

# New Demo Office Hour: Strategies for Timely Access

*April 11, 2025*

NATIONAL  
COUNCIL  
*for* Mental  
Wellbeing

HEALTHY MINDS  
STRONG COMMUNITIES

# Disclaimer

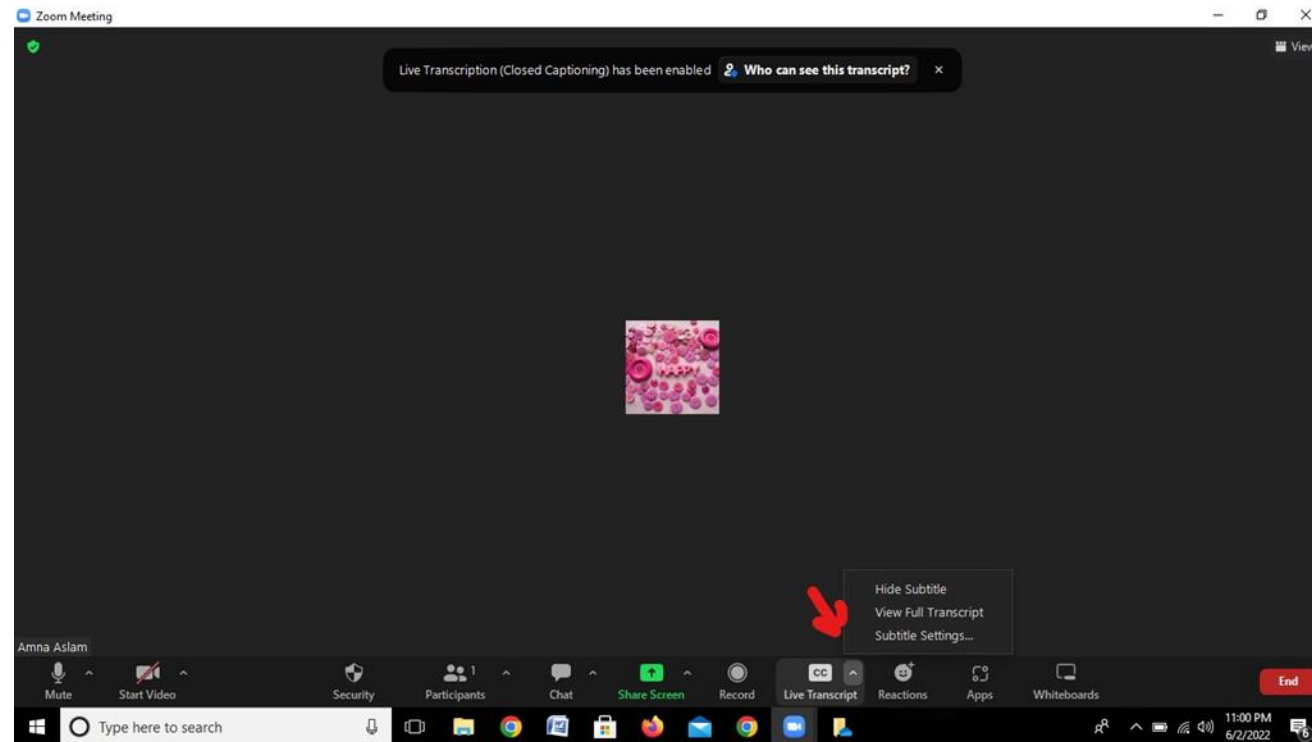
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# How to Enable Closed Captions (Live Transcript)

Next to “Live Transcript”, click the arrow button for options on closed captioning and live transcript.

