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COMMUNITY SUPPORT EVALUATION: BHTCC SYSTEM LEVEL ASSESSMENT KEY INFORMANT INTERVIEW COURT PERSONNEL VERSION (YEAR 2)

Introduction

Thank you for agreeing to participate. We are going to begin by talking a bit about you and your role within BHTCC. Then we will talk a bit about how the BHTCC system operates, as well as the kind of services offered by the BHTCC program.

1. To start off, I'd like to know a bit about you. How would you describe your role within the BHTCC system?
 - a. What agency/organization do you represent?
 - b. What is your title/position?
 - c. How long have you worked in this role?
 - d. What are your key responsibilities overall?
 - e. How has your role changed over the course of your involvement in the BHTCC?
 - f. How long have you been involved with the BHTCC?

Management/Operations

Now I'd like to talk about how the BHTCC program operates. Let's start with the governing body.

2. Please tell me about the governing body that provides oversight for the grant.
 - a. How were the members of the governing body selected?
 - b. What are the main objectives of the governing body?
 - c. What role, if any, do you play on the governing body?
3. Since grant funds were received, which courts (including your own) have been actively involved in the governing body?
 - a. Is there any formal agreement in place that specifically requires your/your agency's/organization's involvement in the governing body? If so, please describe.
 - b. How has your organization/agency been involved?
4. How involved has the governing body been in the governance of the grant?
 - a. How has the governing body been involved in the following activities?
 - i. Policy development supporting the BHTCC program

- ii. Identifying funding sources
 - iii. Identifying partner agencies to participate in BHTCC efforts
 - iv. Consulting on performance standards with quality assurance
5. To what extent are consumers actively involved in the governing body of BHTCC?
 - a. How do consumers participate in the governing body?
 - b. How does the governing body respond to feedback from consumers?
 - c. What barriers, if any, stand in the way of consumers' input into the governance of BHTCC?
6. What is the management structure for BHTCC?
 - a. What type of oversight does the governing body have with regard to management and staffing?
 - b. What shared administrative processes, if any, does the collaborative have (e.g., jointly developing materials, holding joint staff meetings, hiring/recruiting staff together)?
 - c. How are changes in program operations implemented or disseminated within the collaborative (e.g. eligibility criteria, referral processes, service/program components)?
7. What staffing changes have been made as a result of the BHTCC grant?
 - a. Have you hired staff members specifically to manage the BHTCC program? If so, please describe.
 - b. What expertise do these staff members have related to BHTCC?
 - c. What roles do these staff members have related to BHTCC?
8. What kind of collaboration goes on with respect to the BHTCC program implementation?
 - a. How are judicial activities coordinated through relationships with other courts and mental health providers?
 - b. How do key stakeholders communicate for collaboration?
 - c. What factors facilitate collaboration for program implementation?
 - d. What factors, if any, have been barriers to collaboration?
9. What BHTCC mechanisms, if any, facilitate the coordination of services across courts?
 - a. For example, interagency team meetings, joint staff treatment team meetings, interagency case management meetings
10. How has service capacity and collaboration resulted in greater access to treatment and recovery?
 - a. How well are services integrated across courts and mental health services within communities?
11. What efforts are currently made to increase the sustainability of the BHTCC program?
 - a. What aspects of the BHTCC do you anticipate will be sustained after the grant cycle has concluded?
 - b. Is your organization making changes to any of the following factors to increase BHTCC sustainability:

- i. Funding
 - ii. Policies
 - iii. Staffing
 - iv. Operations
 - v. Monitoring and evaluation
 - c. What barriers might hinder progress towards sustainability of the BHTCC?
12. Are there any alternative funding sources to sustain the BHTCC program beyond the grant period? If so, please describe.
 - a. Have you identified alternative funding sources that you may seek in the future?

Service Implementation

Let's talk a bit more about the how BHTCC services are implemented.

13. In what ways are participants' strengths used to support their recovery?
 - a. How, if at all, are the strengths of participants' communities incorporated in their recovery?
14. How well would you say that BHTCC services are matched to participants' needs?
 - a. How do you ensure that participants' services are matched to their needs?
 - b. How do you tailor your approach so that participants have control over their lives?
 - c. What kinds of special needs is the BHTCC program equipped to accommodate? For example, how do services address special needs like substance abuse, homelessness, physical disabilities/illnesses, old age, mental retardation, or criminal history?
15. How integrated are the BHTCC services into participants' community activities?
 - a. How does the BHTCC encourage clients to use natural supports within their communities?
 - b. How far do participants typically have to travel to access services?
16. How are participants' culture/language/traditions incorporated into the services they receive?
17. Do you think participants' service providers, case managers, attorney, and BHTCC staff and advocates are all on the same page when it comes to their progress? How so?
18. How do service providers involve consumers in all aspects of services, from the development phase through to evaluating the successfulness of the services?
 - a. Do service providers take into consideration [your/your relative's] experience when they determine how well the BHTCC is doing? How so?
19. How flexible is the BHTCC program in terms of responding to participants' needs?
 - a. If a participant needed to exit and re-enter services to accommodate their experiences, would the program allow them to do so?
 - b. What challenges would a participant face if they needed to exit the program and re-enter services later?
20. What evidence based practices have been adopted or enhanced as a result of the BHTCC grant?

- a. How has BHTCC improved the current EBP screening and assessment for the target population?

