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)

- Sounds really good
- Impressive work
- The power of bringing families in would be enormous. Commendable that you are trying.
- Great conceptual idea. It's important that stakeholders fully grasp the complexity of such a model.
- The new model will be as good as the service providers
- Thoughtful, inclusive, open and ambitious!

FEEDBACK - QUESTION #2 (questions)

- How will equity be ensured across CSAs?
  - It feels like the services quality will be staff-dependent
- How will resources be distributed and sustained?
- Is this a utopic idea?
- Do we flow from one corner of the wellness diamond to the other?
- Who will access which services, and how will that be worked out so that people don’t fall through the cracks?
- How will this model ensure greater family involvement?
- How will this model bring services to clients who need them, but don’t want them?
- Are there any legal barriers that would keep services from being provided?
- How will we define “community’’?
- How will the relationship between centralized and decentralized services be structured?
- Will there be a triage place/method?
- How will people connect with their CSA?
- How to best engage communities?
- How will staff be trained to be able to respond to needs of this model?
- Will there be physical locations for peer and family member supports?
- Where will the money come from?
- What is the target population of this new model?
- How will the outreach and engagement look like? (Especially to those who need services, and to families.)
FEEDBACK - QUESTION #3 (anything missing?)
- The concept of “recuperation” is missing from the wellness diamond, between treatment and recovery
- A clear indication of how we define “recovery”
- Definition of resilience/resiliency
- Orientation to families who first come into contact with any part of the system
  - Really like the definition of family that you are using! (Several other people in the room agreed with this comment)
- How will this model provide support to families, and how ensure that they are valued and validated
  - Better support of families will result in cost savings down the line
- Description of how screening and assessment will be handled

FEEDBACK - QUESTION #4 (essential elements)
- Don’t lose sight of seriously mentally ill people who might not have insight into their illnesses
- Increase early intervention services
- Build continuous quality improvement philosophy into the model
- Good drivers!
- The system needs to be able to respond quickly and efficiently
- Define community clearly, and allow that definition to evolve
- Create a seamless service experience for clients
- Ensure access
- Deeper, broader integration, with family involvement

PARTING THOUGHTS
- Lots of information. Somewhat hard to take it all in at once.
  - Calls for a solid communications plan (three other people in the room agreed)
- Overwhelming
- How will people know what services are available to them?
- It is hard for family members when they are called out as “not helpful”.
- This is very interesting
- It’s important to make sure we get people to the right place (four other people in the room agreed)
- Don’t let the remedy be worse than the illness
- Will there be services in other languages?