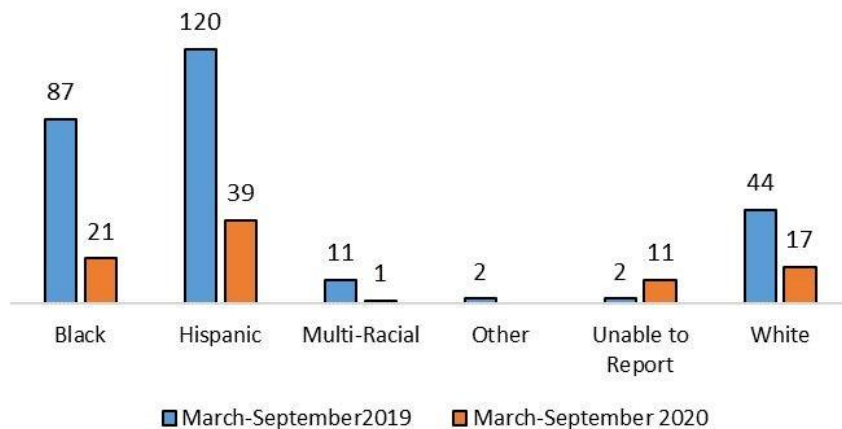




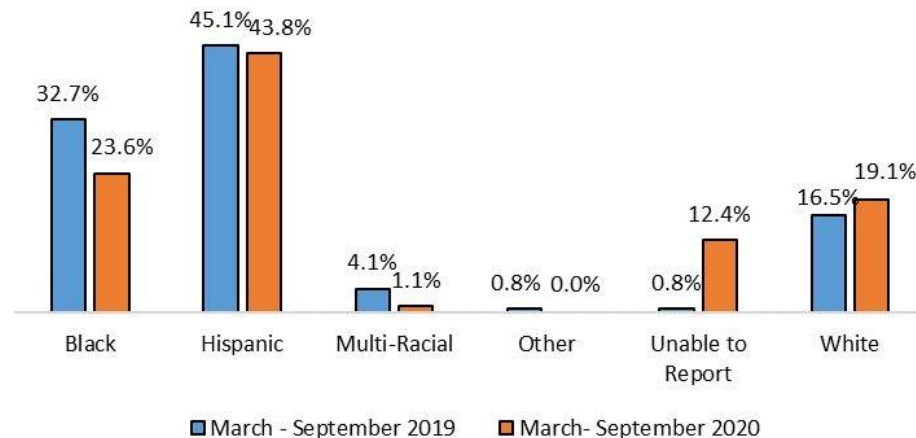
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beers

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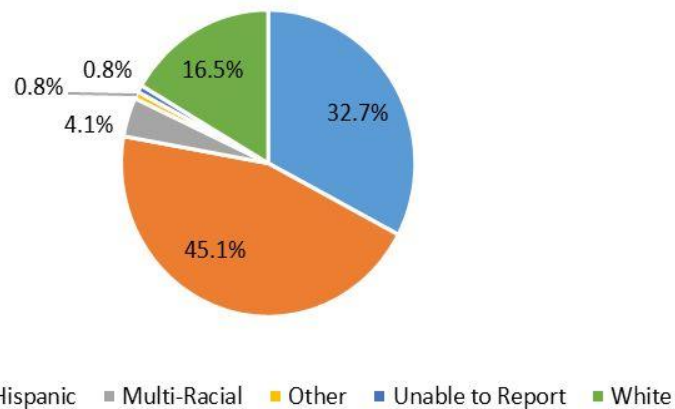
Changes in the Number of Clients Intaked Into OPCC
From March to September of 2019 and 2020



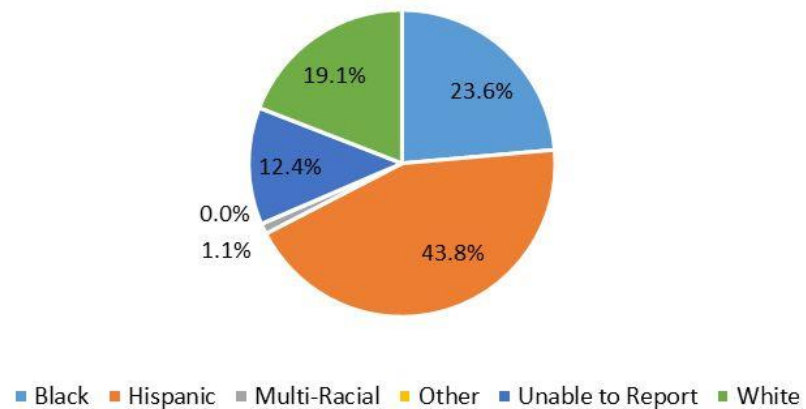
Changes in the Percent of Clients Intaked Into OPCC From
March to September of 2019 and 2020



