



Mental Health Services
Oversight & Accountability Commission

Strategic Plan 2024-2027

Community Outreach and Engagement

Norma Pate, Deputy Director
November 8, 2023

2024-2027 Strategic Plan Effort

The Commission is in the final stages of developing the Strategic Plan for the coming years (2024-2027)

As part of this effort, we held community engagement events to:

- Reflect on the Commission's work to date and lessons learned from the last three years.
- Understand and articulate how our work fits into context amid an evolving mental health landscape.
- Surface and evaluate opportunities to catalyze transformational change.



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2024-2027 Strategic Plan Effort

... designed to be an inclusive and collaborative process



40+ Interviews



6 Public Input Sessions



1 Focus Group

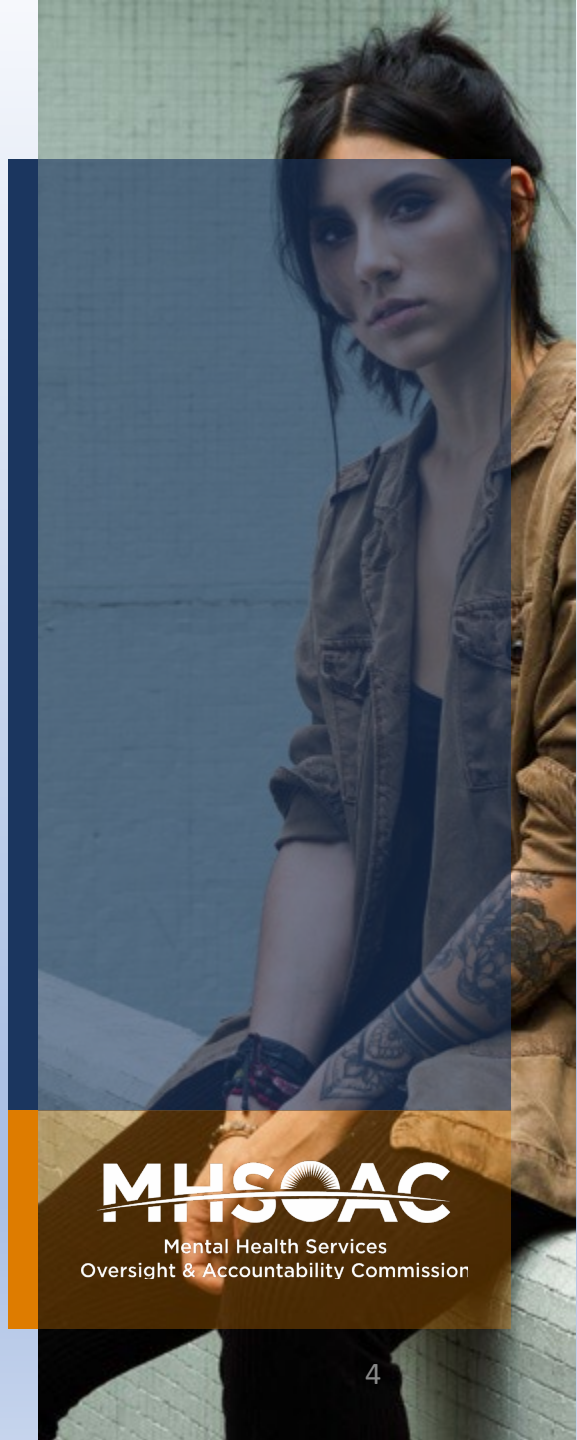


2 Surveys





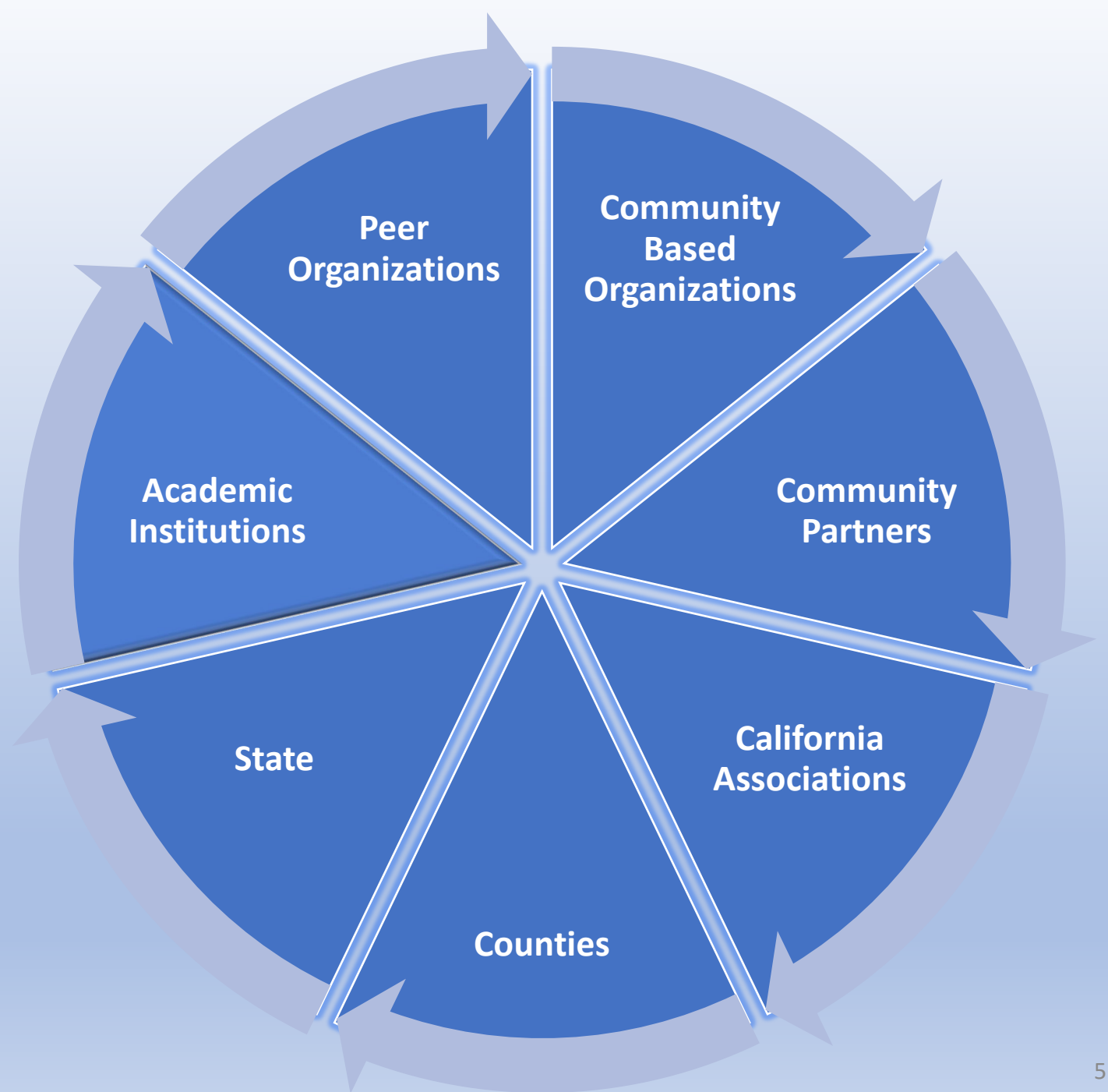
Interviews and Public Meetings with Commissioners



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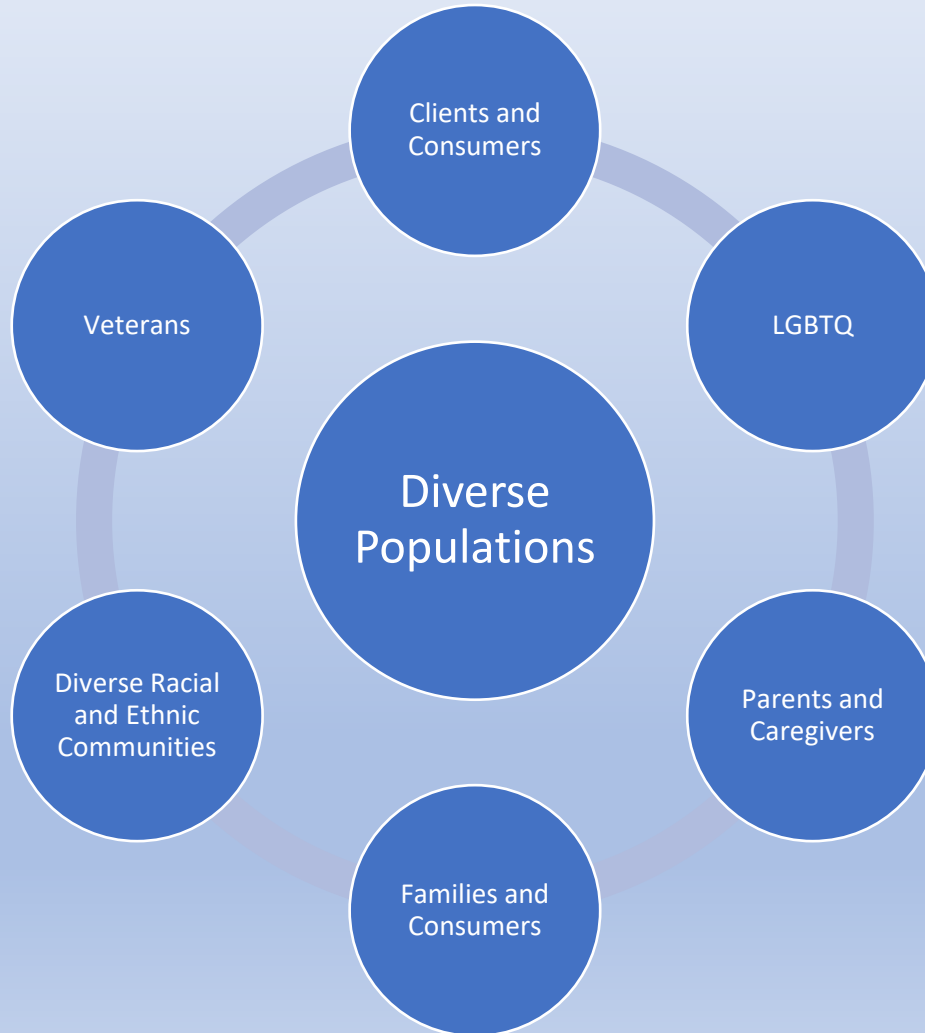


