



Connections Program Services Report

The 1FTE Behavioral Health Provider funded by the Larimer County Immediate Needs Grant supported the following services and individuals from February 15, 2022 – March 31, 2023:

- 2,954 contacts supporting individuals in accessing behavioral health services.
- 2,107 direct service contacts for a total of 847 individuals.
The services provided included needs assessments, brief therapy, care coordination, and providing behavioral health and other assistance resources/information to Larimer County residents.

Connections Client Story

In addition to the client comments in our attached Connections Client Satisfaction Survey Report below, we wanted to share the following success story:

We have seen more and more community behavioral health providers switching to offering tele-health only - especially Medicare providers. Many of the individuals we serve have Medicare and with many being older adults, they have significant technology access and literacy barriers to engaging in tele-behavioral health care. Connections offers access to in-person interim treatment services until individuals can establish care with the right long-term provider in the community.

We have seen an increased number of clients with Humana Medicare insurance who describe being “sold” on getting Humana Medicare just to find out their coverage for mental health providers is very limited.

We have been advocating for a few clients with serious mental illness to find in-person options. Our grant-funded care coordinator was able to leverage our relationship with one community provider who accepts traditional Medicare and convinced them to get paneled with Humana insurance. Because this will take some time to complete, this isn’t a quick fix, but it will ultimately open up an additional resource for other clients in the community.

Without this feedback and information from the Connections Care Coordinator, as a trusted partner, this community provider likely would not have considered getting paneled with Humana!

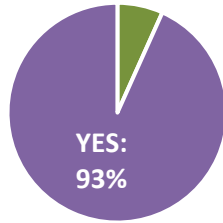
In addition to advocating and working with providers to better help clients with complex access barriers, we have often heard from clients who had done initial searches on their own through either their insurance portal (which has historically inaccurate/old lists of providers) and/or Psychology Today unsuccessfully. Many share that they were able to find a match with a provider in their first round of referrals from us! Our staff joke that they are the therapist match makers in our community.

Mental Health Connections

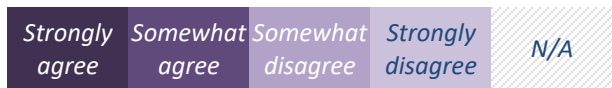
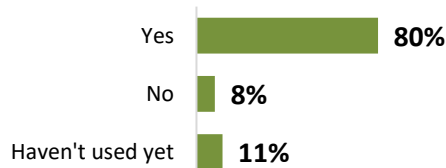
Client Satisfaction Survey Report
2/15/2022 through 3/31/2023

124 total responses

Did Connections staff connect or refer you to appropriate care (such as a counselor or therapist)?



Did those counseling providers/community resources turn out to be helpful?



The staff at Connections listened to my needs.



The staff at Connections helped me understand my options.



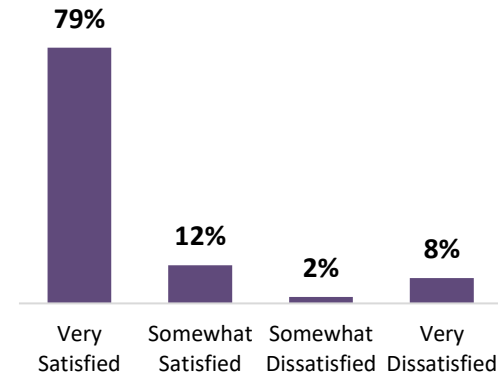
The staff at Connections treated me with respect and compassion.



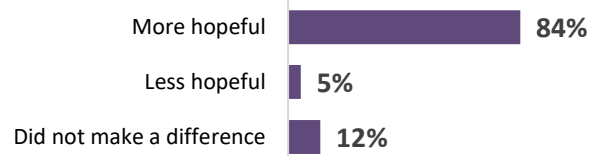
The staff at Connections addressed my questions and concerns.



Overall, how satisfied are you with the services you received at Connections?

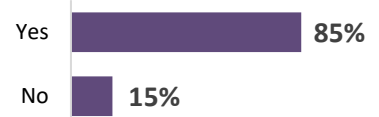


Based on your interaction with Connections, do you feel more hopeful that you will receive help, less hopeful, or did it not make a difference?



57% of clients indicated that they had previously experienced barriers* accessing mental health care.

Do you feel that Connections has reduced or eliminated barriers to accessing mental health care?



