

Welcome Communication Ambassadors!
Kickoff Discussion on Role and Process

- Introductions
- Background for the BHA
- Purpose of Communication Ambassadors
- Role of Communication Ambassadors
- Process and Communication Tools



Ask Questions
Throughout



Behavioral Health in Colorado: Putting People First



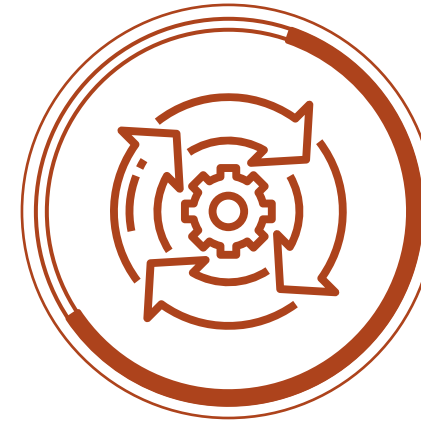
The Vision of the Behavioral Health Task Force



Comprehensive



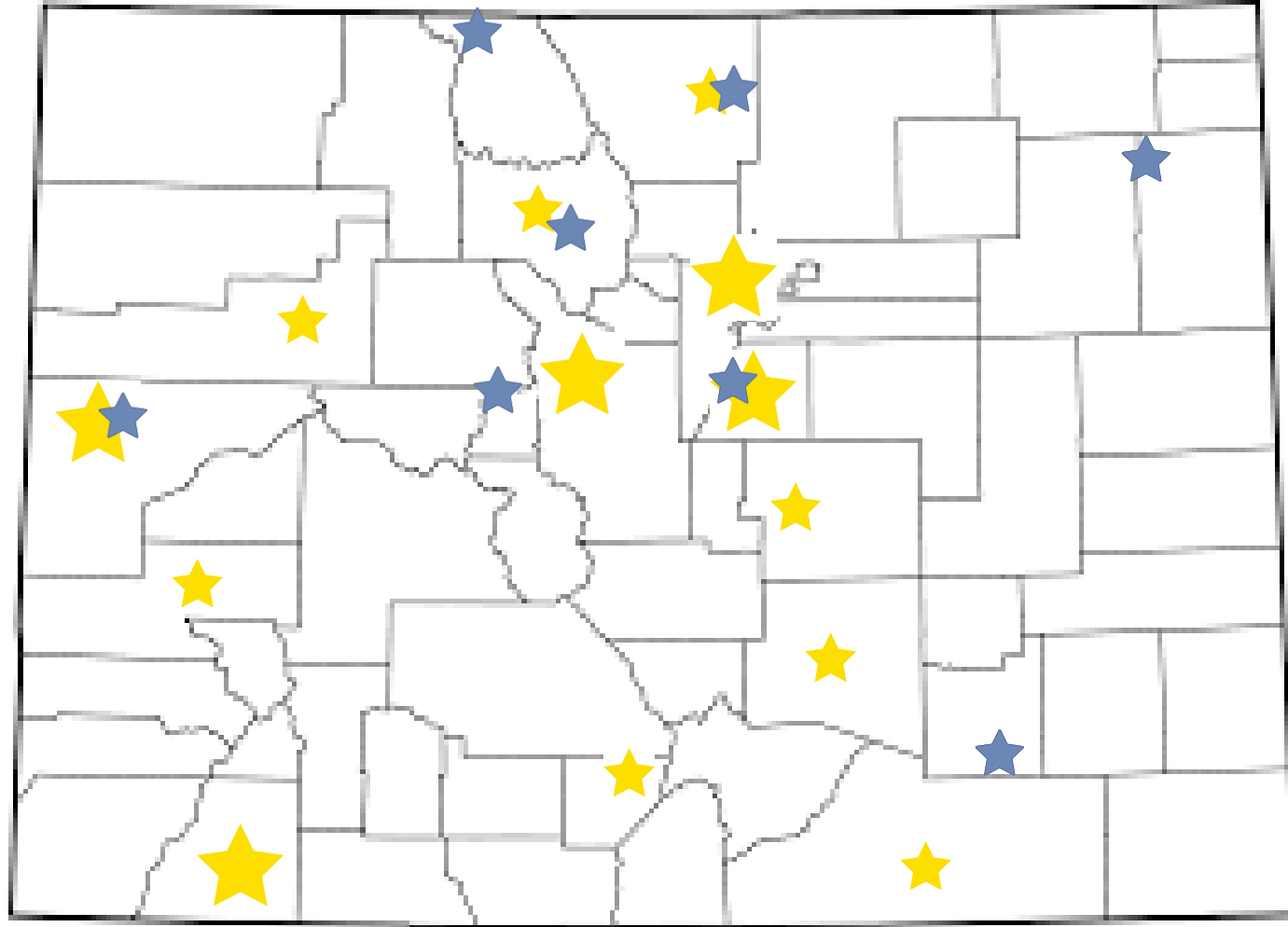
Equitable



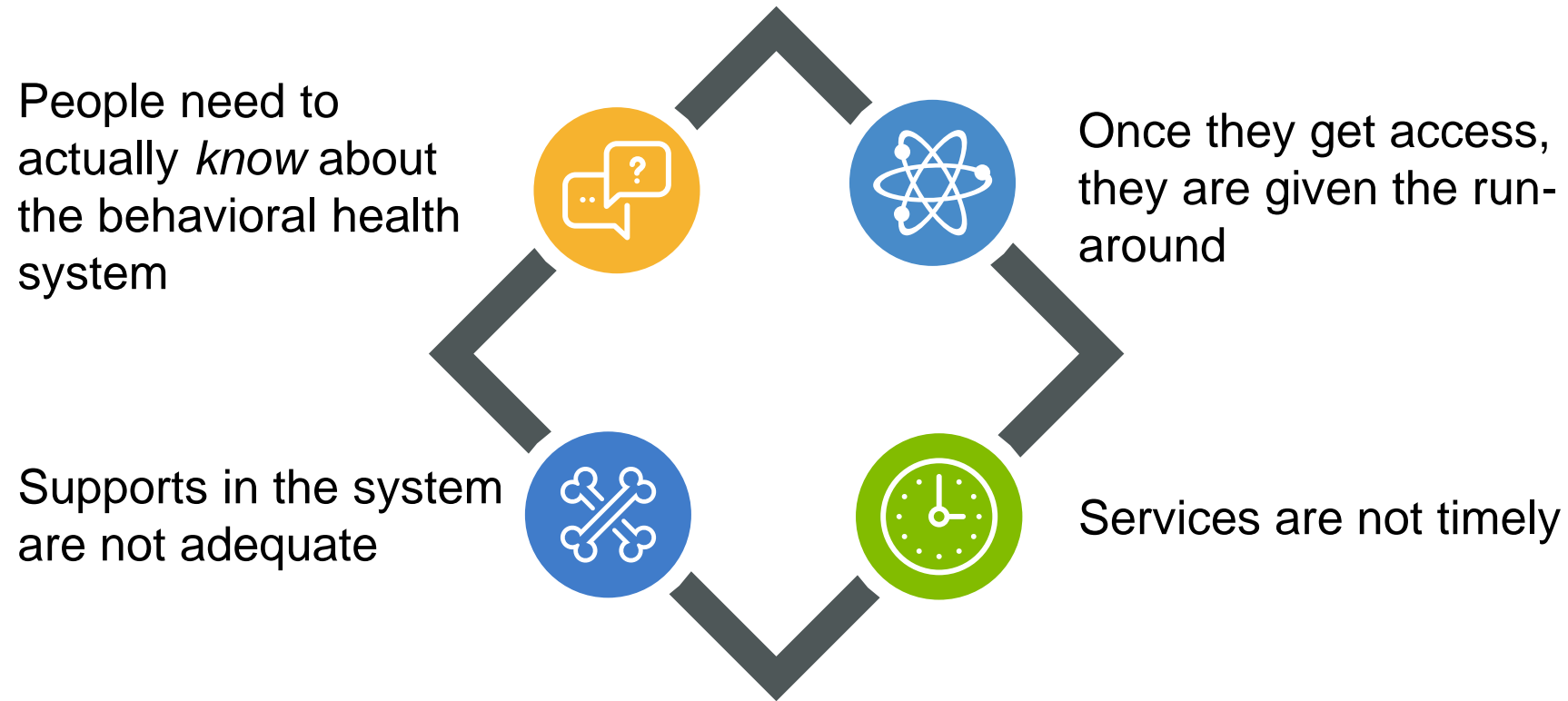
Effective

Continuum of behavioral health services that meets the needs of all Coloradans in the