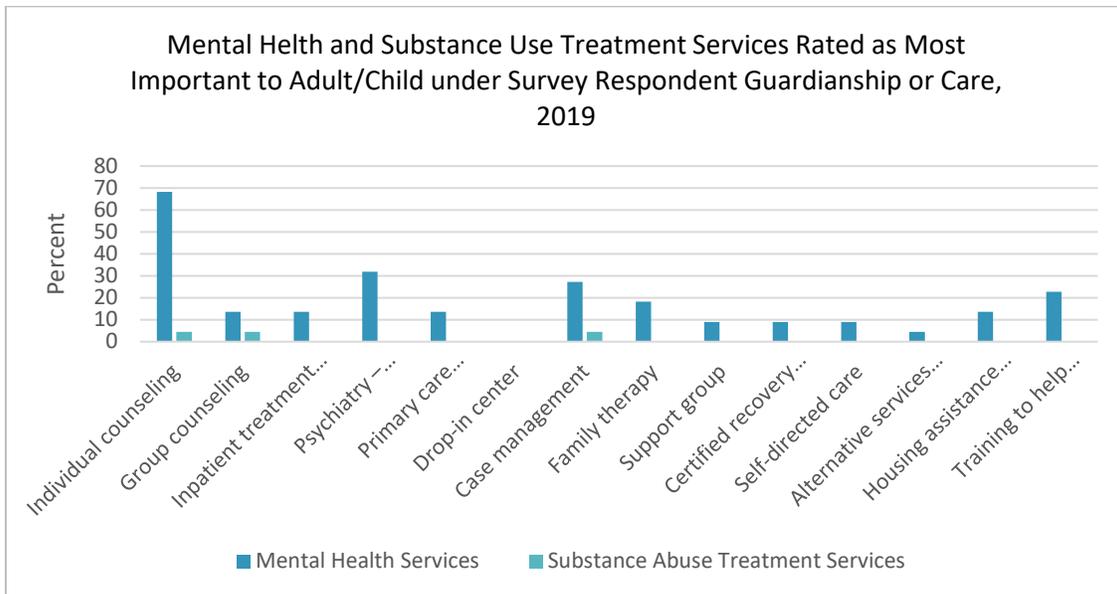
Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

MENTAL HEALTH AND SUBSTANCE USE TREATMENT SERVICES RATED AS MOST IMPORTANT FOR SURVEY RESPONDENTS, BY PERCENT OF RESPONSES 2019



Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

MENTAL HEALTH AND SUBSTANCE USE TREATMENT SERVICES RATED AS MOST IMPORTANT FOR ADULT/CHILD UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, BY PERCENT OF RESPONSES 2019



Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

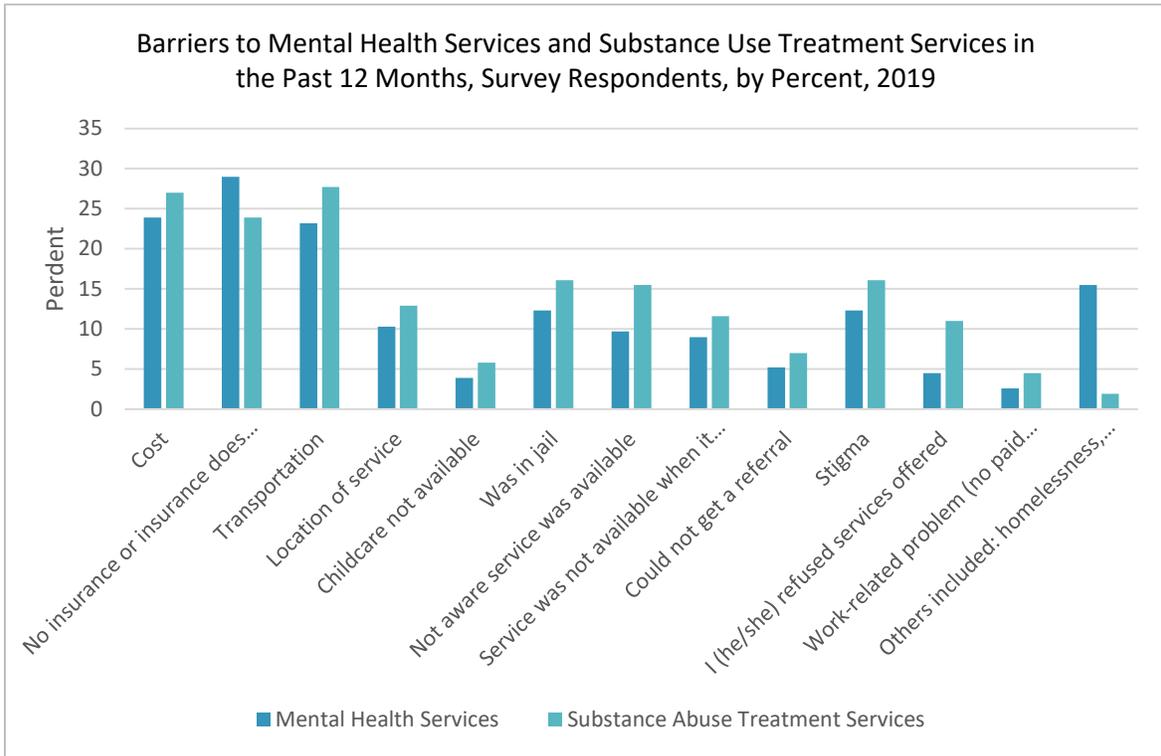
“What were some of the barriers to getting the mental health services you needed during the past 12 months (Select ALL that apply)? and “What were some of the barriers to getting the substance use treatment services you needed during the past 12 months (Select ALL that apply)? and “What were some of the barriers of the person for whom you are a guardian or primary caregiver to getting the mental health services they needed during the past 12 months (Select ALL that apply)?” and “What were some of the barriers of the person for whom you are a guardian or primary caregiver to getting the substance use treatment services they needed during the past 12 months (Select ALL that apply)?”

BARRIERS TO GETTING MENTAL HEALTH AND SUBSTANCE USE TREATMENT SERVICES BY SURVEY RESPONDENTS AND ADULT/CHILD UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, BY PERCENT OF RESPONSES, 2019

Barriers	Number (Percent) (Top responses in shaded boxes)			
	Survey Respondents n = 155		Adults/Children under Survey Respondent Guardianship or Care n = 22	
	Type of Services			
	Mental Health	Substance Use	Mental Health	Substance Use
Cost	37 (23.9)	42 (27.0)	6 (27.3)	1 (4.5)
No insurance or insurance does not cover service	45 (29.0)	37 (23.9)	4 (18.0)	0
Transportation	36 (23.2)	43 (27.7)	6 (27.3)	0
Location of service	16 (10.3)	20 (12.9)	7 (31.8)	0
Childcare not available	6 (3.9)	9 (5.8)	0	0
Was in jail	19 (12.3)	25 (16.1)	1 (4.5)	0
Not aware service was available	15 (9.7)	24 (15.5)	2 (9.0)	1 (4.5)
Service was not available when it was needed	14 (9.0)	18 (11.6)	2 (9.0)	1 (4.5)
Could not get a referral	8 (5.2)	11 (7.0)	3 (13.6)	0
Stigma	19 (12.3)	25 (16.1)	3 (13.6)	0
I (he/she) refused services offered	7 (4.5)	11	3 (13.6)	1 (4.5)
Work-related problem (no paid time off, etc.)	4 (2.6)	7 (4.5)	1 (4.5)	0
Others included: homelessness, on waiting list, did not want help	24 (15.5)	3 (1.9)	0	0

