



# ARIZONA DEPARTMENT OF HEALTH SERVICES

## ARIZONA TREATMENT CAPACITY SURVEY ANALYSIS

**Quarter Ending March 31, 2023**

### **Introduction**

Under the Arizona Opioid Epidemic Act of 2018, each facility that provides inpatient or outpatient substance use disorder treatment (SUDT) is required to submit a quarterly report to Arizona Department of Health Services (ADHS) that includes information regarding the number of days in the quarter that the facility was at capacity and unable to accept referrals for treatment. A revision to the survey was completed (March, 2022) by ADHS in collaboration with internal and external stakeholders to increase understanding barriers to accessing and utilizing treatment. The purpose of the reporting is to identify gaps in care and unmet SUDT needs in the state.

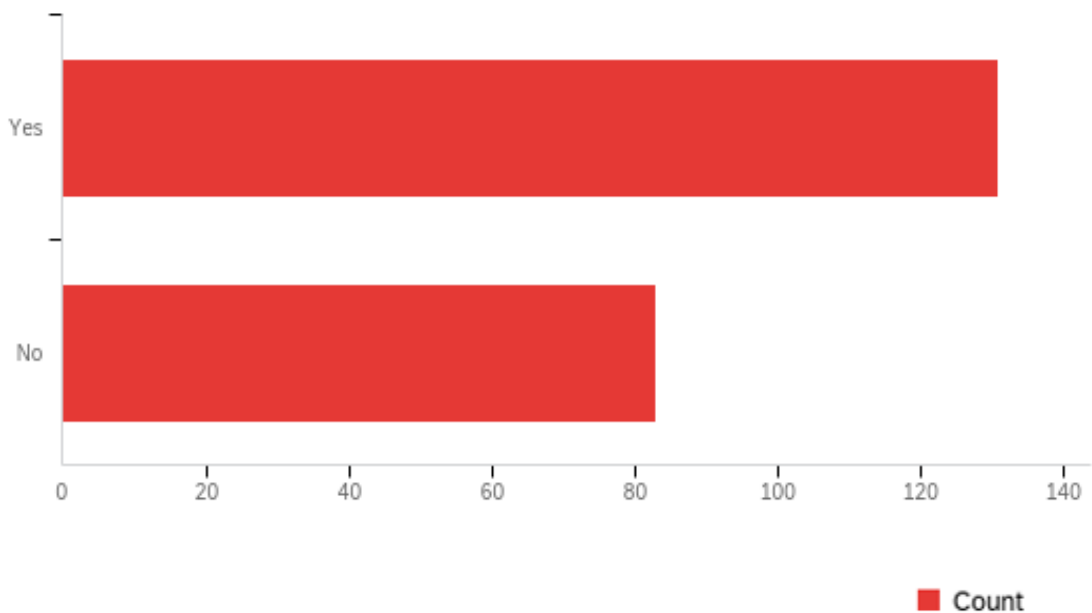
### **Methods and Response Rate:**

A total of 214 responses to the survey were received this quarter. Of those who responded, 61% (131) reported that they provided at least one type of substance abuse service. The survey was distributed through the Division of Licensing Services and the Arizona Health Care Cost Containment System (AHCCCS). It is likely that it did not reach all providers of substance use disorder treatment in Arizona.

### **Key Findings**

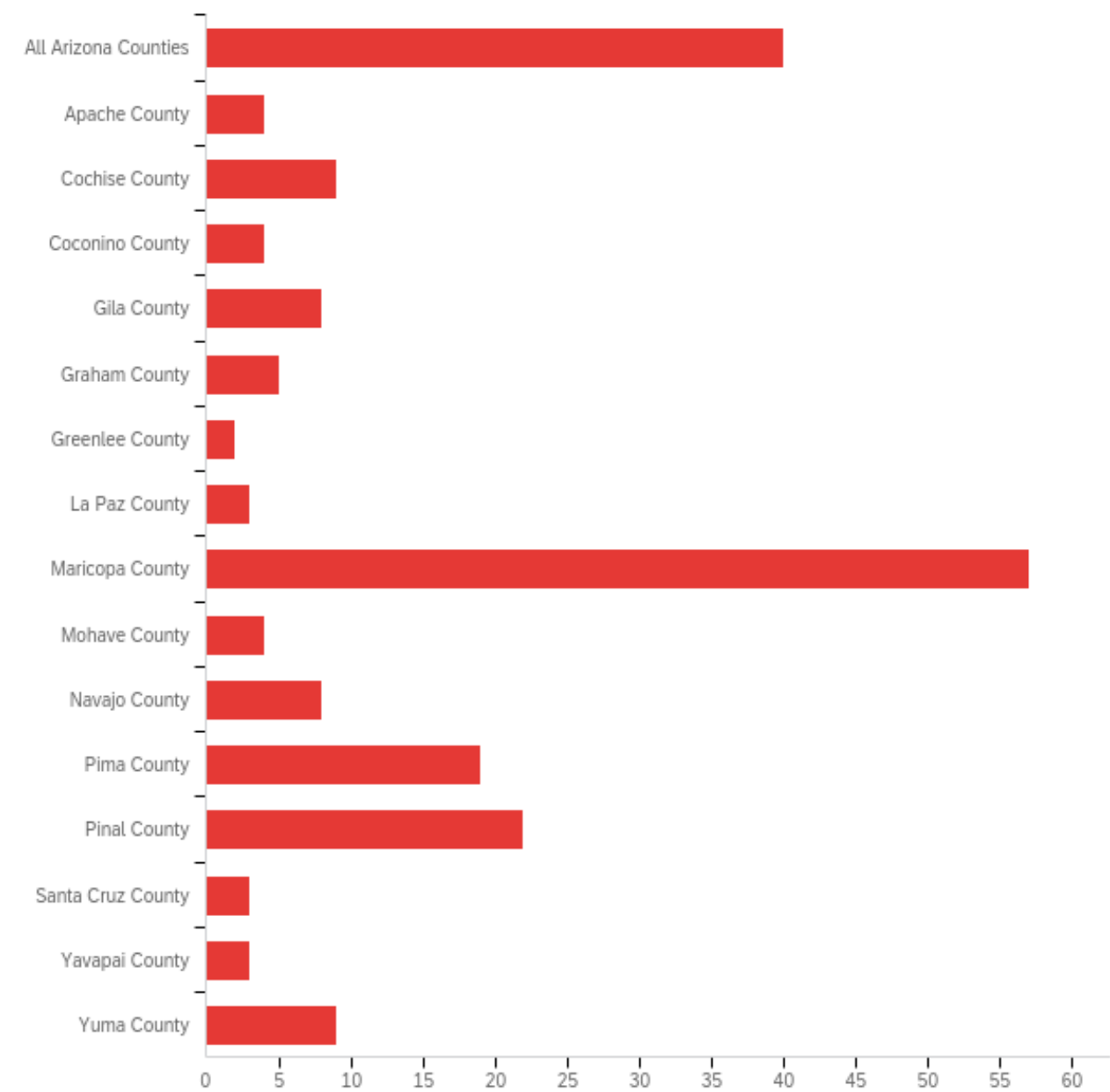
- 40% of outpatient facility beds and 74% of inpatient facility beds were found to be in-use
  - At present, a small percent of facilities had a waitlist for inpatient (11%) or outpatient (10%) services
    - 98% of people on waitlists were provided with referrals to other services
- Facilities reported serving all Arizona counties, genders, age groups, and accepting several different forms of payment
  - Most (97%) facilities accept AHCCCS
  - Half (50%) offer MAT/MOUD
- Barriers preventing someone from accessing care for substance use disorder (SUD) treatment include being “not ready to stop using” and that they “do not feel they need treatment.”
  - Common barriers to accessing outpatient SUD services include lack of transportation (59%), lack of housing (48%), lack of social support (43%), and lack of childcare (33%).
  - Common follow-up services provided to patient after SUD include peer support (52%), community-based self-help (44%), and virtual check-ins (31%).

Does your facility provide ANY type of services for people with substance use disorder issues?



Answer	Percent of Total Respondents (n=214)	Number of Responses
Yes	61.21%	131
No	38.79%	83

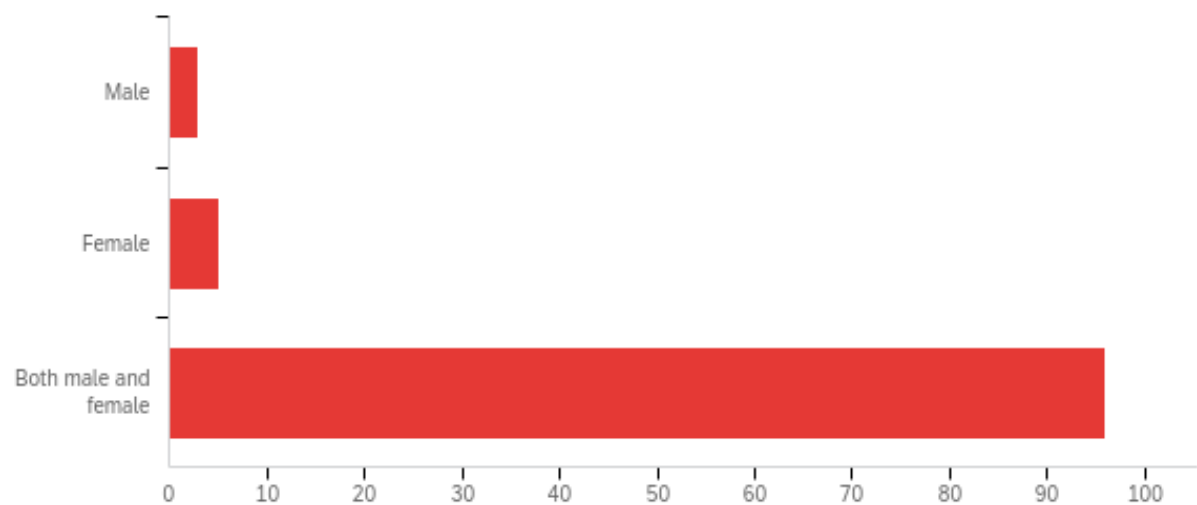
What counties does your facility work with? (Check all that apply)



