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# Member Survey

NATIONAL COUNCIL FOR BEHAVIORAL HEALTH  
POLLING PRESENTATION

February 2021

## Key Points

- 1 **Two in three organizations (67%) report the demand for their organization's services has increased over the last three months, a 15% increase from August 2020.**
- 2 **Of the members who report their organization offers substance use disorder services, over half report (64%) the use of such services has increased in the past three months, a 13% increase from August 2020.** Similarly, among those who offer youth mental health and substance use services, 63% say the demand has increased over the past 3 months.
- 3 **68% of organizations have had to cancel, reschedule, or turn away patients over the past 3 months.**
- 4 **There was a 15% increase since August 2020 in the percent of organizations who say they could survive financially for more than 2 years under the current situation.**
- 5 **Three in four organizations (77%) received more than \$100,000 from federal programs such as the PPP or Provider Relief Fund.** Among those who received federal funding, a strong majority (87%) said this funding allowed their organization to restore staffing and/or programs.

### *Methodology*

*This poll was conducted between February 1<sup>st</sup>- 18<sup>th</sup> 2021 among a national sample of 332 NCBH Members. The interviews were conducted online. Results from the full survey have a margin of error of plus or minus 5%.*

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## Impact of COVID-19 On Organization

- Impact on programs, workforce, patients, and finances



## Stimulus Funding



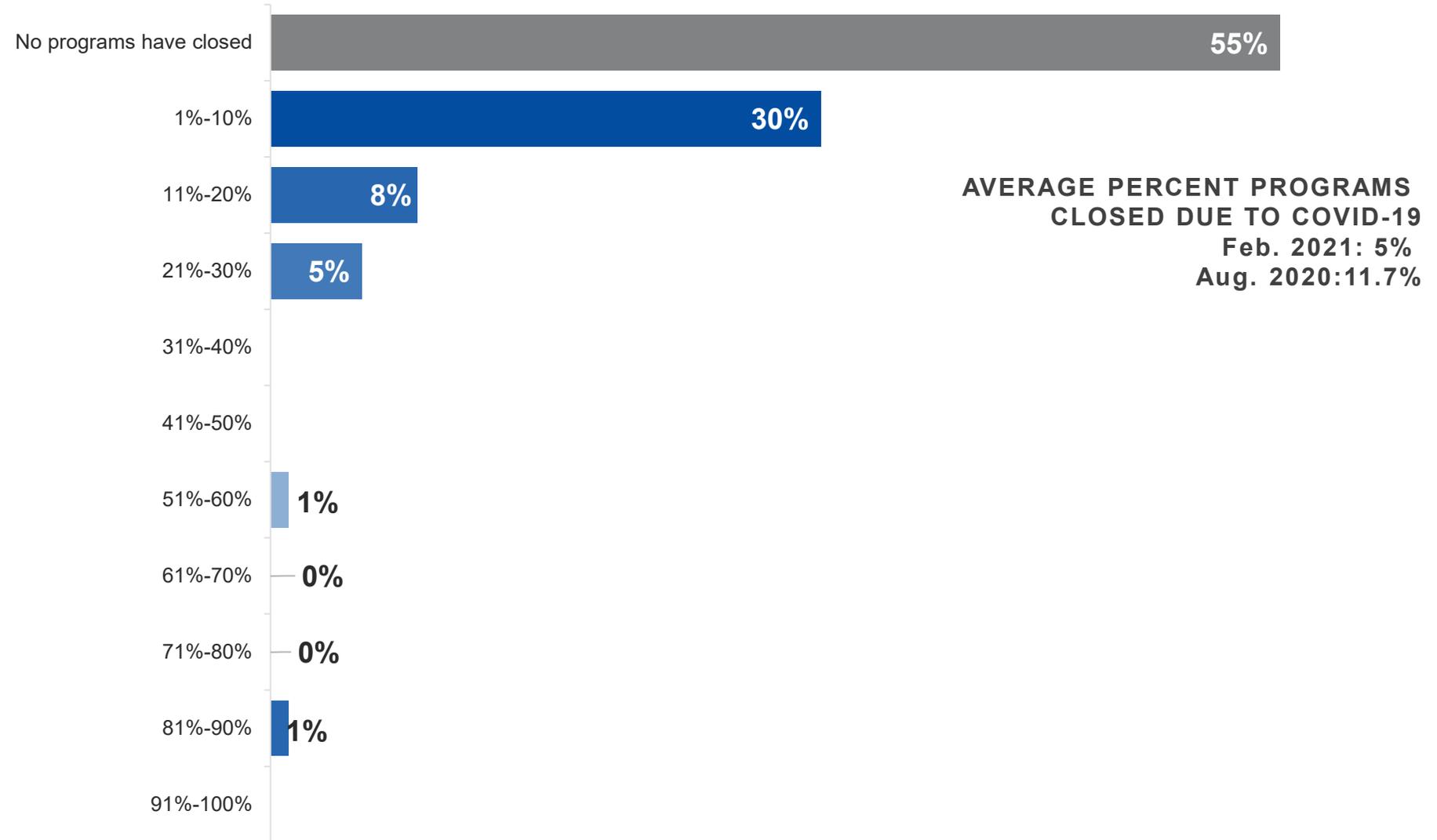
## Demographic Information of Organization

# Impact of COVID-19 on Organizations

## IMPACT ON PROGRAMS

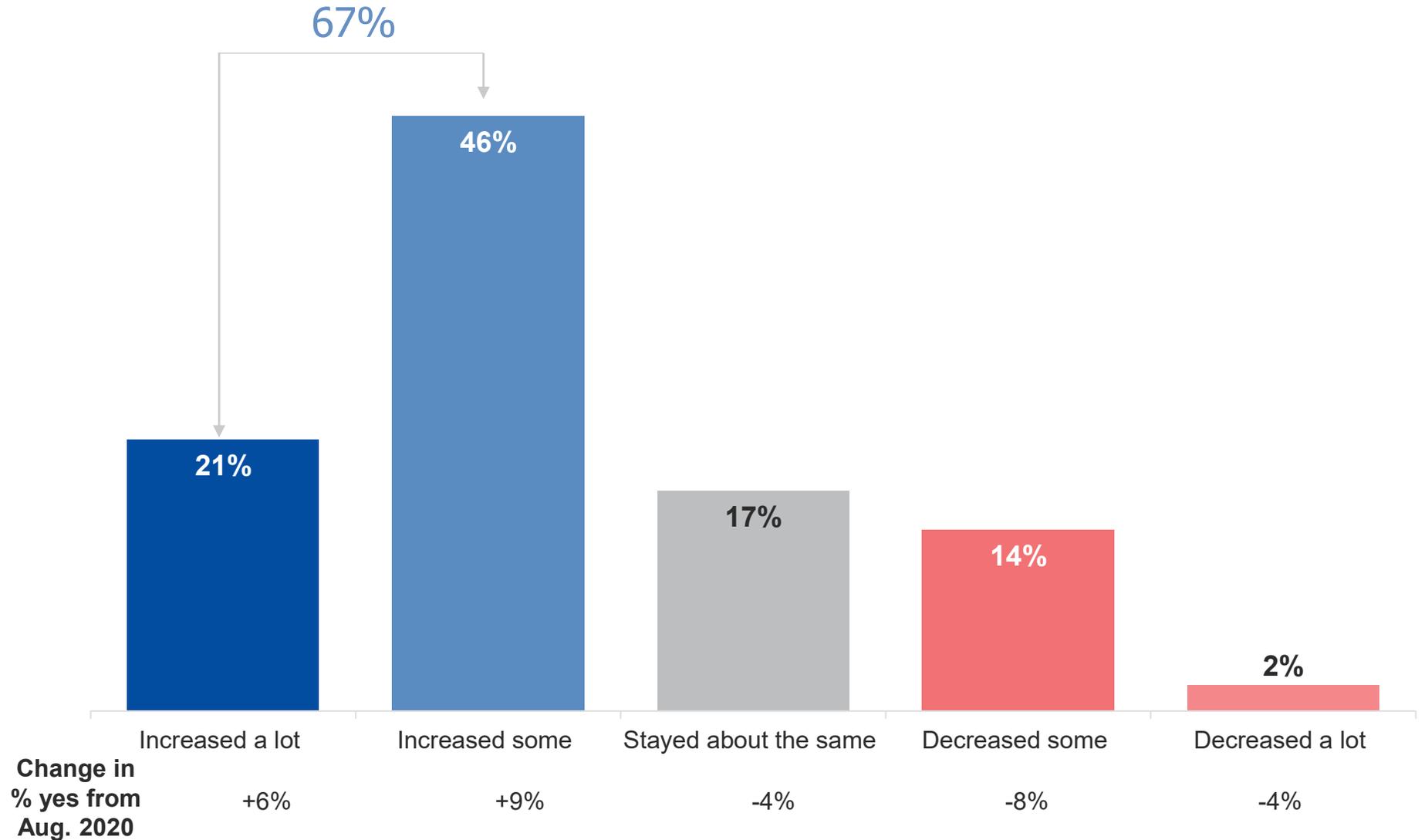
## Nearly half of organizations (45%) say their organization has closed some programs due to COVID-19.

