

September 16, 2014

Group #4 (Alicia): Focus on Adult Services

1. In looking at the key need and gap areas that have been identified so far, are there any, from your perspective, that are missing? If so, what are they?

- Trauma informed services
- Staff and hospital need to treat patient with courtesy
- Better address patient needs, especially when in danger to self or others
- Wait time for services
- Coordinator not responsive in a timely manner
- When coordinator responding, not committing to being there
- Police not always know how to respond
- Police make judgments, and sometimes there is racial discrimination
- Integration of mental health and substance abuse
- Clear guideline distinguishing between behavior and mental health diagnosis.
- Do not medicate immediately (not always needed)
- Recognition of positive peer run programs, like 2nd Story and MHCAN
- Need peer run program in South County
- Clients have a hard time reaching payee
- Not enough money to make it to the end of the month
- More resources to help client gain financial stability
- More education for everybody
- Resources to help purchase important documents (like birth certificates, license, identification card)
- Have a person check on people in residential setting to make sure they are taking medication

2. Which need or gap areas are most important?

- Trauma informed services
- Hospital staff need to be more courteous
- Better address needs
- Police don't always know how to respond; need more training (CIT)
- Women police (have more compassion to listen)

3. Which need or gap areas should we focus on working on first?

- Medication. Need better assessment of when they are needed, especially in kids)
- Police training
- Advocate for residential (responsible)
- Coordinators keeping appointments and responding in a timely manner

4. Are there specific need or gap areas that may be unique or different for South County.

- Making sure cultural and linguistic needs are being met.
- More training access in South County
- Training on mental health terminology for other providers
- More training for public on mental health issues.