***Barriers include:**

- | | |
|--------------------------------|-------------------------|
| Navigating the process | Finding local providers |
| Financial limitations | Narrowing down options |
| Stigma | Lack of family support |
| Finding a good fit | Deciding to seek help |
| Finding openings | |
| No insurance/type of insurance | |

Mental Health Connections

Client Satisfaction Survey Report

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Comments: Overall, how satisfied are you with the services you received at Connections?

Kudos:

[Staff] was great listening to my unique situation and found a few providers that were a good fit and a couple of them accept my dual insurance needs. Their less than 24hr response was amazing. I have referred others to your services already.

I really appreciate the response I got. The follow up really helped/pushed me to schedule an appointment with a therapist. They were amazing!

[Staff] was great! But even with suggestions I still do not have long term help for what I need with any of the providers that were recommended!

You guys are amazing

This is an awesome service for something that is so difficult to do on your own

The staff provided a comprehensive list of referral of clinicians who had the background that I was looking for.

They were helpful in navigating and adjusting to my insurance needs

I ended up going to a psychologist whom I have known for a while, but I did appreciate knowing what other options were available to me.

I love my new therapist

[Staff] was so helpful and compassionate

The only struggle I had was providers calling me back. Or, some of them said on their website that they took my insurance, but when I inquired about services it turned out they didn't take my insurance. My problems were with the providers themselves. However, in the end, I found one and we are a good match. I wouldn't have had a chance if you guys hadn't provided the names. Thanks!

All the people I spoke with at Connections were SO helpful, accommodating, and supportive in finding a new therapist!

I felt valued and important from my initial contact with Connections. A friend of mine who used Connections before recommended your organization to me.

Unfortunately the providers I was referred to did not work out for me, however, one of them ended up referring me to a provider who did work. I definitely appreciated the list of referral recommendations based on my needs. I think the issue is that I'm looking for some very specific things in a provider which are difficult to find.

This is an awesome service for something that is so difficult to do on your own

This is a wonderful service for people who need help but don't know where to to start.

I was really pleased that Connections helped me identify potential services. Honestly having to do that yourself can be overworking even in mentally healthy individuals, let alone people who may be struggling. It was so nice just to have a list of contacts as a starting point.

I am very pleased with the referral I received. I wasn't sure where to start and made a comment to my doctor and they sent my name over to Connections and I received a call the next day. Thank you!

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I was matched with the perfect provider, appreciated the nudge in the right direction but wasn't expecting to find "the one" right off the bat. [Staff] reached out after sending me a first list of options because someone else came to mind. I called/emailed just the one [Staff] recommended after the fact and they were perfect for me. Thank you!!!

I'm very happy with the counselor you guys got me in touch with

Amazing resource. Thankful for its availability! Finding treatment is difficult, and I am glad connect exists. Looking forward to its growth!

[Staff] from Connections delivers really excellent, compassionate, and knowledgeable customer service. It was a positive experience.

Connections connected me to a therapist and mental health professionals that were within my network and made it so easy for me. My referrals were super personalized each time based off my conversations with the kind ladies that helped me. It has been a life changing experience finally getting treatment and you helped me so thank you!

Connections was incredibly helpful for me. I don't think I ever would've taken the steps to get treatment without the help that I received from Connections.

I appreciated how the initial phone call was short but gathered important information. I was followed up with and that gave me confidence that I would be able to get the care that I needed if the therapists I reached out to were unresponsive (which was not the case).

I'm so glad that Connections exists because they helped me find therapist options and made the usually daunting search of finding a new provider much more manageable.

It was really good, felt like maybe I shouldn't of graduated the program when I did because it was a rough few months after, but it worked out in the end.

[Staff] was extremely helpful, very responsive and diligent.

Really appreciate having this program. Everyone I met and talked to was super friendly and kind.

Second time I have reached out and each time I felt like I mattered.

So thankful that there is a place like Connections that exists here!

super helpful. i had no idea where to turn for testing and resources. Thank you!!!

The person I spoke to was very nice in tone. I felt heard. However, none of the contacts were responsive.

we were looking for help and received a lot of info,

Very grateful for Connections help in directing me to the right therapy for my depression

Good follow through and timely response

Additional needs:

I have had zero time to connect with any counselors or therapists.