*Percent of programs within your organization currently closed due to COVID-19:*



**Two in three (67%) report the demand for their organization's services has increased over the last three months, a 15% increase from August 2020.**

*Has the demand for your organization's services increased, decreased, or remained the same over the last 3 months?*

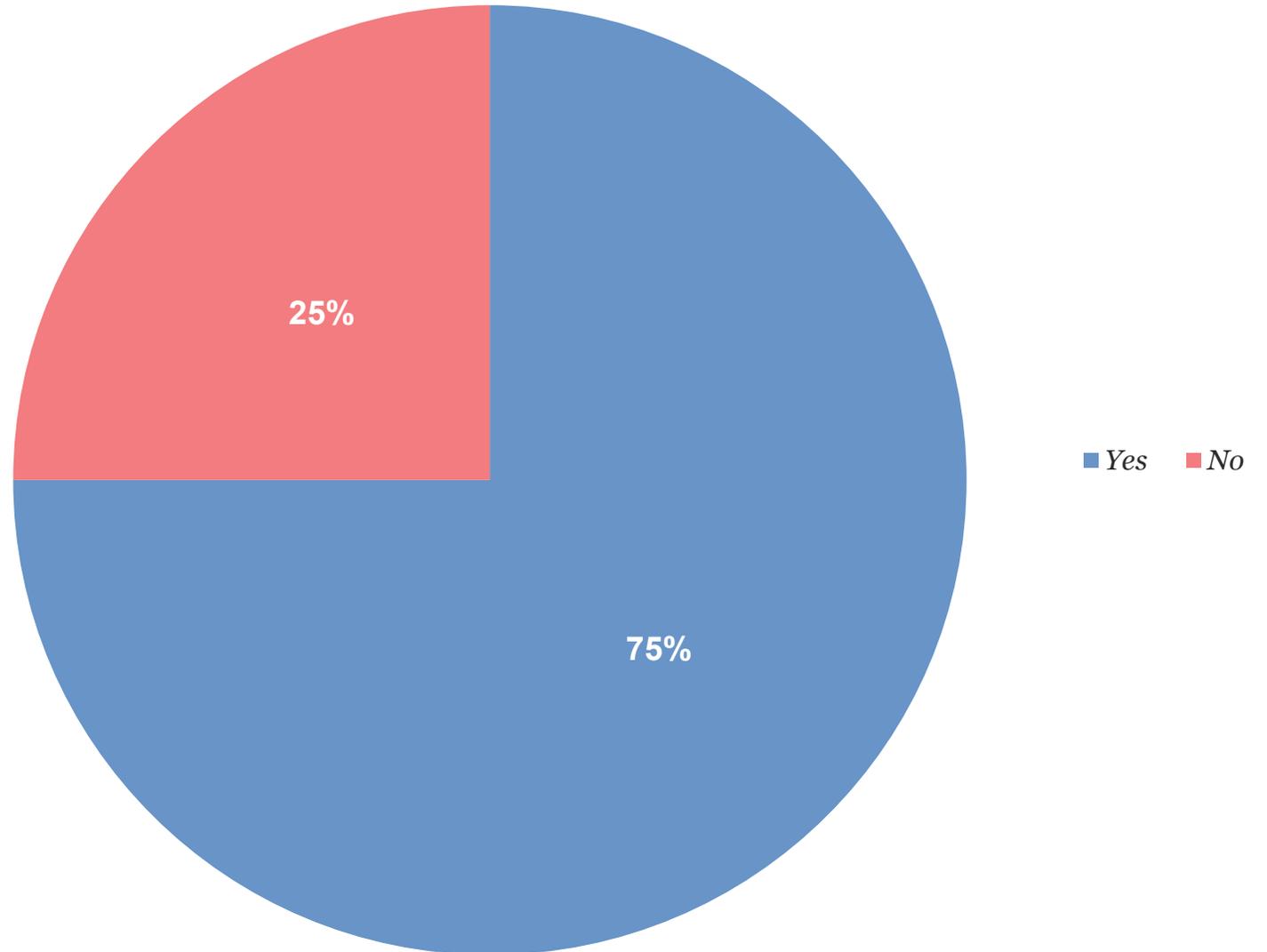


## Impact of COVID-19 on Organizations

IMPACT ON PROGRAMS

## Three in four members report their organization provides substance use disorder treatment.

*Does your organization provide substance use disorder treatment?*



# Impact of COVID-19 on Organizations

IMPACT ON PROGRAMS

# Impact of COVID-19 on Organizations

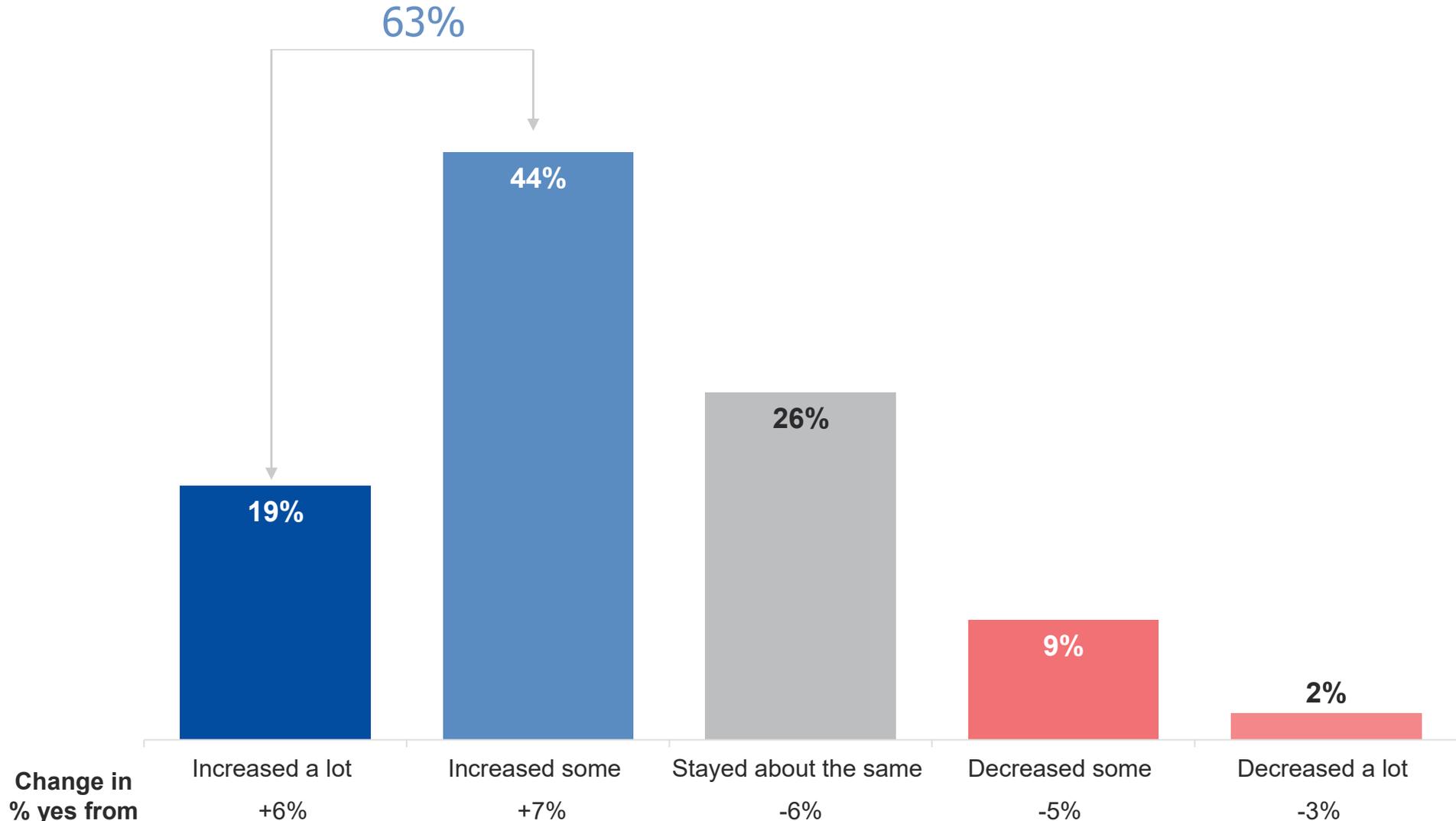
IMPACT ON PROGRAMS

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**Of the members who report their organization offers substance use disorder services, over half report (63%) the use of such services has increased in the past three months, a 13% increase from August 2020.**

*Has demand for substance use disorder services increased, decreased, or remained the same over the past 3 months?*

