

**Q1 The needs assessment review identified greater challenges for the following groups to access mental health and/or substance use services: Black or African Americans Asian or Asian Americans Latino/a/x or Hispanics Native Hawaiian or Pacific Islanders LGBTQIA+ Veterans Families with young children Are there other groups that you believe also experience greater challenges to accessing mental health and/or substance use services?**

Answered: 116 Skipped: 31

#	RESPONSES	DATE
1	Transitional age youth (young adults) 16yrs old to 25yrs old	2/1/2023 10:33 AM
2	I agreed with everyone already listed. I would add undocumented residents, non-English speakers, and residents with no medical insurance.	2/1/2023 9:55 AM
3	Disabled People.	2/1/2023 9:32 AM
4	Individuals on the spectrum.	2/1/2023 8:32 AM
5	Undocumented families and immigrants who only speak languages or dialects that are not commonly translated into English or Spanish	2/1/2023 6:35 AM
6	Families involved in the Child Welfare System.	1/31/2023 7:55 PM
7	White, an one with insurance, unhoused Pretty much everyone who is in need	1/31/2023 5:04 PM
8	Caucasian families but not American especially to families who just migrated to the US. Unfamiliarity might also be a cause.	1/31/2023 5:02 PM
9	Older adults aging alone have trouble due to technology issues and disabilities/mobility issues. Women with children have challenges accessing substance use services due to stigma. Younger women who have experienced trauma at home and sexual abuse as well as women being sex trafficked also experience challenges to receiving mental health care, particularly in latino and indigenous communities.	1/31/2023 12:24 PM
10	Older adults	1/31/2023 7:11 AM
11	Women who are survivors of Domestic Violence, Teenagers of all Ethnicities	1/31/2023 3:16 AM
12	Youth	1/30/2023 11:37 PM
13	Families with youth facing mental health AND substance use challenges.	1/30/2023 7:42 PM
14	Houseless and undocumented individuals. Migrants, including farmworkers.	1/30/2023 4:54 PM
15	Persons with severe health issues and/or disabilities.	1/30/2023 1:34 PM
16	Undocumented immigrants	1/30/2023 1:00 PM
17	People whose needs may not fit neatly into a box potentially because engaging them trustfully may require extended relationship building. There are a variety of populations this might describe including any of the above and in addition our unhoused residents.	1/27/2023 1:51 PM
18	Latino, LGBTQ, Families with young children	1/27/2023 12:36 PM
19	Families with elders or caring for elder family members	1/26/2023 5:10 PM
20	Latino community	1/26/2023 3:06 PM
21	non hearing individuals	1/26/2023 1:56 PM

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22	Kinship families	1/26/2023 1:27 PM
23	Kinship Families	1/26/2023 1:16 PM
24	African American Youth	1/26/2023 1:00 PM
25	Indian community.	1/26/2023 11:50 AM
26	Families with young children.	1/26/2023 11:21 AM
27	I think everyone who suffers poverty struggles with access to mental health services and/or substance use services. It doesn't matter the group.	1/26/2023 10:31 AM
28	Transitional Age Youth	1/26/2023 10:25 AM
29	non that I can think of at this time.	1/26/2023 9:12 AM
30	People with developmental disabilities	1/25/2023 11:00 AM
31	People experiencing homelessness	1/24/2023 12:15 PM
32	Homeless folks from all backgrounds	1/24/2023 9:49 AM
33	disabled people youth homeless people	1/23/2023 9:33 PM
34	Elderly population	1/23/2023 6:28 PM
35	people experiencing homelessness, and also people	1/23/2023 6:04 PM
36	New immigrant families, Farm Workers	1/23/2023 12:16 PM
37	homeless pregnant women	1/23/2023 10:22 AM
38	Refugees, asylum seekers, recent immigrants and newcomers	1/23/2023 9:49 AM
39	Youth. Our teen generation is really struggling with what has happened in the past few years. Specially the pandemic. Number of suicide attempt is higher than ever. Our teens are hurting and struggling and do not have enough access to mental health. There are long wait lists for these individuals to get mental health services and most don't access therapy until after a first attempt. To late for many.	1/21/2023 12:17 PM
40	People who are unhoused or homeless	1/20/2023 2:51 PM
41	No	1/20/2023 10:46 AM
42	Recent immigrants as it's hard for them to navigate the system due to language, culture etc.	1/20/2023 8:41 AM
43	No	1/20/2023 7:27 AM
44	Youth often do not know of the resources available to them or are unable to access them due to their age/limited social mobility—like being able to drive or dictate their schedule.	1/19/2023 1:59 PM
45	everyone in general	1/19/2023 11:36 AM
46	Folks that do not speak English; particularly those that are monolingual Spanish. We do not have and cannot attract qualified staff that have language capacity.	1/19/2023 9:08 AM
47	disabled	1/18/2023 5:08 PM
48	Undocumented Individuals	1/18/2023 3:46 PM
49	Preteens and Tay (transitional aged youth)	1/18/2023 11:46 AM
50	Older adults Disabled people Homeless people	1/18/2023 2:45 AM
51	Homeless, incarcerated juveniles	1/17/2023 6:17 PM
52	this is spot on. I'd add TAY and newcomer populations specifically.	1/17/2023 3:52 PM
53	Newly arrived folks unaware of County resources for said issues.	1/17/2023 3:33 PM
54	Youth - ages 18-25 years old; considered legal adults - may be on parent/guardian health care plan. Parents don't have legal rights to engage with health care providers. If there is a	1/16/2023 8:12 AM

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psychotic break and, if the youth is lucky enough to get psychiatric/behavioral care, they will be admitted. If not, they could end up arrested and in jail or on the streets.

55	Seniors	1/15/2023 10:25 AM
56	The unhoused population.	1/15/2023 7:51 AM
57	victims of Domestic Violence and homeless youth	1/14/2023 3:27 PM
58	Single females	1/14/2023 4:59 AM
59	Underscoring families with young children and youth, generally	1/14/2023 4:47 AM
60	Elderly of all colors but particularly those identified above.	1/13/2023 4:35 PM
61	No	1/13/2023 4:16 PM
62	Individuals who are involved in reintegration from incarceration.	1/13/2023 3:39 PM
63	n/a	1/13/2023 3:36 PM
64	Some faith community members may consider reaching out about said issues violation of tenets.	1/13/2023 3:00 PM
65	Youth	1/13/2023 2:53 PM
66	People with HIV/AIDS	1/13/2023 2:36 PM
67	undocumented immigrants because they have less insurance options	1/13/2023 2:17 PM
68	Developmental disability, domestic abuse survivors, elderly	1/13/2023 1:51 PM
69	Couples	1/13/2023 11:49 AM
70	older adults	1/13/2023 11:43 AM
71	Homeless Farmworkers	1/13/2023 11:30 AM
72	ICU and ED Nurses are high risk because of physical and psychological stress	1/13/2023 9:19 AM
73	Individuals who are extremely ill or symptomatic but not a danger to self or others or considered gravely disabled.	1/13/2023 8:52 AM
74	youth	1/13/2023 8:19 AM
75	Caucasian's All young children and teens	1/13/2023 6:31 AM
76	Newcomer immigrant communities with dialects or languages that are not part of the threshold languages	1/12/2023 10:03 PM
77	Youth ages 16 to 24	1/12/2023 8:41 PM
78	Unhoused	1/12/2023 7:55 PM
79	white	1/12/2023 6:43 PM
80	Homeless	1/12/2023 6:33 PM
81	unhoused individuals unhoused individuals with pet- these folks often do not want to give up their pet to get into residential care, which they often need to stabilize SUD and mental health issues.	1/12/2023 5:12 PM
82	Youth	1/12/2023 3:27 PM
83	Homeless.	1/12/2023 9:56 AM
84	Youth (12-17) Transitional Age Youth (18-24)	1/12/2023 8:26 AM
85	People who do not have internet access, smartphones, some one in their household who is fluent in English that is available to help People who are recent immigrants and don't know English or how things work People who have been abused by authority and fear contact with "the system" People who are being trafficked People without adequate transportation	1/11/2023 7:56 PM
86	Community members without housing and/or documentation; community members for whom	1/11/2023 9:08 AM

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	English is not a comfortable language	
87	Rural community members	1/11/2023 1:16 AM
88	Homeless Outreach All Cultures and Nationalities Church all religions Group Homes Jails and Institutions	1/10/2023 6:18 PM
89	NO group has access to therapy, a key ingredient to recovery.	1/10/2023 3:44 PM
90	unhoused people	1/10/2023 2:42 PM
91	Section 8 housing clients. They commit to application services but ignore you as 'to become mental'.	1/10/2023 1:27 PM
92	people who are privately insured; people who live in hard-to-access areas, like the coast; students in school	1/10/2023 12:35 PM
93	People who are homeless	1/10/2023 9:20 AM
94	Low income Adults and unhoused Adults	1/8/2023 10:27 AM
95	Not speaking from personal experience, but I would bet people with disabilities also fall into this group.	1/7/2023 1:45 PM
96	well-to-do or wealthy people or friends of wealthy friends	1/6/2023 3:49 PM
97	People with disabilities; people for whom English is not a first language; undocumented people; people who are low-income; people who are unhoused/underhoused.	1/6/2023 12:32 PM
98	Foster Youth, how can we community members be secure that foster families can detect mental health problems and our foster youth. Also, the fact that we house youth from the system outside of county lines is disturbing and exacerbates mental health. Another niche is our incarcerated youth, who lack agency and cannot advocate for themselves. This niche is our own culture and they are under unhealthy conditions. In the cages we've built them. They are also struggling to transition back into our schools, churches and communities after experiencing long-term incarceration.	1/6/2023 11:48 AM
99	In addition to breaking down inequities by race, it would be helpful to understand the socioeconomic status of community members. Are they renters or home owners? How can we better connect to folks who are struggling, yet are above the income requirements for certain social services?	1/1/2023 5:24 PM
100	Adults 26 and up. The focus has all been on Youth recently.	12/29/2022 11:50 AM
101	Low income disabled (i.e., ASD, physical disabilities, Disabled adults with no support system) families.	12/23/2022 9:18 AM
102	adolences, homeless, and the elderly	12/22/2022 2:27 PM
103	Farmworkers, specifically. The Undocumented.	12/22/2022 12:53 PM
104	The neurodivergent community, especially neurodivergent children and their families.	12/22/2022 9:51 AM
105	Foster Youth Homeless Young Adults 18-22 Undocumented community members	12/22/2022 7:43 AM
106	The Jail Facilities	12/21/2022 1:26 PM
107	Older Adults - this group tends to get overlooked and aren't given the opportunity to speak up. Due to lack of access and/or lack of knowledge of technological devices, their voices aren't easily heard.	12/21/2022 12:45 PM
108	older adults - justice involved individuals	12/21/2022 10:38 AM
109	Those with limited access to educational, economic, and personal opportunities.	12/21/2022 10:11 AM
110	Incarcerated youth and adults Adults and youth with disabilities Undocumented youth and adults Seniors Indigenous youth and adults	12/20/2022 11:31 PM
111	Individuals with disabilities adults, youth, and families Seniors Undocumented adults and youth Indigenous adults and youth	12/20/2022 11:20 PM
112	Anybody under Kaiser coverage.....very limited services.....no long term support. This is	12/20/2022 10:35 PM

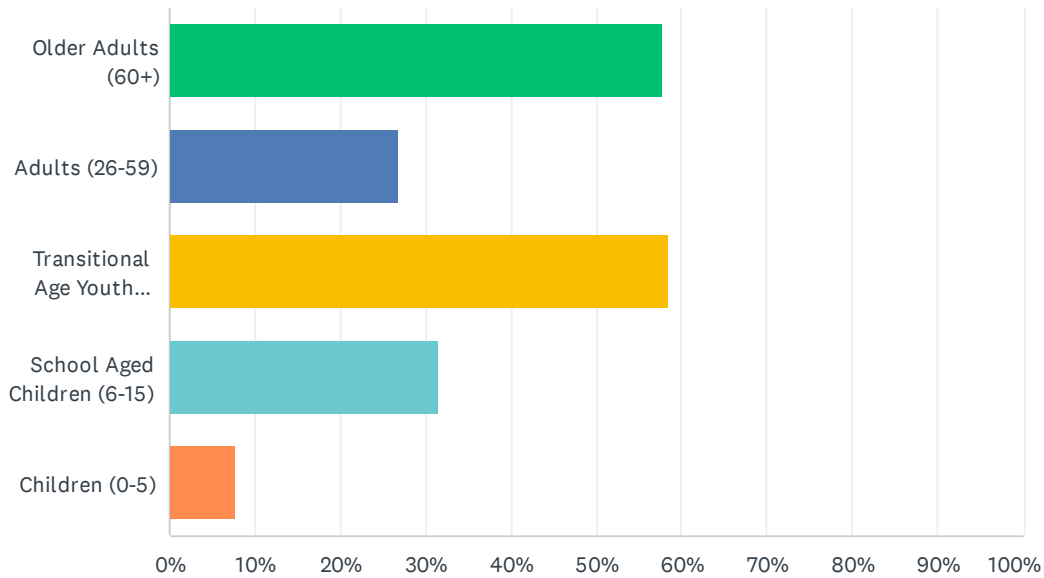
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probably a problem for many other people under various health plans in San Mateo County  
Older adults also have limited services. Youth in middle and especially high school related to past two years of COVID which forced students off school campuses to remote learning only. While students have returned to campuses, mental health needs remain high. Several years ago there was a number of suicides, especially related to Gunn and Palo Alto High Schools....but also throughout San Mateo County.

113	Families with adult children living with Serious Mental Illness complicated who do not understand their need to seek treatment voluntarily, i.e. anosognosia.	12/20/2022 10:32 PM
114	Those with mental or physical impairments	12/20/2022 10:02 PM
115	People who work non traditional hours (fire/police/nurses/bar tenders/actors)	12/20/2022 9:36 PM
116	People with disabilities	12/20/2022 7:19 PM

## Q2 Are there specific age groups that you believe experience greater challenges to accessing mental health and/or substance use services? Please select up to two (2).

Answered: 130 Skipped: 17



ANSWER CHOICES	RESPONSES
Older Adults (60+)	57.69% 75
Adults (26-59)	26.92% 35
Transitional Age Youth (16-25)	58.46% 76
School Aged Children (6-15)	31.54% 41
Children (0-5)	7.69% 10
Total Respondents: 130	

#	PLEASE SHARE WHY YOU SELECTED THOSE TWO AGE GROUPS.	DATE
1	I work with transitional age youth and also convicted DUI adults in the past at my second job and both groups lack the access to health services in a time sensitive needed enrollment processes	2/1/2023 10:33 AM
2	In my capacity, there are not enough therapist for these groups.	2/1/2023 9:55 AM
3	There tends to be a stigma for adults 25+ to seek mental health care as a lot of people expect this age group to be more mentally stable, and generally it can be difficult to even schedule appointments for therapy sessions (as I assume it'd be at least a half day event). Even when your medical insurance covers the treatment, not many jobs are very accommodating of taking regular time off, whether that be every 2 weeks or every month. As for substance use services, there is a stereotype where once you are on drugs, many people just expect that you'll never be able to quit, and even if you do some people may treat you as "lesser" because the bad faith assumption that many people make is that people on drugs/trying to get off drugs pose more of a danger, and carries more liability.	2/1/2023 8:52 AM

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4	I selected those groups because many Americans within any age group can suffer from mental health or substance abuse and not have the means to afford help.	2/1/2023 8:32 AM
5	Because these groups are going towards life changes frequently, especially older adults. Once they retire, the socialization decreases. For Transitional Age Youth, I've heard a lot of bullying and drug use in high school.	2/1/2023 8:21 AM
6	Children and younger TAY require their parents to take them to services and depending on insurance, pay for it which can be prohibitive to receiving services. TAY may also not have the resources or knowledge on how to access services.	2/1/2023 6:35 AM
7	Calling 211 may seem easy but for some its daunting and people don't always get a prompt call back.	1/31/2023 7:55 PM
8	These age groups are too vulnerable and easily swayed by their peers. I think there should be more attention focused to these age groups, since most of these kids are too afraid to open up.	1/31/2023 5:02 PM
9	School aged children are minors and perpetrators may be trusted adults . . .or they are witnesses to intergenerational trauma. Older adults are likely to own firearms as means of self defense and are particularly vulnerable to attacks and violence, and have a unique set of mental health challenges related to growing older and multiple losses, dwindling support, etc.	1/31/2023 12:24 PM
10	I am older adult and mentally challenged	1/31/2023 7:11 AM
11	I believe that it is extremely difficult for the Transitional age group and Adults to access Mental Health and Substance abuse services due to the hoops they have to jump through and access to the services in SMC. It takes a long time actually 2 days is too long and we do not have a detox specific to the younger group.	1/31/2023 3:16 AM
12	At both ages, it seems that there are gaps in the system that haven't been addressed, such as education and early intervention at school and community level. For older adults, it is challenging accessing to services because they depend on their children to enroll in programs and sometimes they are left behind because its hard for their children to identify their parents needs and act accordingly. It would be ideal to reach out to children of older adults with education. For youth, the resources are limited and they get discouraged because of the long wait to access services.	1/30/2023 7:42 PM
13	Adults may not want to and while their work may/not offer this they can be afraid of stigmas/impacting their jobs. Also, because every person's health insurance is usually dependent on whether or not their employer offers health insurance. Not all employees receive full benefits, or good/ holistic benefits. Older adults may not have a means of transportation or using technology to access these services.	1/30/2023 4:54 PM
14	Stigma, being in treatment with younger people is uncomfortable	1/30/2023 1:34 PM
15	Older adults transportation can be a barrier. TAY groups need services that have experience working with that population	1/30/2023 1:00 PM
16	TAY are on their own but many don't have the knowledge or experience to navigate complex systems to find services.	1/27/2023 4:07 PM
17	This is the predominant age group we see in the system	1/27/2023 10:56 AM
18	Older Adults because many are not aware or have the bandwidth to getting treated. School Aged Children because many are reliant on parents/guardians to provide them with access to getting help.	1/26/2023 5:10 PM
19	Need more Parent Support Groups for North County.	1/26/2023 3:06 PM
20	In community elderly clients have attempted to gain access to their personal providers through me when they see my badge or the county car. They seem to not have access to cell phones or are uncomfortable with some technology. TAY population is defensive and are often disregarded being not viewed as adults in some areas.	1/26/2023 1:56 PM
21	Older adults and or Kinship families because they need support to understand and to receive psychoeducation when raising a grandkids or becoming legal guardians not being up to date with technology and younger age challenges Adults 26 and up because if they used to attend a TAY program they aged the programs and many of them still need to socialize, have a sense of belonging and support with mental health and or substance use services	1/26/2023 1:27 PM

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22	Because the consumers age 19 to 25 have TAY programs. Once they reach out 26 they dont have an specifir place due to age to go unless they have medical coverage. And people in Kinship or older adults need additional support	1/26/2023 1:16 PM
23	Isolation and social restrictions Lack of support., mentoring and information	1/26/2023 1:00 PM
24	Because of their age, I beleave it is very challenging for this age group to access mental health or substance support and resources with out concent of the caregiver.	1/26/2023 11:50 AM
25	Because in any way can be easy to search or ask for help to search information about Mental Health.	1/26/2023 11:21 AM
26	I had experience the frustration in getting therapy/mental health services for two of my children but because they are under 13 yo, I have not being able to get any support through their medical care.	1/26/2023 10:31 AM
27	I feel that these two groups may feel pressured by their families to not seek out mental health professionals due to stigmas in the community.	1/26/2023 10:25 AM
28	Because they are most exposed to this can of substances and they don't know how to ask for help	1/26/2023 9:21 AM
29	Not sure	1/25/2023 9:48 PM
30	Older Adults because it is so hard to refer to OASIS and so many are turned away even if the individual has limited mobility. TAY because it is so hard to refer to YTAC and takes so long.	1/25/2023 11:00 AM
31	Stigma	1/24/2023 12:15 PM
32	Isolation; lack of knowledge of resources; limited or no technology experience; lack of transportation; lack of knowledge of complex health care system and how to follow up; limited or lack of support.	1/23/2023 6:28 PM
33	Lack of access to information and lack of transportation, language	1/23/2023 12:16 PM
34	I've noticed that adults have difficulty accessing mental health care if they haven't already been diagnosed or if they don't have another illness, and often get waitlisted for a long time or their insurance coverage makes it hard to find a provider	1/23/2023 10:22 AM
35	These are the groups I've served for the last 9 years. I'm seeing an increase of recent refugees and asylum seekers, specifically from Central America, fleeing trauma, experiencing trauma on the way here, the being traumatized by their experiences of alienation and isolation when they get here.	1/23/2023 9:49 AM
36	I chose this group because of the high suicide rates. Our future generation needs to have access to all these resources and told it is ok to seek help.	1/21/2023 12:17 PM
37	I am in this age group and understand the depressions experienced by Seniors.	1/20/2023 7:35 PM
38	Adults in this age range will not be covered under their parents health insurance nor qualify for health programs through the school system. In addition if their job is part-time they too will not have insurance to seek services.	1/20/2023 2:51 PM
39	I've heard many times parents expressing how difficult it is for their child to find a mental health professional that is available and/or within an insurance plan.	1/20/2023 2:37 PM
40	TAY youth because sometimes they might not want their families/guardians to know they are experiencing challenges so they don't voice the need for help. Older adults because of potential physical limitations as an elder.	1/20/2023 10:46 AM
41	I chose these groups because there are not as many substance use services for the transitional age youth. The times need to realize the increase in substance abuse within this age group. Older individuals also have less recourses for substance abuse.	1/20/2023 10:24 AM
42	The fear parents have in thinking their child may have mental health issues	1/20/2023 8:48 AM
43	Transitional Age Youth have a hard time due to lack of family support especially when kicked out of their homes and lack of maturity. Older adults have challenges to access services due to lack of access to senior services that can help them continue to be independent.	1/20/2023 8:41 AM
44	it is not the availability of services, but the parents / guardians preventing youth access to	1/20/2023 7:27 AM