right place at the right time to achieve whole-person health and well-being.

**We have heard hundreds of public testimonies.
We have facilitated community conversations.**



People cannot make sense of the system.

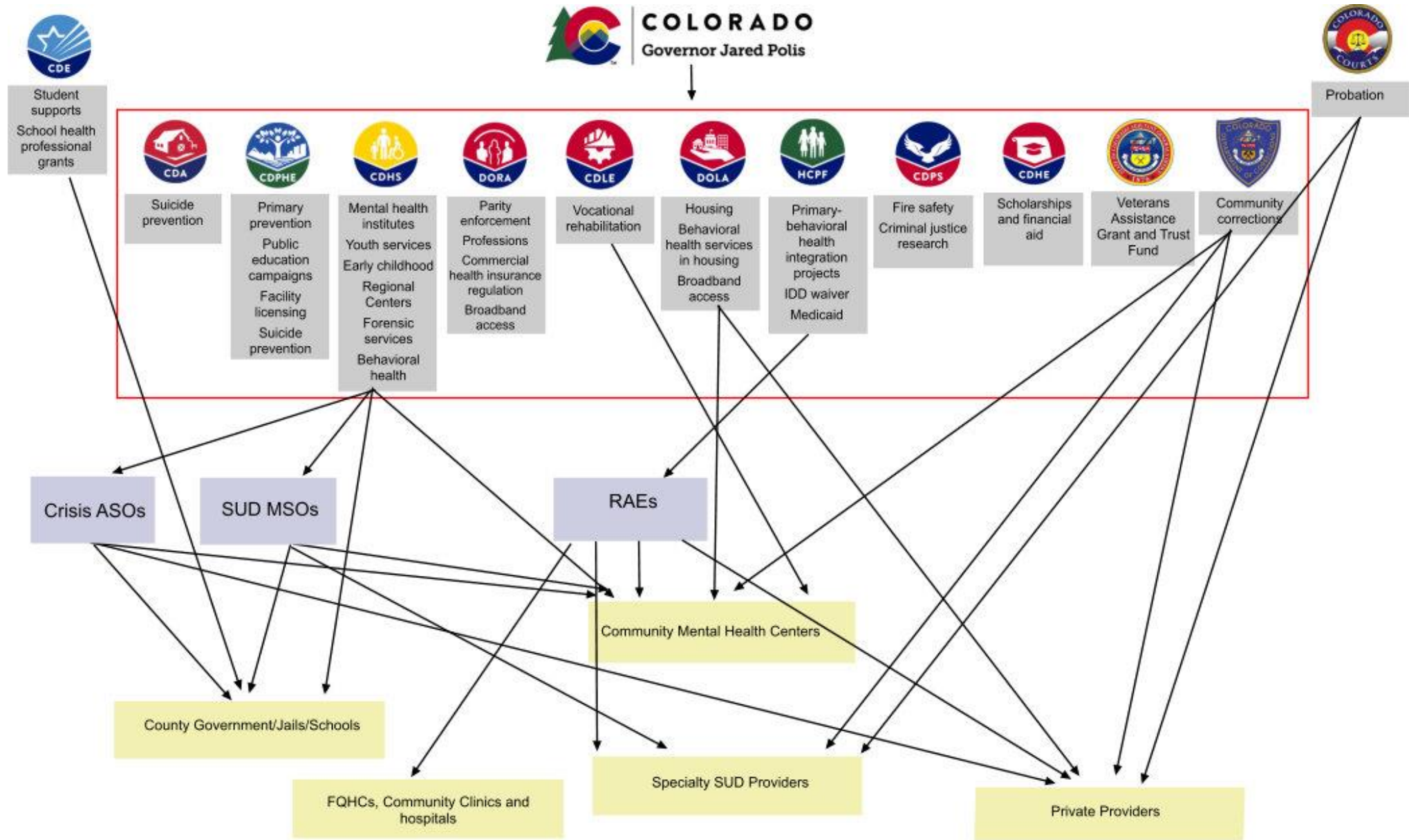


Hundreds of Coloradans Shared Their Story.

