



# Transforming Mental Health Services

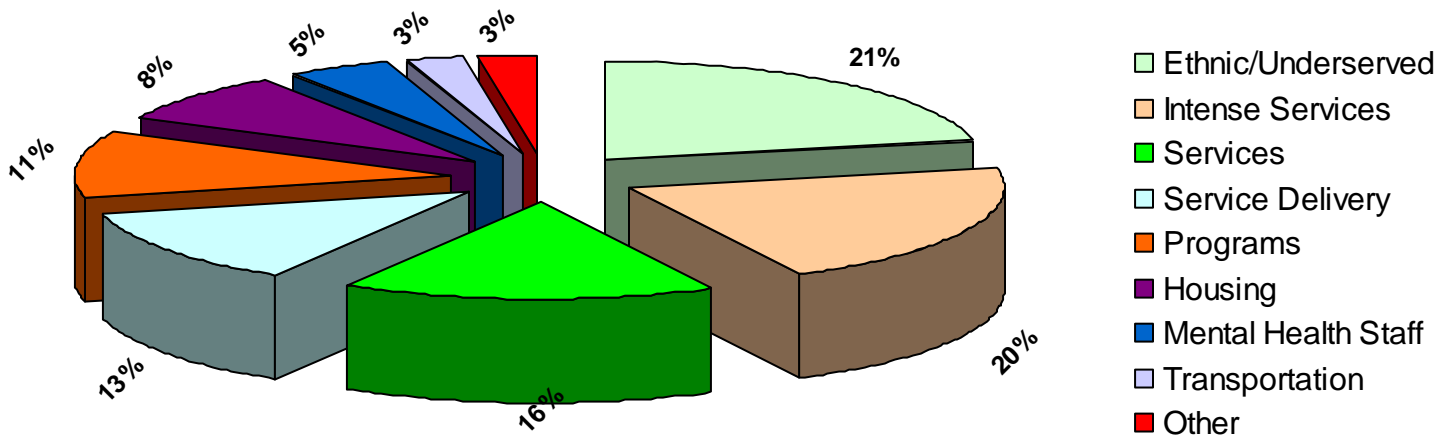
## San Joaquin County - Mental Health Services Act All Adult Workgroups Voting Data Summary November 2005

This data is a summary of the dot voting from the community for all adult workgroup meetings. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded under the current MHSa, Community Supports and Services funding.

Data was submitted from the workgroups as follows:

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Community Adult Workgroup, by Percentage, 2005.



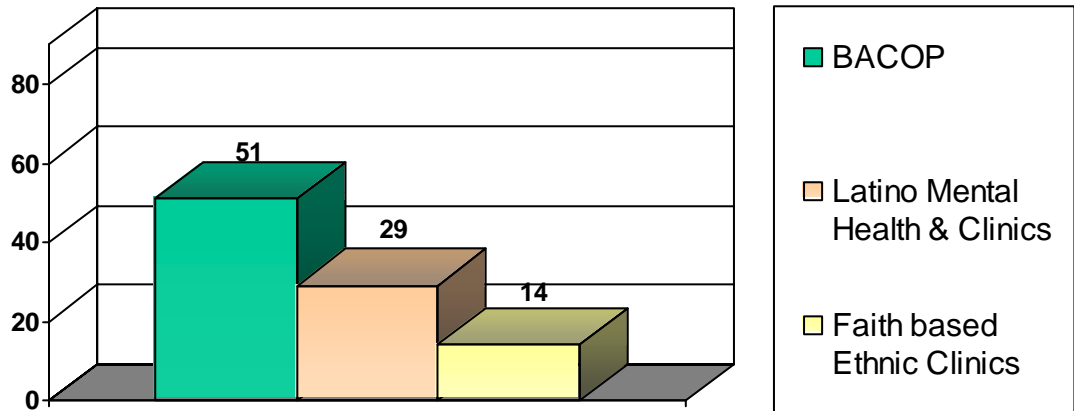
Specific strategies/ideas under each general area is as follows:

### Ethnic/Underserved (21% of the entire vote)

Top three are:

1. BACOP
2. Latino mental health and clinics
3. Community faith based to reach ethnic populations.

Graph 2. Top Three Strategy Choices, by Number of Votes, for the Ethnic/Underserved Category



The remainder of strategies, listed in order of priority are:

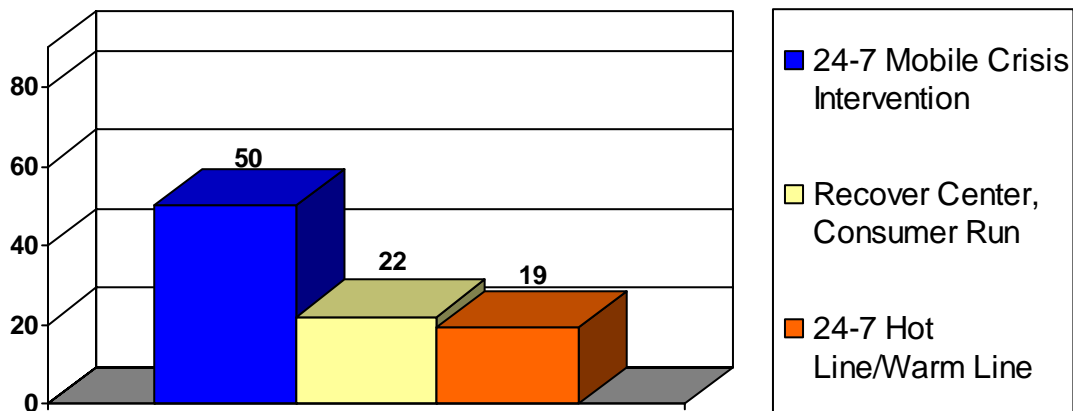
- a. African-American centers
- b. Neighborhood ethnic specific centers
- c. Homeless outreach, more services
- d. Cultural center to learn about other cultures

Intense Services (20 % of the entire vote)

Top three are:

- 1. 24-7 mobile crisis intervention
- 2. Recovery center, consumer run
- 3. 24-7 hot line/warm line

Graph 3. Top Three Strategy Choices, by Number of Votes, for the Intensive Services Category



The remainder of strategies, listed in order of priority are:

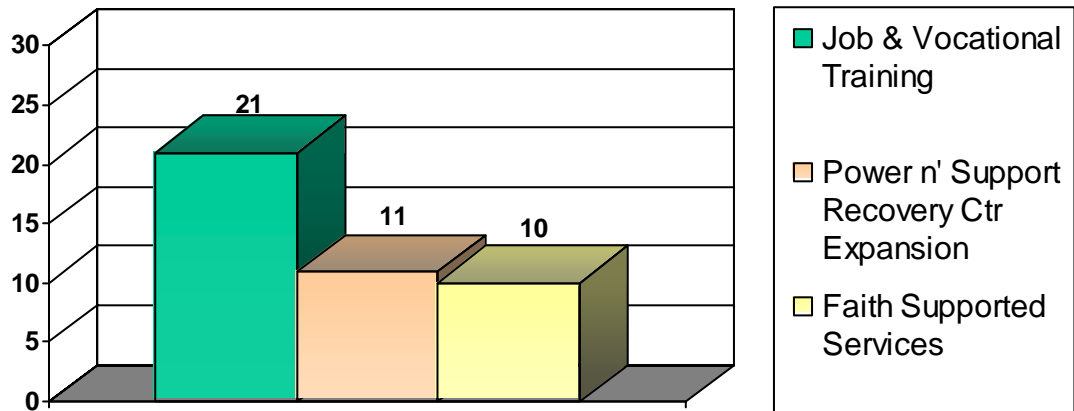
- a. 24-7 psychiatric doctor services on site
- b. CBIS (1:1 onset to recovery)
- c. 24-7 residential treatment
- d. 24-7 case management/consumer peer assistance
- e. Long-term residential with 24-hour staffing
- f.

**Services** (16% of the entire vote)

Top three are:

1. Job and vocational training
2. Power n' Support Recovery Center expansion
3. Faith supported services, spiritual advisor

Graph 4. Top Three Strategy Choices, by Number of Votes, for the Services Category



The remainder of strategies, listed in order of priority are:

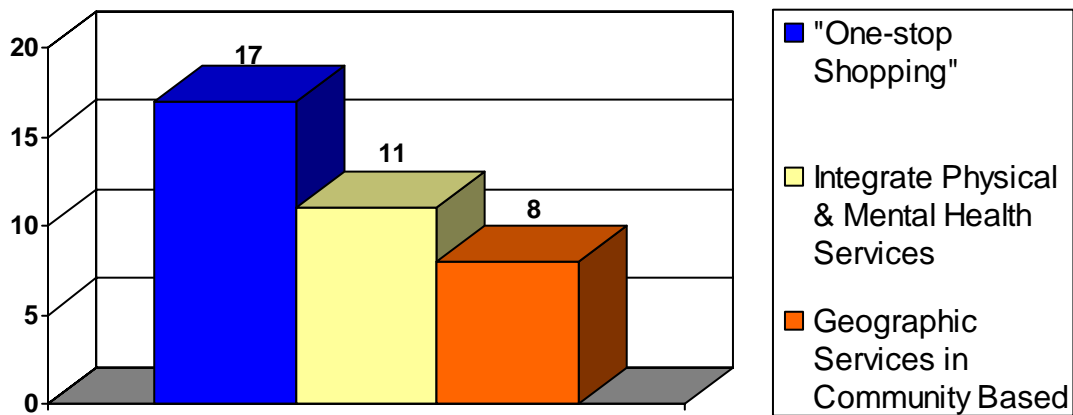
- a. Substance abuse services, integrated with mental health services
- b. Increase conservators office 🚗
- c. Life skills coordinator, budget management, community re-entry
- d. Legal support services 🚗
- e. Child care and respite care 🚗
- f. Medical care, assistance with Medi-Cal eligibility 🚗
- g. Pet therapy 🚗
- h. Physical fitness trainer/center access 🚗
- i. Recovery center located at mental health services - consumer run
- j. Nutrition vouchers 🚗
- k. Couples counseling
- l. DBT, expand
- m. Divorce support 🚗
- n. Holistic health services

Service Delivery (13 % of the entire vote)

Top three are:

1. Centralized 'one-stop shopping'
2. Integrate physical and mental services 🚗
3. Geographic Services in Community Based Neighborhoods

Graph 5. Top Three Strategy Choices, by Number of Votes, for the Services Category



The remainder of strategies, listed in order of priority are:

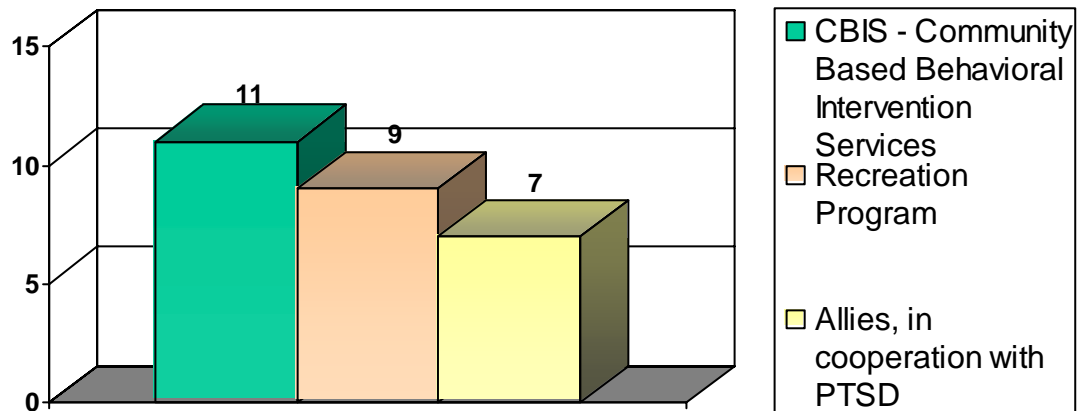
- a. Collaborate with faith groups
- b. Developmentally disabled MH consumers activity center 🚗
- c. Multi-lingual, expand interpretation services to other languages
- d. Team to call before law enforcement
- e. Up-to-date technology at the Gipson Center
- f. Team sports with consumers and staff
- g. Education to consumers about available services
- h. In-home support services
- i. Mentors
- j. Outreach for homebound and caregivers
- k. Psych tech to do home visits and give medications
- l. Satellite activity centers
- m. Veterans services 🚗
- n. Services to maintain house, pets etc. when hospitalized 🚗

**Programs** (11% of the entire vote)

Top three are:

1. CBIS - community based behavioral intervention services
2. Recreation program
3. Allies, recreate in cooperation with PTSD

Graph 6. Top Three Strategy Choices, by Number of Votes, for the Programs Category



The remainder of strategies, listed in order of priority are:

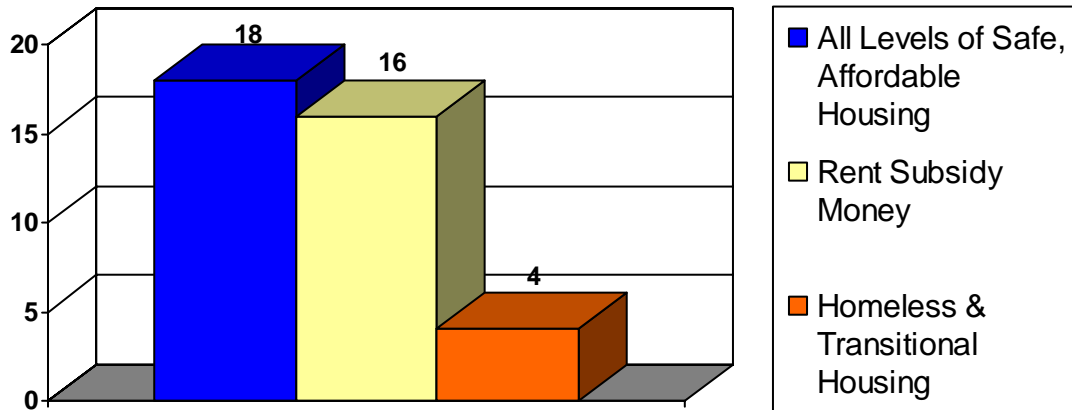
- a. Transitional living program with independent living skills
- b. Consumer events
- c. HEART program for seniors
- d. Independent living skills and community re-entry
- e. Portal club and other activities
- f. Prevention and early intervention programs 🚗
- g. Transitional for the incarcerated
- h. HEART, expand to include food 🚗
- i. Nutrition training for board and care 🚗

**Housing** (8 % of the entire vote)

Top three are:

1. All levels of safe, affordable housing
2. Rent subsidy money, cooperative capital
3. Homeless and transitional housing

Graph 7. Top Three Strategy Choices, by Number of Votes, for the Housing Category



The remainder of strategies, listed in order of priority are:

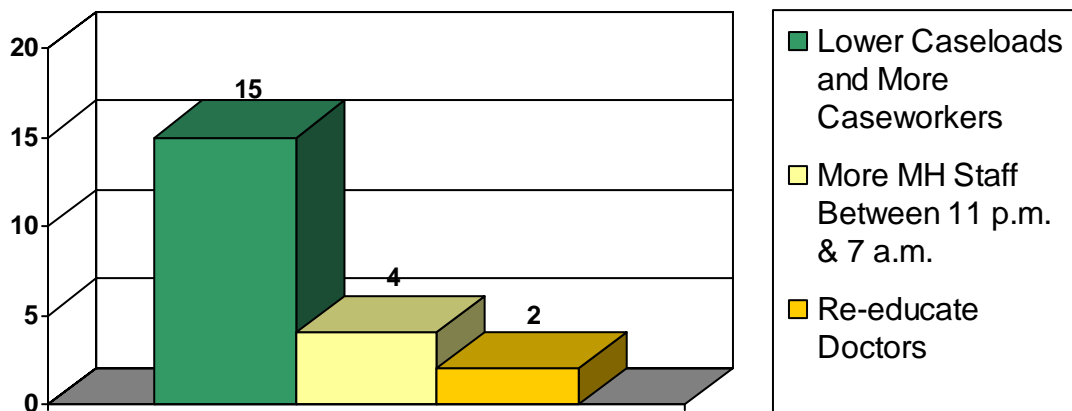
- a. Financial assistance to obtain housing
- b. Enhancement for board and care
- c. Supportive independent housing
- d. Transition housing for young adults

**Mental Health Staff** (4.5 % of the entire vote)

Top three are:

1. Lower case loads and more case workers
2. More mental health staff between 11 p.m. and 7 a.m.
3. Re-educate doctors 🚗

Graph 8. Top Three Strategy Choices, by Number of Votes, for the Mental Health Staff Category



The remainder of strategies, listed in order of priority are:

- a. Certification programs for emergency service providers
- b. Emphasize employing consumers in new MHS programs
- c. Mentoring students in mental health field, scholarships, ethnic diversity

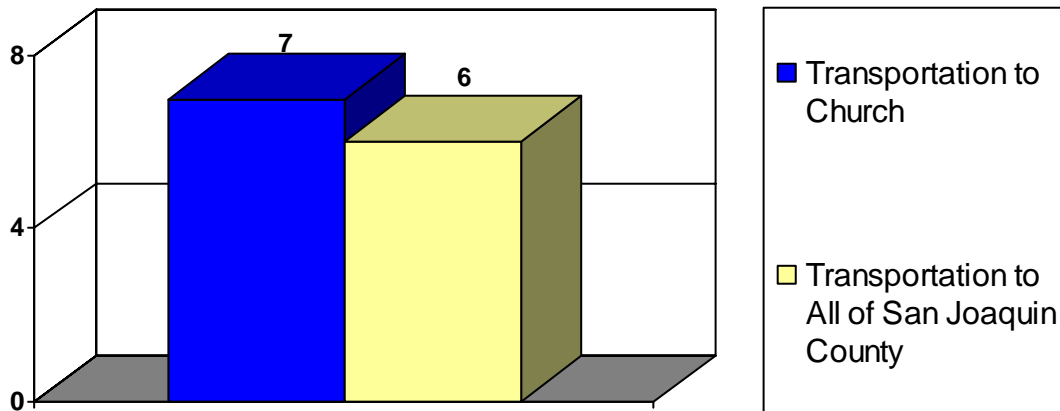


**Transportation** (2.5 % of the entire vote)

Top three are:






1. Transportation to church
2. Transportation to all of San Joaquin County

Graph 9. Top Three Strategy Choices, by Number of Votes, for the Transportation Category



**Other** (2.5 % of the entire vote)

Top five are: (five used because they received same number of votes)

1. Campaign to de-stigmatize mental illness (2 votes)
2. Increase funding to Gipson Center (2 votes)
3. Mental health fair for consumers/staff (2 votes) 
4. New name for mental health services that is less frightening (2 votes) 
5. Obtain federal funding (2 votes) 
6. Debit card instead of waiting for voucher (1 vote)
7. Financial support for family of deceased consumer (1 vote) 
8. Funding for client benefit fund (1 vote) 

**Asian Pacific Self-Development and Residential Association Focus Group**  
**Data Summary**  
*November 2005*

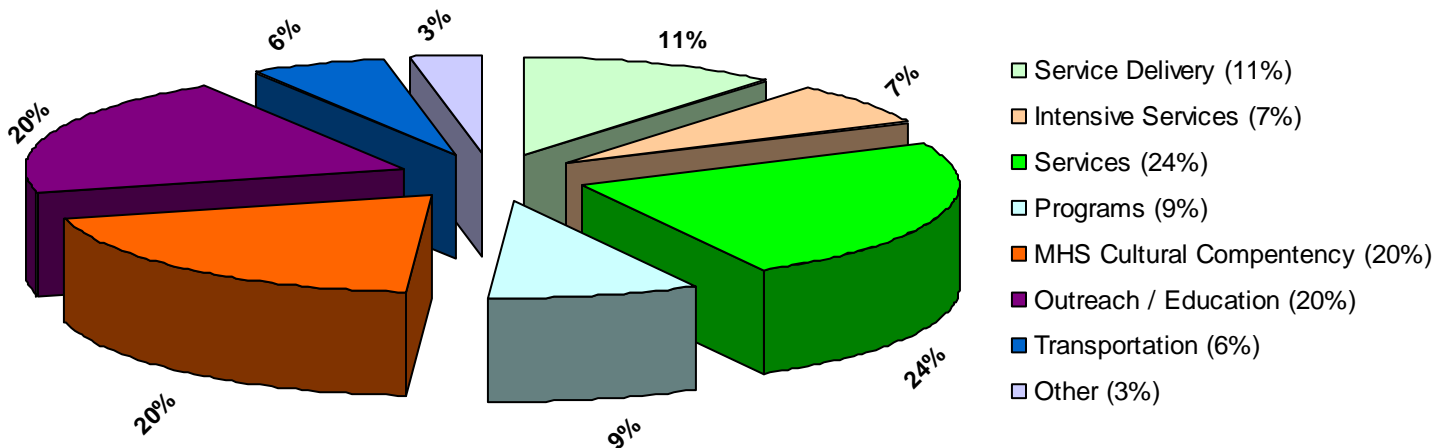
This data is a summary of the dot voting from the community for all adult workgroup meetings. Data was submitted from the workgroups as follows:

Table 1. Summary Data of Voting and Attendance for APSARA Workgroups

Date	Number of Votes	Number of Voters	Meeting Attendance
9-8-2005	114	23	24
9-15-2005	86	16	17
9-17-2005	45	9	10
9-20-2005	187	37	40
9-29-2005	95	19	23
<b>Total</b>	<b>527</b>	<b>104</b>	<b>114</b>

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, APSARA Focus Groups, by Percentage, 2005.





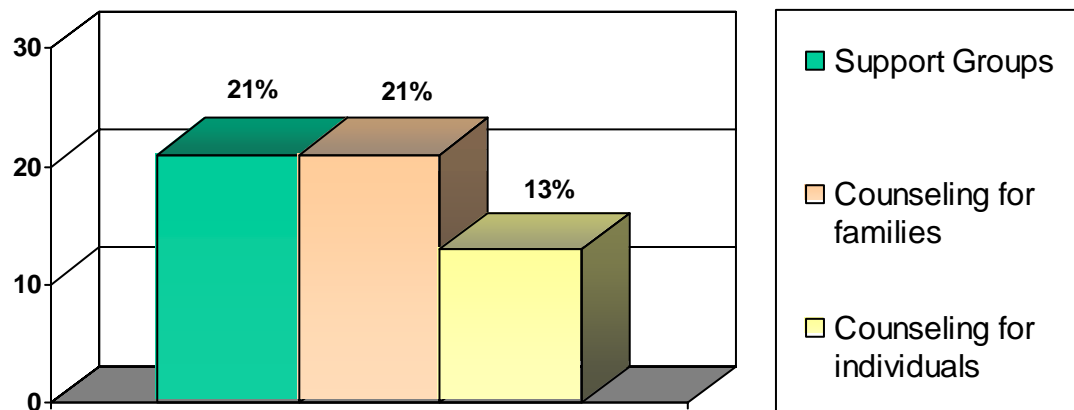
Specific strategies/ideas under each general area are as follows:

I. **Services (including geographic)** (24% of the focus group responses)

Top three are:

4. Support Groups (Cambodian and age appropriate)
5. Counseling for families
6. Counseling for individuals (for youth: not with parents)

**Graph 2.** Top Three Strategy Choices, by Percentage, for the Services (including geography) Category.



The remainder of strategies, listed in order of priority are:

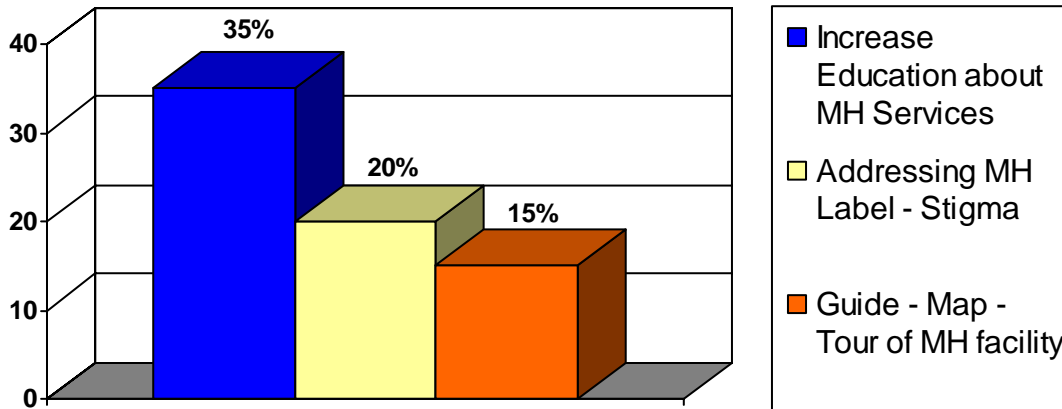
- e. Outreach workers in the community
- f. More clinics in the community
- g. Free mental health services
- h. Child care for parents
- i. Counseling for parents
- j. A phone directory of MH services

II. **Outreach / Education** (20 % of the focus group responses)

Top three are:

4. Increase Education and advertising about MH services in the Cambodian community
5. Addressing MH label and the stress/depression in the community as not being "crazy"
6. Develop a guide/map of the MH facility; offer tours of the facility

Graph 3. Top Three Strategy Choices, by Percentage, for the Outreach / Education Category.



The remainder of strategies, listed in order of priority are:

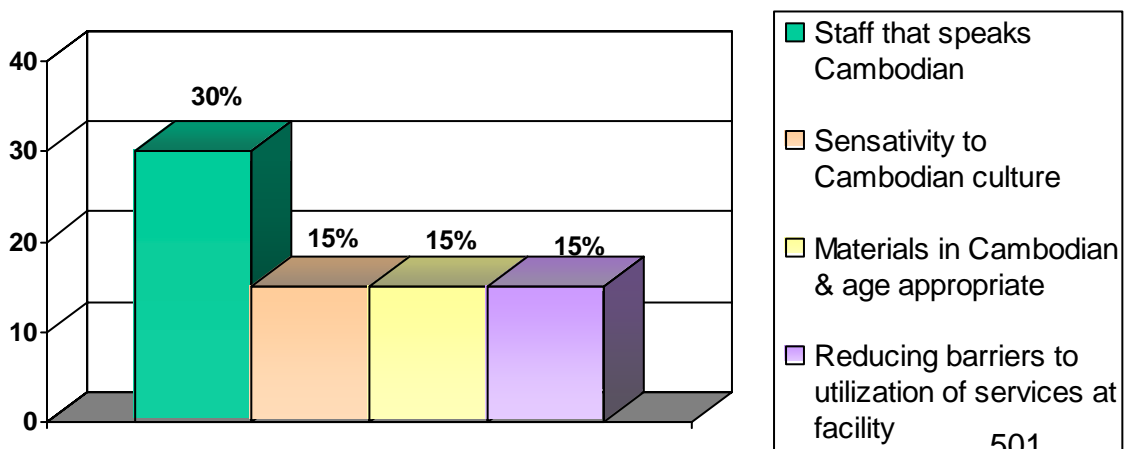
- g. Magnets that have MH phone directory
- h. Radio station to educate and discuss MH services to communities/people who are illiterate
- i. Guest speaker to talk about MH at Cambodian community
- j. Changing the name of Mental Health to address “crazy” label stigma

III. Cultural Competency at MHS (20% of the focus group responses)

Top four are:

- 4. Staff that speaks Cambodian (increasing the recruitment of Cambodian staff)
- 5. Sensitivity to Cambodian culture
- 6. MH materials in Cambodian language and age appropriate
- 7. Reducing barriers to cultural utilization of MH services at the facility

Graph 4. Top Four Strategy Choices, by Percentage, for the Cultural Competency at MHS Category.



The remainder of strategies, listed in order of priority are:

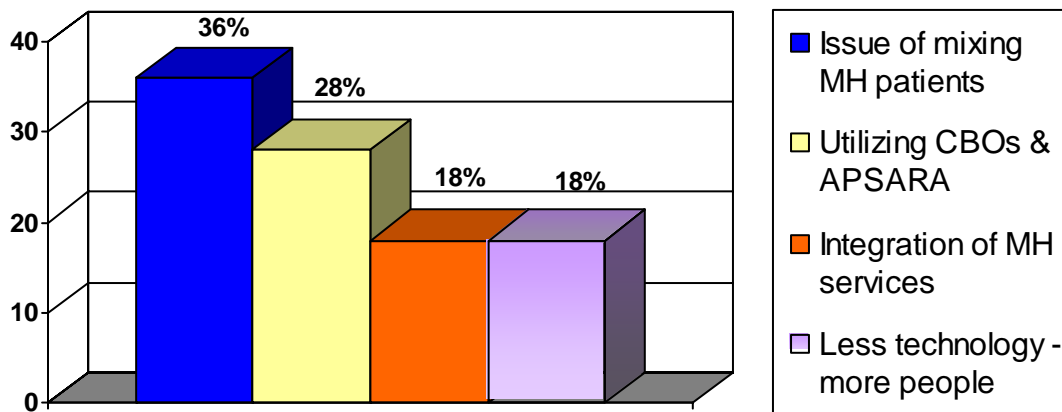
- o. Treat community members with respect - build trust
- p. Staff needs to be more friendly - easy to access and less intimidating
- q. Age and gender appropriate staff

IV. Service Delivery (11 % of the focus group responses)

The four are:

- 4. Issue of mixing patients with severe MH issues with those with less severe MH issues (within the facility) - issue of fear of being put with severe MH patients
- 5. Utilize CBOs such as APSRA
- 6. Integration of MH services with other services and programs
- 7. People to answer phones and not machines - less technology

Graph 5. The Four Strategy Choices, by Percentage, for the Service Delivery Category.

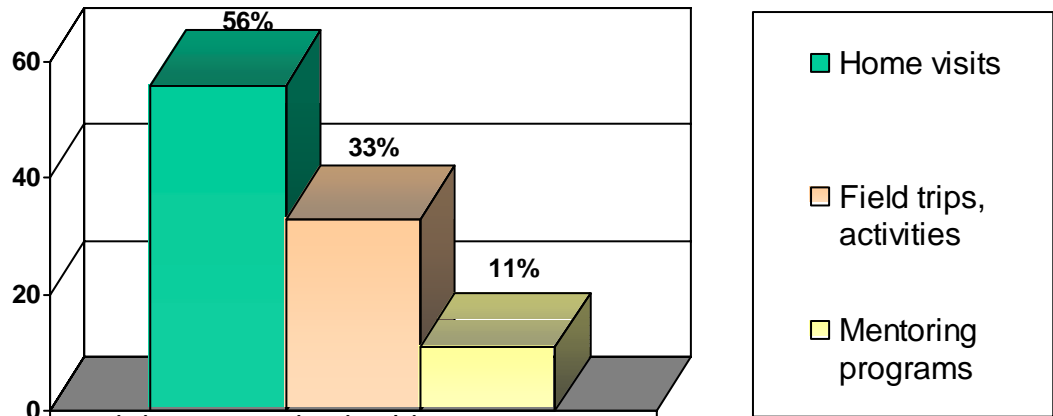


V. Programs (9% of the focus group responses)

The three are:

- 1. Home visit program
- 2. Field trips, activities
- 3. Mentoring programs (for children as well as parents)

**Graph 6.** The Three Strategy Choices, by Percentage, for the Programs Category.



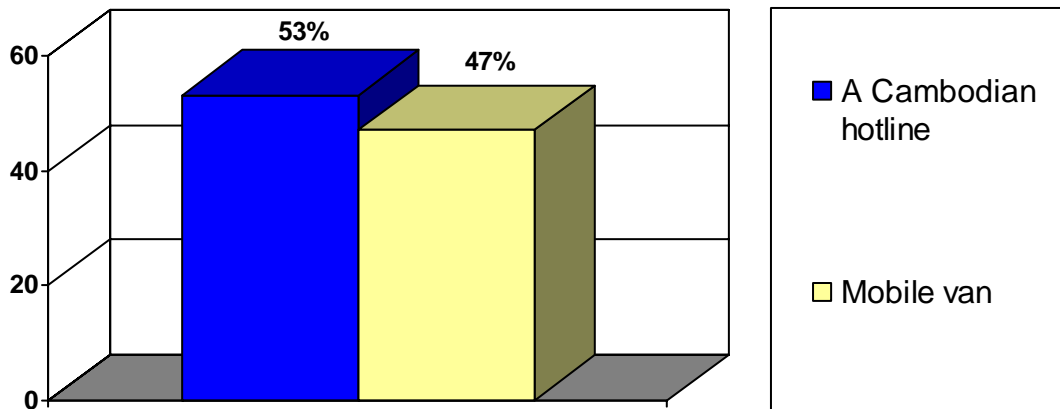
There are no remaining strategies in this category.

**VI. Intensive Services** (7 % of the focus group responses)

The two are:

4. A 24/7 Cambodian hotline
5. A mobile van (services for MH issues especially to reduce the involvement of law enforcement)

**Graph 7.** The Two Strategy Choices, by Percentage, for the Intensive Services Category.



There are no remaining strategies in this category.

**VII. Transportation** (6 % of the focus group responses)

Transportation was an issue that was raised in every category of focus groups: children, youth, TAY, adult, older adult, and criminal justice.

Only the category of “Outreach/Education” matched the level of topical discussion as transportation in that it was also raised by every category of focus group.

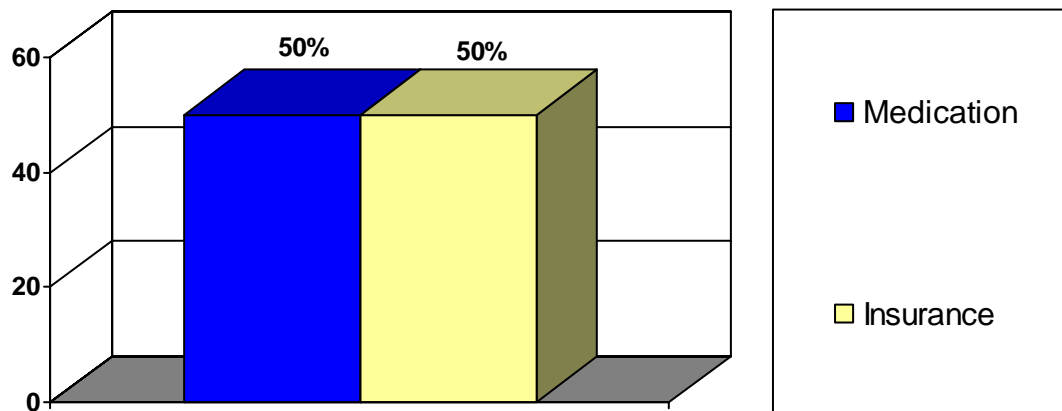
This area did not break down into further categories.

VIII. Other (2.5 % of the focus group responses)

The two are:

1. Medication - a need to explain why it's needed, how to use it, the side effects, etc.
2. Insurance - no insurance, no medi-cal, under-insured

**Graph 8.** The Two Strategy Choices, by Percentage, for the "Other" Category.

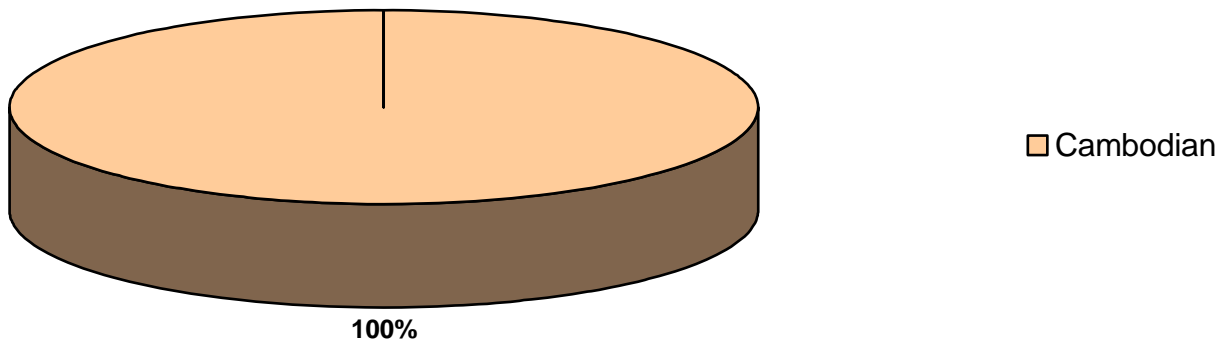


There are no remaining strategies in this category.

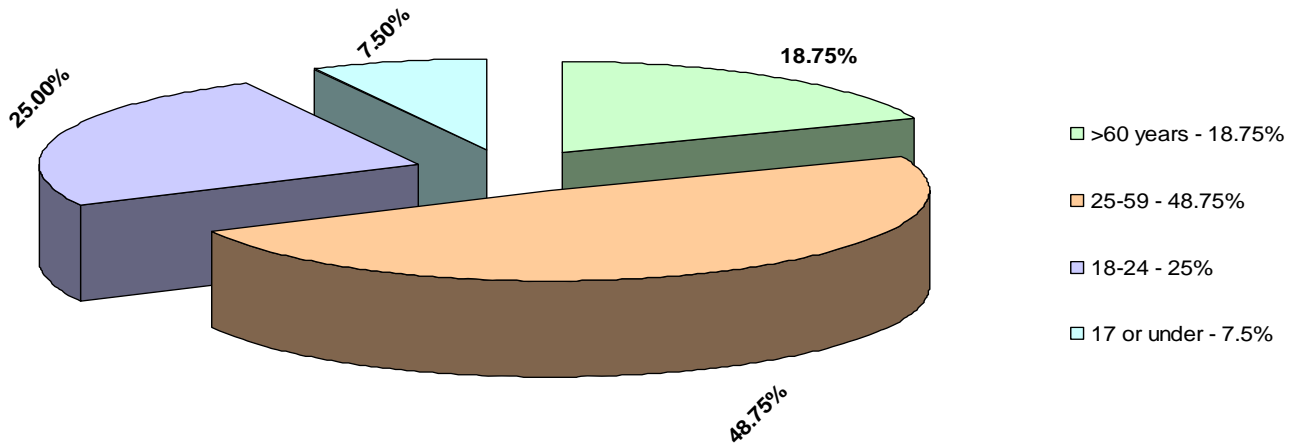
APSARA Survey Analysis  
October 2005

A total of 80 surveys were collected, compiled and analyzed.

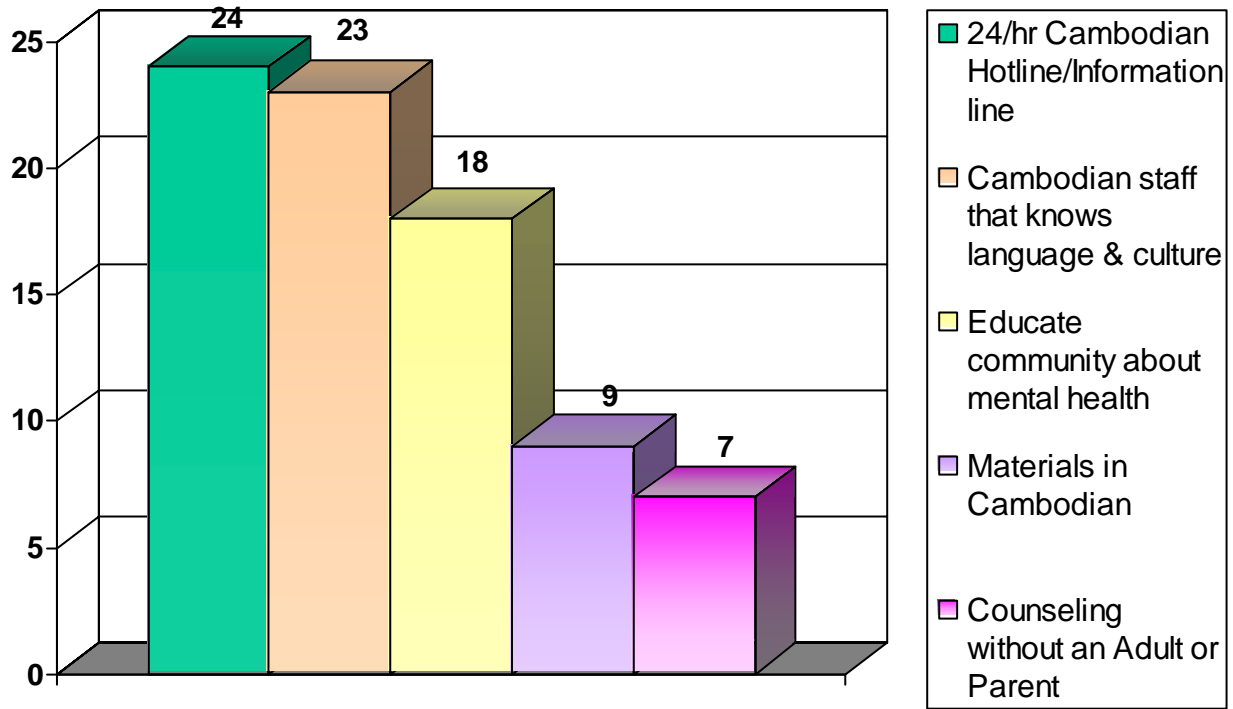
Graph 1. Respondents by Ethnicity, APSARA, October 2005



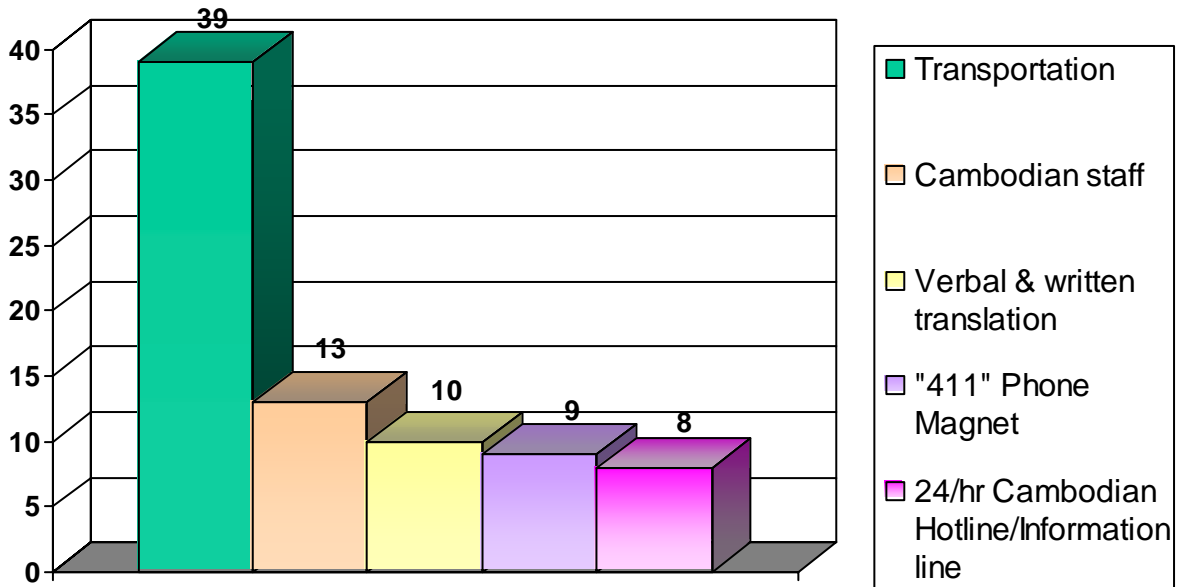
Graph 2. Respondents, by Age, APSARA, October 2005



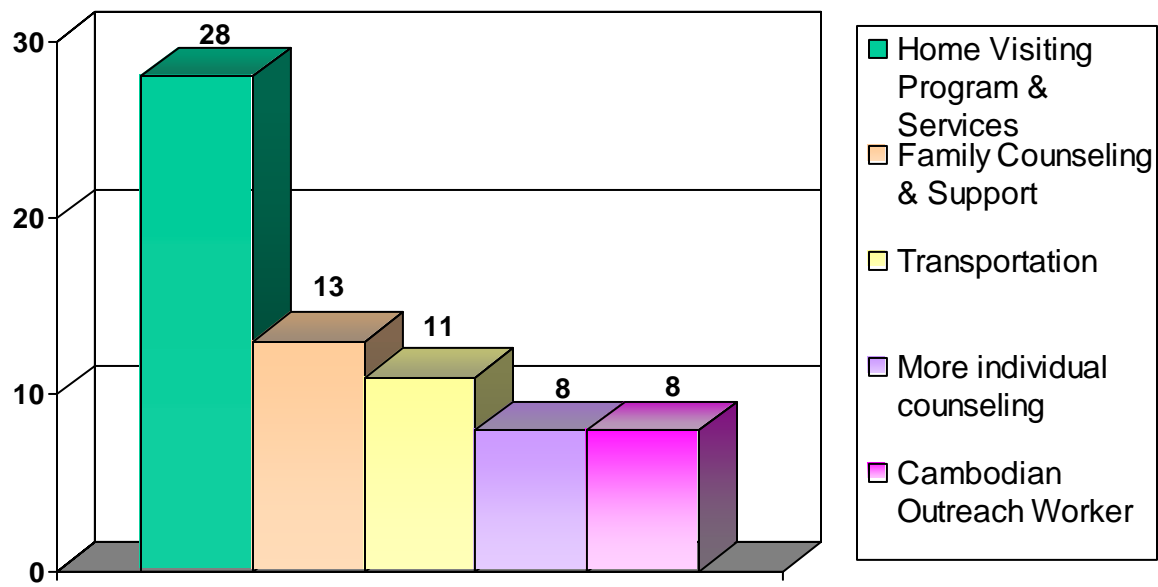
Graph 3. The Top Five Ways to 'Make Services Better', APSARA, October 2005



Graph 4. The Top Five Ways to 'Make Services Easier to Get', APSARA, October 2005



Graph 5. The Top five 'Needed Services', APSARA, October 2005





Make services better?	Make services easier to get?	Needed services
<b>Ethnic Awareness &amp; Diversity</b>		
Cambodian Worker; need Cambodian staff; Cambodian staff that speaks the language; Cambodian staff helping Cambodian people; Know the Cambodian culture; provide worker who understand the culture (23)	Cambodian materials in writing; materials in Cambodian language that has many pictures as sample of mental health issues; Translation; staff able to speak language (10)	Translation (2)
Cambodian support group	Hire Cambodian workers, both genders; more Cambodian workers(13)	Cambodian support group (6)
Do not speak the language	Cambodian radio help spread about mental health services (2)	Cambodian outreach worker; Cambodian outreach worker to educate communities (7)
Materials in Cambodian; translation (9)	Cambodian Outreach Worker (2)	Staff that understands the culture; staff that speaks our language; Cambodian worker at mental health facility (4)
Phone line just for Cambodian people; Cambodian hotline; Provide Cambodian phone line (24)	Provide Cambodian Hotline; Cambodian phone line; Cambodian Staff help guide (8)	Provide Cambodian hotline
Teach Cambodian Community about mental health; help to educate the Cambodian community to get rid of the stigma that mental health is a place for crazy people (6)	Provide video tape about services in Cambodian	Cambodian Radio station that talks about mental health services; to help spread words regarding mental health; Cambodian media such as TV or radio (3)
Contract with Cambodian students and pay them to go to school to learn about mental health	Need staff to explain more about mental health besides "crazy" stigma that all Cambodians understand when they come into mental health	
<b>Mental Health Services</b>		
Educate community about mental health; mental health awareness; educate about existing services; provide different guest speakers to talk to community about different types of mental health such as retardation, stress, depression (12)	More counseling for family and individual; Provide individual counseling; more individual counseling (4)	Mobile Van to respond to people in crisis without police (5)
Respond to crisis with no police; mobile van respond to mental health crisis without police; no law enforcement of any branch dealing with mental health	Less technology, get a human not a machine (4)	Mental health workers making home visits to those that do not know about services

