

SURVEY ON BARRIERS TO ACCESS OF BEHAVIORAL HEALTH CARE

Summary of Results

Please select the category that best describes you. If you identify with more than one category, please complete the survey under one category and then start another survey under the other category. The questions are different for each category.

25.8% - Person living with a behavioral health condition (mental health and/substance use disorder) – 121 completed responses

29.9% - Family member of a person living with a behavioral health condition – 140 completed responses

44.3% - Mental health and/or substance use service provider/professional – 211 completed responses

Responses from Peers

At what age were you first aware that you had a mental health and/or substance use condition?

37.1%	Young Adult (18-30)
34.5%	Teen (12-17)
18.6%	Adult (31-50)
5.3%	Child (3-11)
4.4%	Older Adult (51-99)

After you became aware of your condition, how long did it take for you to receive behavioral health treatment that helped you manage your symptoms and get better?

40% -	Several years or more
11.5%	6-12 months
8.9%	1-3 months
7%	Never received good treatment for their condition
7%	A year
6.2%	2-3 years
4.4%	A few weeks

What were the reasons for the delay in getting good treatment? Please select any that apply:

• Didn't know where to go for help	44%
• Fear of being labeled mentally ill or addicted	41%
• Unable to recognize that I was ill	38%
• Fear of effects of medication	32%
• No insurance	29%
• Bad experience with a behavioral health service provider	28%
• My condition made it hard for me to organize myself	28%
• Family did not understand what was happening to me	27%
• Didn't want my friends or family to know	25%
• Fear of being criminalized	16%
• Have insurance but the co-pay is too expensive	16%
• Bad experience interacting with police	16%
• Couldn't find a behavioral health provider under my insurance	15%
• Fear of effects of withdrawal from drugs or alcohol	14%
• Afraid of losing my independence	14%
• Family did not approve of mental health treatment	13%
• The referral for behavioral health services did not work	11%
• No transportation	10%

- Couldn't find a professional to help me with both my mental health and substance use conditions 9%
- Homeless 8%
- Couldn't find a professional who understands my developmental disability 7%
- In jail or prison 6%
- Don't use the internet 1%

Responses from Family Members

How old was your family member when you or they first realized that they had a mental health and/or substance use condition?

41.7%	Young Adult (18-30)
28.8%	Teen (12-17)
16.7%	Child (3-11)
9.9%	Adult (31-50)
3%	Older Adult (51-99)

After you became aware of your family member's condition, how long did it take for them to receive behavioral health treatment that helped them manage their symptoms and get better?

19.7%	Several years or more
18.9%	1-3 months
11.4%	6-12 months
11.4%	a few weeks
7.6%	2-3 years
6.8%	Never received good treatment for their condition
4.6%	A year

What were the reasons for the delay in getting good treatment? Please select any that apply:

My family member was unable to recognize that they were ill	50%
Didn't know where to go for help	40%
I did not understand what was happening to my family member	33%
My family member had a bad experience with a behavioral health service provider	26%
Couldn't find a behavioral health provider under our insurance	23%
I had trouble understanding the system	22%
The referral to the behavioral health provider did not work	21%
My family member/I was afraid of their being labeled mentally ill or addicted	20%
My family member had a bad experience interacting with police	18%
Fear of effects of medication	17%
My family member needed long-term treatment and it was not available	17%
Couldn't find a professional to help my family member with both their mental health and substance use conditions	16%
No insurance	15%
Couldn't find a professional who understands my family member's developmental disability	15%
My family member was afraid of losing their independence	13%
Have insurance but the co-pay is too expensive	12%

I was afraid my family member would be criminalized	10%
Didn't want my friends or family to know	9%
My family member is/was homeless	6%
My family member was afraid of the effects of withdrawal from drugs or alcohol	3%
No transportation	2%
My culture/religion/family does not approve of medical treatment for these problems	2%
My family member is In jail or prison	2%
I don't use the internet	0%

Responses from Behavioral Health Providers

In your practice, what do you see as the most common barriers that delay or prohibit individuals with behavioral health disorders from accessing appropriate treatment? Please select any that apply.

No insurance	75%
No transportation	61%
Didn't know where to go for help	57%
Homeless	52%
Unable to recognize that they were ill	47%
Fear of being labeled mentally ill or addicted	47%
Had insurance but the co-pay was too expensive	44%
Fear of effects of medication	41%
Couldn't find a behavioral health provider under their insurance	41%
Bad experience with a behavioral health service provider	38%
The person needed long-term residential treatment that was not available	38%
The person's mental health condition interfered with their ability to manage self-treatment	31%
Family did not understand what was happening to the person	29%
Didn't want friends or family to know	28%
Family did not approve of mental health treatment	24%
Bad experience interacting with police	24%
Fear of effects of withdrawal from drugs or alcohol	22%
Afraid of losing their independence	22%
In jail or prison	21%
The referral to the behavioral health provider did not work	18%
Fear of being criminalized	17%
Couldn't find a professional to help them with both mental health and substance use conditions	16%
Didn't use the internet	14%
Couldn't find a professional who understands the person's developmental disability	11%

Considering all of the barriers listed above, please select **ONLY THE TOP THREE** barriers that your patients/clients experience?

No insurance	46%
Didn't know where to go for help	32%
Homeless	27%
Had insurance but the co-pay was too expensive	22%
No transportation	22%
Unable to recognize that they were ill	21%

Couldn't find a behavioral health provider under their insurance	19%
The person needed long-term residential treatment that was not available	18%
The person's mental health condition interfered with their ability to manage self-treatment	16%
Fear of being labeled mentally ill or addicted	15%
Bad experience with a behavioral health service provider	10%
Fear of effects of medication	9%
Fear of effects of withdrawal from drugs or alcohol	8%
Family did not understand what was happening to the person	7%
Family did not approve of mental health treatment	6%
Couldn't find a professional to help them with both mental health and substance use conditions	6%
Didn't want friends or family to know	6%
Fear of being criminalized	6%
In jail or prison	5%
Afraid of losing their independence	4%
The referral to the behavioral health provider did not work	4%
Bad experience interacting with police	3%
Couldn't find a professional who understands the person's developmental disability	1%
Didn't use the internet	1%