



MHSA Community Forum

Date and Time: Friday March 4, 2022 from 2:30 – 4:30

Virtual Meeting via Zoom

Purpose of Forum: At this event, which is part of the county’s Mental Health Services Act (MHSA) planning process, participants will learn about the MHSA with particular focus on the Innovation component. We’ll discuss new project ideas and participate in small group break out discussions.

AGENDA

TIME	ITEM	WHO	DESIRED OUTCOMES	MIN
2:30PM	1. Welcome, Housekeeping, Poll	Mark Mora - Homebase	<ul style="list-style-type: none"> ○ Welcome and introduction ○ Poll 	10
2:40PM	2. Introduction to the MHSA and Innovation	Behavioral Health Services MHSA	<ul style="list-style-type: none"> ○ Learn about the MHSA ○ Learn about Innovation and new project ideas 	30
3:10PM	3. Small Group Discussions as part of Community Program Planning Process	Mark Mora - Homebase All	<ul style="list-style-type: none"> ○ Preview small group discussion topics ○ Breakout into small groups 	40
	4. Stretch Break	Mark Mora - Homebase		5
3:55PM	5. Reconvene & Large Group Discussions	Mark Mora - Homebase All	<ul style="list-style-type: none"> ○ Reconvene ○ Share some of the highlights from the small group discussions 	15
4:10PM	6. Public Comments	All	<ul style="list-style-type: none"> ○ Public Comments 	10
4:20PM	7. Closing Remarks	Behavioral Health Services MHSA	<ul style="list-style-type: none"> ○ Acknowledgements and request for Survey feedback 	10
4:30PM	8. Conclude	Mark Mora - Homebase	<ul style="list-style-type: none"> ○ End of forum 	

Guidelines for Forum Participants

The input of all participants in the forum process is highly valued in planning and preparation of Mental Health Services Act (MHSA) funded programs and services. For all voices to be expressed in a productive, safe and respectful environment, the following set of self-governance guidelines are asked of all forum participants:

1. We are committed to honoring people’s time. Please help us by being on time, asking questions, speaking to the topic at hand and allowing for others to speak.
2. Please keep yourself on mute unless you are speaking.
3. Wait to be recognized, before unmuting yourself, and keep your comments direct and brief.



4. It is okay to disagree, as different perspectives are welcomed and encouraged. Please be polite and respectful and allow for others to voice their views as well.
5. Please refrain from criticizing a specific person or viewpoint in a negative manner during the forum. Outside of the forum, you may connect with MHSA staff for assistance in having your concerns heard and addressed through the appropriate channels.
6. An individual may be asked to leave should they behave in a manner that threatens the safety of any participant or does not honor the terms of these guidelines.

Additional Resources

1. Contra Costa County MHSA website: <https://cchealth.org/mentalhealth/mhsa/>
For mental health and wellness supports look in the grey box under *Links & Resources* on the site.
3. 211 Contra Costa Database: Call 211 or visit <https://cccc.myresourcedirectory.com/>
4. Contra Costa County Access Line: 1-888-678-7277

MHSA Issue Resolution Process

Consumers/clients/peers are encouraged to discuss issues.

1. Please refer to the MHSA website should an individual wish to request a review of any issue related to:
 - The MHSA Community Program Planning Process
 - Consistency between approved MHSA plans and program implementation
 - The provision of MHSA funded mental health services
2. Consumers/ clients may also discuss issues regarding their mental health services directly with their provider and may request a Change of Provider for any reason. Consumers dissatisfied with their mental health services in this county may file a grievance at any time without discussing the issue with their provider. Consumers may contact the following people who will assist in resolving complaints:
 - Consumer Assistant (an identified staff person at each program to help with the grievance process)
 - Quality Improvement Coordinator: 925-957-5160
 - Grievance Advocate (not a direct county employee): 925-521-1231. Collect calls are accepted.
 - Consumers may also go to the Problem Resolution Process page: <https://cchealth.org/mentalhealth/problem-resolution.php>