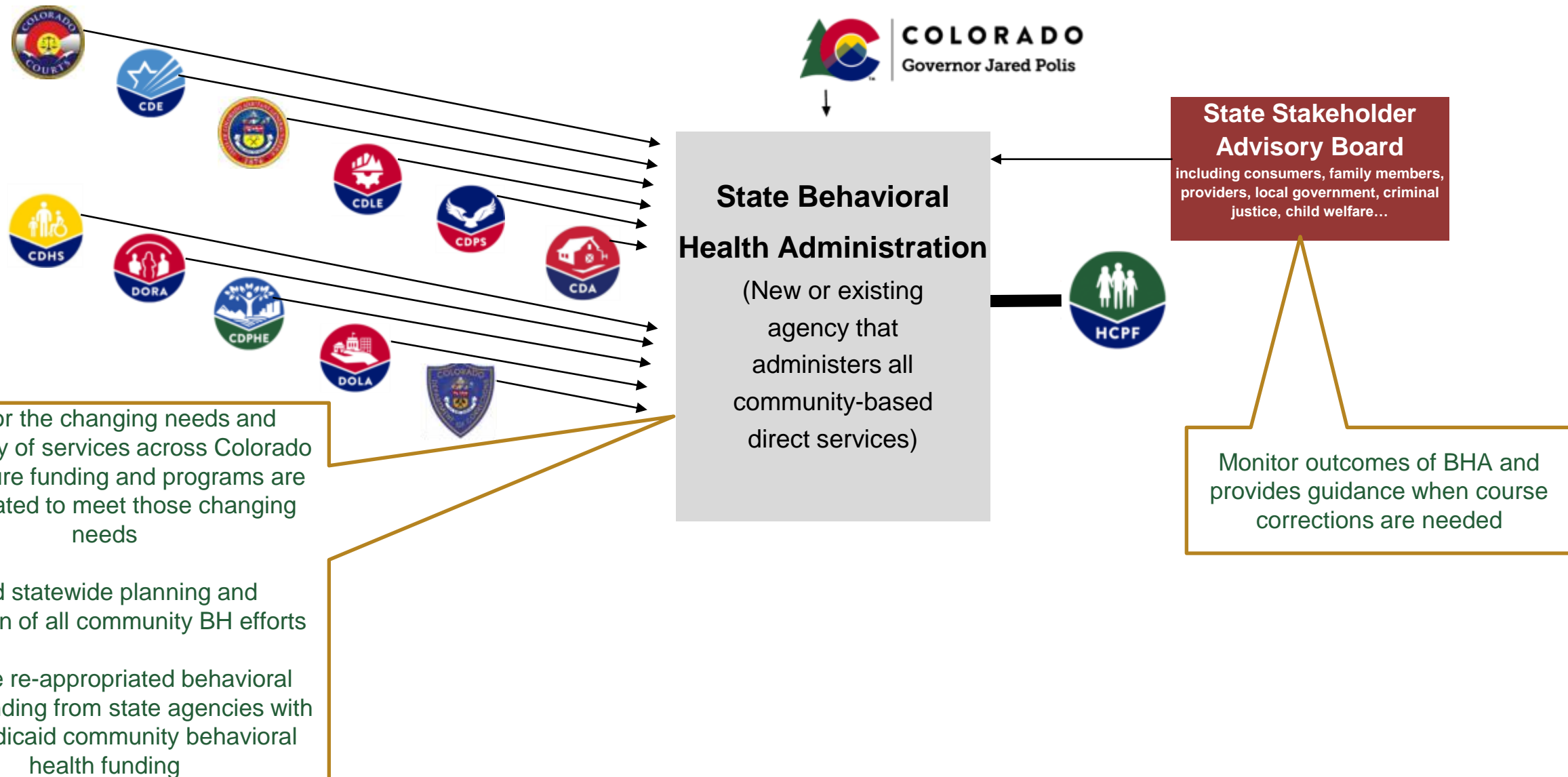
GINA will insert Video—or play it outside of slides



Our current system is not efficient.