Answer	Percent of Total Respondents (n=110)	Number of Responses
All Arizona Counties	36.36%	40
Apache County	3.64%	4
Cochise County	8.18%	9
Coconino County	3.64%	4
Gila County	7.27%	8

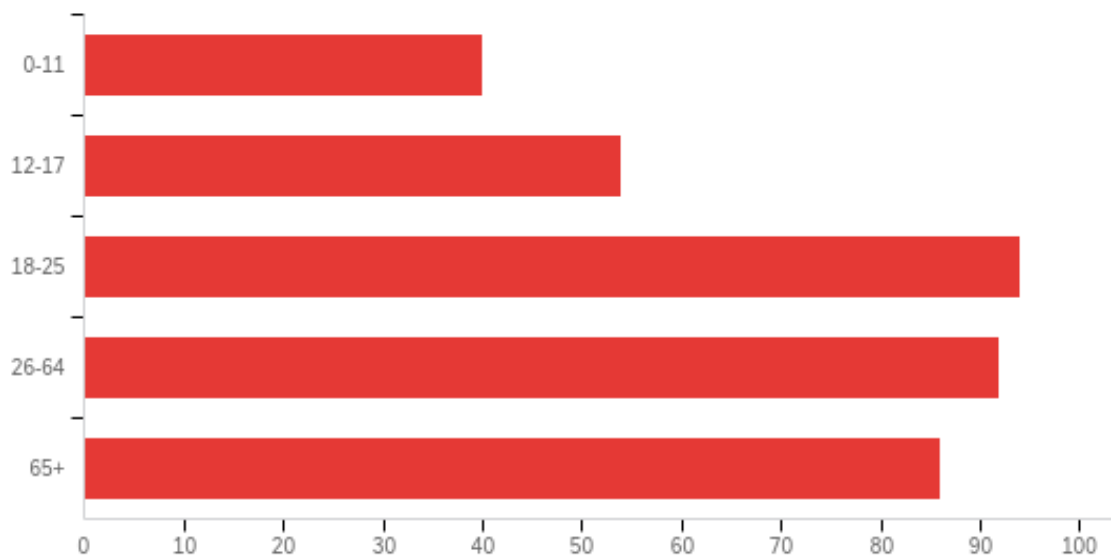
Graham County	4.55%	5
Greenlee County	1.82%	2
La Paz County	2.73%	3
Maricopa County	51.82%	57
Mohave County	3.64%	4
Navajo County	7.27%	8
Pima County	17.27%	19
Pinal County	20.00%	22
Santa Cruz County	2.73%	3
Yavapai County	2.73%	3
Yuma County	8.18%	9

What sexes are served at your facility?



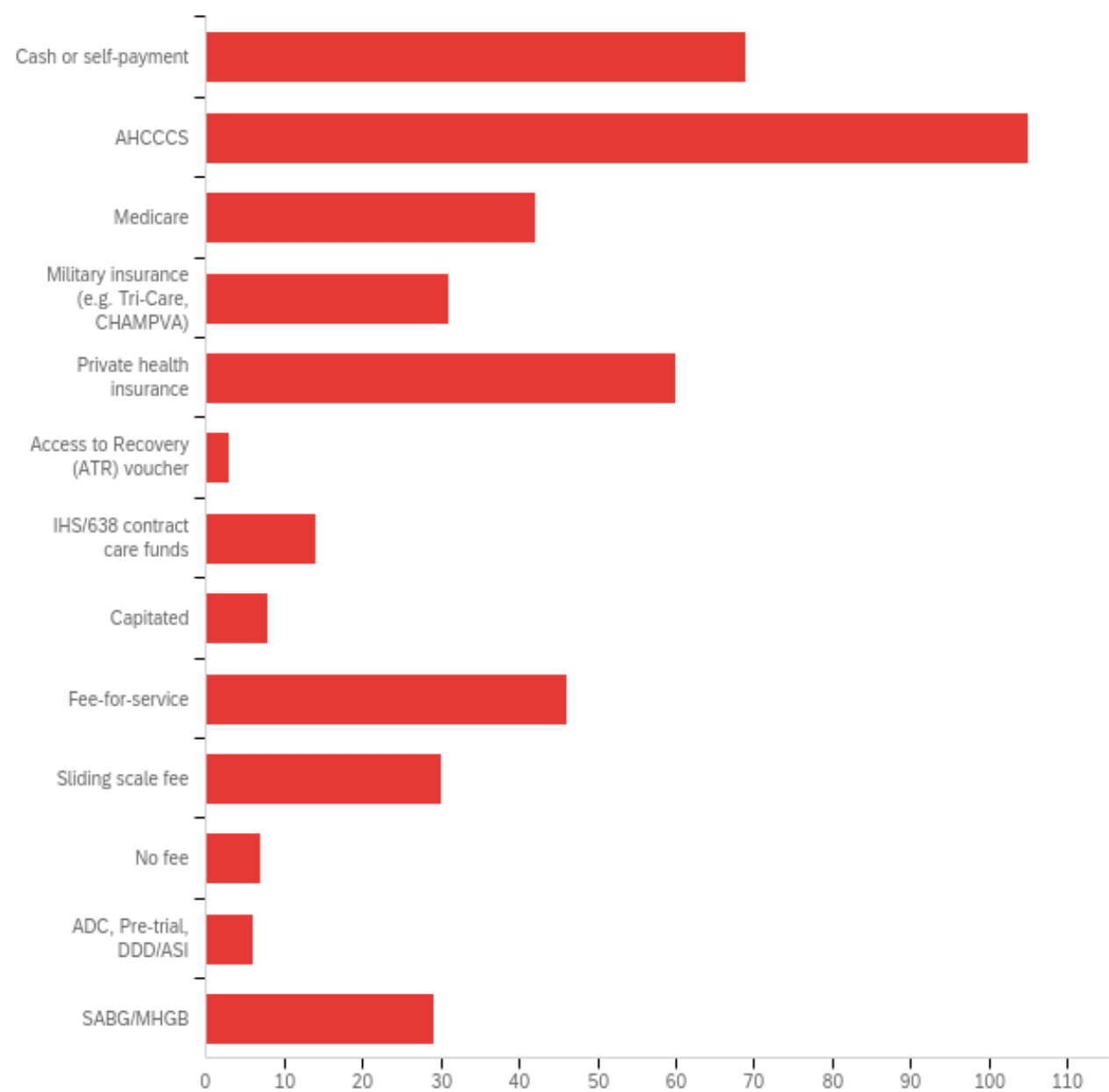
Answer	Percent of Total Respondents (n=104)	Number of Responses
Male	2.88%	3
Female	4.81%	5
Both male and female	92.31%	96

What age groups does your facility provide treatment services to? (Check all that apply)



Answer	Percent of Total Respondents (n=104)	Number of Responses
0-11	38.46%	40
12-17	51.92%	54
18-25	90.38%	94
26-64	88.46%	92
65+	82.69%	86

What forms of payment/reimbursement does your facility accept for services provided?  
(Check all that apply)