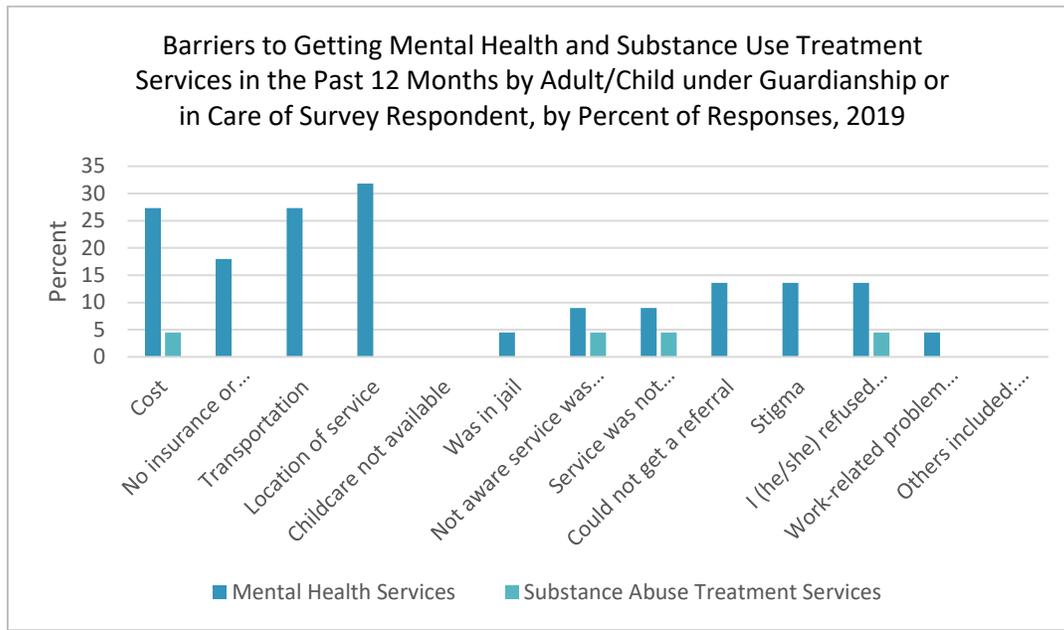
Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

BARRIERS TO GETTING MENTAL HEALTH AND SUBSTANCE USE TREATMENT SERVICES BY SURVEY RESPONDENTS AND ADULT/CHILD UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, BY PERCENT OF RESPONSES, 2019



Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

BARRIERS TO GETTING MENTAL HEALTH AND SUBSTANCE USE TREATMENT SERVICES IN THE PAST 12 MONTHS BY ADULT/CHILD UNDER GUARDIANSHIP OR IN CARE OF SURVEY RESPONDENT, BY PERCENT OF RESPONSES, 2019



Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Have you been to a hospital Emergency Room for a mental health-related condition in the past 12 months?” and “Have you been to a hospital Emergency Room for a substance use-related condition in the past 12 months?” and

“Has the person for whom you are a guardian or primary caregiver been to the hospital Emergency Room for a mental health-related condition in the past 12 months?” and “Has the person for who you are a guardian or primary caregiver been to the hospital Emergency Room for a substance use-related condition in the past 12 months?”

EMERGENCY ROOM USE IN THE PAST 12 MONTHS BY SURVEY RESPONDENTS AND ADULT/CHILD UNDER GUARDIANSHIP OR IN CARE OF SURVEY RESPONDENT, BY PERCENT OF RESPONSES, 2019

Emergency Room Use in the Past 12 Months	Number (Percent)			
	Respondent with Mental Health Condition n = 110	Respondent with Substance Use Problem n = 131	Adults/Children with Mental Health Condition in Care of Respondent n = 20	Adults/Children with Substance Use Problem in Care of Respondent n = 2
Yes	23 (20.9)	--	--	--
No	84 (76.4)	75 (57.3)	9 (45.0)	0

Yes, I (he/she) was admitted voluntarily	--	43 (32.8)	4 (20.0)	1 (50.0)
Yes, I (he/she) was admitted involuntarily under a Baker Act or Marchman Act	--	10 (7.6)	7 (35.0)	1 (50.0)
I don't know	3 (2.7)	3 (2.3)	0	0
Note: "--" indicates the response option was not available to the survey respondent				

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“How do you pay for mental health services?” and “How do you pay for substance abuse treatment services?” and “How does the person for whom you are a guardian or primary caregiver pay for mental health services?” and How does the person for whom you are a guardian or primary caregiver pay for substance abuse treatment services?”

PAYMENT METHODS FOR MENTAL HEALTH AND SUBSTANCE USE TREATMENT SERVICES, SURVEY RESPONDENTS AND ADULTS/CHILDREN UNDER GUARDIANSHIP OR CARE OF SURVEY RESPONDENTS, 2019

Payment Methods	Number (Percent)			
	Survey Respondents with Mental Health Condition n = 110	Survey Respondents with Substance Use Problem n = 131	Adults/Children with Mental Health Condition under Guardianship or Care of Respondent n = 20	Adults/Children with Substance Use Problem under Guardianship or Care of Respondent n = 2
	Mental Health Services	Substance Use Treatment Services	Mental Health Services	Substance Use Treatment Services
Private insurance	16 (14.5)	10 (7.6)	7 (35.0)	1 (50.0)
Cash/Self-pay/No pay	33 (30.0)	46 (35.1)	3 (15.0)	1 (50.0)
Medicare	7 (6.4)	1 (0.7)	0	0
Medicaid	24 (21.8)	29 (22.1)	10 (50.0)	0
I don't know	24 (21.8)	42 (32.0)	0	0
Don't receive services	6 (5.5)	3 (2.3)	0	0

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What is the average roundtrip distance from your home to your mental health care provider?” and “What is the average roundtrip distance from your home to your substance abuse treatment provider?”

“What is the average roundtrip distance from the home of the person for whom you are a guardian or primary caregiver to his/her mental health care provider?” and What is the average roundtrip distance from the home of the person for whom you are a guardian or primary caregiver to his/her substance abuse treatment provider?”

ROUNDRIP DISTANCE FROM HOME TO MENTAL HEALTH OR SUBSTANCE USE TREATMENT PROVIDER BY SURVEY RESPONDENTS AND ADULT/CHILD UNDER GUARDIANSHIP OR IN CARE OF SURVEY RESPONDENT, BY PERCENT OF RESPONSES, 2019

Roundtrip Distance to Provider	Number (Percent)			
	To Mental Health Provider from home of Respondent with Mental Health Condition n = 110	To Substance Use Treatment Provider from home of Respondent with Substance Use Problem n = 131	To Mental Health Provider from home of Adult/Child with Mental Health Condition in Care of Respondent n = 20	To Substance Use Treatment Provider from home of Adults/Children with Substance Use Problem in Care of Respondent n = 2
5-15 miles	40 (37.4)	47 (35.9)	9 (45.0)	2 (100.0)
16-30 miles	24 (21.9)	27 (20.6)	5 (25.0)	0
31-50 miles	10 (9.2)	20 (15.3)	5 (25.0)	0
51-75 miles	6 (5.5)	6 (4.6)	1 (5.0)	0
76-100 miles	2 (1.8)	5 (3.8)	0	0
More than 100 miles	1 (1.0)	2 (1.5)	0	0
I don't receive services	8 (7.6)	0	0	0
I don't know	14 (12.7)	20 (15.3)	0	0
Other:	3 (2.8)	4 (3.0)	0	0

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Is public transportation available in your area?” and “Is public transportation available in the area where the person for whom you are a guardian or primary caregiver resides?”

