

## MHSA STAKEHOLDER GROUP

Friday August 23, 2019 (2:00-4:00pm)

2000 Embarcadero Cove, Oakland

**Alvarado Niles Conference Room – 5th Floor**

**To participate by phone, dial-in to this number: (605) 475-4834 Participant access code: 102839**

MISSION	VALUE STATEMENT	FUNCTIONS
<i>The MHSA Stakeholder Group advances the principles of the Mental Health Services Act and the use of effective practices to assure the transformation of the mental health system in Alameda County. The group reviews funded strategies and provides counsel on current and future funding priorities.</i>	<i>We maintain a focus on the people served, while working together with openness and mutual respect.</i>	<p>The MHSA Stakeholder Group:</p> <ul style="list-style-type: none"> <li>• <i>Reviews</i> the effectiveness of MHSA strategies</li> <li>• <i>Recommends</i> current and future funding priorities</li> <li>• <i>Consults</i> with BHCS and the community on promising approaches that have potential for transforming the mental health systems of care</li> <li>• <i>Communicates</i> with BHCS and relevant mental health constituencies.</li> </ul>

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|---|------|
| 1. Welcome and Introductions  | 2:00 |
| 2. Announcements  | 2:15 |
| - New Stakeholder member, Linda Ramus-member of the MH Board        |      |
| - Land Trust proposal outcome                                       |      |
| - Website update  |      |
| 3. Discussion on Draft MHSA Stakeholder Code of Ethics document     | 2:30 |
| 4. Presentation from La Familia, Sally's Place Peer Respite program | 3:15 |
| 5. Other items  | 3:45 |
| Meeting Adjourn   | 4:00 |

Please note: No Meeting in September

### Documents Attached:

- DRAFT MHSA Stakeholder Group Code of Ethics document
- Designed team Alliance (DTA) document
- Minutes from July meeting

## MENTAL HEALTH SERVICES ACT STAKEHOLDER GROUP

### Code of Ethics



As a member of the Alameda County Mental Health Services Act (MHSA) Stakeholder Group, I will:

- Become knowledgeable about the duties and mission of the MHSA Stakeholder Group, and promote MHSA and its resources to the public with whom I have influence;
- Give necessary time, thought, and study to the work of the MHSA Stakeholder Group;
- Attend regular MHSA Stakeholder Group meetings, and participate in committee meetings;
- Be fully prepared for each meeting by doing the required reading and completing the necessary tasks for committee work;
- Work with fellow Stakeholder Group members in a spirit of harmony and cooperation;
- Respect other speakers and listen to other viewpoints;
- Share viewpoints, and despite differences of opinion abide by and uphold final decisions of the MHSA Stakeholder Group; and
- Recuse myself from discussion(s) and voting on an issue if there is a conflict of interest or if the outcome will grant me or my employer any monetary or material benefits.

The MHSA Stakeholder Group Code of Ethics should be discussed with new members and confirmed annually by all Stakeholder Group Members.

## MHSA Stakeholder Group

### DESIGNED TEAM ALLIANCE

<b>What is the Desired Atmosphere or Culture of MHSA Stakeholder Group?</b>	
Informed	Feeling of Safety
Emotionally supportive	Probing
Collaborative	Effective
Honest	Reflective
Productive	Critically Thinking
Warm	Instructive
Engaged	
<b>In order to Thrive, how do we want to be in the MHSA Stakeholder Group?</b>	
Trust	People able to listen to different perspectives
Accepting/open to ideas of others	Strategic
Diversity matters	Taking responsibility
Open/inclusive	Mutual respect
<b>How do we deal with Conflict or Difficulty when it arises within the MHSA Stakeholder Group?</b>	
Assume good intent	Being ok with conflict- not try to fix it
Accept different perspectives	Listening
Being patient, don't interrupt	Agree to disagree & move on w/ what we agree on
Trying to find the "lowest common denominator" and move forward	Where there are disparities, be able to call them out "Name it"

## DESIGN LEADERSHIP ALLIANCE

What do Stakeholders need from Group Leaders (Tracy/ Linda )?	
Responsive	Transparency
Follow through	Concrete goals
To be informed	Purpose
Clear expectations for effective participation	Respecting timelines
To feel like there are “No dumb questions”	Meeting reminders
Explain Acronyms (provide Acronym dictionary)	Refreshments
Be a resource	Outlook invites
Provide MHSA meeting minutes	Hard copies of Agenda/Materials mailed
Provide handouts	Sensitivity
Help committee be better informed about challenges, priorities and responsibilities	
What do Group Leaders Need from the Stakeholders?	
Agenda respect	Be responsive
Respect time	Helping w/ community connection
Start at 2 p.m.	Understanding Linda & Tracy don't have full decision-making power
“Step in, Step Out”	

**Alameda County Mental Health Services Act Stakeholder's Meeting**  
**July 26, 2019 • 2:00 pm - 4:00 pm**  
**Alvarado Niles Room, 2000 Embarcadero Cove, Suite 400, Oakland, CA 94606**

Meeting called to order by Chair **Tracy Hazelton**

**Present Representatives:** Viveca Bradley (MH Advocate), Jeff Caiola (Consumer), Margot Dashiell (Alameda County Family Coalition), Irma Hernandez (POCC), Sarah Marxer (Family Member), Liz Rebensdorf (NAMI East Bay), Danielle Vosburg (Telecare STRIDES), Tracy Hazelton (MHSA Division Director) and Terri Kennedy (Administrative Assistant for MHSA Division).

