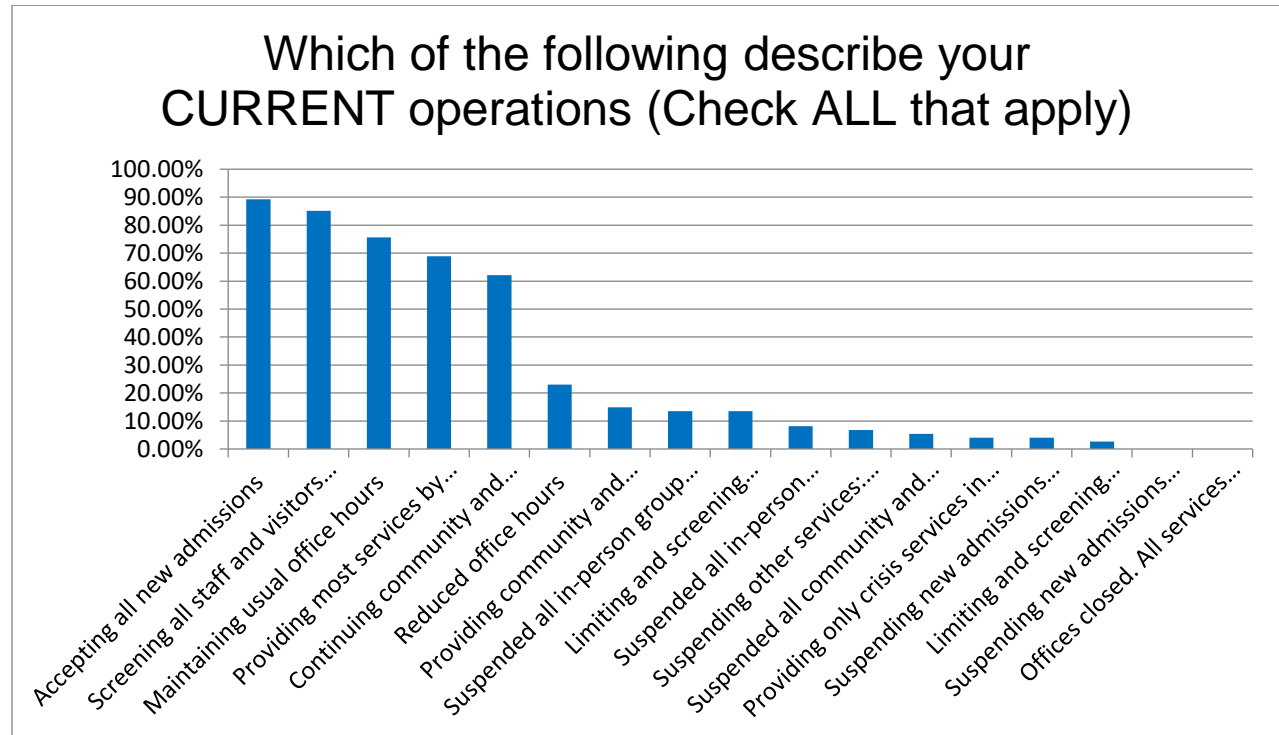


The Ohio Council COVID-19 BH Provider Impact Survey – 7/17/2020

The Ohio Council requested information from members during 07/14-07/17/2020 to collect data on the current operating status of services, staffing, and financial impact as organizations adapt to the new normal of the COVID-19 pandemic. **74 members** responded to this survey request.