Interviews and Public Sessions with Community Partners





Diverse Populations





Key



Engagement



Across the



Lifespan





Interviews & Public Input Session

May-August

Questions that shaped our insights

Key Questions

- Reflect on the Commission's role and progress over the last 20 years. **What is it known for? What has been its most visible or impactful work?**
- What do you see as the Commission's **key challenges or limitations?** Where should it start, stop, or change its approach to meet the needs of the evolving landscape?
- How would you describe the Commission's role and **how is it differentiated from other agencies or community partners?** How effective is it at delivering on these roles?
- Reflect on the Commission's current portfolio – PEI, Innovation. **In what areas do you think it should double down on its efforts?** Where should it let others take the lead?
- If you could **give advice to the Commission** as it embarks on the next iteration of its Strategic Plan, what would it be?



Commission Engagement - Public Meetings

May

June

August





Survey #1

September-October
(In-Progress)

200+ responses

Key Questions

1. What do you see as the Commission's core strengths and high impact roles?
2. What do you see as key areas of opportunity for the Commission?
3. How can the Commission help shape the mental health system in California?
4. Please share anything else you believe is important for the Commission to consider while developing our next strategic plan?
5. Which community do you represent? (pick as many as you wish)

Released Draft Strategic Plan – October 13, 2023

Using the robust results of interviews and public engagement sessions as a guide, the Commission developed a draft strategic plan to guide our work from January 2024 through 2027.

Shared a copy of the draft plan on our website at:

<https://mhsoac.ca.gov/strategic-plan/make-your-voice-heard/>





Decision-Making Framework

The Commission's Strategic Plan includes a decision-making framework to guide our opportunity assessment....

This tool will be designed to help us:

- Standardize our approach to collect data and assess the potential impact of an initiative
- Prioritize across initiatives to maximize impact with available time and resources
- Clarify focus across our portfolio and understand opportunities for impact and collaboration
- Consider tradeoffs between addressing current challenges and new, emerging threats.
- Design and monitor programs in a way that maximizes outcomes for target populations

Draft categories to serve as basis of analytical framework



...What categories are we missing?