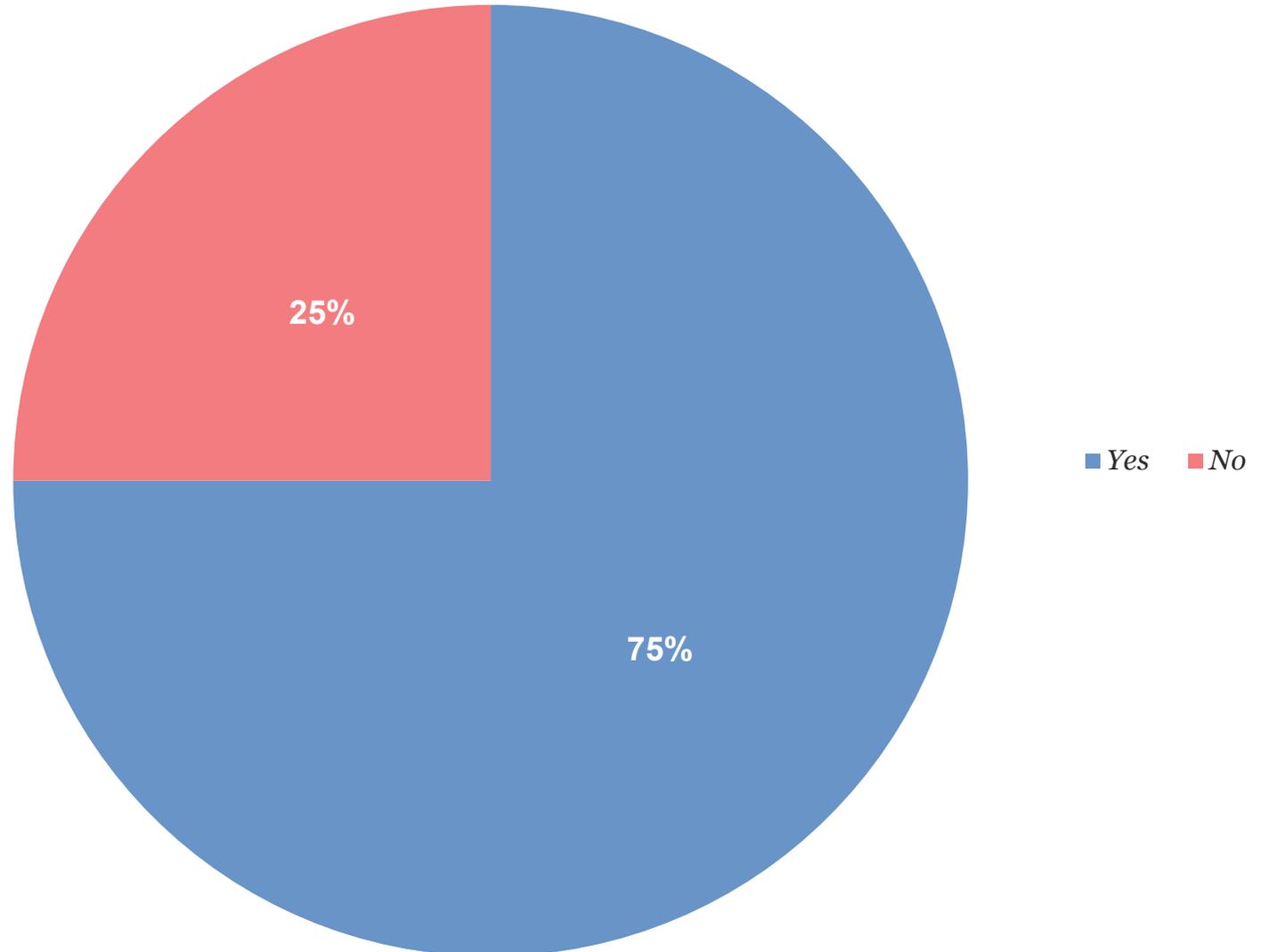


**Change in  
% yes from  
Aug. 2020**

Among those whose organization offers substance use disorder services, n=247

## Three-quarters of members surveyed say their organization provides services for youth mental health and substance use disorder treatment.

*Does your organization provide services for youth mental health and substance use disorder treatment?*

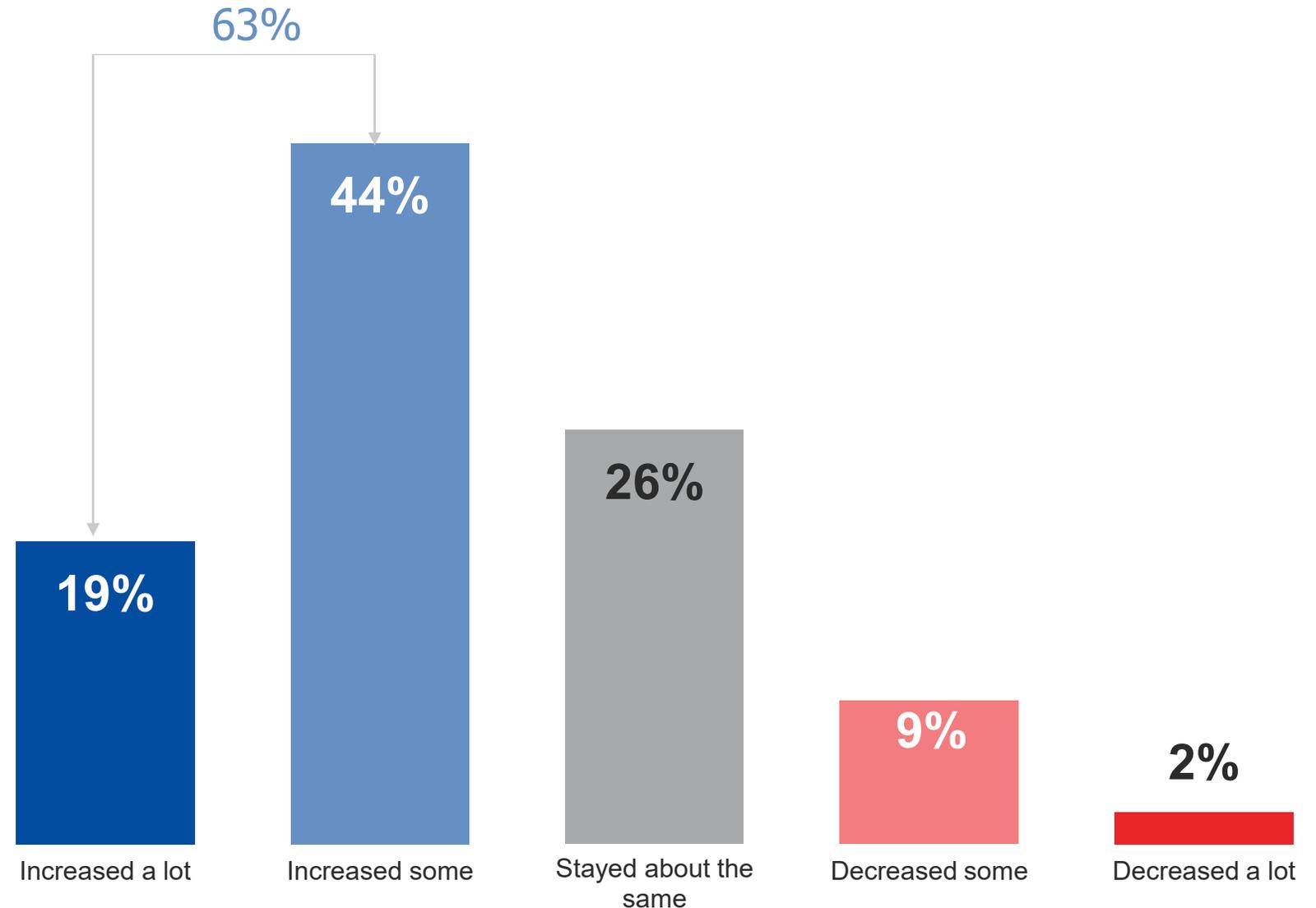


## Impact of COVID-19 on Organizations

IMPACT ON PROGRAMS

## Among those who do offer youth mental health and substance use services, 63% say the demand has increased over the past 3 months.

*Has the demand for youth mental health and substance use services increased, decreased, or remained the same over the last 3 months?*



Among those whose organization offers youth mental health and substance use disorder services, n=248

## Impact of COVID-19 on Organizations

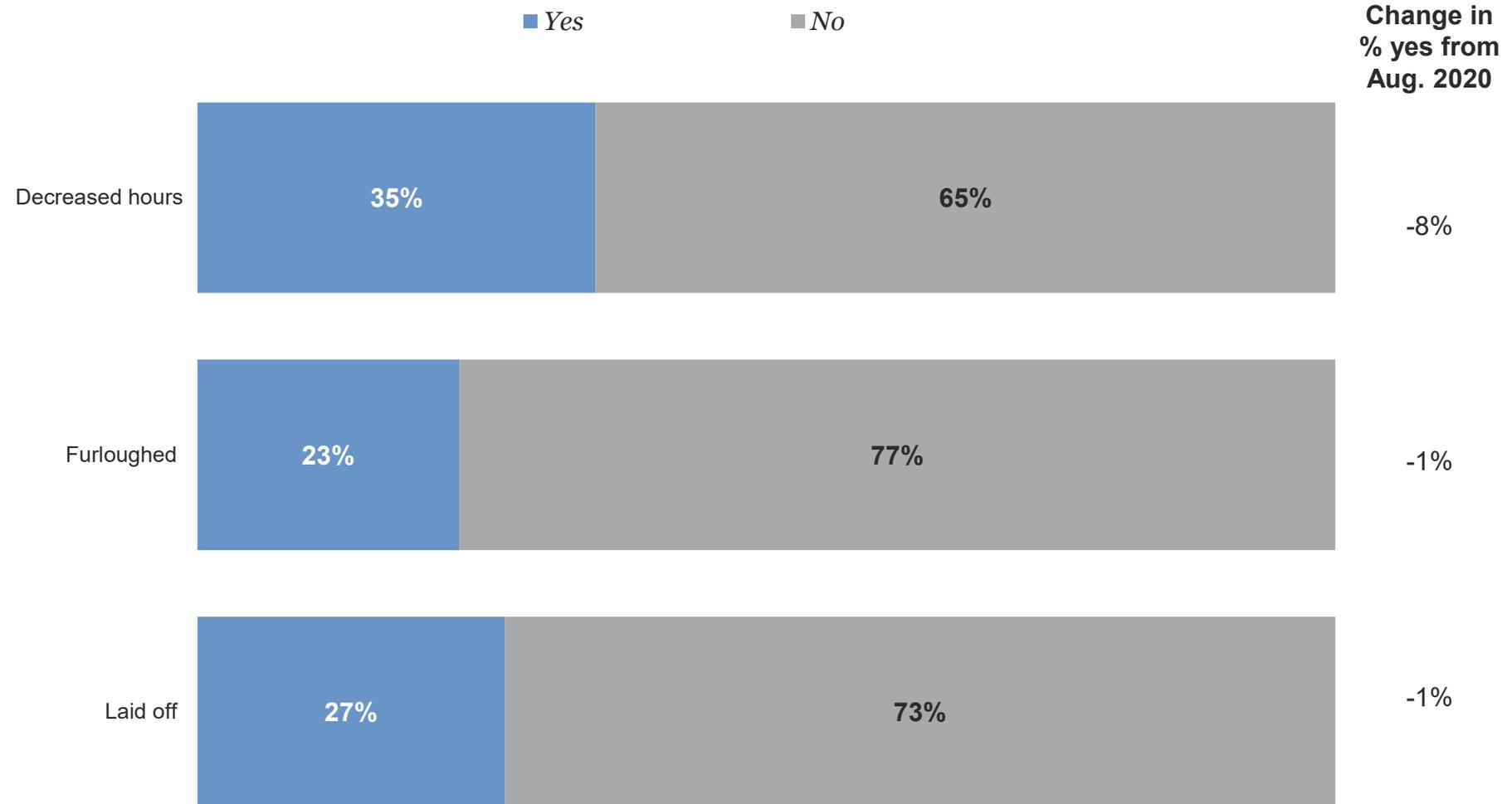
IMPACT ON PROGRAMS

# Impact of COVID-19 on Organizations

IMPACT ON WORKFORCE

A quarter (27%) of organizations have laid off employees, a quarter (23%) have furloughed employees, and 35% have decreased hours of employees a result of COVID-19. The percent who said they have decreased hours of employees decreased 8% since August 2020.

