

## Emerging Themes and Ideas

To ensure a transparent process, an independent facilitator was brought on to the project to meet individually with current contract holders and to develop a framework for this project. Individual meetings provided an opportunity to share lessons learned, highlight successes, and discuss challenges.

### Successes

- Development of program and education curriculum, county catalogues, and advocacy materials.
- Established relationships with local organizations to market training and events and provide speakers and volunteers.
- Formed successful partnerships with law enforcement, educators, first responders, and faith communities.
- Developed and expanded programs that support individuals working in the public mental health system, consumers and families, workforce development, and enhanced advocacy efforts.

### Challenges

- Contracts had too many priorities, future contracts should be more focused with clear guidelines and expectations.
- Some projects were less successful than anticipated; some organizations worked to reallocate or leverage funds to more effective projects.
- Clarification on roles and responsibilities on collaborative projects would be helpful.

### Potential Goals for Additional Funding

- Additional training, education, and outreach efforts to strengthen current programs.
- Augment the funding of local chapters/affiliates to offer additional training, build capacity, and sustain local programs and projects.
- Develop strategies to strengthen the local planning processes to connect local and statewide work.
- Outreach and program develop for rural communities and diverse racial and ethnic groups.
- Increase awareness of local services and programs.

### Collaboration

- Collaboration is valuable and beneficial to this work and is necessary to assess organizational strengths to better align with organizational goals.
- Some organizations have a history of collaboration but there can be major differences in focus and philosophy among organizations.
- Groups prefer to choose collaborative partners rather than having choice imposed on them.
- Collaboration between groups will help increase political capital for others.
- Effective collaboration can enable organizations to leverage the reach of other networks, increase training efforts, and provide an opportunity to inform county decision makers.
- Collaboration between organizations can support a shift in language from an “us vs. them” perspective and encourage groups to think, “What will bring us together, rather than dividing us?”

- Regional events could be enhanced through collaboration to plan one large event instead of numerous small events. These larger events could attract a broader, more diverse audience.
- Development of a master calendar of events and training. Cost sharing of expertise and resources (e.g. venue, space, and training) could leverage opportunities.

### Success Metrics

- There are noted challenges around how to document “meaningful participation” – how to make the best use of funds to encourage more than just filling seats.
- Documenting the “outcomes of outcomes,” in other words, demonstrating impact through efforts.
- Provide an opportunity for organizations to showcase their work.
- Develop clear expectations of the data and demographic information needed by the MHSOAC. Many groups are collecting data that could support the MHSOAC in demonstrating the impact of MHSA funding.
- With guidance from the MHSOAC, groups could engage their members and affiliates to address/identify gaps and needs within specific areas.
- “We need to all be on the same page with our statistics.”

### Capacity Building

- The need for technical assistance around creating infrastructure for the organization. One of the biggest needs is for assistance in creating manuals, bylaws, and personnel materials.
- Shared internal resources to provide staff, board, and management development.
- Develop capacity of organizations to secure additional funding through strategic fundraising.

### MHSOAC and Contracted Organizations: Partnership Development

- Encourage MHSOAC staff to attend training and other events conducted by the contractors.
- Work to ensure that groups feel they are equal partners in contracts.
- Develop a strategy to provide start-up funding where needed.
- Develop a more efficient process for timely reimbursement.
- Establish a digital process to streamline operations and submit contract deliverables and documents.
- Increased opportunities to connect with MHSOAC staff through regularly scheduled meetings to discuss progress and possible course correction. Meetings should encourage an enhanced partnerships.
- Create an online resource center for sharing information between MHSOAC and contract holders.
- Ongoing quarterly or semi-annual collaborative meetings between contract holders.
- Organizations would like to be better connected and informed so as to align their work with what the MHSOAC is trying to accomplish through both long and short term projects and strategies.

### Competitive Process

- The competitive nature of the contract process will help to keep the program improvement sharp and encourage change and innovation.
- There is a funding tension between leveraging the abilities of existing and bigger organizations vs helping to grow start-up organizations.