Make services better? issues(4)	Make services easier to get?	Needed services
Explain what meds are given to patients or victims	Have staff show people around the facility; provide map(2)	Family counseling; Family coping skill classes; family support group (13)
Expand mental health services to places where they go for other help	Services and providers close to home	Integrate with other services (3)
Family counseling; strategies for family how to deal with family members that have mental illness (2)	Different facilities for different severity of illness (5)	Provide training to everyone dealing with mental health issues
Eliminate the stigma that Mental Health is for crazy people only (2)	Extend services to APSARA (5)	Extend services outside the community; extended services; extended services to neighborhood center (3)
More advertisement about mental health services; Advertise mental health services (5)	Higher younger staff for the younger patient to relate to; Younger staff easier to talk to, has an ability to relate to (3)	One on one counseling; more counseling (8)
Create a warm environment at the mental health facility	A magnet with phone number directory; create a simple number like "411" (9)	Phone directory
Build trust in the community	Hot line for people with mental health issues; phone hotline (3)	Support group for adult and youth separately (4)
Less technology; Human answer phone not machine (2)	Bring services to neighborhood center (4)	More sessions
Provide map/direction; help direct to go to the right facility (2)	Keep confidentiality	Youth support group; youth club (6)
Do not let patients hang out in front of the building scaring people	Educate the community on mental health (4)	Cause and effect about medications
Provide strategies to deal with stress and depression; get parents to learn about stress and depression that most teens face in today environment (2)	Facility to hold temporary insanity people for cool down period - to stay away from relatives or loved ones; provide a van to pick up people that has mental health issues and temporary hold them for an evaluation (2)	Depression; stress; help with stress situation; depression problem especially with youth (7)
No adult involved; counseling with no adult; without parents (7)	Private phone line for youth; keep confidential from parents (2)	Provide facility to hold people that have behavior problem or let them cool down
Deeper explanation about mental health (2)	Extend services to school site	Younger staff; younger staff for younger patients (2)
Make facility easy to access; easy access (2)	Youth support group (2)	Educate community about mental health
Younger staff for both genders; younger workers that can relate with both genders; hire younger staff because teen does not want	Services closer to home	Peer pressure

Make services better? to talk o an adult (6)	Make services easier to get?	Needed services
Have someone at mental health ready to help when you arrive	Workers come, outreach and teach family about mental health and tell family what to do and where to go when family needed services (2)	Extend services to APSARA
Free mental health services; provide free services (2)		Integrated services besides mental health
Less medication; do not give out to much medications; provide good medications (2)		
Less time waiting to see counselors		
Provide female staff		
<b>Social Activities/Services</b>		
Activities to reduce stress; fun activities (3)		Provide trips, entertainment; filed trips, camping (2)
Provide field trips as an incentive; provide field trip for good behavior (2)		Activities; fun activities; activities to release stress (2)
Bring services to the community through events		Give out field trip especially for senior people with out children and do not have car
Create activities that people are willing to participate in and have fun		Youth activities (3)
		Give incentive like field trip when caught with good behavior (4)
		Provide different facility for young people to hang out (2)
<b>Transportation</b>		
Many people do not have a car - provide transportation; transportation (5)	A van to pick up and drop off patients; transportation; provide transportation; if someone could pick up for services when needed; provide a car to pick me up or come to my home (39)	Transportation; No car; Transportation for seniors (11)
<b>Medical Services</b>		
Provide nutrition programs		I have difficulty going to sleep; difficulty sleeping (2)
<b>Social Services</b>		
Serve Rice; Asian Food; serve ethnic food (5)	Home visits to the family ; home visiting (2)	Home visiting for people without transportation; Home visit service; home visit program (28)
Day Care Center to help parents with children	Child care; day care (3)	Outreach worker to educate the community about mental health; educate community on mental health (4)
	Serve Asian food; serve ethnic food (2)	Give scholarships to students to encourage youth to learn more about mental health; scholarships for people

Make services better?	Make services easier to get?	Needed services
		that want pursue psych field (4)
		Serve Asian food
		Alcohol, drug and tobacco cessation support (4)
		Child care for people with children (2)
		Parenting and discipline classes; train parents how to raise children in United States life styles; mental health education to parents (4)
Other		
Trust; building trust (2)	Radio media for people who do not read or write	Many Cambodian lost many of their loved one during Khmer Rouge many of us came to US and live as animal in the cage
Older people seem to look down on the younger people when come to mental health	No comment	
Do not know where mental health facility at, do not know how to access mental health; need the service but do not know how to access; do not know the phone number for mental health (6)		
Too many patients hang out side the facility make other scared to seek help		
Changing mental health name to something simple like paradise		

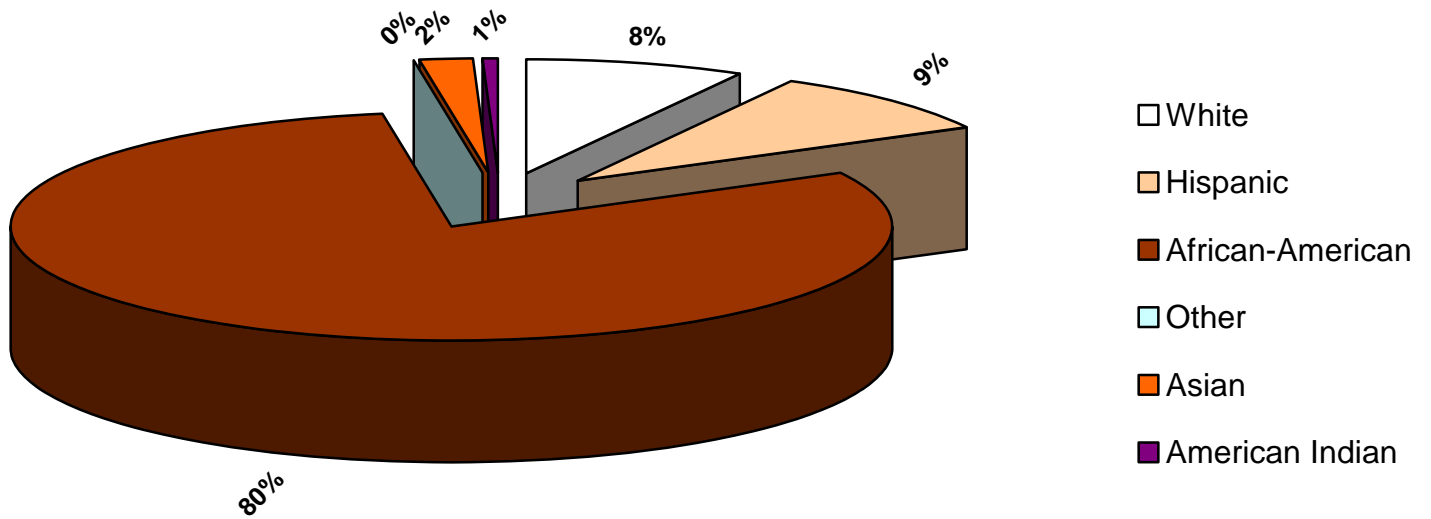
Group	Date	# in Attendance
Older Adult	9-27-2005	30
PVA Residents Meeting	9-30-2005	200
Adult	9-30-2005	10
Criminal Youth	10-6-2005	12
Transitional Age Youth	10-7-2005	11
Children & Youth	10-14-2005	13
Children & Youth	10-18-2005	8

Age	Gender	Race
60 + (15)	M (40)	Cambodian (79)
25-59 (39)	F (40)	
18-24 (20)		
17 or < (6)		

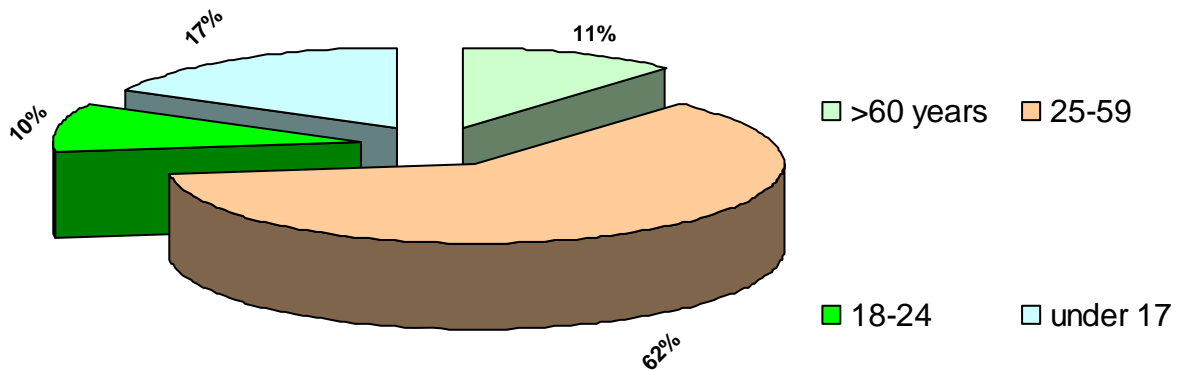
## BACOP & Mary Magdalene

A total of 218 surveys generated through BACOP (Black Awareness Community Outreach Project) and Mary Magdalene in October 2005 were collected, compiled and analyzed.

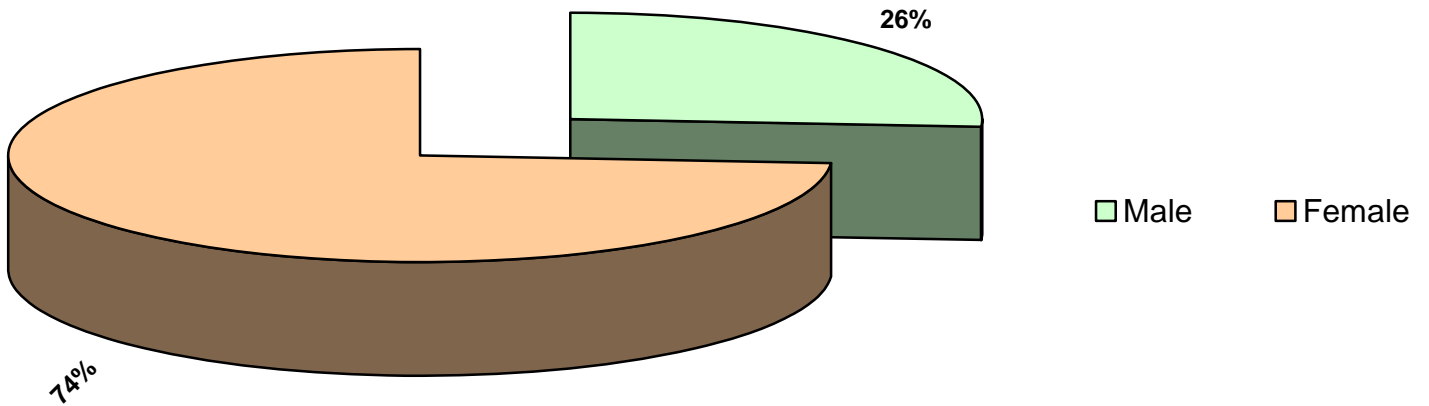
Graph 1. Survey Respondents by Ethnicity, BACOP and Mary Magdalene, September/October 2005



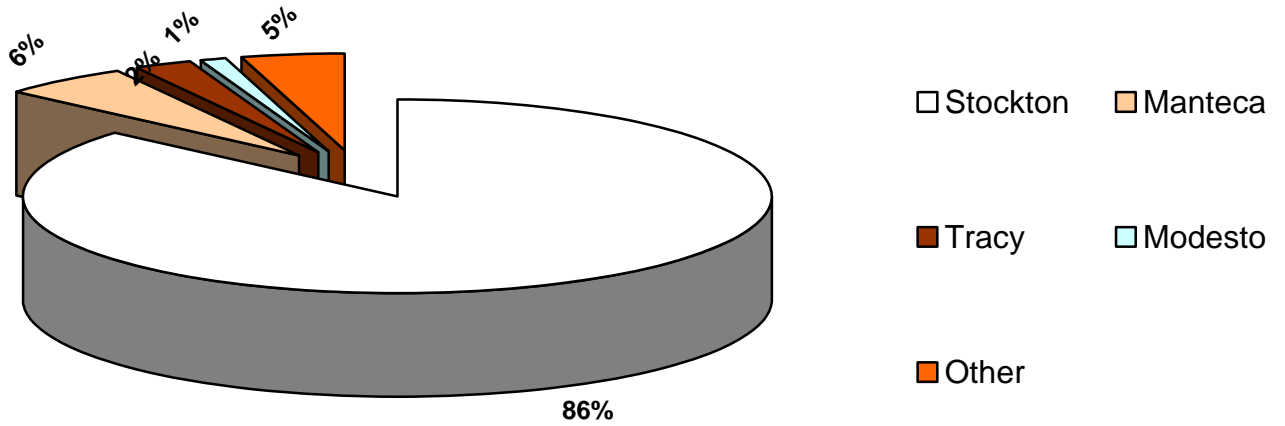
Graph 2. Respondents by Age, BACOP and Mary Magdalene, 2005



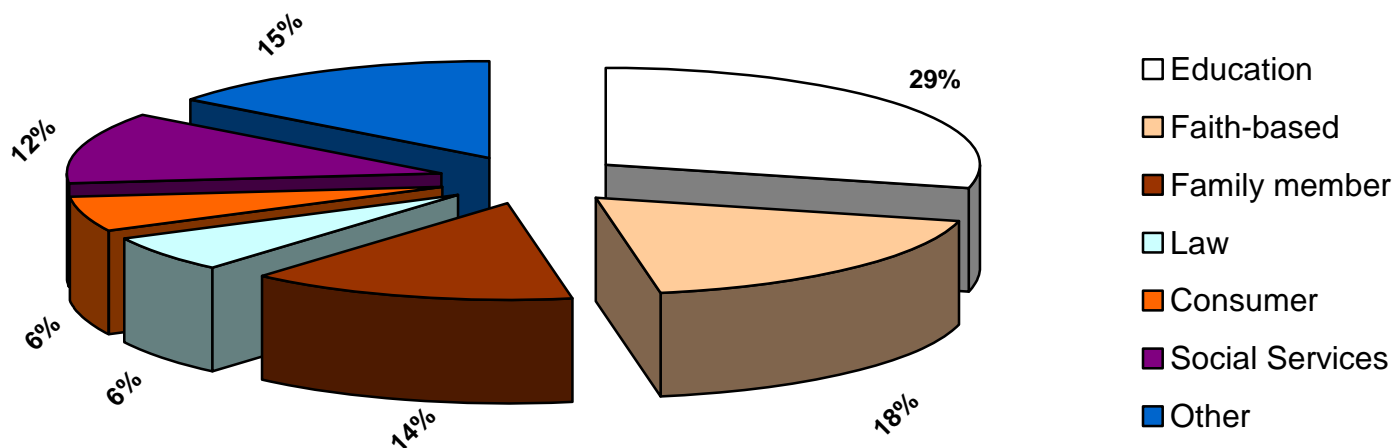
Graph 3. Response by Gender, BACOP and Mary Magdalene, 2005



Graph 4. Response by Geographic Location, BACOP and Mary Magdalene, 2005



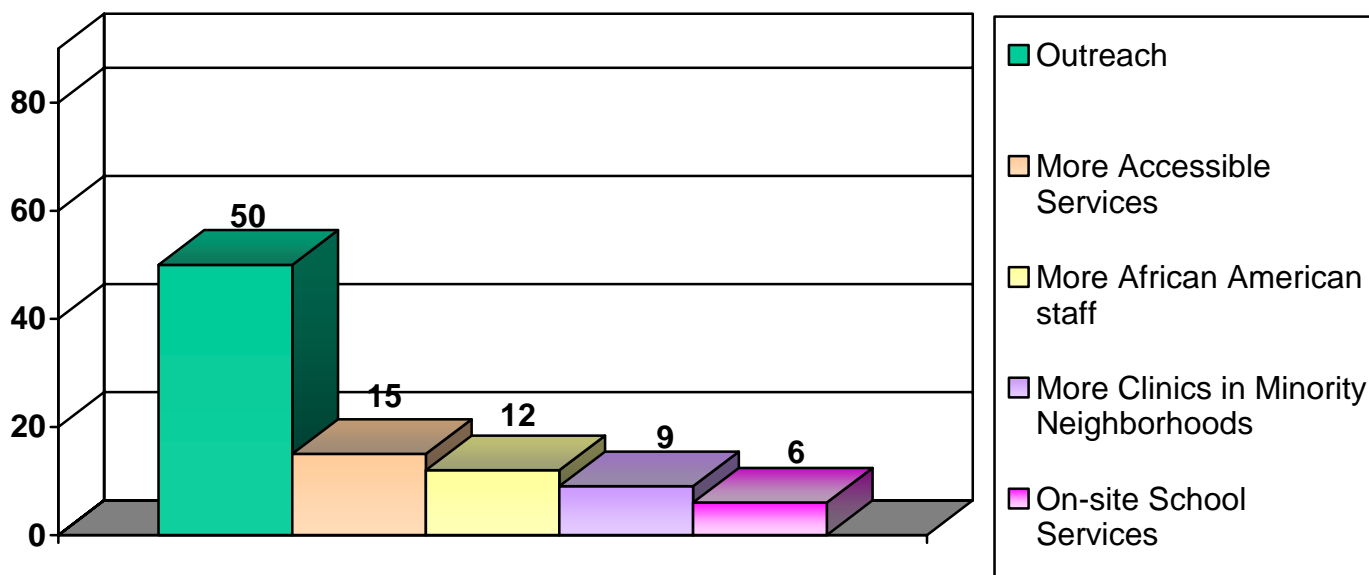
Graph 5. Response by Representative Group, BACOP and Mary Magdalene ,2005



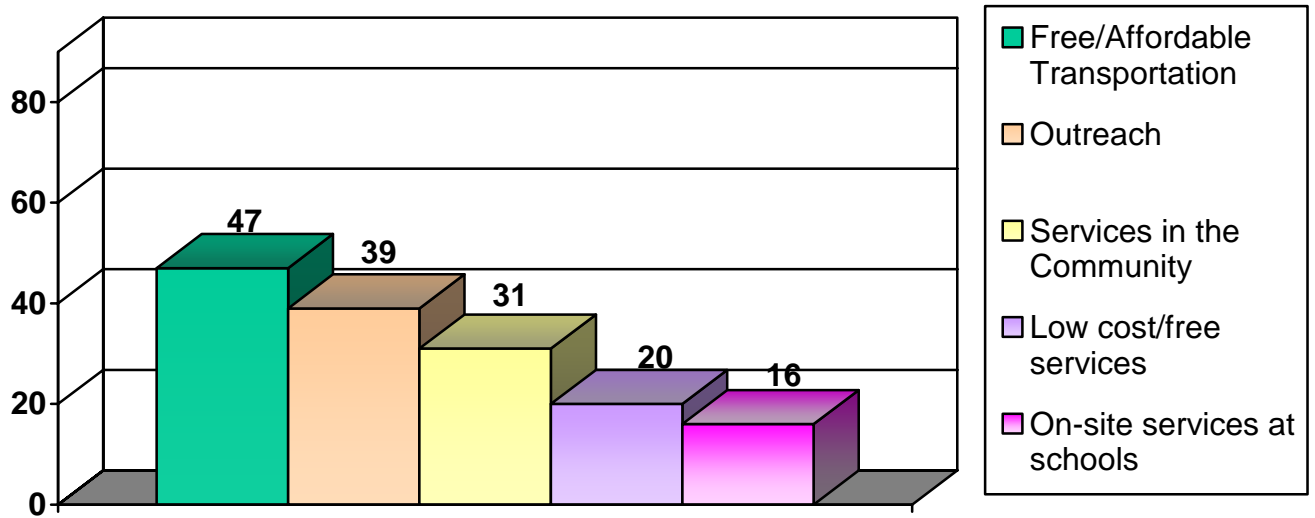
Respondents were asked the following open-ended questions:

1. How can we make Mental Health Services better?
2. How can we make services easier to get?
3. What type of services are needed?

Graph 6. Top 5 Ways to Make Mental Health Services Better, BACOP and Mary Magdalene, 2005



Graph 7. Top 5 Ways to Make Services Easier to Access, BACOP and Mary Magdalene, 2005



Graph 8. Top 3 Services Needed, BACOP and Mary Magdalene, 2005

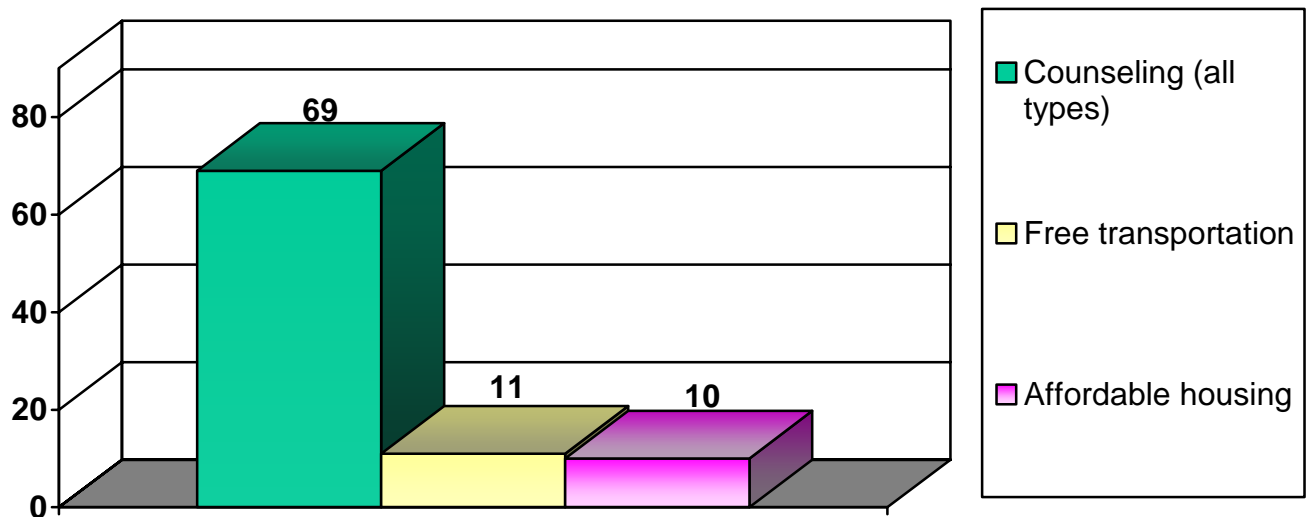




Table 1. Additional Survey Responses:

Make services better?	Make services easier to get?	Needed services
<b>OUTREACH</b>		
Community workshops	MH staff visit school sites yearly	Outreach (general)
More info at school sites	More info to teens	Outreach workers in Black neighborhoods
Outreach to seniors	Workshops, Fairs	Workshops on MH
Outreach to teens	Ask what people need	Workshops on balancing work/home
Door-to-door outreach	Door-to-door outreach	Educate community groups
Info about cost of services	Educate about mental health	Health fair
Make services more appealing to minorities	Info to parents/teachers about MH	Info about importance of taking meds
Info to parents about ADHD	Needs assessment for Blacks	Educate Black community about MH
Home visits to talk about MH	Outreach to ethnic community	Increase acceptance of mental illness
Direct mail to Black organizations	MH info at community sites (grocery, library, etc.)	Focus outreach on Black males
Solicit needs from Black organizations	Use community centers for outreach	Education and follow-up
Reduce stigma about mental health	Mail information	Outreach in prisons
Make info more accessible	Outreach to community organizations	Better outreach to Black community
Outreach to parolees	Mobile vans for info	Outreach to teens
Outreach specific to Black community	Collaborate with Worknet and EDD	
Outreach to homeless	Outreach areas that Blacks frequent	
Outreach in smaller communities		
Outreach to faith-based community		
Outreach at Health Fairs		
Workshops for teachers about MH		
Education about different MH disorders		
Outreach to businesses		
Info about how to access services		
<b>ACCESS</b>		
Quicker access to services	School-site MH activities	Treatment for all in need
More accessible services	Home-visiting/parenting	Services in the neighborhood
Advocacy for those needing help	After-school MH programs on site	Transportation
More access for minorities	On site services at elementary schools	In-home visits
Widen access to services	More access for kids	Access to low-cost meds
More services for 18+	24-hour services	Services for infants
Free services	Access for all	More referrals
Services for Black seniors	Bring services to homes	Services for elderly
24-hour services	Easier to get help	Services for drug babies
On-site school services	Services for kids	Dual diagnosis
More clinics in minority neighborhoods	Friendly service	Fun services for kids

Make services better?	Make services easier to get?	Needed services
Transportation	More visible in community	One-stop shop
More outpatient services	Better access for Blacks	More services for Black youth
More services for singles	On site services at churches	24/7 safe place services for all
New facility in Stockton for homeless MH patients	On site services at businesses	More services for teens
Services in churches	24-hour phone/info line	Services in the schools
Hotlines for support	Use church facilities for meetings	Free screening
More access for homeless	Make the process easier	Free meds
Services for veterans with mental issues	Less paperwork	Help with paperwork
More services for kids	Services in maternity wards	Access to counseling for all*
Socialize the system	More emergency help for kids	Facilities just for Blacks
	Socialize the system	Services for kids in foster care
		Low cost/free services
		More MH access in general doctor offices
<b>Delivery</b>		
Alternatives to day treatment	Faster diagnosis and service	Counseling with follow-up*
Better case management	Mobile unit	Collaborate with other agencies
More preventive services	Help people on the streets	More intensive counseling*
Anger management classes	Concentrate services in poor communities	Better monitoring of meds
Quicker feedback after ADHD referral	Support groups for kids/families	Treatment plans for patients
Suicide prevention counseling for youth	Crisis services for youth	Preventative services
Invite family members to counseling	ADHD school-based services	24-hour hotline
One-on-one counseling for kids/teens	Medication monitoring	24-hour suicide line
Better diagnostic intake	Same day walk-in emergency services	Crisis intervention
24-hour suicide hotline	Take services to the streets	24-hour case management
Better follow-up with patients	Early & correct diagnosis	At-risk identity teams
Wraparound services	Specific clinics for specific disorders	Way to get in touch with caseworker after hours
More services for Black community		More MH help for incarcerated
Improve care of chronically ill		Bring MH services to churches
More substance abuse treatment options		MH support groups in the community
More options for schools serving MH clients		Non-crisis evaluation in the community
Spiritual care with MH care		Faster turnaround time
Create a Black MH center		
Make sure patients are taking meds		
Stop overmedicating		
More teen and kid-friendly centers		
Clear explanation of services		
Phone service (weekly) to aid community		
More services for different disorders		
Serve kids without harming parents		

Make services better?	Make services easier to get?	Needed services
One-on-one support		
Less paperwork		
Provide needed meds		
<b>Staffing</b>		
More young counselors	Bilingual workers	Better case management
More Black staff	MH staff at each school site	Mentorship program to recruit new staff
More compassionate staff	More doctor referrals for services	More minority staff
MH staff representing all ethnic groups/genders	More minority representation	More Black staff
More intake workers	Better listening skills	Better customer service at MH
More MH staff	More staff	More staff
More counselors in elementary schools	Better educated staff	
Cultural awareness training		
More Black MH staff in the community/streets		
<b>Programs</b>		
	Anger management classes on school site	Prevent premature births
	Self-esteem building classes on school site	Counseling for moms with small kids*
	For depressed kids	" cancer patients*
	Anger management/conflict resolution classes	" stress management*
	On bullying	" for teens*
	On anxiety/self-esteem	" for incarcerated/ex-felons*
	Divorce support groups	Family counseling*
	For foster/adopted youth	One-on-one counseling for kids*
	For K-2 age	Grief counseling*
	Counseling (general)	HIV/Aids counseling*
	Therapeutic behavior services	Counseling for domestic violence victims*
	Parenting classes	" for teen parents*
	For depressed/suicidal teens	" for at-risk*
	For single parents	" for children/youth*
	For youth	Health education
	To learn to communicate feelings	Nutrition education
	Support groups (general)	Art/music for Alzheimer's patients
	Adaptability mentor/services	Divorce counseling*
		Crisis-awareness groups
		Gang prevention
		Marriage counseling*
		Counseling on aging issues*
		Group counseling for single parents*
		Outpatient counseling for all*
		Hygiene program for patients
		Support for dealing with mentally ill family members
		Biofeedback/guided imagery
		How to access social services
		Counseling for mentally-challenged*
		Support groups
		Counseling for child abuse victims*
		Counseling for prostitutes*
		" for pregnant teens*

Make services better?	Make services easier to get?	Needed services
		" for bipolar disorders*
		" for rape victims*
		" child molestation victims*
		Counseling for those with schizophrenia, Alzheimer's, depression*
		Parenting support groups
		Caregiver support group
		New mom support group
		Counseling for those with ADHD*
		" for borderline personalities*
		Anger management counseling*
		Anti-gang support groups
		Family planning support groups
		Foster families support group
		Substance abuse counseling*
		Grief counseling*
<b>Social Services</b>		
		Help with food
		Help with clothing
		Respite care
		Help with senior abuse/neglect
		Financial help
		More homeless shelters
		Transitional programs for parolees
		Community services for minorities
		Help Blacks get out of poverty
		Childcare
		Job-training for disabled
		Vocational programs
		Healthcare
<b>Other</b>		
More Special Ed in schools	Less paperwork	More doctor appointments
More funding	Get government involved	More frequent assessment by doctors
Job training for students	More available meds	Behavioral studies about kids
More funding for programs for Black youth	More community involvement	Referrals to churches/clubs
Bring people to God	Transitional housing	Larger MH facility
Rename MH	GED classes	Life skills classes
More appealing facilities	Tutorial services	More community services
More funding for Black organizations	Organized games for kids	Church/community work together
Affordable housing	Funding for local organizations that serve Black youth	Transitional living services
Board & Care transitional housing	Make sure patient carries phone numbers of helpers	Help with job skills
Substance abuse counseling	Better planning/organization/public accountability by MH	More collaboration with faith-based
Teach coping skills to MH patients	Integrate MH staff with community workers	Community companions
Financial support		More caring facilities
		Compliance tracking
		Address the Black "experience"
		Assess patient for drug/alcohol addiction before labeling mental illness
		Job fairs

*\*These additional survey responses are included in the Counseling vote tally under "Top 3 Services Needed"*

**Focus Groups were held in September/October 2005:**

1. September 29, BACOP/Mary Magdalene, 39 listed on sign-in sheet
2. October 7, Delta Sigma T /Link, 8 listed on sign-in sheet
3. October 20, Pastoral Focus Groups, 45 listed on sign-in sheet

**From these focus groups the following Services and Strategies were listed:**

- Afro-American Services
- Hiring staff that mirror community (Afro-American)
- Therapy Services
- Mentoring support for Afro-American
- Nutritional Education
- Educational Service (parents, teens) treatment
- Structured services
- Transitional services for prison release, CYA, youth homes
- Dual diagnosis facilities
- Afro-American Community Based Services
- 24 hr Case management
- Life skills
- Residential for youth
- Community-based clinics (One-stop-shop, outreach, case management, Primary care)
- Respite for grandparents
- User friendly
- Case managed services for those coming from incarceration
- Education for churches
- Accessible therapists with people of color
- Choices and trust of particular service provider
- Fee waivers for non-insured
- Education for clients/pastors ongoing
- Black success stories (stigma busters)
- Education for reporting to authorities
- Designated representatives (contact person for Behavioral Health)
- Liaison/advocate between churches and MH/Police
- Mental Health outreach coordinator to the church
- Program similar to Su Salud - VA Stand down for homeless and others
- Program to address homeless needs - housing, legal, job skills, etc.  
Immediate emergency service
- Community-based programs
- Services to elderly
- Mobile Evaluation Team, including pharmacy

## All Children and Youth Workgroups Voting Data Summary November 2005

This data is a summary of the dot voting from the community for all children and youth workgroup meetings. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded under the current MHSA, Community Supports and Services funding.

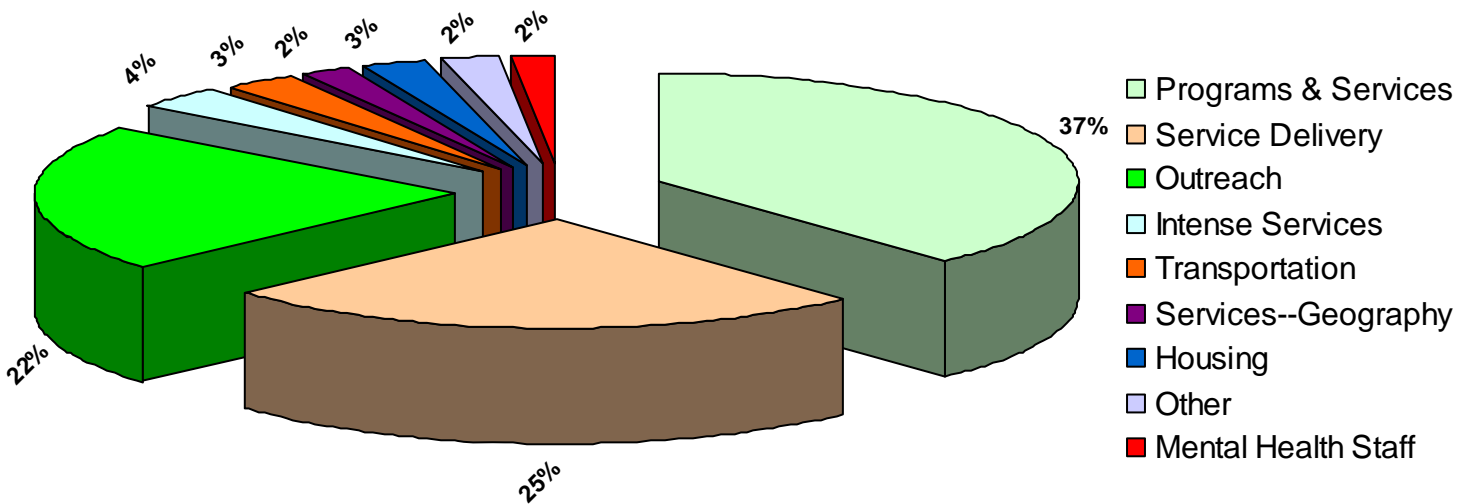
Data was submitted from the workgroups as follows:

Table 1. Summary Data of Voting and Attendance for Community Children and Youth Workgroups

Date	Number of Votes	Number of Voters	Meeting Attendance
9-7-2005	136	26	29
9-12-2005	90	18	19
9-22-2005	94	16	17
9-27-2005	82	16	14
<b>Total</b>	<b>402</b>	<b>76</b>	<b>79</b>

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Community Children and Youth Workgroup, by Percentage



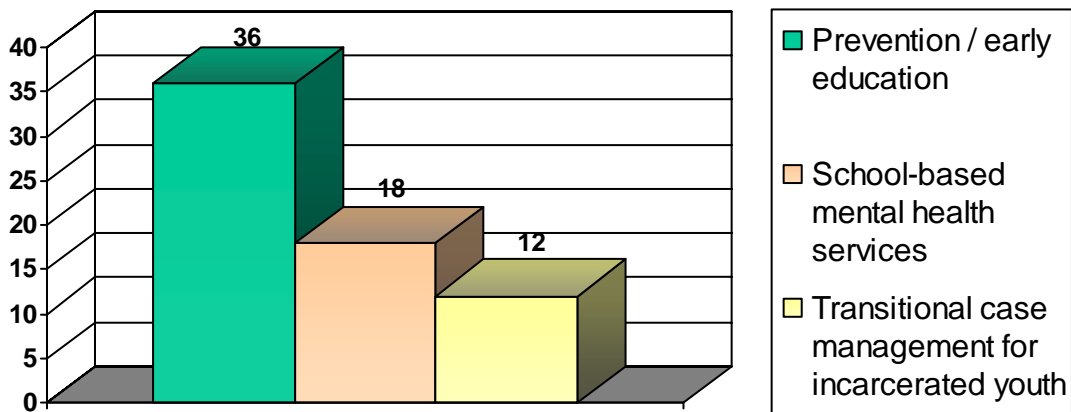
Specific strategies/ideas under each general area are as follows:

**Programs and Services** (37% of the entire vote)

Top three are:

1. Prevention/early education services 🚗
2. Increasing school-based counseling services with mental health professionals for early identification
3. Transitional case management services for incarcerated youth.

Graph 2. Top Three Strategy Choices, by Number of Votes, for the Programs and Services Category



The remainder of strategies, listed in order of priority are:

- a. In-patient psychiatric unit for children and adolescents in San Joaquin County. 🚗
- b. Family Resource Center (FRC) 🚗
- c. Centrally located services, beyond the "one stop shopping," that need to link to Community Partnership for Families
- d. Expansion of child county MH services to not be so restrictive so that eligibility criteria are beyond crisis and high end 🚗
- e. Peer on peer outreach and counseling 🚗
- f. After school 🚗
- g. Respite options for parents
- h. Pre-school 🚗
- i. Expand current respite care for special needs (physical) MH youth 🚗
- j. Youth development programs -- personal and professional development skills
- k. After-care for juvenile justice youth -- counseling and medication monitoring 🚗 (unless for transition out services)

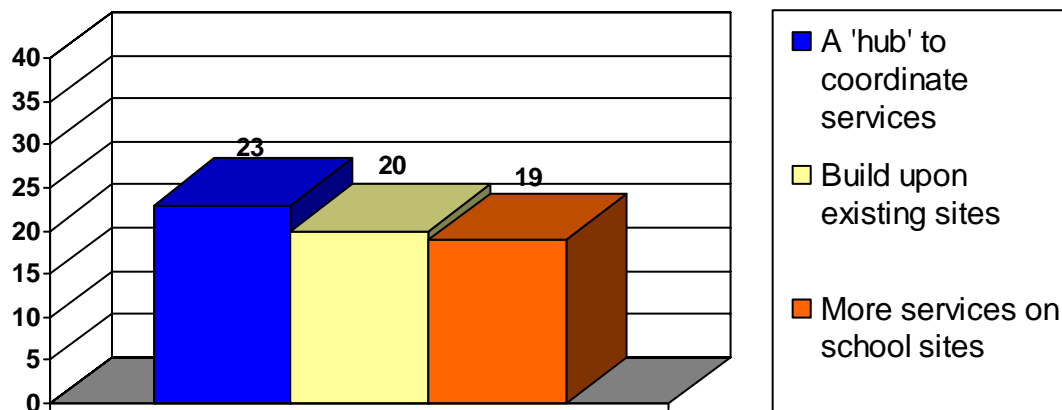
- l. KDAP programs specific for dual diagnosis services and substance abuse and mental health
- m. Vocational Training for Transitional Youth
- n. Services for those in custody: outpatient / while in juvenile hall
- o. Partial hospitalization for youth (23 hour or less care)
- p. Youth support groups: issues such as substance abuse/parents/MH/school
- q. Expanding MH services to in-custody juvenile hall youth: "pre-crisis"
- r. Day Commitment Program for those out of custody (with transition)
- s. Residential treatment for dual-diagnosis youth (short term)
- t. Residential treatment for dual-diagnosis youth (group home)
- u. Mentoring programs for youth, parents (support groups) and for peer and role modeling
- v. Problem of getting medication without follow-through: more mentoring needs to be available medication distribution needs to go through a centralized location, MHS oversight
- w. Substance abuse

**Service Delivery** (25% of the entire vote)

Top three are:

- 1. A 'hub' to coordinate services and providers
- 2. Build upon existing sites
- 3. More services on school sites

Graph 3. Top Three Strategy Choices, by Number of Votes, for the Service Delivery Category



The remainder of strategies, listed in order of priority are:

- a. Home visits vs. office visits
- b. Faith based community being utilized



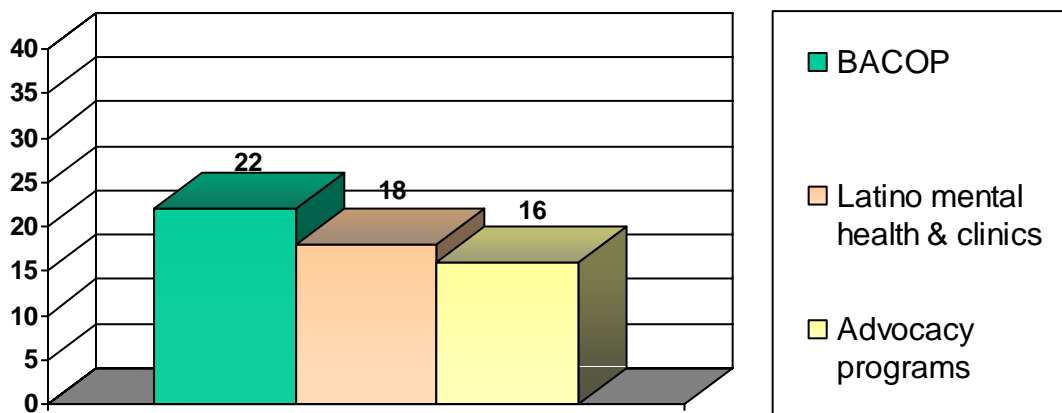
- c. Services in the community
- d. 24 hour case management
- e. General health 🚑
- f. Partnerships with MH, substance abuse services and employment agencies
- g. Case loads - "collaborative case management" for juvenile justice youth
- h. Access to alternative treatment programs/options
- i. Resources and access
- j. Explore options with California Youth Authority: connecting with youth before transition

**Outreach (including ethnic/underserved)** (22% of the entire vote)

Top three are:

- 1. BACOP - culturally sensitive services
- 2. Latino mental health, including community-based clinics outside of Stockton
- 3. Advocacy programs, to improve access to services that are sensitive to culture and language.

Graph 4. Top Three Strategy Choices, by Number of Votes, for the Outreach Category



The remainder of strategies, listed in order of priority are:

- a. Multiple language resources including phone line, resource guide, more meeting in the community
- b. A community-based outreach program for young African American males; a site in the community
- c. Education on issues 🚑

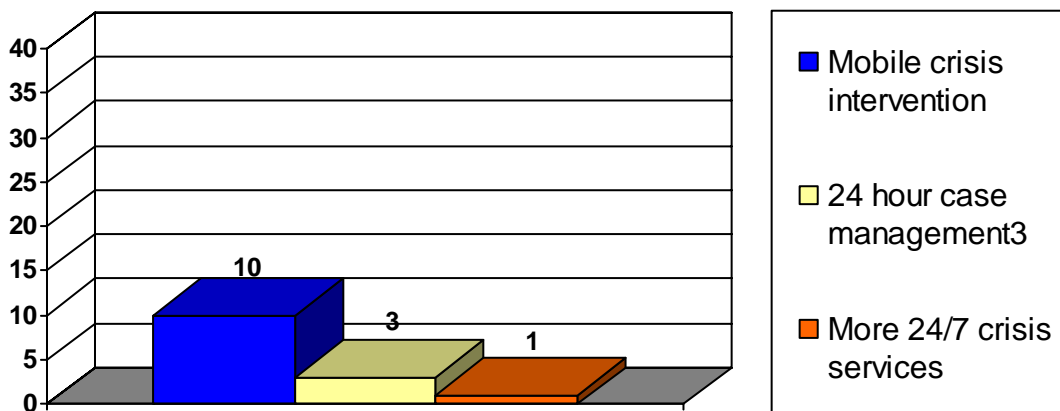
- d. Identifying gatekeepers within a community, such as informal leaders and key players, especially within ethnic communities (knowing the ways into a community) (e.g. in African-American community: ministers, grandparents, etc.)
- e. Knowledge increase, such as resource fairs and outreach programs
- f. Services for all families: bi-cultural / bi-racial
- g. Faith based outreach with MH support to educate about services and to outreach and run programs
- h. Drop-in center for gay and lesbian youth - services on-site 🚗
- i. Services provided in S.E. Asian languages -- increase current level

**Intense Services** (20% of the entire vote)

Top three are:

- 1. Mobile crisis intervention
- 2. 24 hour case management services
- 3. More 24/7 crisis services, with a 'real person' on the other end

Graph 5. Top Three Strategy Choices, by Number of Votes, for the Intensive Services Category



There were no additional strategies in this category.

**Transportation** (3% of the entire vote)

One strategy was identified:

- 1. Provide transportation services. This strategy received 11 votes.

**Housing** (3% of the entire vote)

One strategy was identified:

1. Safe, affordable, decent housing. This strategy received 10 votes.

**Services: Geography** (2% of the entire vote)

One strategy was identified:

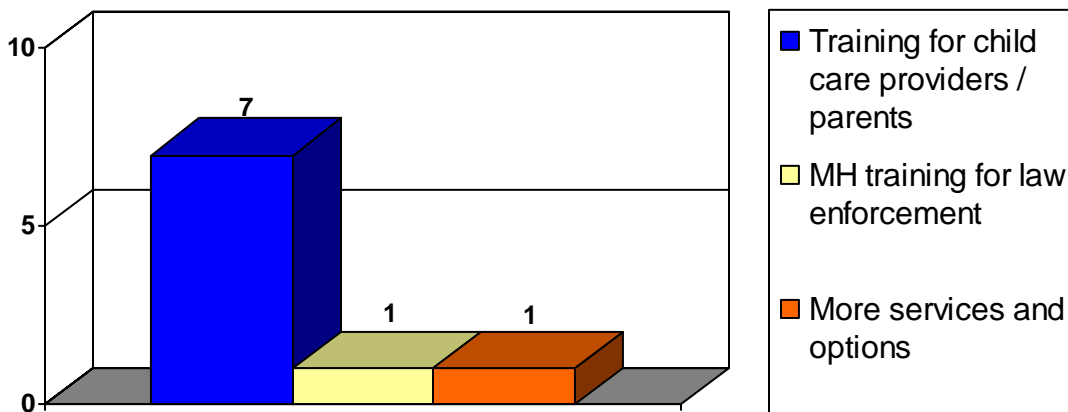
1. Provide services in the community. This strategy received eight votes.

**Other** (2% of the entire vote)

Top three strategies:

1. Training / outreach to child-care providers serving children who are 0-12 years old; a "training preschool" for parents and providers to visit 🚗
2. Training for law enforcement agencies regarding MH issues
3. More therapy services and psychiatric options

Graph 6. Top Three Strategy Choices, by Number of Votes, for the Other Category



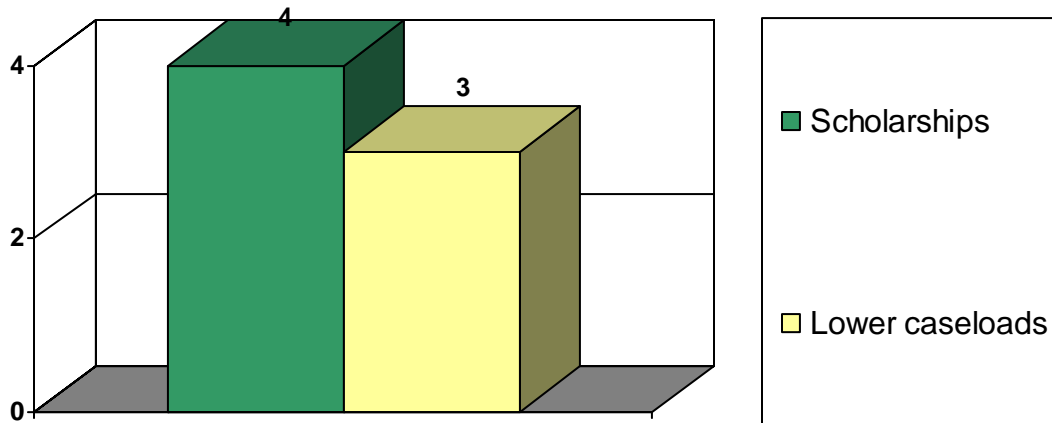
There were no additional strategies in this category.