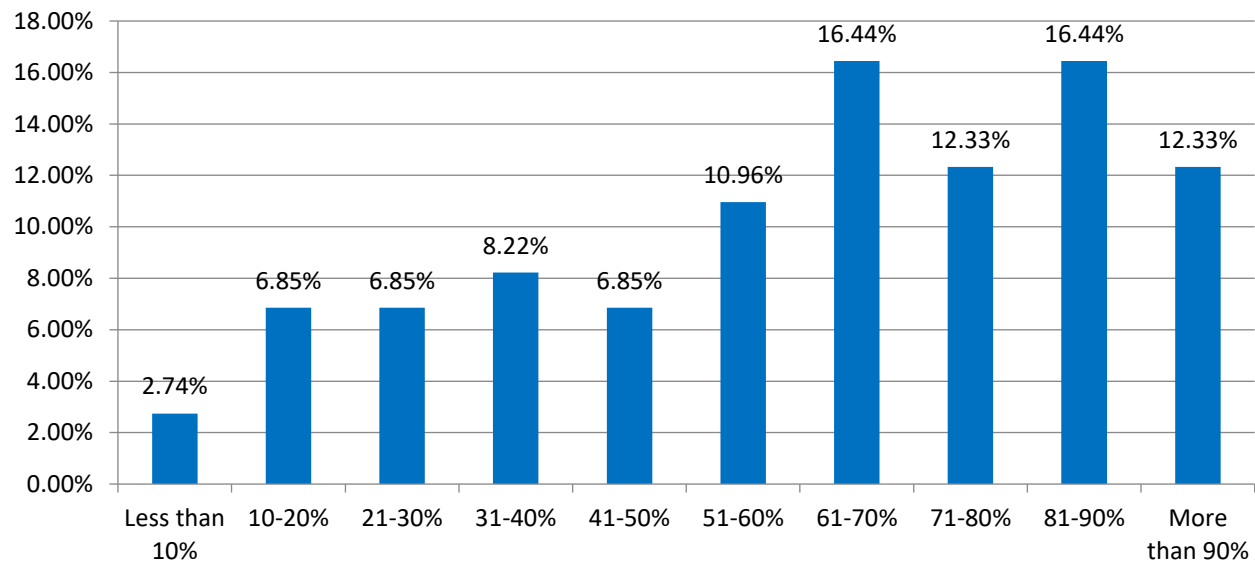
Answer Choices	Responses	
Accepting all new admissions	89.19%	66
Screening all staff and visitors for in-person office visits	85.14%	63
Maintaining usual office hours	75.68%	56
Providing most services by telehealth	68.92%	51
Continuing community and home-based care as needed	62.16%	46
Reduced office hours	22.97%	17
Providing community and home-based nursing and medical services	14.86%	11
Suspended all in-person group services	13.51%	10
Limiting and screening requests for residential admissions	13.51%	10
Suspended all in-person IOP/PHP and/or Day Treatment services	8.11%	6
Suspending other services: describe	6.76%	5
Suspended all community and home-based care	5.41%	4
Providing only crisis services in community settings	4.05%	3
Suspending new admissions for residential services	4.05%	3
Limiting and screening requests for outpatient admissions	2.70%	2
Suspending new admissions for outpatient services	0.00%	0
Offices closed. All services delivered by telehealth	0.00%	0
	Answered	74

TELEHEALTH

Behavioral health providers quickly adapted to providing services via telehealth at the beginning of the pandemic in Ohio. The flexibility allowed by the state administration to include additional services allowed by telehealth and the inclusion of services provided through asynchronous modalities allowed the continuation of services and ultimately saved lives.

As Ohio has engaged in the Responsible Restart process of re-opening businesses and services, many providers and consumers continue prefer telehealth service. **69% of behavioral health organizations report that the majority of their services continue to be provided via telehealth. Nearly 60% of organizations report they plan to continue providing as many services through telehealth as possible.** The ability to deliver services via telehealth protects the safety of clients and staff while ensuring Ohioans have access to behavioral health treatment as the pandemic continues.

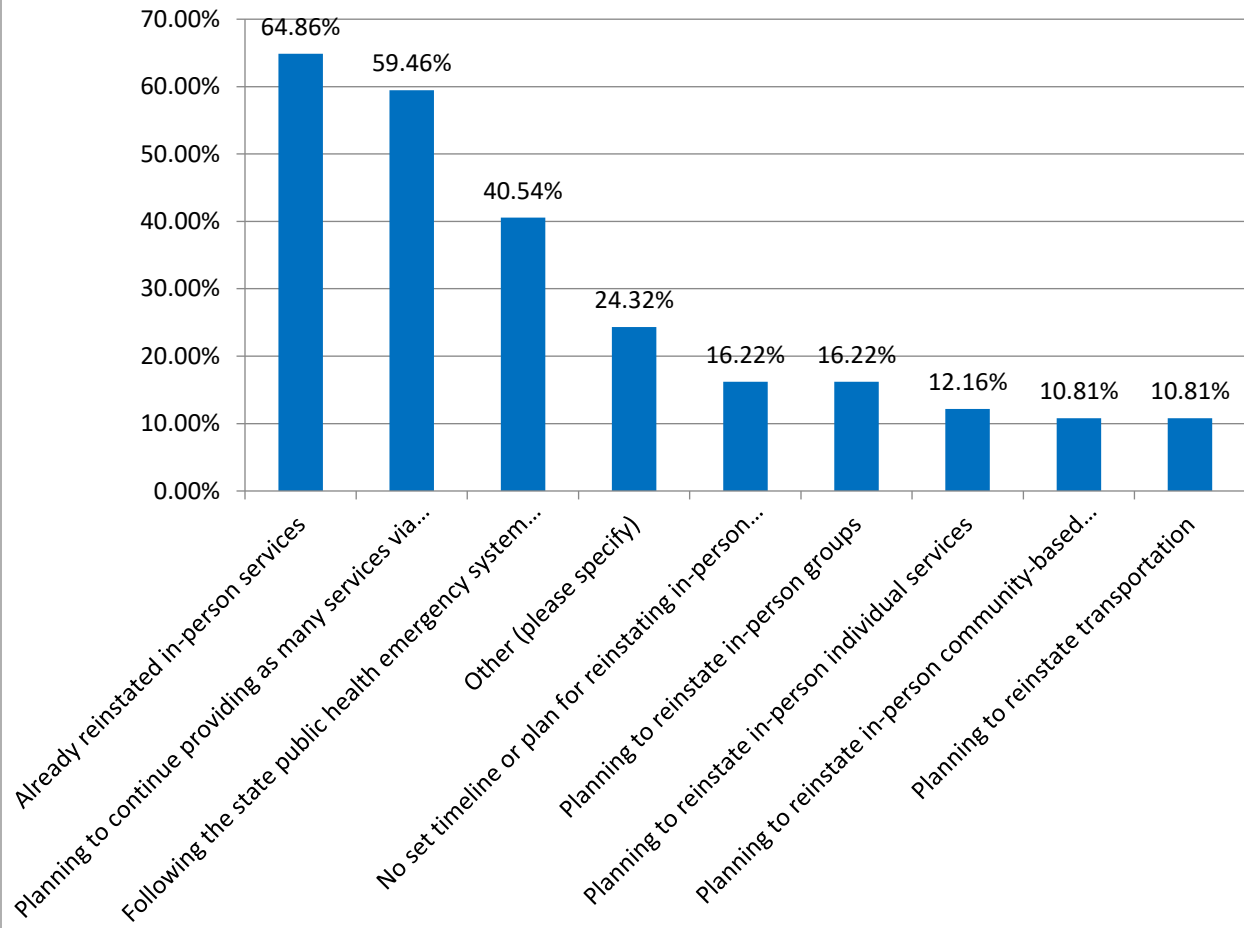
Please indicate the percentage of services across all programs that your organization provided via telehealth over the past 30 days.



