

Appendix B

Online Surveillance Protocol

This involved the development of an inventory of existing providers that serve individuals between the ages of 0 and 25 with behavioral health issues. The preliminary stages of development utilized online resources for locating behavioral health providers in Orange County (and sometimes neighboring counties) serving Orange County residents with behavioral health issues between the ages of 0 and 25. The sources used to gather information included:

- Cardinal Health Innovations
- Substance Abuse and Mental Health Administration’s Behavioral Health Locator
- Psychology Today
- United Way
- University of North Carolina

The inventory collected information on:

- The provider’s role/position
- The agency/organization that the provider worked for (if not an independent provider)
- The provider’s contact information
 - Phone Number
 - Email
 - Website
- Service Setting (Inpatient, Outpatient, Residential)
- Specialties:
 - Disorders that they specialized in treating
 - Individuals that they specializing in working with (e.g. LGBTQ, I/DD)
 - Types of evidence-based practices (e.g. CBT, DBT)
 - The types of therapy/services they specialized in (e.g. Group Therapy)
- Languages
- Accommodations for Individuals with Disabilities
 - ADA Accessible
 - Accommodates hearing or visually impaired
- Age group(s) served
- Types of payment/insurance accepted

When feasible the information was cross-referenced with the provider’s website to ensure accuracy. In order to confirm that the inventory’s information was up-to-date, NRI took two steps. First, NRI asked the Behavioral Health Stakeholder workgroup to examine the inventory. No edits were requested by the members of the workgroup. Secondly, NRI developed a survey that it could send to each provider in order to ensure the information contained in the inventory was current and accurate. The survey was designed to collect the information listed above, as well as information on:

- Whether or not they have waitlists
- If they accept patients regardless of their ability to pay

- If they offer crisis services to individuals that needed urgent/immediate care.
 - If so:
 - When
 - How it is accessed
- What barriers they feel limit access to care for individuals between the ages of 0 to 25 residing in Orange County