**Guests:** HHREC Project Staff Amy and Ava

<i><b>ITEM</b></i>	<i><b>DISCUSSION</b></i>	<i><b>ACTION</b></i>
<b>Ice-Breaker and Introductions</b>	Introductions were done and the Stakeholder Group met Ms. Ava Square, TA Program Manager at HHREC	
<b>Stakeholder Community Announcements</b>	<p><b>Tracy:</b></p> <ul style="list-style-type: none"> <li>ACBH has selected a permanent Agency Director: Dr. Karyn Tribble. Dr. Tribble was a previous Deputy Director for ACBH, but left about 2 ½ years ago to work for Alameda Health Systems. She's set to start her new assignment in late Sept.</li> <li>The Land Trust Innovations project is moving forward to get approved by the Mental Health Services Oversight and Accountability Commission (MHSOAC). We're on the consent calendar for August, but if the project is pulled from the consent calendar then it will be presented at the September meeting. <ul style="list-style-type: none"> <li>There's a 7-day comment period on the proposed plan, those in favor of the project can comment if they choose.</li> <li>There is no current Supportive Housing Land Trust model in the US that serves individuals with an SMI, this should be operational in about 2 years, but the grant is for 5 years, at a total request of \$6 million.</li> </ul> </li> <li>Before getting started on the topic of the outreach campaign info Tracy mentioned that a participant of the African American Family Member Support group shared a story of recovery about her son at the ACBH Leadership meeting and during her story she mentioned she was a bus driver for AC Transit and that we should have mental health information/outreach in the buses themselves. This story highlights that the Stakeholder Committee and ACBH/HHREC are moving in the right direction of posting information in and around the AC Transit buses.</li> </ul> <p><b>Margot:</b></p> <ul style="list-style-type: none"> <li>A participant of the family dialogue group shared a positive experience: For the first time, a 911 police dispatcher asked if the caller's son had a caseworker they could connect with. This made the caller very happy. There also seem to be impressions in the community that the CIT training the police departments and dispatcher units receive is working.</li> </ul>	<ul style="list-style-type: none"> <li><b>Tracy</b> will send OAC consent calendar information and answers to questions about total cost breakdown for the project to our Stakeholder group</li> <li>Land Trust 7-day comment period is now open, Stakeholders were informed of their opportunity to provide public comment.</li> <li><b>Liz</b> will send the article link to the Stakeholder group</li> </ul>

<i><b>ITEM</b></i>	<i><b>DISCUSSION</b></i>	<i><b>ACTION</b></i>
	<p><b>Liz:</b></p> <ul style="list-style-type: none"> <li>• There was a story about Police and people with Mental Health Challenges. Liz will share the link with the Stakeholder group.</li> </ul>	
<b>MHSA Outreach Campaign Round 2 Mock-Up Review and Discussion</b>	<p>Amy (graphic designer) and Ava collected feedback on the MHSA Outreach campaign with the new, non-stock photos, selected taglines, MHSA info emphasis and font selections.</p> <p><b>Group Consensus:</b></p> <ul style="list-style-type: none"> <li>• Use the word “Help” or “Support” instead of “Resources” on campaign text</li> <li>• A phone number should be provided as well (ask if the ACCESS line has the capacity for handling increased traffic)</li> <li>• Put the ACBH and MHSA logos next to each other</li> <li>• Meet more diversity in the #5 mock-up</li> <li>• Use BOLD text as much as possible</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Tracy</b> will talk to the department about the possibility of using the ACCESS number on the MHSA Outreach campaign</li> <li>• <b>HHREC</b> to present at the Mental Health Advisory Board meeting on Monday, August 12<sup>th</sup></li> </ul>
<b>MHSA Website review</b> (Tracy)	<p>As mentioned, with the new traffic of the community heading to our MHSA website, the website is due for a bit of a “facelift”. At our lasting meeting, the Stakeholder group was asked to do a walk through and provide feedback on the website and what areas need updating, changes to information, reconfiguration, etc.</p> <p><b>Group Consensus:</b></p> <ul style="list-style-type: none"> <li>• Provide a Hotline for Family/Caregivers</li> <li>• Make ACCESS line information bigger, adjust the formatting</li> <li>• Create a prominent “Get Help” resource link option in the top bar menu</li> <li>• Make the top bar menu the stationary bar, not the MHSA components menu</li> <li>• Group the “Berkeley/Albany only” resources</li> <li>• Change “Support Services” section to “Wellness Centers Drop-in Services” and update the wellness center information *remove duplicates</li> <li>• Relocate the MHSA Issue resolution information, shouldn’t be in the Services section</li> <li>• List services by “Crisis Hierarchy”- most vital/urgent at the top</li> <li>• In “Education and Support” under MHAAC, add more text about the support groups, including the African American F/M Support Group and fill in more</li> <li>• For support groups, add more groups that we’re connected with: Family Dialogue, Bi-Polar Support, POCC, etc.</li> <li>• Add FERC Warm line information and their hours</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Tracy and Terri</b> present feedback to our website administrator to implement changes</li> <li>• <b>Tracy</b> follow up on response times for the 741-741 text line, per Jeff: people in need have not been getting a response</li> <li>• <b>Homework for all:</b> email Tracy any other feedback and input for the website in the next 2 weeks. We’re due to meet with the website administrator before the Round 2 MHSA Campaign rolls out.</li> </ul>

**Next Stakeholder meeting: Friday, August 23<sup>rd</sup>, 2019 from 2-4 p.m. in the Alvarado Niles Room**