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	services.	
45	Older adults are often limited by mobility and access to information, specifically through technology. TAGs are often limited in access to knowledge of what resources are available to them.	1/19/2023 2:36 PM
46	Minors especially do not have the same freedom as adults. For example, there are less support groups for youth under 18. Many youth also cannot drive.	1/19/2023 1:59 PM
47	Most kids grow up with trauma from the ages of 0-5 and has a really big impact on there life without them even knowing about it.	1/19/2023 11:36 AM
48	Difficulty with access and understanding of telehealth.	1/19/2023 9:08 AM
49	As a teenager myself, it felt natural to select the 16-25 year old age group. This comes with the insecurity and stigma surrounding mental health, and how a teenager may feel less inclined to reach out for help.	1/18/2023 5:18 PM
50	The younger youth is stigma, and the older adults have a hard time communicating due to illnesses or just have a hard time getting to the doctor.	1/18/2023 5:08 PM
51	Due to my experience working with individuals experiencing homelessness.	1/18/2023 3:46 PM
52	Older Adults have expressed how difficult it is to navigate the healthcare system.	1/18/2023 12:16 PM
53	Schools shy away from teaching kids that its ok to get social services. Kids need to be taught how to	1/18/2023 11:46 AM
54	I think older adults who might or might not be collecting Social Security may have a harder time accessing mental health and substance use services. I also think teens/young adults who may not be supported by parents or may not have health insurance might have trouble accessing mental health and substance use services.	1/18/2023 2:45 AM
55	These two groups are less able to advocate for themselves. Also, the services that are available to them are often not adequate and take too long to begin. These young people need services that include their family in order to heal their relational pain and often, at best, get school-based services with clinicians who do not know how to or even want to provide family therapy.	1/17/2023 3:52 PM
56	NA	1/17/2023 3:33 PM
57	Youth - ages 18-25 years old; considered legal adults - may be on parent/guardian health care plan. Parents don't have legal rights to engage with health care providers. If there is a psychotic break and, if the youth is lucky enough to get psychiatric/behavioral care, they will be admitted. If not, they could end up arrested and in jail or on the streets.	1/16/2023 8:12 AM
58	older adults don't know what available for accessing and the transitional youth are the age when Mental Illness can surface or begin to be apparent in their lives but a lot of times the parents are clueless on what to do to help them	1/14/2023 3:27 PM
59	...	1/14/2023 4:59 AM
60	Unclear and complex ecosystem of what exists and where to go, rights and services, insurance complexities and the role of schools — lack of coordination and resource promotion	1/14/2023 4:47 AM
61	I am most familiar with the older adults and their needs. There are many who are alone and isolated and have depression due to loss of friends or family and/or material possessions due to economic changes in their lives. They no longer are able to keep up with payments for medical care and also basic food and housing needs.	1/13/2023 4:35 PM
62	Stigma of mental health with this age group.	1/13/2023 4:16 PM
63	I believe these are two crucial age groups of individuals who face many changes in these years and need preventative skills, wellness tools, and more information on leading healthy happy lives and could benefit from mental health and SUD resource services. They are the focus	1/13/2023 3:39 PM
64	There seems to be a correlation between transitioning from graduating college and working for a few years, as well as when individuals transition out of the military and try to adjust to "civilian life". Majority of clients also seem to fall within this age range.	1/13/2023 3:36 PM

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65	Older adults may stick to the belief that said issues are private. Parents of Children 5 and younger may minimize certain behaviors as part of growing up that will eventually pass.	1/13/2023 3:00 PM
66	The TAY Program is very good but it is difficult to get a timely appointment. Older adults (if they have not had access to prior Mental Health Services also face a wait.	1/13/2023 2:53 PM
67	The parents might be reluctant to accept their children need mental health services or not realize the signs for mental health services	1/13/2023 2:17 PM
68	The highest percentage of unsheltered people I see who are refusing shelter are 50+	1/13/2023 1:51 PM
69	Lack of access to resources, unable to access technology	1/13/2023 11:50 AM
70	For the 60+ I feel they think why at this point in my life. For the transitional age youth I believe they have peer pressure and believe they are trying to figure out life still. Maybe have trouble identifying weather or not they have a problem.	1/13/2023 11:49 AM
71	There are few low cost providers in San Mateo County for older adults who need therapy.	1/13/2023 11:43 AM
72	Sometimes older people lose many of their loved ones and close friends leaving them feeling alone without social networking. Transitional youth are experiencing many hormonal changes that affect brain chemistry that are difficult to understand. There are many social changes like school, career choices and the desire to form long-term relationships.	1/13/2023 9:19 AM
73	Younger adults don't want the stigma of being considered mentally ill. They don't typically seek assistance and the standard types of services that are employed are not valued.	1/13/2023 8:52 AM
74	They do not have the resources to seek out and pay for their own services; lack of providers trained to work with youth in therapeutic settings; not enough social workers and therapists in schools where youth spend most of their time	1/13/2023 8:19 AM
75	They aren't aware where to go for help, and some don't believe they have problems.	1/13/2023 6:31 AM
76	Difficult to find services and access this care.	1/12/2023 8:41 PM
77	1 in 5 children are diagnosed with a mental health or learning disorder. There are not even close to enough mental health providers in school districts to be able to serve those in need.	1/12/2023 7:55 PM
78	I feel like most homeless people fall into that age range and the youth are being given everything else besides the things they need for mental health	1/12/2023 6:33 PM
79	Older adults are often isolated and unable to get the support to get to care There need to be more services in the schools as that is the access point for school aged children	1/12/2023 5:12 PM
80	Children 0-5 and older adults tend to be more dependent on others for transportation and resources and are therefore more at-risk of abuse, neglect, and negative mental health effects as a result. I think that's a main reason why CPS and APS programs exist, correct?	1/12/2023 3:27 PM
81	Not enough practitioners to address the need for pro bono confidential services	1/12/2023 8:26 AM
82	School age kids are subject to parents that may not have their children's interests in mind, who may fear authority (immigration, law enforcement) , who may have stigma re: mental health challenges or seeking help. Older adults who are immigrants may not have language skills, digital skills. They may have beliefs from their generation that asking for help is weak, they may have had a lifetime of substance misuse disorder or mental health issues, are pre-contemplative re: considering recovery. They may have untreated or inadequately treated medical conditions that cause chronic pain/disability.	1/11/2023 7:56 PM
83	This age group still harbors shame and stigma about mental health issues	1/11/2023 1:16 AM
84	This is where Mental health challenges are needed the most because we need to be in the ear of young ones to put into their head that there is help and there are people you can talk to and go to when needed.	1/10/2023 6:18 PM
85	These two cohorts are the most vulnerable to misinterpretation of symptoms of distress.	1/10/2023 3:44 PM
86	Kids are traditionally underrepresented in access to substance abuse and mental health as it's not adequately addressed in schools. They are sheltered in that they don't interface within the community -- they don't have outside jobs or go to doctor appointments unaccompanied. Their circle of friends and influences is limited. Their minds are impressionable and they follow what they see at home.	1/10/2023 2:42 PM

## MHSA 3-Year Plan Needs Assessment Survey

87	The groups are peer competition for prosecutors to keep revenue to attorney fees.	1/10/2023 1:27 PM
88	Children under 12 cannot provide consent and need parents' permission; children need adults to coordinate their care	1/10/2023 12:35 PM
89	I am there and know others, see others who need help	1/6/2023 3:49 PM
90	Calling attention to the school to prison pipeline, which exacerbates, mental illness, or is the cause of mental illness in our youth. Our school district models are also indicative of a punitive model that affects mental illness and our youth	1/6/2023 11:48 AM
91	Older adults may have transportation issues and may still have a stronger stigma associated with accessing mental health services.	1/2/2023 12:56 PM
92	San Mateo County has become home to many students and young-professionals with neighboring universities.	1/1/2023 5:24 PM
93	The focus and funding has all been on Youth recently.	12/29/2022 11:50 AM
94	More likely to be dependent on others for care while possibly being reluctant to share mental health needs with caregivers/parents	12/29/2022 12:15 AM
95	I worked at a housing building for low income aging adults and discovered that the population tends to maintain negative views on psychiatrists or "shrinks" as they call them. We are usually set in our ways by 60+ and changes are generally more difficult and require even more resources. Transitional age youth were another demographic that I experienced large delays in receiving services. This was mainly due to just getting into their identity with friend/social circles and mirroring how the group felt about mental health (which was generally not very accepting) versus how they believe they should or should not receive help. Another demographic that also had difficulty with change due to higher emotional states.	12/23/2022 9:18 AM
96	We do not have enough resources that our youth and school aged children need to work on their mental health	12/22/2022 2:27 PM
97	Transition Aged Youth have started losing the structure and support and guidance that their adult family members provided but really have not yet completely mastered getting along in the world. They can find it challenging to figure out when/where/how to get support for MH/AOD services. The elderly just seem to fade into the background, again, losing much of the support system they previously had.	12/22/2022 12:53 PM
98	Transitional age youth because schools do not have in-depth discussions pertaining to mental health and/or substance use services. Students and their parents may not be aware of the services for them especially in non-English speaking households. This is likely the reason much of our youth reverts to suicidal ideation. For older adults, they might not be aware of services since they might not be as in tune with things posted in the media.	12/22/2022 9:29 AM
99	1. Lack of health insurance and resources. 2. Difficulty navigating the systems and programs that can result in care. 3. Cultural influences or stigmas related to mental health. 4. Transportation	12/22/2022 7:43 AM
100	Not advertised enough for these ages groups.	12/21/2022 3:40 PM
101	This is where I needed the most help going through addiction and other problems.	12/21/2022 1:26 PM
102	As a Senior Peer Counselor and Long Term Care Ombudsman, I saw first hand how older adults need assistance with loneliness and social isolation and awareness of community resources. Percentage is higher in our county for this age group dying by suicide. As an Ombudsman, residents would talk about ending their lives.	12/21/2022 12:45 PM
103	limited resources	12/21/2022 10:38 AM
104	I am a member of those groups.	12/21/2022 10:11 AM
105	The stigmatization of mental health needs is bad in this particular population. They also work a ton, sometimes don't have access to healthcare insurance, and services sometimes are far in between due to Long waiting lists or only prioritizing people with young children or families especially if someone has a disability.	12/20/2022 11:31 PM
106	Some don't have any resources even though they have no health insurance, people are really busy with their careers or with college, the stigma is strong	12/20/2022 11:20 PM

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107	Older adults and "transitional youth" often are reluctant to reach out for services, are skeptical of services (mistrust).	12/20/2022 10:35 PM
108	The onset of a Serious Mental Illness complicated by a lack of understanding of the need to seek treatment voluntarily typically arises in the early to late 20s, including both Transition Age Youth and early adults.	12/20/2022 10:32 PM
109	I think school age children frequently don't know about resources available -especially free resources. Adolescents may not know that they can seek mental Health services without a guardians permission.	12/20/2022 10:02 PM
110	TAY are often an overlooked group, or are cluster with age groups that don't meet their needs.	12/20/2022 9:36 PM
111	Younger people are often at the whims of their parents for accessing care, and parents can n some cases present roadblocks for accessing these services	12/20/2022 7:19 PM
112	Technology challenges for older adults	12/20/2022 6:51 PM
113	They are not mobile and often isolated from family / friends	12/20/2022 6:18 PM

### Q3 Please share any other challenges related to accessing mental health and substance use services.

Answered: 88 Skipped: 59

#	RESPONSES	DATE
1	change is a small window of opportunity for people in need and if this process into a SUDs program or meeting with a therapist is going to take days that person changes their mind quickly	2/1/2023 10:33 AM
2	From my understanding, the only way to possibly get mental health covered under your medical insurance is to have your primary care physician "prescribe" the therapy/counseling appointments as treatments to the preliminary diagnosis. Not every primary care physician will be understanding of mental illnesses, or possibly feel that treatment is necessary ("It could just be seasonal depression, it'll go away.") Often times, patients have to show an intent to harm themselves (and hopefully not others) in order to even move forward with therapy/counseling/prescriptions. And one issue is that once you've been diagnosed with a mental illness, the label stays with you and your chart forever, which may cause roadblocks down the road. This also applies to substance use services because some just can't trust that their information regarding their drug use will stay confidential, even within the medical offices.	2/1/2023 8:52 AM
3	Not being able to afford services and having a difficult time accessing services.	2/1/2023 8:32 AM
4	Currently, there are not much assistance in accessing mental health and substance use services. Also, a lot of people don't admit they have a mental health problem and are reluctant to seek help.	2/1/2023 8:21 AM
5	It would be nice if when you call 211 your need could be resolved right then. Often people have to be called back for mental health and substance abuse services and this delay can result in a phone tag.	1/31/2023 7:55 PM
6	Impossible to get through access line	1/31/2023 5:04 PM
7	unfamiliar to services afraid to open up afraid of repercussion or what others would say	1/31/2023 5:02 PM
8	Lack of materials in native languages and idioms familiar to the cultures being targets, lack of role models in the system.	1/31/2023 12:24 PM
9	Lack of encouragement in the workplace. Lack of clear guidelines for how to access the service. Many steps for accessing the service and having to reveal a lot of personal information. Lack of clear information on how personal information provided to access the service is protected PRIOR to an adult calling to inquire. Lack of providers that take a holistic approach to health that includes spiritual health.	1/30/2023 4:54 PM
10	Wait times to get into clinics, criteria needed to access	1/30/2023 1:34 PM
11	Language and cost can be barriers	1/30/2023 1:00 PM
12	Long wait times at call centers.	1/27/2023 4:07 PM
13	BHRS and its providers don't always have enough flexible offerings and incentives to offer as part of an engagement strategy for people who may not explicitly want to access mental health and substance use services.	1/27/2023 1:51 PM
14	Navigating the system is complicated and takes significant time. Most folks give up because they are already struggling and this adds to it. For example, I assisted a client with a residential treatment authorization. We had to speak to 6 different staff and conduct a two hour phone screen during a crisis. It was unhelpful and increased feelings of overwhelm.	1/27/2023 12:36 PM
15	Knowledge, awareness, and acceptance of this need/services. Many are in denial or refuse treatment for cultural reasons too.	1/26/2023 5:10 PM
16	stigma remains	1/26/2023 1:56 PM

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17	Transportation, financial hardship and homelessness	1/26/2023 1:27 PM
18	transportation, financial hardship and homelessness	1/26/2023 1:16 PM
19	Information delivered in ways that they access and/or gravitate to and embrace	1/26/2023 1:00 PM
20	Lanagauge barrier and young age groups.	1/26/2023 11:50 AM
21	Probably to the monolingual community, some people they don't like complicate or search/no knowledge to manage a computer .	1/26/2023 11:21 AM
22	age related (young children)	1/26/2023 10:31 AM
23	There are many people that do not know that they have access to mental health services because it is not widely known within the community.	1/26/2023 10:25 AM
24	Lack of staff, empty positions, case loads are too high without caps, takes a long time to access services as a result, appointments are far out. Need more staff to accommodate demand and acuity. Delay from ACCESS to SDA, wait for DRAs and PINs	1/25/2023 11:00 AM
25	Access to county clinics for mental health services are not always user friendly. With the pandemic, these clinics are under staffed and often do not allow for in-person appointments.	1/24/2023 9:49 AM
26	language barriers; shame; stigma; lack of time; financial or lack of health care	1/23/2023 6:28 PM
27	A lot of mental health services seem to be via phone lately rather than in person, and this makes it more difficult for very symptomatic patients to be identified and helped	1/23/2023 10:22 AM
28	Access of services appears to be coming mainly from forensic sources, probation, and child welfare services. The challenge then is that we become part of the system that wields authority and gate keeps services, not ideal for trust building.	1/23/2023 9:49 AM
29	Maybe individuals are afraid of being judged by others. society needs to let individuals know that it is ok to seek help.	1/21/2023 12:17 PM
30	Lack of Out Reach.	1/20/2023 7:35 PM
31	There are currently not enough substance abuse providers in the area.	1/20/2023 2:51 PM
32	Stigma, insurance issues, costs	1/20/2023 2:37 PM
33	Representation in offices - culturally welcoming signage and/or art	1/20/2023 10:46 AM
34	It is hard without insurance to access good mental health recourses.	1/20/2023 10:24 AM
35	Since Covid, it's difficult for new clients to get treatment, do to facilities not open and lack of staff	1/20/2023 8:48 AM
36	I believe the barriers are our own thoughts, doubt and fears. Services are available, but there are not enough providers. The waiting period is long, and appointments are every three to four weeks, it will discourage many regardless of race, social economic, gender, etc, to seek and maintain services.	1/20/2023 7:27 AM
37	medical insurance coverage	1/19/2023 11:36 AM
38	Language capacity.	1/19/2023 9:08 AM
39	Getting a call back from Access at a timely manner.	1/18/2023 5:08 PM
40	Private health insurance has been a major issue in that they do not have enough providers to offer adequate and timely care.	1/17/2023 3:52 PM
41	Shame for reaching out beyond the family is a barrier.	1/17/2023 3:33 PM
42	Knowledge. Mental health literacy is low in the community at large. Symptoms are not apparent to the layperson. How does someone know that they themselves need this type of care or how does a loved one come to this conclusion? If one has broken a bone or has acute extreme physical pain, they know to go to the emergency department. With acute psychiatric illness, how does one know that they need to seek help? If they have a suspicion, where can they go online to get information to help them take the next step? What if they are so incapacitated that they don't know how to seek help?	1/16/2023 8:12 AM