The Behavioral Health Administration would provide the infrastructure to strengthen service delivery.



The “BHA Bill” has three key target dates.

On or before November 1st, 2021:



CDHS shall develop a plan for the creation of the Behavioral Health Administration, including the integration or alignment of HCPF and DOI

On or before July 1st, 2022:



The BHA is established in CDHS

On or before November 1st, 2024:



CDHS shall provide a report concerning recommendations on whether the BHA should remain in CDHS or be transferred to a different state department.

Key Priorities for Phase 1



CREATE A BEHAVIORAL
HEALTH ADMINISTRATION



EXPAND AND INCREASE
TELE BEHAVIORAL
HEALTH SERVICES

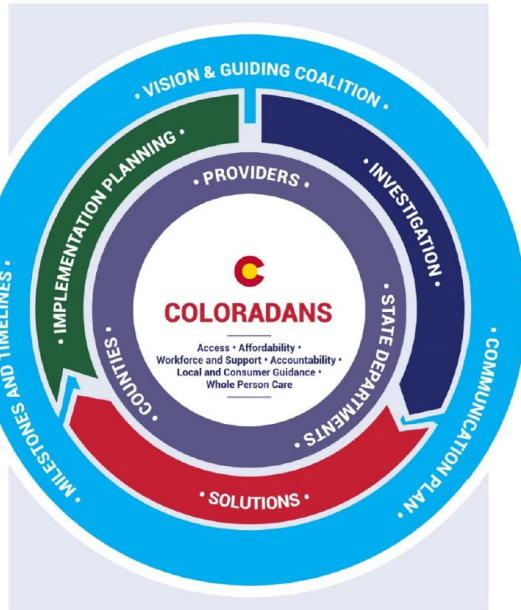


REVIEW
LEGISLATION &
IDENTIFY NEW
FUNDING SOURCES

Research and determine the role of Medicaid and private insurance with the BHA.

The 6 pillars represent the foundation for a strong behavioral health system in Colorado



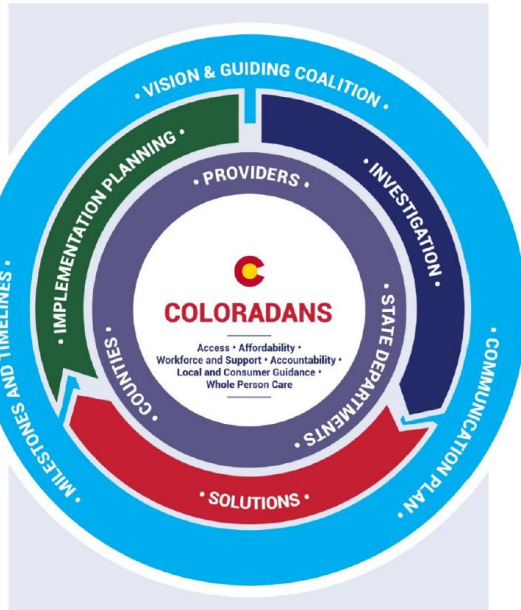


- HMA is supporting the technical work to **understand** the behavioral health programs in the State and all the details associated with those programs to help inform the formation of the BHA.
- HMA is working to create a more granular level of understanding of the functions or the “what” the BHA needs to deliver to reach the long-term goals of the BHTF six pillars
- HMA will create solutions for how the BHA comes together. These solutions will be informed by stakeholders and then presented to the Executive Committee and Governor’s Office for decision.
- Once a decision is made, HMA will work on a detailed implementation plan in partnership with State Departments and key stakeholders.
- HMA will engage **stakeholders** throughout the process with specific focus on state departments, counties/local government, providers, grantees and contractors of behavioral health activities and individuals and families impacted by behavioral health.
- HMA will provide transparent communication about our approach and our progress as we go. Materials and centralized information will be shared with routine updates. To stay informed, go to <https://cdhs.colorado.gov/about-cdhs/featured-initiatives/behavioral-health-reform/change-management> (page launching this week)