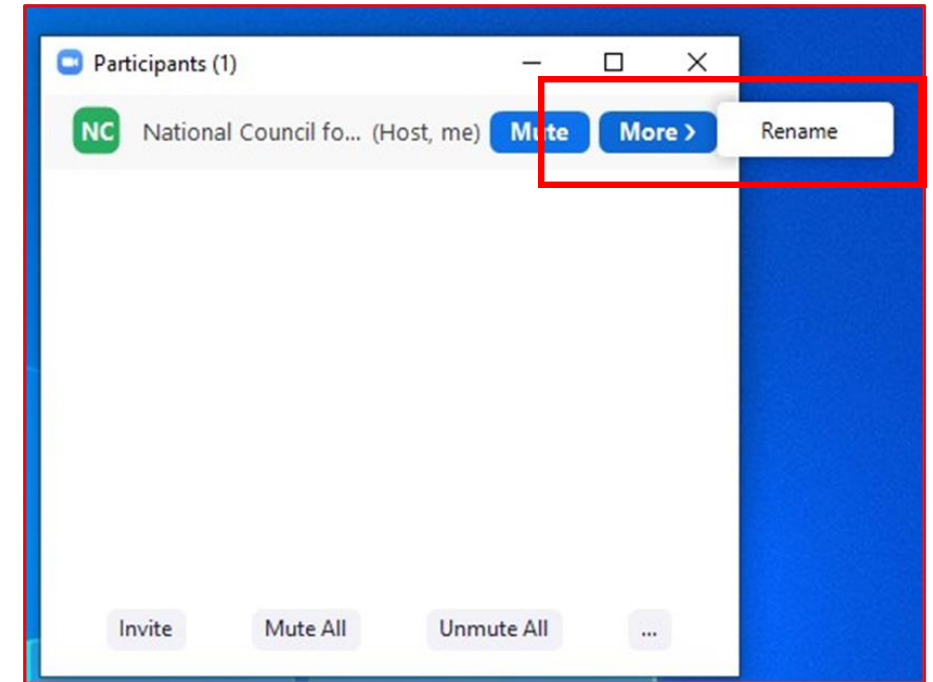


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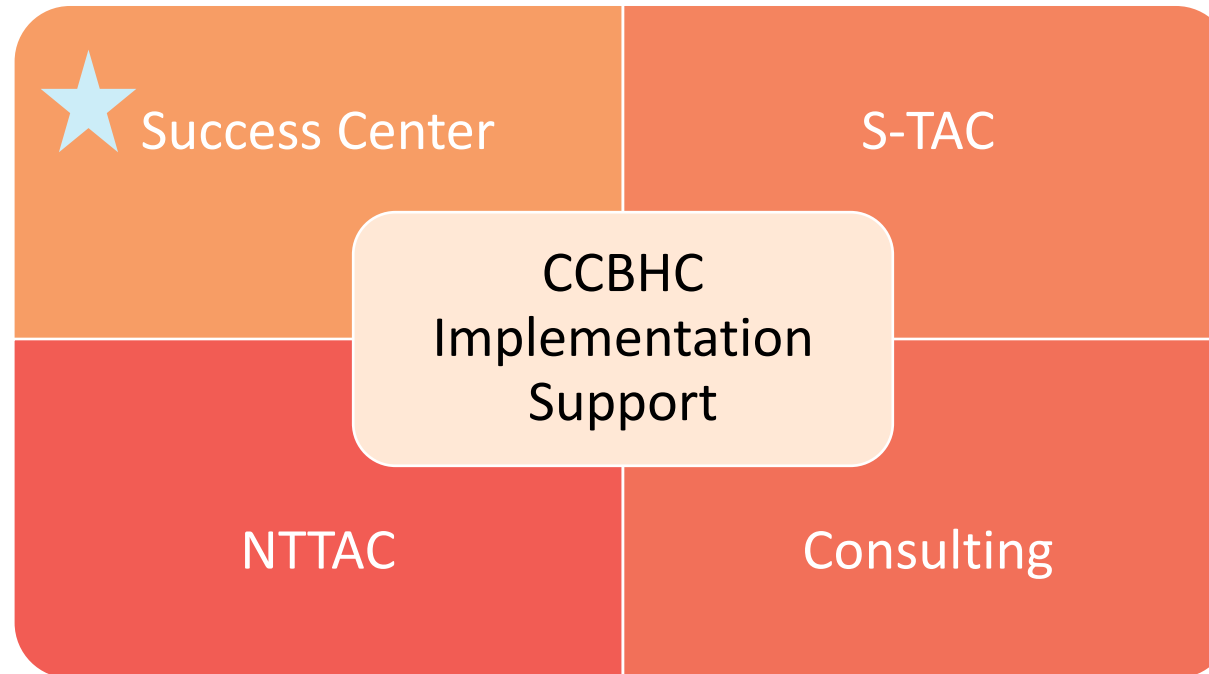
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# Logistics