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43	for one thing the stigma around these two areas is a challenge to begin with and no one wants to admit they need help however if we could make the enrollment for someone to go into an AOD program be done quicker than the current process. The red tape of insurance coverage and when a person is agreeing to make the change it will only be for a brief time span and if they could go immediately into a program it might be better	1/14/2023 3:27 PM
44	not enough beds in care facilities. Any rules and regulations that might exclude certain individuals.	1/13/2023 3:39 PM
45	Language barriers, immigration status, socioeconomic status, cultural stigma, and lack of knowledge of available resources.	1/13/2023 3:36 PM
46	Lack of information on cost, cultural and linguistic competence, skepticism of confidentiality.	1/13/2023 3:00 PM
47	All programs in San Mateo County are short staffed and thus there are delays in getting a timely appointment. Altho in severe cases that require PES, there is usually an immediate appt after the client is discharged.	1/13/2023 2:53 PM
48	There is a shortage of therapists available	1/13/2023 2:17 PM
49	I think there it is difficult to access services for mental health	1/13/2023 1:51 PM
50	Denial	1/13/2023 11:49 AM
51	Stigma of receiving services especially for those who were born in another country	1/13/2023 11:43 AM
52	I think it is especially important for the Trans community to have access as clinicians often require connection to MH services before/during the surgery process.	1/13/2023 11:30 AM
53	There are not sufficient mental health resources especially in the low income areas. There are too few intensive mental health facilities to care for emotional crisis events.	1/13/2023 9:19 AM
54	The long wait times for appointments and the inability to easily see someone in-person.	1/13/2023 8:52 AM
55	It's still considered a "TABOO" to be considered having mental health challenges! We as a society need to share it's OK to have these challenge, and to make all aware it's no longer a title or to make one feel like a leper	1/13/2023 6:31 AM
56	Knowledge of available services, transportation, if services are provided virtually - the ability to understand and use technology to access.	1/12/2023 8:41 PM
57	Insurance often does not pay for services, even when there is a need. There are massive wait lists for private services and many psychologists don't accept insurance because the reimbursement is minimal. (I am a child clinical neuropsychologist)	1/12/2023 7:55 PM
58	Transportation, knowing which providers are good versus bad, cost for therapy (out of pocket), coordinated level of care with medical providers/stepping up care if necessary, stepping down care if the person is doing better.	1/12/2023 3:27 PM
59	Transportation Private insurance Confidential services for youth	1/12/2023 8:26 AM
60	If consumers encounter "helpers" in the system that are different in language, ethnicity, culture, they be afraid. They may not be treated with equity within caregiving setting or other settings	1/11/2023 7:56 PM
61	- Stigma toward accessing mental health and/or substance use services - Long wait lists due to lack of providers - Lack of: transportation, insurance, technology/internet needed to receive telehealth services, knowledge of resources available, services in their area (e.g., coastside), services provided in their preferred language, services provided by individuals that reflect their culture/background/demographics, time to actually receive services (many who need the most support are working multiple jobs, do not have childcare, etc. and need services available at "nontraditional" times or in "nontraditional" ways)	1/11/2023 9:08 AM
62	More outreach is needed we need to go out into the community and do outreach to those who feel lost or alone. And dont know where to go to and feel stuck.	1/10/2023 6:18 PM
63	Older adults have even less access to services because many lack the technical skill and access to the internet.	1/10/2023 3:44 PM
64	RAPS certification assistance to get educational experience of the director or case manager or psychiatrics.	1/10/2023 1:27 PM

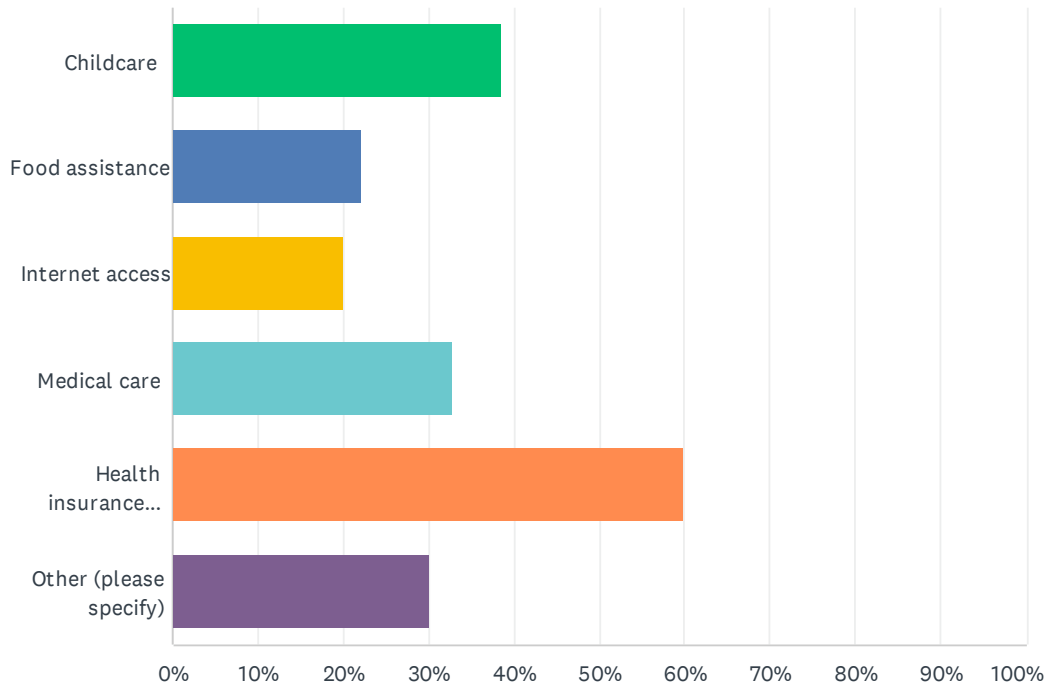
## MHSA 3-Year Plan Needs Assessment Survey

65	Finding qualified mental health professionals; especially those willing to be underpaid for their work (which requires expensive post-graduate degrees and years of supervised experience)	1/10/2023 12:35 PM
66	When moving from one county to another, it takes months for Medi-Cal to become active in the new county.	1/10/2023 9:20 AM
67	Path to services isn't always clear, even for community members with insurance.	1/8/2023 10:27 AM
68	access to computers or phones	1/6/2023 3:49 PM
69	The immigrant population fear, reaching out for help, how do we do a better job at delivering the service instead of waiting until they ask for help, by then, incarceration, mental hospitalization, homelessness has already taken place	1/6/2023 11:48 AM
70	Homeless/Unsheltered people. Veterans	1/2/2023 12:56 PM
71	Limited number of providers who are diverse in profession, accepted insurances, and availability.	1/1/2023 5:24 PM
72	Lack of mental health immediate care facilities in this County.	12/29/2022 11:50 AM
73	Lack of providers Lack of phone for accessing call center Lack of therapists/psychiatrist with diverse backgrounds Lack of public education on what therapy can assist with besides manic episodes.	12/23/2022 9:18 AM
74	not address teenage issues and emotions	12/22/2022 2:27 PM
75	Great that BHRS covers SMI. Those with slightly lesser issues don't really seem to have resources.	12/22/2022 12:53 PM
76	While there is some public support systems for children with neurodifferences like autism, dyslexia, processing disorders, etc., those systems often only help those who are lower functioning and do not provide support for the trauma, anxiety, and depression any neurodivergent person experiences living in an ableist societal system.	12/22/2022 9:51 AM
77	Child Care	12/22/2022 7:43 AM
78	More outreach is important to reach the ones who are lost	12/21/2022 1:26 PM
79	Transportation, location, funding.	12/21/2022 10:11 AM
80	Transportation, child care, housing insecurity, not enough services out there that are the for low-income folks, not enough health care coverage, sometimes places are too far away, not enough or adequate internet service, physical accessibility, sometimes there's not an expertise in culture or language.	12/20/2022 11:31 PM
81	Physical accessibility, culturally informed or expert therapist / Mental Health workers, too expensive, don't have time	12/20/2022 11:20 PM
82	911 calls that often bring the police are for mental health needs that they are not appropriately equipped to address. In suicidal situations some people have been killed by the police when the police feel threatened.	12/20/2022 10:35 PM
83	Concerned family members of adult children living with Serious Mental Illness complicated by a lack of understanding of the need to seek treatment voluntarily are ignored even if they are providing the individual's food, shelter and clothing.	12/20/2022 10:32 PM
84	Public transport and multiple locations. Zoom isn't a good option for many people who live with others and need privacy.	12/20/2022 10:02 PM
85	Copays	12/20/2022 9:36 PM
86	There is very little access currently for anyone needing mental health services as all available services are in greater demand and understaffed. And even those with health insurance may have difficulty getting claims covered depending on perceived need.	12/20/2022 6:51 PM
87	Knowledge of what and when services are available, transportation, friend to take them	12/20/2022 6:18 PM
88	The population of home/house-less.	12/20/2022 12:47 PM



Q4 Addressing which of the following social needs do you believe could make the greatest impact in supporting the mental health and/or substance use needs in your community? Please select up to two (2).

Answered: 140 Skipped: 7



ANSWER CHOICES	RESPONSES
Childcare	38.57% 54
Food assistance	22.14% 31
Internet access	20.00% 28
Medical care	32.86% 46
Health insurance coverage	60.00% 84
Other (please specify)	30.00% 42
Total Respondents: 140	

#	PLEASE SHARE WHY YOU SELECTED THOSE TWO SOCIAL NEEDS.	DATE
1	A mother with children have difficulty finding childcare support to even consider enrolling in a SUD's program. Health insurances take to long of a process when they wan t to enroll into a program usually	2/1/2023 10:33 AM
2	Reliable public transportation.	2/1/2023 9:55 AM
3	Because everything is done online now and a lot of people do not have access to internet or are aware how to use it. Health insurance is incredibly important and necessary. The pandemic showed us how important it is and how it needs to be universal and not attached to your job.	2/1/2023 9:32 AM

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4	I would say childcare ties in deeply with food assistance as well, because even though someone may have access to food, if they are not eating healthy and balanced meals, they may still struggle with calorie deficiency or unhealthy weight gain, which can snowball into more severe health problems in the long-term. But childcare comes out stronger and more necessary, for single parents or even two-parent households where both parents work fulltime. Having consistent and reliable childcare enables parents to have better work-life balance, and helps with minimizing the increase of stress due to worrying about everything. My parents were without health insurance coverage for a very long time before Obamacare was enacted, and I saw the ways in which they neglected their health, which had long-term effects. Reliable and inexpensive health insurance coverage enables people, especially low-income families, to continuously seek medical care and preventative services, instead of waiting for conditions to deteriorate and only seeking medical care when they're on the brink of death.	2/1/2023 8:52 AM
5	In order to obtain services, one needs great insurance to cover any needs. That is the main problem. Services can be very costly.	2/1/2023 8:32 AM
6	With help from childcare, parents have more chances to take time off to care for themselves. But there is also a problem with people that are already substance abusers. They have kids but would not care for them and refuse to admit they have a drug problem. Not many people can afford health insurance coverage. From my own experience, health insurance coverage is still high. And if you don't have a job, you are pretty much at the County's disposal of what kind of care you'll get.	2/1/2023 8:21 AM
7	Health insurance would allow people to more easily pay for services giving them less barriers to access. Childcare allows single parents and low income parents to prioritize meeting their mental health or substance abuse needs without worrying about their children.	2/1/2023 6:35 AM
8	Lower cost of living	1/31/2023 7:55 PM
9	In person not zoom client first not staff convenience	1/31/2023 5:04 PM
10	Trauma informed screening of younger kids can detect potential abuse situations and could happen in routine medical screenings if not happening already. Internet access in addition to devices can expand access to mild to moderate mental health care with apps for mental health that can be accessed by multiple members of a family, also to access more connection to 12 step and support groups many have moved online, and access to health information, exercise, etc. Multigenerational families already have access to childcare and sometimes even provide it, food assistance is readily available to many and lower income folks already have health insurance through medical. Working poor families and undocumented ones however have gaps in these areas that certainly affect mental health just look at what happened to the farm workers in Half Moon Bay!	1/31/2023 12:24 PM
11	The cost of childcare and the ability to qualify for and receive it. Homelessness a greater need to have advocacy in the Substance Use area, there is housing, food, medical care but after that what????? Placement is very difficult.	1/31/2023 3:16 AM
12	If individuals have health insurance coverage then their primary care physician can determine if they need referrals for mental health or substance use. The lack of childcare can lead to unemployment which can lead to depression or substance use.	1/30/2023 11:37 PM
13	Limited services and high cost.	1/30/2023 7:42 PM
14	Health insurance coverage is directly related to employment. Even with the Affordable Care Act, adults may not receive the same good benefits as those with a (large) employer. health insurance should not be tied to work and people should not be fined if they don't individually enroll. Health insurance through Affordable Care Act requires a lot more paperwork and really tracking co-pays and other payments because "mistakes" seem to be made more regularly than if insured through an employer.	1/30/2023 4:54 PM
15	Advocacy through case managers, counselors etc.	1/30/2023 1:34 PM
16	Cost always plays a role for clients. Clients have to prioritize how to spend their limited income and mental health and substance use needs is low. Due to high cost of housing, food, etc.	1/30/2023 1:00 PM
17	Increased use of telehealth has been a great, but the digital divide is real. Parents with young children face barriers to engaging in treatment if they don't have a safe place for their children to learn and grow too.	1/27/2023 12:36 PM
18	Post treatment housing	1/27/2023 10:56 AM

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19	Many are reluctant to seek help if they lack either of these social needs. Most are either afraid to seek help in person, so without internet access, they won't attempt to seek help or attend any event for this. Then without health insurance coverage many believe that they will not be able to afford it.	1/26/2023 5:10 PM
20	Housing	1/26/2023 3:06 PM
21	many TAY individuals are providing childcare to their younger siblings or have children of their own and thusly struggle to advocate for themselves to gain and remain active in services. Health insurance application is difficult and often serves as an impediment.	1/26/2023 1:56 PM
22	Because families need that additional support to be able to attend services, support groups, etc Not all the families qualify for low cost or none cost for that service. Health insurance because if a person makes more than certain ammount and can't cover the medication cost, the dr visits, the support groups becomes a financial hardship and they make the decision of not taking their meds or stretch the meds to last longer, for example someone that needs insuline, the prices are high.	1/26/2023 1:27 PM
23	Families can't afford childcare or if they don't qualify for specific programs or make too much money. Health insurance coverage because a person does not qualify	1/26/2023 1:16 PM
24	obvious disparities	1/26/2023 1:00 PM
25	it is very challenging to access mental health support, due to the qualification and the cost of medical coverage.	1/26/2023 11:50 AM
26	People are more in needs because the economy, and also a lot people needs medical care , groups support for any search in the technology.	1/26/2023 11:21 AM
27	Accessing to medical care of having health insurance coverage will facilitate access to the services.	1/26/2023 10:31 AM
28	In my experience, health care and child care are extremely important to the families because they need to work so much in order to maintain a home and provide for their children.	1/26/2023 10:25 AM
29	If we help the families with food assistance they can designate the money they save for other payments and so they don't need extra work time and can spend more time with their children.	1/26/2023 9:21 AM
30	I chose childcare because a lot of parents can't really open up as comfortably or even make their appointments due to no childcare. I then said internet access because not everyone can afford internet services and since covid most therapy/psychiatrist appointments are through Telecare.	1/26/2023 9:12 AM
31	I would guess that if parents are taking care of children, their ability to access services is more difficult.	1/25/2023 9:48 PM
32	Housing. All of our clients are homeless and there is no place for them to go. So difficult to f/u with folks who are unhoused especially when regional clinics are site based and don't work in the community.	1/25/2023 11:00 AM
33	Housing and access to medical care are essential. This includes health insurance coverage to assist in medical care.	1/24/2023 9:49 AM
34	increase access to health care services; screening in medical care settings to identify mental health or substance use needs; medical providers can partner with behavioral health providers for warm hands off	1/23/2023 6:28 PM
35	other: lack of basic needs including lack of housing	1/23/2023 6:04 PM
36	In my experience, people need internet access in order to get the most out of community services. And without health insurance coverage, there is not much help available to those who need to be seen by licensed professionals	1/23/2023 10:22 AM
37	Parents are often overwhelmed working multiple jobs and caring for multiple children. If we could provide more incentive and assistance, parent's may be more inclined to access necessary services to diminish trauma and the resulting behavioral problems that complicate their already complicated lives.	1/23/2023 9:49 AM
38	Medical and health insurance should be offered to everyone free of charge. It is a necessity for out mental and physical health.	1/21/2023 12:17 PM

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39	Identifying issues with Seniors.	1/20/2023 7:35 PM
40	Childcare will allow households with a single parent a better opportunity to hold a full time job. Health insurance is the safety net needed to relieve the burden of costs to families seeking health care.	1/20/2023 2:51 PM
41	Childcare: Not everyone has stable childcare through friends and family, and no one I work with can afford daycare. It can be hard/impossible to take care of oneself/keep appointments when there's no one else to care for the kids. Medical care: Medical care is essential to taking care of oneself but people need to know they can apply for the ACE program and get help paying for it through the Core agencies. Fear of judgement can keep people away from medical care. It might be helpful if doctors received training in understanding and treating people with mental illness and drug addiction without making any judgements.	1/20/2023 2:09 PM
42	Housing needs and rental assistance	1/20/2023 10:46 AM
43	Supported Housing	1/20/2023 8:51 AM
44	People are not aware help is out there in all the selections I selected	1/20/2023 8:48 AM
45	Internet access - There needs to be more resources to teach people, especially our senior community how to access the internet. Health Insurance coverage - My clients don't understand how health insurance works and how to sign up.	1/20/2023 8:41 AM
46	An increase of staff through out the state!!! PERIOD!	1/20/2023 7:27 AM
47	Housing.	1/19/2023 9:08 AM
48	Internet access is used nationwide by millions of followers, and it will help spread the word. The Medical care will help pay for services.	1/18/2023 5:08 PM
49	My experience working with families experiencing homelessness, families have expressed their challenges in obtaining support in these areas.	1/18/2023 3:46 PM
50	Family and health are the most important things in enabling someone to get help and to best utilize and sustain the help. If someone has a mental health challenge or an addiction challenge than the whole family suffers.	1/18/2023 12:16 PM
51	Social services	1/18/2023 11:46 AM
52	I think having health insurance and proper medical care would lead to people being able to access services much easier.	1/18/2023 2:45 AM
53	I wish health insurance was the answer but at present they do not provide adequate care. If CBO's were paid to staff their providers at a competitive rate, they could go out into the community and offer home based services or accommodate the community's needs better. Adequate childcare would also help parents obtain their own care.	1/17/2023 3:52 PM
54	Lack of awareness or understanding of pathways to get help prevent access.	1/17/2023 3:33 PM
55	Addressing the basic physiological needs could be done better in our community. The wealth gap is vast and disappointing given the tremendous economic growth silicon valley has realized. Also lacking is the general awareness of social-emotional intelligence and what we need to be not only physically safe and cared for but also to feel confident, and have high self-esteem.	1/16/2023 8:12 AM
56	Crisis response involving mental health workers instead of law enforcement	1/15/2023 6:11 PM
57	People in poverty get harm reduction models, Persons with wealth get abstinence models.	1/15/2023 10:25 AM
58	Most of time parents have responsibilities to their children needing them and they can't do a program without childcare to help Also health insurance process takes to long to approve coverage or no insurance is definitely preventing care to occur	1/14/2023 3:27 PM
59	Financial help with veterinarian bills especially for emotional support pets and knowledge of low cost vet care	1/14/2023 4:59 AM
60	Parent concierges	1/14/2023 4:47 AM
61	Other is housing assistance. I selected these two because I find that older adults are struggling with balancing both medical care and basic necessities such as food.	1/13/2023 4:35 PM

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62	These are two of the issues I hear most from clients/participants/peers in the community who are seeking help	1/13/2023 3:39 PM
63	Without good health, individuals are at risk of deteriorating rapidly both mentally and physically. Having medical support partially provides continued ability to acquiring basic needs if necessary, such as going to work, getting food assistance, childcare, additional expenses such as internet or accessing it through public services such as libraries.	1/13/2023 3:36 PM
64	Having health coverage raises confidence in getting help for said issues	1/13/2023 3:00 PM
65	The lack of Childcare prevents the parent from the ability to work more hours, which financially benefits them. Food Assistance is a basic need that must be met.	1/13/2023 2:53 PM
66	Housing is difficult for everyone in San Mateo County, but particularly so for people with disabilities and low-incomes.	1/13/2023 2:36 PM
67	There are times medical care takes the back seat due to the cost and hard accessibility.	1/13/2023 2:17 PM
68	Housing. I believe in the housing first model folks get housed with mental health and substance abuse issues. Now that they are housed they are expected to pay bills (rent) etc, and do so on time with none to little life skills. Offering therapy and a substance use program after they are housed as an incentive to remain at there house or apartment when they finish treatment is a win win! Most programs offer the necessary tools to succeed along with continued sobriety.	1/13/2023 11:49 AM
69	places for older adults can hang out	1/13/2023 11:43 AM
70	Many insurance plans do not cover mental health or substance use needs	1/13/2023 9:42 AM
71	Most insurance companies do not cover enough outpatient resources. There is not much sufficient mental health education and social support.	1/13/2023 9:19 AM
72	The ability to see providers in person	1/13/2023 8:52 AM
73	At the root of these choices are food and money, two key pillars of safety and security for any human.	1/13/2023 8:19 AM
74	How else are individuals going to be treated without these??	1/13/2023 6:31 AM
75	Transportation cost, time commitment especially for limited and low income individuals Location of some clinics/services is not favorable for public transportation	1/12/2023 10:03 PM
76	Having support through Medical Care encourages continued access to care and internet access helps with virtual visits and connection	1/12/2023 8:41 PM
77	I am also a mother of an infant. I pay 1,000 dollars per week for childcare because that is the only option that is available for my child's age. I have no money left to pay for my own mental health services, or for others in my family.	1/12/2023 7:55 PM
78	provider access - a lot of BH providers don't accept insurance.	1/12/2023 3:27 PM
79	Transportation	1/12/2023 8:26 AM
80	Meeting basic physical needs like safety, stable access to food, providing for one's family are always ahead of things that are not as urgent	1/11/2023 7:56 PM
81	Both are obvious, real-life impediments	1/11/2023 1:16 AM
82	Some of the people who are homeless and in their addiction are out there just stuck and need to know that there is places that they can go to housing is needed its cold outside and wet and ive been homeless and didnt know that there was any place that could help someone like me, and I know that there is other people out there that share the same feelings as I have once felt.	1/10/2023 6:18 PM
83	People living in licensed and unlicensed board and care homes have limited phone access, no internet, untimely medical interventions (very long wait times). In-person meetings with psychiatrists no longer occur.	1/10/2023 3:44 PM
84	There is so much communication accessed online. If you don't have access to a computer or don't know how to access the various resources, you lose out. And food insecurity is a reality in many households.	1/10/2023 2:42 PM

