

## Topic Themes by System Level of Intervention

Topic	Ranked Theme	State	Regional	Local
<b>One: Level of Family &amp; Youth Involvement</b>				
#1	Engaging families/supporting their involvement on the front end (52)			
#2	Inadequate child/youth/parent voice ongoing at team & system levels (45)			
#3	Service needs of parents & extended family/inadequate community supports/resource allocation (41)			
#4	Employing family members/peer delivered services (12)			
#5	Formal services dominate (11)			
#6	Difficulty addressing needs of non-OHP families (6)			
#7	Fear about possible repercussions of participation (3)			
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<b>Two: Access &amp; Referral</b>				
#1	Disagreements about appropriate level of care (41)			
#2	Referral process is a barrier to timely access (33)			
#3	Lack of knowledge/transparency about the referral process (24)			

#4	Lack of needed services and supports (23)			
#5	Inadequate crisis prevention & emergency response (20)			
#6	Timely, unbiased, developmentally appropriate assessments (12)			
#7	Time consuming, inconsistent authorization process (11)			
#8 (tie)	Restricted access to higher levels of care (6)			
#8 (tie)	Variable access depending on availability of services (6)			
#9	CASII is not useful (4)			
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<b>Three: Transitions between Levels of Care</b>				
#1	Poor continuity of care with providers in the mental health system/documentation/understanding and use of levels (43)			
#2	Inadequate community resources like treatment foster care, placement options (40)			
#3	Funding drives clinical decisions (25)			
#4	Transitions too fast/inadequate coordination & collaboration/disrupted placements (23)			
#5 (tie)	Poor planning for transition age youth (12)			

#5 (tie)	Enrollment/eligibility problems with subacute & BRS referrals (12)			
#6	Inadequate planning with education (8)			
#7	Poor continuity of care for non-OHP families (5)			
#8 (tie)	No follow-up after discharge/difficult restarting services (4)			
#8 (tie)	Need more secure treatment settings (4)			
#9	Inadequate planning/disagreements with child welfare (3)			
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<b>Four: Administrative Rules &amp; Contract Issues</b>				
#1	Administrative burden/redundant documentation requirements/too much paperwork (72)			
#2	LMPs signing documentation poor use of their time (19)			
#3 (tie)	Lack of uniformity among MHOs regarding policies & procedures/too many audits (9)			
#3 (tie)	Lack of clarity about use of CPT codes (9)			
#4	Lack of consistency in OARs/services not well defined (7)			
#5	Focus on outcomes instead of EBPs (5)			

#6	Required meetings are duplicative/lack purpose (4)			
#7	Need rules to deal with mental health issues in schools (3)			
#8	Lack of oversight by AMH (1)			
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<b>Five: Service Array Availability</b>				
#1	Frequency/availability/quality/array of services does not meet need/lack of non-traditional services & supports (61)			
#2	Lack of treatment foster care/long-term and crisis placement options (48)			
#3	Lack of resources in rural/frontier communities (34)			
#4	Lack of funding/siloed funding/allocation of resources (29)			
#5	Lack of resources like family support partners for non-OHP families (24)			
#6	Better crisis response/planning (19)			
#7 (tie)	Planned & crisis respite (12)			
#7 (tie)	Hard to navigate/understand service array (12)			
#8	Services for transition age youth (11)			

#9 (tie)	Youth sex offender treatment (5)			
#9 (tie)	Co-occurring disorder treatment (AOD, DD)/integrating child & parent's services (5)			
#10	Need more bilingual services (3)			
#11 (tie)	Limited choice of providers (2)			
#11 (tie)	Child psychiatrists in limited supply and expensive (2)			
#12	Multiple providers can be problematic (1)			
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<b>Six: Ability for Systems/Agencies to Collaborate</b>				
#1	Lack of understanding about/challenges reconciling partner agencies' mandates/ability to share responsibility (73)			
#2 (tie)	Lack of shared vision/buy-in/communication (27)			
#2 (tie)	Impact on schools (27)			
#3	Demand on time to attend/schedule meetings/effective meeting facilitation (26)			
#4	Lack of resources/long-term placements/siloed funding (12)			

#5	Most intensive planning creates conflict/disagreements about plan (11)			
#6 (tie)	Understanding access to ISA/delay in access to residential tx (5)			
#6 (tie)	Challenges with services/supports for transition-age youth (5)			
#7 (tie)	Increased competition between providers (4)			
#7 (tie)	Co-occurring treatment w/DD (4)			
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<b>Seven: Provider Stress &amp; Financial Limitations</b>				
#1	Not enough funding for community-based services/difficulty funding resources like tx foster care (33)			
#2	Disparity in reimbursement & service array for managed care vs. FFS/lack of funding for non-OHP/matching services to billing codes (32)			
#3	Lack of understanding about/poor resource allocation (29)			
#4	Difficulty retaining staff/high caseloads/work stress (22)			
#5	Medicaid enrollment/data problems affect reimbursement (21)			
#6	Programs struggling financially/low rates, increased requirements (15)			

#7	Lack of flexible funding/family support services (11)			
#8	Funding instead of needs drives planning (10)			
#9	Lack of funding for training/EBPs (7)			
#10	Providers destabilized by system changes/decreased capacity (5)			
#11	Lack of focus on cost analysis (3)			
#12	No infrastructure for tribes/lack of resources in rural areas (2)			
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<b>Eight: Workforce Issues</b>				
#1	Need more clinical & systems training/supervision in community-based services (42)			
#2	Staff turnover/maintaining optimal staffing (31)			
#3	Recruitment of qualified staff/specialists (23)			
#4	Recruitment & training of foster parents (18)			
#5	Understaffed/unmanageable workload (14)			
#6	Staff “burnout”/work stress (13)			

#7	More bilingual staff (11)			
#8	More paid youth peer-to-peer workers on teams (1)			
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Nine: Other Issues				
#1	Lack of meaningful outcome data/administrative cost of reporting it (27)			
#2	Lack of community activities & support for children & families (23)			
#3	Transportation problems (11)			
#4 (tie)	Lack of system oversight/TA (6)			
#4 (tie)	Lack of oversight for use of psychotropic medications (6)			
#5 (tie)	Cultural competency/bilingual & multicultural family advocates (5)			
#5 (tie)	Coordinating services with BRS programs/tx foster care (5)			
#6 (tie)	Stigma associated with mental health problems (1)			
#6 (tie)	Need clear complaint process (1)			