**Mental Health Staff** (2% of the entire vote)

The top two choices are:

1. Scholarships to help encourage people to enter the mental health field 🚗
2. Lower case loads

Graph 8. Top Two Strategy Choices, by Number of Votes, for the Mental Health Staff Category



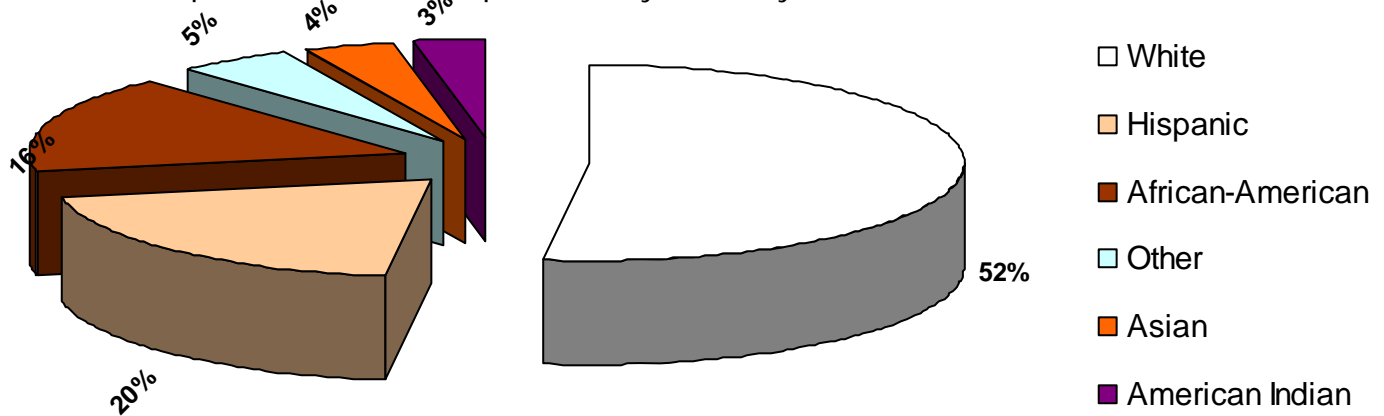
The remaining two strategies, neither of which received a vote, are:

- a. Clinicians 🚚
- b. MFT that specialized in youth MH issues such as money/resources needed for training

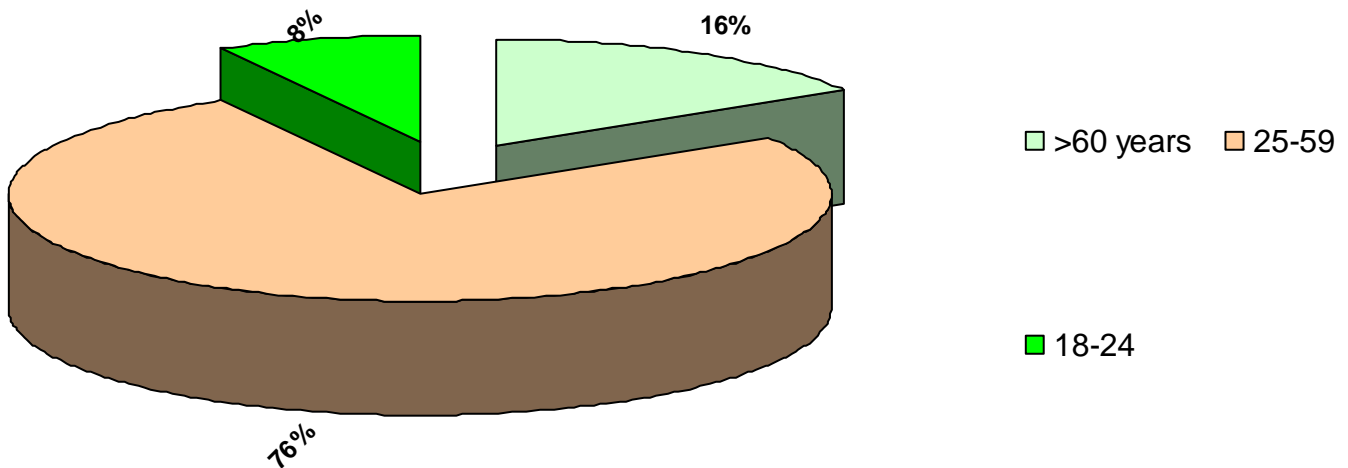
### All Consumer Survey Input September & October 2005

A total of 277 surveys from the September 30<sup>th</sup> picnic event, 34 random surveys and 22 surveys from Pine Manor consumers were collected, compiled and analyzed. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded under the current MHSA, Community Supports and Services funding. Details from the consumer event follow and details from the other surveys are on file and available on request.

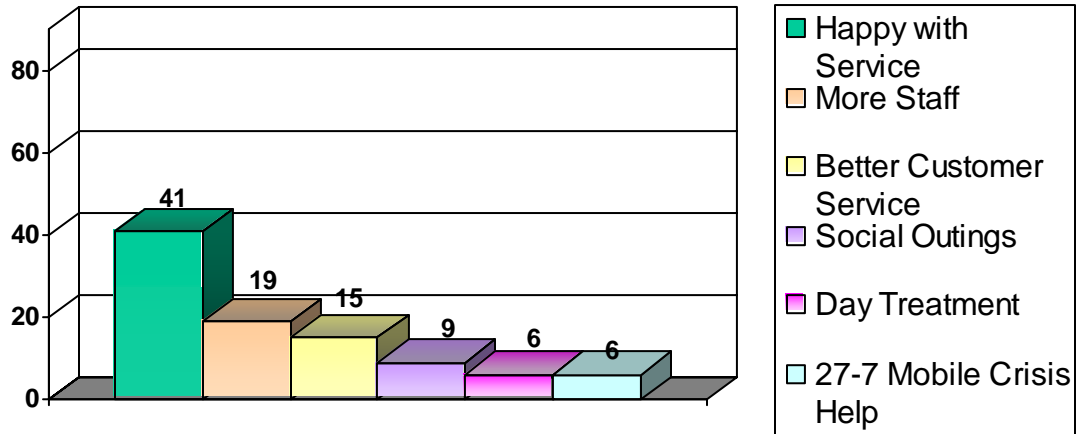
Graph 1. Consumer Respondents by Ethnicity, October 2005



Graph 2. Consumer Respondents, by Age, October 2005

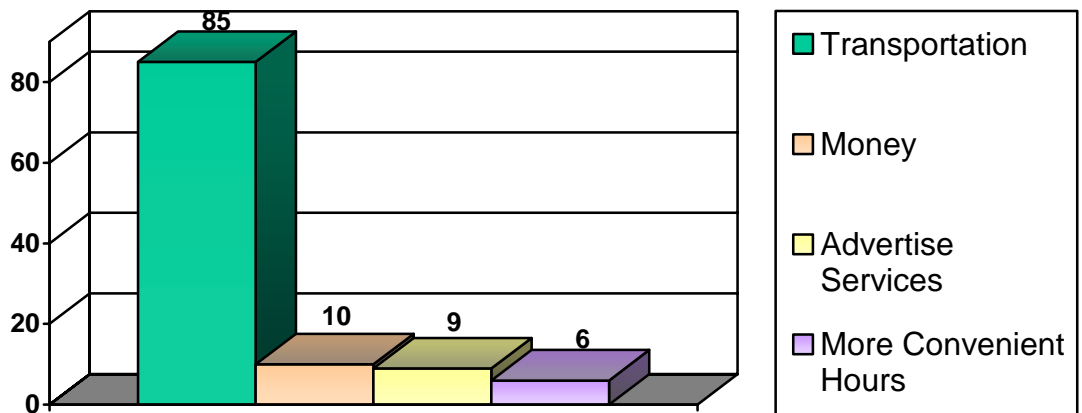


Graph 3. The Top Six Ways to 'Make Services Better' from Consumers, October 2005



1. Happy with services...you treat us well
2. Need for more staff and doctors 🚑
3. Need better customer service - treat as individuals with compassion and understanding
4. More social outings
5. Day treatment
6. 24-7 mobile crisis assistance/ warm line

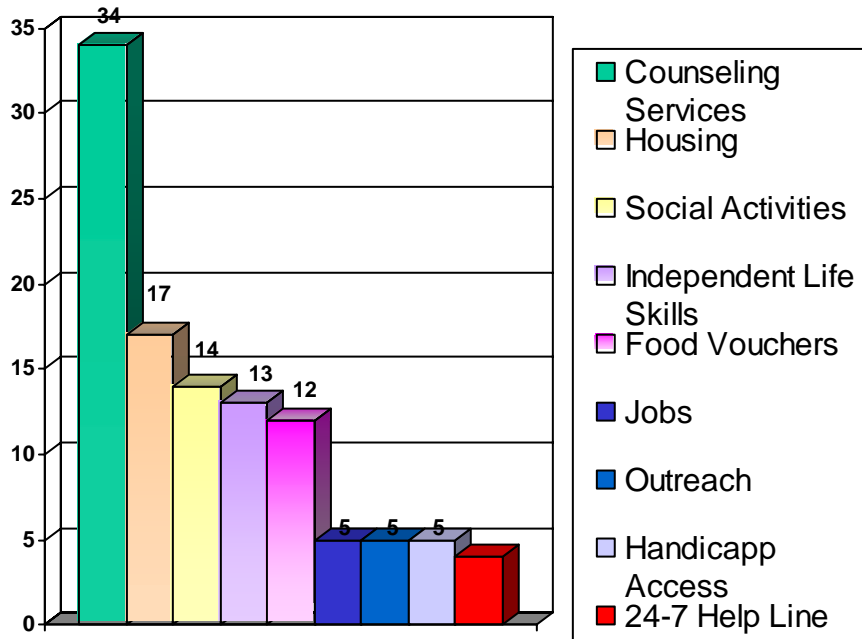
Graph 4. The Top Four Ways to 'Make Services Easier to Get' from Consumers, October 2005



1. More and better transportation, staff to pick us up
2. Money
3. Advertise in paper, TV & phone book

4. More convenient doctor hours, more staff after hours when we don't want to go to crisis, on-time appointments

Graph 5. The Top Eight 'Needed Services', Consumer Picnic, September 2005



1. More counseling services, counseling at consumers homes; more support groups; support groups in care facilities; more individual therapists
2. Housing, help with cost of; safe, affordable housing, supervised & individual housing
3. More social activities
4. Independent life skills, money management
5. Food vouchers, free lunch, more food
6. More and better paying jobs
7. Outreach
8. More handicapped access 🚗
9. 24-7 help line

The following table details comments.

Make services better?	Make services easier to get?	Needed services
<b>Law Enforcement</b>		
Stop chasing people and locking them up	More information and advertising about group	Stop crime rate
Stop playing with our minds - we are people too and have hearts and feelings just like you	You don't want to call police to lock them up	Medical compliance programs that give more freedom
Didn't know about mental health but was heard by law enforcement who told me	By internet (2)	Legal - personal services
Pay more attention to the law	They are easy enough	Better education for law enforcement
<b>Mental Health Services</b>		
I am happy with services; they're good; no complaints (34) You are doing ok (7) We feel good with the friendships we have - you treat us well	No ideas. I think the people of our county don't have any idea how lucky we are to have such a great agency!	More counseling services (15) Counseling at patients homes (3); more individual therapists; more counselors; groups in care facilities (3)
Be available when needed (7) - more evening workers	Listen to us	Communication
Don't open state hospital again, was abused there as a child	Advertise in paper, TV, & phone book (8)	No favoritism in Puff unit
More worker visits at board & care/BACOP- (2)	Outreach first 90 days	Outreach (5)
More staff (14) More doctors to talk to (5)	The way you are (4)	More staff More female staff (3)
Combine more substance abuse mental health program	More outreach (3)	More dual diagnosis services (2)
Keep things simple (2); help all people who want help (3)	Trust and love	Medicine (3)
Better customer service from general staff, compassion & understanding from professionals, some of us know what's going on with ourselves; treat as individuals, not puppets; (7)	More discussion when being admitted	A lot of services (2)
Ideas to African-American women	By keeping all of our appointments; be on time (2)	BACOP (3) full funding with expansion. 24/7 everyday intervention (2)
Offer psychotherapy to all patients who are taking psycho tropics	Offer critical care through local hospitals	More specialized groups focusing on all aspects of mental health (5)
Earlier appointments	More staff (2)	All needs are met
Cheaper meds; Easier to get (2)	Unsure how system works presently	In Lodi (2)



Make services better?	Make services easier to get?	Needed services
Listen to what is being said by us; consumer friendly (6)	Faster services (4)	Staff meetings to share problems
Improve staff courtesy to clients and better recognition when they don't say same name (2) Educate staff; take better care of patients	Being able to have someone else with you	Medication (2)
Scrutinize personnel handling incoming mail & sensitive personal request forms & records addressed to 1212 N. California St. business office & adult case manager plus dispense or injection medication at out patient clinic	A simple outline checklist of services depending on individual cases, person is qualified or due	Efficiency, thoroughness, accuracy
Make mental health services better by first come, first serve basis	By records & telephone communication with doctors	Records of doctor who are treating
One day at a time; go to group education	By mental health newspapers	Outreach program to those who want help in Afro-American community
Provide quicker pharmacy services	More convenient doctor hours (2) help with people after hours when they don't want to go to crisis and	Psychiatric services
Get more peer advocates & peer-to-peer services	Have physician that can give medicine in the crisis unit	Cut me loose from services
More mental health programs (5)	One-stop shop	I would like to see Bridges program and African American community & Latino community
Form proper system	Services by phone	Plenty in mind
More cognitive therapists	Money (6)	More groups (4); more evening groups
Bigger place at older day treatment (4)	Get rid of all the red tape	More women counselors for group therapy
Lighter door on bathrooms (2)	Relax	Good ones
By better understandings (2)	You're doing fine (3)	Less medication
Bathtub in PHF	Give examples of applicable fees for sliding scales.	Help people get better, not stay sick; help the whole family
Doing what I have to do	Doing what I need to do	Counsel meetings without restrictions
Day treatment reinstated (6)	By providing insurance like medical to all legitimate mental patients	Day treatment (2)
I think the new building is really nice	More help, more information booths (2)	A coffee shop, snack bar with canteen, a restaurant, gift shops (2)
Community education to decrease stigma (2)	People who are easier to talk to	Help for those who are discourage
24/7 help (4) mobile crisis intervention team (2)	More timely services	24/7 help line (2)

Make services better?	Make services easier to get?	Needed services
Transforming with M.T.H. Proposition 63	Newsletter and advocacy and consume introduction about Proposition 63	More support and dedication to self help awareness and training for beneficial services to contribute with Proposition 63
Easier to get information (2)	More places in town	More communication with providers, family and staff. Once a week family discussion
Shorter waiting time in crisis	Try hard	Services that address coping skills (2)
Stress management	Make process simple-more user friendly	Services for minority African-American (2)
Quality services	Have culturally sensitive workers to African-American	Substance abuse groups
Be efficient	Use of Martin Gipson Center	Independent living training (5)
Appointments; doctors verify appointments ahead of time (2)	More workers (4)	Mental health team with an African-American clinician in the AA community
More P & I money	An 800# (3)	Technology to help, websites to help with living arrangements
Educate family members of clients. When clients are in hospitals, inform family members of what is going on. I was never offered an opportunity to discuss my wife's situation with a doctor	Follow up	Educate family members (2)
More child care while clients getting services (3)	Lower fees	Bring back the CBIS program (2)
More fun for the clients broken spirits	There is no way	Blood testing not all meds.
Do not spend money on the workers, just on the people; do not minimize people programs	Open house to offer outreach to the public	Better restrooms-especially wheelchair access
More awareness of illness and how to deal with learning about how to treat and describe the treatment (2)	Describe implement plans to treat illness; explain program; progress problem and seek good help about the subject matter (2)	Health religious based with more understanding of solving solutions for programs
Less time in guest home	Provider money	Social worker's
Stay out of Puff	Take medication, get well health wise	Responsible consumers
Better facility	Work with us - don't pass the buck	More combined board & care activities (2)
Support residential care	Case manager (3)	
<b>Social Activities/Services</b>		
More outings to San Francisco; more social activities (6)		More social, interactive with food (14); go to zoo & movies
More outdoor activities (3)		More services for senior citizens

Make services better?	Make services easier to get?	Needed services
To have the doctor always available - I'm able to be assisted by the nurse but not by a doctor that speaks Spanish (3)	More personnel that speak Spanish (2)	Socialization centers in Tracy-Lodi etc.;
<b>Transportation</b>		
More free bus passes	More & better transportation (81) Staff to pick us up at (4); transportation in Lodi	More handicapped accessibilities (5)
Mental health senior services	Provide more accessibility to services	Transportation after MH office closes and at late night.
<b>Medical Services</b>		
By being less hostile	Medical services available	A medical Dr./OB/gyn to work with abuse survivors
Making more programs for the jobs people need	Coaching the employees that we are not always on the verge of a psychotic break. We are basically human in our emotions not geeched docile idiots	A good germ doctor
Bring back CBIS (2)	Allowing the services to be seen in every public place	Dental, medical
More culturally sensitive (2)	Medi Cal	Assistance with severely handicapped people
Friendly	More medical testing	Medical or Medicare
<b>Social Services</b>		
Food vouchers (4)	More kits	More help to get on SSI and other resources (3)
Better food and programs in Lodi	More money (3)	Conservatorship, payer rep.
Services to take you out to eat	More food	Free lunch (5)
Power of attorney	Crisis can be better	DMV-child support
Reduce case load		Shopping for good things, such as music (2)
Make us the payee of our checks	Organization	Food (3)
<b>Employment</b>		
Quality work	Less rules	Job school
More vocational rehab (4)	Participation with local industry to create jobs for my clients	Job training on job site here
Train personnel more rigorously		Training for mental health workers for paid positions
Create part time professional positions for those on disability	Post open positions at the Gipson Center and at Mental Health	Support while looking for a job
Crisis could be better - after you are evaluated you have to wait too long to be assigned to A-B-C.	Need information person to explain how mental health system works (2)	More jobs; better paying jobs (5)

Make services better?	Make services easier to get?	Needed services
<b>Housing</b>		
Put me on Section 8 (2)	Bigger facility	Help with cost of housing & food (6); safe, affordable housing, supervised & individual housing (11)
Help get my own place		Substance abuse housing
<b>Other</b>		
Help get music	Get specials for each month on the 1 <sup>st</sup> of the month	Groups to discuss how to spend Proposition 63 money
Help me be protected from people walking over me	Free services	Massage therapy as a way of socializing after an illness; therapy in physical health classes, tai chi
Have someone go get us food and deliver at your motel room		Cigarette vouchers back
By some drink		Money management (6)
More services for senior citizens	A single administrative auditor to maintain the influx and out flow of funds	Senior mental health programs, more accessibility to larger facilities
Pray (2)	Pray (2)	All services that are needed (2)
Be proud	Get by	Suicide prevention
More coffee	Don't be lazy, earn your money	Life skills management (2)
A raise	Being my own payee	To be my own payee
Don't know	By talking to my worker	Mental health should arrange with the county board of supervisors to keep real estate owners from wiping out any additional funding from social security - rents are too high
Attending all meetings	Info desks	None
Be honest	By asking the program	Wash hands signs
Save the serenity garden	Bus schedule	More homeless outreach
Literacy programs	Listening (2)	Anger management (2)
By having people wash their hands after using restrooms	Making it more easy to read	Ethnic services (2)
More supplies	It was not hard	Save the serenity garden
Cooperating with staff	Change rules and regulations	More one on one (2)

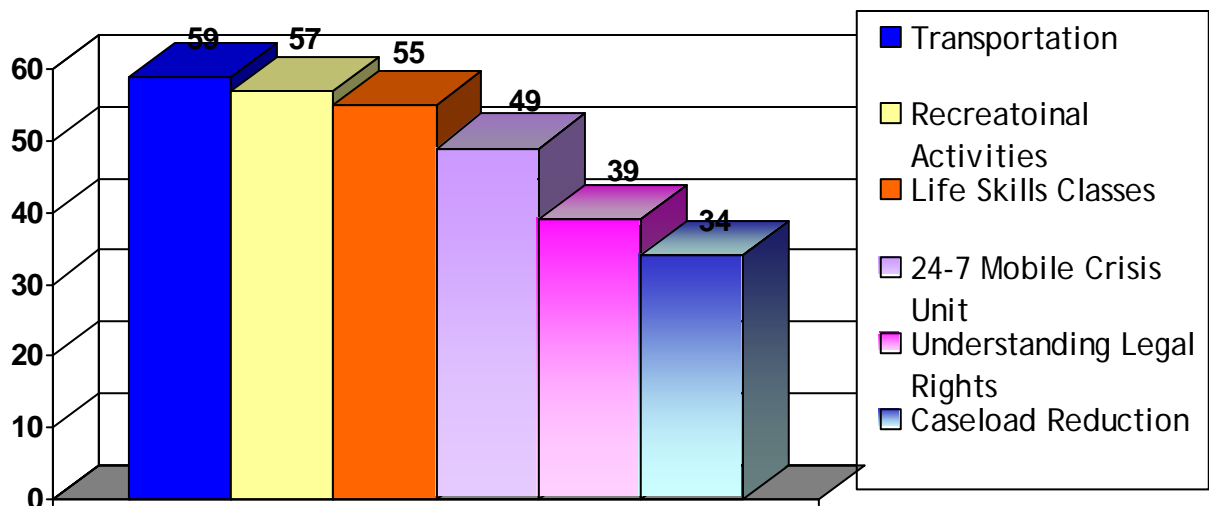
Age	Gender	Race	Residence	Group
60 + (40)	M (123)	White (114)	Stockton (134)	Staff (13)
25-59 (189)	F (90)	Hispanic (28)	Manteca (3)	Mental Health Services (1)
18-24 (21)		American Indian (6)	Lodi (22)	Consumer (167)
17 or < (0)		Portuguese (1)	Thornton (1)	Family (3)
		Asian born American (5)	Escalon (1)	Social Services (7)
		Black (33)		Residential Provider (1)
		Negro (2)		AFR administrator (1)
		Mixed black (1)		Private provider (1)
		Mexican-American (16)		Law enforcement (2)
		African-American (3)		AMAC (1)
		Japanese American (1)		Community re-entry program (1)
		Asian/ Pacific Islander (3)		Gibson Center (2)
		Chinese American (3)		All types (1)
		Philippine (2)		Heart (3)
		Human (1)		Education (3)
		Other (1)		Faith Based (1)
				Team B (1)
				PUFF (1)

## Consumer Picnic Event Workgroup Meeting Voting Summary

DATE: September 30, 2005  
TIME: 11:00 a.m. - 3:00 p.m.  
LOCATION: 1212 No. California St. - Stockton

Attendance: Approximately 350. Dot voters - 159.

Graph 1. Top Six Strategy Choices, by Number of Votes, for the Consumer Picnic Event, September 2005



### *Services and Strategies to Meet Needs Voting summary:*

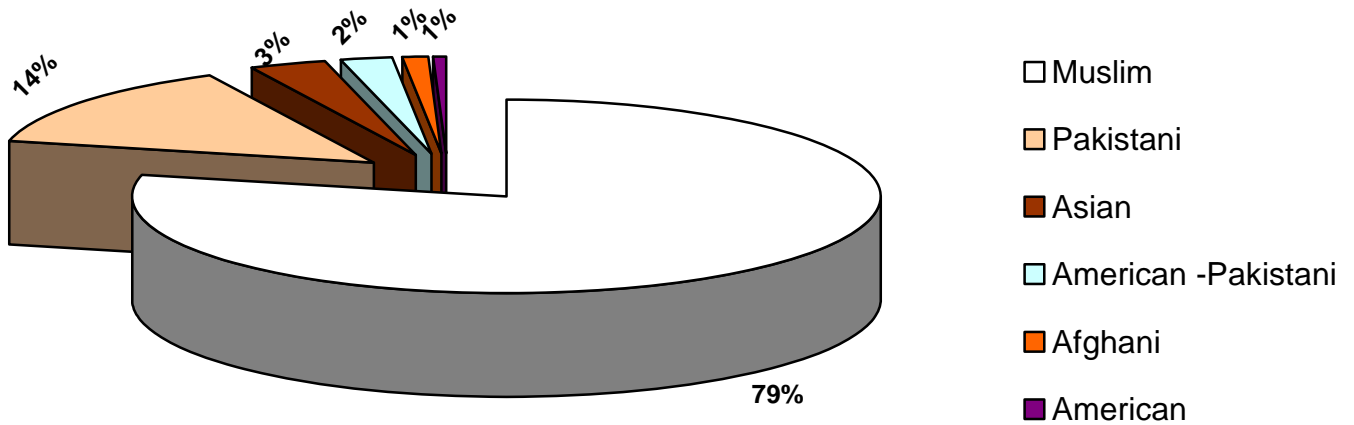
- Integrated substance abuse housing program - **24 votes**
- Mental Health owned properties near mental health facilities and services - **24 votes**
- All mental health providers and staff will receive cultural training - **18 votes**
- Develop clinics specific to each ethnic group for outreach, prevention and intervention in the community - **14 votes**
- Organized recreational activities for consumers (arts, sports, music, etc.) - **57 votes**

- Life skills classes to include areas such as: job coaching, nutrition, hygiene and health care, basic financial management skills, parenting classes and language classes - **55 votes**
- Develop a support system for families of mental health consumers - **29 votes**
- Offer services and resources that are peer managed - **21 votes**
- Family consumer advocates training - **12 votes**
- Child care for consumer's families during services - **21 votes**
- Individual, specific, re-entry programs for each consumer - **22 votes**
- Technology used to better service consumers (i.e. laptops, website for caregivers/service providers) - **17 votes**
- Trained mental health professionals leading a 24-7 mobile crisis unit - **43 votes**
- Transportation for consumers to and from services - **59 votes**
- Caseload reduction for case managers in order to better meet the needs of consumers - **34 votes**
- A "hub" (one-stop shopping) to coordinate services/providers - **15 votes**
- More home visits by trained mental health workers instead of office visits - **30 votes**
- Prevention and early intervention services - early identification of problems - **25 votes**
- Understanding court system - **29 votes**
- Understanding legal rights as a consumer - **39 votes**
- Outreach/education to faith based organizations - **27 votes**
- Outreach/education to all ethnic/cultural community groups - **23 votes**
- Consumer run, cultural competency recovery center located in the Mental Health Services Day Treatment - **23 votes**
- 24-7 multi-lingual hotline and evaluation teams (countywide to include psychiatrist who are culturally sensitive) - **22 votes**
- Outreach/ education to sexually diverse populations - **11 votes**
- Outreach within schools - **21 votes**
- Outreach to make sure programs continue - **16 votes**
- Financial assistance program for consumers during hospitalization (i.e. home needs, bills, pets) - **19 votes**

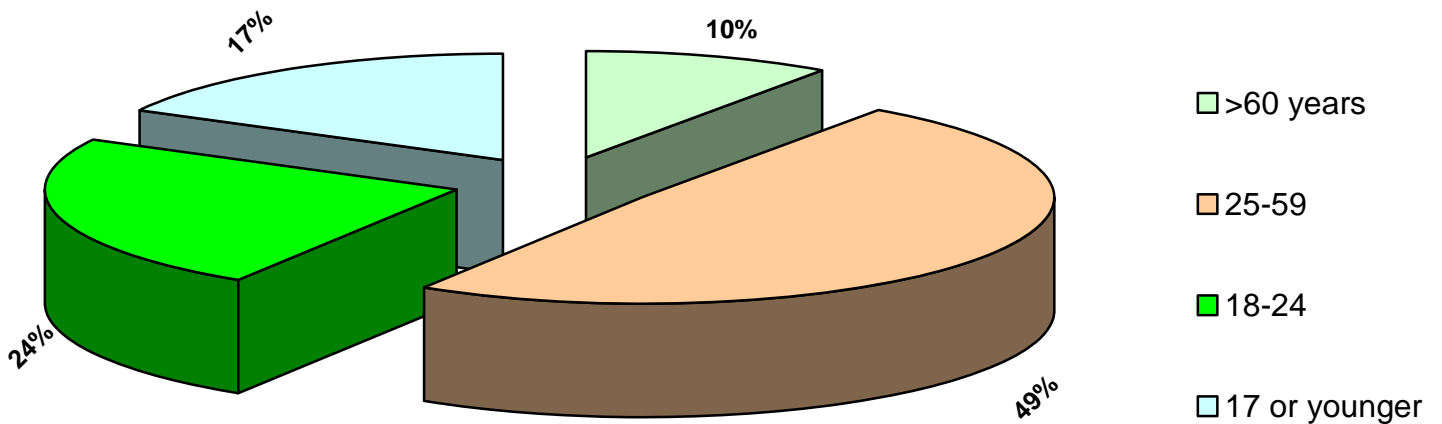
## Community Partnership for Families (Muslim) Outreach Data

This data is a summary of a focus group and 259 surveys for all Community Partnership for Families (CPF) outreach to the Muslim/Pakistan communities.

Graph 1. Respondents by Ethnicity, Muslim Community, October 2005



Graph 2. Respondents, by Age, Muslim Community, 2005

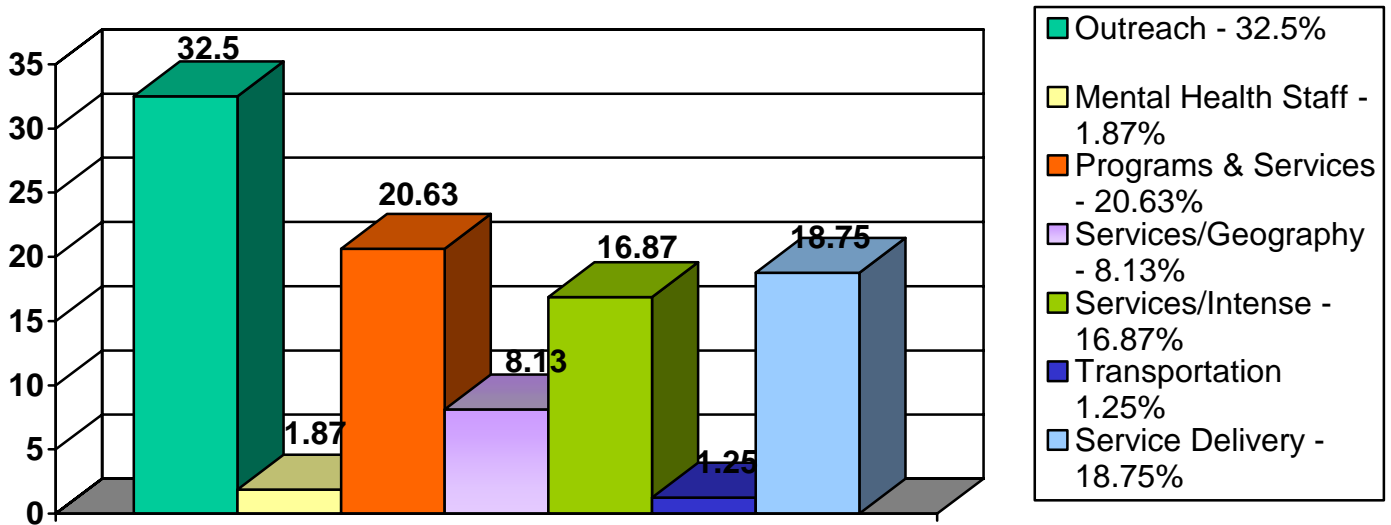




From the focus group, specific issues and strategies were discussed:

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail at the end of this document.

Graph 3. Percentage of General Categories of Identified Need, Muslim Community, October 2005



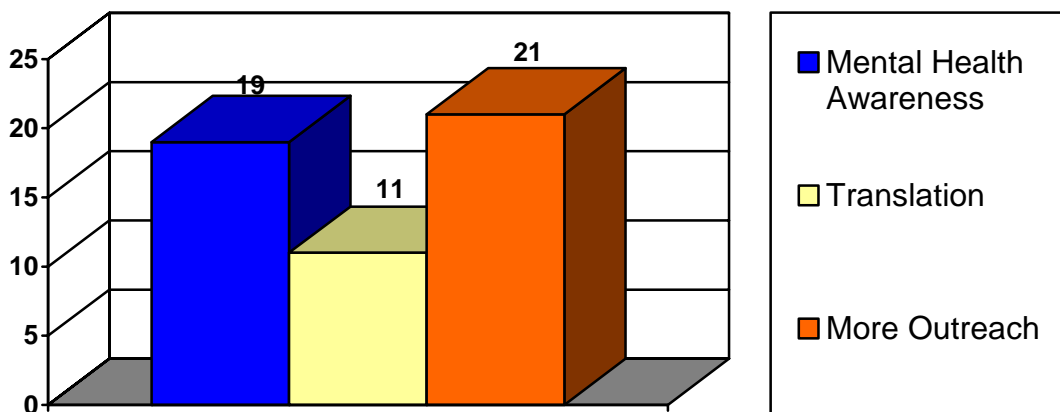
Specific strategies/ideas under each general area are as follows:

**Outreach** (32.5% of the entire vote)

Top three are:

1. More outreach needed; workers; community involvement
2. Mental Health Awareness needed
3. Support in own language, information in own language

Graph 4. Top Three Strategy Choices, by Number of Votes, for the Outreach Category, Muslim Community, October 2005



The remaining strategy was:

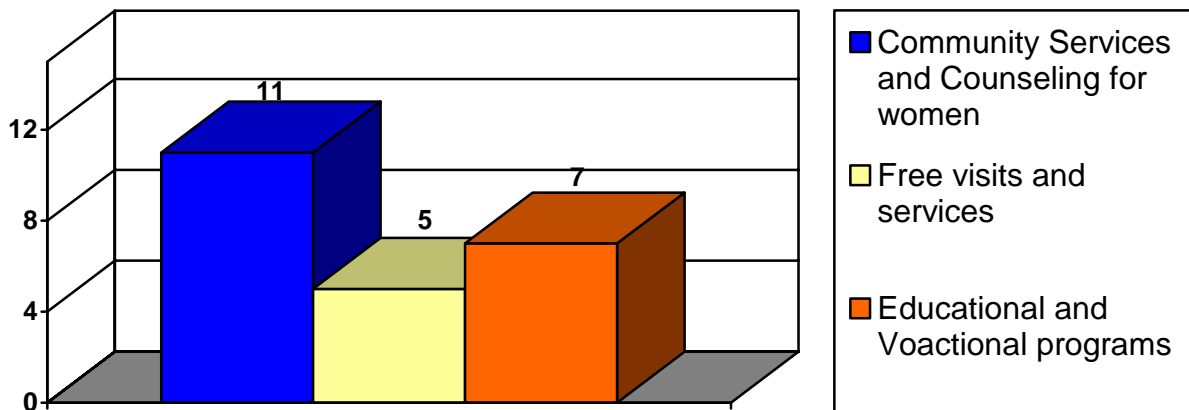
- a. Information about mental health resources

**Programs** (20.63% of the entire vote)

Top three are:

1. Community services and counseling for women
2. Educational programs and vocational training
3. Free visits and services

Graph 5. Top Three Strategy Choices, by Number of Votes, for the Programs Category, Muslim Community, October 2005



The remainder of strategies, listed in order of priority are:

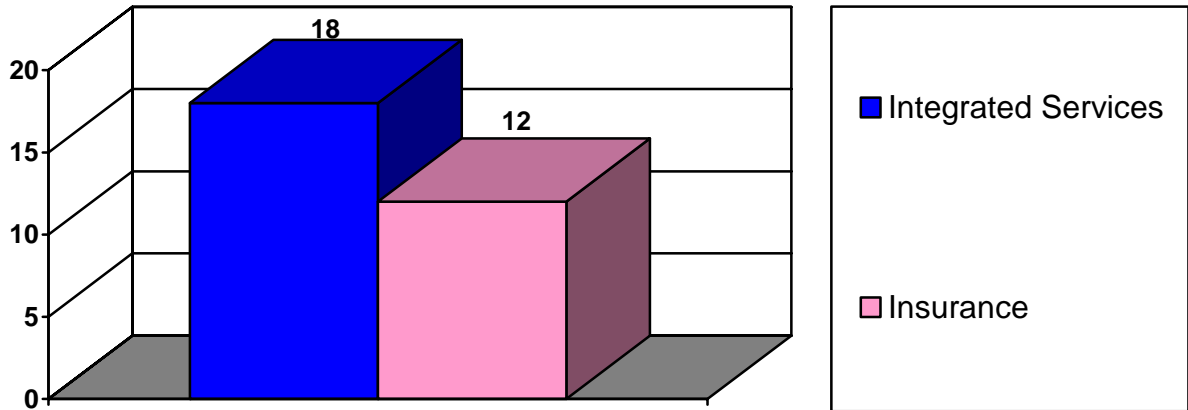
- a. Outpatient services
- b. Services and Support
- c. After school programs for youth
- d. Health and physical activities
- e. Child Care
- f. Incentives

**Service Delivery** (18.75% of the entire vote)

Top two are:

1. Integrated Services
2. Insurance

Graph 6. Top Two Strategy Choices, by Number of Votes, for the Service Delivery Category, Muslim Community, October 2005



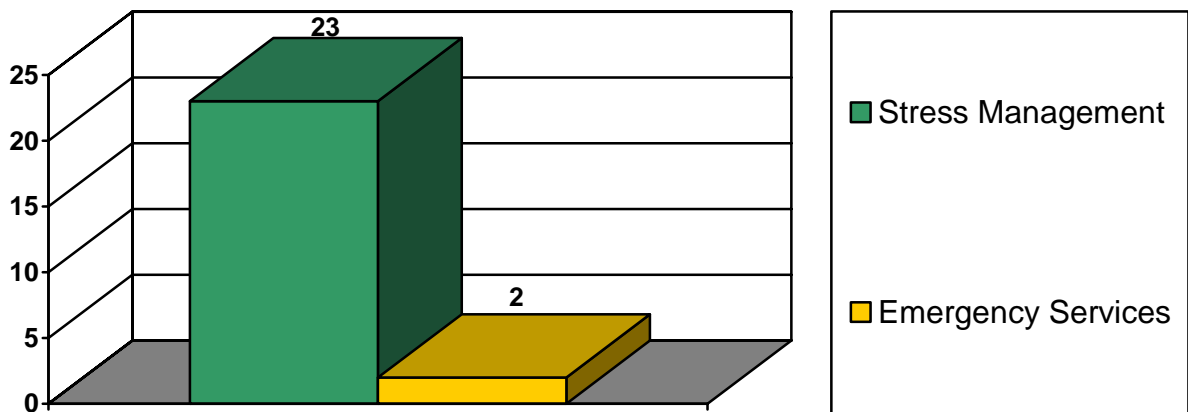
There are no other strategies in this category

Intense Services (16.87% of the entire vote)

Top two are:

1. Stress management classes on a regular basis
2. Emergency Services

Graph 7. Top Two Strategy Choices, by Number of Votes, for the Intense Services Category, Muslim Community, October 2005



The remainder of strategies, listed in order of priority are:

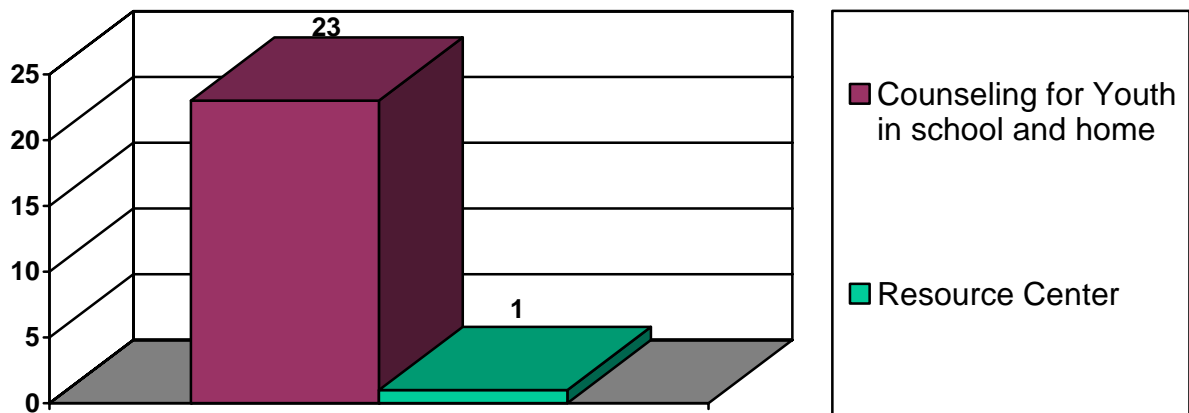
- a. Prevention and early intervention
- b. Anger management

Geography of Services (8.13% of the entire vote)

Top two are:

1. Counseling for youth in school and home
2. Resource Center

Graph 8. Top Two Strategy Choices, by Number of Votes, for the Geography of Services Category, Muslim Community, October 2005



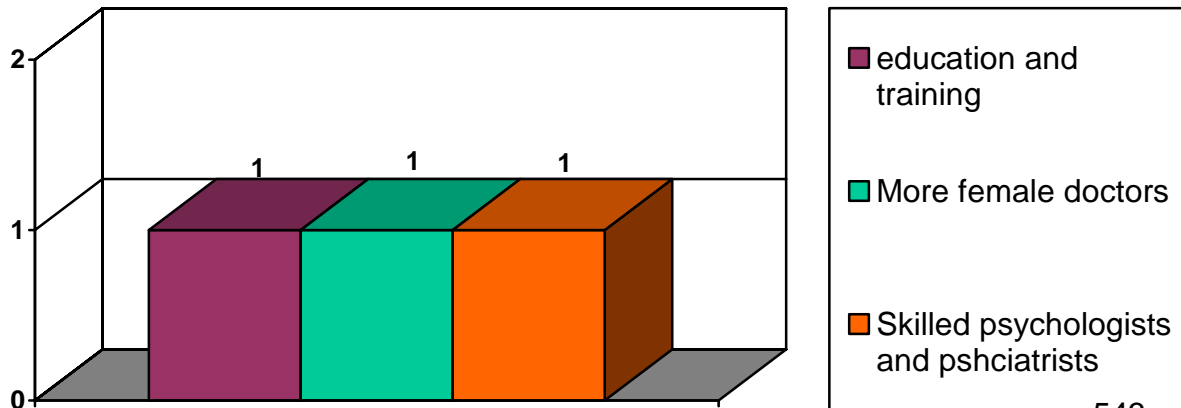
There are no other strategies for this category.

Mental Health Staff (1.87% of the entire vote)

Top three are:

1. Education and training
2. More female doctors
3. Skilled psychologists and psychiatrists

Graph 9. Top Three Strategy Choices, by Number of Votes, for the Mental Health Staff Category, Muslim Community, October 2005

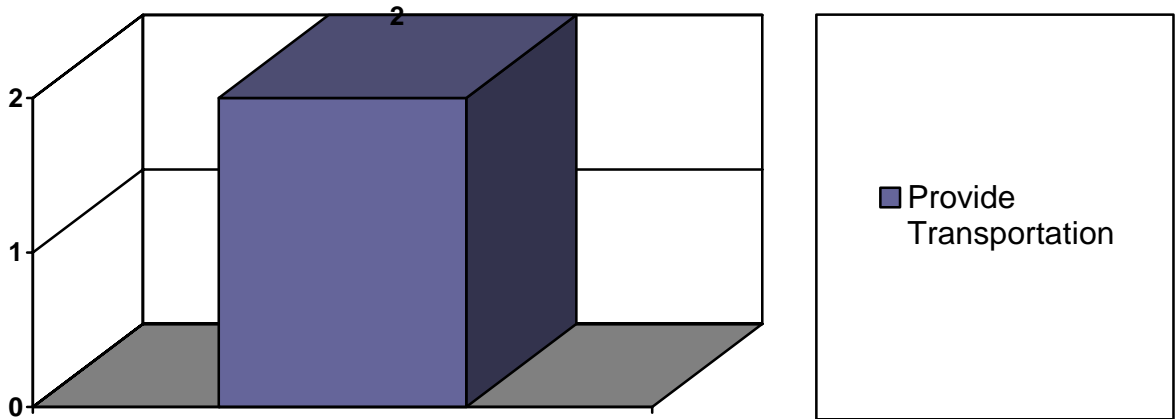


There are no other strategies for this category.

**Transportation** (1.25% of the entire vote)

To provide transportation was the only strategy in this section.

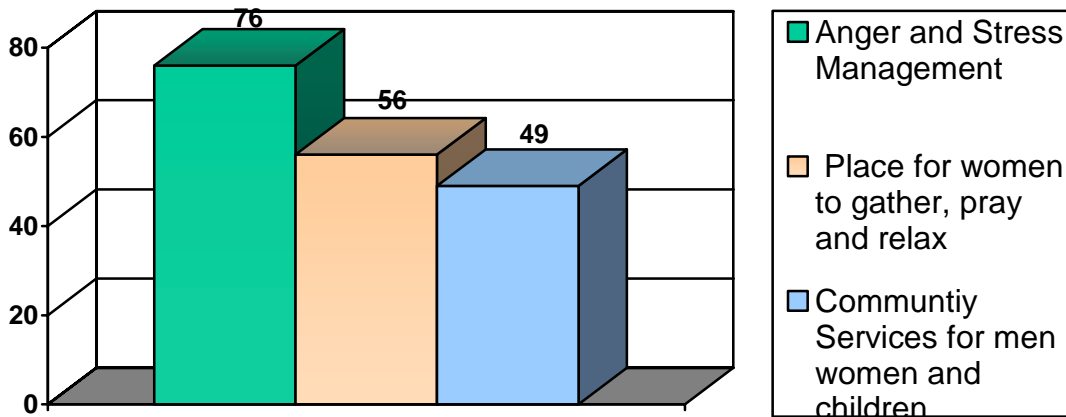
Graph 10. Top Two Strategy Choices, by Number of Votes, for the Mental Health Staff Category, Muslim Community, October 2005



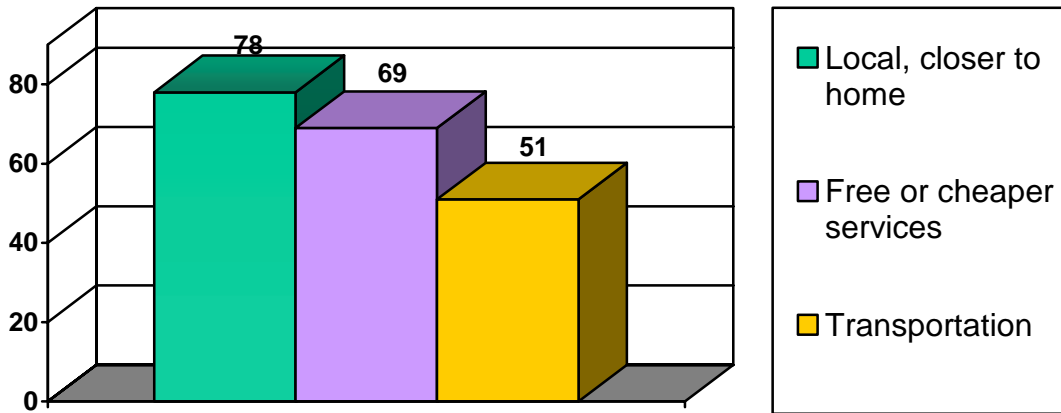
There are no other strategies for this category.

A total of 259 surveys were collected, compiled and analyzed.

