MHSOAC
Client Stakeholder Project

SALLY ZINMAN, Program Director CSP
CYNDI EPPLER, Program Manager CSP

California Association of Mental Health Peer-Run Organizations

Client Stakeholder Project "CSP"

A partnership of two consumer/peer-run organizations

PEERS

- Peers Envisioning & Engaging in Recovery Services

CAMHPRO

- California Association of Mental Health Peer Run Organizations

Working together on a 20 month MHSOAC project in collaboration with

Research Development Associates

VALUES

Stakeholder involvement is necessary for shaping the mental health system for positive lasting improvement that is empowering, effective, and humanizing!

NOTHING ABOUT US WITHOUT US!

Mission
Significant increases in the level of participation and meaningful involvement of clients, family members, parent caregivers, and all other stakeholders in all aspects of the public mental health system, including but not limited to, planning, policy development, service delivery, evaluation and budgeting.

Activities

Work with **Regional Partners** across the state on:

- Data collection
- Inventorying of the data
- Creation & implementation of a client stakeholder process curriculum and provision of training & technical assistance for clients
- Provision of client experts to serve on MHSA-related committees & work groups
- Organization of client stakeholders to participate in MHSOAC & other issue-specific MHSA meetings

Client Representatives

CSP & Regional Partners:

- Developed a cover letter and application for client representatives
- Performed collaborative outreach with each of our respective network contacts, UACF, NAMI, CAYEN and CALMHB/C
- Accepted all representatives who applied (130+)
- Held a webinar training on Effective Client Representation (to be developed into a handbook on Effective Client Representation)
- Will identify MHSA-related meetings and organize client representatives to attend and participate

Client Representatives

"Significant increases in the level of participation and involvement of clients and families in all aspects of the public mental health system including but not limited to: planning, policy development, service delivery, and evaluation."

California Department of Mental Health (DMH) Vision Statement and Guiding Principles for DMH Implementation of the Mental Health Services Act February 16, 2005

MHSOAC Community Forum August 8, 2013
OAC identified need/goal:

- Provide opportunities for the Commission to hear firsthand from clients, family members and other stakeholders about their experience with the Mental Health Services Act in local communities, what works and challenges (from Community Forum Power Point, slides 8-9)

Client Representatives

Client Representatives

- Provide their experience with, their personal stories and their insight into the mental health system – what really works and what doesn't
- Client Representative participation is "value-added"
  - Positive Feedback Loop – By incorporating client representative feedback, the system is impacted and changed for the better in accordance with the Department of Mental Health Vision Statement implementing MHSA
- Participation as a Client Representative fosters empowerment and provides pre-employment skill development for Client Representatives

Client Representatives

Pre-employment Skill Development
Allows clients to rebuild resumes while moving back into the workforce as they work on their recovery

- Communication skills
  - Written skills
  - Public speaking skills
- Advocacy skills
  - Self
  - Others
- Collaboration & Strategy skills
- Observational & Diplomacy skills
- Ethics Skills (combining passion, skill, knowledge, & personal values)

From "Inside/Outside: Effective Client Representation" webinar training, prepared by Richard Krzyzanowski for the Client Stakeholder Project

Client Experts

- CSP & Regional Partners developed a cover letter and application for client experts
- Collaborative Outreach with Regional Partners, UACF, NAMI, CAYEN and CALMHB/C
- Applications were reviewed by the CSP and its Regional Partners
  - Review took into account relevant experience & writing/communication skills
  - Each person (CSP & RP) presented his/her top 10 choices w/ alternates
  - Expert selection was based on consensus with consideration of regional, ethnic/cultural and expertise diversity, the list was presented to the Community Advisory Committee for feedback on selections before final section/notification was made (17 were chosen)
- Developing a brochure which will feature Client Experts to market them across the state. Part of CSP's funds will go to providing for travel expenditures and stipends for experts to participate where requested

Some of Our Client Experts

CONTACT INFORMATION

Sally Zinman, Program Director
Cyndi Eppler, Program Manager
Client Stakeholder Project
333 Hegenberger Road, Suite 250
Oakland, CA 94621
Phone: (510) 832-7337, ext. 204
Fax: (510) 452-1645
Email: ceppler@peersnet.org

On behalf of the Client Stakeholder Project

Thank you!

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