PUBLIC TRANSPORTATION AVAILABILITY, SURVEY RESPONDENTS AND ADULT/CHILD UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, 2019

Public Transportation Availability	Survey Respondents with Mental Health Condition n = 110	Survey Respondents with Substance Use Problem n = 131	Adults/Children with Mental Health Condition or Substance Use Problem under
------------------------------------	--	--	---

			Respondent Guardianship or Care n = 22
Yes	65 (59.0)	83 (63.4)	7 (32.0)
No	27 (24.6)	22 (16.8)	13 (59.0)
I don't know	18 (16.4)	26 (19.8)	2 (9.0)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What form of transportation do you use to get to your mental health or substance abuse treatment provider’s location (Choose ALL that apply)?” and “What form of transportation does the person for whom you are a guardian or primary caregiver use to get to his/her mental health or substance abuse treatment provider (Choose All that apply)?”

FORMS OF TRANSPORTATION USED TO GET TO MENTAL HEALTH OR SUBSTANCE USE TREATMENT PROVIDER LOCATION BY SURVEY RESPONDENTS AND ADULT/CHILD UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, BY PERCENT OF RESPONSES, 2019

Forms of Transportation Used	Number (Percent)	
	Survey Respondents n = 155	Adults/Children under Survey Respondent Guardianship or Care n = 22
Public transportation	41 (26.5)	2 (9.0)
Medicare/Medicaid bus	10 (6.5)	0
Personal vehicle	59 (38.0)	13 (59.0)
Family/friend drives me (him/her)	47 (30.3)	8 (36.4)
Cab/taxi service	2 (1.3)	1 (4.5)
Uber/Lyft/other rideshare app	10 (6.5)	1 (4.5)
Walk or ride bicycle	13 (8.4)	1 (4.5)
Other: Facility transportation service 6 (3.9); in residence and don't need transportation 10 (6.5)	16 (10.3)	0

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Have you been homeless any time in the last 12 months?” and “Was the person for whom you are a guardian or primary caregiver homeless at any time in the last 12 months?”

HOMELESSNESS IN THE LAST 12 MONTHS, SURVEY RESPONDENTS AND ADULT/CHILD UNDER SURVEY RESPONDENT GUARDIANSHIP OR CARE, BY PERCENT OF RESPONSES, 2019

	Number (Percent)
--	-------------------------

Homeless at any time in the last 12 months	Survey Respondents with Mental Health Condition n = 110	Survey Respondents with Substance Use Problem n = 131	Adults/Children with Mental Health Condition or Substance Use Problem under Survey Respondent Guardianship or Care n = 22
Yes	53 (48.2)	64 (48.9)	1 (4.5)
No	57 (51.8)	67 (51.1)	21 (95.5)

Source: LSF Health Systems Mental Health and Substance Abuse Consumer Survey, 2019. Prepared by: WellFlorida Council, 2019.

Consumer Survey Key Findings

Survey respondents with a mental health condition were most commonly in treatment for one (1) to three (3) months (35.5 percent), had been self-referred (32.7 percent) or court-referred (23.6 percent) to treatment, and sought treatment as a result of alcohol or other drug-dependency (41.8 percent). Those with substance use problems also most frequently reported having been in treatment for one (1) to three (3) months, were court-referred (31.3 percent), and sought care because of alcohol or other drug dependency (56.6 percent). Survey respondents with mental health conditions most frequently received care at Gateway Community Services (31.8 percent). Rating the provider organization where they most frequently received mental health services, 76.3 percent of respondents said that they were always or most times satisfied with the care received, felt they could schedule an appointment soon enough to meet needs always or most times (67.3 percent), and believed they were getting better (79 percent, always or most times). For survey respondents with substance use problems, Gateway Community Services was reported as the location where they most frequently received services. About 82.4 percent were always or most times satisfied with the care they received, felt they could always or most times schedule an appointment soon enough to meet needs (82.4 percent) and 95.3 percent said they were always or most times getting better. Survey respondents with a mental health condition and respondents with a substance use problem agreed that individual counseling is the most important service for their treatment. Both groups of respondents also agreed that the most common barriers to getting mental health and substance use treatment services were cost, insurance coverage, and transportation (23.9 percent, 29.0 percent, 23.2 percent, respectively for mental health services; 27.0 percent, 23.9 percent, 27.7 percent, respectively, for substance use treatment services). Only 20.9 percent of survey respondents with a mental health condition reported they had used a hospital emergency room for care in the past 12 months. Those with a substance use problem said that 32.8 percent had used an emergency room for services in that timeframe. Cash, self-pay or no pay was reported as the most frequent payment method for services for both those with a mental health condition and those with a substance use problem (30.0 percent and 35.1 percent, respectively). With transportation reported as a barrier, 37.4 percent and 35.9 percent of those with a mental health condition and those with a substance use problem, respectively, had a roundtrip travel distance of five (5) to 15 miles to their service provider. About 38.0 percent of survey respondents with a mental health condition, substance use problem or both used a personal vehicle as transportation to their service provider location, 30.3 percent were transported by family or friends while 26.5 percent used public transportation. Homelessness in the last 12 months was reported by 48.2 percent of survey respondents with a mental health condition. Similarly, 48.9 percent of those with a substance use problem said they had been homeless in the last 12 months.

Provider Survey

At the time it closed there had been 403 log-ins to the provider survey on the SurveyMonkey® platform. There were 37 surveys that were deemed ineligible because the survey respondent was not a provider of mental health and/or substance abuse treatment or prevention services in the 23-county LSF Health Systems service area. There were 333 eligible, complete surveys included in the analysis. General demographic factors of survey respondents are presented below.

Provider Survey Participant Profile

The provider survey collected input and information from many mental health and substance abuse treatment and prevention professionals from all five (5) of the circuits in the LSF Health Systems service area. Almost three-quarters of respondents were female (74.5 percent). Most of the survey respondents were non-Hispanic (89.5 percent) and identified as White (74.5 percent) and Black or African American (12.3 percent). More than half (51.0 percent) were between the ages of 30 to 59 years of age. The most common job titles of survey respondents were nurse, case manager, behavioral health technician, and director and administrator. The largest proportion of provider survey respondents had been in their professions less than five (5) years at 30.9 percent, followed by those who had been in their professions for more than 20 years at 23.8 percent.

DEMOGRAPHICS OF LSF HEALTH SYSTEMS PROVIDER SURVEY RESPONDENTS, 2019

Demographic Indicator	Survey Respondents n= 333	
	Number	Percent
Age		
Less than 30 years	33	10.0
30-39	60	18.0
40-49	78	23.4
50-59	92	27.6
60-64	31	9.3
65-69	21	6.3
70-79	9	2.7
80 or older	0	0
Prefer not to answer	9	2.7
Gender		
Male	79	23.7
Female	248	74.5
Transgender	0	0
Prefer not to answer	6	1.8
Other	0	0
Race		
American Indian/ Alaskan Native	1	0.3
Asian or Asian American	4	1.2

Demographic Indicator	Survey Respondents n= 333	
	Number	Percent
Black or African American	41	12.3
Two or More Races or multicultural	11	3.3
White	251	75.4
Prefer not to answer	22	6.6
Other	2	0.6
Hispanic, Latino/a/x Ethnicity		
Not of Hispanic, Latino/a/x or Spanish origin	298	89.5
Of Hispanic, Latino/a/x, or Spanish origin	15	4.5
Prefer not to answer	19	6.0
Other	0	0
Length of Time in Profession		
Less than 5 years	103	30.9
5-9 years	57	17.1
10-14 years	44	13.2
15-19 years	37	11.1
More than 20 years	79	23.8
Prefer not to answer	13	3.9