Percent of Clients Intaked into OPCC by Race from March 2019 to September of 2019

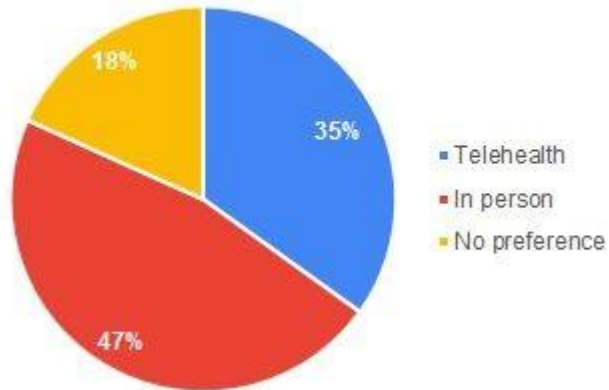


Percent of Clients Intaked into OPCC by Race from March 2020 to September of 2020

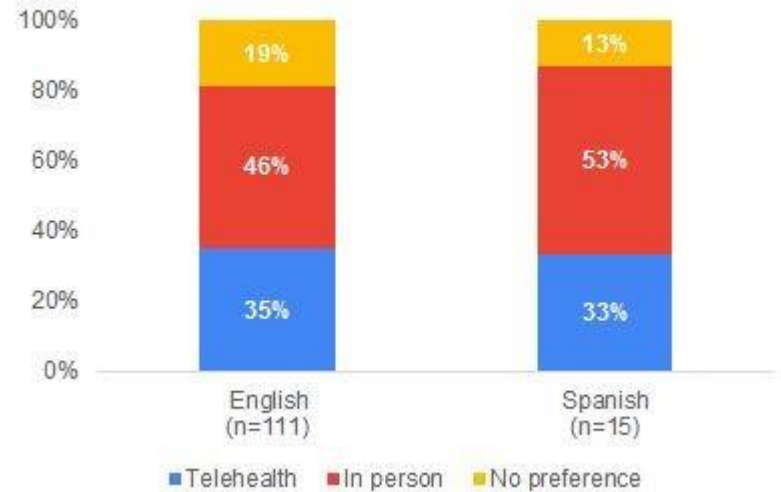


Family Re-entry Survey Results as of 7/2/20

Overall Appointment Type Preference
(n=126)

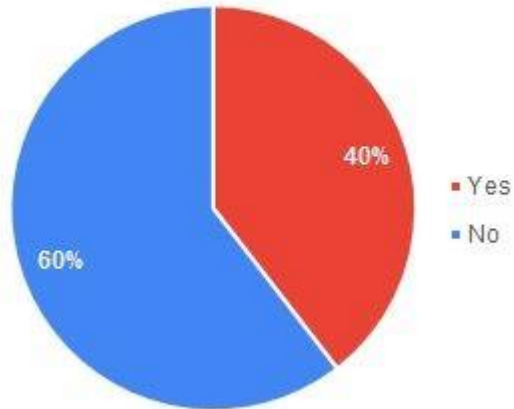


Appointment Type Preference, by Language

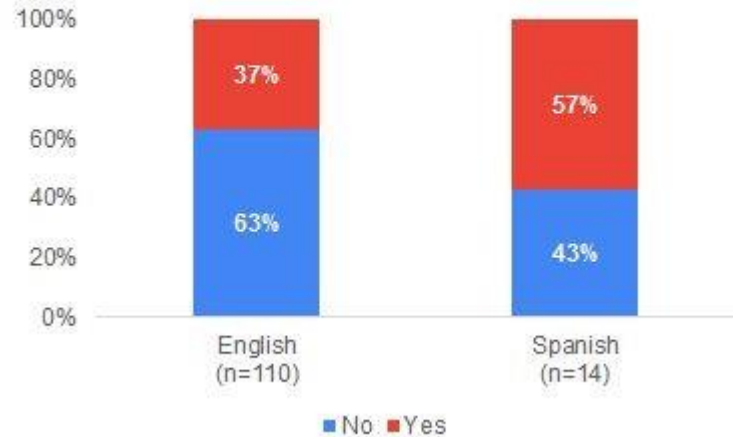


Telehealth Challenges

Have there been any challenges to your family participating in telehealth sessions? (n=124)

