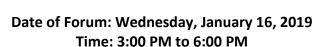


COMMUNITY FORUM

Focused on Serving the Immigrant Community



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

AGENDA

TIME ITEM WILD DESIDED OUTCOMES MI				
TIME	ITEM	WHO	DESIRED OUTCOMES	MIN
3:00PM	1. Registration/	AII	Learn about local Community Based Organizations	
	Meet & Greet		and Services	30
3:30PM		MHSA Staff		50
	MHSA	&	 MHSA Background Info 	
		Keynote	 Amy Weiss, Director of Refugee & Immigrant Services 	
		Speakers	Jewish Family & Children's Services – East Bay	
			Service Provider Perspective	
			 Nancy Wong, Staff Attorney 	
			API Legal Outreach	
			Know Your Rights	
4:20PM	Community		 Breakout into small groups and discuss service needs 	
	Program	All	important to you/ your community	60
	Planning	All		
	Process			
5:20PM	4. Reconvene	All	 Return to Bermuda Room 	5
5:25PM	5. Public		 Public Comments from Community 	35
	Comment,		 Dialogue and Information sharing from CCBHS Staff? 	
	Questions,		 Fill out Input & Evaluation Forms and return to MHSA 	
	Input &		Staff	
	Evaluation		 Apply Dots to Identified Service Needs 	
	Forms,	All	 Learn about involvement in our committees and 	
	Prioritize		workgroups	
	Service			
	Needs, and			
	How to Stay			
	Involved?			
6:00PM	6. Adjournment	MHSA Staff		

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 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.