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What is your job title?” (Open text field)

JOB TITLES, PROVIDER SURVEY RESPONDENTS, 2019

Job Titles of Survey Respondents (Listed alphabetically) (Note: some survey respondents listed more than one title or no title)	Number
Administrative assistant	4
Administrator, Assistant director, Business development, CEO, President, Vice-President, Board member, Executive director, Executive staff	21
ARNP	6
Behavioral Health Technician (BHT), II, Consultant, CBHT	18
Care coordinator, coordination specialist	5
Case manager, adult case manager	19
Clinical compliance	4
Clinical director	2
Clinician, senior clinician	8
Contract manager	3
Correctional technician	1
Counselor	18
Crisis intervention, crisis case manager, crisis response team coordinator	5

Customer service	12
Data entry	2
Development coordinator, marketing manager	1
Director, program director, senior director	18
Drug court counselor	2
FACT team clinician, case manager	3
Family intervention specialist	2
FITT counselor	1
Forensics	1
Health IT	4
Human resources	2
Licensed Clinical Social Worker (LCSW)	11
Licensed Mental Health Counselor (LMHC)	9
Licensed Practical Nurse (LPN)	5
Life skills coach	4
Mental health technician	3
Operations manager, operations supervisor	4
Outpatient clinician, outpatient counselor, outpatient therapist	7
Patient account specialist	3
Peer coach, peer support specialist	5
Pharmacy technician	2
Prevention specialist	4
Program manager, program supervisor	7
Public relations and events specialist	1
Quality improvement, quality management	2
Registered Nurse (RN)	20
School-based counselor	2
Substance abuse counselor	6
Supervisor	4
Team leader	5
Therapist	9
Trainer, training manager, training coordinator	4
Utilization review specialist	2
Victim advocate	1
Youth specialist	1

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

Provider Survey Results by Survey Item

The figures and tables that follow summarize the responses to survey items. The number of provider surveys included in the analysis was 333. In many data tables, the three (3) most frequent responses are highlighted in shaded boxes. The analysis examined the following topics:

- Mental health and substance abuse treatment and prevention services provided by the provider organization in the last 12 months
- Diagnoses treated most often
- Evidence-based or evidence-informed services provided
- Services that need to be expanded or increased to meet community needs
- Waiting lists
- Barriers that mental health and substance abuse treatment and prevention providers face in trying to meet client needs
- Barriers that clients face in accessing mental health and/or substance abuse treatment and prevention services

“I provide services in (Check all that apply):”

CIRCUITS IN WHICH PROVIDERS PROVIDE SERVICES, BY PERCENT, 2019

Circuits (counties included in circuit)	Number (Percent)
Circuit 3 (Columbia, Dixie, Hamilton, Lafayette, Suwannee)	14 (3.2)
Circuit 4 (Clay, Duval, Nassau)	58 (13.2)
Circuit 5 (Citrus, Hernando, Lake, Marion, Sumter)	42 (9.6)
Circuit 7 (Flagler, Putnam, St. Johns, Volusia)	297 (67.6)
Circuit 8 (Alachua, Baker, Bradford, Gilchrist, Levy, Union)	28 (6.4)

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Do you provide (Select ONE choice)?”

CATEGORY OF SERVICES PROVIDED BY PROVIDER SURVEY RESPONDENTS, BY PERCENT, 2019

Categories of Services Provided	Number (Percent)
Mental health services	72 (21.7)
Substance abuse treatment services	31 (9.3)
Both mental health and substance abuse treatment services	205 (61.4)
Prevention services exclusively	25 (7.6)
I do not provide mental health nor substance abuse treatment services	37 (Excluded from analysis)

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Please identify all of the services you or your organization provided in the past 12 months. Select all that apply.”

SERVICES PROVIDED BY PROVIDER SURVEY RESPONDENTS OR THEIR ORGANIZATIONS, IN RANK ORDER BY PERCENT, 2019

Services	Number (Percent)
Case Management (Adult Mental Health)	235 (70.6)
Outpatient (Adult Mental Health)	228 (68.5)
Outpatient (Adult Substance Abuse)	219 (65.8)
Case Management (Adult Substance Abuse)	211 (63.4)
Medication-Assisted Treatment (Adult Substance Abuse)	194 (58.3)
Crisis Stabilization (Adult Mental Health)	189 (56.8)
Prevention Services	186 (55.9)
Inpatient Detoxification (Adult Substance Abuse)	168 (50.5)
Walk-in Crisis Support (Adult Mental Health)	164 (49.2)
Inpatient (Adult Substance Abuse)	162 (48.6)
Outpatient (Children’s Mental Health)	151 (45.3)
FACT Team (Adult Mental Health)	146 (43.8)
Inpatient (Adult Mental Health)	143 (42.9)
Recovery Support Provided by Certified Peer Recovery Specialists (Adult Mental Health)	143 (42.9)
Recovery Support Provided by Certified Peer Recovery Specialists (Adult Substance Abuse)	142 (42.6)
Outpatient (Children’s Substance Abuse)	139 (41.7)
Residential Treatment Levels I-IV and Room & Board with Supervision Levels I-III (Adult Substance Abuse)	138 (41.4)
Walk-in Crisis Support (Adult Substance Abuse)	154 (41.2)
Medical Services (Adult Mental Health)	123 (36.9)
Case Management (Children’s Mental Health)	115 (34.5)
Intensive Case Management (Adult Mental Health)	110 (33.0)
Case Management (Children’ Substance Abuse)	105 (31.5)
Medical Services (Adult Substance Abuse)	102 (30.6)
Addiction Receiving Facility (Adult Substance Abuse)	94 (28.2)
Supportive Housing/Living (Adult Substance Abuse)	85 (25.5)
Walk-in Crisis Support (Children’s Mental Health)	83 (24.9)
FACT Team (Adult Substance Abuse)	83 (24.9)
Residential Treatment Levels I-IV and Room & Board with Supervision Levels I-III (Adult Mental Health)	83 (24.9)
Supportive Housing/Living (Adult Mental Health)	83 (24.9)
Mobile Crisis Support (Adult Mental Health)	75 (22.5)
Walk-in Crisis Support (Children’s Substance Abuse)	75 (22.5)
Residential Treatment Levels I-IV and Room & Board with Supervision Levels I-III (Children’s Substance Abuse)	74 (22.2)

Crisis Stabilization (Children’s Mental Health)	73 (21.9)
Recovery Support Provided by Paraprofessionals (Adult Substance Abuse)	72 (21.6)
Outpatient Detoxification (Adult Substance Abuse)	70 (21.0)
Inpatient (Children’s Substance Abuse)	69 (20.7)
Short-Term Residential Treatment (Adult Mental Health)	64 (19.2)
Inpatient (Children’s Mental Health)	62 (18.6)
Intensive Case Management (Children’s Mental Health)	55 (16.5)
Mobile Crisis Support (Children’s Mental Health)	55 (16.5)
Residential Treatment Levels I-IV and Room & Board with Supervision Levels I-III (Children’s Mental Health)	52 (15.6)
Mobile Crisis Support (Adult Substance Abuse)	48 (14.4)
Medical Services (Children’s Mental Health)	47 (14.1)
Recovery Support Provided by Certified Peer Recovery Specialists (Children’s Mental Health)	43 (12.9)
Inpatient Detoxification (Children’s Substance Abuse)	41 (12.3)
Medical Services (Children’s Substance Abuse)	38 (11.4)
Recovery Support Provided by Certified Peer Recovery Specialists (Children’s Substance Abuse)	38 (11.4)
Recovery Support Provided by Paraprofessionals (Children’s Substance Abuse)	34 (10.2)
Addiction Receiving Facility (Children’s Substance Abuse)	33 (9.9)
Outpatient Detoxification (Children’s Substance Abuse)	28 (8.4)
Supportive Housing/Living (Children’s Mental Health)	28 (8.4)
Supportive Housing/Living (Children’s Substance Abuse)	28 (8.4)
Mobile Crisis Support (Children’s Substance Abuse)	27 (8.1)
Medication-Assisted Treatment (Children’s Substance Abuse)	24 (7.2)

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What diagnoses do you treat most often? You may choose up to three (3).”