Answer Choices	Responses	
Less than 10%	2.74%	2
10-20%	6.85%	5
21-30%	6.85%	5
31-40%	8.22%	6
41-50%	6.85%	5

51-60%	10.96%	8
61-70%	16.44%	12
71-80%	12.33%	9
81-90%	16.44%	12
More than 90%	12.33%	9
Answered		73
Skipped		1

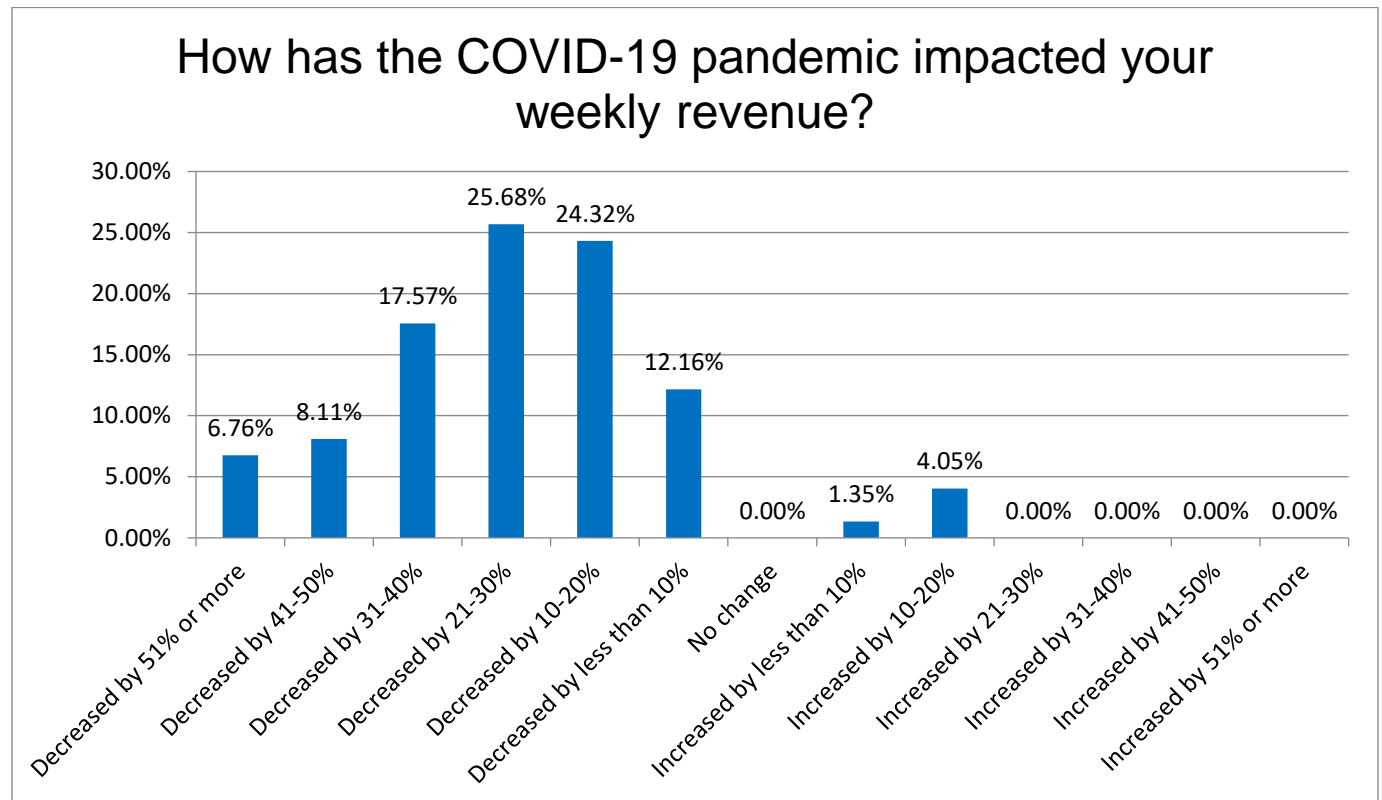
What is your organization's plan for reinstating or increasing in-person services? (check ALL that apply)