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85	Prompt service provisions to court or voter rights requirement as 'to suport clients'.	1/10/2023 1:27 PM
86	FREE Early childhood education/child care would impact SO much: early (aka preventive) social and emotional learning opportunities when brains are developing most, structure/routine, safety net; reduced financial burden on already stressed families Health Insurance Coverage-streamlining referrals and access, especially those with private insurance; Medi-Cal sometimes seems easier to navigate	1/10/2023 12:35 PM
87	Affordable housing	1/10/2023 9:20 AM
88	Housing	1/8/2023 10:27 AM
89	It's tough to choose because all of these things are desperately needed, but I tend to think medical care and childcare are often the priciest and most difficult to access, so I selected those. But really, addressing all of these social needs would make a huge impact.	1/7/2023 1:45 PM
90	regular visits for health and wellness are good practices, and the smartest way to help is often available online	1/6/2023 3:49 PM
91	Other: Housing; Time off from work	1/6/2023 12:32 PM
92	Youth wait for adults, or our institutions, to provide health and safety for their, and or during their maturation process period	1/6/2023 11:48 AM
93	Dr can be first line of support and referral. Some may trust that relationship as the foundation for accessing care and may have the benefit of the Dr helping the clt connect. It is easy to over look food scarcity as impactful in mental health challenges. I have had personal experience with working with a client for several weeks only to discover that a main issue was lack of food, which nourishes everything else.	1/2/2023 12:56 PM
94	Safety--> public parks have been converted to housing; more intermixing of community members in quiet/ isolated neighborhoods without adequate safety precautions/ protocols	1/1/2023 5:24 PM
95	The lack of alternatives to law enforcement response to MH emergencies, and the lack of places other than hospital emergency rooms and jails to take people experiencing severe MH and SU symptoms.	12/29/2022 11:50 AM
96	Two most immediate sources of stress	12/29/2022 12:15 AM
97	Many of the clients I had supported went without food and medical care due to high costs and low coverage. I frequently had to assist with food insecure clients due to social security payments being too low, surprise bills, or mental health related episodes that decreased their ability to go out and obtain food items (fits with the medical care choice). SMC does have quite a few food banks which is great, but not all individuals know about them or have access to transportation to and from them.	12/23/2022 9:18 AM
98	families need the basic needs as food and caring for a child so parents can work	12/22/2022 2:27 PM
99	Finding available practitioners. My trans son is trying to find an appropriate therapist so he can finish his surgeries and complete transitioning. It has been two years and he has not been able to find anyone that the Dr. will accept.	12/22/2022 12:53 PM
100	Health insurance is the biggest factor because without health insurance the community is not bale to take advantage of mental health and/or substance use services. I think our community needs medical care that is equitable for all in order to access the services each individual needs.	12/22/2022 9:29 AM
101	Mental Heath services are expensive, even with health insurance. The county should partner with providers to provide services on a sliding scale and subsidize the difference. I have been a SM county resident for 50 years and have tried very hard to obtain services for family members over the years. I have never been able to get help. We don't qualify for medi-cal, have health insurance, and considered are low income 120k a year for a family of 4.	12/22/2022 7:43 AM
102	These are areas that are important and others whom are homeless need access to these things hunger is huge ive experienced it my self for many years	12/21/2022 1:26 PM
103	Training classes on how to use technological devices.	12/21/2022 12:45 PM
104	access to treatment without having to first be approved for medical	12/21/2022 10:38 AM

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105	Food changes how you think about something.	12/21/2022 10:11 AM
106	There are so many variables that keep people from taking care of themselves. If someone has a hard time with food or with rent/housing, they are not going to seek out services, they probably don't have time because they're working a lot. If someone doesn't have medical care or health insurance coverage, they have nowhere to go to receive treatment, if someone has young children at home they can't just leave them or take them with them for therapy session.	12/20/2022 11:31 PM
107	Transportation	12/20/2022 11:20 PM
108	Access to health care is a big part of what the mental health crisis is about. ACCESS!!! In many cases, as I previously noted in earlier responses, where access is a problem people end up in crisis when intervention occurs and this often is not with the appropriate or effective services.	12/20/2022 10:35 PM
109	Expansion of the Assisted Outpatient Treatment program slots and repeal of one of the ten worst involuntary mental health treatment laws, the Lanterman-Petris-Short Act of 1967 and replacing it with an involuntary mental health treatment law like the State of Minnesota's.	12/20/2022 10:32 PM
110	Many parents need childcare in order to access treatment and most can't afford it or find it for the short period they are accessing services (several hours a week...) Many adults with mental health and substance related issues have either untreated medical conditions or coexisting medical conditions that impact treatment. A campaign to make sure both are addressed would be helpful- especially making it easier and less scary for adults to get check ups or ask a GP about medication if a referral for a psychiatrist is tough to get.	12/20/2022 10:02 PM
111	Copays are often a challenge if not financially mentally from people accessing care	12/20/2022 9:36 PM
112	Housing is critical for stability	12/20/2022 7:19 PM



**Q5 The needs assessment review identified the following concerns related to individuals experiencing a mental health and/or substance use crisis: Arrests and/or incarceration of individuals in crisis Lack of community-based services to support individuals in crisis Premature discharge from inpatient psychiatric hospitals without the appropriate supports Please share any other concerns you have related to individuals experiencing a mental health and/or substance use crisis.**

Answered: 95 Skipped: 52

#	RESPONSES	DATE
1	Even within crisis organizations, I don't feel that a lot of people are well trained to stay unbiased when helping people in crisis, whether mentally or regarding substance abuse. The reality is that during a crisis, this is one of the person's lowest point in life (or even the lowest point ever) and staying unbiased and nonjudgmental to these patients is a strong key to ensuring a quicker recovery.	2/1/2023 11:33 AM
2	Lack of appropriate aftercare needs for these individuals assisting with housing needs	2/1/2023 10:37 AM
3	Do we even have mental health hospitals in California?	2/1/2023 8:48 AM
4	Lack of mental support from therapy.	2/1/2023 8:41 AM
5	A history of police brutality and/or criminalization of certain communities creating distrust of 911 or help seeking services. Lack of linguistically and culturally diverse resources for individuals who need services but are either not aware of them or who do not understand the benefit to services.	2/1/2023 6:43 AM
6	Homelessness	1/31/2023 8:00 PM
7	Bhrs offers mostly blocks to any services but especially crisis	1/31/2023 5:08 PM
8	bullying, for young people (school aged groups)	1/31/2023 5:05 PM
9	Police handing some crisis response calls without proper training or peer support workers assisting on the calls.	1/31/2023 12:30 PM
10	Support after diagnosis or discharge from Hospitals or Jails	1/31/2023 3:19 AM
11	Repetitive hospitalizations because caregivers lack of education about how to support a youth before the crisis occur.	1/30/2023 7:52 PM
12	Employer retaliation	1/30/2023 4:59 PM
13	Consistent follow up	1/30/2023 2:49 PM
14	Same	1/30/2023 1:36 PM
15	Service authorizations - delay access to treatment. Motivation window is small; if intake is delayed, folks don't enter into treatment and prognosis worsens.	1/27/2023 12:43 PM
16	N/A	1/26/2023 9:46 PM
17	Lack of Psycho ed for Youth in Substance use	1/26/2023 3:08 PM
18	language barrier remains. Space limited. Staff burn out	1/26/2023 1:59 PM
19	The lack of education for professionals that work with kids and the population that navigates different systems not knowing to use trauma-informed support like police, schools or other agencies.	1/26/2023 1:38 PM



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20	legal system involvement starts a spiral of increasing disparity and loss of hope and opportunity. Serious interventions could change that	1/26/2023 1:05 PM
21	The cost and qualification to access support and services and the tedious challenging process regarding verification, documents, and the challenges to complete paperwork for submission to qualify.	1/26/2023 12:04 PM
22	Lack of knowledge and poor community resources to shared	1/26/2023 10:39 AM
23	Lack of follow up treatment when discharged from a psychiatric hold/	1/26/2023 10:31 AM
24	The hospitals are not coordinating with the clinics when they are treating and discharging our patients. We don't even know they are there, they don't talk to us, change the med regimens, and don't even schedule a f/u. When there is a f/u, they don't send the records. Also, lack of CM programs who can provide intensive support in the community. Also, lack of a medical detox.	1/25/2023 11:12 AM
25	Lack of culturally-relevant practices	1/24/2023 12:21 PM
26	lack of follow up to ensure connection to correct services and support prevention of future crises	1/23/2023 6:40 PM
27	Discharge from inpatient psychiatric hospitals without coordinating follow-up care. Lack of in-person follow up as well.	1/23/2023 10:28 AM
28	These individuals feel mostly judged rather than helped when seeking help.	1/21/2023 12:33 PM
29	Early on set of depression and or Dementia.	1/20/2023 7:40 PM
30	stable housing	1/20/2023 2:54 PM
31	Family support of individuals in crisis	1/20/2023 10:49 AM
32	The police need to be trained in dealing with the above areas mentioned. Discharging patients early puts them on the streets and most likely they will be back in a facility.	1/20/2023 8:59 AM
33	Once out of the system, there is lack of support so that the client can work on themselves to be productive members of society. They most likely end up going back to jail or a psychiatric hospital and then the cycle starts.	1/20/2023 8:55 AM
34	Not enough school-based resources or peer-support	1/19/2023 1:59 PM
35	n/a	1/19/2023 11:49 AM
36	medication noncompliance	1/18/2023 5:15 PM
37	NONE	1/18/2023 12:17 PM
38	I agree with the statement above.	1/18/2023 11:55 AM
39	Follow the Commission's recommendations to the BOS and use MHSA money to fund a non-armed crisis response team	1/18/2023 9:17 AM
40	Lack of knowledge amongst community members about how to identify someone in crisis. And not knowing what to do about someone in crisis.	1/18/2023 2:49 AM
41	Police being dispatched to crisis (and CPS reports) without mental health workers or at times without cause. It's especially problematic for undocumented people.	1/17/2023 4:05 PM
42	Shame, once again.	1/17/2023 3:38 PM
43	Health care workers in emergency departments or behavioral health hospitals cutting off contact between the patient and the loved one. This is a terrible and dangerous practice. It wouldn't be done if the patient is having a heart attack nor should it be done when the patient is given a 5150. It adds more trauma and anguish for all involved.	1/16/2023 8:32 AM
44	Cost of outpatient mental health services poor insurance coverage for treatment	1/15/2023 6:14 PM
45	we need a facility that will help our youth who first find out they have mental illness a place where they can stay and have services for educating the client and the family on what they're condition will be like. family support is essential to success for the client along with extensive diagnosing and medication accurately given before they go back home etc	1/14/2023 3:54 PM

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46	...	1/14/2023 5:03 AM
47	Lack of SMC services and beds for youth with extreme mental health challenges, traumatic facilities — taken out of county	1/14/2023 4:51 AM
48	these three stated are accurate and I have nothing to add	1/13/2023 4:41 PM
49	outreach of those services so they can reach the target communities. Communication between services so that if one organization can't help maybe they could have the information of another organization that could help.	1/13/2023 3:44 PM
50	First responders training and handling of crisis leading to potential deaths	1/13/2023 3:43 PM
51	How do they overcome the stigma related to their condition? Immigrants feel a sense of failure to be diagnosed as needing or having had therapy.	1/13/2023 3:05 PM
52	Premature discharge and Ct returned to Program with out adequate meds.	1/13/2023 2:58 PM
53	It has been my experience that addressing mental health takes commitment and can't be accessed until you have addressed your substance use. Alcoholism and substance abuse takes 24 hours to complete. You just have to do that every day.	1/13/2023 12:05 PM
54	n/a	1/13/2023 11:44 AM
55	Lack of trained personnel who respond to these crises	1/13/2023 9:55 AM
56	Lack of education and support for the family and friends of the person needing emergent and hospitalization.	1/13/2023 9:53 AM
57	Lack of psychiatric beds for youth patients in crisis	1/13/2023 8:22 AM
58	There most definitely need to be more "crisis teams" along with education the police	1/13/2023 6:46 AM
59	Level of care gaps for clients who are not 5150 but struggling. Limits to coordination with family/supports due to hipaa etc.	1/12/2023 10:09 PM
60	No other concerns	1/12/2023 8:46 PM
61	There are not enough psychiatric hospitals for young children. I have seen children as young as 8 years old with suicidal ideation.	1/12/2023 7:58 PM
62	Nowhere to go after the discharge	1/12/2023 6:40 PM
63	Responding to 911 calls to mental health crisis with both behavioral health professional and police.	1/12/2023 3:32 PM
64	Affordable housing Having to wait too long for appointments /beds/programs	1/12/2023 8:29 AM
65	Little/no information for natural supports for person: How can I help? Fear, stigma re: Mental health/AOD issues, embarrassment, anogsonosia, not knowing what to do, how to get help	1/11/2023 8:16 PM
66	Family abandonment	1/11/2023 1:20 AM
67	People are out there who are lost and alone they need to remember that they are not alone and there is help and they are worthy of it. It starts with people who are getting out of jail or already homeless and have no body or no family.	1/10/2023 6:24 PM
68	education to the general public of signs of a mental health crisis	1/10/2023 2:51 PM
69	The prosecutors share the attorney as client mental health, support discussed from mental health staff is under court provision decisions made by staff are prosecutor.	1/10/2023 1:38 PM
70	Appropriate training for professionals who respond Better coordination among agencies (especially when the individual is forced to repeat themselves multiple times before being admitted, for example: school counselor, law enforcement, PES) Better coordination following discharge (ex: school, hospital, outpatient follow up, etc.)	1/10/2023 12:41 PM
71	I once saw a person who was experiencing a mental health crisis attempt to pick up his medication at a pharmacy. The worker would not give him the medication because he did not have an ID. I have also seen people at a pharmacy try to pick up prescriptions to treat a mental health condition, and been told that it would cost a certain amount of money, that they couldn't afford, and they walked away without the medicine.	1/10/2023 9:28 AM

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72	I would add that even the fear of being arrested should be considered here. If someone is going through a mental health/ substance crisis they may avoid calling in the first place for fear of punishment. That alone is enough to make us reconsider why the police are involved with health services. They aren't trained to deal with health crises, so why would we waste city/county resources by having them show up to one? An entirely separate agency dedicated to health crises is absolutely necessary.	1/9/2023 8:31 AM
73	Embedded bias and discrimination in the system.	1/8/2023 10:29 AM
74	Arrests and/or incarceration of individuals in crisis is among my biggest concerns. I strongly believe police are not suited to provide a response to mental health crises, and that police are not an effective solution for responding to mental health crises. I think it's critical that police be removed from mental health crisis response, so that mental health professionals and trained community members can de-escalate situations without the presence of police and provide the support that people actually need.	1/7/2023 2:10 PM
75	gossip whisper and imposter telepathy are bad communication habits	1/6/2023 4:56 PM
76	The criminalization of mental health care. (Police are called when someone is in crisis, instead of an unarmed professional trained in crisis response).	1/6/2023 12:40 PM
77	Youth that are being ostracized from their communities, with no restorative roadmap to bring them back home when they are kicked out of a school district. This exiling of youth is causing mental health deficiencies and also provides a horrible moral example about mistakes and lessons. Our youth become the worst thing they have ever done in school.	1/6/2023 11:53 AM
78	Lack of public facilities to build community and social support, especially in new virtual environment	1/1/2023 5:32 PM
79	Lack of mental health immediate care and/or crisis stabilization units in this County.	12/29/2022 11:53 AM
80	Use of force against the person in crisis, even when responders have been called to help them	12/29/2022 12:19 AM
81	Housing instability which leads to becoming unhoused which then leads to a worsening of mental health/medical symptoms.	12/23/2022 9:22 AM
82	financial burden with bills and food	12/22/2022 2:27 PM
83	Trauma is magnified when police are used to respond to mental health calls. We must not criminalize citizens or cause further distress to those seeking health support.	12/22/2022 9:54 AM
84	Those who are arrested with drug addiction and/or mental health issues get put into general population jail and then their mental health needs are ignored. It is also very dangerous for an addict to attend a general population jail while they are weaning off of drugs because they do not get the services they need.	12/22/2022 9:50 AM
85	Kaiser Permanente: Lack of cooperation and accountability. Kaiser is one of the regions largest health care providers and they consistently fail to provide adequate crisis services, care, or interventions to it's members. This is a well known problem with system partners.	12/22/2022 8:12 AM
86	Im confident in the organizations that they will reach those who need the help	12/21/2022 1:41 PM
87	SMC should be working towards creating the SAMSHA crisis response model. Currently, solutions are disjointed amongst law enforcement, city councils, sheriff's office, county depts, etc.	12/21/2022 12:55 PM
88	Their mental health might get worse due to not being able to keep up with their medications, feeling isolated or judged, feeling like they don't have any support.	12/20/2022 11:36 PM
89	Persons living with an untreated Serious Mental Illness who do not believe they are sick can avoid crisis response efforts by going to another county.	12/20/2022 10:51 PM
90	Often the people in crisis are homeless, schizophrenic, off medication and supportive supervision, people of color, poor, victims of abuse	12/20/2022 10:49 PM
91	I hope behavioral health will continue to advocate for mental health first responders to scenes or crisis so law enforcement is involved not at all or as little as possible . I also have experienced first hand being discharged from a hospital with an adequate care plan and found it incredibly destabilizing. Individuals who are hospitalized should be discharged into a	12/20/2022 10:10 PM

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moderately long term integrated care program with plenty of support and gradual step down as medically appropriate.

