

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH



COMMUNITY PLANNING TEAM

Tuesday, April 2, 2024
9:30 AM – 12:30 PM

IN-PERSON ONLY MEETING

St. Anne's Conference Center
155 N Occidental Blvd
Los Angeles, CA 90026.

WELCOME

DEAR COMMUNITY PLANNING TEAM & MHSA STAKEHOLDERS,

We look forward to seeing you in-person this Tuesday, April 2, 2024, from 9:30-12:30 at St. Anne's Conference Center, 155 N Occidental Blvd, Los Angeles, CA 90026.

We will be focusing on three items this Tuesday:

1. Obtain input on videos to help individuals access mental health services and increase participation in community stakeholder groups.
2. Gather input on two issues pertaining to the Call Center: (a) the name for an 24/7 integrated access line for mental health and substance abuse services; and (b) questions regarding the Call Center modernization.
3. Provide updates on DMH-related items.

For those who cannot attend in person but would like to listen to discussions, please use the following link:

[Click here to join the meeting](#)

Meeting ID: 271 694 639 722

Passcode: kSUPKy

Or call in (audio only)

[+1 323-776-6996,,108053390#](#)

Phone Conference ID: 108 053 390#

Lastly, if you are a CPT member and unable to attend the upcoming meeting, please contact us by 5 PM on Monday, April 1st provide us the name of your alternate. You can contact us at communitystakeholder@dmh.lacounty.gov

Sincerely

DR. DARLESH HORN, *Division Chief*
MHSA Division of Administration
Los Angeles County Department of Mental Health

COMMUNITY PLANNING TEAM SESSIONS

APRIL - JUNE 2024

DATE	TIME	MODE
April 26	9:30-12:30 PM	Online
May 7	9:30-12:30 PM	In-person: St. Anne's Conference Center
May 24	9:30-12:30 PM	Online
June 4	9:30-12:30 PM	In-person: St. Anne's Conference Center
June 28	9:30-12:30 PM	Online

AGENDA

TUESDAY, APRIL 2, 2024 | 9:30 AM -12:30 PM

OBJECTIVES	<ol style="list-style-type: none"> 1. Obtain input on videos to help individuals access mental health services and increase participation in community stakeholder groups. 2. Gather input on two issues pertaining to the Call Center: (a) the name for an 24/7 integrated access line for mental health and substance abuse services; and (b) questions regarding the Call Center modernization. 3. Provide updates on DMH-related items.
TIME	ITEM
9:30 – 9:40	<ol style="list-style-type: none"> 1. Meeting Opening <ol style="list-style-type: none"> a. Review Agenda b. Communication Expectations
9:40 – 10:50	<ol style="list-style-type: none"> 2. Input – Videos for Access & Community Participation <ol style="list-style-type: none"> a. <u>Background</u>: Dr. Darlesh Horn, DPA, Division Chief, MHSA Administration & Oversight Division, LACDMH b. Small Group Discussion c. Full Group Discussion
10:50-11:00	Break
11:00 – 12:10	<ol style="list-style-type: none"> 3. Input – Call Center <ol style="list-style-type: none"> a. <u>Background</u>: Jennifer Hallman, LCSW, MPA, Quality Assurance Manager, LACDMH b. Small Group Discussion c. Full Group Discussion
12:10-12:25	<ol style="list-style-type: none"> 4. Updates – DMH-Related Items <ol style="list-style-type: none"> a. <u>Updates</u>: Dr. Darlesh Horn, DPA, Division Chief b. Questions and Discussion
12:25-12:30	5. Next Steps & Meeting Evaluation
12:30	6. Adjourn

BACKGROUND: VIDEOS

BACKGROUND

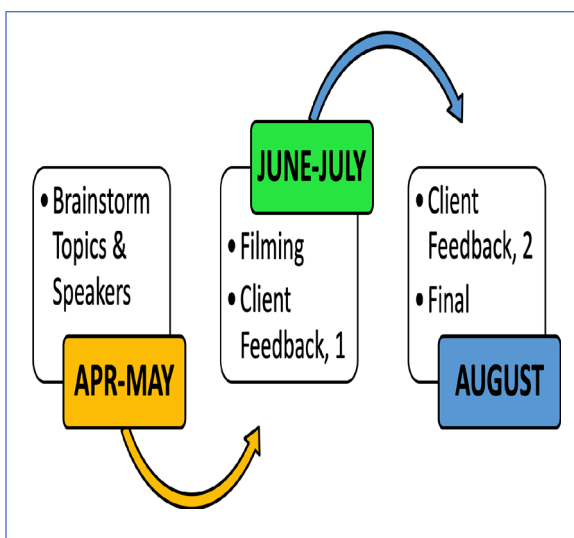
Over the course of the past two years, MHSA stakeholders have requested videos to assist with outreach and engagement to access services and to increase participation in community stakeholder groups.

