



**Carl Vinson
Institute of Government**
UNIVERSITY OF GEORGIA



Georgia
Department of
Behavioral Health
& Developmental
Disabilities

DBHDD Telehealth Survey

Survey Research and Evaluation Unit

Carl Vinson Institute of Government

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) has partnered with the Carl Vinson Institute of Government to conduct a survey regarding the use of telehealth during the COVID-19 pandemic.

This survey effort entails two primary phases:

- **Phase One:** Provider Survey
- **Phase Two:** Consumer Survey



Phase One: Provider Survey

DBHDD will send agencies suggested email language to use when sharing the provider survey.

- Surveys will be active from **through late March**.
- Please share the provider survey invitation with **ALL** your behavioral health providers.
- Please encourage your staff to participate!



Phase One: Provider Survey

Attached to the email from DBHDD is suggested email language to use when sharing the provider survey with your providers.

| | | |
|------|---------|--|
| Send | To... | |
| | Cc... | |
| | Bcc... | |
| | Subject | |

Dear Providers/Staff/Employees [or other preferred salutation]:

The Georgia Department of Behavioral Health and Developmental Disabilities' (DBHDD) Division of Behavioral Health is working with the University of Georgia's Carl Vinson Institute of Government to better understand the delivery of behavioral health services using telehealth (those conducted remotely or virtually) by DBHDD providers.

If you provided behavioral health services using telehealth between March and November 2020, we invite you to provide feedback on your experience.

This survey will take approximately 10 minutes to complete. Your survey responses will be anonymous. Results will be presented as summaries, and individual responses will not be identified. Your input will help DBHDD understand provider experiences and comfort delivering behavioral health services using telehealth.

Follow this link to the survey:

<http://www.survey.uga.edu/provider>

Or copy and paste the URL below into your internet browser:

www.survey.uga.edu/provider

We appreciate you taking the time to complete this brief survey. Your responses will help DBHDD plan for future behavioral health services using telehealth.

Sincerely,

[Your Signature]

Phase Two: Consumer Survey

We need **YOUR HELP** to share the consumer survey.

DBHDD will send you additional materials to use when sharing the survey with consumers. The consumer survey will be active from **through late April**. You can share the survey by:

- Emailing consumers
- Giving out flyers
- Posting notices in your waiting rooms and offices



Phase Two: Consumer Survey

**BEHAVIORAL HEALTH
CONSUMER SURVEY**

Have you received behavioral health services through the phone or computer within the past year?

If so, we want to hear from you about your experience!

TAKE THE SURVEY!

survey.uga.edu/DBHDD



Consumer survey materials are also available in Spanish.

| | |
|---------|--|
| To... | |
| Cc... | |
| Bcc... | |
| Subject | |

[El mensaje en español está debajo de este mensaje en inglés]

Dear **Consumer/Client [insert preferred salutation]**:

The Georgia Department of Behavioral Health and Developmental Disabilities' (DBHDD) Division of Behavioral Health is working with the University of Georgia's Carl Vinson Institute of Government to better understand the consumer experience with behavioral health services (mental health or substance abuse) delivered by DBHDD providers using the phone or computer.

We invite you to give feedback on the services you received through the phone or computer.

This survey will take about 10 minutes to complete. Your survey responses will be anonymous. Results will be presented as summaries, and individual responses will not be identified. Your input will help DBHDD understand consumer experiences and comfort receiving behavioral health services using the phone and computer.

Follow this link to the survey:

<http://www.survey.uga.edu/DBHDD>

Or copy and paste the URL below into your internet browser:

www.survey.uga.edu/DBHDD

We appreciate you taking the time to complete this brief survey. Your responses will help DBHDD plan for future behavioral health services using the phone and computer.

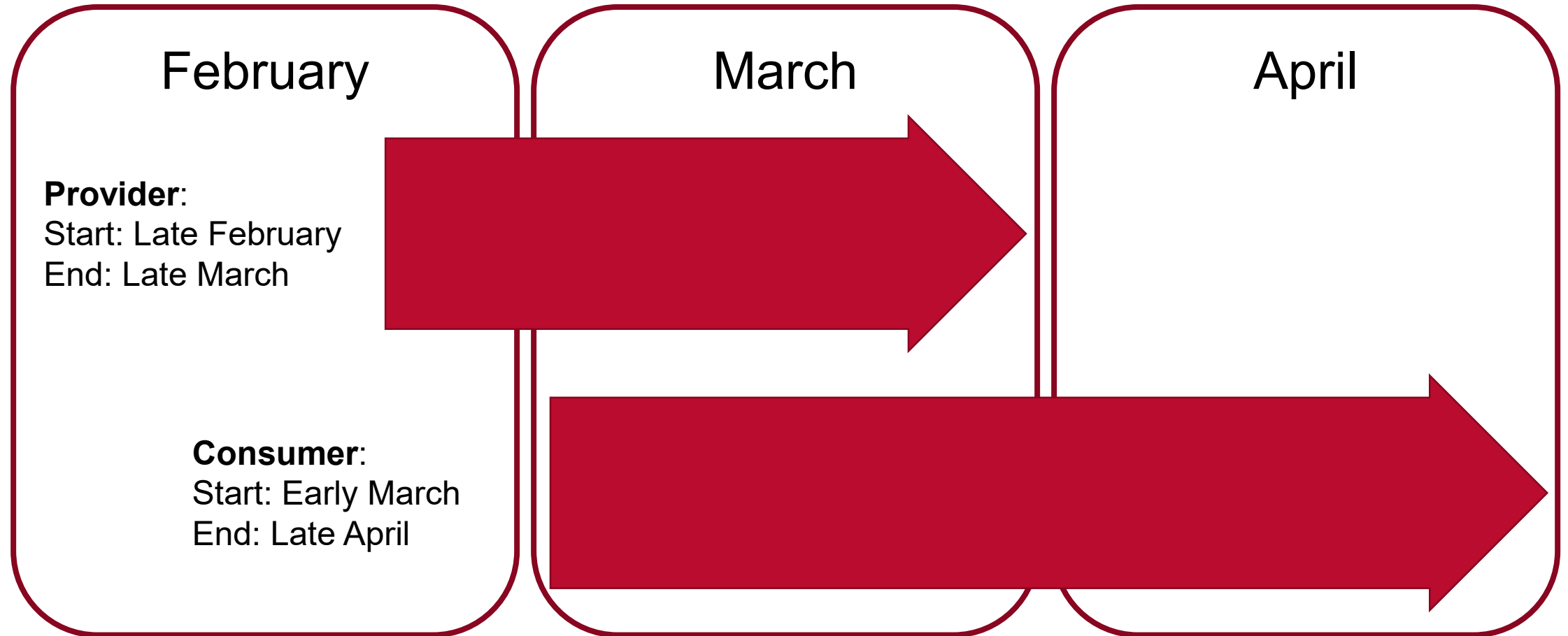
Sincerely,

[Provider Signature]

Estimado/a Consumer/Client Name:

La división de salud conductual del departamento de salud conductual y discapacidades del desarrollo de Georgia (DBHDD) está trabajando con el Carl Vinson Institute of Government del University of Georgia para mejorar el entendimiento de las experiencias de los consumidores que han recibido servicios de salud conductual (salud mental o abuso de sustancias) de proveedores de DBHDD por teléfono o computadora.

Timeline



What's Next:

Phase 1: Provider survey

- DBHDD will send an email announcing the survey launch.
- Watch for additional reminder emails to share with your staff.

Phase 2: Consumer survey

- DBHDD will send an email announcing the survey launch.
- Watch for additional reminder emails to share with consumers.
- Emails will contain printable flyers.

