

# Office of Consumer Partnerships Town Hall Notes

Richland, WA April 30, 2019

## The forum consisted of:

- HCA updates
- Recovery review
- Strengths and needs assessment
- Open Mic

## Strengths and Needs Assessment

\*Highlighted items were mentioned several times

### Services

Strengths	Needs
<ul style="list-style-type: none"> <li>• Involved in integrated care</li> <li>• OTN grant</li> <li>• Better care coordination</li> <li>• Mental health court</li> <li>• Diversion bed</li> <li>• Collaboration with 911 services</li> <li>• Growing telemedicine</li> </ul>	<ul style="list-style-type: none"> <li>• Medically managed residential facilities</li> <li>• Accuracy for referrals</li> <li>• More impatient care for complex needs</li> <li>• Better communication and advertising of all resources</li> </ul>

### Providers

Strengths	Needs
<ul style="list-style-type: none"> <li>• Trainings are available</li> <li>• Choices in providers</li> </ul>	<ul style="list-style-type: none"> <li>• More counselors: MH, CDP, CHW</li> <li>• <b>More providers</b></li> <li>• Medical Providers on board with integration</li> </ul>

### Children

Strengths	Needs
<ul style="list-style-type: none"> <li>• WISE</li> <li>• WISE symposium</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated school counselors</li> <li>• WISE programs in rural areas</li> </ul>

### Peer Support

Strengths	Needs
<ul style="list-style-type: none"> <li>• Peer support conference in Spokane</li> </ul>	<ul style="list-style-type: none"> <li>• <b>More peer supporters</b></li> <li>• SUD peer support</li> <li>• More youth/family peer support trainings</li> </ul>

## Community support, Housing, Transportation, Substance Use Disorder, and Other

Strengths	Needs
<ul style="list-style-type: none"> <li>• Support groups</li> <li>• People to People transportation</li> <li>• Police training for Trueblood</li> <li>• New Ombuds service</li> <li>• CIT training</li> </ul>	<ul style="list-style-type: none"> <li>• Affordable housing</li> <li>• Transportation for rural areas</li> <li>• Easier access to transportation</li> <li>• Cultural Awareness and understanding</li> <li>• More funding</li> <li>• Gathering a peer voice</li> <li>• Detox</li> </ul>

## Open Mic Comments

- Getting the word out about Ombuds is tough. The Ombuds want people to know that someone is on their side and be able to help people navigate issues with services.
- Rights are not correct on the HCA website.
- There are no behavioral health counselors in schools.
- Integration came a year to soon, no one knew the resources.
- Foundational Community Supports is now Medicaid Billable for Supportive Housing and Employment. This can help people find and maintain housing and/or jobs.

## Summary

The Town Hall included about 20 people, predominantly providers, peer counselors, BHO, ACH, and MCO representatives.

Thank you to all who participated! I look forward to further events in the area next year.

Jennifer Bliss, Senior Manager, Office of Consumer Partnerships

Special thanks to:

- Managed Care Organization Representatives
- The Health Care Authority
- Lourdes Healthcare
- Bill Murray