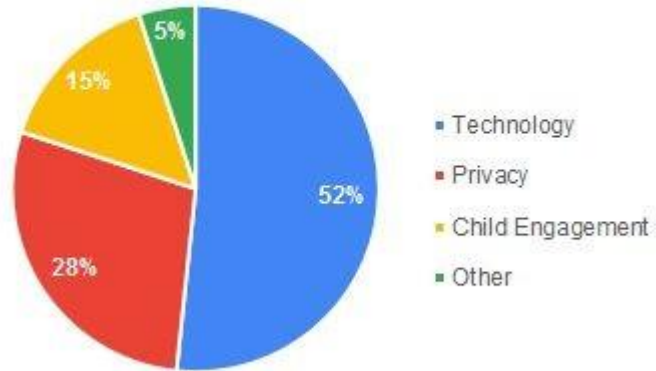


Have there been any challenges to your family participating in telehealth sessions?
by Language

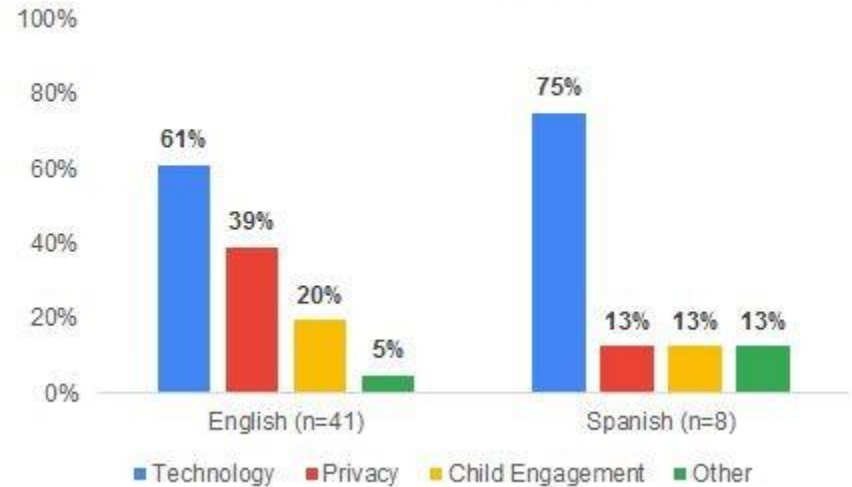


Types of Challenges

Types of Challenges Reported (n=60)
(Respondents could select more than one)

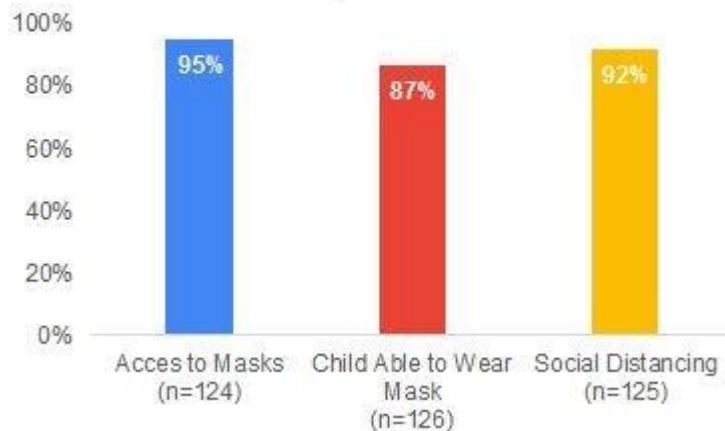


Types of Challenges Reported, by Language
(Respondents could select more than one)