21. How does the BHTCC integrate Trauma Informed Care (TIC)?

- a. What type of TIC is in place for court personnel and service providers?

Change Over Time

As we conclude, I'd like to ask you a few questions about how you expect the BHTCC program will change over time.

22. What have been the most successful aspects of BHTCC thus far?

23. What have been the least successful aspects of BHTCC thus far?

24. What have been the biggest challenges to management and oversight in the BHTCC thus far?

- a. What could be done to overcome these challenges?

25. Do you have anything else you would like to add about the BHTCC program that we have not covered?

Thank you for taking the time to speak with me today. Please do not hesitate to contact me if you have further insights you would like to add or questions about this study.

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COMMUNITY SUPPORT EVALUATION: BHTCC SYSTEM LEVEL ASSESSMENT KEY INFORMANT INTERVIEW COURT PERSONNEL VERSION (YEAR 4)

Introduction

Thank you for agreeing to participate. We are going to begin by talking a bit about you and your role within BHTCC. Then we will talk a bit about how the BHTCC system operates, as well as the kind of services offered by the BHTCC program.

1. To start off, I'd like to know a bit about you. How would you describe your role within the BHTCC system?
 - a. What agency/organization do you represent?
 - b. What is your title/position?
 - c. How long have you worked in this role?
 - d. What are your key responsibilities overall?
 - e. How has your role changed over the course of your involvement in the BHTCC?
 - f. How long have you been involved with the BHTCC?

Management/Operations

Now I'd like to talk about how the BHTCC program operates. Let's start with the governing body.

2. Please tell me about the governing body that provides oversight for the grant.
 - a. How were the members of the governing body selected?
 - b. What are the main objectives of the governing body?
 - c. What role, if any, do you play on the governing body?
3. Since grant funds were received, which courts (including your own) have been actively involved in the governing body?
 - a. Is there any formal agreement in place that specifically requires your/your agency's/organization's involvement in the governing body? If so, please describe.
 - b. How has your organization/agency been involved?
4. How involved has the governing body been in the governance of the grant?
 - a. How has the governing body been involved in the following activities?
 - i. Policy development supporting the BHTCC program
 - ii. Identifying funding sources

- iii. Identifying partner agencies to participate in BHTCC efforts
 - iv. Consulting on performance standards with quality assurance
5. To what extent are consumers actively involved in the governing body of BHTCC?
 - a. How do consumers participate in the governing body?
 - b. How does the governing body respond to feedback from consumers?
 - c. What barriers, if any, stand in the way of consumers' input into the governance of BHTCC?
6. What is the management structure for BHTCC?
 - a. What type of oversight does the governing body have with regard to management and staffing?
 - b. What shared administrative processes, if any, does the collaborative have (e.g., jointly developing materials, holding joint staff meetings, hiring/recruiting staff together)?
 - c. How are changes in program operations implemented or disseminated within the collaborative (e.g. eligibility criteria, referral processes, service/program components)?
7. What staffing changes have been made as a result of the BHTCC grant?
 - a. Have you hired staff members specifically to manage the BHTCC program? If so, please describe.
 - b. What expertise do these staff members have related to BHTCC?
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10. How has service capacity and collaboration resulted in greater access to treatment and recovery?
 - a. How well are services integrated across courts and mental health services within communities?
11. What efforts are currently made to increase the sustainability of the BHTCC program?
 - a. What aspects of the BHTCC do you anticipate will be sustained after the grant cycle has concluded?
 - b. Is your organization making changes to any of the following factors to increase BHTCC sustainability:
 - i. Funding

- ii. Policies
 - iii. Staffing
 - iv. Operations
 - v. Monitoring and evaluation
- c. What barriers might hinder progress towards sustainability of the BHTCC?
12. Are there any alternative funding sources to sustain the BHTCC program beyond the grant period? If so, please describe.
- a. Have you identified alternative funding sources that you may seek in the future?

Service Implementation

Let's talk a bit more about the how BHTCC services are implemented.

13. In what ways are participants' strengths used to support their recovery?
- a. How, if at all, are the strengths of participants' communities incorporated in their recovery?
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17. Do you think participants' service providers, case managers, attorney, and BHTCC staff and advocates are all on the same page when it comes to their progress? How so?
18. How do service providers involve consumers in all aspects of services, from the development phase through to evaluating the successfulness of the services?
- a. Do service providers take into consideration [your/your relative's] experience when they determine how well the BHTCC is doing? How so?
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- a. How has BHTCC improved the current EBP screening and assessment for the target population?

21. How does the BHTCC integrate Trauma Informed Care (TIC)?
 - a. What type of TIC is in place for court personnel and service providers?

Change Over Time

To conclude our interview, I'd like to ask you a few questions about how BHTCC has changed over time.

22. During the concept mapping exercise two years ago, participants identified the most important elements of the BHTCC as [insert description here]. What steps has the BHTCC taken to align services with these important elements?
 - a. How successful have your efforts been to strike a balance between the services that are deemed most important and those that are most heavily utilized?
 - b. Has the service [you/your relative] received included these important elements? How so?
23. Two years ago, [you/participants from your BHTCC] described [insert description of challenges for management]. How have you managed those challenges?
 - a. What other challenges have you faced in management and governance that you did not expect?
24. Do you have anything else you would like to add about the BHTCC program that we have not covered?

Thank you for taking the time to speak with me today. Please do not hesitate to contact me if you have further insights you would like to add or questions about this study.