*Have you laid off or furloughed employees as a result of the COVID-19 outbreak?*

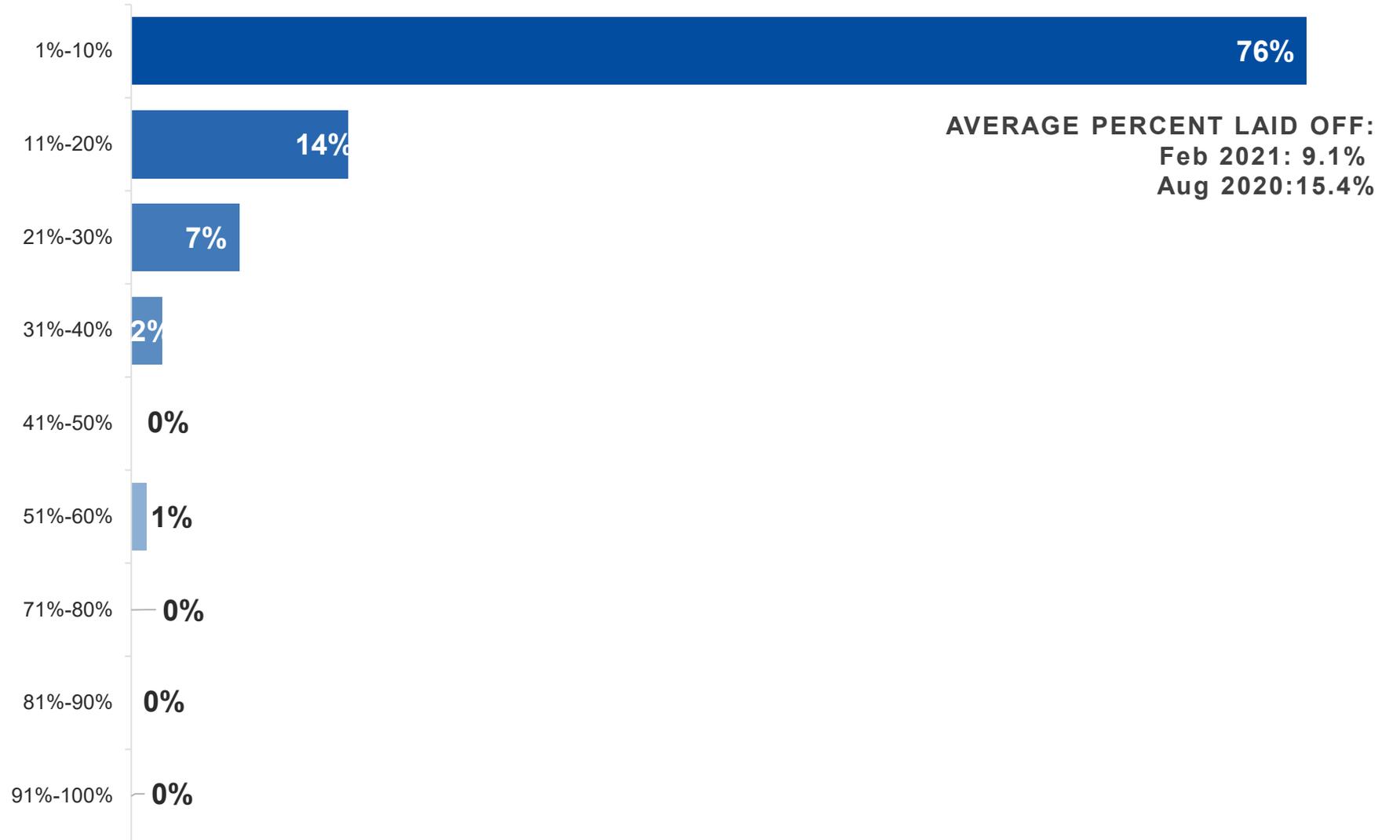


# Impact of COVID-19 on Organizations

IMPACT ON WORKFORCE

**Among those who have laid off employees due to COVID-19, on average they have laid off 9.1% of their workforce.**

*About what percent of your work force have you **laid off** as a result of the COVID-19 outbreak?*



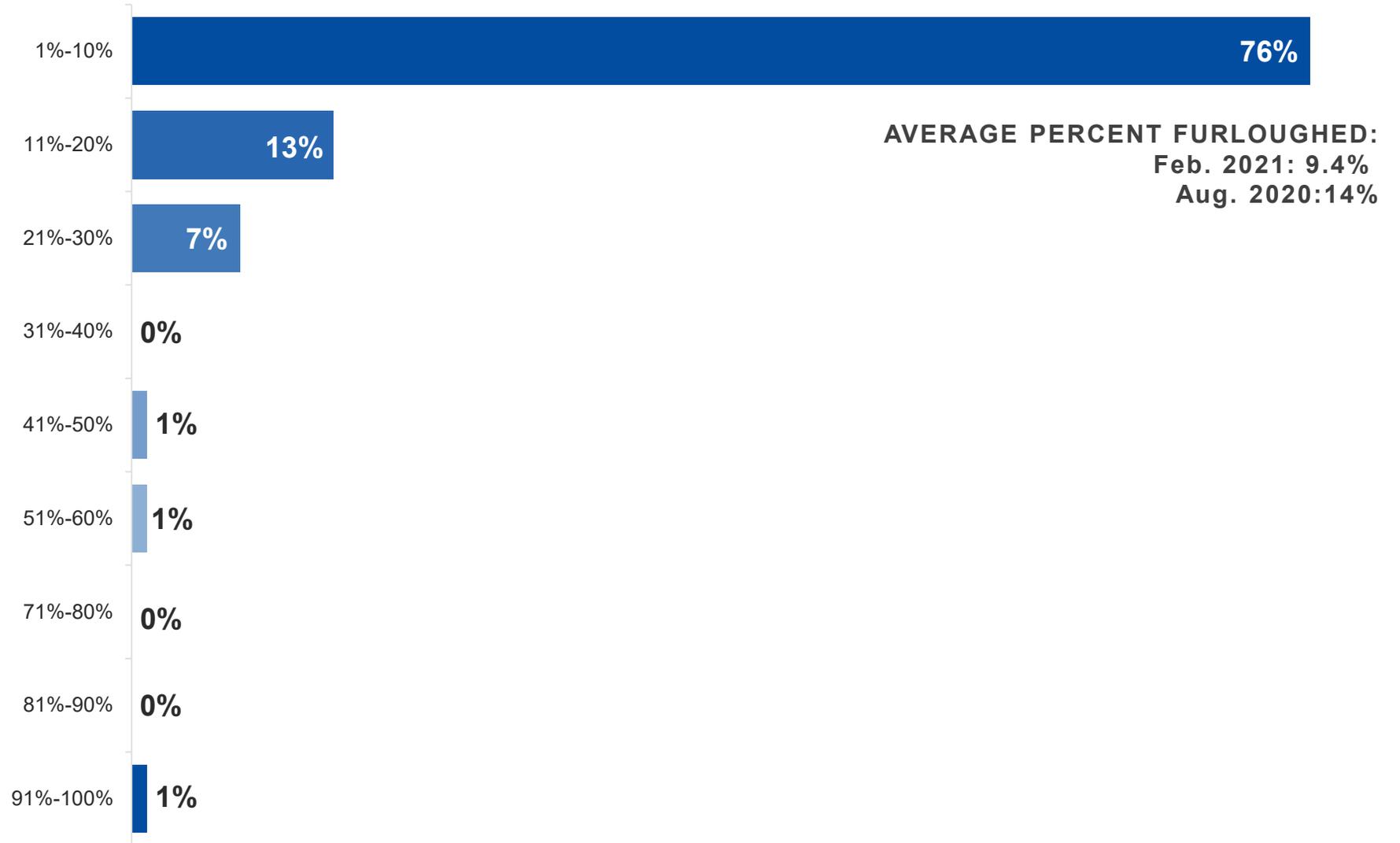
Among those who have laid off employees, n=90

# Impact of COVID-19 on Organizations

IMPACT ON WORKFORCE

Similarly, among those who have furloughed employees due to COVID-19, on average they have furloughed 9.4% of their workforce.

*About what percent of your work force have you **furloughed** as a result of the COVID-19 outbreak?*



