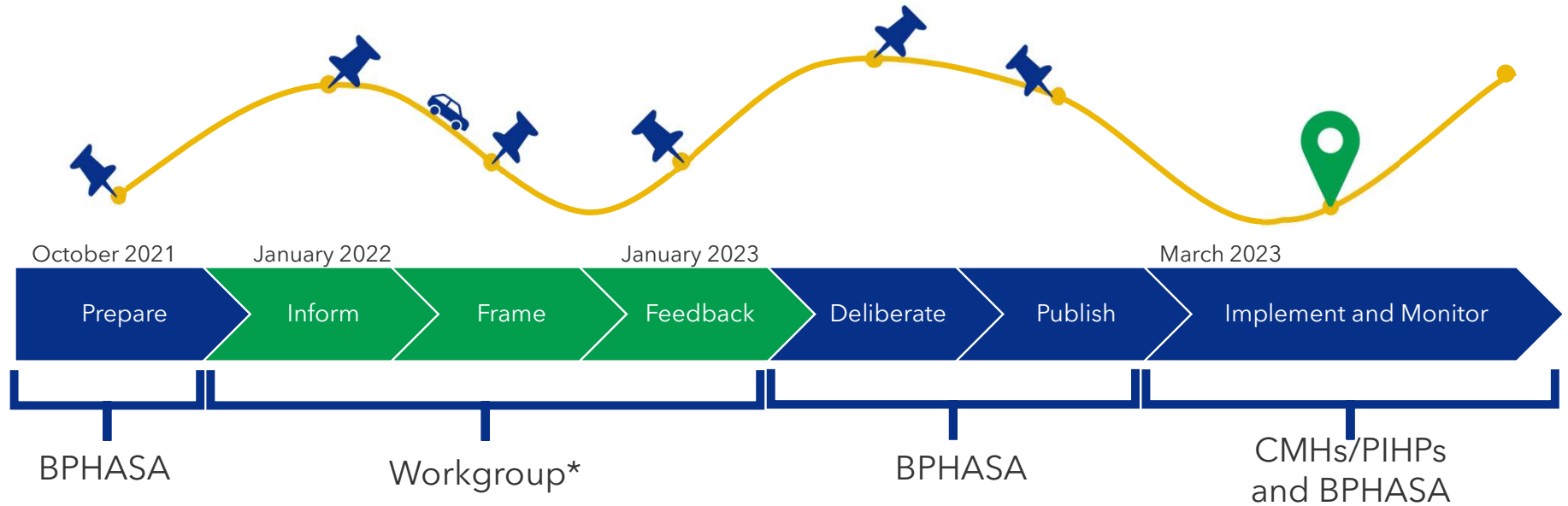


Conflict-Free Access and Planning Workgroup

November 16, 2022



Workgroup Journey



*Portions of framing and feedback are being considered by BPHASA concurrently

Review Frame

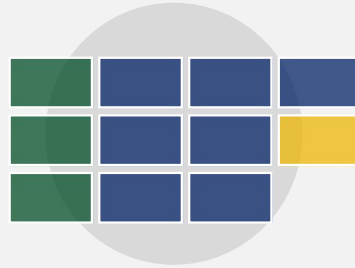
Inform

Frame

Feedback



Define Problem



Define Criteria

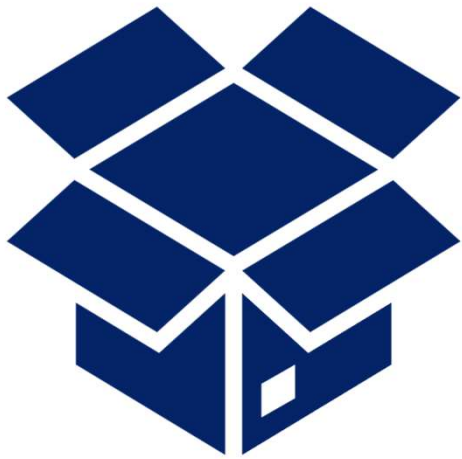


Develop Options



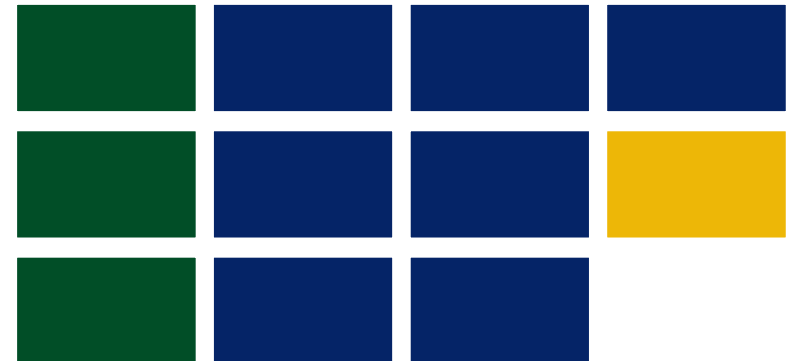
Evaluate Options

Options and Criteria



Option

Options are possible ways the system might be transformed to align with Conflict-Free Access and Planning requirements. Options still need to be developed. The State has not chosen an option.