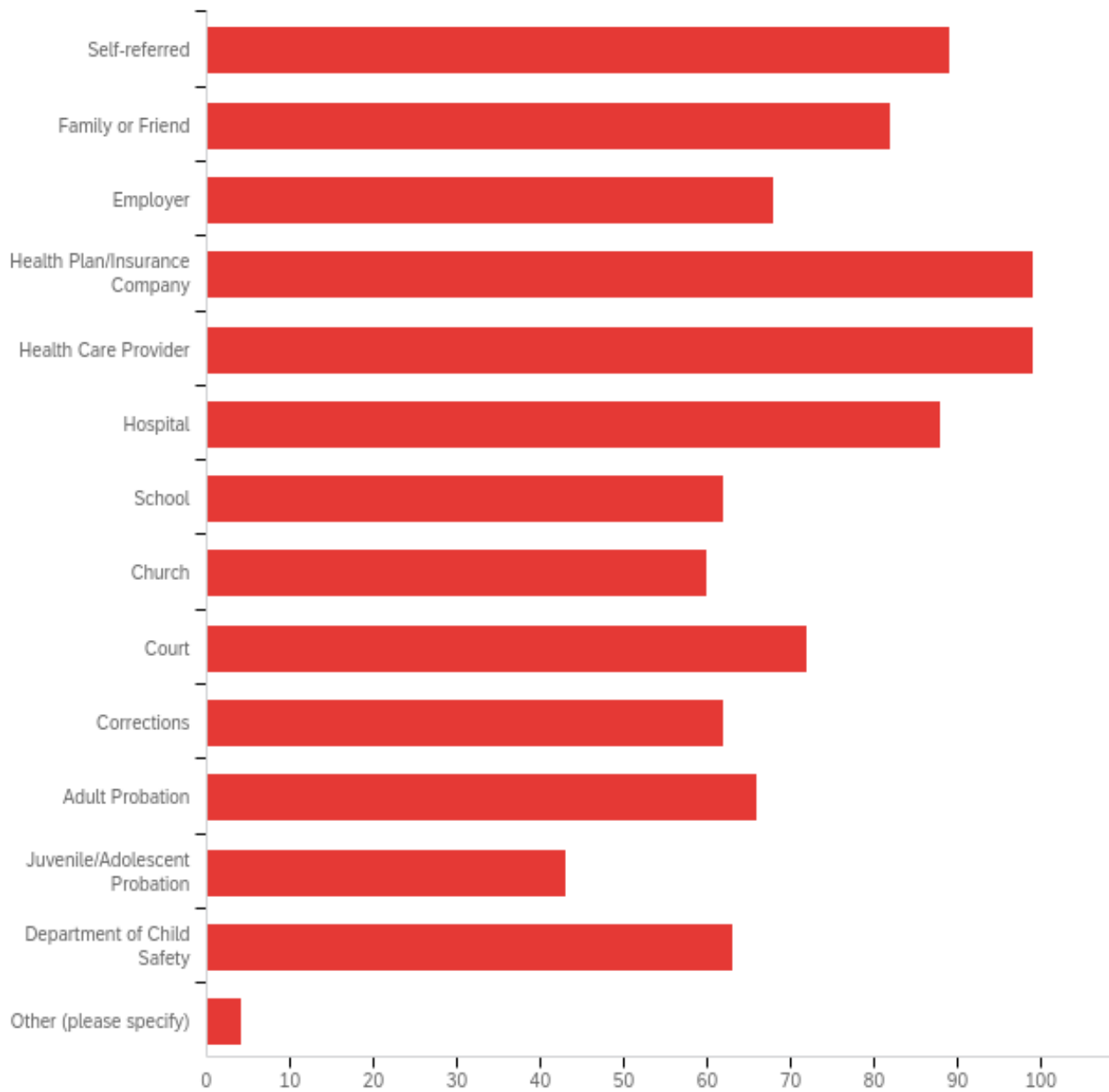


Answer	Percent of Total Respondents (n=108)	Number of Responses
Cash or self-payment	63.89%	69
AHCCCS	97.22%	105
Medicare	38.89%	42
Military insurance (e.g. TRICARE, CHAMPVA)	28.70%	31

Private health insurance	55.56%	60
Access to Recovery (ATR) voucher	2.78%	3
IHS/638 contract care funds	12.96%	14
Capitated	7.41%	8
Fee-for-service	42.59%	46
Sliding scale fee	27.78%	30
No fee	6.48%	7
ADC, Pre-trial, DDD/ASI	5.56%	6
SABG/MHGB	26.85%	29



## Who is able to make referrals for services at your facility? (Check all that apply)

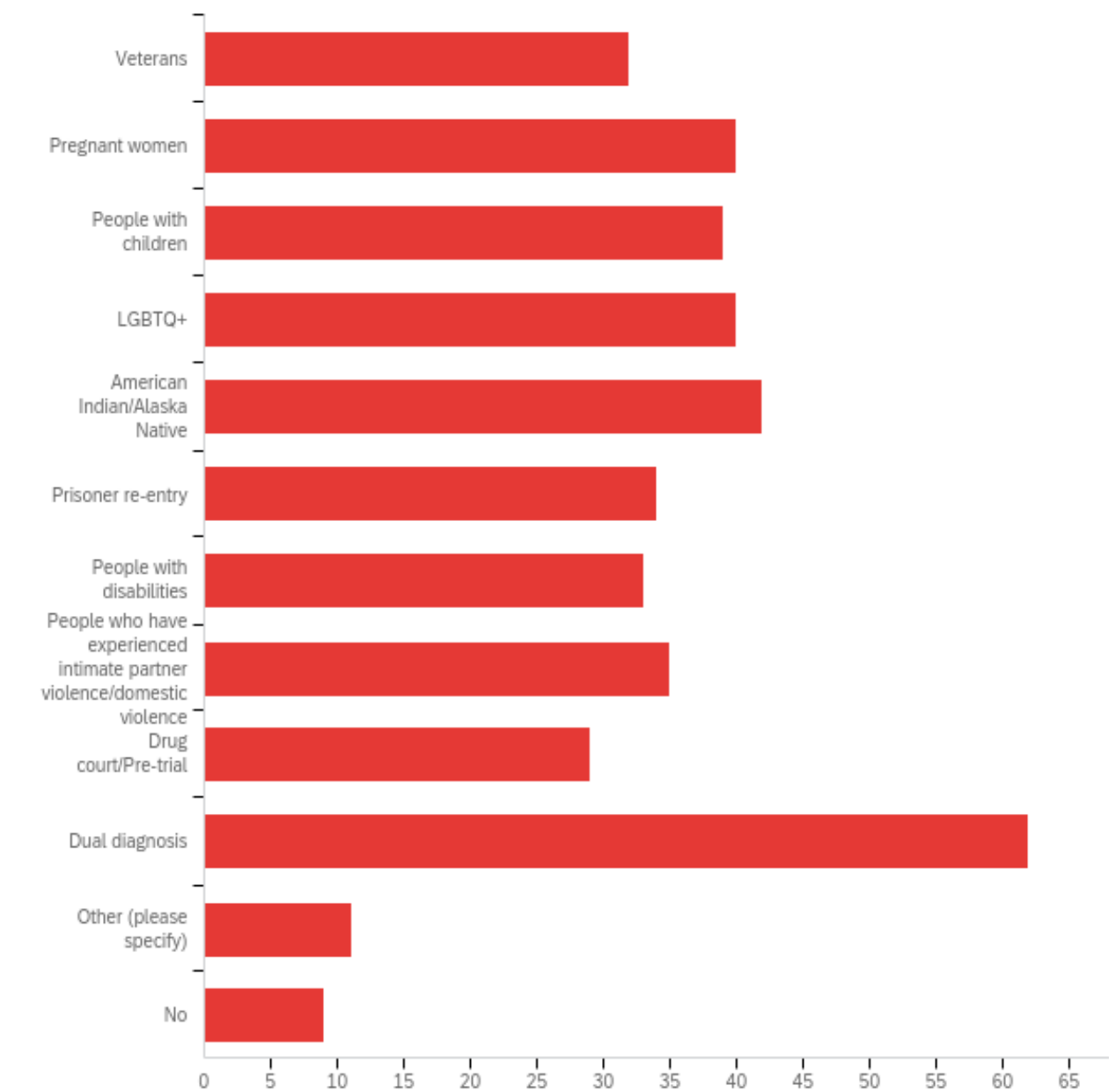


Answer	Percent of Total Respondents (n=108)	Number of Responses
Self-referred	82.41%	89
Family or Friend	75.93%	82
Employer	62.96%	68
Health Plan/Insurance Company	91.67%	99
Health Care Provider	91.67%	99

Hospital	81.48%	88
School	57.41%	62
Church	55.56%	60
Court	66.67%	72
Corrections	57.01%	62
Adult Probation	61.11%	66
Juvenile/Adolescent Probation	39.81%	43
Department of Child Safety	58.33%	63
Other (please specify)	3.70%	4

\*Other responses given include parole, Health Homes

Does your facility have programs designed to serve any of the following populations?  
(Check all that apply)