Answer Choices	Responses	
Already reinstated in-person services	64.86%	48
Planning to continue providing as many services via telehealth as possible	59.46%	44
Following the state public health emergency system to plan service delivery options	40.54%	30
Other (please specify)	24.32%	18
No set timeline or plan for reinstating in-person services	16.22%	12
Planning to reinstate in-person groups	16.22%	12
Planning to reinstate in-person individual services	12.16%	9
Planning to reinstate in-person community-based services	10.81%	8
Planning to reinstate transportation	10.81%	8
	Answered	74

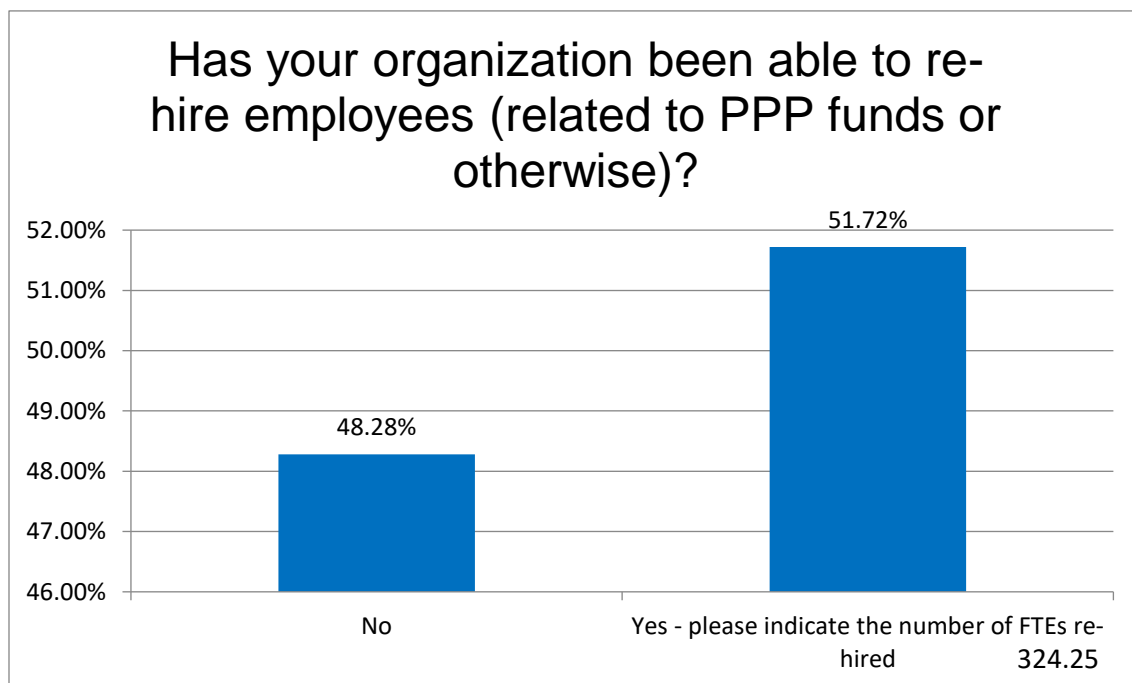
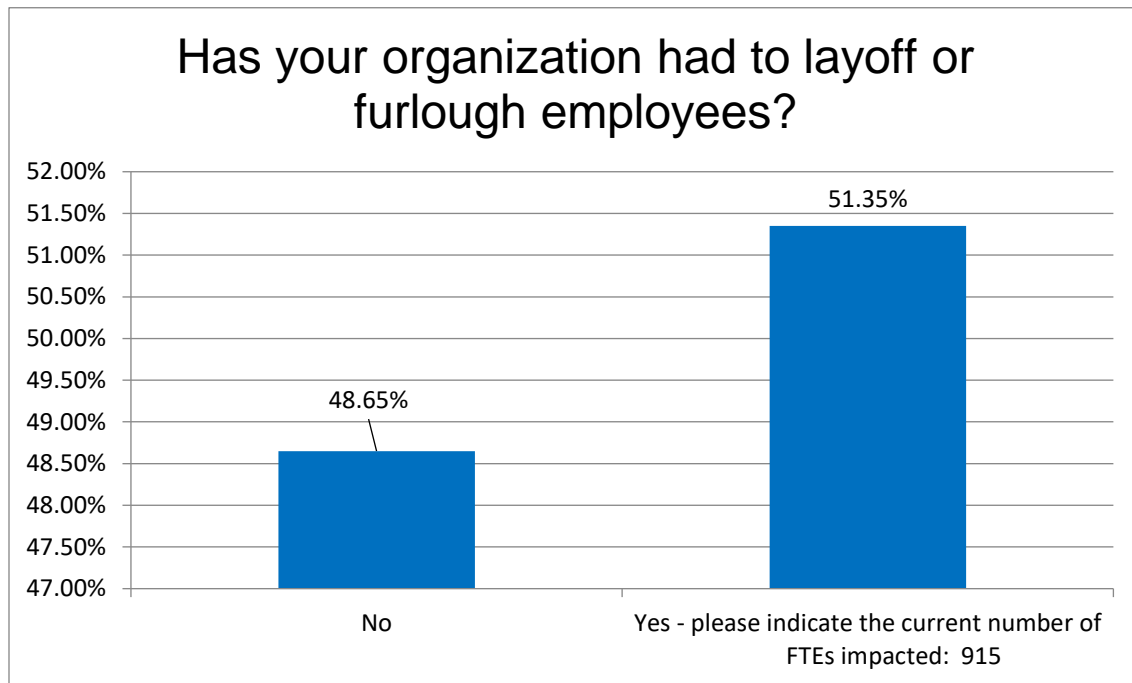
FINANCIAL & WORKFORCE IMPACT

