Improving Technology Skills & Access

NEEDS IDENTIFIED IN COMMUNITY MEETINGS

Despite existing challenges, CEM participants overwhelmingly expressed a preference for a hybrid of in-person and remote/ virtual services even after COVID-19 restrictions are lifted. The challenges with telehealth or virtual services they reported include:

- Easier to share when face-to-face

- Lack of privacy during telehealth/virtual services

- Need for education and training on technology and devices, including digital literacy and digital health literacy

- Access to devices and Wi-Fi

QUESTIONS

- What strategies have you tried to address one or more of these challenges (i.e., improving skills/comfort/privacy during virtual services)? Which approaches worked? Didn't work?

- Of the strategies discussed and/or considered, what are you interested in trying?

- Are there barriers that you or your organization might face trying to implement these preferred strategies?

Mental Health Terms & Language

NEEDS IDENTIFIED IN COMMUNITY MEETINGS

Across the various meetings, participants continued to emphasize the role that words play in reducing stigma and making services feel more welcoming. They also stressed the importance of using culturally appropriate language.

QUESTIONS

When creating outreach and advertising materials, what terms have you (seen) used for the following constructs?

- Mental illness, mental health disorder, behavioral health, etc.
- Substance use disorder, substance use, drug use, addiction, etc.
- Specific conditions, such as anxiety, depression, OCD/obsessive-compulsive disorder, etc.
- Clients, consumers, etc.

What impact have you noticed when different terms are used?

Which words/phrases seem to be preferred? Should be avoided?