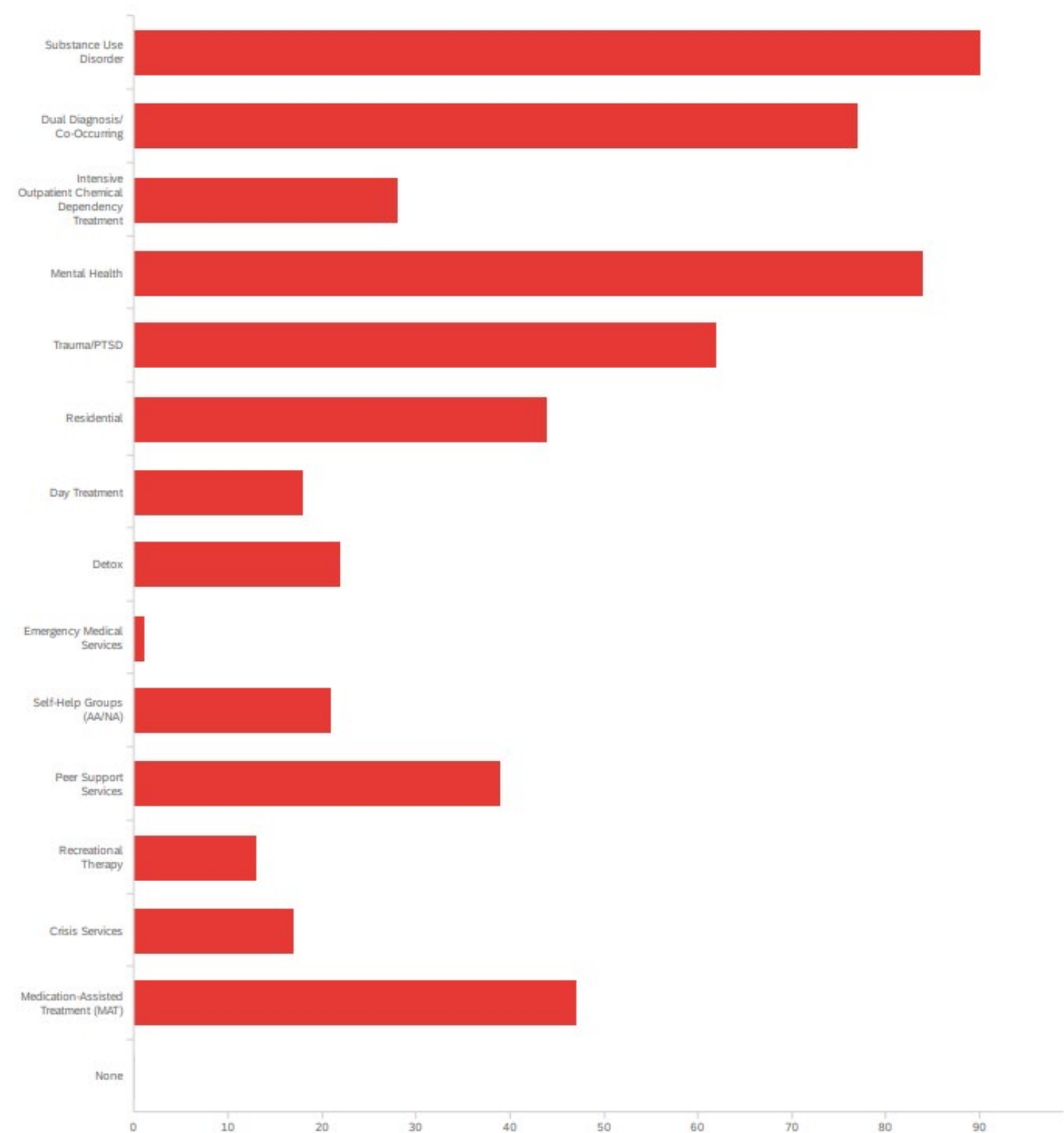


Answer	Percent of Total Respondents (n=105)	Number of Responses
Veterans	30.48%	32
Pregnant women	38.10%	40
People with children	37.14%	39
LGBTQ+	38.10%	40

American Indian/Alaska Native	40.00%	42
Prisoner re-entry	32.38%	34
People with disabilities	31.43%	33
People who have experienced intimate partner violence/domestic violence	33.33%	35
Drug court/Pre-trial	27.62%	29
Dual diagnosis	59.05%	62
Other (please specify)	10.48%	11
No	8.57%	9

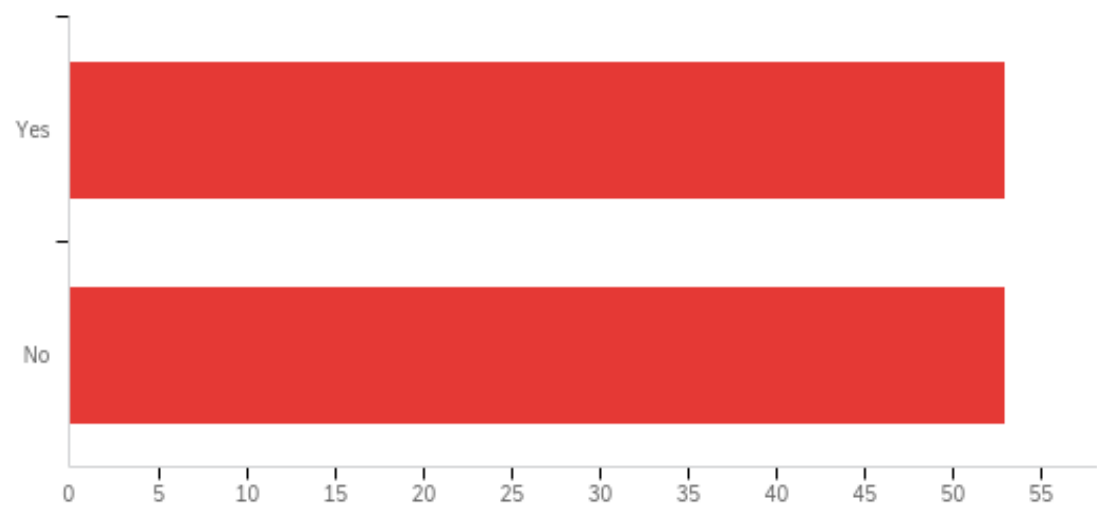
\*Other responses given include autism, trauma, GMH/SA (general mental health/substance abuse), SMI (serious mental illness), dementia, primary/general mental health, MAT (medication assisted treatment)

What type of services are offered at your facility? (Check all that apply)



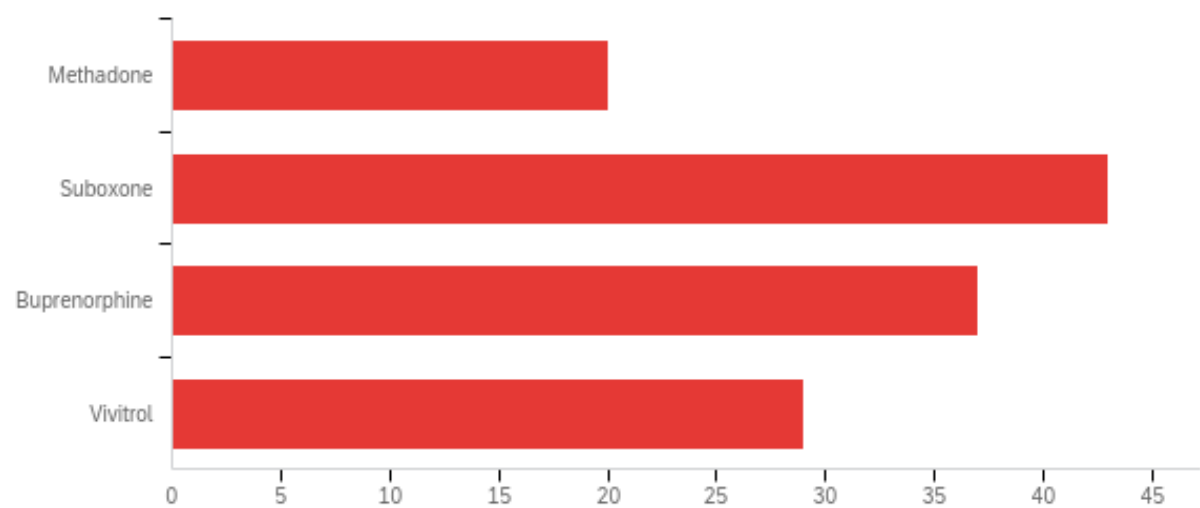
Answer	Percent of Total Respondents (n=108)	Number of Responses
Substance Use Disorder	83.33%	90
Dual Diagnosis/Co-Occurring	71.30%	77
Intensive Outpatient Chemical Dependency Treatment	25.93%	28
Mental Health	77.78%	84
Trauma/PTSD	57.41%	62
Residential	40.74%	44
Day Treatment	16.67%	18
Detox	20.37%	22
Emergency Medical Services	0.93%	1
Self-Help Groups (AA/NA)	19.44%	21
Peer Support Services	36.11%	39
Recreational Therapy	12.04%	13
Crisis Services	15.74%	17
Medication-Assisted Treatment (MAT)	43.52%	47
None	0.00%	0

Does your facility offer medication-assisted treatment (MAT)?



Answer	Percent of Total Respondents (n=106)	Number of Responses
Yes	50.00%	53
No	50.00%	53

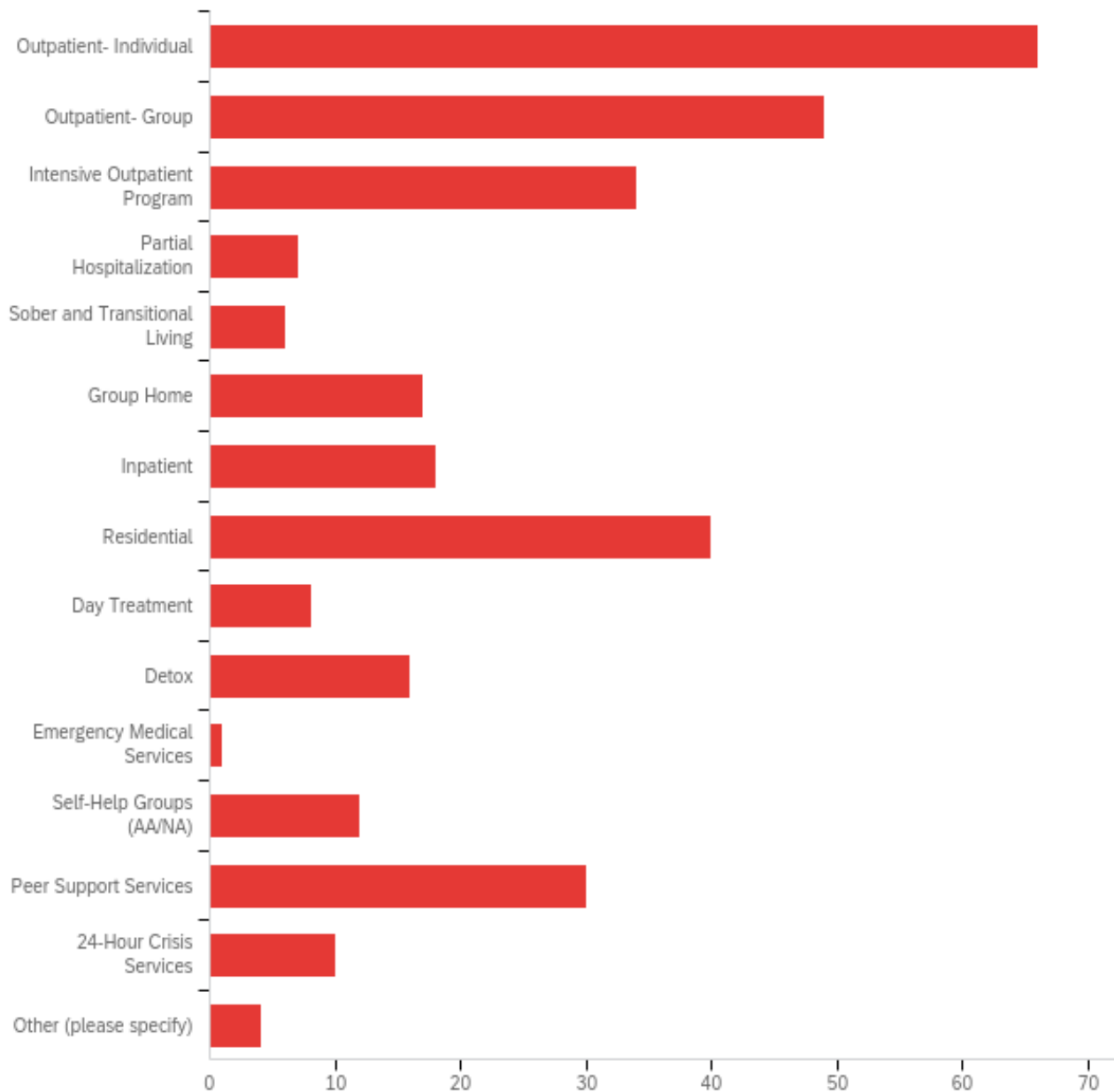
What types of medication-assisted treatment (MAT) does your facility offer? (Check all that apply)



