**Behavioral Health Contractor Feedback from 11/27/18 Forum**

*Note: Feedback incorporated from survey (black), post-its (blue), and communications breakout session (orange). Duplicate feedback is not noted and some feedback was heard in multiple settings.*

**Overall Forum Usefulness (from survey):**

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely useful</td>
<td>9.80%</td>
</tr>
<tr>
<td>Very useful</td>
<td>35.29%</td>
</tr>
<tr>
<td>Somewhat useful</td>
<td>43.14%</td>
</tr>
<tr>
<td>Not so useful</td>
<td>9.80%</td>
</tr>
<tr>
<td>Not at all useful</td>
<td>1.06%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>51</strong></td>
</tr>
</tbody>
</table>

**Additional Topics/Content Requested (survey):**

- More detail on all subjects covered
- Provide clarity on staffing:
  - Which current staff are responsible for what and who to communicate with
  - Plans to hire more administrative staff
  - Share staff emails and contact info
  - Staffing changes
  - How is DHS addressing current staff shortages?
- More information on current and future programs:
  - Restructured Access Team
  - Expanding Mobile Support Team
  - How and when will DMC-ODS be implemented
  - More specifics on specialty mental health plan: what work is DHS work, what is contractor work, how does it align with other work in the community?
  - MHSA: funding and redirection
  - PHF (what it is, need, funding, site, are we partnering with hospitals)
  - WPC implementation (who will providers be included? SUD)
  - Timelines for program roll outs
- More specifics on the budget:
  - Broken out by revenue
  - Projections for next year
  - How realignment funding works
  - Potential new funding sources
  - What did it mean that Medicare billing was being reinstated? How can contractors help?
- More specifics on how BH will achieve its vision:
  - What resources are need to achieve the vision DHS laid out? What is the timeline?
Steps and workplans to achieve vision
- Rationale for changes in structure
- How are redesign elements being prioritized?

How can contractors and BH work better together?
- Providers would like to be engaged in redesign development
- Will there be an opportunity to partner on workflow of new hub sites?
- How can partners provide input on the PHF and transition of care?
- Departmental challenges that partners could help with
- Partnering around funding opportunities (SAMHSA?)
- Letters of support needed for DMC-ODS?

The current system:
- Managing the impact on client care that fiscal crisis caused
- Bottlenecks of acute and chronic care patients
- Presumptive transfer
- Entitlement versus continuum of care reform
- More info on Title IX
- Plans for front end diversion
- Numbers served by BH
- Ways to reduce recidivism (residential treatment, housing)
- How to reduce need by improving system

Improved contracts communication:
- General understanding of process and specific timelines
- When to expect final (current FY 18-19) contracts?
- More information on updates to contracts and payment
- New programs and contractor opportunities
- Feedback on contractor quality of work (how can we do better?)
- Status of MHSA contracts going forward
- Contract maximums

Competitive procurement
- Plans for engagement (RFP, selecting services)
- Which programs would be included and which would be exempt and how will the county decide?
- Is now the right time?
- Would like a more participatory stakeholder engagement process
- HSD model of engaging peers in review panel
- Let providers be creative about the services they provide.
- Notify all providers when RFPs go out
- Connect to Upstream Investments criteria

More information about internal DHS processes:
- How is DHS improving internal communications?
- Acronym list
- Provide Tours of new facilities at the Lakes
- Implementing Lean Process?
Preferred Formats for Communication (survey):

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Contractor Forums</td>
<td>56.86%</td>
</tr>
<tr>
<td>Regular Contractor Phone Calls</td>
<td>35.29%</td>
</tr>
<tr>
<td>Regular Email Blasts</td>
<td>39.22%</td>
</tr>
<tr>
<td>Email Blasts as Needed</td>
<td>47.06%</td>
</tr>
<tr>
<td>Regular Contractor Newsletter</td>
<td>23.53%</td>
</tr>
<tr>
<td>Updated information on website</td>
<td>25.49%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>15.69%</td>
</tr>
<tr>
<td><strong>Total Respondents:</strong> 51</td>
<td></td>
</tr>
</tbody>
</table>

- Organize by provider type:
  - Regularly scheduled and held meetings by contractor type
  - Break out discussions on specific focus areas: clinical, prevention, MHSA, etc.
- Email blasts instead of newsletter
- Newsletter as needed
- Regularly scheduled meetings with county staff (PIP)
- One-on-one meetings with staff
- More meetings like this one with defined agenda and break out discussion
- Update information on the website
- Monthly Medi-Cal meetings are good example of how to keep contractor updated, problem-solve
- Would like quarterly meeting to hear about DHS-BH updates

Frequency of communication by format
<table>
<thead>
<tr>
<th></th>
<th>Semi-annually</th>
<th>Quarterly</th>
<th>Bi-monthly</th>
<th>Monthly</th>
<th>More frequently</th>
<th>Not at all</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractor Forums</td>
<td>47.06%</td>
<td>39.22%</td>
<td>7.84%</td>
<td>3.92%</td>
<td>0.00%</td>
<td>1.96%</td>
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</tr>
<tr>
<td>Contractor Phone Calls</td>
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<td>40.00%</td>
<td>12.50%</td>
<td>15.00%</td>
<td>2.50%</td>
<td>17.50%</td>
<td>40</td>
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<tr>
<td>Email Basis</td>
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<td>13.64%</td>
<td>9.09%</td>
<td>54.55%</td>
<td>20.45%</td>
<td>2.27%</td>
<td>44</td>
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<tr>
<td>Contractor Newsletters</td>
<td>7.69%</td>
<td>23.08%</td>
<td>7.89%</td>
<td>33.33%</td>
<td>10.26%</td>
<td>17.95%</td>
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<tr>
<td>Website update notifications</td>
<td>2.27%</td>
<td>18.18%</td>
<td>0.00%</td>
<td>31.82%</td>
<td>38.64%</td>
<td>9.09%</td>
<td>44</td>
</tr>
<tr>
<td>Other</td>
<td>0.00%</td>
<td>20.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>20.00%</td>
<td>60.00%</td>
<td>5</td>
</tr>
</tbody>
</table>

- Semi-annual or quarterly contractor forums
- Quarterly contractor phone calls
- Monthly emails or monthly/quarterly newsletters
- Website updated monthly or more frequently
- **Other:**
  - Greater responsiveness from staff
  - Calls and emails as needed, always
  - Canceling meetings, especially at the last minute, is disruptive
  - Key time to discuss with leadership (as in this forum)
  - When staffed up, have staff attend more partner meetings
  - ID staff person that partners to reach out to answer State questions about regulations
  - Engage partners to go together to advocate at the State

**Other Feedback:**

- Improve presentation skills and make sure materials accessible and easily converted from government speak into form easy to understand by contractor community
- Improve the flow of presentations and the materials presented
- Improve organization of meetings
- Participants appreciated the transparency and effort to improve communication
- Provide more specific details on how we’re moving forward, how system works, etc.
- Provide more opportunities for discussion and dialogue (e.g. breakout sessions at the end of the meeting, table talks)
- Contractors are ready to help!
- Would also like to be able to network with other providers
- Frustrated by delayed payments

Date Developed: 12/2018
• Use “we” language instead of “us” and “them”
• The Committee for Healthcare Improvement’s Behavioral Health Workgroup (led by St. Joseph Health) would be a good place to plug in.
• Providers interested in participating on ballot measure
• How can providers engage in Mental Health Board, Mental Health Services Act Steering Committee?