

ATTACHMENT K

DEMONSTRATION END TELEPHONE INTERVIEW PROTOCOL CONSUMER/FAMILY REPRESENTATIVES

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-NEW. The time required to complete this information collection is estimated to average 1 hour per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

This page has been left blank for double-sided copying.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-NEW. The time required to complete this information collection is estimated to average 1 hour per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

DEMONSTRATION END TELEPHONE INTERVIEW QUESTIONS - CONSUMER AND FAMILY REPRESENTATIVES

In the spring of 2019, telephone interviews will be conducted with representatives of identified patient and family advocacy groups involved with state CCBHC implementation to obtain feedback regarding CCBHC implementation in their state. Telephone interviews will emphasize consumer perspectives that may be relevant to the CCBHC demonstration, and will focus on the role and experiences of consumers and families in demonstration implementation. The interviewer will transfer the information gathered from the interviews into a Debrief Template that organizes data by criteria domain and corresponding research questions. The general protocol for baseline telephone interviews is presented below.

A. Introduction

1. Please describe your **current role/position and responsibilities**.

B. Implementation successes and barriers

1. How were consumers [*tailor description of consumers to the relevant population of representative's organization ... including adults with serious mental illness (SMI) and those with substance use disorders*] and family members involved in developing the demonstration?
 - a. What were the critical issues they raised, and how did their input influence how the demonstration was conducted?

C. Demonstration administration

1. What other programs or policies are in place in your state that are intended to help improve or expand consumer access to behavioral health services? Do existing programs currently meet the needs of consumers? How?

Probe about the following:

- Programs/policies specific to adult mental health services
 - Programs/policies specific to child mental health services
 - Programs/policies specific to substance use disorder treatment
- a. How do these efforts interact with CCBHC efforts?
2. Overall, how do you think the CCBHC demonstration went in your state? Have you heard any feedback from consumers regarding CCBHCs?
 - a. What kind of feedback have you received from consumers?
 - b. What are some of the key benefits that CCBHCs have had for consumers?
 - c. What problems or challenges have consumers faced regarding accessing care through CCBHCs? Were these barriers anticipated or unexpected?
 - d. How could these problems be avoided or addressed in the future?
 - e. What were consumer and family perceptions of CCBHC implementation successes and barriers?

Probe separately for:

- Consumers of mental health services
- Individuals in recovery from substance use disorders

D. Staffing and access to care

1. What are some of the main concerns or issues regarding different types of behavioral health care services in your state for consumers? What types of concerns/issues have consumers shared with you?

Probe separately for:

- Consumers of mental health services
- Individuals in recovery from substance use disorders

2. Are the following types of services readily available to consumers in your state?

Probe about the following:

- Mental health counseling
- Crisis care
- Substance use disorder treatment
- Medication management
- Physical health care
- Armed services/veteran specialty care
- Culturally competent care for specific populations
- Peer and family support
- Case management
- Psychiatric rehabilitation
- Community supports
- Inpatient care
- Evidence-based practices

3. How has the introduction of CCBHCs in your state affected consumers' ability to access to behavioral health services?

Probe about the following:

- Mental health counseling
- Crisis care
- Substance use disorder treatment
- Medication management
- Physical health care
- Armed services/veteran specialty care

- Culturally competent care for specific populations
- Peer and family support
- Case management
- Psychiatric rehabilitation
- Community supports
- Inpatient care
- Evidence-based practices

o Probe separately for specific populations:

- Dual eligible/enrolled (Medicare/Medicaid)
- Recipients of 1915(c) Waivers

a. Have CCBHCs filled any gaps or addressed any needs regarding consumer access to behavioral health care that were not addressed by existing programs or policies in your state?

Probe for:

-Specific feedback from consumers

Probe separately for:

- Consumers of mental health services
- Individuals in recovery from substance use disorders

b. Have CCBHCs in your state affected use of emergency services (e.g., ED visits, ambulance calls for mental health crises, 911 calls, etc.)?

Probe for:

- Specific feedback from consumers
- Changes in law enforcement/police response to mental health crises

c. Have CCBHCs in your state reduced wait times for consumers?

Probe for:

-Specific feedback from consumers

Probe separately for:

- Consumers of mental health services
- Individuals in recovery from substance use disorders

d. Have CCBHCs in your state provided same-day services?

Probe for:

-Specific feedback from consumers

Probe separately for:

- Consumers of mental health services
- Individuals in recovery from substance use disorders
- e. Did you observe the CCBHCs doing any of the following?
 - Expanding hours of service?
 - Increasing number of locations for accessing care?
 - Outreach efforts (community-based; print advertising; online social networks; etc.) to specific underserved groups, such as children or homeless?
 - Offering telemedicine?
 - Internet/text/app based access?
 - Making services more available and affordable to people with low income, uninsured, or with private insurance?
 - Making services available to anyone, regardless of where they live?
 - Were other specific types of services expanded?

E. Scope of services and coordination of care

1. Do consumers served by CCBHCs use a broader range of services than other behavioral health consumers in your state? In what way/how do types of services differ for these consumer groups?

Probe separately for:

- Consumers of mental health services
- Individuals in recovery from substance use disorders

Probe about the following:

- Mental health counseling
- Crisis care
- Substance use disorder treatment
- Medication management
- Physical health care
- Armed services/veteran specialty care
- Culturally competent care for specific populations
- Peer and family support
- Case management
- Psychiatric rehabilitation
- Community supports (e.g., transportation, housing, etc.)
- Inpatient care
- Evidence-based practices (e.g., wraparound services for children, supported employment, etc.)

2. Did your state have an assisted outpatient treatment program prior to the CCBHC demonstration?
 - a. What has been the role of the CCBHCs in providing or expanding the availability of assisted outpatient treatment?
 - b. How do consumers feel about that? Have you received any specific feedback from consumers?

Probe separately for:

- Consumers of mental health services
- Individuals in recovery from substance use disorders

F. Quality of care

1. Have you observed or heard from other consumers about any differences in the quality of care provided by CCBHCs compared to other mental health centers or before the demonstration?

Probe separately for:

- Consumers of mental health services
- Individuals in recovery from substance use disorders

2. Have any state agencies or CCBHCs shared information with consumers or the public about the quality measures they collect for CCBHCs?
 - a. If so, how and for what purpose?

Probe separately for:

- Consumers of mental health services
- Individuals in recovery from substance use disorders

G. Benefits and challenges of CCBHCs for consumers

1. What other feedback have you received from consumers (or individuals in recovery [substance use]) regarding the introduction of CCBHCs in your state? Please describe.
 - a. What were the benefits of CCBHCs as reported by consumers in your state? What aspects of CCBHCs do consumers like?
 - b. Have consumers reported any problems or barriers with respect to accessing care through CCBHCs?
 - c. How do you think these challenges could be addressed in the future to maximally benefit consumers?

Probe separately for:

- Consumers of mental health services
- Individuals in recovery from substance use disorders

H. Interviewee feedback/open discussion

1. What have we missed? What else do we need to know that we haven't asked you?
2. Is there anyone else (i.e., representatives of behavioral health consumers/individuals in recovery and families) who should be included in these interviews?