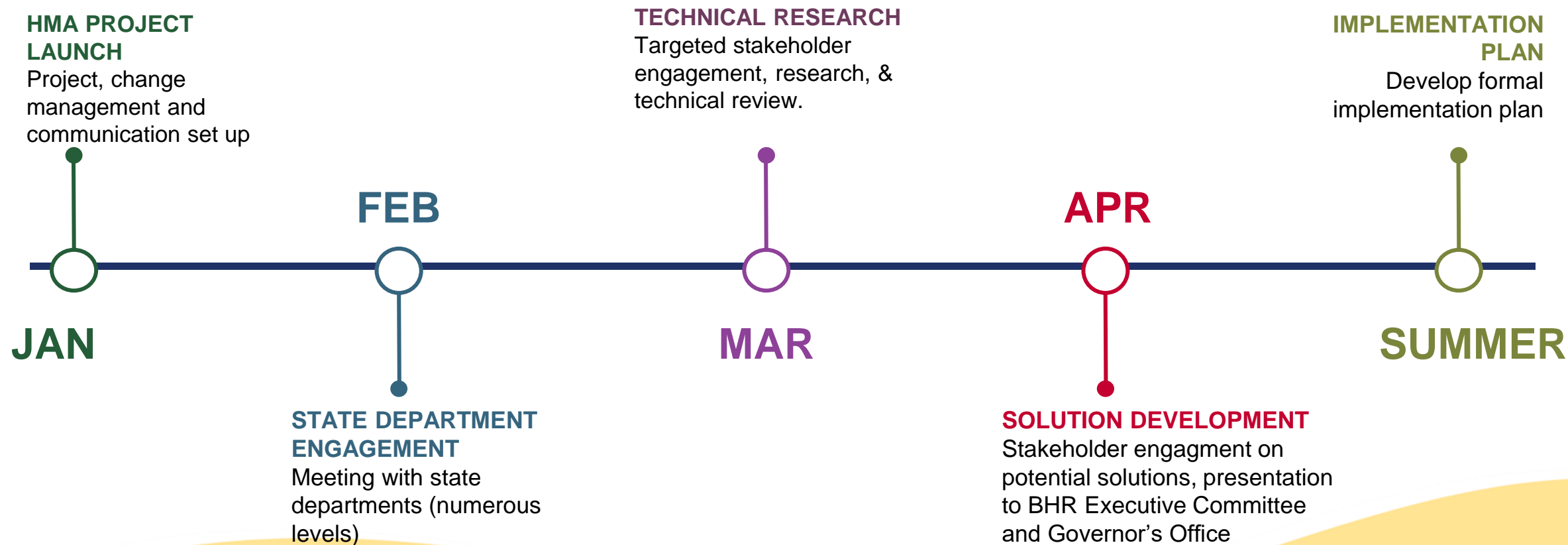
February to March

HMA is using a tiered discovery process with state departments:

- First, interviews with the leadership of each of the departments.
- Second, interviews with program, service, initiative leads to provide detail on the specifics of each state funded behavioral health program, service or initiative.
 - Understand nuance of the program, populations, services, funding, regulation, legislation, data and infrastructure, etc.
- Depending on the department, HMA may also interview additional staff who support behavioral health programs such as information technology, contracting, accounting, or other administrative/operational supports.
- HMA will also utilize a number of data tools for some quantitative data—supplementing and verifying accuracy with department staff as needed.
- HMA plans to have a number of touch points for communication specific to state personnel such as frequently asked questions, anonymous question submission, and regular updates.



Timeline for HMA



Purpose of the Communication Ambassador

1

Connection and Communication

Build a process for ensuring connection with state departments. Engage state personnel in the process and build in processes to improve information flow.

