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 good
- Hard to reach without asking questions
- Goals are lofty
- Confused about relationship with current structure
- Services will be more accessible to people
- Skeptical because of lack of details
- Makes sense but sounds expensive
- Connect people with primary care resources in the community
- Sounds like adding another level of bureaucracy
- Like the concepts
  - A lot of it is already in place at North
  - Concerns about implementation
- Lofty but very complicated

FEEDBACK - QUESTION #2 (questions)
- How will the disappearance of the State Department of Mental Health impact us?
- How are we going to reach all relevant community partners?
- What will remain centralized?
- How will information be shared across CSAs?
- Will this result in the same people having to do more work?
- What will the staffing structure look like?
- What will happen with specialty services that are centralized?
- How will this work financially?
- How will we ensure buy-in from primary care, and how will the relationship with primary care work?
- Will there be a labor/management partnership?
- What will be the phases of implementation?
- Is this up and running in other counties?
- How will the criteria for CSAs be determined?
- How will we decentralize Access to ensure same-day access to services?
- What will happen after the “listening” phase?
- How will the transition across areas work for clients?
• Will the plan have enough staffing to ensure adequate services?
• How will we balance incoming of new clients with current staffing levels?
• Where will services be delivered? One place or many?
• Are there any plans to introduce use of technology for youth?
• Can we ensure standardized care across CSAs?
• How will relevant partners evolve in relation to our changes?
• How will we ensure that culturally proficient services continue to grow?
• How will we handle the insurance aspect?
• How will we handle each level of specificity of each type of population?
• Is this design responding to a concrete, identified need?

FEEDBACK - QUESTION #3 (anything missing?)
• How will different dimensions of community be recognized in the new services configuration (different minority groups, for example)
• There is no plan for organizing electronic communications across systems
• Data of places where this has worked
• How will barriers for integration between primary care, mental health and substance abuse be handled
• Fleshing out the areas and concepts in the wellness diamond
• Be specific about how the Criminal Justice piece would fit in, and how the relationship with that system would be handled.
• Considerations regarding private/public partnerships
• Identify new funding sources through partnerships with other systems (like Education)

FEEDBACK - QUESTION #4 (essential elements)
• Clear communication plan and information flow across CSAs and across systems
• Detailed planning for implementation
• Getting buy-in from the bottom, up
• Efficient communication through all levels
• Take time to do it right
• Go beyond buy-in
  o Ensure people are invested in the change
• Community buy-in
• Workforce development to ensure adequate services
• Barriers identification before moving forward
• Rightsizing and realigning managerial and administrative resources
PARTING THOUGHTS
Participants were each invited to share one last thoughts not necessarily responding to any question. Some did, some passed.
- Training
- Lots of information to process at once
- Recognize emerging mental health professions
- Adapt the principles of a learning community so that we can learn from our mistakes
- Have this kind of dialogue on an ongoing basis.
- Incremental phases for implementation
- Involve providers in decision making process
- Integrated technology
- Develop appropriate and realistic standards of care
- Adequate level of funding
- Ensure access to services across the quadrants in the wellness diamond