

Minutes: ACCR – Consumer Provider Collaborative

Tuesday, May 12, 2009

Co-Chairs: Wes Sowers & Sarah Goldstein

Note Taker: Sarah Goldstein

Attendees: Wes Sowers, Sarah Goldstein, James Kindler, Kim Hall, Meg Park

Agenda Item: Review Dialogue Facilitator Training

Committee Goal Being Addressed: Develop strategy for Consumers and providers to self identify their role as a facilitator.

Discussion

The committee recommends this criteria:

Consumer: Someone who has had a debilitating behavioral health disorder (Mental Health and/or Addiction Issues) and who has had significant experience using services.

Provider: Someone who has been trained to provide services to persons with behavioral health disorders and who has had significant experience providing direct clinical care.

Criteria for Readiness to Serve as a Dialogue Facilitator

Experience:

1. Participate in or observe at least one dialogue
2. Complete Dialogue Facilitator Training
3. Serve as a recorder for at least one dialogue

Demonstrate Achievement of Competence

Competencies:

Knowledge -

- . Articulate goals of the dialogue and how it works
- . Explain the role of the facilitator
- . Elements of preparation for a dialogue
- . Techniques and methods of dialogue facilitation
- . Familiarity with dialogue planning process

Attitudes-

- . Positive and supportive of dialogue process; open minded, Non-judgmental, objective
- . Respectful of process and participants; value experience of others and diversity of viewpoints
- . Belief in shared human experience with empathy, humility, compassion and egalitarianism

Skills:

- . Ability to listen reflectively, make clarifying comments, reframe and provide context for discussion
- . Recognize group dynamics including non-verbal communication and respond appropriately
- . Maintain direction and focus of dialogue
- . Create an environment in which everyone participates and no one dominates

- . Prepare questions to stimulate discussion and formulate them spontaneously as needed
- . Work with co-facilitator collaboratively and in a complimentary manner
- Ability to refrain from interjecting personal point of view
- Capacity to synthesize and summarize dialogue discussions and prepare a report of the proceedings

Action Item: persons who facilitate dialogues will see where competencies fall when met and decide whether they are a Consumer or a Provider Facilitator.

Agenda Item: Beaver County Dialogue May 21st

Committee Goal Being Addressed: Final Touches and getting facilitators for event

Discussion:

Payment for facilitators and mileage and lunch was agreed upon for 6 dialogue facilitators. They will be James & Stephanie, Barbara & Jeremiah and Denise & Jennifer. Stephanie will give the introduction to the dialogue and Barbara will help with administrative needs and questions about the running of the dialogue.

Action Items: Have a GREAT Dialogue Day!

Agenda Item: Other potential dialogues

Committee Goal Being Addressed: Interest from Chartiers Center on Dialogues

Our Next Meeting: Human Services Building, Rachel Carson Room,
Lower Level
11 AM – 12:30 PM