DIAGNOSES TREATED MOST OFTEN BY PROVIDER SURVEY RESPONDENTS, IN RANK ORDER BY PERCENT, 2019

Services	Number (Percent)
Schizophrenia and psychotic disorders	131 (39.3)
Depressive disorders	131 (39.3)
Opioid-related disorders	124 (37.2)
Bipolar disorders	115 (34.5)
Alcohol-related disorders	83 (24.9)
Anxiety disorders	70 (21.0)
Polysubstance-related disorders	68 (20.4)
Post-traumatic stress disorder	58 (17.4)

Attention deficit and disruptive behavior disorders	40 (12.0)
Amphetamine or amphetamine-like related disorders	37 (11.1)
Cannabis-related disorders	33 (10.0)
Cocaine-related disorders	30 (9.0)
Problems related to abuse or neglect	29 (8.7)
Disorders usually first diagnosed in infancy, childhood or adolescence	16 (4.8)
Adjustment disorders	16 (4.8)
Personality disorders	12 (3.6)
Nicotine-related disorders	4 (1.2)
Hallucinogen-related disorders	3 (0.9)
Sedative, hypnotic, anxiolytic disorders	0
Eating disorders	0
Sleep disorders	0
Other: Prevention services	4 (1.2)

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What evidence-based or evidence-informed services does your facility provide? Please list all that apply.”

EVIDENCE-BASED OR EVIDENCE-INFORMED SERVICES PROVIDED BY SURVEY RESPONDENT FACILITY OR ORGANIZATION, IN RANK ORDER BY PERCENT, 2019

Evidence-based or Evidence-informed Services	Number (Percent)
Cognitive Behavioral Therapy (CBT)	197 (59.2)
Motivational Interviewing	169 (50.8)
Trauma Informed Care	122 (36.6)
Dialectical Behavior Therapy (DBT)	119 (35.7)
Relapse Prevention Therapy	98 (29.4)
12 Step Facilitation	90 (27.0)
Mental Health First Aid	90 (27.0)
Living in Balance	88 (26.4)
Solution Focused Therapy	86 (25.8)
SSI/SSDI Outreach, Access and Recovery Technical Assistance (SOAR)	85 (25.5)
Trauma Focused Cognitive Behavioral Therapy (TF-CBT)	83 (24.9)
Wellness Recovery Action Planning (WRAP)	70 (21.0)
SAMHSA Anger Management	69 (20.7)
Eye Movement Desensitization and Reprocessing Therapy (EMDR)	67 (20.1)
Seeking Safety	64 (19.2)
Motivational Enhancement Therapy	58 (17.4)

Nonviolent Crisis Intervention (CPI)	53 (15.9)
Family Psychoeducation	52 (15.6)
Family Behavior Therapy	44 (13.2)
QPR Gatekeeper Model - Question, Persuade and Refer	44 (13.2)
Women in Recovery	43 (12.9)
Rationale Emotive Behavioral Therapy (REBT)	40 (12.0)
Screening, Brief Intervention and Referral to Treatment (SBIRT)	39 (11.7)
Nurturing Parent	27 (8.1)
Active Parenting	25 (7.5)
Illness Management and Recovery	18 (5.4)
Non-Abusive Psychological and Physical Intervention (NAPPI)	17 (5.1)
Project Success	17 (5.1)
Youth and Family Approach	15 (4.5)
Circle of Security	11 (3.3)
Parent Child Interaction Therapy (PCIT)	11 (3.3)
Project Alert	10 (3.0)
Too Good for Drugs	10 (3.0)
Brief Strategic Family Therapy (BSFT)	9 (2.7)
The Power of Positive Parenting	9 (2.7)
Know the Law	8 (2.4)
Friday Night Done Right	7 (2.1)
Infant Mental Health Evidence-based Interventions	7 (2.1)
Celebrating Families	6 (1.8)
Incredible Years	6 (1.8)
Botvin Life Skills	5 (1.5)
Hidden in Plain Sight	5 (1.5)
No One's House	5 (1.5)
Parenting Inside Out	5 (1.5)
The Voices	5 (1.5)
Creating Lasting Family Connections	4 (1.2)
SPORT Prevention Plus Wellness	4 (1.2)
Character Counts	3 (0.9)
Lily Recovery Wellness	3 (0.9)
Natural High	3 (0.9)
1 2 3 Magic Parenting	3 (0.9)

Be Smart Rx	2 (0.6)
I Steer Clear	2 (0.6)
InShape Prevention Plus Wellness	2 (0.6)
Eight to Great	1 (0.3)
Parents Who Host	1 (0.3)
Responsible Vendor Training	1 (0.3)
Second Step	1 (0.3)
No Joke	1 (0.3)
Seven Challenges	0
Other: I don't know 16 (4.8), None 3 (0.9)	19 (5.7)

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Which services need to be increased or expanded to meet the needs of the community? You may choose up to three (3).”

SERVICES THAT NEED TO BE INCREASED OR EXPANDED TO MEET COMMUNITY NEEDS, PROVIDER SURVEY RESPONDENTS, IN RANK ORDER BY PERCENT, 2019

Services	Number (Percent)
Individual Counseling – Mental Health	147 (44.1)
Psychiatry	122 (36.6)
Individual Counseling – Substance Abuse	108 (32.4)
Case Management	90 (27.0)
Inpatient Treatment (overnight)	80 (24.0)
Support Groups	61 (18.3)
Group Counseling – Mental Health	59 (17.7)
Group Counseling – Substance Abuse	59 (17.7)
Family Therapy	52 (15.6)
Primary Care	49 (14.7)
Drop-In Center	37 (11.1)
Other: Housing 10 (3.0), Detox beds 6 (1.8), Residential treatment services 5 (1.5), Services for Adolescents 5 (1.5), Clubhouse Services 2 (0.6), Prevention Services 2 (0.6)	30 (9.0)

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Is there a waiting list for any of the services? If yes, please list.” (Open text field)

WAITING LIST FOR SERVICES, PROVIDER SURVEY RESPONDENTS, BY PERCENT, 2019

Waiting List for Services	Number (Percent)
Yes	142 (42.7)
No	101 (30.3)
I don't know	90 (27.0)
Services with Waiting Lists (Listed in alphabetical order)	Top responses in shaded boxes
Adolescent Residential	1 (0.3)
Adult Detoxification	18 (4.5)
Adult Outpatient	3 (0.9)
Adult Residential	4 (1.2)
All services, most services	6 (1.8)
Baker Act transfer	3 (0.9)
CAT	4 (1.2)
Counseling, mental health and substance abuse	8 (2.4)
FACT	3 (0.9)
FITT	2 (0.6)
Inpatient treatment and care	3 (0.9)
MAT	12 (3.9)
Outpatient mental health, outpatient substance abuse treatment	10 (3.0)
Project WARM	4 (1.2)
Residential treatment	23 (6.9)
Substance abuse residential	4 (1.2)
Therapy services	3 (0.9)

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What are the three (3) top barriers mental and/or substance abuse treatment providers face when trying to meet the needs of clients?”

