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 (immediate reaction)
- Great to have community involvement
- Each community is unique
  - Need strategies to meet the needs of each individual community
- Like inclusion and prominent role of peers (consumers and family members)
- Like that the recovery model is behind the proposal
- Like definition of family very much
- Appreciate standardization
- Model seems transparent
- Like greater access
  - Flexible hours, weekend hours, etc.
- Like emphasis on outreach
  - This is a good opportunity to educate the community and help breakdown the stigma
- A community based model fosters less stigma
  - It also fosters trust on the part of the community
- Like same day access
- It will be important to seize the opportunity when the client is ready to take the next step, which this model seems to foster

FEEDBACK - QUESTION #2 (questions)
- What is exactly the role of the community planning committee?
  - Is it a decision making body or an advisory body?
- Is this plan affordable?
- How much will this cost?
- How will the transition be handled?
- What will the transition look like?
- Acknowledging that BHRS needs to improve communication with the community, how are you going to make sure that people know what’s available to them?
- Who will ensure that services will be provided in a culturally competent way?
  - How will this be enforced?
- How will the new standards be enforced, and how will the accountability work?
  - Accountability to whom?
• Will you have a bottom-up approach as opposed to top-down approach? This means to involve the line staff and people on the ground and get their buy in before changing anything.
• How will we ensure buy-in from consumers and communities?

FEEDBACK - QUESTION #3 (anything missing?)
- Staff level buy-in and involvement
- Clear before and after picture to facilitate understanding of paradigm shift
- Need clear definition of “community”
  - When people talk about the “North County” community, there are actually several communities within North County
  - More services are needed in Pacifica
    - Pacifica has unique challenges because it has a huge transportation problem
- Collaboration a the larger community level
  - Other countywide partners
- Surface BHRS in web searches (i.e. google)
  - Become information hub for private and public insurance information

FEEDBACK - QUESTION #4 (essential elements)
• Access to services
• Services to consumers and families
• Need good, solid communication
  - Needs to be broad and simple
• Perform an organizational impact analysis
  - Clear picture of how this would work
• Hotline where consumers can get immediate help.
• Clear, positive communications plan
• Openness of the model will foster cross training; ensure that this piece is included
• Partnerships and collaboration in every direction
• Don’t make it cumbersome and hard to understand!
• Make sure that consumers and family members are welcome, feel valued, and feel invested
• Have a common referral/intake/assessment form across all systems (BHRS and beyond)
• Essential to have a training component to align consumers and family members with the organizational discourse