

A Substance Abuse (Referral - Service – Follow Up) Process Facilitation

Below is a summary of the proposed elements of a two hour facilitated dialogue for professionals involved in the above. A similar but not identical session would be held for community member consumers of these services.

1. The facilitator leads introductions of everyone present. The facilitator asks everyone to answer to a question germane to participation in the day's task.
2. The facilitator states the purpose of the work session, including the ground rules, and the goal of answering, later in the session, the focus question. The focus question will be: **“Assuming financial resources stay at current levels, what can we, and our partners in the community, do to best meet the needs of community members who are abusing alcohol and drugs?”** The ground rules and the question will be prominently displayed for the rest of the session. The facilitator will go over the agenda items and time allocations for each item, and ask the groups approval or suggestions. Approximately 20 participants will be divided into four groups. Varied work affiliations within them would be preferred.
3. The facilitator solicits information for the group to work with by asking participants for a (first-person-witnessed) example of a memorable experience by asking “Tell us about a memorable instance when you provided help to a person abusing substances, an example that you wish every engagement could be like. It could have been on the job or outside of it. Tell us how it went and why it is memorable for you.” More examples may be needed and solicited as time permits.
4. The facilitator will then explain the purpose of the summary questions listed below and elicit several brief responses from participants in the group. The proposed summary questions are:

“How is the experience we’ve heard about similar to most encounters?”

“How is it different from most encounters?”

“How does our community hinder or promote having encounters you wish could happen regularly?”

“How would your professional life be different if most encounters went this way?”

“How would the community be different if most encounters went this way?”
5. There would be a ten minute break at about 45 minutes into the session.

6. Returning from the break, the participants will begin an exercise to answer the focus question using the index cards, large markers to print answers on them, and a board that would be used for posting and grouping the answers.
7. In groups the participants would:
 - Put down their individual ideas.
 - Participate in sharing their ideas with the others, discussing and prioritizing results to a top 3 per group.
 - The facilitator will harvest and cluster the answers, with the assistance of the groups. The facilitator will ask participants to identify any catalytic suggestions, ones that would maximize the effect of actions that could be taken.
8. The facilitator would thank the group, ask for additional comments, and tell them when they will receive a report.