



# Client and Family Leadership Committee (CFLC): 2014 Annual Community Forum Report

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Cultural and Linguistic Competence Committee  
(CLCC) Chair Khatera Aslami-Tamplen and CFLC  
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# Community Forum Workgroup

- The Community Forum Workgroup is responsible for planning and facilitating the Community Forums.
- The Workgroup is comprised of the Chairs and Vice-Chairs of the CFLC and the CLCC and eight members and four alternates from the two committees.
- The CFLC is responsible for writing the Annual Community Forum Report.



# Forums Included in This Report

- East Bay Area
  - (Emeryville—2/20/14)
- Superior California
  - (Redding—5/29/14)
- Eastern Sierra
  - (Mammoth Lakes—8/7/14)



# Community Forum Attendance

- Close to 2,000 individuals have participated in the past 12 forums.
- In 2014, 386 individuals participated in the 3 forums:
  - 275 in Emeryville
  - 86 in Redding
  - 25 in Mammoth Lakes



# Positive Results from the 2014 Forums

- Peer Services are effective:
  - Clients continue to feel they can identify with peers who have lived experience.
  - County staff stated that hiring peers had positively changed how counties operate.
- Wellness Centers are successful:
  - Wellness Centers, with their non-clinical welcoming environments, have been cited as top assets in many communities.



# Positive Results from the 2014 MHSOAC Forums (cont'd)

- Emeryville reported:
  - increased consumer employment and retention.
  - Innovation programs helpful to immigrants and refugees.
- Redding reported:
  - positive parenting mental health education program.
  - positive programs established in rural communities.
- Mammoth reported:
  - positive home visits from county social workers.
  - very positive effectiveness of Wellness Centers.



# Service Challenges

## Cultural Competence

- Increase Cultural Competence among service providers:
  - Need for more bilingual and bicultural staff.
  - Need for more translated materials.



# Service Challenges (Cont'd)

## Housing:

- Need for expansion of housing programs.

## Education about Services and Mental Health:

- Need for more community education about available services.
- Provide outreach in ethnic and cultural communities rather than expect these populations to seek services at a clinic.



# Community Forum Workgroup Concerns

## Issue Resolution Processes

- Must use local level issue resolution processes first.
- State level Issue Resolution Process (IRP) must be done via email or U.S. Mail.
- Improved services for IRP are needed at the State level.

## Next Steps

- MHSOAC will collaborate with the California Department of Health Care Services (DHCS) to improve the IRP.



# Community Forum Workgroup Recommendations

1. The Commission should instruct staff to share information directly with county mental health departments about the positive impact of MHSA services and service challenges identified at MHSA Community Forums.



# Community Forum Workgroup Recommendations (Cont'd)

Themes to be shared with counties resulting from the 2014 MHSOAC Community Forums will include:

- Peer services continue to be reported as one of the most effective services since the implementation of the MHSA.
- Wellness Centers are consistently identified as successful in meeting client needs around the state and are deserving of continued support.
- The need to increase and improve services that are culturally competent and relevant for persons from un-served and underserved racial, ethnic, and cultural groups.
- The need for increased housing to augment services for clients and particularly homeless individuals living with mental illness.



# Community Forum Workgroup Recommendations (Cont'd)

- The need for increased outreach to clients and communities to educate about MHSA services.
- The need to further develop stigma reduction programs in order to promote acceptance of individuals with mental health challenges.
- The lack of transportation experienced by many mental health clients and their families that prevent them from accessing services.



# Community Forum Workgroup Recommendations (Cont'd)

2. Share the findings of this report with the MHSOAC Evaluation Unit to determine the feasibility of using the findings for possible future evaluations.
3. The MHSOAC should discuss with the counties and the DHCS, Mental Health Division, the necessity of an understandable and succinct IRP that is easily accessible for clients and/or their family members that need it.



# Community Forum Workgroup Recommendations (Cont'd)

4. The MHSAOAC should consider the recommendations included in the 2014 MHSA Community Forum Report in the prioritization of activities for the 2015 Workplan.



# Motion

Motion:

The Commission adopts the 2014 Annual Community Forum Report including its recommendations.