92	The number mental health nurses and hospital beds for people experiencing a crisis	12/20/2022 9:42 PM
93	Killing of individuals in crisis by law enforcement	12/20/2022 7:22 PM
94	Armed police should not be involved in mental health crisis calls.	12/20/2022 6:54 PM
95	Police involvement in mental health crisis response where the person in crisis is neither a threat to self or others. Police themselves are a aggravating factor in the level of stress, anxiety, potential resistance and desire to flee by the person in crisis -- resistance and flight are handled by police on the scene by the application of force, which has the potential for great physical harm and even death to the mentally ill.	12/20/2022 1:00 PM

**Q6 The needs assessment review identified the following gaps in housing for individuals living with mental health and/or substance use challenges:**  
**Identifying early signs of risk of homelessness Lack of assisted living housing for older adults with complex needs (serious medical, long-term care, behavioral health, and social needs) Lack of safe, decent and permanent housing and supportive housing Support with locating and maintaining housing Please share any other concerns you have related to housing for individuals living with mental health and/or substance use challenges.**

Answered: 88 Skipped: 59

#	RESPONSES	DATE
1	I think that this is a complex issue to tackle due to the rising costs of living in the Bay Area, combined with difficulty to secure long-term stable housing. I do think that as a county (and even state), there should consideration to creating tiny home communities, perhaps as a pilot project for adults dealing with homelessness, mental issues and substance abuse.	2/1/2023 11:33 AM
2	Housing being expensive and rents continuously rising while wages do not. Assisted living, and other complexes not being funded properly or having appropriate oversight for abuses.	2/1/2023 9:36 AM
3	Housing that allow mental support service animals. People end up having to abandon their pets because there are no pets allowed. A lot of these people with mental health depend on companionship of their pets.	2/1/2023 8:48 AM
4	All listed.	2/1/2023 8:41 AM
5	There is a lack of affordable housing in the Peninsula which gets complicated by NIMBYism. If people cannot meet their basic needs of food and shelter, substance abuse and mental health are not a priority.	2/1/2023 6:43 AM
6	Many more actual services not cover ups	1/31/2023 5:08 PM
7	unable to find work to maintain a home	1/31/2023 5:05 PM
8	some housing has rampant temptations for substance abuse where there are no on site social workers, cameras or other means to create safe spaces for those seeking recovery in public housing.	1/31/2023 12:30 PM
9	Housing has become available but I do not feel the needed resources are in place such as on site help.	1/31/2023 3:19 AM
10	Lack of quick access to a provider. Lack of supportive tenants. perhaps a social worker should also live/be assigned to the housing.	1/30/2023 4:59 PM
11	Lack of affordable housing	1/30/2023 2:49 PM
12	Same	1/30/2023 1:36 PM
13	Cost of living in bay area is not sustainable; not enough affordable and safe housing. Available options are not safe and makes clients feel "othered."	1/27/2023 12:43 PM
14	The rules must be revised. Housing vouchers often pull folks out of treatment due to the rules in place in order for them to qualify for the voucher	1/27/2023 11:03 AM
15	People with mental issues they really need more support in housing as is difficulty to work etc.	1/26/2023 9:46 PM
16	Lack of housing in the North County	1/26/2023 3:08 PM

## MHSA 3-Year Plan Needs Assessment Survey

17	housing typically is offered on individual/single basis. TAY and older adults often live with families and depend on one another for financial and housing stability.	1/26/2023 1:59 PM
18	supported housing in all housing situations, for all at-risk and underserved populations	1/26/2023 1:05 PM
19	The quality of support and the clients current needs to remain on affordable housing.	1/26/2023 12:04 PM
20	Families at risk of experiencing homelessness should be able to provide a P.O. Box number as a reference of an actual address since employers wont accept P.O. Box as a n actual address, it make it harder for the person to try to reach the surfer.	1/26/2023 10:39 AM
21	The understanding that is needed to be able to access housing and apply for housing can be challenging and intimidating.	1/26/2023 10:31 AM
22	We really need more housing opportunities for people living with mental health and/or substance abuse. Less discrimination.	1/26/2023 9:14 AM
23	Lack of affordable, supportive housing. Lack of support for independent living.	1/25/2023 9:51 PM
24	When there is a cap on Brilliant Corners taking new clients, there is absolutely no other program that I can refer my cts to for help with their vouchers. I am approaching situations wherein ct's may lose their vouchers due to lack of support. Also, lack of board and cares and the ones we have have waitlists that are years long. Lack of beds in locked facilities. People getting stuck at 3AB for long times because there is no place to discharge them to.	1/25/2023 11:12 AM
25	mental health services provided at homeless shelters to the clients at the shelter; and mental health services provided to people who are unsheltered in the community where they live (i.e at encampments) (note these needs include both mental health and AOD treatment services)	1/23/2023 6:34 PM
26	Mental health often causes people to lose their housing, and those with vouchers often have great difficulty relocating without becoming homeless again, especially because they can't start looking for a new place until they have put in notice at their current place	1/23/2023 10:28 AM
27	aftercare housing post hospital discharge for transient children	1/23/2023 9:55 AM
28	Most individuals are not offered housing support until they are homeless. Why wait until these individuals are homeless? How can we prevent this ?	1/21/2023 12:33 PM
29	Support with locating and maintaining Housing.	1/20/2023 7:40 PM
30	There is a lack of board and care facilities in San Mateo County. The ones that are here are very expensive; most of my clients can't afford it.	1/20/2023 2:13 PM
31	job security for someone experiencing a mental crisis	1/20/2023 10:49 AM
32	The rent prices are ridiculous. The majority of these individuals live on a fixed income.	1/20/2023 8:59 AM
33	Housing for individuals with mental illness tend to be in poor and unsafe neighborhoods with lack of amenities.	1/20/2023 8:55 AM
34	Lack of good, consistent, law-abiding landlords.	1/19/2023 2:44 PM
35	same as above	1/19/2023 11:49 AM
36	case management support	1/18/2023 5:15 PM
37	I personally know three people experiencing homeless and they choose to be homeless. They do not want the responsibilities of a 9-5 job and enjoy the freedom of going to the gym, bartering for food, bartering for marijuana and cigarettes. When asked about warmth and shower, they expressed that they built their tent next to an outlet are able to receive heat with a portable heater. When asked about shower and cleanliness, many have a gym membership where they shower or they shower at the church and in addition, the county provides free phone and internet.	1/18/2023 4:53 PM
38	NONE	1/18/2023 12:17 PM
39	lack of financial support, emotional support, and helping those that cannot speak English fluently.	1/18/2023 11:55 AM
40	Involving their natural support systems and offering case management or therapy aimed at reunification and relationship repair.	1/17/2023 4:05 PM

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41	Mental health issues intersect with other serious conditions.	1/17/2023 3:38 PM
42	In what community on the peninsula are these homes made available, is there enough? If there is housing, does the local community welcome and support the residents? Do the residents feel welcome and that they belong? Are they safe? What protocols are in place to prevent 'runners' from leaving the housing complex whilst receiving treatment? Is there housing for different stages of recovery?	1/16/2023 8:32 AM
43	a facility that could focus on our youth rehabilitation needs to correct them from becoming our future homeless population	1/14/2023 3:54 PM
44	...	1/14/2023 5:03 AM
45	all good - nothing more to add	1/13/2023 4:41 PM
46	Housing is one of the most difficult areas I have seen for individuals in the community including myself. Finding an agency and then meeting the criteria has proven to be difficult even if you have a low paying job after program or incarceration for those with a SUD	1/13/2023 3:44 PM
47	nothing additional to add	1/13/2023 3:43 PM
48	Housing is just the first step. Mental health care and support must come with shelter.	1/13/2023 3:05 PM
49	It is my thought that if housed first create an incentive to get clean and sober. Otherwise whatever they put before there recovery will lose.	1/13/2023 12:05 PM
50	I agree with the above	1/13/2023 11:44 AM
51	Huge need for Board & Cares and RCFEs	1/13/2023 11:33 AM
52	Lack of job training	1/13/2023 9:55 AM
53	There are enough transitional facilities for recovery. After crisis care many people are denied rental and end living in the streets.	1/13/2023 9:53 AM
54	Affordability.	1/13/2023 8:55 AM
55	Mental health supports for all ages, particularly youth, in supportive and transitional housing	1/13/2023 8:22 AM
56	All people in "authority positions" have to realize homeless individuals are frightened to be taken out of their present environment. We have to help them broaden their horizons to assure it that it may take time but there is a better road to take to help them live a comfortable lifestyle.	1/13/2023 6:46 AM
57	Not enough board and care placements Indep affordable Housing with social supports for smi clients	1/12/2023 10:09 PM
58	Support (case management) with self sufficiency while living with mental health issues	1/12/2023 8:46 PM
59	support with the funds for housing	1/12/2023 6:40 PM
60	a pet may be someone's primary companion and they often can not bring that into shelters etc, so they don't go	1/12/2023 5:15 PM
61	Affordable housing Lack of housing vouchers /programs	1/12/2023 8:29 AM
62	Right kind of housing with right kind of support for each individual. Evaluations of benefit of settings with regularity, making changes as needed. Lack of access to info and choice re: housing and treatment	1/11/2023 8:16 PM
63	Shelter for RHY is scarce in San Mateo County and youth often feel safer couch surfing than staying at an adult shelter (which can also serve as a barrier to them learning about other services that can support them).	1/11/2023 10:28 AM
64	Wrap-around comprehensive services	1/11/2023 1:20 AM
65	Lack of privacy	1/10/2023 8:52 PM
66	Just getting out of jail and have no where to go. Have been clean and sober and the only thing that they feel comfortable and confident in doing is drugs and crime we need to be there for people like that feel that way.	1/10/2023 6:24 PM



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67	Complex to endorse clients to managers property housing department is substance abusers working night shift at the correctional facility, unless shopping at the multi million store, support doesn't apply to the client or the mental health staff member if they lose their job.	1/10/2023 1:38 PM
68	Affordability in this expensive area	1/10/2023 12:41 PM
69	The complexity and frequency of paperwork for affordable housing is a barrier for many people living with mental health and/or substance use challenges.	1/10/2023 9:28 AM
70	The expense of home and rentals eliminate entire groups for facing stable homes.	1/6/2023 5:20 PM
71	strong body odors and lack of cleaning	1/6/2023 4:56 PM
72	Lack of affordable housing for very low, low, and moderately low income people. Lack of housing available to people who have a criminal record or are undocumented. Lack of "housing first" housing, which recognizes that people who have substance abuse and mental health challenges still need housing.	1/6/2023 12:40 PM
73	Transportation from Housing, to Institutions, Employment. SamTrans just ended the only bus that was traveling to the juvenile hall. The demoralization this brings to underserved families that they must walk 2 miles up a mountain to visit their children that are incarcerated, or attending a court proceeding, if they lack transportation.	1/6/2023 11:53 AM
74	Lack of public facilities, parks, programs to build community and social support, especially in new virtual environment	1/1/2023 5:32 PM
75	These concerns are being addressed through other, much larger, funding streams and advocacy efforts.	12/29/2022 11:53 AM
76	Lack of non-congregate housing	12/29/2022 12:19 AM
77	We have seen the most success when permanent supportive housing has on-site support at no cost to the residents.	12/23/2022 9:22 AM
78	Housing that satisfies the needs of a family with children.	12/22/2022 9:50 AM
79	San Mateo County desperately needs short term inpatient crisis services that can provide care after a 72 hour hold expires for up to 60 days to stabilize patients and ensure they are not only linked but actually receiving services before they are discharged. Lack of countywide crisis services. Pilot programs are not enough. San Mateo County only has 12 short term inpatient mental health beds for youth countywide (Canyon Oaks).	12/22/2022 8:12 AM
80	There should be more housing to those who are in program facilities that are trying to get clean and sober and start a new life. I am someone myself that struggles with these challenges due to lack of family and outside support.	12/21/2022 1:41 PM
81	I want to understand how we are making the distinction between MHSA funding for housing versus specific Housing funding from the State.	12/21/2022 12:55 PM
82	Someone might be able to afford their rent, but can they afford their utilities, food, transportation, etc	12/20/2022 11:36 PM
83	Providing a person living with a Serious Mental Illness who does not believe they are sick need treatment and providing housing without treatment perpetuates the Serious Mental Illness.	12/20/2022 10:51 PM
84	Again ACCESS at multiple levels. People in San Mateo County are often faced with choices between eating or paying rent, medical care or paying rent, heating home or paying rent. The high costs of housing are making it more difficult unless people are making close to \$ 100,000 year in San Mateo County. See latest report from State on Homelessness.	12/20/2022 10:49 PM
85	The number of people trained (nurses/aids/providers) to care for folks once they are housed	12/20/2022 9:42 PM
86	Restrictive zoning and NIMBY opposition that restricts the supply of housing for these individuals	12/20/2022 7:22 PM
87	There is no early warning of individuals facing homelessness / housing challenges	12/20/2022 6:20 PM
88	Landlord reluctance to rent to individual suffering from mental illness, as many may be unable to hold down a job or have people that can vouch for them. Perhaps due to lack of employment they may not have references either.	12/20/2022 1:00 PM



**Q7 The needs assessment review identified the following concerns related to substance use challenges: Increased substance use challenges across all age groups, cultural and ethnic communities Lack of coordinated supports for both mental health and substance use when both services are needed Please share any other concerns you have related to substance use challenges:**

Answered: 69 Skipped: 78

#	RESPONSES	DATE
1	Easy access to drugs, legalizing drugs is causing this problem. No incarceration time for drug sellers. Leniency of California Law.	2/1/2023 8:48 AM
2	All listed.	2/1/2023 8:41 AM
3	Lack of services for teenagers and communities with linguistic barriers. Limited hours for services available.	2/1/2023 6:43 AM
4	Lack of inpatient services for men	1/31/2023 8:00 PM
5	No real services available; need to be in person	1/31/2023 5:08 PM
6	12 step groups are not recommended until somebody is court mandated to attend. WRAP and other evidence based treatments can start much easier than by the time the problems have progressed to involving law enforcement.	1/31/2023 12:30 PM
7	Lack of consistent community education for all ages	1/30/2023 7:52 PM
8	n/a	1/30/2023 4:59 PM
9	Lack of supports for high mental health needs along with SUD.	1/30/2023 1:36 PM
10	Compound and complex trauma and cooccurring disorders are pervasive in our community. Treatment providers have closed their doors due to financial challenges and lack of resources provided by county/state/feds. Nonprofits forced to operate out of scarcity and paid less than county staff; leading folks to leave the field and programs to be chronically understaffed. Limited language capacity.	1/27/2023 12:43 PM
11	Substance abuse treatment is available. Both residential beds and outpatient slots are available in this county, so there is definitely a disconnect somewhere in the system if folks are having a difficult time accessing treatment	1/27/2023 11:03 AM
12	N/A	1/26/2023 9:46 PM
13	early education about substance use stigma about it	1/26/2023 1:38 PM
14	peer support, genuine and authentic peer mentoring and life skills development are non-existent at this point	1/26/2023 1:05 PM
15	N/A	1/26/2023 12:04 PM
16	Mariguana and E-cigarettes should be ilegal so the aces to this products won't be easy for our children. The access should not be there.	1/26/2023 10:39 AM
17	Education on substance use for parents and children.	1/26/2023 10:31 AM
18	Lack of medical detox. Serenity House won't accept people using cannabis so where else could they go other than decompensate further into hospitalization. It can be hard for cts to follow through with the process of enrolling in OP or IOP SUD tx.	1/25/2023 11:12 AM
19	lack of harm reduction focused treatment	1/23/2023 9:34 PM

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20	prevention efforts/education in younger age groups	1/23/2023 6:40 PM
21	Lack of access to youth alcohol and drug counselors to assist in transition to AoD services and programs.	1/23/2023 9:55 AM
22	Educate our young about impact of substance use to help decrease numbers	1/21/2023 12:33 PM
23	Lack of Coordinated Counseling.	1/20/2023 7:40 PM
24	Lack of community education related to substance use challenges; unawareness of services available	1/20/2023 10:49 AM
25	Homelessness leads to substance abuse, find a way to combat homelessness and we may eventually have a win win situation.	1/20/2023 8:59 AM
26	we need more programs that will target youths who struggle with it in their environment	1/19/2023 11:49 AM
27	lack of education in early youth and in need of intensive outpatient programs to address mental health issues and substance use and trauma informed.	1/18/2023 5:15 PM
28	NONE	1/18/2023 12:17 PM
29	need for crisis stabilization centers and more recovery centers	1/18/2023 9:17 AM
30	Substance use and mental health is almost never separate and should not be treated by separate entities. Substance use tx should be included in mental health services and should be a mandatory part of clinical training.	1/17/2023 4:05 PM
31	There's scant community education in immigrant communities about the subject/	1/17/2023 3:38 PM
32	Fentanyl -- there are too many deaths and the death rate is increasing. I am so worried about our youth and those addicted to painkillers.	1/16/2023 8:32 AM
33	a process that works on both co-occurring conditions together not separated. MI and Substance Use disorder are together not separate conditions focus on both at the same time is more effective	1/14/2023 3:54 PM
34	...	1/14/2023 5:03 AM
35	Fentanyl crisis, parent education and support	1/14/2023 4:51 AM
36	coordinated supports integrated with treatment of mental illnesses is sorely needed.	1/13/2023 4:41 PM
37	Lack of continued accessibility to support substance abuse rehabilitation	1/13/2023 3:43 PM
38	It's a tangled web. Substance use can cause loss of employment which can cause homelessness. I'm not sure, but I don't think Social Security considers sub. abuse to be a disability which leaves the person with few options. Even with SSI, rents (housing again) are unaffordable.	1/13/2023 2:42 PM
39	We need better treatment centers for low income folks	1/13/2023 12:05 PM
40	The incarceration of people using, or being under the influence of, alcohol or drugs	1/13/2023 9:55 AM
41	There are too few inpatient facilities to care for people through the time needed to recover from physical and emotional pain.	1/13/2023 9:53 AM
42	Having to fail at outpatient before you can be eligible for residential and then, affordability of treatment and follow-up supportive housing.	1/13/2023 8:55 AM
43	Individuals with substance abuse challenges sometimes don't see themselves as being addicted. We have to reach out in a non accusatory way to inform individuals of the help that is out there when they determine they're ready.	1/13/2023 6:46 AM
44	Communication and coordination between departments for aid clients.	1/12/2023 10:09 PM
45	No other concerns	1/12/2023 8:46 PM
46	The lack of education given to the youth about substance abuse	1/12/2023 6:40 PM
47	SUD issues are bigger than San Mateo County. We might need to look to coordinating with federal, state, or even regional responses.	1/12/2023 3:32 PM

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48	Access to effective concurrent care for dual diagnosis MH+AOD. Risk of opiate overdose. Lack of access and education re: naloxone.	1/11/2023 8:16 PM
49	Addressing substance use in tandem with mental health support is critical as both are almost always closely entwined. For someone experiencing both mental health and substance use challenges, one cannot be addressed without the other. More services for youth and adults with co-occurring mental health and substance use disorders (and more means for existing programs like this to support higher numbers of individuals) is essential.	1/11/2023 10:28 AM
50	Cancellation of in-person support groups	1/10/2023 8:52 PM
51	Like I have shared already outreach and empathy and support is needed to everyone with mental health and substance abuse issues.	1/10/2023 6:24 PM
52	Change is like 'short changed' at the cash register that's to not given correct money back from purchase--where the other support necessary to dislocate the workers on Calfresh.	1/10/2023 1:38 PM
53	Stigma around seeking support	1/10/2023 12:41 PM
54	it's all night long or during the middle of the night - the gossip whisper imposter telepathy - often death threats	1/6/2023 4:56 PM
55	Lack of affordable substance abuse treatment programs.	1/6/2023 12:40 PM
56	As a substance-abuse counselor, I recognize the importance for substance intervention in our junior high schools. Our county does not provide treatment to youth, who require long-term substance-abuse treatment programs after long-term self medication.	1/6/2023 11:53 AM
57	Lack of alternative options for stress-management and recreation-use that is ACCESSIBLE culturally and generationally. More social isolation = more substance use	1/1/2023 5:32 PM
58	Fentanyl related deaths.	12/29/2022 11:53 AM
59	Law enforcement as primary response to substance use, when healthcare and support would do much more to help the person move away from it	12/29/2022 12:19 AM
60	Availability of rehab beds and long wait periods between being seen leading to individuals maintaining the addiction.	12/23/2022 9:22 AM
61	There is always a waitlist for these services and then at that point people change their minds about attending. We need for more openings.	12/22/2022 9:50 AM
62	San Mateo county does not have a single inpatient substance abuse treatment program for youth. Not even one.	12/22/2022 8:12 AM
63	You have to want to clean and sober it can not be pushed until those who are ready then they should know that there is help they just have to find it.	12/21/2022 1:41 PM
64	Stereotyping/ stigmatizing/judging people who have these types of challenges. Not enough services in the community, no one wants to rent for housing or hire them for employment	12/20/2022 11:36 PM
65	Substance abuse may often be nothing more than a self-help response to attempting to treat a Serious Mental Illness.	12/20/2022 10:51 PM
66	Fentynal is now pervasive in the high schools, as well as other groups of people dependent upon prescription drugs. Use of vaping drugs in the schools and elsewhere are pervasive. Positive options and education must be more available for people.	12/20/2022 10:49 PM
67	Stigma!! I am sad that a safe use facility in Oakland was nixed.... We need to change the culture around substance use and educate ourselves and each other on underlying causes. I hope behavioral health can address this in the future with a county wide campaign!!	12/20/2022 10:10 PM
68	The lack of substance use health care workers to coordinate care and support peer workers	12/20/2022 9:42 PM
69	Early education of youth	12/20/2022 6:20 PM

**Q8 The needs assessment review identified the following concerns with the quality of client care: Failure to initiate treatment after a mental health and/or substance use emergency Premature disengagement from treatment Services not available in a timely manner for clients who may have an urgent need for treatment If you are a client or family member of public mental health and/or substance use services, please share any other concerns you have related to the quality of client care.**