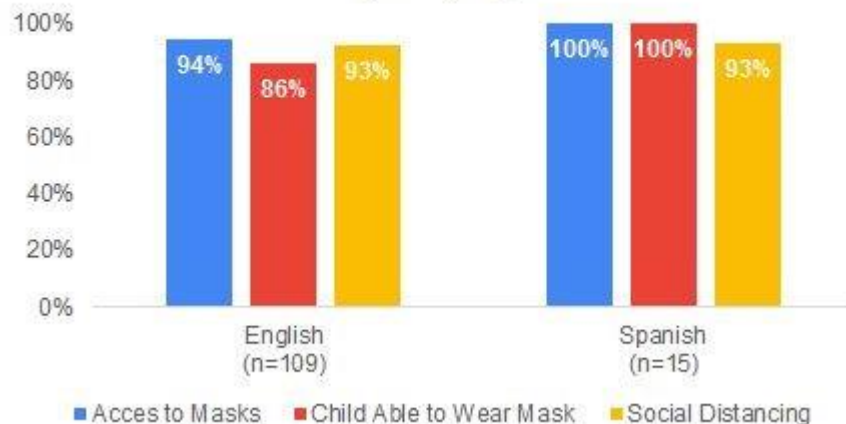


COVID-19 Protocols

Overall Ability to Comply with COVID-19 Safety Protocols



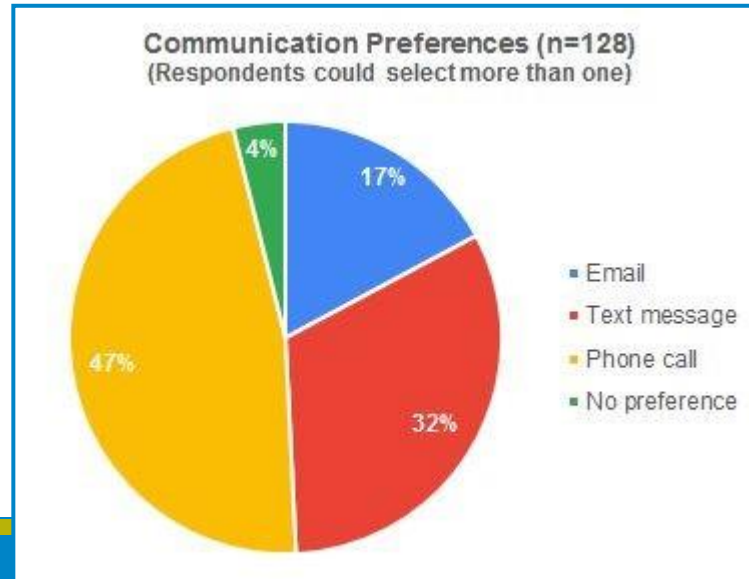
Ability to Comply with COVID-19 Safety Protocols, by Language



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Communication Preferences



Weitzman Institute 2020 Telehealth Research Study

<https://www.slideshare.net/CHCConnecticut/chc-2020-telehealth-research-study/1>

Institute and Sacred

**Heart University Institute for Public
Policy Release First Statewide Poll
Examining Connecticut Views on**

Telehealth

Segmented Demographic Findings

- 63.0% of respondents with a household income of greater than \$150,000 have had a telehealth appointment, compared to only 51.4% of respondents making less than \$40,000.
- 7.6% of respondents making less than \$40,000 do not have access to devices needed for a telehealth appointment, compared to only 2.8% of respondents making \$150,000 or more.
- More African American respondents had issues with telehealth being "hard to use / had problems connecting" (19.0%) or they "didn't have a private space for my appointment" (15.2%) compared to Hispanic (8.5% and 7.0%, respectively) or Caucasian respondents (6.4% and 5.6%, respectively).
- Hispanic respondents (39.4%) are more likely to prefer a telehealth appointment in the future over an in-person appointment as compared to African American (32.9%) or Caucasian respondents (32.7%). Additionally, those with a household income level of less than \$40,000 (47.4%) were most likely to prefer a telehealth appointment rather than an in-person appointment, while those making \$150,000 or more were the least likely (29.4%).
- However, Caucasian respondents (45.8%) are overall more likely to use telehealth in the future as compared to Hispanic (36.1%) or African American respondents (35.8%). Additionally, respondents making \$150,000 or more were more likely (62.5%) to use telehealth in the future as compared to respondents with a household income level of less than \$40,000 (31.1%).



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