They never connected me with anyone

Not adequate referral or followup, nice people though

Very nice representative but found a therapist on own

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One of my initial, and primary, requests was to be connected with a non-cis, non-white, non-male-identifying therapists. While the list of providers had several people that fit my desired demographics, none of them were taking new clients.

providing me 4 offices to call and then go through the process of getting set up as a new patient isn't that helpful - would have been better if you guys set up appointments and were able to do more

I liked the idea that I was given a path, but ultimately my insurance is frankly stone age in terms of what it will cover / won't cover. Even if I "got better," insurance it seems to only cover stuff closer to events related to hospitalization etc.

Comments: ...anything else you would like to share regarding your experience working with Connections.

Kudos:

Thank you for all your help & for consistently following up until I found the appropriate provider.

I don't know whether I would have followed up on seeking mental health care or, at least, I may have but it would have been later when I "wasn't so busy." Thank you for reaching out quickly and providing a list of relevant providers for me to contact.

This is a great service for the community. Even for someone like me that knows the mental health provider community fairly well, it was a delight to have someone do the ground work related to insurance coverage.

A lot of people don't know about Connections. I did tell a friend about it, who was having trouble finding a therapist. More people should know about it!

[Staff] had fantastic response time was wonderful, I had been struggling to get connected for almost 2 months and their help reduced that time to a couple of days. Thank you.

At first I got referral for 4 therapists that were unavailable and didn't have openings. Then I asked for additional referrals and I got 4 additional ones. I ended up going to therapy with one of the last 4.

[Staff] was great and super compassionate!

[Staff] was simply fantastic!

Connections is great. Friendly and kind people. Really helped me

Connections made it possible to find a counselor for both of my kiddos who took our insurance. We could not afford this otherwise. I so appreciate it!

Connections provides a unique service in finding tailor made health care services. They were able to send me a list of therapists who took my insurance, and could help me with the issues I wanted to deal with. I received 2-3 follow up calls which I appreciated. This process would have taken me an inordinate amount of time, and I appreciate them using their resources to pair me with a compatible therapist.

Connections had an impeccable routine which was both helpful and timely. The provider, however, was a disaster. Didn't send the correct information for a consultation. Wasn't there when I showed up for my appointment. Tried to question the facts when I contacted them. I got angry and upset about being treated in this way after having fortified myself for the appointment and taking the, for me, significant step of seeking help. I will likely not be doing that again. However, my outrage jolted me out of my Corona funk and made me realize that the only one who can help me, is me. I have been doing remarkably well since.

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Connections were very helpful. I find that we have no time to process trauma bombardment. Sometimes you just can't breathe.

Excellent therapist!

I absolutely love this service and I have recommended it to all of my friends. The service was very welcoming and they checked up on me a week after the initial call which I appreciated it as well.

I am thankful this resource is available in our community.

I am very pleased to have been referred to Connections and the ability to have a small list of clinicians to pick from. The clinician I have started to see is a very good match for me and we are addressing my current needs.

I appreciated the work that connections provided, but it took me a long time to use this service because phone calls are a high anxiety experience for me (and many others). It seemed like the screening questions were fairly straightforward. If it were possible to make the initial screening an online assessment and follow up via email (as is already done), with the opportunity to explain in writing or call if wanted I think it would make this service much more accessible. Being able to vocalize to a stranger my very personal mental health history and needs in the middle of a workday (which is when connections is staffed) was a barrier to me using accessing care for a year. I feel like I could have provided more and better information not over the phone.

I appreciated their follow through with scheduling an appointment. I was going to schedule with a therapist and then life hit so I put it on the back burner. They called me to follow up and I had totally forgotten about scheduling, but I knew I needed help now more than ever. The next day I scheduled my appointment and I am very grateful! My therapist is really helping me sort through everything.

I have struggled to find appropriate mental health care on my own. There are many out there that did not fit with my needs. I now have a seasoned professional who knows what she is doing and after only 4-5 I already feel more at ease with my issues. I plan on staying with her for at least one year. I am hopeful I will not need mental health care as often after that, maybe just a tune up.

I love [Staff] they were great

I really appreciate that I was sent a list of providers who might have openings in their schedule. I did manage to find one I clicked with and will work with her for my therapy.

I really appreciated how responsive the staff were at Connections and that they followed up! It made me feel like they hadn't forgotten about me and genuinely wanted to help.

I'm so grateful for this program. Finding a therapist was becoming a cumbersome task since no one would call me back/wasn't accepting new patients. This has really helped me find help and also feel hopeful knowing my town values caring for mental health. Thank you!!!

It was nice to have many options to choose from. Thank you for putting this service out there. I would never persued help otherwise.