Answer	Percent of Total Respondents (n=49)	Number of Responses
Methadone	40.82%	20
Suboxone	87.76%	43
Buprenorphine	75.51%	37
Vivitrol	59.18%	29



## What levels of care are offered at your facility? (Check all that apply)

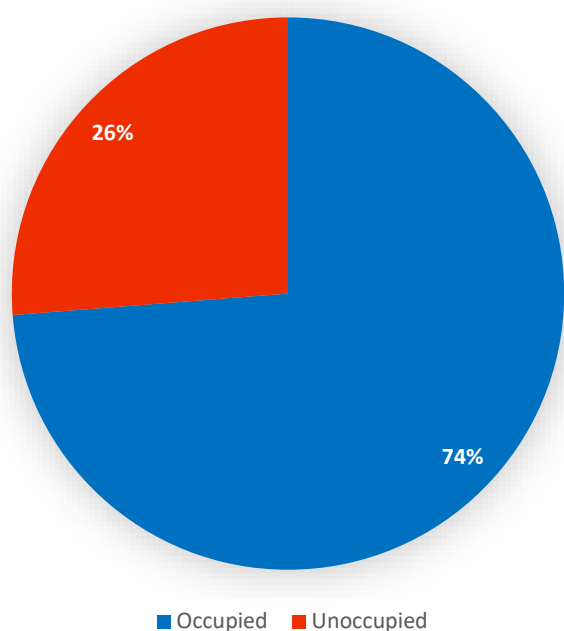


Answer	Percent of Total Respondents (n=101)	Number of Responses
Outpatient- Individual	65.35%	66
Outpatient- Group	48.51%	49
Intensive Outpatient Program	33.66%	34
Partial Hospitalization	6.93%	7
Sober and Transitional Living	5.94%	6

Group Home	16.83%	17
Inpatient	17.82%	18
Residential	39.60%	40
Day Treatment	7.92%	8
Detox	15.84%	16
Emergency Medical Services	0.99%	1
Self-Help Groups (AA/NA)	11.88%	12
Peer Support Services	29.70%	30
24-Hour Crisis Services	9.90%	10
Other (please specify)	3.96%	4

\*Other responses given include clinic, employment services, SMI

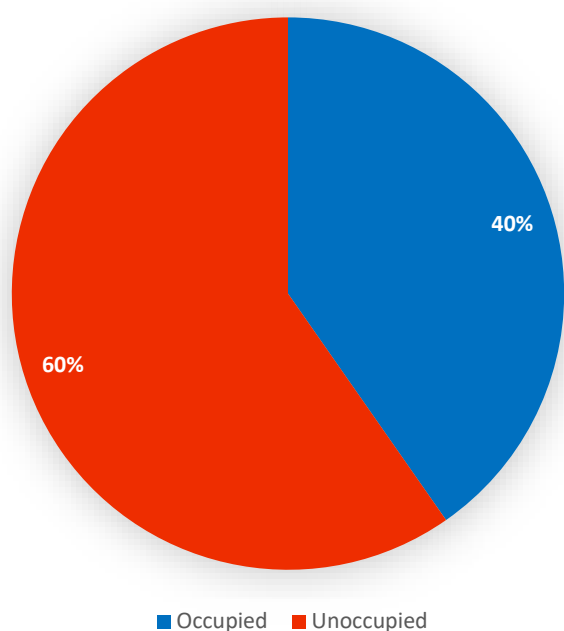
Inpatient bed usage



	Count
How many total inpatient beds are at your facility (i.e. total inpatient capacity)?	1841
How many inpatient beds are occupied today at your facility (i.e. current usage)?	1358
Percent currently in-use	73.76%

\*Facilities showing available capacity above 500% of total capacity excluded due to invalid data

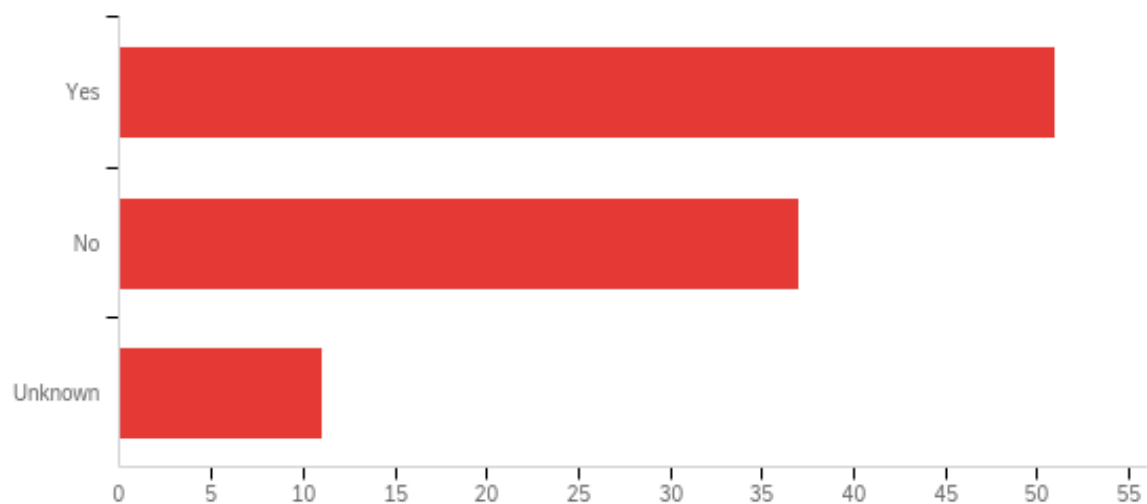
Outpatient bed usage



	Count
How many total outpatient beds are at your facility (i.e. total outpatient capacity)?	17643
How many outpatient beds are occupied today at your facility (i.e. current usage)?	7110
Percent currently in-use	40.30%

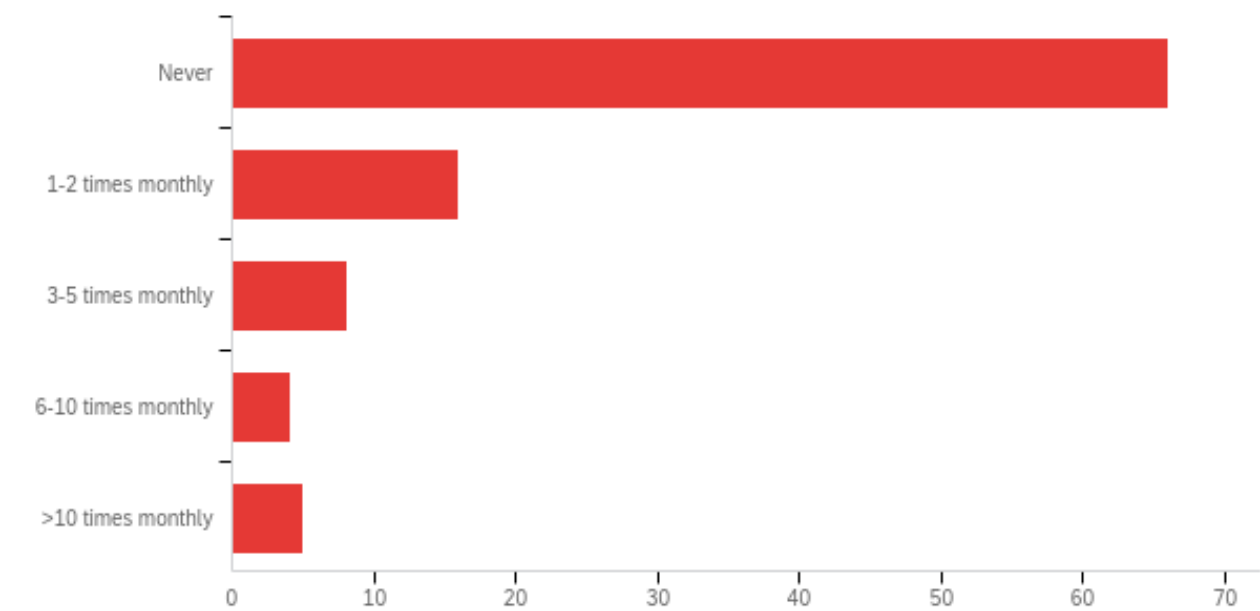
\*Facilities showing available capacity above 500% of total capacity excluded due to invalid data

Do you track individuals that present for care, but are not able to receive services due to being at capacity?