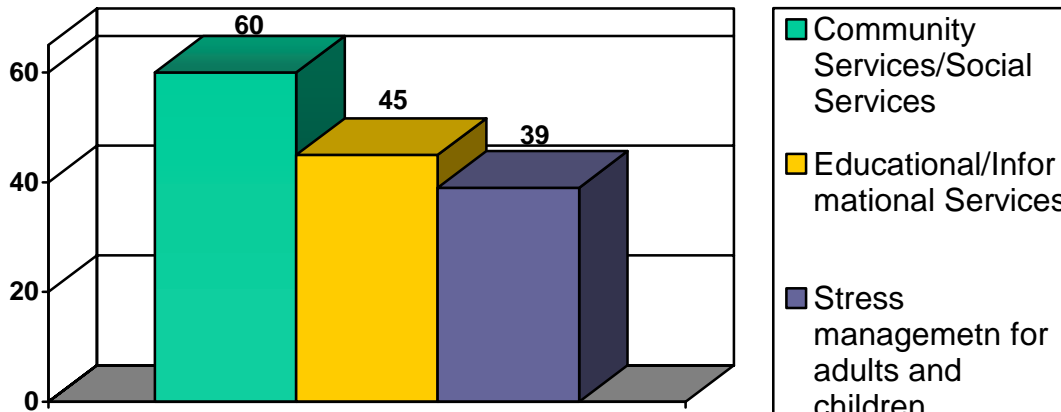
Graph 11. The Top Three Ways to 'What Kind of Services will be Helpful for the Problems You Described', Muslim Community, October 2005



Graph 12. The Top Three Ways to 'Make Services Easier to Get', Muslim Community, October 2005



Graph 13. The Top Three 'Needed Services', Muslim Community, October 2005



What kind of services will be helpful for the problems you described?	How can we make services easier to get?	Needed services
<b>Law Enforcement</b>		
This is the job of the authorities		
<b>Mental Health Services</b>		
More medication (2)	Bilingual case worker; translation; interpretation (49)	Counseling services; counseling; counseling for women (25)
Counseling services;	More clinics in different places;	Socio and psychological; mental (5)

What kind of services will be helpful for the problems you described?	How can we make services easier to get?	Needed services
counseling for children (24)	Provide them in the community; make them available in the neighborhood; a center in every city (16)	
An institute in every county and city and staffed with a sociologist	Free; cheaper services; it should be without cost (69)	Full customer service
Counseling for women (23)	Closer to home; local (78)	Anger management for children and adults; conflict management (24)
Free services; free mental health (22)	Publicity; outreach; advertising (25)	Free clinics (14)
None	None	None
Out patient services; outpatient clinic (5)	Less paper work	Out patient therapy (11)
Group therapy available to the community	Good customer service	Stress management for adults and children; relaxation (39)
Have classes that deal with these problems - workshops	Monthly home visit; come to our home (10)	Mental health outreach (19)
Anger management; conflict management; Stress relief; relaxation; stress management (76)	In Lodi; east Lodi (21)	Social workers that know health issues; outreach (15)
	24 hours availability	Translation; bilingual (31)
A teacher who can guide female and teach them about their mental health and how to cope because they are stressed out and don't know how to tackle the crisis	Regularly provided services; Weekly or monthly services; daily (22)	All kinds of related services; more (10)
Awareness and mental health education (21)		I need doctor and pills for my mental health
Case worker that relates to you	Someone to be with you and the doctor at all times	Cheaper meds
Evening and morning classes	Platform to listen to our emotions	More facilities; clinics (16)
Being aware of your stress	Stress management techniques (15)	Teach children coping skill; counseling for children (3)
We should have facility	In the reach of people; without cast; for everyone (8)	Welfare needs and health needs at the same place; integrated services (22)
I need always doctor services to see me	Stockton	Counseling for women (29)
Integrated services (11)	Provide in schools and colleges	Short and informational (2)
Psychology; psychiatrists (29)	Downtown (13)	Give and show informational videos
Prevention programs	Build more facilities	Depression classes (12)
After school programs for youth (12)	Good schedule in Lodi	
Interpreter; language issues (38)	Islamic teachers	

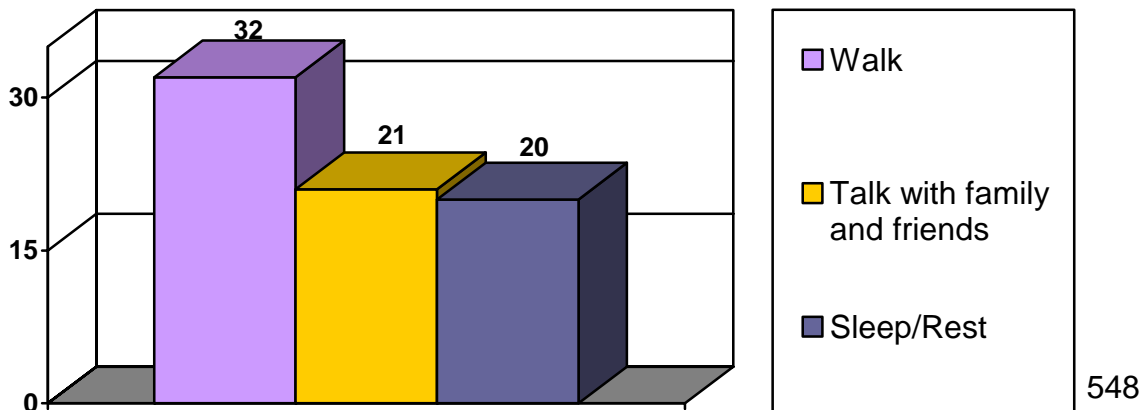
What kind of services will be helpful for the problems you described?	How can we make services easier to get?	Needed services
Public education program; Outreach worker (22)		
Education; school (3)		
Well educated doctors; more doctors (11)		
Free doctors and clinics (12)		
A clinic (5)		
Activities for depression		
Brochure that will reassure that everything is going to be alright		
<b>Social Activities/Services</b>		
Community gathering; social gathering (39)	Gather a social group	Entertainment activities for girls who stay home (12)
Relaxation for women; a place for women to gather and talk and pray (56)	More involvement between Muslims	Community gathering (29)
Be with family	Social gathering hall (29)	Social activities (21)
Craft activities for women to relax; relaxation classes (21)	Islamic Center	Physical activities, gym; trainer (12)
Islamic Center; a place where we can get together to pray and teach Quran (5)		Recreation facilities for Pakistani and other cultures (5)
Social activities for people to keep busy; social activities (31)		
Games for boys; places for boys to play (3)		
<b>Transportation</b>		
Transportation (25)	Transportation should be provided; transportation; ride to school (51)	Transportation (31)
<b>Medical Services</b>		
Full medical benefits; medical; health insurance (7)	Free health insurance (3)	Health services (11)
Exercise classes; exercises for Pakistani females (21)	Medi-Cal	Nutrition classes
Free medicine (3)		Exercise Classes/ physical education (17)
<b>Social Services</b>		
Community services for women and girls; community services (49)	Child care; free child care (7)	Translation (12)
Separate schools for Muslims	Financial Aid	Giving free books
Employment and job training; vocational training (22)	Translation in public schools	Teach us about Islam
Child care (3)	Having food in schools (5)	Educational services; Informational



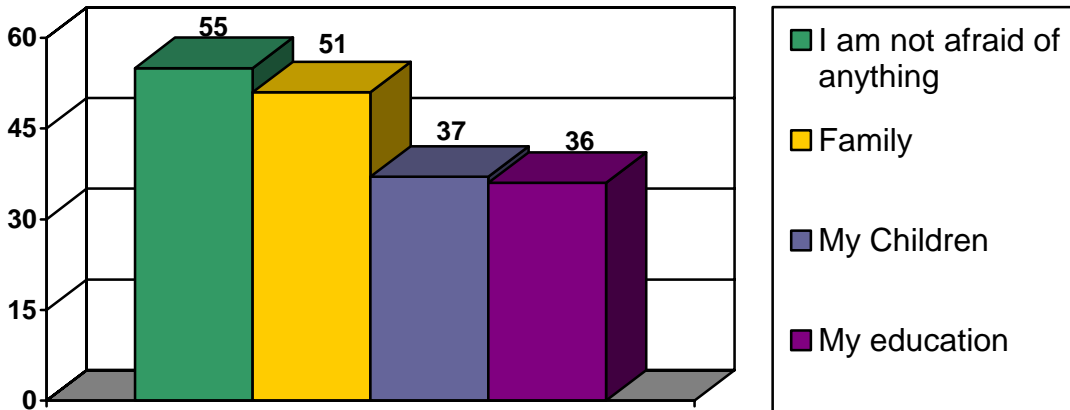
What kind of services will be helpful for the problems you described?	How can we make services easier to get?	Needed services
		Services; adult education (45)
ESL Classes (33)		Financial problems and funding (15)
Adult education (17)		ESL Classes (21)
After school programs (25)		Social services; community services; community services for men and women (60)
Awareness of birth control		More interactive studies for children in our Muslim community; Islamic teachers (2)
Vegetarian food		A place for women to worship and talk (10)
Senior Services (3)		Tutoring center
		Schools should educate children on issues (5)
<b>Employment</b>		
Employment and job training; vocational training (21)		Job training and financial help; vocational training; vocational training for men (27)
Information technology		
<b>Other</b>		
N/A	N/A	N/A
By getting safety, we need to be safe	Communicate with people	Communication
I don't have any problems	Good pay	I don't know (2)
Prayer	I do not know; not sure (4)	Working is really good
Get work to do	Not my problem	Less exams more education
Medical is really helpful	Have less exams	
Rise of prices; gas prices (2)	Cost of gas	
Exams in school	More stop signs and crossing guards	
Pumpkin patch would help		

Community Partnership for Families included the following questions in their survey. The responses have been compiled and analyzed as follows.

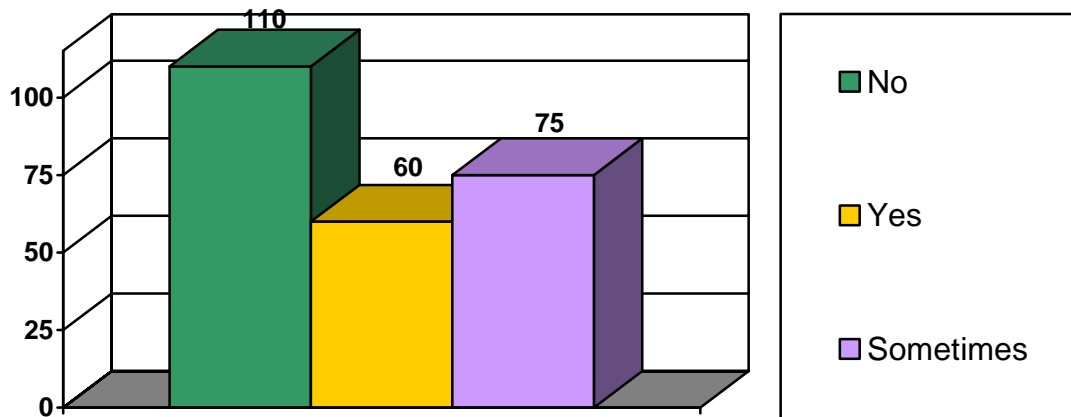
Graph 12. Top Three responses to "How do you deal with stress or anxiety?" Muslim Community, October 2005



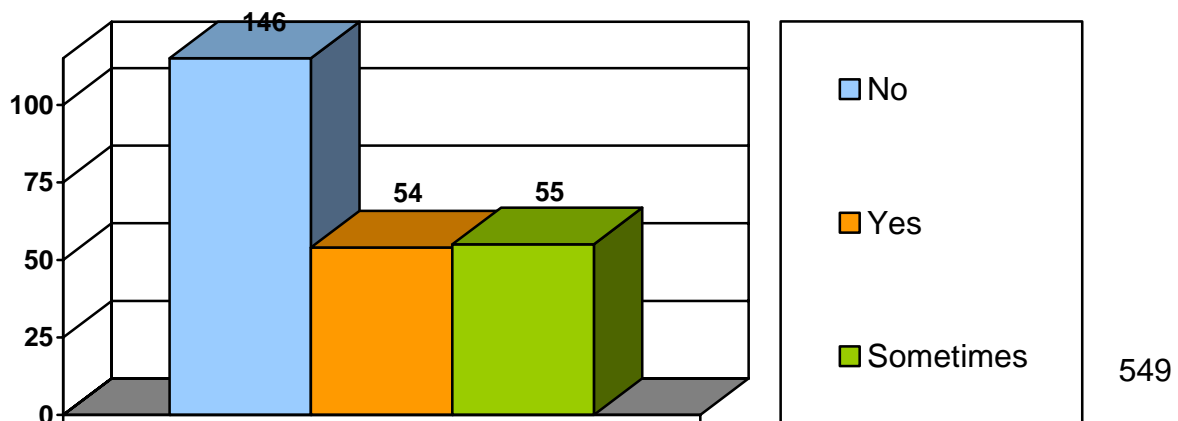
Graph 13. Top Three responses to "What Kinds of Things Do You Worry About? Are You Usually Afraid Of?" ,Muslim Community, October 2005



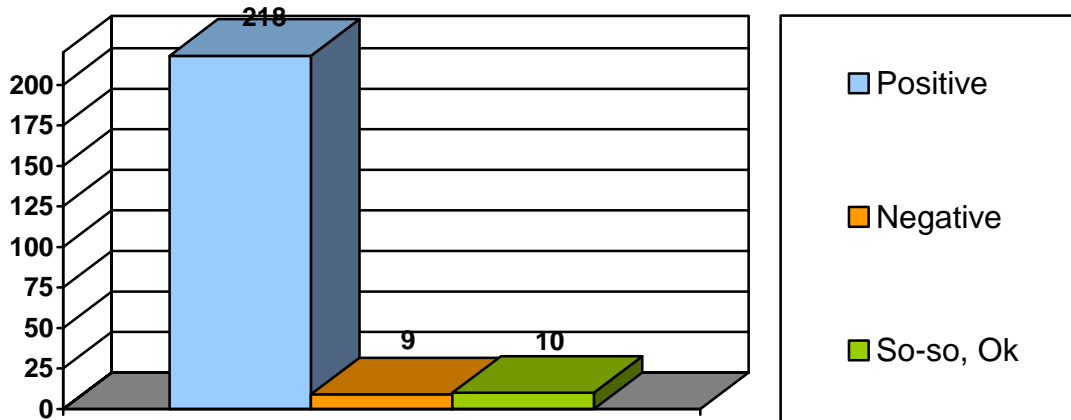
Graph 14. Top Three responses to "Do You Ever Find Your Emotions Preventing You From Doing Your Everyday Activities?" Muslim Community, October 2005



Graph 15. Top Three Responses to "Do You Ever Have Problems with Falling Asleep or Waking Up Early?" Muslim Community, October 2005



Graph 16. Top Three responses to "How Do You Feel About the Future for You and Your Family?" Muslim Community, October 2005



Self Esteem				
How do you deal with stress or anxiety?	What kinds of things do you worry about? Are you unusually afraid of anything?	Do you ever find your emotions preventing you from doing your every day activities?	Do you ever have problems with falling asleep or waking up early? (Sleep problems)	How do you feel about the future for you and your family? (Positive/negative)
Listen to music (15)	Financial; bills; Rise of prices (12)	Face the world (2)	A lot of time (2)	So so; Ok (10)
Walk; take a walk; I like to walk alone and talk to myself; walking (32)	Future of my children; children (37)	No; None; not really (110)	Yes; yes falling asleep; yes (54)	Positive; good; Hopeful; bright (218)
Watch TV (14)	No; not really; nothing; not afraid of anything (55)	Fatigue	Sometime; once in awhile; sometimes like twice a month (55)	Belief in God; God knows better
Patience; relax; take deep breaths; breath (12)	My education; study; finish school; School; my studies; homework; graduating; education (36)	Sometimes (60)	No; not really (146)	No (2)

Exercise; work out; run; jogging (19)	I worry about the tragedy back home; my family back home; I have deep concern for my children who are abroad; (9)	Yes; often; many times (75)	Waking up on time (2)	It depends on the availability of resources for Pakistani minorities
Prayers and religious faith; pray and read Holy Quran; praying (50)	My health; families health (20)	I don't know	Waking up early	Negative; sometimes the future looks dark; not good (9)
Work (9)	Job security; not having a good job; business; career (13)		I am sleepy all the time due to exhaustion	I feel good for them, I am positive for them; I am happy for them (3)
Sleep; get some rest; lay down; nap; go to bed (20)	Family; about my family; parents; My mother; family matters (510)			I think great
Think positively; talk about something positive; talk with friends or family; chatting with crazy people; think positively; go to friends (21)	My future; my life; my life failing; myself; what will happen in future (20)			Positive will be tough due to pricing of homes in California
Dancing (2)	Full benefit			Nervous, anxious, stressed out
Play (6)	Accidents			Nervous but optimistic
No; None; I don't have (4)	Disaster to earth; earthquake; natural disaster (6)			
I do not know how to deal; I don't know (5)	Safety (2)			
Keeping busy; go out (4)	Positive approach to every life problem			
Do creative things	I don't know			
Sports (3)	Political mismanagement of the country			
Manage stress rather than eliminate; deal with it (4)	That I might do something to others or myself			
Eat (2)	I get angry fast			
Get mad; shouting (3)	Yes			
I am mental patient	The dark and noises (2)			
Very difficult	God; the Quran (2)			
Make different faces	Field trips			
Play with my cousins; play with family (4)	Car; gas prices (2)			
Forget about the problem	Monsters, scary movies, spooky ghosts (2)			
Going to tour	Many things (2)			

Sing (2)	Afraid of my kids turning against Islam			
Dance	My home			
Do my housework (3)	My marriage			
I listen to tilawat/naat	Everything			
Chill in spa; spa (2)				
Emotions; depressed; cry (6)				
Bad (2)				
I read (2)				
Make a "to-do" list				
Go shopping (3)				
Enjoy nature				
Vacation				
Ignore the problems				
Think				

Age	Gender	Race	Residence	Group Affiliation
17 or Younger (44)	Male (104)	Muslim (141)	Stockton (26)	Family Members (32)
18-24 (61)	Female (146)	Pakistani (25)	Lodi (158)	Education (15)
25-29 (125)		Asian (6)	Galt (1)	Social Services (1)
60+ (25)		Pakistani - American (4)	Thornton (1)	
		Afghani (2)	Other (1)	
		American (1)		

**Criminal Justice Outreach Survey**  
*October 4, 2005*

A total of fifteen surveys were collected. The following are the survey responses as stated by participants.

Age	Gender	Race	Residence	Group
60 + (0)	M (6)	Hispanic (2)	Lathrop (2)	Education (2)
25-59 (14)	F (8)	Mexican (2)	Lodi (4)	Consumer (1)
18-24 (2)		White (6)	Manteca (3)	Law Enforcement (1)
17 or < (0)		Latino (1)	Stockton (5)	
		Black (1)		

Make services better?	Make services easier to get?	Needed services
<b>Mental Health Services</b>		
Immediate/easier access to clinicians; prevent relapse (7)	Service centers outside of Stockton; all cities in San Joaquin County	MH needs assessment at the jail
Reduced cost (5)	No cost services	Sensitivity training for Correctional/law enforcement personnel (2)
Outpatient counseling	Work with Probation	Substance abuse program at the jail (2)
Information about services (4)	Publicity about services; access to information (4)	More MH services at the jail
24x7 mobile crisis/evaluation team (3)	Immediacy of access	Alcohol, Domestic Violence, anger management programs for women
Hot line	24x7 mobile crisis/evaluation team (2)	Counseling at the jail to help identify needs (2)
Sensitivity training for Correctional staff	Qualified service providers	Publicity about services
Make treatment more interesting and smaller classes		MH clinician/Dr at the Honor Farm
Work with Probation		
<b>Social Activities/Services</b>		
		Grief counseling to prevent substance abuse used as coping mechanism (3)
<b>Transportation</b>		
Transportation to services (4)	Transportation access (3)	
<b>Social Services</b>		
	Family support programs; liaison for inmates (2)	Programs for children of incarcerated parents (2)
		Parenting counseling/classes during and after incarceration; professional MH staff to support the program
<b>Employment</b>		
	Transitional housing for released inmates	
<b>Other</b>		
Jail services for assessment, intervention, counseling (4)	Reimbursement of co-pay (2)	
Family liaison for inmates	Phone access in jail/booking (4)	

## All Criminal Justice Workgroups Voting Data Summary November 2005

This data is a summary of the dot voting from the community for all criminal justice workgroup meetings. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded through MHSA, based on the Community Supports and Services (CSS) funding guidelines.

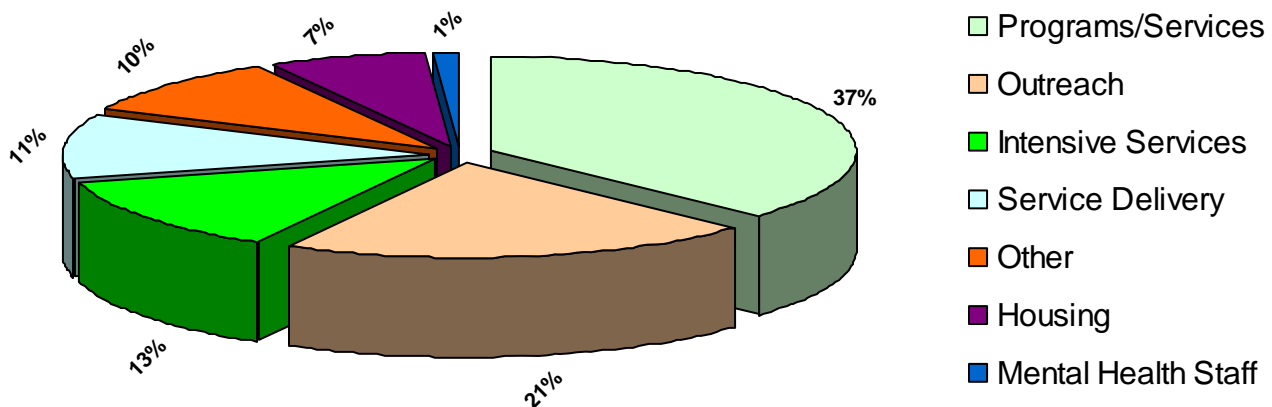
This data is a summary of the dot voting from the community for all criminal justice workgroup meetings. Data was submitted from the workgroups as follows:

Table 1. Summary Data of Voting and Attendance for Criminal Justice Workgroups

Date	Attendance	Number of Voters	Number of Votes
9.8.2005	20	8	40
9.21.2005 a.m.	82	52	262
9.21.2005 p.m.	25	21	105
9.27.2005	24	18	90
10.5.2005	14	12	60
Total	165	111	557

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Criminal Justice Workgroups, by Percentage



Specific strategies/ideas under each general area are as follows:

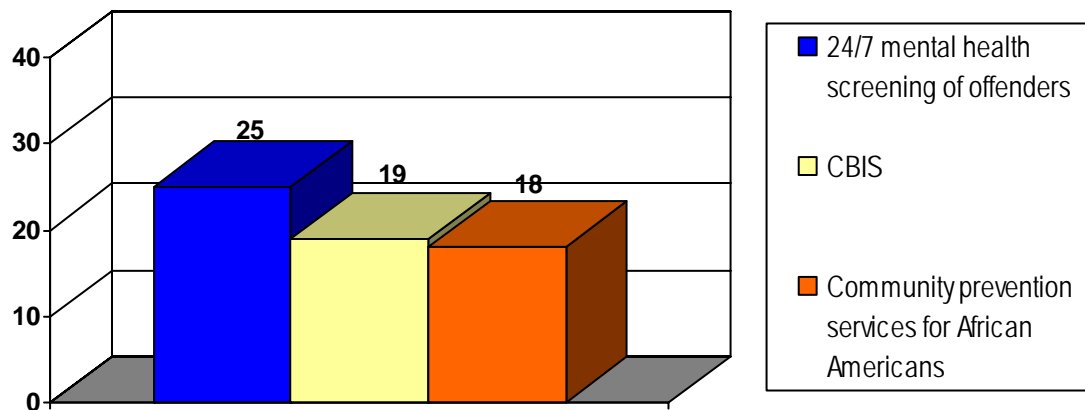


## Programs and Services (37% of the entire vote)

Top three are:

1. 24x7 case management screening at the jail and pre-conviction; identification and evaluation of offenders who may be mentally ill and fall through cracks
2. CBIS
3. African-American services within the community to provide case management for those being released from incarceration.

Graph 2. Top Three Strategy Choices, by Number of Votes, for the Programs and Services Category



The remaining strategies, listed in order of priority are:

- a. Collaboration programs with VMRC (Valley Mountain Regional Center) and SJCBS for individuals who could be incarcerated, are incarcerated, and those being released from incarceration
- b. Consumer-run recovery center
- c. PACT (program of assertive community treatment)
- d. Fund MIOCRG (Mentally Ill Offender Crime Reduction Grant)--court diversion program
- e. Funding for Power'n Support
- f. Jail diversion program, e.g. Sunhouse
- g. Day treatment programs
- h. Dual-diagnosis intervention programs; services by clinician while incarcerated; clean and sober housing. \*Expand Allies\*
- i. Substance abuse intervention for dual-diagnosed mentally ill
- j. Dual-diagnosed live-in rehab - 6 month minimum with after care
- k. Increase competency services and training for people with misdemeanor offenses

- l. Forensic support groups with a real doctor 🚗
- m. Intervention services for families of incarcerated persons (family therapy, behavioral therapy, inter-agency collaboration); help families organize 🚗
- n. Program for Behavioral Wellness; hand-outs
- o. Community re-entry support and education; rehab; support for families
- p. Older adult day treatment 🚗
- q. 71 bed dual-diagnosis residential treatment facility and out-patient follow-up statistics
- r. A place to go-safe house-for overnight upon release from jail with needs evaluation/case management/referral services
- s. Gipson Center Program for consumers that generates funds for the Center and is financially sustaining
- t. In-jail consumer/family support services
- u. Pet therapy 🚗
- v. Place to go for problem consumers to receive services without restrictions due to poor behavior or under the influence (substance-abuse); could be community-based, CBO-based, MHS-based
- w. Programs like "Un Paso Adelante"
- x. Provide services and follow-up for foster youth who need them
- y. Residential care funding adequate to provide necessary and appropriate services for consumers with chronic mental illness to prevent them from being pushed into the community
- z. Residential out-patient with wrap around services that are multi-cultural, culturally sensitive. Basic education assessment; employment training like skills; anger management; substance abuse; continuing care
- aa. Community re-entry Day Treatment
- bb. Gang affiliation support group for those leaving gangs 🚗
- cc. Locked facilities for youth back in SJ Co. 🚗
- dd. Medical, dental, psychiatric care
- ee. Programs for serious offenders including 290 registrants
- ff. Community faith-based spiritual center
- gg. Nutritional supplements and food vouchers 🚗
- hh. Respite care for families and Board and Care operators
- ii. Respite for consumers from Board and Care environment; time out
- jj. Retirement Center for the elderly, and elderly offenders 🚗
- kk. Special groups for older adult consumers who are incarcerated

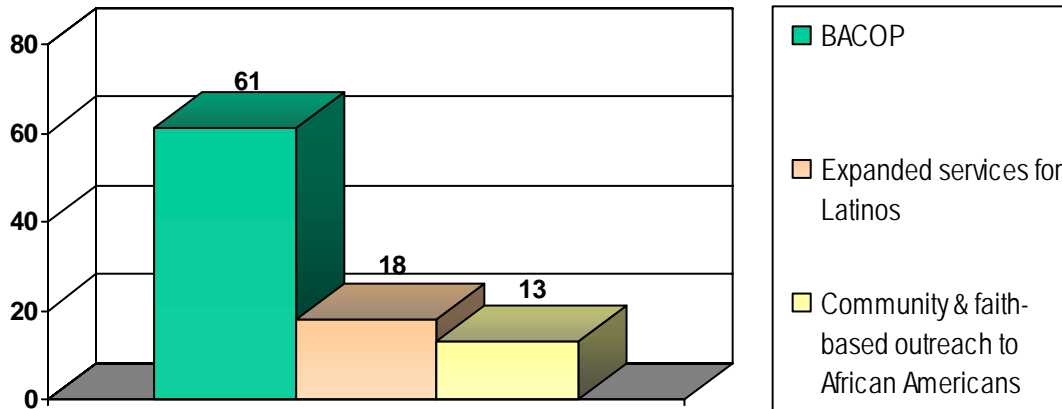
**Outreach (including ethnic/underserved)** (21% of the entire vote)

Top three are:

- 1. BACOP

2. Funding for expanded culturally appropriate mental health service to Latinos
3. Community-based, faith-based community outreach for African-Americans.

Graph 3. Top Three Strategy Choices, by Number of Votes, for the Outreach Category



The remaining strategies, listed in order of priority are:

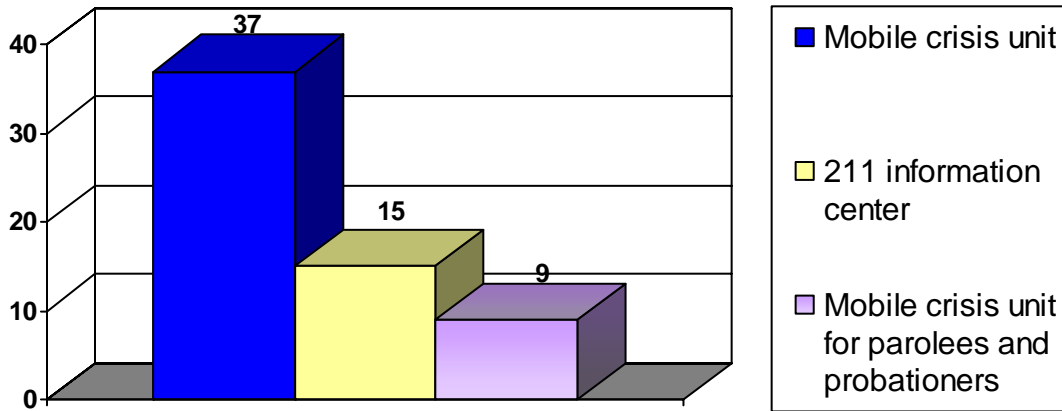
- a. Social Center for all ethnic groups 🚗
- b. Ethnicity coordinator to meet the needs for ethnic services
- c. 24-7 Latino team
- d. Outreach to each ethnic group
- e. Education of the public to reduce stigma
- f. Funding for all nationalities
- g. Multi-lingual services appropriate to the population

**Intensive Services** (13% of the entire vote)

Top three are:

1. 24-7 mobile response psychiatric evaluation team for the community and to include law enforcement
2. "211" information center - multi-lingual/cultural
3. Mobile crisis unit for mentally ill offenders

Graph 4. Top two Strategy Choices, by Number of Votes, for the Intensive Services Category



The remaining strategies, listed in order of priority are:

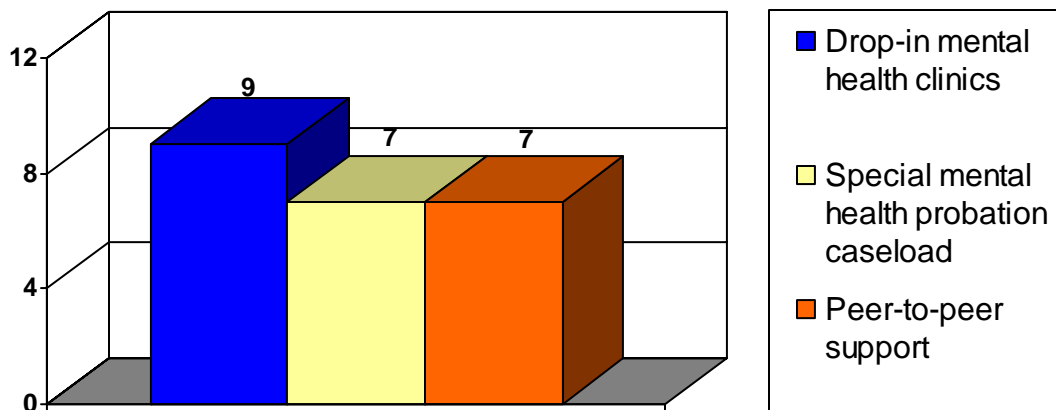
- Investigation team to address problems for older adults 🚗
- 24-7 case management
- PES (psychiatric emergency services)
- 24-7 crisis hotline
- 24-7 medical mobile unit for rural areas 🚗

**Service Delivery** (11% of the entire vote)

Top three are:

- Set up clinics for drop-in appointments with mental health professionals
- Create specialized mental health, mental ill offender caseload
- Peer-to-peer support

Graph 5. Top Three Strategy Choices, by Number of Votes, for the Service Delivery Category



The remaining strategies, listed in order of priority are:

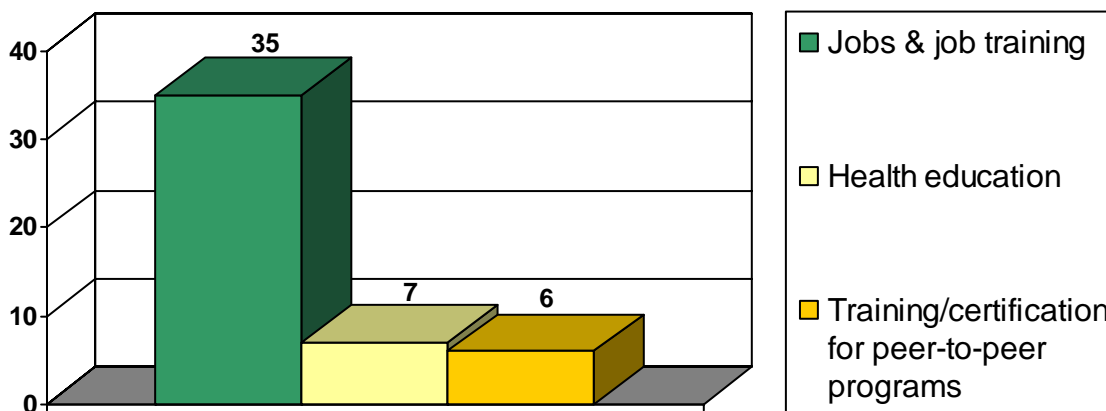
- b. Alternative treatments to jail sentencing
- c. Multi-service center: "one-stop shopping." Create a services agency with linkage to resources, groups, medical, socialization, food
- d. Wrap-around services; universal/intensive case management
- e. Consumer-run recovery center located on-site to deliver support and deliver resources
- f. Prevention/intervention prior to incarceration
- g. "211" program for total information about all services in the community
- h. Service Coordinator assigned to Mental Health clients
- i. Face-to-face support services
- j. Integration of MH and substance abuse programs
- k. Technology used to better service clients (laptops, etc.) 🚗
- l. Treat Mentally ill offenders rather than jail them
- m. Funding for non-profit community-based organizations 🚗
- n. Streamline existing services to speed up processing

Other (10% of the entire vote)

Top three strategies:

- 1. Work and training programs that include cooperative efforts between consumers, mental health service providers, and community industries
- 2. Health education 🚗
- 3. Education programs to certify consumers to train others for independent living (peer-to-peer)

Graph 6. Top Three Strategy Choices, by Number of Votes, for the Other Category



The remaining strategies, listed in order of priority are:

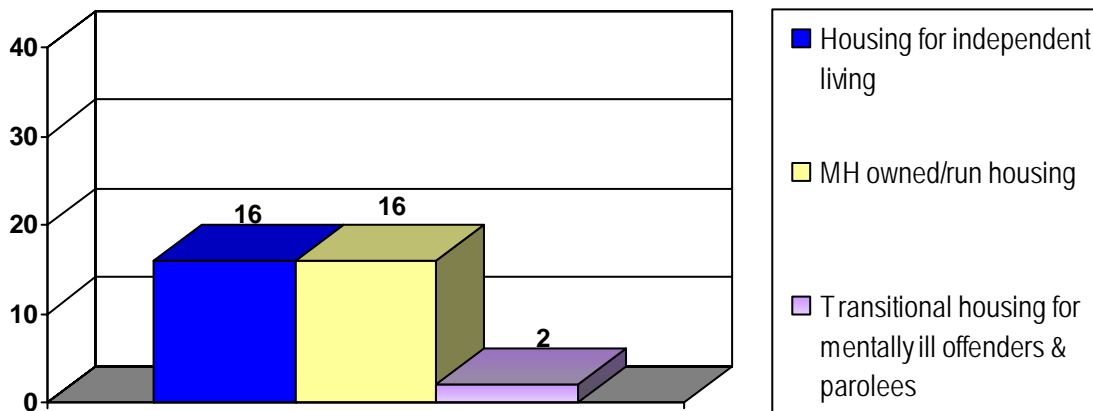
- a. Prevent and reduce street crime committed by and against consumers 🚗
- b. Educate consumers about the legal system
- c. Medical care for diabetic consumers 🚗
- d. Rebuild donated cars for resale 🚗
- e. Continuing education for law enforcement re: mental health issues; part of 24-7 mobile evaluation team
- f. Continuous funding/resources 🚗
- g. Hold harmless 🚗
- h. Mental Health Drug Court

**Housing** (7% of the entire vote)

Top three are:

1. Housing for independent living; all aspects - safe, affordable, appropriate - flexible funding
2. MH owned/run community based housing program
3. Transitional housing for mentally ill offenders with referral services for SSI and temporary money relief.

Graph 7. Top Three Strategy Choices, by Number of Votes, for the Housing Category



The remaining strategies, listed in order of priority are:

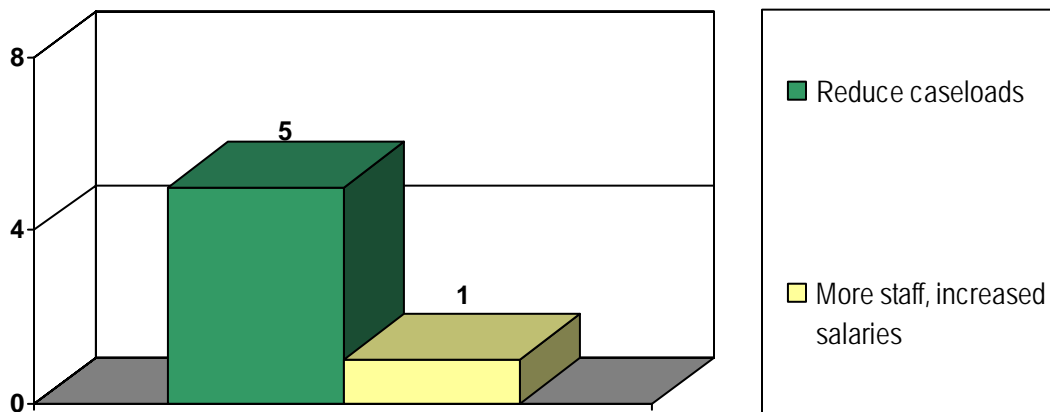
- a. Buy abandoned buildings and renovate them for shelters/services outlet
- b. High security (safe) transitional housing for older adults > 70 yrs

**Mental Health Staff** (1% of the entire vote)

The top two choices are:

1. Reduce case loads (five votes)
2. More staff, increased salaries (1 vote) 🚗

Graph 8. Top Two Strategy Choices, by Number of Votes, for the Mental Health Staff Category



The remaining strategies, neither of which received a vote:

- a. Create a MHS position for cultural coordinator
- b. Professional staff for on-going training of MH staff

**Transportation** (>1% of the entire vote)

There was one strategy in this category:

1. Better transportation services (1 vote)

**Services: Geography** (>1% of the entire vote)

There were two strategies in this category that received one vote each:

- a. Community-based service centers
- b. Recreational and socialization services in the community

## Criminal Justice Honor Farm Outreach Voting Data Summary November 2005

This data is a summary of the dot voting from the community for underserved ethnic homeless outreach meetings. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded under the current MHSA, Community Supports and Services funding.

Outreach was conducted during the month of October 2005, led by Mental Health Services Homeless Outreach staff which includes 1 focus group. Thirty inmates attended the focus group which generated 15 surveys.

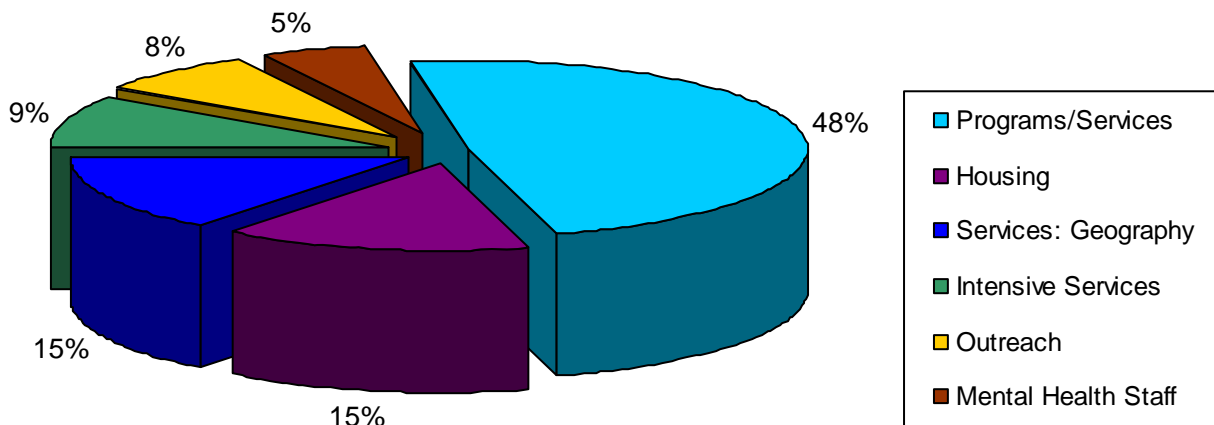
Table 1. Summary Data of Voting, Attendance, and Survey Response for Community Underserved Ethnic, Homeless.

Date	Contact Type	Number Attendees	Total Votes/Responses
October 14, 2005	Surveys	15	16
October 14, 2005	Focus Group	30	101

Data was submitted from Mental Health Services Criminal Justice staff as follows:

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Community Criminal Justice Outreach, by Percentage





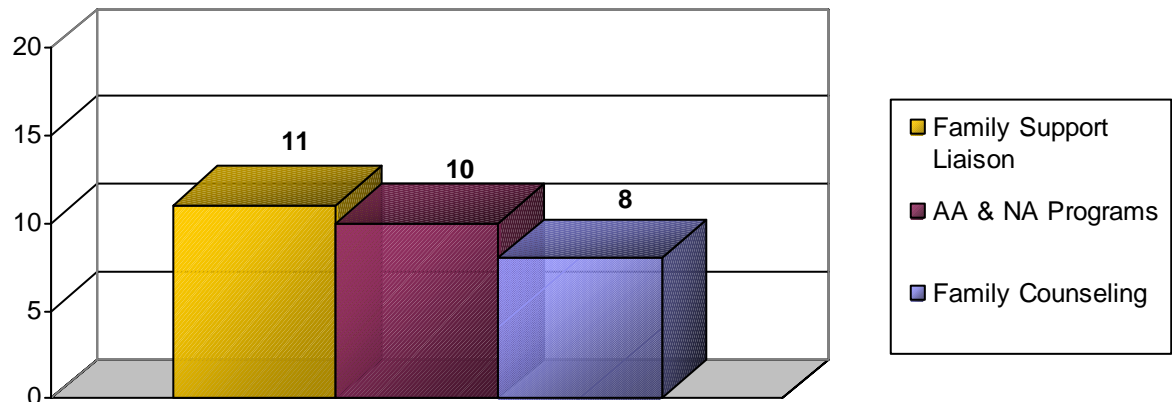
Specific strategies/ideas under each general area are as follows:

**Programs and Services** (48% of the entire vote)

Top three are:

1. Family support liaison program for incarcerated persons
2. AA & NA through MHS; substance abuse, DV, anger management programs at the jail
3. Family counseling especially for incarcerated parents and their children - Parenting classes

Graph 2. Top Three Strategy Choices, by Number of Votes, for the "Programs and Services" Category



The remaining strategies, listed in order of priority are:

- h. Post jail release peer and clinical support
- i. Collaborative support programs with Probation
- j. Mental Health services/counseling at the jail
- k. Easier access to programs after incarceration
- l. Treatment programs that are stimulating
- m. Programs for children whose parents are incarcerated
- n. Transitional support program to start while incarcerated - How to start over
- o. Vocational training, education of health services, prevention programs, continuous support

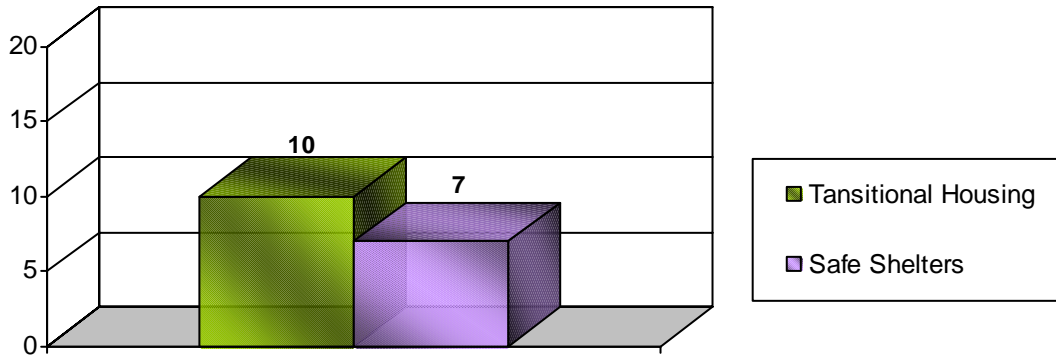
**Housing:** (15% of the entire vote)

Top two are:

1. Transitional housing from jail with Detox

2. Shelters in safe areas that offer substance abuse counseling and child counseling

Graph 3. Top Two Strategy Choices, by Number of Votes, for the "Housing" Category

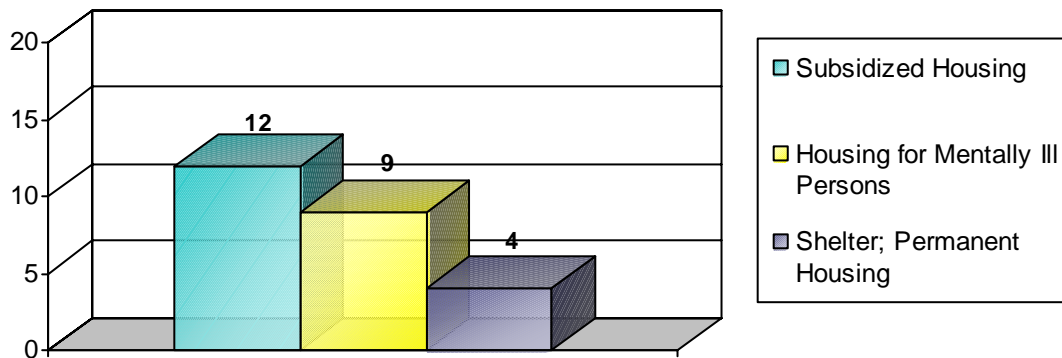


**Services, Geography:** (15% of the entire vote)

Top two are:

1. Community-based Detox
2. Free clinics

Graph 4. Top Two Strategy Choices, by Number of Votes, for the "Services, Geography" Category

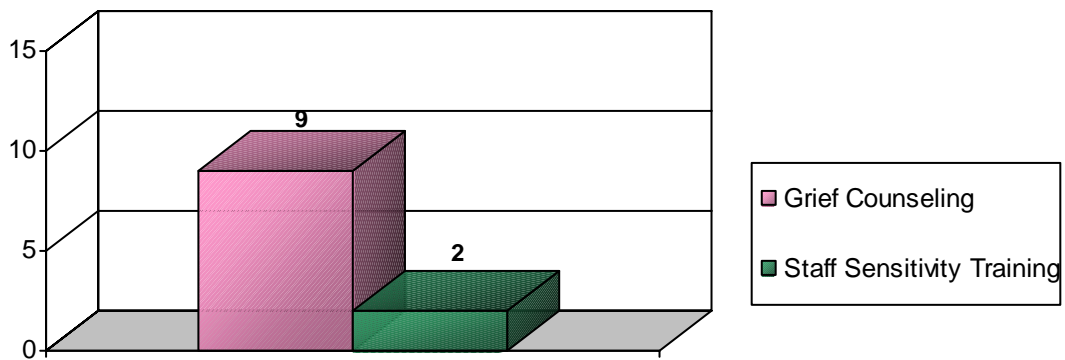


**Intensive Services** (9% of the entire vote)

Top two are:

1. Grief counseling for persons who lose a family member while incarcerated
2. Sensitivity training of staff processing prisoners

Graph 5. Top Two Strategy Choices, by Number of Votes, for the "Intensive Services" Category

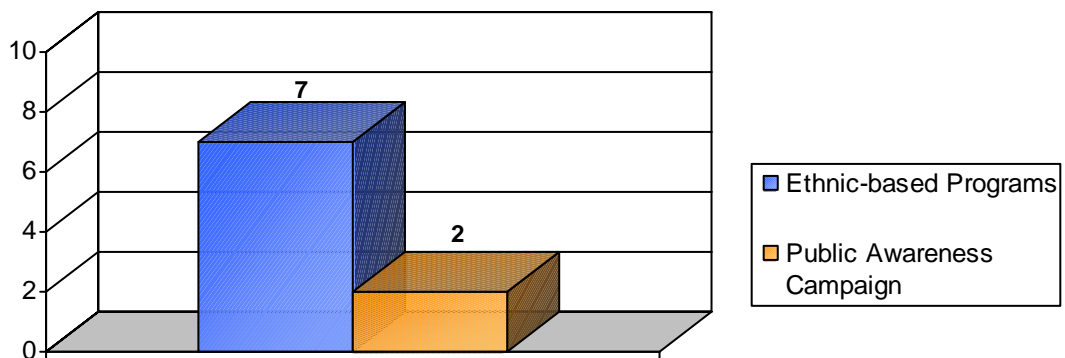


**Outreach** (8% of the entire vote)

Top two are:

1. Programs to specifically meet the needs of ethnic groups throughout the community
2. Public awareness campaign of mental health services

Graph 6. Top two Strategy Choices, by Number of Votes in the "Outreach" Category

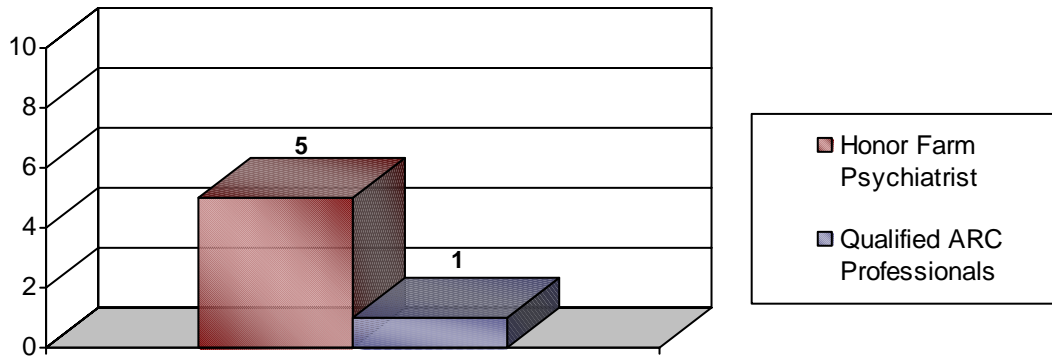


**Mental Health Staff:** (5% of the entire vote)

Top two are:

1. Professional MH staff - psychiatrists - at the honor farm/jail
2. Qualified professional providing services - ARC (alcohol recovery center)

Graph 7. Top two Strategy Choices, by Number of Votes in the "Mental Health Staff" Category



**El Concilio Survey Outreach**  
*October 10, 2005*

There were many different outreach efforts by El Concilio, thus there will be documents with different numbers of surveys and focus group participants. This portion represents 11 surveys.