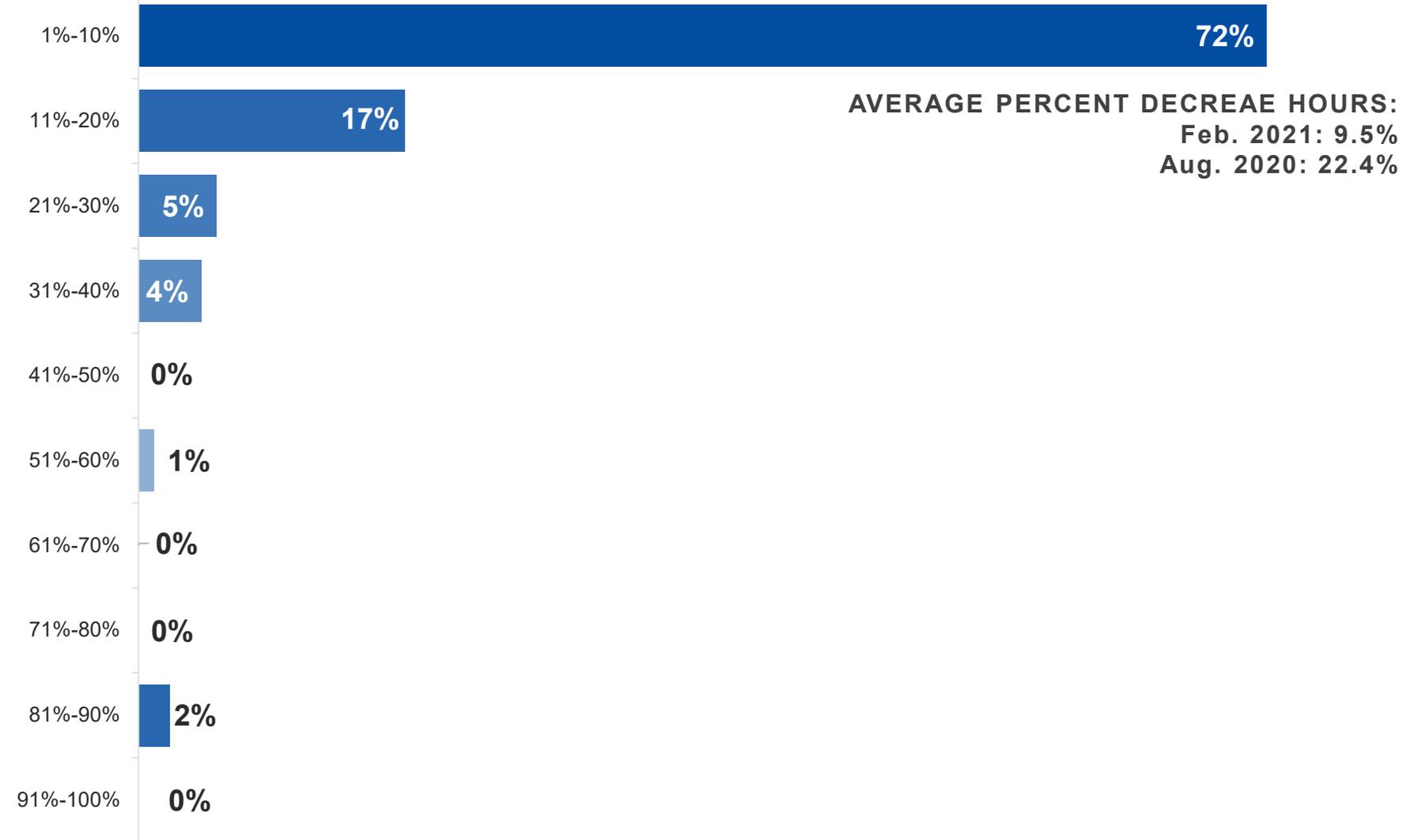
Among those who have furloughed employees, n=76

# Impact of COVID-19 on Organizations

## IMPACT ON WORKFORCE

**Among organizations who have decreased hours of employees due to COVID-19, on average they have decreased hours of 9.5% of their workforce, a 50% decrease from August 2020.**

*About what percent of your work force have you **decreased hours of** as a result of the COVID-19 outbreak?*



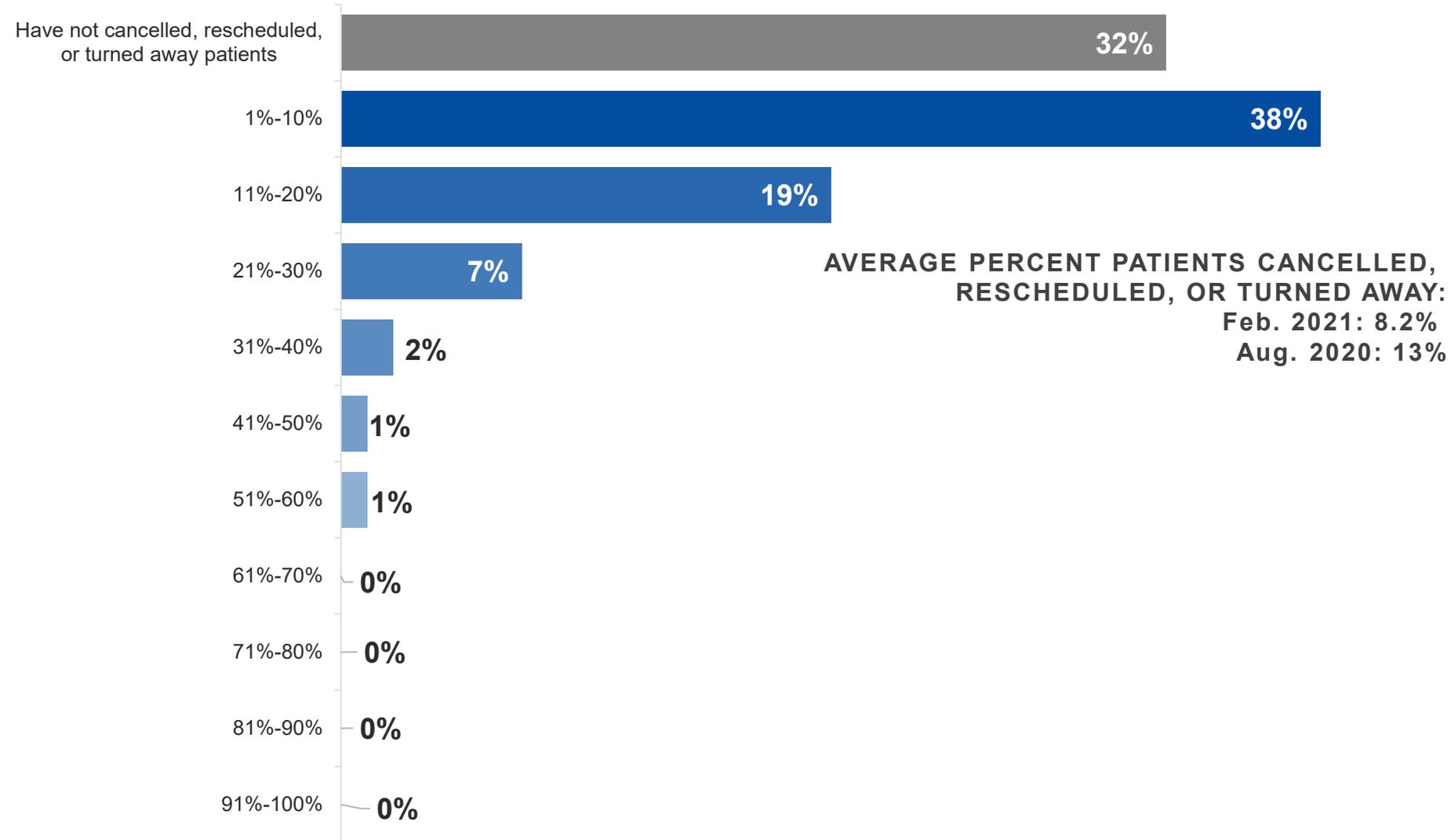
Among those who decreased hours of employees, n=115

# Impact of COVID-19 on Organizations

IMPACT ON PATIENTS

## 68% of organizations have had to cancel, reschedule, or turn away patients over the past 3 months.

*What percentage of patients have you needed to cancel, reschedule, or turn away in the last three months during the COVID-19 outbreak?*

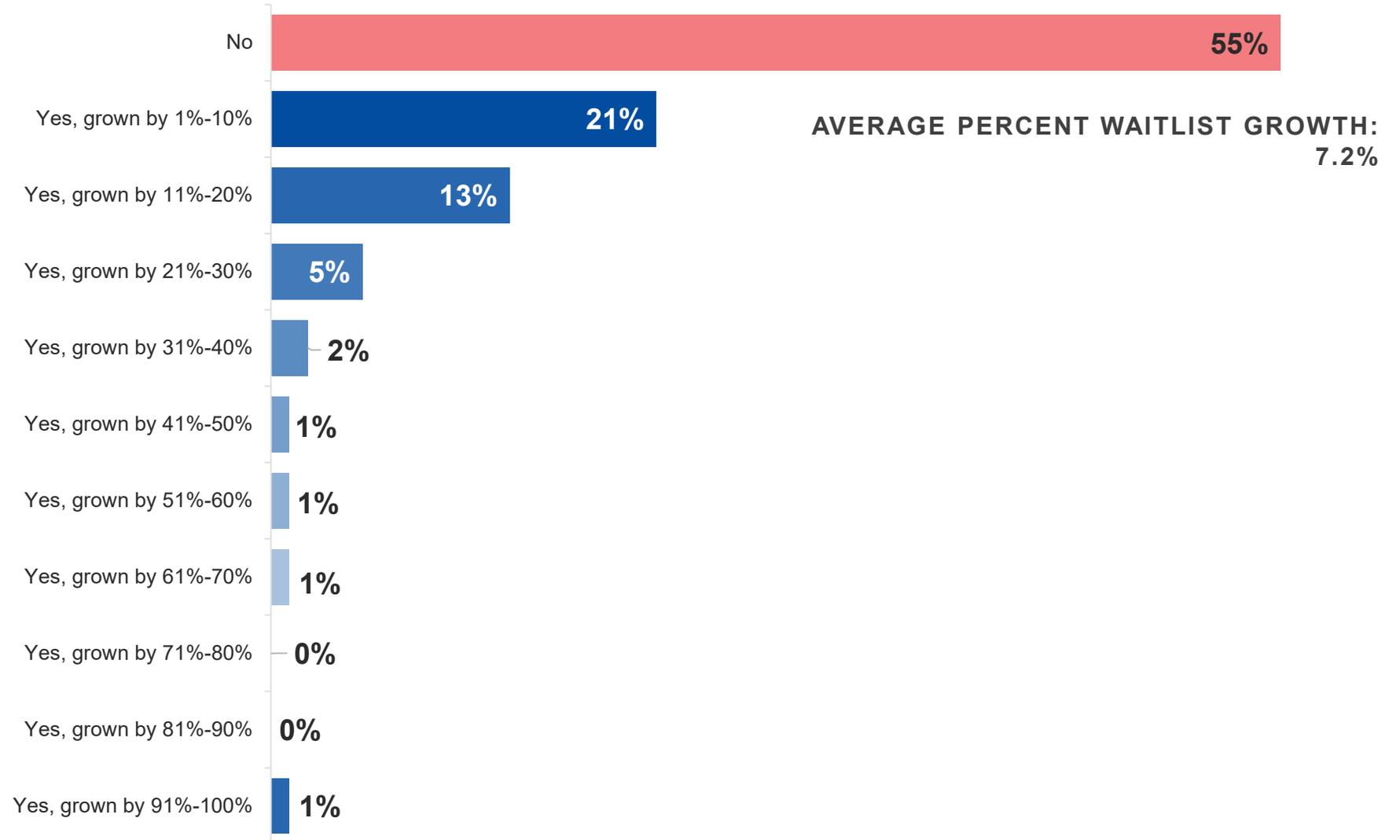


# Impact of COVID-19 on Organizations

IMPACT ON PATIENTS

## Nearly half (45%) of organization surveyed say their patient waitlist has grown in the past 3 months.

*Has your organization's patient waitlist grown in the past 3 months? If yes, by what percent has your waitlist grown?*

