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)
- It sounds like the “Friendship Centers” are the model for this
- This is basically a “decentralization” proposal: been there, done that
  - There are pros and cons
- Like the integration of Substance Abuse
  - Concerns about space
- Conceptually this looks really good
- The individualized approach speaks directly to the community needs
- Like the wellness model underlying this idea
- Concern about consistency across CSAs
- It’s exciting to think that people will get whatever they need, wherever they go, and have all their needs met
- This seems like a non-traditional approach that resembles the public health model
  - Might be tricky
- The one-stop-shop concept creates confidentiality concerns

FEEDBACK - QUESTION #2 (questions)
- Is this like the “health care home” concept?
- Has the Union been involved in this?
- What would the oversight look like?
- Will the County be the driver in all CSAs?
  - Could a Community Based Organization be the CSA hub?
- How would we prevent CSAs from being under/over-utilized?
- How would resources be allocated
- How are we defining “community”? (Several persons seconded the question)
- Would “we” (region) be a part of the community?
- Would current roles be redefined?
- Will we include volunteers?
- Is this type of structure working elsewhere?

FEEDBACK - QUESTION #3 (anything missing?)
- Consideration to bus routes
- Will need to improve outreach or incentivize clients to keep them involved
• Clarity about the outreach and coordination method

FEEDBACK - QUESTION #4 (essential elements)
• Pilot it first, before broad implementation
• Understand practices favored in each community
• Perform a solid community assessment
• Get staff buy-in
  o Show them how this will help the people we serve
• Consider a gradual roll out
• Hear from constituents about what’s not working right now
• Make sure you have a good way to measure success
• Get buy-in from communities and families
• Promote this model as a “family based/centered system”

PARTING THOUGHTS
Participants were each invited to share one last thoughts not necessarily responding to any question. Some did, some passed.
• Analyze County demographic before determining CSAs
• Concern that after all this excitement nothing will happen
• Appreciate the opportunity to offer input at this early, conceptual stage
• Keep the conversation alive
• Acknowledge all cultural differences
• Very exciting to imagine a “one-stop shop” service model type
• Concern that disparities might be perpetuated by relying too much on the same community resources
• Would like to know how exactly we are doing today, before changing (two other persons seconded this comment).
• Compare to benchmark
• I support this change but can’t really tell right now if this is just one more of those “government processes”