Even with the use of less restrictive telehealth to deliver services, most behavioral health providers continue to experience a decrease in weekly revenue related to COVID-19. **95% of organizations reported a decrease in weekly revenue and the majority of organizations report a decrease in weekly revenue of 21% or more.** This is devastating to behavioral health providers as they typically operate on budget margins of 1-3% and count on revenue to maintain services.



Answer Choices	Responses	
Decreased by 51% or more	6.76%	5
Decreased by 41-50%	8.11%	6
Decreased by 31-40%	17.57%	13
Decreased by 21-30%	25.68%	19
Decreased by 10-20%	24.32%	18
Decreased by less than 10%	12.16%	9
No change	0.00%	0
Increased by less than 10%	1.35%	1
Increased by 10-20%	4.05%	3
Increased by 21-30%	0.00%	0
Increased by 31-40%	0.00%	0
Increased by 41-50%	0.00%	0
Increased by 51% or more	0.00%	0
Answered		74

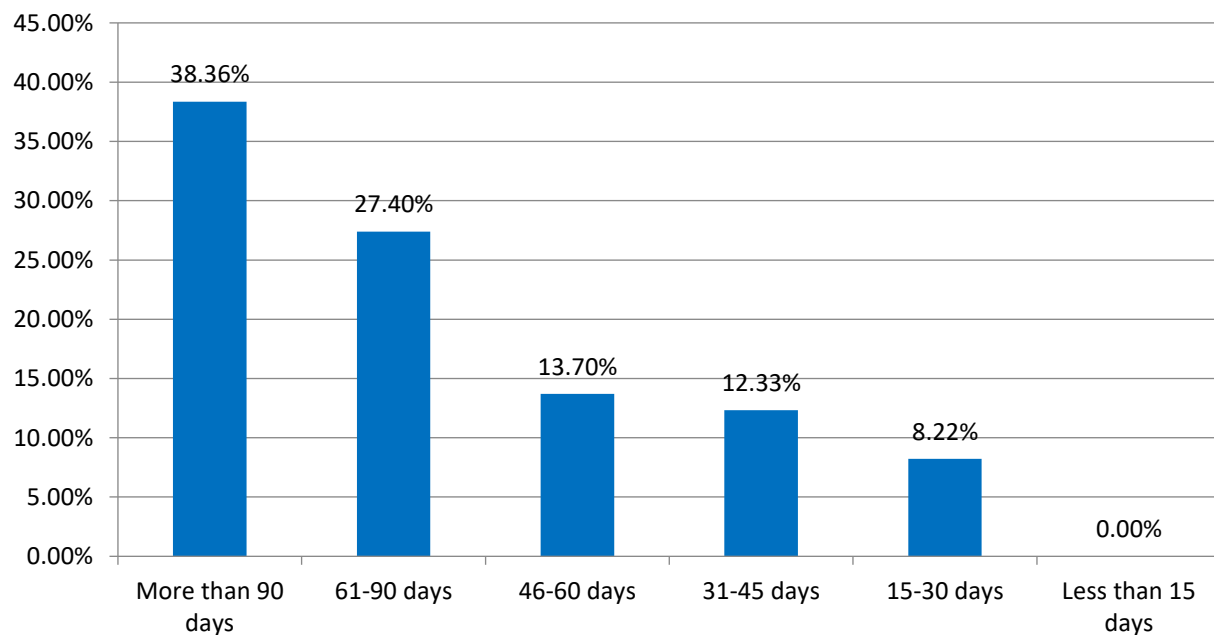
The majority of organizations responding to this survey have had to lay off or furlough staff. **A total of 915 FTEs** were laid off or furloughed by 38 organizations. Although revenues have significantly decreased resulting in the need for layoffs, federal aid, primarily through the Payroll Protection Program (PPP), has provided some stability to behavioral health organizations. Funds disbursed through the PPP have enabled organizations to re-hire 324.25 FTEs or 35% of those furloughed/laid off.