Age	Gender	Race	Residence
60 + ( )	M ( )	Latino (11)	Lathrop (6)
25-59 ( )	F ( )		Stockton (4)
18-24 ( )			Manteca (1)
17 or < ( )			

Make services better?	Make services easier to get?	Needed services
<b>Mental Health Services</b>		
That the services be free	Serve clients first	Faster services, three weeks is too much
More information on mental health; Having services on television and schools( 2)	More outreach/education on mental health (2)	More mental health services at the hospitals in Spanish
More psychologists	There is a shortage of services	Serve the underserved
More trusting services for older adults/ they mean have staff that older adults can trust	Different take on MH, example: cultural competency, linguistic services	Alternative services that work
Trust	Bring services closer to the community	More information of the MH services at the schools
<b>Transportation</b>		
	Transportation for the people that have no way to get to services	
<b>Other</b>		
	Services for ADHD at the schools	Children abusing parents
	After school programs, based on prevention, example: tutoring	

## El Concilio Focus Group Voting Data Summary November 2005

This data is a summary of the dot voting from the community for underserved ethnic Latino focus group meetings. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded under the current MHSa, Community Supports and Services funding.

Outreach was conducted during the month of October 2005, led by El Concilio which includes four (5) countywide Focus Groups and 112 surveys.

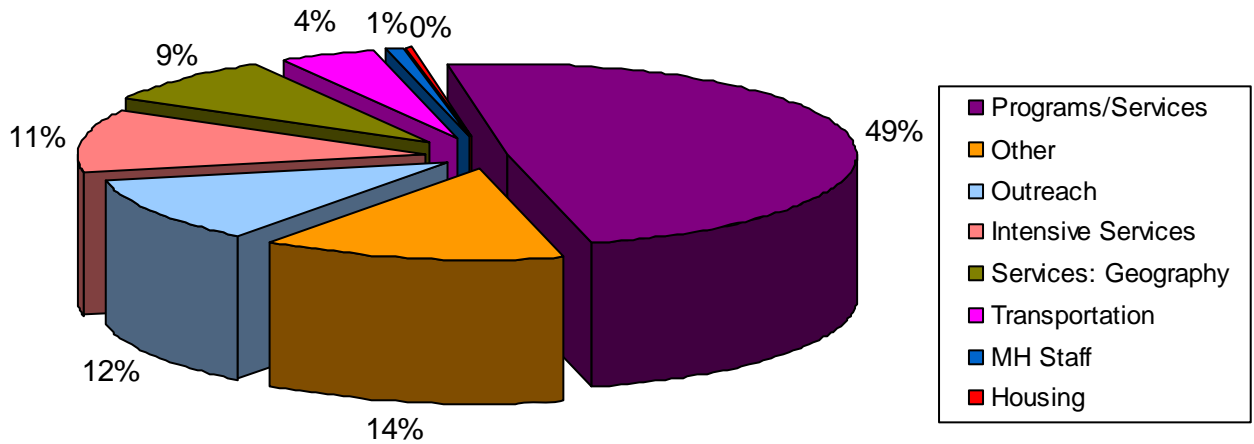
Table 1. Summary Data of Voting, Attendance, and Survey Response for Community Underserved Ethnic, Latino.

Date	Contact Type	Number Attendees	Total Votes/Responses
October 3, 2005	Surveys	10	6
October 10, 2003	Surveys	11	21
October 13, 2005	Surveys	29	80
October 19, 2005	Surveys	14	15
October 20, 2005	Surveys	24	72
October 24, 2005	Surveys	2	6
October 25, 2005	Surveys	10	12
October 26, 2005	Surveys	7	21
October 28, 2005	Surveys	12	36
October 3, 2005	Focus Group	13	30
October 10, 2005	Focus Group	32	97
October 13, 2005	Focus Group	39	40
October 20, 2005	Focus Group	8	22
October 27, 2005	Focus Group	11	45
<b>Total</b>		<b>184</b>	<b>503</b>

Data was submitted from Latino community-based organization, El Concilio, as follows:

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Community Latino Outreach, by Percentage



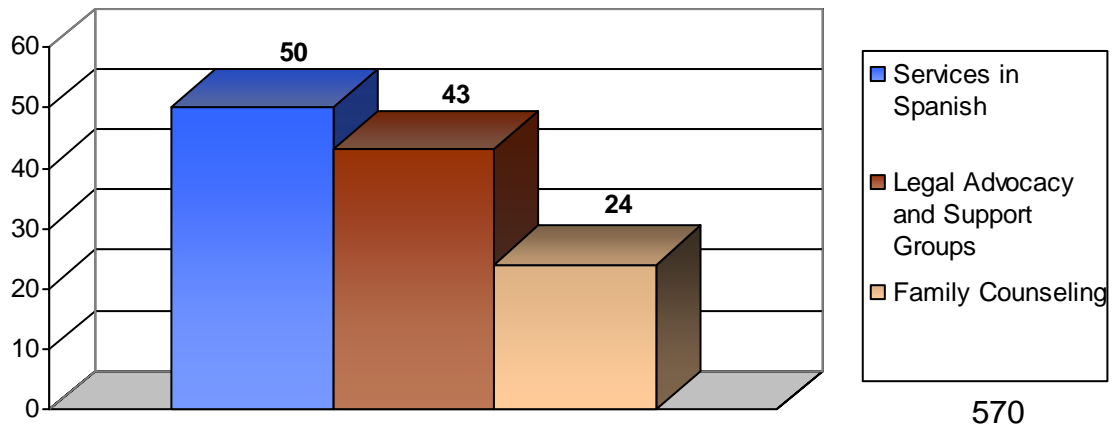
Specific strategies/ideas under each general area are as follows:

Programs and Services (49% of the entire vote)

Top three are:

1. Psychiatric and psychotherapy services in Spanish for all age groups.
2. Bi-lingual counseling for families, parents, caregivers, children, marriage and drug awareness.
3. Legal advocacy through staff attorneys and support groups to reduce anxiety and depression of new immigrants 🚗

Graph 2. Top Three Strategy Choices, by Number of Votes, for the "Programs and Services" Category



The remaining strategies, listed in order of priority are:

- p. Funding to expand Latino Mental Health countywide.
- q. Provide community-based mental health services in Spanish throughout San Joaquin County with a sliding cost scale for low income families.
- r. Prevention and early intervention programs
- s. Clinical services to help with depression, absent mindedness, and medical support
- t. More complete services needed; ages 0 - 100+ yrs
- u. More accessible psychological services
- v. In-home services
- w. Mental health services for HIV/AIDS
- x. Services that are sensitive to gender, race, sexual orientation, and religion
- y. Community centers for young adults, young people with different times for bingo for adults to get a break from their children and to talk with other adults
- z. MH services for children 0 - 5 yrs
- aa. Consumers becoming MSW or other social services
- bb. Prevention services at schools
- cc. Organized sports and recreational activities for adults 🚗
- dd. Oversight of patients health and medications; continuous "wrap around" care
- ee. Integrated services
- ff. Respite care for parents and disabled children
- gg. Faster services
- hh. More MH services at hospitals in Spanish
- ii. Alternative therapy services that work
- jj. Serve the underserved
- kk. Grief Therapy

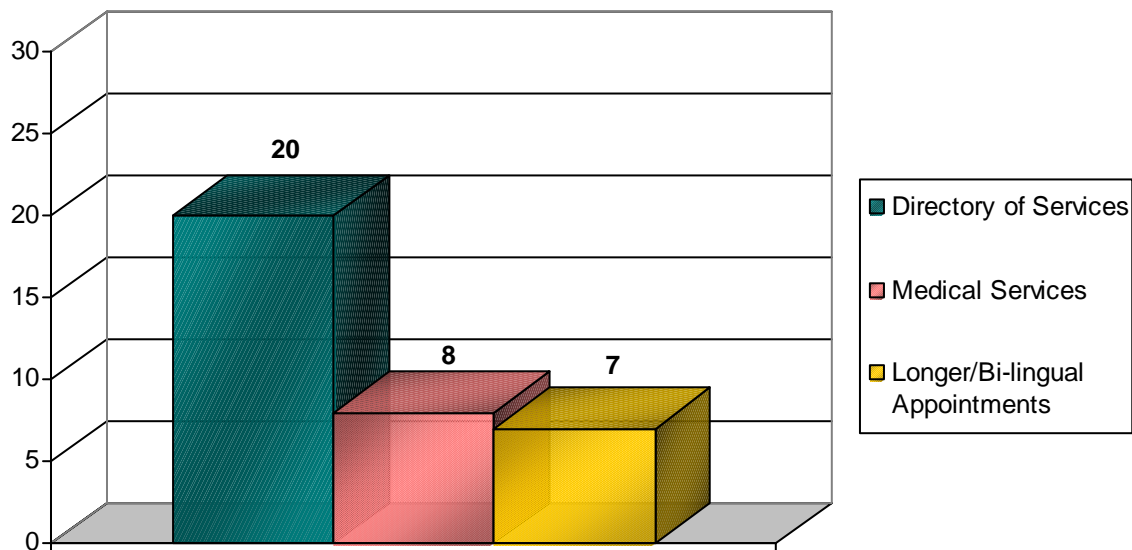
**Other** (14% of the entire vote)

Top three are:

1. Directory of Services in Spanish
2. Dental, vision, hospitalization and general medical services- especially for children and older adults 🚗
3. More time allotted for appointments; bilingual



Graph 3. Top Three Strategy Choices, by Number of Votes, for the "Other" Category



The remaining strategies, listed in order of priority are:

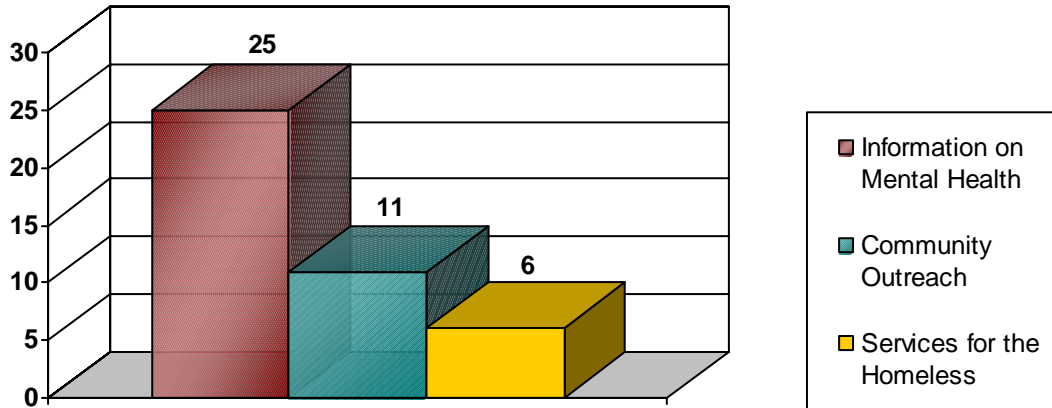
- a. Classes for families and children on personal improvement 🚗
- b. Services for the uninsured
- c. Classes for families with developmentally delayed children 🚗
- d. Better quality of life for older adults 🚗
- e. Higher worker wages 🚗
- f. Let volunteers speak at meetings to share interesting information related to mental health problems 🚗
- g. Hospice Care 🚗
- h. After school programs
- i. Services for children abusing parents 🚗

**Latino Outreach** (12% of the entire vote)

Top three are:

1. More publicity about services that exist; using Spanish language media including TV, newspapers, pamphlets, internet websites, etc.
2. Services for the homeless including housing.
3. More community outreach to parents and kids in need

Graph 4. Top Three Strategy Choices, by Number of Votes, for the "Latino Outreach" Category



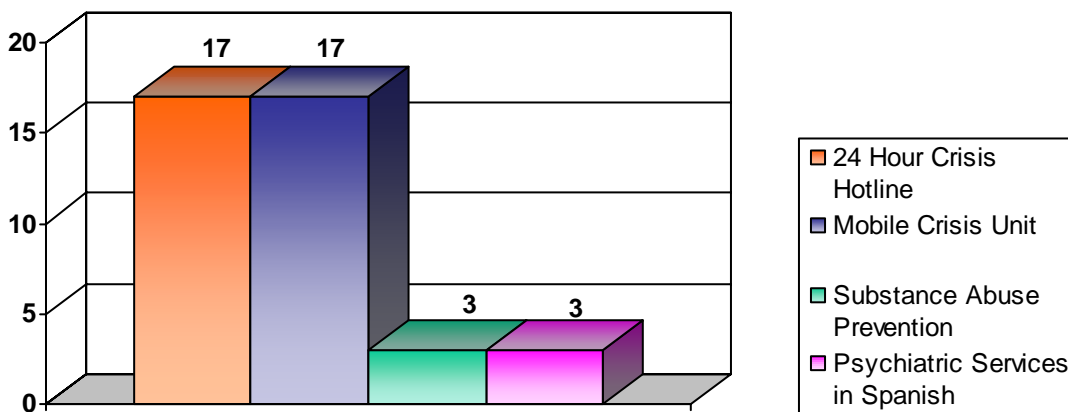
There were no additional strategies in this category.

**Intensive Services:** (11% of the entire vote)

Top three are:

1. 24x7 Hotline
2. Psychiatric services in Spanish Department hospitalization PHF unit
3. Substance abuse, trauma, and domestic violence services

Graph 7. Top three Strategy Choices, by Number of Votes, for the "Intensive Services" Category



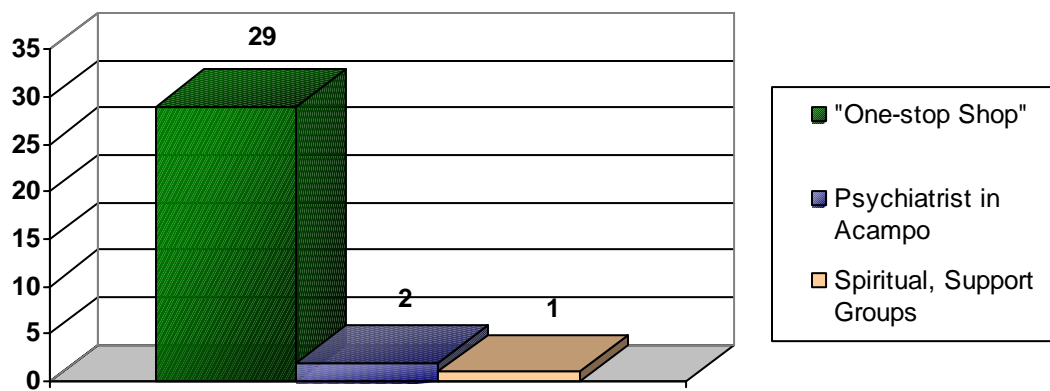
There were no additional strategies in this category.

**Services, Geography** (9% of the entire vote)

Top three are:

1. "One-stop shopping" where mental health services are provided in Spanish. Assistance with immigration issues that bring about depression and anxiety
2. Spiritually-based community-based services and support groups 🚗
3. Psychiatrist/psychologist in Acampo

Graph 5. Number of Votes in the "Services, Geography" Category



There were no additional strategies in this category.

**Transportation** (4% of the entire vote)

One strategy was identified:

1. Transportation to Mental Health Services for appointments. This strategy received 16 votes.

**Mental Health Staff:** (1% of the entire vote)

One strategy was identified:

1. Education funding for training psychotherapists. This strategy received 3 votes.

**Housing:** (0% of the entire vote)

One strategy was identified:

1. General housing needs. This strategy received 1 vote.

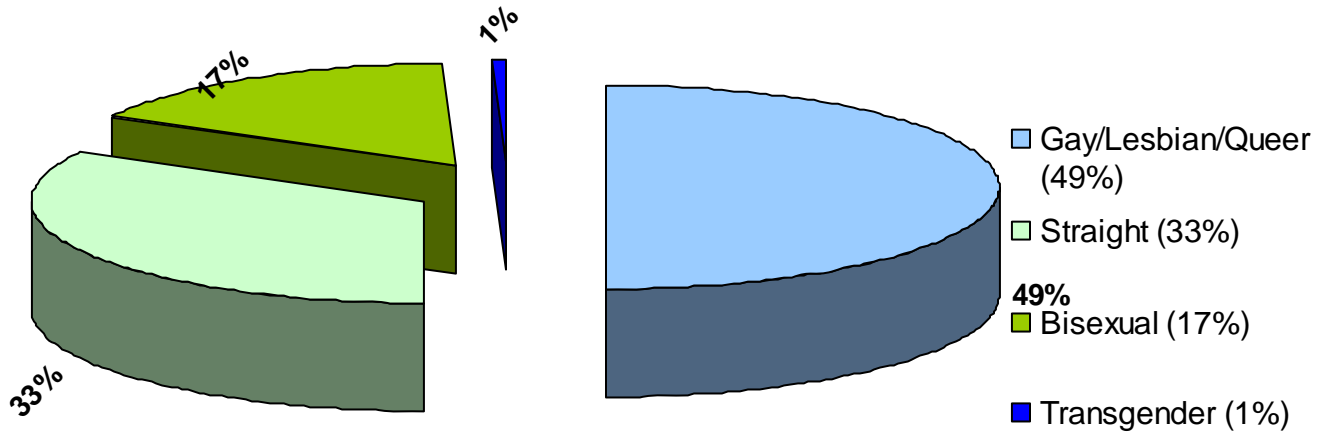
### Gay, Lesbian, Bi-Sexual, Transgender Outreach Data

Outreach was conducted during the month of October 2005, led by San Joaquin AIDS Foundation.

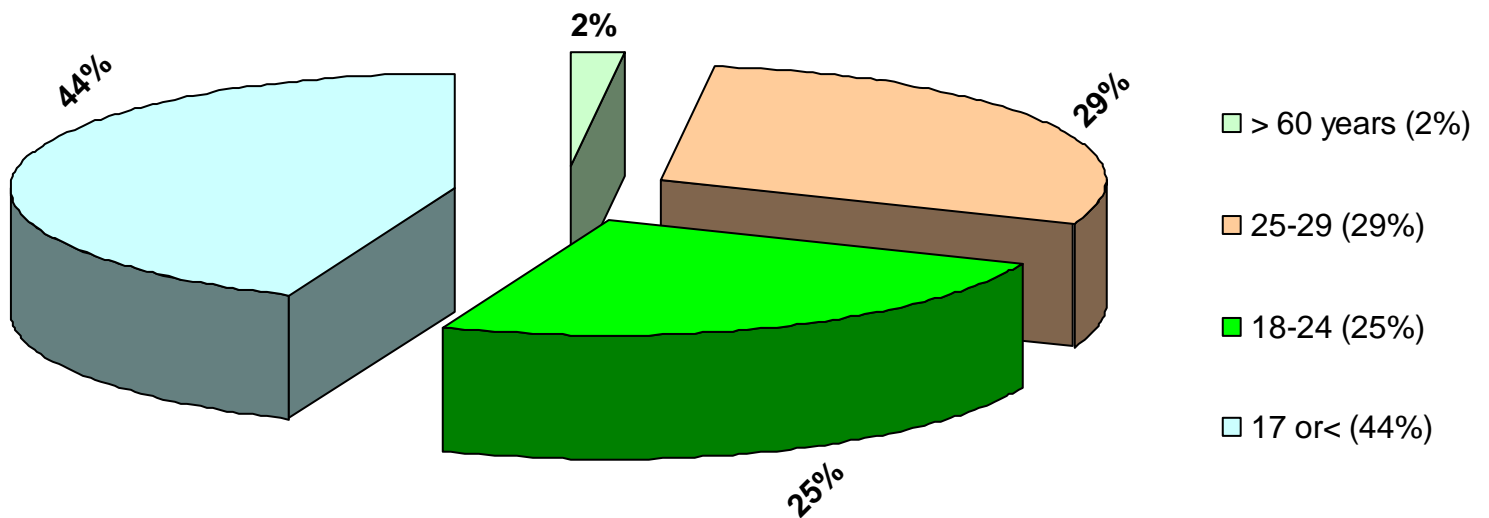
Contact Group-Location - Date	Contact Type	Number
Club Paradise	Surveys	23
East Union High School Gay Straight Alliance - Manteca	Surveys	23
Franklin High School Gay Straight Alliance - Stockton	Surveys	12
Gay Men's Social Group - Stockton	Surveys	3
Lincoln High School Gay Straight Alliance - Stockton	Surveys	19
Lodi High School Gay Straight Alliance - Lodi	Surveys	13
Parents & Friends of Lesbians and Gays (PFLAG) - Stockton	Surveys	9
Positive Thinking Support Group-SJAF	Surveys	6
San Joaquin AIDS Foundation	Surveys	5
San Joaquin Delta College-Stockton	Surveys	18
Tracy High School Gay Straight Alliance	Surveys	15
University of the Pacific- Pride Center, Stockton	Surveys	9
Valley Ministries Metropolitan Community Church	Surveys	23
West High School Gay Straight Alliance - Tracy	Surveys	9
Weston Ranch High Gay Straight Alliance -Lathrop	Surveys	19
Other contacts		8
October 26, 2005 (awaiting answer on #)	Focus Group	15
Miscellaneous	Surveys	8
	<b>Total</b>	<b>237</b>

A total of 214 surveys were collected, compiled and analyzed.

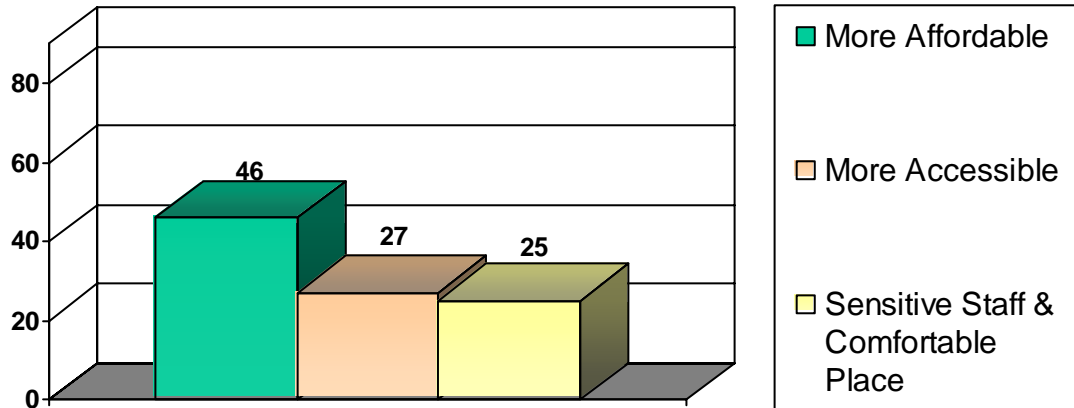
Graph 1. Respondents by Identified Sexual Orientation of GLBT Outreach, October 2005



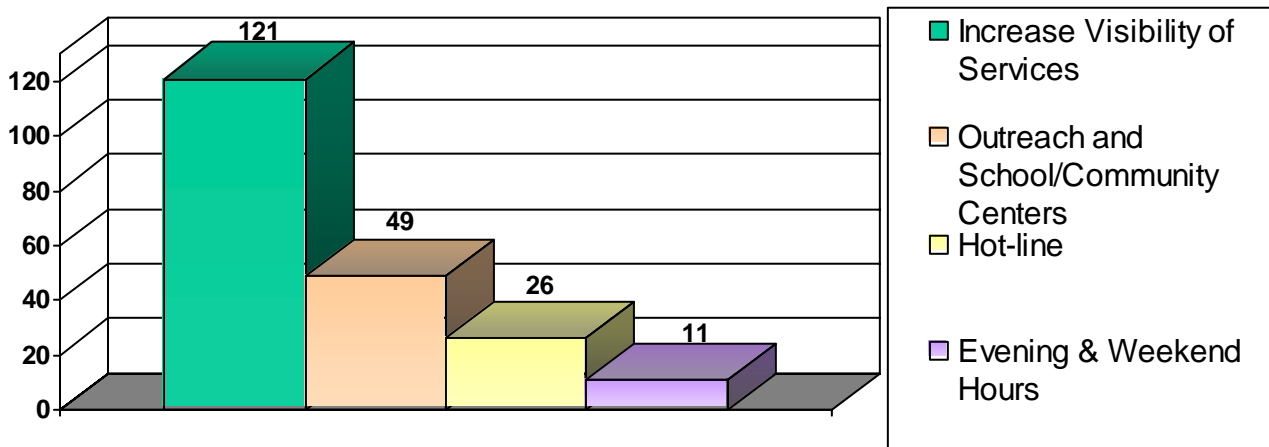
Graph 2. Respondents, by Age, October 2005



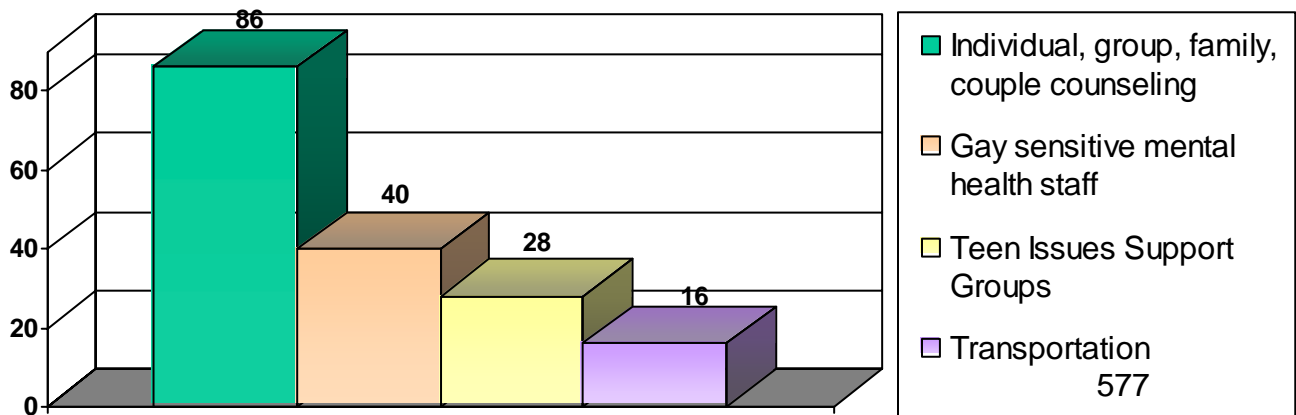
Graph 3. The Top Three Ways to 'Make Services Better', GLBT Outreach, October 2005



Graph 4. The Top Four Ways to 'Make Services Easier to Get', GLBT Outreach, October 2005



Graph 5. The Top Four 'Needed Services', GLBT Outreach, October 2005



Survey details are noted below.

Make services better?	Make services easier to get?	Needed services
<b>Mental Health Services</b>		
More considerate, sensitive staff, understand & listen; listen, don't judge; comfortable inviting places with food (25)	Guest speakers at school to help everyone understand mental illness and GLBT issues (7)	One-on-one counseling; talk therapy; a lot of LGBT teens are victimized & have feelings they need to express (52)
More counseling, less medicating (4)	Several outreach stations and in the person's language; closer locations; services in a variety of places; counseling/community and/or school centers; mobile psych counselor (33)	Gay sensitive counselors and psychiatrists; gay, lesbian, queer friendly, and centered on GLBT issues (40)
Unlimited sessions (2)	More visible (posters at local places) - more information available, contact information; what mental health services are available; TV promos; bulletins at local churches, schools, community centers (121)	Broaden services to the gay community (5)
More affordable (46)	Evening hours and weekends; 24 hour access; weekend crisis help; make entry to emergency services quicker (11)	More dual diagnosis services (4)
More older staff to help; use of non-professionals (1)	Making more people aware of mental illness; decrease public stigma (7)	Home services
More accessible (27)	Help people get to the right people	Better on-line help; website with message board; on-line talking; website is crucial for easy access (18)
Groups for different problems that the gay community goes through; more information about GSA (12)	be more out for us to find you and your services	Gay family counseling (10)
AIDS prevention counseling & testing (5)	Mobile testing site for homeless	Teen issues, coming out classes or support groups; parent acceptance workshops; eating disorders; suicide; depression (28)
Education	Services local to my home and not in a bad part of town (3)	Education, prevention, case management
Create programs around communities needs (2)	Quicker, more efficient services; faster processing time/help (4)	Couples (queer) therapy (5)
A place called something beside "mental" just sounds bad	More clinics; locations in other cities; environments comfortable for the GLBT community (16)	Everything seems pretty good
Letting people know if	Advertise older men services	Counseling dealing with sexuality (3)

Make services better?	Make services easier to get?	Needed services
services paid for by their insurance		
Build a better environment for the GLBT community. Work with teachers to build a homophobia free environment	Outreach to community; I think there is a level of embarrassment in planning a trip, scheduling an appointments etc. that keeps people from utilizing such services (6)	Doctors that stay; more psychiatrists; all doctors trained in mental health, not just psychiatrist (3)
You could get better help	Location that is more easy for teens to attend (3)	Grief counseling
Have more councils and meetings	Get rid of stereotypes and rumors - let it be known what is out there	talking
Places to stay	Mental health center on campus and in the community (3)	Need a self mutilation group for teenagers and adults, but especially teenagers in Stockton.
Remove bias in mental health services	I've seen an enormous change in emergency care. They have shortened waiting time for appointments.	More group therapy (6)
Fewer forms and red tape	Give everyone the opportunity to be evaluated in High School; more school counselors (7)	Gerentologist to help with elders
More at school; school counselors	800 number in local easy spot to see; coming out crisis hotline; one where you can talk to a counselor (26)	Family support & therapy (5)
Outreach to younger people (2)	Visit schools, go to clubs	Mentor counseling or buddy program
Understand that there are funding issues for mental health to help	Teen centers (5)	Support group for HIV + people and their family
Everyone should have a mental health check-up once a year	By this method is one great step because it allows our local community members know that they are reaching out to find solutions	Make services for teens at school, but outside of school hours
Form alliance with GLBT and straight to address issues	Services in Manteca (2)	More counselors in Tracy, especially for teens and children (2)
Laws protecting your mental health as well as our sexual orientation (2)	More accessible to teens, maybe in school or community;	Support for children of mental health patients
Color is always good	Confidentiality of services to teens	Keep in contact with school counselors
Fewer clients to social worker	Don't require so much education to get into the field	There is a lot of abuse out there
	Meth is a problem	Open forums on GLBT issues
		Help people with HIV/AIDS with returning to work after being on disability for so long with counseling or some kind of help
<b>Social Activities/Services</b>		



<b>Make services better?</b>	<b>Make services easier to get?</b>	<b>Needed services</b>
Open social events to bring homo/hetero people together	More teen events for GLBT community	Informal picnics
Miss Empiriss pageant for fundraiser for AIDS (2)	Local gay pride parade to show support of community	Movie night; other alternative social activities (2)
Medicine paid for (3)		Confidential
Do not depend on our government		Food bank (2)
<b>Transportation</b>		
	By providing transportation (cabs, vans) (3)	Transportation to and from mental health (16)
<b>Medical Services</b>		
Don't share things that are contagious (2)	Screening for cancers	Physical health services
		Hospice
		Health and safety info
		Women's health
<b>Social Services</b>		
		Delivery of medication and food service
		More knowledge about GSA clubs on campus and have not just gays in club
<b>Other</b>		
More involved with the special ed kids	More open spaces at school and in classrooms	Help with pets

Age	Race	Residence	Group
60 + (5)	White (77) Hispanic (28)		Family (95) Education (13) Consumer (10) Student (8) Faith based (7) Public Health (2) Law enforcement (2) Ethnic group (4) Goths (3) Punks (2) White redneck (1) Outcasts (1) Military (1) Social Services (1)
25-59 (56)	Black (17) Filipino (10)	Stockton (110)	
18-24 (49)	Southeast Asian (4) Syrian/Hawaiian (3) American Indian (2)	Tracy (21) Manteca (20)	
17 or < (86)	Lebanese (1) Middle Eastern (1) Portugese (1)	Lodi (14) Elk Grove, work in Lodi (1) Linden (1) Roseville (1) Sacramento (1) Kings Beach, CA (1) Modesto (1) Lockeford (1) Sacramento (1)	
Straight (60)	Gay/Lesbian/Queer (91)	Bi-Sexual (30)	
	Transgender M to F	Transgender F to M (1)	

REPORT ON  
TRANSFORMING MENTAL HEALTH SERVICES  
GLBT COMMUNITY FOCUS GROUP MEETING  
FACILITATED BY THE SAN JOAQUIN AIDS FOUNDATION  
WEDNESDAY, OCTOBER 26, 2005

Issues raised regarding the Gay, Lesbian, Bi-sexual, Transgender Community in San Joaquin County:

- Internalized Homophobia
- Gay and Lesbian Teen Suicide Rate
- Need for Support Groups for GLBT Youth
- Harassment of GLBT Youth in Schools
- Lack of Counseling for all Segments of GLBT population, including Youth, Individual, Couples Counseling, as well as Grief Counseling and Counseling for Parents and Families of GLBT Youth.
- Lack of Sensitivity to GLBT issues and sexuality by Therapists, Counselors and other Caregivers.
- Stigma Regarding GLBT Population, as well as stigma regarding those who seek treatment for Mental Health issues.
- Mental Health links to Substance Abuse, and Vice Versa.
- Accessibility to Services due to location
- Accessibility to Services due to inability to pay and lack of insurance coverage for Mental Health.

Proposed Solutions:

- Continuing Education for Counselors, Therapists and other Caregivers regarding GLBT Issues.
- Plan for Mental Health Services to fund education for Counselors/Therapists for the GLBT Community in exchange for commitment to a period of service to the Community.
- Mental Health Counselors in Public Schools.
- Gay Friendly Teen Center
- Satellite Counseling Offices in Local Communities
- Raise General Community Awareness of GLBT and Mental Health Issues through Community Outreach Programs, Web Site, Media.

## Homeless Populations Survey Results

A total of 59 surveys were collected. The following are the survey responses as stated by participants.

Age	Gender	Race	Residence	Group
60 + (1)	M (22)	White (28)	Stockton (45)	Public Health Provider (3)
25-59 (54)	F (26)	Hispanic (8)	Manteca (2)	Mental Health Services (2)
18-24 (3)	Unstated (11)	American Indian (1)	Lodi (2)	Consumer (5)
17 or < (0)		African American (19)	Tracy (1)	Family (13)
		Southeast Asian (1)	French Camp (4)	Social Services (5)
		Unstated (2)	Sacramento (1)	Faith Based Group (4)
			Other (1)	Medical (1)
			Unstated (3)	Education (2)
				Ethnic Group (3)
				Childcare Provider (1)
				Working class (2)
				Poor (1)
				Humans (1)
				None (3)
				Unstated (13)

Make services better?	Make services easier to get?	Needed services
<b>Law Enforcement</b>		
		Assistance for police-places to take people they pick up
<b>Mental Health Services</b>		
Make more accessible for those who really need it; Diagnose and referral so that proper services are going to the people who really need it; screen some of the outwardly mentally ill who are truly capable of doing something that would cause someone to harm them (5)	Meetings here	More compassionate management
Regular meetings with Mental Health personnel or counselors; make appointments more often (1)	Talk to homeless people to find out if they need Mental Health; asking; speak at shelters (3)	Areas of depression; self esteem (2)
Provide more community outreach workers among the homeless; more outreach workers (3)	Use terminology that is easy to understand; use smaller words (2)	Homelessness; Mental health servicing for homeless (2)
Being more courteous; training mental health staff to be friendlier, caring, considerate of consumers with addictions; nicer therapists (3)	Make them easier; help families navigate through accessing services; make services available via Family Resource Centers; contact the community ties and family; put notices up to where clinics are; more advertising; posting signs when services are available and when and where they will be (6)	Counseling; psychiatrics; counseling for dysfunctional families, including anger management; people to talk to; one-on-one (10)
Take time to talk and study the people when interviewing them; listen to all patient's words or questions (2)	Mental Health Services need to be located within the community it is servicing; rural areas: resource centers; more satellite offices in outlying communities; Have an office closer to homeless service; Mental Health Staff co-locate in different community center or "on call" when community center needs their services; more availability in Lodi (6)	All; all types of services needed; whatever it takes to help; all types to fit any illness; everything; all services that help people deal with life and living; whatever a person who has problems need at that time (6)
Need work close	Make them free; free; make available to everyone for free (3)	Patience
Provide services even without a diagnosis	In home care or "Care-O-Vans"; bring service to clients (2)	Behavior Intervention Services; Youth Behavioral Health Services (2)
Provide more and better treatment to mentally ill people who are suffering	Have a better plan for people that cannot get service	Hot line (800 #)

Make services better?	Make services easier to get?	Needed services
from an active addiction to alcohol and drugs		
Move to a new location: downtown;	Phone appointments	Alzheimer's
More education about Mental Health: give information about where to go; information about services; preventative services, parenting programs (4)	Explain how to set up a meeting with appropriate staff member when in the intake	Mental health evaluation for the clients at some point so they don't stay there for years; mental health assessment (3)
Someone to come out to the shelter to talk to people in between their appointments; come talk to consumer (2)	Not going through crisis. I sat there for six hours and still wasn't seen. All I needed was counseling sessions. I wasn't in Crisis but the only way to get services is to go through crisis and it's really crazy; easier access to counselors-takes months (sometimes) to get an appointment (2)	Preventative services (2)
Make all facilities available 24 hours a day for anyone		Mobile crisis team; crisis (2)
Free services; charging people less for services (2)		
Mobile unit		
Expand services; enlarge services-more of them (2)		
Make waiting time in crisis shorter		
Making it easier and more accessible to get to		
<b>Ethnic Awareness &amp; Diversity</b>		
More free services and better related to the different cultures; ethnic group's their language; culturally relevant and sensitive (3)	Educate the community in various settings and languages using a variety written materials at 4-6 grade level for the languages of our community use various neighborhood sites (2)	Translator
Services for youth and adolescent especially the areas that have significant barriers in language		
Create ad campaigns and outreach that specifically target reticent and disenfranchised ethnic minority groups (Blacks, Latinos, etc.); Outreach and		

Make services better?	Make services easier to get?	Needed services
services to underserved community such as Hmong, Cambodian, Vietnamese who suffer the most during Vietnam War (3)		
<b>Social Activities/Services</b>		
<b>Transportation</b>		
Offer bus passes to people who have no transportation (2)	Health access easier to pick up; van pick up for those who are sick; providing transportation; buses and vans on call at all times; bus passes; reliable transportation; bus vouchers; Mental Health pick us up and bring us back (11)	Transportation issues must be addressed; bus passes; assistance with rides to appointments (4)
Ride service to appointments	Provide information about transportation to mental health services	Services for those who cannot easily or affordably use other forms of transportation to/from Mental Health Providers
<b>Medical Services</b>		
Cleaner hospitals		Respite care
Have a doctor come out once a week		Medical and dental care; medical and dental care for single women; at shelters (3)
Better ways to monitor medications		Medical marijuana
<b>Social Services</b>		
	Social worker on staff	More for the homeless like shelter, food and clothing and not make it so hard to get in; access to clothing; (3)
		Education
		Childcare; help collecting baby items for expected baby (2)
		Training for childcare providers to teach them to ID issues early and make them aware of services available
		Drug treatment programs with an emphasis on Mental Health treatment; drug and alcohol counseling; codependency counseling; counseling for children of alcoholics, addicts and batterers (3)
		Money management
		Education on chemical dependency; how to say no and handle peer pressure
		Treatment for ADD and ADHD
		Outreach services
		Support groups

Make services better?	Make services easier to get?	Needed services
<b>Employment</b>		
	People would go on their income	Access to employment related phone access
<b>Housing</b>		
Make available housing and shelters for those people who have mental problems; better access to housing (3)		Shelter; a place to live; permanent housing (4)
<b>Other</b>		
I don't know; I don't have a mental problem; I don't use Mental Health Services; can't reply because have not looked into services; not sure; no idea; unknown (13)	I don't know; I don't have a mental problem; not sure; unknown (6)	I don't know; I don't have a mental problem; not sure; no idea (7)
Everything O.K.; everything fine already (2)	Everything O.K.; everything fine already; (3)	Everything O.K.; everything fine already (2)
Not stated (4)	Not stated (7)	Not stated (7)
Put all politicians in a rubber room	Eliminate the political process and those who know nothing about mental conditions and what it is like, they slow down the process	It's all pretty much covered here at the shelter
I believe to be redistributed directly to the people who use mental health services	Shelter has a wonderful staff	The type that actually helps people with their problems and concerns
	I'm already hooked up thank you	None
		I have doctor appointments and therapy



## Homeless Outreach Voting Data Summary November 2005

This data is a summary of the dot voting from the community for underserved ethnic homeless outreach meetings. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded under the current MHSA, Community Supports and Services funding.

Outreach was conducted during the month of October 2005, led by Mental Health Services Homeless Outreach staff which includes one (1) countywide focus group and 59 surveys.

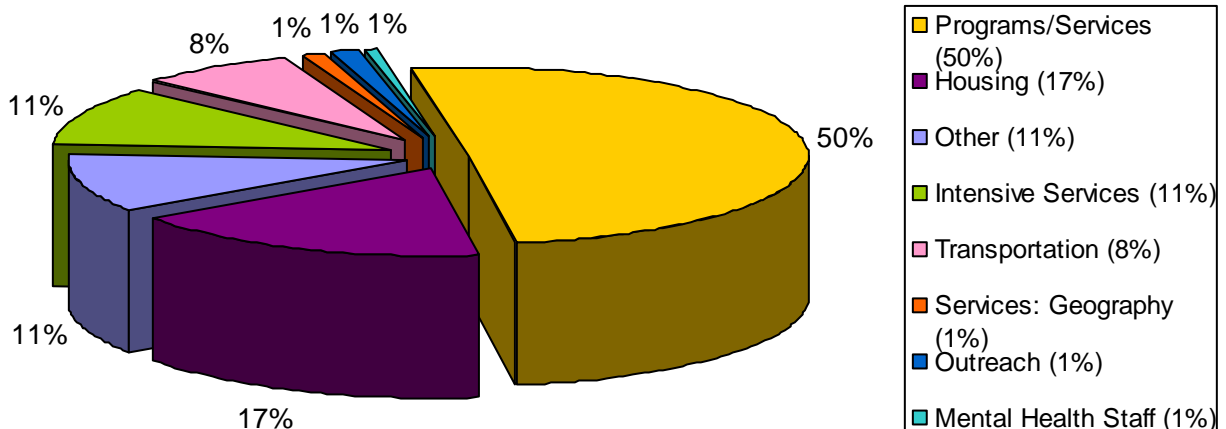
Table 1. Summary Data of Voting, Attendance, and Survey Response for Community Underserved Ethnic, Homeless.

Date	Contact Type	Number Attendees	Total Votes/Responses
October 28, 2005	Surveys	59	84
October 21, 2005	Focus Group	25	30
<b>Total</b>		<b>84</b>	<b>114</b>

Data was submitted from Mental Health Services Homeless Outreach staff as follows:

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Community Homeless Outreach, by Percentage



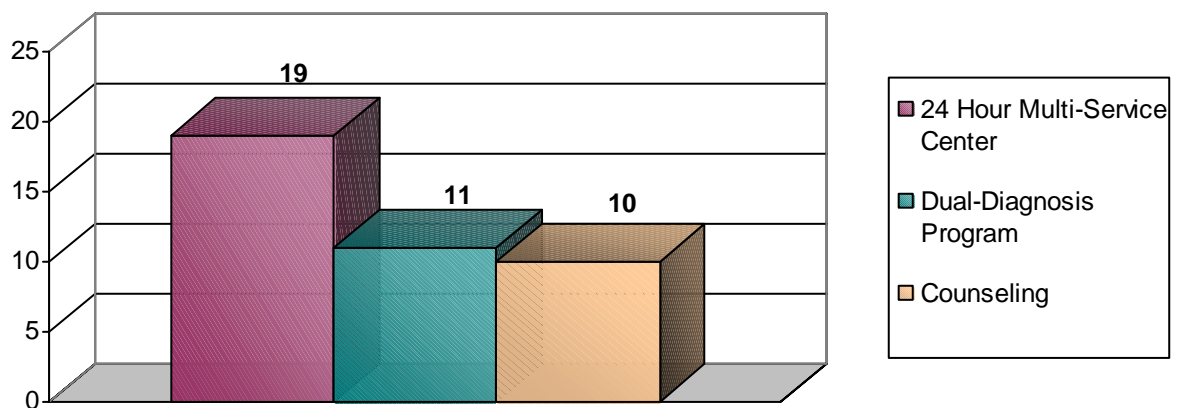
Specific strategies/ideas under each general area are as follows:

**Programs and Services** (50% of the entire vote)

Top three are:

1. 24 hour multi-service center - bi-lingual, treatment, support, drop-in.
2. Dual-diagnosis 6-month live-in/drop-in program.
3. Counseling; psychiatric; counseling for dysfunctional families, including anger management; people to talk to; one-on-one.

