

Appendix C

Provider Survey Protocol

Two survey forms were generated. One survey, called the “Agency/Organization survey”, was developed to be distributed to agencies/organizations that had been identified as providing services to Orange County residents or to individuals who were identified (during the preliminary online search) as working for a specific agency/organization that serves Orange County residents (e.g. The Art Institute, El Futuro). The second survey was designed for clinician/independent providers that were not identified as working for a specific agency/organization. The Behavioral Health Stakeholder workgroup was consulted to get their feedback on the surveys. Very few edits were suggested.

Based on the contact information collected in the preliminary search, the providers would receive either an electronic or paper version of the survey. Electronic surveys were sent via Google Forms when an email address was listed for a provider. Providers that did not have an email address were sent paper surveys. The surveys were distributed on June 14th, 2018. Responses to the surveys that were emailed to providers were due by June 29th, 2018. By June 25th, 2018 only 14 paper surveys had been completed. Another 15 surveys had been returned to NRI as “return to sender”. Reminders were sent out to the providers. In addition, the due dates for survey responses were extended. On June 27th, 2018 an electronic reminder was sent out requesting that all electronic survey be submitted by Friday July 10th. A postcard was sent to the providers who received a paper version of the survey on July 5th requesting that all paper surveys be returned by July 10th, 2018. In total, 83 surveys were returned. Out of these 83 surveys, 47 of the surveys could be integrated into the inventory. As such, edits were made to the inventory to ensure that the information was accurate and up-to-date. Six of the returned surveys indicated that the providers either no longer practiced or did not want to have their information posted in Orange County’s Behavioral Health database. Steps were taken to ensure that individuals were deleted from the inventory. The remaining 30 surveys were sent back to NRI because the address that was listed for the providers was no longer valid.