Criteria

Criteria are areas that may be impacted (positively or negatively) by changes to the system

Priority Survey Summary



Workgroup Priority Survey Summary

29

Survey
Respondents

13

CMH

10

PIHP

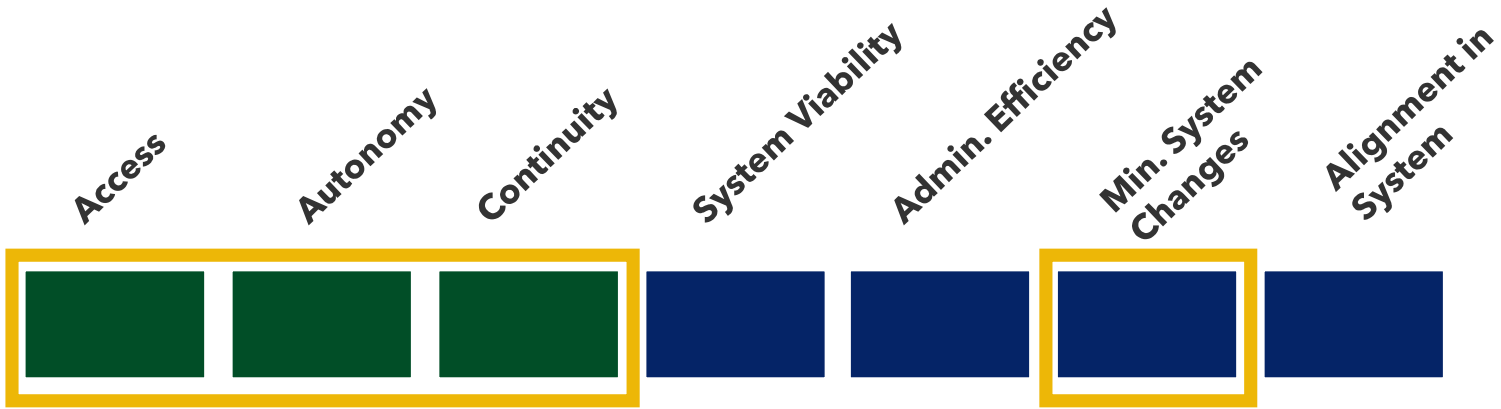
5

Advocates

1

Provider Organization

Workgroup Priority Survey Summary



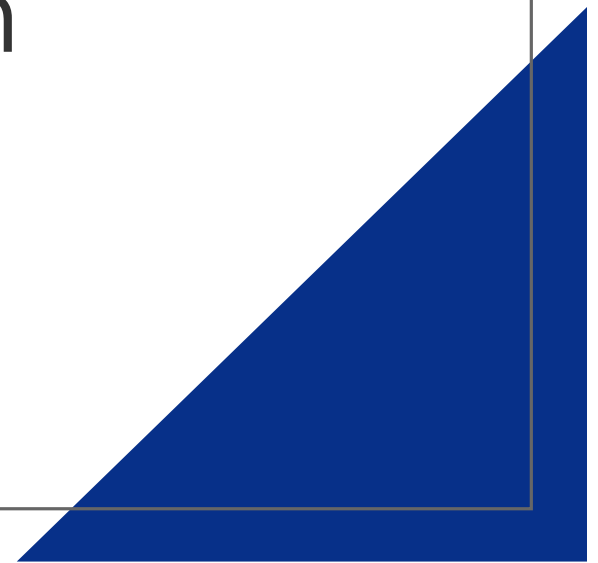
Access, Continuity, and Autonomy were most important to Survey Respondents based on median rank.

22/29 Respondents said Access, Continuity, or Autonomy was their highest priority.

Minimum System Changes had the most disagreement among Survey Respondents based on inter-quartile range.

7/29 respondents said Minimal System Change was a top 3 priority, 14 said it was a bottom 3 priority.