Graph 2. Top Three Strategy Choices, by Number of Votes, for the "Programs and Services" Category



The remaining strategies, listed in order of priority are:

- a. All types of services needed; whatever it takes to help; all types to fit any illness; everything; all services that help people deal with life and living; whatever a person who has problems need at that time.
- b. Food vouchers 🚗
- c. Assertive community treatment to help people stay living independently
- d. Expansion of the "engagement outreach services" programs
- e. Mental health evaluation for the clients at some point so they don't stay there for years; mental health assessment
- f. Drug treatment programs with an emphasis on Mental Health treatment; drug and alcohol counseling; codependency counseling; counseling for children of alcoholics, addicts and batterers
- g. Prevention services
- h. Areas of depression; self-esteem
- i. Mental health servicing for the homeless
- j. Behavior Intervention Services; Youth Behavioral Health Services
- k. Services for non-traditional mental illness persons; someone outside the system

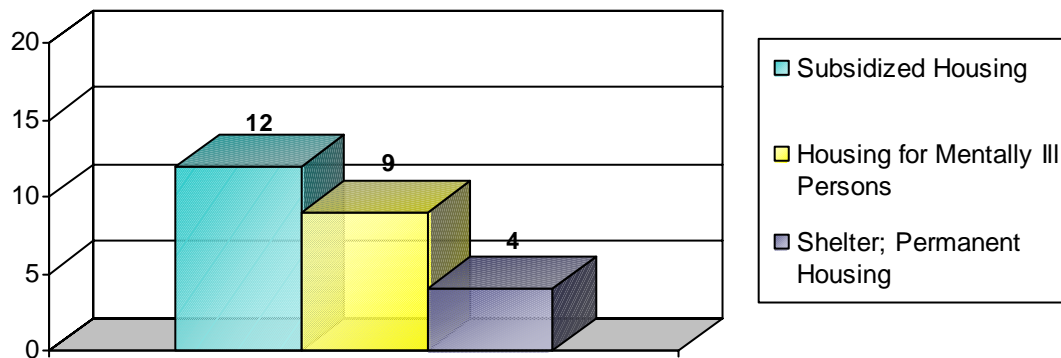
- l. Vocational training/employment program; "ticket to work"
- m. Patience 🚗
- n. Translator 🚗
- o. The type that actually helps people with their problems and concerns
- p. Single parent services 🚗
- q. Medication compliance programs

**Housing:** (17% of the entire vote)

Top three are:

- 1. Subsidized housing that's safe and affordable; permanent support to end homelessness
- 2. Housing specifically for mentally ill homeless persons
- 3. Shelter; a place to live, permanent housing

Graph 3. Top Three Strategy Choices, by Number of Votes, for the "Housing" Category



The remaining strategies, listed in order of priority are:

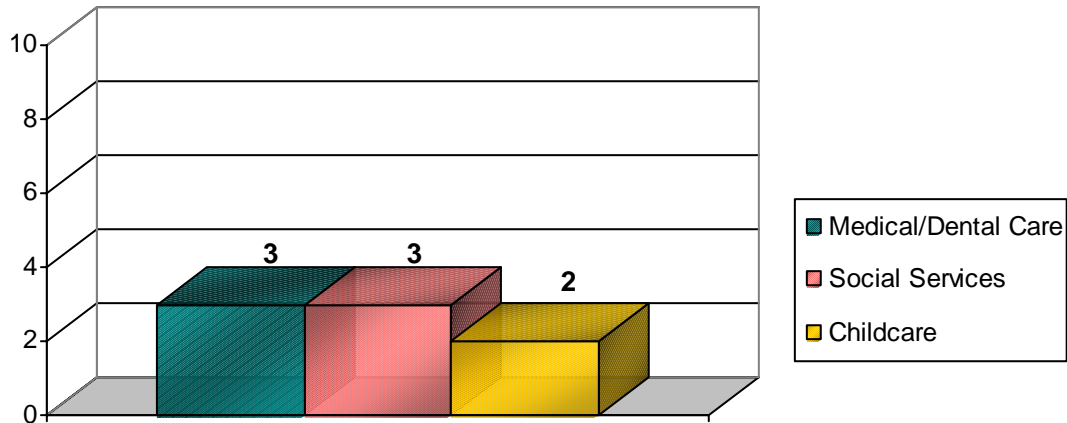
- a. Transitional housing - i.e. HEART
- b. Funding for existing homeless shelters to support mentally ill drop-ins

**Other** (11% of the entire vote)

Top three are:

- 1. Medical and dental care; medical and dental care for single women; at shelters 🚗
- 2. More social services for the homeless like shelter, food and clothing and not make it so hard to get in; access to clothing 🚗
- 3. Childcare; help collecting baby items for expected baby 🚗

Graph 4. Top Three Strategy Choices, by Number of Votes, for the "Other" Category



The remaining strategies, listed in order of priority are:

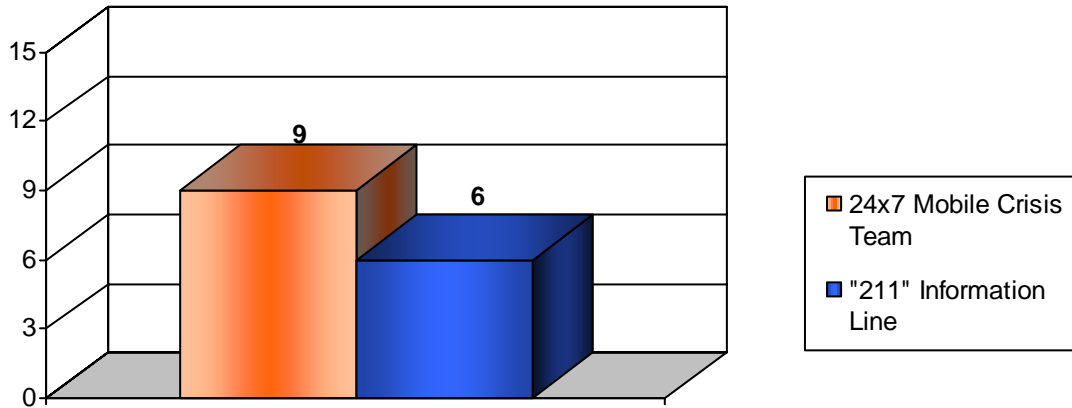
- a. More compassionate management
- b. Medical marijuana 🚗
- c. Assistance for police - places to take people they pick up
- d. Education 🚗
- e. Training for childcare providers to teach them to ID issues early and make them aware of services available 🚗
- f. Money management training
- g. Education on chemical dependency; how to say no and handle peer pressure
- h. Treatment for ADD and ADHD 🚗
- i. Access to employment related phone access
- j. Central resource coordinator
- k. Name change 🚗

**Intensive Services:** (11% of the entire vote)

Top two are:

1. 24x7 mobile crisis response team; blended agency countywide
2. "211" Mental Health Services information line

Graph 5. Top two Strategy Choices, by Number of Votes, for the "Intensive Services" Category



The remaining strategies, listed in order of priority are:

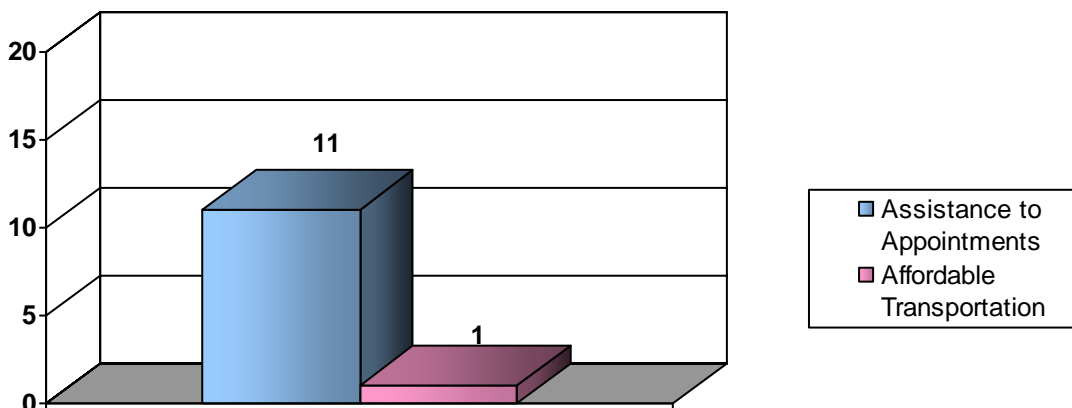
- a. Hot line - 800 phone number
- b. Alzheimer's 🚐

Transportation (8% of the entire vote)

Top two are:

1. Issues must be addressed; bus passes; assistance with rides to appointments
2. Services for those who cannot easily or affordably use other forms of transportation to/from Mental Health Providers

Graph 6. Top two Strategy Choices, by Number of Votes in the "Transportation" Category



There were no additional strategies in this category.  
**Services, Geography** (1% of the entire vote)

One strategy was identified:

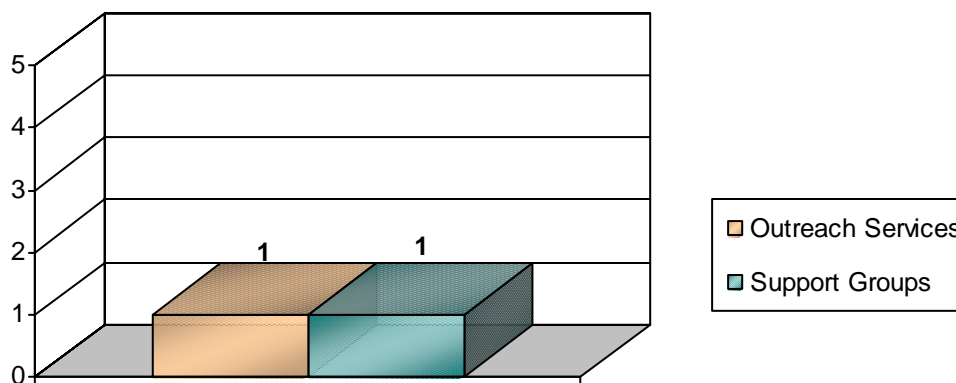
1. Community organization based response teams for resources and training - i.e. churches. This strategy received 2 votes

**Homeless Outreach** (1% of the entire vote)

Top two are:

1. Outreach services
2. Support groups

Graph 8. Top Two Strategy Choices, by Number of Votes, for the "Homeless Outreach" Category



There were no additional strategies in this category

**Mental Health Staff:** (1% of the entire vote)

One strategy was identified:

1. Dual-diagnosis training for doctors. This strategy received 1 vote.

**Miscellaneous Comments:**

1. I don't know; I don't have a mental problem; not sure; no idea
2. Not stated
3. Everything O.K.; everything fine already
4. It's all pretty much covered here at the shelter
5. None
6. I have doctor appointments and therapy

## Lao Family Community of Stockton Focus Group Data Summary November 2005

This data is a summary of the three (3) focus groups and one (1) survey from the Hmong community as conducted and reported by the Lao Family Community of Stockton. Data was submitted as follows:

Table 1. Summary Data of Workshops, Data Method and Meeting Attendance as Recorded by the Lao Family Community of Stockton.

Date	Workgroup	Data method	Meeting Attendance
10-18-2005	Hmong	Focus group	12
10-21-2005	Hmong	Focus group	15
10-25-2005	Hmong	Focus group	32
10-27-2005	Hmong	Survey	20

Due to the method of data collection for both focus groups (absent of a “voting” or individual prioritization method) and a survey (open ended collection of individual data), the ability to graphically present the results was challenged.

Instead, the following seven categories provide a summary of the material collected by the Lao Family Community of Stockton. The issues listed below are presented in descending order of discussion as determined by the number of times the topic was listed in the focus group notes and individual surveys (with Category I being the most frequently discussed issue).

### I. Cultural Issues for the Hmong Community

Cultural issues were listed as a significant concern for the Hmong community. These issues reflected a need within Mental Health to better bridge the gap between the Hmong community and the services, programs, and materials provided by Mental Health. The concern of cultural issues for the Hmong community was expressed in a number of ways as listed in the areas below:

1. Having more Hmong on staff (staff that can speak fluent Hmong and explain MH process within appropriate cultural/language context)
2. Understanding Hmong culture, traditions, unique issues
3. Translation and interpretation services
4. Provide services/material in different languages (Hmong)
5. Hmong clinician and/or doctor on staff

6. Train Hmong educators
7. Staff that is friendly and respectful of Hmong ways
8. The importance of building relationships and trust by MH staff within the Hmong community

## **II. Transportation**

Transportation was a theme that was raised in all three focus groups as well as gathering the largest number of responses in the survey results.

## **III. Services and Programs**

A variety of services and programs were suggested as strategies to approach the mental health needs within the Hmong community. The category of programs and services were mentioned in frequency closely behind cultural issues and transportation.

Below are descriptions of the services and programs suggested by the focus groups and through the surveys.

Examples of services suggested by the Hmong community include the following:

1. Counseling services (in Hmong)
2. Group therapy/sessions
3. Screening and preventative services
4. Support groups - especially for parents and elder Hmong

Examples of intensive services include:

1. Hmong help-line available 24/7
2. Interpreters/translators that are available 24/7

Examples of programs mentioned in the focus groups and survey include:

1. Home visits (in-home programs)
2. Activities for the Hmong community including various age, gender groups (field trips, games, place to socialize)

## **IV. Service Delivery**

The issue of service delivery often reflected both the need for services as well as the cultural issues listed in category I.

Service delivery can be reflected in the following examples:



1. The need for female interpreters
2. Providing effective and accurate diagnosis
3. Increasing MHS staff for better service
4. Friendly staff
5. Money and resources to Hmong organizations to conduct outreach and screening within the community.

#### **V. Geographic Services**

Services that can be classified in a geographic category were discussed in the focus groups and surveys as reflected in two major areas:

1. Clinics within the community
2. A community facility to include MH services

#### **VI. Outreach / Education**

Suggestions for outreach and education, as well as specific strategies for implementation, were provided by the Hmong community. Examples of the results include the following:

1. Increase outreach and outreach materials to the Hmong community
2. Mental Health education workshops (increased knowledge about MH services, programs, process, etc.)
3. Community education
4. Increased advertisement in the Hmong community (including the use of Hmong media such as radio broadcasts for illiterate population)

#### **VII. Other**

Additional areas mentioned within the focus groups and surveys included concerns such as medication, insurance and scholarships as reflected below:

1. Medication education: Hmong believe medication makes them worse
2. Medication: therapy specifically related to Hmong issues
3. Medication: consultation and better explanation of how to use it, the side-effects, etc.
4. Insurance issues: provide financial assistance with medical coverage
5. Scholarships: for Hmong students to enter mental health field

## Lao Khmu Focus Group and Survey Data Summary *October 2005*

This data is a summary of the voting from the community for underserved ethnic Laotian focus group meetings. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded under the current MHSA, Community Supports and Services funding.

Outreach was conducted during the month of October 2005, led by Lao Khmu which includes three (3) focus groups and the 84 surveys generated from the focus groups.

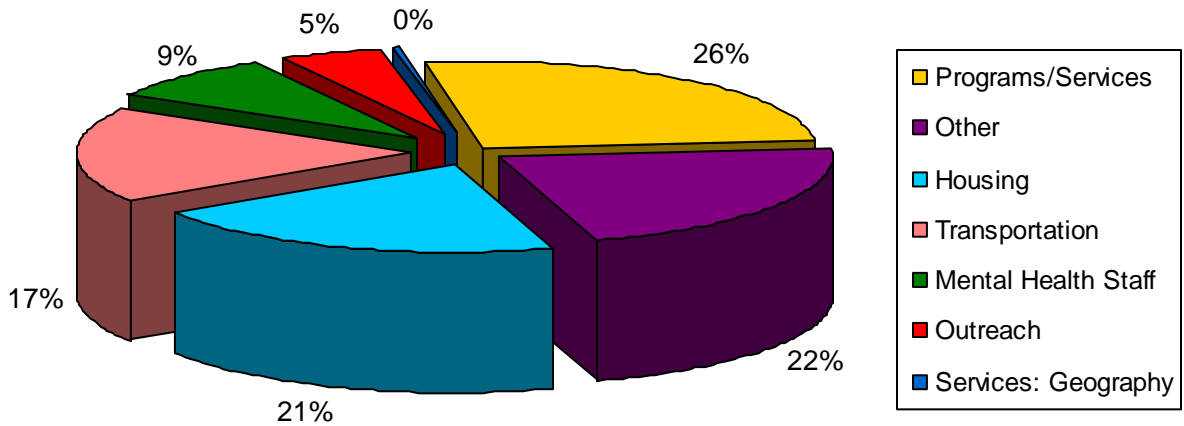
Table 1. Summary Data of Voting, Attendance, and Survey Response for Community Underserved Ethnic, Laotian.

Date	Contact Type	Number Attendees	Total Votes/Responses
October 5, 2005	Surveys	11	12
October 5, 2005	Focus Group	13	30
October 27, 2005	Focus Group Surveys	73	161
<b>Total</b>		<b>97</b>	<b>203</b>

Data was submitted from Laotian community-based organization, Lao Khmu, as follows:

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Community Laotian Outreach, by Percentage



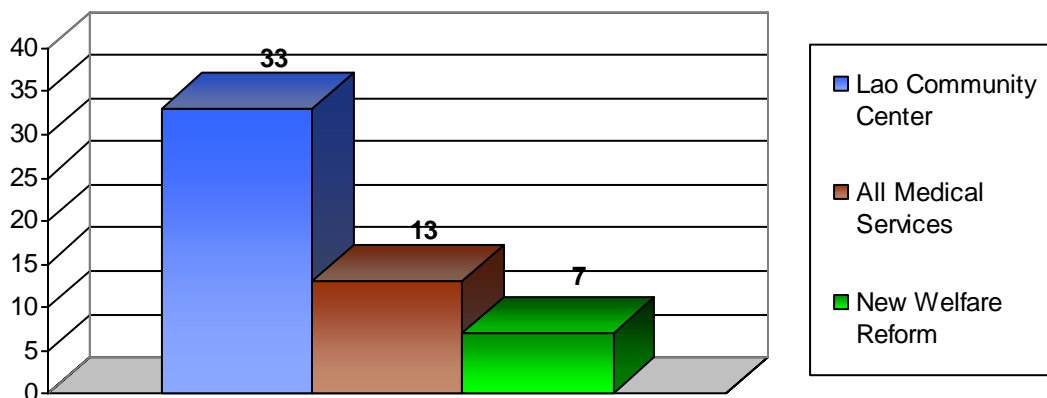
Specific strategies/ideas under each general area are as follows:

**Programs and Services** (26% of the entire vote)

Top three are:

1. Lao Community Center; youth center and after school programs; vocational training/employment center
2. All medical services; hospital, doctors, nurses 🚑
3. New Welfare Reform to aide newborn children 🚑

Graph 2. Top Three Strategy Choices, by Number of Votes, for the "Programs and Services" Category



The remaining strategies, listed in order of priority are:

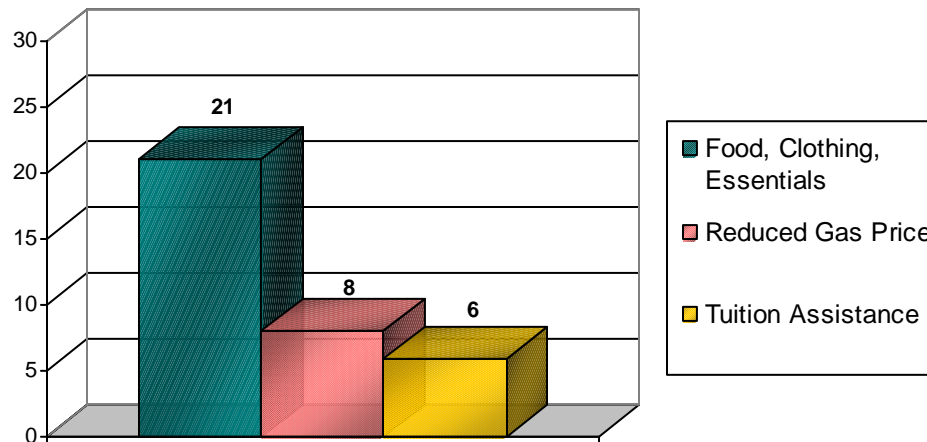
- a. More Lao interpreters
- b. Lao Mental Health Clinic for substance abuse, counseling and therapy
- c. Lao childcare center for working parents 🚗
- d. Start a rescue center for Lao people 🚗
- e. Elderly health services 🚗
- f. MH services that focus on the Lao family; give children emotional support and resources
- g. Feeling comfortable, non-threatened, to seek mental health help

Other (22% of the entire vote)

Top three are:

1. Food, clothing, and other essentials 🚗
2. Reduce gas price 🚗
3. Tuition assistance program for Lao college students 🚗

Graph 3. Top Three Strategy Choices, by Number of Votes, for the "Other" Category



The remaining strategies, listed in order of priority are:

- a. Lao language school 🚗
- b. More money 🚗
- c. ESL classes 🚗
- d. PG & E discounts 🚗
- e. Someone to pick up/deliver prescriptions when consumer cannot
- f. More Lao lawyers 🚗

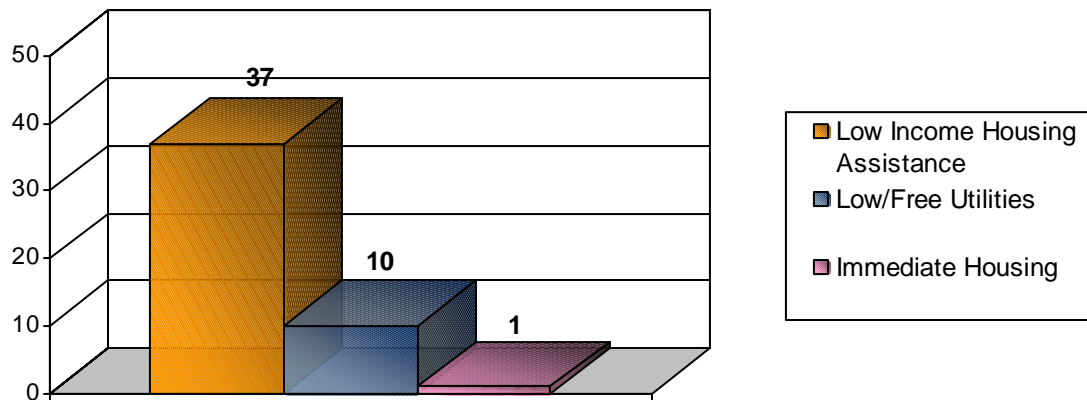
- g. More education
- h. Better lifestyle 🚗
- i. Love is key
- j. Paperwork assistance; printed in Lao language or have someone fill it out
- k. Better mental health

**Housing:** (21% of the entire vote)

Top three are:

- 1. Housing assistance; fair housing
- 2. Low/free utility for low income families
- 3. Immediate housing; long waiting lists

Graph 4. Top Three Strategy Choices, by Number of Votes, for the "Housing" Category

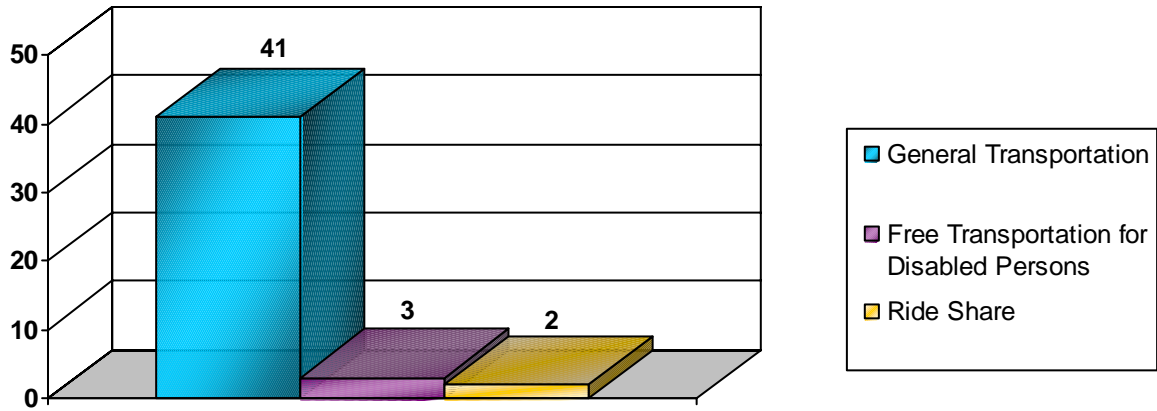


**Transportation** (17% of the entire vote)

Top three are:

- 1. General transportation
- 2. Free transportation for disabled persons; elderly
- 3. Ride Share program

Graph 5. Top Three Strategy Choices, by Number of Votes, for the "Transportation" Category



**Mental Health Staff:** (9% of the entire vote)

One strategy was identified:

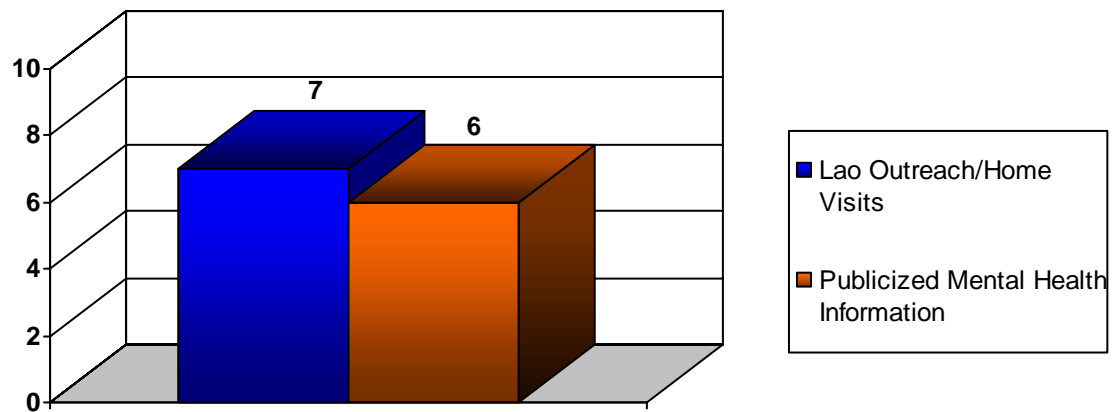
1. More Lao social workers, doctors, psychologists, staff who speak Lao language; translators. This strategy received 23 votes.

**Outreach** (5% of the entire vote)

Top two are:

1. Lao Outreach/Home visit workers.
2. Outreach throughout community in native language; focus groups; commercial advertising materials in Lao language

Graph 6. Top Three Strategy Choices, by Number of Votes, for the "Housing" Category



Services, Geography (0% of the entire vote)

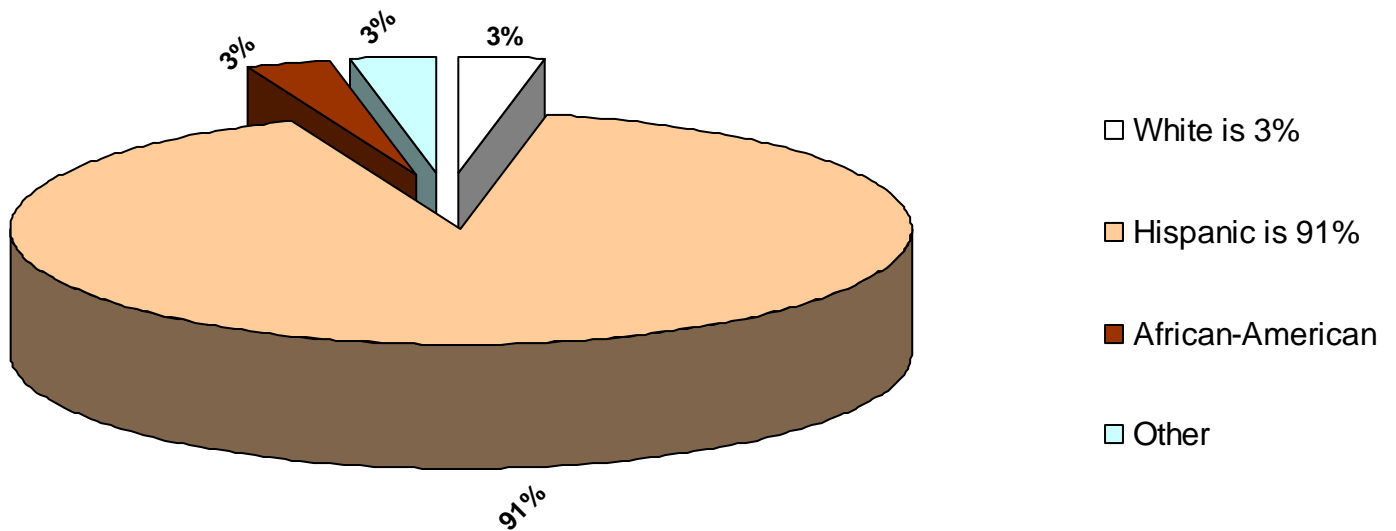
One strategy was identified:

1. More clinics where everyone is able to get to them. This strategy received 1 vote.

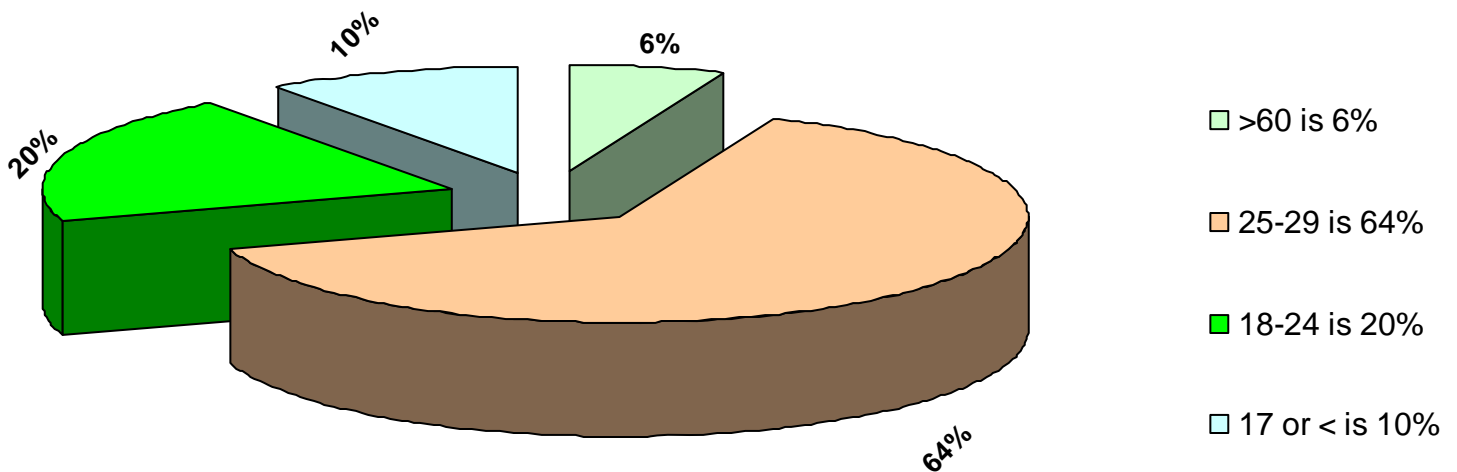
## Latino Mental Health Staff Outreach October 2005

A total of 710 contacts were made with surveys and focus group data collected, compiled and analyzed. Staff did intensive outreach to local churches, flea markets, individuals and other established community groups.

Graph 1. Respondents by Ethnicity, Latino Mental Health Staff Outreach, October 2005

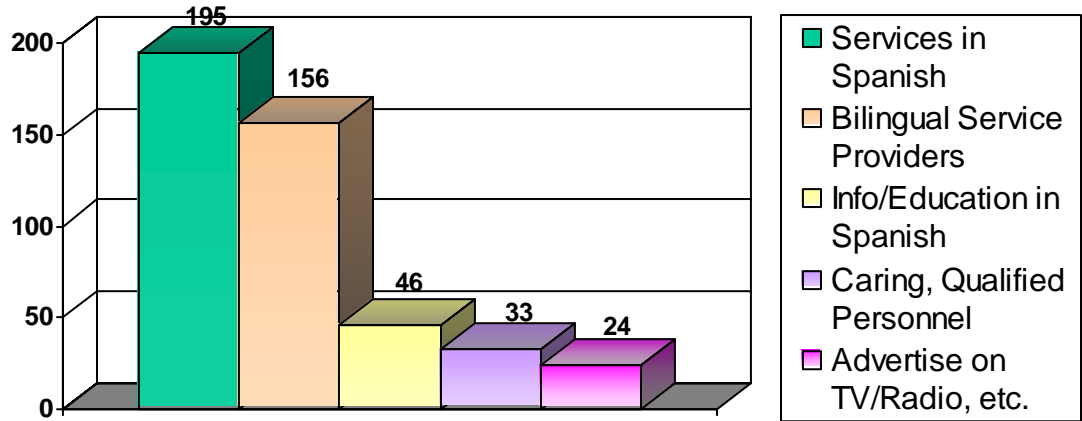


Graph 2. Respondents, by Age, Latino Mental Health Staff Outreach, October 2005

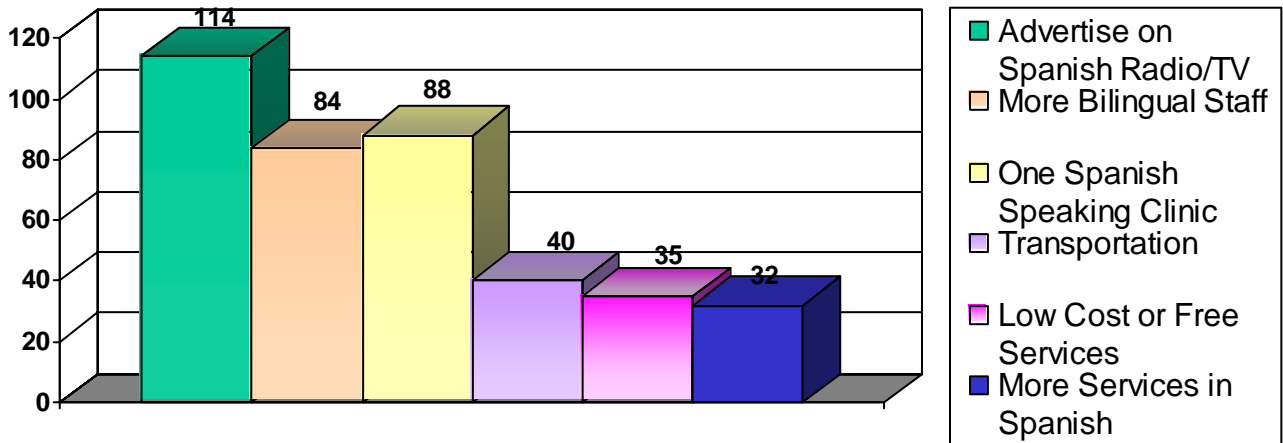




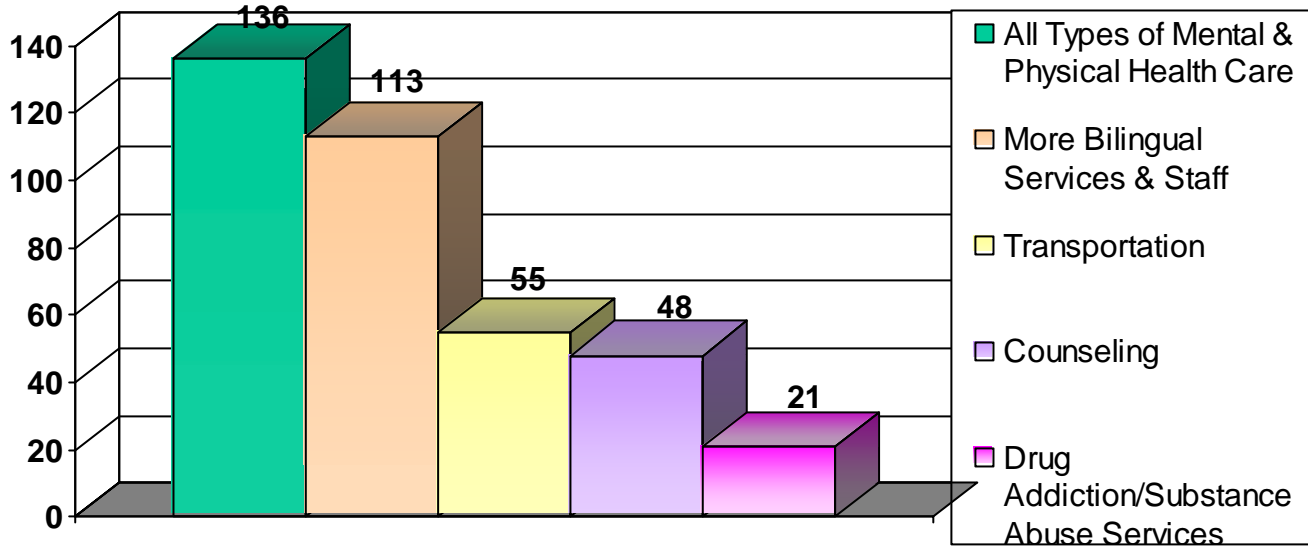
Graph 3. The Top Five Ways to 'Make Services Better', Latino Mental Health Staff Outreach, October 2005



Graph 4. The Top Six Ways to 'Make Services Easier to Get', Latino Mental Health Staff Outreach, October 2005



Graph 5. The Top Five 'Needed Services', Latino Mental Health Staff Outreach, October 2005



Details of survey responses are on the following pages.

Make services better?	Make services easier to get?	Needed services
<b>Law Enforcement</b>		
Have stronger relationship with law enforcement	More security	
	Train police, fire fighters about referral protocols	
<b>Mental Health Services</b>		
More bilingual service providers including docs & RNs (156)	Advertise on radio/TV, send fliers to schools and churches, etc (31)	More clinics/services for Spanish speakers (57)
Having caring, qualified personnel (33)	Help illegal people (2)	Medical emergency services (2)
Crisis line	Have applications in Spanish/ get assistance in completing (5)	Being informed about our children and their behavior in our homes
More services in Spanish (195)	Gratuities	More day care (5)
Advertise on Spanish speaking media (7)	Mail information to homes	Intervention in schools
Make health care available to everyone	Information in Spanish at hospitals and schools; community; flea markets; on bulletin boards, etc (20)	How to identify and handle a crisis (2)
Give services to undocumented Latinos (5)	A change of view to live better	Having information in Spanish (8)
Advertise on TV/radio, etc. (24)	Advertise on radio/TV/newspaper including Spanish (83)	More bilingual staff (56)
Help us to obtain better treatment (3)	Bilingual staff (84)	Explanation of patient's rights
Helping low income people from different countries (2)	Contract or contact more people	Have services available at places of work (fields) (2)
More information/education in Spanish about services (46)	Give more information on programs to undocumented people (2)	Communication and understanding of the culture (2)
Evaluate methadone clients	More services in Spanish (32)	Suicide intervention
Bilingual/Spanish speaking groups (8)	More clinics; better access to help (19)	More locations (7)
More personnel in hospitals and other health centers (18)	Have a mobile unit	All types of mental and physical health care (136)
Pre-exams compliant w/ mental health code	Recovery centers at every mile	Walk-in services (3)
Walk-in services (2)	Have groups at agreeable times	Depression/bi-polar treatment (10)
One Spanish speaking clinic that offers all services (19)	Evaluation teams	Help the whole family; children (19)
Understand our problems (2)	Ask the patients for input	Low cost or free services (8)
Ask teens to help	More Hispanic groups (2)	Mobile units (2)
Day care (5)	Services throughout the day/week (13)	More volunteers (5)
Early intervention	Unite to learn what can be done to treat mental illness; alcoholism	More public education via TV (2)
More people willing to help us- Hispanic (6)	Make ourselves more noticeable Hispanic	More crisis centers / crisis intervention in Spanish (2)
Unite to get more help (2)	Information on where to get help	Drug addiction/substance abuse (21)

Make services better?	Make services easier to get?	Needed services
	(9)	
Offer services to people on the streets	Information that's easy to understand (3)	More compassion and attention to needs of Hispanics including undocumented (6)
Better service w/o discrimination (11)	Better service w/o discrimination (10)	Information that's easy to understand(2)
More service for uninsured (4)	More personnel in hospitals and other health centers (8)	Counseling and therapy (48)
Better schools	More service for uninsured (7)	Appointments
More outpatient facility staff; longer hours	Better and quicker service/don't ignore patients (6)	More information about available services (5)
Be allowed to communicate our feelings and needs in Spanish	Less paperwork (2)	AL ANON and other support groups (9)
By attending the services that are available	More funding (5)	More personnel in hospitals and other health centers (8)
More recovery centers (4)	Bilingual day care	Better service w/o discrimination (7)
Low cost or free services (24)	Low cost or free services (35)	More groups (7)
Better customer service; faster; more empathy (8)	Conduct community outreach (17)	Services for older people (10)
Communication and understanding of the culture (2)	Educate people on their rights to treatment (2)	More free services for undocumented workers w/o penalty for telling the truth
More support for the family (4)	Do not inquire about legal status	More groups for Spanish speakers (7)
Programs for children; educate children re: MH (2)	One Spanish speaking clinic that offers all services (88)	More services for Hispanic youth (16) More services for all youth (15)
Conduct community outreach/ Go to migrant work camps (12)	Make them available to everyone, not just low income or insured	Parenting skills classes (2) (including for divorced parents)
Educate women about mental health	More information about mental health (22)	How to live in a diverse culture (2)
Don't treat people like they are crazy (2)	Spanish language phone line (2)	More information on mental health and prevention of mental illness (6)
More centers /better access (18)	Walk-in services (7)	Home visits
Don't release patients unless they're diagnosed and medicated	Information at the workplace, schools, malls (3)	Conduct community outreach (10)
Teach people about depression	Understanding the Hispanic culture	More people of color at mental health
Services throughout the day (4)	More community clinics (8)	Anger management classes (7)
Cheaper supplies	Reschedule appointments timely	Appointment reminders (3)
Services for the elderly (3)	Competent personnel (3)	Rehab centers (4)
More funding (8)	More community services	Services throughout the day (3)
Services for adolescents (7)	Involve teens (2)	Help for abused people (4)
More people of color in management	Dial 1-800-HELP; easy number to call (2)	Services for homeless (4)
Substance abuse groups	Spanish speaking suicide helpline	Marriage counseling (2)
Information easy to understand (2)	Provide education about services for parents at schools	Quicker response to calls; be seen quicker (2)
Communicate with family of	Easy access for disabled (2)	Phone line for Spanish speakers

Make services better?	Make services easier to get?	Needed services
client re: progress		
Clients do volunteer outreach	Dedicated staff (2)	Doctors and RNs (22)
Mobile unit	Weekly TV program	Women's issues
Public conferences		Emergency services
<b>Social Activities/Services</b>		
Multiple schedules for classes	More classes (2)	Offer more activities for children and teens/skills classes for adults (3)
Teen community centers		More education on mental health
		Life skills training
<b>Transportation</b>		
Transportation (9)	Busses/other transportation (40) Including bus passes	Make transportation available for non-drivers; uninsured (55)
		Ambulance (4)
<b>Medical Services</b>		
Provide vaccinations (2)	Clinic with pharmacy and lab	More Spanish speaking doctors and nurses (113)
Decrease wait for meds	More hospitals (3)	More hospitals (4)
Spanish speaking MDs (4)	Affordable medication (3)	More information about medications (9)
Medication (2)		Affordable medications (10)
Information re: meds		See the doctor you prefer
Larger hospital		Vaccinations (3)
<b>Social Services</b>		
Provide services in to incarcerated/probationary teens (2)	Hire and train competent social workers	Counselors from Concilio
More case workers		Counselors for alcoholism
Counseling for family of clients		Youth centers; After school programs (3)
		Senior Center
		Christian counseling
		More residential programs
<b>Employment</b>		
		Job training/Help find jobs (5)
		Help with job problems
<b>Other</b>		
Getting second opinions	Telemarketing (2)	Good telephone service
Help Christian churches		Legal services (2)
More government involvement (2)	Offer herbal alternatives	Nutrition education
		A place to eat when family has to wait (2)

Age	Gender	Race	Residence	Group
60 + (42)	M (294)	White (20 )	Stockton (499 )	Staff (6 )
25-59 (455)	F (396)	Hispanic (602)	Manteca (17)	Mental Health Services (5)
18-24 (141)		American Indian (1)	Lodi (41 )	Consumer ( 23 )
17 or < (71)		Southeast Asian ( 2)	Thornton ( 6 )	Family (67)
		Pacific Island (4)	Escalon (9 )	Social Services (48 )
		African American (22)	Acampo (5)	Residential Provider ( )
		Other/Mix (11)	Lathrop (18)	Law Enforce. (6)
		South Asian (2) (Indian)	Lockeford (3)	Religious (66)
			Delta Island (4)	Ethnic Group (28)
			Tracy (6)	Public Health (5)
			French Camp (3)	Private Health Provider (12)
			Modesto (3)	Education (22)
			Murphy (1)	Concilio (14)
			Galt (1)	Individual (38)
			Linden (1)	City Gov't (1)
			Other (22)	Pac. Isl. Mediator (1)

## Native American Survey Data Summary October 2005

This data is a summary of the voting from the community for underserved ethnic Laotian focus group meetings. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded under the current MHSA, Community Supports and Services funding.

Outreach was conducted during the month of October 2005, led by Native Directions/Three Rivers Lodge which includes thirty (30) surveys

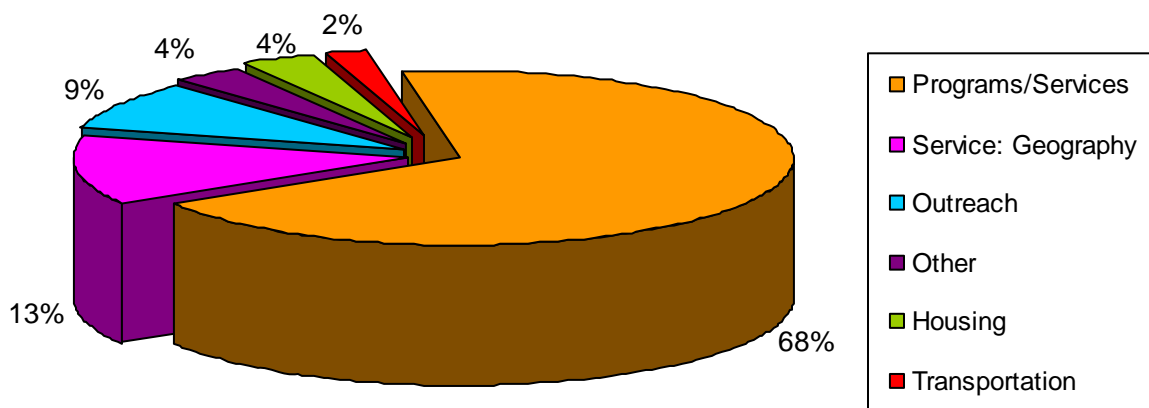
Table 1. Summary Data of Voting, Attendance, and Survey Response for Community Underserved Ethnic, Native American.