Answered: 53 Skipped: 94

#	RESPONSES	DATE
1	Lack of willingness to help or get help. Not sure where to go for help.	2/1/2023 8:48 AM
2	Not enough services available in all areas within San Mateo County.	2/1/2023 8:41 AM
3	Discharged too soon; lack of engagement from Bhrs staff and providers	1/31/2023 5:08 PM
4	Not enough clinicians to go around and peer support could help fill in the gap, but the jobs are low paid and the cost of living is high here. There needs to be a pipeline to hire good people who stick around and the amount of turnover is also triggering to clients. The high burn out rate is not good for clinicians and peers.	1/31/2023 12:30 PM
5	Cultural appropriate support for all ages. We need more Doctors trained to understand the patient cultural background.	1/30/2023 7:52 PM
6	n/a	1/30/2023 4:59 PM
7	Same	1/30/2023 1:36 PM
8	Concerns about care focus to remained to be treat, client be engage with process to his recovery.	1/26/2023 9:46 PM
9	sometimes I hear stories of lack of empathy from providers and trauma informed professionals. The recipients of services are individuals that deserve respect and they are not just another number.	1/26/2023 1:38 PM
10	both the perception and practice of culturally appropriate services are barriers that we are a long way from overcoming and our system of care is a long way from understanding and embracing in meaningful ways	1/26/2023 1:05 PM
11	The access, information and resources for the best interest for the client	1/26/2023 12:04 PM
12	NA	1/26/2023 10:39 AM
13	Relationship building aspect of providing mental health services is very important and should be an integral part of the system.	1/26/2023 10:31 AM
14	Lack of services in different languages such as Spanish.	1/26/2023 9:25 AM
15	Gigantic caseloads without caps leave clinicians unable to be appropriately responsive to ct acuity. Adding more to the clinician caseload that is below the license, making it impossible to provide ethical ct care. Long wait times. Waitlists for SPPN and PPN referrals.	1/25/2023 11:12 AM
16	Inadequate follow up or referrals to needed services; inadequate partnering/knowledge of supporting agencies/organizations	1/23/2023 6:40 PM
17	can be hard for people with serious mental health issues to navigate the services, to get connected to mental health services, especially for people who are hesitant to seek out services or perhaps do not identify as having mental health issues	1/23/2023 6:34 PM

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18	I agree with premature disengagement	1/21/2023 12:33 PM
19	Services critical for timely availability in a Public Mental Health service issue.	1/20/2023 7:40 PM
20	Continuum of care between providers - connectivity between physical and behavioral health care.	1/20/2023 10:49 AM
21	The biggest concern is lack of staff. Professionals working a few days a week	1/20/2023 8:59 AM
22	N/A	1/19/2023 11:49 AM
23	consistent communication with the treatment team and client	1/18/2023 5:15 PM
24	NONE	1/18/2023 12:17 PM
25	Experienced individuals to deliver quality care	1/18/2023 11:55 AM
26	Services are not only taking a long time to begin, but are also often offered inconsistently or only once or twice a month and this is not helpful.	1/17/2023 4:05 PM
27	Distrust in confidentiality can prevent completion of treatment.	1/17/2023 3:38 PM
28	Once someone is admitted to a behavioral health program for psychosis, they are cut off from their loved ones during the span of the 5150. This is dangerous, unnecessary, and rooted in a belief that the patient is trying to get away from their family or an ill-informed historical view that the parents were the cause of the mental illness (See You are Not Alone by NAMI Medical Director, Ken Duckworth MD). If a patient is incapacitated and unable to provide a medical history the family may be in a position to provide some insights into the patient's experience preceding the break. The only diagnostic tool physicians have is the patient's medical history. There are no lab tests that can support a definitive diagnosis of the underlying health condition. This makes reliance on loved ones even more important -- yet at this critical stage, they are excluded from the process. Once admitted, the goal of 'stabilizing' the patient has led to physicians prescribing powerful drugs and changing them quickly which can lead to a worsening of the patient. Many of the initial medicines prescribed are old and have terrible side effects. The facilities look like prisons, and visitors and patients are treated as such. These are not healing centers. Loved ones may not be kept in the loop and communicated with. In any other health-related issue, loved ones would be made a part of the treatment/care team at the onset. The entire experience adds more trauma to the patient and creates anguish for their loved ones. There is little information to be had for loved ones. Patient advocacy is made much more challenging. The treatment protocols are not easily found online as they are for physical illnesses. The healthcare system separates mental health from physical health -- yet the brain is a part of the body. The entire framework for mental health needs to be re-examined.	1/16/2023 8:32 AM
29	Nothing long term.	1/15/2023 10:26 AM
30	n/a	1/14/2023 4:51 AM
31	Follow up and follow through is essential and not currently being done.	1/13/2023 4:41 PM
32	na	1/13/2023 3:43 PM
33	The willingness of the addict or alcoholic is essential for success.	1/13/2023 12:05 PM
34	Inadequate usage of peer support	1/13/2023 9:55 AM
35	Not enough people educated in care of dual diagnosis patients.	1/13/2023 9:53 AM
36	I am a mental health consumer and I don't feel certain medical authorities care	1/13/2023 6:46 AM
37	Too many steps appointments points of contact between crisis and ongoing care. Not trauma informed clots will get overwhelmed and disengage	1/12/2023 10:09 PM
38	I think care coordination is very important because people move in between public and private mental health care systems and often get lost in the cracks.	1/12/2023 3:32 PM
39	Lack of care settings appropriate to SOGI, culture, language. Fear of loss of custody of children.Housing after acute treatment or incarceration	1/11/2023 8:16 PM
40	Failure to follow up after initiating treatment	1/10/2023 8:52 PM
41	EMPATHY AND UNDERSTANDING	1/10/2023 6:24 PM

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42	Dinner left arguements to do chores so that never got resovled therefore if I need suport I need to suport myself, but I don't sign forms then that case manager cannot pay for school or any loans.	1/10/2023 1:38 PM
43	Mental health professionals that reflect the diversity of the community.	1/8/2023 10:29 AM
44	NA.	1/6/2023 11:53 AM
45	Lack of access to diverse providers who accept diverse insurance. Lack of coordinated care	1/1/2023 5:32 PM
46	Police involvement escalates any situation where an individual experiencing a mental health crises (essentially better training for PD or reallocating responsibilities to community support services).	12/23/2022 9:22 AM
47	Lack of follow-up. Ineffective crisis case management Inadequate support for families trying to navigate the system and manage a family members mental health needs. Long wait times Lack of transportation	12/22/2022 8:12 AM
48	There should be more housing resources to those who are not just homeless but in rehab facilities.	12/21/2022 1:41 PM
49	In a BSBB MH workshop heard from 2 Spanish Speaking mothers who seeked help for their sons but no one could help them. I just don't understand what is happening.	12/21/2022 12:55 PM
50	Lack of transportation to and from appointments, unable to obtain necessary medications, lack of follow-up from professionals without access to one-on-one help anymore.	12/20/2022 11:36 PM
51	A well-trained and experienced workforce that has the evidence based tools needed to address untreated Serious Mental Illness complicated by anosognosia.	12/20/2022 10:51 PM
52	Clinicians are underpaid and overworked and mental health services are not as respected as they should be. I think the quality of services would be higher if pay were higher and there was more availability. I also hope the client will prioritize hiring billigual clinicians.	12/20/2022 10:10 PM
53	Staffing shortages	12/20/2022 9:42 PM

**Q9 The needs assessment identified the following concerns related to the mental health and substance use workforce: Lack of workforce that represent the diversity of cultures and languages in the community Limited availability of in-person services Limited inclusion and support of peer workers and family partners (individuals with lived experience as clients or family members of clients of mental health and/or substances use services) Workforce recruitment and retention challenges - severe shortages in mental health and substance use staff Please identify any other considerations or concerns related to mental health and substance use workforce.**

Answered: 63 Skipped: 84

#	RESPONSES	DATE
1	California only offers mostly Spanish speakers. No other staff fluent in other languages are being utilize. Most were obsolete from the list. Urgency of hiring - seems like it takes too long to hire new staff and salary is low. Staff shortages are very high.	2/1/2023 8:48 AM
2	Not enough coaching in these subjects within the workforce.	2/1/2023 8:41 AM
3	Lack of outreach and education for communities that under utilize services regarding the benefits of services and the de-stigmatization of seeking help.	2/1/2023 6:43 AM
4	Limited hours; we are supposed to support clients working but your services are only 8 to 7	1/31/2023 5:08 PM
5	See some suggestions above. There is no clear path to good paying jobs by people already trained as peers working in advocacy as volunteers. There is no workforce guidance to transition those receiving help to being financially independent from community supports like county assisted housing, medical/ssi, etc to incentivize people to take these jobs	1/31/2023 12:30 PM
6	AGREE TO ALL OF THE ABOVE PLUS CULTURALLY SENSITIVE OUTREACH	1/31/2023 3:19 AM
7	agree with points listed above.	1/30/2023 4:59 PM
8	Low pay in our field for un-licnesed persons leads to lack of workforce.	1/30/2023 1:36 PM
9	Statewide shortage of counselors of all types. Inability to hire and pay staff at rates that allow them to live in the bay area. Underpaid and under resourced programs cannot be sustained. People are leaving the field because the acuity is increasing and the resources have not increased.	1/27/2023 12:43 PM
10	N/A	1/26/2023 9:46 PM
11	Peer partners and family partners (multi-lingual especially) are often temporary but very valuable to connecting to clients and providing well rounded services.	1/26/2023 1:59 PM
12	the ones mentioned above	1/26/2023 1:38 PM
13	life skills and mentoring as they relate to workplace preparedness are needed	1/26/2023 1:05 PM
14	The acuracy and consistancy	1/26/2023 12:04 PM
15	We need more bi-lingual people and more compensation for bi-lingual workers. The workload is higher for bi-lingual people with same payrate than English speaker with less workload and being monolingual.	1/26/2023 10:39 AM
16	The current workforces needs to provide higher compensation that is reflective of the work and	1/26/2023 10:31 AM



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	experience needed.	
17	More education on what Mental Health is.	1/26/2023 9:25 AM
18	Nobody wants to work for the county anymore because they are inflexible and unsupportive. Clinicians can just get 100% telework jobs now so what incentive do they have to come here to have a 100+ caseload that they can't even service properly. So difficult to use benefits like VTO. County so rigid about schedules and flex, can't accommodate working parents' needs. Why not offer PT positions, it is better than nobody coming and the few folks that are still here just scrambling to cover the caseloads and duties of the people who left to just keep the clinics open with essential functions. Lack of support to staff, terrible experiences with contract negotiations and COLAs so that people who work in this community can't even afford to live here and are moving away. Leadership are not clinicians, lack of transparency. Colleagues are retiring early to get out of this messy system. The system is not trauma-informed and causes harm to staff. The atrocity of only offering extra help positions to not have to offer proper benefits to employees, why would they stay? The whole WOC scam system.	1/25/2023 11:12 AM
19	Limited partnering/knowledge of supporting agencies/organizations	1/23/2023 6:40 PM
20	High turnover amongst employees, and large caseloads	1/23/2023 10:28 AM
21	provide a supportive environment for employees and mental health services	1/21/2023 12:33 PM
22	Limited inclusion and support of peer workers and family partners.	1/20/2023 7:40 PM
23	Possible lack of jobs that someone who is using drugs and/or is mentally ill can do (e.g. appropriate for skill level, can tolerate employee who misses work, knows what to do in a crisis.	1/20/2023 2:13 PM
24	None	1/20/2023 10:49 AM
25	All of the above covers the problems.	1/20/2023 8:59 AM
26	as a past Family Partner the personal experience and support not only for the client but for the family is important to work with the family as a whole. Meeting in person is a necessity.	1/18/2023 5:15 PM
27	NONE	1/18/2023 12:17 PM
28	low funding and wages greatly contribute to the workforce problem as well as grants that end after a year or two, not allowing programs to flourish and remain sustainable.	1/17/2023 4:05 PM
29	NA	1/17/2023 3:38 PM
30	Lack of educational scholarships to encourage those interested to pursue education and credentials to serve in this field.	1/16/2023 8:32 AM
31	lived experience staff can bring that extra relatedness to help the client feel more at ease with the process of accessing the needed services. When staff knows exactly how the client maybe feeling at that moment and the positive feedback is coming from a person that has experienced something similar to their situation	1/14/2023 3:54 PM
32	Emphasizing peer workers and family partners especially for young people and parents	1/14/2023 4:51 AM
33	very concerned about the first one mentioned. Not enough clinician of color	1/13/2023 4:41 PM
34	nothing additional to add	1/13/2023 3:43 PM
35	Severe shortages due to the low pay vs. living in the Bay Area. The challenges of working in this field and the burnout rate.	1/13/2023 2:58 PM
36	Some people need medication monitoring to reduce or eliminate symptoms that could lead to job loss.	1/13/2023 2:42 PM
37	.	1/13/2023 12:05 PM
38	There is a need to find a more diverse health care personnel to meet the needs of different cultural groups.	1/13/2023 9:53 AM
39	I feel there is no empathy for individuals with challenges in the workforce!	1/13/2023 6:46 AM
40	Burnout of staff Limited support and resources for further professional development that	1/12/2023 10:09 PM



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	doesn't fit the county mold. Disproportionate resources across disciplines	
41	I agree with all of these being the biggest concerns	1/12/2023 6:40 PM
42	County contract rates are too low to pay mental health and substance use disorder clinicians a competitive wage. This is a significant issue across the county.	1/12/2023 5:15 PM
43	Fostering partnerships between local community colleges and/or other academic institutions and local hospitals, private practices, and clinics to create training programs focused in the behavioral health workforce.	1/12/2023 3:32 PM
44	Inadequate training of public defenders, public conservators. Limited term positions for skilled professionals who likely have dependents, need for food and housing stability-just like consumers and their families. Lack of professionals who can provide accurate guidance as consumers enter phase of recovery when they can resume employment. "How will earnings impact benefits?"	1/11/2023 8:16 PM
45	Increased County contract funding would significantly increase local organizations' capabilities to recruit the quantity and diversity of skilled staff needed to address staffing shortages. Surrounding counties have increased contract funding for their community organizations and this has resulted in their ability to offer more competitive pay rates to mental health and substance use staff, leading to mental health and substance use professionals from San Mateo County working in those counties rather than San Mateo County. Without County contracts increasing funds to meet increased cost of living rates, inflation, and the competitive pay rates needed to recruit and retain excellent mental health and substance use staff, organizations will utilize extensive time, funding, staffing and resources to continuously recruit amidst ongoing staff turnover and to locate and apply for additional funds to support urgent recruiting needs; existing staff will continue to experience elevated stress levels and client case loads due to staff vacancies, choose to leave for opportunities in other counties that can pay more competitively and that can maintain the level of staffing needed to minimize staff burnout (which will further fuel the ongoing cycle of recruiting/turnover/re-recruiting); and allocate significant time and resources to address these symptoms rather than addressing the severe mental health and substance use needs of our community.	1/11/2023 10:28 AM
46	Under-compensation of service workers	1/11/2023 1:20 AM
47	No licensed therapist on contractors case management team.	1/10/2023 8:52 PM
48	THAT JUST BECAUSE YOU HAVE A RECORD DOESNT MEAN YOUR NOT WORTHY OF A CHANCE AT A JOB AND BE ABLE TO MOVE FORWARD EVERYONE DESERVES TO PROVE THEMSELVES.	1/10/2023 6:24 PM
49	The eye's and ears of the court to see if the top marriages will divorce then closed business then sell home place children in orphanage, that insitritute needs to make money to pay for college.	1/10/2023 1:38 PM
50	Limited pay for required education and experience	1/10/2023 12:41 PM
51	Low pay for mental health and substance use staff.	1/6/2023 12:40 PM
52	Community depression, from a trajectory of lack of representation, and a lack of inclusion.	1/6/2023 11:53 AM
53	Lack of workforce representation from younger generations as service providers	1/1/2023 5:32 PM
54	Need more staff at BHRS.	12/29/2022 11:53 AM
55	cultural sesitivity of workforce	12/22/2022 12:53 PM
56	San Mateo County is in crisis. The need far outweighs the availability of services. A state of emergency has been declared on homelessness and drug overdoses. The number of people in need of Mental Health Services in San Mateo County has always been great. The pandemic exasperated	12/22/2022 8:12 AM
57	As long as there are people who can see past someones record and give them a chance to prove themselves then all will be well. In order for those who have made mistakes there has to be someone who has compassion for the ones willing to turn their life around. This is very important a bad job can get someone to not want to do better. I have also experienced this myself.	12/21/2022 1:41 PM
58	People are requiring people to be in person again and some people have anxiety over that	12/20/2022 11:36 PM

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especially people with disabilities and previous health issues along with the elderly folks and our youngest community members - kids. The stigmatization of mental health sometimes prevents people from getting hired. Someone may not have an address if they live in a shelter or with a friend, they might not have a phone or access to clean clothes and/or food a shower etc

59	The workforce needs the kind of financial and educational support resources to improve their qualifications to treat persons living with Serious Mental Illness.	12/20/2022 10:51 PM
60	Redwood City and San Mateo had difficulty attracting and finding appropriate professionals for their mental health and the police initiatives. Other mental health agencies and organizations have had difficulty getting staff due to the high cost of living in San Mateo County.. Mental Health and Substance Abuse workers need to be valued at higher levels of financial and other supports!	12/20/2022 10:49 PM
61	I'm hoping more funding can be dedicated to behavioral health services to help with hiring and retention.	12/20/2022 10:10 PM
62	undocumented individuals and their families	12/20/2022 6:20 PM
63	Does MHSA recruit potential peer workers and support their training on-the-job? How about offering internships to ease people's ability to enter the career while working through school?	12/20/2022 1:00 PM

**Q10** The needs assessment review identified the following concerns related to youth (ages 6-25): Incarceration of youth with mental health and/or substance use challenges Increase in adolescent suicides Increase in substance use challenges Lack of school-based, on-campus mental health and substance use supports Please identify any other concerns you have related to youth needs.