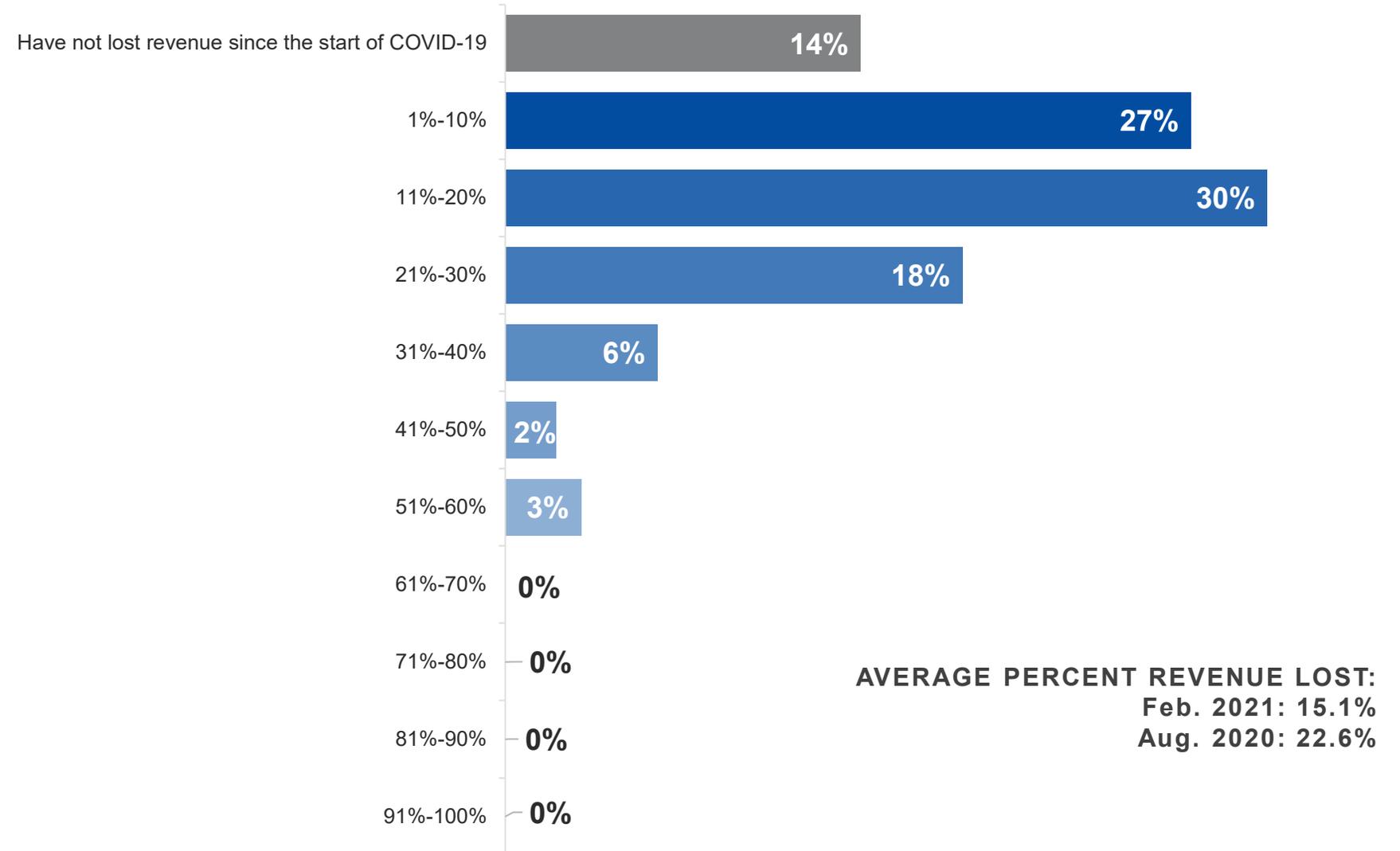


# Impact of COVID-19 on Organizations

IMPACT ON FINANCES

## On average, organizations have lost 15.1% of their revenue over the past three months during COVID-19.

*About what percentage of revenue has been lost during the COVID-19 outbreak over the past three months? (As % of expected revenues for the three month period)*