[Staff] is someone who I have been in communication with who has been SO helpful. I am incredibly grateful for thier support and for thier ability to accommodate my very specific needs and desires in finding a therapist. We have chatted on the phone a couple of times and communicated over email. Ultimately, they helped me find a therapist that met almost every "pie-in-the-sky" dream I had for a new practitioner. As a Latinx woman, I have never been able to find a Latinx therapist, and [Staff] helped me find one! Overall, I think this is a great organization with great staff, and I am so glad it exists to help many others.

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My first contact with Connections was with [Staff]. They compiled a list of resources to fulfill my request for a list of psychiatrists who confess that Jesus Christ is their Lord and Savior.

[Staff] was great

Out of everyone i talked to when looking for help, [Staff] at Connections proved to be my most trustworthy and helpful ally. They actually listened to my concerns and tried to find access to services I thought would be helpful. In comparison, I had a terrible experience talking to my doctor about my PPD.

Super great, im so happy to live here.

Thank you for caring and following up!

Thank you for taking the time to make sure I would be matched with a therapist that suited my needs. You made this process much less overwhelming. After talking to your staff and finding out there were options I felt less alone in the process.

Thank you for what you do.

The point of contact I met with from Connections (wish I remembered thier name) was very kind and a good listener. After talking with them I felt they understood exactly the kind of help I was seeking.

The time I spent working with the licensed counselor at Connections was very beneficial. They were able to help me through a difficult time at work. They provided me with a safe space and was very easy to talk to.

They get all the legwork for me. I was matched with absolute right the person for me. I'm in treatment and it's going wonderfully.

This is a great service that I didn't know existed, and the referrals I received took my insurance. When stressed this was so helpful!

This service was so helpful in finding a therapist to fit the needs of my family member. Really grateful a service like this exists in Fort Collins.


This took the admin work out of finding a therapist and it fit me with a great therapist. I wish this service existed in all cities

This was a great service! I highly recommend it to my friends who need help finding a provider.

Very friendly and compassionate phone representative. I am very happy to have Connections.

Very pleasant & eager to help!

You Guys found [Community Provdiier] for me and she's been amazing and is helping me so much

You guys are awesome and a wonderful resource in our community, highly recommend to anyone not sure where to start! Thank you a millions times over for matching me with my therapist 

I really enjoyed chatting with my Connections counselor. The conversation was longer than I thought it would be, but I NEVER felt pressured to hurry up or to simplify what I was saying (I'm tend to be very detailed in my conversations). I really felt listened to, and understood. I found the counselor I'm currently working with thought this outreach, and I am so thankful that it's a reliable resource.

[Staff] is the perfect person for doing this. I don't know if there are others who counsel people, but I would recommend them in a heartbeat. I especially liked being able to have input and make choices in the areas I want to work on and how.

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I was at a very low point in my several years of attempting to manage my depression. A very kind person at Connections directed me to [Community Provider]. I have been undergoing treatment and I am already noticing marked changes in my mood. Thank you.

There was both follow thru by phone and e-mail. People were both kind and concerned. I got many call backs to be sure I got the help I was in need of..

Grief group is great and other art activities.

Showing me the tools able to move forward when it didn't feel like I could.

Additional needs:

The very small improvement that could be made would be able to specify what part of town the prospective therapists are in and how easy parking and such is. However through email/phone I was able to work these issues out with [Staff] - they were extremely helpful as well.

They gave me incorrect information the first time. I was trying to find mental health help and it was a lot of effort for me to call, so getting wrong information really set me back and it took a lot of effort to be able to call back and ask for help again after the whole ordeal, so I still have no therapist yet and I did not like my options.

Was emailed list of names. No one on list taking new patients or not appropriate care emphasis

when someone is struggling mental health wise, getting a list of providers who might have openings is not that helpful

I went with my child to Connections for help because my child lives with addiction. Thankfully, I found Connections on line, and we were able to get in for an appointment and they were so great! My child hasn't been able to find a full-time job in a long time and cannot concentrate. I looked for help, non of them answered, so of course the addiction pretty much took over. Connections called a rehab center, and gave us resources to contact so my child can get financial assistance with their bills. We contacted a Rehab Center and they accepted my child, but they have to wait until there is a bed available. The thing is, the told my child that they are not addicted enough to be admitted right away. If they were addicted to other substances then they could get in right away, or if they wants to self harm or harm others. Connections was great very, very helpful but it doesn't help her if there is no help after we left the office.