

# Tech for your Well-Being: Your Feedback

Meeting Date: June 24, 2019  
Orange County  
MHSA Stakeholder Meeting



California Mental Health Services Authority  
[www.calmhhsa.org](http://www.calmhhsa.org)

## Background

Help@Hand is a multi-city and county collaborative whose vision is to improve the well-being of Californians by integrating promising technologies and lived experiences.

Realizing the importance for community stakeholders to develop tools to support informed decisions and better engage with future digital mental health solutions, the Peer & Community Engagement Manager, with the CalMHSA team, is facilitating community discussions to support this goal.



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## Process

### Q. Why did we come together?

A. To hear about your needs and concerns around engaging with technology.

### Q. What will we do with your feedback?

A. Partner with digital mental health literacy experts to look at the results and identify your county specific needs.

### Q. What are our next steps?

A. Deliver training that responds to your county results.

## Stakeholders

### Q. Who did we speak with?

A. We spoke with Orange County community stakeholders which included MHSAs Steering Committee Members, mental health consumers, peer workers, providers, and family members.

### Q. How many stakeholders did we speak with ?

A. We spoke to **127** people, (based on our sign-in sheets).

1. MHSAs Steering Committee Members (20)
2. Orange County Stakeholders (107)

## Discussion Question 1:

What is important to you and your wellness?

### Access

What is important to you and your wellness?

#### Access

Orange County stakeholders highlighted that access to supports and services was important to their wellness.

They specifically called out needing access to free counseling and healthcare, providers, and support in their preferred languages.

Some shared that having people to call and places to go was helpful and called out the Wellness Center as an example.

They also shared that it was important for them to have confidentiality in their services and supports as well as a timely response.

## Social Connectedness & Recovery Elements

What is important to you and your wellness?

### Social-Connectedness and recovery elements

For many stakeholders, having good relationships with friends and family and making connections was very important to their wellness.

Some stakeholders highlighted the significance of communicating with others through forums and online chats, and that recognizing progress and encouraging others contributed to their own wellness.

Several stakeholders discussed the recovery model principles and shared that owning your own recovery, managing your self-care, and being a role-model were important elements of wellness.

Additionally, stakeholders shared that having a voice and purpose and having people meet them where they were at in their recovery were critical elements in staying well.



## How I'm Treated

What is important to you and your wellness?

### How I'm Treated

Whether it is the sensitivity by first responders in a crisis or having a provider that believes in you, several community members called out, "how they are treated" as critical to their overall wellness.

Specifically, stakeholders discussed the importance of being involved in their mental health care as an important component of feeling well.

Additionally, stakeholders shared that feeling comfortable and at home, valued, heard, and supported was helpful for their mental health care.



## Physical Health & Activities

What is important to you and your wellness?

### **Physical Health & Activities**

For many OC stakeholders, physical health and engaging activities helped support their wellness.

Staying physically active, healthy eating, and getting enough sleep were highlighted often as important to community member's wellness.

Holistic activities that combined physical movement, meditation, and spirituality like Tai Chi and Qigong were also listed as healing and helpful.

Below are some specific activities that contribute to wellness: vacation and taking breaks, singing karaoke, gardening, dancing, cooking, art, and going to the movies.

## Discussion Question 2:

How do you hope technology could help?

## Connect to Resources & Manage Care

How do you hope technology could help?

### Instant access to relief and support

Whether it is to help manage symptoms, support relaxation through music or generally decrease stress, get support for family and friends with a loved one with mental health issues, or an additional venue for crisis intervention; OC stakeholders saw technology as a way to provide instant access to support.


## Connect to Resources & Manage Care

How do you hope technology could help?

### Connect people to local resources and manage their care

Other stakeholders viewed technology as good venue to connect community members to local resources and supports. They shared that the following could be a benefit of engaging with technology:

- Having appointment reminders
- Connecting someone to upcoming events
- Displaying one-on-one in-person groups
- Making it easier to find and access resources



## Increased Accessibility

How do you hope technology could help?

### **Increased accessibility for diverse stakeholders**

Many OC stakeholders felt that technology could be an avenue to remove typical barriers to care i.e. having accessibility to several languages and language appropriate support, utilization of graphics to help those with limited literacy, live chat help, and easy to navigate information about resources that include criteria for involvement.

## Discussion Question 3:

What gets in the way of you using technology for your self-care?

Mistrust of Technology

What gets in the way of you using technology for your self-care?

**Mistrust of technology**

One of the biggest barriers to using technology for self-care was the overall mistrust of technology's access and use of sensitive data, fear of being tracked online or through location (GPS), getting hacked and having secure information shared out into the world, and fear of identify theft.

