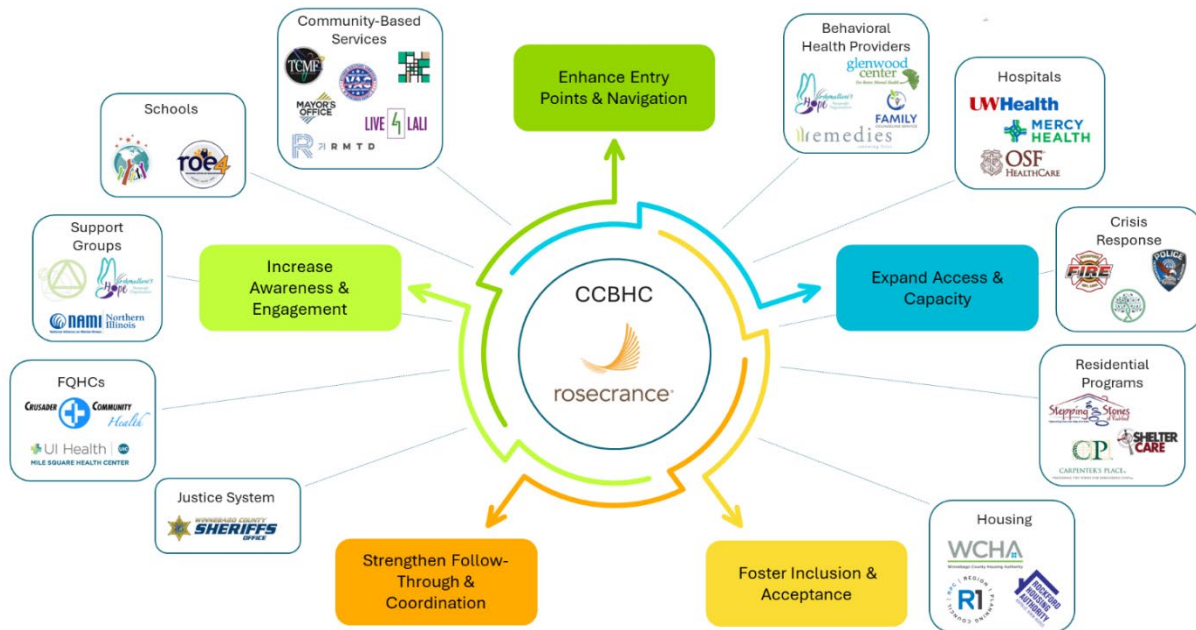


# Strategic Plan 3.0 Key Informant Interview – Certified Community Behavioral Health Clinics (CCBHC)

Figure 1: Certified Community Behavioral Health Clinics (CCBHC)<sup>i</sup>



## Hub Interview Questions:

1. Briefly describe your organization/agency and the services offered to Winnebago County residents.
2. What drew your organization to work for and achieve the CCBHC designation within this County?
3. What barriers has your organization encountered while trying to attain the designation?
4. Any barriers after the designation was achieved?
5. What types of collaborations are (or should be) mandated through contractual agreements?
6. How is this model funded?
7. Is it a sustainable form of funding?
8. What funding gaps remain?
9. As the hub of the CCBHC model, what will it take for this model to work and have positive outcomes around the county?
10. Is there anything else you would like us to know about this model or yourselves that hasn't already been mentioned?

## Spoke Interview Questions:

### General:

1. Briefly describe what your organization/agency does and what services are offered to clients.
2. Are you aware of the CCBHC as a community model and its function in Winnebago County?
3. What do you see as your organization's role as a care coordination partner?

### CCBHC Specific:

4. What factors would incentivize your organization to participate in this model?
5. What barriers do you anticipate your organization will encounter when implementing the CCBHC model? How are you preparing to overcome those barriers?
6. What is the funding structure for your organization to implement and sustain your role in the CCBHC community model?
  - a. Do you receive grants, bill Medicaid/MCOs, fundraise, receive alternative funding, or a combination of funding types?
  - b. What funding gaps remain or are anticipated?
7. How is the collaboration with Rosecrance, alongside any other agencies involved within the model? What are some areas for improvement, and what is going well so far?
8. From your organization's perspective, what will it take to make the CCBHC model work long term?
9. Is there anything else about this model or your agency that you would like us to know that hasn't already been mentioned?

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<sup>1</sup> Image Description: A hub-and-spoke model of the integrated behavioral healthcare model for mental health and substance use within Winnebago County, IL. The center of the visual is the 'hub', labeled as the Certified Community Behavioral Health Center (CCBHC). The CCBHC of Winnebago County is Rosecrance, whose logo is located within the 'hub'. Five arrows extend out of the hub, representing key aspects of the hub-and-spoke model. They are, in clockwise direction around the hub: "Enhance Entry Points & Navigation", "Expand Access & Capacity", "Foster Inclusion & Acceptance", "Strengthen Follow-Through & Coordination", and "Increase Awareness & Engagement".

Ten 'spokes' circle the hub, each representing a different category of organizations. In clockwise direction, they are: "Behavioral Health Providers", "Hospitals", "Crisis Response", "Residential Programs", "Housing", "Justice System", "Federally-Qualified Health Centers (FQHC's)", "Support Groups", and "Community-Based Services".

Within each spoke, organization logos are used as examples of local agencies that provide the identified service. Within "Behavioral Health Providers", logos include: Marshmallow's Hope, Glenwood Center, Family Counseling Services, and Remedies Renewing Lives. "Hospitals" include UW Health, Mercy Health, and OSF HealthCare. "Crisis Response" includes the Rockford Fire Department, the Family Peace Center, and the Rockford Police Department. "Residential Programs" includes Stepping Stones, Carpenter's Place, and Shelter Care Ministries. "Housing" includes the Winnebago County Housing Authority, Rockford Housing Authority, and Region 1 Planning Council. The "Justice System" includes the Winnebago County Sheriff's office logo. "FQHCs" includes Crusader Community Health and UI Health – Mile Square Health Center. "Support Groups" includes the Alcoholics Anonymous logo, Marshmallow's Hope, and NAMI Northern Illinois. "Schools" includes Rockford Public Schools District 205 and the Regional Office of Education #4. Finally, "Community-Based Services" includes Tommy Corral Memorial Foundation, City of Rockford Mayor's Office, Rockford Mass Transit District, Winnebago County Health Department, Live4Lali, and the Veterans' Assistance Commission.