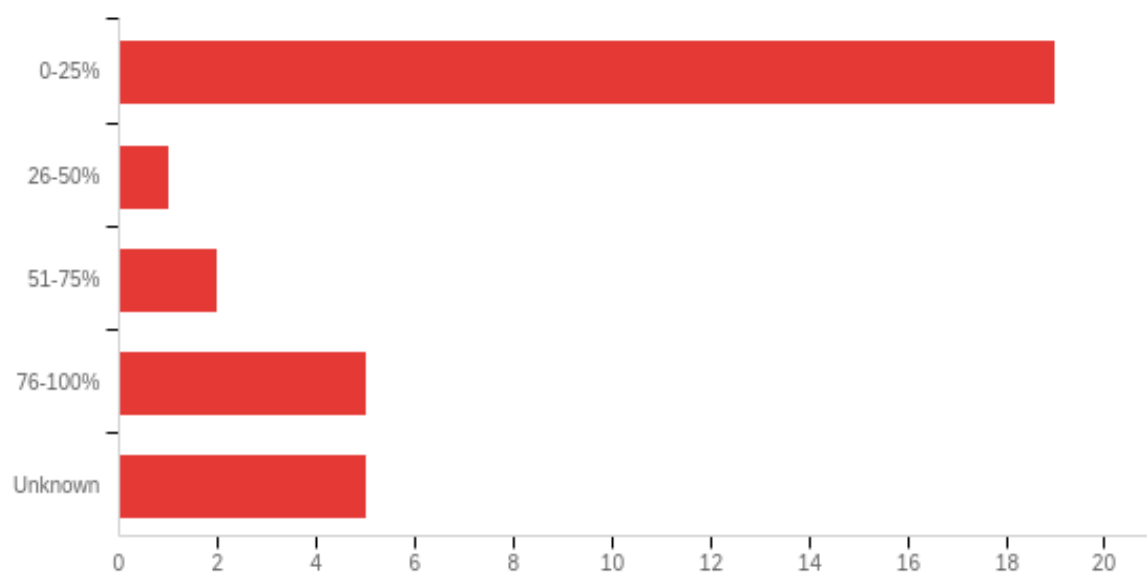
Answer	Percent of Total Respondents (n=99)	Number of Responses
Yes	51.52%	51
No	37.37%	37
Unknown	11.11%	11

How often does someone get turned away or denied access to care?



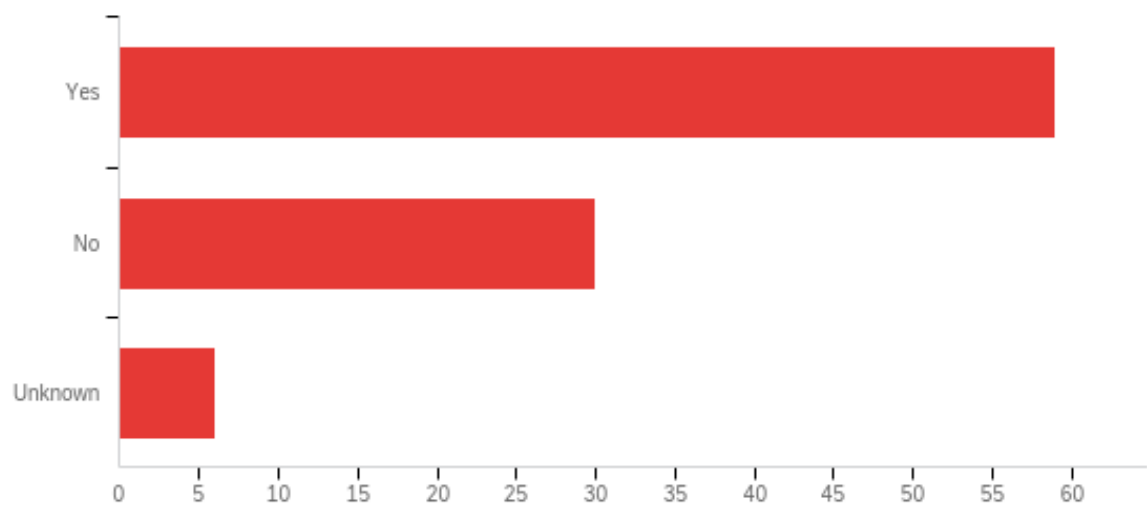
Answer	Percent of Total Respondents (n=99)	Number of Responses
Never	66.67%	66
1-2 times monthly	16.16%	16
3-5 times monthly	8.08%	8
6-10 times monthly	4.04%	4
>10 times monthly	5.05%	5

Of persons turned away or denied access to care, what percent are a result of insurance non-approval?



Answer	Percent of Total Respondents (n=32)	Number of Responses
0-25%	59.38%	19
26-50%	3.13%	1
51-75%	6.25%	2
76-100%	15.63%	5
Unknown	15.63%	5

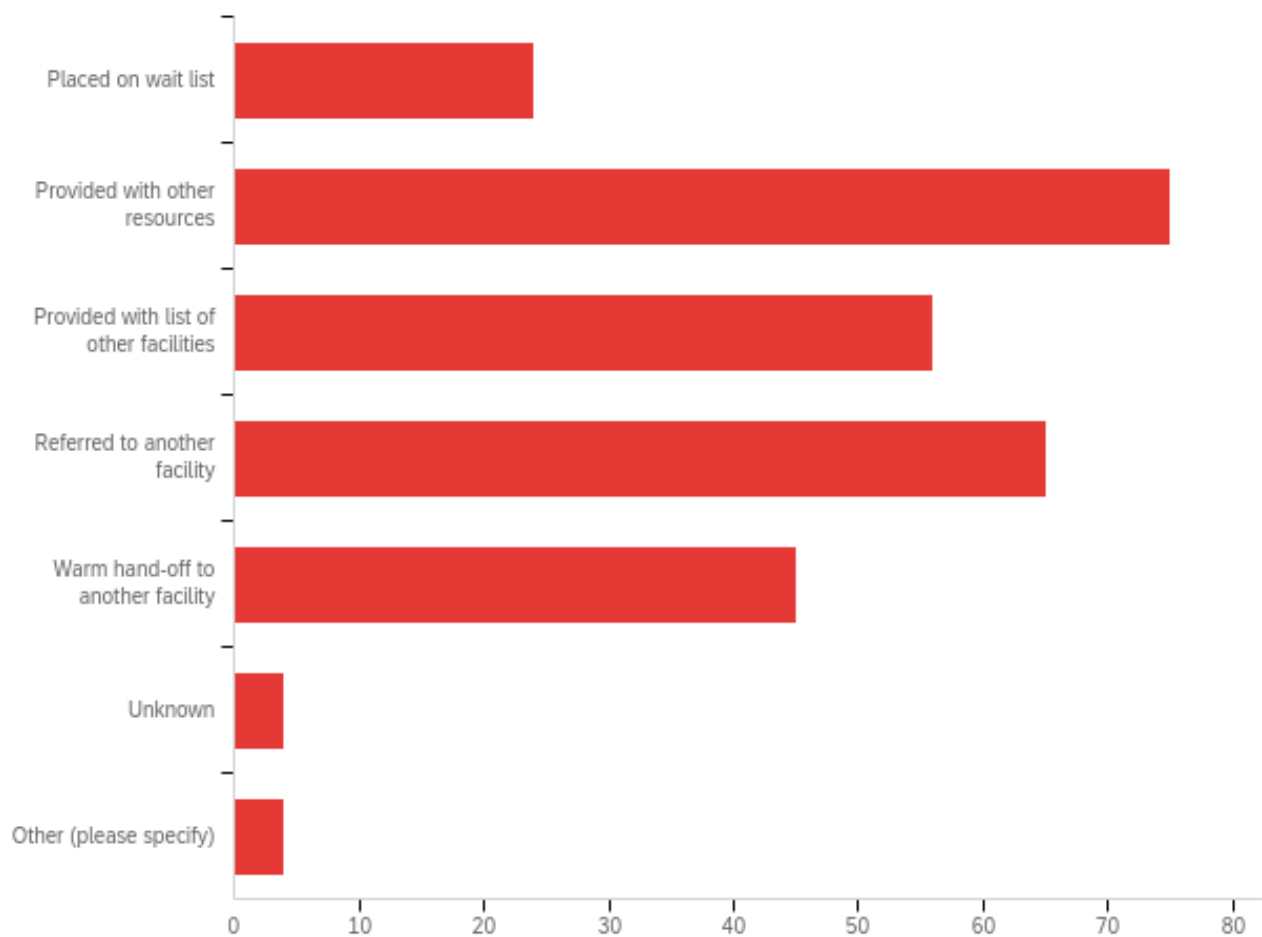
Is there someone on-site (physically or virtually) that assists individuals with receiving insurance approval for substance use disorder treatment?



