QUESTION USED TO ELICIT INPUT FROM THE GROUP:

1. What is your immediate reaction to this proposal?
2. What questions do you have?
3. Is anything missing?
4. What are, in your view, the two essential elements that would ensure the success of this proposal?

FEEDBACK - QUESTION #1

- Thrilled about degree of community involvement proposed.
- This structure seems much more flexible than the current one.
- The proposed model seems to foster access to the services clients need.
  - Three other people seconded this assertion
- The proposed model seems responsive to community needs
- Refreshing!
  - But how are we going to make sure we meet the needs of diverse communities?
  - This was seconded by one other person.
- Want to hear more about how this would be implemented.
- Optimistic about the role of community workers and family partners.
  - Hope this proposal will result in a concrete improvement in this regard.
- How are we going to help change the providers’ (contractors and county staff) mindset regarding delivery of services?
  - Lots of training will be needed.
- Having a hard time visualizing how this would work

FEEDBACK - QUESTION #2

- Will existing resources be redistributed?
  - How?
- How will workforce development issues be addressed?
- Is this model working some place else?
- How are we going to educate the community in a manner that is culturally sensitive?
- How do we define “community”?
  - There are several subsets of people that identify themselves as a “community,” which could create confusion.
  - Need to define “community” and communicate that definition.
- Will there be opportunities for more home visits?
  - And more partnerships with schools?
- How will you make sure that the community feels listened to? In a recent large partner agency’s experience, broad input was sought for a similar process and great participation was achieved from clients and others, but nothing much happened after that; this resulted in loss of confidence and trust. The agency is still trying to figure out how to remedy this. Avoid making the same mistake.
• How exactly will services be delivered?
  o Can we bring our services to the community instead of having the community come to us?
• How will this model help overcome disparities?
• Need better, clear definition of the role of the Community Planning Committee
• How will we promote this, and get buy in from, the community?
• How will this be communicated to communities?
• To what degree do we feel we can engage strategic partners such as Primary Care in this proposal?
• How do we keep the community engaged?
  o Emphasis on community residents

FEEDBACK - QUESTION #3

• What efforts will be made to build trust and relationships with different communities?
• Has this process been communicated to actual communities?
  o Here is where the definition of “community” becomes critical.
• How will “Access” work?
• How are we going to meet people where they are?
• How will we ensure that we have the workforce resources necessary to carry this out?
• Can we make some of our services “portable”?

FEEDBACK - QUESTION #4

• Communication to the community
• Training to providers
• Level of care has to match clients’ needs
  o Two other attendees seconded this
• Relationship between providers and community
• Incorporation of indigenous healing practices and supports
• Buy-in from BHRS staff
• Partnership with other government agencies
• Inclusiveness and transparency
• Respectful two-way communication
• Incentives
• Connect with housing services and supports
  o (Housing needs of seriously mentally ill persons came up repeatedly throughout the session)
• Clarity regarding exactly what services will be available, when, where, and to whom
  o Important to manage expectations
• Make sure that we keep clients and consumers at the center
  o Important to emphasize a client-directed system of care
• Make sure that people with lived experience are involved every step of the way