



COMMUNITY FORUM
Focused on Serving the Immigrant Community



Date of Forum: Wednesday, January 16, 2019

Time: 3:00 PM to 6:00 PM

Location: Richmond Memorial Auditorium, 403 Civic Center Plaza, Richmond

A G E N D A

TIME	ITEM	WHO	DESIRED OUTCOMES	MIN
3:00PM	1. Registration/ Meet & Greet	<i>All</i>	<ul style="list-style-type: none"> o Learn about local Community Based Organizations and Services 	30
3:30PM	2. Introduction to MHSAs	<i>MHSA Staff & Keynote Speakers</i>	<ul style="list-style-type: none"> o Welcome o MHSA Background Info o Amy Weiss, Director of Refugee & Immigrant Services Jewish Family & Children's Services – East Bay <i>Service Provider Perspective</i> o Nancy Wong, Staff Attorney API Legal Outreach <i>Know Your Rights</i> 	50
4:20PM	3. Community Program Planning Process	<i>All</i>	<ul style="list-style-type: none"> o Breakout into small groups and discuss service needs important to you/ your community 	60
5:20PM	4. Reconvene	<i>All</i>	<ul style="list-style-type: none"> o Return to Bermuda Room 	5
5:25PM	5. Public Comment, Questions, Input & Evaluation Forms, Prioritize Service Needs, and How to Stay Involved?	<i>All</i>	<ul style="list-style-type: none"> o Public Comments from Community o Dialogue and Information sharing from CCBHS Staff? o Fill out Input & Evaluation Forms and return to MHSA Staff o Apply Dots to Identified Service Needs o Learn about involvement in our committees and workgroups 	35
6:00PM	6. Adjournment	<i>MHSA Staff</i>		

Purpose of Forum:

To gain input from the community in preparation for the Mental Health Services Act (MHSA) Three Year Program and Expenditure Plan and annual updates.

Guidelines for Forum Participants

The counsel and advice of all participants in the forum process is highly valued in planning and preparation of Mental Health Services Act funded programs and services. In order for all voices to be expressed in a productive, safe and respectful environment, the following set of self-governance guides is asked of all forum participants:

1. We are committed to honoring people's time. Please help us by arriving on time, asking questions, speaking to the topic at hand, and allowing for others to speak.

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2. Turn your cell phone ringers off or set them on vibrate. If you need to take a call, please exit quietly into the hallway and take calls away from the forum area doors.
3. Avoid providing any distractions, such as side bar conversations.
4. Wait to be recognized before speaking, and keep your comments direct and brief.
5. 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.
6. Please refrain from criticizing a specific person or viewpoint in a negative manner during the forum and in group discussions. Outside of the forum, please speak to MHSa staff support for assistance in having your concerns heard and addressed through the appropriate channels.
7. 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/>
2. **Service Directory:** Packet that lists mental health services by region in county and can be found on the MHSa website at the bottom of page
3. **The Contra Costa Crisis Center:** 211
4. **Problem Resolution Process:** Consumers (clients) are encouraged to 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 (a staff person identified at each program to help with the grievance process)
 - Grievance Advocate (not a direct county employee): 925-521-1231. Collect calls are accepted.
 - Quality Improvement Coordinator: 925-957-5160

Consumers may also appeal decisions to reduce or terminate services.