Answer	Percent of Total Respondents (n=95)	Number of Responses
Yes	62.11%	59
No	31.58%	30
Unknown	6.32%	6



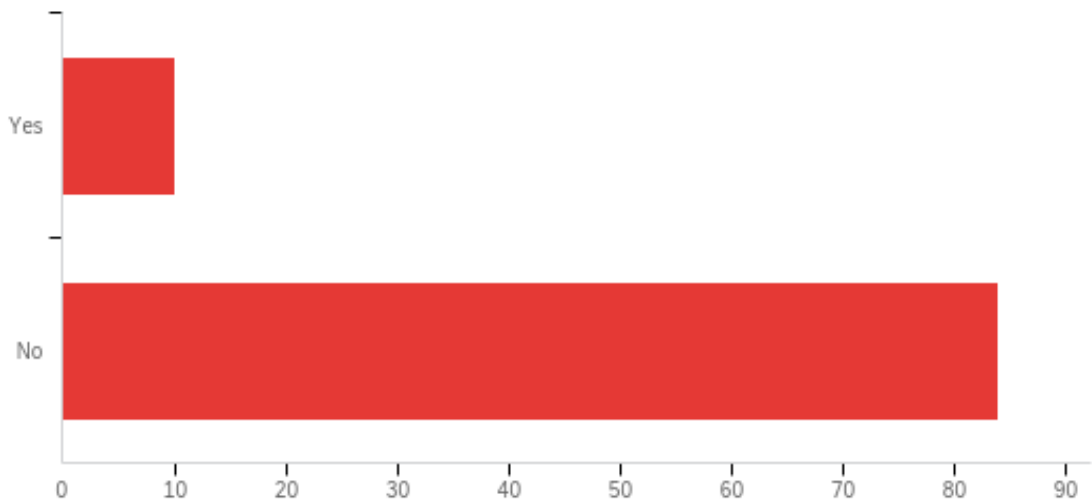
What happens if someone is turned away or refused treatment for services? (Check all that apply)



Answer	Percent of Total Respondents (n=96)	Number of Responses
Placed on wait list	25.00%	24
Provided with other resources	78.13%	75
Provided with list of other facilities	58.33%	56
Referred to another facility	67.71%	65
Warm hand-off to another facility	46.88%	45
Unknown	4.17%	4
Other (please specify)	4.17%	4

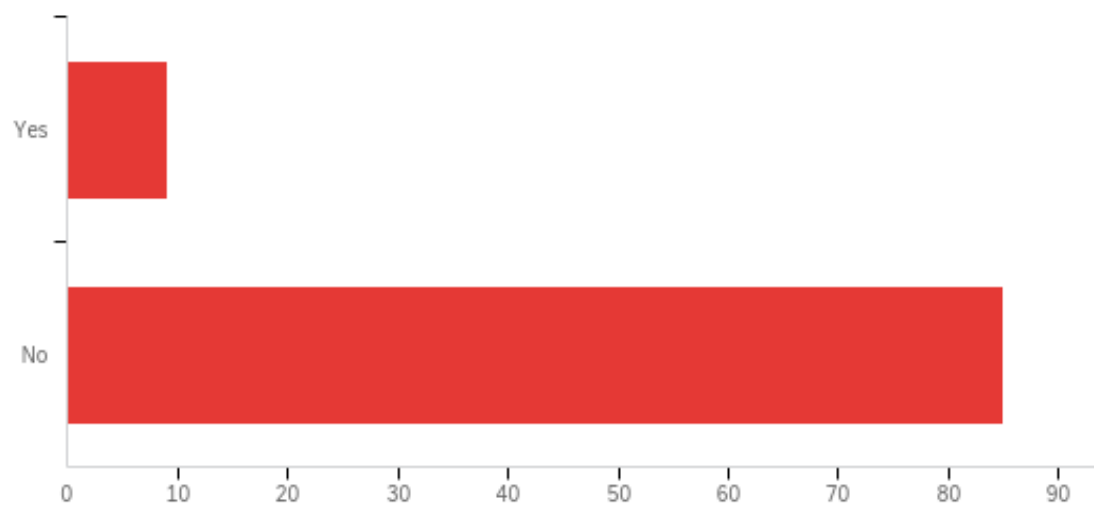
\*Other responses given include high-needs case management will continue to locate a facility

Today do you have a waitlist for inpatient services?



Answer	Percent of Total Respondents (n=94)	Number of Responses
Yes	10.64%	10
No	89.36%	84

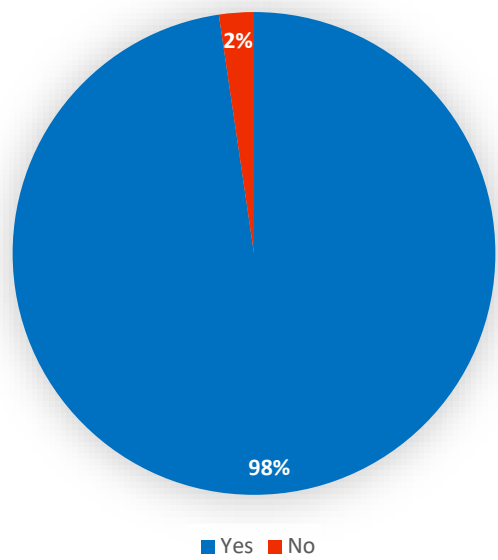
Today do you have a waitlist for outpatient services?



Answer	Percent of Total Respondents (n=94)	Number of Responses
Yes	9.57%	9
No	90.43%	85

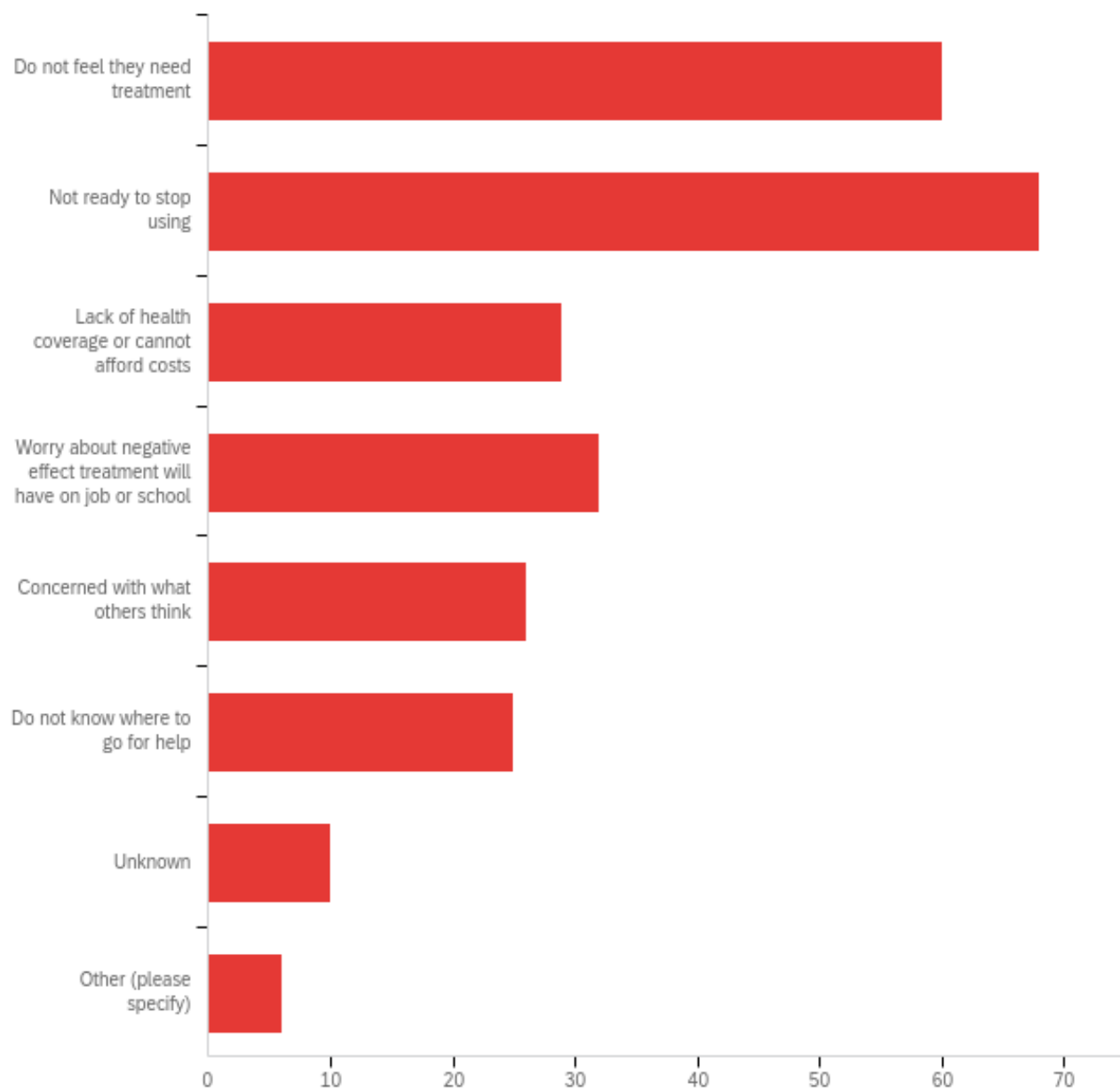
Waitlists

Percent on Waitlists Given Referrals



	Count
Within the last 3 months, what is the total number of individuals who have been on the waitlist(s)?	258
How many individuals from the total 3-month waitlist(s) were provided referrals to other services while waiting?	252
Percent provided referrals	97.67%

