I. Organizational
   • Who are the main stakeholders in the current public mental health service system?
   • What resources exist to support our evaluation of the current system and development of recommendations for reforms? Who can provide technical information, research and evaluation assistance, or other forms of assistance?
   • What is the problem we are trying to solve?
   • What are the questions we need to answer to solve the problem?
   • What is the plan or timeline for answering these questions?
   • What information do we need from other sources?

II. Current System
   • What are the components of the current system?
   • What is the role of each component piece?
   • How are the component parts related?
   • What are the strengths of the current system? Weaknesses?
   • How are the strengths and weaknesses related to/cause by the current role of the component parts or relationships between the component parts?
   • Who has authority over each of the component parts?

III. Other Models
   • What would the ideal public mental health service delivery system look like? What would it include? How would it be organized?
   • What other models for the delivery of public behavioral health services exist? Do any existing systems come close to the ideal system? Do any exemplary models exist?
   • How are those models structured? How do they differ from our current model?
   • What are the strengths and weaknesses of those other models?
   • What elements of those models might provide opportunities for improving our system? Can those elements be combined with our current model?

IV. Building a New System/Revising the Current System
   • Should the current system of public mental health service delivery in the Commonwealth be reformed?
   • How should the current system be reformed?
   • What would have to change to bring about those reforms? Statute, regulations, policy, staffing, funding, etc.?
   • Who are the stakeholders that would be affected by the implementation of reforms to the current system? What do they have to say about the proposed reforms?
   • What additional information do we need to make decisions regarding reforming the current system?
   • What is the timeline for implementing the reforms?
   • Who will provide ongoing oversight of the process for reforming the public mental health service delivery system?