Difficult to Navigate

What gets in the way of you using technology for your self-care?

**Difficult to navigate**

Another barrier to use is not understanding how to navigate technology because of the language being too technical, trouble keeping up with changes and updates, difficulty memorizing passwords, and accidentally downloading sites/apps and getting viruses.

Stakeholders wanted more self-paced learning in multiple languages.





## Financial and Utility

What gets in the way of you using technology for your self-care?

### Financial and utility barriers

Many stakeholders discussed economical barriers of not having a capable phone (flip phone) to download apps for self-care, or not having a strong network, reception, or enough data.

Draining batteries and identifying areas to charge phones came up as another barrier for use, phones being stolen, and not having a cellphone at all to access apps was another barrier.

## Discussion Question 4:

What skills or support do you need so you would engage with technology?

## Informed Decisions

What skills or support do you need so you would engage with technology?

### Information to help informed decisions

Many OC stakeholders wanted more information on the technology before engaging. For example, stakeholders underscored the importance of: (1) understanding risk (2) insight and background on third party vendors (3) how to opt out of sharing information (4) whether or not an app was confidential or not, and (5) clarity on technical terms like "secure networks".

Some stakeholders mentioned that if their phone is stolen, they would like to have information on what to do to protect themselves and their information.

## Help Desk & Training

What skills or support do you need so you would engage with technology?

### Help desk/training

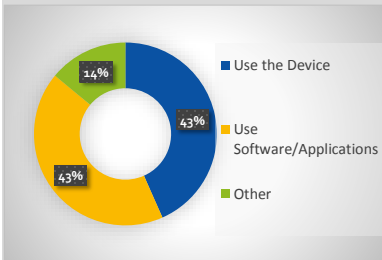
OC stakeholders described wanting a venue like a help desk to support their skill development.

They shared that in-person training and having a mentor support navigation would remove barriers to engagement. In addition, having help when they get stuck in a digital health solution and mechanism for self-paced learning would also be ideal.

Stakeholders mentioned that all tools (training, digital solutions) should be user-friendly and that repetition and being able to provide feedback is helpful.

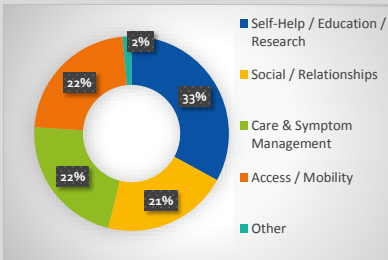
Tech Well-Being Checklist Findings

I'm interested in learning how to:



- There is equal interest in learning how to use devices and use applications within devices, totaling 86% of respondents
- Other responses include app design/development

I'm interested in apps/technology that help me:

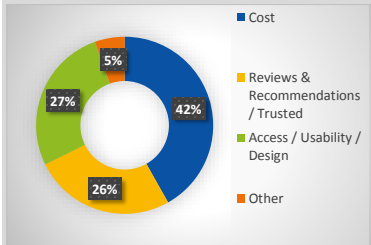


- The front-running response by a 9% margin is self-help/education/research
- Social/Relationships, Care & Symptom Management, and Access/Mobility are almost equally emerging as the next leading areas of interest
- Other responses include real-time access to a crisis team



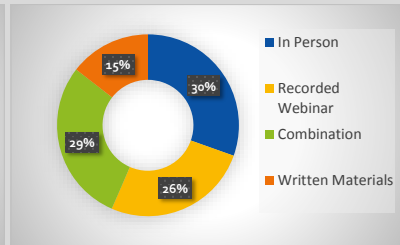
Tech Well-Being Checklist Findings

Which of the following helps you to decide on using new technology?



- Cost is the clear front-runner in the decision to use new technology
- Reviews & Recommendation/ Trusted Source and Access / Usability / Design are almost equally emerging as the next leading areas of interest
- Other responses include app stability, incentives and perks, awareness through advertising and marketing

How would you like to receive training on technology and self-care topics?



- There is almost equal preference in classroom, webinar and a combination of classroom and webinar
- Self-directed learning through written materials is the least preferred by respondents



### Other Considerations from your Community:

- Ensure technology is compatible with Obama phones and flip phones
- Make sure the digital solutions are available in other languages
- Consider creating accessibility to voice for those with physical limitations
- Consider creating video conference options for people to connect with providers
- Create feedback loop on services provided to improve quality of service
- Create monthly or periodic updates on personal goals



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### Next Steps:

CalMHSA is currently gathering input from other counties this summer to inform the Digital Mental Health Literacy Curriculum and will provide an update to OC on progress and training opportunities in October.



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