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COMMUNITY SUPPORT EVALUATION: BHTCC

SYSTEM LEVEL ASSESSMENT KEY INFORMANT INTERVIEW

CONSUMER VERSION

Introduction

Thank you for agreeing to participate. We are going to walk through how you got involved with the BHTCC and what your experience has been like.

1. To start off, I'd like to know a bit about you. Where are you from?
 - a. [If applicable] When did you move to [city]?
 - b. Where does most of your family live? Are they in the area?
2. I'd also like to know some basics about your involvement with BHTCC.
 - a. How long have you been involved with the BHTCC?
 - b. How did you first hear about the BHTCC?
3. Did [you/your relative] have any experience with the judicial system before participating in the BHTCC?
 - a. Would you describe the experience briefly? You do not need to go into detail.
4. Did [you/your relative] have any experience with mental health services before participating in the BHTCC?
 - a. Would you describe the experience briefly? You do not need to go into detail.
 - b. What were you hoping to accomplish by implementing SE in your state?

Service Implementation

Let's talk in more detail about how you got involved in BHTCC.

5. Please tell me about how [you/your relative] became involved in the BHTCC program.
 - a. How [were you / was your relative] recruited and screened? Please describe the intake process.
 - b. About how many days passed between when [you/your relative were/was] referred to the collaborative until [you/your relative] had [your/their] intake assessment?
 - c. About how many days passed between [your/your relative's] intake assessment and when [you/your relative] started receiving services?
6. On a scale from 1-5 with 1 being the easiest and 5 the most difficult, how difficult was it for [you/your relative] to enter services?
 - a. What factors contributed to the ease/difficulty [you/your relative] experienced getting in to services?

- b. What could BHTCC do to make entry into services easier for participants?
 - c. Are there any particular kinds of clients who have more difficulty entering into services? If so, what kinds of clients struggle the most?
 - d. What has your agency/organization done to reduce disparities in terms of access to services through the BHTCC?
7. Did you feel that [your/your relative's] needs and the needs of your family were taken into account as you entered into services? How so?
 - a. What needs, if any, went unmet?
 - b. How could the entry process better meet the needs of consumers and their families?
8. During [your/your relative's] recruitment and intake, what BHTCC treatment and criminal justice compliance practices were [you/they] informed of?

Now let's talk about what happens once a person is in the program.

9. In what ways are [your/your relative's] strengths used to support [your/their] recovery?
 - a. How, if at all, are the strengths of [your/your relative's] community incorporated in [your/their] recovery?
10. How well would you say that BHTCC services are matched to [your/your relative's] needs?
 - a. How do service providers ensure that [your/your relative's] services are matched to [your/their] needs?
 - b. How [do they] tailor their approach so that [you have / your relative has] control over [your/their] life?
 - c. In what ways, if any, are the services [you receive / your relative receives] poorly matched to your needs?
 - d. 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?
 - e. What special needs, if any, [do you / does your relative] have that must be met for you to succeed in the program? How have those needs been met?
11. How integrated are the BHTCC services into [your/your relative's] community activities?
 - a. How does the BHTCC encourage clients to use natural supports within their communities?
 - b. Where [do you / does your relative] receive services?
 - c. How [do you / does your relative] travel to get to the locations where you receive services? How long does it take to get there?
 - d. [Do you / Does your relative] access services within the community where [you /your relative] typically [spend/s] time?
12. How is your culture/language/traditions incorporated into the services [you/they] receive?
13. Do you think [your/your relative's] service providers, case managers, attorney, and BHTCC staff and advocates are all on the same page when it comes to [your/their] progress? How so?
14. 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?
15. How flexible is the BHTCC program in terms of responding to [your/your relative's] needs?
- a. If [you/your relative] needed to exit and re-enter services to accommodate [your/their] experiences, would the program allow [you/them] to do so?
 - b. What challenges would [you/your relative] face if [you/they] needed to exit the program and re-enter services later?
16. What challenges [do you / does your relative] face in adhering to the treatment program?
17. How does BHTCC retain participants?
- a. [Do you / does your relative] expect to continue with BHTCC until [you/they] have completed the program?
 - b. What, if anything, could service providers do to help [you/your relative] stay in the program?
18. 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?
19. *[Year 4 only]* During a concept mapping exercise two years ago, participants identified the most important elements of the BHTCC as [insert description here]. Has the service [you/your relative] received included these important elements? How so?

Conclusion

As we conclude, I have a few final questions.

20. If you could change anything about the BHTCC program or your participation in it, what would you change?
- a. Would these changes affect the scalability of SE? How?
 - b. Would these changes affect the sustainability of SE? How?
21. What advice would you give to a new participant is just starting up in the BHTCC?
- a. What advice would you give to the relative of a new participant who is just starting up in the BHTCC?
22. 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.