

**SOCIAL JUSTICE ADVISORY COMMITTEE**  
**Essential Ingredients to a Successful Stakeholder Process Grounded in Integrity**  
**Adopted by the California Mental Health Directors Association**  
**February 10, 2011**



# Ingredients

The Social Justice Advisory (SJAC) Committee of the California Mental Health Directors Association (CMHDA) supports and assists CMHDA in decision and policy making that aims to reduce disparities in service access and care across diverse populations.

SJAC recommends the following *essential ingredients* for a *successful* and *meaningful* on-going community stakeholder process. These ingredients should be present in the creation and delivery of services to those with behavioral health needs, which will support a system of care that is based in the values of individuals, families and communities:

1. Ground all efforts in integrity, compassion and humility for the individuals, families and communities that have been impacted by behavioral health challenges;
2. Know the ethnicities, languages and cultures of the communities to be served. Engage in age-appropriate and culturally relevant outreach. Develop strategies chosen by all to meet their needs;
3. Demonstrate honor and respect toward the unique cultural values, beliefs and preferences of individuals, families and communities;
4. Recognize the value and wisdom of stakeholders' life experiences as expertise, and prioritize accordingly;
5. Aim to reduce stigma and discrimination in all interactions with stakeholders. One way to promote this is by providing many opportunities for the inclusion of a wide range of perspectives and preferences;
6. Educate and inform the community in planning goals and process so that the intent and purpose is clear, and all can participate meaningfully;
7. Conduct all planning processes in a manner that assures there is active interaction and broad participation from community stakeholders from inception, while still welcoming new participants at all points in the process;
8. Incorporate community stakeholders' input and ideas into the strategies and results included in plans and other ongoing projects;

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- 9. Make a commitment to build and maintain trusting relationships by demonstrating ethical accountability between providers of services and all individuals, families, and diverse community stakeholders. Achieve this through welcoming invitation, continuous dialogue, and inclusion throughout all points in program and service implementation. Dialogue and inclusion prioritizes the ability of service providers to accept constructive criticism, and to recognize the need for flexibility in ongoing programming to accommodate the community's needs;**
- 10. In an effort to ensure all interested individuals have an opportunity to participate, extra efforts should be made to remove barriers and reach historically unserved, underserved and inappropriately served communities in each identified stakeholder category.**