TOP BARRIERS MENTAL HEALTH AND/OR SUBSTANCE ABUSE TREATMENT PROVIDERS FACE WHEN TRYING TO MEET CLIENTS' NEEDS, PROVIDER SURVEY RESPONDENTS, IN RANK ORDER BY PERCENT, 2019

Barriers	Number (Percent)
Funding	240 (72.0)
Adequate staffing	137 (41.1)
Client's lack of housing	109 (32.7)
Client's lack of payment source or funding	93 (27.9)

Ensuring client access to services	87 (26.1)
Staff burnout	83 (24.9)
Rate of reimbursement	39 (11.7)
Staff attrition	27 (8.1)
Client's lack of access to medications	27 (8.1)
Policies	26 (7.8)
Regulations	18 (5.4)
Workforce development	14 (4.2)
Infrastructure	13 (3.9)
Education level of providers	9 (2.7)
Client's arrest	4 (1.2)
Other: Pay scale/competitive pay for staff 5 (1.5), Transportation 4 (1.2), Parental involvement 4 (1.2), Lack of prevention 2 (0.6)	15 (4.5)

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What are the three (3) top barriers clients face in accessing mental health and/or substance abuse treatment services?”

TOP BARRIERS CLIENTS FACE IN ACCESSING MENTAL HEALTH AND/OR SUBSTANCE ABUSE SERVICES, PROVIDER SURVEY RESPONDENTS, IN RANK ORDER BY PERCENT, 2019

Barriers	Number (Percent)
Transportation to services	166 (49.8)
Insurance issues (e.g., no insurance coverage, high deductibles)	145 (43.5)
Motivation or desire to receive services	132 (39.6)
Availability of services when needed	118 (35.4)
Cost	114 (34.2)
Stigma	81 (24.3)
Lack of awareness of service availability	55 (16.5)
Location of services	41 (12.3)
Work-related issues (e.g., no paid leave, denied leave time)	32 (9.6)
Lack of referral from other providers (e.g., primary care physician)	19 (5.7)
Refused services by provider	15 (4.5)
Incarceration	14 (5.2)
Childcare issues	12 (3.6)
Other: Homelessness 1 (0.3), sense of entitlement 1 (0.3)	2 (0.6)

Source: LSF Health Systems Behavioral Health Needs Assessment Provider Survey, 2019. Prepared by: WellFlorida Council, 2019.

Provider Survey Key Findings

Mental health and substance abuse treatment and prevention professionals reported providing a wide variety of services in the LSF Health Systems 23-county service area. About 61.4 percent of survey respondents indicated that they provide both mental and substance abuse treatment services while 21.7 percent provide mental health services exclusively, 9.3 percent provide substance abuse treatment services exclusively, and 7.6 percent focus on prevention services exclusively. The diagnoses most commonly treated by provider survey respondents included Schizophrenia and psychotic disorders (39.3 percent), depressive disorders (39.3 percent), opioid-related disorders (37.2 percent), bipolar disorders (34.5 percent), and alcohol-related disorders (24.9 percent). Among the most commonly provided services were adult mental health case management (70.6 percent) and outpatient services (68.5 percent), adult substance abuse outpatient (65.8) and case management (63.4 percent) services, adult substance abuse medication-assisted treatment (MAT, 58.3 percent), and adult mental health crisis stabilization (56.8 percent). Prevention services were offered by more than half (55.9 percent) of survey respondents or their organizations. Provider survey respondents indicated that numerous evidence-based or evidence-informed services are provided by their facilities including Cognitive Behavioral Therapy (CBT, 59.2 percent), motivational interviewing (50.8 percent), trauma-informed care (36.6 percent), Dialectical Behavior Therapy (DBT, 35.7 percent), and relapse prevention therapy (29.4 percent). Services that need to be increased or expanded to meet community need according to survey respondents include individual counseling for mental health (44.1 percent), psychiatry services (36.6 percent), individual counseling for substance abuse (32.4 percent), case management (27.0 percent) and inpatient (overnight) treatment (24.0 percent). About 42.7 percent of providers reported that there are waiting lists for services at their facilities or organizations; another 30.3 percent indicated there are no waiting lists. Of those facilities or organizations with waiting lists, the most common services on such lists include residential treatment (6.9 percent), adult detoxification (4.5 percent), and MAT (3.9 percent).

Survey findings point to the barriers providers face in providing mental health and substance abuse treatment services to clients. At the same time, clients experience barriers in accessing services as reported by providers. Among the reported impediments to delivering mental health and substance abuse treatment services were funding issues (72.0 percent), adequate staffing (41.1 percent), client issues with housing (32.7 percent) and payment source (27.9 percent), and ensuring client access to needed services (26.1 percent). Provider survey respondents indicated that the most frequently experienced barriers by clients included transportation to services (49.8 percent), insurance issues (43.5 percent), motivation or desire to get services (39.6), availability of services when needed (35.4) and cost (34.2 percent).

Stakeholder Survey

The stakeholder survey gathered 186 completed surveys on the SurveyMonkey® platform. The electronic 18-item survey also included five (5) demographic items and was widely distributed and promoted in the service area among stakeholders in law enforcement, juvenile justice, criminal justice, local government, elected officials, healthcare providers, and social and community service

agencies. The 186 eligible surveys were analyzed and the results are shared below. General demographic factors of survey respondents are presented below.

Stakeholder Survey Participant Profile

The stakeholders who responded to the survey were an experienced group of concerned professionals. Demographic data from the 186 completed surveys indicate that most of the stakeholder survey respondents were female (75.9 percent), White (81.8 percent) and non-Hispanic (85.5 percent). More than 40 percent had 20 or more years in their professions and 75.7 percent of stakeholder survey respondents were between the ages of 35-64 years. Stakeholders from all five (5) of the circuits in the LSF Health Systems service area responded to the survey. While 35.5 percent of the stakeholders who participated were from Circuit 8 (Alachua, Baker, Bradford, Gilchrist, Levy and Union Counties), the remaining circuits had similar representation at 22.0 percent for Circuit 3 (Columbia, Dixie, Hamilton, Lafayette and Suwannee Counties), 26.3 percent for both Circuit 4 (Clay, Duval and Nassau Counties) and Circuit 7 (Flagler, Putnam, St. Johns and Volusia Counties), and 26.9 percent for Circuit 5 (Citrus, Hernando, Lake, Marion and Sumter Counties). The areas of expertise stakeholders most commonly brought to the survey included education (43.0 percent), social services (33.3 percent), health care (30.1 percent), adult, child and family welfare (24.2 percent) and government (16.1 percent).