2

Ambassador Name

Importance of sharing information and being a bidirectional communicator to support state personnel input and voice and to support clarity (reduce myth and rumor).

3

Connection to Communication Tools

Connect people to resources.

4

Communication and Transparency

Any change can create anxiety and information and transparency is a way to reduce unnecessary anxiety. We want to hear concerns while reducing confusion.



- Step up, Step Back in Group
- Prioritize time for the role
- Patience with different needs across departments
- Respect different assessments of the BHA in opportunity or concern
- Respect privacy and sensitivity of information shared
- Remain open
- Listen for underlying themes

COMMUNICATION & COLLABORATION

- Up-to-date information about the change management process, progress, frequently asked questions, opportunities to engage, and access to additional resources.
- The webpage will continue to be updated throughout the project so check back often!

bit.ly/BHA-Colorado

Change Management Webpage

The screenshot shows the 'Change Management Plan for Defining the Behavioral Health Administration (BHA) January - Summer 2021' webpage. The page is part of the Colorado Department of Human Services website. It features the HMA logo and a circular diagram illustrating the change management process. The page includes sections for 'Share your ideas, questions and concerns here!', 'Read Frequently Asked Questions to stay informed', and 'Find toolkit resources here to share information about this work'. A 'Project Timeline' section shows key milestones from January to May/June, including 'HMA PROJECT LAUNCH', 'STATE DEPARTMENT ENGAGEMENT', 'TECHNICAL RESEARCH', 'SOLUTION DEVELOPMENT', and 'IMPLEMENTATION PLAN'. A 'More Information' section at the bottom provides links to various resources and FAQs.

Change Management Plan for Defining the Behavioral Health Administration (BHA) January - Summer 2021

Health Management Associates (HMA)

HMA is a Colorado-based independent consulting and research firm contracted by the State of Colorado to understand the state's behavioral health programs, services and initiatives in detail. HMA is supporting the state in creating the Behavioral Health Administration (BHA) while maintaining and strengthening the vital work that exists. Coloradans are at the center of HMA's work. The commitment is to maintain a focus on Coloradans and the ultimate impact that the creation of the BHA will have on individuals and families as well as state agencies and stakeholders.

Change Management

Change management is a process to prepare, support, and help individuals, programs, and organizations in making change. Colorado is early in the change management process to inform the creation of the BHA with a focus on engagement among state personnel and other stakeholders to listen to ideas, concerns and challenges. This part of the change management process is NOT the stage where the BHA decisions are finalized, nor the stage when those decisions are being implemented. This is the time to listen, engage and understand to create solutions together.

About this Page

This page features up-to-date information about the change management process, progress, frequently asked questions, opportunities to engage, and access to additional resources. The page will continue to be updated, including announcements and links to register to attend open forums so please bookmark this link and check back often!

Spanish-language information and resources coming soon! (Pronto habrá información y recursos en español)

For information on the broader Behavioral Health Reform efforts beyond the creation of a Behavioral Health Administration, and to sign up for the "Constructing Change" newsletter, please [click here](#).

Project Timeline

- JAN:** HMA PROJECT LAUNCH
Project, change management and communication set up
- FEB:** STATE DEPARTMENT ENGAGEMENT
Meeting with state departments (numerous levels)
- MAR:** TECHNICAL RESEARCH
Targeted stakeholder engagement, research, & technical review
- APR:** SOLUTION DEVELOPMENT
Stakeholder engagement on potential solutions, presentation to Executive Committee and Governor's Office
- MAY/JUN:** IMPLEMENTATION PLAN
Develop formal implementation plan

