

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 3, 2005

Coordinator: Rowena Gillo-Gonzales, L.C.S.W.,  
Div. Director, Pacific Clinics OC Programs  
Contact No.: (714) 834-0757

Time: 10:00 – 11:30am

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

Recorder: Sister Mary Therese Sweeney  
St. Joseph Health System

Meeting Location:  
120 W. 5<sup>th</sup> Street  
Santa Ana, CA

Total number of Attendees per meeting:  
20

**Breakdown by Gender:**

05 Male  
15 Female  
0 Other  
0 Decline to State

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

08 Client/Consumer  
0 Family Member  
11 Service Provider  
01 Other

**Breakdown by  
Primary Language:**

04 English  
16 Spanish  
0 Vietnamese  
0 Other

**Breakdown by  
Ethnicity:**

0 African American  
0 Asian/Pacific  
Islander  
18 Latino  
0 American Indian  
02 Caucasian  
0 Other

**Breakdown by:**

10 Total # of Ralph's Vouchers Distributed  
10 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:**

09 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?**

- Unsure where to go to seek employment
- Dressing professionally
- Being on time
- No training or preparation for work
- Transportation
- Lack of understanding by employers regarding mental illness
- Stigma and discrimination against consumers
- Fear of filling out forms due to medication questions e.g. drugs that causes drowsiness
- Not prepared to bring paperwork – basic information like Social Security number
- Language barrier
- Feeling intimidated by employers
- Challenges of work relationships due to symptoms of mental illness
- Limited access to good jobs - available jobs are the worst jobs like cleaning bathrooms, car wash, menial labor

### **What do you need to make better?**

- Workshops & training in work settings to increase awareness of consumer needs
- Job placement, coaching, liaison with employer
- Medication monitoring system so consumers will take medications when needed
- Culturally, linguistically competent staff to help consumers
- “Goodwill” like work settings that accommodate disabilities
- Need multi-purpose center for range of services (financial, individual job training, medications)
- Increase employer knowledge about mental illness
- Training for consumers to start their own business e.g. entrepreneur opportunities
- Access to transportation

### **What are the outcomes you want?**

- Increase number of consumers at work rather than at clubhouses
- Less people on SSI
- Increase earnings to have decent, independent lives instead of living with other people
- More bilingual culturally-competent/sensitive staff in mental health system
- More supported employment programs, allowing part-time work when necessary
- More mental health workers – incentives for providers to hire consumers
- Stipends/scholarships for Mental Health professionals to remain in the field

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

- More personnel/larger workforce in mental health
- Training programs and mentoring, especially among older adults
- Job coaching, including bilingual job coaching
- Outreach services to community in threshold languages, especially Spanish
- Culturally competent services
- Transportation system

- On site job coaching at clinics which maintain sensitivity to language, culture, and mental illness
- English classes
- Paid training for employment & jobs; incentives to go to classes; variety of jobs being made available
- Assistance with wardrobe and interview skills
- Accommodation of physical conditions/disabilities
- Bilingual mental health services to address family and cultural issues