DEMOGRAPHICS OF STAKEHOLDER SURVEY RESPONDENTS, FROM COMPLETED ELIGIBLE SURVEYS, 2019

Demographic Indicator	Stakeholders n= 186	
	Number	Percent
Age		
18-24	5	2.7
25-34	13	7.0
35-44	44	23.7
45-54	47	25.3
55-64	48	26.7
65-74	23	12.4
75 and older	4	2.2
Prefer not to answer	2	1.0
Gender		
Male	31	16.7
Female	141	75.9
Transgender	2	1.0
Prefer not to answer	11	5.9
Other	1	0.5
Race		
American Indian/ Alaskan Native	1	0.5
Asian Pacific Islander	1	0.5

Demographic Indicator	Stakeholders n= 186	
	Number	Percent
Black or African American (Non-Hispanic)	20	10.8
Two or More Races	2	1.0
White or Caucasian	152	81.8
Prefer not to answer	10	5.4
Other	0	0
Hispanic/Latino Ethnicity		
Not of Hispanic, Latino/a/x or Spanish origin	159	85.5
Hispanic, Latino/a/x or Spanish	10	5.4
Prefer not to answer	17	9.1
Number of Years in Current Profession		
4 years or less	28	15.0
5 to 9 years	28	15.0
10 to 14 years	30	16.2
15 to 19 years	24	12.9
20 or more years	76	40.9

Source: LSF Health Systems Behavioral Health Needs Assessment Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

Stakeholder Survey Results by Survey Item

Responses to survey questions are summarized in the tables that follow. There were 186 surveys included in the analysis. In many data tables, the three (3) most frequent responses are highlighted in shaded boxes. Topics of the survey analysis include:

- Extent to which residents' needs for mental health services and substance use treatment and prevention service are being met
- Barriers to meeting the mental health service and substance use treatment and prevention service needs
- Barriers residents face in accessing mental health services and substance use treatment and prevention services
- Awareness level of available mental health and substance use treatment and prevention services
- Priority level of addressing mental health and substance use treatment and prevention issues
- Positive changes or progress in the areas of mental health and substance use treatment and prevention and contributing factors

"I provide services or work in the following areas (Check all that apply):"

CIRCUITS IN WHICH STAKEHOLDERS PROVIDE SERVICES OR WORK, BY PERCENT, 2019

Circuits (counties included in circuit)	Number (Percent)
Circuit 3 (Columbia, Dixie, Hamilton, Lafayette, Suwannee)	41 (22.0)
Circuit 4 (Clay, Duval, Nassau)	49 (26.3)
Circuit 5 (Citrus, Hernando, Lake, Marion, Sumter)	50 (26.9)
Circuit 7 (Flagler, Putnam, St. Johns, Volusia)	49 (26.3)
Circuit 8 (Alachua, Baker, Bradford, Gilchrist, Levy, Union)	66 (35.5)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“My area of expertise is in (Check all that apply):”

AREAS OF EXPERTISE, STAKEHOLDER SURVEY RESPONDENTS, BY PERCENT, 2019

Areas of Expertise	Number (Percent)
Law enforcement (city, county, state, federal)	5 (2.7)
Corrections	7 (3.8)
Criminal justice	8 (4.3)
Juvenile justice	10 (5.4)
Government (city, county, state, federal)	30 (16.1)
Adult, child and family welfare	45 (24.2)
Social service	62 (33.3)
Health care	56 (30.1)
Education	37 (43.0)
Faith-based services	9 (4.8)
Business and economic development	6 (3.2)
Other: Behavioral health 3 (1.6), Senior services 3 (1.6), Public health preparedness 1 (0.5)	7 (3.7)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“To what extent are the mental health needs of residents being met?”

RATING OF EXTENT TO WHICH MENTAL HEALTH NEEDS OF RESIDENTS ARE BEING MET, LSF HEALTH SYSTEMS STAKEHOLDERS, BY PERCENT, 2019

Rating	Number (Percent)
Fully met	5 (2.7)
Partially met	70 (37.6)
Slightly met	87 (46.8)
Not at all met	16 (8.6)
I don't know	8 (4.3)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What are the top 3 barriers to meeting the mental health needs of residents?”

RATING OF TOP 3 BARRIERS TO MEETING MENTAL HEALTH NEEDS OF RESIDENTS, LSF HEALTH SYSTEMS STAKEHOLDERS, BY PERCENT, 2019

Barriers	Number (Percent) Top responses in shaded boxes
Demand (e.g., growing need for services, can't keep up with need)	99 (53.2)
Funding	123 (66.1)
Insurance issues (e.g., lack of insurance companies that serve this area, new or no providers that accept insurance plan, adequate coverage, high deductibles and co-pays)	89 (47.8)
Lack of mental health care professionals	83 (44.6)
Need of community collaboration and/or community partners	50 (26.9)
Not a priority	20 (10.8)
Political constraints, issues and/or will	14 (7.5)
Stigma	67 (36.0)
Transportation	7 (3.8)
Other: Patience non-compliance, medication costs, culturally competent care, no options beyond parole 1 each (.55 each)	4 (2.2)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Please indicate the top 3 barriers residents face in accessing mental health services.”

RATING OF TOP 3 BARRIERS RESIDENTS FACE IN ACCESSING MENTAL HEALTH SERVICES, LSF HEALTH SYSTEMS STAKEHOLDERS, BY PERCENT, 2019

Barriers	Number (Percent) Top responses in shaded boxes
Appointments not available when service is needed	77 (41.4)
Childcare issues	15 (8.0)
Cost	88 (47.3)
Insurance issues (e.g., no insurance, high deductibles, high co-pays, finding provider that accepts insurance plan)	89 (47.8)
Location of service	52 (28.0)
Not aware service is available	62 (33.3)
Referrals not available	14 (7.5)
Stigma (e.g., fear, shame, worried about what others think)	58 (31.2)
Transportation	85 (45.7)
Work-related issue (e.g., no paid leave time, denied time off)	17 (9.1)
Other: Cost of medication, availability of providers, 1 each (.55)	2 (1.1)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“To what extent are stakeholders and community partners aware of the mental health services that are available in in your area?” and “How aware are residents of the mental health services that are available in your area?”

RATING OF EXTENT TO WHICH STAKEHOLDERS AND COMMUNITY PARTNERS AND RESIDENTS ARE AWARE OF MENTAL HEALTH SERVICE AVAILABILITY, LSF HEALTH SYSTEMS STAKEHOLDERS, BY PERCENT, 2019

Rating	Number (Percent)	
	Stakeholders	Residents
Fully aware	27 (14.5)	1 (0.5)
Moderately aware	61 (32.7)	27 (14.5)
Somewhat aware	84 (45.2)	120 (64.6)
Not all aware	7 (3.8)	28 (15.0)
I don’t know	7 (3.8)	10 (5.4)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“To what extent are the substance use treatment and prevention needs of residents being met?”

RATING OF EXTENT TO WHICH SUBSTANCE USE TREATMENT AND PREVENTION NEEDS OF RESIDENTS ARE MET, LSF HEALTH SYSTEMS STAKEHOLDERS, BY PERCENT, 2019

Rating	Number (Percent)
Fully met	3 (1.6)
Partially met	51 (27.4)
Slightly met	98 (52.7)
Not at all met	23 (12.4)
I don’t know	11 (5.9)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What are the 3 top barriers to meeting the substance use treatment and prevention needs of residents?”

RATING OF TOP 3 BARRIERS TO MEETING SUBSTANCE USE TREATMENT AND PREVENTION NEEDS OF RESIDENTS, LSF HEALTH SYSTEMS STAKEHOLDERS, BY PERCENT, 2019

Barriers	Number (Percent) Top responses in shaded box
Demand (e.g., growing need for services, can’t keep up with need)	107 (57.5)
Funding	123 (66.1)

Insurance issues (e.g., lack of insurance companies that serve this area, new or no providers that accept insurance plan, adequate coverage, high deductibles and co-pays)	84 (45.2)
Lack of substance use treatment and prevention professionals	84 (45.2)
Need of community collaboration and/or community partners	54 (29.0)
Not a priority	25 (13.4)
Political constraints, issues and/or will	20 (10.8)
Stigma	53 (23.5)
Other: Transportation 4 (2.2), Rehab/aftercare 3 (1.6), Addressing root causes 1 (0.5), comorbidity of alcohol abuse 1 (0.5)	9 (4.8)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“Please indicate the top 3 barriers residents face in accessing substance use treatment services.”