More Information

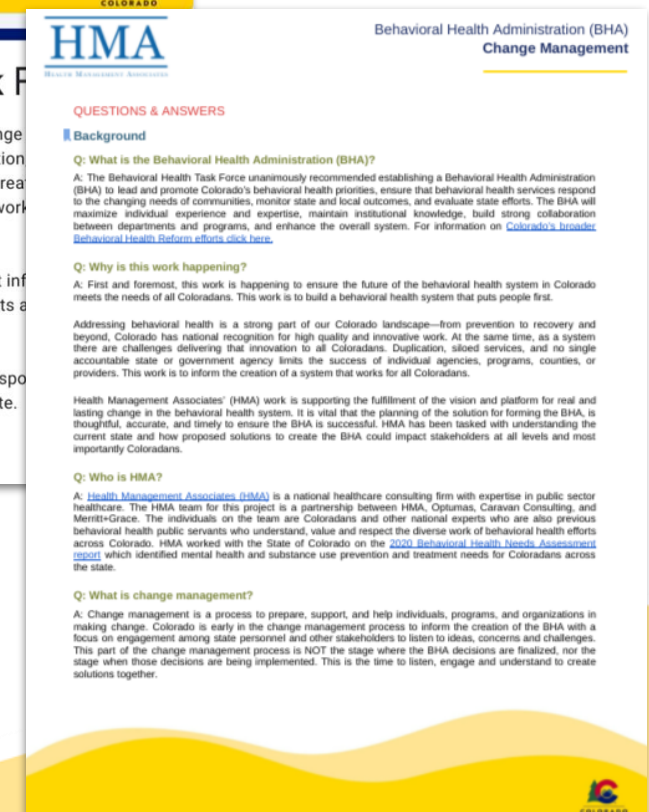
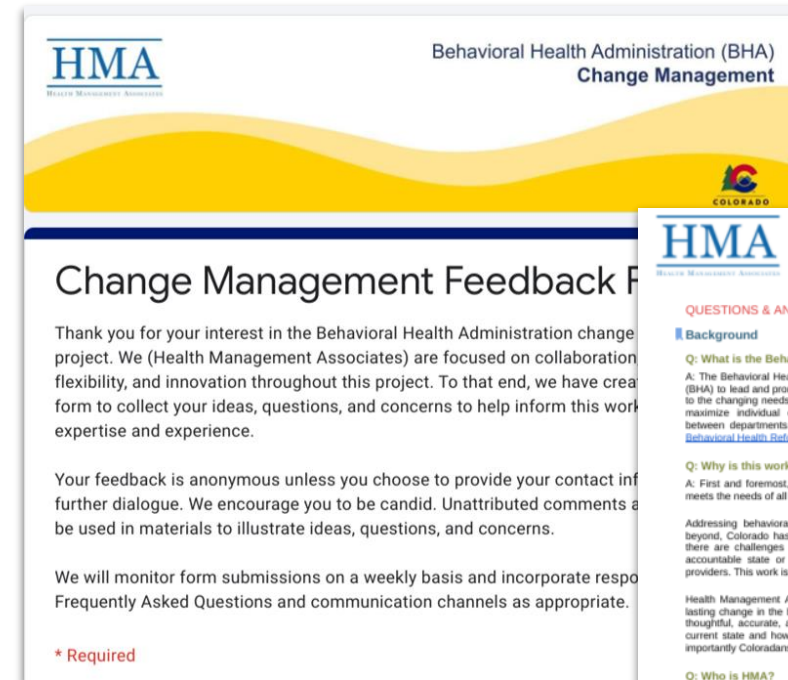
- What is the BHA?
- Why is HMA doing this work?
- How is HMA doing this work?
- What's happening now?
- How can I get involved?
- More information & resources
- I still haven't found what I'm looking for

WAYS TO ENGAGE

- Available now
 - Google feedback form for you to share ideas, questions, and concerns
 - Toolkit (talking points, social media content & graphics, email newsletter content and more!)
 - TA support to help with communication planning about the project and resource navigation
- Upcoming
 - Targeted focus groups in March
 - Open forums in March
 - Town hall webinars to share findings and hear feedback on proposed solutions and implementation plans

TRANSPARENCY

- FAQ document featured on webpage
 - Background, communications, decision-making, diverse populations, engagement, logistics & structure
- We don't have all the answers yet but what we do know, we want to share!
- Continue to update throughout the project



Process for Support



Forms and
Tools



Office Hours



Co-Creation
of Process

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