Federal assistance from the PPP and the Provider Relief Fund has also temporarily improved the cash position of most organizations. **78% of organizations responding to this survey received funds through the PPP.** However, 15% of organizations were ineligible for any SBA assistance programs based on the size of the organization which limited aid to businesses with less than 500 employees. **73% of organizations reported receipt of provider relief funds** at the time of the survey. 18% were in the process of applying for the Targeted Medicaid distribution. These funds have been helpful for organizations; however, the process has been confusing and administratively burdensome.

While the majority of organizations are reporting a much stronger financial position than in April it is important to note that this is temporary based on the distribution of Federal stimulus funding. Behavioral health organizations are utilizing all available resources to maintain operations and continue providing much needed services to Ohioans during this pandemic. While these resources allow some stability now, the future is uncertain for behavioral health providers as organizations adapt to a new way of business while simultaneously trying to fight an opiate epidemic and rising suicides.

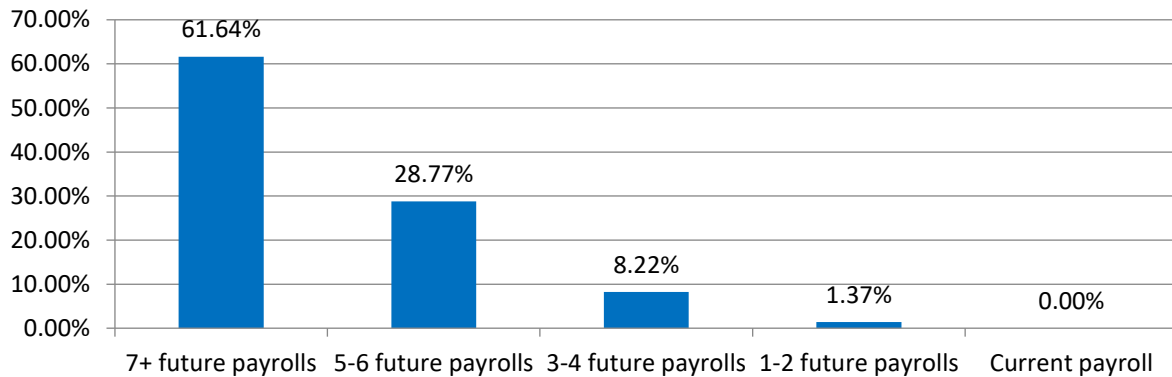
Including funding from PPP, how many days cash on hand do you have available to your organization?



Answer Choices	Responses	
More than 90 days	38.36%	28
61-90 days	27.40%	20
46-60 days	13.70%	10
31-45 days	12.33%	9