Answered: 76 Skipped: 71

#	RESPONSES	DATE
1	lack of peer supportive services or mentoring services from other Lived experienced youth	2/1/2023 10:42 AM
2	Lack of publication of where to go to seek help. Lack of mental health specialist in this age category.	2/1/2023 9:04 AM
3	Lack of support all around for children and young adults.	2/1/2023 8:47 AM
4	Need increased mental health support for youth regarding trans and other LGBTQ issues, racial identity, gun violence, academic pressure, parent conflict, and experimentation with substances. Need decrease in law enforcement as the sole or major support for youth experiencing these issues in school based settings and an increase in community partnerships or clinical staff on campus that reflect the identities of children and youth.	2/1/2023 6:48 AM
5	No true services 30 days is not enough Yep STRTP in county no child should be in out of county STRTP	1/31/2023 5:10 PM
6	Youth often know best what they need, and the voices in the youth community who take leadership positions are the best sources of information that we have. They are reached through social media like tik tok and this could be utilized as a tool to better advantage to send a suicide prevention and inspirational messages.	1/31/2023 12:38 PM
7	LACK OF STREET OUTREACH FOR HOMELESS TEENS	1/31/2023 3:21 AM
8	Lack of compassion to treat patients with this challenges	1/30/2023 7:54 PM
9	n/a	1/30/2023 5:00 PM
10	Lack of affordable extra curricular activity in the youth's community	1/30/2023 2:51 PM
11	Same	1/30/2023 1:38 PM
12	Lack of providers who are available after school.	1/27/2023 4:47 PM
13	Support from caregivers/parents for youths, provide to the youths support to engage any program.	1/26/2023 9:48 PM
14	I agree with the above	1/26/2023 3:09 PM
15	follow up is often too spaced out to where clients will lose interest or fail to respond. Texts messages are most preferred but not encouraged as much throughout providers/programs.	1/26/2023 2:00 PM
16	high suicide in the LBGTQ community lack of education to the parents regarding mental health and substance use	1/26/2023 1:43 PM
17	mentoring and peer support. role models and supports are non-existent	1/26/2023 1:06 PM
18	N/A	1/26/2023 12:07 PM
19	We need more general education for youth with mental health without making them feel that they belong to a different group.	1/26/2023 10:41 AM
20	There is a need to provide children in this age group with the knowledge that there are mental	1/26/2023 10:33 AM

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	health services available to them.	
21	Lack of SUD RTC for youth. The difficulty referring to YTAC.	1/25/2023 11:16 AM
22	Lack of culturally-relevant practices	1/24/2023 12:22 PM
23	lack of school-based prev/education	1/23/2023 6:43 PM
24	significant increase in mental health issues in youth since the beginning of the pandemic without an increase in mental health providers to provide services.	1/23/2023 9:57 AM
25	reduce biases amongst youth.	1/21/2023 12:41 PM
26	Lack of school-based, on campus mental Health and Substance abuse supports.	1/20/2023 7:43 PM
27	Need for academic support	1/20/2023 10:50 AM
28	Parental guidance, counseling.	1/20/2023 9:02 AM
29	There are of lack of services that help youth transition into adulthood.	1/20/2023 8:57 AM
30	Social media usage and problematic information shared online	1/19/2023 2:00 PM
31	The youth need to be heard lack of understanding and unity.	1/18/2023 5:17 PM
32	NONE	1/18/2023 12:17 PM
33	Lack of social services provided on campus/school.	1/18/2023 11:58 AM
34	Need for dedicated space and staff to provide incarcerated youth treatment in the youth facility.	1/18/2023 9:18 AM
35	Peer pressure, stress in school, social media influences.	1/18/2023 2:52 AM
36	the biggest issue lacking in youth, even those who have access to treatment, is adequate support focusing on their family pain. We need to strengthen their existing support networks.	1/17/2023 5:04 PM
37	NA	1/17/2023 3:40 PM
38	This age group is too broad...it needs to be segmented into 6-17, 18-25. at the age of 18 parents/legal guardians have no legal rights to support their child unless they have a power of attorney and the child is incapacitated for their 18-25-year-old signs a release of information. In addition, 18-25-year-olds should not be housed in treatment facilities with older adults. *Specific hospitals/inpatient programs for the late teen/young adult population (i.e. 18-25) because their mental health problems often look very different than older adults.	1/16/2023 8:37 AM
39	see my above comments in a few different boxes I answered.	1/14/2023 3:56 PM
40	Eating disorders and lack of support and county infrastructure to support; Lack of school-based peer support networks	1/14/2023 4:53 AM
41	nothing additional to add	1/13/2023 3:47 PM
42	Delay in getting refered and set up with mental health Professionals.	1/13/2023 2:59 PM
43	There is a greater need for good counselors in the school setting.	1/13/2023 10:02 AM
44	Lack of Narcan in schools	1/13/2023 9:55 AM
45	In-person, on-demand counseling and services. Youth are not typically thinking long term, so when the first appointment is three weeks from now, and remote, they often lose interest and fail to follow through.	1/13/2023 8:56 AM
46	lack of in-patient psychiatric beds for youth	1/13/2023 8:22 AM
47	It begins in the home, parents must be educated to educate their children about these issues	1/13/2023 6:54 AM
48	Overall lack of mental health support for youth and negative effect of social media on mental health of youth	1/12/2023 8:48 PM
49	Increased rates of depression and anxiety.	1/12/2023 8:38 PM
50	I have addressed this in previous questions.	1/12/2023 7:59 PM

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51	lack of education for kids in this demographic	1/12/2023 6:41 PM
52	Support for families: empower them to be able to add to their kids' resilience, support them in recovery, hang on to hope, even when there are months, years when consumer does not want their support	1/11/2023 8:36 PM
53	Lack of school-based, on-campus mental health and substance use supports provided by district employees with clinical licenses AND Pupil Personnel Services Credentials. Partner agencies provide some value/support but not with a true school-based (instead of a medical/clinic-based) lens. Partner agencies also tend to have high turnover (especially because they tend to provide trainees/interns that change year to year). Students deserve mental health providers that are truly embedded in the fabric of the school community and who will	1/11/2023 4:43 PM
54	Lack of services available in the ways that youth are willing to receive (e.g., some youth will not seek services at school where their peers may know they are accessing services, others may not have privacy at home to receive them via telehealth). School staff are overwhelmed and often do not have the means to support youth to the degrees in which they need it (especially elementary school youth).	1/11/2023 10:30 AM
55	Nominal peer-led support and mentoring programs	1/11/2023 1:22 AM
56	Let them be aware of how if they are in situations how to get out of them let them know its ok to ask and seek help that there are people who understand and that they can talk to if they are going through something at home, or if they know about someone hurting themselves and everything. Just let them know they dont have to hide and be scared.	1/10/2023 6:28 PM
57	The same needs throughout adulthood to elderly a few hours for court administered registrations then the day is done.	1/10/2023 1:43 PM
58	Support for parents in helping them find mental health care for their children.	1/10/2023 9:29 AM
59	Police officers in schools seems like a terrible way to help young people who need compassion and empathy more than anything else.	1/9/2023 8:32 AM
60	role models needed	1/6/2023 4:59 PM
61	Lack of mental health/substance use support for youth in juvenile hall and foster care.	1/6/2023 12:45 PM
62	The draconian foster system must be a part of our reforms when dealing with mental health. There needs to be more data, and inclusion by community to ensure that the mental health of our foster kids that we house outside of county lines or in the foster system are mentally and physically OK Our homeless youth population, who is also dealing with mental illness. I am in countering youth and juvenile detention who are living in tent, encampment with predatorial adults.	1/6/2023 11:58 AM
63	Lack of young-professional social support building/ programs that are local	1/1/2023 5:35 PM
64	Reiterating concern about deaths from suicide and fentanyl.	12/29/2022 11:54 AM
65	Lack of sufficient mental health support for youth during incarceration and re-entry (separate from though related to the issue of using incarceration as a response to youth mental health issues)	12/29/2022 12:22 AM
66	In addition, schools do not make an effort to destigmatize mental health and this results in youth suppressing their mental health challenges and leads to suicidal ideation. Perhaps students need a resource that they can reach out to that is not publicized without fear of their peers knowing so they do not feel shame in doing so. Also parents of all cultures should be required to attend a lesson on the need to destigmatize mental health/ recognize the signs of mental health issues so that they can see the signs and help their children.	12/22/2022 9:57 AM
67	If youth were to have a mental health crisis on campus and the school to call 911 for backup support, police would be the department to respond. The mere presence of police exacerbates a youth's belief that they are in trouble and deserving of police attention. Plus this further ostracizes them from the community of their peers.	12/22/2022 9:56 AM
68	San Mateo County does not have ANY inpatient substance abuse treatment programs for youth. There are no substance abuse programs offered at Juvenile Hall or Camp Kemp. Please see the SMC JJDPC's recent annual Juvenile Hall inspection report. The Juvenile Hall doesn't even have a therapy room for BHRS to provide youth mental health services. 100% of youth	12/22/2022 8:23 AM

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currently incarcerated in the juvenile hall receive mental health services in a day room with no privacy.

69	As long as there is some place safe for kids to go and be able to open up this should be important. I started using at a young age myself and felt like I couldnt turn to any one.	12/21/2022 1:45 PM
70	Peer pressure, bullying, having to feel like they have to be perfect, disapproval from their families, stigmatization, lack of services at school and lack of understanding from their teachers, administrators and peers	12/20/2022 11:40 PM
71	Impact of Covid, other de-socialization factors. Greater dependency of youth to social media, technology, electronic gaming, all lead to greater withdrawal from others.	12/20/2022 11:01 PM
72	Justice system involved youth living with mental illness and/or substance abuse needs the ability to access Federal Sentencing Guideline qualified expungement opportunities.	12/20/2022 10:54 PM
73	Risk of being unhoused and living outdoors	12/20/2022 9:44 PM
74	Abusive family situations	12/20/2022 7:23 PM
75	Jobs, and job training	12/20/2022 6:21 PM
76	The SMC Youth Detention Center offers mental health counseling, however it is not private. This is potentially of little value to the youth, who would be reluctant to fully express themselves (their fears and other private issues) to the counselors if others may overhear them.	12/20/2022 1:05 PM

**Q11 The needs assessment review identified the following concerns related to adult/older adult needs: Increased complex needs (serious medical, long-term care, behavioral health, and social needs) Increased substance use challenges Increased suicides General poor mental health Please identify any other concerns you have related to adult/older adult needs.**

Answered: 57 Skipped: 90

#	RESPONSES	DATE
1	quicker enrollment processes for SUD"s programs	2/1/2023 10:42 AM
2	Lack of mental health specialist in this age category. Willingness to seek help. Afraid of embarrassment to seek help. Lacking the sense of purpose after retirement. Lack of transportation for older adults. Language barrier. A lot of older adults immigrated from other countries and there are not many specialists that speaks their language.	2/1/2023 9:04 AM
3	Increased violence and acts of violence, because of the lack of help/support for these individuals.	2/1/2023 8:47 AM
4	Need socialization	2/1/2023 6:48 AM
5	Dual needs population- aging at home and need help with home care to maintain housing particularly at times when there are federal and county inspections and at risk for homeless due to not being able to keep things neat and tidy. Often need help with downsizing needs, with hoarding and other things that contribute to a sense of overwhelm and feeling boxed in and isolated. Often they have resources that they are not aware of that can be sold, but don't have the knowledge of online auctions and other resources that could help bring in a trickle of income. Dementia and other tests, and lack of home health workers, often low paid. . contribute to the needs. Programs like Peninsula Family Services peer counseling are excellent to address this and peer apps that help connect isolated seniors have potential.	1/31/2023 12:38 PM
6	Treatment or physical well being as related to mental. Also spiritual.	1/31/2023 7:19 AM
7	CARETAKERS WITH STRONGER QUALIFICATIONS FOR THOSE THAT ARE IN HOUSE	1/31/2023 3:21 AM
8	Consistent support in a compassion way	1/30/2023 7:54 PM
9	n/a	1/30/2023 5:00 PM
10	Same	1/30/2023 1:38 PM
11	N/A	1/26/2023 9:48 PM
12	high cost of living and no generating enough income, facing financial hardship and a sense of no hope.	1/26/2023 1:43 PM
13	Follw ups and the compltions of support and services provided to the client for the best quality of care for the client	1/26/2023 12:07 PM
14	More parenting classes with a depression approach	1/26/2023 10:41 AM
15	There is a need to provide adults with the knowledge that there are mental health services available to them that can be accessed without stigma from the community.	1/26/2023 10:33 AM
16	Difficulty getting cts into OASIS when they are not mobile or unable to come into a regional clinic. Lack of SNFs. Difficulty getting appropriate IHSS services. Lack of CMs that can respond to ct's homes. Lack of inclusive language capacity.	1/25/2023 11:16 AM
17	lack of support, transportation, knowledge of technology and complex health care system; language barriers	1/23/2023 6:43 PM



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18	judgement from peers	1/21/2023 12:41 PM
19	General Poor Mental Health.	1/20/2023 7:43 PM
20	Lack of affordable, safe housing. Lack of board and care facilities.	1/20/2023 2:14 PM
21	Need for affordable companionship care and in-home support to address daily needs	1/20/2023 10:50 AM
22	Isolation, the lack of reach out services	1/20/2023 9:02 AM
23	A lot of services are going online now especially due to the pandemic and yet most seniors that I have worked with do not know how to use a computer or access the internet and therefore will not sign up for services.	1/20/2023 8:57 AM
24	Lack of culture/community-based support groups	1/19/2023 2:00 PM
25	Assessments of their current living situation and place them according to there needs.	1/18/2023 5:17 PM
26	NONE	1/18/2023 12:17 PM
27	Accessibility. Accountability through a medical physician.	1/18/2023 11:58 AM
28	Need more robust in-field services provided to the homeless community.	1/18/2023 9:18 AM
29	NA	1/17/2023 3:40 PM
30	...	1/14/2023 5:05 AM
31	n/a	1/14/2023 4:53 AM
32	economic issues are growing which only adds to all of the above	1/13/2023 4:42 PM
33	nothing additional to add	1/13/2023 3:47 PM
34	Some older people need to live in a licensed board-and-care, but there are very few in the County and what there are are too expensive for most.	1/13/2023 2:45 PM
35	Primary care provider need to look beyond the physical changes and identify markers of possible mental issues related to the elderly.	1/13/2023 10:02 AM
36	Affordability of safe housing.	1/13/2023 8:56 AM
37	It all begins with insurance, the elderly with little or no insurance get placed in a non caring facility	1/13/2023 6:54 AM
38	Overall lack of mental health support in community	1/12/2023 8:48 PM
39	Reducing stigma both societal and internal, increased opportunities for social contact in low pressure less formal settings. Widespread training to recognize mental distress. Reduce barriers to whole person care, including outrageous expectations of primary care providers, nonexistent or skeletal teams to provide right amount of the right support at the right time. Reduce barriers for those with functional disabilities	1/11/2023 8:36 PM
40	Isolation, transportation issues	1/11/2023 1:22 AM
41	Boredom	1/10/2023 8:56 PM
42	That just because they made mistakes, or they have no family that they are worthy of a better situation. They dont have to keep going down the same path.	1/10/2023 6:28 PM
43	Environmental justice are support job requirement there are no supervisonal exceptions says the Master PIO...	1/10/2023 1:43 PM
44	Lack of social support	1/8/2023 10:30 AM
45	cleaning	1/6/2023 4:59 PM
46	Increased homelessness	1/6/2023 11:58 AM
47	Lack of public spaces for explicit community building that are accessible	1/1/2023 5:35 PM
48	Focus is on Youth to the point it diminishes adult needs.	12/29/2022 11:54 AM
49	Lack of PCP engagement seen.	12/23/2022 9:22 AM

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50	There should be a community program for older adults to have a support group to share their experiences with one another in an effort to build a sense of community amongst the older adult population.	12/22/2022 9:57 AM
51	Lack of crisis and stabilization services	12/22/2022 8:23 AM
52	There just needs to be outreach to those who feel lost.	12/21/2022 1:45 PM
53	See previous response	12/21/2022 12:56 PM
54	Not always have access to Mental Health services due to long waiting lists or services not tailored to this part of the population. They sometimes have to work a lot, and don't have access to healthcare	12/20/2022 11:40 PM
55	Isolation, social isolation, grief and loss of spouse and other significant people in day-to-day life. Lack/loss of income. Insufficient resources-Medicare, Medi-Cal limitations. Lack of food resources. Lack of outreach.	12/20/2022 11:01 PM
56	Abusive caregivers	12/20/2022 7:23 PM
57	Technology support (internet access, computer skills, etc.)	12/20/2022 6:55 PM

## Q12 Please list any other mental health and/or substance use concerns not captured in this survey that are important to you.

Answered: 36 Skipped: 111

#	RESPONSES	DATE
1	Not enough community-based early intervention for children in need of services. It's best to begin supporting early. In order to give these children, the tools to help them cope with situations that arise with mental health/ addiction in the future.	2/1/2023 8:47 AM
2	Admin/ management is not aware of actual service delivery and how poor it is	1/31/2023 5:10 PM
3	Sexual abuse among children and the needs of young women who may become pregnant due to abuse or intergenerational trauma, also transitional youth and protections of combines mental and physical health care. Hormonal medicationals are also assisting older adult female mental health care later in life and have been for generation. Health care related to the different stages of a women's life from puberty to reproductive years as well as through pregnancy and menopause and beyond as well as how it helps in LBGQTQIA + transitions and mental health care is an overlooked topic, especially related to hormones and mental health.	1/31/2023 12:38 PM
4	I FEEL THAT FOLKS THAT ARE HOUSED AND HAVE SERVICES SUCH AS : TELECARE, OR EVEN IHSS HAVE NO ACCESS TO MENTAL HEALTH SERVICES, RATHER THEY DO BUT THEY HAVE CHOICES I FEEL THEY SHOULD BE TESTED FOR DRUGS AND GIVEN THE APPROPRIATE REFERRALS	1/31/2023 3:21 AM
5	Having mental health/substance use workers that REMAIN compassionate, unassuming and non-judgmental of those with mental health/substance use concerns. Workers should be routinely screened.	1/30/2023 5:00 PM
6	Language, accessibility and affordability of services	1/30/2023 2:51 PM
7	Staff reports that many of the lower needs clients seeking support services for mental health services are not seen due to criteria for entry into services.	1/30/2023 1:38 PM
8	N/A	1/26/2023 9:48 PM
9	N/A	1/26/2023 12:07 PM
10	eating disorders/dysmorphia= Depression for young people	1/26/2023 10:41 AM
11	As a community, we need to provide more knowledge that there are mental health services available.	1/26/2023 10:33 AM
12	Mills-Peninsula discharges are a mess, this has been going on for a long time and it seems like the situation is never addressed. They don't take our recommendations for discharge to Redwood House, don't tell us our cts are there, don't get any info from us about ct's tx, and then don't even send us the discharge records. Other hospitals are problematic too, recently St. Francis and SJ Beh Health with the same issues.	1/25/2023 11:16 AM
13	The pressure of re session and food availability for seniors in need.	1/20/2023 7:43 PM
14	None	1/20/2023 10:50 AM
15	More mental health and substance abuse training for the police department	1/20/2023 9:02 AM
16	no	1/18/2023 5:17 PM
17	NONE	1/18/2023 12:17 PM
18	Concerned that people struggling with substance use (specifically drugs) will get drugs that are unsafe (laced with Fentanyl or something else that is deadly),	1/18/2023 2:52 AM
19	Intersection of domestic violence must be addressed.	1/17/2023 3:40 PM
20	*prior to discharge during hospitalization, proper discharge planning *A designated staff liaison	1/16/2023 8:37 AM

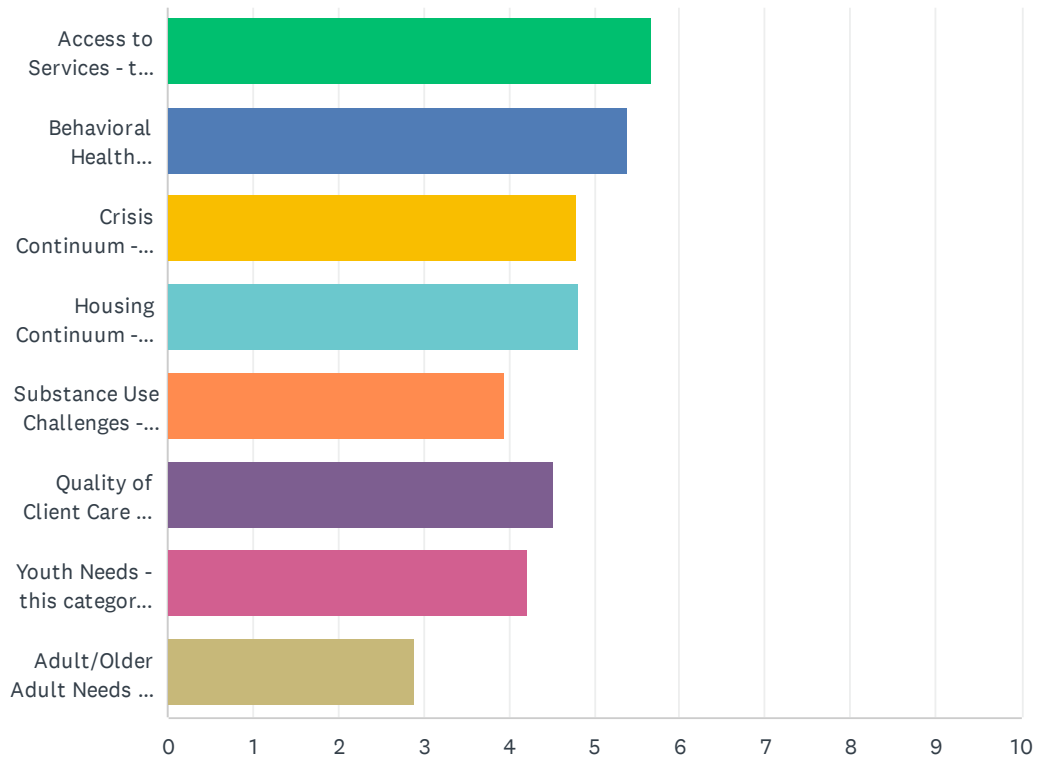
## MHSA 3-Year Plan Needs Assessment Survey

for the patient's family who has the bandwidth to be in regular contact (this is usually the social worker, but this position is often too overloaded to be in close contact with family) \*More "step down" programs after leaving the hospital including more partial hospitalization programs, and intensive outpatient programs that have a specific focus and age range (rather than one program serving a range of diagnoses and age ranges. For example, stabilizing someone after a major depressive episode is very different from stabilizing someone who has had a psychotic break and a more severe diagnosis). \*And in general, we need more mental health services and practitioners, particularly on college campuses. Most student counseling centers provide a limited number of sessions and are staffed with interns so aren't able to do adequate prevention, crisis management, or post-crisis stabilization. Significant mental health problems often show up during the college-age range so more mental health prevention and intervention services on campuses would be so helpful.

