

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 5, 2005

Coordinator: Rowena Gillo-Gonzales, L.C.S.W.,
Div. Director, Pacific Clinics OC Programs
Contact No.: (714) 901-4629

Time: 2:00 – 3:30pm

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

Recorder: Lynn Burk, L.C.S.W.
Pacific Clinics

Meeting Location:
13950 Milton St., Ste. #303
Westminster, CA 92683

Total number of Attendees per meeting:
43

Breakdown by Gender:

24 Male
19 Female
0 Other
0 Decline to State

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

35 Client/Consumer
04 Family Member
03 Service Provider
01 Other

**Breakdown by
Primary Language:**

23 English
0 Spanish
20 Vietnamese
0 Other

**Breakdown by
Ethnicity:**

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

Breakdown by:

31 Total # of Ralph's Vouchers Distributed
21 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:

0 Total # of people requesting a
Spanish Translator
19 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?

- Poor interviewing skills
- Transportation
- Filling out questions on applications regarding disability
- Lack of job training
- Lack of coordination of job training & placement
- Employers' lack of understanding regarding mental illness
- Lack of flexibility in work hours
- Fear of losing benefits
- Lack of employers' flexibility
- Lack of job skills and experience
- Lack of fair wages and job retention
- Lack of long term job coaching
- Lack of appropriate clothing for employment
- Lack of referral services to initiate work for the seriously mentally ill
- Lack of independence
- Limited access to a variety of jobs
- Discrimination
- Low paying/inferior jobs
- Low self-esteem
- Problems getting insurance
- No promotional opportunities
- Lack of reasonable accommodations for disabilities

What do you need to make better?

- Part-time work with access to benefits
- The need for insurance i.e. dental, optometry, and major medical
- Flexibility during an illness
- Bill of rights on job application
- Increase public education regarding mental illness
- Flexibility for personal appointments e.g. meetings with housing, medical appointments
- Better/more accurate job placement
- Assistance from the Department of Rehabilitation
- Realistic employment expectations for people with mental illness

What do you need to make better? (Continued)

- Being able to work full-time
- More opportunities to work flexible hours
- Better confidentiality with mental health workers
- More bilingual staff
- Improved agency (state and federal) support

- More trust from employers
- Education of employers regarding employees with mental illness
- More opportunities for jobs other than menial/low paying jobs
- Support to integrate people diagnosed with mental illness into the work force
- More family support for consumers returning to work
- Opportunities to learn English in an accessible location
- Work environment close to home
- More effective job training
- Increase small business loans to people with mental illness
- More consumer-based advocacy
- Better pay
- Team coordinators for job coaching
- Better guidelines/less penalties for going to work
- More child care
- More effective job training

What are the outcomes you want?

- Increased income and job security
- Access to transportation
- More professional “white collar” jobs
- Eliminate stigma
- Regulations in place to ensure no discrimination
- Employment with benefits
- Employment retention
- Increased access to employment for the mentally ill
- Job satisfaction
- No more prejudice and stereotypes
- Child care at or near work site
- Coordination between employer and health care providers
- More opportunities for promotion
- More money to spend on needs
- Assistance with benefits
- Better job training and coaching
- More understanding that employment is part of treatment
- Better job placement

What are the outcomes you want? (Continued)

- Being able to afford better housing because of income
- Job protection
- One Stop Centers
- Make more money without losing benefits
- Incentives for employers to hire people diagnosed with mental illness

- Clearer understanding of the benefits system
- Employers allowing flexible work schedules for medication appointments

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

- Improvement in the Ticket- to-Work program
- Adopt AB 2034 model
- Follow the MHSA law
- Training consumers to work in the mental health field
- Dept of Rehabilitation services
- Employment support for the mentally ill
- Expanded transportation program
- Job coaching, placement and referrals
- Required training for employers on MHSA and ADA
- Clothing banks and access to showers
- Child care
- Computer centers and training
- Case management by providers
- Marketing of job opportunities to the mentally ill
- Tax credit and other employer incentives for hiring people with mental illness
- Programs to teach employers about stigma
- Clubhouses that provide services like The Village and Fountain House
- One-stop centers
- Entry level positions for people with mental illness
- Services throughout the county including south county
- Culturally appropriate food at the work site
- Equal employment opportunities
- Increase the cultural and linguistic competency of the work force
- Employers of all cultures to be educated regarding mental illness
- Accountability and tracking system of all outcome measures