QUESTION USED TO ELICIT INPUT FROM THE GROUP:

1. What is your immediate reaction to this proposal?
2. What questions do you have?
3. Is anything missing?
4. What are, in your view, the two essential elements that would ensure the success of this proposal?

FEEDBACK - QUESTION #1: What is your immediate reaction to this proposal?

- Too much power in one single manager
- This offers a good opportunity to improve services
  - It’s a good thing!
- Like community involvement very much, especially the 51% consumer/family participation
  - All other attendees strongly agreed with this proposal
- Exciting!
  - But also huge!
- This is good if you leverage self help resources
- This feels like a good step towards integration of mental health and AOD
- The proposal feels like it’s about finding new words to call things, not really ways to serve people better.
- Same day access just does not seem possible
- Worried that there will be a loss of services because of integration
- This could be a good thing
  - Only time will tell, but we have to move forward
- Worried that this will result in fragmentation (of services, supports) for family members.
  - How will this be prevented/addressed?
- The prevention aspect of the proposal is positive.
- It sounds good, but it also sounds like it would take a large number of new personnel.

FEEDBACK - QUESTION #2: What questions do you have?

- Have you done a cost/benefit analysis of this proposal?
- Will there be opportunities for collaboration between CSAs?
- Where do we go next if this doesn’t work?
- Be careful when you use the word “prevention” with people that are seriously mentally ill. It doesn’t have a positive connotation.
- If my family member needs help, will you come to my home?
  - Especially when thinking about those clients who do not think they need services or don’t realize they are sick
- Is this being done because of pressure from Sacramento?
- How will this proposal really prevent illness?
- What changes will be made to improve institutional care?
- After all input is collected, will you:
  o Tell us where you are>
  o Where you’re going?
  o How will you do this?
  o How much doing this will cost?
- How will you measure success?
- Will this proposal result in employment opportunities for consumers?
- How will this proposal help homeless people who are mentally ill?
- How do you define “community”?
- How will people who don’t want help, be engaged and outreached to?
- How will people get involved?
- How are you going to market this proposal?
- How will you ensure that there is quality assurance in the service provision across CSAs?
- How will this proposal directly benefit unserved and underserved populations?
- Populations are very different: there are reactive communities, and there are proactive communities:
  o How are we going to truly engage underserved communities that tend to be reactive and not proactive?
    ▪ Need to provide incentives to those communities, such as jobs.

**FEEDBACK - QUESTION #3:** Is anything missing?

- More AB2034 type services!
- Education of clients and families on how to use and access services
- Great visual!
- Make sure that you really outreach to the community
- Be clear about what resources are available
- Keep the list of people participating in these listening sessions up to date and communicate with them when you make changes or decide on a proposal.
- Need more alternative services
  o This was seconded by two other participants. Examples: holistic approaches such as acupuncture.
- Need more crisis residential housing
- Need more groups
- Need mobile teams
- Community base learning
  o Offer access for community volunteers
- You need a circle around the wellness diamond, and people at the center of it
FEEDBACK - QUESTION #4: What are, in your view, the two essential elements that would ensure the success of this proposal?

- Outreach to broader sectors of the community (faith community, etc.)
- Evidence-based programs and practices
- More faith-based programs
- Outreach is essential to educate the community on both, mental health and substance use issues
- Closer collaboration with peer and non-peer employees
- Utilize consumer advocates to teach consumers how to advocate for themselves
- Whatever the plan, accountability, clarity, clear measures, transparency and communication to and with all stakeholders are essential.
- Robust follow up after treatment, and ongoing supports
- Hear from various cultural groups and be sensitive and responsive to the needs of different cultures (including age, sexual orientation, ethnicity, etc.)
- Two essential things:
  1) Keep Heart and Soul; and
  2) Keep Heart and Soul