

An Overview

Effective & Meaningful Client Stakeholder Participation: A Training for the Community Planning Processes



Background:

How these trainings came to be



PEERS/CAMHPRO and RDA Collaborate

In 2013, through a MHSOAC contract, Peers Envisioning and Engaging in Recovery Services (PEERS), the California Association of Mental Health Peer Run Organizations (CAMHPRO), and Resource Development Associates (RDA) partnered together to conduct research followed by trainings on the Community Planning Process.



Goals of Project – called the Client Stakeholder Project

- ❖ To obtain a better understanding of current stakeholder processes so that this knowledge can be used for quality improvement purposes
- ❖ To implement best practices for more effective and inclusive planning processes
- ❖ **To ensure increased and meaningful participation of consumers and all stakeholders in all levels of the Mental Health Services Act**

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- Advisory Committee of stakeholders was formed for duration of the Project
 - 5 different data collection tools were used – quantitative and qualitative
 - All 58 Counties and 2 municipalities were involved in the data collection

Outcomes

- RDA developed 15 Guiding Principles to guide the CPP Process
- PEERS/CAMHPRO developed the Effective & Meaningful Client Stakeholder Participation: A Training for the Community Planning Processes



12 Trainings Since October 2014

- Modesto
 - Oakland
 - Redding
 - Santa Ana
 - Los Angeles
 - Fresno
 - San Louis Obispo
 - Eureka
- The training has been turned into 3 webinar modules followed by an in person training (San Mateo County) concentrated on skill building

12 Trainings Since October 2014

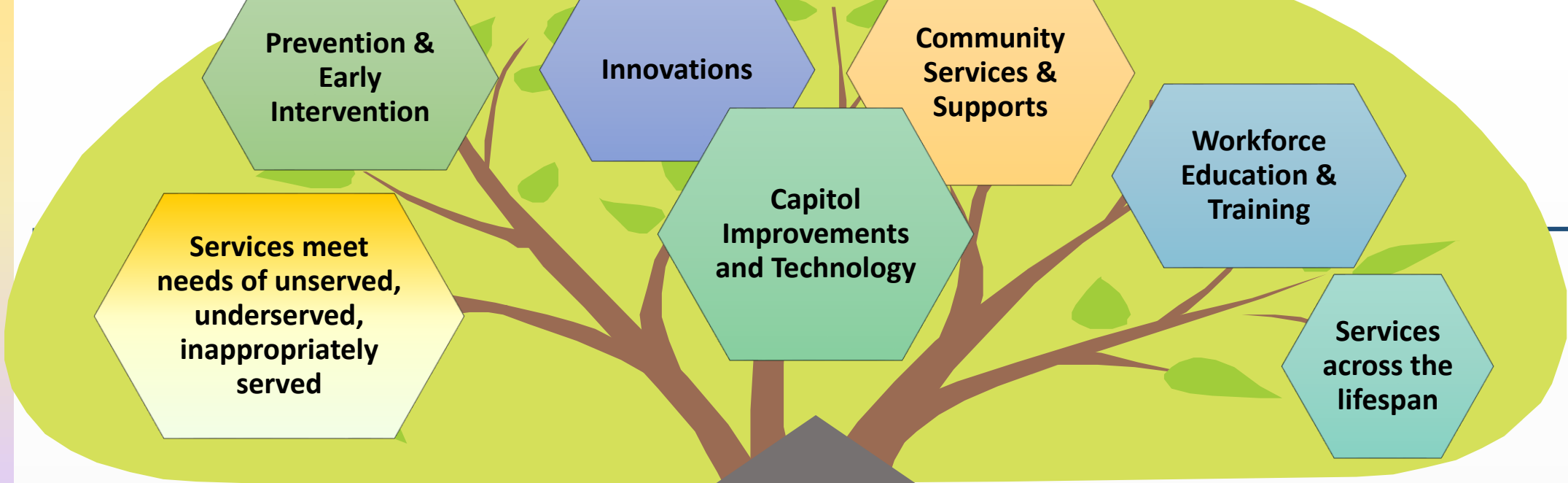
- Partnered with local consumer-run or driven organizations
- Produced evaluation tools and a resource guide, facilitators guide, and work book with the training

Training – Building Knowledge and Skills for Effective Stakeholder Participation

Community Planning Process (CPP) Foundation

- Consumer and Recovery Values
- MHSA Values
- MHSA Components
- The CPP
- Laws that govern the CPP and Stakeholder participation – It's the Law!





Roots, Veins & Fruits of the Mental Health Services Act-MHSA

Community Planning
15 Guiding Principles & Practices



CPP Meetings

- State and Local Government Decision makers
 - Role of Mental Health Commission/Board
- Description of input/feedback and decision making meetings
- Stakeholder roles in input/feedback and decision making meetings
- Varying potential for impact
- Sample CPP – what a CPP may look like in a county
- Local MHSA Coordinator describes the CPP and current issues in County where training is being held



Effective Advocacy at Meetings

- **Meeting Preparation**

- Become familiar with mechanics of meeting: rules of order and agenda

- Review minutes and meeting materials

- Review Mental Health Plans being discussed and learn what to look for

- Learn meeting jargon

- Know your environment

Effective Advocacy at Meetings

- Meeting Participation

- Disagree respectfully

- Find allies

- Suggest and support solutions

- Build relationships/collaborate

- Find common ground

Effective Advocacy at Meetings

- Public Comment

- Public speaking tips

- Types of public comment

- Public comment card

- Beginning, middle, end

- Debrief

Skill Building

- Interactive exercises interspersed throughout training
- Replicate different types of meetings and hold mock stakeholder participation
- Action planning to get involved in CPP in County



Follow-Up

- Technical Assistant
- Outcomes 2/3 months later

Trainings continue to evolve based on what we have learned from each training and each county.