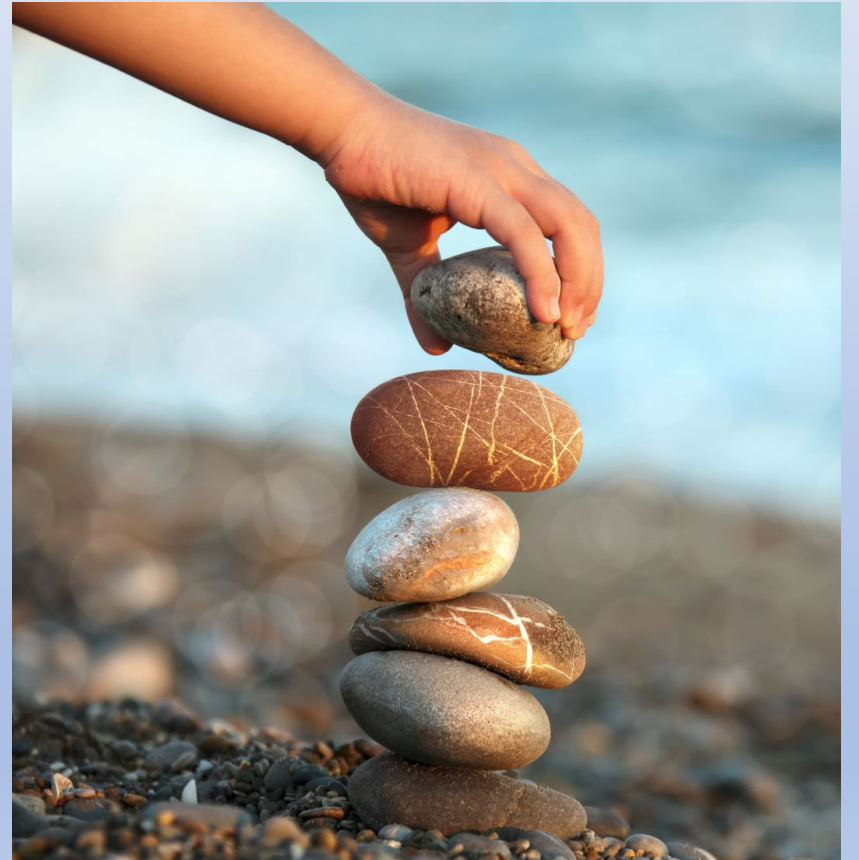


Draft Framework – Interviews and Public Sessions



Key Questions:

1. In the first phase of the strategic planning process, many community members and partners suggested the Commission could be more effective if it set priorities and focused on fewer issues. **How would you suggest the Commission set priorities?**
2. The draft strategic plan includes a decision-making framework. **How could such a framework be used to improve the Commission's selection of priorities and design of its projects?**



Engagement on Elements of the Draft Strategic Plan

Social Media



October - November

Focus Group



- **October 24th - 12:00 p.m. – 1:00 p.m.**

Listening Sessions



- **October 24th - 5:00 p.m. – 7:00 p.m.**
- **October 31st - 12:00 p.m. – 2:00 p.m.**



Survey #2

October-November
(In-process)

Last day to provide
public comment is
November 9th.



Key Questions

1. How could a decision-making framework like the one in the draft (pages 8-10) be used to improve the Commission's selection of priorities and design of its projects?
2. What are the most important mental health needs in your community and what are some best practices to address those needs?
3. How do you think the Commission can effectively promote Diversity, Equity, and Inclusion (DE&I) approaches in the mental health system?
4. What can the Commission do to facilitate partnerships between consumers, community organizations, and service providers?
5. How can the Commission grow and improve its capabilities (policy research and advocacy, incentive grants and technical assistance, innovation support and evaluation) to support transformative change?
6. How can the Commission most effectively support integration of substance use disorder services into its work?
7. How could the Commission best support counties and their community partners to plan for and develop the capacities to effectively implement the new requirements of The Behavioral Health Services Act?
8. How can the Commission help build public trust and ownership in the mental health system? What strategies should be used?
9. Please provide any other guidance to the Commission regarding its 2024-27 strategic plan.



Strategic Plan Focus Group

Key Questions

How effective do you think the community engagement plan will be at reaching diverse voices? How can it be strengthened?

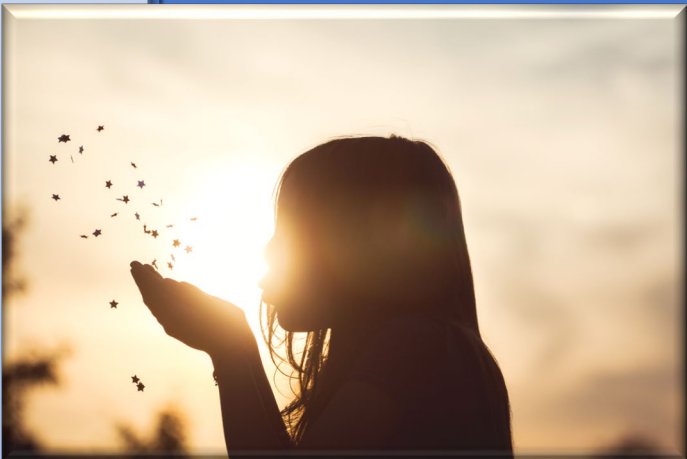
Whose additional voices should we include?