What are the most common barriers preventing someone from accessing any type of care for substance use disorder treatment? (Check all that apply)

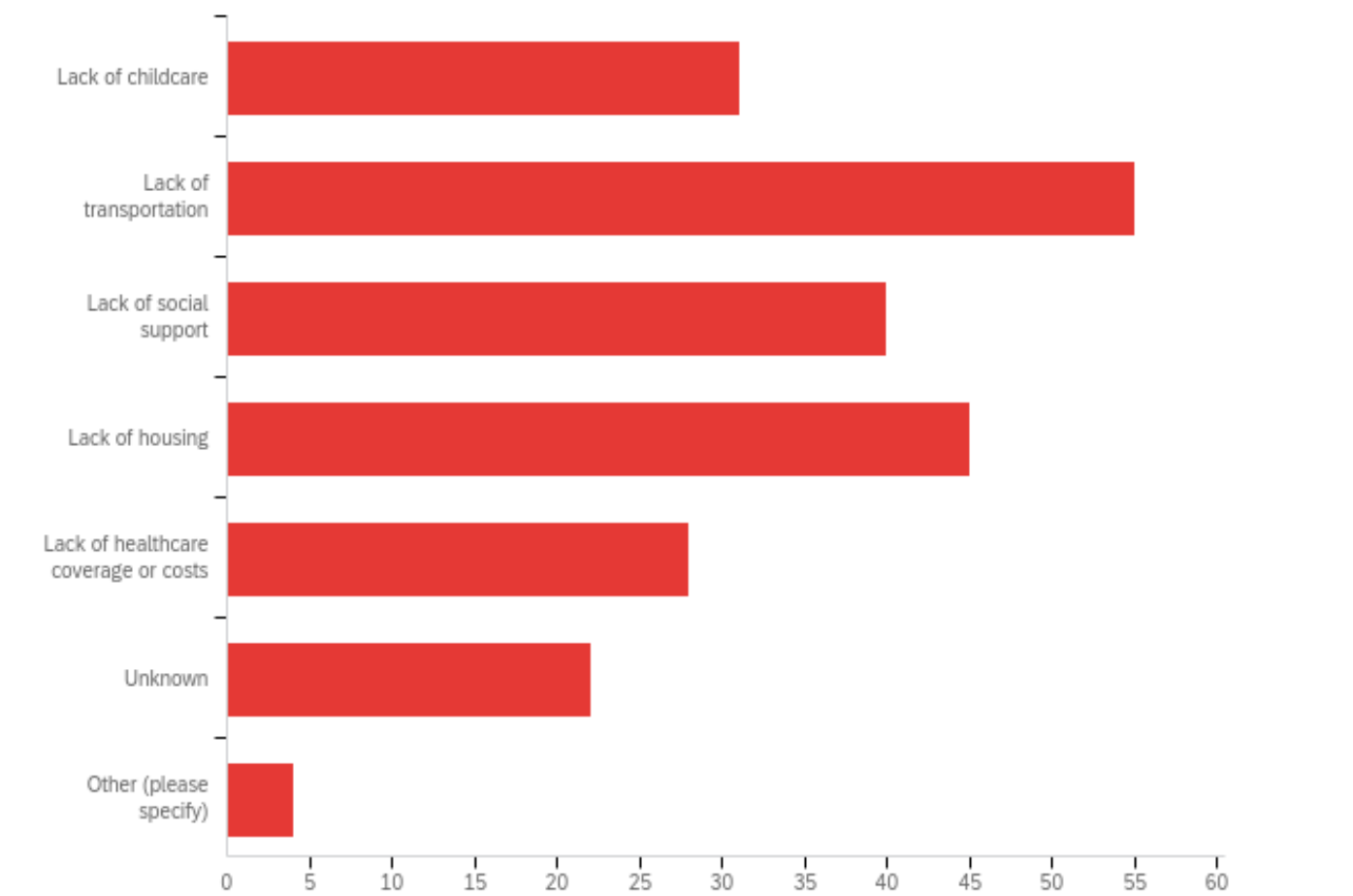


Answer	Percent of Total Respondents (n=93)	Number of Responses
Do not feel they need treatment	64.52%	60
Not ready to stop using	73.12%	68
Lack of health coverage or cannot afford costs	31.18%	29
Worry about negative effect treatment will have on job or school	34.41%	32

Concerned with what others think	27.96%	26
Do not know where to go for help	26.88%	25
Unknown	10.75%	10
Other (please specify)	6.45%	6

\*Other responses given include availability, transportation, and discontinuation of treatment approval by health plan

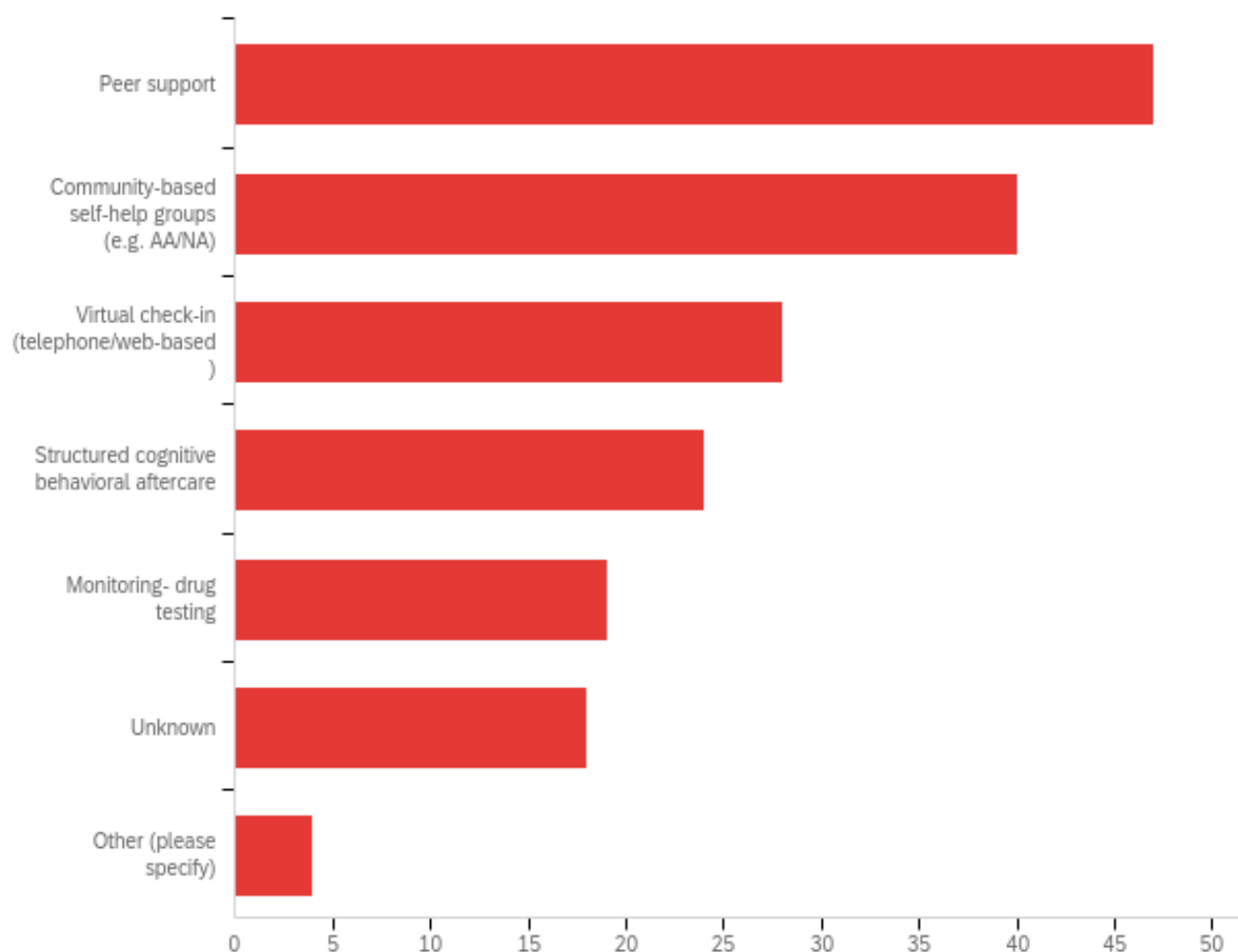
**What are the most common barriers to accessing outpatient treatment for a substance use disorder? (Check all that apply)**



Answer	Percent of Total Respondents (n=93)	Number of Responses
Lack of childcare	33.33%	31
Lack of transportation	59.14%	55
Lack of social support	43.01%	40
Lack of housing	48.39%	45
Lack of healthcare coverage or costs	30.11%	28
Unknown	23.66%	22
Other (please specify)	4.30%	4

\*Other responses given include readiness, client will not accept appointment times, and unable to obtain time off from work

**What type of follow-up services are provided to patients after completing substance use disorder treatment? (Check all that apply)**



Answer	Percent of Total Respondents (n=91)	Number of Responses
Peer support	51.65%	47
Community-based self-help groups (e.g. AA/NA)	43.96%	40
Virtual check-in (telephone/web-based)	30.77%	28
Structured cognitive behavioral aftercare	26.37%	24
Monitoring- drug testing	20.88%	19
Unknown	19.78%	18
Other (please specify)	4.40%	4

\*Other responses given include case management, counseling