- **FALL 2022:** The CLT Ad Hoc Team & MHSA Stakeholders highlighted the need to better coordinate Outreach & Engagement staff and materials increase participation and leadership in SALTs and UsCCs and access to services.
- **FALL 2023:** CPT members/MHSA stakeholders underscored the need provide culturally congruent and linguistically specific information to community members about how to access mental health services.

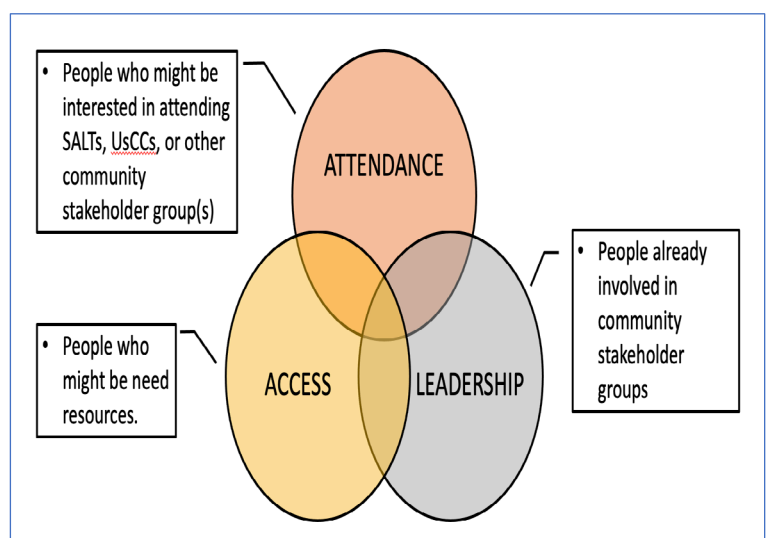
In response, LACDMH worked with CalMHSA to identify an entity with the capacity to produce these videos, in collaboration with MHSA stakeholders.

- **FALL 2023:** CalMHSA contracted Wondros to develop set of eight videos (approximately 5 minutes each) to support Outreach & Engagement efforts to increase access to services and participation in community stakeholder groups.
- **SUMMER 2024:** Wondros will work with the CPT members to identify content and identify speakers to tell your stories in a culturally and linguistically congruent way.

TIMELINE



AUDIENCES & GOALS



ACTIVITY: VIDEOS

QUESTIONS

If you have eight videos (5 minutes each), what topic or topics would you assign to each video to motivate people to:

1. Access mental health resources?
2. Attend SALTS, UsCCs, or other MHSA community stakeholder groups?
3. Become more involved in a community stakeholder group?

TOPIC IDENTIFICATION

Step 1: Individually (or in pairs) and drawing from your experience and knowledge, develop a list of topics that you believe can motivate people to access mental health resources, attend MHSA community stakeholder groups, and become an active participant.

Step 2: Share your ideas with others at your table, developing a comprehensive list on a flip chart.

Step 3: After you have listed all these ideas, take time to see what other groups generated, identifying items that are similar or different.

Step 4: In light of what you observed, as a team identify 8 topics you recommend (one key topic for each video).

Step 5: Time permitting, be prepared to present your topics to the group.

CALL CENTER

WHAT SHOULD THE SINGLE NUMBER BE CALLED?

“You have reached the Los Angeles County [name].”

Some options include:

1. Mental Health and Substance Use Services Call Center
2. Mental Health and Substance Use Help Line
3. Behavioral Health Recovery Services
4. Caring Access for Recovery and Entry (CARE)
5. Helping Access to Recovery and Treatment (HART)
6. Crisis Access Recovery & Emotional Support (CARES)

Step 1: Individually (or in pairs) and drawing from your experience and knowledge, identify which of these names sounds best and/or additional names.

Step 2: Share your ideas with others at your table, developing a comprehensive list.

Step 3: After you have listed all names, rank them and be prepared to share your ranked list and reasons to the large group.