

Clients and Consumers Listening Session Agenda

Tuesday, August 1, 2023

5:45 PM – 7:15 PM

<https://mhsaac-ca-gov.zoom.us/j/89057444792>

Meeting ID: 890 5744 4792

Call-in Number: 408-638-0968 US

TOPICS

Welcome and Community Guidelines

Tom Orrock, Deputy Director of Operations, will welcome Listening Session participants. Commission staff will go over meeting procedures and guidelines.

Listening Session Goals and Project Background

Tom Orrock will describe the goals of the listening sessions and provide a brief background on the advocacy contracts.

Main Discussion Questions

Commission staff will facilitate the main discussion. Participants will respond to each of the following questions.

- 1) What are the most critical mental health needs of clients and consumers in California today?
- 2) What are the barriers or challenges to accessing mental health services and supports?
- 3) What are the barriers or challenges to staying engaged with services and supports?
- 4) On a scale of 1 to 10, how satisfied are you with the responsiveness of local leaders to provide better access to appropriate behavioral health services for you and your community?
 - a. What would have to happen for your score to increase by one?
- 5) What types of training and education activities would promote the needs of clients and consumers?
- 6) What are the most effective outreach and engagement activities for clients and consumers?
- 7) What are the most effective methods for conducting local and state advocacy activities on behalf of clients and consumers?
- 8) How should statewide advocacy organizations and local advocacy organizations collaborate toward positive impact on the mental health needs of clients and consumers?

Next Steps and Conclusion

Commission staff will inform participants of the next steps of the community engagement process. Responses to the main discussion questions may also be submitted in written form through an online survey available on the MHSOAC website at this link: <https://mhsaac.ca.gov/all/advocacy-listening-session-for-clients-and-consumers/>