RATING OF TOP 3 BARRIERS RESIDENTS FACE IN ACCESSING SUBSTANCE USE TREATMENT SERVICES, LSF HEALTH SYSTEMS STAKEHOLDERS, BY PERCENT, 2019

Barriers	Number (Percent) Top responses in shaded box
Appointments not available when service is needed	60 (32.3)
Childcare issues	20 (10.8)
Cost	101 (54.3)
Insurance issues (e.g., no insurance, high deductibles, high co-pays, finding provider that accepts insurance plan)	86 (46.2)
Location of service	64 (34.4)
Not aware service is available	61 (32.8)
Referrals not available	16 (8.6)
Stigma (e.g., fear, shame, worried about what others think)	59 (31.7)
Transportation	69 (37.0)
Work-related issue (e.g., no paid leave time, denied time off)	15 (8.1)
Other:	

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“To what extent are stakeholders and community partners aware of the substance use treatment and prevention services that are available in in your area?” and “To what extent are residents aware of the substance use treatment and prevention services that are available in in your area?”

RATING OF EXTENT TO WHICH STAKEHOLDERS AND COMMUNITY PARTNERS AND RESIDENTS ARE AWARE OF SUBSTANCE USE TREATMENT AND PREVENTION SERVICE AVAILABILITY, LSF HEALTH SYSTEMS STAKEHOLDERS, BY PERCENT, 2019

Rating	Number (Percent)	
	Stakeholders	Residents

Fully aware	22 (11.8)	1 (0.5)
Moderately aware	55 (29.6)	36 (19.4)
Somewhat aware	84 (45.2)	110 (59.1)
Not all aware	9 (4.8)	26 (14)
I don't know	16 (8.6)	13 (7.0)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“To what extent is addressing mental health issues a priority in your area?” and “To what extent is addressing substance abuse a priority in your area?”

RATING OF EXTENT TO WHICH ADDRESSING MENTAL HEALTH ISSUES AND SUBSTANCE ABUSE IS A PRIORITY, LSF HEALTH SYSTEMS STAKEHOLDERS, BY PERCENT, 2019

Priority Rating	Number (Percent)	
	Mental Health	Substance Abuse
High priority	51 (27.4)	57 (30.6)
Moderate priority	46 (24.7)	35 (18.8)
Somewhat a priority	63 (33.9)	68 (36.6)
Not at all a priority	22 (11.8)	14 (7.5)
I don't know	4 (2.2)	12 (6.5)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What positive changes or progress have you seen in the past 12 months in the area of mental health?”

LISTING OF MOST FREQUENTLY MENTIONED POSITIVE CHANGES OR PROGRESS SEEN IN PAST 12 MONTHS IN THE AREA OF MENTAL HEALTH, LSF HEALTH SYSTEMS STAKEHOLDERS, 2019

Positive Changes or Progress in Mental Health in the Past 12 Months Most Frequently Mentioned (number of times mentioned)
New and/or expanded services (24)
None, no changes noted (24)
Increased funding and programs in schools (17)
More awareness of mental health problems and their impact (14)
Less stigma about mental health care and people with mental health conditions (8)
Increased community collaboration (7)
Recognized as priority (5)
More training for police and community Mental Health First Aid (5)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“What positive changes or progress have you seen in the past 12 months in the area of substance use treatment and prevention?”

LISTING OF MOST FREQUENTLY MENTIONED POSITIVE CHANGES OR PROGRESS SEEN IN PAST 12 MONTHS IN THE AREA OF SUBSTANCE USE TREATMENT AND PREVENTION, LSF HEALTH SYSTEMS STAKEHOLDERS, 2019

Positive Changes or Progress in Substance Use Treatment and Prevention in the Past 12 Months Most Frequently Mentioned (number of times mentioned)
None, no change noted, or little progress noted (37)
Increased funding, programs and focus on opioid use (11)
Increased funding (10)
Awareness and recognition of prevalence and impact of substance use problems (8)
Increased availability of Medication Assisted Treatment (MAT) (8)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

“To what do you attribute these changes and/or progress in the area of mental health? (Check all that apply.)” and “To what do you attribute these changes and/or progress in substance use treatment and prevention? (Check all that apply.)”

RATING OF CONTRIBUTING FACTORS TO CHANGE AND/OR PROGRESS IN MENTAL HEALTH AND SUBSTANCE USE TREATMENT AND PREVENTION, LSF HEALTH SYSTEMS STAKEHOLDERS, BY PERCENT, 2019

Contributing Factors	Number (Percent) Top responses in shaded boxes	
	Mental Health	Substance Use
Advances in practice	24 (12.9)	20 (10.8)
Collaboration among stakeholders and partners	86 (46.2)	65 (34.9)
Community demand or interest	72 (38.7)	58 (31.2)
Federal or state focus	49 (26.3)	41 (22.0)
Funding change (e.g., increase, reallocation)	50 (26.9)	37 (19.9)
Leader	37 (19.9)	34 (18.3)
Policy change	28 (15.0)	13 (7.0)
Political change	23 (12.4)	21 (11.3)
Priority shift	41 (22.0)	31 (16.7)
Resource availability	28 (15.0)	32 (17.2)
Technology advances	10 (5.4)	5 (2.7)
Other	No change 42 (22.6)	No change 65 (34.9)

Source: LSF Health Systems Behavioral Health Needs Stakeholder Survey, 2019. Prepared by: WellFlorida Council, 2019.

Stakeholder Survey Key Findings

In the area of mental health, 33.9 percent of stakeholder survey respondents said that addressing mental health issues in the region was somewhat a priority; another 27.4 percent felt it was a high priority. About 84.4 percent of stakeholder survey respondents said that the mental health needs of residents were partially or slightly met with the most common barriers to meeting those needs

being funding (66.1 percent), growing demand (53.2 percent) and insurance issues (47.8 percent). Stakeholders rated the top barriers that residents face in accessing mental health services as insurance issues (47.8 percent), cost (47.3 percent), and transportation (45.7 percent). Awareness of available mental health services seemed to be lacking by both stakeholders and residents. Stakeholders who replied to the survey said that 47.2 percent of stakeholders were fully or moderately aware while only 15.0 percent of residents were fully or moderately aware of the mental health services available in their area. Among the positive changes or progress in the area of mental health in the past 12 months, stakeholders most frequently mentioned there were new or expanded services, more funding for school-based programs and services, and more awareness of mental health problems and their impact. Stakeholders attributed these changes to collaboration among partners (46.2 percent), community interest or demand (38.7 percent), and funding changes (26.9 percent).

For their geographic area, stakeholder survey respondents said that addressing substance abuse was somewhat (36.6 percent) or a high (30.6 percent) priority. About 80 percent of stakeholders felt that the substance use treatment and prevention needs of residents were partially or slightly met. Common barriers to meeting those needs, according to survey respondents, included funding (66.1 percent), keeping up with demand and need (57.5 percent), and insurance-related issues (45.2 percent). As rated by stakeholders, barriers that residents face in accessing substance use treatment services included cost (54.3 percent), insurance issues (46.2 percent), and transportation (37.0 percent). To varying extents both stakeholders and residents lacked awareness of the substance use treatment services available in their area. About 41.4 percent of stakeholders and 19.9 percent of residents were rated as being fully or moderately aware of services. Some progress or positive change was noted by the stakeholders who responded to the survey. These most frequently included more funding, resources and focus on opioid use, a general increase in funding, an increase in the availability of Medication Assisted Treatment (MAT), and more awareness of substance abuse problems. Stakeholders attributed these changes to collaboration among partners (34.9 percent) and community interest or demand (31.2 percent). In equal part, however, stakeholders felt that they had seen no change or progress in the area substance use treatment and prevention (34.9 percent).