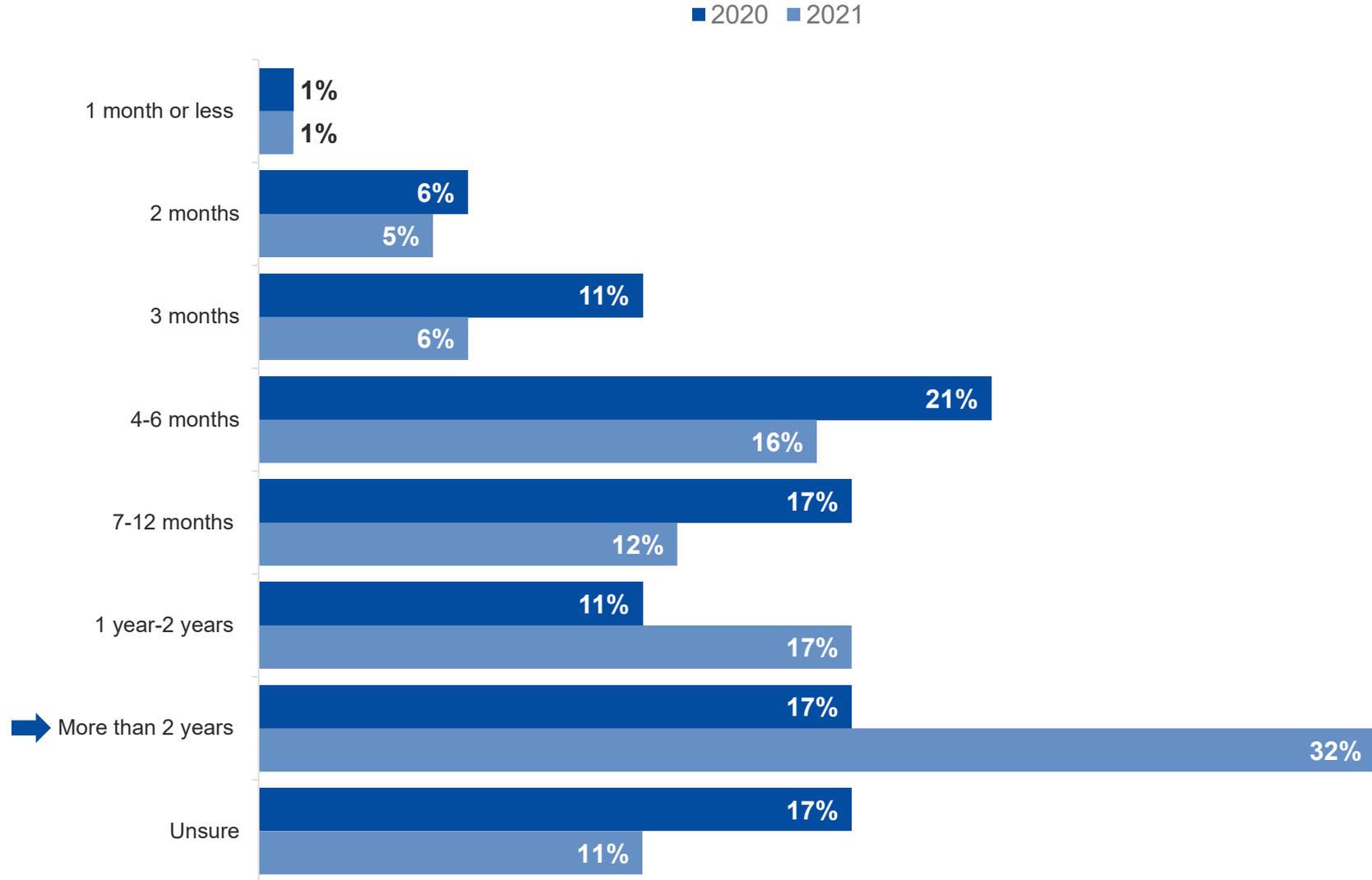


# Impact of COVID-19 on Organizations

## IMPACT ON FINANCES

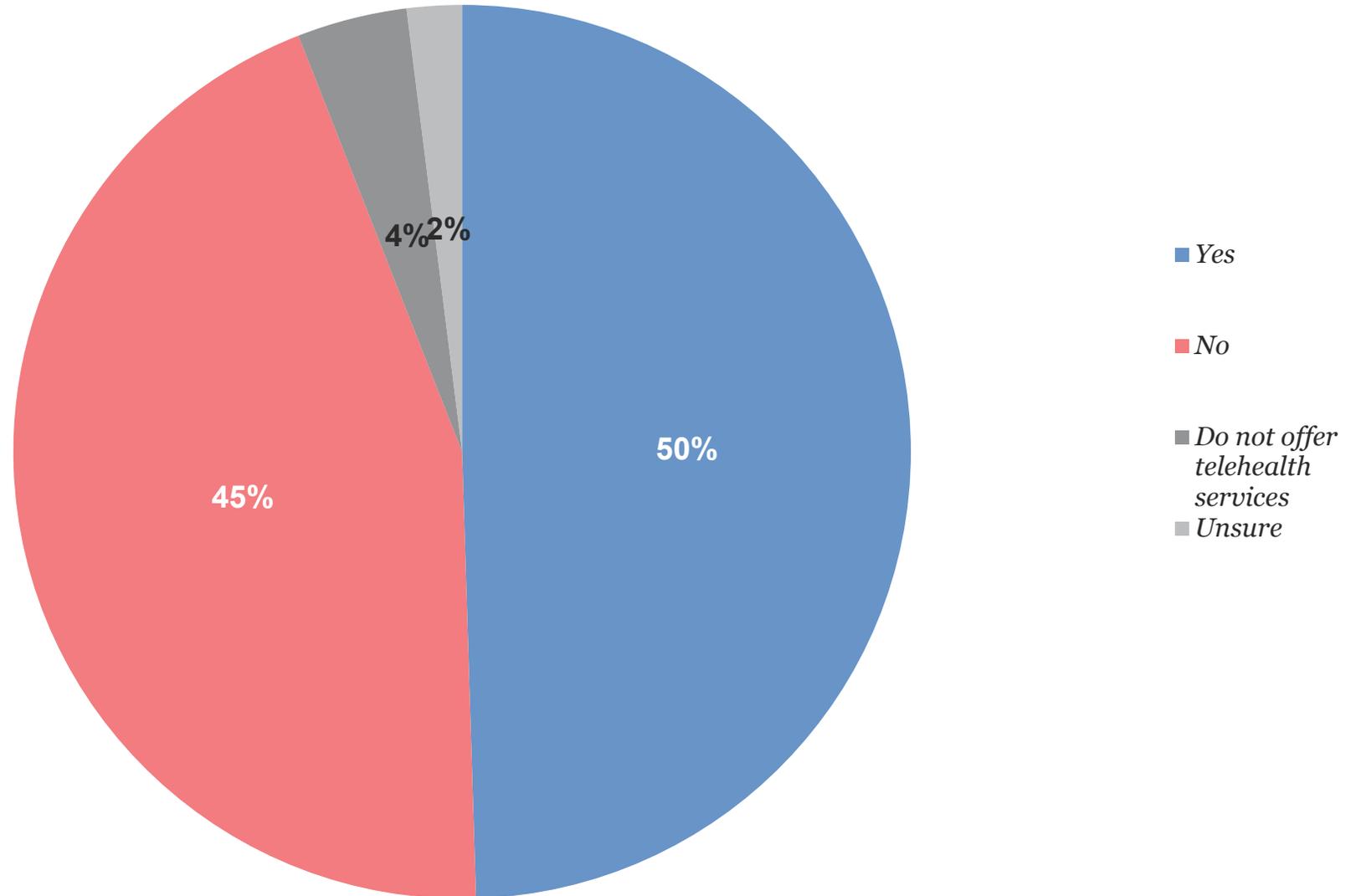
**There was a 15% increase in organizations who say they could survive financially for more than 2 years under the current situation.**

*About how many more months can your organization survive financially under the current situation?*



## Half of organizations say telehealth services are providing an equal amount of revenue from in-person services.

*Are telehealth services providing revenue equal to that from in-person services?*



## Impact of COVID-19 on Organizations

IMPACT ON FINANCES

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- Impact on programs, workforce, patients, and finances



## Stimulus Funding

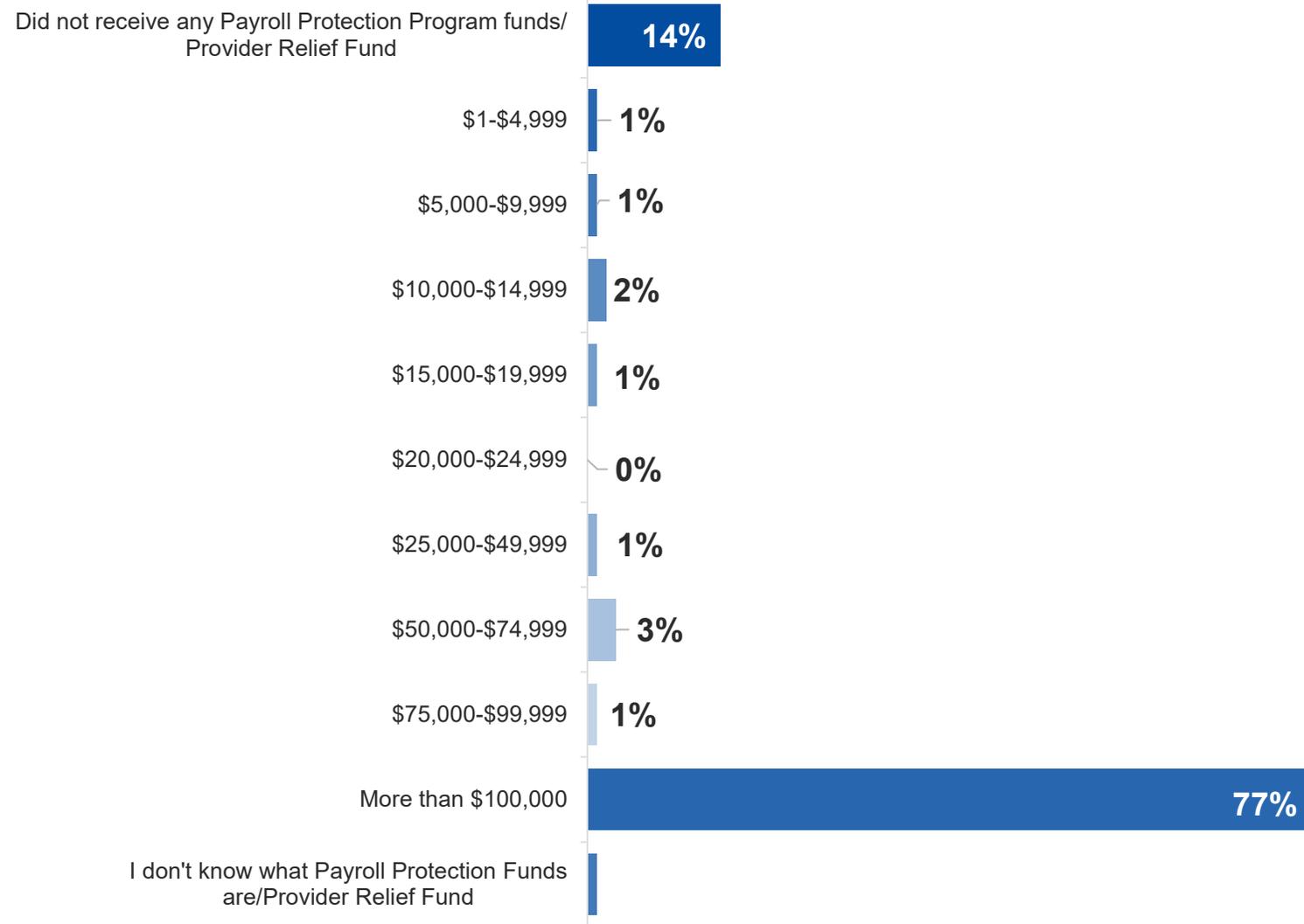


## Demographic Information of Organization

# Stimulus Funding

## Three in four organizations (77%) received more than \$100,000 from federal programs such as the PPP or Provider Relief Fund.

*Approximately how much total funding, if any, did your organization receive from federal programs such as the Payroll Protection Program (PPP) or the Provider Relief Fund?*



**80% of organizations with an annual operating budget between \$5-\$50 million received more than \$100,000 from federal programs.**

*Approximately how much total funding, if any, did your organization receive from federal programs such as the Payroll Protection Program (PPP) or the Provider Relief Fund?*

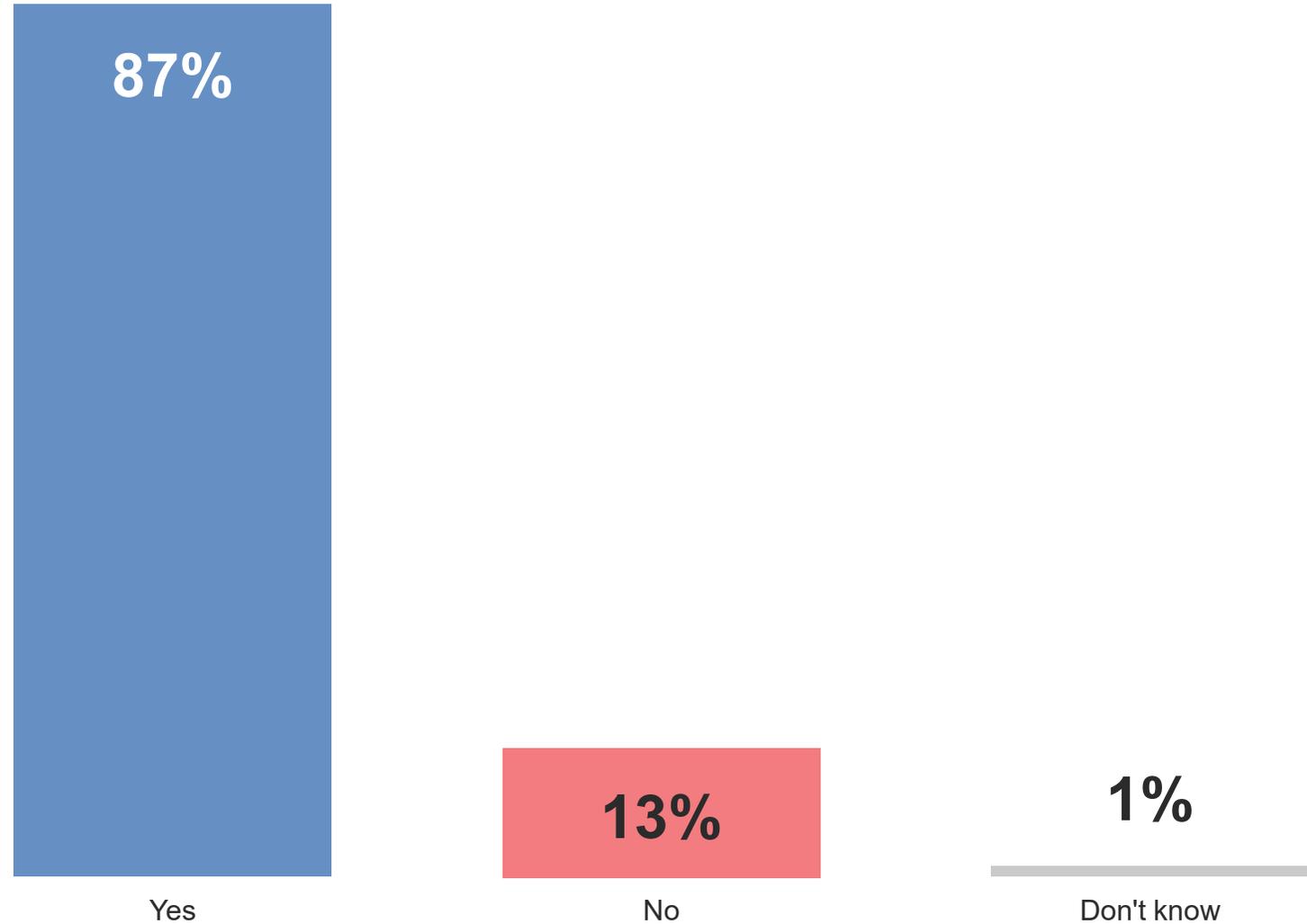
**Among of PPP Funding Received By Organizations Annual Operating Budget**

