

# Peer Forums and Town Halls

## Office of Consumer Partnerships

### Summary

The Health Care Authority sent representatives to numerous meetings in 2018 to gather feedback about the changes to the behavioral health system. Throughout 2018, representatives of the Integrated Managed Care implementation team participated in the Office of Consumer Partnership's Town Halls and Integrations Forums that took place in regions implementing in 2019, as well as 2020.

Input is critical to system change efforts. In numerous forum and town hall venues, HCA listened to and spoke with a wide variety of participants about the upcoming changes, including individuals, providers, peer counselors, family members, and other community stakeholders.

Peers and Peer Support Specialist in particular provided valuable insight and recommendations. Their role in the communities was clearly highly effective and influential and they were a great source of information and perspective. As Apple Health moves toward whole person model of behavioral health care, Peer Bridgers and other peer programs with the diverse array of community supports unique to each region show us how effective a strengths-based recovery model can be. We are committed to the values of a recovery-oriented system. The feedback received during these meetings has influenced contract language, policy decisions and service delivery.

Some of the issues the Health Care Authority will continue to work to improve, in partnership with the managed care organizations and other stakeholders, includes:

- Regional capacity
- Holistic care
- Housing and transitional housing
- Improvements to the jails re-entry program
- Community-based services, such as mobile crisis outreach, outside of office and hospital settings
- Continuing peer education for peer supporters
- Peer internships
- Supported employment
- Access to interpreter services and non-emergent medical transportation
- Continued access to Ombuds and the appeals/grievance process
- Access to recovery supports such as recovery cafes, court resources centers, and self-help groups
- Treatment availability in rural areas

The Health Care Authority is grateful to those who participated in these activities. We look forward to continuing partnerships on ongoing system improvement including outreach and interaction with the communities we serve. We look forward to attending more events through 2019 as we move toward the final round of integrated managed care implementation.