Date	Contact Type	Number Attendees	Total Votes/Responses
October 2005	Surveys	30	56
<b>Total</b>		<b>30</b>	<b>56</b>

Data was submitted from Native American community-based organization, Native Directions/Three Rivers Lodge, as follows:

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Community Native American Outreach, by Percentage



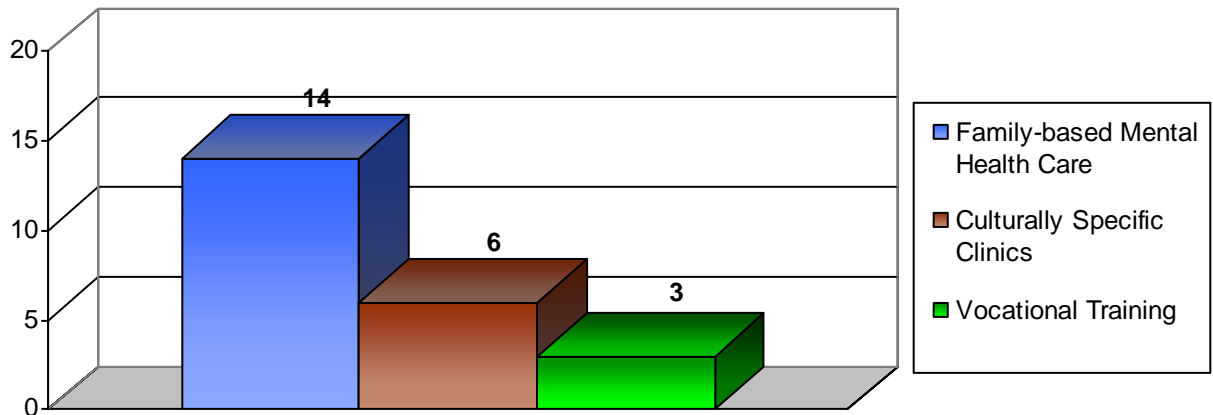
Specific strategies/ideas under each general area are as follows:

**Programs and Services** (68% of the entire vote)

Top three are:

1. Mental health care for the whole family; counseling for elderly and youth
2. Culturally specific local clinics staffed with professionals and volunteers
3. Vocational training; mentoring

Graph 2. Top Three Strategy Choices, by Number of Votes, for the “Programs and Services” Category



The remaining strategies, listed in order of priority are:

- a. Funding for culturally based services
- b. Sensitivity to people in general
- c. Elder and youth activities 🚗
- d. Social disorders programs; substance abuse; sexual abuse; alcoholism; depression
- e. Current services ok
- f. Continuous care
- g. Suicide prevention treatment
- h. Traditional and contemporary therapy treatments
- i. Self-reliance skills for elder and youth
- j. Care for the elderly

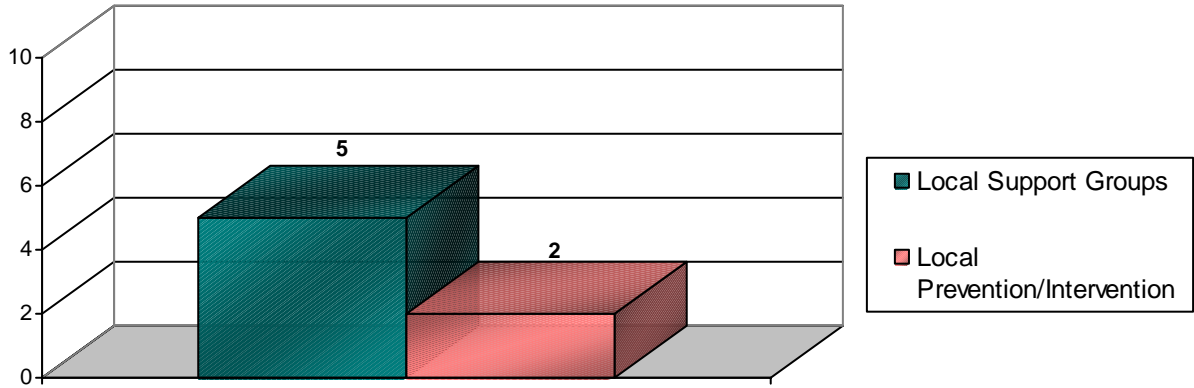
**Services, Geography** (13% of the entire vote)

Top two are:

1. Local support groups to help families and individuals with anxiety, emotional stresses, children with bi-polar disorder, medication, general life issues
2. Local prevention/intervention centers



Graph 3. Top Two Strategy Choices, by Number of Votes, for the "Services, Geography" Category

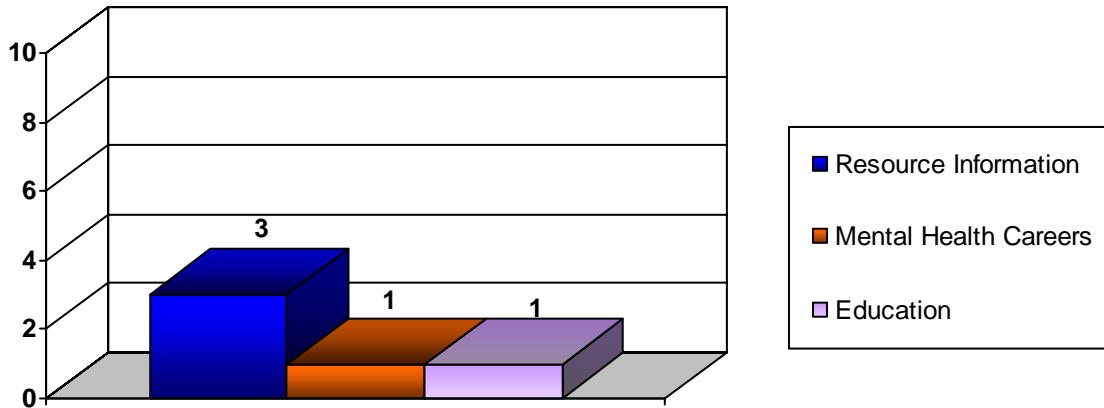


**Outreach** (9% of the entire vote)

Top three are:

1. Resource information; outreach services to youth; Native Americans
2. Opportunities/education in mental health careers 🚗
3. Education 🚗

Graph 4. Top Three Strategy Choices, by Number of Votes, for the "Outreach" Category

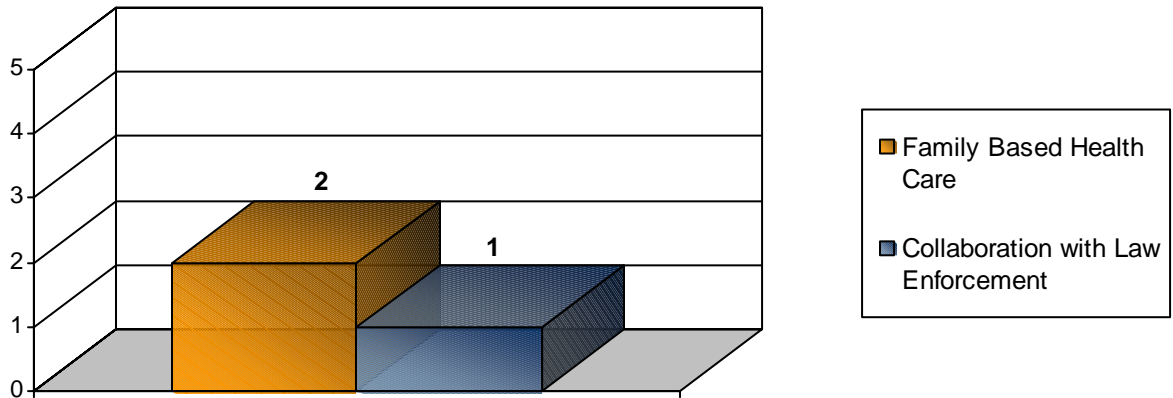


**Other** (4% of the entire vote)

Top two are:

1. Health care for the whole family 🚗
2. Communication/collaboration with faith-based and law enforcement

Graph 5. Top Two Strategy Choices, by Number of Votes, for the "Other" Category



**Housing:** (4% of the entire vote)

One strategy was identified:

1. Low income housing. This strategy received 2 votes.

**Transportation** (2% of the entire vote)

One strategy was identified:

1. Safe, free shuttle transportation for the elderly. This strategy received 1 vote.

**Native American Survey Outreach**  
*October 2005*

A total of 30 surveys were collected. The following are the survey responses as stated by participants.

Make services better?	Make services easier to get?	Needed services
<b>Law Enforcement</b>		
		Communication/collaboration with faith-based and law enforcement
<b>Mental Health Services</b>		
Traditional and contemporary treatments	More locations for services; locally based (5)	Current services ok
Funding for services (2)	Mobile van services	
Incentives to partnerships	More funding (3)	
Better family based education of mental illness at the Reservation level; learning that it's ok to work with a disability and understand that someone is near for support when needed (5)	Build trust - let people know that they <u>can</u> trust someone	Funding for culturally based services (2)
Inter-agency communications	One-on-one groups	Mental health care for the whole family; elder care; youth services (14)
More accessible services, especially for low income persons, and clinics; "one-stop shop" centrally located (11)	Cultural sensitivity training for staff	Continuous care
MH workers not set up barriers to treatment; better understanding of the people's culture and their problems (3)		Sensitivity to people in general
		Local prevention/intervention centers (2)
		Local support groups to help families and individuals with anxiety, emotional stresses, children with bi-polar disorder, medication, general life issues (5)
		Suicide prevention treatment
		Traditional and contemporary therapy treatments
<b>Social Activities/Services</b>		
		Elder and youth activities (2)
<b>Transportation</b>		
Transportation to services	Transportation to services (6)	Safe, free shuttle transportation for the elderly
<b>Medical Services</b>		
		Health care for the whole family (2)
<b>Social Services</b>		
Workshops (2)	Local centers with extended hours (5)	Social disorders programs; substance abuse; sexual abuse; alcoholism;

Make services better?	Make services easier to get?	Needed services
		depression (2)
Provide center for Native Americans	Collaboration between multi-diverse agencies	Culturally specific local clinics staffed with professionals and volunteers (6)
Victim's support groups - rape, abuse, life skills support		Vocational training; mentoring (3)
Youth programs and mental health awareness (3)		Self-reliance skills for elder and youth
		Care for the elderly
<b>Housing</b>		
		Low income housing (2)
<b>Other</b>		
Outreach - publicize available services through radio, TV, newspapers, schools; phone calls; booths at public functions - i.e. parades, crafts fairs (8)	Make resource information more available; advertise; internet; local outreach/focus groups; community awareness days (15)	Resource information; outreach services to youth; Native Americans (3)
	Financial assistance	Opportunities/education in mental health careers
	Community outreach to identify people in need; visible presence in the Native American community; referrals (4)	Education

## Native American Focus Group Outreach Summary *October 2005*

In October 2005 the community based organization Native Directions, Inc., (Three Rivers Indian Lodge) conducted five outreach focus group meetings with the Native American community. These meetings were in conjunction with the Mental Health Services Act to determine the mental health services needs of the un-served, underserved, and inappropriately served ethnic populations.

The Native American community of San Joaquin County identified their top priority needs as:

1. Outreach
2. Programs and services
  - a. for youth
  - b. that are culturally sensitive and
  - c. that are centrally located
3. Jobs, housing, and transportation

### Outreach:

The Native American community has been largely un-served by San Joaquin County Mental Health Services. There is a high need for outreach, directly by Mental Health Services staff and through culturally competent community based organizations, such Three Rivers Indian Lodge, to raise awareness of mental illness issues and available treatments. The Native American community is especially concerned about early education of its youth population in a culturally sensitive manner to prevent such problems as depression, anxiety, and substance abuse.

### Programs and Services:

Mental health programs and services that focus on the needs of the Native American community should be culturally sensitive and geographically accessible. While the attendees of the five focus group meetings identified developing a mentally and emotionally healthy youth population as its priority, the need for services to all age groups was also stated.

### Jobs, Housing, and Transportation:

The third priority issues raised by the focus groups are a need for vocational training and employment assistance work-age persons, and low income housing and safe, free shuttle transportation for elderly Native Americans.

In addition to the five focus group meetings held by Native Directions, Inc., thirty people provided input via survey on what is needed to make mental health services better, easier to get, and what types of services are needed. Due to the quantifiable nature of the survey information the results were compiled under separate document in data analysis format.

## All Older Adult Workgroups Voting Data Summary November 2005

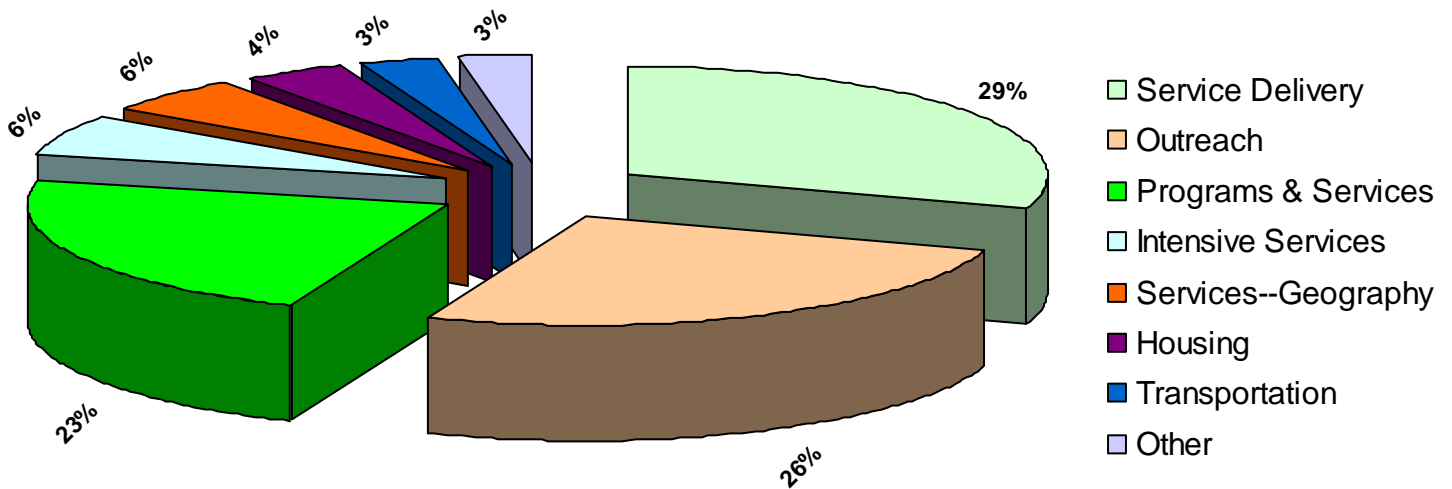
This data is a summary of the dot voting from the community for all older adult workgroup meetings. Data was submitted from the workgroups as follows:

Table 1. Summary Data of Voting and Attendance for Community Older Adult Workgroups

Date	Number of Votes	Number of Voters	Meeting Attendance
9.8.2005	66	13	20
9.15.2005	100	18	20
9.19.2005	145	28	24
9.29.2005	88	16	20
Total	399	75	84

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Community Older Adult Workgroup, by Percentage



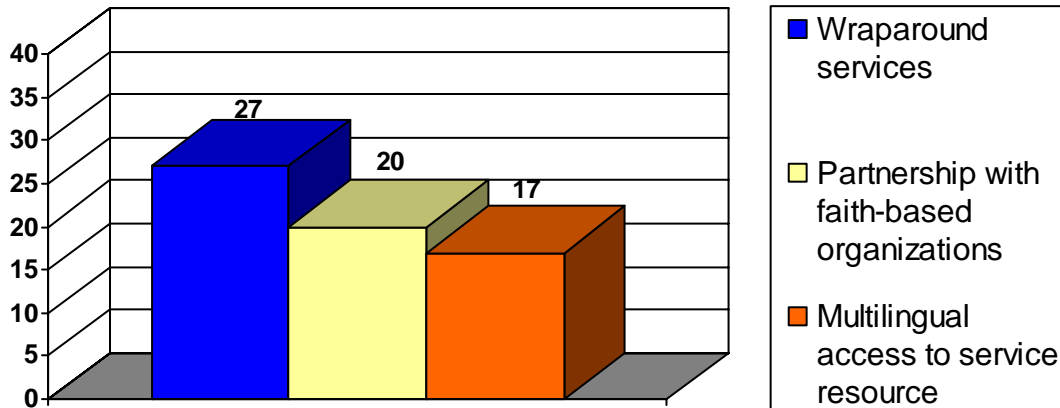
Specific strategies/ideas under each general area are as follows:  
**Service Delivery** (29% of the entire vote)

Top three are:

1. Wraparound services, one stop shop

2. Partnership between faith-based organizations and MH
3. Multilingual access to service resource information (211 system fully funded, internet guide, hard copy manual)

Graph 2. Top Three Strategy Choices, by Number of Votes, for the Service Delivery Category



The remainder of strategies, listed in order of priority are:

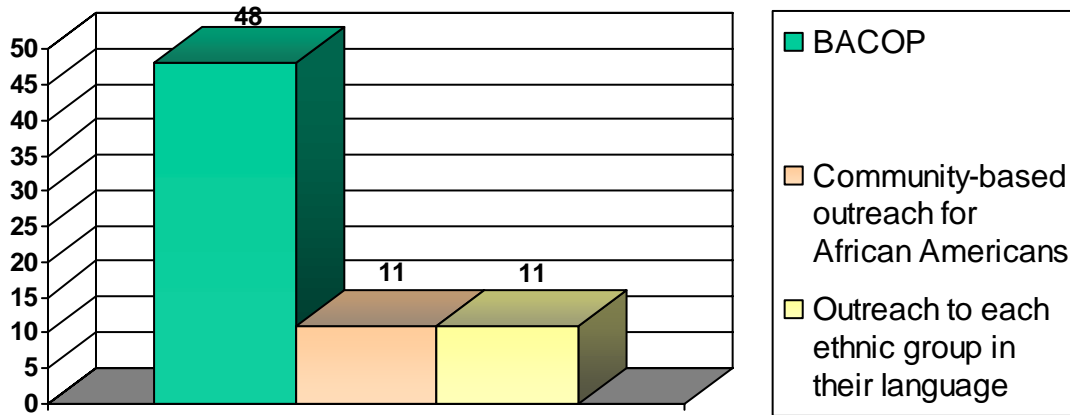
- a. Set up clinics for drop-in appointments with MH professionals
- b. 24-hour, after-hours case management
- c. Senior Center - one stop shop. One in every major city in the county
- d. Mobile care in the community
- e. No fee based care
- f. Care management that goes out to the consumer
- g. BIS Behavioral Intervention Services in home
- h. Bundle services
- i. Use technology to better service clients (laptops, etc.)
- j. Advocacy groups and agency collaboration
- k. Access to services - mental health and general
- l. Warm line for mental health support
- m. Expanded in-home mental health support services and CBIS

**Outreach (including ethnic/underserved)** (26% of the entire vote)

Top three are:

1. BACOP
2. Community-based outreach program for African Americans
3. Outreach to each ethnic group in their native languages.

Graph 3. Top Three Strategy Choices, by Number of Votes, for the Outreach Category



The remainder of strategies, listed in order of priority are:

- a. Enhancement for Latino mental health
- b. Bilingual services, culturally competent staff
- c. Ethnic-specific mental health clinics in all neighborhoods
- d. More Spanish-speaking psychotherapists
- e. Positive media exposure about mental health for the purpose of education, eliminating stigma, changing attitudes
- f. Education & outreach to public in need of services
- g. Outreach to community leaders
- h. Services for non-English speaking adults
- i. Regional outreach to encompass all cultures

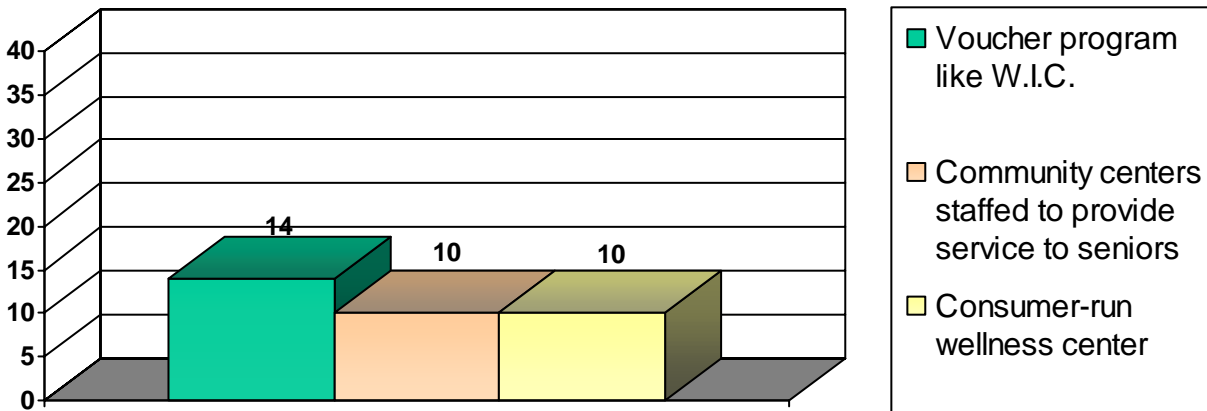
Programs and Services (23% of the entire vote)

Top three are:

1. Voucher program like W.I.C.
2. Community centers/Family Resource Centers staffed to provide services for seniors on a regular basis
3. Consumer-run consumer wellness and recovery center.



Graph 4. Top Three Strategy Choices, by Number of Votes, for the Programs and Services Category



The remainder of strategies, listed in order of priority are:

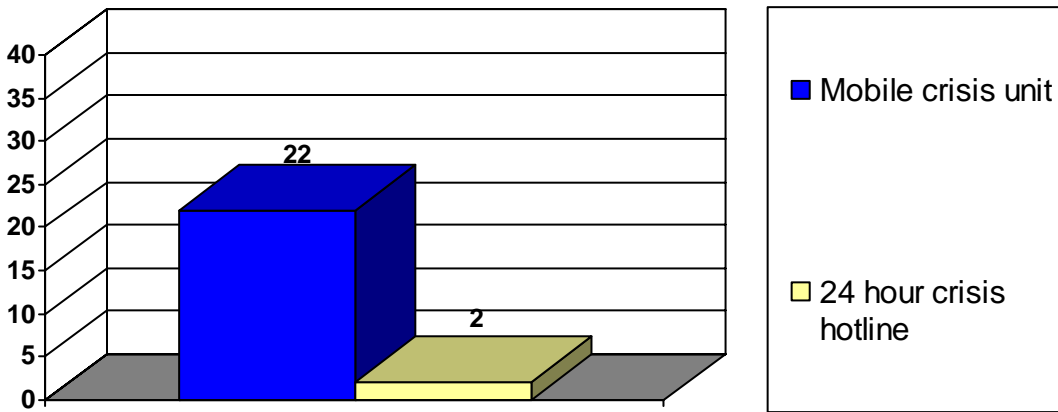
- a. Centralized location in community for older adult services - faith-based and collaborators
- b. Assistance to help seniors stay in their homes
- c. Cultural center for the elderly to access all needed services
- d. Day treatment - wellness & recovery center
- e. Senior peer-to-peer; hire seniors to work
- f. Expansion of HEART, ALLIES, MIOCRG programs
- g. Prevent assets from being taken away, financial abuse team
- h. BIS Behavioral Intervention Services in home
- i. Legal services
- j. Independent living skills
- k. More board & care facilities
- l. Respite care for consumer or caregiver
- m. Provide enhancements for board and care facilities serving the elderly
- n. Buddy system: younger to older
- o. Brown bag service
- p. Board & care evaluation for independent living, seniors placing seniors
- q. Expand DBT

**Intensive Services** (6% of the entire vote)

Top two are:

1. Mobile crisis unit staffed with bilingual / culturally competent medical and MH staff 24/7
2. 24-hour crisis hotline

Graph 5. Top two Strategy Choices, by Number of Votes, for the Intensive Services Category



Two additional strategies in this category received no votes:

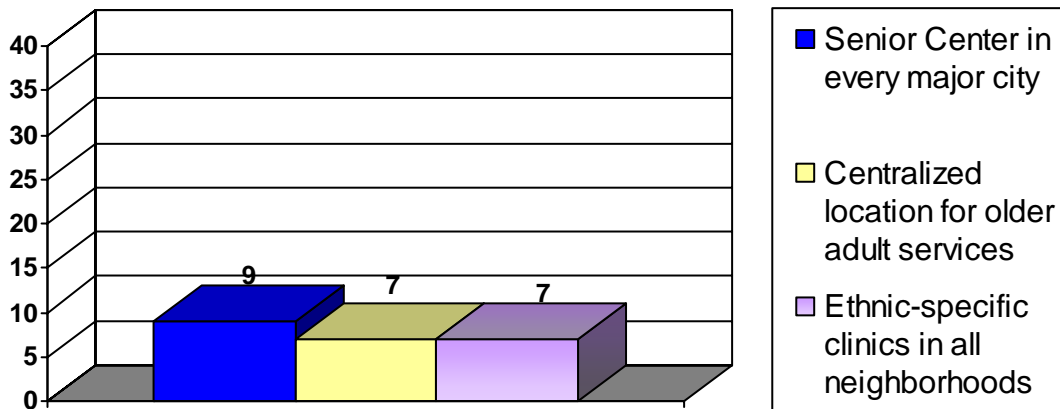
- a. Suicide prevention hotline
- b. Bracelet alert system

**Services: Geography** (6% of the entire vote)

Top three are:

1. Senior Center/one stop shop. One in every major city in the county.
2. Centralized location in community for older adult services - faith-based and collaborators
3. Ethnic-specific mental health clinics in all neighborhoods.

Graph 6. Top Three Strategy Choices, by Number of Votes, for the Services: Geography Category



One additional strategy in this category received no votes:

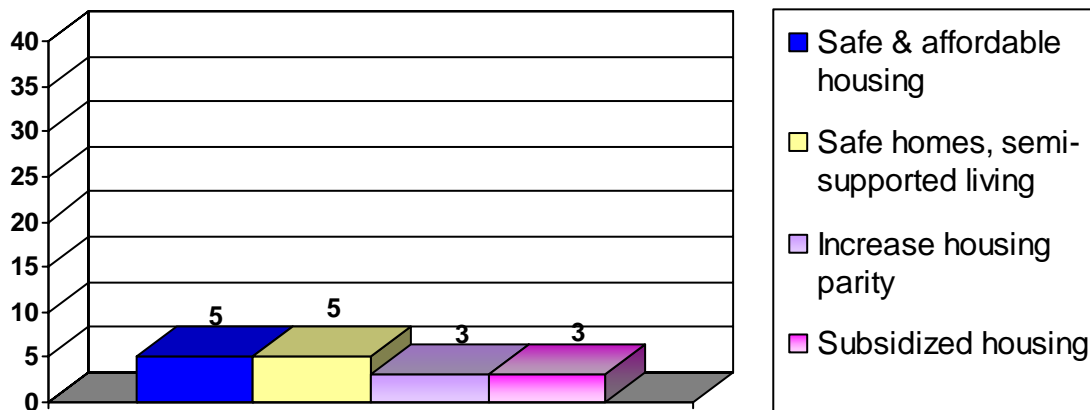
- a. Satellite services for all cultures

**Housing** (4% of the entire vote)

With two ties, top four are:

1. Safe & affordable housing
2. Safe homes, semi-supported living
3. Increase housing parity for various MH groups--level the playing field
4. Subsidized housing.

Graph 7. Top Four Strategy Choices, by Number of Votes, for the Housing Category



No additional strategies were identified.

**Transportation** (3% of the entire vote)

One strategy was identified:

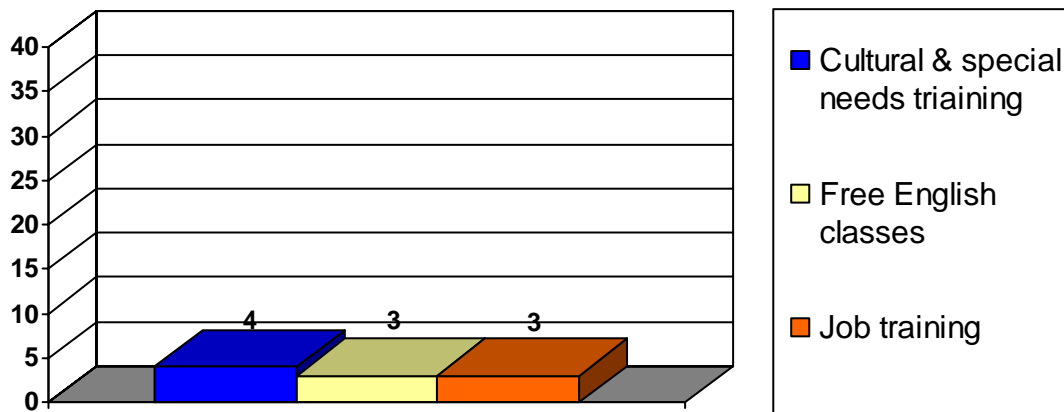
1. Provide transportation services. This strategy received 12 votes.

**Other** (3% of the entire vote)

Top three strategies:

1. Cultural training for staff and for special needs of the elderly
2. Adult school English-language class, free
3. Job training for older adults

Graph 6. Top Three Strategy Choices, by Number of Votes, for the Other Category



One additional strategy in this category received one vote:

- a. Volunteer opportunities

**Mental Health Staff** (0% of the entire vote)

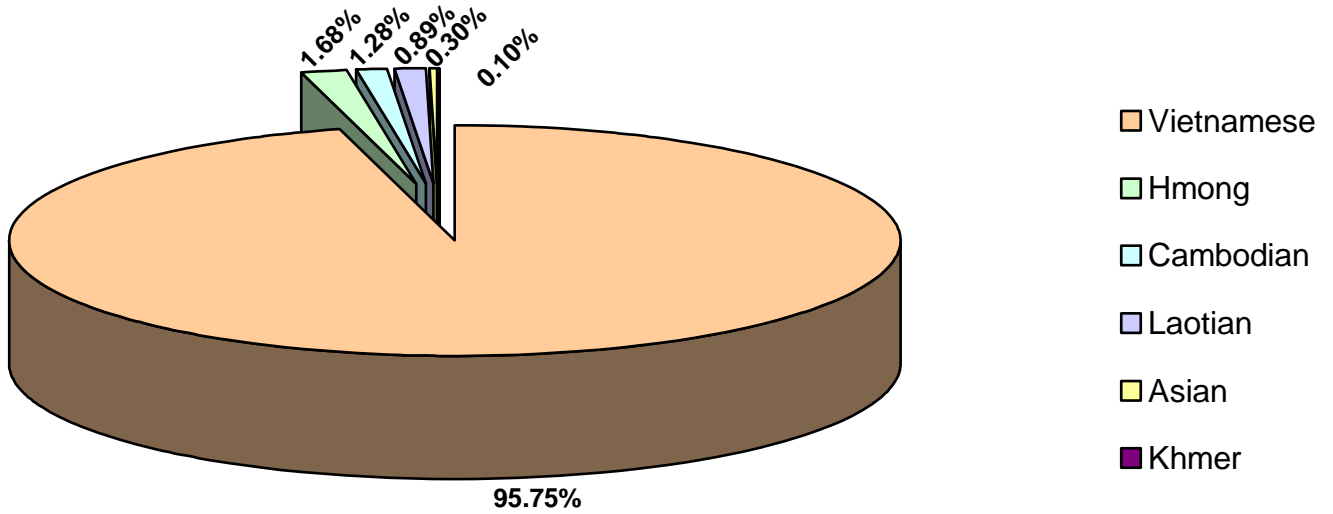
One strategy was proposed and received no votes:

1. Smaller caseloads.

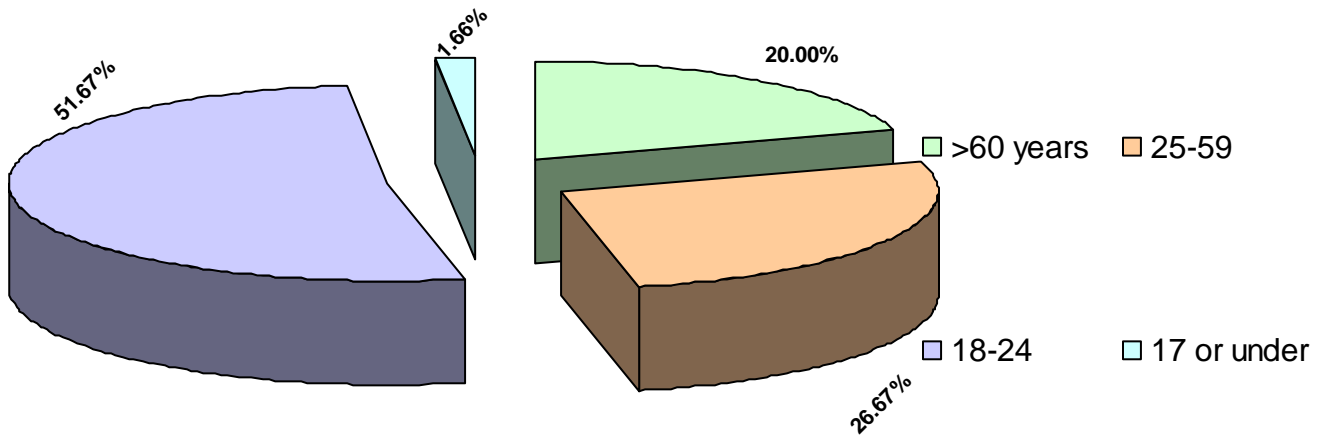
Transcultural Clinic Survey Analysis  
October 2005

A total of 61 surveys were collected, compiled and analyzed.

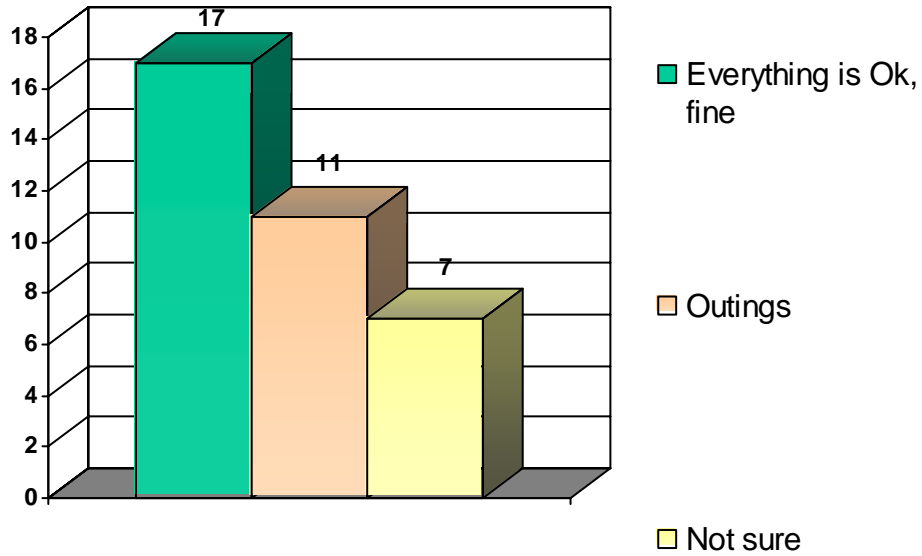
Graph 1. Respondents by Ethnicity, Transcultural Clinic Survey Analysis, October 2005



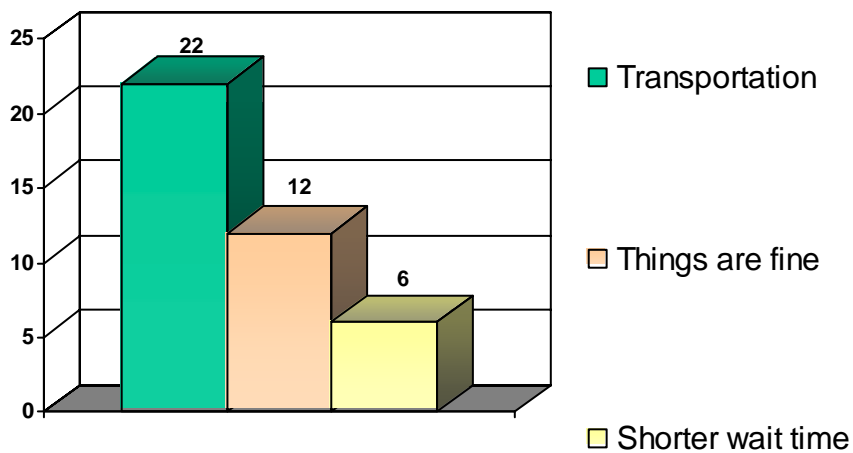
Graph 2. Respondents, by Age, Transcultural Clinic Survey Analysis, October 2005



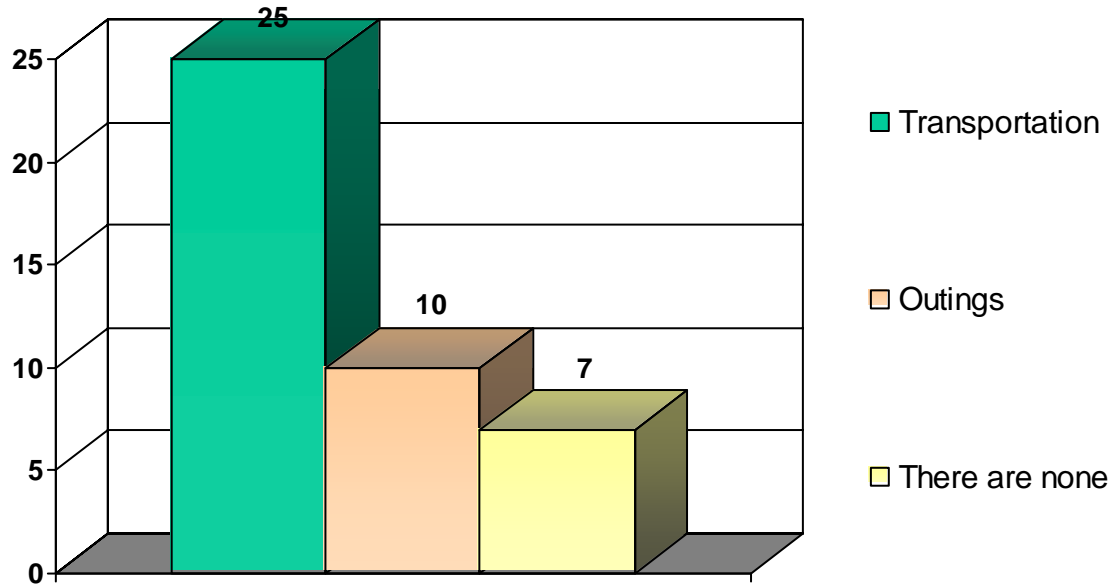
Graph 3. The Top Three Ways to 'Make Services Better', Transcultural Clinic Survey Analysis, October 2005



Graph 4. The Top Three Ways to 'Make Services Easier to Get', Transcultural Clinic Survey Analysis, October 2005



Graph 5. The Top Three 'Needed Services', Transcultural Clinic Survey Analysis, October 2005



Make services better?	Make services easier to get?	Needed services
<b>Ethnic Awareness &amp; Diversity</b>		
The language issue; personnel of the different languages	The personnel in the different languages is the most crucial of making services easier to get	Speaking in their native tongue (interpret); Translators; interpreter (3)
Provide information on mental illness in my own language	Vietnamese translation	
	Educating the neighborhoods of different races	
<b>Mental Health Services</b>		
Everything going great no changes necessary; its fine; no need more; None; Ok; It is good to maintain this way (17)	Don't let client or us wait to long; I don't want to wait to long; come on time - don't let client wait too long; Like to call client faster (6)	Maintain the same services; everything Ok; None (7)
Help client	Accept any walk in person who is in need of services	Home visiting
More room space	Please call remind (3)	The mental health did a wonderful job there is no service more to need
Opening more clinics around Stockton	Ok; None; Its fine; that is good (12)	Workshop training for families of patients
You can make it better by helping mental people to get more help - each person was here for a reason	Be more friendly to the patients and listen when they tell their problems to you	Emotional support group
Workers relate to mental issues to family members	More doctors	Case worker
Help support emotionally	Promoting services to the unknown people	Information on resources
Help with medication when needed	Help with paper work	Home visit
Case manager	Explain how we can feel good and enjoy	After hour hot line to speak directly to a psychologists
Follow appointment time; when the doctor shows up for the appointment on time for their patients, the waiting time should not be more then 30 minutes; By calling in patient faster (4)	Saturday clinic (2)	
Client don't know say	Easier (2)	
See staff		
Want clerk to pay more attention to client; Staff paying attention (3)		
<b>Social Activities/Services</b>		
Outing		Need group picnic; group picnic once a month; picnic or field trip every week (4)
		Music and dance together
		We can have lunches together
		Activity or social center (2)
		Outing (6)
<b>Transportation</b>		



Make services better?	Make services easier to get?	Needed services
We need transportation at the doctors office	More transportation; transportation for those that need it; provide transportation (16)	Need bus pass (7)
	Bus pass (2)	Transportation; needs transportation; need someone to pick up (18)
	Shuttle to pick up (4)	
<b>Social Services</b>		
Outings; need group activity and outing (11)		Help with SSI papers, legal papers
Someone to tell good stories for patients enjoyment		
Someone to share religious life - believe in God		
<b>Housing</b>		
		I need help in contact with the housing authority for me.
<b>Other</b>		
Don't know; I don't know; not sure (7)	I don't know (3)	I don't know

Age	Gender	Race	Residence	Group
60 + (12)	M (20)	Hmong (14)	Stockton (31)	Ethnic Group (12)
25-59 (16)	F (32)	Khmer (1)	Other (2)	Mental health (1)
18-24 (31)		Asian (3)	Manteca (2)	Consumer (13)
17 or < (1)		Cambodian (13)		Faith group (2)
		Vietnamese (17)		Family member (6)
		Laotian (9)		

**All Transitional Age Youth Workgroups Voting Data Summary**  
*November 2005*

This data is a summary of the dot voting from the community for all transitional age youth (TAY) workgroup meetings. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded through MHSA, based on the Community Supports and Services (CSS) funding guidelines.

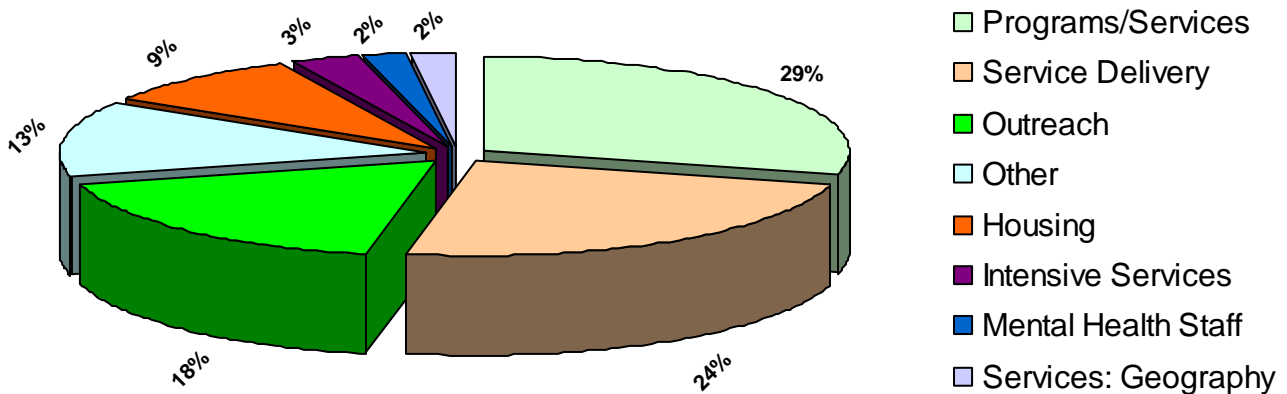
This data is a summary of the dot voting from the community for all TAY workgroup meetings. Data was submitted from the workgroups as follows:

Table 1. Summary Data of Voting and Attendance for Community Underserved Ethnic Workgroups

Date	Number of Voters	Number of Votes
9.8.2005	23	114
9.14.2005	34	169
9.22.2005	3	15
9.26.2005	25	124
9.28.2005	42	212
Total	127	634

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Transitional Age Workgroup, by Percentage



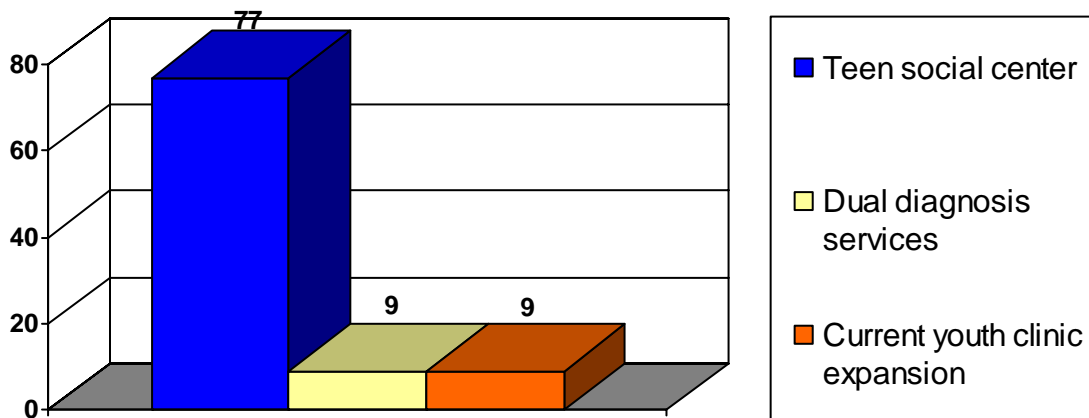
Specific strategies/ideas under each general area are as follows:

## Programs and Services (29% of the entire vote)

Top three are:

1. Teen social and activity center; safe environment with role models and fun, low cost activities
2. Dual diagnosis services/ programs (Substance Abuse & MH): Outpatient programs that can be referred to, full services to meet all needs.  
"Crossroads" model of early intervention
3. Expansion of current youth MH clinic.

Graph 2. Top Three Strategy Choices, by Number of Votes, for the Programs and Services Category



The remaining strategies, listed in order of priority are:

- a. Expand Crossroads. Provide more mental health professionals. Establish satellite offices using existing community centers and/or schools in Tracy, Lodi, Manteca, and North Stockton.
- b. Mentoring center - transformative with transportation and job center
- c. Provide ongoing mental health services through KDAP for juveniles with substance abuse issues.
- d. Collaboration for youth - TAY - role play, life skills
- e. High school programs: 4 areas: (1) clubs, (2) courses, (3) seminars, (4) counseling; 5 sub-areas: (1) MH definition and stigma issues, (2) emotional, (3) pregnancy, (4) substance abuse, (5) learning independent living skills
- f. Social activities, ways to connect, options
- g. Programs such as the Gipson Center: improve on programs and increase the intake of teens
- h. African American family services; community services
- i. Independent living skills program, including ongoing support, focus on foster youth / transitioning youth, run by peers (as teachers)
- j. Peer counseling 🚗

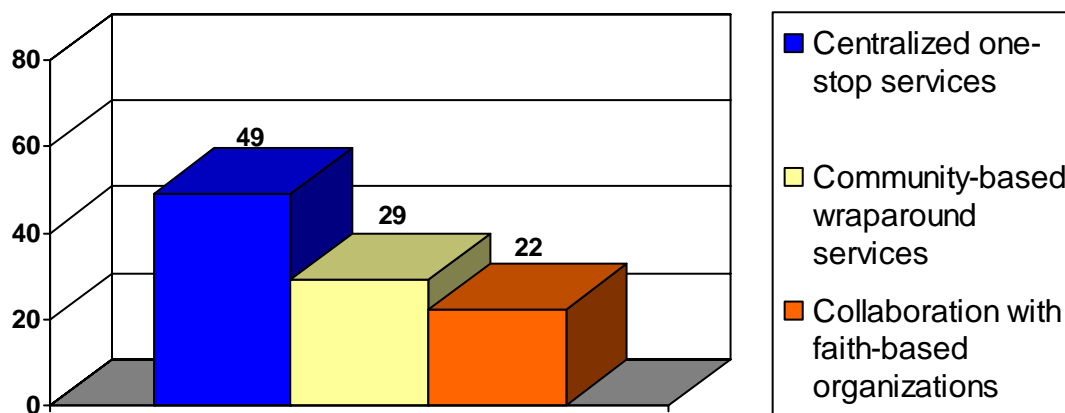
- k. Services to those with traumatic brain injury and other traumatic events; long-term assistance 🚗
- l. Specialized camps: to get out of the area and into the outdoors and to build self-esteem and self-confidence 🚗
- m. Independent living skills program
- n. Provide specialized training to probation officers. These POs would specialize in mental health caseloads, and would work closely with mental health caseworkers.
- o. An all-inclusive facility for TAY to learn skills that can turn into business skills
- p. Counseling - personal
- q. Facility "safe haven" for youth to "run to" where services are available for all issues 🚗
- r. More mentoring programs 🚗
- s. Provide ongoing and consistent mental health treatment for youth who are in juvenile hall (i.e. provide more than just crisis-motivated intervention).
- t. Youth Leadership Training Programs 🚗
- u. "Surrogate Parents" sponsors
- v. Bridges Program: collaboration between youth and adult MH department
- w. Family Education Center (welcome center, encourage participation, education) 🚗
- x. Identifying pregnant foster youth and young, married couples in graduate school in order for one person in the couple to stay at home and help the pregnant youth. Example taken from the state of Maryland 🚗
- y. Inpatient adolescent treatment in county
- z. Programs for teen parents (mothers, fathers, parents of TAY); example "Birth and Beyond", with prenatal care / parenting issues, skills development 🚗
- aa. Programs to treat serious mental illness and substance abuse
- bb. Provide a psych tech at juvenile hall around the clock (24/7).
- cc. Case management of mental health for HIV positive youth
- dd. Education program regarding healthy / nutritional food--for the purchase of and education about. Example: "W.I.C." 🚗
- ee. Provide transitional services and continuity of care as youth leave juvenile hall and enter their community or family context.

## Service Delivery (24% of the entire vote)

Top three are:

1. Centralized services, a “one stop center” where all agency and CBO partners at center including medical services: doctors, clinicians, health and dental issues
2. Community based one-stop shop for all needs (community centered, family resource centers, faith-based centers; bilingual, cultural specific & appropriate; like skills; recreational activities; faith based; basic needs, clothes, insurance)
3. Collaboration with faith-based organizations

Graph 3. Top Three Strategy Choices, by Number of Votes, for the Service Delivery Category



The remaining strategies, listed in order of priority are:

- a. Counseling prior to crisis: Reliable, easy access to MH services, Outpatient access
- b. A “211” information line. Also a web site. To be able to find out about services/programs/information. Accessible in different languages
- c. Assisting with transitional case management prior to need
- d. Utilize the CBOs as providers
- e. Work more with city teen centers and faith based centers/schools
- f. Continuation of services: housing/employment/independence; a “continuum of services”
- g. After-hours case management
- h. Business Community involved, identified, utilized, job shadow, mentors role, model for mental health TAY population
- i. Expanded service in juvenile hall and in California Youth Authority 🚗
- j. Transitional case management; after-care; evening hours
- k. Using existing mediums in ethnic communities
- l. Empower workers closest to a youth’s situation to allocate resources from multiple funding streams as needed.