How will the Commission know when it has adequately and effectively engaged community voices regarding its 2024-2027 Strategic Plan?



Listening Sessions

October 2023
(In-Progress)



Key Questions

1. What are the most important mental health needs in your community, and what is needed to address them?
2. **How do you think the Commission can effectively promote Diversity, Equity, and Inclusion approaches in the mental health system?**
3. **What can the Commission do to support partnerships between consumers, community organizations, and service providers?**
4. What does transformative change in mental health mean to you? How can the Commission support that change?
5. What considerations or concerns should the Commission keep in mind when integrating substance use disorder services into its work?
6. How could the Commission best support counties and their community partners to implement the new requirements of the Behavioral Health Services Act?



Listening Sessions

(Cont'd)

(In-Progress)

7. **How can the Commission help build public trust and ownership in the mental health system?**
8. Does the decision framework on pages 8-10 make sense to you? Do you think this would be a good framework to use to set the Commission's priorities?
9. Lastly, do you have any additional comments regarding the Commission's FY 2024-2027 strategic plan that we have not yet captured?

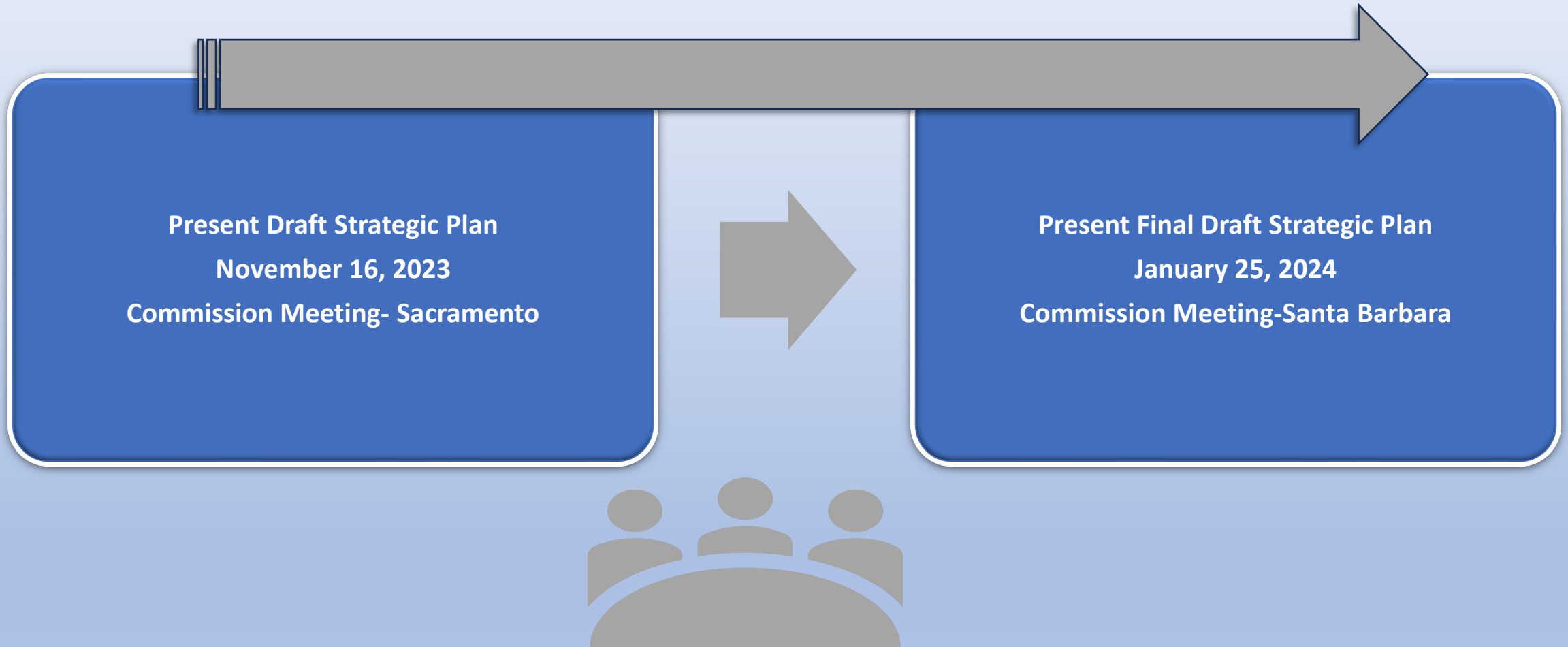


What happens next?

Commission will report what was heard from community partners and how it was incorporated or considered in developing the plan.



Strategic Plan Next Steps





Thank You

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