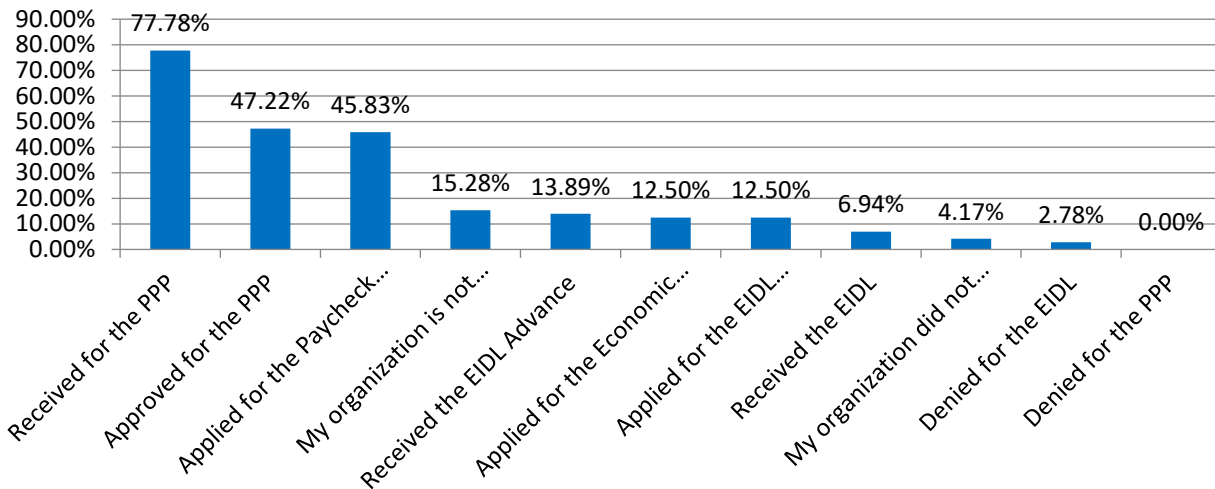
15-30 days	8.22%	6
Less than 15 days	0.00%	0
Answered		73
Skipped		1

Considering all available cash management strategies for your organization (line of credit, loans, cash advances, grants, PPP, etc.), how many future payrolls do you anticipate having the capacity to cover considering your current operating status?



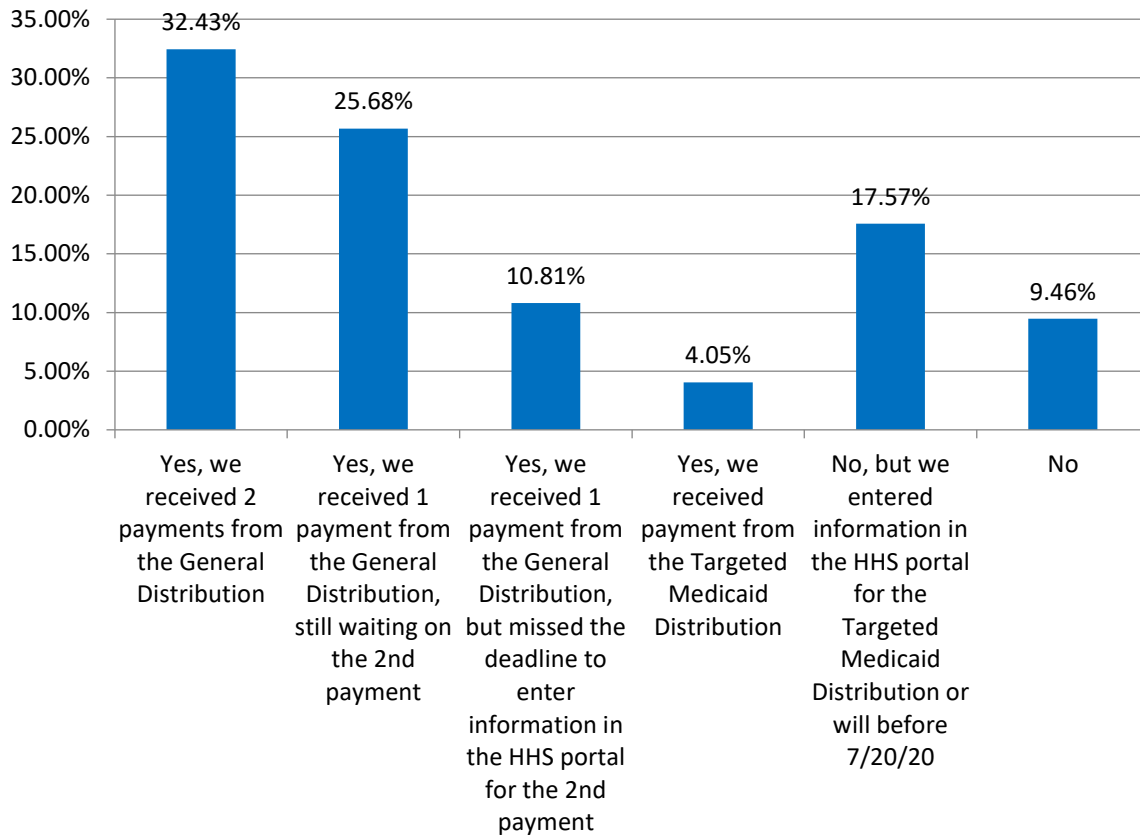
Answer Choices	Responses	
7+ future payrolls	61.64%	45
5-6 future payrolls	28.77%	21
3-4 future payrolls	8.22%	6
1-2 future payrolls	1.37%	1
Current payroll	0.00%	0
	Answered	73
	Skipped	1