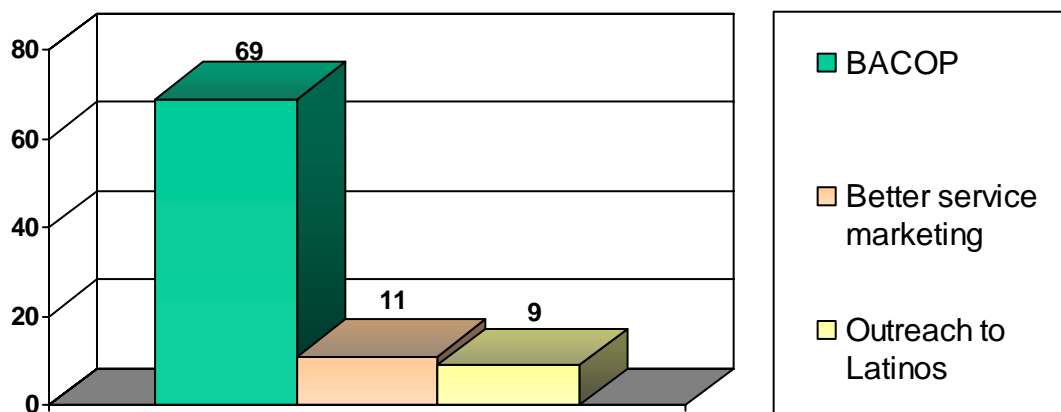
- m. Put resources/services in the community through MHSA funding
- n. Use successful MH consumers as mentors/counselors as an example of success
- o. Mentor programs for emancipated minors
- p. More mental health services (how to work with those with mental illness)
- q. Research “aging out” laws and regulations to enhance the range of services that can be provided to transitional age youth.
- r. Seek waivers from the State and federal governments from “aging out” and related mental health treatment regulations. 🚗
- s. Services on site at housing. Example of Mayflower apartments
- t. Support by “System” including education, business, getting out into the community
- u. Tutoring by other students 🚗
- v. Use age appropriate techniques to reach TAY group
- w. Use of mentors and peers that are knowledgeable about mental health in school settings and in returning to education
- x. Use sports and other activities as a way for TAY to be included in recreational activities
- y. Well-trained law enforcement (more sensitive; increased knowledge about mental illness treatment programs, communicating with the consumer/family, and the community)

**Outreach (including ethnic/underserved)** (18% of the entire vote)

Top three are:

1. Addressing issues in African American community (BACOP: increased utilization and using its models)
2. More advertising/marketing for services (TV-MTV; text message; school assembly; radio; songs and words that are good; easy to remember phone number)
3. Community-based outreach for Latinos.

Graph 4. Top Three Strategy Choices, by Number of Votes, for the Outreach Category



The remaining strategies, listed in order of priority are:

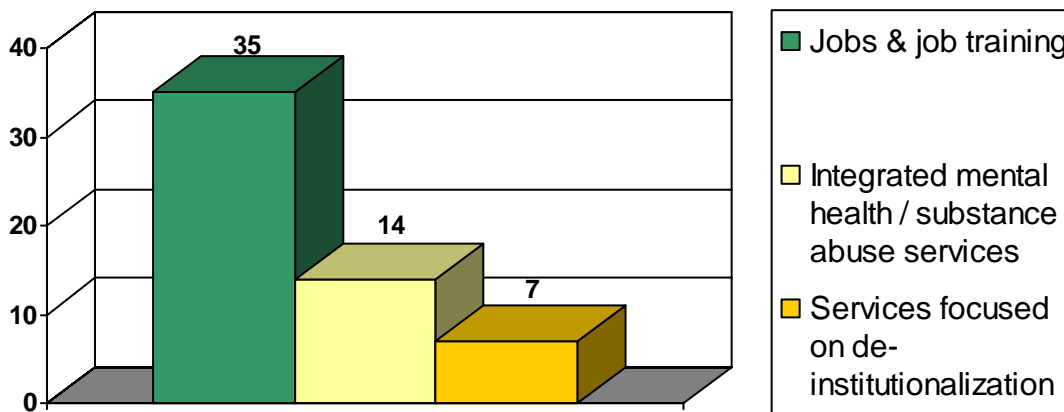
- a. Community-based outreach for Latinos
- b. Engage Gatekeepers
- c. Ethnic partners utilizing media/publications in the community
- d. African American community
- e. Latino community
- f. Reach out to and educate families, especially those for whom English is a second language.
- g. Go into schools to educate about issues such as MH, alcoholism, pregnancy 🚗
- h. Make name (mental health on buildings) more appealing to youth 🚗

**Other** (13% of the entire vote)

Top three strategies:

1. Jobs and job training for youth. Counseling, mentoring, job shadow opportunities.
2. Need for integrated, outpatient and residential substance abuse services
3. An age-appropriate system of services that is focused on de-institutionalization

Graph 5. Top Three Strategy Choices, by Number of Votes, for the Other Category



The remaining strategies, listed in order of priority are:

- a. Creating jobs / increasing business partners for on-the-job trainings, e.g. coffee houses where TAY can work, "Home Boy Industries" model (a bakery in Southern California), "Construction Tech" in SJ Co. run by H.S.A.
- b. Skills training and education to include leisure skills, exposure, and field trips 🚗
- c. Vocational Training Center: apprentice type program / options; "technical Training certificate" offered; e.g. Delancy Street Program in



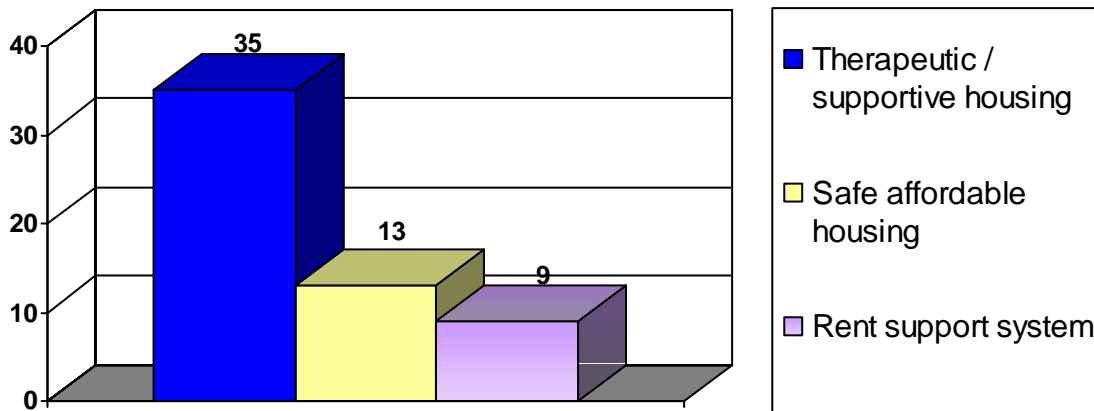
- San Francisco; also job corps programs as a model. Comprehensive span of services 🚗
- d. Better schools (study halls; educational assistance; tutors; more private schools with scholarships) 🚗
  - e. Prevention of alcoholism in preparation for a crisis 🚗
  - f. Respite Services for prevention assistance and to be able to take a break 🚗
  - g. High income 🚗
  - h. Community service projects for youth to participate in--more to do 🚗
  - i. Curfew enforcements 🚗
  - j. Issues of trust and fear 🚗
  - k. Resources needed 🚗

**Housing** (9% of the entire vote)

Top three are:

1. Therapeutic/supportive housing program (e.g. Sacramento County, 18-21+ year olds, housing assistance for foster and emancipated youth), including job skills training, health care, etc.
2. Safe affordable housing
3. Rent support system: Funds for housing, moving and upkeep.

Graph 6. Top Three Strategy Choices, by Number of Votes, for the Housing Category



One additional strategy was identified:

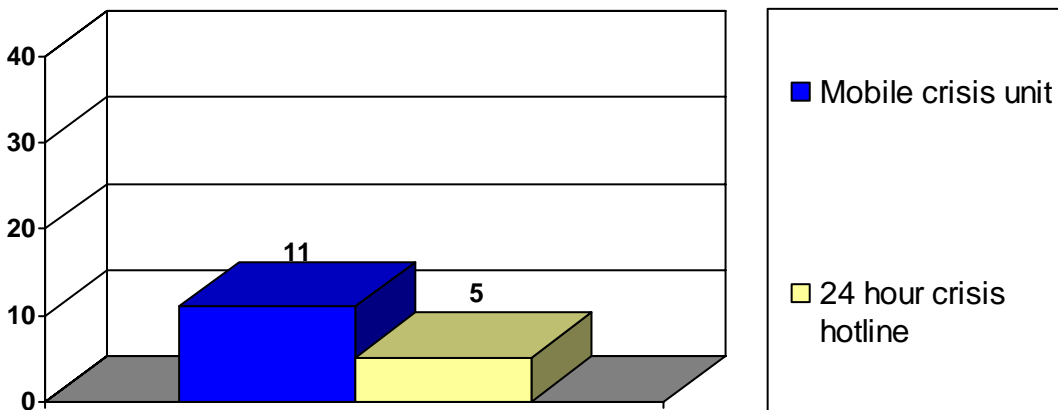
- a. Example of AB/24 House in Long Beach "Portals"

**Intensive Services** (3% of the entire vote)

Top two are:

1. Outreach van 24/7 for mental health services including education and crisis intervention (first line of help/contact)
2. "Crisis Counseling" line that is available 24/7 to meet prevention/pre-hospitalization needs

Graph 7. Top two Strategy Choices, by Number of Votes, for the Intensive Services Category



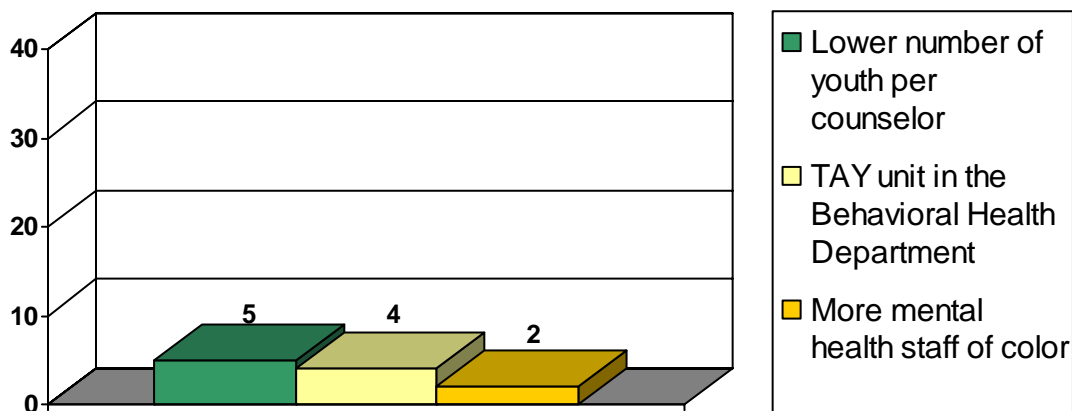
There were no additional strategies in this category.

**Mental Health Staff** (2% of the entire vote)


The top three choices are:

1. Lower number of youth per counselor
2. A BHS department for TAY
3. More mental health staff of color, ethnic diversity & knowledge, Afro centric mind set

Graph 8. Top Three Strategy Choices, by Number of Votes, for the Mental Health Staff Category



The remaining strategies, listed in order of priority are:

- a. Reduction of case loads to meet the needs of consumers
- b. GED/college level courses about how to work in MH field 

**Services: Geography** (2% of the entire vote)

There was one strategy in this category that received 9 votes:

1. Neighborhood based centers with mental health specialists on site

**Transportation** (0% of the entire vote)

There were two strategies in this category:

- a. Transportation help, bus cards / three votes
- b. Rural area services / one vote.

## All Unserved/ Underserved Ethnic Workgroups Voting Data Summary November 2005

This data is a summary of the dot voting from the community for all underserved ethnic workgroup meetings. A car (🚗) placed behind a strategy signifies that this suggestion will probably not be able to be funded under the current MHSA, Community Supports and Services funding.

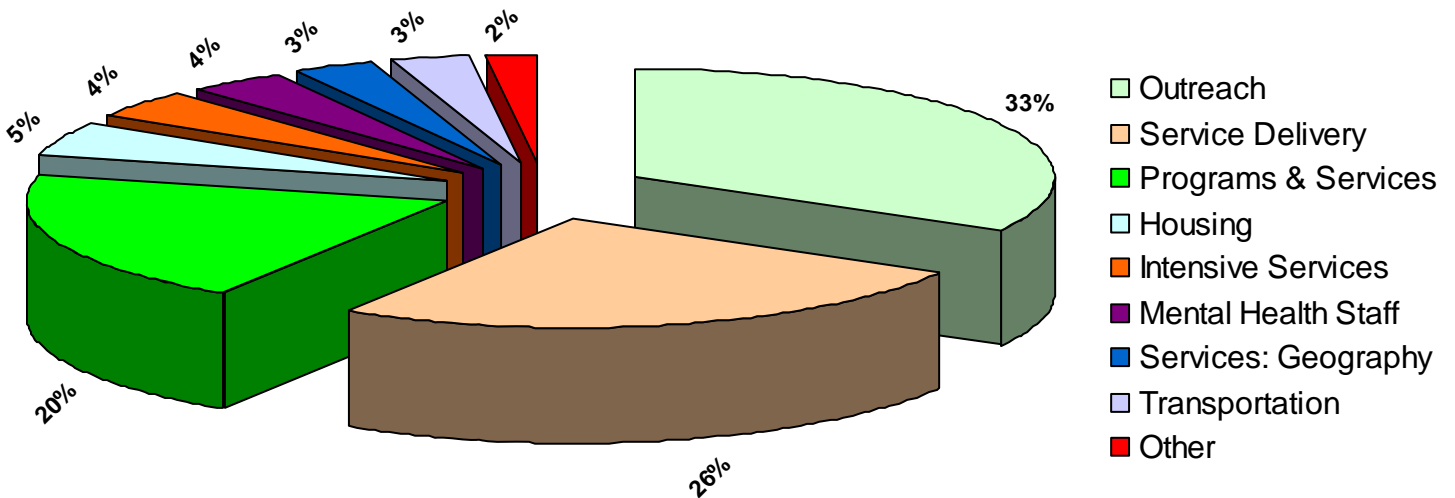
Data was submitted from the workgroups as follows:

Table 1. Summary Data of Voting and Attendance for Community Underserved Ethnic Workgroups

Date	Number of Votes	Number of Voters	Meeting Attendance
9.9.2005	101	20	20
9.15.2005	45	9	9
9.22.2005	65	13	14
9.24.2005	55	11	13
9.27.2005	89	18	24
9.28.2005	30	6	8
10.1.2005	65	13	12
Total	450	90	100

The following pie chart indicates the percentage, per general area, that people voted on. Each general area has specific strategies or ideas that were mentioned and are listed in detail.

Graph 1. Breakdown of General Areas of Need, Underserved Workgroup, by Percentage



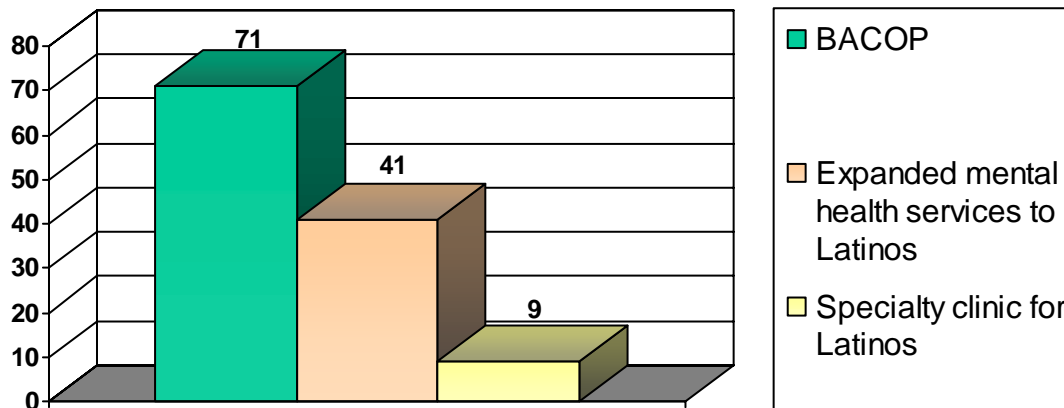
Specific strategies/ideas under each general area are as follows:

**Outreach (including ethnic/underserved)** (33% of the entire vote)

Top three are:

1. BACOP
2. Expanded mental health services to Latinos
3. Specialty clinic for Latinos.

Graph 2. Top Three Strategy Choices, by Number of Votes, for the Outreach Category



The remaining strategies, listed in order of priority are:

- a. After hours (evenings/weekends) interpreter services, especially crisis; bi-lingual providers who are competency tested
- b. Outreach to the developmentally disabled 🚗
- c. Outreach to community leaders; i.e. church pastors, elders
- d. Funding that serves the Filipino community
- e. Outreach to gay/lesbian/trans-gender persons; educate providers
- f. Gender-specific/sexual orientation programs
- g. African-American group program called UMOJA (Unity); support group specific to African-American community - like the La Familia program
- h. Increase in Spanish interpreters and interpreter training
- i. Outreach for deaf, blind, veterans
- j. MH services in all languages
- k. Campaign to de-stigmatize mental illness
- l. MH publications in Spanish; multi-media information
- m. Education for families to help consumer; care giver classes
- n. Teach workshops in community and at client friendly level
- o. Grassroots advocacy within all MH 🚗
- p. Integration of African-American gatekeepers that help consumers access services better
- q. Education for new consumer/family to available services and how to access them

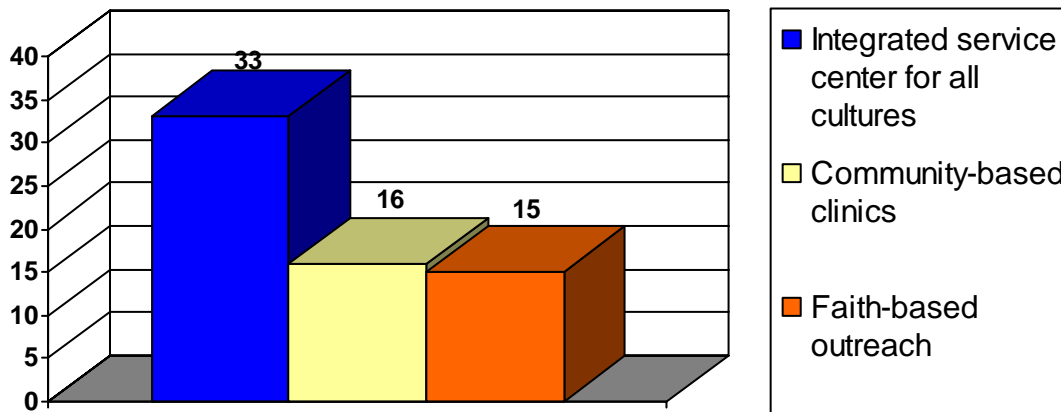
- r. Multi-media information for all languages
- s. Literacy programs for all cultures/languages 🚗

**Service Delivery** (26% of the entire vote)

Top three are:

1. Integrated, multi-cultural treatment, socialization, and vocational training center--showers, storage, phone and mail, clothes closet, food bank--that's community-based - \*all cultures\*
2. Create additional MH services and clinics in cultural areas within communities
3. Faith-based outreach through churches

Graph 3. Top Three Strategy Choices, by Number of Votes, for the Service Delivery Category



The remaining strategies, listed in order of priority are:

- a. African-American community-based case management, outreach, mentoring, socialization; wrap around
- b. Multi-lingual services and cultural center combined at one location - "One-stop shopping" for all consumers
- c. After hours (evenings/weekends) interpreter services, especially crisis; bi-lingual providers who are competency tested
- d. CBOs to provide intervention, prevention, and outreach programs to community
- e. Beef-up after hours case management; mobile 24x7 team (case manager, doctor, medical staff)
- f. Psychotherapy and job training instead of medications
- g. Fund CBOs for psychotherapy, individual/group, in cultural and language context
- h. Increase MH services

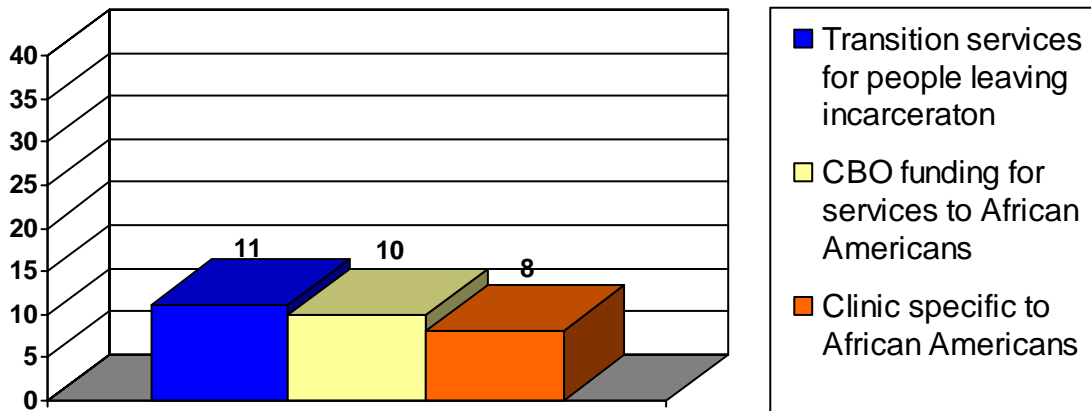
- i. One-Stop Shopping facility - medical, dental, vision, mental health, mentors, support, advocates, services, referrals, community resources, information, vocational assistance (jobs), substance abuse services, counseling
- j. Mobile treatment vans to deliver services to rural areas
- k. Mentoring Center
- l. MH services that are inclusive of and for all cultures - no segregation of services based on race or ethnicity. All people's needs must be met taking culture and language into consideration when developing treatment programs, communicating with the consumer/family, and the community
- m. Wrap around services for kids leaving Foster Care system - transitional age youth
- n. Comprehensive shared database of information on consumers gathered at all points of services 🚗
- o. Foster care MH services; better access and services for children in Foster care 🚗
- p. Provide services (integrated) in Family Resource Centers
- q. More school based services
- r. Integrate MH services with CBOs
- s. Evening and weekend activities (7 day/wk)
- t. Expansion of support groups
- u. Consumer/family advocacy center to educate them of their rights (grievances, fair hearing - HIPPA) 🚗
- v. Integration between law enforcement and MH
- w. Prevention services in all areas 🚗

**Programs and Services** (20% of the entire vote)

Top three are:

1. Transition services - continuity of care for persons leaving incarceration; step-down program (supervised housing, treatment programs, life skills, personal grooming, money management); contract with organizations and businesses to provide at transition facility
2. CBO funding for services to the African-American community - services that relate to the individual communities
3. Develop clinics specific to African-Americans to do outreach, prevention, intervention in the community.

Graph 4. Top Three Strategy Choices, by Number of Votes, for the Programs and Services Category



The remaining strategies, listed in order of priority are:

- a. Increase funding for homeless services in general - life skills training, substance abuse workshops, wrap-around services - beyond just having a bed.
- b. Activity center and social services for developmentally disabled 🚗
- c. Saturday evening clinic at TCC
- d. Fund CBOs to provide MH services in community
- e. Case manager/doctor at TCC
- f. Day treatment for Southeast Asians
- g. Funding for culturally-based, community-based support centers for education, life skills development, accessible community-based MH services (i.e. more staff)
- h. Day Treatment for TCC and transportation to/from treatment
- i. Life skills training program for TAY (i.e. workshops)
- j. Funding for Power N Support
- k. Consumer-run culturally competent recovery center located in the MH Services Day Treatment facility
- l. Services to incarcerated youth 🚗
- m. Case management for HIV AIDS 🚗
- n. After school program for young people - elementary/high school 🚗
- o. More doctors, nurses, and case managers added to all MH services areas with emphasis on bilingual/bi-cultural competency
- p. In-home support services for all persons
- q. Bridges
- r. Specialized services for cognitively impaired persons 🚗
- s. Holistic and alternative treatment options offered within traditional treatment services at MHS
- t. Career/employment counseling with sheltered employment and cooperative agreement with employers/businesses
- u. Provide anger management for school age children 🚗



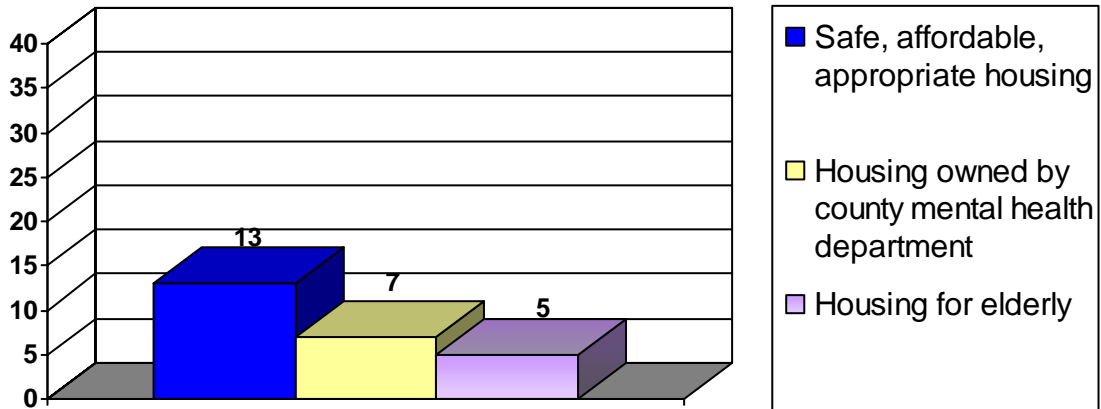
- v. Utilize the Gipson Center for support group activities for consumer and independent living skills training
- w. More funding for Portal Club and set aside funding for consumer activities
- x. Integration of services through Delta College counselors to assist MH consumer students through the education process
- y. Child care services during treatment
- z. Survival and life coping skills classes
- aa. Child readiness programs 🚗
- bb. Intervention services for families affected by suicide
- cc. Basic living skill training programs for refugees 🚗
- dd. Respite for care givers (remove consumers from environment; day care funding)
- ee. Specialized services for gay, lesbian, bi-sexual, and transgender persons
- ff. MH services for people who are developmentally delayed
- gg. Lock facility in SJ Co
- hh. Legal services for immigrants 🚗
- ii. Facilities specific to youth for psychiatric hospitalization in SJ Co. 🚗
- jj. Expand PUFF
- kk. CBIS
- ll. Special clinic opening called "La Familia"
- mm. Program for transitional age youth
- nn. More and expanded psychotherapy services
- oo. Grief services program 🚗
- pp. ESL for MH consumers/families 🚗
- qq. Veterans, blind, deaf, homeless services
- rr. Case managers to assist with accessing services
- ss. Substance abuse services for seniors who self-medicate 🚗
- tt. CBIS (community based intervention services) in combination with cognitive behavioral therapy; independent living skills
- uu. Advice nurse to explain medications and their side-effects
- vv. Funding for MIOCRG (mentally ill offender crime reduction)
- ww. Develop storage locker unit for homeless 🚗

**Housing** (5% of the entire vote)

Top three are:

1. Variety of housing services; safe, affordable, appropriate
2. MH owned affordable, safe housing
3. Housing for the elderly with cognitive difficulties. 🚗

Graph 5. Top Three Strategy Choices, by Number of Votes, for the Housing Category



One additional strategy was identified:

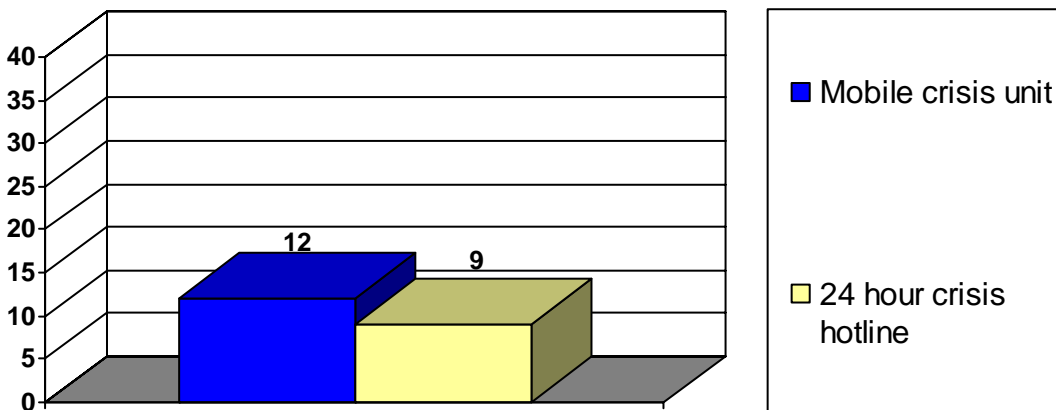
- a. More board and care facilities

**Intensive Services** (4% of the entire vote)

Top two are:

1. 24x7 full-service mobile team for crisis, treatment, Rx - countywide, culturally/linguistically competent
2. 24x7 multilingual hotline

Graph 6. Top two Strategy Choices, by Number of Votes, for the Intensive Services Category



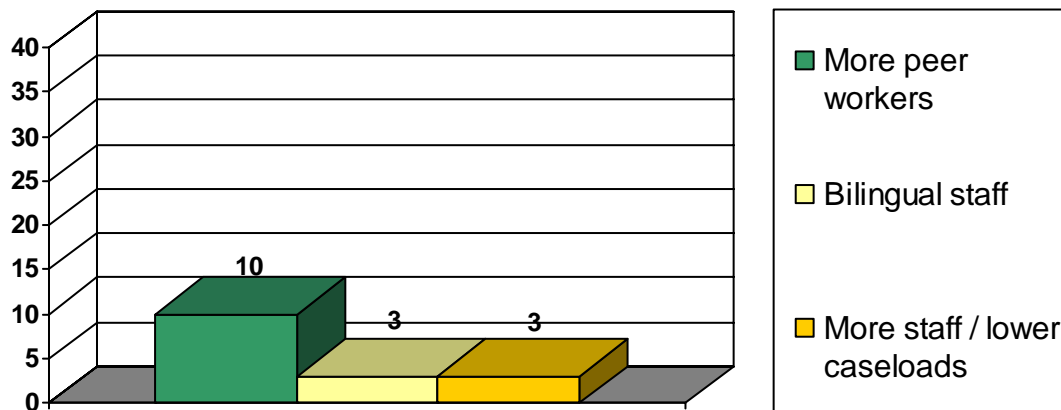
There were no additional strategies in this category.

## Mental Health Staff (4% of the entire vote)

The top three choices are:

1. More peer workers
2. Hire/train bi-cultural/bilingual staff
3. Increase staff, reduce case loads

Graph 7. Top Three Strategy Choices, by Number of Votes, for the Mental Health Staff Category



The remaining strategies, listed in order of priority are:

- a. Stipend programs; paraprofessional/professional 🚗
- b. More PSRs stationed in jails to assist with funding 🚗
- c. Competitive salaries for public social workers to retain high quality staff 🚗
- d. Refresher clinical services training for professional staff 🚗
- e. Bilingual/multicultural psychiatrists
- f. Hire more bilingual staff (and African-American), more professionals in all areas
- g. Funding to help individuals to get education stipend - 2 years service for 1 year financial assistance for nursing, psych-tech, clinical 🚗

## Services: Geography (3% of the entire vote)

There was one strategy in this category that received 16 votes:

1. Create additional MH services and clinics in cultural areas within communities - system changes

**Transportation** (3% of the entire vote)

There was one strategy in this category that received 16 votes:

1. Provide transportation services.

There was one additional strategy in this category that received no votes:

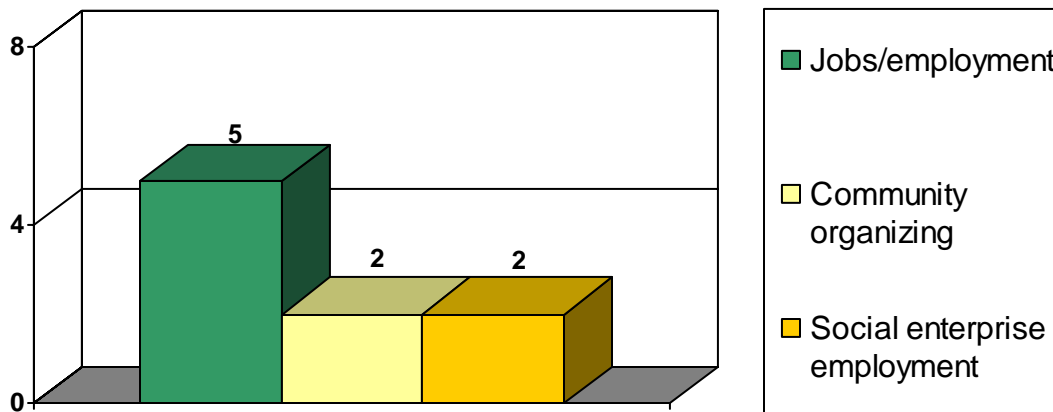
- a. Education on the use of public transportation

**Other** (2% of the entire vote)

Top three strategies:

1. Jobs/employment for mental health consumers
2. Community organizing to empower people
3. Social enterprise employment developed and run by consumers (e.g. The Village)

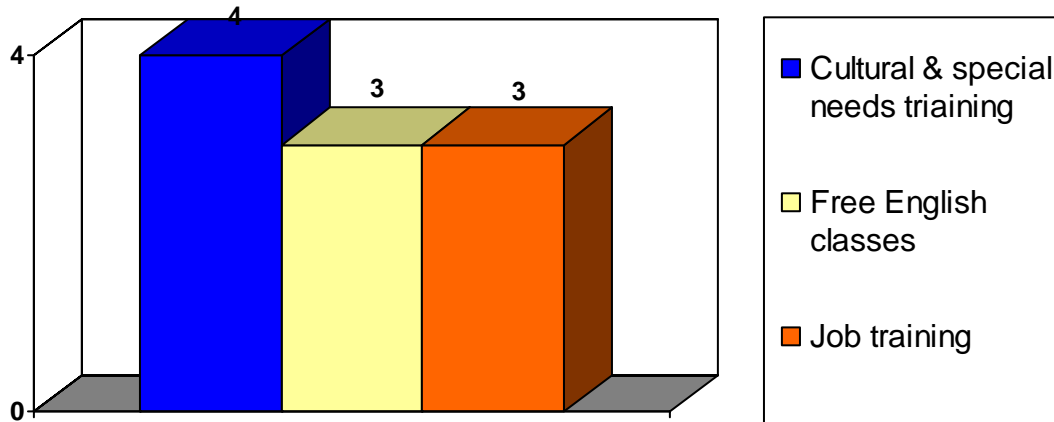
Graph 8. Top Three Strategy Choices, by Number of Votes, for the Other Category



The remaining strategies, listed in order of priority are:

- a. Training/education in schools regarding mental health/illness 🚗
- b. More programs services monitoring through QI 🚗
- c. Training for Board and Care providers and staff that is culturally sensitive and diverse

Graph 6. Top Three Strategy Choices, by Number of Votes, for the Other Category



One additional strategy in this category received one vote:

- b. Volunteer opportunities 🚗

**Mental Health Staff** (0% of the entire vote)

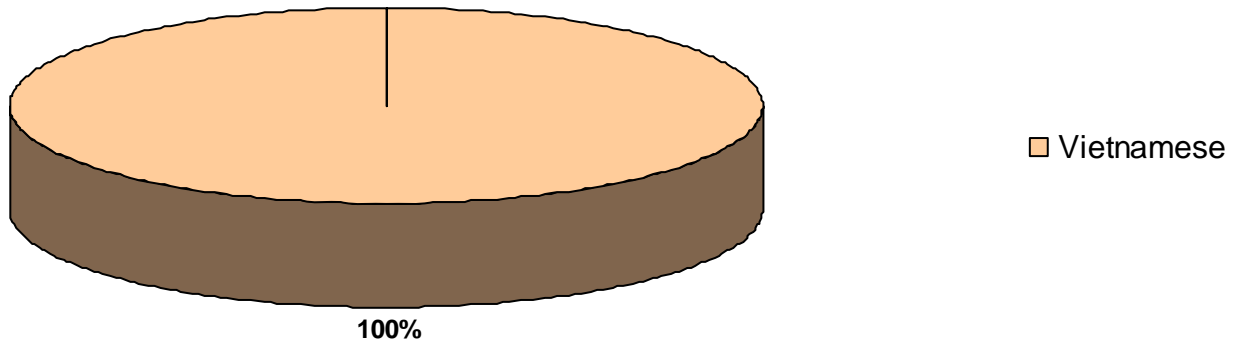
One strategy was proposed and received no votes:

- 1. Smaller caseloads.

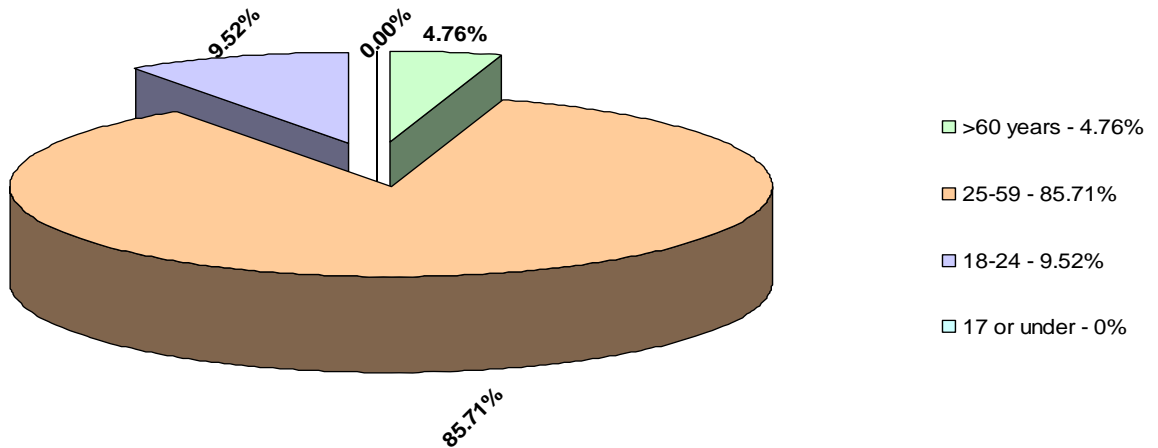
VIVO Survey Analysis  
October 2005

A total of 21 surveys were collected, compiled and analyzed. These surveys were gathered by the non-profit, Vietnamese Voluntary Foundation, Inc. (VIVO).

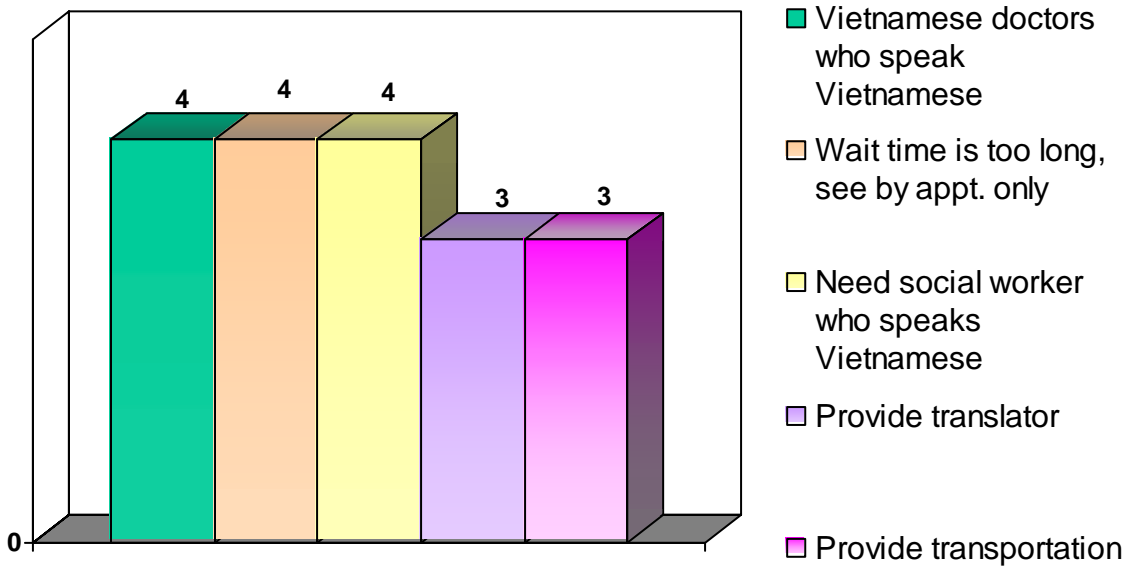
Graph 1. Respondents by Ethnicity, VIVO, October 2005



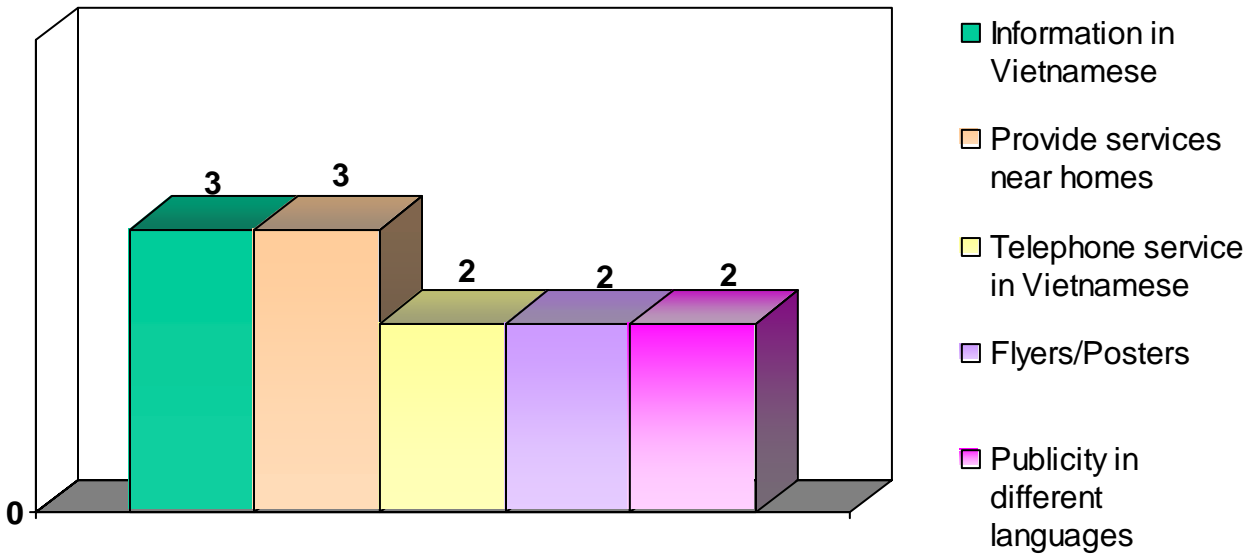
Graph 2. Respondents, by Age, VIVO, October 2005



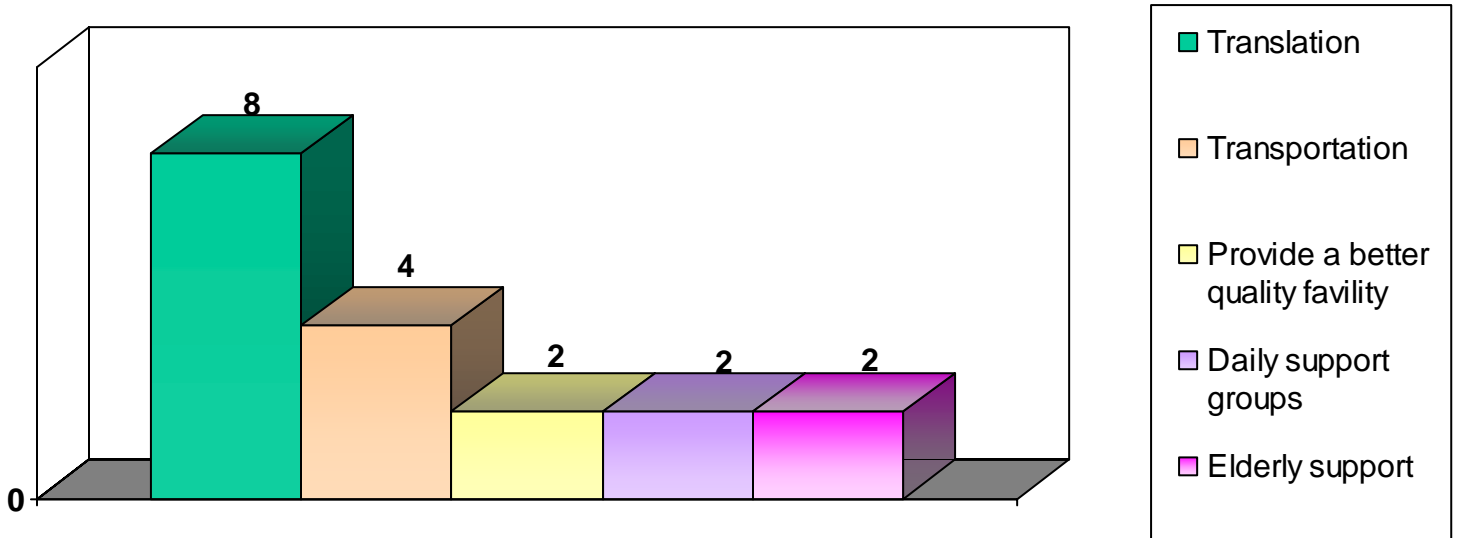
Graph 3. The Top Five Ways to 'Make Services Better', VIVO, October 2005



Graph 4. The Top Five Ways to 'Make Services Easier to Get', VIVO, October 2005



Graph 5. The Top five 'Needed Services', VIVO, October 2005





Make services better?	Make services easier to get?	Needed services
<b>Ethnic Awareness &amp; Diversity</b>		
Provide translator (3)	Provide many nurses and help from patient's kind of Asian speaker; speak same language	Almost everything because patients hardly know how to speak English and fill out paper.
Multiple workers that speak more than one language	Have every interpreter for 5-6 clients only, no more than 8 to make it possible to help all clients	Translation (8)
Have Vietnamese doctor who speaks Vietnamese (4)	Pass out interpreters phone numbers through newspaper or to every house	Vietnamese direct line
Social worker who speaks Vietnamese or of same ethnicity/culture (4)	Telephone service available in Vietnamese (2)	Have Vietnamese social worker
Need direct Vietnamese phone line because most elderly don't speak English	Information in Vietnamese (3) (how to get to TCC, clinic, etc)	
<b>Mental Health Services</b>		
Be patient with the elderly	Have more workers out in the community	Attention and privacy
One on one patient to doctor to keep privacy	Provide services on or near homes (3)	Show that you care
Wait time too long; try to see client/patient by appointment only (4)	Outreach: Flyers/posters (2) Publicity information in different languages (2) Vietnamese telephone advertisement on bus (1)	Provide services at the facility that is for mental health only, so as not to confuse clients.
Provide time and help	Make it simple and easy. Because sometimes its so detailed we don't know where to start	Help for everything. As elders, we need much help
Provide a private room because sometimes others can hear the conversation	Available staffing	Prefer not to have visits at home because sometimes that is where the stress comes from
Expertise	Flexible hours	Provide better quality and facility—sometimes it is very dirty (2)
Committed staff that follows up on clients	More sources and convenience	Provide help in all areas for the family
	Better staff	Daily support group (2)
	Better programs	Show patients that they are welcome
		More services and home visits
		Provide counseling, how to deal with stress and depression
		Elderly support (2)
<b>Social Activities</b>		
<b>Transportation</b>		
Provide transportation (3)	Provide bus line to get to clinic	Transportation (4)
Have interpreter pick up from home to destination	Provide transportation	Need help riding the city bus because of language barrier

Make services better?	Make services easier to get?	Needed services
because many people have trouble with transportation		
	Need someone in clinic providing information on how to get to bus line, number of the bus line, when and where to transfer to another bus	
<b>Medical Services</b>		
		Easy to get approved for medicine and testing
<b>Social Services</b>		
Provide social worker		Child Care
<b>Other</b>		
Gender issues	More gender who are culturally knowledgeable for advice	Family problems
Marriage advice		Marriage concerns
		Children attendance, achieve education

Age	Gender	Race	Group
60 + (1)	M (6)	Vietnamese (21)	Family Member (13)
25-59 (18)	F (15)		Ethnic Group (9)
18-24 (2)			
17 or < (0)			