- Please join by video if you are able!
- Please rename yourself so your name includes your organization.
  - For example:
    - D'ara Lemon, National Council
  - To rename yourself:
    - Click on the **Participants** icon at the bottom of the screen
    - Find your name and hover your mouse over it
    - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **D'ara Lemon, National Council**



# Implementation Support for CCBHCs



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# Today's Facilitators



**Brian Mallow, MSW**

Senior Advisor, Practice Improvement & Consulting  
National Council for Mental Wellbeing



**Shauna Reitmeier, MSW, LICSW**

Chief Executive Officer  
Alluma, Inc.



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# Polls

- What is your CCBHC status?
- In the chat tell us:
  - Where you're joining us from
  - What your role is
  - One word that describes how you're feeling about CCBHC Availability & Accessibility criteria requirements



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# Quick Reflections

- What made you pick that word?

**Feel free to raise your hand and come off mute or  
drop ideas in the chat**



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# Let's chat

- Q&A/Discussion
- Things to consider:
  - What's one availability/accessibility challenging you're working through?
  - What's something you've tried that others might learn from?
  - What questions do you have about the certification criteria?

**This is your time—let's make it useful for you!**



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# Peer Exchange Breakout

**Participants:** You will be moved to a breakout room with 5-10 other participants. Consider the following prompts for discussion:

- Option 1: What's one accessibility challenge or strategy you're working through?
- Option 2: What's one accessibility question you'd love help thinking through?

**Structure:** Complete 1-2 rounds of this process (not everyone will go)

- Step 1: Presentation of challenge/strategy/question by one volunteer (2-3 minutes)
- Step 2: Questions from the group (2-3 minutes)
- Step 3: Feedback from the group (3-5 minutes). *Volunteer listens only during this part!*
- Step 4: Volunteer who presented challenge/question to report on at least 1 insight upon return to large group.

**Keep it conversational—this is about learning from each other!**



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# Sharing Peer Exchange Insights

**Brave volunteers, what insights did you gather regarding:**

- Option 1: An accessibility challenge or strategy you're working through?
- Option 2: An accessibility question you'd love help thinking through?

**Other Insights or Questions?**



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# Wrap Up



# Thank You!

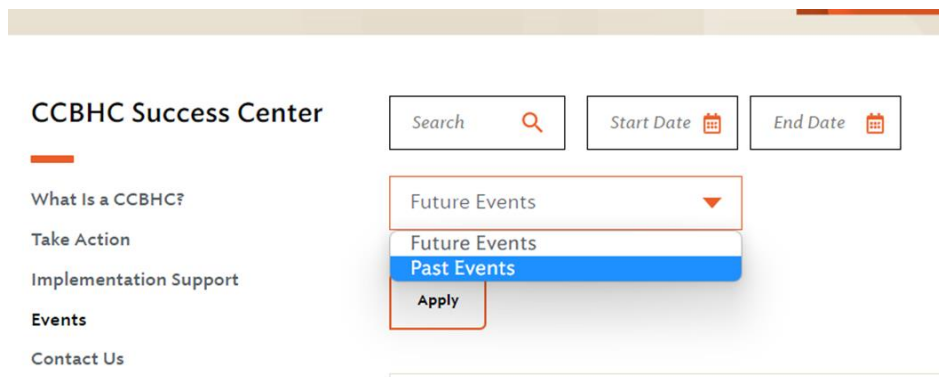
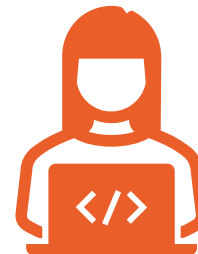
Thank you for attending today's office hour.

Slides and the session recording link will be available on the CCBHC Success Center website under "Events" > "Past Events" within 2 business days.

Your feedback is important to us!

Please complete the [brief event survey](#) that will open in a new browser window at the end of the meeting.

*You may also scan the QR code (below) to fill out the survey!*



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