21	Need for integrated county-wide ecosystem roadmap with heart and intuitive accessibility	1/14/2023 4:53 AM
22	nothing additional to add	1/13/2023 3:47 PM
23	More education in mental health understanding of the disease.	1/13/2023 10:02 AM
24	More crisis teams are a MUST! Police need to be educated on how to de-escalate intense situations instead of open fire! Education is the key for all	1/13/2023 6:54 AM
25	Untrained, disinterested public conservators. Not accountable to anyone. Got a complaint? Same phone number for adult protective services and public conservator. Huh? Courts "saving county's money" by declining requests for public defender support. How is going to be multiplied with implementation of CARE court? Workforce upgrade needed in training, quality and number of public defenders, public guardians, clinicians, OTs, case managers, peer support specialists, providers of the support in supportive housing.	1/11/2023 8:36 PM
26	I think these are all healthy things to be aware of at any age group I shared as much as I thought could be helpful. I hope it helps.	1/10/2023 6:28 PM
27	Beef up programs like CARES, who respond to mental health crises	1/10/2023 2:52 PM
28	Poor response and fee for wine and cigars are the neglect that freeze credit card...especially psychologist, psychiatrics, and case manager directors.	1/10/2023 1:43 PM
29	knowing what it means to be a United States citizen or citizenship	1/6/2023 4:59 PM
30	Our community still confuses mental health/substance use crises with illegal behavior, so we send police to respond to someone in crisis. The CWCRT pilot program mistakenly has an armed police officer arrive with a clinician (as a default) to a request for crisis assistance.	1/6/2023 12:45 PM
31	NA	1/6/2023 11:58 AM
32	San Mateo County does a terrible job meeting the mental health and substance abuse needs of our most vulnerable community members. People need crisis services and treatment. Mental health funds should not be spent on housing. Housing is far too expensive and the needs are too great. Stabilizing folks in crisis will help to ensure they continue to receive services and can find and maintain housing.	12/22/2022 8:23 AM
33	I gave as much feedback as I felt would be helpful.	12/21/2022 1:45 PM
34	People with disabilities are often not served because people have assumed that they receive services anyway. There's also people who have attained disabilities, that need mental health services desperately. Sometimes with age comes disability, and then there are also injuries and illnesses. It's also very difficult to find mental health workers or psychologist / counselors to work with people with disabilities. There is often lack of accessibility and transportation as well as cost sometimes being too high. Waiting lists are extremely long because there aren't enough mental health workers or therapist that are familiar or knowledgeable in disability.	12/20/2022 11:40 PM
35	Political polemic behaviors leading to significant alienation and breakdown of families, social relationships, social isolation. Increased fears between law enforcement and various communities of color, homeless, impoverished. Need to address the stigma of mental health illness and substance abuse illness. People have to stop being condemned and seen as inferior or failures.	12/20/2022 11:01 PM
36	Trained Crisis response teams being fully staffed 24/7 with people from the community they are working in	12/20/2022 9:44 PM

Q13 All of the concerns identified in the needs assessment review were categorized into the following eight broad areas of need. Please rank them in order of importance from your perspective?

Answered: 109 Skipped: 38



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	1	2	3	4	5	6	7	8	TOTAL	SCORE
Access to Services - this category captures the needs of diverse cultures and identities such as race/ethnicity, LGBTQIA+, veteran status and age related to accessing mental health and substance use services, including community knowledge and education and culturally responsive approaches to engaging communities.	32.35% 33	19.61% 20	9.80% 10	9.80% 10	2.94% 3	11.76% 12	2.94% 3	10.78% 11	102	5.68
Behavioral Health Workforce - this category captures the needs related to recruiting, developing, supporting and maintaining a sufficient workforce to address the needs and the diversity of the community. This includes supporting individuals with lived experience as clients and/or family members of clients of mental health and substance use services to join the workforce and support all services and programming.	19.05% 20	23.81% 25	17.14% 18	8.57% 9	8.57% 9	5.71% 6	6.67% 7	10.48% 11	105	5.40
Crisis Continuum - this category captures needs related to mental health and substance use crisis response, as well as appropriate community-based supports and stabilization during and after a crisis.	11.88% 12	10.89% 11	17.82% 18	16.83% 17	14.85% 15	10.89% 11	7.92% 8	8.91% 9	101	4.79
Housing Continuum - this category captures the housing needs for individuals living with mental health challenges ranging from assisted living facilities to having access to permanent supportive housing, to early assessment of risk of homelessness and culturally responsive approaches and support with locating and maintaining housing.	12.75% 13	13.73% 14	13.73% 14	18.63% 19	12.75% 13	9.80% 10	9.80% 10	8.82% 9	102	4.82
Substance Use	5.77%	2.88%	9.62%	13.46%	26.92%	20.19%	14.42%	6.73%		

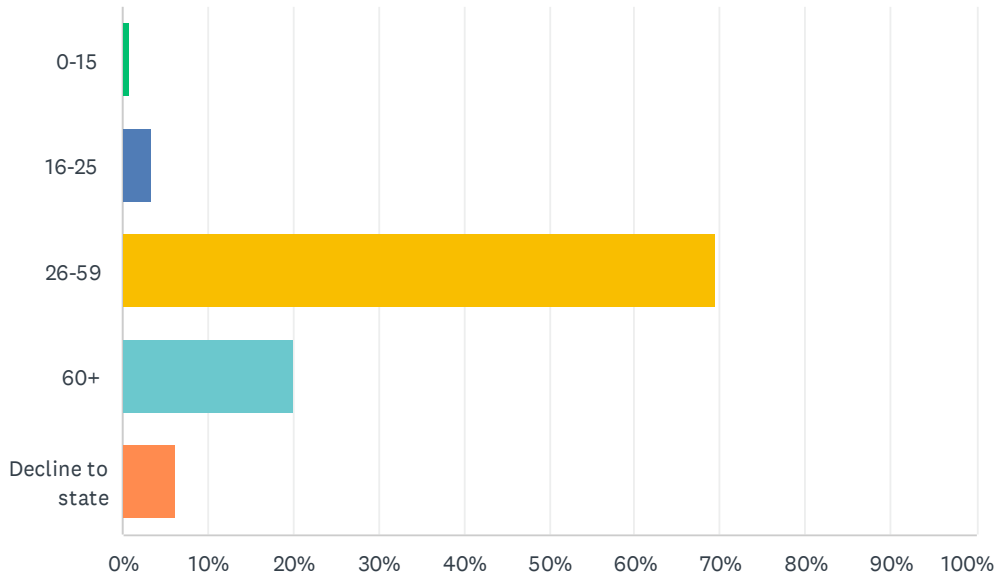
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Challenges - this category captures the increasing need for substance use services and supports that are accessible, integrated and coordinated with mental health services.	6	3	10	14	28	21	15	7	104	3.95
Quality of Client Care - this category captures the needs of clients that are in treatment for mental health and/or substance use challenges to have timely access to care when needed, are successfully connected to services after an emergency and receive culturally responsive approaches to their treatment.	6.73% 7	13.46% 14	12.50% 13	16.35% 17	18.27% 19	14.42% 15	12.50% 13	5.77% 6	104	4.52
Youth Needs - this category is age-based and captures mental health and substance use challenges for school to transition-age youth ages 6-25, it includes recent data for adolescent suicides, juvenile justice involvement, school-based and on-campus supports.	8.57% 9	9.52% 10	16.19% 17	11.43% 12	7.62% 8	15.24% 16	25.71% 27	5.71% 6	105	4.23
Adult/Older Adult Needs - this category is age-based and captures mental health and substance use challenges for adults and older adults, it includes recent data related to increasing complexity of needs, general poor mental health outcomes, and suicide prevention needs.	3.85% 4	5.77% 6	5.77% 6	7.69% 8	8.65% 9	12.50% 13	17.31% 18	38.46% 40	104	2.89



### Q14 What is your age group:

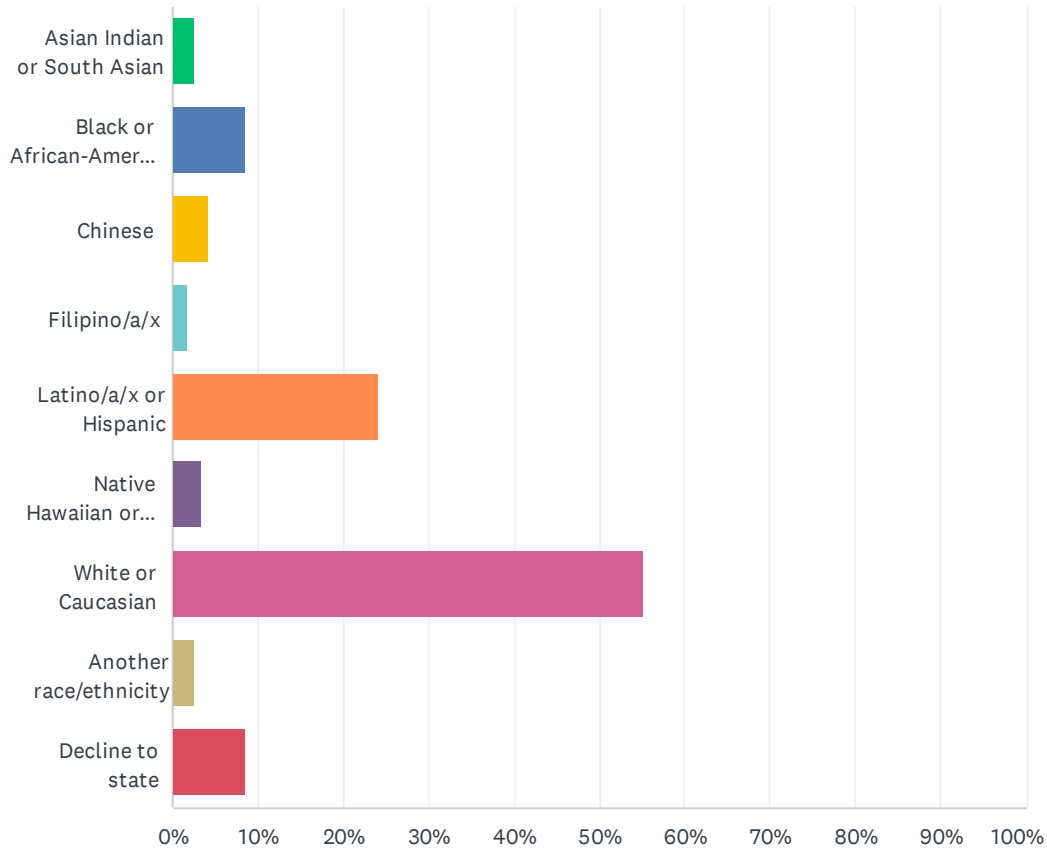
Answered: 115 Skipped: 32



ANSWER CHOICES	RESPONSES	
0-15	0.87%	1
16-25	3.48%	4
26-59	69.57%	80
60+	20.00%	23
Decline to state	6.09%	7
<b>TOTAL</b>		<b>115</b>

### Q15 What race/ethnicity do you identify with? Select all that apply.

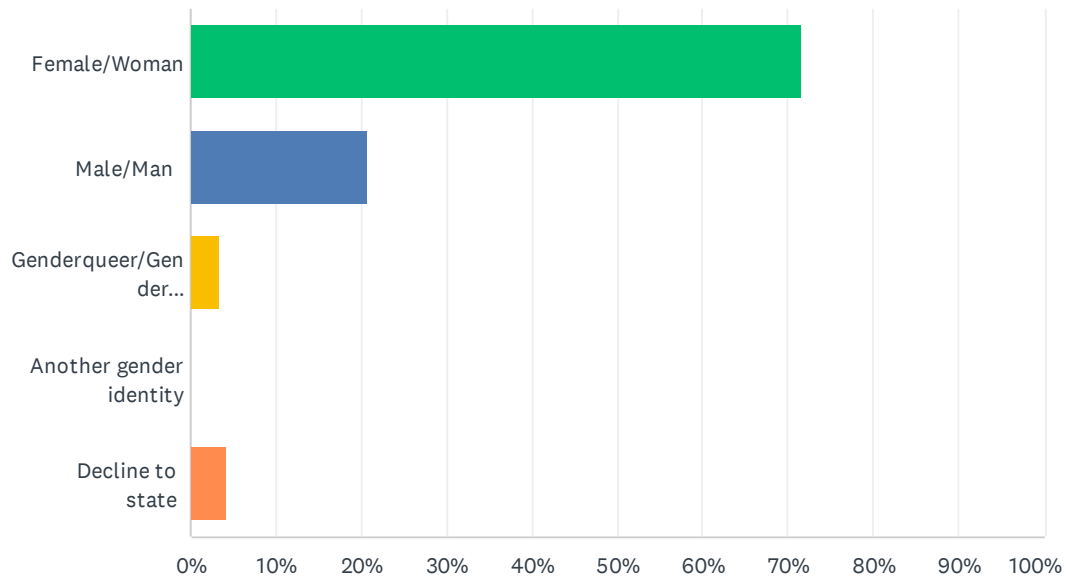
Answered: 116 Skipped: 31



ANSWER CHOICES	RESPONSES
Asian Indian or South Asian	2.59% 3
Black or African-American	8.62% 10
Chinese	4.31% 5
Filipino/a/x	1.72% 2
Latino/a/x or Hispanic	24.14% 28
Native Hawaiian or Pacific Islander	3.45% 4
White or Caucasian	55.17% 64
Another race/ethnicity	2.59% 3
Decline to state	8.62% 10
Total Respondents: 116	

## Q16 What is your gender identity?

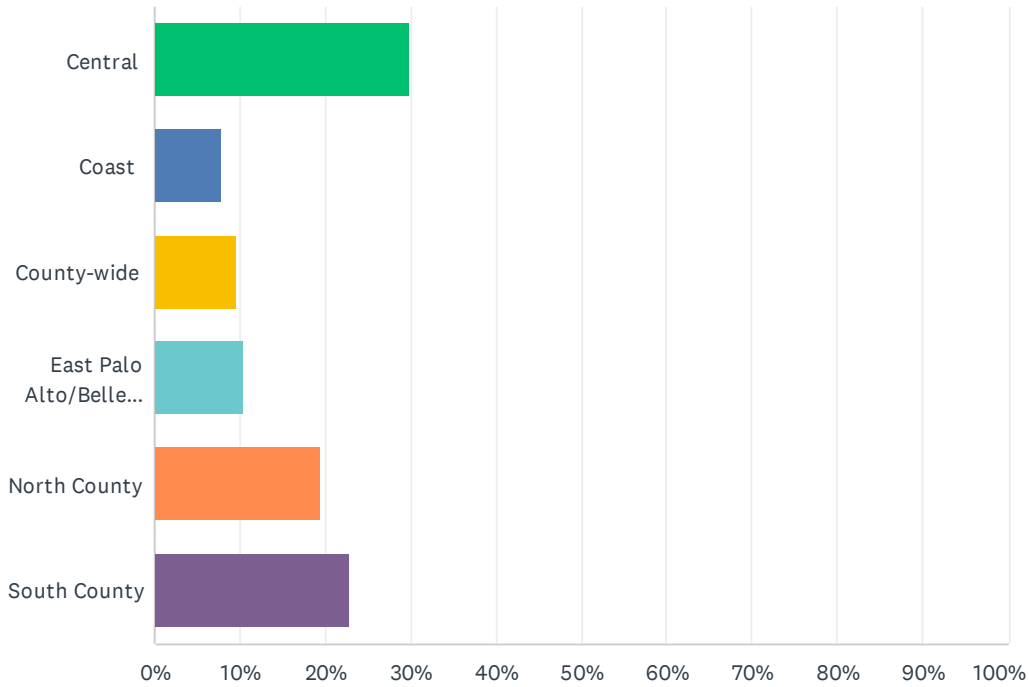
Answered: 116 Skipped: 31



ANSWER CHOICES	RESPONSES	
Female/Woman	71.55%	83
Male/Man	20.69%	24
Genderqueer/Gender Non-Conforming/Gender Non Binary	3.45%	4
Another gender identity	0.00%	0
Decline to state	4.31%	5
<b>TOTAL</b>		<b>116</b>

### Q17 What part of the county do you live OR work in San Mateo County? Please select ONLY one region.

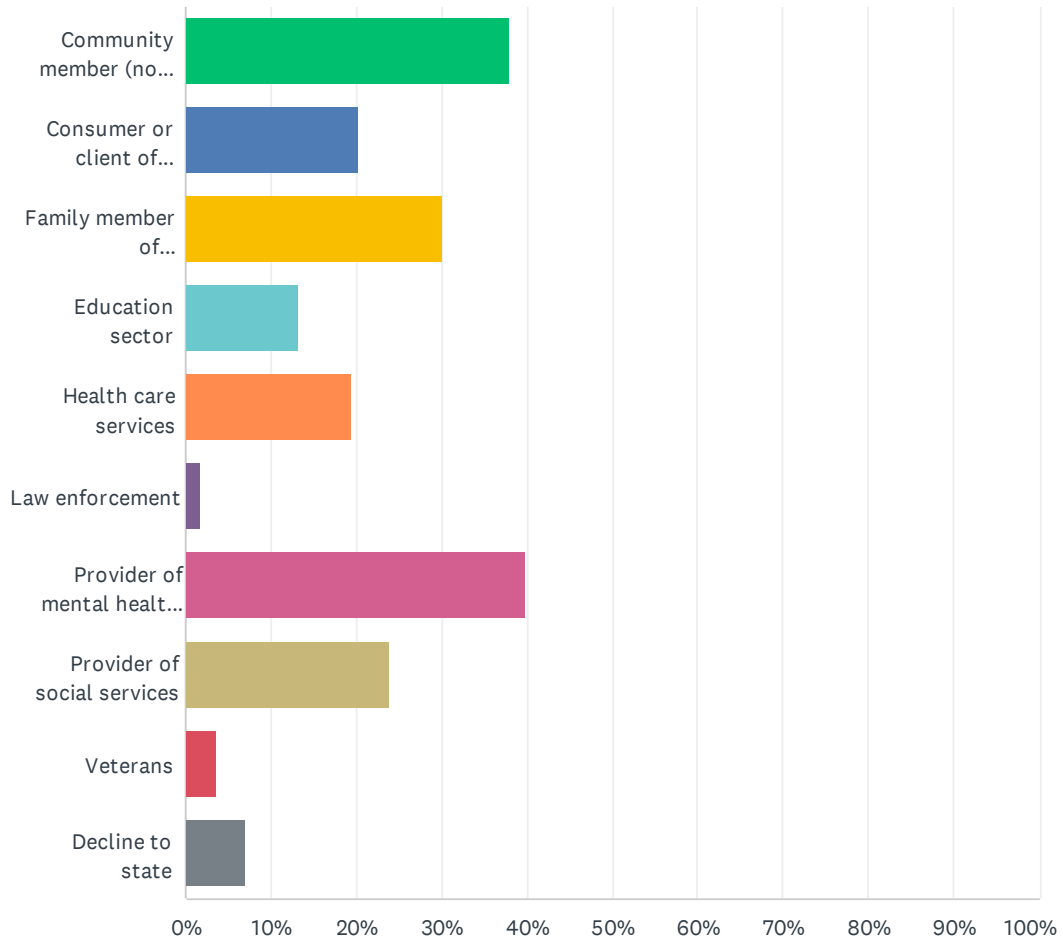
Answered: 114 Skipped: 33



ANSWER CHOICES	RESPONSES	
Central	29.82%	34
Coast	7.89%	9
County-wide	9.65%	11
East Palo Alto/Belle Haven	10.53%	12
North County	19.30%	22
South County	22.81%	26
<b>TOTAL</b>		<b>114</b>

### Q18 Do you represent any of the following groups? Select all that apply

Answered: 113 Skipped: 34



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ANSWER CHOICES	RESPONSES	
Community member (no other affiliation)	38.05%	43
Consumer or client of behavioral health services	20.35%	23
Family member of consumer/client	30.09%	34
Education sector	13.27%	15
Health care services	19.47%	22
Law enforcement	1.77%	2
Provider of mental health and/or substance use services	39.82%	45
Provider of social services	23.89%	27
Veterans	3.54%	4
Decline to state	7.08%	8
Total Respondents: 113		