The SBA has offered several loan programs to support small businesses, please check all that apply for your organization



Answer Choices	Responses	
Received for the PPP	77.78%	56
Approved for the PPP	47.22%	34
Applied for the Paycheck Protection Program (PPP)	45.83%	33
My organization is not eligible for these SBA programs	15.28%	11
Received the EIDL Advance	13.89%	10
Applied for the Economic Injury Disaster Loan (EIDL)	12.50%	9
Applied for the EIDL Advance (\$10,000 one-time payment)	12.50%	9
Received the EIDL	6.94%	5
My organization did not apply	4.17%	3
Denied for the EIDL	2.78%	2
Denied for the PPP	0.00%	0
	Answered	72
	Skipped	2

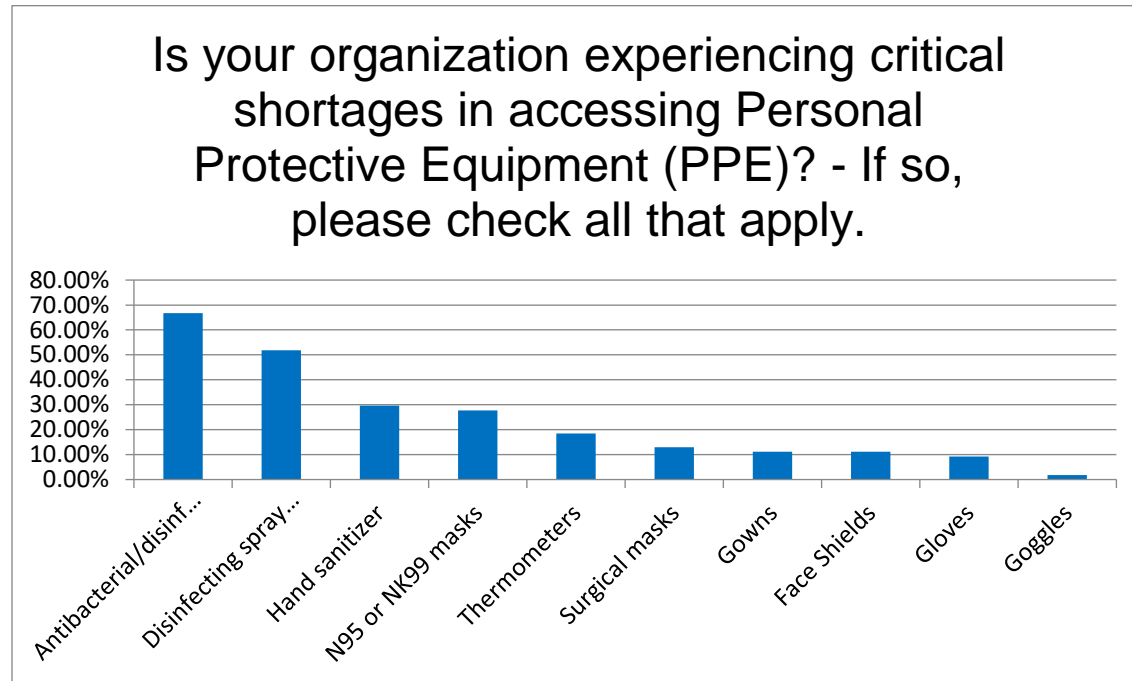
Has your organization received Provider Relief Funds from the Department of Health and Human Services?



Answer Choices	Responses	
Yes, we received 2 payments from the General Distribution	32.43%	24
Yes, we received 1 payment from the General Distribution, still waiting on the 2nd payment	25.68%	19
Yes, we received 1 payment from the General Distribution, but missed the deadline to enter information in the HHS portal for the 2nd payment	10.81%	8
Yes, we received payment from the Targeted Medicaid Distribution	4.05%	3
No, but we entered information in the HHS portal for the Targeted Medicaid Distribution or will before 7/20/20	17.57%	13
No	9.46%	7
	Answered	74

PERSONAL PROTECTIVE EQUIPMENT

Fortunately, personal protective equipment (PPE) has become more available to many providers. However, necessary cleaning and sanitizing supplies are still in high demand. In addition to the need for cleaning supplies is the need to cover the ongoing cost of PPE and other supplies to provide the safest environment for clients and employees.



Answer Choices	Responses	
Antibacterial/disinfecting wipes	66.67%	36
Disinfecting spray and cleaning products (hospital grade)	51.85%	28
Hand sanitizer	29.63%	16
N95 or NK99 masks	27.78%	15
Thermometers	18.52%	10
Surgical masks	12.96%	7
Gowns	11.11%	6
Face Shields	11.11%	6
Gloves	9.26%	5
Goggles	1.85%	1
	Answered	54
	Skipped	20