



**Orange County Health Care Agency
Behavioral Health Services**

Mental Health Services Act (MHSA)

Stakeholder Meeting Report

Category/Title: Adult & Older Adult / Employment-Jobs

Date: August 1, 2005

Coordinator: Rowena Gillo-Gonzales, L.C.S.W.,
Div. Director, Pacific Clinics OC Programs

Contact No.: (714) 712-8340

Time: 2:00 – 3:30pm

Facilitator: Rowena Gillo-Gonzales, L.C.S.W.

Recorder: Linda Skale, L.C.S.W.
Pacific Clinics

Meeting Location:
1717 Orangewood Ave., Suite I
Orange, CA

Total number of Attendees per meeting:
19

Breakdown by Gender:

07 Male
12 Female
0 Other
0 Decline to State

**Breakdown by role in
The MH System:**

13 Client/Consumer
01 Family Member
05 Service Provider
0 Other

**Breakdown by
Primary Language:**

15 English
02 Spanish
01 Vietnamese
01 Other

**Breakdown by
Ethnicity:**

01 African American
01 Asian/Pacific
Islander
03 Latino
0 American Indian
14 Caucasian
0 Other

Breakdown by:

11 Total # of Ralph's Vouchers Distributed
07 Total # of OCTA Bus Passes Distributed
0 Total # of consumers transported
0 Total # of family members transported
0 Total # of Ralph's childcare recipients
0 Other

Breakdown by:

01 Total # of people requesting a
Spanish Translator

0 Total # of people requesting a
Vietnamese Translator

Stakeholder Group Questions:

- What are the problems you face?
- What do you need to make better?
- What are the outcomes you want?
- What kinds of services need to be in place to achieve them?

General Meeting Comments (type):

What are the problems you face?

- Discrimination
- Low self esteem
- Lack of adequate training
- Transportation
- Racism
- Language barriers
- Lack of motivation
- Lack of employers understanding mental illness
- Low minimum wage jobs
- People not listening to you
- Domestic violence
- Lack of experience in workforce
- Limited schooling or no schooling
- Unable to read
- Poor concentration
- Learning disabilities
- Poor socialization skills
- Lack of proper grooming habits
- Lack of emotional support
- Physical limitations
- Explaining gaps in work history
- Lack of incentive by employers
- Fear of losing benefits
- Lack of computer knowledge/training

What do you need to make better?

- Access to a career
- Education on owning a business
- Training on writing a resume
- Proper enforcement of discrimination laws
- Job coaching/ job placement/job development
- Assistance in identifying vocational skills

What do you need to make better? (Continued)

- Increased support and involvement of family members
- Ways to develop motivation and self-esteem
- Access to transportation
- Acceptance of capabilities

- Remove barriers of job discrimination
- Develop a positive attitude
- Identify ways to earn promotions
- Seed money to enter the workforce (for clothes, transportation, etc.)
- Incentives to get a job
- Greater access to affordable clothing and grooming
- Training on how to dress for success
- Education on working in teams
- Ongoing support from mental health team staff
- Training on self-care (household chores, budget, work expectations)
- Increased health care for consumers
- Better relationships with others in the community (no more stigma)
- Access to more food and a better diet

What are the outcomes you want?

- Employment for homeless and mentally ill
- Better rapport between homeless and the public
- Consumers in room and boards getting jobs and being able to maintain their housing
- Good paying jobs with security and stability
- Adequate employment that will take into consideration physical and mental limitations
- Childcare so consumers can go to work
- Better relations with family regarding job
- Employers having incentives to place and retain consumers
- Integrated system of resources so staff can refer effectively
- Safety net to preserve benefits
- "211" type system to access listings of jobs
- No discrimination based on age or disability
- Preserve benefits to ensure you don't lose medication coverage
- Employees/employers understanding mental health issues
- Opportunities to develop peer support network (e.g. friendship house)

What kinds of services need to be in place to achieve them?

- Places like Pacific Clinics, Mental Health Association, NAMI
- Extended hours for clinics (e.g. evening hours, Saturdays) and greater access to the Vocational Rehabilitation office
- Training for employers, employees, and clients on mental health issues
- Programs and classes in South Orange County
- Classes on learning how to fill out resumes
- Job coaches, job development
- Expanded Vocational Rehabilitation services
- ROP training and job placement

What kinds of services need to be in place to achieve them? (Continued)

- More access to vocational schools
- "One Stop" centers

- Better employment offices
- More clubhouses
- Much better coordination of resources already in the community
- Services to assist with symptom management on the job
- More volunteers
- More family involvement
- Educate consumers on how to keep benefits while working
- Gap analysis to identify what's missing in current "One Stop" system
- Better training for Mental Health staff to understand the importance/benefits of consumers working
- Computer training classes
- Incentive for employers to provide part time employment to consumers.