Initial Listening Session Summary



Listening Session Participants

36

Listening
Session
Participants

Type of Disability

24

I/DD

9

MI

3

SED

Relationship

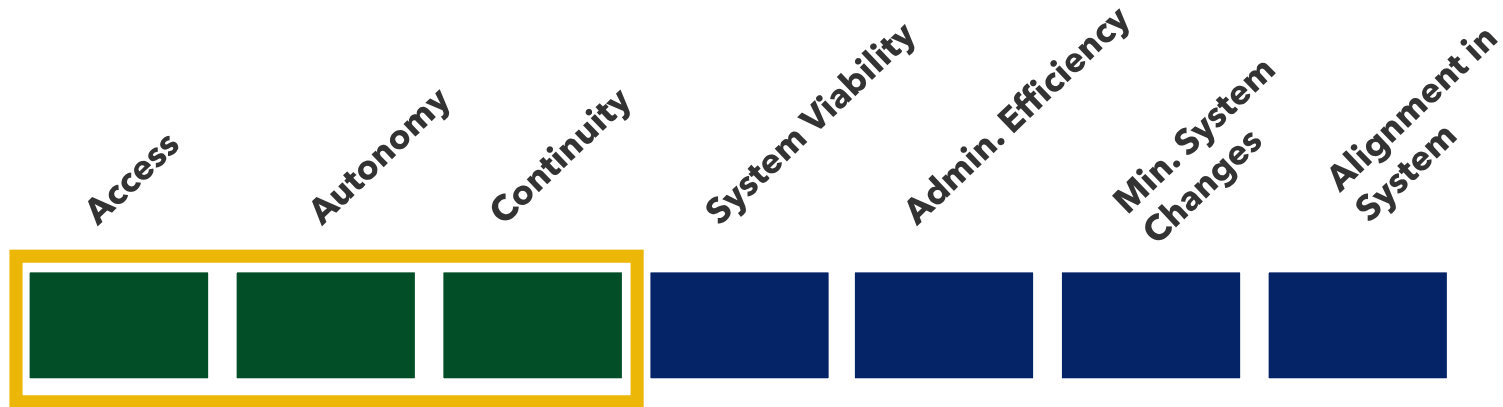
13

People with
Disabilities

23

Family
Members/
Guardians

Listening Session Summary



Access, Continuity, and Autonomy were most important to Listening Session Participants.

Participants also indicated Continuity requires added consideration from state decision-makers.

Listening Session Summary

Access

"CMHs need to follow their timelines. They are not doing this... access to service delivery [should have a] clear timeline."

"There should be not so much resistance to an individual with a higher need for support to engage and participate."

"Language barriers [are] also hard."

"Services may be available but other services are pushed that don't align with the person's plan."

Autonomy

"Choosing how a person wants to spend their time without having people telling them you can't do a certain thing so you shouldn't have access or limiting the possibility of what the person chose to do in their adult life. "

"[I] should have a choice in providers without conflicts."

"If it allows more choice in services, it would be a positive."

"CMHs seem to be in conflict with the consumer for autonomy."

Continuity

"Between the point of access and referral, things get dropped and lost."

"The management now is already a concern."

"It feels like the game it goes through several people and it is not the same in the end after it has moved through all the steps."

Listening Session Summary

Impact on Continuity

Participants...

- Expressed concern that the continuity of services would be even more fragmented in a deconflicted system.
- Were concerned the responsibility for navigating fragmented system would fall on them.
- Wanted a solution that did not place the burden of accessing services/supports on them.

"[I have] mixed feelings. [It is] Protecting people getting these services, but I can get frantic going places to places."

"Having to go from here, to here, to here to do it when being in a place where I need help would be a lot. It's a lot to ask one person to go through."

"The concern is the challenge is managing [different organizations] that need to be in alignment with one another. The management now is already a concern. Does this make it worse. Love the idea of this if it works smoothly. [All entities] need to collaborate and work together."

"I think [Separating access/planning from direct service] could be problematic due to a person having to repeat providing their info... A positive could be reducing conflict between accessing services and then those for the planning such as supports coordination"

"It is not enough to have separate people in the same agency to expect that to be independent or conflict free."

"...if no communication or miscommunication this will be hard because it will be left to person with disabilities to relay info."

Listening Session Summary

Autonomy and Access were mentioned together.

"It's important to have a proper explanation and tools to give knowledge to navigate services."

Staffing issues limited Access.

"...right now we are short-handed with staff and some people need staffing. I would like to see more staff come in so we can continue with our daily lives. Should have a choice in providers without conflicts."

Consistency across the state is necessary.

"Every CMH works differently. The State needs to set directives for all CMHs. The whole system needs to change and be standardized. Not a fan of minimal changes to the system."

People served want to be involved in decision-making.

"More citizen advisory committees and their input accepted."

Conflicts in Recipient Rights is a concern.

"When forced to go to a local appeal and the same person representing at the local level is responsible to take to this to the state level there is bias. Very traumatic for families."

More information about CFA&P should be shared.

"Just the term conflict free, what does that mean? Conflict typically means people opposing or knocking heads and, in our experience, it does not appear that people are intentionally not doing something."