



Regional Meetings 2022
Issues in Our Communities

What is the issue?	Recommendations (What we want to see)	How will we know when we've solved this
Lack of Trauma Informed Services in Maine	All therapists and providers should have trauma informed education/practice as part of their core education/training. This training should be evidence based.	When everyone gets trauma informed care, the person receiving services does not have to ask for this, it is evident in the care they receive.
Being diagnosed and medicated without being offered solutions to heal yourself first.	<p>People should be able to be trusted with what they think is right and should have a say in their own treatment/recovery.</p> <ul style="list-style-type: none"> • Ensure that every person has informed consent for medication and treatment, knows their rights, and has the ability to choose multiple pathways for recovery. • Transform the 15-20-minute appointment model. Appointments should allow for an hour or more as they are first working with a new individual. There is no way you can get to know your providers and they know you in that short of time, let alone accurately diagnose or decide on best treatments for a person. If needed, changes to MaineCare regulations to allow for longer appointments should be implemented. 	When we have a mental health system that supports multiple pathways to recovery including the time to explore all the options, including alternative pathways to recovery. The individual in treatment is informed and engaged in their treatment.
When peer support specialists are the only peer on a multi-disciplinary team, there is a lot of pressure on that individual to hold the values and principles of Intentional Peer Support. There is an issue of power imbalance in	<ul style="list-style-type: none"> • We should have more than one peer support specialist on a team. • Supervisor at a minimum should be trained in the IPS model, ideally all team members should as well. 	When peer support specialists are seen as the asset they are in their workplace. They should be valued and seen for the expertise they bring to their role.



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these teams that needs to be addressed.		
Lack of affordable housing throughout the State of Maine. This includes if you have a voucher of any kind the market has outpaced the value of vouchers.	<ul style="list-style-type: none"> • Landlords need supports and resources at times with different tenant issues. If there were more supports for them, they may be more inclined to rent to individuals with vouchers. • Develop a landlord/tenant coalition to work together to develop the resources and supports needed. • Expand/ Use the Rent Smart education program 	More affordable housing would be available for those that want/need it.
MaineCare Transportation System is unreliable, unpredictable (they don't come when they say or don't show up at all when they say they will)	<ul style="list-style-type: none"> • If riders can lose access to rides due to no shows, then providers should also be held accountable. The transportation provider might lose their contract or there is higher level of accountability for their contract and they must be required to fix reported issues. • Transportation requests should be taken with less than 3 days' notice (to schedule a ride) for more urgent appointments. • Increase the reimbursement rate for friends and family & volunteer drivers. This should include transportation reimbursement for the time when they are going to or coming from a person's home. • There has to be a better mechanism for communicating in emergency situations. (For example, if you driver doesn't show and it is after hours. They need to have someone to contact and someone who is going to fix the situation in the moment.) 	



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	<ul style="list-style-type: none">• Communication all around can be better between provider and rider. Consider an app that could let you know where your driver is or you could communicate via an app when needed.	
Increase access to Peer Support	Recommendation to include peer support specialists to more places. Many peers find this most helpful and have little or no access to this service.	
Issues with disseminating info between the State and Maine residents about what services are available	<ul style="list-style-type: none">• Keep State of Maine websites updated• Easier search engine on 211Maine website• Make sure 211 Maine has the most up to date information on services	
Lack of homeless shelters, not affiliated with a religious organization or any other specific requirement to be able to successfully stay there.	We need more shelters that are run by public entities that do not require people to adhere to specific non-inclusive rules. For example, to go to religious services to stay in the shelter.	When there is a homeless shelter in every county and people can transition easily into housing.
Housing vouchers would lead to safe and affordable housing.	<ul style="list-style-type: none">• Increase the number of landlords willing to accept a variety of vouchers• Extend the length of time to search for a landlord• Increase the rent smart education program• Landlord/tenant coalition	More landlords would accept vouchers. People that had vouchers easily can find housing in the town of their choosing.
Lack of mechanics and vouchers for vehicle repair		



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Lack of trauma informed services in Maine	All therapists and providers should have evidence-based trauma informed education as part of their core training.	When everyone gets trauma informed care, the person receiving services does not have to ask for this and their trauma histories will be addressed.
In many places there are up to a six month wait list for primary care providers		
Lack of access and long waitlists to all mental health services due to staffing shortages and agency closures	DHHS needs to do more in way of a variety of efforts to attract and promote the growth of all service sectors. We also need to all services available in rural areas so individuals do not have to travel long distances or go without access to the mental health services they need.	When we can be seen within 7 days for non-emergency services.
Lack of Transitional Housing	<ul style="list-style-type: none"> • Develop a tiny/temporary housing system that individuals will own when they leave. The individual could then sell and use as a down payment on a permanent home (equity). • Consider co-op housing options 	When a person who is homeless can get immediate assistance
Lack of Permanent Housing	<ul style="list-style-type: none"> • Develop some diverse options for loans and education/assistance that helps individuals with home ownership. • Resources that may currently exist are not known to many and need some public education on this topic. 	
Transportation System issues (for example: three strikes you're out)	There needs to be more transparency with the Maine Care system as to your rights and appeals process.	



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Lack of transitional housing for people reentering from prison or jail	<ul style="list-style-type: none">• Supported apartments with staff onsite.• Rooms that share common area and do chores together.• Having case managers onsite to help	
Lack of non-emergency transportation.	Expand Neighbor to Neighbor volunteer driver program to more towns in Maine.	
Comprehensive dental care for adults in Maine (coming soon!)	<ul style="list-style-type: none">• MaineCare needs to do a public education campaign on new benefits.• Grow the list of participating dental providers in Maine.	
Glasses not covered by MaineCare.	MaineCare should cover eyeglasses as a benefit. They already pay for the exam but if you need glasses, they do not cover them.	
Disability marriage penalty. This is a term used to describe when 2 individuals who are receiving benefits want to legally marry, then they risk losing income and benefits needed to survive.	While we know this is a complicated systems issue, we need to work towards allowing people to be married if they choose and not be penalized for their choice which leaves individuals in unsurmountable economic hardship.	
Lack of Alternative care/treatments that are paid by MaineCare. For example: Massage Therapy, Music Therapy, Equine Therapy, Acupuncture, Complementary Therapies, immersion tanks, Art therapy	Alternative services for peers that is paid for by MaineCare.	Having a self-directed voucher system for all MaineCare members to choose how they want to direct their recovery. Self-Directed Services Medicaid



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Supporting individuals with home ownership/training	<ul style="list-style-type: none">• Maine State Housing and CAP agencies need to be more widely known. For example, they offer first time home buyer's education.• Offer these courses also for folks receiving housing vouchers	
Lack of Public Shelters in the Lewiston area	Lewiston area needs a non-private/non-religious shelter program	
Lack of public health assistance in Lewiston	We need Case Managers/Navigators for all who do not have access to MaineCare who do not know how to access services. It should be located in a non-state agency example: a CAP agency.	
Lack of awareness/education of your rights and how to file a grievance whether in the community with a provider or the jail/prison community.	<ul style="list-style-type: none">• There needs to be a simplification of any type of grievance process.• We need trained/willing individuals to walk someone through the grievance process and all the required steps.• Potential legislation to require uniformity across grievance processes in all county jails.• Required oversight of an outside entity that is independent from the county jail.	