

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



Mental Health Services Act (MHSA)

Stakeholder Meeting Report

Category/Title: Families of Adult Children

Date: August 3, 2005 Time: 1:30 – 5:00 PM		Coordinator: Dorothy Hendrickson Contact No.: 834-3697 Facilitator: Dane Libart Recorder: Jim Marquez	
Meeting Location: 405 W. Fifth Street, Suite 202 Santa Ana, CA 92701		Total number of Attendees per meeting: <u>8</u>	
Breakdown by Gender: <u>3</u> Male <u>5</u> Female ___ Other ___ Decline to State	Breakdown by role in the MH System: ___ Client/Consumer <u>4</u> Family Member <u>4</u> Service Provider ___ Other	Breakdown by Primary Language: <u>8</u> English ___ Spanish ___ Vietnamese ___ Other _____	Breakdown by Ethnicity ___ African American ___ Asian/Pacific Islander <u>1</u> Latino ___ American Indian <u>7</u> Caucasian ___ Other
Breakdown by: <u>4</u> Total # of Ralph's Vouchers Distributed <u>2</u> Total # of OCTA Bus Passes Distributed ___ Total # of consumers transported ___ Total # of family members transported ___ Total # of childcare recipients ___ Other _____		Breakdown by: <u>0</u> Total # of people requesting a Spanish Translator <u>0</u> Total # of people requesting a Vietnamese Translator	

Stakeholder Group Questions:

1. What are the problems you face?

- ❖ Finding affordable housing
- ❖ Aging parents living with adult mentally ill child
- ❖ Families need support, “coping”
- ❖ Negative emotional consequence of living with affected child
- ❖ Financial consequences/worries, burdens
- ❖ Estrangement from loved one
- ❖ Families, seen an enabling vs. advocating
- ❖ Lack of skills to manage problem behaviors
- ❖ Lack of respite
- ❖ Lack of in-home services
- ❖ Families get no help from services
- ❖ Helplessness regarding care
- ❖ Emotional pain as a consequence for lack of complete treatment
- ❖ Legal help
- ❖ Lack of peer support during crisis/transitions
- ❖ Lack of education/assistance to deal with non-emergency situations
- ❖ Help in accessing education/mental health system
- ❖ Lack of specialized relatives or support groups
- ❖ Isolation/stigma
- ❖ Problems of confidentiality, HIPAA forms
- ❖ Communication skills/problem solving
- ❖ Untreated depression in family members
- ❖ Negotiating multiple agencies and regulations
- ❖ Dealing with substance abuse of loved one
- ❖ Lack of respect – reduced or inadequate treatment
- ❖ Not enough time to do what is needed
- ❖ No one place to answer family questions
- ❖ Lack of transportation
- ❖ Gaining medical compliance
- ❖ Lack of coordination with medications and during incarceration
- ❖ Care for loved one in criminal system
- ❖ Criminalizing mentally ill
- ❖ Families unorganized and unable to keep mentally ill records
- ❖ Families do not have emergency system plan
- ❖ Fears of what happens if law enforcement is called
- ❖ Guilt
- ❖ What’s going to happen to my loved one after I’m gone?
- ❖ Dealing with loss and managing the entire family

2. What do you need to make better?

- ❖ EDUCATION:
- ❖ Provider education, enabling vs. advocating
- ❖ Engagement through outreach
- ❖ 'Family to family', intensive family education
- ❖ Educating family on emergency situations, emergency safety plan
- ❖ Family tool kit e.g. important information kept in a binder
- ❖ Financial education, legal/trusts
- ❖ Education regarding substance abuse
- ❖ Public education utilizing mass media, school system, churches, university
- ❖ Law enforcement emergency services education
- ❖ SUPPORT:
- ❖ Create specialized support groups
- ❖ 24/7 family assistance
- ❖ Dedicated family and one on one counselors
- ❖ Respite assistance for family planning and day trips, weekend retreats
- ❖ Reunification assistance
- ❖ Depression screening and help
- ❖ One stop support and information center and mobile outreach
- ❖ Peer support
- ❖ Volunteer support
- ❖ SYSTEM IMPACT ON FAMILIES:
- ❖ Wrap around type services, including physical care
- ❖ Single point of contact for services
- ❖ Continuity of care
- ❖ Adequate number of providers
- ❖ Mental Health Court
- ❖ System needs to educate family on how it works
- ❖ Not enough appropriate and affordable housing
- ❖ One stop place to answer family questions and provide information
- ❖ System needs to collaborate with and accept families
- ❖ Improved transportation

3. What are the outcomes you want?

- ❖ Less incarceration
- ❖ Less hospitalizations
- ❖ More family advocates
- ❖ More AB2034 staff
- ❖ More community education
- ❖ 24/7 Warmline
- ❖ 24/7 Crisis line
- ❖ Law enforcement education
- ❖ 1st responders education

- ❖ Voluntary treatment
- ❖ Families/caregivers better educated
- ❖ Healthier families
- ❖ More time for police to deal with “real” criminals and public safety

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

- ❖ Wraparound services
- ❖ Implement Mental Health Court
- ❖ One stop information center
- ❖ Education programs for family and providers
- ❖ Training for law enforcement and first responders
- ❖ Program for affordable housing
- ❖ Transportation services