

INITIAL STAKEHOLDER FEEDBACK SURVEY (2017)

Today's Date:

Your California County of Residence:

Do you personally identify as a 'client/consumer'?*

- Yes Not Sure
 No Decline to State

*The ACCESS program advocates for the interests of mental health clients/consumers, and primarily those who have received or are receiving services in California's Public Mental Health System.

For the purposes of this survey, a 'client/consumer' is defined as:

- **MHSA Definition:** An individual of any age who is receiving or has received mental health services. As used in these regulations, the term 'client' includes those who refer to themselves as clients, consumers, survivors, patients or ex-patients (*9 CCR § 3200.040*); or
- **Expanded Definition:** An individual of any age who has personal lived experience of a mental health challenge that has impacted their daily life functions, regardless of whether they have a formal psychiatric diagnosis or have received mental health services.

Have you ever received services in California's Public Mental Health System ('PMHS')?*

- Yes (currently) Not Sure Decline to State
 Yes (previously) No

*The 'Public Mental Health System/PMHS' is defined as:

- Publicly-funded mental health programs/services and entities that are administered, in whole or in part, by the Department of Health Care Services (or the former Department of Mental Health) or any California County.
- It does not include programs and/or services administered, in whole or in part, by federal, state, county or private correctional entities or programs or services provided in correctional facilities. (*9 CCR § 3200.253*)

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LOCAL/COUNTY LEVEL MENTAL HEALTH ISSUES

Please rate the level of importance of each of the local mental health issues listed below. In evaluating each topic, ask yourself: *How important is this issue to me personally in my local public mental health system?*

	Very Important	Somewhat Important	Neutral/ No Opinion	Somewhat Unimportant	Very Unimportant	I Don't Understand the Question
Ease/timeliness of access to public mental health services; 'gatekeeping'						
Ease/timeliness of access to crisis care						
Length of appointment wait times						
Appropriateness of mental health services for each individual						
Cultural responsiveness and competence of mental health services						
Capacity to provide mental health services in threshold languages						
Availability of and access to peer support services						
Leadership transparency and open departmental communications						
Meaningful stakeholder participation in the community planning process						
Effective complaint resolution policies and practices						
Measurement and evaluation of quality of life/recovery-based outcomes						
Effective and efficient integration of services (i.e., primary care, mental health, substance use)						
Community and social (re)integration after long term inpatient or institutional care						
Out-of-county inpatient placements						

	Very Important	Somewhat Important	Neutral/ No Opinion	Somewhat Unimportant	Very Unimportant	I Don't Understand the Question
Availability of and access to continuum of care and step-down services						
Responsiveness to stakeholder feedback, preferences, and concerns						
Recovery-oriented services and providers						

Over the past 2-3 years, have you noticed any significant changes in the quality or quantity of the public mental health services provided in your county?

- Yes (please explain below)
- No
- Not Sure

Are any of the mental health-related issues listed below significantly impacting your local community? (check all that apply)

- Criminal justice reform (access to mental health courts, diversion programs, and/or in-custody treatment)
- Poverty (access to financial resources, employment, and economic opportunities)
- Homeless (access to safe and stable housing)
- Substance use (access to treatment for co-occurring disorders)
- Social isolation (access to transportation and/or community activities)
- Education (access to opportunities for learning and skills development)
- Trauma (exposure to violence, criminal activity, abuse, or community tragedies)
- Other (please describe below)

Do you actively participate in any public mental health meetings in your county/community? (check all that apply)

- County/local Mental Health Board meetings
- County/local MHSAs Steering Committee meetings
- County/local Cultural Competency Committee meetings
- County/local Mental Health Quality Improvement Committee meetings
- County/local Mental Health Board Budget Committee meetings
- County Board of Supervisors meetings
- Other (please describe below)

If there is any additional information you would like to share with us about mental health services or related issues that impact your local community, please share it below.

If you wish to provide your name and contact information, please do so below. Remember, ACCESS will NOT share this information with anyone outside of our program without your permission.

Your First and Last Name: _____

Your Zip Code: _____

Your Email Address:* _____

Your Phone Number (with area code): _____

*If you provide your email address, ACCESS will add you to our email distribution list. You will receive monthly ACCESS program updates, notifications of important mental health policy issues and action items, and information about opportunities to participate in local and statewide mental health advocacy activities. You can unsubscribe from our email list at any time.



STATEWIDE MENTAL HEALTH ISSUES

Please rate the level of importance of each of the statewide mental health policy issues listed below. In evaluating each topic, ask yourself: *How strongly do I personally feel that this issue needs to be addressed on a statewide level?*

	Very Important	Somewhat Important	Neutral/ No Opinion	Somewhat Unimportant	Very Unimportant	I Don't Understand the Question
Mental health legislation and regulations						
Stability and/or repeal/replacement of the Affordable Care Act ('Obamacare')						
MediCal eligibility criteria						
Affordable housing, housing discrimination, and/or homelessness						
Criminal justice reform/collaboration						
Income security and benefits acquisition						
Patients'/disability rights						
Long term inpatient/ institutional care (quality of/access to)						
Involuntary treatment ('AOT')						
Mental health-friendly employment and labor laws						
Interagency cooperation and coordination between counties and/or statewide mental health agencies						
Peer certification/ statewide professional standards for peer support workers						
Guidelines on out-of-county placements						
Standardized recovery outcome tools and measurements throughout the PMHS						
Budget transparency/PMHS fiscal accountability						

**Do you actively participate in any statewide public mental health advocacy activities?
(check all that apply)**

- Legislative hearings and/or workgroups
- Office of Statewide Health Planning and Development ('OSHPD') meetings
- Department of Health Care Services ('DHCS') meetings
- California Mental Health Planning Council ('CMHPC') meetings
- Mental Health Services Oversight and Accountability Commission ('MHSOAC') meetings
- California Mental Health Services Authority ('CalMHSA') meetings
- Statewide mental health advocacy agency/program meetings (e.g., ACCESS, CAMHPRO, CASRA, NAMI California, etc.)
- Statewide mental health rallies and/or events
- Other (please describe)

If there is any additional information you would like to share with us about statewide mental health policy issues, please share it below.