	<u>Annual Operating Budget Under \$5 Million (n=71)</u>	<u>Annual Operating Budget \$5-\$50 Million (n=241)</u>	<u>Annual Operating Budget Over \$50 Million (n=20)</u>
Did not receive any Payroll Protection Program funds	10%	14%	25%
\$1-\$9,999	2%	2%	0%
\$10,000-\$19,999	3%	1%	10%
\$20,000-\$49,999	3%	1%	0%
\$50,000-\$99,999	11%	2%	0%
More than \$100,000	69%	80%	65%
I don't know what Payroll Protection Funds are	1%	0%	0%

**Stimulus  
Funding**

**Among those who received federal funding, a strong majority (87%) said this funding allowed their organization to restore staffing and/or programs.**

*Did the funding your organization received from the federal government allow your organization to restore staffing and/or programs?*



Among those who received federal funding, n=284

# Stimulus Funding

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- Impact on programs, workforce, patients, and finances



## Stimulus Funding

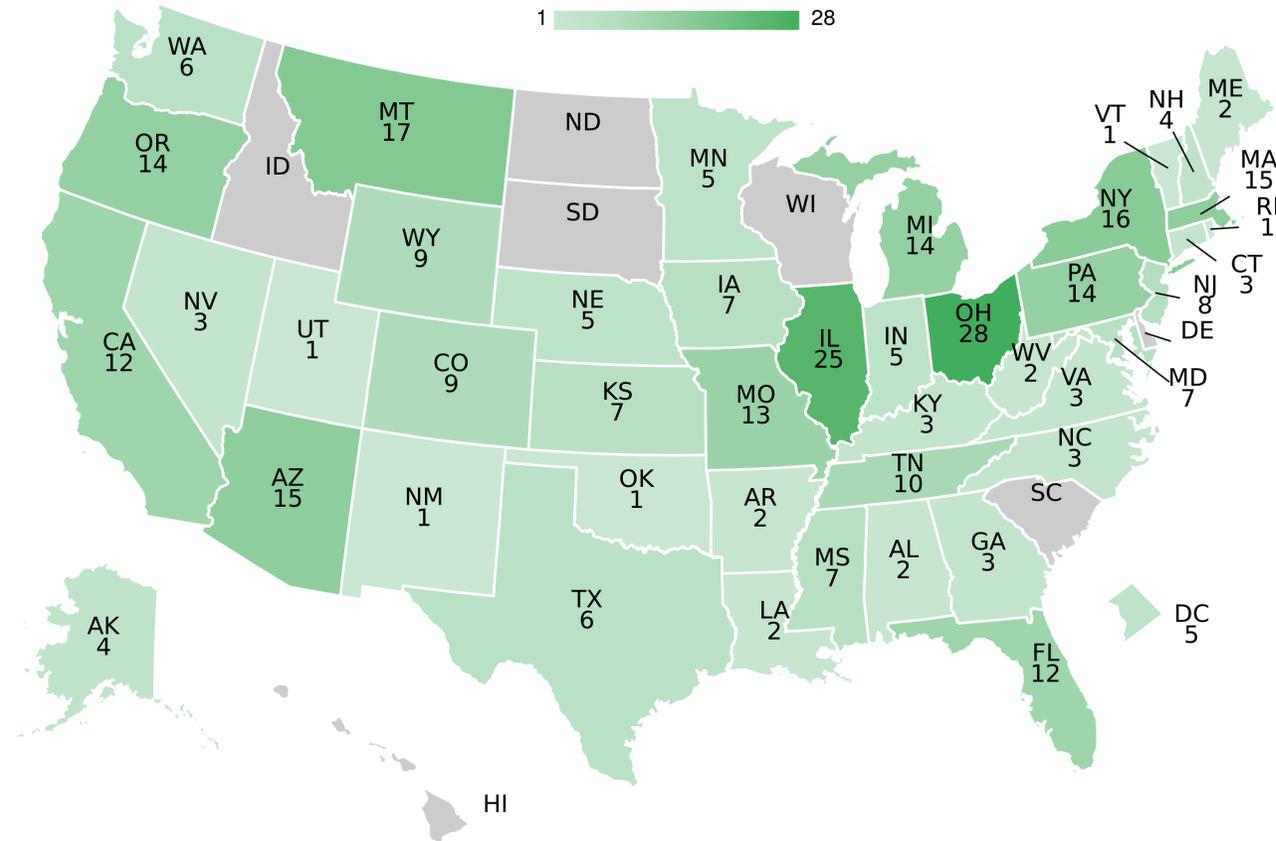


## Demographic Information of Organization

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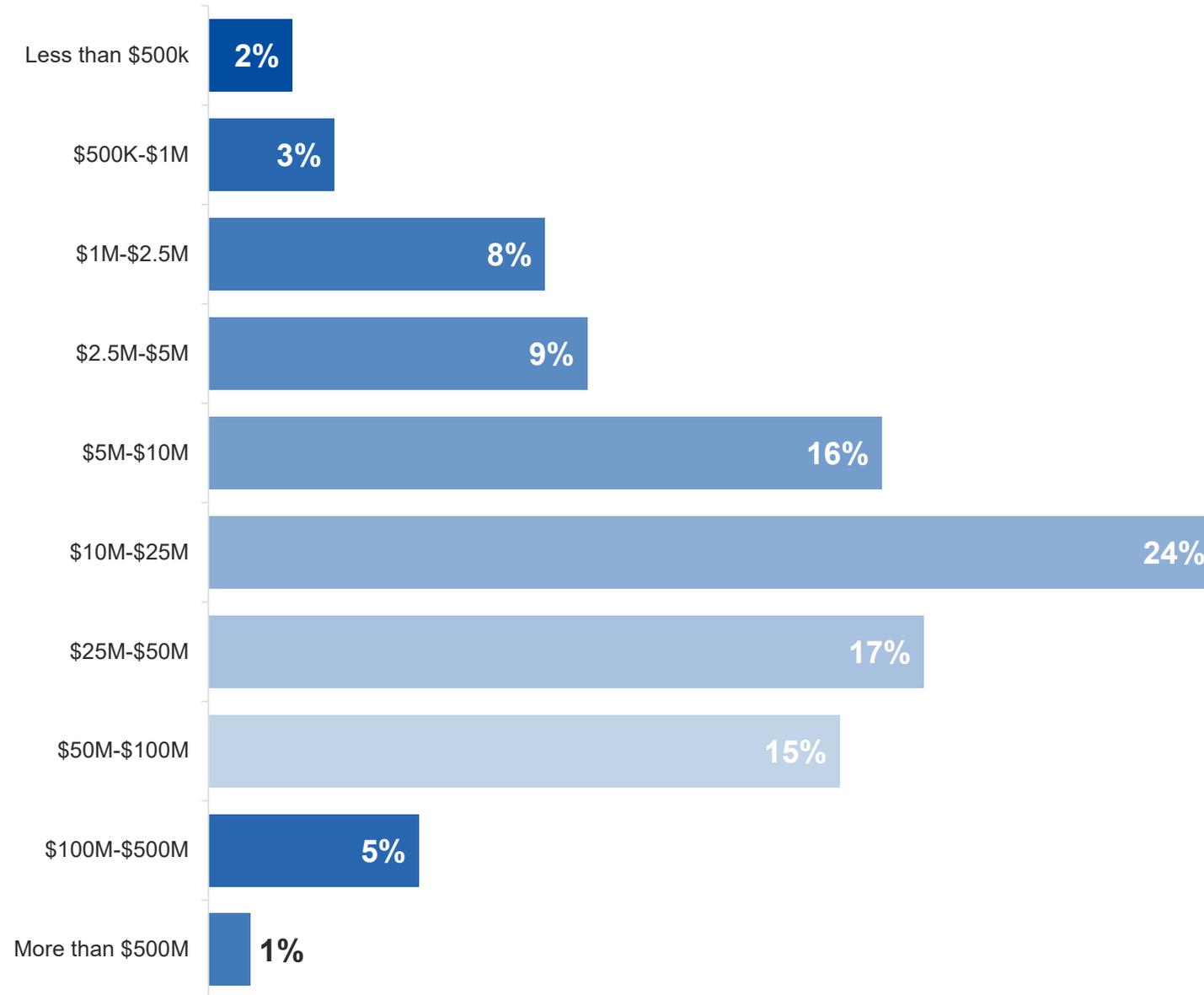
## NCBH Member Respondents

By State, February 1, 2021 - February 18, 2021



# Demographic Information of Organization

*What is the size of your organization's annual operating budget?*



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